

## PREVENTING DRIVE OFFS

Fuel thieves have three priorities when committing an offence which can often give them away; concealing their identity, concealing the identity of their vehicle and making a quick getaway.

Forecourt attendants should be conscious of these behaviours and when necessary not authorise the pump or use the tannoy system to deter offenders.

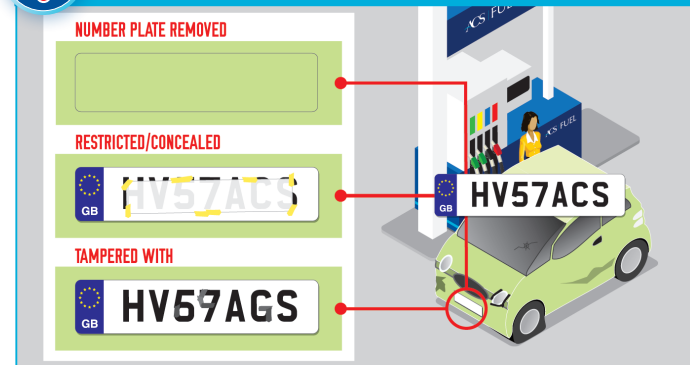
### ! CONCEALING IDENTITY



#### Look out for:

- Customers covering their face with a hood, hat or helmet.
- Customers concealing themselves behind their vehicle or pump.
- Customers using the pump furthest away from the store or nearest to the exit when others are available.

### ! VEHICLE IDENTITY



#### Look out for:

- Vehicles where the number plate has been removed, covered up, restricted or tampered with.
- Vehicles that are in a poor state of repair and look suspicious.

### ! QUICK GETAWAY



#### Look out for:

- Are any of the car doors open while the vehicle is being filled?
- Is the passenger filling the vehicle while the driver remains in the car?
- Are the lights on and is the engine still running?

### ✓ TOP TIPS

- Make eye contact with the customer.
- Use your tannoy; ask the customer to move to a different pump.
- Take your time to assess each vehicle.
- Do not authorise the pump.
- NEVER – give chase! Report the incident to the police immediately.
- RECORD evidence in detail and keep it safe

## PREVENTING AND MANAGING NO MEANS OF PAYMENT

Sometimes customers genuinely forget to bring payment with them for fuel, but as long as you get the right information from them this should reduce the risk of non-payment. You should ensure you get the customer's: name, address and verify their car registration number.

Your no means of payment procedure and documentation should be well established amongst all staff and easily accessible from the till.

Follow these top tips for preventing and managing no means of payment:

### ✓ ALWAYS MENTION FUEL



#### Remember:

- Ask **ALL** customers at the till: **"Do you have any fuel?"**
- This prevents customers from claiming they forgot to pay or weren't asked.

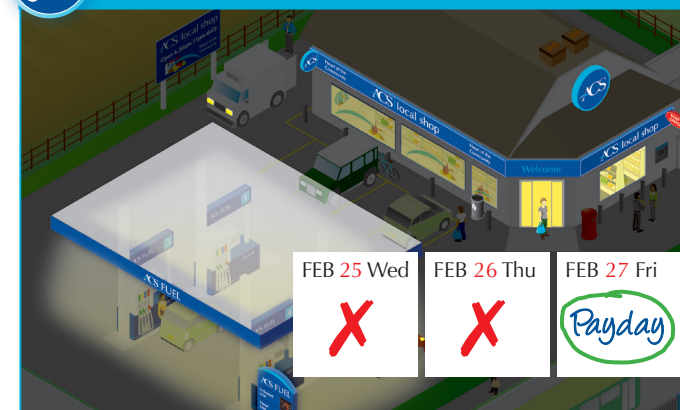
### ✓ GET CUSTOMERS ON CCTV



#### Remember:

- When the customer is giving their contact details to the retail assistant, for the contact details form; get their image on CCTV.
- This could help police enquires at a later date if they fail to return and pay or are a multiple offender.

### ✓ THINK ABOUT PAYDAY



#### Remember:

- Evidence suggests that no means of payment incidents are more likely to happen at the end of the month close to payday.
- For both drive offs and no means of payment attempts, offenders are more likely to try at night or during busy periods in the day.

### CONTACT

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