

# TAKE A STAND AND DELIVER

**PROACTIVE SECURITY** defeats organized criminals



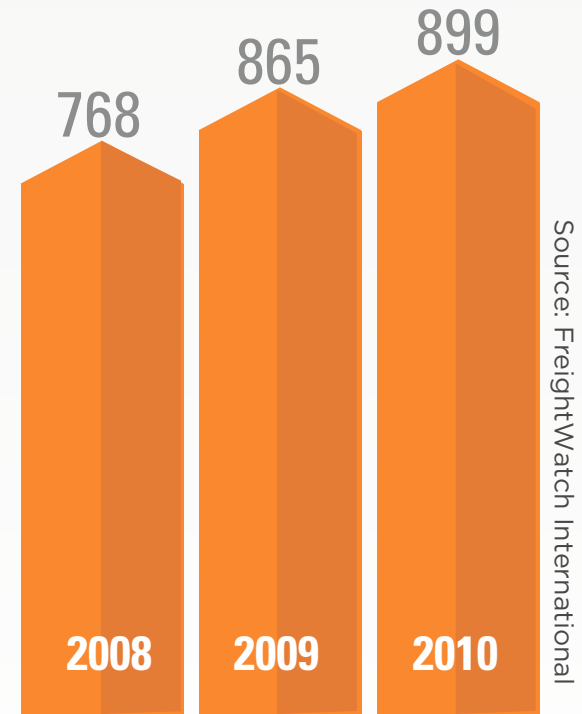
**SCHNEIDER**<sup>®</sup>  
NATIONAL

# THIEVES NEVER SLEEP

INDUSTRY-WIDE, THEFT IN ALL MODES  
ON THE RISE 4% IN 2010

THIEVES ARE MORE AGGRESSIVE,  
SOPHISTICATED AND COORDINATED THAN  
EVER BEFORE

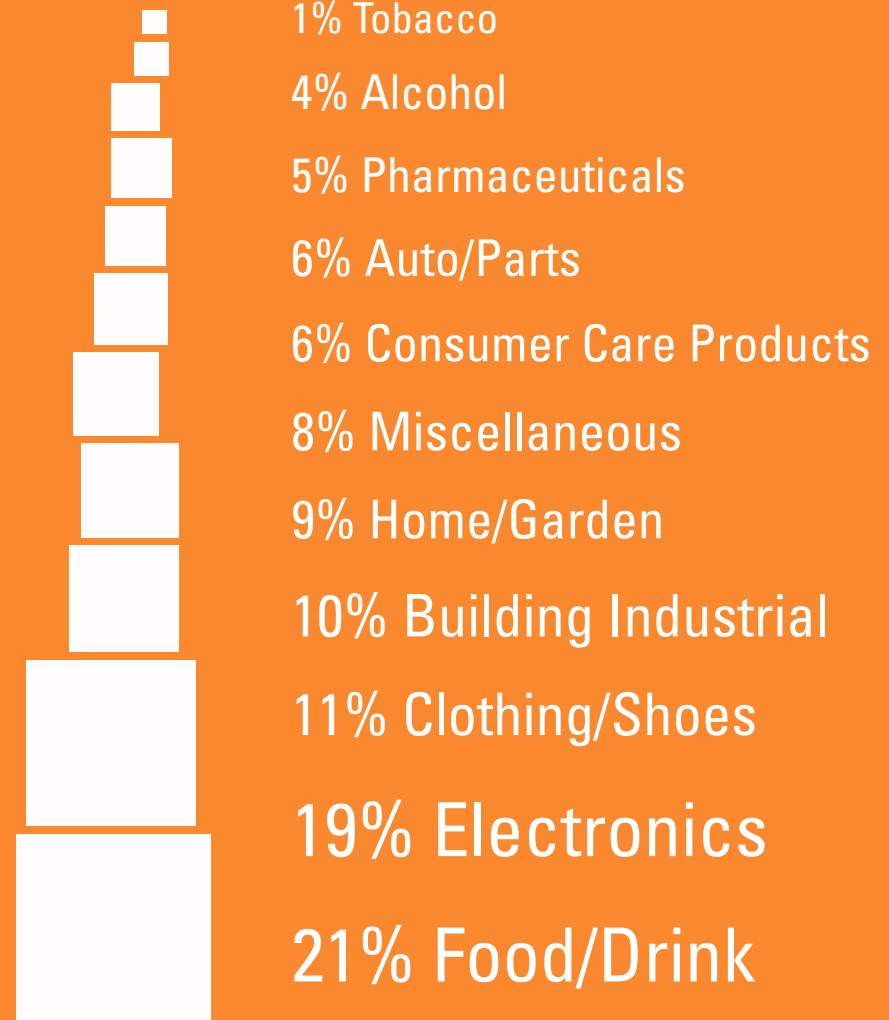
## U.S CARGO THEFT INCIDENTS



IT'S NOT JUST THE LOSS OF A LOAD THAT'S ON THE LINE HERE, IT'S YOUR BRAND; JUST ONE LOST LOAD COULD LEAD TO A RECALL OR OTHER HIGH-COST CONSEQUENCES TO YOUR BRAND

# 2010

## THEFTS BY COMMODITY

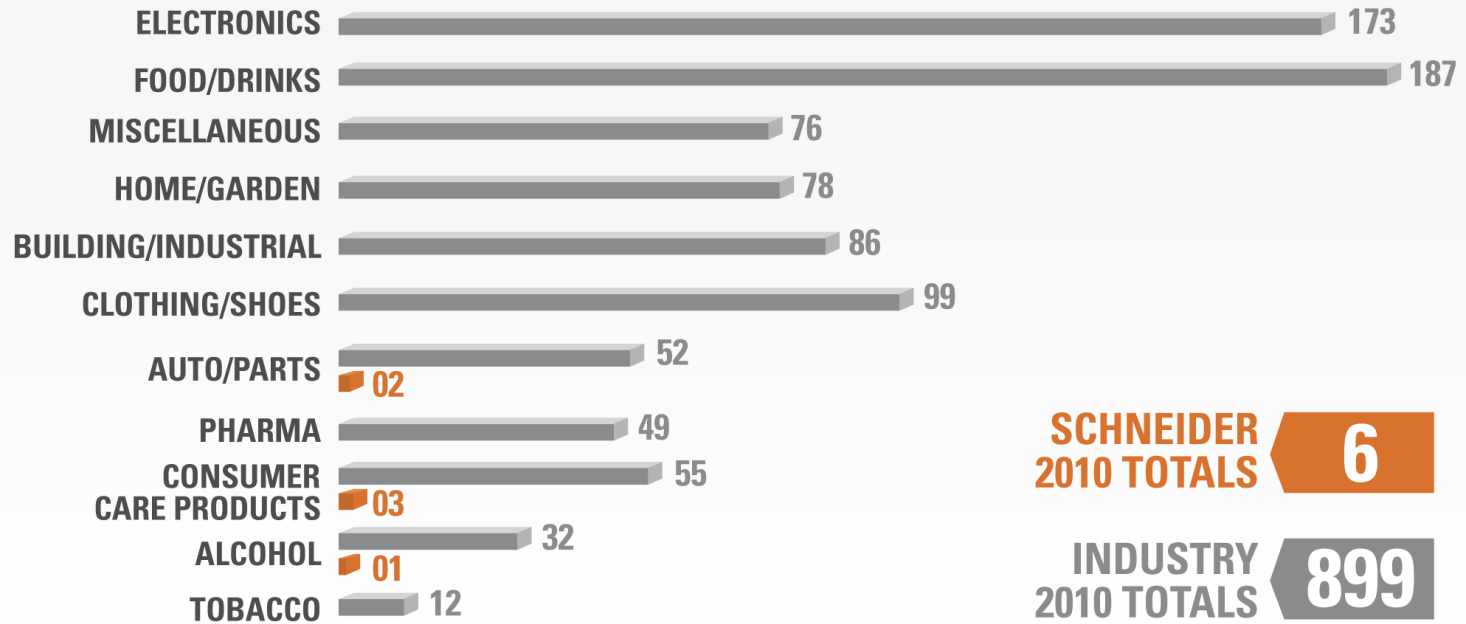


# EVEN SO, ZERO THEFT IS AN ATTAINABLE GOAL

- **Many leading carriers and intermodal providers take an aggressive approach to managing the risk**
- **Doing so pays clear dividends:** loads that arrive intact and on time, just the way you had intended

FIND A CARRIER OR INTERMODAL PROVIDER WHOSE CULTURE REVOLVES AROUND REDUCING RISK ON EVERY POSSIBLE FRONT.

# 2010 FULL TRUCKLOAD THEFTS



THESE IMPRESSIVE STATISTICS ARE A RESULT OF A CULTURE THAT REVOLVES AROUND REDUCING RISK ON EVERY POSSIBLE FRONT.

# SCHNEIDER FREIGHT THEFTS CONTINUE TO DROP YEAR AFTER YEAR

**DOWN 12% IN 2010**, for the Fourth Consecutive Double Digit Decline

# EVERY STAGE OF SHIPMENT HAS VULNERABILITIES

- **Load Tender, Pick Up, Transit & Delivery**
- **Multiple layers of security lowers risk**
  - Many smart steps add up
- **Insist on the two Ts: Training and Technology**
  - Training: awareness and timely communication
  - Technology: new and traditional tech initiatives keep you in the know

FREIGHT AT REST IS FREIGHT AT RISK.

ONCE YOU  
**START MOVING**  
**KEEP MOVING**

# BE SMART FROM THE START

- **Communicate the nature of the load**
  - High-value loads deserve special attention
  - Defining the right team to manage the freight can be the best first line of defense
- **The carrier or intermodal provider must develop an understanding of your facilities**
- **Commitment to protecting the freight at the point of origin is paramount**

WORK WITH CARRIER OR INTERMODAL PROVIDER TO CREATE THE SAFEST PICKUP ENVIRONMENT POSSIBLE.

# GET OFF ON THE RIGHT FOOT

- **Work with your carrier**
  - To identify and close gaps
  - To keep your information secure
  - To keep thieves off balance—don't teach them how to rip you off
- **Insist on locks for deterrence**
- **Seal your trailers and containers**
  - Vary your seal system. Don't train thieves to recognize loads
  - Insist the driver monitor live loads; many thefts are inside jobs

INSIST ON DRIVERS WITH THE SERVICE HOURS, FUEL AND INSPECTED VEHICLES TO RUN FREE FOR 200 MILES AFTER PICKUP.

# KEEP IT MOVING: TRUCKLOAD

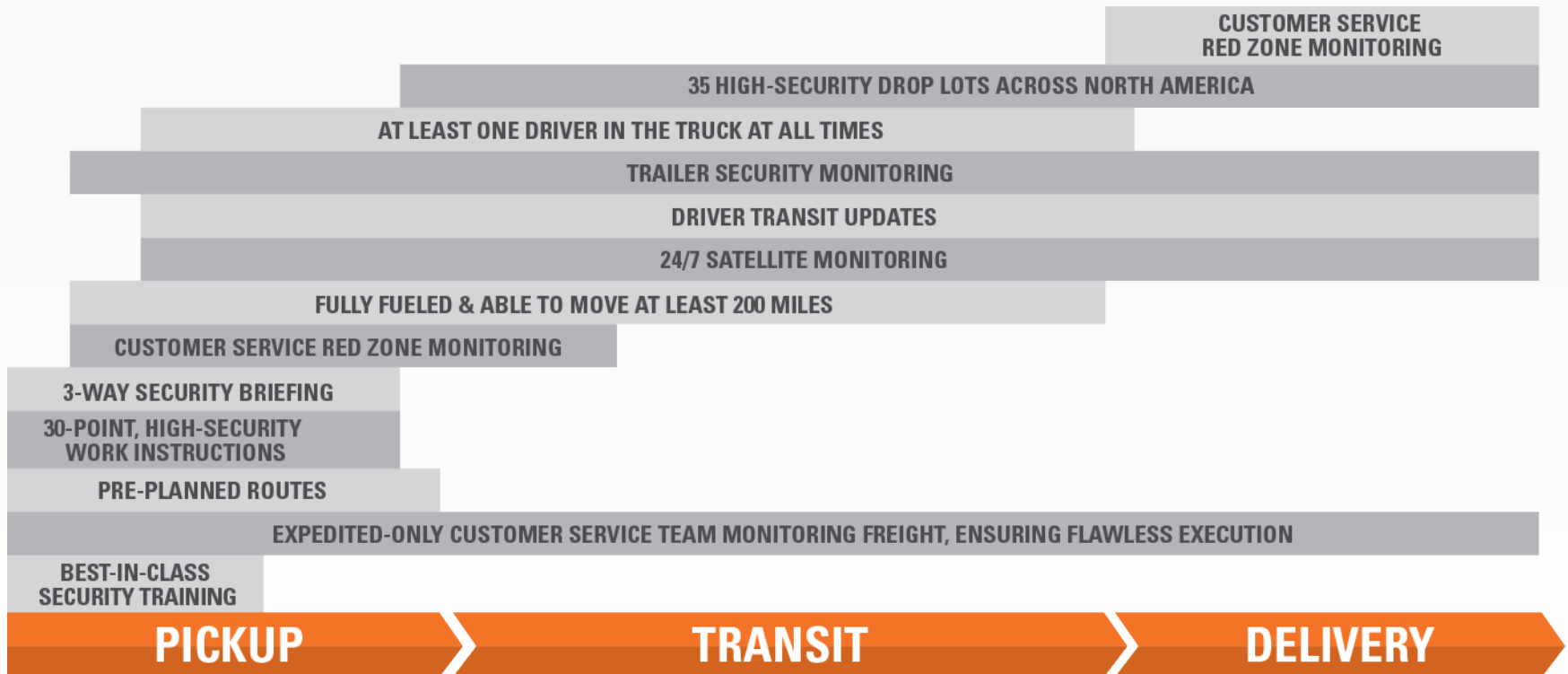
- Once a load leaves, **keep it rolling for at least 200 miles.**
- **Use team drivers for highest value loads.** One driver drives, one sleeps. Your load keeps moving.
- **Ask for routes with secure stops and facilities** monitored 24/7/365.
- **Insist drivers stay in touch** with dispatch and are trained to recognize and call 911 about suspicious or unusual activity.
- **Insist carrier has trailer security monitoring** that sends instant alerts upon compromise.
- **Time is your friend.** The sooner the response, the greater the results.

# KEEP IT MOVING:

## INTERMODAL

- **Upon tender, insist your carrier communicate with the railroad about your requirement**
- **High-value loads should be in containers, not trailers**
  - Thieves can balance on the rear of trailers and gain easier entry
  - Loads should remain in a gated, well-lit area within eyesight of the yard office until loaded
- **Every load should be security sealed within 60 minutes of arrival, then inspected every three to four hours**
- **Providers should own equipment to pick up and dray it to the rail yard in a same-day move—both pickup and delivery**
- **Insist on bottom position in the well**
- **Driver awareness is key:** the final miles are the most critical

# WE TAKE PRIDE IN DEVELOPING ROBUST, MULTILAYERED SECURITY PLANS



# **BRING IT HOME** **SAFE AND** **SECURE**

- **INSIST ON DRIVERS TRAINED TO BE ALERT AND CALL 911 IF ANYTHING SEEMS AMISS**
- **KEEP A CUSTOMER SERVICE TEAM IN THE LOOP NEAR ARRIVAL**
- **FOR LIVE UNLOADS, USE THE DRIVER TO MONITOR; MANY THEFTS ARE INSIDE JOBS**
- **INSIST ON DRIVERS WHO KNOW AND COMPLY WITH THE CONSIGNEE'S SECURITY PROCEDURES**

# SOME MEASURES TO CONSIDER IN CHOOSING CARRIERS

- **Customer service: 24/7/365** is the only way to be secure
  - Carriers who leave drivers in the lurch after regular hours leave your loads vulnerable
- **High Hiring Standards:** Vulnerable people make loads vulnerable
- **Training, training and more training**
  - Carriers who aren't learning, aren't earning your trust
- **Constant communication:** Communication is the glue that holds security plans together
- **Contingency planning:** Responsible carriers and intermodal providers always have a Plan B for emergencies

INFORMATION TECHNOLOGY: HOW DOES YOUR CARRIER OR INTERMODAL PROVIDER PROTECT YOUR DATA?

**24/7** / **365**

CUSTOMER SERVICE 24/7/365 ENHANCES ANY SECURITY PLAN

# SECURITY REQUIRES A PARTNER WITH EXPERTISE AND DISCIPLINED ACTION

- **Embracing a secure mindset** encourages thieves to choose easier targets
- **Walk the talk:**
  - Have a plan
  - Share it
  - Keep your freight moving
  - Insist on it

It's not just your bottom line, it's also

# YOUR BRAND

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