

Distress Loads and Clandestine Infiltration of Commercial Vehicles





Analytiqa is a market analysis company providing published reports, bespoke research and strategic advisory for multinational clients across all sectors and industry verticals of the global supply chain.

Analytiqa delivers high quality, commercially relevant thought leadership to assist clients to grow and profit in challenging and competitive markets.

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Our members who import goods from Europe know full well that the threat of clandestine entry at the juxtaposed ports remains high and unrelenting, and are dealing every day with the damage caused by these criminals, including those who are involved in serious organised crime activity.

The findings in this report show the true cost of these criminal attempts to break into vehicles, and are a further clear demonstration (if one were needed) of how British business needs a properly resourced border security system, not only to prevent clandestine entry in itself, but also to avoid some the exorbitant costs that accrue when dealing with a clandestine entrant within a vehicle.

Richard Smith
Managing Director - RHA



This is an interesting report, which for the first time endeavours to quantify the scale of the clandestine problem. BIFA encourages all Members either when operating their own services or sub-contracting haulage to manage security in line with a good practice guide written jointly by BIFA and the RHA to minimise any impacts.

Robert Windsor
Member Policy & Compliance Director - BIFA

Foreword



The use of refrigerated trailers to gain illegal access for stowaways remains a constant threat to food safety and contributes to considerable unnecessary waste and risk within the food supply chain.

Putting aside from the human risk and tragedy associated with clandestine infiltration, there has to be more acknowledgement from the food industry that the practice of using refrigerated trailers to gain access to the UK is widespread and far-reaching.

Refrigerated trailers are popular because they render ineffective the heartbeat detectors used at many ports, so the risk of detection is minimised, unless they are among the relatively small sample checked by Border Force.

As part of this research, the Government has been contacted twice to provide updated statistics on the levels of current clandestine infiltration discovered at the ports. They have, on each occasion, failed to respond in a timely manner. The unique data set obtained for our research is likely based on a 10.0% inbound check by Border Force, so the actual number of incidents is estimated to be 10-times higher than the data reported.

This means around 3,100 truckloads, or over 80,000 tonnes of food, could be entering the UK with human contamination risk associated with it. This is a 'best estimate' for actual, not detected, incidents. Border Force confirmed to Analytiqa that they do not record the checks that require no further action, so it is not possible to track how many vehicle checks are undertaken.

Operating our dedicated Distress Load Management service and proactively investing in innovative technologies and systems for circa. 20 years, food wastage through clandestine infiltration is a longstanding issue for which we continue to push for greater discussion and action by Government.

As a Certified B Corporation we are committed to making a positive and significant environmental impact and by collaborating with the likes of the Environmental Health Officers (EHO) and port authorities helping to reduce food wastage and contamination within the supply chain. This partnership ensures that food is handled more efficiently and safely, and ultimately benefits both consumers and the environment.

The research conducted by Analytiqa was sponsored to understand the extent to which businesses associated with the importation of food and consumer products were aware of the risks of food contamination resulting from clandestine infiltration of trailers, and whether they were aware of the ability to inspect, safeguard and recover food from these loads.

Dean Attwell

Co-Founder - Oakland International Limited



Introduction

Respondents' activity profile:

39.2

...the average number of truckloads, per respondent, coming into the UK each week

59.1%

...of respondents are managing this activity in-house

Ports

Dover, Folkestone, Felixstowe, Southampton, Hull, London, Tilbury, Harwich, Immingham, Purfleet, Portsmouth

- This data was supplemented by interviews and discussions with trade organisations and companies from across the insurance sector.
- In addition, Analytiqa engaged the Food Standards Agency and the National Vehicle Crime Intelligence Service.
- Analytiqa did not receive support from operators of transport infrastructure or local Port Health Authorities.
- Following significant delays, Analytiqa received data from UK Border Force.

The clandestine infiltration of trucks refers to the illegal and secretive transportation of people or goods within trucks, often across international borders. Incidents of clandestine infiltration pose multiple challenges not least, at the very centre of which, are humanitarian concerns for vulnerable individuals.

The focus of this research paper is, however, the economic impact of clandestine infiltration and the subsequent strategic, food safety, and commercial decision making behind the management of distress loads that results from such incidents.

This is widely acknowledged as a very complex subject, where even the measurement of the size of the challenges that occur has not been possible to a satisfactory degree of accuracy. The challenges encountered by stakeholders across supply chains extend far beyond the simply delay to deliveries of what may be essential raw materials and products.

In a call for action, Analytiqa's research highlights the need for greater collaboration and joined up thinking by all stakeholders to ensure best practices are more widely observed in the prevention of clandestine infiltration, the detection and reporting of incidents when they do occur and the subsequent management of Distress Loads, to ensure waste and financial losses are minimised.

This report has been heavily punctuated with quotes, taken from individuals during the research process, to provide greater context, clarity and understanding of the complexities and challenges raised by this very important subject.

About this research

Analytiqa has undertaken research over the last 18 months to better understand Distress Loads within UK supply chains, with a particular focus on clandestine infiltration. The intention was not to produce an 'academic' study, but to canvass sentiment and the opinions of key stakeholders to educate and provide thought leadership on this important, but overlooked, subject.

Analytiqa contacted senior decision makers to express their views and insights. With the support of the Road Haulage Association (RHA) and the British International Freight Association (BIFA), respondents included leading logistics providers in the UK and also buyers of supply chain services.

Clandestine infiltration - where a consignment has been compromised due to the infiltration of illegal migrants seeking to travel concealed within the load, thereby creating a risk of contamination of the items in transit

Distress Loads - any consignment that has been compromised due to damage or contamination, with a particular focus on food consignments where clandestine infiltration has created a potential health risk

Headline findings

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“To be honest I really don't want to get involved with this subject as whatever we say will not make any difference in the big scheme of things as the Government will not listen and do not understand the issues we have as hauliers. All you ever see on the news is reports based on small boats etc.

All I will say is that we as a professional company follow all the guidelines set out by Border Force and have all systems in place to ensure these guidelines are strictly followed by our drivers to ensure we don't get unfairly fined by Border Force for things we have very little control over. On this subject I would prefer not to put our name out there. I hope you understand my position.”

CEO, UK Haulier

“It's a very complex subject. It is a very emotive and challenging subject. At its heart are desperate people and, of course, it's not just a UK issue.”

**Managing Director - Loss Prevention
UK Insurance Industry**

Addressing the problem of clandestine infiltration requires a multi-stakeholder approach, including enhanced border security measures and improved detection technologies. The logistics industry is ready to play its part in supporting initiatives aimed both at reducing the number of incidents that take place and resolving detected incidents to achieve the optimum outcome for all involved.

Clandestine Entries

Over the 2016-2023 period, in the 4,415 instances when a truck or van was found to contain people attempting to enter the UK through clandestine means, 15,292 people were discovered. In 2023, on average, three people were detected per instance, the highest number since 2020.

October is the month when most instances have been detected, with April the least. The Q4 period accounts for the highest number of detected instances, with Q2 seeing the lowest number.

84.6% of Analytica's respondents do not expect the 'clandestine' challenges they face to diminish. The number of incidents in the first nine months of 2024 was higher than the equivalent periods of 2022 and 2023.

Supply Chain Challenges

65.6% of respondents experiencing Distress Loads coming into the UK attribute this to the clandestine infiltration of trucks. The value of stock lost due to an infiltrated load can be in the low £'000s to several tens of £'000s. The consequential loss of revenue can be many multiples of this.

Distress Load Management

11.1% of a truck's stock, on average, is disposed of after a clandestine entry incident, however...

..... this rises to 56.0% if we only consider responses from companies transporting ambient food, frozen food, household goods and pharmaceuticals / healthcare.

Only 64.3% of respondents believe they optimise the 'salvage' of produce or products that were part of a truck's infiltrated load. It is both time and cost prohibitive for companies to manage distress loads caused by clandestine infiltration and only half (58.8%) believe they are following best practice.

18.2% of respondents experience problems reconciling outbound and inbound stock volumes, as 73.9% have end-to-end visibility of stock at all times

Time For Action

Managing this situation with open industry and Government discussion can have a significant, positive impact. Better stakeholder collaboration across Environmental Health Officers, Port Authorities, insurers, cargo owners and transport companies will help address this mostly hidden issue within the food chain.

Where distress loads are managed appropriately, saved product is redistributed to small and larger charities, as well as anaerobic disposal. By not putting a spotlight to these issues, we are missing an opportunity to reduce waste and repurpose products whilst reducing our carbon footprint.

oakland

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Temperature Abuse

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A complex issue

“ ”

“Of course, not everyone is caught, so how do we quantify levels of activity? How many trucks do Border Force stop and check? If they checked all vehicles, then you could make a reasonable calculation!”

**Chief Marine Surveyor
UK Insurance Industry**

“I don’t think you’ll get any data from the insurance industry.”

**Head of Marine Risk Engineering
UK Insurance Industry**

“The issue has certainly decreased. Five years ago, it was perhaps one or two incidents per week, now it is one incident every one or two months.”

**Business Unit Director
UK Logistics Company**

“Do we get clandestine breaches? Yes, we do. I cannot say it’s a regular occurrence at this point. Maybe five incidents a year.”

**Director, Customs and Security
European Logistics Company**

“The size of the Distress Loads issue is increasing, and we are stepping up security further.”

**Manager Operations
UK Logistics Company**

The clandestine infiltration of trucks entering into the UK poses multiple challenges. At the very centre are humanitarian concerns, as people attempting to enter a country illegally by hiding in trucks often face dangerous conditions.

They may be subjected to cramped spaces, lack of ventilation, and risks of injury or death during the journey. Clandestine infiltration is also often linked to human trafficking and smuggling operations, where vulnerable individuals are subsequently exploited and forced into illegal activities.

National security risks are also at play, as clandestine infiltration can be used to transport weapons, drugs, or even people for malicious purposes, posing a threat to national security.

The main focus of this research paper is, however, the economic impact of clandestine infiltration, particularly on those that are closest to the incidents that occur, and the subsequent management of distress loads and the challenges this provides to supply chains and those that are dependent upon them.

Not every truck entering the UK is subjected to checks for clandestine entry, therefore it is not possible to say with any certainty, how many people are entering the UK using this approach.

NB: Border Force confirmed to Analytiqa that they do not record the checks that require no further action, so it is not possible to track how many vehicle checks are undertaken.

When detected, such activity leads to disruption and delays, increased costs, potential damage to goods and often, where this impacts foodstuffs, the wasteful disposal of produce.

To better understand the ‘size’ of the challenge, we must identify how often, or frequently, such activity is identified. Recent, up to date, data is difficult to come by and is not readily available, in sharp contrast to the data that is published, with much greater transparency, regarding illegal arrivals into the UK via ‘small boats’.

Throughout the research process, Analytiqa contacted stakeholders in many different organisations across the UK. None were able to provide quantifiable data regarding the number of clandestine incidents, to back up their anecdotal observations.

Prior to our study being undertaken, previous research had highlighted that during the financial year 2020-2021, there were 3,145 incidents where clandestine entrants were detected concealed in vehicles, despite the Covid-19 pandemic causing a lower volume of traffic. This rose to 3,838 incidents during the financial year 2021-2022.¹ Analytiqa contacted Border Force to obtain more recent data, with a specific focus on clandestine activity related to particular vehicle types, which helps explain the differences in the two sets of data.

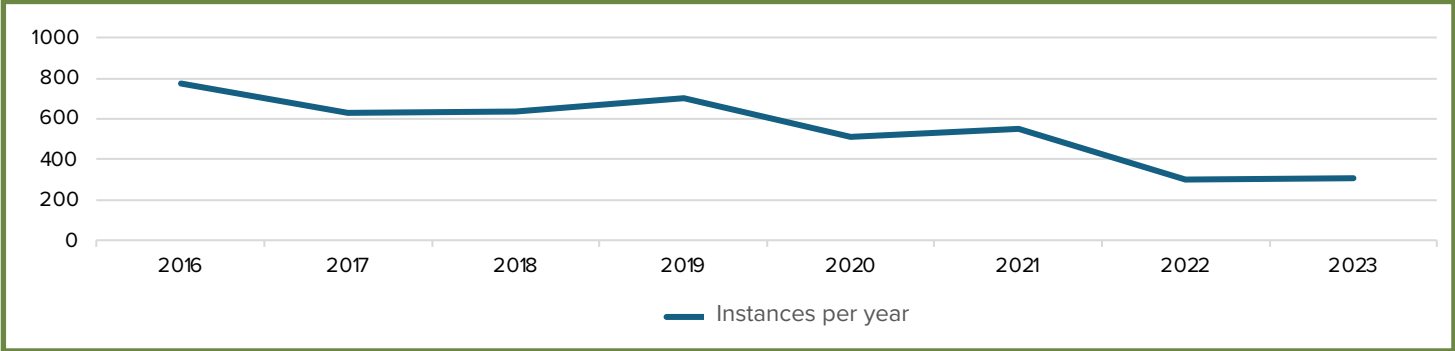
¹ Source: The Carriers’ Liability (Clandestine Entrants) (Level of Penalty: Code of Practice) Order 2023



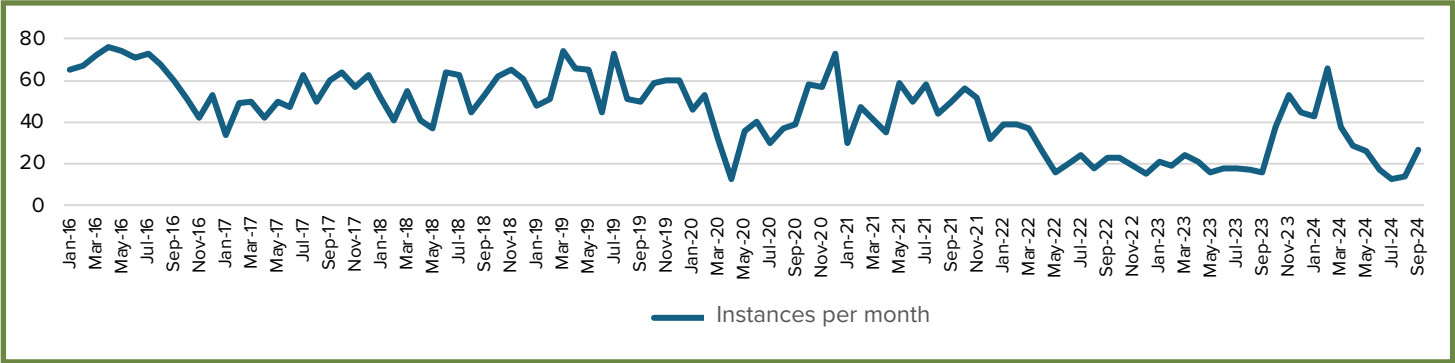
2016 – (Q3) 2024

Over the 2016-2023 period, in the 4,415 instances when a truck or van was found to contain people attempting to enter the UK through clandestine means, 15,292 people were discovered. This is the equivalent to around one and a half incidents, on average, every day. In the first nine months of 2024, an additional 856 people were discovered.

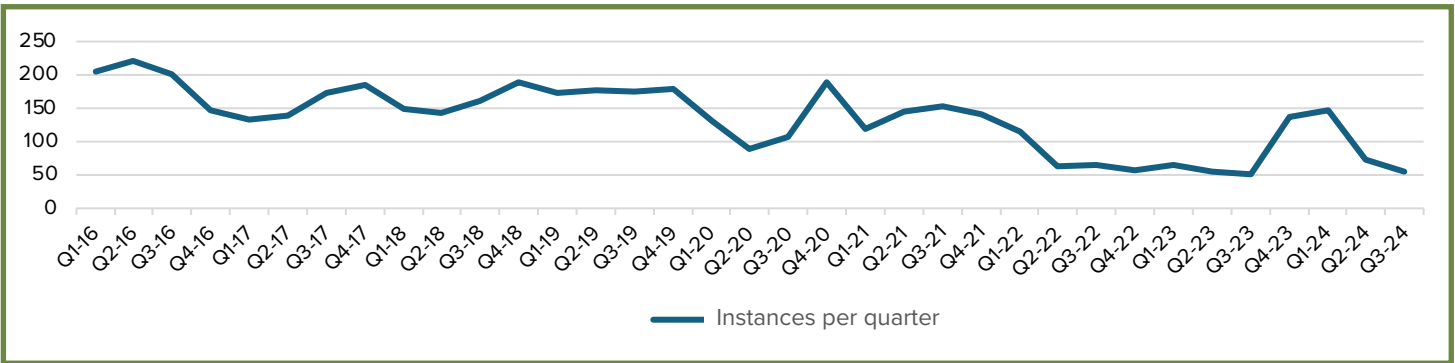
Graph 1 The number of instances when a truck or van (a commercial vehicle) has been discovered to contain persons attempting to enter the UK through clandestine means.



Graph 2 October and November lead the way as the months with the highest number of incidents of clandestine entry detected. The Winter months (December, January and February) are accounting for a larger share of instances detected, rising from 24.0% in 2016, peaking at 33.5% in 2020 and reaching 27.8% in 2023. Incidents reached a peak in April 2016 and their lowest point in April 2020 and July 2024.



Graph 3 Incident levels peaked in Q2, 2016 and reached their lowest in Q3, 2023. The Q4, 2023 and Q1, 2024 periods saw a significant rise in the number of incidents when clandestine entrants were detected. For 2017, 2018, 2019, 2020 and 2023, it was the Q4 period, in each year, that recorded the highest number of incidents.

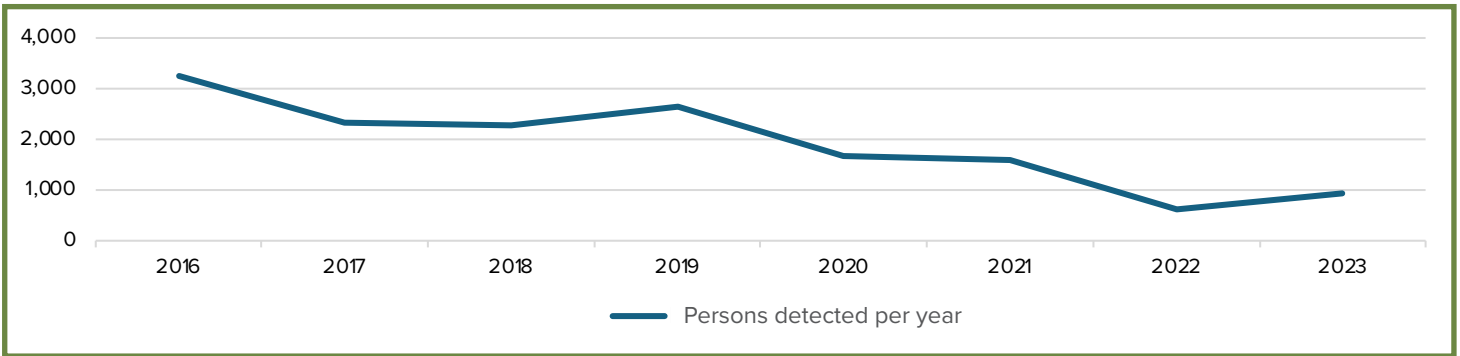


Notes:

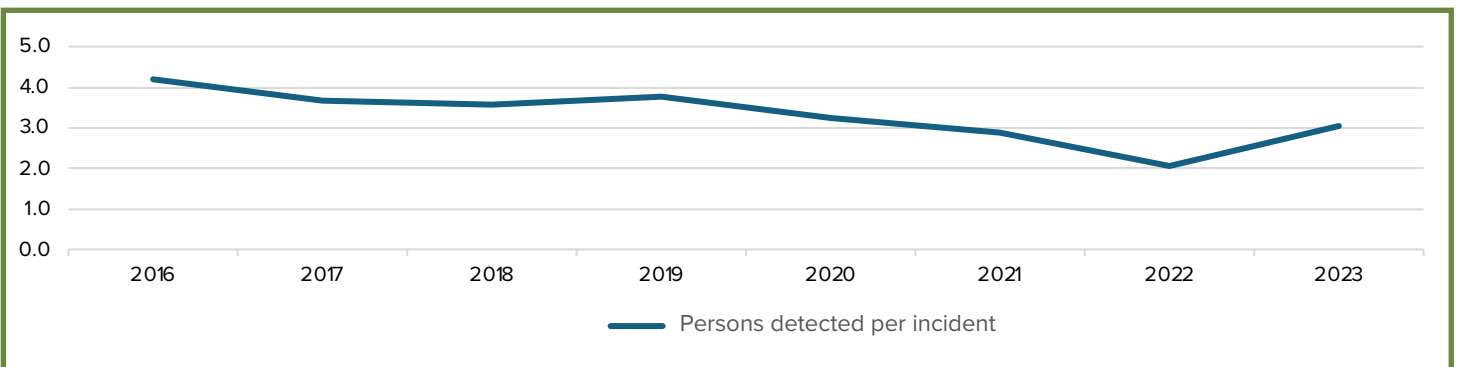
Data shows only clandestine detections at UK Ports and In Country, where the incident was not an “outbound” detection. “UK Port” is where a person is detected within the controlled environment of a Port not served by Juxtaposed Controls only. The following vehicle types have been used to gather the data: 3.5 tonne (soft sided), 7.5 tonne (canvas sided), 7.5 tonne (hard sided), car transporter, coach, coach & trailer, container, HGV flatbed, HGV hard-sided, HGV refrigerated, HGV soft sider, HGV tanker, horse box, livestock carrier, minibus, motorhome, motorhome & trailer, road train, unaccompanied trailer (flatbed), unaccompanied trailer (hard), unaccompanied trailer (soft), van & trailer, van (non-transit type) and van (transit type).

Analytiqa is somewhat sceptical of the data used to generate the charts on pages 8 & 9 as a representation of the 'actual' number of incidents that are taking place. As noted on page 6, Border Force confirmed that they do not record the checks that require no further action, so it is not possible to track how many vehicle checks are undertaken or what share of vehicles these account for.

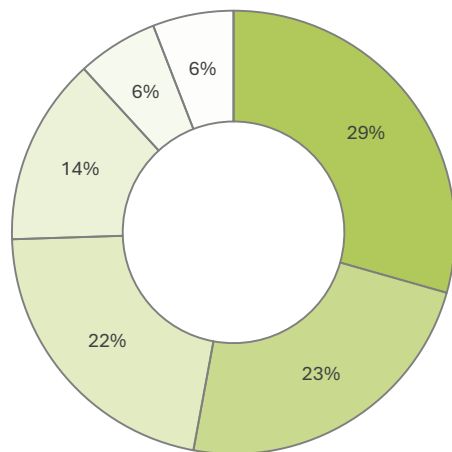
Graph 4 In 2016, just under 3,250 people were detected attempting to enter the UK through clandestine means in commercial vehicles. This number declined to below 620 in 2022, but increased to over 930 in 2023.



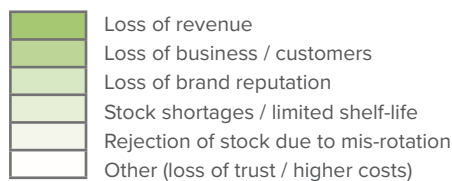
Graph 5 The average number of people detected per incident was at its highest in our data set, in 2016. With the exception of 2019, the average number of people detected per incident fell each year, before rising in 2023 to exceed 2021 levels.



Costs and consequences



Consequences of the loss of stock due to infiltrated loads



Source: Analytiqa

“ ”

“The lengths people go to? We have had people drill into the roofs of trucks, four or five times and cut through the metal cladding.”

Business Unit Director
UK Logistics Company

“Even if we kept data, I don’t think we’d disclose how much is paid out. The cost of claims can vary from low thousands to half a million pounds. Any information would be heavily redacted.”

Head of Marine Risk Engineering
UK Insurance Industry

“Average cost of a claim? Impossible to say, that’s anyone’s guess.... A truck load of chocolate may be £50k, but that’s not the same as loads of vegetables or bakery products.”

Chief Marine Surveyor
UK Insurance Industry

“There are a range of claim sizes. General foodstuffs could be £20k - £30k per trailer, chocolate brands could be £70-£80k per trailer.”

Managing Director - Loss Prevention
UK Insurance Industry

The impact of clandestine entry into trucks is far reaching, not least because of the human stories behind each incident. The purpose of Analytiqa’s research, however, was to focus on the operational and commercial consequences for truck operators and cargo owners, as a result of such activity.

Whilst the number of incidents has been declining in recent years, they are, nonetheless, hugely costly and time-consuming to resolve, with impacts felt across supply chains, from manufacturing through to retail, and even end-consumers, as on-shelf availability of products is disrupted.

Our research highlighted that the most common consequence of the loss of stock due to an infiltrated load is loss of revenue, followed by a loss of business and customers. A negative impact on a company’s brand reputation is a knock-on impact for more than one-in-five companies that experience an infiltrated load.

For premium brands that experience infiltrated loads, it is often the case that no expense is spared to tackle this issue. Anecdotal evidence suggests that retailers have been known to destroy whole truckloads of stock to minimise any risk of contamination of produce and loss of brand reputation.

Financial costs are difficult to quantify

The average cost of physically managing a distress load incident, such as having stock managed, vehicles cleaned etc, which is distinct from the value of the stock involved, will vary by incident, but respondents reported costs in the region of £3,500 to £5,000 per investigation. This excludes any penalties issued as a result of an incident being detected.

According to the UK Government’s Clandestine entrant civil penalty scheme¹ if a vehicle is found carrying a clandestine entrant, a fine could be imposed, of up to £10,000 for each clandestine entrant carried. For goods vehicles that are found to be inadequately secured, fines can also be imposed of up to £6,000, even if no clandestine entrant is found.

This applies whether the vehicle is entering or departing the UK. A vehicle’s owner, hirer or driver can be fined. Companies may be liable for fines imposed on their drivers. 81.0% of our research respondents stated that they are aware of the Government’s Clandestine Entrant Civil Penalty Scheme, though several respondents noted, from anecdotal evidence, that hauliers based outside of the UK are less likely to be aware of the scheme and its consequences.

Aside from the costs of ‘physically’ managing an incident, respondents also noted the sometimes-lengthy disruption to their operations as a result of a clandestine incident, with the ‘temporary’ loss of a vehicle from its daily operations. The financial ‘cost’ of such operational delays and their consequences is challenging to quantify and will vary by incident.

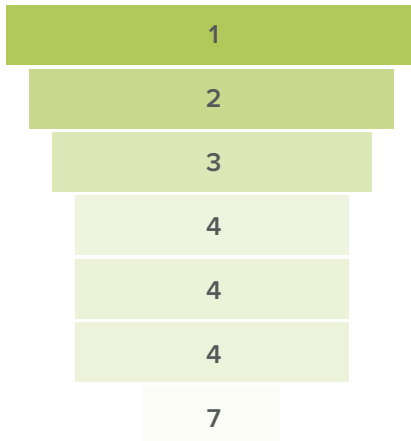
Financial claims for stock (not revenue) impacted by a clandestine incident will also vary, considerably. Statistics are not available to accurately measure the size of claims made to insurers, but anecdotal evidence collected from Analytiqa’s research interviews suggest that for a truck containing general foodstuffs, an average claim would be in the region of £20,000 to £30,000 per trailer.

However, this can increase significantly depending upon the product. For example, in the case of chocolate brands, claims can rise to between £70,000 to £80,000 per trailer. Whilst the value of stock lost due to infiltrated loads can be in the low £’000s to several tens of £’000s, the impact on a company’s revenue can be far greater.

Respondents acknowledged that the loss of revenue can be many multiples of the value of raw materials or ingredients contained with an infiltrated load.

¹ <https://www.gov.uk/guidance/clandestine-entrant-civil-penalty-scheme#:~:text=You%20may%20face%20a%20fine,that%20is%20not%20adequately%20secured.>

Supply chain challenges



Biggest challenges managing distress loads caused by clandestine infiltration - scale 1 to 10

- It is cost prohibitive to manage the distress loads
- Managing insurance claims
- It is time prohibitive to manage the distress loads
- Managing communication with customers
- Cost prohibitive to include a 'fear of loss' insurance clause
- Managing service providers
- Keeping up to date with legislation

Source: Analytiqa

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“The waiting period to resolve issues can be a real problem, as it sometimes takes 3,4 or 5 days to resolve. One vehicle was held for 16 days!”

**Business Unit Director
UK Logistics Company**

“We are a premium brand, so no expense is spared to tackle this issue. Retailers will destroy a whole load. We have switched from using curtain sided trucks to all box trailers and have only had one distress load since the switch 18 months ago. This is compared to one distress load every month before the switch. We only looked at transport providers that have box trailers.

Brands should take full responsibility on managing their supply chain. I do believe heavy penalties should be applied if any business is found to not comply.”

**European Logistics Manager
European Food Manufacturer**

While distress loads can be the result of a number of causes, such as sub-optimal loading, pallets collapsing, labelling errors and temperature regime inconsistencies, almost two-thirds of our respondents (65.6%) experiencing distress loads in their vehicles coming into the UK, attribute this to the clandestine infiltration of trucks.

The level of contamination as a result of such an incident varies enormously. Analytiqa's research identifies that 11.1% of stock, on average, is disposed of after a clandestine entry incident, though this rises to 56.0% if we only consider responses to our research from companies transporting ambient food, frozen food, household goods and pharmaceuticals or healthcare products. From as little as one pallet to an entire truckload, product volumes that are disposed of will vary, as will their route of disposal. Upon finding evidence of contamination or loss, respondents suggested that vehicles are isolated and normally delayed pending assessment and evaluation. Thereafter, the actions taken, and level of reporting, will be dependent upon the nature of each incident, the products being transported, and the approach to risk taken by the truck operators and cargo owners.

We have noted that the financial costs associated with managing incidents of clandestine infiltration are difficult to quantify, so it is not surprising to see that respondents to Analytiqa's research identified that the cost prohibitive nature of such incidents is the biggest challenge they face. Managing subsequent insurance claims was identified as the second biggest 'headache' caused by clandestine incidents, which also relates closely to the third biggest challenge encountered, managing the amount of time that must be spent to resolve such issues. This relates to both human and asset resources, with vehicles taken 'out of action' whilst incidents are managed to completion.

There is significant room for improvement in how truck operators and cargo owners manage loads. 5.3% of our respondents noted that on a monthly basis, stock goes missing for a period of time, or there are unexpected delays that are loosely explained. Just three-quarters (73.9%) of respondents to Analytiqa's research suggested that they have end-to-end visibility of stock at all times, whilst only 61.5% (of relevant respondents) have end-to-end thermographic tracking of their stock at all times.

Following a clandestine incident, less than two-thirds of respondents to Analytiqa's research believe that they optimise the 'salvage' of produce / products that were part of an infiltrated load. Only 40.0% of our respondents use an external service provider to manage distress loads.

Almost one in-five respondents (19.0%) do not have an audit trail of where disposed of stock is sent to, whilst a similar share (18.2%) of respondents experience problems reconciling outbound and inbound stock volumes. This is due to a number of factors, including:

- Contamination of goods
- Incorrect counts at outbound and inbound stages
- Incorrect manifests
- Challenges with both planned and re-planned trailers
- Goods are moved within distribution centres, not missing in transport
- Trailers broken into and product stolen

With 'prevention said to be better than cure' and with 84.6% of our respondents not expecting the 'clandestine' challenges they face to diminish, counter measures used by transport operators to combat or resolve the issue of clandestine infiltration of trucks include:

- Using more secure seals
- High quality curtains
- Use of rigid or box trailers
- Double manned vehicles
- Avoiding stops near ports (up to 200km)
- Use of secure parking, where available

A call for clarity

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“It can be a ‘fight’ with insurers and CMR liability. It depends on the insurance company and some not even cover it. We have to insist customers have their own cover. Some subcontractors will try to ignore issues, and offer very little support. We are always in the middle of the battle between the haulier, the customer and the insurance company.”

**Business Unit Director,
UK Logistics Company**

“Insurance? It is never a ‘fight’, but always a ‘discussion’! Some cargo owners will take all measures possible to keep all their cargo, others will dispose of full loads without hesitation.”

**Chief Marine Surveyor,
UK Insurance Industry**

“It is a business decision, all about risk mitigation. I know for the supermarkets, perhaps five years ago, it was a real issue for them. They may push for ‘fear of loss’ but quotes are just too high. Fear of loss policies are more likely to be used by pharma companies when mitigating risk of temperature failures, and not at all related to clandestine entries.”

**Head of Marine Risk Engineering,
UK Insurance Industry**

“It is a perception that not all insurers will offer cover. Risks are covered but liability is based on legal liability, CMR, so it’s not clear and, I agree, not in favour of the cargo owner. CMR is tried and tested but hugely complex and has different interpretations by country.

There needs to be physical evidence of damage to cargo. If 2 cases are damaged or if 2 pallets are damaged, CMR does not cope with the other 18 pallets that some companies may want to dispose of as well.

It can be a ‘fight’ on liability / claim from a legal standpoint.”

**Managing Director - Loss Prevention
UK Insurance Industry**

Managing the ‘fall out’ of a clandestine infiltration and subsequent distress loads is challenging. We have seen that it is both costly and time consuming. Definitions of ‘best practice’ are hard to identify, and processes vary between large multinational transport operators and smaller, ‘local hero’ service providers.

Over 90.0% (91.3%) of our respondents are made aware when a load has been compromised, with the reporting most likely to come from the transport operator, though in one-quarter of cases, it is a warehouse partner that highlights an issue.

Only 70.0% of respondents are informed about any issues prior to the arrival or delivery of their stock.

Our respondents identified managing insurance claims as the second biggest challenge they face in managing distress loads and this is particularly true for third party transport operators.

Whilst risks are covered by insurers, liability is based on legal liability, CMR. Under CMR, an instrument of international law, the carrier by road remains liable for total or partial loss of the goods, or for any damages caused to them, from the time the goods are collected until the time of delivery. This is hugely complex with different interpretations by country. It also becomes particularly challenging as, under CMR, liability is only for cargo that is damaged. It does not deal with remaining stock that risk averse cargo owners may also wish to dispose of.

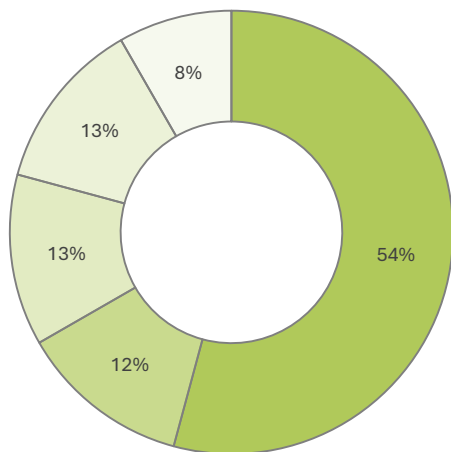
Typical insurance policies will be ‘cost insurance plus 10%’ as while cargo owners may push for ‘fear of loss’ terms, quotes are generally considered too high. Respondents from the insurance sector certainly believe there is room to optimise reporting levels of incidents, which can depend on the types of products being transported, and the role of cargo surveyors.

How are stakeholders informed of a compromised load?

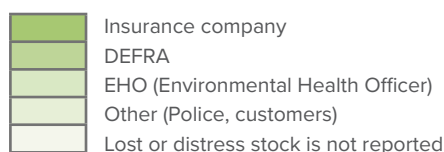
By transport operator	52 %
By warehouse partner (consolidator)	24 %
By Port / Border Force	12 %
By retail partner	09 %
By EHO (Ennvironmental Health Officer)	03 %
Total	100 %

Source: Analytica

Time for action



Who takes accountability for what happens to stock in a Distress Load?



Source: Analytiqa

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“Hauliers not locking vehicles should be fined, there is no excuse. Can we have cages for vehicles to park in? The more secure parking the better.”

Business Unit Director
UK Logistics Company

“It is all about risk control. We need to campaign for more secure parking. I still think we are 2-3 years away from this yet, and we overlook the welfare of drivers in all of this. We need to push from the ground up to get changes.”

Risk Control Manager
UK Insurance Industry

“Are we notified when a load is compromised? It can be very hit and miss. With Border Force it depends how quickly they contact us. It should be within two hours the same day, but it depends how busy they are. Our customers see this as a significant issue if there is an incident.”

Manager Operations
UK Logistics Company

“I don't know of much / any published best practice on how to deal with a clandestine entry. I think the hauliers generally design their own.”

Chief Marine Surveyor
UK Insurance Industry

There is significant room for improvement in the prevention and detection of clandestine entry into trucks and the subsequent management of distress loads. We have noted that less than two-thirds of respondents to Analytiqa's research believe that they optimise the 'salvage' of produce / products that were part of an infiltrated load.

Our research highlighted three main routes of disposal of compromised products, being either via third party contractors, going to landfill / waste disposal or being repurposed for juicing or animal feed. With no established industry guidance or 'best practice' in such instances, it is also not surprising to learn that nearly all of the respondents taking part in Analytiqa's research are unable to measure the environmental impact (carbon footprint) of products thrown away as a result of a distress load.

Greater collaboration between stakeholders and investment in technology solutions can improve the end-to-end management of such incidents, with joined up thinking regarding approaches to prevention, management and training. Technology solutions that have been or are being invested in by our respondents include real-time visibility and tracking tools, open door alerts and thermographic tracking. Respondents noted, however, that solutions such as digital seals and light emitting alarms can be cost prohibitive for all but the most expensive loads, with suggestions that smaller fleet operators may not have the resources to invest in them.

Only two-thirds (68.4%) of our respondents have formal, published in-house own company-developed procedures to manage distress loads and just over one-half (58.8%) stated that they follow external industry guidance in the management of distress loads. This may include information from:

- Trade association
- The Advisory, Conciliation and Arbitration Service (Acas)
- Insurance companies
- Border Force
- British Retail Consortium
- Third-party service providers

Less than one-half (47.6%) stated that they provide training on operational processes and cleaning for staff to manage distress loads, while 38.1% provide training on administrative processes and management. 14.3% do not provide training at all.

Analytiqa's research highlighted a lack of clarity and understanding of 'best practice' when it comes to the responsibility, or accountability, for stock within a distress load. Over one-half of respondents believe that this lies with their insurance providers, whilst, to varying degrees, the Department for Environment, Food & Rural Affairs (DEFRA), Environmental Health Officers, Police or a transport operator's customers are all expected to be accountable.

Transport operators and cargo owners would like support to assist them in the selection of a service provider to manage distress loads as a result of clandestine infiltration. Almost one-third of our research respondents would like to see endorsement from a recognised industry standard or accreditation scheme.

What support is required to select service providers to manage distress loads?

Endorsement from industry standard / accreditation scheme	31 %
Endorsement from insurance companies	24 %
Endorsement from Government	18 %
None, we would rely on our own due diligence	15 %
Endorsement from peers	12 %
Total	100 %

Source: Analytiqa

Oakland International



UK and Ireland Multi Temperature Supply Chain Specialists

Established in 1998, Oakland International is an award-winning total supply chain solutions family business with a reputation for innovation through sustainability, servicing retail, wholesale, discount and convenience markets via our UK and Ireland multi-temperature-based facilities.

With strategically located depots within the UK and Ireland, Redditch (HQ), Corby, Bardon, and Knottingley in the UK, and conveniently located adjacent to Dublin airport in Ireland, our extensive network provides the perfect multi-temperature solution for all your supply chain needs.

A Certified B Corporation business Oakland International is a leader in direct to consumer, case consolidation, contract packing, storage and distribution, food tempering and brand development support via Acorn Trade Partners (ATP) for all types of food, and Border and Customs support through EORI at Folkestone and Worksop. We are also experts in saving food and non-food products from going to waste via our Distress Load Management (DLM) service and aiming to be the first business within our sector to reach Net Zero.

A trusted BRCGS accredited supply chain partner, Oakland offers a cost-effective and efficient 3PL solution for many well-known food and consumer goods manufacturers and retail brands into all major destinations including Tesco, Asda, Waitrose, Tesco Dublin, Musgrave Ireland, Dunnes Stores and all UK retailers SPAR, Aldi, Lidl, Sainsbury's, Nisa and Boots.

www.oakland-international.com

Distress Load Management Service (DLM)

As the drive and appetite for saving good food from going to waste continues, Oakland International's accredited Distress Load Management service is an EHO approved solution for same day or next day treatment of distress loads.

A dedicated facility trusted by major insurers as they can attend Oakland's site and witness the whole process and personally verify exact waste and consignment recovery levels, Oakland typically recovers over 85% of product, with stock deemed non-conforming due to contamination, human interference, damage etc. quarantined in line with Oakland's HACCP procedure before disposal by external waste contactors with a certificate of destruction provided.

A distress load is where food safety could have been compromised, anything from pallets moving in transit, to incorrect temperature or clandestine infiltration.

Our distress load service has been developed in response to increasing numbers of hauliers, suppliers and insurers experiencing load issues.

Any situation arising from a load which could potentially end up incurring huge loss and associated costs, can be dealt with onsite at our BRCGS accredited premises in Redditch.

www.oakland-international.com/services/distress-load

Oakland's partners



Together Saving and Redistributing Food

Our partnership with FareShare, last year alone, helped save multiple tonnes of food from within the supply chain from going to waste.

For the past two years Oakland International has supported their efforts to distribute food to 6747 frontline charities and community groups.

Working to increase surplus food availability which otherwise would go to waste Oakland International is also assisting FareShare's wider estate plans to maximise operational efficiency, with colleagues contributing from across the Oakland Group

Working in partnership since 2023, Oakland and FareShare helped save 21,246 tonnes of food, supported 6,747 charities, provided nearly 43 million meals and helped prevent 34,000 tonnes CO2 emissions from waste.

Several new projects for Oakland include a high care food reprocessing area and vegetable processing line capable of dealing with large catering packs of frozen, chilled and ambient products, and the ability to wash, slice or dice, pack and freeze raw vegetables which helps to extend shelf-life and are then repacked and distributed through the FareShare network.

www.fareshare.org.uk



Partnering with food redistribution charity City Harvest London, Oakland International in just one month in 2024 provided over 12,172 meals and helped reduce greenhouse gas emissions by 23 tonnes.

Oakland International's contribution of 5.1 tonnes of food in June guaranteed surplus food, which might have otherwise gone to waste, was instead redistributed by City Harvest to provide nourishment for hundreds of thousands of individuals who could not obtain or afford healthy meals.

In 2023 Oakland International donated a total of 149,253 kg of food, which then provided 355,364 meals and averted 472,515 kg of greenhouse gas emissions.

City Harvest rescues food, people, and the planet by rescuing surplus food and feeding, for free, over 120,000 people a week. Malnutrition and mental health are at an all-time low in the UK due to the rising cost of food.

www.cityharvest.org.uk

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Distress Loads and the Clandestine Infiltration of Commercial Vehicles

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