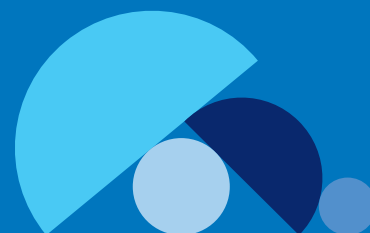**ZURICH**®

Auto transport theft

Please route to:

- Dealer principal
- General manager
- F&I manager
- Sales manager
- Service manager
- Office manager

While it's not uncommon for criminals targeting auto dealerships to steal vehicles off the lot, more sophisticated criminal rings often look to exploit vulnerabilities when vehicles are offsite. One prevalent scheme dealerships need to address is theft during the vehicle shipping process.

Utilizing transport services, internal or external, presents a common risk exposure in which thieves pose as dispatchers, calling drivers and instructing them there has been a change in the drop-off address. External transport services may not adhere to your company's security protocols, increasing the risk of theft. However, implementing some preventative measures and security strategies can help mitigate these risks when working with these services.

Opportunities for theft:

1. **Inconsistent security standards**: Varying security practices among different external providers can lead to vulnerabilities.

2. **Insufficient background checks**: External drivers and staff may not undergo the same rigorous background checks as internal employees.

3. **Communication gaps**: Miscommunication or lack of communication between your company and the external service provider can lead to security breaches.

4. **Unfamiliar routes and locations**: External drivers may be less familiar with safe routes and secure drop-off locations.

STRATEGIES TO HELP PREVENT THEFT

Select reputable providers: Choose external transport services with a proven track record of security and reliability. Conduct thorough due diligence and vetting before engaging their services.

Establish clear contracts: Develop comprehensive contracts that outline security requirements, communication protocols and responsibilities. Ensure external providers adhere to your company's security standards.

Conduct regular audits and inspections: Perform regular audits and inspections of external transport services to ensure compliance with security protocols. Identify and address any potential weaknesses.

Regularly review security policies: Continuously update security policies to address new threats and conduct routine audits focusing on communication protocols and security practices.

Maintain comprehensive records: Keep detailed records of all communications and changes related to transport routes and drop-off locations.

Monitor transport: Utilize real-time GPS tracking and monitoring for vehicles operated by external providers. Ensure that your dispatch team can track and verify the vehicle's location and adherence to the approved route.

Communication

- **Maintain open communication with services**: Foster strong communication channels with external providers. Regularly update them on your security protocols and ensure they are informed of any changes.

- **Establish robust communication protocols for drivers**: Ensure drivers only accept changes from verified personnel through authorized channels.

- **Employ secure communication channels**: Use encrypted technology for all transport-related communications.

- **Emergency contact procedures**: Develop procedures for drivers to contact dispatch if they receive suspicious requests.

- **Restrict sharing of transport details**: Limit communication of transport details to essential personnel only.

Verification

- **Implement secure verification processes**: Use multi-factor authentication to confirm any modifications to drop-off locations.

- **Verify credentials**: Require external drivers to provide valid identification and credentials. Verify their background checks and ensure they meet your company's security criteria.

- **Implement secure handover processes**: Establish secure handover procedures for vehicles and shipments. Ensure all handovers are conducted in controlled environments with proper verification.

- **Formalize change-approval procedures**: Use a documented system requiring multiple layers of verification and authorization.

Training

- **Collaborate on security training**: Provide joint security training for your internal team and external providers. Emphasize the importance of adhering to security protocols and recognizing potential threats.

- **Driver training programs**: Train drivers to recognize and respond to suspicious requests. Reinforce the importance of verifying any changes through authorized channels.

Incident response

- **Implement contingency plans**: Develop and communicate contingency plans for dealing with security breaches or theft attempts. Ensure that external providers are aware of and prepared to follow these plans.

- **Implement emergency protocols**: Have well-practiced emergency protocols in place.

- **Collaborate with law enforcement**: Establish relationships with local law enforcement for advice and support.

Specific security procedures for drivers:

- **Require driver verification**: Verify the legitimacy of any call requesting a change in delivery location.

- **Request specific details**: Ask callers to provide verifiable details related to the delivery.

- **Confirm via dispatch line**: Always confirm requested changes by calling back the dispatch line.

Additional steps for transport security:

1. **Choose safe parking areas**: Park in well-lit, secure locations with surveillance.

2. **Integrate modern security systems**: Use GPS tracking, alarms and immobilizers.

3. **Enhance visible security features**: Use steering wheel locks and security decals.

4. **Perform comprehensive background checks**: Ensure thorough background checks for all employees.

5. **Maintain vigilance during transit**: Advise drivers to be cautious and avoid unnecessary stops.

6. **Adopt secure loading and unloading practices**: Use controlled environments for loading and unloading.

7. **Use enclosed trailers**: Whenever possible, use enclosed trailers to conceal vehicles.

8. **Schedule transports strategically**: Avoid high-risk times and areas for transport.

9. **Conduct pre-trip inspections**: Inspect all security equipment and systems before each trip.

10. **Limit stops**: Minimize the number of stops and choose secure locations.

11. **Use multiple drivers**: For long-distance transports, use a team of drivers.

12. **Educate customers**: Inform customers about security measures and the importance of secure delivery details.

13. **Use tamper-evident seals**: Apply tamper-evident seals to all shipments and entry points of vehicles used by external providers. This acts as a deterrent and provides a clear indication if unauthorized access has been attempted.

By incorporating these strategies and specific procedures, you can significantly enhance the security of both internal and external transport operations, reducing the risk of auto theft scams and ensuring the safe delivery of vehicles.

For more information

To learn more about Zurich's products and Risk Engineering services, contact your Zurich representative, visit zurichna.com/dealer or call us at 1-800-840-8842 ext. 7449.

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