

# THE THEFT INDUSTRY

Presenter: Iain Anderson - Joint Managing Director of GAP Group Hire Solutions

Duration: 30 Minutes plus Q&A



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**DATATAG**  
SECURITY  
datatag.co.uk

**FFA**  
Financial Fraud Action UK  
Working together to prevent fraud



**METROPOLITAN  
POLICE**

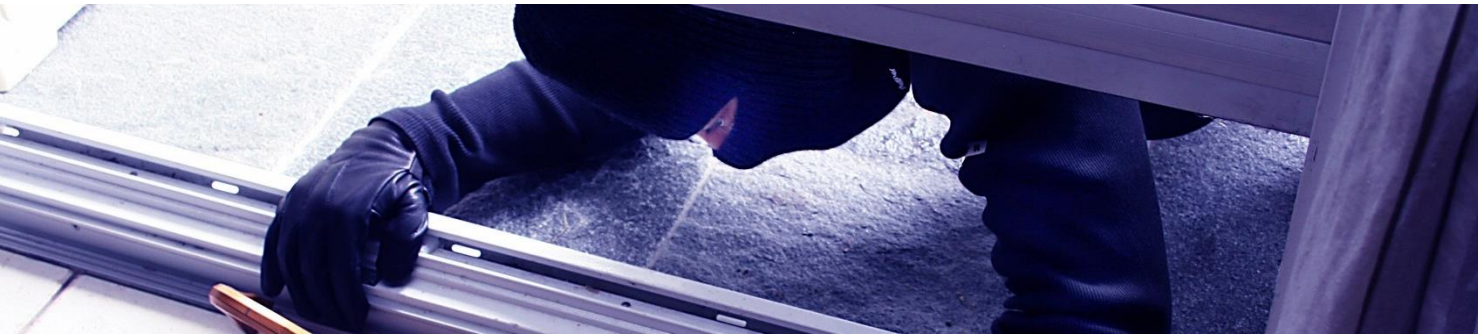
**TOTAL POLICING**

**GAP**  
GROUP

**HIRE SOLUTIONS**

## Talking Points

1. The 'Theft Industry'
2. Extent of the Problem
3. Theft from GAP premises and New Security Measures
4. Fraud and Security Forum – hire companies working together



Through the Keyhole...

£750m to £1billion industry

Run by hundreds of dedicated men and women

Likes state of the art plant and equipment

Embraces the latest technology

Who am I?...



## The ‘Theft Industry’

Between £1.5 to £2m stolen from UK sites every week – Datatag

- Theft
- Fraud
- Deception



“Targets don’t get much softer than plant machinery.”

<http://datatag.co.uk/training-plant>

## The 'Threat' of Technology

- **Hard wired trackers** – right solution for today? Require power so relatively easy to trace wiring, instruments used to find electrical pulses and 'wands' to pick up transmissions readily available at low cost from Maplins, eBay etc.
- **CCTV** – hidden small digital cameras with antennas attached to lithium batteries provide surveillance for days
- **Drones** – relatively cheap, fitted with cameras, record layout of equipment, yard activity – can be flown several hundred yards away, not realising that they are recording 'you!'
- **Internet** –the world wide web is a convenient tool for identity theft

## PANIU

PANIU's latest report showing a concerning increase since last year

	Jan - March	April - June
<b>2015</b>	632	531
<b>2016</b>	768	696
<b>% Increase</b>	<b>22%</b>	<b>31%</b>

# Theft from GAP Premises





# Theft of Equipment from GAP Premises

January 2015 to August 2016

Region	Number of Depots Broken Into		Value from Depot		Value from Yard		Total	
	2015	2016	2015	2016	2015	2016	2015	2016
Scotland	2	5	0.5k	1.8k	4.1k	77.5k	4.6k	79.3k
North East	3	2			55.4k	1.6k	55.4k	1.6k
North West	3	1		14.5k	114.7k		114.7k	14.5k
Midlands	3	1	7.3k		0.4k	13.8k	7.7k	13.8k
South West	2				17.8k		17.8k	
South East	3		0.8k		17.9k		18.7k	
<b>Totals:</b>	<b>16</b>		<b>8.6k</b>	<b>16.3k</b>	<b>210.3k</b>	<b>92.9k</b>	<b>219.9k</b>	<b>109.2k</b>

96% of equipment value was stolen from the yard in 2015

85% of equipment value was stolen from the yard in 2016

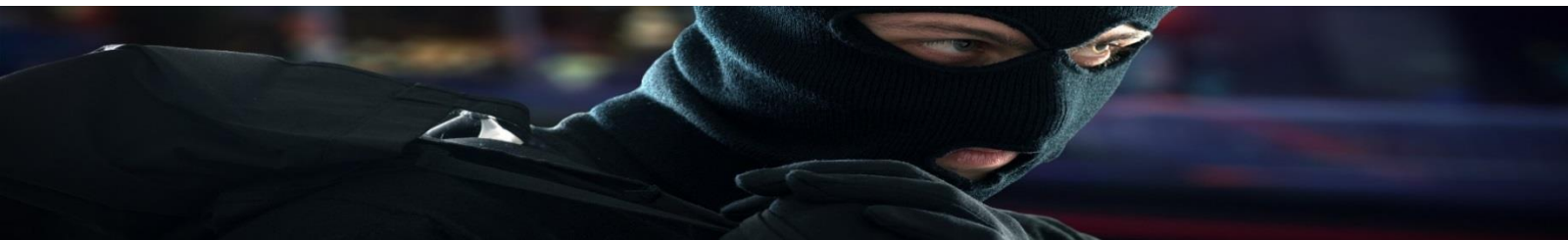
## Notable Thefts 2015

Date Stolen	Region	Depot	Theft Description	NBV	How access gained to yard/ building
26/01/2015	SW	SWANSEA	3 x Takeuchi Excavators	£17,893	Thieves gained access to the yard by removing a section of palisade fencing
22/03/2015	S	DUNDEE	43 x Traffic Light Batteries	£4,149	Thieves scaled rear wall of yard with own ladder
20/04/2015	SE	MAIDSTONE	Multiple Tool Items	£17,937	Thieves cut through electric fence, and then the palisade fencing
22/08/2015	M	BIRMINGHAM	9 x Tool Items	£966	Thieves first cut through the palisade gate to yard, then removed approx. 9 slats of the shutter door thus giving access to the building
26/08/2015	NE	MIDDLESBROUGH	79 x Various Tool Items	£16,770	The thieves removed several skylight panels from the roof to gain entry to the building
20/09/2015	NE	BRADFORD NM	146 x Trakmats	£18,980	Thieves gained access through palisade fencing at rear of yard
14/11/2015	M	BIRMINGHAM S&L	12 x Survey Tools	£6,310	The thieves ram raided the main roller shutter door
14/12/2015	NE	LINCOLN	2 x HD Dumpers	£19,713	The thieves gained access to the yard, removed a section of palisade fencing, hot-wired a Manitou Telehandler, removed the concrete block (approx. 3t) and drive the dumpers out
18/12/2015	NW	MANCHESTER NM	825 x Trakmats	£114,675	The thieves cut the fence with a hacksaw giving them access to the yard
<b>Total</b>				<b>£217,393</b>	

## Notable Thefts 2016

Date Stolen	Region	Depot	Theft Description	NBV	How access gained to yard/ building
03/01/2016	NW	WALLASEY (old yard)	54 x Tool Items	£14,468	Thieves cut padlocks from yard gate, then removed roller shutter door to building
05/05/2016	S	KINNING PARK	Alloy Scaffold	£70,753	Thieves gained access over the fence
09/05/2016	S	LEITH	Alloy Scaffold	£8,448	Thieves gained access over the fence
21/06/2016	M	TELFORD	H/D Dumper & 5/3 Mixer	£13,856	Thieves gained access by removing a full section of palisade fencing
15/08/2016	S	LEITH	4 x Tool Items	£1,846	Thieves gained access to the yard via the palisade fencing, and then into the building via the emergency exit door
<b>Total</b>				<b>£109,371</b>	

<u>Year</u>	<u>Period</u>	<u>Value</u>	<u>Ave / Month</u>	<u>% from Yard</u>
2015	12 months	£217,393	£18,116	96%
2016	8 months	£109,371	£13,671	85%



# GAP Security Measures

## (New/ Additional to 2015 Measures)



# Full Depot Security Risk Evaluation

## Primary Security

Reduces possibility of break-in

## Secondary Security

If break-in occurs minimises loss

## Tertiary Security

Measures to limit further offences



# Primary Security

## Partnerships with neighbouring premises

- Agree security measures e.g. locking of estate gates
- Remove climb opportunities between neighbouring premises
- Adequate surrounding lighting

## Perimeter fence

- Electric fence attached to perimeter fence
- Anti ram – Concrete blocks, Armco, barriers across gates, bollards.
- Razor wire



# Primary Security

## Alarm provider

- Amended contract to include 6 monthly depot surveys with managers

## Manager's Monthly Checks

- Perimeters
- Changes to layout
- Lighting
- Gates
- CCTV
- Accounting for keys and fobs etc.

## CCTV including signage

## Plant and equipment marking

- Maintain branding, corporate colours etc.
- Embossing on plastic items
- Cesar



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# Secondary Security

## Plant protection

- Keys removed and locked inside Depot overnight
- Plant parked to frustrate easy movement
- Vehicle exits blocked to prevent driving out of yard
- Trackers - alarms

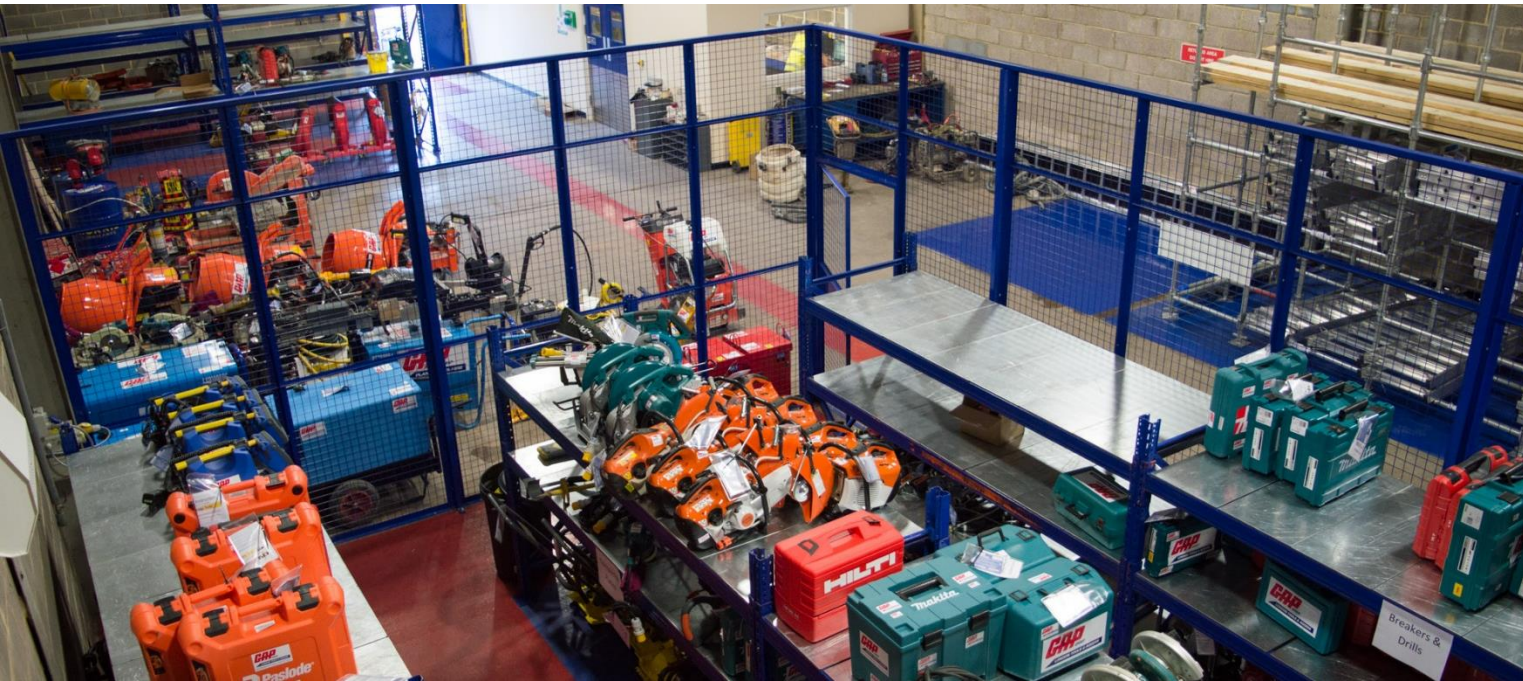
## Building protection

- Doors and windows shuttered
- Fire escape door protection
- Climbing equipment stored inside or locked together
- Intruder alarm annual survey



## Workshop protection

- Caged area for high value equipment
- Hinder reconnaissance - limit access to workshop, manage access to yard



## Tertiary Security

- Review Team to understand security deficiencies and share learning
- Reporting to police and other hire companies
- Mandatory annual security risk evaluations



## Safety & Security Systems Adopted by GAP

- Datatag
- CanTrack
- Kubota Red key & Battery isolators
- Box Telematics
- JCB Livelink
- Trakm8
- RFID Tagging and manufacturer alerts (serial numbers)





## New Security Partnership with CanTrack

CanTrack supplies GAP with 'T7' & 'T9' mobile battery powered trackers

Features & Benefits:

<b>Ultra-long life battery (15 – 16 yrs)</b>	<b>Remote sensors (temperature, angle of operation)</b>
<b>Inclusive finder service</b>	<b>GPS locations daily</b>
<b>Utilisation reporting</b>	<b>Easy to install / use</b>
<b>Tested to (in)destruction IP69K</b>	<b>Application Programme Interfacing</b>

## Datatag and the success of CESAR

GAP dumpers are registered with Datatag and protected by their CESAR marking scheme:

- Leading UK anti-theft deterrent
- Datatag DNA makes it virtually impossible for criminals to remove every security measure (e.g. Data Dots)
- Triangular tamper-proof plates carrying a unique plant ID number
- Secure and accredited 24/7 database
- Increased rate of recovery by a factor of x6



## Examples of Recent Attempted Fraudulent Hires

### Purcell:

- Trying to pass themselves off as a legitimate construction company
- Provided a local HO phone number and address which when checked, turned out to be bogus.
- Purcell very persistent. Alerted to industry.

### Keller Ground Engineering:

- Alert from HSS and Speedy
- Cold callers arriving at depots attempting to pass themselves off as employee of recognisable company complete with form of ID.

**Interscaff** – latest losses to industry now valued at over £2m

## Measures to Minimise Fraudulent Hires





## New Additional Measures to help Minimise Fraudulent Hires

Redesign of internal controls and procedures with some easy but powerful measures:

- Process to query the ordering of 'unrelated items' / unusual orders
- Process to query deliveries to residential properties
- Checking all vehicle registrations, make and colour
- Explaining to customers that all orders are subject to counter fraud checks – for their benefit as well as GAP's
- Process to check legitimacy of order – call to **previously verified** Head Office

## “Hire Companies Working Together to Tackle Fraudulent Hires”



# Plant Theft Forum - Formed February 2015, Meets Quarterly

## Hire Companies

- A Plant
- Brandon
- GAP Group
- Hewden
- Hire Station
- HSS
- Nationwide
- Speedy

## Trade Bodies/Support

- PANIU/ Organised Vehicle Crime Unit (supported by the main insurers within the UK)
- Metropolitan Police Service
- Financial Fraud Action UK
- C.P.A Contractors Plant Association, Kevin Minton
- Hire Association Europe, Graeme Arundell
- C.I.T.S. Combined Industry Theft Solutions, Iain Elliott
- Datatag, Kevin Howells

## Plant Theft Forum Meetings

### Joint Successes

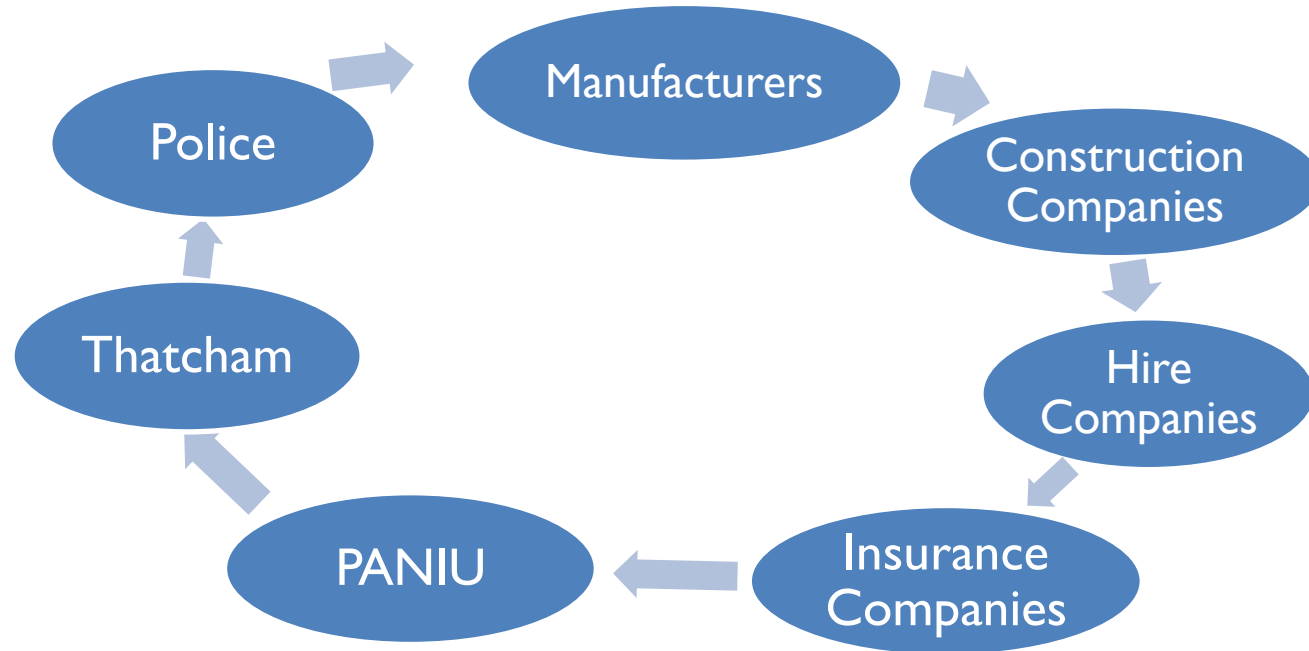
- Improving manufacturers' anti-theft devices
- Improvements to depot security
- Prevention of theft of plant and equipment (depots and at customers' sites)
- Sharing of information/ intelligence to prevent fraudulent hires and thefts – email alerts
- Sharing of information with the Police/ MPS/ PANIU
- Developments with Government Bodies to raise awareness of the issues and promote vigilance amongst our own employees and our customers
- Development of an industry wide Stop Fraud campaign



## Last Word (s)...

Fraudulent hires and thefts ultimately affect our bottom line profitability. With criminals becoming more sophisticated in their approach, it is the responsibility of us all to remain **vigilant** to **protect OUR** company assets.

We need to continue to provide a focus on preventing theft and fraud as without this there is a real threat to the viability of our industry.



## Questions & Answers