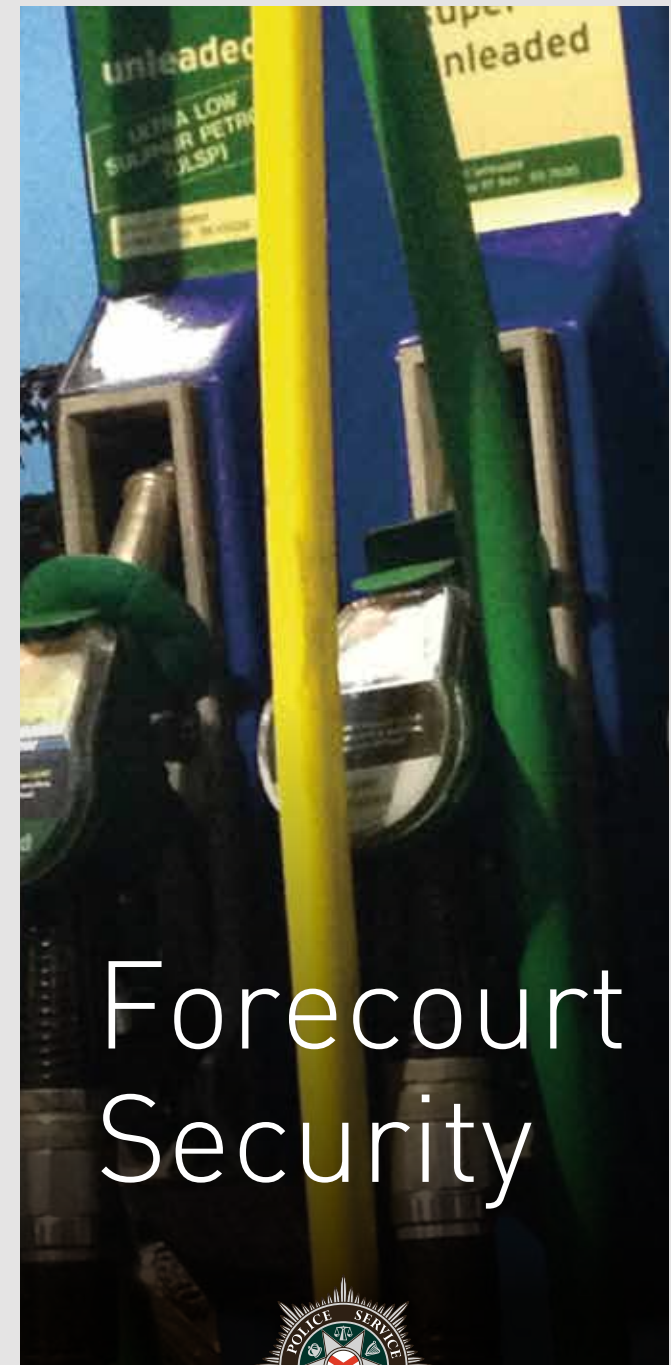


CALL THE
POLICE

101

IN AN EMERGENCY
ALWAYS CALL 999



Forecourt
Security



Forecourt Security

Petrol forecourt retailers are asked to consider the crime prevention advice below.

This advice is intended to reduce bilking and other petrol forecourt crimes. It is not exhaustive, but is aimed at helping forecourt retailers to examine their premises and procedures.

Examine the layout of your forecourt

- Business practices that encourage/invite crime (for example, permitting customers to pump fuel before paying).
- Large number of fuel pumps
- Fewer than two attendants or clerks on duty
- Pre-Pay option not available during hours of heaviest losses
- Inadequate lighting
- Store windows covered in advertisements
- Poor quality CCTV
- How many points are there where vehicles can enter or leave the forecourt?

Examine your procedures

- Do you have an active policy of prosecuting non-payers?
- Do you display signs that tell people that you prosecute non-payers?
- Is there a petrol pump management system? For example, one that turns off outside pumps at quieter times of the day?
- Do you examine your 'drive-off' figures for patterns in the times and frequencies of drive-offs, and do you act on them?
- What procedures do you use to vet your staff? What crime prevention/reduction training do they receive?
- Is there a reward system for staff that prevent crime?



Tips to prevent drive offs/bilking include the following

- Staff should ask customers did they get fuel to help prevent cases where customers genuinely forget to pay
- Staff should not authorise the pump if the registration plate can not be seen or is not displayed
- Use of tannoy to make suspicious people aware you have noticed them on the forecourt. Ask them to check engine is off/lights are on/doors open etc
- If station is manned by two or more persons, make regular walks onto the forecourt to restock or clean the forecourt
- Do not be afraid to request pre-payment, go with your instincts.

For example common signs can be

- Driver still at wheel while passenger is filling up.
- Vehicle parked at an unusual angle to prevent CCTV picking up registration plate.
- Bikers not removing crash helmets
- Customers trying to hide behind their or another's vehicle when filling up
- Vehicle parked away from kiosk towards exit.