As a dispatcher, who can be relied on, you always need to keep track of everything within your area of responsibility, in order to ensure high standards of quality assurance.

Therefore you should adhere to the following organisational security guidelines:

- Regular training in respect of rights and responsibilities.
- Drafting and documentation of a set of criteria for selecting sub-contractors and vehicles.
- An emergency plan, including emergency numbers and a code of conduct in the event of an incident, must be drafted, documented and provided in advance to all those involved.
- Prior clarification of who takes decisions if incidents occur. Reporting chains need to be established and backed up if necessary.
- Factor in secure, under-surveillance parking areas, alternative routes and drivers’ working hours when planning routes.
- At least one alternative route should be specified as part of the route planning process. This should be provided to the driver in paper format.
- Security service providers should be included in the emergency plan to cover each section of the route. They should be notified immediately to ensure that any intervention takes no longer than 30 minutes to secure a vehicle in the event of a breakdown/emergency.
- The driver needs to be briefed on your company’s security policy as appropriate. This should be documented and acknowledged by the driver in writing.
- Impose strict contractual terms for sub-contracting and agree own-name performance only.
- Make sure that contracts are reasonably structured and worded and are not to the detriment of sub-contractors.
- Armed escorts travelling in separate vehicles should be used to secure consignments of high-value goods. Prior deployment of a reconnaissance vehicle may be required.

Your conduct is also key to the secure transportation of goods; therefore you should heed this advice:

- NEVER disclose your personal codes.
- Regularly change your password.
- Handle online application data with care.
- Obtain all the information you can about the goods, forwarder, recipient and locality for each consignment.
- Rigorously apply specified security criteria when selecting sub-contractors and vehicles.
- Check free e-mail accounts, such as web.de, gmx.de or your local equivalent as well as telephone and fax numbers and mobile/cell phone numbers in particular.
- Request a copy of the haulier’s licence, the driver’s and the general manager’s ID or passport.
- Maintain strict information discipline. Those people that need to have specific information should be limited to the driver and the control centre and to their direct superiors.
- Ensure a permanent communications capability.
- Obtain up-to-date status reports from security authorities/security service providers. Route planning should be matched to the daily hazard situation.
Starke Partner
Strong partners

Landeskriminalamt Niedersachsen
Criminal Investigation Office Lower Saxony
Am Waterlooplatz 11
D-30169 Hannover
Germany
Telefon:+49 (0) 511 / 26262-0
Telefax:+49 (0) 511 / 26262-2115
www.lka.niedersachsen.de

HDI-Gerling Industrie
Versicherung AG
Riethorst 2
D-30659 Hannover
Germany
Telefon:+49 (0) 511 / 645-0
Telefax:+49 (0) 511 / 645-4545
info@hdi-gerling.de
www.hdi-gerling.de

Teleroute Deutschland GmbH
Weberstraße 6
D-55130 Mainz
Germany
Telefon:+49 (0) 6131 / 98201-50
Telefax:+49 (0) 6131 / 98201-750
kontakt@teleroute.de
www.teleroute.de

TimoCom Soft- und Hardware GmbH
In der Steele 2
D-40599 Düsseldorf
Germany
Telefon:+49 (0) 211 / 8826-0
Telefax:+49 (0) 211 / 8826-1000
info@timocom.com
www.timocom.com

VSW Norddeutschland e.V.
Kamerbalken 14
D-22525 Hamburg
Germany
Telefon:+49 (0) 40 / 81 80 36
Telefax:+49 (0) 40 / 81 49 07
vswn@vswn.de
www.vswn.de