



**FROZEN FOOD EXPRESS**

*Refrigerated Transportation Solutions for Over 65 Years*

## Supply Chain Security Profile

### General Security:

Frozen Food Express maintains ongoing security functions to establish and maintain the necessary level needed to safeguard our customer's cargo, and ensure a safe working environment for employees. Audits are conducted to assess facility and vehicle security requirements. Pre-employment screening, physical facility programs and procedures to secure vehicles are based on prevention and security related investigations and audits.

- ❖ Employee Screening: Employee background checks are conducted prior to hiring. Included in the background check, a criminal history is obtained and evaluated.
- ❖ Facility Security: Facility's employ locking devices on internal & external doors, adequate inside and outside lighting and fenced yards. Security cameras are continually monitored.
- ❖ Security Assessments: Random unannounced security audits are conducted at facilities to ensure compliance with security procedures.

### Physical Security:

- ❖ Corporate Dallas Facility have card entry and security cameras throughout the building and surrounding property outside.
- ❖ Each FFE facility employs locking devices on internal and external doors, gates and fences, and adequate inside and outside lighting. Facilities also employ security cameras.
- ❖ Visitors are logged in and out by security gate personnel. Lighting is engineered adequately to ensure employee and facility security.
- ❖ Visitor and employee parking areas are located separately from shipping and receiving docks.
- ❖ Parking for inbound and outbound trailers is protected by perimeter fences, secured gates, and yard checks are conducted by Service Center personnel. Gate passes are required to enter service center facilities and seals on trailers are checked against bills of lading to ensure load integrity. Dispatches are checked for tractor numbers, trailer numbers, and bills of lading for seal numbers on all outbound trailers.

- ❖ Contacts for security assessments include personnel from local law enforcement agencies as well as FBI and statewide cargo theft task forces.

### **Access Controls:**

- ❖ Facility employs security cameras throughout building.
- ❖ Access to Data Center at the Corporate Facility is restricted to IT Personnel only. Secured entry ensures only authorized personnel are allowed.
- ❖ Service Center facilities employ security cameras and logs for visitors as well as inbound and outbound tractor and trailers.
- ❖ Manifests, bills of lading, and all other related shipping documents are electronically stored and can only be obtained through proper procedures and security.
- ❖ Procedures for maintaining accuracy of information received, as well as reporting and recording discrepancies are constantly updated to ensure protection against erroneous or loss of information.

### **Procedural Security:**

- ❖ Inbound LTL freight is received by dock personnel checked and reconciled with bills of lading. Any discrepancies (shortages, damage, etc.) are documented and reported to shipper at time of unloading. Freight is weighed, bar-coded and scanned to storage or for outbound dispatch. Once barcoded, freight can be tracked through the Warehouse Management System for the entire duration of custody. All warehouses are outfitted with wireless temperature sensors that capture temperature readings every 15 minutes, and will send alerts to management via e-mail and tests in the vent of a temperature excursion beyond preset limits.
- ❖ Outbound LTL freight is staged on the dock, checked and reconciled to manifest to ensure shipment integrity. Any discrepancies are documented and reported to Management. Freight is scanned to trailer. Drivers are required to have in possession a heavy-duty padlock at all times. The padlock is used in conjunction with seals applied to the doors of the trailers. Drivers are responsible for, and expected to use, padlocks on all loads. Side doors (if present) and rear doors must be padlocked between drops on all LTL Manifests. Upon completion of daily deliveries, the driver is required to seal and padlock, rear doors and side doors of trailer. \_

- ❖ Loaded trailers are secured with kingpin/glad hand locks and parked in fenced area designated for loaded trailers only. Trailers must have a seal and lock on trailer prior to dropping.
- ❖ Drivers are provided with a Security Alert which outlines proper procedures.
  - Picking up a pre-loaded trailer or live load to ensure integrity of load whether using customer seal and padlock or FFE seal and padlock.
  - Procedures for personal protection, safety and cargo security when stopping for a break, or for the night. Trucks must be shut off, anti theft device (brake) lock installed, transmission in low or reverse, remove the keys and lock the door, check to ensure trailer doors are locked, and double check trailer doors and seal numbers before departing. Notifying Dispatch of any suspicious activity around equipment, vehicles following, or questions as to type of freight on trailer.
  - Loaded trailers cannot be dropped under any circumstance with out express authorization from Dispatch or Fleet Manager.
- ❖ Shipping and receiving security procedures are studied and updated as necessary for each individual service center location.

### **Personnel Security:**

- ❖ Employee background checks are conducted and history is obtained and reviewed.
- ❖ Driver backgrounds are thoroughly investigated and prior employers are contacted for additional information. Periodic drug tests are required for employees required to have Commercial Drivers Licenses as required by federal regulations.

### **Policy Objectives:**

- ❖ To clearly communicate general point-to point security procedures and guidelines to all driving and non-driving personnel.
- ❖ To establish methods for protecting our drivers, vehicles and customers' cargo while in transit.
- ❖ To establish consistent security guidelines and procedures for all responsible personnel.

## **Education and Training Awareness:**

- ❖ Drivers are trained in cargo handling, safety, and security awareness. Training is conducted at the time of hiring and on an ongoing process. Alerts are issued to drivers making them aware of high-theft areas to avoid and steps to take to ensure personal safety, protect equipment, and freight. Drivers are continually updated with any new procedures that have been implemented.
- ❖ Service Center personnel and drivers are updated with security alerts, special instructions for handling customer products, importance of temperature checks on freight, seal integrity, and personal safety while en-route.

## **Conveyance Security:**

FFE requires drivers to be extremely aware of situations which may raise concern for personal safety and/or cargo security which includes the following:

- ❖ Background checks on drivers which includes criminal history.
- ❖ Drivers are issued a copy of the Driver Safety Handbook.
- ❖ Drivers are responsible to ensure seal number affixed to trailer door matches seal number on bills of lading. Then checking seals after stopping, to ensure integrity of the load.
- ❖ Drivers are instructed to park in safe, well lit, designated truck parking locations only, preferably against a wall, fence or other stationary object to enhance cargo security.
- ❖ Drivers are also instructed to shut off truck, lock all tractor doors, remove keys, set anti-theft device and ensure trailer door is sealed and padlocked. They are also advised to check seals and padlocks upon their return.
- ❖ Drivers are not allowed to have unauthorized passengers at any time.
- ❖ Security procedures are reviewed and updated on a constant basis.