

## ARC MARINE

THEFT OR HIJACKING OF A  
CONTAINER OR TRAILER

## RISK CONTROL BULLETIN



## INVESTIGATION GUIDELINES

The following is an outline of the types of information that should be developed and included with any investigation into a theft or hijacking of a container or trailer. This is not intended to be all-inclusive, but rather guidance notes as to the investigator's responsibility and basic information required. Supplemental information should be provided, as may be warranted by the circumstances of the case and local conditions.

### 1. GENERAL INFORMATION

- 1.1 Insured
- 1.2 Consignment
- 1.3 Invoice Value: (As provided by the commercial invoice)
- 1.4 Bill of Lading
- 1.5 Marks
  - Describe packaging
  - Any descriptive markings or serial numbers
- 1.6 Name & Address of Shipper: (Location from where consignment was shipped.)
- 17 Date of Shipping
- 18 Name & Address of Consignee

- 19 Date of Scheduled Delivery
  - Was there a delay in the scheduled delivery and did this contribute to the loss?

### 2. INVESTIGATION/FINDINGS

- 2.1 When was the incident reported and by whom?
- 2.2 Where did the incident occur?
- 2.3 Were there any witnesses? If so, obtain names and addresses.
- 2.4 What was stolen?
- 2.5 Was any portion of the consignment not stolen? If so, describe its condition and steps being taken to protect this cargo.
- 2.6 Identify the authorities to which the loss has been reported, including the names and addresses of any officers investigating this incident.
- 2.7 Has the carrier been placed on notice and who is their contact person?

### 3. PHYSICAL INSPECTION

#### 3.1 Was the tractor or container/trailer found? If so,

- Where?
- By whom?
- Describe its condition and any evidence of forced entry
- Identify any seals found on the container
- Were there any locks or security equipment provided in the cab or trailer?
- What communication or tracking equipment was found in the cab?
- Record odometer & fuel gauge reading in the cab. Does this indicate any diversion from the intended route?

### 4. TRANSIT DETAILS

#### 4.1 Describe modes of transportation and carriers used for each leg of the trip:

- Reconstruct the routing of the trailer, from point of origin to destination and where the incident occurred. Was this along the intended route?
- Describe any in transit inspections and obtain copies of any inspection records

#### 4.2 Type of container or trailer utilized

- Include identification & manufacturer information, if known

#### 4.3 Seal & Lock Information

- Identification & type of any seals that were used
- Where were the seals installed and did the driver verify the seal?
- Were the seals checked & verified at any interim points during transit?
- Any new seals issued? Any new documents issued?
- Identification & type of any lock used to secure the container or trailer doors and its condition.

#### 4.4 Carrier Information

- Full name & address
- Is this a regular contract carrier?
- Was the transport subcontracted to another carrier? If so, provide details
- Identify the carrier's insurance company

### 5. STATEMENTS AND INTERVIEWS

#### 5.1 Obtain statement from the driver(s). Have the driver describe what happened and the sequence of events leading up to the loss. Also include,

- Driver's full name & address
- Driver's license and/or other identification (verify)
- Employment background
- What instructions did the driver receive, when picking up the load?
- Timeline of events & route followed
- When, to whom & how was the loss reported?

- Any suggestions from the driver as to how the loss might have been prevented

#### 5.2 Obtain statement and/or interview any witnesses that may be identified.

#### 5.3 Interview local authorities that may be investigating the loss and request to be provided with copies of any reports that may be issued.

#### 5.4 Identify and obtain statements or interview any personnel involved in loading the trailer.

- Who loaded the container or trailer?
- What seal or lock was applied & by whom?
- Was the container or trailer inspected before loading? If so, describe inspection. Was there an internal inspection within the box? Was any inspection report issued?
- How was the count and/or quantity of the cargo loaded verified? Was the driver asked to verify and sign?
- Two person sign off/verification?
- Any documentation?
- How were the driver & carrier identified, before allowed to pick up the load?
- Were any instructions given to the driver?

### 6. COMMENTS & OPINIONS

#### 6.1 Remarks should be limited to comments or opinions that can be supported by the facts and the investigator's experience. Avoid speculation!

- Is the statements and information reported by the various parties consistent? If not, identify any inconsistencies
- Provide any recommendations for future action to be taken, or additional information that should be obtained
- Submit recommendations for any future action that should be taken, for loss control purposes, on future shipments

### 7. GENERAL COMMENTS

- Obtain copies of all relevant documents and include as an enclosure with the report
- The report should be accurate, thorough and well written.
- Differentiate between information that is personally determined by the investigator, and that which has been reported by others.
- The report should not represent as fact, information that has only been reported by others
- The report should not contain any opinions or conclusions that are contradictory
- The report should not raise any question that is left unanswered, even if the answer is a recommendation for future investigation
- Describe what efforts are being undertaken to locate and recover the stolen goods

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