

BOSS

BRITISH OIL
SECURITY SYNDICATE

DRIVE-OFF PREVENTION

A useful guide for
fuel retailers

Fighting
Forecourt Crime
British Oil Security Syndicate **BOSS**

In partnership with the British Oil Security Syndicate

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DRIVE-OFF PREVENTION

Introduction

This booklet is designed to help you spot some of the common signs that a drive-off is about to occur and suggest action you can take to prevent it from happening.

A drive-off occurred after each of the CCTV images shown in this booklet was captured.

Payment
Watch

No Means of Payment scheme from **BOSS**

BOSS Payment Watch is a debt recovery scheme for fuel retailers. Payment Watch puts in place a co-ordinated system for recovering financial losses incurred by incidents where drivers fill up, claim to have no means of payment (NMoP) and subsequently fail to return to pay.

When an NMoP incident occurs the system starts with a process designed to encourage the motorist to explore possibilities for making payment eg payment by passenger, phone a friend etc. It's not always possible to resolve cases on the spot in this way and that is when the proven BOSS Payment Watch documentation can help.

Feedback from retailers who are already enjoying the benefits of BOSS Payment Watch membership is overwhelmingly positive. They see more people return to pay than previously and, when drivers fail to return, our specialist debt recovery agents work hard on recovering monies owed. Overall, surveyed retailers have recouped over 80% of initial losses.

To participate in the BOSS Payment Watch services retailers need to be BOSS Payment Watch members.

Visit www.bossuk.org for full details.



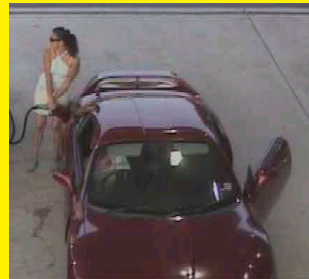
DRIVE-OFF PREVENTION

Watch the driver

- The driver is still at the wheel while the passenger fills the car with fuel. The passenger door has been left open

Suggested action

- You could use the tannoy to ask for the passenger door to be closed
- You could withhold pump authorisation or stop it if already authorised



DRIVE-OFF PREVENTION

How is the vehicle parked?

- In this instance the van is parked facing away from the kiosk
- Again, the passenger is filling the vehicle while the driver stays at the wheel

Suggested action

- You could use the tannoy to ask for the passenger door to be closed
- You could withhold pump authorisation or stop it if already authorised



DRIVE-OFF PREVENTION

Is the driver trying to hide something?

- The driver is filling jerry cans on the back seat of the car
- The driver is trying to hide his face

Suggested action

- You could withhold pump authorisation or stop it if already authorised



DRIVE-OFF PREVENTION

Beware of large vehicles

- In this instance the motorcyclist is using the truck to hide from view of the kiosk
- The rider is also still wearing a helmet, making identification and age verification impossible

Suggested action

- Do not authorise the pump if you cannot see who is filling and what they are filling. (Petroleum Regulations requirement)



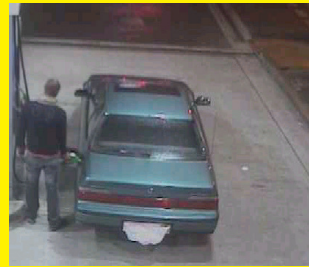
DRIVE-OFF PREVENTION

Check vehicle registration plates

- The plates of the vehicle in this picture have deliberately been covered

Suggested action

- You could withhold pump authorisation if you cannot clearly see a vehicle's registration plate
- Require payment in advance



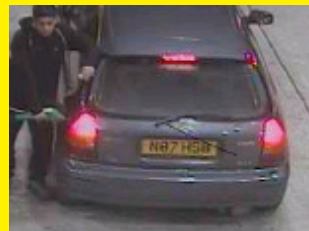
DRIVE-OFF PREVENTION

Is the engine still running?

- This vehicle is facing away from the kiosk and its brake lights are on – this could mean the engine is still running

Suggested action

- You could use the tannoy to ask for the engine to be turned off before authorising the pump



DRIVE-OFF PREVENTION

How is the vehicle parked?

- This car is angled towards an exit to help it make a quick getaway
- The vehicle's lights are on which could mean the engine is still running

Suggested action

- Try to make eye contact with the driver so they know you have seen them
- You could use the tannoy to ask for the engine to be turned off before authorising the pump



Acknowledgement

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NO MEANS TO PAY

Person enters kiosk and informs you they don't have the means to pay at that time.

Suggested action

- You should ensure you get your customers: name, address, postcode and car registration number
 - Your no means of payment procedure should be well established amongst all staff and easily accessible from the till. It is advisable that you adopt industry standard procedures provided by organisations such as BOSS.
 - CHECK the details they give you- Postcode and/or address, identification (photocopy) and ring the telephone number they provide to verify that it's genuine.
 - If they are genuine they are likely to have the mobile phone that relates to that number with them. If not request one they have with them.
 - Get the person to look directly into a nearby CCTV camera
 - If a person is unable or unwilling to comply with your request they are probably not genuine in which case call the Police whilst the person is present.
 - If details are provided and the amount not paid within the agreed time frame set pursue civil recovery procedure.
- 



OBSTRUCTION OF THE PERSON'S IDENTITY

Wearing a helmet, scarf, hooded top or anything obscuring facial features

Suggested action

- Do not authorise pump - how do you know this person is over 18 years old? (Petroleum Regulations Requirement)
- Request they remove anything obscuring their identity prior to authorising the pump






FILLING UP A CAN/CONTAINER WITH NO VEHICLE?

- The person walks directly over to the pump with a container in hand. Is it an appropriate container, do you know the age of the person filling the container?

Suggested action

- Do not activate pump
 - Use of tannoy to request prepayment of fuel
 - Use of tannoy to request to go to kiosk for face to face conversation with person to establish age and identity (Petroleum Regulations Requirement)
 - If unsure of identity or age, decline service (Petroleum Regulations Requirement)
- 



GOOD PRACTICE

10 Second check

Take 10 seconds to look at the pump, the person filling up and the vehicle being filled BEFORE activating it. This will assist in identifying the following warning signs and ensure that you have a chance to take the necessary action.



IN SUMMARY

Common signs

- Driver still at the wheel; passenger filling up
- Open doors
- Number plates hidden or appear altered
- Lights of the vehicle still switched on
- Vehicle parked facing away from the kiosk towards an exit
- Customer trying to hide behind their own or another's vehicle when filling up
- Bikers not removing their crash helmets

What you can do

- Make eye contact; this can be surprisingly effective if the person knows someone has seen them
- Use the tannoy to make suspicious people aware you have noticed them on the forecourt. Ask them to check their engine is off if lights are on, close open doors, etc.
- If the station is manned by two or more staff make regular walks out onto the forecourt to restock or clean the forecourt
- Don't be afraid to request pre-payment; go with your instincts
- Ensure CCTV system is working correctly
- Retain images of drive-offs
- Share information about frequently offending vehicles with other retailers

For more information:



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