

Title

NSW Community Fuel Theft Reporting Package

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Investigating Fuel Theft Standard Operating Procedures

Command responsible

Commissioners Inspectorate

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NSW Police Force has a vital interest in ensuring the safety of members of the community and their property. By using recommendations contained in this document, any person who does so acknowledges that it is not possible to make areas absolutely safe for the community or their property.

NSW Police Force hopes that by using recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that the area evaluated will be free from criminal activity if its recommendations are followed.

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OVERVIEW

Over the years, there has been a significant increase in the number of reports being taken by police for consumers failing to pay for fuel. This has an overwhelming effect on society and impacts greatly on resources for both the service station industry and NSW Police Force.

NSW Police Force is hoping to work with the service station owner/s to introduce a more effective way for staff to report the incident of “drive-offs” to police. This package aims to streamline the process of reporting and investigating ‘fail to pay for fuel’ offences by providing a set of Standard Operating Procedures (SOPs) that can be utilised by Service Stations.

Given the busy nature of most of the service stations that fall victim to these kinds of offences, this package provides guidelines for managers and employees of service stations to follow when reporting such incidents.

NSW Police Force also hopes to introduce to service stations around New South Wales, “Pay before you Pump” – where customers will be required to pay for their petrol prior to filling up their tanks as opposed to afterwards. This strategy has been adopted in other states, including Victoria and South Australia – successfully! In trials led by these states, results include:

- Shop sales have remained the same
- Site profitability has increased due to no theft
- Customers are responding well to the changes
- Staff morale and productivity is higher
- The offenders are targeting sites without pre paid fuel

This crime prevention and community safety strategy is designed to eliminate theft of petrol and increase personal safety of both customers and staff.

What do I do if a “drive-off” occurs?

1. Always stay calm. It will help you recall more details about the incident.
2. Complete the ‘Service Station Fuel Theft Recording Sheet’ regardless of whether a full registration number is detected or not. The information contained in this sheet can be used as a permanent record by the service station of the police report and can also be used by the witness to refresh their memory of the incident should police be required to attend to obtain a statement at a later time. These reporting sheets should be filed together in a safe place.
See Annexure B.
3. Phone the Police Assistance Line (PAL) on 131 444 or fax Fuel Theft Recording form to 4353 4948.
4. You will be provided with an event number. Make sure you record this at the top of the ‘Service Station Fuel Theft Recording Sheet’.
5. You may be contacted at a later stage by a police officer to make a statement in relation to the incident.
6. If you have CCTV footage of the vehicle or offender/s make sure that the footage is recorded and a copy is downloaded and ready to be supplied to police when they contact you.
7. You may be asked to attend court and give evidence in the matter relating to the incident. When police ask you whether you will be willing to attend make it clear what your intentions will be.

Crime Stoppers

Crime Stoppers provide a reporting facility for members of the public who wish to call and report any information they may know about any fuel theft incidents. Crime Stoppers can be contacted on 1800 333 000.



www.crimestoppers.com.au

PRE-PAID PROCEDURES

Basic steps for Pre-Pay

1. Ask the customer what product they require and how much they would like (even dollar amounts only, such as \$10 or \$25, etc).
2. Inform the customer that the pump will automatically stop at whatever amount they paid for. *NB: If they do not reach that amount, inform them that they will be reimbursed.*
3. If the customer is unsure of how much to pay, help them estimate by asking how much fuel is in their tank and using the litre to dollar chart, suggest an amount based on the car type and tank size. *Note: An average car holds 70-80 litres.*
4. Charge the customer accordingly with the other items they may require such as cigarettes, newspaper, etc.
5. Ask which pump they are on and set pump for the amount paid for.
6. If the customer does not reach the paid amount, refund the difference.

Steps for Fuel Card Payment

1. When a customer presents a fuel card, you must follow normal procedure and ensure that the card details match the vehicle description. If they do, then it is generally safe to hold the card and proceed as usual by allowing the customer to fill up.
2. When the customer returns to the shop, check the vehicle and card details again, then continue the sale as per fuel card guidelines.

Steps for Account Customers

1. When account customers come in, you can treat them as you have in the past. Once you acknowledge that they are an account customer, you can authorise the pump without being pre-set.
2. If an account customer is overdue, "Pay before you Pump" allows you to speak to them before they continue to use their account.

Annexure A



NSW POLICE

P190A

Version 4.2 (07/05)

STATEMENT OF A WITNESS

In the matter of:	Fail to Pay at
Place:	BP Carlingford
Date:	31/5/2006

Name:	John SMITH
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STATES:

1. This statement made by me accurately sets out the evidence that I would be prepared, if necessary, to give in court as a witness. The statement is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I will be liable to prosecution if I have wilfully stated in it anything that I know to be false, or do not believe to be true.
2. I am 28 years of age.
3. I am employed as the manager of the service station at BP Carlingford, Pennant Hills Road, Carlingford.
4. I commenced my shift at 10am on Wednesday 31st of May 2006. My duties require me to monitor the petrol pump control panel to allow customers to obtain petrol and to accept payment of the petrol they have put in their fuel tanks. I do this by accepting either cash, credit or debit cards and/or cheques for payment of the fuel.
5. At 12:25pm on Wednesday 31st May 2006 I noticed a white coloured Mazda 323, registration number AA 12 BC pull up next to pump 14. I saw the light on the petrol pump control panel light up for pump 14 and I pressed the button to release the pump to issue unleaded (LPG, etc) fuel.
6. I looked up and saw a male, about 18 years of age standing next to the pump. He was about 180 centimetres tall and was wearing a red jumper and blue denims. He wasn't wearing any shoes. After he put \$45.86 of unleaded fuel in the vehicle, he ran to the driver's side of the vehicle, opened the door, got in and drove off without paying for the fuel.

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7. I wrote down the details of the make, model and registration number of the vehicle and the driver's features. I then rang the Castle Hill Police Station to report this at 12:35pm. I completed the Fail To Pay Notification form and faxed this to the Castle Hill Police Station at 1:00 pm on Wednesday 31st May 2006.
8. I did not authorise anyone to put fuel in their vehicle and leave the Service Station without making payment for the fuel.
9. I have not been paid for the fuel taken.

IF CCTV FOOTAGE AVAILABLE AND THIS PERSON CAN PROVIDE YOU WITH A COPY OF THE FOOTAGE INCLUDE THE FOLLOWING PARAGRAPHS IN THIS STATEMENT. IF SOMEONE ELSE CONTROLS THE ACCESS TO THE CCTV CAMERA AND VIDEO EQUIPMENT YOU WILL NEED A STATEMENT FROM THEM.

- 1.1.1.1 I am responsible for the maintenance of the CCTV and video equipment at the service station. I am the only one who has access to the cabinet that contains the video recorder. (OR) I have one of two keys that can be used to access the cabinet that contains the video recorder. The second key is held by the owner, Brian JONES.
- 1.1.1.2 Every Saturday either Brian or I attend the service station and remove the previous week's video cassette and replace it with a new one. The previous week's cassette is then stored in the locked safe in the manager's office for three weeks. Our policy is then to reuse this tape every four weeks. The four tapes are numbered 1 to 4.
- 1.1.1.3 On Saturday the 28th May 2006 I opened the cabinet and removed cassette tape number 3 from the video recorder and replaced it with cassette tape number 4. I then pressed the record button on the video recorder and watched the machine to confirm that the tape was running.
- 1.1.1.4 At 2:00pm the Police came into the service station and asked me to provide them the video cassette tape for the time covering the fail to pay.
- 1.1.1.5 I unlocked the cabinet and removed cassette tape number 4 from the video recorder. I then handed the tape to Constable COOPER who had me sign his notebook confirming this.

Witness: _____

Signature: _____

Annexure B



EVENT NUMBER:

E

SERVICE STATION FUEL THEFT RECORDING SHEET

In the event of a drive-off, complete this form and either call 131 444 or fax to PAL on 43534948 to assist Police with information and keep a copy for your permanent record of the event.

Please provide as much detail as possible:

Time of offence:	
Date of offence:	
Manager's name:	
Console operator/witness name:	
Description of vehicle	
Registration/number plate:	
Make (e.g. Holden, Ford):	
Model (e.g. Commodore, Falcon):	
Colour:	
Distinguishing or unusual features of the vehicle:	
Number of people in car:	
Driver's description (height, hair colour, clothing, male/female, nationality):	
Passenger/s description:	
Bowser number:	
Amount taken:	\$

Annexure C

FUEL THEFT RISK ASSESSMENT

Foreword

This security assessment is designed to help business owners, operators and staff of service stations to assess the security of their business. It covers potential areas of vulnerability, and provides suggestions for adapting your security to reduce the risk of crime against service station, in particular for theft of fuel – “drive-offs”.

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- It is not possible to make areas evaluated by NSW Police Force absolutely safe for the community and their property.
- Recommendations are based upon information provided to, and observations made by NSW Police Force at the time the document was prepared.
- The evaluation/report is a confidential document and is for use by the person/organisation referred to at the start of this document.
- The contents of this evaluation/report are not to be copied or circulated otherwise than for the purposes of the person/organisation referred to at the start of this assessment.

NSW Police Force hopes that by using the recommendations contained within the document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

LOCATION

	YES	NO	N/A	COMMENT
Is the site located on a busy road?				
Is there a presence of back lanes or rear driveways that can be used as an escape route?				
Are pumps on automatic authorisation?				
Are high risk pumps closed down during high risk times?				
Is there appropriate signage reflecting the security environment of the site?				
Are there appropriate signs to guide customer/s throughout the site?				

VISIBILITY AND SIGHTLINES

	YES	NO	N/A	COMMENT
Are there clear sightlines from the shop console area to the forecourt (petrol bowsers)?				
Are windows free of advertising and promotional materials?				
Is landscaping regularly maintained to provide good sightlines from the shop console area to the forecourt?				

LIGHTING

	YES	NO	N/A	COMMENT
Is the service station well lit at night?				
Is there lighting under the canopy?				
Is the lighting sufficient to support images obtained from CCTV footage?				
Are light switches for external lights located in a secure area within the shop or office?				

CLOSED CIRCUIT TELEVISION (CCTV)

	YES	NO	N/A	COMMENT
Do you have CCTV equipment installed for the forecourt?				
Are the cameras placed in suitable locations to positively identify an individual from recorded images?				
Do you store the CCTV images in accordance with the evidential needs of the police?				
Is staff trained in the appropriate use of the system?				

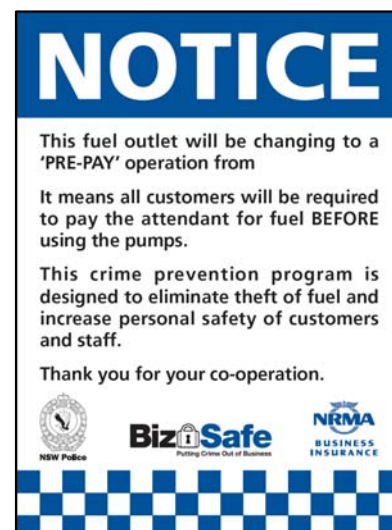
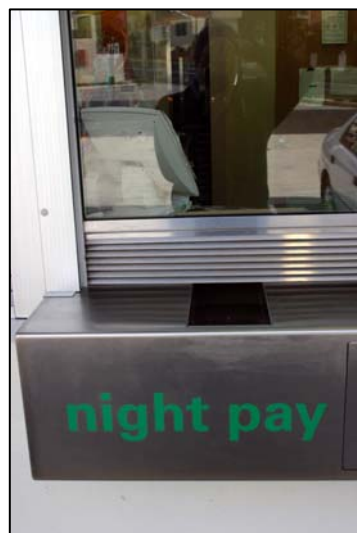
STAFF TRAINING

	YES	NO	N/A	COMMENT
Have staff received training about how to respond and report a drive-off?				
Are police contact numbers clearly displayed and accessible for staff?				
Has staff and manager/s attended a Bizsafe seminar dealing with the risk of crime?				
Has a business security assessment been completed on the business?				

Minimum Physical Security Measures

LOCATION

- Quick exit avenues from the site to the road increase the opportunity for offences to take place with a “quick getaway”. A busy road, with fast-flowing traffic, makes escape easier for the drive-off and so increases the risk.
- Automatic pump authorisation may reduce the attention of the console operator to the forecourt. (Note: under the Dangerous Goods Legislation, automatic authorisation of pumps is only permitted under specific circumstances. Operators should check their state legislation).
- Sites should analyse trends in drive-offs, to identify which pumps and/or times pose the highest risk. Consideration should be given to closing down high risk pumps in high risk times of day. Most petrol stations will place an obstruction such as a yellow cone in the driveway of the bowsers not to be used during the night OR place a sticker stating this ‘PUMP NOT IN USE’. The sticker is then removed during the day along with the cone.



- Truck stops face particular problems, due to size of fills. A watch should be kept for trucks filling up on both sides of a pump (but only one paying), and on two trucks from the same company filling up at the same time.
- Effective signage and directions will provide guidance to customer/s in locating shop console areas and keep them away from restricted areas.

- Advertising displays and advertising materials placed on or near windows so as not to obstruct the view of the forecourt by console staff. It is recommended that no more than 15% of the display area be covered.
- Any shrubs or bushes should be regularly trimmed so that they do not restrict the view from the console of anyone approaching the shop as well as reduce concealment opportunities.

VISIBILITY AND SIGHTLINES

- The key security issue for forecourts is visibility of the forecourt to service station staff, particularly console operators. This is important both to allow early detection of potential security issues, and also to deter drive-offs.
- The forecourt should be clearly visible to staff behind the shop console, and vice versa. This includes all external sales outlets – such as pump bowsers.
- There should be increased awareness by console operators to what is happening on the forecourt. Console operators should be able to take the details of a drive-off (make and colour of a vehicle, and license plate) to assist police.



LIGHTING

- Install security lighting in and around the site, particularly over the approaches of the service station to create an even distribution of light. Lighting should meet minimum requirement under AS 1158.
- Lighting switches for external lights being located in a secure area within the shop or office.

CLOSED CIRCUIT TELEVISION (CCTV)

- CCTV can enhance the physical security of your business and assist in the identification of people and number plates.
- Digital or video technology should be used to record images from the cameras.
- TV monitors should enable staff to monitor activities on the camera and placed in the shop console area.

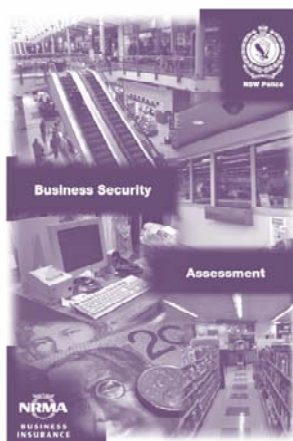
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- Recording equipment should be installed away from the shop console area to avoid tampering.
- Installed surveillance equipment should be maintained in working order and regularly tested.
- Staff should be trained in the correct use of the system.
- Any surveillance system should be manufactured and installed by a qualified and reputable company and regularly function tested.
- Signage indicating that CCTV is recording or monitoring this bowser should be placed in 'easy to read' places around the petrol station. This will act as a deterrent to possible offenders.

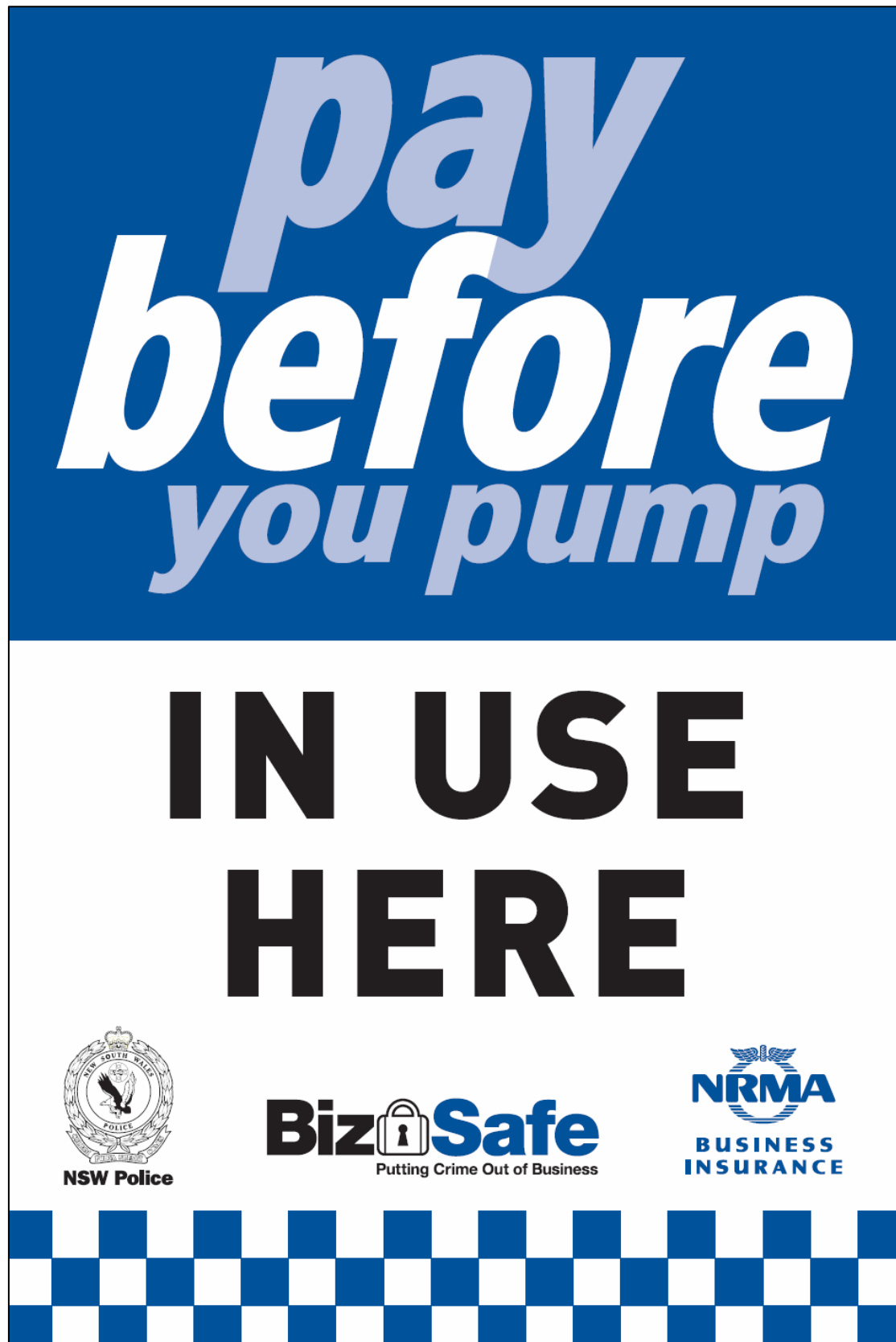


STAFF TRAINING

- Employers must ensure that staff are trained on how to report a 'drive-off' incident.
- Standard operating procedures and notification forms should be accessible to all staff to enable them to easily complete all necessary actions.
- Police contact numbers should be clearly displayed for all staff.
- 'Bizsafe' is a project that exists for all small to medium sized businesses to help identify crime risks and provide recommendations on how to reduce that risk. Seminars are run throughout the state by the project co-ordinators, NSW Police Force and NRMA Business Insurance. For further information regarding this project, please contact your local Crime Prevention Officer.
- A business security assessment enables owners and managers to assess their business and determine security vulnerabilities of the premises. For further information, please contact your local Crime Prevention Officer.



Annexure D



NOTICE

This fuel outlet will be changing to a 'PRE-PAY' operation from

It means all customers will be required to pay the attendant for fuel BEFORE using the pumps.

This crime prevention program is designed to eliminate theft of fuel and increase personal safety of customers and staff.

Thank you for your co-operation.



PLEASE PAY ATTENDANT

BEFORE USING THIS PUMP

