



**COMBINED INDUSTRIES
THEFT SOLUTIONS**



Quick Tips to Reduce Risk of Hire Fraud Driver Aide-Memoire



If there is no-one there to receive the delivery, contact your supervisor immediately, and **DO NOT UNLOAD**



When arriving on site, if you are asked to deliver to another location, **DO NOT UNLOAD** unless authorised by your supervisor



If it feels wrong **DO NOT UNLOAD**, contact your depot and seek further guidance. **DO NOT UNLOAD** until authorised by your supervisor



DO NOT leave keys hidden in the plant/equipment and **DO NOT** disclose **ANY** tracker information



Photograph the person on site & their photo ID when delivering items

IMPORTANT:

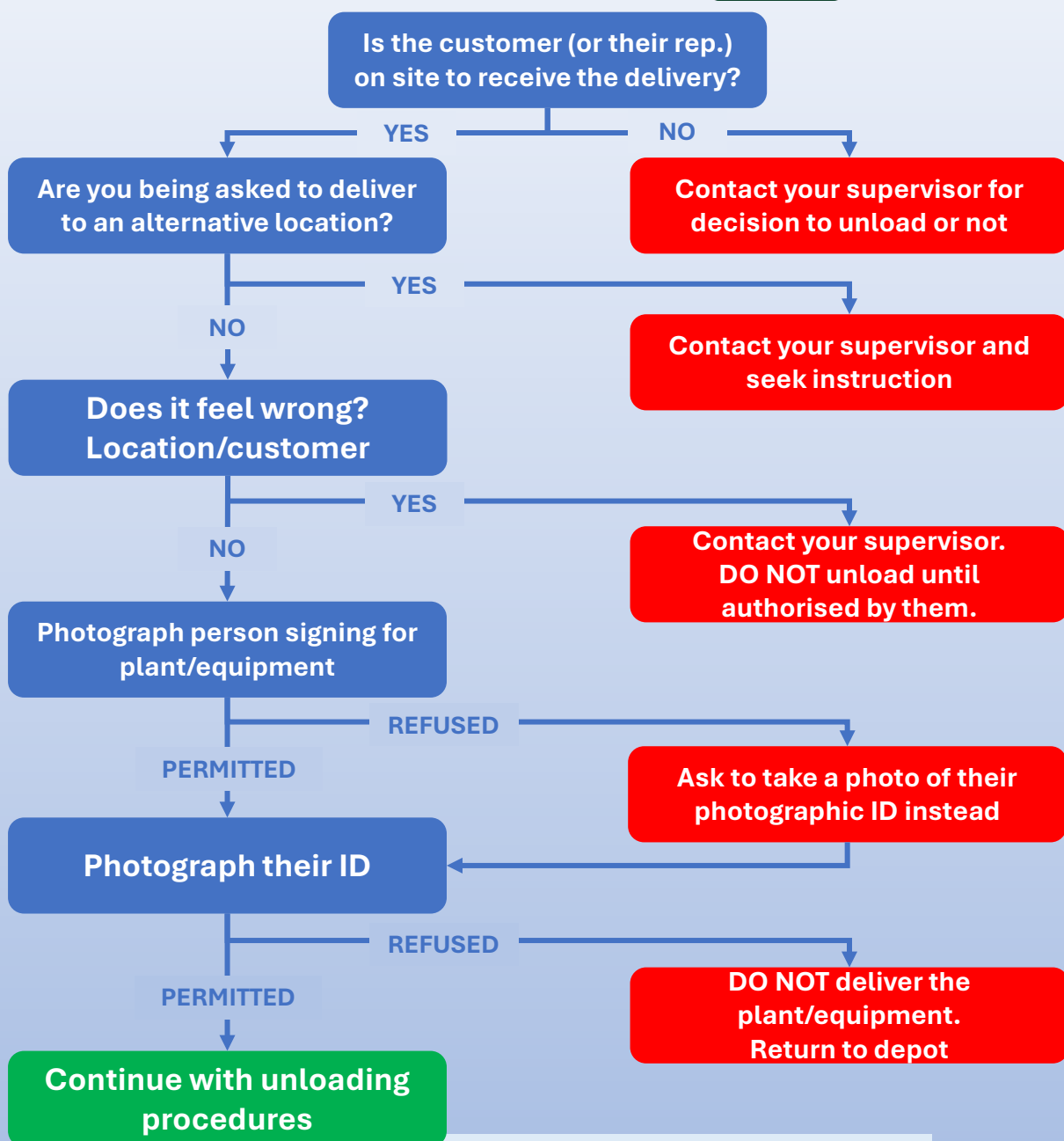
- We recommend taking a clear facial photograph of the person signing for the plant /equipment, asking them to remove any hat, hood and sunglasses **BEFORE** unloading the equipment
- Photograph their ID – this is a **PRIORITY**
- Where possible fit 360 CCTV to vehicles: if the plant/equipment goes missing this will give you a clear image of a suspect and the crime can be reported directly to Police as a “call for service”



If they refuse to let you take any photographs, think carefully before you hand over the plant/equipment. At least get a photo of their ID. Sometimes, there may be a genuine reason why photography is not permitted, e.g. site security.



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IMPORTANT:

- Take a clear facial photograph of the person signing for the plant/equipment, ask them to remove any hat, hood and sunglasses
- Photograph their ID – driving licence or another official document.
- Where possible fit 360 CCTV to vehicles: if the plant/equipment goes missing this will give you a clear image of a suspect and the crime can be reported directly to Police as a “call for service”
- **DO NOT** leave keys hidden in the plant/equipment
- If they refuse to let you take **ANY** photographs, **DO NOT** hand over the plant/equipment





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Quick Tips to Reduce Risk of Hire Fraud

Hire Desk Aide-Memoire



Call customer back using details on your CRM (Customer Relationship Management) system



Follow business procedures for credit checking



Consider Companies House checks but remember that just because it is a registered company it does not mean it is legitimate firm. We advise using other checking services to supplement information held by Companies House

Ask Yourself:

- Does the company have recent accounts, or has there been a recent change in directors?
- Do they have an active website?
- Do email addresses match the contact details on that company's website?
- Pay particular attention to spellings!
- Do the phone numbers match those on that company's website?



Ask relevant questions to check if NEW customer/caller is genuine. Example questions to consider...

- Who recommended the potential customer to you?
- Is customer's business in different town/city to site? [Is your depot local to their site?]
- What is the nature of their business? [How long have they been trading / recent accounts / new directors?]
- What are they looking to hire? [Is this enquiry different from previous hires?]
- Who have they hired from before? [To check if other hirers have had issues with this customer]
- When was the last time they hired plant / equipment? [Competence of their operator – do they hold a recognised card? **You may wish take photograph of card (or other ID) when plant /equipment delivered]**
- Have they copies of their 'Hired-in Plant/Equipment' policy to send in? **Check if email address is genuine.**



We suggest NOT sharing details of any trackers or other telematics with the customer



Usefully, the BVRLA (British Vehicle Rental & Leasing Association) guidelines give comprehensive advice on hiring equipment and the information required for reporting thefts to the police.



Hae eHa
HIRE ASSOCIATION



Working to reduce the risk of Hire Fraud