



Best practices

Road transport: Prevent the risk of theft

This document provides recommendations for reducing the risks of theft of convenience goods during road transportation.

Some products, such as high tech products, R&D, jewellery, temperature-controlled goods, etc. require additional special preventative measures.

The **Transport Risk Consulting** team of **Axa Corporate Solutions** is available to advise you and to help you best prevent the risks that are specific to your activity.

Contact: rm.marine@axa-corporatesolutions.com

The recommendations are classified according to their nature and the severity of the risks. The implementation of the recommendations of one level is additional to that of the level below.

This list of recommendations is not exhaustive and must be added and adapted to the company's activity and organisation. Constant vigilance and common sense are the best methods of prevention.

●	Basic Level	Basic or minimum measures required
●	Consolidated Level	Measures adapted to certain types of goods and/or areas known to be at risk
●	Strengthened Level	Prevention measures for shipments of valuable goods or goods that are easy to conceal
●	Exceptional Level	Protection measures for highly sensitive shipments

Minimum practices necessary

These recommendations constantly apply in all circumstances. They are aimed at developing and sustaining a culture of security within the company.

Arranging transportation

- **Choose a single manager** to supervise the daily negotiations and operations with the forwarding agents and the hauliers
 - A dedicated person, by developing know-how and extensive relationships with the hauliers, will help to achieve a better management of the transportation
- **Clearly define the service level** expected from the hauliers such as the possibility of subcontracting. A subcontracted shipment is no longer directly managed and has greater risks
 - You must make sure that you maintain control over the level of service provision
- **Limit the number of transportation service providers**
 - Working with the same hauliers on a regular basis means that they know your specific needs. They will make sure that they deliver quality services in order to maintain the business relationship
- **Arrange regular meetings** with transportation companies to analyse their performance and to set out your new needs
 - Redefinitions are preferable to crisis meetings. Anticipating your needs will prevent improvisation
- **The transport documents** must be strictly **distributed to and read by authorised staff only**. Where possible, send documents such as packing lists and invoices by email or by EDI
 - The networks of swindlers commonly take their information from easily accessible transport documents
- **Affix clear labelling** (origin/destination, etc.) on all packages and also a clear, appropriate packing list (check custom requirements)
 - Any confusion during the different stages of transportation causes the flow to slow down. Fluid and rapid transportation reduces the opportunities of diversion, deliberate or otherwise

Points to be checked

- **The transportation company must be well-established and recognised.** Check its registration in the trade register and the veracity of the client references that it mentions
 - This prevents the disappointment of your goods being picked up by a fictitious haulier
- **The transportation company must prove that it has a third party liability policy** that is in force and appropriate for the type and value of the freight carried
 - This confirms that the transportation company is indeed real and that, in the event of a loss, its insurance will be able to indemnify you



- **The vehicles provided must be maintained properly** and be topped up with fuel before leaving the place of loading. The driver must be able to drive over a long distance without needing a regulatory

→ This limits stoppages (breakdown, fuel top-ups, breaks) and reduces the risks of theft and breakage

- Insist that your transportation is **planned over direct routes** as far as possible

→ This avoids multiple transits and transhipments. Less stoppages and less handling means less opportunities for theft, loss and breakage



Consolidated Level

These recommendations amount to concrete actions intended to reduce exposure to the risk of theft in certain circumstances for the recurrent transportation of valuable goods in potentially risky areas.

Preparing for transportation

- Aggregate together small items and packages on pallets, securing them with the help of strapping, for example. Seals can be placed on the strapping.

→ Access to packages and handling them will be more difficult and any breakage of the packaging will be detected

- Make the merchandise anonymous: cardboard without inscription, black or opaque white film on the pallets

→ The identification of the nature of the load will be difficult

- Do not mention the type of merchandise and its commercial value in the transport documentation

→ This limits the information on the nature of the load

- Put seals on the doors of the semi-trailer or the vehicle

→ This dissuades the driver from going to visit the load and allows an intrusion in the vehicle to be detected

- Provide secure parking if the vehicle has to be loaded on the day before departure. Avoid, in all cases, loadings and departures on Friday and the day before a public holiday

→ Parking is the stage of transportation which is most exposed to the risk of theft

- Formalise the acceptance procedure. The addressee must sign the acknowledgement of receipt on delivery and indicate immediately if anything is missing. On the day of delivery, check with the recipient that all is in order. In the event of delay, contact the haulier immediately

→ A strict monitoring of the delivery times will reduce the number of packages on standby and the time that they are exposed to theft. In addition, by validating the delivery, the recipient becomes responsible for the security of his/her/its merchandise





- As a matter of priority choose transportation companies that use vehicles fitted with satellite location systems
- Rapid location will make the intervention of the police forces easier. The dissuasive presence of such a system should be taken into account

It is suggested that the following points are included in the transportation specifications:

The human factor

- Only trustworthy employees must be in charge of the transportation of your goods (the period of service in the company is a good criterion, with two years being a good indication)
- Only the driver is authorised to be in the vehicle's cab
- The haulier must be able to formally present security directives. These directives include the practices of the transportation and the procedures should an extraordinary event occur
- The drivers must have undergone training in security. They must have a security manual / control checklist
- A trustworthy and trained driver will be a strong factor in making the transportation secure



Equipment

- Insist on rigid semi-trailers or semi-trailers with a non-tear tarpaulin
- The majority of thefts occur after the tarpaulin has been torn in order to identify the nature of the load
- The driver's cab must be permanently locked (even during loading and unloading)
- This reduces the ability to steal the articulated lorry (or vehicle) and its load if it is unattended
- Make sure that no item of value is on view in the driver's cab (mobile phone, money, MP3, etc.)
- Do not attract thieves' attention in the articulated lorry / vehicle
- Have the trailer fitted with a security (key or combination) padlock
- This makes access, and thus, the identification of the merchandise, difficult
- The driver will be equipped with a mobile phone or a device which enables him to communicate 24 hours a day, 7 days a week, with a list of emergency telephone numbers
- Rapid alerting allows for swift intervention which increases the chances of finding the merchandise



Organisation and operation of the transportation

- Predefining the driver's route and insisting that he takes it
- Leaving the driver to decide on the route is a breach in the security mechanism





- Identify the secure parking areas (guarded ones). Plan all stops, breaks and night stoppages before leaving. In the event of an unexpected short stop, the driver will keep all doors locked, even when he speaks to fellow drivers
- The vast majority of thefts take place on occasional non-secure parking areas
- For parking, systematically back the vehicle up against a wall, a pillar or a fence, under a light and within the range of surveillance cameras wherever that is possible
- Difficult to access and in clear view, the vehicle will not entice thieves
- Favour convoy transits if more than one vehicle is necessary
- There will be joint surveillance of the merchandise and individual questionable or indiscreet acts will be reduced
- Forbid the transfer of merchandise between vehicles, other than in an area duly deemed to be secure or if the merchandise is threatened (breakdown, fire, etc.)
- That would amount to immobilising and exposing the merchandise to the world and the exposure to theft becomes very high
- If a transshipment is unavoidable, the goods must be transferred from lorry to lorry when they are parked back to back, under appropriate security conditions and if possible on a secure site
- This is a situation of vulnerability which must be made secure
- The driver must make sure that he delivers the load to the right place and to the right person. If the delivery instructions are changed, the driver will firstly validate this information with his normal manager. The transport operations manager must, beforehand, obtain written confirmation of the new delivery terms and conditions and advise the driver of these.
- A last minute verbal notification regarding a new place of delivery is very often a precursive sign of a malevolent act
- Wherever possible, the driver himself must supervise the loading and unloading operations
- This makes the driver responsible and he cannot say that the theft took place before or after the transportation. Furthermore, the driver validates (or corrects) that the load is in line (quantity and quality) with what is declared on the transport documents

Strengthened level

These recommendations apply to the transportation of easy-to-steal goods of a total value of more than € 2,000,000 in a high risk area (South America, Central America, countries of Eastern Europe, sectors with a high rate of thefts in Europe, etc.). They entail technical investment which must be in line with the economic stakes of the transportation and the consequences for the company of the disappearance of the merchandise

- Analyse incidents regularly in order to adapt the security procedures as often as necessary
- Reinforced security requires reactivity to incidents and constant anticipation in order to face up to the ever evolving threats

We suggest that the following points are included in your transportation specifications:

Equipment

- The trailer will be fitted with a real-time satellite location system configured in coridor mode. The alerts will be managed by specialised service companies with which the procedures have been checked and tested
- An immediate alert by locating the incident precisely increases the chances of success of an intervention and the recovery of the merchandise
- All lorries / trailers must be fitted with security (key or combination) padlocks which cannot be opened by the driver. Only the person responsible for receiving the goods can open the doors. All codes must be changed on each trip
- This measure dissuades the driver from “visiting” the load and in the event of theft these additional locking arrangements will slow down the opening of the doors and the unloading operation
- An audio-visual alarm which can be triggered by a panic button on the lorries is desirable. A silent alarm activated by a hidden button should be considered
- An audible alarm in a frequented place will make the thieves flee, whereas a silent alarm will allow “expert” and swift action from the police force
- The trailer must be identifiable by its roof (distinctive sign, registration, etc.)
- Searching for the vehicle from the sky is possible without the thieves knowing (police helicopter, for example)



Organisation and operation of the transportation

- Do not leave the vehicle unattended at any time, from loading through to delivery
- Active and responsible monitoring by the drivers is the most effective security method
- Ban night-time trips
- Night-time is more favourable for thefts and attacks





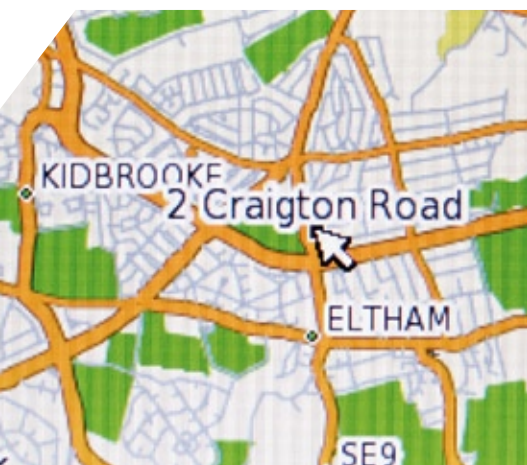
- The driver will drive as quickly as road safety, the condition of the roads, the traffic density and regulations permit. Motorway routes will be favoured
- A convoy / rapid vehicle attracts less attention and is more difficult to stop
- Establish routine communication procedures between the vehicles and the security managers. Sudden checks and scheduled checks will be set up to verify that everything is running as agreed. The questions / answers will be simply coded; “everything’s going well” as a standard response and “there is no problem” to discreetly indicate that help is needed
- In this way, there is truly active control of the risks
- Ask for police presence where appropriate if the vehicle has to be immobilised outside of a protected site (for example on the public road or a public car park)
- This effectively gets round an unplanned and/or non-secure immobilisation
- Favour 2 drivers for long distances
- Reducing stops also reduces the risks of thefts

● Exceptional Level

An exceptional situation requires exceptional measures. Each trip requires specific preparation which is appropriate to the circumstances. Here, however, you will find some recommendations which must be added to depending on the merchandise and the context. At this level, theft or loss of the freight is unacceptable

Here is a list of the requirements that you can legitimately ask of your service providers:

- Choose a different route for each shipment and advise the driver of this before departure
- This measure is an obstacle to the planning of any theft without internal complicity
- Regularly check the solvency of the drivers used
- Trustworthy employees could be vulnerable to pressure forcing them to collaborate with crooks
- Insist on a real-time, coridoring and alerting geolocation system in the event of prolonged or unexpected stops for each vehicle. The alerts will be managed by specialised companies based on concerted failsoft procedures
- The vehicle autonomously passes on all of the parameters reporting the progress of the transportation





- Consider the use of an armoured vehicle fitted with anti-puncture tyres
 - This equipment makes an attempted forced stoppage of the vehicle less certain
- Hide satellite tracking equipment in a pallet or a box in order to locate the goods in the event of theft if they have been unloaded from the vehicle
 - In the event of theft the merchandise itself can be immediately located without the thieves knowing and this allows recovery actions to be launched
- For critical areas or for sensitive freight, ask the local authorities for an escort or, failing that, hire the services of a private company whose quality and integrity will have been previously assessed. The local authorities will be advised of the transportation of valuables insofar as their reputation locally is good and incorruptible
 - In some countries / areas, an armed escort may be an indispensable preventative measure in response to a really aggressive and often armed threat

Best practices

Experience feed-back

Risk focus

Warning

