

# lookout

The quarterly cargo crime update for members and partners of TAPA Asia

## Hong Kong Police welcome TAPA to Crime Prevention partnership

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TNT strives for improved trucking security in South East Asia

CEVA first to comply with TSR 2008 methodology in China

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In Profile: Rosita Swain, Intel

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New membership options in 2011



## Are you a potential new member of TAPA Asia's Management Committee?

### Dear TAPA Asia members,

Greetings! Since the release of TAPA Asia's first "LookOut" newsletter we have been receiving very positive accolades, both within Asia and also from our partners in EMEA and the Americas. Your feedback has been a great encouragement and confirmation that our efforts are appreciated.

In this 2nd quarterly issue, we are sharing with you more insights into the global supply chain environment and the various TAPA security initiatives that are currently being driven by the Management Committee members in the Asia region.

Being a non-profit organisation run by volunteers, TAPA Asia is always on the lookout for potential new management committee (MC) candidates to join our ranks and share in our efforts to maintain sustainable global supply chain security standards. As a TAPA MC member, you can help to assure the continued success of TAPA standards that are deployed in a global supply chain, achieving a secure environment for the safe passage of your customers' goods.

Also, TAPA Asia MC members are exposed to a wide range of networking opportunities and exchanges with government and non-governmental organizations.

Should you know of someone who has a strong interest in supply chain security, and is willing to commit their time and resources to securing their supply chain activities using TAPA standards, please contact us. All referrals will be kept strictly confidential.

Lastly, do remember to mark an important milestone date on your calendar. TAPA Asia will be celebrating its 10th Anniversary in November and this will coincide with our Annual General Meeting in Singapore, scheduled for the 1st week of November, 2010. More details will be provided in the next 'LookOut'.

My best regards to all of you,

**Jason Teo**

Chairman  
TAPA Asia



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## Dates for your diary

- Supply Chain Asia Forum 2010 hosted by Supply Chain Asia will be held between 24-27 August 2010 at the Grand Copthorne Waterfront Hotel, Singapore  
<http://www.supplychainasia.com>
- ASIS International Singapore Chapter Conference 2010 will be held on 21-22 October 2010 at Marina Bay Sands, Singapore
- Security Asia Exhibition 2010 is going to take place at Marina Bay Sands, Expo and Convention Center between 20-22 October 2010
- Keep your diaries free for the TAPA Asia Conference 2010 in Singapore in Q4. More details to follow

# TNT strives for improved trucking security in South East Asia

TNT strives for improved trucking security measures by complying with TAPA TSR (Trucking Security Requirement) for its Asia Road Network in Singapore, Malaysia and Thailand.

TAPA's TSR Level One compliance for Trucking Security Requirements (TSR) demands 100% cent achievement from participating companies and their suppliers in meeting stringent security measures. TNT's Asia Road Network serves seven countries and 127 cities in Southeast Asia and China. "TNT has developed a strong reputation for security on the Asia Road Network. In the last five years we have enjoyed the lowest damage and best protection rates in the industry. This has rallied strong demand from some of the leading companies in the region, including those industries which require secure, day-definite transport such as the healthcare, high-tech, automotive and industrial sectors," said Onno Boots, Regional Managing Director, TNTSEA & India. In Asia, TNT already has TAPAFSR certified integrated regional road and air hubs in Singapore and Bangkok as well as at regional gateways and depots. This means that TNT is now the first company in the world to adopt and validate a complete door-to-door TAP compliant logistics network.

Studies have shown that the benefits of supply chain security to customers are numerous-including improved delivery transit times, reduced theft in inventory management, improved asset visibility, improved on-time delivery to customers and higher customer confidence and loyalty. TNT has invested in



and deployed proactive, industry leading security measures both on its vehicles and at its security command centre, placing a strong emphasis on tracking, monitoring and securing vehicles and precious cargo. TNT has taken the TAPA TSR a stage further by deploying CCTV cameras on its fleet that can be monitored remotely, observe the loading and unloading of the trailer to ensure quality controls at all stages of the movement of the customer's goods and be used to detect if the trailer is being followed.

Tony Lugg, Head of Security for TNT Express Worldwide and TAPA Asia TSR Working Party Lead, said: "TAPA Asia regards this as a major milestone in working towards a certifiable programme. There has been much interest by buyers and suppliers over the last 12months as members look towards securing their freight during road transportation as TAPA research shows that 62% of losses incurred on road freight transport happen en-route or while the truck is away from the secure depots. TAPA Asia's Management Committee anticipates a completion of the TSR review into a certifiable standard in due course."

## CEVA first to comply with TSR methodology in China

Ceva Ground, the dedicated transport services of CEVA Logistics, is the first global supply chain provider in China to fully adopt the TAPA TSR methodology within their internal compliance program.

This follows an audit carried out by SGS Hong Kong Ltd.

Ditlev Blicher, CEVA's Executive Vice President for North Asia, said: "At CEVA, we always apply best practice to our operations throughout the world. Being the first global supply chain provider in China to achieve this validation for our domestic operations underscores our commitment to safety and TAPA standards. With the steady increase in domestic transportation volumes, the safeguarding of our customers' cargo is now more important than ever."



**DiSa - the true "at source" security system**



**Global problem, Global solutions.**

According to Global Retail Theft Barometer, shrinkage on retailer's business has risen 5.9% in the year 2009 to USD 114.8 Billion. This represents 1.43% of global retail sales.

According to the Transported Asset Protection Association (TAPA), the theft of high value, high risk products moving in supply chains in Europe costs businesses in excess of €8.2 billion a year. The threat from organized criminals is increasing and becoming more violent. Hence in some cases, insurance companies are reluctant to insure potential stolen of high-valued products.

**DiSa secure the entire supplies chain for both retailers and suppliers.**

**The economic recession make a significant contribution to this shrinkage.**

In this crucial period, the retailers and suppliers need an effective technology to combat this shrinkage. DiSa (Digital Safety) is the world first such technology that would assist retailers fight shrinkage in the Consumer Electronics arena. There is no additional tagging of products needed at the retailers and suppliers end because all products are electronically locked at the factories, making them a protection at source.

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# In Profile

In the first of a series of interviews with TAPA Asia members and partners, 'LookOUT' meets Rosita Swain, Global Security Operations Manager, INTEL, a founding member of TAPA Asia and, today, an advisor to the Management Committee.



## She explains how TAPA Asia was created and outlines her aspirations for the Association's continued development in the region

### ***How did TAPA Asia come about?***

In the year 2000 after I attended the TAPA AMR AGM, I felt that it would be good if we could establish TAPA in Asia to promote the Freight Security Requirements (FSR), enhance cargo security and set the industry standard in Asia. I sent invitations to the TAPA AMR and EMEA representatives in Asia and organized the first meeting in April. Over 40 security managers attended and the attendees were enthusiastic about setting up TAPA Asia. It was formally registered at the end of 2000.

### ***Prior to the launch of TAPA Asia how were individual companies tackling the issue of cargo crime?***

Buyer companies conducted annual audits in logistics warehouses. This was not effective as it was not only time consuming and inefficient as many audits were conducted, it

was also difficult for the supplier companies to implement everything requested by different buyer security managers as there were no recognised standards. FSR helped to set the minimum industry requirements.

### ***At that time, do you think these companies really understood the scale of the problem in terms of its impact on the market as a whole?***

Everybody relied on their own source of information which did not give a total picture. Now with membership of a professional organisation, issues and solutions can be shared amongst members and reliable information is more readily available.

### ***How difficult was it to convince your own company and other major businesses to participate in TAPA ASIA?***

Intel is one of the co-founders for TAPA

therefore is very supportive of TAPA Asia. For those companies who were already TAPA members overseas we gained good support from them. It took time for us to promote our objectives to the companies who were not aware of TAPA. Since the establishment of TAPA Asia its value has become obvious and there was a much more positive response. This can be confirmed by the increase in membership and active participation of people in the TAPA organized FSR training.

### ***From the outset, what were the Association's priorities?***

Our priority has always been to promote the FSRs established by TAPA which helps the industry to define the minimum freight security requirements to protect assets during transportation. Since the first FSR was established we have since developed other industry best practices such as Trucking Security Requirements, Air Cargo Terminal

**“While most executives only think of the financial damages, in many cases the impact can be much more wide-reaching.”**

Best Practices, and Freight handling best practices which further improve the security of assets during transportation.

**How receptive were Law Enforcement Agencies (LEAs) to working with TAPA ASIA 10 years ago?**

Very few LEAs were aware of TAPA in the past. Today, many LEAs are aware and supportive of TAPA, in particular Singapore and Hong Kong. In fact Hong Kong is the first Police Force within Asia which agreed to share freight crime data with TAPA Asia.

**In your opinion, what was the first major breakthrough for TAPA ASIA?**

Since the establishment of TAPA Asia, membership growth and support of our FSRs and training program has been a breakthrough leading to a gradual progression to incorporate best practice within the supply chain industry.

**What are you most proud of over the last 10 years?**

I am proud of the existing and past committee members who have dedicated a lot of their company and personal time to help TAPA Asia to grow. Some committee members, including myself, have served on the Management Committee for 10 years helping the industry so that makes me happy that we have contributed to the overall improvement of supply chain security.

**How has TAPA ASIA developed in terms of its value to members?**

Since the establishment of TAPA Asia, we have provided FSR training to over 1100 security professionals. We have established several standards such as the FSR & TSR to help protection of assets during transportation. We have obtained recognition in programmes such as AEO, C-TPAT, ISO, IATA as well as government entities such as the STP customs programme in Singapore and with the Singapore APD & RCAR programme.

**Have there been any disappointments in the past 10 years or objectives TAPA ASIA has yet to fulfill?**

I would not call it a disappointment but certainly we could try to further increase our membership, get more alignment with other industries such as the airline industry, obtain additional recognition from LEAs and improve our crime information sharing through the IIS.

**How successful has TAPA ASIA been in terms of reducing cargo crime?**

This is difficult to quantify but the fact that we have trained so many security professionals, I am sure that we have helped the industry to improve asset protection and promote better security standards.

**What would you like to see happen in the next 10 years – and more realistically in the next 2 years?**

I would like to see the full range of IIS in TAPA Asia. I think we should continue to work on getting alignment with all supply

chain suppliers to work on an agreed standard for freight protection.

**What is your message to companies yet to join TAPA ASIA, particularly from the high value manufacturing sector?**

I firmly believe in communication, sharing and engagement. By joining TAPA Asia, our buyers and supply chain suppliers can jointly move together towards a better and more effective way to reduce cargo crime which will not only save money but also lives whilst protecting our assets.

**How can TAPA continue to raise the issue of cargo crime at a government/regulatory level?**

I think every member can help to raise the attention of government/regulatory bodies by reporting crime and providing information to the IIS so that we have consolidated accurate crime information. TAPA Asia Committee can also more aggressively take opportunities to meet with different government/regulatory bodies to promote TAPA.

**If we were to grant you one wish for TAPA ASIA – what would it be?**

Continuous engagement between buyers, LSPs and LEAs.



**Rosita Swain**  
Global Security  
Operations Manager,  
INTEL

## LEADING AIR CARGO SCREENING



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**Rapiscan 638DV**



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# IIS UPDATE - TAPA Asia IIS taking shape

Since the last issue of the 'LookOUT' newsletter over 100 incidents have been reported to TAPA Asia IIS with a loss value of almost US\$10 million. The database now exceeds over 200 incidents with a total loss exceeding US\$37 million, reports Tony Lugg, IIS Lead.

As reported in this issue, we are proud to welcome the Hong Kong Police Department as our first Law Enforcement Agency (LEA) partner for the IIS. Teaming up with an LEA provides TAPA Asia with a welcome source of cargo crime intelligence as well as a platform for the LEA to exchange details on emerging Modus Operandi and seasonal crime trends across the region.

The TAPA IIS working groups and TAPA Asia Management Committee members are presently in contact with police forces in Singapore, Philippines and Malaysia to engage them in a similar partnership. We also ask members for their support in identifying other LEA contacts that are willing to share crime data. Historical figures are also welcome as we are still in the early building stage of the database and intelligence from the past can assist in displaying recurring MOs and seasonal trends.

## Bulletin

The first TAPA Asia IIS bulletin will shortly be distributed to all members. The bulletin will provide the latest statistics on the reported

incidents in the region, potential trends and will focus on often seen MO as well as newly reported incidents of crime.

## A look at the statistics

The 190 incidents reported to IIS to date have occurred across 9 countries within the region. China (including Hong Kong), India and Malaysia have most incidents reported by TAPA Asia. While this may appear high, this is due to the established contacts and contributors in these countries. It does not represent a true and accurate cargo crime risk analysis as a trend across AP as it is contributor dependant. As members increase their reporting we will be able to provide more accurate representation on cargo crime within the Asia region.

The most commonly seen MO is "violent/threat with violence" followed by "intrusion". The majority of these incidents by far are reported to be "en route" followed by "services 3rd party facility", meaning occurring at a warehouse. The top three targeted products consist of "CPU, Memory, Components", "Commodities" and "Food and Beverage".

63 cases of hijacking of vehicle and load have been reported into the IIS followed by 30 cases of theft from vehicles. Many of the hijacking incidents resulted in losses over US\$100K. Incidents exceeding the US\$100K are classified as "Major" incidents and are broadcasted to TAPA members through the IIS alert system. This enables TAPA to proactively share with its members the inherent threat and to alert them for mitigation strategies as well as possible assistance in recovery of their stolen cargo.

## How to report

By all members contributing together, we can improve the IIS database. Please send your incidents in confidence to incidents@tapa-asia.org.

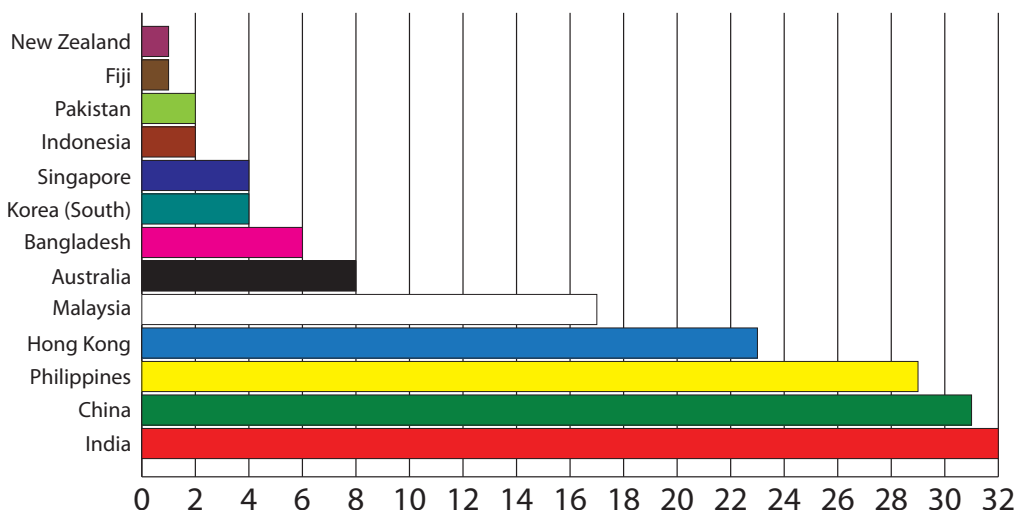
TAPA IIS would like to provide Year-on-Year analysis to its members. Please contribute by providing your historical loss data directly to the IIS Manager – [tijn.van-amelsfoort@mcclarensyoung.com](mailto:tijn.van-amelsfoort@mcclarensyoung.com)



**Tony Lugg**

Training & IIS Lead

## Country of Incident



## Incident Location

Railway Operation Facility	1
Maritime Transportation Facility	1
Origin Facility	2
Authorities 3rd Party Facility	2
Road Transportation Facility	3
Authorities or Services 3rd Party Facility	4
Destination Facility	8
Non secured Parking	9
Aviation Transportation Facility	11
Services 3rd Party Facility	25
En Route	93



# Hong Kong Police extends Crime Prevention partnership to include TAPA

TAPA Asia has met for the first time with representatives of the Hong Kong Police Crime Prevention Bureau. During the meeting the overall crime and security situation in Hong Kong was discussed and officers from the bureau briefed members on crime trends which are specific to the logistics industry in Hong Kong.

**The Crime Prevention Bureau routinely monitors crimes with monetary losses in excess of HK\$100,000 in the following categories:**

- Robbery in Transit
- Robbery in Premises
- Theft From Vehicle
- Theft During Delivery
- Theft from Premises (goods in storage)

Whilst overall figures have fluctuated in recent years, the number of Robbery in Transit cases has remained encouragingly low with just two cases reported in both 2008 and 2009. The highest number of recorded crimes each year are within the 'Theft During Delivery' category, reflecting

the opportunistic nature of such thefts.

Superintendent Medwecki identified the following areas of common security weakness as contributory factors to victimisation: inadequate physical and electronic security measures at storage facilities, loose documentation controls, ineffective vehicle security, inadequate security awareness on the part of staff, an absence of staff vetting and a failure to maintain personnel records and the common practice of multiple sub-contracting to the point where owners have no idea as to who is entrusted with carriage of their goods.

Since 2006, the Crime Prevention Bureau has held seminars with logistics industry

associations in order to promote security awareness as well as distributing quarterly updates on crime trends. Superintendent Medwecki was happy to extend this partnership with the logistics industry to include TAPA, recognising that the organisation was a key player in worldwide efforts to improve security in the supply chain industry and looked forward to a productive relationship in the future.





# TAPA 'C' Freight Security Requirements Become a certifiable standard in Asia

## The TAPA 'C' Freight Security Requirements is now a certifiable standard in Asia.

Jason Teo, TAPA Asia Chairman, stated: "Following strong demand from buyers, suppliers and law enforcement agencies, the TAPA Asia Management Committee has agreed to make the TAPA 'C' FSR a

certifiable standard. Research showed that many members used TAPA 'C' FSR as their baseline for physical security of their facilities. The importance of recognising this has assisted companies in supporting AEO Customs Security & Regulated Agent Programmes. The TAPA certification shows the ongoing commitment of companies to the importance of security and compliance in the industry."

Currently there are over 290 sites certified to TAPA 'A' and 'B' security standards within Asia.

Further details can be found on the TAPA Asia website at [www.tapa-asia.org](http://www.tapa-asia.org).

Company Name	Country, City	FSR Grade
Sagawa Express (H.K.) Company Limited	Hong Kong	A
Sagawa Express (H.K.) Company Limited	Hong Kong	A
SCHENKER LOGISTICS (MALAYSIA) SDN BHD	Malaysia	A
TCI Freight Forwarding Co., Ltd.	Shanghai, China	A
China Post Logistics (Fujian) Co., Ltd.	Fujian, China	A
NIPPON EXPRESS, CO., LTD. NARITA LOGISTICS CARGO-3	Chiba, Japan	A
Schenker (Thai) Ltd.	Chonburi, Thailand	A
Schenker International (H.K.) Ltd	Hong Kong	A
Schenker International (H.K.) Ltd.	Hong Kong	A
UTi Korea	In-Chun City, Korea	A
DHL Express (Hong Kong) Limited (KLCC)	Hong Kong	A
DHL Express	Perth, Australia	A
DHL Hsin Chu Service Center	Hsin Chu Hsien, Taiwan	A
TNT Express Worldwide (HK) Ltd.	Hong Kong	A
TNT Express Worldwide (HK) Ltd.	Hong Kong	A
Yusen Air & Sea Service Co.,Ltd.	Chiba, Japan	A
DHL Global Forwarding Perth	Perth, Australia	A

## TAPA Asia FSR 'A' Certified Sites by Countries Percentage



Vietnam	1%	Malaysia	11%
Australia	7%	New Zealand	1%
Bangladesh	1%	Pakistan	0%
China	27%	Phillippines	2%
Hong Kong	18%	Singapore	12%
India	1%	Taiwan	6%
Japan	5%	Thailand	5%
Korea	3%		

# MEMBERSHIP UPDATE

## New options available in 2011

At the request of TAPA Asia members, the current membership structure has been reviewed and as a result, five categories of membership will be available as of 2011:

- Regional Corporate Membership
- Individual Membership
- Security Service Provider
- Law Enforcement Agency
- Honorary Life Membership

Further details on the membership types will be updated on the TAPA Asia website in the near future.



TASPA Asia now has a record 530 members and is continuing to grow

## Welcome to our newest members

Mr. Paul Pong	Arvato Digital Services Ltd.
Mr. Mohammad Fithridza Awang Ramlee	BIACC Sdn Bhd
Mr. Alvin See	CEVA Freight Holdings (M) Sdn Bhd
Mr. Norlizan Abu Kasim	CEVA Freight Holdings (Malaysia) Sdn Bhd
Ms. Christy Phang	CEVA Freight Holdings (Malaysia) Sdn Bhd
Mr. Zamruni Abdul Razak	CEVA Logistic Sdn Bhd
Mr. Law Shang Hong	CEVA Logistics
Mr. Bryan Baum	CEVA Logistics (M) Sdn Bhd
Mr. Ferryzhal Utama	Coca-Cola
Ms. Stephanie Chan	Crown Honor Logistics (Holdings) Ltd
Mr. Mazhar Hussain Jafri	DHL
Mr. Wayne Josh	DHL Express
Mr. Graeme Moore	DHL Express
Mr. Gregory Kimmings	DHL Express
Ms. Suraidah Rajab	DHL Global Forwarding (M) Sdn Bhd
Mr. RONY DAUD	DHL Global Forwarding Sdn Bhd
Mr. Danny Prabhu Vijayan	DHL Supply Chain (M) Sdn Bhd
Ms. Ratinasamy Shamundiswari	DHL Supply Chain (M) Sdn Bhd
Ms. Shukriyah Musa	DHL Supply Chain (M) Sdn Bhd
Mr. Max Motschmann	EKAC
Mr. Johnny Tan	Fairchild Semiconductor
Mr. Biao Cao	Germanischer Lloyd
Mr. Shen Xiaodong	Germanischer Lloyd (China) Co.,Ltd.
Mr. Tadayuki Shibuya	Godiva Japan Inc.
Mr. Alvin Ong	Golden Beam Sdn Bhd
Mr. Joseph Chandy	Hewlett Packard
Mrs. Nor Azura Abdullah	Intel Products (M) Sdn Bhd
Mr. Subramanian Katikesu	Intel Technology Malaysia Sdn Bhd
Mr. Hock Ean Lim	Intel Technology Sdn Bhd.
Mr. Kenji Moriya	Isono Body Co., Ltd.
Ms. Josette Robert	J R Global Logistics P/L
Mr. Kenji Ishikawa	Japan Frozen Foods Inspection Corporation
Mr. Zenggang Sun	Japan Frozen Foods Inspection Corporation
Mr. Fang Ma	Japan Frozen Foods Inspection Corporation
Mr. Opart Charuratana	LR International (Thailand) Limited
Mr. Keita Nakagawa	Mitsubishi electronics System & Service CO., Ltd.
Ms. Tan Poh Li	M-Protect Solution Sdn. Bhd,

Mr. Jasmon Lim	M-Protect Solutions Sdn. Bhd.
Mr. Marimuthu Ramachandran	NIPPON EXPRESS (M) SDN. BHD
Mr. Koichi Kobayashi	Nishi-Nippon Railroad Co.,Ltd
Mr. Kenji Matsutani	Nishi-Nippon Railroad Co.,Ltd
Mr. Toru Ota	PMS Consulting co Ltd.Director
Ms. Resi Mushirah	PT G4S Security Services
Mr. Mark Sims	PT G4S Security Services
Mr. Jonathan Tedd	PT G4S Security Services
Mr. Serge Deschanel	SCHENKER AUSTRALIA PTY LTD
Mr. Seungchul Choi	Schenker Korea Ltd.
Mr. Jeffri Jaafar	Schenker Logistics (Malaysia) Sdn Bhd
Mr. Nor Hafizan Mat Nordin	Schenker Logistics (Malaysia) Sdn Bhd
Mr. Ab Khapwor Yaacob	Schenker Logistics (Malaysia) Sdn Bhd
Mr. Induchoodan Mullappillil	SCHENKER SINGAPORE (PTE) LTD
Mr. Sangar Kandasamy	Securiforce Sdn Bhd
Ms. Lai-Bay Wan	SGS Australia Private Ltd
Ms. Roshan Peries	SGS Lanka Pvt limited
Mr. Roger Chew	Simply Freight Services Pte Ltd
Mr. Adrianus Wibisono	Skypak International
Mr. Yasunori Ohira	SOMPO Japan Insurance Inc.
Mr. Leong Min Wai	TJ Systems (M) Sdn Bhd
Mr. Scott Etherton	TNT Australia Pty Ltd
Mr. Chandrasegar Segar	TNT Express World Wide (M) Sdn.Bhd.
Mr. Akira Fujisaki	TNT Express Worldwide (Japan) Inc.
Mr. Jegathisan Ganesan	TNT EXPRESS WORLDWIDE (M) SDN BHD
Mr. Victor Ong	TNT Express Worldwide (S) Pte Ltd
Mr. Jawaharlal Muthu	TNT India Pvt Ltd
Mr. Santosh Singh	TNT India Pvt Ltd
Mr. Kazunobu Hayakawa	Tokai Watch Service Co., Ltd.
Mr. Jamie Ruscoe	Toll Holdings Pty Ltd
Mr. Anoop Chadda	UPS Pty Ltd
Mr. Kulwinder Gill	Vijayant Security Services Pvt. Ltd.
Mr. Rohit Baswani	Vijayant Security Services Pvt. Ltd.
Ms. Gunjan Jain	Vijayant Security Services Pvt. Ltd.
Mr. Tinh Quoc Nguyen	VN24 security Guard Services Co.,LTD
Mr. Cheng Hu	ZhuHai GREELOGISTICS Co.Ltd

# GPS Technology - Managing the risks on the road

As supply chain security becomes increasingly more stringent, Shawn Sanderson, Global Sales & Marketing Director of Astrata asks: "Does your GPS tracking system meet or exceed the TAPA TSR requirements?"

With high value cargo hijackings on the rise, accounting for as much as 39% of losses in Asia, security continues to be a major concern and priority for TAPA Members operating in the region. The TAPA IIS reported that over 62% of these losses occurred en route. With similar figures being reported in the TAPA IIS for EMEA and US, truck security could be regarded as the weakest link.

Asia does not appear to be immune from these types of attacks and we can anticipate that these crime figures will continue to rise. Several new types of crime such as the attacks on moving vehicles recently seen in China have been replicated across the globe by crime syndicates.

Commodities such as tobacco, electronics, sporting goods and retail products all saw higher level of losses in 2009 compared with 2008. Vehicles carrying these and other 'desirable' goods were also obvious targets, for would-be thieves and hijackers so much so that clear correlations between hijacks and the increase of theft of certain commodities in the market such as metal, rice and palm oil could be seen. With hundreds of thousands of consignments being delivered throughout the region every day, implementing a fleet management Telematics system to enhance safety and security



has never been so compelling. Astrata has developed a specific offering to address TAPA's TSR level one and two requirements.

## **A mobile integrated security system with full real-time tracking is the future**

Being a manufacturer of GPS tracking equipment has allowed Astrata to provide business solutions to its customers. Recently, several customers have made requests to develop the TAPA Truck Security Requirements (TSR), especially where LSP's want to provide the TSR as a standard service offering. Together with our R&D team, we have developed several high tech security solutions, which include electronic locking on the container, trailer & truck doors, additional alarm inputs & siren outputs.

Using the security methodology **Deter, Detect, Delay, Respond** and **Recover**, Astrata has manufactured its GPS system to meet this security concept.

**Deter** – Deterrent plays an enormous ingredient in preventing any attack or theft. Ensuring that the GPS tracking system has high security physical features such as anti-hijacking panic switch, alarms on the prime mover and trailer, cargo door sensors, and that the GPS

operating software can detect unscheduled stops, deviation from routes and automated voice control, provides excellent preventative tools to prevent such incidents. Case studies show that driver collusion is often involved; however with the Astrata solution, this opportunity for collusion is greatly reduced as all aspects of the transit are monitored including driver identification and unusual driving behaviour

**Detect** – With jamming detection, anti-hijack features, multiple zoning alarm outputs, Astrata's system can detect early red flag scenarios, which send alerts through to the security control room or directly to the security manager on his portable handheld device or laptop. The focus is to provide real-time, secure monitoring of the prime mover, trailer and driver based on a set of rules and exceptions. The Algorithms in Astrata's software have been written to detect 'Red Flag' incidents, which can be quickly escalated to Police and Security Officers. For example, when the vehicle is stationary, an unauthorised entry into the prime mover or trailer unit can be detected. Other alarm inputs include a 'kill switch', panic button and cargo door sensors are also monitored.

**Delay** – The electronic locking devices that are deployed inside the container, trailer and/or trucks can be opened and closed remotely by the security manager or operations room. This ensures that the drivers have no access to the goods and in the event of a hijacking or theft situation; the locks cannot be accessed by the thieves. Control of the doors is operated through Astrata's GPS tracking system by remote security staff; thereby protecting the customer's assets at all times. Other features include the engine immobilizer with horn and blinkers warning system, which can be set off by the security control room remotely while alerting Police and passerby's to the alert condition. To have the ability to activate the horns and blinkers remotely is a considerable deterrent against hijacking. As soon as the vehicle goes off route or there is a confirmed event, the control room operators are able to activate the horns and blinkers and initiate the engine immobilization system.

**Respond** – Applying the delay mechanisms causes the criminals a great deal of inconvenience and invariably makes them abort the hijack or theft attempt. It is not always possible to stop a hijack attempt but creating several



layers of security & then delay tactics provides additional time for Police and security officers to respond and thus improves the chances of the Police apprehending the assailants and recovering the vehicle and cargo. With the alarms sounding and the truck lights flashing, it takes a brave gang of hijackers to stay around and risk being caught by the Police or security forces.

**Recover** – The chances of making a full recovery of the truck & load is much higher, which decreases the overall impact to the buyer and LSP of such consequences of claims & insurance losses, grey market product & line down situation. Knowing the location of a vehicle or fleet of vehicles at all times dramatically decreases the risk of losing cargo or assets by theft. Different zones can be created, meaning when a vehicle enters or leaves a zone, alerts are generated - immediately notifying a control centre or fleet operator. Additionally, high-risk zones or route-deviations can be detected and mitigation services deployed to prevent loss and drastically increase the odds of recovery.

**The RDU can be used in many applications so as to meet customs & excise control requirements or for contingencies of road transportation**

Realising that the supply chain is a complicated network, Astrata designed and developed the RDU (Rapid Deployment Unit) for its customers. The RDU is used for a subcontracted fleet or where freight volumes have peaked and additional trucks are deployed to deal with the increased volumes. The RDU ensures that these additional trucks are fully

monitored.

The RDU is also used as a contingency in the event of replacement vehicles or where extra trucks are required. The RDU has Six Strong Magnets and is fitted with a tamper device to identify any interference or manipulation with the system. Deploying the RDU to the vehicle is fast and can easily be swapped between vehicles and therefore is an effective tool for numerous applications including Customs and Excise, Homeland Security, Border Control, Port facilities, Special events, Crisis Management, Military Bases or other scenarios where different assets need to be monitored for a limited period of time.

Operating in SMS and GPRS modes it uses 128 bit AES encryption; this gives it the ability to transmit its position securely as a text message or via the data network. It can be monitored in real-time via Astrata's Geo-Location System (GLS) - a Window's based self hosted solution or via Astrata's Web solution hosted at Astrata's premises in a secure environment. GLS supports small, large fleet and multi-fleet operations.

**How is driver behaviour monitored on the road?**

Driver behaviour is essential to the security of the vehicle. Astrata offers its customers the possibility of monitoring all their assets 24/7 from a professional monitoring facility. Combined with local authorities and partners who can carry out mitigation services, this provides a full end-to-end solution for clients allowing them to focus on their business. This means that driver behaviour is constantly monitored and any alerts are

quickly escalated.

Security not only requires focus on the prime mover, trailer & load but it also needs solutions to protect the driver and reduce the opportunity for high-risk situations. By using a driver ID tag, the Astrata system knows at all times who is driving the vehicle. This ID system is tied directly to the vehicle's security and ignition system ensuring that unauthorized entry generates an alert and immobilizes the engine and activates the alarm system. Additionally, the identification of the driver provides operational and security benefits. This information is used to calculate correct driving times and help dispatchers to schedule drivers according to driving hours.

The driver-operated panic button gives the driver a fast method of informing the control centre that an urgent incident has occurred. This simple action directly alerts the responsible team by phone, SMS and/or email. In most deployments, a voice channel is opened and the security supervisor or authorised person

can instantly speak with the driver to discuss the situation. This can also be used in conjunction with a CCTV system – with cameras fitted in a cab and/or trailer to provide the control centre a real-time view into the situation. By using technology that is part of the overall solution (e.g. GPS, accelerometers), driver profiling can be done to improve the standards of drivers. This helps to reduce the risk of accidents and cuts the costs associated with each driver.

**For further information please contact Shawn Sanderson at [ssanderson@astratagroup.com](mailto:ssanderson@astratagroup.com) or visit Astrata's website at [www.astratagroup.com](http://www.astratagroup.com)**



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# TRAINING UPDATE



## Excellent turn-out for FSR Training in Penang

Over 72 delegates attended the TAPA FSR training held in the Eastin Hotel, Penang, Malaysia.

Co-hosted by TNT Express Malaysia and including a site visit to the TNT Penang Air & Road Hub, participants in the training session included representatives from manufacturers such as HP, Intel, Coca Cola and Fairchild.

To cope with the large number of delegates, additional TAPA FSR trainers were brought in to support the program. Special thanks go to Paul Poore (TNT Malaysia), Saken Kotramanonda (TNT Thailand), Lee Chan Wai (Infineon Malaysia), Humphrey Chang (Samsung Korea), Mark Butcher (DHL Global Forwarding, Australia) and Tanee Phoohom (TMB Bank, Thailand). Delegates were divided into three groups for two breakout sessions and

an audit simulation at the TNT hub. On successful completion of the test, the delegates were presented with their FSR training certificates.

TAPA Asia also took the opportunity to give delegates an IIS presentation on the latest recorded crime data from the region, presented by Tony Lugg, IIS Lead and Tijn van Amelsfoort, IIS Manager.

FSR training outlines the processes and specifications for suppliers to attain TAPA certification for their facilities and transit operations. The FSR training course takes two full days; one in a class room environment where the participants will receive tuition from the trainers and a second day consisting of a practical element where access to a facility is provided.

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[timothy.miller@au.tuv.com](mailto:timothy.miller@au.tuv.com)  
[www.scsm.tuv.com](http://www.scsm.tuv.com)



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**"Hijacks accounted for over 39% of losses in Asia"**  
(Source TAPA Asia IIS Jan 2010)

**"Over 62% of freight losses occurred on route"**

**Astrata**

info@astratagroup.com www.astratagroup.com

If you have ideas for future reports in the new TAPA Asia newsletter, please email [matt.hemy@dhl.com](mailto:matt.hemy@dhl.com)

