

‘Drivers’ CART Guide’

CARGO AND ROAD TRANSPORT SECURITY GUIDE

PRODUCED IN COLLABORATION WITH

RHA DHL RSA MOTORWAY BUDDY NaVCIS MAPLE

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FOREWORD

As a professional driver in the road haulage industry you are exposed to a multitude of different risks on a daily basis. For many such risks you will receive extensive training and advice on how to deal with such scenarios. Yet one area that is often overlooked, is that of security and cargo crime, which remains something of a taboo subject.



In truth, cargo crime is a wide and varying subject, in common with other criminal activity, security threats are ever evolving and it is important that collectively we acknowledge this threat and are aware of best practice to minimise this risk.

This guide has been produced to provide an overview of the varying threats that you may be exposed to as a professional driver, to help determine the level of risk and offer advice on how you can protect yourself, your vehicle / trailer and the cargo being carried.

THE TERRORIST THREAT

The threat posed by terrorism affects us all. The road haulage industry has itself felt the impact of an attack when commercial vehicles have been used as a means of terrorist attack. The National Counter Terrorism Security Office (NaCTSO), a national police unit that supports the 'protect and prepare' strands of the government's counter terrorism strategy, encourages everyone to help the police tackle terrorism and save lives by reporting suspicious behaviour and activity. As a professional driver, you too have an important role to play in protecting the UK from future attacks.

Previous attacks have shown how a terrorist incident can significantly impact confidence in our industry. The attacks carried out in Nice (July 2016), Berlin (December 2016), and London (June 2017) all involved commercial vehicles being driven into crowds, causing death and injury. These examples are extremely rare, but do occur within the UK and abroad. As a professional driver you can assist the police, security services and your community by reporting suspicious or unusual activity that you witness and may otherwise go unnoticed. Your vigilance in the fight against terrorism could help prevent an attack from occurring.



There are 5 different terrorist threat levels, indicating the likelihood of a terrorist attack in the UK. Visit mi5.gov.uk/threat-levels to view the current status.



Vehicle as weapon (VAW) acts are considered to be the most likely method of terrorist attack



If you've seen or heard something that could potentially be related to terrorism, trust your instincts and report it.

STAY SAFE (Run, Hide & Tell)

Police and security agencies are working tirelessly to protect the public but it is also important that communities remain vigilant and aware of how to protect themselves if the need arises.
National Counter Terrorism Policing is providing advice to the public on the steps they can take to keep themselves safe in the rare event of a firearms or other weapons attack (knife etc). You can view a short public information film called 'Stay Safe: Firearms and Weapons Attack' on the National Police Chiefs Council' YouTube account.
If you are caught up in an incident the advice is to 'Run, Hide and Tell' – guidance which can be applied to many places and situations.



RUN:

Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...



HIDE:

It's better to hide than to confront. Remember to turn your phone to silent and switch off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...



TELL:

Tell the police by calling 999.

SUSPICIOUS ITEMS – GUIDANCE FOR THE PUBLIC

- Do not touch
- Try and identify an owner in the immediate area
- If you still think it's suspicious, don't feel embarrassed or think anybody else will report it
- Report it to a member of staff, security, or if they are not available dial 999 (do not use your mobile phone in the immediate vicinity)
- Move away to a safe distance - Even for a small item such as a briefcase move at least 100m away from the item starting from the centre and moving out.

ACT - ACTION COUNTERS TERRORISM

With the increased terrorist threat, it is now more important than ever that everyone plays their part in tackling terrorism. Your actions could save lives. Don't worry about wasting police time. No call or click will be ignored. What you tell the police is treated in the strictest confidence and is thoroughly researched by experienced officers before, and if, any police action is taken. Any piece of information could be important, it is better to be safe and report. Remember, trust your instincts and ACT. Action Counters Terrorism.

HOW TO REPORT SUSPICIOUS ACTIVITY

Every year thousands of reports from the public help the police keep communities safe from terrorism. Even if you're not sure, it is best to report your suspicions so the police can investigate, action will only be taken after the appropriate checks have been carried out.

ONLINE

Reporting your suspicions online is quick and easy. You can report in confidence online via a secure form; www.gov.uk/ACT you can also choose to do this anonymously.

PHONE

Alternatively, you can call the police on 0800 789 321. All reports are kept confidential and like the online form you can report anonymously.

EMERGENCY

In an emergency, or if you need urgent police assistance, you should always dial 999.

WHAT SHOULD I REPORT?

HOSTILE RECONNAISSANCE:

Before initiating an attack, terrorists are likely to carry out hostile reconnaissance to gain intelligence on potential targets. Hostile reconnaissance indicators may include, taking pictures or video, obtaining drawings/plans and monitoring relevant locations or activities, particularly of security protocols and access/exit points.

STORING MATERIALS:

Terrorists may need to store equipment while preparing for an attack. Have you noticed anyone storing large amounts of chemicals, fertilisers or gas cylinders? Have you noticed anyone storing illegal firearms or objects that could potentially be weapons?

INSIDER THREAT:

Terrorists / Criminals have been known in the past to gain employment in target companies to assist a terror attack or criminal activity. Always report any suspicions about the behaviour of a fellow driver / employee should the need arise. Employers should have a robust recruitment system in place to reduce the risk of insider threats.

IMITATION OR IMPERSONATION :

Terrorists and criminals may seek to obtain information by means of impersonating law enforcement officers, government officials or even an employee. Look out for suspicious actions, conversations or individuals who do not belong or look out of place. Terrorist and criminal tactics may include the use of forged ID or documents.

SUSPICOUS VEHICLES:

Terrorists and criminals may be seeking to gain access to restricted areas, this could involve the use of cloned vehicles to avoid detection. Vehicles showing signs of incorrect livery, incorrect or inconsistent company details (eg website or phone numbers), out of place equipment or improperly displayed registration plates may be signs of suspicious activity.

CARGO CRIME

Cargo crime is big business. Criminals are lured by potentially high rewards, plentiful opportunities and the fact it is perceived as a relatively low risk crime. The true extent and impact of cargo crime is distorted by a lack of reliable and consistent data, in part due to the low priority afforded to it in comparison to more high profile offences.

The harsh reality is that cargo crime not only poses a threat to the goods you carry, but your own personal safety and ultimately if we are not able, as an industry, to curb the trend of increased cargo theft, to your livelihood. The following information may help you to reduce the risk to you, your vehicle and the goods being carried.

Cargo crime incidents increased 464% between 2015-2019*

60% of all cargo crime involves theft of goods from a vehicle / trailer*

Food & drink is the most commonly stolen classification of cargo*

GUIDANCE FOR GUARDING AGAINST CARGO CRIME

CARGO AT REST IS CARGO AT RISK:

Incidents of load theft are highest at night, whilst vehicles are parked at rest areas. Carefully plan where you take rest breaks and if applicable where you will park overnight (see section 3 for more on secure parking).

SECURING YOUR VEHICLES:

If your vehicle is fitted with security devices, take the time to understand how they operate and what your responsibilities are, do you need to apply a lock or set an alarm?

LOAD AREA SEALS:

It is common for tamper evident seals to be used on load area doors, if you stop at any point en route, you must check the status of the seal before commencing your journey once again, this will alert you to any potential security breach at the earliest opportunity.

SECURITY POLICY:

Does your employer (or company for whom you are driving) have a security policy in place? If you do not know or are unclear about any of the requirements, be sure to seek clarification from your manager.

DELIVERY POLICY:

Be clear about what paperwork is required. Who is responsible for unloading, do you need to be in attendance for the unloading process at all times? You should remain vigilant and mindful of deception techniques. Ensure that you are delivering to the exact location specified.

TAKE PRECAUTIONS & PROTECT YOUR SAFETY:

Make sure you are protecting yourself, do not neglect to do the basic things well. Never leave your vehicle unattended with keys in the ignition (unless instructed to do so for operational reasons), lock vehicle doors, (including cab doors when you are inside), never pick up hitch-hikers and only leave your vehicle when required.

KEEP DETAILS PRIVATE:

Cargo criminals can learn a great deal from social media accounts, quickly piecing together information to potentially identify targets. When using social media sites do not share any information about your cargo or location.

PLAN AHEAD:

Ensure you have sufficient driving hours to reach the intended destination and/or secure parking location. If not discuss alternative arrangements with the traffic office at the earliest opportunity. Also ensure you have sufficient fuel to complete your journey wherever possible, thus reducing the need for additional or unnecessary stops.

TRUCK STOPS & SECURE PARKING

The single biggest determining factor in minimising risk of cargo crime is the choice of parking location. The risk posed to you, your vehicle and its cargo increases exponentially the moment you stop.

In the last four years, according to the Transported Asset Protection Association's (TAPA) Incident Information Service (IIS), up to 70% of all recorded cargo crime incidents have involved criminals targeting vehicles in unsecured parking locations.

With a lack of available truck parking across Europe, planning ahead to identify approved and suitable rest areas is crucial to secure goods in transit operations. TAPA's IIS provides visibility of over 7,000 parking places in the UK and Europe which are participating in its Parking Security Requirements (PSR) certifiable security standard to increase secure parking capacity. The tool enables users to plan a route, see specific cargo crimes reported in local areas and provides details of nearby TAPA PSR secure truck parking sites. The European Commission also has plans to introduce a certified parking scheme in the future. The following driver resources can assist in identifying suitable parking locations, including notifications of any new sites or closures.

DRIVER RESOURCES

Transported Asset Protection Association

The largest global supply chain resilience Association. TAPA's Incident Information Service (IIS) and Secure Parking Operators Tool (SPOT) helps drivers plan safe routes, avoid cargo crime 'hotspots' and locate secure parking places. www.tapa-global.org

Motorway Buddy

A drivers' smart phone 'app' that helps drivers locate truck stops and fuel stations, the platform also features a cargo crime mapping tool.

TRANSPark by IRU

Database of European truck parking locations, together with a security rating & overview of available facilities. www.iru.org/apps/transpark-app

ESPORG

The European Secure Parking Organisation, provides details and ratings of secure truck parking areas across 15 countries. www.esporg.eu

SAFE & SECURE PARKING – SELECTING A SUITABLE LOCATION

CARRIER POLICY:

Be clear about the carriers policies e.g. Are there specific or preferred locations? Are you permitted to use motorway services? And are there any restrictions i.e lay-bys. Also establish what you are carrying, is it a hazardous, high-value or vulnerable load?

PAYMENT:

Familiarise yourself with your carriers / employers arrangements for payment of parking fees. Do they utilise a pre-paid account or are you required to pay? If so try to avoid carrying cash and instead use a debit or credit card.

LEGALITIES:

It may seem obvious but ensure that it is legal to park in the chosen location. Are there time constraints or are you restricting access? Is there suitable access for your vehicle (size, weight restrictions)?

IDENTIFYING A LOCATION:

Look for industry or government approved parking locations with recognised and certified security credentials (i.e. TAPA PSR) before considering other options. Always park your vehicle in as safe and secure a location as possible, avoiding dark and secluded areas. Identify locations that may offer security fencing or CCTV. Where CCTV is present, ensure that you are within sight of the cameras.

VISUAL CHECKS:

Ask yourself if the location looks safe? Are other vehicles parked there? If not, why not? Look for graffiti or any evidence of criminal damage in the local vicinity which may indicate that it is not appropriate.

STAY VIGILANT:

Be alert to threats. Watch for suspicious activity and report concerns to the police or your traffic office as soon as it is safe to do so.

PERSONAL SAFETY:

Ensure your phone is fully charged and has a signal – being able to raise the alarm in an emergency situation is vital. Always let someone know where you have parked, whether this is your traffic office or a relative and always lock cab doors when in the cab.

TAKE PRECAUTIONS:

When leaving the cab, always lock the doors and keep your vehicle keys on you at all times. When returning to your lorry, check for signs of any interference. Record your checks accordingly.

DEFENSIVE PARKING:

Be mindful to park defensively to minimise risk of criminal activity. If possible park close to another vehicle or obstacle preventing doors from being opened. Also be alert to the risk of fuel theft, park in such a way that protects and blocks access to fuel tanks, if parking in lay-bys, ensure the fuel tank is exposed to the traffic, thus making it more difficult for the thief to stay hidden.

HIJACKINGS AND THEFT FROM MOVING VEHICLES

It is an often held misconception that cargo crime is a victimless act. Whilst it is true that hi-jackings and cases of violence are comparatively rare, it would be wrong to suggest it does not happen or to ignore the threat completely.

In the case of hi-jacks, these extreme tactics are generally associated with attempted heists of high-value loads. Perpetrators involved with attacks of this nature can be expected to implement well-choreographed operations; the use of signal jammers is common practice, where their use is intended to create a temporary veil by preventing a monitored tracking system from sending alerts about route deviation, unscheduled stops or other suspicious activity.

Another extreme tactic that is gaining greater notoriety is that of 'theft from moving vehicles.' As implausible as it may sound, the technique involves the use of specially equipped vehicles that enable criminals to closely follow a truck or trailer during transit. The perpetrator then climbs onto the bonnet, opens the truck doors (often grinding through external locking equipment) and boards the vehicle, before off-loading contents to an accomplice behind. Initially this threat was treated with a degree of scepticism but ominously is becoming more prevalent.



2008 1st recorded incident of theft from moving vehicle



Hijacking incidents account for 23% of reported global cargo crime - incidents in Europe are less common.*



Theft from moving vehicles continues to rise, cited as the MO in 6% of cargo crime incidents in the UK. ±

GUARDING AGAINST HIJACKING & THEFT FROM MOVING VEHICLES



REMEMBER THE BASICS:

Lock and secure your vehicle before embarking on your journey, keep windows shut, and adjust mirrors to give you the best possible view. Do not stop for hitchhikers or to help motorists in trouble (this could be a ruse).



MOBILE PHONE:

Ensure that your mobile phone is fully charged before departure and keep it about your person (not on the dash or in the vehicle). You may need it!



REMAIN VIGILANT:

Watch for suspicious vehicles or unusual activity. Are you being followed? Have you seen the same vehicle before? If you suspect anything, make a mental note of any details (location, vehicle make etc.), if you have CCTV remember the time so footage can be reviewed.



CHECK YOUR MIRRORS:

Cases of theft during transit are difficult to spot as they are conducted in your blind spot. Watch for vehicles that appear to be following you, especially if they get too close. Perpetrators may use grinding equipment to open doors, so if you notice sparks, move lanes immediately.



REST BREAKS:

Do not make un-necessary or unscheduled stops. Where feasible, only stop in pre-determined rest areas, ideally specific lorry parks or truck stops.



VEHICLE SECURITY:

Guarding against hijacking is difficult but do ensure you are familiar with and trained in the use of any vehicle security systems that are present; for example panic alarms can help you to covertly raise the alarm if you are suspicious of certain situations or are under attack.



ROUTE PLANNING & VARIATION:

Hijackers target specific routes and loads, becoming familiar with regular movements and schedules. Consider varying the routes and times for undertaking certain journeys, especially if they are in or around known hijack hotspots. Where possible opt for routes that are on main motorways or highways which are covered by CCTV, which are less attractive to criminals.

IN THE EVENT OF A HIJACK

Do not attempt to resist. Follow instructions without resistance and do as the hijackers ask. Remember that assailants are usually armed and dangerous. Raise the alarm at the first opportunity and try to provide as much detail about your attacker and their vehicle as possible.

If you are concerned about any suspicious activity during a journey, contact your traffic office immediately and seek a safe place to stop.





BOGUS POLICE AND DVSA OFFICERS

In an effort to stop drivers en route, criminals have been known to impersonate police or DVSA officers (Drivers and Vehicle Standards Agency), often in replica vehicles. It is also commonplace for persons utilising this tactic to create a temporary diversion or road closure to minimise risk of detection.

Genuine officers usually stop vehicles in marked cars and they should have no objection to being asked to verify their details. You should be mindful that failure to stop for a genuine officer is an offence; thus, if you are suspicious about their identity, exercise caution. Look for signs or anomalies e.g. does the uniform appear genuine, are they wearing appropriate footwear etc.

If you are suspicious of the persons asking you to stop, you can keep your engine running, doors locked and windows closed until you're sure that they are genuine; Only ever pull over in a safe, well-lit, public place. If you have a vulnerable load card, use it and follow the below instruction:

USE OF DANGEROUS OR VULNERABLE LOAD CARD

Follow the below steps if you're suspicious about the identity of the police or DVSA officer whom has stopped you:

1. Ensure that your vehicle doors are locked, stay in your cab, keep the engine running, and secure the parking brake.
2. If you're in contact with your operating centre, tell them your location and the reason why you've been stopped.
3. Ask the officer to verify whom they are by an ID warrant card. If you are carrying a vulnerable load card, show them. It states that you are under instruction not to open the vehicle until you have confirmed their ID (name, number and station).
4. Dial 101 (if you are suspicious or concerned that you may come under attack, dial 999), tell the police what vulnerable/dangerous load you're carrying, your location, and the officer's ID. The officer will also contact the police control room to inform them that they've stopped you.
5. If it is a legitimate stop, by uniformed officers in a marked police vehicle, follow the officer's instructions.

DECEPTION THEFT

The vast majority of cargo crime incidents involving theft of goods are as a result of intrusion or forced entry but there are also more audacious scenarios where a vehicle's cargo is acquired without resistance or even delivered directly into the hands of the criminal.

TYPICAL EXAMPLES - DIVERSION & FRAUDULENT TECHNIQUES

ROUND THE CORNER THEFT

One of the oldest and most common examples of deception theft involves a perpetrator posing as an employee of the receiver. In doing so, they will seek to divert the driver to an alternative drop-off point with a seemingly credible cover story (i.e. the loading bay doors are broken, can you drop it off 'round the corner' etc...), whereby the goods are unwittingly off-loaded in to the criminals hands. A variation on this technique is delivery interception, where you may be asked to make a route diversion to make a part or full delivery, perhaps even at the roadside, usually for an urgent onward delivery or late running collection.

FRAUDULENT COLLECTION

This technique involves criminals impersonating truck drivers or carriers to gain entry to a depot with the intention of fraudulently collecting goods or hooking up to a fully loaded trailer. When executed seamlessly, a perpetrator can gain access and depart without ever being challenged. As a driver there may be little you can do to prevent such scenarios, however, you should be careful not to disclose too much information about who you drive for and what you carry. Be cautious if anyone asks too many or unusual questions, they could be attempting to gain inside information.

GUARDING AGAINST DECEPTION THEFT

CLEAR PROCEDURES:

Procedures for both collection and delivery of goods should be clear and well communicated. Take the time to understand what the arrangements are, particularly if this unexpectedly changes or differs from the usual requirements.

CONFIRM DETAILS WITH YOUR MANAGER:

If you are asked to deviate from the usual or scheduled delivery destination ALWAYS check with your own manager or transport office – Even if the request is from a colleague, bear in mind they themselves may have fallen victim to a scam so always question if the request seems legitimate and plausible.

WRITTEN CONFIRMATION:

If the delivery instructions do change, get written confirmation of the changes from senior staff of the original destination or from your employer, if it is refused or denied do not be discouraged, this is a common technique used in deception theft.

UNLOADING:

Never transfer the load into another vehicle instead of to the original destination, if requested to do so make sure there is a clear signature and printed name on all delivery paperwork and you are satisfied it is legitimate – always seek approval from your manager or customer.

VISUAL CHECKS:

If you are asked to deliver to an alternative location, look for signs that the new location is associated to the original. If the new location is for sale / to let or appears to be in poor repair, proceed with caution. Also be wary of any person asking you to re-route who acts with urgency.

CHECK, VERIFY, CONFIRM:

If in doubt, always check, verify and confirm details until you are comfortable.

CLANDESTINE ENTRY

In recent years the main cargo ports and the contributing arteries of the road network have come under intense pressure from migrants and their increasingly desperate attempts to board vehicles.

Under the Immigration & Asylum Act 1999 (section 32) both haulier and driver are liable for fines of up to £2,000 for each clandestine entrant that is found to be carried into the UK. This legislation is applied only to those who carry entrants to the UK knowingly or as a result of negligence or carelessness. If clandestines are found in a vehicle and carriers can demonstrate that they have employed and continue to use an effective system to prevent clandestine entry or can point to mitigating circumstances (i.e. duress), a person or company should not be liable for a penalty.

The following 10-point guide, issued by BorderForce and Clandestine Entrant Civil Penalty Team (CECPT) has been produced to encourage and assist drivers in following an effective system to prevent illegal immigration.

MIGRANT INCIDENT REPORTING LINE

The Road Haulage Association needs UK-bound HGV drivers to report any disruption, threats of intimidation or attacks encountered at French or other European, west coast locations. The objective is to gain information to strengthen the case for an effective solution to the problems faced by UK-bound hauliers. All information will be passed to UK Border Force.

+44 (0)1274 863 111

£1 billion in spoiled loads is discarded every year due to load infiltration

1 in 3 Vehicles crossing borders do not have basic security measures

57% of drivers claim stowaways have gained entry to their vehicle



BEFORE YOU START YOUR JOURNEY

1. Obtain written instructions on vehicle security, and a checklist, from your employer.
2. Watch the vehicle being loaded to ensure no unauthorised individuals enter the vehicle.
3. Check the fabric of the vehicle (bodywork, canvas) and note any damage on the checklist.

IMMEDIATELY AFTER LOADING

4. **For hard-sided vehicles:**
   Lock the integral doors and secure with a padlock.
   For soft-sided vehicles:
   Lock the integral doors and secure with a padlock. Apply a good quality tilt cord, secured with a robust padlock or a unique seal. Note the seal number on the checklist.
5. Check the panniers and secure with locks where possible. Also check the wind deflector and axles.

AFTER EVERY STOP DURING YOUR JOURNEY

6. **Check the fabric, roof and security of the vehicle:**
   - Physically pull the security devices to check they are intact.
   - Check the panniers, wind deflector and axles.
   - Check – is there any damage?
   - Check – have the security devices been tampered with?
7. If there is evidence of damage, tampering or unauthorised access, check the load and load-space, and re-apply security devices.

BEFORE YOU ENTER THE UNITED KINGDOM CONTROL ZONE

8. Repeat steps 6-7.
9. If it was not possible to secure your vehicle, conduct a thorough manual check of the load and load space.
10. Record the checks made on your checklist – at loading, after every stop and before entering the United Kingdom control zone.

ALWAYS:

- Be careful.
- Be alert.
- Carry spare security devices and checklists.
- Keep written instructions and checklists in the cab.
- Record checks made on a checklist.
- Alert the local authorities, Border Force or the police if you suspect that someone has entered your vehicle without your permission.

HOW CLANDESTINES TARGET VEHICLES

LOAD DOORS

The most common entry point targeted by clandestine entrants. Surprisingly many carriers fail to sufficiently protect this vulnerable area with BorderForce claiming that around half of all commercial vehicles either do not have security measures in place or they are not being used.

SEALS / PADLOCKS

Basic applications such as disposable seals and padlocks can be easily defeated and even manipulated to give the impression they have not been breached.

ROOF HATCHES

Clandestines will go to extraordinary lengths to avoid detection. There have been a number of cases where people have been found hiding in tankers carrying hazardous loads.

ROOF ACCESS

The roof is yet another location exploited by clandestines. When attempting to board a vehicle clandestines have been known to cut holes in the roof, to drop down and conceal themselves within the load area.

ROOF

There have been various sightings and cases where individuals simply hitch a ride on top of a vehicle itself by lying down and clinging on to the roof.



VEHICLE AXLES

Arguably this method, over any other, highlights the desperate measures taken in a bid to reach the UK undetected. Targeting road junctions when a vehicle is stationary, individuals climb onto a vehicle axle desperately clinging on– sadly this method has resulted in numerous fatalities.

CURTAINS

It is accepted that most persons attempting to board vehicles will carry knives or other cutting implements, thus soft sided vehicles are particularly susceptible to clandestine entry – more organised attempts will also see the temporary repair of the curtain in a bid to remain undetected.

STORAGE LOCKERS & PANNIERS

Methods to avoid detection are becoming ever more resourceful - storage lockers and even pallet carriers (or panniers) are increasingly targeted, particularly when drivers stop at rest areas or fuel stations.

WIND DEFLECTORS

The concealed location provides a 'perfect' hiding place that can be easily missed if not correctly inspected, allowing stowaways to go undetected.

LCV (LIGHT COMMERCIAL VEHICLES) CRIME

After a sustained period of relative calm, where vehicle theft had reached the lowest point for 48 years, there has been an alarming resurgence in van crime in recent years. From lock picking tools and electronic devices that are designed to override or bypass OEM systems, to code grabbers and key emulators, the weapons used by criminals are many and varied. These tools are all readily available and are becoming more and more common in their use to both steal vehicles and to gain access to a vehicles cargo area.

It is not just new techniques that van owners and fleet operators must guard against either. Physical attacks to vehicle doors are increasingly common, with 'peel and steal' attacks, where doors are literally forced open like a tin can, gaining particular notoriety. So too, theft of vehicle equipment, such as spare wheels and even catalytic converters have all been subject to crime waves in recent years.

With new van registrations on the rise and an anticipated 108% increase in van traffic over the next 30 years, this does seemingly signal a 'perfect storm' in the eyes of the career criminal. That said there are plenty of security measures and practical precautions that can help to prevent you falling victim.



Vehicle theft increased by more than 50% between 2014-2019 in the UK



A van is broken into every 23 minutes in the UK



57% of van fleet operators experienced some form of van crime during 2019

GUARDING AGAINST LCV CRIME

ALWAYS LOCK YOUR VEHICLE:

It might seem obvious but ALWAYS lock and secure your vehicle. You can have the most secure locking solution available but if you don't use it correctly or become complacent its effectiveness is completely lost.

KEYS ARE KEY:

Key theft is still a common method utilised in vehicle crime, so ensure that keys are always stored in a safe place and are never left on display. Refrain from keeping them near the front door where scanners or relay boosters may be able to pick up the signal, consider storing them in a metal box or anti-theft wallet that can block the signal.

PARK SECURELY AND DEFENSIVELY:

Ensure you park in as safe and secure a location as possible, avoiding quiet or isolated areas. If conditions allow, block access to load area doors by parking against walls or other vehicles – avoid dimly lit or secluded areas and ensure that vehicles are monitored by CCTV where available.

DON'T TAKE RISKS:

Do not be tempted to leave your vehicle in a vulnerable condition, even if you are only momentarily away from the vehicle e.g. leaving the engine running whilst de-icing windows or making a delivery. Never leave an idling vehicle unattended (which in most cases is illegal) or a loaded vehicle with doors unlocked.

PROTECT THE LOAD AREA:

Arguably, the wisest investment that any van owner or operator could make is that of an additional security lock on load area doors. The biggest draw for a thief is your load area (more specifically, its contents), so protect it and make it as difficult as possible for criminals.

MARK TOOLS & EQUIPMENT:

Criminals are often targeting tools and equipment stored inside a vehicle. Consider marking assets with a forensic marking kit. In doing so the items become identifiable as belonging to you, making resale on the black market next to impossible whilst increasing the possibility of the item being returned to you.

VEHICLE SPECIFICATION:

Carefully consider your vehicle specification. Avoid glazed doors which although convenient, are vulnerable and allow intruders to see contents; If possible, always opt for a solid interior bulkhead that restricts access to the load area and also consider if you really need signwriting which advertises potential contents.

NO VALUABLES STORED IN THIS VEHICLE OVERNIGHT:

Wherever possible, remove valuable items overnight. If this is not feasible, consider high-quality locks for load doors and lockable toolboxes inside for valuable equipment. Consider adding stickers that state 'No tools are left in this vehicle overnight.' Any deterrent, no matter how inconsequential it may seem, is better than no deterrent.

SECURE ALL ITEMS:

Don't forget to protect exposed or easily accessible equipment that could be attractive to thieves. Avoid leaving unsecured ancillary items, such as ladders on your vehicle. Loss of such items could greatly impact upon your day-to-day operations.

DOUBLE CHECK VEHICLE LOCKS:

Vehicle criminals are known to use jamming equipment that intercept the signal between the remote control and the van, thus the vehicle doors do not lock. Ensure that after you have 'locked' your vehicle that the doors are correctly secured with the locking mechanism engaged.

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FACTS Magazine: https://www.factsmagazine.co.uk/news/how-can-the-van-theft-epidemic-be-tackled/

FURTHER READING

Countering vehicle as a weapon: best practice guidance for goods vehicle operators and drivers, Department for Transport: https://www.gov.uk/government/publications/security-guidance-for-goods-vehicle-operators-and-drivers

ACT (Action Counters Terrorism), Counter Terrorism Policing: https://act.campaign.gov.uk/

Crowded Place Guidance, NaCTSO (National Counter Terrorism Security Office): https://www.gov.uk/government/publications/crowded-places-guidance

NOTICES

This guide has been produced by commercial vehicle safety and security specialist Maple Fleet Services, in collaboration with the RHA, DHL, RSA, NaVCIS and Motorway Buddy. It is the result of input from a wide range of experienced professionals from the transport industry, police and insurance industry with the sole intention of raising awareness of cargo crime risks and promotion of best practice guidance. It is an independent publication that is provided free of charge to commercial vehicle drivers and other interested stakeholders.

DISCLAIMER

The purpose of this publication is to provide insight in to the existing issues faced by industry, and the scale of the losses incurred to date, according to publicly produced statistics, and further to assist in minimising the possibility of loss from the risks referred to herein. It does not imply that no other hazardous conditions exist.

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The Drivers' CART Security guide is available free of charge to commercial vehicle drivers and other interested stakeholders, additional copies can be obtained using the following resources.

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Electronic copies of the Drivers' CART Guide can be downloaded from **www.cartsecurityguide.com**

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The guide can be downloaded via the drivers' app 'Motorway Buddy' which can be accessed via the Apple 'Appstore' or for Android applications, via the 'Play Store.'

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