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CMA CGM LOGISTICS PARK DADRI PVT.
LTD.

CONTAINER FREIGHT STATION

STANDARD OPERATING PROCEDURE

SECURITY MANAGEMENT

DOC. NO.:SOP/SEC/01

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	1 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

REVISION HISTORY:

ISSUE NUMBER	ISSUE DATE	MODIFIED BY	APPROVED BY	REVISION COMMENTS / REMARK
2	1/10/2014	MR	CEO	Security Training & Threat Awareness
3	4/01/2016	MR	CEO	Human Trafficking Control

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	2 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

Overview / Expectations

- The security program is an ongoing process to provide a highest possible level of security to cargo, property and for the personal security of employees and visitors.
- Administrative and supervisory personnel shall be responsible for the incorporation of security principles and procedures in their respective areas of operations.
- Each member of the staff is responsible for carrying out Security procedures and practices.
- No unauthorized individual or material should present in the designated CFS premises.

Physical Security

- **Premises / Building Structure**
 - Any new civil construction in the premises should be constructed of materials that with stands any unlawful entry or outside intrusion.
 - The integrity of civil structures must be maintained by periodical inspection and repair.
 - All external access points to the premises and buildings properly secured with adequate fences, gates, guards, locking devices.
- **Key Control**
 - Keys of all locks must be kept secured to avoid possibility of unauthorized access.
 - Control of issuance of keys lies with the Admin Manager who in turn can delegate this authority to security officer.
 - All keys with security and / or with Admin must be kept in locker with one key at security office / admin incharge.
 - In warehouse all keys will be kept with security on duty, when requested security will open respective shutter/door for cargo operation and close it once operation is completed.
 - Once cargo operation is done the warehouse must be sealed, all the shutters and other entry points must be locked from inside leaving one entry point which must be locked and sealed jointly by warehouse incharge and security. The key of the warehouse must be kept in sealed envelope and handed over to the on duty security officer.
 - In NO case the warehouse keys can be handed over to anyone other than admin manager & security officer.
 - It will be sole responsibility of an individual to keep keys issued to them secured.
 - Any change in the key distribution must be well recorded in key log.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	3 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Locks of the missing keys must be replaced and the same is recorded in key log register.
- Admin in charge to regularly verify the key log register.

- **Access Card Control**
 - Every new employee / vendor staff must be allotted a biometric ID cum access card and his/her finger must be recorded in biometric access system on very first day of his joining.
 - Employees must use biometric system for access and attendance purpose.
 - It will be sole responsibility of employee to keep access cards issued to them secured and ensure they are wearing the same at all times.
 - Access card and finger print recorded in biometric system must be deleted immediately (on the date of relieving) once Employee leaves the organization permanently.
 - For Vendors Fix number of cards to be allotted as per exact requirement of the job/work, finger print must be recorded against every card registration for all allottees.
 - In case of any change in the vendor staff, a vendor must notify admin department in writing and accordingly access card and finger print registration data must be updated.

- **Parking & traffic Management.**
 - Private passenger vehicles are prohibited from parking in or adjacent to cargo handling and storage areas.
 - Vehicles must be parked as per designated parking areas mainly for CFS owned Vehicles, staff vehicles, customs vehicles and visitors vehicles.
 - List of permitted vehicles inside CFS parking must be handed over to security by admin dept. This list must be regularly updated.
 - Every vehicle along with the driver must be examined thoroughly at entry and exit point and gate pass must be prepared for all visitors vehicles.
 - A log book to be maintained for in-out movement tracking of vehicles.
 - All trucks / trailers used for inward and outward movement of cargo / containers must be parked to designated location directly and must be transferred-out immediately upon completion of operation.
 - Parking for the trucks / trailers within yard must be regulated /restricted as per traffic condition at that moment of time.
 - Yard supervisors and security personnel are jointly responsible for traffic management.

- **Lighting**
 - Adequate lighting must be provided in
 - Yard areas
 - Warehouses

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	4 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Parking area
 - Gates and fences
- Security Personnel must be equipped with battery operated torches for emergency purpose.
- Generator set must be used as an electric backup for emergency lighting.
- An electrician must be employed 24x7 for maintenance and repair of electric setup.

- **Video Surveillance Cameras**
 - CCTV cameras to be used for Video Surveillance.
 - CCTV cameras must be located
 - Ware houses
 - Stuffing point
 - Carting Points
 - Staff & Visitors Entry gate.
 - Cargo / Container IN –OUT Gates
 - Management must depute a trained vigilance officer for CCTV monitoring.
 - The angle/focus, quality of image of CCTV cameras is vital for CCTV Monitoring.
 - All CCTV Cameras must be well maintained.
 - All Recording must be preserved for 30 Days.
 - Apart from Vigilance Officer CCTV remote access must be provided to
 - Safety & Security In charge (Admin dept)
 - Warehouse In Charge (Import & Export)
 - CEO & IT Manager.
 - Other staff member as per special authorization from Manager Admin.

- **Burglar Alarm System**
 - There has to be independent battery backup supply for burglar alarm system
 - Warehouse Executive to ensure activation of burglar alarm daily before closure of WH.
 - The Activation and Deactivation codes must be kept confidential
 - In case of any intrusion detected the siren will start sounding loudly
 - In such event security guard posted outside WH must inform security main gate immediately.
 - Entire WH perimeter must be secured by security guards
 - WH to be opened to and through inspection to be done
 - Details of the incident must be updated in Incident Register maintained by security.
 - SO on duty must inform Admin – Incharge and OPS executive on duty about the incident.

Physical Access Controls

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	5 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- All Employees & Vendor staff must be provided with Identity Cards and registered to Biometric Access System.
- Security staff must ensure that only persons having valid ID Cards should enter the premises.
- All entry and exit points must be promptly monitored by security personnel.
- All visitors must be issued a Photo ID gate pass after getting confirmation from designated office staff. The Color of neck lanyard must be different to easily identify visitors form CFS staff.
- All Visitors must be instructed / requested to visibly display the temporary identification all the time during their visit in CFS
- Gate pass of all visitors must be duly signed by designated staff confirming out date-time for the visitor to exit the premises.
- At exit point security must verify the gate pass issued for the signature and time
- Every visitor can have maximum FIVE minutes to exit the premises, any additional time difference must be re-verified by the security at gate.
- Long Term gate passes to be issued to Customers, CHA's, and contractor etc who will be regularly visiting the CFS. The Maximum period for such gate passes must not exceed 6 months.
- To avail Long term gate pass
 - an applicant must submit their request duly signed by respective employer on an original letter head along with the photograph.
 - Admin / head of operation must verify the application and then can issue a long term gate pass.
 - Person having long term gate pass must show their employer ID card along with the issued gate pass for entry.
- Access to admin building is restricted to following individuals
 - CFS Employees
 - Customers / Visitors
 - Designated vendor staff.
- Access to the yard, warehouse, carting and stuffing area is strictly prohibited for individuals other than
 - CFS Employees
 - Customs officers
 - CHAs / representatives of Cargo Owner (after authorization and with escorting)
 - Labours used for Cargo Handling
- Movement of canteen staff is not allowed in Yard & Cargo storage area within warehouse. They must follow the pre-decided path/route for movement in Yard & warehouse.
- Movement of housekeeping staff must be as per pre-decided schedule and must be supervised all the time by security personnel at the respective location as well as by vigilance officer. Sweeping schedule must be arranged in a way to minimize its intervention to cargo / container operation.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	6 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Movement of labours required for cargo handling is restricted to respective yard / warehouse location is must be strictly monitored by CFS staff as well as Security staff along with vigilance officer.
- Movement of Civil Contractors and their staff is strictly restricted to the designated work place and it must be strictly monitored by CFS staff as well as Security staff along with vigilance officer.
- Every individual entering CFS customs EDI center must furnish his authorized Photo ID Card for verification.
- No visitor is allowed to go to yard area or warehouse location without been escorted by security personnel / CFS Staff
- Technicians entering CFS for any Electrical / Mechanical / IT related repairs are allowed to carry in their tool kit / material required for repair after being checked and recorded in log book at the gate.
- Mail couriers / Parcel packages must be received & examined at gate and forwarded to the Manager Admin.
- Manager Admin will distribute all letter mails to relevant departments.
- All inward courier Parcel Packages received must be opened and inspected in the presence of Manager Admin / SO / CEO and then directed to the respective department.
- Entry of all courier person is restricted to reception center after being issued valid gate pass from security.
- Outward mails parcel packages to be handed over to courier person at reception after entry in outward register.
- No material of any kind meant for repair work or replacement is allowed to carry out of CFS unless a valid gate pass is issued for the same by the head of the respective department.
- Access to the server Room is strictly for IT Dept.
- Access to the Electric Room, DG Set room is restricted strictly to Electrician and Admin department.
- EDI Centre counter (CMC Side) access is restricted to CMC staff, Customs officer & CFS Employees.

Security Training & Threat awareness

- Regular security trainings to be provided to all staff and security personnel.
- Security training should mainly address supply chain security including
 - Maintaining cargo integrity
 - Recognizing internal conspiracies and addressing unauthorized access
 - Reporting of the threats
 - Corrective and preventative action points.
- All Employees must be made aware of security and safety practices of the company to address the threat situations and reporting mechanism.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	7 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- **Emergency Response & Threat Awareness** policy to be established to recognize and foster awareness of the threats.
- The policy / training material should be reviewed periodically to understand new trends of security threats.
- Threat awareness training is must for each and everybody working in facility.
- CCLP must encourage active participation of staff to security initiatives as well as security threat reporting/responding.
- Special incentives can be awarded to such members of staff either openly or secretly depending on the staff member discretion and consequences.

Personnel Security

- Pre-employment verification must be done for all employees.
- Previous employment history and reference check must be important criteria while selecting any employee.
- Vendor's staff must be informed to follow our security standards in our premises.
- Background check for employees must be done atleast once in every 5 Years of his service.
- Background checks can be done whenever is needed as per instruction of HR manager. The criteria can be
 - Sudden hike in the living standard level of an employee.
 - Suspicious Activity reports received from trusted sources.
 - Abroad tour, unreasonable leaves.
 - Unnecessary late sitting, non justifying presence in office.
 - IT Security violation.
- In the event of employee termination HR should immediately start the process of
 - removing Biometric identification
 - Collect the ID Card & Keys Allotted to the relieving employee
 - Make sure that IT has removed his
 - email id
 - Software access
 - Inform Vendors & Security Dept about the exit of employee.
 - Remove other accesses provided to the employee.

Container and trailer Security

- All Containers must be segregated trade wise and stacked properly in the CFS.
- Adequate security personnel must be deployed in Yards for proper watch keeping of containers.
- Each and every container at the entry & exit point must be examined by qualified surveyor for integrity; any deviation to the standard norms must be reported to operations department.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	8 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Operations executive must be deployed in the Yard for roundup 24x7 to keep check on containers as well as on security personnel.
- Empty containers stacked separately must be arranged in such a way that their doors face each other this will avoid a possibility of any misuse by blocking the entry. Whenever possible lock the open containers.
- Stuffing must be carried out as per standard operating procedures defined. It must be under strict supervision of warehouse in charge / operations executive, Surveyor, Freight Forwarder person, CCTV vigilance officer and the security personnel deployed.
- Freight forwarders person must immediately affix shipping line seal once container is stuffed, security to ensure the same is done.
- All export bound containers must be sealed properly and stacked at a separate area as per their dispatch schedule.
- All seals used must meet or exceed the current PAS/ ISO 17712 standards for high security seals.
- Seal Affixing Process:
 - Seals should be affixed to the right door of the container on the hasp that has the welded rivet.
 - After the seal is affixed to the container, an authorized person should make sure that the seal is secure by pulling down on it.
- Seal Verification and Inspection Process:
 - View seal & container locking mechanisms. Excessive damage to the seal or locking mechanisms must be reported to a Supervisor before opening the container.
 - Verify seal number for accuracy. Surveyor must verify container seals with shipping documents and look for alterations to the seal numbers.
 - Tug on seal to make sure it is affixed properly. Seals that come apart must be reported to a Supervisor before opening the container. Human error might cause this to happen or the container might have contraband inside
 - Twist & Turn seal to make sure it does not unscrew. Seals are threaded, so they can be unscrewed. These altered seals can be reused
- Broken Seals / Seal Discrepancy
 - All Broken seal / Seal Discrepancy issues must be reported Security, Ameya Management & customs.
 - The container to be stacked separately in a secured area

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	9 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Admin to depute a full time Security Guard for the same as well as CCTV footage to be preserved.
- The container & cargo must be examined by customs & CCLP for EXIM policy violation document the observations (such as overages / shortages / change of container structure or any other anomalies) and in case of contraband / loss of cargo the case to be reported to police department.
- After customs examination container can be immediately sealed with the new Seal.
- The seal thus replaced must be recorded for future reference.
- Security to maintain an Incidence register to report unlawful activities and the same is to be produced to the patrolling police team at the time of their regular patrolling.
- For every incoming truck / trailer driver's authenticity must be verified along with the truck / trailer registration number.
 - Check drivers driving license for Photo, Name and Validity
 - Check trucks ownership documents
 - Check Cargo Documents shipping Bill number/carting order etc.
- Container Inspection:
 - Undercarriage: Inspect prior to entering facility, Support beams should be visible
 - Outside/Inside Doors: Look for Secure and reliable locking mechanisms, Look for different color bonding material, Loose Bolts, Plates and repairs
 - Right/Left Sides: Look for Unusual repairs to structural beams. Repairs to the walls on the inside of the container must be visible on the outside. Use tool to tap side walls. Listen & feel for hollow sound
 - Front wall: Blocks and vents must be visible. Use tool to tap front wall. Listen and fell for hollow sound. Range finder, measuring tape and/or string can be utilized to determine the length of container.
 - Ceiling/ Roof: Ceiling is a certain height from floor. Blocks & vents are visible. Uncomfortable feeling inside container.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	10 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Repairs to the ceiling on the inside of the container should be visible on the outside. Use tool to tap ceiling. Listen for hollow sound.
- Floor: Floor should be a certain height from the ceiling Floor should be flat. Do not need to step up to get inside, Different floor heights, Unusual repairs.
- Truck & Trailer Inspection
 - Check the cargo carrying area thoroughly, even if truck is empty.
 - Check for unusual repair work /packages etc at fuel tank, air tank and on the chassis.
 - Check drivers cabin thoroughly along with ceiling roof of the cabin.
- Loading for shipment
 - Loading procedure must be followed as per Export SOP .
 - In case any abnormalities or anomalies observed in shipment during loading or in accompanying documents it has to be immediately reported to CCLP Management & Customs.
 - Further investigation need to be carried out based on deviations noted and results should be documented.
- Procedure for Tracking goods for shipment
 - The Shipments can be traced from below mentioned documents which are maintained at Ameya Logistics Facility
 - Customs Checklist – Hardcopy / Electronic Copy
 - Carting Job Order – Hardcopy / Electronic Copy
 - Cargo Truck IN Gate Pass – Hardcopy / Electronic Copy
 - Carting Tally – Hardcopy / Electronic Copy
 - Stuffing Plan – Hardcopy / Electronic Copy
 - Container Load Plan – Hardcopy / Electronic Copy

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	11 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- Movement Order (CFS to Port) – Hard Copy
 - Export OUT Gate Pass – Hardcopy / Electronic Copy
- In Transit Security
 - Once container is gated out for port movement, an EDI message must go to the customs as a statutory requirement.
 - Movement cell must check the port website for the containers gated in to the port.
 - Movement cell must keep a track of container movement with the help of transporter.
 - Transporter must deploy a round the clock patrolling team between CFS & Port.
 - There must be a transporter’s contact person at the Port & CFS side available round the clock for container tracking.
 - There must be a communication mechanism established between every truck / trailer driver and the patrolling team.
 - In the event of any security / safety violations a truck driver must communicate the same to the patrolling party who in turn must report the event to CCLP.
 - In the event of notification from customs reporting no reception or delayed reception an investigation must be carried out by movement cell to assess to reasons.

Security Review Meeting

- Security Review Meeting to be conducted every quarter to review
 - Review of Incidents reported in Security Inspection list along with the action taken.
 - Compliance to security standard as per policy.
 - Security Training needs evaluation, review of latest security threat trends.
 - Review of security guidelines for hiring, background check
 - Emergency Response and Threat Awareness process / practices
 - Security Documentation.
- Outcome of this meeting will be a Security Improvement Plan.
- The progress of Security Improvement Plan should be reviewed in succeeding security review meetings.

Checklist for Warehouse Lockdown

- 1) Warehouse must be closed with a proper Check list that has to be followed every day jointly by Ware house executive & security officer posted on the duty at warehouse.
- 2) Warehouse executive must take to round of entire warehouse before closing of warehouse. He should check for
 - a. Cargo integrity

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	12 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

- b. Any unwanted / unjustifying material / baggage etc
 - c. Integrity of warehouse structure, shutters, gates.
 - d. Whether all Electric switches and the Equipments are switched off.
 - e. He has to check that nobody is hiding inside the warehouse.
 - f. He has to check that no fire related things are put down anywhere near the Cargo.
- 3) Warehouse Incharge must check whether all the shutters and other entry points are locked from inside leaving only one entry point which must be locked and sealed jointly by warehouse in charge and security officer on duty.
 - 4) The key of the ware house should be put in sealed envelope and handed over to the Security officer on Main Gate.
 - 5) Warehouse Executive to ensure activation of burglar alarm daily
 - 6) The same checklist to be verified once warehouse is opened on the next day.
 - 7) Security Office at Warehouse must maintain a Warehouse opening and closing register

What Is Human Trafficking?

Human Trafficking is the illegal movement of people, typically for the purposes of forced labor or commercial sexual exploitation. Trafficking victims are often forced to live in horrible conditions, without pay for years at a time. Most victims are unable to see their family or friends. The person or group who is Human trafficking them controls every move they make. To criminals, child trafficking is not an exception; they will harm children by bringing them into the sex trade. Child traffickers do not value life, and will sell a child without a single thought for their welfare.

Checkpoints at our end:

1. In & Out Container inspection
2. Container inspection as per 7 check points rule
3. Ensure high security seal are applied
4. Agreement with transporters for safe delivery of goods at destination
5. Access control on our premises
6. Regular training to security personal & employees about it.

Actions to be taken to avoid Human Trafficking:

1. Provide awareness programme on Human Trafficking to employees
2. Incorporate human trafficking information into our professional associations' conferences, trainings, manuals, and other materials as relevant.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	13 of 14
Created By	Manager – IT & Admin.	Approved By	CEO

3. Meet with and/or write to our local, state, and federal government representatives to let them know that you care about combating human trafficking in our community, and ask what they are doing to address human trafficking in our area.
4. Distribute public awareness materials
5. Donate funds or needed items to an anti-trafficking organization [in Our area](#).
6. Set up a [Google alert](#) to receive current human trafficking news.

Vendor Management			
Doc Number	SOP/SEC/01	Issue Number	3
Issue Date	21/02/2007	Page Number	14 of 14
Created By	Manager – IT & Admin.	Approved By	CEO