



NSW Police Force
www.police.nsw.gov.au

DRIVE OFF OR FAIL TO PAY EVENTS PREVENTION TIPS FOR CONSOLE OPERATORS ANNEXURE 1.1

CHECK IF THERE IS ANYTHING SUSPICIOUS BEFORE AUTHORIZING ANY OPERATION OF THE PUMP

SIGNS TO LOOK OUT FOR:

- Be alert during busy periods as offenders will take advantage of this.
- Vehicles parked furthest from the console or out of view
- Vehicles parked too close to the exit
- Drivers who stay in the vehicle while passengers use the pump, vehicle doors left open
- Covered, altered or missing registration plates
- Customers obscuring their face, motorcyclists leaving helmet on, sunglasses, hats or hoods
- Vehicles/Customers you know who have committed Drive Off or Fail To Pay

WHAT TO DO IF YOU ARE SUSPICIOUS:

- Record the registration and make of vehicle then **STOP** the pump
- Confirm how payment will be made with driver
- Make eye contact with the customer
- Do not be afraid to request pre-payment

WHAT TO DO IF A DRIVE OFF OR FAIL TO PAY OCCURS:

- Record the registration plate number
- Review and record all CCTV footage
- Alert other staff and sites
- Be prepared to attend Police Station to supply CCTV and statements upon being requested to do so by Police

COMPLETING THE ON-LINE FORM:

- All of the fields are critical for the police when commencing an investigation
- Do the best you can to complete all of the fields in the form and fax it as fast as possible. Every item is important to the police. Some things can't be completed so if this is so, please leave the field blank.