

# vigilant

THE MONTHLY CARGO CRIME UPDATE FOR MEMBERS OF TAPA EMEA

**Page 3:** Advanced threats and future transportation modes on the TAPA EMEA agenda in Palma

**Pages 4-8:** Volkswagen Konzernlogistik on protecting its automotive supply chain against growing risks

**Page 8:** A snapshot of cargo crime in EMEA in Q2 2018

**Pages 10-13:** DHL Express – gaining business through great security

## DRIVING FORCE

**Volkswagen Konzernlogistik brings its supply chain security expertise and market intelligence into the TAPA Family**

**Pages 14-19:** Recorded freight losses in July up 299.3% to €15.8 million in just 31 days

**Pages 20-21:** Standards FAQs – what might the future hold?

**Pages 22-23:** Where to find TAPA certified facilities and trucking operations in the EMEA region

**Pages 24-26:** The value of TAPA's Parking Security Requirements from the Parking Place Operators' perspective

**Page 27:** See TAPA EMEA's latest FSR and TSR certifications and welcome our newest members

# welcome

## THE QUALITY OF OUR MEMBERSHIP OPENS THE DOOR TO GROWTH AND WILL DELIVER NEW SOLUTIONS

One of the main reasons why TAPA has earned so much respect across the globe as the leading Security Expert Network for everyone in the supply chain is due to the quality and influence of our members.

When we speak to government ministers, senior officials at the EU or national law enforcement agencies about cargo crime, the fact that we represent so many of the world's leading Manufacturers and Logistics Service Providers, as well as other important security stakeholders, means our views are listened to and taken seriously. Ultimately, this helps us open doors to solutions that benefit every member of our Association.

In this issue of *Vigilant*, we focus on three TAPA EMEA members to highlight the importance of what we do, and to show how leading businesses are proactively supporting our agenda to minimise the risk of cargo crime to our members' supply chains.

The first of those companies is DHL Express, a great advocate of everything TAPA stands for and a company which continues to embrace, and benefit from, all that we offer. It was over 17 years ago when DHL Express first began to adopt our Facility

*'More members bring more expectation and that is what we need to keep moving forward.'*

Security Requirements (FSR) as part of their global security programme. This month, they achieved their 300th TAPA FSR certification and now operate certified facilities in 82 countries. This is not only a great tribute to the DHL Express Global Security team but also to the considerable number of our members who have given their time and expertise to TAPA over many years to help us create the world's leading industry standards for supply chain security.

We also feature two relatively new members in EMEA; Volkswagen Konzernlogistik and Truckparkings Rotterdam.

at managing risk. We now have this knowledge in the TAPA Family and, as we heard at our conference in Warsaw, the VW logistics and security experts are willing to share their expertise and intelligence with us. Already, they are helping us to gain new information about supply chain security in countries where we previously knew very little.

We also welcome Truckparkings Rotterdam and you will be delighted to read Director, Ton Barten, confirming that all of the company's secure parking sites in the Netherlands will meet our new Parking Security Requirements (PSR).

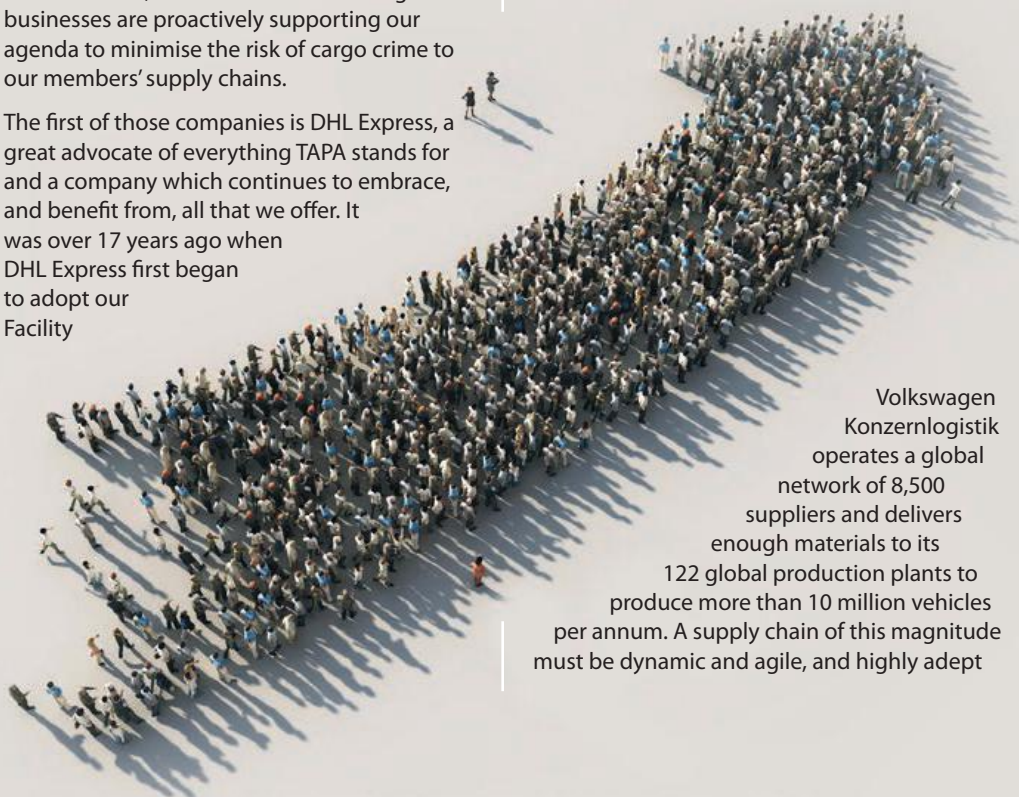
These three companies are part of a fast-growing TAPA Family in the EMEA region, which now has more members than at any time in our 20-plus year history.

Of course, every single TAPA member is vitally important to our future growth, not just in terms of our size but, even more importantly, in our ability to be heard.

TAPA is the representative voice of supply chain security professionals and we are constantly reminded that it is our members which give us our profile, strength and purpose. More members bring more expectation and that is what we need to keep moving forward. We are ready to meet that challenge.



Thorsten Neumann  
Chairman



Volkswagen Konzernlogistik operates a global network of 8,500 suppliers and delivers enough materials to its 122 global production plants to produce more than 10 million vehicles per annum. A supply chain of this magnitude must be dynamic and agile, and highly adept



# TAPA EMEA CONFERENCE IN PALMA OFFERS A UNIQUE LEARNING EXPERIENCE FOR EVERY SUPPLY CHAIN SECURITY STAKEHOLDER

To stay ahead of the game, every supply chain security professional thrives on information, insight and intelligence and TAPA EMEA conferences continue to provide one of the most effective opportunities to engage with, and learn from, a host of subject matter experts.

The final conference of 2018 in Palma, Spain, on 10 & 11 October will be no exception and will provide answers to questions such as:

- What is NATO's view of resilience and transport security?
- What risks do supply chains face in Belgium?
- What are the biggest cargo crime trends and challenges in Spain?
- How has GDPR changed the supply chain?
- What's next for TAPA's FSR and TSR Security Standards?
- How is TAPA's new secure parking programme for trucks progressing in Europe?
- What do you know about the advanced threats posed to your supply chain by electronic and physical attack tools?
- Will future modes of transportation make supply chains safer?
- How can small and medium-size companies protect themselves from cyber criminals?
- What can we learn about holistic global supply chain vigilance?

These and other TAPA EMEA updates await the 300 delegates who have already registered –

so if you don't want to miss out but have yet to confirm your attendance, you now need to register immediately to guarantee your place at the conference.



Day one will include a keynote address by Franz-Josef Schneiders on 'Resilience & Transport Security – A strategic issue of growing importance for nations, the EU and NATO'. Between 1984 and 1991,

Franz-Josef was Scientific Assistant and Head of Cabinet to Ernst Hinsken, Member of the German Parliament in Bonn. Since 1992, he has held a series of senior posts in the Federal Ministry of Transport, including Head of the Press Relations Division, Head of the Road Safety Division, Head of the National/International Civil Emergency Preparedness, Crisis Management and Security Matters Division, and Head of the NATO Affairs in Transport and Logistics, Critical Infrastructure Division. He is also Head of the Working Group on Logistics Security and of the Working Group on Cargo Theft.

Delegates will also hear Pete Mento, Vice President of Global Trade and Managed Services for Crane Worldwide Logistics, present 'The Nature of the Threat: Cargo Security and Cyber in the New Supply Chain'. With so much attention paid to the physical security of goods, what is the real threat posed to the supply chain by cybercrime? He will explore the complex nature of cybercrime and terrorism, the reaction of industry to the threat and the impact it has on our businesses and our world.

Other confirmed speakers include Ryan Socal, Principal Program Manager, Supply Chain, Microsoft Azure Global, who will address



the topic of GDPR, and Peter Thompson, Managing Director, of CanTrack Global, on the subject of 'Advanced threats to the supply chain - electronic and physical

attack tools' looking at the technology trends utilised in the theft of, and from, vehicles involved in supply chains.

The event's sponsors and exhibitors will also give delegates the opportunity to find out more about:

- Preventing losses by curtain slashers
- Electromechanical locks, access controls and identification technology
- Satellite security
- Pharmaceutical transportation
- Cashless payment systems for HGVs
- Supply chain visibility solutions
- End-to-end digital management of supply chains
- Cloud-based risk analysis
- Business continuity intelligence
- Driver assistance, braking, stability control, suspension, transmission automation and aerodynamics

TAPA is also hosting a networking drinks reception for delegates who arrive on the eve of the conference.

TAPA EMEA members can register and find out more about the event on the conference website via the link which has been sent to all members.

## REGISTER NOW!



# DRIVING FORCE

**TAPA EMEA is on a mission to attract more industry-leading companies to understand the types of supply chain security risks they're facing, and to benefit from their knowledge, intelligence and expertise.**

At the start of 2018, the Association welcomed one of the world's biggest and most dynamic manufacturers of automobiles and commercial vehicles into its ranks, Volkswagen Group, the largest carmaker in Europe with 12 brands from seven countries.

With a supply chain managing 8,500 suppliers and feeding 122 production plants globally, and which works with hundreds of transport companies, Volkswagen Konzernlogistik is responsible for moving enough materials to manufacture 10 million cars per annum. They are clearly a welcome and major addition to the TAPA Family ... and they, too, expect to gain much from their membership to support the resilience of their global operations ...







FTS  
Ein/Aus-  
Schleusen  
Platz FA8





**Since its creation 20 years ago, one of TAPA's greatest strengths, and the reason it is recognised as the world's leading Security Expert Network for everyone in the supply chain, has been the quality of its Manufacturer and Logistics Service Provider membership.**

**In the EMEA region, the Association's membership is at its highest-ever level, with another 32 new member companies, Associate Partners and Security Service Providers joining in the first six months of 2018.**

TAPA's Manufacturer membership already includes strong representation from industries such as Technology, Pharmaceuticals, Clothing & Footwear, Cosmetics & Hygiene, and Tobacco but part of the TAPA 2020 growth initiative focuses on attracting more leading companies from other major industry sectors known to be severely impacted by cargo crime. One of these is the Automotive sector.

Over 12 months ago, TAPA EMEA's Chairman, Thorsten Neumann opened dialogue



with Volkswagen AG, one of the world's leading manufacturers of automobiles and commercial vehicles and the largest carmaker in Europe. As well as encouraging Volkswagen Konzernlogistik to join the Association, he also wanted to gain a better understanding of the risks faced by a company with such a

dynamic and diverse supply chain. At the start of 2018, Volkswagen Konzernlogistik joined TAPA EMEA and, in April, Slawomir Mrugalla, Security Manager, Volkswagen Group, and Jan Poppelbaum, Specialist/Logistics Planner, Volkswagen Konzernlogistik GmbH & Co. OHG, addressed TAPA's conference in Warsaw to present an overview of the logistics network of Volkswagen and specific challenges of cargo crime.



"We are extremely proud to welcome VW to the TAPA Family. As with our Manufacturer members in other industries, we need the engagement of the largest

companies across every sector because of the knowledge, expertise and intelligence they bring to our Association. My meetings with the leadership team at Volkswagen Konzernlogistik have provided a great opportunity to listen and learn about their business. I am excited by the active contribution they want to make to TAPA and to mitigating risks as part of their end-to-end supply chain strategy, not just in Europe but globally," Thorsten said.

"We value every TAPA member but we want them to proactively participate in what we do today, and to help shape our future. We are not simply looking to build a list of global brand names, we want to learn from these companies. To do that, we must ensure that TAPA continues to give back sufficient value through our Security Standards, Incident Information Service (IIS), training and networking to keep these companies onboard with us. I now have a clear understanding of the specific supply chain security challenges VW faces and we will connect these learnings to help further the development of our work."

Headquartered in Wolfsburg, Germany, the Volkswagen Group comprises 12 brands from seven European countries: Volkswagen Passenger Cars, Audi, SEAT, ŠKODA, Bentley, Bugatti, Lamborghini, Porsche, Ducati, Volkswagen Commercial Vehicles, Scania and MAN. It operates 122 production plants globally, including 75 in the EMEA region. In the first six months of 2018, the Group recorded the best-ever first half year in its history, delivering 5.5 million vehicles to customers, including 958,600 new vehicles in June alone, up 4.1%.

To understand more about the scale of VW's supply chain operation and the risks involved in moving such large volumes of high value, theft targeted parts all over the world, *Vigilant* spoke to Matthias Braun, Head of Digitization and Concept Development in Materials Logistics at Volkswagen AG.

*'We are extremely proud to welcome VW to the TAPA Family. We need the engagement of the largest companies across every sector because of the knowledge, expertise and intelligence they bring to our Association.'*

**'We see more and more variations in Modi Operandi which target specific elements of the supply chain and/or try to circumvent countermeasures taken.'**

Matthias Braun, Head of Digitization and Concept Development in Materials Logistics at Volkswagen AG.

### *How many products might you have moving in global supply chains at any one time?*

In general, we run a network capable of delivering the material to produce more than 10 million cars per annum, including different kinds of products for the production plants, from individual parts up to complex modules, and also covering the demands of the spare part network. This global network includes around 8,500 suppliers and hundreds of transportation companies delivering goods to 122 production sites and many more secondary destinations.

### *Can you provide a guide to the scale of thefts from automotive supply chains globally?*

We cannot speak for the whole supply chain of the automotive industry, but we are well aware of the risk to thefts. This, combined with our network complexity, makes it important to focus more on this topic.

### *In terms of overall thefts from automotive supply chains, does your intelligence show these are increasing year-on-year?*

What we can see is that, based on our improved awareness regarding the process and a much better information network, we do get more reports of thefts within the

last months. This makes our internal figures grow without any conclusion about real higher thefts. Another observation is that we see more and more variations in Modi Operandi which target specific elements of the supply chain and/or try to circumvent countermeasures taken.

### *What are the biggest risks to automotive companies when car parts are stolen and, presumably, then sold on using the black market?*

This question requires looking at from a lot of levels or aspects. We need to reacquire the part itself, transport to the site (including any extra cost to expedite the shipment), which also causes process hazards. Especially in long-range connections, lower stock levels and, in cases where higher numbers of parts are stolen, production may be at risk. Additionally, there is also an impact on the after sales business. Besides commercial issues, there are risks regarding product liability, image and so on. They may also be used as a sample for product counterfeiting.

*'A newer challenge we see in rare cases involves false flag operations, which means loading a truck at a supplier's site using false papers or faked identity and then never being seen again.'*

### *What actions is the automotive industry taking to make its supply chains more secure?*

We are connecting our partners to strengthen the supply chain by implementing awareness and security standards. Internally, we will further secure containers and trucks for endangered parts by developing our contracts and implementation processes, including technical measures. For dealing with this matter, organisations have to be capable of reacting in the same professional way as the offenders do with us.

### *What are the main types of cargo crime incidents suffered by the automotive industry?*

In our case it is mostly criminal activity specially tailored to our supply chain processes, mostly trying to mask the thefts. The general risk, e.g. curtain slashing, plays a much smaller role. Fortunately, we also see a very low number of thefts by force. A newer challenge we see in rare cases involves false flag operations, which means loading a truck at a supplier's site using false papers or faked identity and then never being seen again.

### *Volkswagen Konzernlogistik is a relatively new member of TAPA EMEA. What convinced you to join the Association and what are you hoping to gain from your membership?*

To answer it shortly: networking opportunities, learning about standards and experiences of others, join the information network and staying up-to-date with initiatives and developments of standards which might benefit our network.



Slawomir Mrugalla, Security Manager, Volkswagen Group (left) and Jan Poppelbaum, Specialist/Logistics Planner at Volkswagen Konzernlogistik, gave a presentation on the company supply chain at TAPA's conference in Warsaw. They are pictured with Jan Bergmann of Volkswagen Group Logistics and Thorsten Neumann, Chairman of TAPA EMEA.



The Volkswagen supply chain moves enough materials to produce more than 10 million cars per annum.



### **What are your first impressions of TAPA EMEA?**

The first personal experience was the Warsaw conference. Very big, very professional and a very high concentration of knowledge. Add the opportunities to get in touch with supply chain security specialists of any branch and it was time well spent. It motivates us to get deeper into cooperation and broaden our knowledge base, e.g. by attending auditor classes.

### **How useful is the incident intelligence provided by TAPA's Incident Information Service (IIS)?**

We are using it but are still evaluating what we can do with it.

### **Do you plan to share incident intelligence data with TAPA's IIS?**

There are some first cases entered in IIS, but we are still gaining experience of the service. We see that on a general scale, from a political perspective, for example, sharing intelligence is the best way to raise awareness. Therefore, we encourage other companies within or outside the OEM industry to focus on this topic and to start getting active.

*'We see that on a general scale, from a political perspective, for example, sharing intelligence is the best way to raise awareness. Therefore, we encourage other companies within or outside the OEM industry to focus on this topic and to start getting active.'*

### **You will be aware of TAPA's Security Standards for Facilities and Trucking. Are you keen for your suppliers to be TAPA-certified?**

We will review this under economic viewpoints, taking in specific risks and general cost-value ratio. A lot of very basic things to do are either easy to implement or already in place, mostly in the context of quality management, if you know what you are doing and why. So, you can get some more security by raising awareness without generally pushing the costs up.

### **TAPA has a new Parking Security Requirements. In your opinion, how important is this initiative and does it have your support?**

The issue of parking space shortages, both general and secure, is a major problem for any supply chain. It leads to disturbances, e.g. because the drivers miss their time-slots because they had to search for a place to rest. So, if there are investments in new

infrastructures, please make them safe and secure for the drivers and for the goods they are carrying.

### **The majority of cargo crimes in EMEA involve attacks on trucks, usually when they are parked in unsecured parking locations. Looking forward, do you expect organised criminals to become even more sophisticated in the way they target supply chains?**

During all times, crime has evolved to follow targets when they are evolving. This means like in general security concepts, you have to evaluate logistical megatrends, specific developments of your own business and the general progress of technology and society for their impacts and implications on your supply chain security. So, yes, we do expect that organised criminals will change the way they target supply chains as technological and other developments can be used to support their criminal intentions.



Q2 2018

RECORDED CARGO  
CRIMES IN EMEA

556

Number of cargo crimes reported  
to TAPA's IIS in EMEA – down 12.8%  
over the 638 thefts in Q2 2017

22

Number of countries  
in the EMEA region  
reporting cargo theft  
incidents in Q2/18 vs.  
20 a year ago

€64,918

Average loss  
for cargo thefts  
with a value

49

Number of major losses with  
a value over €100,000

14%

Food & Drink was the IIS product  
category with most thefts, 78 in  
total or 14% of all crimes

€26,551,741

Total loss for all crimes  
reporting a value in Q2 2018

380

The United Kingdom recorded  
the highest number of cargo  
crimes – 68.3% of the Q2/18 total and  
+0.7% higher than the same period of 2017

73.6%

Of crimes provided a loss value

19

Number of TAPA  
IIS product  
categories  
recording losses

€3,000,000

A shipment of medicines from a Services 3rd  
Party Facility in Grosseto, Italy, on 16 May

112.7%

Year-on-year increase in  
crimes with losses over €100K

76.5%

Of reported incidents involved Theft  
from Vehicle, 425 crimes in total

€16,563,863

Total value of recorded crimes with  
a loss of more than €100,000

55

The number of incidents  
with a loss value between  
€50,000 and €100,000

€338,038

Average loss for the 49 major cargo crimes in EMEA

89.9%

Annual increase in recorded  
cargo crimes in Unsecured Parking  
locations compared to 2016

€3.68m

Total value of  
losses between  
€50,000 -  
€100,000

P 384

Of the freight theft incidents  
in EMEA took place in  
Unsecured Parking  
locations in Q2/18

89%

Or 495 of crimes recorded  
in Q2/18 took place in 5  
countries in EMEA



# STANDARD BEARER

**When TAPA seeks a glowing example of a global logistics provider that has completely embraced the value of its Security Standards, it need look no further than DHL Express.**

It embarked on its TAPA Facility Security Requirements (FSR) certification programme over 17 years ago, with its Penang Gateway in Malaysia becoming the first certified facility in 2001, followed in quick succession by more sites in Asia Pacific, including Taipei and Shanghai. This month, the company's Birmingham Service Centre in the UK became the 300th DHL Express location to be awarded TAPA FSR certification. It joins DHL Express's global network of TAPA FSR accredited facilities, which now spans an impressive 82 countries.

---

*'We realised that it was important for us to have our own security standards independently verified and certified, mainly for our customers, so that they knew their valuable shipments were in very safe hands, as it were, with us. TAPA's FSR was an obvious solution and we embraced it very early on.'*

---



*'Our sales people use the TAPA Standard to 'sell security' as it is such an important aspect of our business. We view security as a competitive advantage and our customers tell us that security is critically important to them. We see detailed security requirements in every RFQ, so when we can reply to say that we are the global leader with 300 TAPA certified sites, it means a lot.'*







Thorsten Neumann, Chairman of TAPA EMEA, was one of the first to recognise this outstanding commitment to the Association's supply chain Security Standards, commenting: "We congratulate DHL Express and its Global Security team on this outstanding achievement and for their commitment to the TAPA Security Standards. They clearly recognise our Facility Security Requirements as the leading supply chain security standard and the most effective way to protect their customers' goods. More and more customers are asking their logistics partners if their facilities are TAPA certified because it is the security benchmark they trust. This is why the level of TAPA certifications in the EMEA region is at its highest-ever level in our 20-year history and growing every month. We expect to see more companies following the example set by DHL Express."

Spearheading the company's risk management strategy is Adrian Whelan, (pictured above), Senior Vice President, Head of Global Security, based at the DHL Express Global Head Office in Singapore. Operating in more than 220 countries, DHL Express claims to be the most international company in the world, moving millions of shipments every day. This presents



Adrian Whelan with Lina Li of TAPA Asia Pacific's Board of Directors.

no mean security challenge and it is one the company rises to with the support and expertise of its sizeable global security team, "all of whom are committed to ensuring the highest levels of security for our people and our customers' shipments," Adrian states.

In such a fast-moving and dynamic operational environment, the highest level of security is absolutely paramount to the company's success, and it is why DHL Express has adopted TAPA's FSR at the heart of its global security strategy.

"Security has always been a top priority for DHL Express and we have had our own internal security standards for many years. We realised that it was important for us to have our own security standards independently verified and

certified, mainly for our customers, so that they knew their valuable shipments were in very safe hands, as it were, with us," he says. "TAPA's FSR was an obvious solution and we embraced it very early on. Certification also became a source of pride for our facility managers, as well as our people working in the particular facilities. We display our FSR Certificates prominently for our customers and people alike to see."

According to Adrian Whelan, it is 'critically important' for a company with such a big global network to be able to implement one global supply chain security standard across many facilities: "We operate a very extensive global network with our own global standards and operating procedures. The TAPA FSR is really important as it is the same everywhere. It allows us to implement our own global standards and be certified based on the FSR global standard, both of which complement one another. Our customers want the same high levels of security across the DHL Express network, so the FSR proves that a facility in country A is as secure as one in Country B."

Over the last 17 years, DHL Express has also played an important role in the development of TAPA's Security Standards through its contributions as part of the review process, which now takes place every three years. Adrian says: "The most obvious change was the move towards 100% compliance. In the earlier days, we could attain certification without 100% compliance so the move towards 100% fulfilment of the Requirements was a significant change."

"The FSR Standard should always be updated and be in line with new technology and advancements in security. The consultation process is therefore critically important from that perspective. Whenever the FSR is changed, it should be for the better and any changes that require additional expenditure should be very carefully evaluated to ensure they add value to the business. We need FSR to stay current and pragmatic and those designing the Standard need to understand that it is not a 'one size fits all' approach that works. Our business model is significantly different to many others in logistics, so the FSR Standard must be relevant and applicable to the various operators and business models that exist."

In all respects, he finds TAPA EMEA extremely supportive, adding: "We are an active member of TAPA globally and in EMEA in particular. We receive training, valuable updates and, of course, participate in the excellent TAPA conferences, which we have tried to support over the years."

*'Security is not a 'nice to have'. It is a 'must have' both from a customer and regulatory perspective. From our own experience, our shipment loss rate is probably the lowest in the business and we do not lose customers as a result of poor security. In fact, we retain and gain customers because we have great security.'*





Celebrating the 300th TAPA FSR certification with members of the DHL Express team in Birmingham - from left to right: Ben Davies, Trevor Rhodes, Serge Bikoumou, Anna Burrigge, Leshem Wade, Michael Jacques, David Rogers, Geoff Wheeler, Adrian Whelan, Chais Cashmore, Simon Allen (UK Security Team), Steve Hodgkinson, Ian Wilson (CEO DHL Express UK), and Jos Giele (VP Security Europe).

But, it's not only the DHL Express Global Security team which benefits from its wholehearted commitment to TAPA. Being 'best-in-class' for supply chain security is part of its core commercial proposition.

"Our sales people use the TAPA Standard to 'sell security' as it is such an important aspect of our business. We view security as a competitive advantage and our customers tell us that security is critically important to them. We see detailed security requirements in every RFQ, so when we can reply to say that we are the global leader with 300 TAPA certified sites, it means a lot," he says.

Asked how DHL Express measures return on investment from its adoption of the TAPA FSR Standard, he adds: "This is always quite difficult to answer. How do you measure things that don't occur? We do measure shipment losses and, as I said before, we have been told by many people that our loss rates are negligible. How do you measure a relative lack of incidents and the like? We know that our facilities are secure, providing a safe working environment for our people and our customers' shipments. I would defer to my commercial colleagues for them to comment on the number of times security in DHL Express is referenced when we retain and gain business. My colleagues responsible for Claims

payments will also attest to the fact that claims attributable to security issues are again negligible."

What then would be his message to heads of Global Security in other companies who might argue that adopting the TAPA FSR Standard across their networks costs too much to implement, or who say they don't have a budget to do so or see no customer demand for it? "I would turn the question around and ask them how many shipments do they lose, how many attacks have they had and how many customers have they lost? They need to listen to their customers. It is all about the customer and their needs. If they look at how DHL Express has operated in recent years, they can determine for themselves if they see



*'There is always room to grow and improve. It is part of our journey to go from Good to Great. We are fortunate to be expanding our business in line with our growth, and security is an integral part of our growth. As new facilities are developed and designed, we do so in accordance with our own internal security requirements, which are very much aligned to the TAPA Standards.'*

security in DHL Express as a positive factor or not. They can also speak with our customers, who most definitely value shipping with a secure service provider. Security is not a 'nice to have'. It is a 'must have' both from a customer and regulatory perspective. From our own experience, our shipment loss rate is probably the lowest in the business and we do not lose customers as a result of poor security. In fact, we retain and gain customers because we have great security."

***So, having achieved the significant milestone of 300 TAPA FSR certified facilities, what's next for DHL Express when it comes to TAPA's Security Standards?***

Adrian comments: "There is always room to grow and improve. It is part of our journey to go from Good to Great. We are fortunate to be expanding our business in line with our growth, and security is an integral part of our growth. As new facilities are developed and designed, we do so in accordance with our own internal security requirements, which are very much aligned to the TAPA Standards. It is not about numbers per se but rather ensuring that we are always putting our customers at the centre of everything we do. They want and deserve the highest levels of security. We are committed to providing them with that as well as ensuring our people are safe and secure at work."

What about the Association's Trucking Security Requirements (TSR) and does he support the thinking behind TAPA's new Parking Security Requirements? "Our focus to-date has been very much on the Facility Security Requirements. Our business model differs from many other logistics companies in so much as we do not stage cargo at all, and our shipments are constantly on the move in order to meet our customers' time-definite requirements. As a result, the security requirements differ, as do the risks. All of our vehicles have minimum security requirements and the TSR is a certification we shall be exploring further in due course. And, yes, even though, for operational reasons, we do not really park our vehicles for any lengthy periods of time, we absolutely support the need for more secure parking."

As someone who knows TAPA so well, if he was able to ask the Association to do three things over the next two years, what would they be? Adrian states clearly: "Add value. Listen to your members. Continue with the excellent contribution in securing the supply chain."

If more TAPA members follow the example of DHL Express, that 'contribution' can step up to a new level.



# CARGO CRIME MONITOR

## CARGO THEFT BY COUNTRY

July 2018

Belgium	2 (0.9%)
France	6 (2.7%)
Germany	3 (1.3%)
Italy	4 (1.8%)
Netherlands	36 (16.1%)
South Africa	5 (2.2%)
Spain	1 (0.5%)
Sweden	1 (0.5%)
United Kingdom	165 (74.0%)

Number of incidents in month



## €1,221,484

Average loss for the 9 major cargo crimes reported to TAPA's Incident Information Service (IIS) in July 2018



## €15,813,480

Total loss for the 170 or 76.2% of crimes stating a value

## +8.2%

Month-on-month change in the number of recorded cargo crimes vs. June 2018. Year-on-year incidents rose 25.9%





# 223

Number of new cargo crimes recorded by TAPA's IIS last month

## €8,536,960

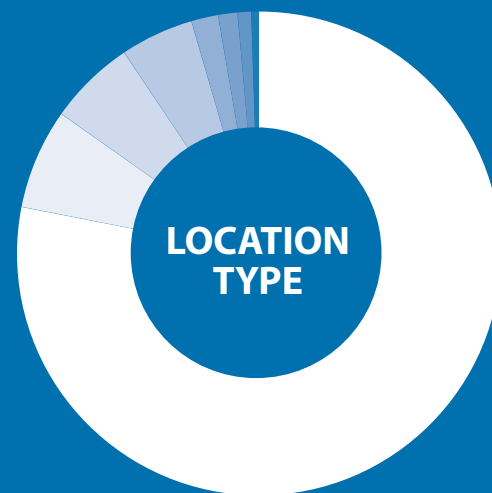
**Biggest single loss -**  
Theft from Facility of 112 tonnes of cobalt from a secured warehouse in Rotterdam, Netherlands, reported to TAPA's IIS on 20 July

Number of countries reporting incidents

# 9



Theft from Vehicle	188 (84.3%)
Hijacking	7 (3.1%)
Theft from Facility	6 (2.7%)
Theft from Trailer	5 (2.2%)
Theft of Trailer	4 (1.8%)
Theft of Vehicle	4 (1.8%)
Robbery	3 (1.3%)
Truck Theft	2 (0.9%)
Theft from Container	2 (0.9%)
Theft	1 (0.5%)
Fraud	1 (0.5%)



Unsecured Parking	174 (78.1%)
Unknown	15 (6.7%)
Destination Facility	13 (5.8%)
En Route	11 (4.9%)
Authorised 3rd Party Facility	4 (1.8%)
Origin Facility	3 (1.3%)
Secure Parking	2 (0.9%)
Aviation Transportation Facility	1 (0.5%)

# 26

Crimes recorded a loss value of between €50,000 & €100,000, with a combined loss total of €1,832,969

**9 – Number of major incidents with a loss value over €100k**



# €93,020

## AVERAGE LOSS VALUE LAST MONTH

# 78.1%

Or 174 of the recorded incidents took place in Unsecured Parking locations



### MODUS OPERANDI USED IN LATEST CARGO THEFTS:

Intrusion	188 (84.3%)
Unknown	21 (9.3%)
Violent & Threat with Violence	7 (3.1%)
Internal	2 (0.9%)
Forced Stop	2 (0.9%)
Deceptive Stop	1 (0.5%)
Deceptive Pick Up	1 (0.5%)
Deception Other	1 (0.5%)





## JULY LOSSES UP 299.3% YEAR-ON-YEAR TO €15,813,480 PROVIDE A WAKE-UP CALL FOR ANYONE STARTING TO THINK CARGO CRIME WAS GOING DOWN IN EMEA

Any hopes that cargo crime was in decline in the EMEA region after a fall in recorded incidents in the first five months of 2018 received a wake-up call in June, which saw the first year-on-year increase. Now, July's figures are likely to crush any remaining optimism with the total loss value for the month up 299.3% over the same month of 2017 to €15,813,480.

This follows the latest analysis in TAPA's Incident Information Service (IIS) Q2 2018 Report which revealed a 58% increase in major cargo thefts in the region with a value of **€100,000**

or more in the first half of the year. These 98 crimes alone produced a loss of **€31,784,779** or an average for each theft of **€324,334**.



Hopes that the situation might improve in the second half of the year already look ominous after TAPA's IIS recorded its second highest number of incidents for the year so far, 223 in total or a 25.9% rise over the 177 thefts or attempted thefts from supply chains in EMEA in July 2017.

The average loss last month – based on the 170 or 76.2% of crimes reporting a value – was also up year-on-year by 78.5% to **€93,020**.

More than half of the total loss value for July 2018 was attributed to a single crime; the **€8,536,960** theft of 112 tonnes of drums of cobalt metal from the secure area of a warehouse in Rotterdam which, according to media reports, occurred between 5 and 9 July. Dutch Police are investigating how such a large quantity of the metal could have disappeared without the thieves being seen by someone.

Reports on the crime also highlighted a similar incident in Antwerp in 2008 when a gang stole 20 tonnes of cobalt from a warehouse facility. Police subsequently made arrests and court documents from the case stated that one of the charged – an employee of a transportation company – confessed to having locked himself into the facility and disabled the alarm before spending six hours moving the cobalt using a bulldozer. This only serves to illustrate the huge logistical exercise that would have been needed to facilitate last month's crime.

**TAPA EMEA has been asked not to publish information on two of the nine major cargo crimes recorded in July. The others were...**

### €1,000,000

A forced stop and truck hijacking on Highway 16 in the Apulia region of Italy on 4 July and the loss of a shipment of pharmaceuticals. According to the incident report, the vehicle was travelling from a distribution centre in Rome to Modugno, near Bari, when its route was blocked by two cars with several armed offenders inside, who kidnapped the two drivers and are said to have used a special device to open the trailer and steal the cargo. Although the truck was equipped with alarms and other security systems, police patrols were not able to intervene in time.



### €392,351

On 11 July, this Deceptive Pick-up saw an offender enter the secured yard of an Authorised 3rd Party Facility in a tractor unit following a telephone call to the company, which was subsequently found to have provided false information. The driver collected a semi-trailer loaded with a cargo of alcohol and left the premises.





€244,528

A driver who parked for a rest stop in an unsecured parking location in Ulricehamn in Västra Götaland, Sweden, woke up on the morning of 4 July to discover that 14 pallets containing 182 televisions had been stolen from his vehicle overnight.



€134,458

This was the first of two almost identical freight thefts in Rugby, Warwickshire, in the UK on 29 July. Both Theft from Vehicle crimes saw the thieves cut open the curtain sides of trucks to steal sports goods. In the other incident, the loss value was recorded as €108,900.



€107,670

Beaconsfield Motorway Service Area (MSA) at junction 2 of the M40 in Buckinghamshire, UK, was the scene of this crime on 20 July when offenders cut a hole in the tarpaulin of a parked and attended truck and were able to steal computers/laptops.



The combined value for the nine major losses last month of €10,993,356 produced an average value for these crimes of €1,221,484.



PRODUCT CATEGORY	No	%
Unspecified	88	39.5%
Food & Drink	36	16.1%
Clothing & Footwear	17	7.6%
Miscellaneous	15	6.7%
Tobacco	15	6.7%
Cosmetics & Hygiene	10	4.5%
Computers/Laptops	9	4.0%
Furniture/Household Appliances	7	3.1%
No Load (Theft of truck and/or trailer)	6	2.7%
Metal	4	1.8%
Car Parts	4	1.8%
Pharmaceuticals	3	1.3%
Tools/Building Materials	3	1.3%
Tyres	2	0.9%
Sports Equipment	1	0.5%
Phones	1	0.5%
Toys/Games	1	0.5%
Cash	1	0.5%

# OTHER HIGH VALUE LOSSES IN EMEA

An additional 26 incidents were reported to the TAPA IIS database with loss values of between €50,000 and €100,000, which accounted for €1,832,969 of the total loss figure for July and produced an average in this value category of €70,498. The 10 highest value crimes in this category all took place in the UK and involved:

- **€99,133** – Thieves forced open the fire door of an Authorised 3rd Party Facility in Banbury to access the warehouse and open the shutter door. After driving up to the door in a truck, they hot-wired a forklift vehicle in order to load and steal 26 pallets of fire pits on 21 July
- **€99,022** – Computers/laptops were stolen from a truck parked on an industrial estate in Milton Keynes on 27 July after offenders cut a hole in its tarpaulin curtain
- **€99,022** – On 18 July, computers/laptops were taken in a similar incident at Leicester Forest East MSA in the East Midlands

- **€98,934** – Watches were among the cargo that disappeared from a truck parked in an unsecured location in Aylesford, Kent, on 31 July, after its curtain side was sliced open
- **€96,510** – Offenders cut the security locks and seals of a truck parked at Trowell MSA in Nottinghamshire on 27 July and stole a shipment of women's clothing
- **€87,143** – In another curtain-cutting crime at a MSA, tyres were taken from a truck at Toddington MSA on the M1 in Bedfordshire on 19 July
- **€75,587** – A cargo of shoes was lost in another Theft from Vehicle crime in Aylesford, Kent, on 24 July. The truck was parked on an industrial estate
- **€74,370** – Food mixers were taken in a further Theft from Vehicle at Beaconsfield MSA on 20 July
- **€74,370** – The curtain side of a truck parked at Leicester Forest East MSA was cut open on 23 July and thieves stole car batteries
- **€72,619** – Curtain-cutting was also the M.O. used to steal laptops from a truck at Hartshead Moor MSA in Bradford, West Yorkshire, on 14 July





Of the 16 TAPA IIS product categories recording thefts in July, four reported double-digit losses:

- Food & Drink – 36 incidents, 16.1% of the monthly total
- Clothing & Footwear – 17 or 7.6%
- Tobacco – 15 or 6.7%
- Cosmetics & Hygiene – 10 or 4.5%

In total, 188 or 84.3% of incidents reported to TAPA EMEA were Theft from Vehicle crimes in July, while 174 or 78.1% of losses were recorded in Unsecured Parking locations.

Cargo crimes were reported in nine countries in the region last month, with the United Kingdom and the Netherlands accounting for 90.1% of incidents, with 165 and 36 respectively. Points of note included...

## UNITED KINGDOM

The 165 newly-recorded crimes in the UK in July included 152 or 92.1% with a value, producing a combined loss for these incidents of **€5,385,239** and an average of **€35,429**. In virtually every case, goods were stolen after thieves cut the curtain sides of parked trucks or broke open their rear door locks.

The IIS product categories with the highest number of incidents in the UK last month were:

- Food & Drink – 31 crimes producing a total loss of **€1,433,778**
- Tobacco – 12 crimes with a combined loss of **€45,896**
- Clothing & Footwear – 10 crimes, resulting in a loss of **€739,170**



In Q2 2018 and again in July, TAPA's IIS recorded several incidents in London in which thieves targeted trucks stuck in heavy traffic or at traffic signals. In Clapton and Edmonton, two such cases involved vehicles carrying cigarettes. However, overall, the East Midlands remained the biggest hotspot for cargo crime in the UK with 81 incidents reported in Derbyshire, Leicestershire, Northamptonshire and Nottinghamshire, representing 49% of the July total.

The number of freight thefts at UK Motorway Service Areas remains a significant concern. After recording a total of 152 such incidents in Q2 2018, a further 84 were reported to TAPA's IIS in July involving a total loss of **€2,633,860**.



**18 MSAs recorded cargo thefts last month, led by:**

- Leicester Forest East on the M1 – 15 incidents
- Trowell on the M1 – 13 incidents
- Hartshead Moor on the M62 – 11 incidents
- Beaconsfield on the M40 – 9 incidents
- Donington Park on the M1 – 7 incidents



## HAVE YOU SEEN THE NEWS?

Over 50% of the intelligence gathered by TAPA's Incident Information Service (IIS) is generated from media reports.



If you see a reported cargo crime incident, just take a second and send the news link to [iis@tapaemea.org](mailto:iis@tapaemea.org)

**TAPA INTELLIGENCE DRIVES A SECURE SUPPLY CHAIN**





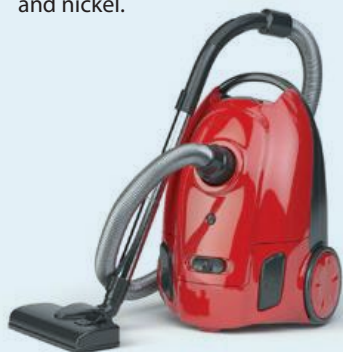


## NETHERLANDS

The high value loss of cobalt was one of two major incidents in July, although TAPA has been asked not to publish information of the other crime. The six incidents that gave a value produced a total loss of **€8,749,336**.

Similar to the UK, most crimes involved curtain cutting, including 16 incidents on the same night in Veldhoven, North Brabant, on 30 July, and the six trucks targeted at an unsecured parking site on the A50 in Schaijk, also in North Brabant, on 10 July.

Goods targeted included phones, deck flooring, clothing and footwear, vodka, computer monitors, cosmetics and hygiene products, boots, vacuum cleaners, sports shoes, tools and nickel.



Crimes at unsecured parking locations were also reported on the:

- A2 at Breukelen, Echt and Eijdsen
- A16 at Breda
- A50 at Son en Breugel
- A67 at Gelderop, Horst aan de Maas and Maasbree
- A73 at Venlo



## FRANCE

Three of the six recorded crimes involved thefts or attempted thefts of cigarette shipments in Auvergne-Rhône-Alpes and Île-de-France. Sports equipment and beer were among the other goods stolen from supply chains in July.



## ITALY

In addition to the **€1 million** theft of pharmaceuticals mentioned earlier, TAPA's IIS recorded:

- An Internal theft of pharmaceuticals from an Origin Facility in Bologna on 19 July with a loss value of **€6,848**
- On 18 July, three offenders used a truck to steal 100kg of copper, 100kg of bronze and 50kg of aluminium from an Origin Facility in San Giovanni, Apulia
- A dozen thieves, some armed with automatic weapons, were involved in the violent hijacking of a cash-in-transit vehicle which was en route in Foggia, Apulia, on 6 July



## GERMANY

TAPA cannot publish information on two of the three crimes but, together, they produced a loss of over **€300,000**. The third incident involved only a small loss from a truck at an unsecured parking in Garbsen, Lower Saxony.

## SOUTH AFRICA

The five crimes recorded were all hijackings as thieves targeted trucks carrying clothing, meat and other food and drink products in Eastern Cape.

In Gauteng province, unspecified cargo was stolen after a truck driver was pulled over on the N12 by a car using a blue flashing light. The driver was subsequently threatened with a gun before the cargo was taken.



## SPAIN

Thieves may have used a gas pumped through a truck's ventilation system to sedate a truck driver and break into the vehicle's trailer, although TAPA is unable to share any specific details of this crime.



Report all cargo crimes to [iis@tapaemea.org](mailto:iis@tapaemea.org)



# STANDARDS FAQs #12



## A monthly update by Mark Gruentjes, TAPA EMEA Standards Lead

After receiving a steady stream of questions about TAPA's Security Standards from Audit Bodies and our members, we feel it will be beneficial to share some of the questions received and the responses given by the TAPA EMEA Standards Team. We aim to cover 2-3 questions in *Vigilant* each month.



**In this article we are responding to questions we have received regarding the future development of TAPA Standards. After releasing the last revisions of Facility Security Requirements (FSR) and Trucking Security Requirements (TSR) in July 2017, we are already making plans for the revision cycle to complete and deliver updated standards in 2020.**

The Standards update process is quite complex as it involves input and approvals from all three TAPA regions. The answers provided in this article are our current best intentions and may change as we get into the detail. Watch out for further updates from TAPA as we start this important work to keep our Standards up-to-date and relevant to address today's supply chain security threats.

If you would like to raise a new topic for discussion or ask questions about one of our

published responses, please contact us at [info@tapaemea.org](mailto:info@tapaemea.org)

### Question 1.

**I have heard comments that the FSR certification model will change. Is this true?**

**Answer:** TAPA has approved a project to investigate the concept of multi-site certification. The project team recently held its first meeting to begin defining the mission statement and scope of the work needed.

It really is premature to say we will or will not change the current certification model. The questions we are looking into include:

- Will medium and larger users of the FSR certification programme see a benefit in transitioning to a multi-site certification scheme?
- By issuing a single certificate for a management scheme listing multiple sites, how will this make the scheme easier to manage for TAPA and its members?
- Will costs for meeting and maintaining certification be reduced across the multi-site certification holders' networks?
- Independent Audit Bodies would still play a critical role in sampling and validating the sites listed under the multi-site certification scheme. How will their role change from the current model?

The results of the initial investigation will be shared with the TAPA membership before a decision to change the scheme is taken.

### Question 2.

**Why are we looking at the possibility of changing the FSR certification model to a multi-site certification model?**

**Answer:** The current FSR certification model requires each site to hold its own certification. While FSR certification growth has been reasonably strong year-on-year, we expect to see a slowdown in the growth of sites being certified as the programme has been active for almost 20 years. The demand for TAPA-certified sites is being driven by the clients of Logistics Service Providers (LSP) or by the LSP's own internal security policy. The FSR programme has proven value in mitigating security risks in warehouse facilities. However, even with a known pre-determined benefit, many LSP's do not pursue a TAPA FSR certification programme or are unwilling to expand it to other warehouses in their network because of perceived cost and complexity barriers.



# STANDARDS SUPPORT

A multi-site certification programme may overcome some of these concerns and help to significantly grow the number of facilities covered by FSR certification. We continue to see a strong demand for more facilities to be certified and need to evaluate new ways to make certification affordable and maintain quality. Members will be able to contribute their comments as part of the project to evaluate the benefits that multi-site certification offers.



## Question 3.

**It has been mentioned at TAPA meetings that the Association will be looking into “modular” standards. Are there any updates on what’s happening?**

**Answer:** This is an exciting area of development for TAPA. The concept of modular standards is basically a ‘plug and play’ system that allows existing TAPA Standards to be expanded to include other forms of storage, transport and security controls. The current project is looking at adapting the TSR Standard to include other types of vehicles, trailers and containers not typically covered by the current TSR version. This work is in the ‘concept approval’ phase and updates will be shared with members before any decisions to implement proposals are taken. If the modular approach is successful with TSR, the next phase would be to look at other types of storage facilities that could benefit from an FSR modular standard.

## Question 4.

**If I have any comments on the existing or future TAPA Standards, who should I contact?**

**Answer:** TAPA EMEA has a team of people waiting to hear your views. Any questions you have should be submitted to our help desk by



emailing [info@tapaemea.org](mailto:info@tapaemea.org). Your request will be processed by one or more of the following:

- TAPA EMEA admin representative
- TAPA EMEA Standards Secretariat
- A member of the TAPA EMEA Standards Team
- A member of the TAPA EMEA Board of Directors

Alternatively, you can approach any official of TAPA EMEA at one of our conferences who will be more than happy to assist you. In all cases you will receive a response.



# PALMA 2018

TAPA EMEA CONFERENCE

## 10&11 OCTOBER



Transported Asset Protection Association

REGISTER NOW!

# TAPA CERTIFICATIONS IN EMEA

## Where to find a TAPA certified supplier

Members looking for transportation and logistics service providers with TAPA FSR or TSR certified facilities or trucking operations or PSR-certified secure parking sites, now have a choice of partners in 63 countries across the region. To identify FSR, TSR or PSR certified operators, members should go to the TAPA EMEA website at [www.tapaemea.org](http://www.tapaemea.org) where they will find up-to-date information.

### Latest certifications to end of Q2 2018:

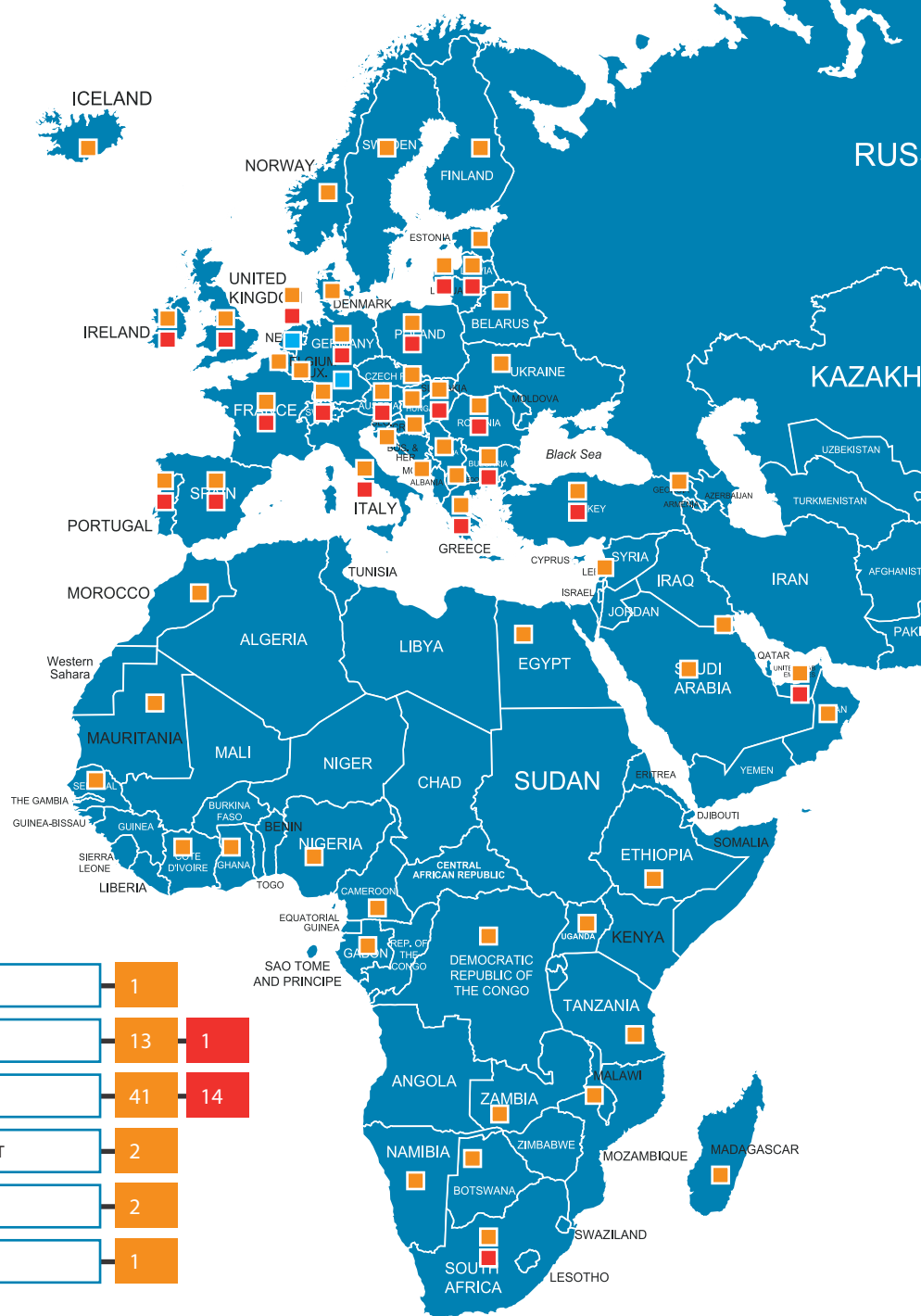
AUSTRIA	10	2	
BAHRAIN	2		
BELARUS	2		
BELGIUM	18	8	
BOTSWANA	1		
BULGARIA	5	1	
CAMEROON	1		
CROATIA	2		
CZECH REPUBLIC	24	3	
DENMARK	7		
EGYPT	2		
ESTONIA	4		
ETHIOPIA	1		
FINLAND	9	2	
FRANCE	21	3	
GABON	1		
GEORGIA	1		
GERMANY	35	12	12
GHANA	1		
GREECE	3	2	
HUNGARY	14	3	

ICELAND	1		
IRELAND	13	1	
ITALY	41	14	
IVORY COAST	2		
JORDAN	2		
KENYA	1		

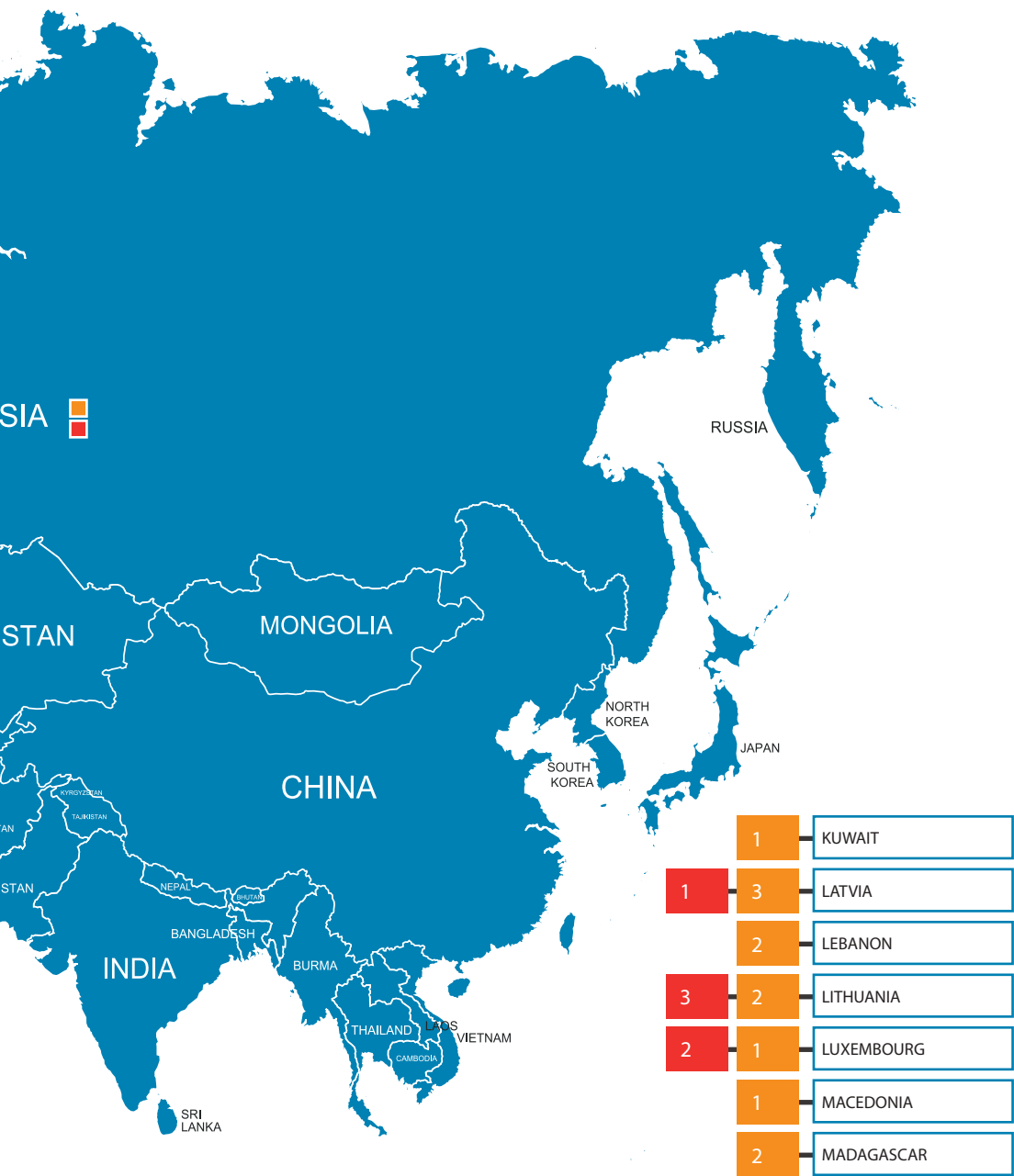
**FSR**  
Certifications

**TSR**  
Certifications

**PSR**  
Certifications

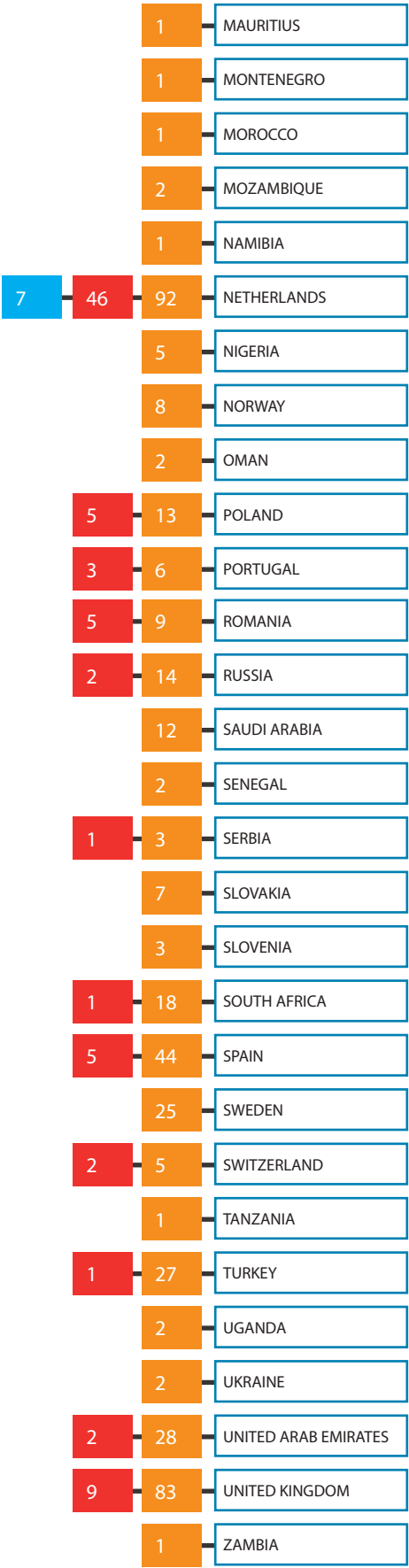






Total certifications Q2 2018

	Total	% Change YoY
FSR	652	+12.9%
TSR	141	+35.5%
PSR	19	n/a



# PARKING PARTNERSHIP



TAPA EMEA's new Parking Security Requirements (PSR) will only succeed if they win the support of forward-thinking and quality-driven Parking Place Operators (PPOs) like Truckparkings Rotterdam. It was one of the first operators to show its commitment to the Association's secure parking programme. *Vigilant* caught up with the company's Director, Ton Barten, to find out why...

*Ton, please introduce us to Truckparking Rotterdam?*



Truckparkings Rotterdam Exploitatie BV (TRE) was established in 2015. It is a 50/50 joint venture of Maat Transport company and myself.

Maat Transport launched a secure truck parking in Alblasterdam in 2007 and I initiated secure truck parking All4Trucks in Calais in 2009. TRE initially operated three secure truck parkings in the Port of Rotterdam and two secure trailer parkings. In 2016/2017, the Port of Rotterdam built two more, which we also operate. In addition to these 5 parkings in the Port of Rotterdam, we opened a new secure truck parking in Hazeldonk on the Dutch/Belgian border and participated in a new



secure truck parking in Duiven, near Arnhem, Germany. I believe we are currently the biggest operator of secure truck parkings in Europe with our own control room.

*How would you describe the current cargo crime situation in the Netherlands, specifically in relation to trucks being targeted in unsecured parking locations?*

The Netherlands reported an increase in cargo crime in 2016 in unsecured parking locations, which stabilised in 2017. It is too early to say that this is due to the development of six new secure truck parkings in the last 18 months, but they do contribute. Cargo crime around

Hazeldonk is reported to have halved after the new secure truck parking came into play.

*So, you have seen greater demand for secure parking?*

There is definitely greater demand for secure parking. However, the reason for this is often the higher level of comfort and predictable availability of these sites. The loss of productivity for transport companies goes beyond cargo crime. And the same is true for road safety.

*What security features and benefits do your sites offer today?*

All sites offer LABEL 3 to 4 locks security. Access and exit control for every vehicle, license plate recognition, access control of every pedestrian as well as fencing and alarms. Lighting and full CCTV coverage. We run a 24/7 control room to monitor all sites.

*What driver services do you offer?*

We offer leisure facilities, toilets, showers, TV rooms, vending machines, WiFi and laundry/drying machines.

---

*'It is clear that TAPA provides the best platform to discuss security levels and requirements for a PPO.'*

---





*'The benefit of TAPA-approved sites is that they are transparent in what they offer their customers regarding security, safety and comfort. It also forces the operator to be consistent and have a continuous dialogue in order to improve.'*



*'TAPA has the technical knowledge and the market power to guide developments in the right direction. This should help operators and investors to make the right decisions. We would like to participate in that process to move the industry forward.'*

#### **How much does a secure truck parking place cost?**

It varies from a maximum of **€11,50** on weekdays and **€15** at weekends in Rotterdam to a maximum of **€14** for Duiven and Hazeldonk

#### **Are customers able to pre-book secure parking at your sites?**

Pre-booking is possible only in relation to fixed-term contracts. Customers then receive a dedicated access pass that will always grant access.

#### **What is your view of TAPA's PSR?**

I do believe that we need a platform to discuss progress and the way forward. PPOs and customers need to work together to find an optimum solution regarding security and associated operational costs. We created secure truck parkings using our knowledge of systems and operations based on our understanding of the market. However, we continuously need to monitor and adapt. The only way forward is to do that in a constructive

dialogue with our customers. It is clear that TAPA provides the best platform to discuss security levels and requirements for a PPO.

#### **TAPA has launched an online secure parking tool to help route planners identify secure parking sites. You must welcome this initiative?**

Clearly, this is the way forward. Locations of secure truck parking areas (TPA) need to be known and potential new locations will be created in the high demand areas deriving from this tool.

#### **Are all of your sites adopting the TAPA PSR Standard?**

Yes.

#### **What is the benefit to a PPO of operating a TAPA-approved secure parking site?**

I believe a PPO operates a site that he or she believes is right. There will always be an optimum between investments/operational costs and what customers require.

The benefit of TAPA-approved sites is that they are transparent in what they offer their customers regarding security, safety and comfort. It also forces the operator to be consistent and have a continuous dialogue in order to improve.

#### **Some parking places claim to be secure but actually offer very little in the way of security. Will TAPA's PSR provide a trusted assessment of those PPOs like yourselves which are making a genuine investment/commitment to providing a professional level of secure parking?**

The sharing of information by users is essential to see if a PPO's security claims are for real. Every customer wants to have some form of guarantee that their supplier delivers what is expected. With regards to secure truck parkings, this is achieved not only through investment but also by the quality and integrity of the operation. The latter is probably the most important point and will only be experienced and noted by frequent use. Continuous judgements will be necessary.





*'TAPA EMEA provides a platform for a PPO to discuss all elements of security directly with customers at large.'*

***If you go for Levels 1 & 2 of PSR when they are launched in October, do you expect to have to invest more in your truck parking sites to meet these Standards?***

We do not expect that we will need additional investment to meet the TAPA Standard at this point.

***Are you planning to open new sites – if so, will all of your future sites meet the TAPA PSR Standards?***

We do want to extend our network further and, yes, we feel committed to TAPA PSR Standards for all our sites.



***Can you estimate the total market size/potential demand for secure truck parking in the Netherlands?***

Statistics on demand for secure TPA's are not available yet. Based on our experience, however, I believe we will need at least 10 more secure truck parkings in the Netherlands

***What needs to happen for TAPA's PSR to be a success and for it to be adopted by more PPOs across Europe?***

I do believe that the dialogue between customers and PPOs is essential. Since this is a new phenomenon, all parties - investors,



operators, public bodies and customers - need to learn from each other to make this a professional business. TAPA has the technical knowledge and the market power to guide developments in the right direction. This should help operators and investors to make the right decisions. We would like to participate in that process to move the industry forward.

***TAPA believes there is a significant commercial opportunity for PPOs that meet a recognised secure parking standard – do you agree?***

Here, I hesitate. The right security level at the right place at the right cost will be, of course, a very big commercial opportunity for all parties. The question, however, is how do we get there? It goes beyond having a recognised secure parking standard. It requires commitment from the PPO as well as from the TAPA members to get to that stage.

***What is your message to TAPA members about the need to support parking sites which have adopted the PSR Standard?***

To operate efficiently, as well as securely and safely, one has to face the fact that for every long-haul road transportation, the truck and cargo are not moving for 50% of the time. Planning these resting areas, confirming their availability and the security offered has a great impact on crime prevention and efficiency.

***You have recently joined TAPA EMEA – what is the value of membership?***

TAPA EMEA provides a platform for a PPO to discuss all elements of security directly with customers at large.

***What else would you like to see TAPA doing to raise the profile of PPOs supporting PSR?***

We would like TAPA to take the lead in sharing knowledge on technical security measures elsewhere in the logistical chain that can be used by PPOs. The level of innovation can be increased. We do expect TAPA to provide us with the requested platform to discuss improvements and we do want a partnership to provide secure parking places at the right price and in the right locations.



*'We do want a partnership to provide secure parking places at the right price and in the right locations.'*



# STEP UP & STAND OUT

## TAPA'S LATEST FSR & TSR SECURITY CERTIFICATIONS

In each issue of this newsletter, we publish a list of the TAPA EMEA members that have most recently gained TAPA FSR or TSR certifications.

The following companies and locations were audited by one of TAPA EMEA's approved auditing partners or, in the case of Class 'C' or Level 3 certifications, may have been completed by an in-house TAPA-trained person.

FSR	Company Name	Country	City	Class
FSR	Bleckmann B.V.	NL	Oldenzaal	C
FSR	Bleckmann Logistics UK Ltd	GB	Swindon	C
FSR	Bollore Logistics	UG	Kampala	C
FSR	Bos Logistics B.V.	NL	Schiphol	A
FSR	CEVA Freight UK Ltd	GB	Hounslow	A
FSR	DHL Express Turkey - IST Warehouse	TR	Istanbul	C
FSR	DHL Express Turkey - ADA Service Center	TR	Adana	C
FSR	DHL Express Turkey - BSA Service Center	TR	Bursa	C
FSR	DHL Express Turkey - ESB Service Center	TR	Ankara	C
FSR	DHL Express Turkey - HDM Service Center	TR	Istanbul	C
FSR	DHL Freight (Denmark) A/S	DK	Fredericia	C
FSR	DHL Freight (Sweden) AB	SE	Boras	C
FSR	DHL Freight (Sweden) AB - Luleå	SE	Gammelstad	C
FSR	DHL Supply Chain (Italy) S.p.A.	IT	Settala	A
FSR	Flextronics Italy S.p.A.	IT	Somaglia	A
FSR	GVT Transport & Logistics BV	NL	Tilburg	A
FSR	Schenker Switzerland Ltd	CH	Eiken	A
FSR	UPS Healthcare Hungary Zrt	HU	Budaörs	A
TSR	Company Name	Country	Category	
TSR	Dipl. Kfm. Günther König Transport GmbH	AT	Level 3 / Category Medium	
TSR	Freschi & Schiavoni S.r.l.	IT	Level 1 / Category Small	



## WELCOME TO THE TAPA FAMILY



Please join us in welcoming the latest members to join TAPA EMEA:

Company	Country	Website
Signify B.V.	NL	<a href="http://www.signify.com">www.signify.com</a>
Alpensped GmbH	DE	<a href="http://www.alpensped.de">www.alpensped.de</a>
Primway LLC	BY	<a href="http://www.primum1.com">www.primum1.com</a>
CEA Cooperativa Edile Appennino S.C.a.R.L.	IT	<a href="http://www.cea-coop.it">www.cea-coop.it</a>
Risk Intelligence	DK	<a href="http://www.riskintelligence.eu">www.riskintelligence.eu</a>
Aramex International	AE	<a href="http://www.aramex.com">www.aramex.com</a>
Müller Transporte GmbH	AT	<a href="http://www.muellertransporte.at">www.muellertransporte.at</a>
Saudi Airlines Cargo Co. L.L.C.	SA	<a href="http://www.saudiacargo.com">www.saudiacargo.com</a>
SNAP Account	GB	<a href="http://www.snapacc.com">www.snapacc.com</a>



## Israeli start-up offers 'revolutionary' cyber solution for GPS jamming

As they are cheap and available online, GPS jammers are often used to disrupt vehicle navigation and interrupt GPS data in order to steal cargo.

The assailants follow the truck, neutralise its GPS navigation and take control of the vehicle after using a jammer to block the GPS tracking signal. In Mexico in 2017, a truck was attacked every three and-a-half hours, and the direct and indirect damage to this country's economy alone has reached an estimated \$30 billion. Now, an Israeli start-up believes it has a solution to the problem posed by jammers. [Read more...](#)



Note: none of the items covered in Eye-on-Tech updates are endorsed by TAPA.

## TAPA AND INDUSTRY events...

### SEPTEMBER

04-07	<b>Logistyka</b> September – Kielce (PL) <a href="#">Read more</a>
04-07	<b>MS&amp;D</b> September – Hamburg (DE) <a href="#">Read more</a>
07-09	<b>Trans-Expo Yerevan</b> September – Yerevan (AM) <a href="#">Read more</a>
10-13	<b>SPIE Security + Defence</b> September – Berlin (DE) <a href="#">Read more</a>
11-13	<b>Eurosafety</b> September – Tampere (FI) <a href="#">Read more</a>
12-13	<b>Logistics Finland</b> September – Tampere (FI) <a href="#">Read more</a>
13	<b>TCS&amp;D</b> September – Manchester (GB) <a href="#">Read more</a>
15-18	<b>Transexpo Tabriz</b> September – Tabriz (IR) <a href="#">Read more</a>
18-21	<b>Innotrans</b> September – Berlin (DE) <a href="#">Read more</a>
19-21	<b>CeMAT Russia</b> September – Moscow (RU) <a href="#">Read more</a>
25-27	<b>Baltic Sea Ports &amp; Shipping</b> September – Riga (LV) <a href="#">Read more</a>
25-29	<b>Security</b> September – Essen (DE) <a href="#">Read more</a>

### OCTOBER

01-03	<b>OFSEC</b> Muscat (OM) <a href="#">Read more</a>
03-04	<b>Cyber Security Expo</b> London (GB) <a href="#">Read more</a>
09-10	<b>Total Security Summit</b> Manchester (GB) <a href="#">Read more</a>
09-11	<b>IT-SA</b> Nuremberg (DE) <a href="#">Read more</a>
09-11	<b>Post Expo</b> Hamburg (DE) <a href="#">Read more</a>
09-11	<b>Transtec</b> St Petersburg (RU) <a href="#">Read more</a>
10-11	<b>Congresso Aplog</b> Lisbon (PT) <a href="#">Read more</a>
10-11	<b>TAPA EMEA CONFERENCE</b> Palma (ES) <a href="#">Read more</a>
04-07	<b>Les Assises de la Sécurité et des Systèmes d'information</b> Monaco (MC) <a href="#">Read more</a>
11-14	<b>ISAF Security</b> Istanbul (TR) <a href="#">Read more</a>
16-19	<b>Road Expo</b> Moscow (RU) <a href="#">Read more</a>
17-18	<b>Top Transport Europe</b> Marseilles (FR) <a href="#">Read more</a>

### OCTOBER

18	<b>E-Crime</b> London (GB) <a href="#">Read more</a>
23-24	<b>Supply Chain &amp; Logistics Arabika</b> Dubai (AE) <a href="#">Read more</a>
23-25	<b>SKYDD</b> Stockholm (SE) <a href="#">Read more</a>
23-25	<b>TIR</b> Kiev (UA) <a href="#">Read more</a>
23-26	<b>Bezpeka / Security</b> Kiev (UA) <a href="#">Read more</a>
23-26	<b>Sekurika-CIPS</b> Baku (AZ) <a href="#">Read more</a>
24-25	<b>Trans Middle East</b> Aqaba (JO) <a href="#">Read more</a>
24-26	<b>Sekurika</b> St. Petersburg (RU) <a href="#">Read more</a>
29-31	<b>Milipol Qatar</b> Doha (QA) <a href="#">Read more</a>
31-01	<b>Infosecurity Netherlands</b> Utrecht (NL) <a href="#">Read more</a>

If you are aware of any events that might be of interest to TAPA EMEA members, please email the details to [info@tapaemea.org](mailto:info@tapaemea.org)