

Escort Questionnaire

Company name:

Contact person:

Date:

Customer Services 200911/034

Outbound **Inbound**

Arrival at the Pick Up Point

1. At what time should the escort arrive?

At the (departure) time stated on the security escort request;

15 minutes in advance;

30 minutes in advance;

Others i.e.

2. Do you want to be advised as soon as the escort has arrived at the PUP?

Yes;

No;

Others i.e.

3. Where should the escort report upon arrival?

To the truck driver (provided this information is known);

To import/export planning/warehouse manager at the Pick Up Point;

Others i.e.

4. Support

Who knows the details concerning security matters within your organization in case our planning/control room needs to contact this person?

Which person in your organization can be contacted by our planning/control room regarding information about the truck, driver details, number of trucks etc?

5. Where should the escort park his vehicle?

- In front of the truck, if the truck is parked in front of the loading dock;
- In the car park;
- Others i.e.

6. Where should the escort stay during the time before departure as the truck is loaded?

- In his car, in such a way that he can see the truck;
- Outside the direct vicinity of the truck;
- In the warehouse so that he can watch the loading of the truck;
- Others i.e.

7. Who decides on the itinerary?

- The truck driver;
- The escort driver;
- By mutual agreement;
- Others i.e.

8. Who seals the trailer?

- The escort driver. Please select the type of seal would you want us to use?
- The truck driver under supervision of the escort driver;
- Local security/warehouse staff under supervision of the escort driver;
- Others i.e.

9. Do you want to be advised as soon as the transport + escort leaves the PUP?

- Yes;
- No;
- Others i.e.

10. Should the escort accompany the trailer on the ferry/train?

- Yes;
- No;
- Others i.e.

There can be circumstances in which we deviate from this instruction. Of course this will always happen after consultation with the customer and of course the 24/7 control room will be actively involved.

11. Non-security observations before, during and immediately after the transport should be reported :

Immediately by telephone to the customer;

Afterwards in the reporting;

Others i.e.

Arrival at the Drop-Off Point

12. When does the intervention of the escort stop?

As soon as the truck has passed the gate and has arrived on the premises of the receiver;

As soon as the truck has been parked against the loading dock and the unloading starts;

As soon as the truck has been completely unloaded and the truck driver indicates there are no problems/issues that require attention;

Others i.e.

13. Do you want to be advised as soon as the transport + escort arrived at the DOP?

Yes;

No;

Others i.e.

14. Do you want to be advised as soon as the escort leaves from the DOP and therefore the security intervention has ended?

Yes;

No;

Others i.e.

15. Remarks

Thank you for your time!