



Supply Chain Security Profile Questionnaire

**Brokers
Air Freight Consolidators
Ocean Transportation Intermediaries
NVOCCs**

Executive Summary

We, as importers of produce, strongly support the initiative toward the physical security of the production, transportation and importation process of the supply chain. North Bay Produce is proactive in collaborating with Customs in obtaining the objective of maintaining an efficient and compliant import process, as well as developing a more secure border environment. We believe that all our partners in this industry are moving to compliance with the Customs Industry Partnership programs.

Next, we will outline the processing elements of the security procedures that we have in place and are relevant to our operation.

We are leasing our warehouse, a 24,131 Sq.Ft. facility, located in the Miami Airport area within an industrial park owned by West Pointe Operating Company LLC and managed by Terranova Corporation. The property perimeter is not fenced. The whole building comprises several other companies, including The U.S. Military Southern Command. Two lessee companies, Contel Global Marketing and Caribbean Fruit Connection, are running their businesses inside our section of the building and we are responsible to handle their produce.

At the moment, we have a program in place to ensure the security of the operation. All keys to the building are accounted for and there are a minimum number of entrances to restricted areas. Adequate interior and exterior lighting including emergency lighting is provided. There are established procedures to assure the security of incoming packages and supplies. The central station monitoring service for the facility includes the following: an alarm control system, two keypads, four motion detectors, two door contacts and seven overhead door contacts. Our security system provider, Total Protection Service, Inc, frequently updates the correct functioning of the system. This company was selected among others, because of their excellent qualifications and their knowledge in service, installation and monitoring of security systems. In the case that our premises are violated the police and management are notified immediately.

Our Produce operations management seeks to address employee screening, identification, work assignments, access, control and storage of personal items. All of our employees are pre-screened prior to hiring. The pre-screening consists of obtaining and verifying immigration status, work references, addresses, and phone numbers. Being a small company with limited personnel allows us to have detailed knowledge of our employee's movements and attitude towards maintaining a secure environment.

Employees are adequately supervised and there is a system to locate and account for them while on site. Employees have access only to those areas necessary for their job related functions. The levels of access are reassessed for all employees periodically. We keep track of our personnel and any unusual behavior that they might exhibit. We know who our employees are and what specific position they fill. In

case of suspicious activity, our procedure is to immediately investigate the causes and consequences of the related scenario. If further assistance is needed, the proper authorities will be notified to act upon or investigate any criminal or dubious activity.

Employee training on security awareness and procedures is a key factor to the overall warehouse security. Security procedures are relevant to our operations and periodic reminders are provided to all employees. There is a policy in place to restrict the allowance of personal items in the packing operation of the warehouse. Workers are prevented from bringing personal items, such as food and other belongings, into produce handling areas. We are willing to collaborate and would gladly work with Customs in an on sight training program to accomplish a more secure process should Customs deem it necessary during their facility audit.

At the warehouse, we track the incoming and outgoing truck drivers and visitors by taking a copy of their driver's license and other documentation including the trailer tag number. There is a restricted driver entry to the produce facility. When suppliers, drivers or visitors enter the facility they are registered at the sign up book which requires that they provide driver license information and other personal documentation. Every visitor receives a visitor badge to use within the warehouse. There are also restrictions concerning the accessibility to food handling and storage areas. The employees are aware of which areas they can access and visitors are allowed only when accompanied by authorized personnel.

North Bay Produce, Inc. understands that produce operations should have a management program in place that adequately addresses the security and authenticity of incoming and outgoing finished products, packaging supplies and raw materials. We continue working toward perfecting the aforementioned process. One of the premises of our program deals with the daily controls that we implement when shipping or receiving products utilizing our pallet tag system to monitor the flow of goods through our warehouse.

Upon product arrival, there is a physical count and detailed shipment overview that takes place. We utilize a positive lot id system that provides us with detail information such as who the grower is, when the produce was packed and any special treatments utilized in the packing process. In addition, we match the information towards the appropriate bill of lading for the specified shipment, including pick up and manifest number verification. A quality control analysis is done upon product arrival to the warehouse. On the other hand, when outgoing products are shipped, they go through an extensive analysis before leaving the warehouse. When reviewing incoming and outgoing produce, a detailed inspection is conducted with special consideration to produce quality, suspicious, inappropriate or any unusual items or activity.

Our produce operations address the access and security of computer systems. Our process control systems and critical data systems are restricted to those with appropriate clearance. User and password information are required to access the main operational system and both of them are immediately eliminated for all former employees upon voluntary or involuntary termination. The management information system allows us to trace all the computer transactions. The system also permits us to review the adequacy of procedures for backing up critical computer-based data systems. The computer system operates through a secure telephone line.

When selecting our service providers, we considered the most qualified professionals in that particular industry. As an example, our custom broker is The Perishable Specialist, Inc. Their service is tailored towards our requirements and the most important for such a dynamic industry is that they are available 24 hours a day 7 days a week. They are licensed by the United States Customs Service. The Perishable Specialist, Inc (P.S.I) is connected on-line with U.S. Customs and is currently participating in the Customs-Trade Partnership against Terrorism (C-TPAT). These are the features we seek from our service providers in order to achieve with joint effort an efficient chain towards the needs of our customers.

In conclusion, North Bay Produce continues to make improvements towards a secure business. Currently, we have a recall strategy in place to assure regulatory action and potential health hazard. This program considered any bacteriological, chemical and post production contamination that might take place. The

recall program requires immediate action and the consequent notification to the government agency will be done upon verification. We used to be a customs bonded facility in our previous site and once we finish the expansion construction on our new warehouse we will renew the Customs Bonding program. We are aware that we still have room for progress in the security arena and are receptive to any suggestion Customs may have. The features to improve should address emergency plans to respond to terrorist events.