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Global Security

Protection in Practice



Transportation Standards of Care (SoC)

These standards are considered pre-requisites for transporting P&G FTL/FCL (Full Trailer/Container Loads) shipments over the road and intermodal means of transportation (road, railway, ocean, air and combination of all these) . These standards are also considered pre-requisites for transporting P&G LTL/LCL (Less than Trailer/Container loads) except paragraphs titled Shipment Seals and High Security Requirements. Purchasing and Physical Distribution shall ensure these requirements are included in the contract with all carriers hauling P&G product. Carriers (P&G contracted transport providers) shall be responsible for implementing these rules with drivers and sub-contracted firms. Failure to comply with these standards can be considered just cause for terminating the relationship and/or seeking reimbursement. Exceptions or waivers to these guidelines due to minimal risk profiles or local legal regulations are to be handled on a case-by-case basis with consult from Global Security. In addition, there are local guidelines for pre-identified transportation lines (e.g.; Lodz, South Africa, etc.).

Standard rules for all transportation lanes:

P&G security audits:

P&G reserves the right to conduct security audits of contracted carrier and its subcontractors by P&G representatives.

Carrier Employment:

Carrier shall conduct, to the extent possible, pre-employment checks for all its drivers, consisting of detailed applications, recent photo, current residence, employment history and references.

Subject to local legal requirements criminal records, credit checks, medical and honesty certifications are additional best practices to employ when screening applicants. Carrier shall maintain and enforce appropriate termination procedures.

Carrier Training:

Carrier shall train all those involved in the transportation of P&G goods based on these transportation standards and shall document such training. All dispatch and fleet managers must be knowledgeable of P&G requirements for transportation services. All drivers must have appropriate safety & security training including defensive driving, surveillance & attack recognition, accident/theft response, etc.

The training shall be developed by the carrier, the content is defined by the SoC, but P&G can provide guidelines for content. Initial training shall be provided to new personnel involved in P&G transportation followed by annual refresher classes.

Incident Reporting:

P&G contracted carriers shall report all thefts, robberies, accidents, seal discrepancies, loss of contact with driver for an abnormal amount of time, shortages detected during trans-docking operations, official inspection of consignments which leads to seals breaking etc. to P&G (organization responsible for transport contracting) as soon as practically possible and not later than within 24 hours of event.

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Carrier has to notify local law enforcement and complete a report for P&G with the best possible quality and accuracy. Copies of police reports and drivers statements need to be shared with P&G within 2 working days after carrier receives this documents.

Scheduling:

The transportation of goods must be planned by contracted transport provider to minimize stops and when stopped, to reduce the amount of time stopped (e.g. avoid weekend storage).

Diversions:

Any diversions of shipments from their planned destination must be communicated in writing to contracted carrier by P&G authorized representative and not issued directly to driver until driver has reported to P&G security gate house.

Re-loadings, Consolidation points:

Any location used for reloading of P&G products during transportation must be approved by P&G representative (transportation operations representative). Trailer to trailer reloading at car parks are forbidden.

Subcontracting/Forwarding:

Sourcing subcontractor through shipment posting on the internet is prohibited in all regions. Original carrier is responsible to limit the amount of subcontracting to only one level. Subcontractors must be certified by contracted transport provider based on P&G SoC (standards of care). Original carrier shall certify subcontractors prior to their first use to handle P&G transport. Carrier is also responsible for their performance. P&G reserve the right to restrict access to P&G properties for carriers, subcontractors or drivers who violated SoC.

For ocean shipments subcontracting is limited to two levels (e.g.; ocean forwarder, road transport forwarder and finally road transport provider). In this case Original Ocean forwarder is responsible for its subcontractor certification and performance.

Security Equipment Requirements:

Transportation equipment must be in accordance with the AGREEMENT including roadworthy, water tight and in good operating condition. Soft sided trailers must be equipped with TIR cables "Security cables that seal the canvas on the carriage". Container/trailer doors, hasps, & locking mechanisms (including cables) must be in good operating condition with no signs of tampering. Tractor's security features must be in good working condition. Transportation provider shall also insure that no external signage or labels on the tractor or container reference P&G or its products. Carrier should consult with P&G in regions where technology & equipment limitations do not allow the mentioned requirements. Risk levels and loss history dictate exceptions and alternatives.

Driver Identification/Access:

P&G requires that carrier provide the shipping site with driver name, ID numbers, load reference # and truck & trailer plates/ container numbers. Driver must carry and present government issued photo identification (Driver License, Passport) for admission to all P&G sites. P&G reserves the right to check if the VIN (vehicle identification number) numbers of tractor & trailer are matching the registration documents. If confidential shipment number is used between carrier and P&G it must be supplied to the driver for admission. Pin numbers for shipment release at ports/terminals are confidential and should be only communicated to the driver within an hour of intended pick-up. Pin numbers should not be referenced on any documentation.

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Drivers are restricted to the designated driver waiting areas and are prohibited from accessing the warehouse dock (subject to local regulations that allow driver viewing rights of loading). At loading site driver must follow site rules regarding use of mobile phones

Shipment Seal:

All P&G FTL/FCL (Full Trailer/Container Loads) shipments over the road and intermodal means of transportation (road, railway, ocean, air and combination of all these) are required to be **sealed** according to P&G standards by P&G authorized personnel at loading points.

Driver is responsible for verifying that the seal number on container/trailer matches the seal number listed on the shipping documents through delivery of shipment; correct seal application, physical seal verification after each stop, reporting any detection of seal discrepancy.

Driver is prohibited from applying or breaking the seal unless directed to do so by legitimate law enforcement authorities. Any law enforcement/customs/port authorities seal changes due to inspection should be noted on shipping documents.

Seals have to be physically inspected and verified with shipping documents at any interchange point by carrier representative (eg. at container terminals, ports, railway stations). This needs to be documented and provided to P&G on demand. Any discrepancies between shipping documents and the attached cargo seal must be promptly reported to P&G organization responsible for transport.

Shipment Documents:

The following details must be specified in shipping documents; date/time of arrival/departure, trailer/container #; seal #, name of P&G clerk, 3PL, or customer and stamp of receiving warehouse/Port. This represents the proof of delivery which shall be kept on file by carrier for a minimum of one year. Shipment Documentation issued by P&G cannot be modified or replaced/reissued by Carrier or Driver without prior written P&G approval.

Driver Responsibilities:

Driver is required to take the most direct route with the minimum number of stops following contracted transport provider instructions. Driver shall carry identification for both tractor and trailer. Driver should arrive well-rested with truck properly fueled according to lane distance. Driver shall report any delays that could adversely impact on-time delivery (scheduled arrival time) to his dispatch office. Drivers are required to lock doors, roll up windows, remove keys and engage alarm systems whenever leaving the vehicle or before sleeping. Drivers must be certified by P&G contracted carrier based on P&G drivers' instruction. (See below) Drivers must have mobile phones or similar communication devices to maintain contact with dispatch and report any incidents or suspicious behavior. Drivers must closely follow the "Stops Procedures" listed below.

Driver Hijack Prevention:

Driver must have regular communication checks with dispatch and should report any deviations or delays. Driver should have pre-determined duress code word to signal a problem if panic alarm is unavailable. Drivers should be alert and aware of all surrounding activity, many robberies occur while stopped only a few miles from starting point. Driver should never discuss details of shipment with an outsider. Drivers should be aware of and avoid requests for help in transit (eg. do not invite into cab people not connected to transportation process). If pulled over by law enforcement, driver should immediately notify dispatch. Driver shall immediately report theft/robbery to law enforcement and carrier dispatch. In case of theft Driver should provide description of assailants, vehicle and load status, describe the incident in details etc..

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Stops Policy:

Quick breaks: (up to 15 min.) - are permitted in normal, highly frequented parking areas.

Stops over 15 minutes but less than 12 hours (according to local law regulation): Drivers should park in separate lot from car/camper parking areas. These lots should be well lighted with little to no loss history based on Carriers best knowledge. Load should not be unattended for more than 45 minutes. Carrier or contracted transport provider is responsible for selecting appropriate stops and P&G reserves the right to prohibit certain parking lots based on P&G Global Security recommendation. Prohibited parking lots shall be communicated to carriers in writing accordingly.

Overnight stops or weekend storage (longer than 12 hours) must be made in secure parking areas designated by the carrier and communicated to P&G operational representative. *(See Secure Parking Lot section below)* **Under NO circumstances is the driver's home to be considered a parking area.**

Stops Procedure:

Power units and trailers must be secured whenever driver is not in physical contact with the equipment for any period of time. This includes; engine stopped/keys removed, doors locked, windows locked, on board security device activated. A security pin lock or other appropriate mechanical anti-theft device must be used if trailer is disconnected from power unit. Whenever it is possible trailer should be parked in a way to deny access to the rear doors. (e.g. against a wall or another trailer) If soft-sided trailer is in use, park in between other trailers to minimize access. All seals and TIR cables or other locking mechanisms shall be inspected by driver for tampering and integrity before departing after each stop.

Secure Parking Lot:

For stops greater than 12 hours or weekend storage and "High Security" loads use a Secured Lot. An example of a secured lot is fully fenced with restricted entry 24/7. Fencing should be concrete anchored chain link, 2 meters in height, sturdy construction with top guard razor wire. There must be a guard, CCTV that is monitored and recorded. If no such location exists along the route, carrier should align with P&G representative the best available alternative. Carrier should evaluate their secure lots using the Global Security Secure Parking Evaluation or carrier equivalent.

Breakdowns/ Road accidents:

A communication procedure and a planned rapid response need to be in place for in transit equipment failures. Driver should make every effort to drive to a safe location for repairs. Carrier must be able to provide mechanical support and/or send replacement equipment within 2 hours. Driver must immediately contact dispatch and notify local law enforcement, where they can assist in securing the shipment (high threat environments). Drivers are expected to remain with the shipment until it is fixed and/or replaced. In regions where an escort program is in place an escort should be dispatched to the breakdown location if not already assigned. In regions where theft from breakdowns is a frequent problem, carriers should liaise with law enforcement to discuss response strategy and expectations. Carrier must have a 24/7 emergency phone number

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Proactive Security & Investigations:

Carrier shall produce evidence of written security procedure and their implementation. Carrier must have 24/7 hr emergency numbers for incident notifications and follow up. Carrier shall co-operate fully with P&G or its agents during any loss investigation. Carriers fixed or underway operations are subject to security review by P&G.

Information Protection:

Any type of information about the origin, destination and contents of each shipment is confidential in accordance with the AGREEMENT. Transportation provider shall communicate only to those directly involved with the transaction such as; shipper, receiver, carrier, or to law enforcement officials to facilitate trade or comply with dangerous goods regulations.

High Security Requirements:

“**High Security**” sections from SoC (Standards of Care) apply to those loads that have been identified as such. “**High Security**” classification is communicated to carriers by P&G Transport Purchasing during bidding process.

Driver transporting a High Security load is required to travel 200 miles or 4 hours before first stop.

If transportation of a “High Security” designated loads requires a stop in route the location must be a specific, agreed upon in advance, secure lot. If not, team drivers shall be utilized to minimize stop time and keep trailer attended at all times. P&G reserves rights not to release shipment at the source if the driver does not have enough time to make it to secure lot or final destination.

For loads deemed “High Security” only hard sided trailers, containers or re-enforced trailers shall be utilized. Tractors and trailers should be equipped by the carrier with satellite-based tracking system with active monitoring.

Truck & trailer should be fitted with alarms including but not limited to a panic alarm for driver. Tractor should be equipped with remote fuel shut-off and immobilization technology. According to internal P&G procedure all loads deemed “High Security” must enter the secure lot immediately upon arrival, especially when arrival is early. In case of any inconveniences carrier should immediately notify P&G organization responsible for this transportation process.

Loads designated “High Security” may also be equipped with additional cable seals across the doors parallel bars in figure 8 pattern or with other types of electronic/heavy duty locking mechanisms. Ocean shipments should employ the use of “warlock” or “fork” type seals that cover both door bars and locking mechanisms.

“High Security” loads must never be left unattended and are only allowed to rest in Secure Parking Lots when stopped for greater than 30 minutes.

“High Security” shipments that require stops must be approved by carrier dispatch and directed to the secure lot. Designated “High Security” lanes with secure lots should be reviewed by P&G Global Security or its representative. Escorts, convoys or tandem drivers may be requested by P&G based on FRM score. Carrier is expected to obey rules & regulations set for the specific security service arranged.

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Drivers Instructions

Welcome. Procter & Gamble (P&G) wants you and the cargo that you are hauling to arrive safely at its destination on-time. These guidelines have been developed to assist with safe & secure transportation. You are hauling a shipment from one of P&G's supply locations. All shipments from these locations are governed by Transportation Standards of Care, to which your company has agreed. Failure to follow these standards can result in investigations, claims against your company or lost business.

1. Plan your journey so that your stops can be made in secure places. Be alert as many hijackings occur only a few kilometers from where the journey began. Do NOT make your first stop until you have traveled at least 200mi/320km.
2. Do not tell anyone about the origin, destination and load contents of the shipment. Maintain regular communications with your dispatcher, informing them of plans for long stops. Always check-in before and after a stop. You should have an agreed upon distress code should you become the victim of a hijacking.
3. Most thefts occur at rest stops so when you do stop you must always:
 - a. Stop the engine
 - b. Lock the door and window to the power unit and take the keys with you
 - c. Activate any on board security device
 - d. Check the integrity of the seal and trailer upon return
4. Where you stop and for how long are very important
 - a. Our experience with losses indicates the least secure location is near the driver's home. If you are going home, make sure that you have a secure location to park, that you secure the trailer appropriately, and obtain approval from dispatch.
 - b. If you need a quick break (up to 15 minutes), you can stop in any appropriate high volume location. Remember to secure the equipment as indicated in step 3.
 - c. Longer stops, more than 15 minutes but less than 12 hours should be at well lit locations with separate parking areas of trucks/trailers and cars/campers. Your dispatcher should be able to help you to identify appropriate locations and/or ones to avoid. You should not leave the trailer unattended for more than 45 minutes. Remember to secure the equipment as indicated in step 3. Trailer should be staged in a manner to deter theft (e.g. backed up against wall or another trailer, in-between other trailers, etc.).
 - d. Longer stops, more than 12 hours must be in fully fenced and gated yards with restricted access and the secured trailer (pin-locked or glad hand locked). Guard presence and CCTV is preferable.
5. You are responsible for the integrity of the seals. Please check the seals before you leave, after each stop and at final destination. Report any discrepancies to dispatch or on shipping paperwork.
6. If you transporting High Value goods You will have access to secure parking upon your arrival at destination at all P&G DC's. Please do not park outside the secure perimeter.
7. P&G representatives should not divert the shipment in-person to another nearby location. Confirm any requested shipment diversions with your dispatch and or site receiving clerk.
8. If customer declines early access to site you should chose the most secure area within reasonable distance to wait.
9. If for any reason you cannot follow these standards please discuss the issue with your dispatcher and the shipping supervisor.

Drive Safely.

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Secure parking lot:

Secure Parking Audit Sheet for P&G Transports				
Company Name: _____		Date of Audit: _____	Name of Audit Person: _____	
Location: _____				
		Confirmed by: _____	(company) _____ (name of person)	
			yes ?	no?
			re	marks
1. Perimeter Security				
1.1 Fence and doors				
Solid fence or wall surrounding the entire yard area (minimum high: 2,00m)				
Fence equipped with barbwire				
Solid yard doors				
1.2 Lighting				
Flood lighting of enclosed yard area				
Yard doors and entrance points illuminated				
Lighting levels that support high quality CCTV images & recording				
1.3 CCTV Systems				
CCTV external coverage of yard				
CCTV system at entrance and exit points of yard				
CCTV system able to view all sides of the facility				
1.4 Perimeter alarm detection				
All facility external doors alarmed & linked to main alarm system				
2. Access Control				
2.1. Yard Entrances				
Security controlled access points (i.e. card access, CCTV & intercom)				
3. Security systems				
3.1 Monitoring of security systems				
Manned security monitoring post 24x7. Secure from attack				
All security system alarms dealt with in real time 24x7				
3.2 Intruder Alarm system				
Minimum of 60 days records on system alarms				
Panic alarm - connected to response team				
Restricted access to alarm system				
Remote monitoring of alarms to police/security contractor				
3.3 CCTV Systems				
Good working order				
All CCTV images are recorded in real time, recordings quality satisfactory				
Restricted access to CCTV system functions				
Minimum 30 days retention of all CCTV systems, recordings/servers held in secure storage area				
Quarterly preventative maintenance plan in place for CCTV systems (can be contracted or in house)				
3.4 Card access system				
Minimum 60 days records on card system transactions				
Restricted access to system functions				
Quarterly review of card access reports				
4. Security procedures				
4.1 Adequate documented security procedures				
Supplier Security Policy Statement available and communicated to all employees				
Robbery response safety training for all dock,warehouse, Security and reception employees				
Incoming traffic screened for driver identify/authorization outside working				

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	hours			
	Security incident reporting system and method of tracking local security incidents			
4.2 Background checks (vetting) within constraints of local country laws				
	Criminal history check in place encompassing 5 year criminal history and employment check (vetting within constraints of local country laws)			
	4.3 Terminated employees & contractors procedure			
	Termination procedures in place for employees and contractors, ensuring return of ID's, access cards, keys and other sensitive information			

Carrier Loss Report

GLOBAL TRANSIT AND FINISHED GOODS LOSS REPORT

Complete for the following occurrences *immediately* after discovery of the loss:

- Any hijacking/theft of entire trailer, container, lorry
- Any partial theft of goods from trailer, container, lorry (*continue delivery*)
- Any outright loss of a vehicle for extended length of time
- Any warehouse/drop lot/trailer yard theft/robbery

Today's Date:	
Carrier and Driver Name:	
Carrier Address:	
Name and contact details of person completing report:	
Date of Shipment:	
*Shipment's point of origin:	
*Shipment's point of destination:	
*Name and location where loss occurred	
Date and Time of loss:	
Violence or Threats Was Physical Violence or Threatening Communication involved in this incident?	Place (X) on the correct option A. Yes () B. No ()
Description of loss: (Include how loss occurred, circumstances, injuries, suspects, etc)	
Lost or damaged goods and quantity lost, including unit of measure (eg, cases): (Please be specific; Please itemize if more than one product SKU is involved)	
Has a police report been filed with Law Enforcement (which agency)?	

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Estimated Value of Loss or Damage: (finished product loss only)	
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