

3) Vendor Support

2. Response

- A. Incident Reporting
 - 1) Trends
 - 2) Documentation
 - a) Crisis Incident Report
 - b) Assessment Report
 - c) Status Report
- B. Situational Assessment
 - 1) Internal Considerations
 - a) Interpretation
 - b) Application
 - c) Communication
 - 2) External Considerations
 - a) Interpretation
 - b) Application
 - c) Communication
- C. Communications
 - 1) Internal
 - a) Identify the Scope of the Crisis
 - b) Appraise the Effect of the Crisis
 - c) Manage the Crisis
 - d) Monitor the Crisis
 - 2) External
- D. Crisis Management Execution
 - 1) Triggers
 - 2) Escalations
 - 3) Internal Policies & Procedures
- E. Command Center
 - 1) Single Point of Contact
 - 2) Tiered Response
 - 3) Functional Representation
 - 4) Corporate Documentation
 - 5) Supply Chain Considerations
- F. Life/Safety
 - 1) Medical
 - a) Supplies & Equipment
 - b) Triage
 - c) Facilities
 - d) Personnel
 - e) Documentation
 - 2) Evacuation
 - a) The Decision to Evacuate



- u) High-Rise Buildings
- e) Contingencies for Those Remaining In the Building
- f) Training & Training Exercises
- 3) Communication
 - a) Systems
 - b) Emergency Responders
 - c) Family Members
- 4) Personal Protective Equipment
- G. Heightened Physical Security Measures
 - 1) Establishing Priorities
 - 2) Implementation
 - 3) Influencing Factors
- H. Utilization of Resources
 - 1) Public
 - 2) Private
 - 3) Vendor Support

3. Business Continuity & Crisis Recovery

- A. Risk Analysis and Business Impact Analysis
 - 1) Prioritization of Recovery
 - 2) Sequence of Recovery
 - a) Short-Term Recovery Phase
 - b) Long-Term Recovery Phase
 - 3) Interdependencies
 - 4) Gap Analysis
- B. Planning
 - 1) Key Components
 - a) Emergency Contacts
 - b) Vital Records, etc.
 - c) Recovery Procedures
 - 2) Immediate Impact
 - 3) Benchmarking
 - 4) Alternate Worksites
 - 5) Mutual Aid
 - 6) Employee Assistance
 - 7) Brand Protection
- C. Maintenance of the Plan
- D. Testing/Exercising the Plan

4. After Action Report

- A. Lessons Learned about the entire process



- 1) Police
- 2) Fire
- 3) EMS
- B. State
 - 1) Emergency Management
 - 2) Emergency Operations Center
 - 3) National Guard
 - 4) Environmental Protection Agency
- C. Federal
 - 1) Homeland Security Overview
 - 2) The Stafford Act
 - 3) Federal Emergency Management Administration
 - 4) Occupational Safety and Health Administration
 - 5) Environmental Protection Agency
 - 6) National Institute of Health
 - 7) Center for Disease Control & Prevention
 - 8) Department of Defense
- D. Non-Governmental Organizations
 - 1) Red Cross
 - 2) The Voluntary Organizations Active in Disaster (National VOAD)
- E. Professional Organizations
 - 1) Retail Industry Leaders Association (RILA)
 - 2) Food Marketing Institute (FMI)
 - 3) National Retail Federation (NRF)
 - 4) American Society for Industrial Security (ASIS) International
 - 5) National Food Safety Security Council (NFSSC)
 - 6) National Association of Chain Drug Stores (NACDS)
 - 7) National Crime Prevention Council (NCPC)

Module 6 – Supply Chain Security

1. **The Flow of Merchandise**
 - A. Point Of Origination
 - 1) When Do You Take Ownership
 - B. Customs
 - 1) The U.S. Customs and Border Protection
 - a) The Process
 - b) Challenges with the Process
 - 2) C-TPAT Programs
 - a) Benefits of Participating in C-TPAT
 - 3) Consolidation
 - 4) Deconsolidation
 - C. Transportation



- 2) Types/Methods
 - a) Intermodal Shipping
- 3) HAZMAT
 - a) Labeling and Placarding
 - b) Other Markings
 - c) Shipping Documents
- 4) General Health Issues
- 5) Trade Routes & Trends
- D. Distribution
 - 1) The Anatomy of a Distribution Center
 - a) Primary Layout & Design
 - b) Cross Docks
 - c) Primary Roles within the Distribution Center
 - 2) Transportation
 - a) Company Owned Fleet vs. 3rd Party
 - 3) General Health Issues
 - 4) HAZMAT
- E. Paperwork & Documentation
 - 1) Bill of Lading
 - 2) Container/Trailer Seals
 - 3) New Receipts / Transfers, etc.
 - 4) Exception Reports / Analysis
- F. Store Receipt – The Last 100 Feet of the Supply Chain
 - 1) Direct Store Delivery
 - 2) Drop Shipments
 - 3) Common Carriers
 - 4) Live Unloads
 - 5) Unattended Deliveries
 - 6) LTL / Truckload
 - 7) Drop Trailer / Container
 - 8) Store Receiving
 - a) Assumed Receipt
 - b) Detailed Receipt
 - c) Variable Receiving Methods
 - 9) Direct to Consumer Delivery

2. In-Transit Potential Opportunities for Loss & Security Measures

- A. Organized Retail Crime
 - 1) Container / Trailer / Rail
 - a) Theft
 - b) Tampering
 - c) Leakage
 - 2) Organized Internal Groups
 - 3) Cargo Theft Task Forces



- 2) Driver Theft
- 3) Consolidation
- 4) High Value Items (exposure)
- C. Break-Ins & Robberies (not at store level)
- D. Terrorism Aspects
 - 1) C-TPAT Basic Awareness
 - 2) Contamination of product
 - 3) Contamination of shipments
 - a) Accidental
 - b) Intentional
- E. Brand Protection
 - 1) Intellectual Property
 - 2) Trademark
 - 3) Counterfeiting
 - 4) Diversion of Legitimate Product
 - 5) Reverse Logistics
- F. Product Integrity
 - 1) *FMI will provide some content*
 - 2) Pharmaceutical
 - 3) Other Regulated Products
 - 4) GPS
 - 5) RFID

3. DC Potential Opportunities for Loss & Security Measures

- A. Organized Retail Crime
- B. Opportunistic Theft
 - 1) Scale of Involvement
 - 2) Driver / Associate Theft
 - 3) Consolidation
 - 4) High Value Items (exposure)
 - 5) Temporary & Seasonal Workers
- C. Break-Ins & Robberies
 - 1) The Yard
 - 2) The Building
- D. Physical Security
 - 1) Access Controls
 - a) Employee & Visitor Entrances
 - b) Truck Entrances & Dock Area
 - c) Other Restricted Areas
 - 2) CCTV
 - 3) Fire Systems
 - 4) Alarms
 - a) Alarm Reports
 - b) Alarm Tests



- 6) In-House LP
- 7) Perimeter
- 8) Technology Integration
- 9) Sensitive Product / High Value Item Protection Process
- E. Receiving
 - 1) Vendor Compliance
 - 2) Trailer / Container Opening
 - 3) Seal Controls
- F. Shipping
 - 1) Trailer / Container Security
 - 2) Seal Controls
 - 3) Drop Trailers
 - 4) Third Party Logistics Providers (3PL)
 - a) Transfer of Ownership

4. Compliance

- A. Inventory Control
 - 1) Execution & Measurement
 - a) Execution
 - b) Measurement
 - 2) Ownership
 - a) Distribution Center
 - b) Store
 - 3) Loss Prevention's Role in the DC
 - 4) Types of Inventory Processes
 - a) Different Methods of Validating Inventory Accuracy
 - b) Warehouse Management System
- B. Training & Awareness
 - 1) Shrink Reduction
 - a) Shrink Reduction Programs
 - 2) Safety
 - a) Safety Programs
- C. 3rd Party Providers (3PL)
- D. Internal Audits
 - 1) Organization
 - 2) Operations
 - a) Procedural/Process Audits
 - b) Shipping / Receiving Audits
 - 3) Loss Prevention

5. Supply Chain Glossary of Terms