

LOWERS & ASSOCIATES

INTERNATIONAL RISK MITIGATION PARTNERS



COURIERS RISK MANAGEMENT SERVICES



REDUCING RISK FOR COURIERS

RISK MITIGATION FOR THE COURIER INDUSTRY

Keeping important or high-value assets safe and secure within the confines of any business can be a challenge. Protecting and securing the same assets while being transported locally, regionally, across the country, or around the globe presents an entirely different set of problems.

Lowers & Associates (L&A) mitigates the risk to the safe transport of these critical assets by auditing compliance against a common set of standards and industry best practices. The certification process identifies and minimizes areas of risk and vulnerability for any organization committed to operational improvement and security within the courier industry. L&A's core service offerings include:

Risk Assessment • Audit • Investigation • Compliance

PROVEN SOLUTIONS THAT REDUCE INTERNAL AND EXTERNAL RISK

A PROVEN PROCESS

The foundation of our courier risk mitigation services is made up of compliance audits and controls reviews. Included in the audit process are headquarters facilities, a sampling of terminal operations (if applicable), as well as surveillance of route activities.

In addition to ensuring the secure handling and safe transport of banking, pharmaceutical, laboratory/medical, or other high-value shipments, the audit and controls review process is designed to support the improved insurability of the couriers themselves. Support for the courier certification is steadily growing as stakeholders along the supply chain understand that improved courier practices will help keep vital assets secure down to the last mile. L&A's certification program, which allows couriers to receive and maintain this "seal of approval", helps to assure all parties that the courier industry is committed to service excellence.

LEVEL ONE

The first level of L&A's Courier Certification Program establishes a risk mitigation foundation of street operations and cargo handling accountability:

- Desk review of operational security standards
- Vehicle restrictions
- Vehicle transport security
- Across the pavement security
- High risk locations
- Vehicle loading/unloading security
- Suspicious activity reporting
- Street operation audit review
- Route risk analysis
- Dual control concept
- Transfers of custody
- Document reconciliation
- Confidentiality

LEVEL TWO

L&A's second level of the Courier Certification Program adds facility/terminal security and emergency response plans and procedures to the services included in Level One:

- Physical security
- Control and issue
- Facility/terminal opening and closing
- Security of sorting operations
- Security of dispatch centers
- Controls for visitors and vendors
- Lost or stolen courier bag emergency response plans
- Courier vehicle accident/emergency response
- Severe weather emergency response plans

LEVEL THREE

Level Three represents L&A's ultimate Courier Certification Program risk mitigation solution. In addition to the services provided in Level One and Level Two, personnel and fleet security are also incorporated to provide a complete security platform:

- Employment screening, including documentation of hiring policies and procedures
- Control and issue of ID cards and uniforms
- Training and operations
- Handbooks
- Signature lists and distribution frequency
- Insurance requirements
- Documentation of fleet security standards
- Compliant vehicles and vehicle configurations
- Fleet equipment, including communications, loss prevention, accident management packs, vehicle alarms, GPS systems, and cargo security signage
- Fleet maintenance, including initial suitability inspections and recurring vehicle inspections

PROVEN SOLUTIONS

Participation and endorsement of the Courier Certification Program by the various stakeholders – Courier, Banking, Pharmaceutical, Medical, and Insurance Industries – lead to stabilized or reduced insurance premiums for certified couriers.

Common set of standards and operating best practices allow for fair and consistent evaluation of performance across the Courier Industry.

Stringent evaluation and audit processes provide for immediate results.

Ongoing audit and re-certification requirements maintain risk mitigation discipline, reduce losses, and maximize safety.

Contact L&A today to learn how to certify your organization and put your business ahead of the competition. For more information about the Courier Certification Program, our company, and our people, please visit our website at www.lowerrisk.com.

