

**System improvement measures adopted for handling & transportation of high value containerized cargo.**

In order to ensure safe and secured handling, Storage and movement of high value EXIM containerized cargo, the following system improvement measures are implemented in every terminal:

**A) Processes implemented at all terminals for safe & secured handling of high value EXIM cargo :**

- i) Provision in system has been incorporated for flagging of high value commodities and flashing alert mail to the Terminal Managers/Chief Managers of the destination/hub locations regarding movement of such containers.
- ii) Seal status of such high value containers shall be recorded separately in a register kept at the terminals. Physical verification of seal will be done at each stage of handling/transportation of such containers at the hub locations & at the destination till the time of final delivery of the cargo/containers.
- iii) Mandatory weighment of all high value containers will be done at the terminal after the train reaches the destination and the details will be recorded in a register. Separate record of weightment slips will also be maintained.
- iv) Seal cutting of such high value containers will be done strictly in the presence of CONCOR nominated staff as well as representatives of CHA/Importer and Customs. The details will also be recorded in a register.
- v) After the high value container reaches the final destination, the same will be stacked in 24 x 7 watch of the Security and under CCTV surveillance.

**B) Information of High Value Cargo :** Forwarding note submitted by the Shipping line, whether in electronic mode or physical mode shall have an alert note as “ **Please declare whether this container contains high value cargo**”. The terminals accepting the booking of high value cargo shall ensure that proper declaration is done by the shipping line in the forwarding note.

**C) Checklist in case of theft/pilferage of cargo :** The terminals shall take the following actions in case of suspected theft/pilferage of cargo is observed :

- i) FIR will be lodged by the Terminal Manager immediately.
- ii) Thorough enquiry will be conducted by the respective TM/CM
- iii) The representative of the Insurance Agency of CONCOR will be informed immediately.
- iv) An incident report shall be prepared, which will be jointly signed by CONCOR representative, Surveyor, Security, representative of the customer etc.
- v) The containers shall be affixed with CONCOR safety seals to avoid further pilferage and placed in separate stack, preferably in two high till investigation and final delivery of the container is completed.

- D) **Incorporation of strict penal provisions for outsourced contracts of Surveyors/Security arrangements** : Penal provisions incorporated in all the tenders for security/survey contracts including provision for recovery of full amount of losses incurred on account of theft/pilferage, provided the onus of such incident is established on such agency. Further, provisions of debarring/blacklisting of the security/survey agency, if found guilty.
- E) **Insurance arrangements shall be kept updated:** The Insurance policy taken by CONCOR on Pan-India basis shall be timely renewed and updated. Further, the customers are informed to lodge the claim, if any, within the stipulated time so that the same can be processed timely.
- F) **Restriction on movement of men & vehicles inside the stacking/operational area:** All the terminals shall keep strict vigil on unauthorised entry of men and vehicles inside the operation yard/stacking to ensure safety of the high value containers and avoid the chance of any pilferage. This includes but not limited to :
- i) Senior Officers of the security agency are advised to keep round the clock strict vigil of the entire terminal.
  - ii) Proper lighting of the yard/stacking area/ICD will be ensured.
  - iii) 24 x 7 patrolling by the security agency of the entire stackyard with special attention to the stacks of the high value cargo.
  - iv) Identity cards of all the people entering the ICD shall be cross-checked for verification.
  - v) Details of all the vehicles entering & exiting the terminal will be properly recorded.
- G) **Verification of seals at HUB location:** In cases, where high value containers are routed through Hub locations, the seal intactness of each and every high value container - whether handled/not handled at the Hub shall be verified. Wherever the same is not possible due to face to face loading, the respective TMs/CMs shall certify the same and maintain proper records. In case of 20ft containers, if the seal numbers are verifiable, the same will be invariably verified & recorded. However, in case of 40ft containers, the same will be mandatorily checked and verified at the Hub location.
- H) **Use of Artificial Intelligence (AI) based systems:** AI based Terminal Management System is being planned for all CONCOR terminals