



Securing Car Lots

OVERVIEW

Car Dealerships and/or Car Lots normally consist of a large open lot, storage lot, and multiple buildings for service and administration. The challenge for providing security to these types of locations is obviously in the large amount of territory and vast array of inventory that normally goes with these businesses.

- Auto theft is an estimated \$7.5 Billion business and despite a declining theft rate in the US, the FBI reinforces that the crimes in this area continue to grow.



Don't think it doesn't happen to dealership lots

Thieves steal \$80K Audi from Houston dealership after test drive

HOUSTON -- Two men walked into the Audi West Houston dealership last week during regular business hours and drove off with a car worth \$80,000, and they didn't pay for it. Sales Manager Greg Chapman said a man came into the dealership last Thursday afternoon, and after looking at several cars, asked to test drive the RS5 coupe. After taking it for a spin, the man and a sales employee sat down to talk about the car. Chapman said when his employee walked away from his desk for a moment, the man grabbed the car keys, his driver's license, and even the copy that was made of his driver's license, and walked back out to the car. "Literally in 10 to 15 seconds, he was in that fast car and drove off," Chapman said. "There was really no way to stop him."

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RISK FACTORS

Parking Lots/Areas no matter what their uses hold many challenges and liabilities for both the Security Officer and the Client. In this scenario some of your concerns and risk factors are:

- Vandalism of Vehicles and Property
- Vehicle or Property Theft

YOUR ROLE

- Deter criminal offenses through High Visibility;
- Detecting criminal offenses (look for broken windows, signs of forced entry, persons loitering);
- Provide a sense of a secured environment to employees and visitors
- Make emergency contact when necessary to appropriate personnel in accordance with your Post Orders;
- **Report maintenance issues such as light outages, safety hazards, any suspicious person(s) or vehicle(s) nightly**

Your duties

- The duties in these types of locations generally stay the same. Your supervisor or the Management Team will advise you if there is anything particular to your current assignment:
 - Typically security arrives on location just prior to closing time and remains on property until the next business day. Every Officer shall keep a DAR of all their activity during the shift. Entries shall be made every 30 minutes of your activity. Significant events requiring a Incident Report will be reported to the Dispatch Center.
 - Upon arrival the Security Officer should greet employees and guests that might still be present
 - Conduct a presence patrol in order to prevent locking someone in the facility unknowingly
 - Be sure to note any special conditions that employees may advise you of

DUTIES (CONT.)

- After all employees and guests are gone, the Officer will check all doors **“visually”** to ensure they are secured. Do NOT pull hard on the doors as this may set off alarms.
- Ensure that employees or patrons do not leave vehicles parked **after business hours** that block the gates entering the site
- Pay close attention to the amount of activity in the back of the lot
- After Hours is a time that dealerships experience break-ins to the Service Department and the Storage Lots and cars parked toward the back of the lot.
- Document everything that unusual that you find
- Conduct full exterior patrol at least once every hour
- Conduct patrols of the new car lot every 30 minutes to ensure your presence is known to the public
- Re-check all doors every 2 hours

DUTIES (CONT.)

- Guests may arrive after hours to look at vehicles. This is permitted, however, you need to ensure your presence is known to these individuals and you should stay close by in the area noting their physical descriptions as well as the make, model, color, and license plate of the vehicle they are currently driving.
- Inspect the vehicles in the area that the guests were looking after their departure to ensure there is no damage or anything of a suspicious nature
- Check all doors prior to departing the post



Quiz

Reporting light outages to dealerships should be done on a weekly basis.

- a) TRUE
- b) FALSE

Guests arriving after hours should be advised that they will need to comeback when the dealership is open

- a) FALSE
- b) TRUE

Patrols of the new car lot are to be made every _____?

- a) Hour
- b) Two Hours
- c) 30 Minutes

Upon arrival the Security Officer should immediately begin locking up the gates to the lots

- a) TRUE
- b) FALSE

Rechecks of all doors should be made every _____

- a) Every 30 Minutes
- b) Every 3 Hours
- c) Hourly
- d) None of the Above

When do dealerships normally experience the majority of thefts?



Answers

1. True
2. True
3. 30 Minutes
4. False
5. Every 2 Hours
6. After Hours