

COVID-19 Security Guidance

LAST UPDATED:

7TH APRIL 2020

**Site
Security**

**Hire to
Steal**

Solutions

Foreword from Peter Thompson

Managing Director, CanTrack Global

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We're hearing the word 'un-precedented' a great deal currently. These are indeed challenging times, and thieves never fail to take their opportunity in times of uncertainty. We've seen strong levels of theft this year, and even as construction sites are starting to close operations as I write this, our Investigations Unit are still active, and recovering stolen plant and commercial vehicles. We are currently deemed as an essential service due to our activity reducing crime.

We're seeing the UK Police and Interpol creating alerts of fraudulent hires, emails and scams, and we are seeing theft activity levels maintain. The risk our clients are telling us they are concerned about, is having high levels of off-hired vehicles and plant, which they cannot handle logistically. This means owners equipment left on client sites, but on the owner's insurance. We hope this guide will give you some essential general information to protect your kit and company, as well as specific steps to protect your equipment with the CanTrack Protect & Asset, useful alerts & tools on the software, and how the Support Team can you assist you with preparations.

Your CanTrack Asset & Protect systems have been invested in precisely to get you through times such as these - please ensure you look through the advice and software set-up carefully to maximise security.

Together, we can help keep your business moving.

PLEASE ENSURE THAT IF YOU'RE NOT THE RIGHT PERSON IN YOUR ORGANISATION TO BE IMPLEMENTING THIS, YOU FORWARD IT TO THE PERSON(S) RESPONSIBLE URGENTLY.

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If you're reading this and you're not a CanTrack client, find out more about our unique theft recovery solution, with our national Investigation Unit as part of your annual subscription:

https://www.cantrack.com/wp-content/uploads/2020/04/Protect-Plant-2020-03-31_07-54-ADT.pdf

Contents

| | |
|---|----|
| Foreword from Peter Thompson | 2 |
| Quick Check..... | 4 |
| Insurance risks | 5 |
| Minimise the risks | 6 |
| Locking machinery | 6 |
| How to secure and monitor sites | 7 |
| Light sensor | 7 |
| What to do in the event of theft | 7 |
| Recent theft stats and risks | 8 |
| Hire to Steal | 9 |
| General advice on financial risk to hirers | 9 |
| CanTrack Global monitoring | 10 |
| Movement based monitoring | 10 |
| Multi-Drop Van Dangers | 11 |
| Geo-fence monitoring for sites that are operational | 12 |
| Use of scheduled hours to further narrow it down | 13 |
| Utilisation Monitoring for payment fraud | 14 |
| Keep an eye on your kit with the 'no communications' alert..... | 14 |
| Make use of the new CanTrack Global software..... | 15 |
| Let us help you | 16 |
| Training | 16 |



Quick Check

- ❑ Check through all equipment on the CanTrack software now, using the guide below to set-up monitoring alerts. This is particularly important if your client sites are closing. Our support team is ready to assist you going in and coming out of the COVID-19 crisis.
- ❑ Be aware of the criminals taking advantage of lapsed procedures to commit 'hire to steal' frauds. Ensure your staff are aware of the risks.
- ❑ If you have a theft, call 01908 330385 (option 1) to report it, and the Investigations Unit will walk you through the next steps.
- ❑ Follow 'CanTrack Global Ltd' on LinkedIn for the latest updates around thefts, hotpots and new information relating to the deployments of our services at this time. <https://www.linkedin.com/company/cantrackglobal/>
- ❑ Please be aware of severely increased financial risk at this time and use credit monitoring systems to monitor the health of your clients and take the time to keep in regular contact with them.
- ❑ Please keep checking for the latest version of this document as we adapt and update this advice. You will find this here - <https://www.cantrack.com/covid-19/>

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Insurance risks



If machines are on-hire on a site, they should be covered by the hirer's insurance for the duration of that hire. If they have been off-hired but left on the site due to logistical problems, then they fall back on to the owner's insurance for liability.

Ensure that the insurance policy in force for the period of the rental covers machines left on unattended sites for an extended period of time. There is obviously increased risk, which some Insurance Policies may not provide cover for. Contact your Insurance company to confirm that relevant cover is in place.

Please ensure that you keep a record of the date, time, method and person informed of the off-hire of any machinery and keep a record of all correspondence received.

If you have machines, vans and commercial vehicles on hire, use the locations provided by both the CanTrack Protect and CanTrack GPS to see whether they are still being used despite being off-hired. The CanTrack Protect unit is the only Thatcham S7 battery powered unit capable of providing minute by minute 24/7 utilisation on non-powered assets without significant battery life impact (see CanTrack Global monitoring section).

Minimise the risks

Ensure site security is all up-to-date with the latest high security padlocks and fencing is secured together properly.

If you need any advice regarding security of machines and sites, contact our Investigations Unit on 01908 330385 (option 1) who will be happy to provide advice.

Ensure your CanTrack Protect units are well hidden and difficult to remove. Consider fitting CanTrack dummy units to all machines that are to be stored on sites.

Locking machinery

Where possible, consider disabling machines by other means on top of standard-fit immobilisation systems. Consider if it is possible or feasible to remove fuses or wires to prevent machines being started? It may delay thieves slightly, but it's better to have them delayed rather than deterrents not present.

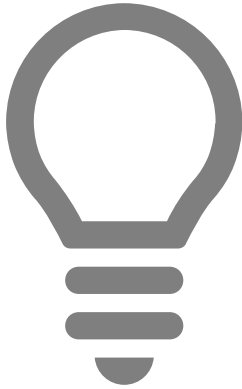
Where possible, smaller machinery should be integrated with each other as is common practice, i.e. excavator arms placed into the loading buckets of small dumpers.

Always follow CEA guidelines on security of machines to ensure that insurance cover will still be in place if an incident happens. Combined Industries Theft Solutions (CITS) is an industry working body for construction and agricultural industries. They have produced a guide on general practices which can be found here: <http://www.theftsolutions.org/code-of-practice/code.html> - this guide has photographic examples of how to secure unattended machines.

After recent instances of crane Hiabs being used to steal machines, ensure small machines are stored away from the edges of sites and away from access roads where a Goods vehicle with Hiab could potentially reach over the fencing and lift a machine out.



How to secure and monitor sites



Light Sensor - If you are going to store your equipment in a site box or shipping container you could switch the light sensor on and have an alert set up. Should anyone open the box or container,

the light sensor will pick up the change in light and you will be alerted. Instructions below.

Motion Detect – If you are leaving equipment on site and don't expect it to move, you could switch the motion detection on and set up the motion alert. You will then be notified if your equipment is moved or is moving. Instructions below.

Geo Fences – Set up geo fences around your sites and set up alerts for when a unit reports in outside the fence. Instructions below.

See the CanTrack Global Monitoring section below for details on how to set-up.

What to do in the event of theft

If you are a CanTrack Protect customer, please contact us on 01908 330385 option 1 (open 24hrs) immediately as you become aware of a theft. You'll be asked to notify local Police force to give further information while our Investigations Unit will already be on the case with locating your stolen asset(s).

If you're not a CanTrack Protect customer, contact the Police force that covers the area the theft occurred in to report it ASAP. Make sure you pass them all the relevant machine details including a registration number, even if the machine is not being used on a road - this will allow easier recording of the theft onto the Police National Computer. Find out more about the service from our website at <http://cantrack.com> or view some plant specific detail [here](#).

Recent theft stats and risks

We have already seen a **70%** increase in thefts in the first 3 months of this year compared to last our recovery rate is well over 90% on all types of machinery.

As of the 7th April, our concerns have come to fruition as the UK is under attack from opportunistic thieves who are seeing construction sites, vehicles and business premises shut down. Multiple areas of crime have risen sharply. Our Investigations Unit remains at full capacity at this time.

Machinery is at risk if it is left on site and not suitably secured either with other machines or some kind of physical security. Good physical security on the site access will help to deter thieves.

Hire-to-Steal

Criminals are taking advantage of COVID-19 to de-fraud equipment and vehicle owners. They are taking advantage of less staff, and reduced checks that may be a result of reduced working staff and remote system access. This is a fast-rising type of theft, and we have already seen new cases and been able to recover equipment stolen in this manner since COVID-19 starting impacting business.

If you are unsure about whether to hire, “**don’t**” is the best advice. If you need further advice, contact our Investigations Unit who will offer their guidance as former Police Officers.



General advice on financial risk to hirers

You might be asked by clients at this time to help them with cashflow issues, by extending credit terms. You will be best placed to understand the risk, but we strongly recommend that consider it thoroughly on a case by case basis. Insolvency practitioners who work on insolvency issues daily, would advise the opposite and that you consider reducing or even removing credit terms to existing customers as furthering only increases the risk to your business.

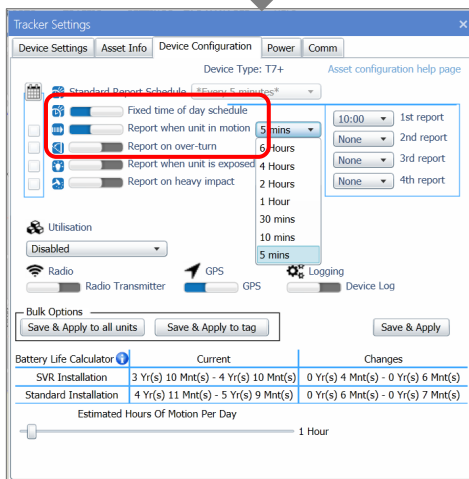
Use credit monitoring tools to check before all new orders the credit risk of companies you’re dealing with, but be aware that the credit score will not be updated quickly enough to highlight the type of rapid company deterioration that this COVID-19 crisis could unfortunately bring about.

Set-up credit monitoring alerts on all credit accounts to receive alerts on increased payments days (for larger companies only), directors leaving, CCJ’s and winding up petitions.

Keep in regular contact with clients, both to let them know that you’re still operating and there for your clients, but also to keep in touch with how they’re finding the situation. Ask them if they are experiencing difficulties, it’s better to know and take action that not. A client that becomes insolvent during this time, puts your equipment at increased risk from theft as there is no responsible party.

CanTrack Global monitoring

Movement based monitoring

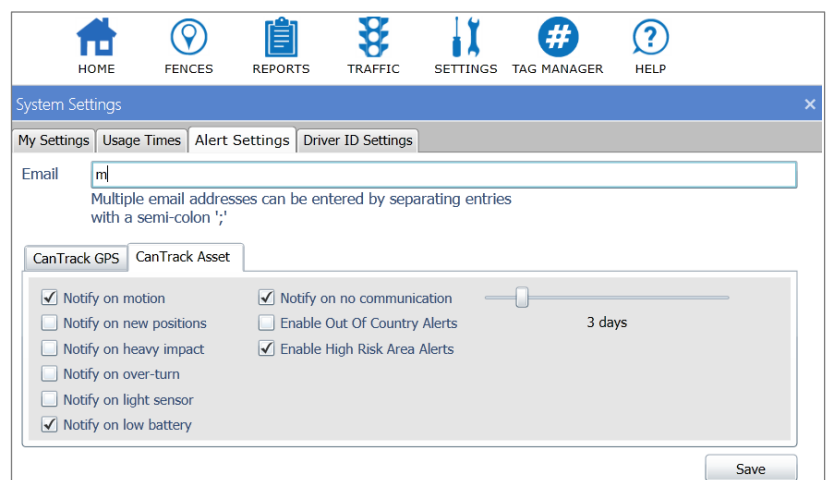
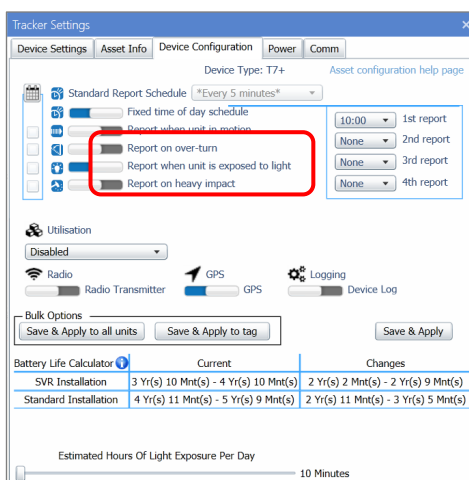


Switch on 'Motion Detection', in device settings (screwdriver & spanner icon on device tile), if you are leaving equipment on site for any period of time. You could set up a motion alert, by switching 'Report when unit in motion' to on.

Then in the main settings (screwdriver & spanner in the top menu bar) go to the alerts section, select the CanTrack Asset tab and select the alerts you wish to receive. You will need to add at least one email address (see image). This will then notify you as soon as the equipment is moved or is moving, ideally you should have GPS enabled for this to work effectively and to prevent false alarms.

This potentially allows our Investigations Unit to take immediate action to commence an investigation. The theft of the asset would have to be confirmed and reported to the Police. Please do not use this setting if the site is still in use as you will generate a lot of alerts and quickly reduce battery life.

If you have a light sensor and the equipment is locked away in a container or site box, then you could setup an alert to be notified if the unit detects a change in the light. This could indicate that a theft is in progress. Go to device settings (as in setting up the motion detection) and select 'Report when unit is exposed to light'. Set up the alert as per the instruction for motion detect (see image below).



Multi-Drop Van Dangers



Vans are stolen, more often than not, overnight – however, we have experienced at times of high demand (or when high value loads are being delivered) that they are stolen during the day whilst on delivery routes.

Drivers need to be reminded of the basic security of **switching off the engine and locking the van** during each and every delivery.

Delivery drivers should always be alert to the possibility of being “followed” by thieves waiting to pounce. If a driver at any time thinks he is being followed he should ensure all the vehicle doors are locked and make his way to the nearest Police station or Police Officer.

CanTrack can assist to facilitate a faster recovery of a stolen van if you configure the asset to have two wake ups during the day. Keep your usual morning or late morning wake up and add another for the afternoon. This would allow our Investigations Unit to be on the ground sooner to track any vans stolen during the day.

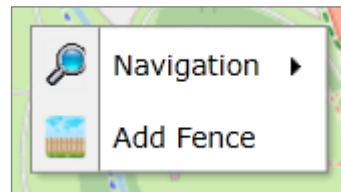
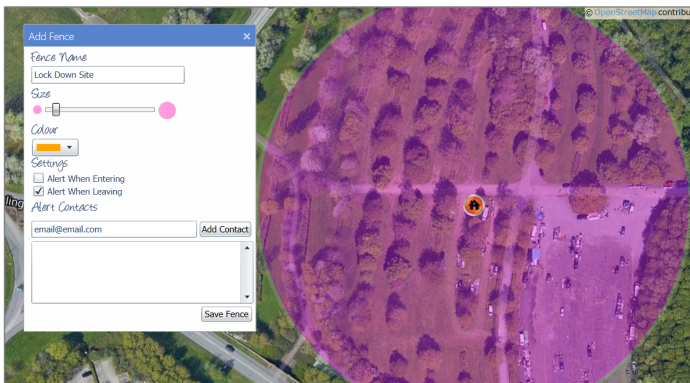
It is easy to set a second wake up - just click on the device configuration tab then on the second report tab and pick the time you would prefer we would recommend 1800hrs – 1900hrs to give a good spread of coverage.



Geo-fence monitoring for sites that are operational



Geo-fences can be used to alert you if something leaves or enters a site. With GPS tracking this will be live, as it happens. With battery powered (Protect) devices this will be the next time the unit reports in. To do this 'right click' on the location, you want to monitor, in the map. Select 'add fence'. Size and name the fence. Select the alert you want and add an email addresses. Save the fence.



Use of scheduled hours to further narrow it down

If you set operating times for your site(s) you could schedule a daily 'out of hours' report. This will allow you to set alerts that are only active during periods when you don't expect your asset or vehicles to be operating. If they are stood down, you should just use the 'Movement Alert' instead which is active 24/7.

When using Scheduled Hours, your selected sensors will be disarmed during the hours you select below, and armed at all other times.

| | | | | | | |
|-----------|---------|-------------------------------------|---------|------------------------------------|---|------------------------------------|
| Monday | Disable | <input checked="" type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |
| Tuesday | Disable | <input checked="" type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |
| Wednesday | Disable | <input checked="" type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |
| Thursday | Disable | <input checked="" type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |
| Friday | Disable | <input checked="" type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |
| Saturday | Disable | <input type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |
| Sunday | Disable | <input type="checkbox"/> | Enabled | <input type="text" value="06:30"/> | - | <input type="text" value="19:30"/> |

Save

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Save

With units running Firmware version 2.20 or later, there is an additional configuration feature available. The option to be able to see a schedule against motion, light, tilt and heavy impact detection.

Standard Report Schedule
Daily (24hr)

☒ Fixed time of day schedule
☐ Report when unit is in motion
☐ Report on over-turn
☐ Report when unit is exposed to light
☐ Report on heavy impact

If the feature is available, you will see a calendar icon and tick boxes adjacent to the sensor toggle options.

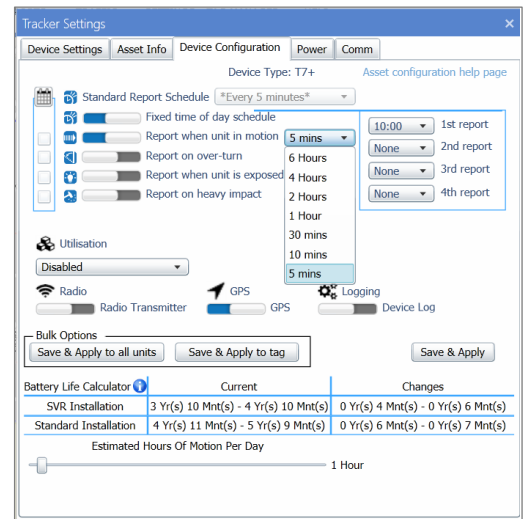
To set up the schedule for the unit, click on the calendar icon to the left of the 'Standard Report Schedule'.

This takes you to the 'Schedule Settings' window. In here you select the time periods in a week where you would not like sensors to be able to wake up your unit. Having a day set to 'disabled' means the sensors will be active all day.

When you have set your schedule tick the box(s) next to the sensors you would like the schedule to apply to and choose your saving option.

Utilisation Monitoring for payment fraud

The CanTrack Protect unit is the only battery powered unit capable of monitoring 24/7 utilisation with minute by minute activity. You can monitor the movement of your machines and vehicles for a given day or period of time. If you have assets that are off-hired, using the utilisation monitoring will help monitor usage. Select 'Motion' from the Utilisation drop-down in the Settings window, and the 'Utilisation Report' in the Report menu can be run on a unit, a tag group or for all units in the Reports section to see hours usage.



Keep an eye on your kit with the 'no communications' alert

This is a simple tool that allows you to ensure your device is working as it should be. The 'no communications alert' is an adjustable alert that simply lets you know when your CanTrack Protect has not reported into the system, for a set number of days.



This alert is easily set up using your unique login details, on the software, and takes no more than 5 minutes to do.

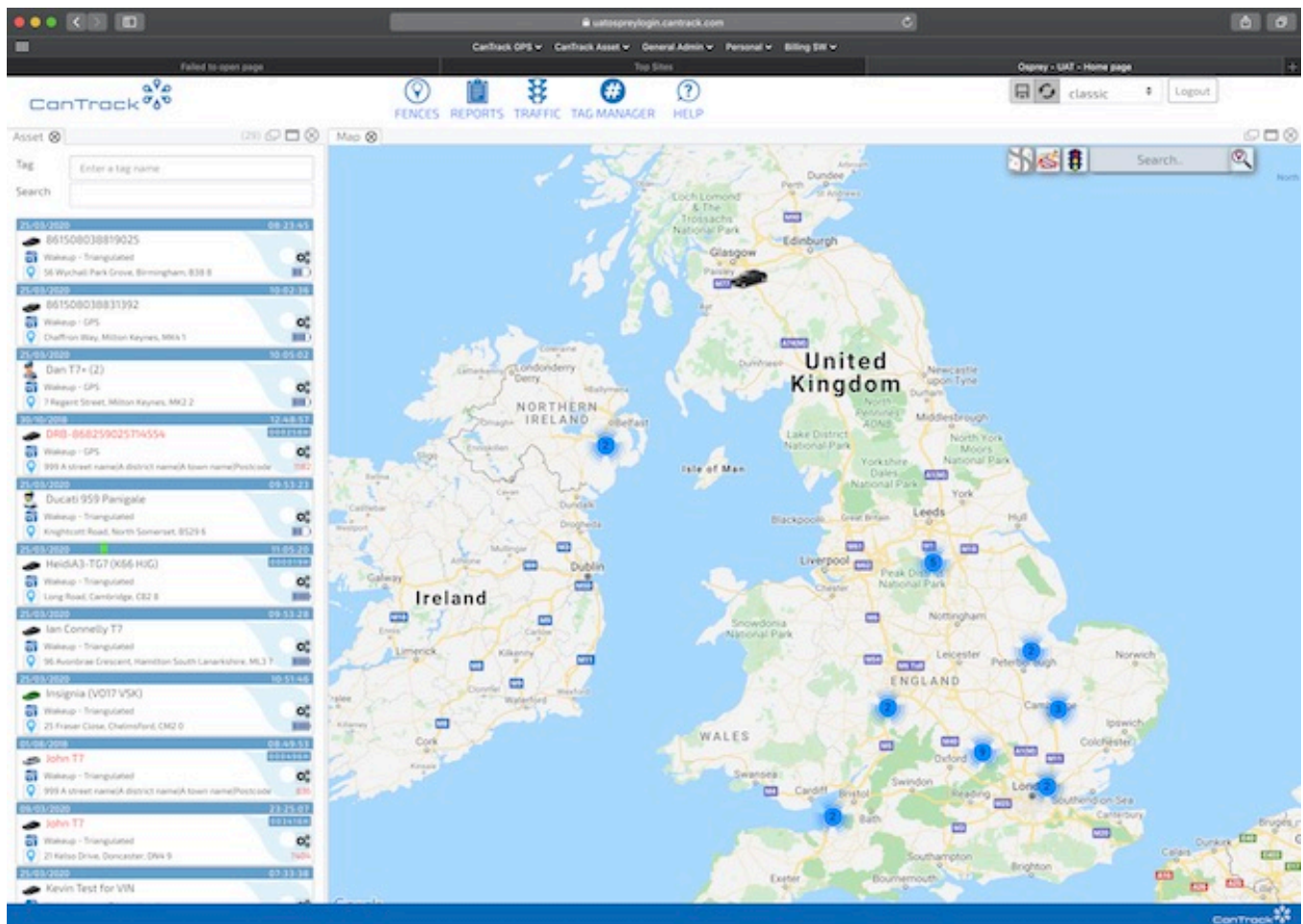
The alert gives you an early warning that your device is either in an area of poor GSM signal or has other potential connectivity issues. It is essential to ensure your device is working as it should be to maximise the likelihood of successful recovery.

1. Login to the CanTrack software and click on the 'Settings' tab
2. Click on the 'Alerts Settings' tab
3. Select 'Notify on low battery' and 'Notify on no communication' and adjust the slider on the right hand side to the relevant level (we recommend 3 days)
4. Insert the email address you want alerts to be sent to in the 'Email' field and click save.

Make use of the new CanTrack Global software

Select clients are already participating in the much-anticipated new release of the CanTrack software. It works in any web browser, on any platform. Whilst it's not quite out of beta testing, it's almost fully functional for CanTrack Protect and gives people easy access to their assets from tablets, laptops and desktops and, soon to be, smartphones.

Please email support@cantrack.com to obtain access.



Let us help you



At CanTrack Global, we're working normal business hours and answering the phones and emails remotely to assist you, or your teams, to get the software alerts and protection in place for you. We use screen share technology to show you how to perform these changes and verify what you've done. We can also help you after COVID-19 has passed and activity is being resumed to remove settings, to ensure you don't unnecessarily run-down batteries.

Training

We will shortly be announcing online training for group sessions to view the set-up of alerts and software. You can also call 01908 330 385 during office hours to speak to our support and delivery team to receive immediate advice, training and screen shares as appropriate.



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