CITS Guide for Theft Prevention

CITS – Combined Industries Theft Solutions

C/o Construction Plant-hire Association
27/28 Newbury Street, Barbican,
London, EC1A 7HU

www.theftsolutions.org

With the ever-growing threat from organised gangs, criminals and opportunists, plant and agricultural plant and equipment is always at risk to theft.

The methods adopted by criminals can range from using fake documents or identity theft; or simply removing machinery from sites, depots and farms.

To tackle the on-going threat of theft and fraud, a crime prevention forum called the Combined Industries Theft Solutions (CITS) was formed. This is made up of representatives from Trade Associations representing industry, the Home Office, Insurance providers, Major Contractors, Finance Houses and Manufacturers. CITS is represented by UK Police including National Roads Policing and Specialist Crime officers from Scotland Yard.

These organisations, together with representatives from the after-market security manufacturers have drafted this guidance document, to assist owners in identifying the risks to their assets and outlining the various methods they can use to protect them.

Those organisations that have contributed to this document can be found on the back cover of this document.

Best Practices to Prevent Equipment Theft

A. ORGANISATION:

Educate and instruct your employees and regularly review your internal procedures to ensure they remain effective. (Train new employees and regularly check existing employee's knowledge on your company's anti-theft measures).

1) Educate and instruct your clients and their employees (promoting anti-theft culture through information and documents).
2) Check the trustworthiness of your business partner (think of 'illegal appropriation'!).
3) Check the trustworthiness of the transportation company you are using
4) Keep the equipment's documents in a secure place.
5) If you perceive something suspicious and out of usual working practices, inform your superiors immediately and contact the police.
6) Act fast in the event of a theft: Contact the police and an appropriate monitored security provider, bring a charge against the (unknown) thief/thieves; inform your insurer; have your equipment documents ready.
7) Write down a detailed description of your equipment (classification, serial number, etc.) and complete it with high-quality pictures.
8) Join and work together with associations (like the ERA and or National Rental Associations) involved in plant theft fighting.

B. LOCATION:

9) Provide secure containers where the equipment can be stored overnight.
10) Safeguard the construction and company site with guard service, barriers/security fencing and/or video surveillance systems.
11) Ensure your equipment keys are kept in a safe place. Develop internal delivery procedures for all equipment keys and security devices.
12) Securely position, Lock and link smaller equipment together.

C. PLANT EQUIPMENT:

13) Mark and register your equipment with an approved system such as the recognised, official CESAR marking and registration.
14) When new equipment is bought, examine all the identifiers and anti-theft devices. Securely record all details: numbers and locations of these identifiers.
15) Make use of mechanical anti-theft devices (wheel clamp, gear shift lock, etc.).
16) Make use of mechanical or electronic anti-theft and recovery devices.

Your machines are your assets – keeping them safe will save you money!

Appendix

Appendix I

Examples of Best Practice in Positioning and Securing Equipment

Appendix II

The ISO 10261:2002 Standard - Information about the international standard on unique machine numbering and identification

Appendix III

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Site Photos without Facilities or Activity – a reason to doubt.

Appendix 1: Examples of Best Practice in Positioning and Securing Equipment

Trailer and tow hitch locks prevent the removal or by using the machine bucket helps to protect the tow hitch; which in either event helps to prevent theft.

When leaving equipment overnight on sites, secure small portable equipment under the boom arms of mini-excavators, then use immobilisers or hydraulic locks to prevent removal

If the equipment is not going to be used while, then we advise that not much fuel it.

If the mini-excavator is left overnight, remove it from the trailer. Slew the cab 90° and extend the boom arm. Use immobilisers and / or hydraulic locks. This makes the machine impossible to remove or lift away. Note the presence of an approved registration scheme, (e.g. The CESAR Scheme) and corporate identity. Criminals dislike stealing this type of equipment due to the expense of changing the unique branding.

By securing equipment together, this helps to prevent either item being lifted or dragged away.

Use immobilisers and/or hydraulic locks with chain and padlocks. Activate all electronic and movement alert devices.

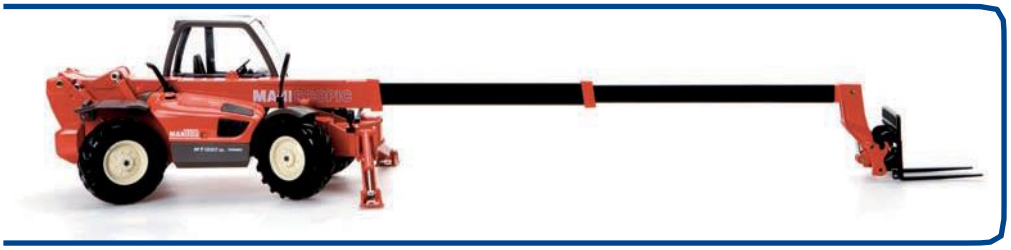
To make it difficult for criminals to break in to your portable store, we suggest positioning a machine in this manner. This will not only make it difficult to break into the store but will stop the store from being lifted.

For attachments where applicable fit with theft recovery devices and security marking to aid location, recovery and identification. Weld plant numbers and company logos/details to aid identification.

Secure trailers and equipment to each other or to road furniture. Lift all chains from the ground to prevent easy attacks and purchase for cutters / bolt croppers. Invest in good quality approved chains and padlocks.

To make the thief's life harder – equipment is removed from the trailer with boom arms extended and immobilisers and/or hydraulic locks set preventing the ease of theft.

If considered safe to do so, Boom arms and legs are extended, and immobilisers and /or hydraulic locks set. The telehandler now becomes nearly impossible to remove quickly by theft.



And how not to do it!

This machine will be stolen in a number of seconds...not locked, no electronic security fitted, no marking and registration scheme fitted, and no hitch lock installed.

This would be an expensive mistake.

This may seem obvious, but it can be a familiar sight on construction sites.

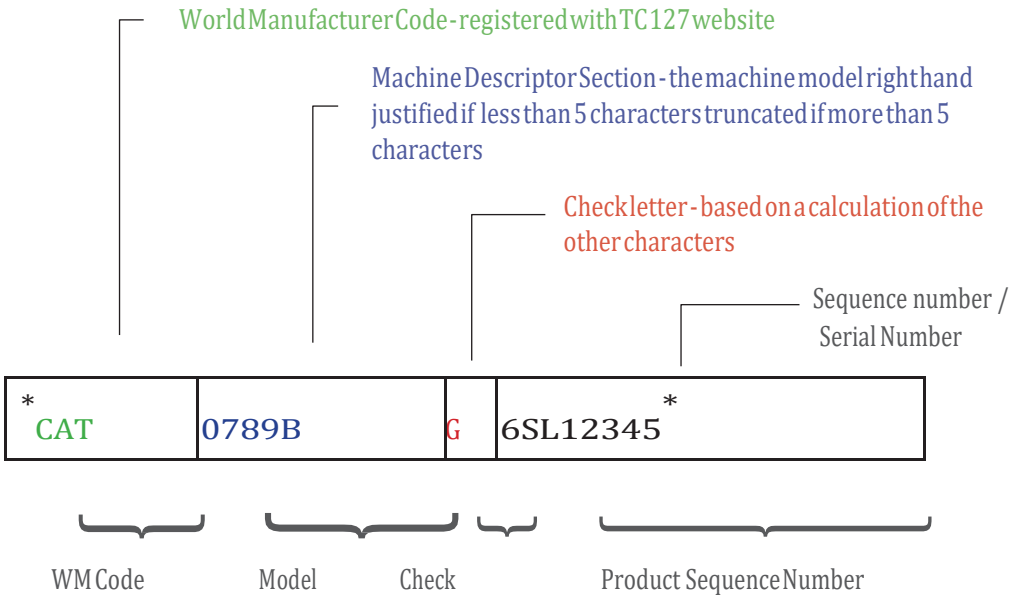
You would not leave your keys in the ignition of your car or commercial vehicle - so please make sure that you remove the keys out of the ignition switch as soon as possible and when not in use.

Appendix II: The ISO 10261/ 2002 Standard

ISO 10261/2002 is the International Standard which specifies the requirements, content, structure and location of a unique product identification numbering system for all earth-moving construction machinery and agricultural machinery.
When purchasing machinery, the ERA advises members that it is best practise to make sure that the machinery or equipment purchased is marked, stamped and or identifiable to this ISO 10261/2002 standard.
These unique numbers are very important, and you will need to keep records of these numbers to inform the Police or Law Enforcement Agencies if your machine or equipment is stolen.
These unique machine numbers, the machine make, model and description plus your company or organisation contact details can also be recorded with an approved registration scheme and database.

Revision to ISO 10261/2002

New 17 Character PIN - "3518" PIN Format



The font should be Posident or similar (OCR-B) to avoid possibility toalter characters.
Each machine shall bear the following minimal information, in a legible and indelible condition:

a) Name and address of the manufacturer
b) Mandatory marking
c) Designation of series or type
d) The serial number e.g. PIN according to ISO 10261:2002
e) Year of manufacturing
f) Net engine power, expressed in kilowatts (kW), according to ISO 14396:2003
g) The operating mass, expressed in kilograms, according to ISO 6016:1998

Appendix III: Education and Training of Employees and Customers

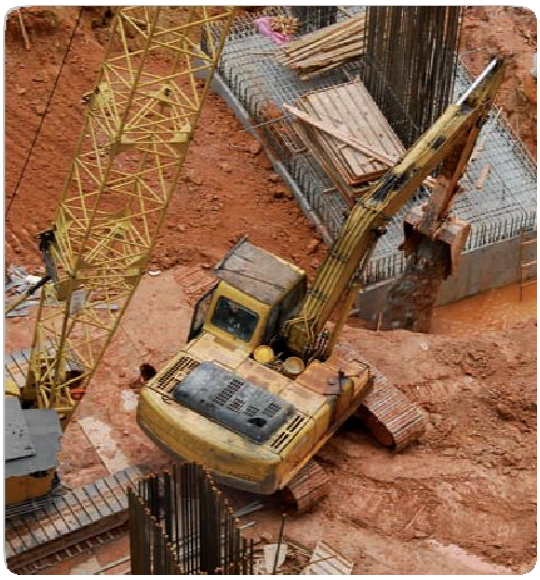
Equipment theft is a very real problem causing considerable harm and generating considerable criminal profits. Most equipment theft is caused by organised criminal activity. Fraud and cloning of equipment are also avenues for criminal activity.

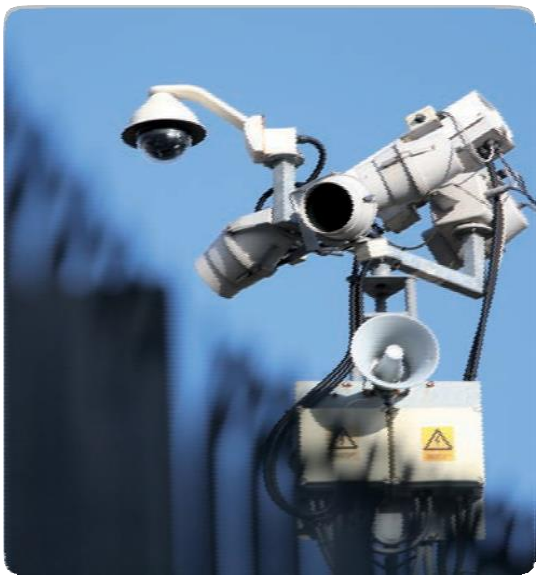
Work together to promote security by educating the users, employers and employees on their personal responsibility regarding security of equipment and where it is stored.

The following advice may help you to establish an 'anti-theft culture' within your company and show your anti-theft attitude to all of your stakeholders. Your employees have to be fully aware of the importance of a proactive anti-theft behaviour and they need to know that there will be serious consequences if they do not comply by the rules that your company have laid down, this should be set out by company policies and risk assessments (See Appendix V).

Your employees are only one part of the equation. The actual users of your equipment – your clients – need to know about the risks and dangers of equipment theft and how to fight it. They need to know that they are financially liable for the lost equipment, as well as the delays this will cause the client in completing any work on time.

Where equipment is to be rented out, sensible and practical rental procedures for authentication of customers are in force and audited at regular intervals in accordance with specific guidance provided by and available from most National Rental Associations.





A. Company Education and Training

- Provide a list of theft prevention guides and working procedures for your employees according to your risk assessments – especially for new employees, (i.e. Physical, Electronic and Human).

- Provide anti-theft training and regular updates for your employees:

  - *Considering the significance cost of equipment theft has to the company.*

  - *The training should be conducted on an annual basis.*

  - *There has to be a strong focus on how to behave and what to do to prevent theft.*

  - *Carry out due diligence checks on your customers.*

  - *On completion of the training there should be a short examination to ensure the participants understand the content of the training; a certificate should be handed out only to those who have passed the test.*

- A nominated employee should act as the company's contact person on equipment security.

- The CITS or National Rental Association guidance documents should be widely available within your company.

- The 'CITS or National Rental Association Guide for Theft Prevention' should be referenced on the company's notice board.

- Develop an effective 24/7 contact and emergency response for the event of equipment theft.

- Clear identification of the rental company by use of company brand.

- Keep accurate records of equipment identification numbers and other identifying features and appropriate photographs.

- Engage with law enforcement representatives and invite them to talk about the latest trends of equipment theft and to find ways of co-operation.

Equipment theft is an ongoing problem; therefore, continuous education and training is a must within the company.

B. Client Education

- Provide relevant company security hire documents and/or the CITS anti-theft documents and/or your National Rental Association anti-theft literature to your clients.

- This literature contains the key actions to prevent equipment theft such as:
  - *Clients should complete a risk assessment and take all appropriate measures to reduce their risk.*
  - *Ensure the machine is already marked and registered (i.e. with a recognised scheme).*
  - *Fit security devices such as portable (non -wired) theft recovery tracking products as an addition to already installed telematics and other installed tracking devices.*
  - *Always remove keys when equipment is not being operated, (i.e. good key security).*
  - *Remove equipment from site (or lock it into secure storage) when not in use.*
  - *Ensure the driver/operator uses the security measures if available.*
  - *'Secure equipment together or to road furniture'.*
  - *Remove the equipment from trailers.*
  - *Fit physical restraints.*
  - *Do not leave the equipment at high risk / unoccupied locations.*
  - *Act fast in the event of a theft – Report to law enforcement, obtain a crime reference number, alert the 24/7 security providers call centre.*

- Inform your clients about the economic loss they would face in case of a theft and the negative overall effects on their business: One cannot complete a job properly and on time if the necessary equipment has been stolen. This will not only affect your client, but other organisations involved with your client.

- Encourage your clients to:
  - *Establish staff incentives and penalties for good security practices.*
  - *Review and change the security arrangements as site circumstances change.*
  - *Use locked containers for the equipment.*
  - *Use on-site or remotely controlled CCTV systems linked to flood lighting.*
  - *Fit cab screens to equipment.*
  - *Use security fencing.*
  - *Use anti ram raid measures (including concrete blocks, high kerbs etc.).*
  - *Use anti climb measures.*
  - *Educate and instruct their staff regarding all anti-theft measurements.*

Additional information on practices to prevent equipment theft are available in the other appendixes of The CITS Guide for Theft Prevention.

Appendix IV: Plant Equipment - A General Guide for Anti-Theft Systems and Registration Systems

Introduction

Anti-theft devices are primarily designed to recover equipment or secure equipment against theft, but they may also make a contribution to safety by allowing authorised users only to operate a machine and protect from a fraudulent use either by a non-qualified /non-authorised person or by members of the public. This prevents exposure to public liability claims, injury or even death of persons external to the industry.

In terms of safety, such devices must not be interfered with, or prevent the operation of, standard safety features on equipment.

In reviewing the different options, attention shall be paid not only to the unit value of each device and/or system but moreover to its proportional value compared to the value of the equipment and whether it is 'Fit for the Purpose' intended. A good 'value for money' exercise is to evaluate how long the security system will resist attack from thieves. Security recognised accreditations can be used in assisting companies with this process.

Generally, rental operators should pay attention or give preference to accredited systems.

This document looks at the following currently available categories of anti-theft systems and devices:

- Physical theft prevention systems
- Marking of equipment
- Equipment immobilisation systems
- After-theft recovery systems
- Alarm systems

The last part of the document also briefly examines which technologies may gain widespread market application in the near future.

1) Currently Available Systems and Devices

1.1 Physical Theft Prevention Systems

Such systems, widely known as physical restraints can be used for most types of equipment but are used more particularly for large tracked and wheeled machines with a weight above 3 tonnes.

Examples of such systems are:

- Mechanical locking systems such as padlocks, trailer locks, hitch locks, chains, removal of batteries & fuses
- Machines painted in corporate branding

Advantages	Disadvantages
Their removal requires physical efforts, time & tools	They do not arm automatically but are dependent on the initiative of the operator to be fixed and set in place on the
	They require training and good practices
	No standard restraint because specific to every brand and type of equipment (it may also be a +)
	Corporate colours may need to be removed at the time of selling the used equipment (additional cost).

1.2 Marking and Registration of Equipment

All types of equipment including hand tools can be permanently marked and registered (e.g. CESAR and Micro CESAR). The most commonly used locations for marking are the equipment's main body or cab area, the engine compartment and cover or hood and important or valuable parts and components etc. Marking should ideally be non-removable and be both visible (overt) and invisible (covert) to make it difficult for a thief or criminal to find and remove.
Examples of systems used for the marking of equipment include:

- Identification plates and warning stickers (ideally made from tamper evident material)
- The recording of the equipment's unique serial numbers ideally on an approved database or scheme with access to a 24/7 access to a call centre or online database.
- Glass etching, laser etching and the welding or stamping of fleet numbers etc.
- Microdots, unique forensic DNA liquid, electronic transponders or microchip technology, invisible pen or paint that fluoresces under UV light (ultra violet) etc.
- The marking and registration company should have at least one of the following accreditations for marking and registration: LPS1225, PAS820 and Thatcham for marking; and ISO27001 and LPS1224 for registration services.

Advantages	Disadvantages
• Removal of the markings will require physical effort, cost, time & tools.	• Require standardisation to allow easy identification by all parties: users, police forces.
• Often provided as standard or as a low-cost option by manufacturers or the equipment dealer network.	• Visible marking can be destroyed and made unreadable.
	• Multiple markings (manufacturers, owner's VIN / PIN) can make the reading difficult for third parties and thus impede the recovery of stolen

1.3 Equipment Immobilisation Systems

Deters against the unauthorised movement of the equipment (under its own power), by the immobilisation of the fuel, hydraulic and/or electric systems. The systems can be either electrical or electro-mechanical.

They can include the following features:

- Keypad PIN Code
- Electronic fob
- Transponder key
- SMS Text
- GPS
- Smart Card

Advantages	Disadvantages
• (usually) automatic arming and provided by most major manufacturers	• Some require good practices (PIN number must remain confidential)
• Prevent unauthorised movement or use of a machine	
• Oblige thieves to use sophisticated means for stealing equipment, such as truck cranes	

1.4 After-Theft Recovery Systems

With many thefts of vehicles and equipment being carried out by organised crime gangs (OCG's) it is advisable to fit a version of a tracking and recovery system that has been independently verified (i.e. Thatcham approved or Secured by Design) as fit for purpose, this should give maximum confidence that in the event of a theft the system will actually function.

Remote asset location devices to help locate stolen equipment and enable its recovery can be found in 3 types: A, B and C.

Type A: Stolen Vehicle Recovery (SVR) multi-location technology

Type A can be further broken down into 3 differing versions A1, A2 and A3.

A wired in or battery location device (which is harder for thieves to find) with Independent credentials, ideally from Thatcham or Secured by Design and usually approved by an Insurer, designed primarily to recover stolen equipment, fitted by an OEM manufacturer, an aftermarket installation engineer or via a competent self-Install with manufactures or certificating body guidance to verify said installation. In all cases the fit should comply with manufactures' guidelines, be verified and logged at the time of the install.

A1 GPS, GSM and RF location for indoor or outdoor recovery either with or without GPS signals. Recovery without GPS signals will mean the need to deploy local RF signal finder*

A2 GSM and RF location for indoor or outdoor recovery without GPS, will always need to deploy RF signal finder*

A3 GPS location only must receive GPS signals and cannot be located if GPS jamming equipment is in use or if hidden from GPS satellite view.

It is worth noting that an active subscription is normally required for continuous monitoring to ensure the service can be activated.

Advantages	Disadvantages
A good variety of insurance or law enforcement tested and approved systems to choose from.	Does not help prevent the theft.
The highest recovery performance can be expected, especially when the more covert sleeping battery units are fitted as these cannot be so easily scanned and removed by criminals.	Limited or reduced machine information reports.
Version A1 and A2 will still enable recovery if GPS jammer equipment is used.	Replaceable or re-chargeable battery units may require time and attention to follow up.
A good level of law enforcement support depending on the country of operation. GPS GEO Fence area, pre-immobilisation or motion alarms can be possible.	Initial purchase and subscriptions cost.
Professional monitoring service and 24/7 emergency support (can be level 1 police support for Type A).	

Battery unit versions give flexibility to easily transfer between machines or to be kept on the shelf and applied to temporary hired machines.	
Good GSM mobile communication connectivity with dedicated Data SIM cards that are GPRS and SMS enabled (usually with international roaming).	
Overview fleet position data online is possible.	

Type B: Fleet Management Systems (FMS) machine telematics with GPS

A wired device designed primarily to remotely monitor machine status to enable a fleet management logistical and maintenance repair plan.

Advantages	**Disadvantages**
GPS positioning enables logistical management of assets.	Theft recovery performance is generally lower than "Type A".
GPS location of machine (if reported) could help locate the machine if stolen.	Systems are not normally covertly installed so can be easy for criminals to discover and disable.
GPS GEO Fence area, immobilisation (check safety rules) or motion alarms can be possible May record undue utilisation during rental suspension, weekends	Systems not easily transferred without additional costs.
May provide technical services for maintenance and diagnostics	OEM information can be sent to your manufacturer and used to reject warranty claims.
Information can be sent to OEM for spare part planning	May not help prevent the theft. Initial purchase and possible ongoing subscription costs.
Fair GSM mobile communication connectivity with dedicated Data SIM cards that are GPRS enabled.	SIM may not have international roaming applied and be forced to GPRS (lower costs) with less mobile coverage than "Type A" systems that also use SMS System cannot be tracked without GPS signals, so will not function if GPS jammer is in use or hidden from GPS satellite view.
Overview fleet reports online.	

Type C: DIY Tracker

A GPS tracker usually with a user supplied PAYGO VOICE SIM designed to report GPS positions for short periods. System should not ideally have Pay as you go a SIM

Advantages	**Disadvantages**
Competitive internet-based supply market which can provide low cost initial purchase	Theft recovery performance unproven for professional market needs and generally lower than "Type B".
Lots of devices to choose from	Law enforcement support generally will not be supplied.
	Lots of devices but with no independent verification testing how do users choose a system.
	PAYGO SIMS requires routine management to prevent service cut off.
	PAYGO SIMS roaming capability may be limited.
	PAYGO VOICE SIM are not suitable for data reporting modems and generally have lower GSM connectivity.
	Additional costs may apply.
	Usually no professional support services.
	System cannot be tracked and recovered without GPS signals, so will not function if GPS jammer is in use or hidden from GPS satellite view.
	Poor guarantees or product warranty.
	Poor battery life can require a lot of maintenance.
	Poor or non-existent mapping experience.

Notes:

Criminals understanding of the deployment of GPS Tracking Systems is now much more common, in their efforts to defeat such systems they may consider prior to theft scanning, locating and disabling tracking devices that have live sim card activity. Alternatively, OCG's may deploy GPS jammers or hide stolen machines from GPS signals.

local signal finder* investigators or law enforcement officers can use VHF or UHF radio direction signal finding equipment to help locate and recover "***items hidden from satellites view"*** for those hidden inside lock-ups, vans, refrigeration trucks, shipping containers, underground carparks or anywhere else where GPS signals cannot penetrate.

GSM jammers are also a possible consideration but as they are more expensive than GPS jammers and they can be immediately detected and positioned by mobile network providers they are believed seldom used.

All tracking systems should be monitored 24/7, have a contracted sim-card and be fit for purpose.

A good tracking company should be able to give you an (in-depth, if required) explanation of the different technologies out there and the relative benefits of different systems.

1.5 Alarm Systems

Alarm systems are available for any equipment.

Advantages	Disadvantages
• Noise levels can be a significant deterrent	• Inefficient in unpopulated areas
• Silent alarms may inform the police or owner of the equipment.	• Not provided as a standard by manufacturers
	• False alarms can cause additional problems

2. Other Technologies

2.1 Biometrics

This emerging technology uses unique human characteristics (iris of eye, finger print, hand shape…) as a form of identification. The reader required is significantly more expensive than a card reader. For instance, a fingerprint could replace in the future a key or a keypad with PIN code.

2.2 Security Cameras (CCTV)

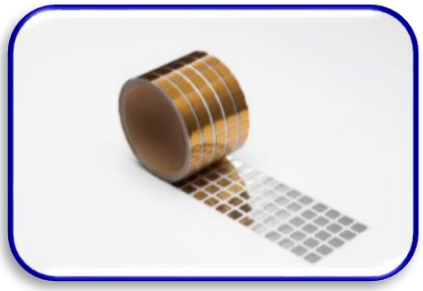
Already used in public transport, they could act as a deterrent to thieves on large driven equipment.

2.3 Smart Cards

They may be an alternative to keys. They are usually plastic cards sometimes containing a microchip. Some require a reader (like a credit card or a hotel smart card), others can be read remotely. They can also provide additional security and safety if issued only to authorised and qualified users.

2.4 Future Security Technologies

Anti-Counterfeiting Labels



Holographic labels have been used widely to verify the authenticity of a product but as their production becomes more and more affordable, they too are subject to illegal copying. The latest innovation in labelling technologies uses synthesised chemicals to produce hidden images which are only viewable through a simple but unique credit card sized viewer.

Almost impossible to counterfeit due to their range of colours and complex resolutions this latest advance in printing is able to retain hidden colour and information even after exposure to heat, humidity and harsh chemicals and can be produced in almost any size to be used for identification and warranty purposes.

Drone Surveillance

With the growing need for 24/7 security on sites and premises, the security industry is rapidly adopting fast developing drone technologies. Now able to be tethered to the ground via a control station, drones can be permanently powered allowing both constant fight and also continuous aerial observation and real time transfer of imagery to base stations and on to remote manned stations which can monitor any number of sites.

These advances in drone technology allows one operative to monitor many sites saving costs and providing better coverage than foot patrols.

Forensic DNA Markers

Using a forensic DNA marker is not new but some of the areas where it is being deployed are. Advances in DNA marking means applications where it can be used are being stretched to include fuels and heating oils and also engine oils.

Often stored in remote locations, fuel theft is a growing concern for many companies and something which current technologies have failed to stop. Using DNA technology, with its unique identifier, will result in quick and easy verification of theft and a subsequent drop in fuel crime.

Additionally, warranty claims on large plant and machinery can be verified when testing the engine oil to confirm service intervals have been adhered to.

Appendix V

Tackling Hire Fraud – Best Practice Guide

Plant security is improving. Many manufacturers have responded to customer pressure and are now fitting security devices to new equipment. CESAR registration is fitted as standard to many machines as are immobilisers, unique keys and key fobs. These together with tracking devices will, as time goes on, make Plant harder to steal.

But as security improves, Plant Hirers are more and more exposed to the threat of fraudulent hire. This is becoming increasingly common and more sophisticated. Thieves find it harder to steal the machine, so they are now trying to get you to hand over your machine, complete with the keys, key fobs and immobiliser codes.

Best Practice

You can protect yourself against this by following this 9-step Best Practice. These are things you are probably doing already and much of it is common sense, but it is important that you have a strong system and make sure it's being carried out all the time:

1. Get and retain a copy of the hire agreement, signed by an approved person.
2. For new or non-account holders take copies of two proofs of the customer's ID. One with a photo and one with a current address BEFORE the hire commences. Obvious ones are: Driving license, UK passport, Debit or Credit card, Bank statement or Utility bill.
3. For new and non-account holders obtain a couple of trade references, again BEFORE the hire commences.
4. Check the customer has "hired-in plant" insurance. If you're not sure, a good Insurance Broker will check this for you.
5. Carry out a credit check and keep a copy of the signed credit agreement.
6. If the customer does not have a trade account, only accept payment from a credit card in the name of the hirer – check against the ID you took at the outset.
7. If Plant isn't returned on the due date - find out why. Keep a diary system to be on top of when Plant is due for return and chase it up.

8. When an item of Plant is off hired, and you are collecting it. Collect it quickly – your customer soon as no responsibility for the machine and might not care about securing it.

9. If you have a driver in the area, drive past and check the machine is still on site where it was delivered.

Not only is this common sense but your insurance might be invalid if you don't follow these steps. Also, check that fraudulent hire is not excluded from your insurance – it often is.

Risk Management

No matter what you do, you can't eliminate the risk totally. This is why you need a good Insurance Broker who understands your business. In addition to sound risk management advice, a good Broker will work with you to arrange insurance cover that's there if you need it.

Insurance can seem expensive but there are lots of things that you can do to keep your premiums down without compromising on protection. Insurers give good discount s for strong, well run businesses that pay close attention to health and safety, carry out regular maintenance and have up-to-date risk assessments. A well protected, secure yard to store your plant is also a must.

Having done all these things, your plant could still get stolen. If it does and you have to make a claim, it's a pain – wasted time, lost hires and long lead times for new machines. You can ease the process by making sure hire contracts, delivery tickets, purchase invoices and service records are all to hand – these will all be needed by the Insurance Company. To make this as stress free as possible and ensure a quick settlement, a good Insurance Broker will support you every step of the way. If they understand your equipment and the plant hire industry, experience shows that up to 20% increase in your claim settlement is often possible.

Protect your Business

Plant security may be getting better but there is still a lot you need to do to protect your business. With the help and advice of a professional Insurance Broker who understands plant hire, your hard work could be rewarded by lower insurance premiums, less wasted time and increased profitability.

Michael Gregory of JCB Insurance (UK)

Appendix VI – Sites without facilities or activity – a reason to doubt

Below are site Photos where plant had been delivered, but where then stolen by the Rental Company's [fraudulent] customer.

Should your delivery drivers note the lack of welfare facilities at the site, as seen in these photos, or if the site's lack of activity or location causes concern, then they should immediately call the office for clarification. If in doubt, you may wish to abort the delivery for another occasion.

This document was drafted by Members of CITS


IAAT
www.iaati.org.uk


IPAF


JCB


LAING O'ROURKE


Lombard


MGroupServices


MURPHY
WORLD-CLASS INFRASTRUCTURE


NFU Mutual


NATIONWIDEHIRE
BUILDING MOMENTUM


PANIU
PLANT & AGRICULTURAL
NATIONAL INTELLIGENCE UNIT
PARTNER


PLANT-I


THE
PROTECTOR
GROUP


Selectamarkplc
Secure Asset Protection


TLDallas
Insurance since 1919


Thatcham


Trackunit
IMPROVING BUSINESS


TriMark


XTS UK
eXpert Technical Surveillance

CITS – Combined Industries Theft Solutions

C/o Construction Plant-hire Association
27/28 Newbury Street, Barbican,
London, EC1A 7HU

www.theftsolutions.org