

**HAVE YOU
NOTICED
SOMETHING
SUSPICIOUS?**

REPORT IT.



KEEP
LOGISTICS
SECURE



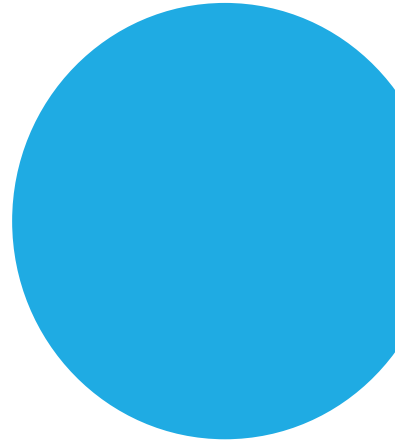
HOW?

In logistics, many signs can point to potential criminal activity. You may notice these in the port, at your office or even outside of work. If you see or hear anything suspicious, report it.

This booklet can help you identify what to look out for and how to report suspicious activity.



REPORT SUSPICIOUS ACTIVITY AT YOUR WORKPLACE



If...

- You notice an opening in a fence or see items e.g. bags or boxes by a fence
- You notice a container in an unusual place
- The seal on a container is missing or it doesn't look right e.g. looks tampered with or fake
- You notice something not quite right about a load e.g. very ripe fruit, unrefrigerated meat or fish
- You notice something unusual about the packaging of the load
- A stranger asks you to put a container in a different place than normally expected
- You see vehicles at the company/logistics park that do not belong there
- You see vehicles that are loaded or unloaded at unusual times
- A car is parked extremely close to a lorry
- A stranger asks you for a container's loading or unloading location/number
- You notice that you are being followed
- You notice something suspicious or something that doesn't feel right (always trust your instinct) at or around the company/ logistics park

REPORT YOUR SUSPICIONS ABOUT TRUCKS

If...

- Drivers use two different driver cards or are asked to use a different card
- There is a dual tachograph
- The tachograph has been tampered with
- Drivers are asked to drive without a driver card
- Drivers are asked to leave the area whilst the vehicle is loaded
- Drivers are given a different contact number to that on the paperwork and are asked to contact it when passing through controls
- Drivers are asked to change a delivery address while en route
- Drivers are asked by strangers about the location and the estimated time of arrival of the delivery



REPORT SUSPICIOUS SHIPMENTS

Any employee may come across a suspicious shipment. Often it is a combination of risk indicators that make a shipment suspicious.

If...

- A customer, especially a new customer, is unknown e.g. no online presence
- The customer's means of communication are not professional e.g. Hotmail or Gmail accounts, only mobile phone numbers/no landlines
- The customer only wants to pay in cash
- There is an unusual goods description or none at all
- Loading/Unloading takes place at self-storage type locations
- There is no company name or branding at the loading/unloading location
- There are unusual factors about the surroundings at the loading/unloading locations e.g. cannabis smell
- The combination of company and goods is odd e.g. a construction company transporting fruit





- **There is something unusual about the quality of the goods**
- **Addresses are unusual e.g. a private address instead of a warehouse or warehouse which doesn't match the transported goods**
- **Instructions about loading/unloading are strange/unusual**
- **There are old premises in combination with expensive vehicles and suspicious individuals**
- **The value of the shipment is not in proportion with the transport costs**
- **The shipments lack documentation**
- **Goods are brought/picked-up using a hire vehicle**
- **Excise goods don't have proper documentation**
- **You note combinations of the above factors**

REPORT SUSPICIOUS ACTIVITY AT THE OFFICE

If...

- There are only limited details to be found online about a new customer
- A customer is difficult to contact or uses unusual business communications e.g. Hotmail email address, obscure website
- It is not clear from where or whom the order originates
- You can see from Google maps that loading/unloading occurs at unusual locations
- A customer pays using a bank account held in someone else's name
- A customer is reluctant to provide ID
- A customer knows very little about goods they are importing
- A customer suddenly changes their operations e.g. type of goods or country of origin
- A stranger or a colleague asks you about the loading/unloading location or a container number
- A colleague performs suspicious searches on the company records
- A colleague draws up suspicious schedules
- A colleague comes to work when they are not scheduled to work

REPORT SUSPICIOUS ACTIVITY OUTSIDE WORK

If...

- Strangers ask you unusual questions about your employment, including on social media
- You are approached 'to make some quick money', or you hear about colleagues being approached
- You are offered money for the loan of your company pass or ID
- You are unexpectedly asked to deliver extra cargo
- A colleague suddenly seems to have a lot of money to spend



WHO TO REPORT TO AND WHEN

Law Enforcement and industry work together to stop crime. Your report can make a real difference. If you see something suspicious you can report your concerns by contacting:

- **Your Security Manager or Line Manager** - to report an incident or your suspicions
- **Border Force Officer** - to report suspicious activity at the Border, a suspicious shipment and/or the suspicious activity of a driver e.g. unusual behaviour prior to approaching Border controls
- **Police 101** - to report a crime, an incident and/or suspicious activity away from the Border. In case of an emergency, always call **999**
- **Crimestoppers** - to pass information anonymously, call Crimestoppers on **0800 555 111** or complete a secure online form at www.crimestoppers-uk.org

WHAT TO INCLUDE IN A REPORT?

- As many specific details as possible
- Full descriptions of suspicious vehicles e.g. number plates, colour, make and type
- Exact times
- Locations
- Full descriptions of suspicious individuals
- Logos/company names
- Container numbers
- Telephone numbers
- Email addresses
- Bank account numbers





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