



Security Flash



Flash Date:	30/11/2020	Date to remove:	14/12/2020	Ref:	Security Flash FY20 001 Vehicle Security
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Audience:	Processing	Delivery	Collections	Distribution	PFW	Specific Work Area
	All delivery and collection drivers					

Priority:	Immediate
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Overview:	This Security flash is intended to remind all delivery and collection drivers that they play a vital part in reducing the risk to themselves and our customers mail by following the operational security standards at all times.
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Key Message

We have seen an increase in the theft of and theft from RMG vehicles recently. Many of these incidents could have been avoided if drivers had followed the [Security Rules for Drivers](#). Don't become another statistic. Keep your vehicle and its contents secure at all times. Remember, it only takes a matter of seconds to have your vehicle stolen and/or for an opportunist to steal mail from your vehicle.

Description	Visuals:
The security of vehicles is absolutely essential, and even more so at this time of year. Drivers must always secure vehicles and <u>never</u> leave keys in the ignition. Not only does this safeguard our customers' mail but more importantly it safeguards our people. It is vital that all our colleagues are aware of their responsibility to keep our customers' mail safe and secure.	 
Issue	
A large number of these incidents could have been avoided if drivers had followed the operational security standards.	
Impact/effect	
Failure to comply with these standards increases the risk of loss, theft, damage and interference of our customers mail. Additionally, these incidents result in a poor customer experience, damage to our brand and reputation and often result in disciplinary action where drivers are found to have been at fault.	

Learning Points

Before leaving your vehicle unattended ensure that;

- Keys have been removed from the ignition and the vehicle is locked.
- All windows are closed.
- No mail/parcels are on view in the front cab area.
- No personal possessions are on view – your rucksack or mobile phone is potentially attractive and tempting to a thief. Remove the temptation.

Always keep our customers mail secure;

- They must always remain secured in the load compartment.
- Never leave mail/parcels unattended.
- Avoid parking in isolated areas and park as close to your delivery/collection point as is safe and practical.
- Be aware of your surroundings and anyone acting suspiciously.
- Criminals are increasingly using distraction techniques, typically asking for directions, help or asking what you may think are 'stupid' questions. This can be a trick to stall you whilst an accomplice steals from your vehicle. If you secure your vehicle and do not leave mail insecure then you reduce the risk.

Key Activity

1.	Managers must ensure that this Security Flash is delivered to all drivers and a record maintained for audit purposes.
2.	Where necessary, drivers should be reminded of the Security Rules for Drivers.
3.	Please print and display this flash on your noticeboard.

