5. Procedural Security

Security measures must be in place to ensure the integrity and security of processes relevant to the transportation, handling and storage of cargo in the supply chain. Customs and/or other appropriate law enforcement agencies must be notified if illegal or suspicious activities are detected. Where applicable, the procedural security measures must be written and verifiable.

A. Documentation Processing:

NORDSTROM suppliers/agents must ensure that all information used in the U.S. Customs clearance of merchandise is legible, complete, accurate and protected from unauthorized changes. This includes safeguarding computer access and information (as further described in the Information Technology security section).

Documentation Accuracy:

• The factory must establish in writing the persons who are authorized to complete and/or sign shipping documents.

• It is recommended that all changes, no matter how small, result in a new document being printed.

• The factory should clearly identify which positions may make changes onto shipping documents (supervisors, controller, etc.) and who may not (regular loading employees, etc.)

B. Manifesting Procedures:

NORDSTROM suppliers must have procedures in place to ensure that all merchandise shipment information provided is accurate and timely. The cargo should be accurately described and the weights, labels, marks and piece count indicated and verified.

Loading Verification:

During the loading of cargo, the facility must have procedures to match the actual product count with the accompanying shipping documentation. Management must review any discrepancies before the shipment in question is released.
C. Suspicious Activity Documentation:

Appropriate law enforcement agencies must be notified if illegal or suspicious activities are detected.

1. The facility must notify law enforcement if illegal activities are detected.
2. The factory should keep track of any incident where law enforcement was involved.
3. The factory should communicate any security breaches in regards to NORDSTROM merchandise to NORDSTROM.

D. Security Documentation:

All NORDSTROM factories must have a written and verifiable security manual. It is up to the factory to document their security procedures. This document will assist in future audits of the facility’s security measures.

1. The factory security manual must be reviewed and updated annually.

E. Delivery to Consolidator:

Factories are to contact the NORDSTROM approved consolidator to receive PO verification. After confirmation of a valid PO, the factory will deliver the LCL freight to the consolidator.

1. Factory management or supervisor should supervise the loading of NORDSTROM merchandise into the vehicle destined for delivery to the consolidator. The security guard or senior manager may not help with the loading; his or her sole duty should be to observe and supervise the loading process. For outgoing cargo (freight being transported to the consolidator for containerization): NORDSTROM merchandise should be delivered to the consolidator in a hard-sided, hard-top or boxed truck. Proper sealing procedures should then be followed.

This supply chain security manual was prepared by NORDSTROM for the use of NORDSTROM approved suppliers.
2. Factories should require that their trucks do not pick up additional shipments at other factories en route to the consolidator.

3. If a factory has its own fleet of vehicles and employs the drivers directly, it should issue mobile phones to the drivers, so that drivers can call for help if necessary without abandoning the vehicle.

4. Trucks are to be securely locked to prevent access during transit. Only the driver or security personnel should have the ability to unlock.

5. Transit time from factory to consolidator/pier should be monitored. Any anomalies should be researched and recorded.
Security Quick Tips:

• A supervisor should observe all loading and unloading activities in order to ensure that the actual product count is exactly the same as reflected on the shipping papers. The supervisor should sign the Bill of Lading after loading, and mark the product count next to his/her signature.

• A factory should have all product counts conducted by at least two (2) persons to ensure accuracy.

• A loading checklist is another tool to promote product count accuracy.

• For specifications on proper packing practices, refer to the NORDSTROM Procedures Manual.

• The NORDSTROM Procedures Manual represents the absolute minimum of care that must be taken to ensure that shipments leave the factory in a proper manner. It is advisable that factories take extra precautions, based on their individual challenges. For example, a factory with a largely illiterate staff needs to have a system (for example color coded) to ensure that carton labels indeed reflect the content.
F. Mail:

The factory should have procedures on screening mail. Before passing the mail along to the office, the security guard is to do a preliminary check to ensure that mail and packages do not contain any explosive or chemical/biological agents.