



RISK PREVENTION

Theft Risk Mitigation for Food and Wine Shipments

Given the **higher risk of theft (pilferage)** associated with food and wine shipments, it is important to adhere to certain **guidelines** and be mindful of specific **operational realities** to help facilitate the safe and timely transportation of these goods.

1. Pallet Security and Liability:

To minimize the risk of pilferage, all pallets should be **fully sealed on all sides with security tape** before collection. We cannot be held liable for any shortages unless there are clear signs that the security tape has been tampered with. This security measure is especially crucial for **food and wine shipments**, which are more susceptible to theft.

2. Driver Time Constraints:

Our drivers typically have only **15-20 minutes** to complete a domestic collection. Given this limited timeframe, they are **not responsible for manually counting** the number of boxes loaded onto a pallet during pickup. Ensuring that pallets are correctly prepared and secured before collection will help avoid delays and potential issues.

3. Warehouse Handling and Timely Transit:

Our warehouses also do not perform manual counts of individual boxes on pallets. To ensure that your goods are **delivered in a timely fashion**, pallets must transit through the transport warehouse as quickly as possible without unnecessary delays. **Proper labelling and security sealing** of pallets will facilitate this process.

By following these procedures, we aim to safeguard your food and wine shipments and ensure their efficient handling from collection to delivery.

Preventing Theft and Damage in Mixed Food Product Shipments

To ensure the **safe and secure transportation** of pallets containing cartons of mixed food products, these pallets must be built and prepared according to the following guidelines:

- 1. Professional Pallet Construction:**

All pallets must be **constructed professionally** to ensure stability and safety during transit. This includes ensuring that the pallet is **not top-heavy**, as such a configuration increases the risk of tipping over, potentially damaging the goods and compromising safety.

- 2. Durable Pallets and Secure Wrapping:**

The wooden pallets used must be **strong enough** to support the weight of the mixed food products being transported. Additionally, the **shrink wrapping** should be applied tightly and securely to maintain the integrity of the load throughout the transportation process. Proper wrapping ensures that the pallets can be safely moved and handled without the risk of collapse or damage.

- 3. Theft Deterrence Measures:**

As with all high-risk shipments, particularly those containing food products, we strongly recommend using **theft deterrence measures** such as **full sealing of pallets on all sides with security tape**. These measures help protect against pilferage and ensure that any tampering is easily identifiable. Please note that, as stated previously, we are not liable for any shortages unless there are clear signs that the security tape has been tampered with.

By adhering to these guidelines, you can help ensure that your mixed food product shipments are transported **safely and securely**, minimizing the risk of damage or theft during transit.