



Customs-Trade Partnership Against Terrorism

Reporting Suspicious Activities, Anomalies, and Security Breaches

The Customs-Trade Partnership Against Terrorism (C-TPAT) program is one layer in U.S. Customs and Border Protection's (CBP) multi-layered cargo enforcement strategy. Through this program, CBP has successfully worked with the trade community to strengthen international supply chains and improve U.S. border security. An integral part of this partnership entails CBP's and the trade community's willingness to share information about potential threats to, and security breaches within, international supply chains.

In an effort to enhance communication with its members, C-TPAT routinely highlights security matters for the purpose of raising awareness and renewing partners' vigilance regarding supply chain security. Through this bulletin, C-TPAT would like to highlight the importance of reporting suspicious activities, anomalies, and security breaches.

The importance of this information exchange is underscored in the reporting requirements within the minimum security criteria for all Partners. The C-TPAT minimum security criteria are designed to be the building blocks to implement and maintain effective security practices. Reporting requirements can be found within multiple areas of the C-TPAT minimum security criteria.

C-TPAT requires and encourages Partner notification of suspicious activities, anomalies, and security breaches.

If a Partner reports suspicious activities, anomalies, or security breaches prior to CBP's discovery, a Partner will not be immediately suspended. C-TPAT is committed to working with its Partners to secure the international supply chain through cooperation and information sharing. Reporting a breach would result in an immediate joint review of the totality of circumstances.

Reporting security breaches or suspicions of illegal activity prior to discovery by CBP demonstrates the Partner's security procedures are functioning. A Partner's swift and proactive response to the security breach is a factor considered during the review process. If CBP determines that the company exhibited due diligence, followed its established security procedures, and has proactively enhanced its security practices following the incident to prevent further security breaches, the Partner will not be suspended. However, should the review indicate that the Partner failed to meet the minimum security criteria, follow its own established security procedures, or adequately address the security vulnerabilities that led to the security breach, a suspension may be necessary until CBP can ensure all potential security vulnerabilities are addressed by the Partner.

Guidance on Reporting Suspicious Activities, Anomalies, and Security Breaches

C-TPAT members should have documented procedures in place so that company representatives/staff are aware of how to report a suspicious activity, anomaly, or security breach to company management, business partners associated with that shipment, and CBP.

- Personnel and public safety are paramount in all situations.
- Immediately contact the appropriate CBP port of entry and/or other law enforcement agency, as appropriate. Provide the information related to the shipment and the reasons for concern.
- In the event the CBP port of entry cannot be reached, calls should be placed to the 1-800-BE ALERT (1-800-232-5378) hotline.
- If possible, have the shipment returned to the point of origin or a pre-designated location for safety and verification.
- Your assigned Supply Chain Security Specialist should be notified as soon as practical of the event and of any subsequent follow up action that may have been taken and/or is being considered. Email is preferable, however all forms of communication would be accepted in an emergency situation.

Recommended Practices and Procedures

- Land Border CBP Ports routinely report that C-TPAT company drivers frequently request to be sent for a secondary exam due to their self-developed risk indicators e.g. directed to pick up a trailer at a first time or unknown location.
- C-TPAT members routinely test their contingency plans and “what if” scenarios as a means of proactively addressing the possibility that a compromise occurs. Regular verifications of security plans and practical exercises enable companies to react quickly in the event of an incident.

C-TPAT is working closely with our colleagues from Mexico Customs’ *New Scheme of Certified Companies* (NEEC Program) to ensure that the practice of reporting security concerns is also required and encouraged by the NEEC program – as it is by Canada’s *Partners in Protection Program*.

To find your local CBP port of entry’s telephone number, please navigate to the site below:

<http://www.cbp.gov/xp/cgov/toolbox/ports/>

CBP general inquires: 1-877-CBP-5511 or International Callers: (703) 526-4200
TDD: 1-866-880-6582



Northern Border Ports of Entry

Houlton, ME

General Phone: (207) 532-2131 Ext: 0

Grand Rapids, MI

General Number: (616) 942-5245

Port Huron, MI

Blue Water Ridge: (810) 985-9541

Detroit, MI

Fort Street Cargo Facility: (313) 964-7191

Sweetgrass, MT

General Phone: (406) 335-9610

Champlain, NY

Champlain Cargo: (518) 298-8327

Buffalo, NY

Lewinston Bridge Complex: (716) 282-1500

Blaine, WA

General Phone: (360) 332-5771

Southern Border Ports of Entry

Laredo, TX

Command Center: (956) 693-5753

El Paso, TX

Command Center: (915) 633-7351

Tucson, AZ

Command Center (Nogales): (520) 375-5785

Command Center (Tucson): (520) 407-2336

San Diego, CA

Command Center San Ysidro: (619) 690-8888

Command Center Otay Mesa: (619) 671-8064

Command Center Calexico: (East & West):

(760) 768-4814

Service Port-Nogales, TX

General Phone: (520) 287-1410

Port of Entry-Hidalgo/Pharr, TX

Hidalgo Port of Entry: (956) 843-5701

Pharr Port of Entry: (956) 283-2147

Port Of Entry-Brownsville/Los Indios, TX

General Phone: (956) 983-5800

Brownsville & Matamoros Bridge:

(956) 547-5716

Gateway Intl. Bridge: (956) 548-2744 -

Ext: 1504 or 1505

Los Indios Free Trade Bridge: (956) 361-0070

Service Port-Laredo, TX

Lincoln Juarez Bridge: (956) 693-5755

Gateway to the Americas: (956) 523-6901

World Trade Bridge: (956) 794-9401