



The Logistics of CREATING VALUE

Securitas Security Services USA understands logistics. Each business day, 100,000 trained, uniformed Securitas officers from 530 branch offices are deployed to perform specific duties at specified times at more than 25,000 customer locations nationwide. Like logistics companies, Securitas creates value by providing expertise and reliable, cost-effective services that allow customers to concentrate resources on their core businesses.

“We know the value of working with third-party contractors that are experts in their industries,” said Scott Hothem, President of Pacific American Services, L.L.C. (PACAM), a full-service logistics provider with facilities throughout the greater San Francisco Bay area. “When we upgraded our security to satisfy requirements for a major new customer, we called Securitas.”

PACAM, a third-party logistics provider, or 3PL, operates nearly one million square feet of warehouse

▶ Scott Hothem (left), President, Pacific American Services, discusses security requirements with Leonard McManus, Securitas Business Development Manager.

space in Northern California, including one of the largest General Purpose Foreign Trade Zones on the West Coast. Goods brought into a Foreign Trade Zone (FTZ) are not subject to formal customs entry, and duty charges are deferred until the goods leave the facility. PACAM customers benefit from streamlined import/export procedures, as well as integrated transportation, warehousing, brokerage and value-added packaging services.

As exclusive operator of the Oakland FTZ #56 since 1990, PACAM must comply with and exceed U.S. Customs Service and Border Protection security guidelines, as well as



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standards for the Bureau of Alcohol, Tobacco and Firearms secure warehouse operations. In 2005, PACAM established an enhanced just-in-time, 24/7, “drop-trailer” program to improve supply chain efficiencies and reduce cycle time to meet the requirements of a global spirits manufacturer, which is now PACAM's largest customer.

“They ship high-value goods, and we needed to improve the security of our yard and tighten our trailer tracking procedures,” said Hothem.

Representatives from Securitas, PACAM and the customer worked together to define requirements, specify security systems and develop procedures, including post orders for around-the-clock security officers. At PACAM's state-of-the-art, 215,000-square-foot East Bay distribution and fulfillment center servicing retail and consumer goods industries, a digital CCTV system and new entry gate were installed, as well as an elevated gatehouse that offers a view of the entire yard. Securitas officers monitor and patrol the yard, and document cargo carried by the

◀ An elevated gatehouse enables Securitas Officer ShaNay Meyes to observe activity in the yard at PACAM's Hayward, CA facility.



approximately 50 trucks entering and exiting the facility each day.

"One-Stop" Service

"Securitas provided 'one-stop' service for us as we determined what security systems and coverage we needed," said Sam De Faria, PACAM's Director of Operations, "and they continue to be an active partner with us in resolving security issues. We're very pleased with the quality and professionalism of the Securitas officers."

Similarly, PACAM offers "one-stop" service to more than 250 companies that import or export various high-tech products, high-value consumer goods and beverages of all types via the Port of Oakland. PACAM's Oakland facility is less than five miles from the port, where dozens of containers are processed each day through its full-service rail, drayage, distribution, cross-dock, consolidation and transloading programs. At its Hayward facility, PACAM provides packaging, fulfillment, warehousing and transportation services for goods destined for wholesale and retail outlets around the world.

"Companies like Securitas and PACAM provide tangible benefits to customers because of our full-service capabilities, industry experience and customized solutions," said Hothem. "The efficiencies and economies of scale we offer not only create value, but also give customers a competitive advantage in their markets." ...

◀ Securitas Officer ShaNay Meyes documents cargo entering and exiting the Free Trade Zone operated by PACAM.