

LINKS STANDARD OPERATING PROCEDURES

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Client: a person or organisation who has acquired the services of the Transporter to move their assets and Links to secure these assets while they are in transit.

Convoy: a group of vehicles travelling together for safety.

Convoy Leader: a driver of superior ranking who has been tasked with leading a specific convoy, paired with the Logistics Leader.

Convoy Follower: a driver who has been tasked with bringing up the rear of the convoy to ensure it maintains formation and nobody falls behind.

Links escorts & Tracking team: Members of the Links escort Team.

Driver: A truck driver who has been hired by the Transporter to move assets belonging to the Client.

Escort & Tracking: a service provided by Links, accompanying the Client's assets to ensure their security while they are in transit.

Handover: the location and point in time at which the Links Team releases the Client's assets from their custody and into the custody of another individual or organisation.

Logistics Leader: A superior ranking Logistics Officer, paired with the Convoy Leader and tasked with ensuring the convoy maintains formation and reporting any incidents and occurrences directly to the Links 24/7 Control Room.

Logistics Officer: A member of the Links Escort & Trucking team who has been tasked with accompanying a truck or convoy of trucks to ensure their security and safety during a trip.



Rapid Response: A small group of Links escort & tracking Team members, posted at a specific location along a route and prepared to respond quickly and move to, or intercept nearby convoys in case of emergency. Often abbreviated to RR.

Check points: secret Links Escorts & tracking team members place in strategic points

Safe Haven: A pre-determined safe area for a convoy to park for rest, or in the event of an accident, emergency, breakdown or any other occurrence causing the convoy to be required to stop.

Takeover: The location and point in time at which the Links escorts & tracking Team gains custody of the Client's assets.

Transporter: An individual or organisation who offers their services to the Client in moving cargo



Introduction

The purpose of this document is to clearly outline procedures, guidelines, rules and regulations for Transporters, Drivers and **Links Escorts & Tracking's** Team Members while Links logistic escorts are being conducted. Guidelines and instructions in this SOP are to be carefully followed and closely adhered to for the entire duration of all escorts, from the time the **Links Escorts & Tracking's** Team takes over a load, to the time the Team hands over the load.

Its function is to firstly ensure the safety and well-being of all team members and personnel involved, as well as to ensure the security of the cargo or assets being escorted by the **Links Escorts & Tracking's** Team. Finally, it's function is to outline a transparent and accountable procedure for all personnel to refer to, so that they are fully aware of what is required of them, as well as what is required of **Links Escorts & Tracking's** Team Members, Transporters, Drivers and other personnel.

Assignment Instructions

Links Escorts & Tracking's Team Members, Transporters and Drivers are to carry out the following duties and tasks whenever they are relevant. This is an instruction.

General

The following are instructions to be carried out by all Team Members at all times.

- All personnel are to observe and stay within the laws of the country they are within at all times.

The safety of all personnel and security of Client assets are of top priority. Safety and Security protocols and the procedures contained in this SOP are not to be compromised unless deemed completely necessary and with permission from **Links Escorts & Tracking's** 24/7 control room.

- No alcohol, illegal drugs or controlled substances are to be taken at any time.

Failure to adhere to this will result in immediate removal from duty, and warrants blacklisting or dismissal from employment (whichever is applicable).

All incidents and occurrences, cases of misconduct and suspicious behaviour are to be reported to **Links Escorts & Tracking's** Control Room immediately.

Driving in the dark is strictly prohibited and trucks are not to move before 05:00 and are to be parking up by 17:00. Convoys moving in the dark presents a significantly higher and unnecessary safety risk to all personnel involved as well as a heightened security threat to the assets being escorted. Convoys may only move at night in case of an emergency, if deemed completely necessary and with instruction from **Links Escorts & Tracking's** Control Room.

- Convoys are not to be despatched from their starting point (or any other point) if they cannot reach the next safe parking spot before 17:00. In this case they are to stay the night and start off early the next morning.
- Convoys are to move in numbers of minimum 2 and maximum 6 trucks to maximise security whilst still obeying road traffic regulations.
- No truck or convoy is to be without security at any time throughout the security escort, however if this does occur **Links Escorts & Tracking's** Control Room are to be notified immediately.



- In cases of shared security, where more than one security or escort company has been detailed to a convoy and there is a conflict of procedure, the more stringent of procedures will be applied in the interest of best mitigating security risks. If, however a **Links Escorts & Tracking's** Team procedure is contradicted, then the **Links Escorts & Tracking's** Team cannot be held responsible for any negative outcome that may occur as a result.

Transporters

The following are instructions to be carried out by Transporters who are moving client assets which are being escorted by the **Links Escorts & Tracking's** Team:

- Trucks or any other vehicles which are moving client assets are to be fit for the task, equipped with working vehicle tracking, properly licensed, road legal, in safe working condition and equipped with sufficient fuel, equipment, straps, tarpaulins, safety equipment, tools and spares required to safely complete the trip ahead.
- No sub-contractors are to be used for transporting Client assets unless the Client has been made aware of and has approved of the sub-contractor.
- Drivers are to be deemed to be in good health, fit for duty, not suffering from fatigue, of sound body and mind and with a valid driving license and phone number before they depart.
- Drivers are to be properly inducted in this standard operating procedure and briefed of their trip before-hand.
- Drivers are to be supplied with sufficient funds necessary for refuelling, border clearances, toll fees, truck parking fees and any other expected or potential unexpected costs such as repairs and extension charges for expired papers.





Routes are to be pre-planned around pre-approved truck parking and sufficient time should be allowed for trucks to reach those truck's parking without driving in the dark.

- Other "Safe Havens" such as police stations, fire stations, hospitals, council truck parks and other safe stops along the route are also to be demarcated for use in the event of a delay, accident, emergency or any other incident or occurrence that results in a convoy not being able to reach their pre-planned destination before dark.
- **Links Escorts & Tracking's** 24/7 Control Room are to be made aware of expiring papers one day before they expire so measures can be taken to extend these without causing any delays.
- In the event that a Driver fails to follow directions or instructions laid out by the **Links Escorts & Tracking's** Team, appropriate actions are to be taken by the Transporter.

Drivers

The following are instructions to be carried out by Drivers employed by Transporters who are moving Client assets which are being escorted by the **Links Escorts & Tracking's** Team:

- Drivers are to drive safely, according to the rules of the road, road conditions and the condition of their vehicle and the load they are carrying.

Drivers are to fully cooperate with **Links Escorts & Tracking's** Team and follow directions and instructions laid out by **Links Escorts & Tracking's** Team members. This is vital to ensure the safety of all personnel as well as the security of all loads and assets behind. In cases where there are two or more logistics officers per convoy, he will also be paired with a Logistics Officer.





- Overtaking is to be kept to an absolute minimum and only when necessary.

Overtaking unnecessarily will be viewed as a break in convoy.

- Failure by the Driver to follow directions and instructions laid out by the **Links Escorts & Tracking's** Team will result in a Rapid Response activation. This will be charged to the client who may then forward the charge to the transporter if they see fit to do so.
- Drivers are to cooperate with and stop for **Links Escorts & Tracking's** Team Rapid Response team members as soon as safely possible if instructed to do so by Links Escorts & Tracking's Team Members. Failure to do so will result in swift disciplinary action taken against the driver.
- Drivers are to sign a convoy sheet agreement at starting point and handover to maintain the convoy.

Logistic Officers

The following are instructions to be carried out by **Links Escorts & Tracking's** Logistics Officers who are accompanying a truck or convoy of trucks for the Client:

- Ensure the security of the Client's assets at all times while in **Links Escorts & Tracking's** Team custody by following duties and this SOP correctly.
- Proper Takeovers and Handovers are to be conducted as per **Links Escorts & Tracking's** Team procedure.
- Ensure convoy formations are maintained at all times. All breaks in convoy are to be reported to **Links Escorts & Tracking's** 24/7 Control immediately.





- Never leave a load unattended and without security. In the event that a load has been left unattended, **Links Escorts & Tracking's** 24/7 Control Room are to be notified immediately.
- Ensure Drivers follow this standard operating procedure and report any misconduct by the drivers to **Links Escorts & Tracking's** 24/7 Control Room immediately.

Links Escorts & Tracking's Rapid Response Team Members

The following are instructions to be carried out by **Links Escorts & Tracking's** Rapid Response Team Members when responding to or intercepting a truck or convoy of trucks for the client. Ensure your vehicle is in safe working condition and has sufficient fuel to carry out an activation.

- Always be ready to respond at a moment's notice.
- When stopping a truck or convoy of trucks, ensure stops are done as safely as practically possible and in a suitable location for the convoy to pull over safely whenever possible.
- If a truck refuses to stop, seek help from Police to stop the truck if necessary.

Make contact with the Logistics Officers, update **Links Escorts & Tracking's** Control Room once a truck or convoy of trucks has stopped and remain with those trucks and await further instructions.

