



Cargo Security

Marine Risk Bulletin

In order to assist you with the successful operation of your business, this best-practice risk control bulletin provides information and support in the area of prevention of cargo theft. Non marine-cargo sites with similar risks will also benefit from the guidance provided.

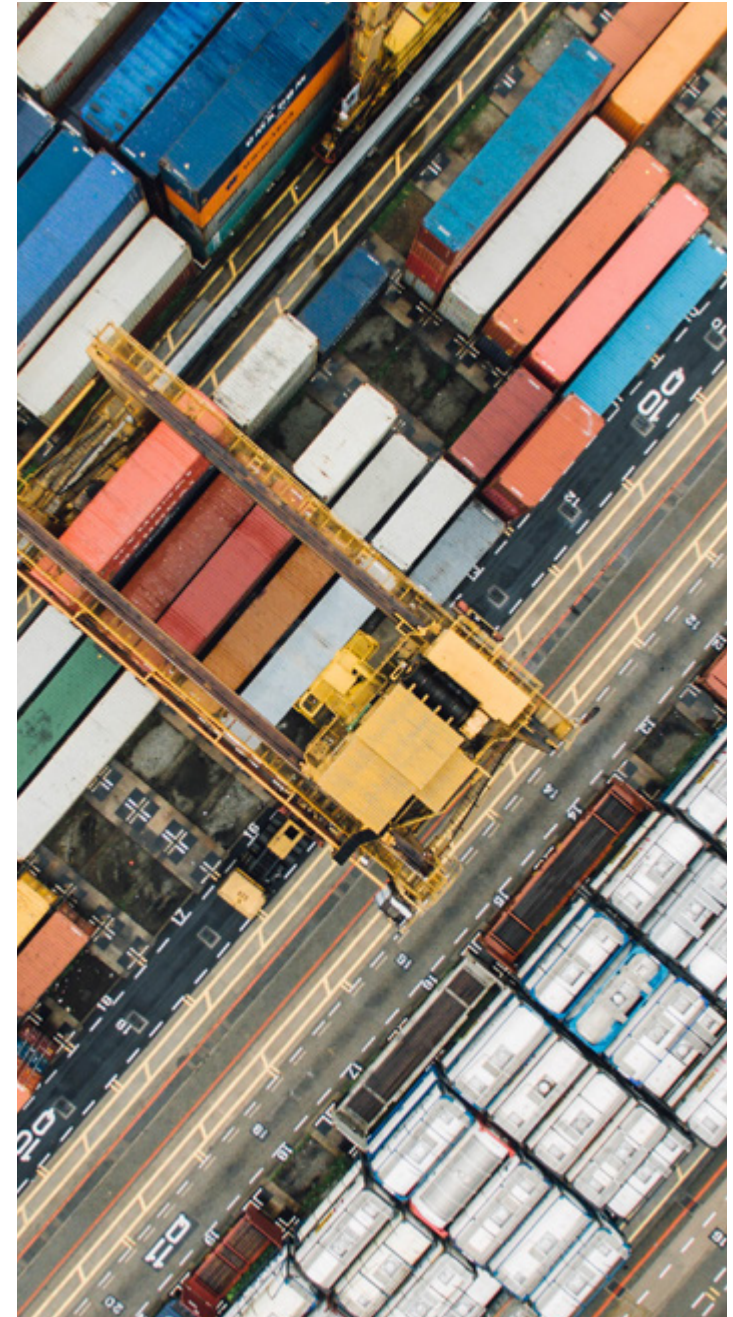
This guide makes reference to guidance and best practice published within the United Kingdom.

Drivers

- Exercise all due care in employing honest, reliable and competent drivers (see related Risk Control Bulletins on Agency Drivers, Selecting New Employees and Selecting Haulage Subcontractors).
- Drivers should be suitably trained on load and vehicle theft prevention, to include the points made in this guide; for example the **multilingual online training module Driver Safety and Freight Security Course**, supported by UK law enforcement team NaVCIS [National Vehicle Crime Intelligence Service].
- Include security instructions for drivers in a driver handbook and review this annually.
- All drivers should have at least mobile phone communication, which should have the relevant numbers programmed into it in the event of an incident e.g. the Traffic Office etc.
- Drivers should check their vehicle daily for any defects, especially for defects to any physical security e.g. locks, alarms etc.
- Drivers should not pick up any unauthorised third parties such as hitch-hikers.
- Communicate any specific security requirements specified by a customer to the driver so they are aware of these and/or take appropriate measures.

Parking – Instructions for Drivers

- Never leave keys in the ignition when the cab unattended.
- Properly lock and secure vehicles left unattended, including when on quick deliveries.
- Secure keys at all time when removed from the vehicle:
 - Never leave vehicle keys unattended.
 - If the keys are left at the operational base, they should, if possible, be kept in a secured, locked key cabinet in a secure, alarmed building.
- Under no circumstances should a vehicle be left unattended with the keys left hidden for collection by other drivers
- Drivers hours should be correctly monitored and adhered to, to avoid having to stop/park in areas that may leave the load vulnerable to theft.
- Vehicles/trailers should only be parked at a location with suitable security for the type of cargo being conveyed. To assist with the appropriate selection of parking locations consider using a secure truck parking App, or use parking locations certified by TAPA (Transported Asset Protection Association), or ESPORG (European Secure Parking Organisation) or via government schemes such as EU SSTPA [Safe & Secure Truck Parking Areas] or other online parking resources.
- Preference should be the use of account based solutions or cashless payment parking areas to avoid drivers needing to carry cash; and to ensure trucks are parked in more secure locations.
- Vehicles/trailers should not be left unattended in secluded areas, particularly at night.
- Aim to park near to other vehicles. Caution should be exercised however regarding the “Trojan Horse” type theft, where a vehicle parked too close alongside is used to transfer goods from one vehicle to another.
- Try to protect the load space by parking the rear doors against a wall or other vehicle to prevent entry
- Avoid publicising parking locations, or details of the cargo being transported on social media sites of any kind. This information can be used by thieves to identify potential targets putting the driver, load and equipment / assets at risk.

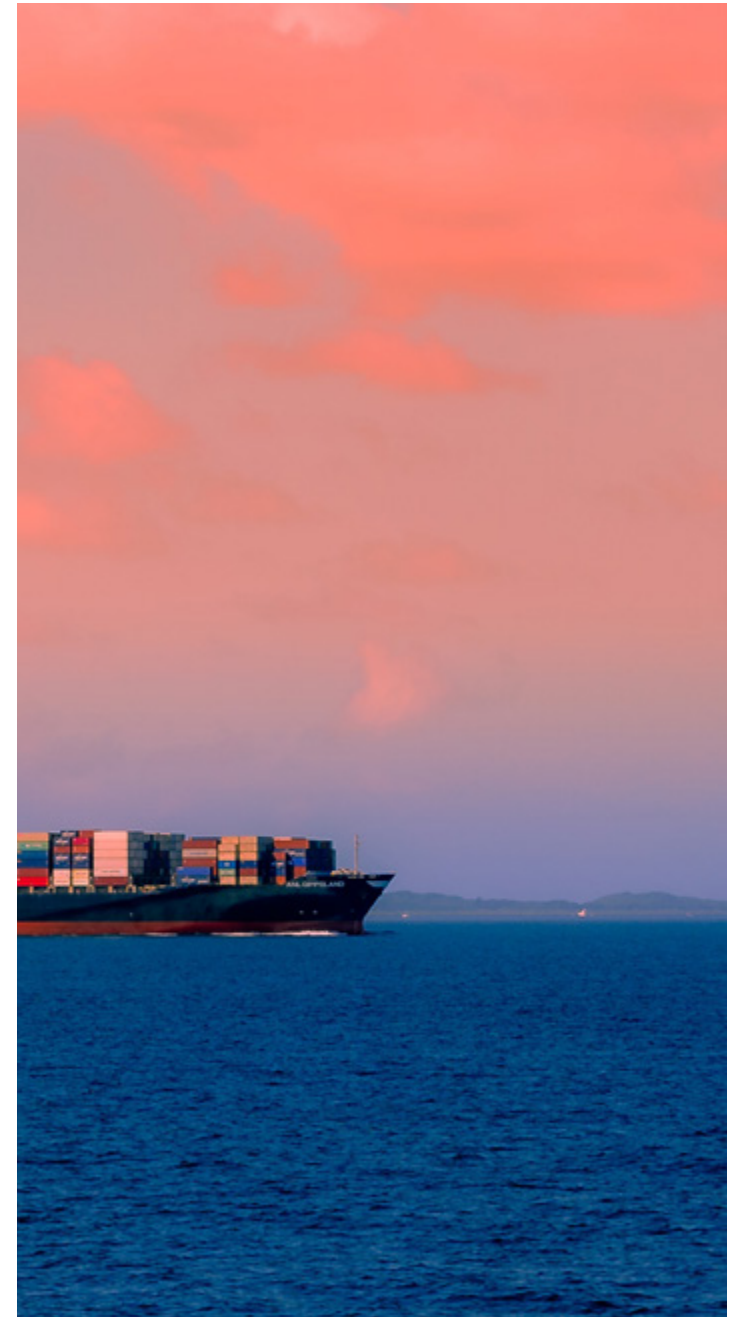


Physical Security

- Any security equipment fitted to vehicles (alarms/immobilisers/ locking devices) should be fitted in accordance with BS AU 209 (appropriate parts). Remember to refer to your insurance advisor to ensure suitable security equipment is fitted.
- Ensure retro fit security devices are those certified by Thatcham <https://www.thatcham.org/what-we-do/security-certification> and where possible installation is completed by a Security Systems and Alarms Inspection Board (SSAIB) accredited company.
- Anti-theft devices should be checked and serviced regularly (preferably by the installer) to ensure correct operation.
- Consider fitting cab tilt locks to prevent tampering with engine electronics and/or vehicle alarms/immobilisers.
- Detached trailers should be immobilised e.g. by king pin or airline lock.
- Consider fitting anti-slash curtains to curtain sided trailers/vehicles, or use hard-sided trailers where appropriate and practicable as an alternative.
- Consider the standard security measures fitted to new vehicles before purchasing/leasing them, and ensure the devices / products have also been certified via the **Thatcham Security Certification scheme**

Round the Corner / Diversion Theft:

- Always make appropriate checks if approached at or near the point of delivery and asked to deliver goods to an alternate destination.
- Never be fooled if a call is received on route asking you to deliver to an alternate location. Again, always make the appropriate checks.
- Never transfer the load into another vehicle instead of to the original destination if requested to do so.
 - Only release loads to properly authorised personnel. All changes in delivery plans must be authorised by a responsible senior person, for example from the Traffic or Operations Office.
 - The Traffic / Operations Office should also be aware of bogus callers trying to obtain details of loads, staff and destinations.



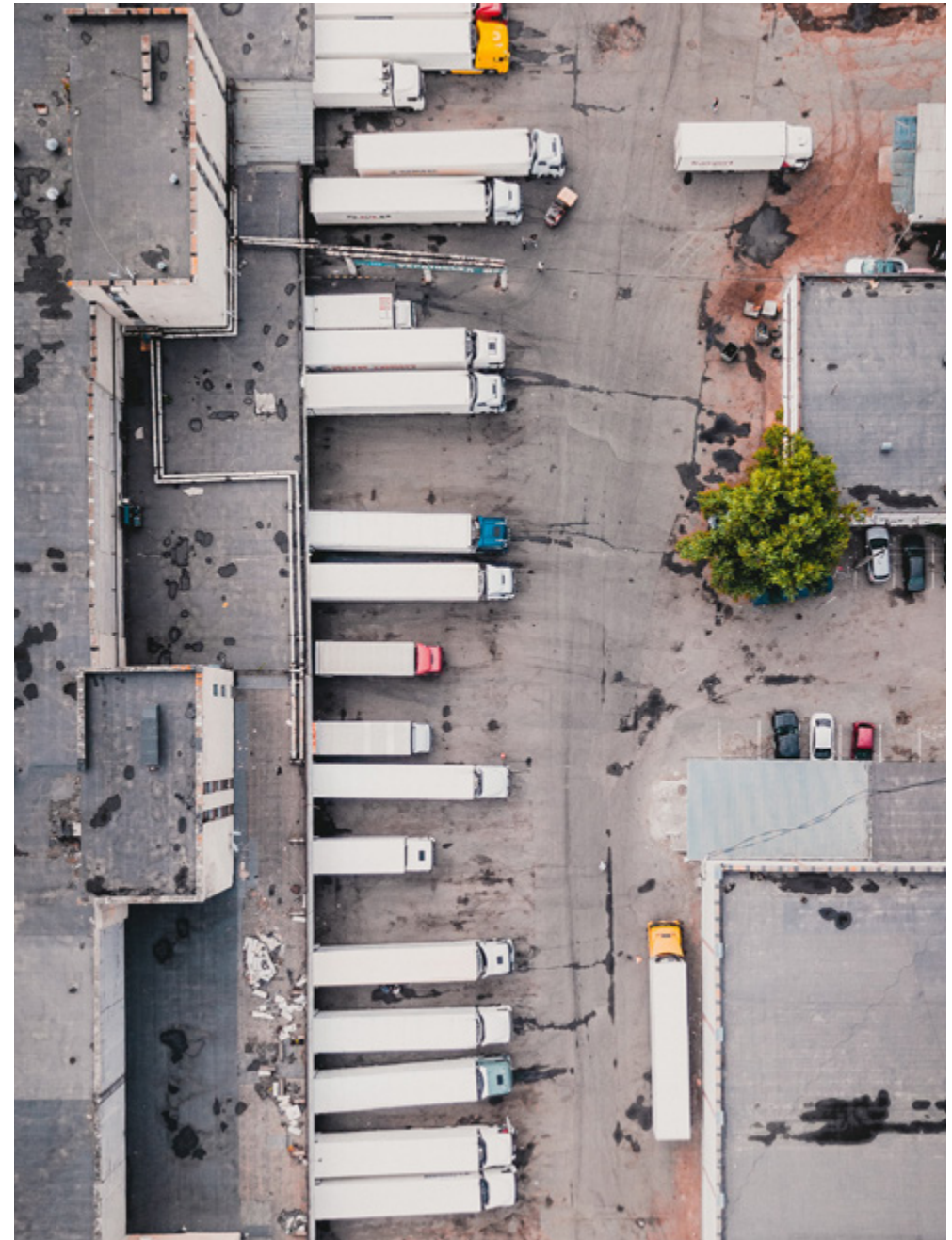
Freight Exchange Sites

Caution should be exercised in the use of such sites, with preference on the use of known, appropriately vetted subcontractors instead – Refer to Selecting Haulage Subcontractors for further guidance.

Theft From Moving Trucks

Recent years has seen the rise of thieves removing cargo from moving vehicles via sophisticated methods and adapted vehicles.

- Watch for suspicious vehicles or unusual activity.
- Are you being followed? Have you seen the same vehicle before?
- If the driver suspects anything, he / she should make a mental note of any details (location, vehicle make etc.), if CCTV is installed the time should be recorded so footage can be reviewed.
- Check all mirrors - Cases of theft during transit are difficult to spot as they are conducted in the vehicle's blind spot. Drivers should watch for vehicles that appear to be following their vehicle, especially if these get too close.
- Perpetrators may use grinding equipment to open doors, so if sparks are noticed, the driver should move lanes immediately.



General

- When possible, appoint a single person within your company to be responsible for security issues.
- Protect transport documents (in the office and in the cab) to avoid information falling into the wrong hands.
- Discussions relating to load or journey details should be on a “need-to-know” basis, again to avoid information falling into the wrong hands.
- Avoid pre-loading vehicles for early morning starts or leaving the vehicle loaded over a weekend.
- Consider whether the vehicle and/or trailer offer suitable security for the type of cargo carried.
- If a customer/principal is imposing security requirements, are they realistic and practical to comply with? If not, inform the customer/principal.
- Discussions relating to load or journey details should be on a “need-to-know” basis, again to avoid information falling into the wrong hands.
- If conveying high value or thief attractive cargo, additional security measures would be necessary – for example appropriate vehicle, trailer, and/or cargo tracking devices - covert or overt security escorts or double manning. Other considerations could include onboard CCTV camera systems, remote locking, or remote immobilisation.

For further advice please speak with your normal insurance advisor.

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