

## RISK INSIGHTS

### CARGO LOSS PREVENTION

Cargo loss prevention is a broad subject with varying requirements. It is dependent on the **type of cargo, customer instructions, and current load status**. The focus is on the **care, custody, and control of the cargo from the time of pick-up until the time of delivery**. Cargo must be secured against theft, damage, and tampering. Theft of full loads is common in urban areas, and pilferage can occur while the cargo is being stored on a dock location. Damage can occur in transit or during loading and unloading, in the case of LTL (Less Than Truckload) shipments. Due to cases of terrorist threats to the general public, tampering with 'dangerous goods' loads must be considered.

#### IN SHORT, LOCK YOUR LOADS AND PROTECT YOUR CARGO.

##### Solution

- Train drivers to keep their cargo secure and safe. This includes training on the use of cargo restraints and dunnage.
- Ensure drivers observe loading and unloading whenever it is possible.
- Ensure there are written policies on load security and the use of locking devices such as heavy-duty padlocks and cable/bolt seals.
- Secure terminals and equipment with:
  - Fencing with controlled access points (gates that either automatically close or are manned by security personnel that are trained to deal with difficult situations and can properly defend themselves)
  - Roving security patrols (include temperature-controlled equipment verification)
  - CCTV camera with motion detection
  - Security service using CCTV cameras with motion detectors, managed remotely by a third-party
  - Tracking systems installed on equipment
  - Security lighting
  - Limited access to loaded trailers by using virtual fencing (geofencing) for sensitive products
- Keep a log of all entries to the secured site. Question the intentions of any unknown persons found on the property and escort off the property if necessary.

- Ensure all employees receive criminal background checks on a regular basis.

When thieves are being watched, either by cameras or people, the desire to steal or pilfer is reduced. Signage in a yard stating that the area is patrolled and monitored by CCTV discourages most criminals. Theft is a crime of opportunity. Ensure yards are well lit and trailer doors are secured. The use of pin locks and glad-hand locks can also be incorporated on dropped trailers. Store keys for power units, as well as the power units themselves, in a locked key box inside the office.

##### What's in it for me?

The reduction of cargo theft and cargo damage reduces the chances of claims costs, product waste, and dangerous interactions. In addition, these strategies keep overall insurance costs down while protecting customer and carrier reputations.

##### Conclusion

Protect your cargo and your reputation. Stop the criminal element. Well-trained drivers and dock staff can help your operation spot would-be thieves. It's important for drivers to treat the cargo they have on board as if they own it. Don't give potential thieves the opportunity to conduct their illegal operations on your watch.

For more information on making your business safer, contact our Risk Services team at **1.833.692.4111** or visit us at **[www.northbridgeinsurance.ca](http://www.northbridgeinsurance.ca)**.