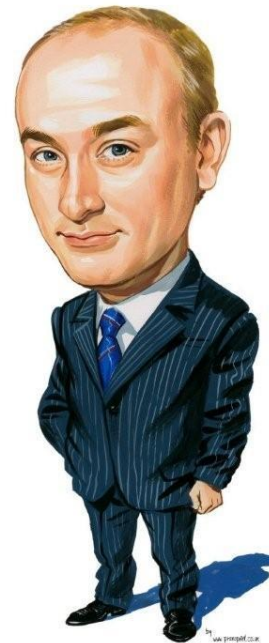


Reputation v Responsibility

James Backhouse
Backhouse Jones

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An obvious risk?



BACK

What do all these brands have in common?

U-HAUL[®]

30 September 2017
Edmonton, Canada



7 April 2017
Stockholm

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backhousejones.co.uk

B&Q

3 June 2017
London



31 October 2017
New York



19 December 2016
Berlin

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The risk of your vehicle being misused by a terrorist is apparent!
Security is a legal responsibility not simply a social kindness

BACK

Two areas to consider for vehicle security

- Out of use vehicle parking and security
- In use vehicle security



Out of use

Operating Centers/ vehicle parking

- Location analysis
 - South Uist
 - South London
- Where do you put your keys when not in use?
- CCTV
 - Do you have it?
 - Does it work?
 - Do you look at it?
- Gates & Fences
 - If you have them but don't lock them they don't work!



In use: The vehicle

- Roadside delivery/vehicle operation when driver leaves cab
 - Lock cab?
 - Does engine need to run for equipment operation?
 - Training drivers to be alert
 - Risk assess location of vehicle operations
- Tracking of vehicles on road
 - Is vehicle 'off route?' or behaving unusually?
 - Is your tracking set up to alert you?
 - Do you have an escalation protocol?
- Review processes in light of learning from other events



Dangerous liaisons

- Conduct a security risk assessment
 - Your premises
 - Customer's premises
 - Stops in-between
- You or your drivers will do this automatically every day of their lives when visiting new places
- Train them on the additional considerations to mitigate risk of vehicle use as a weapon



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The key to protection

The Systems for Safety are remarkably simple

KEYS – Use them for their intended purpose

LOCKS – Train your staff to check it's locked (*driver walk around checks*)

ROUTINE – They need to adopt a routine similar to their own private cars or houses

CHECK – they are doing it



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The human factor

- Ultimately if someone uses your vehicle have you given them permission
 - Because they drive for you
 - Or they have hired from you
- Or they have stolen from you!
 - Were you a soft or hard target?



Know your team

- References
- Records
- Behavior
- Check documents
- Act on intuition
- Double check
- Who is vouching for the new one?
- How well does the agency vet?
- Who are you hiring to?



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Careless talk costs lives!

- You can't tell anyone anything without authority of the security services!
- You must even keep staff in the dark if told to do so
- Customers will have to come second to information security



Security culture

- High level management requirements:
 - Responsible person on top level management board
 - Security policy developed and implemented across the transport operation
 - A training regime for the relevant management and operational staff
 - A strategy for managing an unfolding situation involving your vehicle/employee/premises with pre defined roles at senior management level



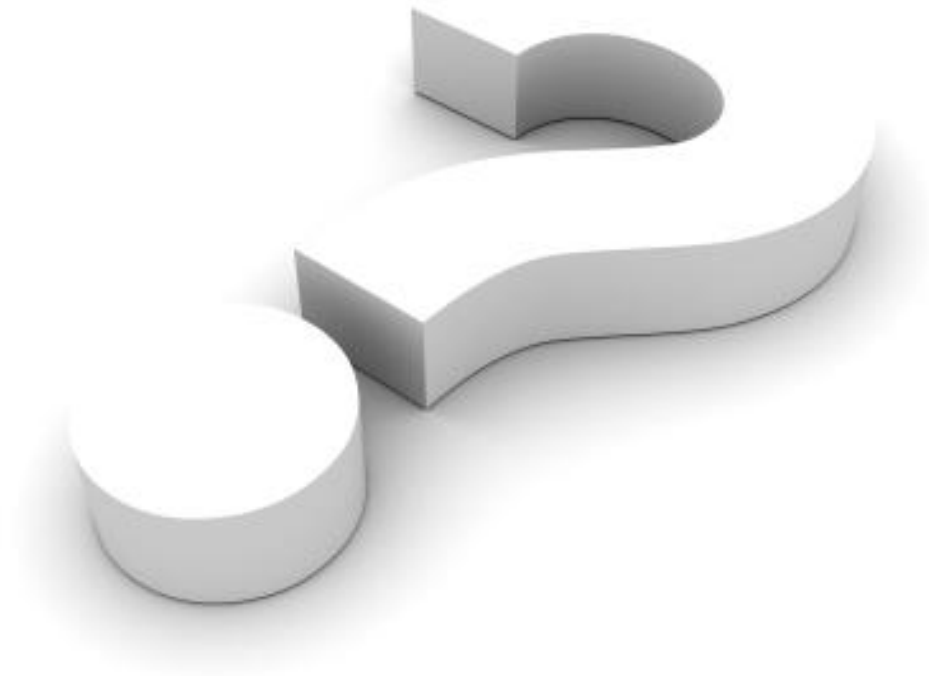
Further advice and guidance:

- **Dial 999 for an immediate Police response**
- Anti Terrorist Hotline – 0800 789 321
- ACT NOW - www.gov.uk/act
- NaCTSO - www.nactso.gov.uk
- Centre for the Protection of National Infrastructure - www.cpni.gov.uk



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Any Questions



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