CRIME PREVENTION SERIES

Delivery Driver Security

NATIONAL BUSINESS CRIME CENTRE

Reducing crime through partnership and prevention

With the growth of online shopping, delivery vehicles are being targeted by offenders, including organised crime groups, due to the expensive goods they carry.

Methods to access the vehicle have also become more organised and sophisticated and on occasions drivers have been threatened. This guide sets out some basic guidance of what can be done to safeguard the driver and the vehicle.

What's in this guide

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- Stay Alert
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- Remove Valuables
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TOP TIPS

- ☑ Check your insurance.
- ☑ Stay alert.
- ☑ Always lock up.
- ☑ Remove valuables.
- ☑ Upgrade physical security.

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Check your vehicle is properly insured

All vehicles need to be covered with insurance, but you need a tailored policy that reflects the unique needs of your business and protects against the associated risks. After all, you don't want to be left out of pocket should anything happen to your van.

Stay alert

If you spot a suspicious vehicle following you, don't exit the vehicle. Keep doors locked, keep moving, and call the police. Consider installing a dash cam as they may be a deterrent and could also capture key evidence.

Ensure your mobile phone is fully charged, in case you need it in an emergency. If something does not look or feel right, do not make the delivery.

Agree a daily delivery plan with employers or, if independent, with a family member and check in with them regularly. If possible, when out delivering consider using alternative routes rather than always going the same way.

Be aware of distraction tactics used by offenders, examples include delaying drivers returning to their vehicles by engaging in conversation whilst their co-offenders attempt to access the vehicle e.g. by drilling the locks.

Be vigilant of vehicles driving erratically and consistently following the delivery vehicle, this may be single or multiple vehicles, where this is suspected contact the police as soon as possible.

Always lock up

Always take the keys out of the ignition and lock your vehicle - It takes seconds for a thief to get into your van and make off with something valuable or the van itself.

Consider installing a tracker – if the worst were to occur and your vehicle were to be stolen, a tracker might enable officers to quickly locate it.

As a courier, you'll be parking up numerous times every day to deliver goods to your customers. It's not feasible to park in secure public car parks each time, but you should still try to find the safest spot every time you stop.

If possible, avoid dark or quiet streets, instead opting for well-lit areas with lots of people around and ideally in view of a CCTV camera. If you can block some of the doors when parking up, that's also a bonus.

At the end of each shift, it's far more secure to park your van on a driveway if you have one, or even better, in your garage. Again, you could see your insurance premium lowered if you state that you park your van on your private property as opposed to a public road overnight.

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Remove Valuables

Always remove valuable items where possible. Make sure that no valuables are left on display when leaving your courier van (for any amount of time) and fully close all of the windows.

Even when parking on your driveway overnight, it's a good idea to remove items like sat-navs, stereos or dash cams if they aren't built into your vehicle. Signs and stickers stating 'no valuables left in this vehicle overnight' are a good deterrent.

Upgrade Physical Security

Upgrading locks and alarm systems will provide your vehicle and contents with additional security.

If your dealer notifies you of vehicle security upgrades, ensure you install them.

Installing Window Grilles, Blanks and Bulkheads prevents thieves from seeing what is inside your vehicle. A window Grille will prevent access if the window has been smashed.

Doors are one of the most vulnerable areas on delivery vans and they can sometimes be forced open, so consider installing a stoplock or a slam lock to help make it harder for criminals to get inside.

Conflict Management

On occasions offenders seeking access to the delivery vehicle have approached the driver, consider introducing conflict management training for drivers and employees to deal with the threat and de-escalate any incidents. It is always advised that offenders should not be tackled.

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Always Report Crimes to the Police

Always report crime to police. This allows police to capture the data and understand the full scale of the crime, which in turn informs their resources and tactics to tackle it. Where a parcel has been stolen, and no violence has been used, this should be reported as a 'theft of mail'. Where violence has been used or threatened please make this clear when reporting the incident.

When a crime is taking place, dial 999 in an emergency.

You can also report to the Police on 101 or alternatively, you can report online at www.police.uk

Helpful resources

Police recommended security products can be found at **www.securedbydesign.com**