

INCIDENT REPORTING



Exporters, Transporters, Third Party Sites and New Zealand Customs work together to ensure that the security of the export supply chain is protected.

As an SES member you are required to report incidents that may have compromised the supply chain and the security of an SES package or container.

Contact Customs 0800 428786 or email the below report to SES@Customs.govt.nz

Incidents may include but not limited to;

- Any container which has been tampered with, including any unauthorised goods located.
- Security plan has not been followed, resulting in an increased risk to export goods.
- Unauthorised entry to the site or suspicious activity targeted at export goods.
- Suspicious or unusual documentation changes or requests.
- Missing SES seals.
- A SES seal on a container has been damaged or removed (excluding when seals are replaced on site as part of container loading processes).
- Cybersecurity breaches that could compromise the supply chain or company data has been compromised.

Date and time when Incident occurred and identified.	
Name and position of person reporting incident and contact details.	
Details of incident being reported. If cybersecurity please specify issue i.e. successful phishing/ successful DOS attack/ etc. Is the issue resolved or ongoing and how has it compromised the supply chain. Has the incident been reported to the National Cyber Security Centre - www.ncsc.govt.nz/incidents/	
Container and Seal Number.	
Current location of container, is it secure?	
Export Entry number (if known).	
Confirm who else has been notified (other Government agencies, shipping agents etc.) and their contact details.	
Confirm the Third Party Site and contact details.	
Transport Operator who has transported/ is transporting the container.	