



Process 2.16

Theft of a vehicle

Purpose of this process is to effectively ensure employees and self-employed persons understand what process to follow in the event of a vehicle being stolen

REDSW operates vehicles provided by external hire companies when these vehicles are provided with tracking REDSW will monitor these daily. In the event of a vehicle theft, the driver will contact the OSM to report this, the OSM is then required to contact the fleet and general manager straight away, while also informing the customer of the situation so they are aware that the parcels maybe stolen, And the OSM will report this to the police, getting and recording a crime reference number. If the vehicle is tracked the fleet or general manager will provide the location details of where the vehicle is travelling or parked.

The OSM will then travel to a location provided and look to recover the vehicle if possible.

If the vehicle is not recovered the OSM will then report back that the vehicle is lost and the hire company and insurance will be notified.

If the vehicle is recovered the OSM will report this and inform the customer if the parcels are stolen or not, the OSM will then inform the customer.

If the vehicle is recovered the OSM will make arrangement for the vehicle to be recovered and for the vehicle keys to be either re-cut or the locks replaced.

In the event of any situation the OSM will complete the customer incident form and also the insurance report form to.

The driver is responsible for making a statement to the police and requesting a copy of this to show the type of theft that has occurred.

Once the details of the theft have been provided the Driver will be placed back on a route.

If it is identified the driver have left keys in the vehicle the driver may be removed from the contract.

If the driver is removed then the ceased driver process should be followed.