Commercial vehicle drivers are increasingly the victims of brutal assaults. Given increasing road haulage volumes, the number of cargo thefts is also continuing to rise. Dispatchers can reduce the risk of loss beforehand.

**Reduce risks**

Dispatchers can counteract this worrying trend at an early stage by taking organisational and technical action and by providing drivers with specific support – at the route planning stage as well as before and during transportation.

**Please bear in mind at the route planning stage that ...**

- drivers have to comply with rules governing working hours and that they should spend the required en-route rest periods in safe parking areas.
- at least one alternative route needs to be specified and that this routing is available on paper to the driver in the vehicle.
- the vehicle has a full tank of fuel and that the driver has attended to all personal matters.
- rules of thumb relating to routes and rest options from previous haulage assignments are factored in.
- transportation details are only shared between the driver, the control centre and their direct superiors.
- rules of thumb relating to routes and rest options from previous haulage assignments are factored in.
- up-to-date security information is obtained from the appropriate service provider or authority and is then immediately factored into route planning.
- sub-contractors, with whom your company has not previously partnered, are only commissioned once rigorous safety/security requirements have been met.

**Ensure before and during transportation that ...**

- the vehicle is fitted with two mobile/cell phones from two separate network providers. The control centre number needs to be saved in the quick-dial memory and the batteries need to be fully charged.
- there is a satellite navigation device in the vehicle to ensure communication of the vehicle’s position in an emergency.
- a replacement vehicle is available in an emergency. Rapid reaction security contractors should be included in any emergency plan.
- the driver informs colleagues at the control centre and at their destination about their scheduled arrival time prior to departing. The vehicle’s position should then be reported at 30-minute intervals to the control centre.
- a check is made to verify that the cargo loaded onto the vehicle tallies with the details in the loading instruction and the delivery note. If such a check cannot be made, this must be noted on the way bill/consignment note.
- the control centre is manned for the duration of the particular haulage assignment. Reporting chains should be established to enable decisions to be taken quickly in the event of disruption.
- the identity of the recipient can be verified against documents submitted, such as receipts bearing a company stamp.

**Online applications**

Virtual platforms, such as freight exchanges, are increasing in importance. When using web applications, remember to handle your own data with care. Very important: never disclose personal codes and change passwords regularly!
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