

BS EN 16352:2013



BSI Standards Publication

# Logistics — Specifications for reporting crime incidents

**bsi.**

...making excellence a habit.™

**National foreword**

This British Standard is the UK implementation of EN 16352:2013.

The UK participation in its preparation was entrusted to Technical Committee OS/1/-/4, Supply chain management.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2013. Published by BSI Standards Limited 2013

ISBN 978 0 580 76744 9

ICS 03.100.10; 35.240.60

**Compliance with a British Standard cannot confer immunity from legal obligations.**

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 March 2013.

**Amendments issued since publication**

Date	Text affected
------	---------------

---

ICS 03.100.10; 35.240.60

English Version

**Logistics - Specifications for reporting crime incidents**Logistique - Spécifications relatives au rapport d'incidents  
criminelsLogistik - Spezifikationen für die Berichterstattung von  
Straftaten

This European Standard was approved by CEN on 5 February 2013.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG**Management Centre: Avenue Marnix 17, B-1000 Brussels**

## Contents

Page

Foreword.....	3
Introduction .....	4
1 Scope .....	5
2 Normative references .....	5
3 Terms and definitions .....	5
4 Requirements on the incident report.....	5
4.1 General.....	5
4.2 Essential data fields in the incident report .....	5
4.2.1 General.....	5
4.2.2 Type of incident .....	6
4.2.3 Modus operandi .....	6
4.2.4 Incident location .....	6
4.2.5 Time of incident .....	7
4.2.6 Consequences of incident .....	7
4.2.7 Vehicle type .....	7
4.2.8 Cargo details .....	8
4.2.9 Victim (company/person etc).....	9
4.2.10 Owners of loss .....	9
4.2.11 Freight forwarder .....	9
4.2.12 Witnesses .....	9
4.2.13 Additional description of incident.....	9
4.2.14 Details reporter .....	10
4.2.15 Details authority.....	10
4.3 Incident reports form.....	10
Annex A (informative) Report Form on Transport Incidents .....	11

## Foreword

This document (EN 16352:2013) has been prepared by Technical Committee CEN/TC 379 "Supply Chain Security", the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2013, and conflicting national standards shall be withdrawn at the latest by September 2013.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Introduction

Securing the supply chain has evolved as a major issue to enhance transport reliability. Over the years, many security measures have been proposed and implemented. Various government programmes have been developed to protect against terrorism. Effective security measures depend on public/private co-operation.

The operators in the supply chain have identified crime as a major threat to supply chain operability. However, the scale of various crime incidents is rather unclear. A systematic approach to measure the seriousness and magnitude of crime in the European freight transport has not been established.

Crime incidents in the European supply chain lack tangibility. Effective security measures depend on transparency, also to define the responsibilities of business and public authorities. A standardised approach to crime reporting is an important step to achieve this.

Standardised crime incident reporting allows the various security issues involved to be identified. As a result, a structured way of communication on crime in the European supply chain can be established. A standard will provide and improve handling of the data related to incidents and crime in the supply chain.

CEN/TC 379 has developed a standard on crime incident reporting. The aim of the standard is to harmonise the ways in which incidents occurring during transport activities are reported in Europe. The standard identifies a limited number of data fields which should be filled out by operators and public authorities after a crime incident has occurred.

Communication on incidents in accordance with the general agreed format will allow authorities and other stakeholders in the supply chain to set up an accessible database that provides clear information on incidents occurring during transport activities. The information can be used for risk assessment and as a base for measures to reduce the number of incidents.

## 1 Scope

This European Standard specifies a model for reporting crime incidents related to transport services.

This European Standard specifies common rules for incident reporting data, data collection and securing process independently whether the reporter/collector is a private company, association or public authority.

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 14943:2005, *Transport services – Logistics – Glossary of terms*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 14943:2005 apply.

## 4 Requirements on the incident report

### 4.1 General

In order to obtain useful data information on crime related incidents in surface transport it is essential that the data are collected in a structured and consistent way. The data to be recorded should be clearly identifiable.

A baseline approach to register crime incidents in surface freight transport has been identified containing a limited number of data fields. This allows incident crime reports to have an individual and unique format.

### 4.2 Essential data fields in the incident report

#### 4.2.1 General

Fourteen data fields have been identified as essential for providing the necessary input for sufficient crime reporting, which should also be done in a cost and time effective way, preferably on-the-spot. The data fields on the incident relate to:

- Type of incident;
- Modus operandi;
- Incident location;
- Time of incident;
- Consequence of incident;
- Carrier;
- Cargo;
- Victim;

- Owner;
- Witness;
- Additional description;
- Reporter;
- Registrating authority.

#### **4.2.2 Type of incident**

The type of incident shall be stated in the incident report.

The following types of incident are distinguished:

- Attack of driver/crew;
- Hijack, i.e. the use of force (armed or unarmed), threat or intimidation to kidnap the driver/crew in order to take the vehicle;
- Theft of vehicle - stealing of vehicle with/without the shipment/cargo, while driver/crew is not present;
- Theft of cargo - the stealing of shipments/cargo from vehicle without any confrontation with the driver/crew;
- Theft of fuel - the stealing of fuel from vehicle without any confrontation with the driver/crew;
- Other.

It is possible that more than one type is applicable.

#### **4.2.3 Modus operandi**

In the incident report it shall be stated how the crime incident came about.

The following modi operandi - the execution of the crime - are distinguished:

- Pilferage;
- Violence & threat with violence (including the use of force armed or unarmed, the threat to use force, and extortion);
- Use of deception (covering the posing as customer / driver / warehouse employee – around the corner, changing delivery details and fraudulent delivery or release documentation);
- Intrusion (covering Stealth, Breaking & Entry; for vehicle - “Jump up” / breaking door lock or seal / slashing tilt curtain while driver is in the cabin, during stop);
- Internal (being active involvement in the theft by employee/s or driver/crew);
- Other;
- Unknown.

#### **4.2.4 Incident location**

The location of the crime incident shall be given in the report by at least one of the following options:



- 1) Address;
- 2) Road number /kms/mile, parking place;
- 3) GPS coordinates.

The following types of location can be distinguished:

- En-route (while in motion);
- Secured parking (Customer or IRU approved as secured parking);
- Non secured parking (public; roadside; not approved by customer or IRU);
- Warehouse;
- Terminal.

#### **4.2.5 Time of incident**

An incident shall be identified on a:

- Date;
- Time.

#### **4.2.6 Consequences of incident**

The consequences of the incident shall be stated in the incident report.

The following consequences of incidents can be distinguished:

- Fatality;
- Injury;
- Loss of cargo;
- Loss of vehicle;
- Loss of vehicle equipment/tools;
- Loss of transport documents;
- Loss of personal belongings;
- Other.

It is possible that more than one consequence is applicable.

#### **4.2.7 Vehicle type**

The type of vehicle used for the transport service shall be stated in the incident report.

The following types of vehicle/objects which hold the cargo are distinguished:

- Truck;

- Van;
- Car;
- Railway vehicle;
- Barge for inland waterways;
- Ship, seagoing vessel;
- Warehouse;
- Terminal.

The registration number of the vehicle shall be recorded as follows:

- Road vehicles: License plate number;
- Railway vehicle: UIC number;
- Barges: ENI number;
- Seagoing vessels: IMO number;

#### **4.2.8 Cargo details**

The product category of the cargo that was lost as a result of the incident shall be stated in the incident report.

The following lost product categories are distinguished:

- IT/Computer related products;
- Consumer electronics;
- Non electronics;
- Machinery;
- Vehicle parts;
- Cash/Bullion;
- High valuables (jewellery/antiques/art);
- Metal;
- Chemicals and plastics;
- Pharmaceutical & Medical;
- Fashion;
- Sports goods;
- Food & beverage;
- Tobacco;

- Dangerous goods (possibly including the UN number);
- Unspecified.

#### **4.2.9 Victim (company/person etc)**

The incident report may contain specific data on the victim covering:

- Company name;
- Name;
- Address;
- (mobile) phone number.

#### **4.2.10 Owners of loss**

The incident report may contain specific data on the owner of the goods lost in the incident:

- Company name;
- Private name;
- Address;
- (mobile) Phone number.

#### **4.2.11 Freight forwarder**

The incident report may contain specific data on the involved freight forwarder:

- Company name;
- Private name;
- Address;
- (mobile) Phone number.

#### **4.2.12 Witnesses**

The incident report may contain information on a witness (one or more), covering:

- Name;
- Addresses;
- (mobile) Phone number.

#### **4.2.13 Additional description of incident**

The report shall contain a short but detailed description of the incident.

#### **4.2.14 Details reporter**

The reporter shall identify:

- Name;
- Address;
- (mobile) Phone number;
- Date;
- Signature.

#### **4.2.15 Details authority**

The report shall be registered on receipt by the authority, identifying:

- Name;
- Authority name;
- Data;
- Signature.

### **4.3 Incident reports form**

Reports on incidents in transport activities can be made using the form given in Annex A.

## Annex A (informative)

### Report Form on Transport Incidents

Incident type*	Modus operandi	Location	
<input type="checkbox"/> Attack of driver/crew <input type="checkbox"/> Hijack <input type="checkbox"/> Theft of vehicle <input type="checkbox"/> Theft of cargo <input type="checkbox"/> Theft of fuel <input type="checkbox"/> Other	<input type="checkbox"/> Pilferage <input type="checkbox"/> Violence & threat with violence <input type="checkbox"/> Use of deception <input type="checkbox"/> Intrusion <input type="checkbox"/> Internal <input type="checkbox"/> Unknown <input type="checkbox"/> Other	<input type="checkbox"/> Address Town/country/Street  <input type="checkbox"/> Road number/kms  <input type="checkbox"/> GPS coordinates	<input type="checkbox"/> En route <input type="checkbox"/> Secured parking <input type="checkbox"/> Non-secured parking <input type="checkbox"/> Warehouse <input type="checkbox"/> Terminal

Time of incident	
Date (yyyy-mm-dd)	Time (hh-mm)

Consequences*	Vehicle type	Cargo details*	
<input type="checkbox"/> Fatality <input type="checkbox"/> Injury <input type="checkbox"/> Loss of cargo <input type="checkbox"/> Loss of vehicle <input type="checkbox"/> Loss of equipment/tools <input type="checkbox"/> Loss of transport documents <input type="checkbox"/> Loss of personal belongings <input type="checkbox"/> Other	<input type="checkbox"/> Truck <input type="checkbox"/> Truck+trailer <input type="checkbox"/> Van <input type="checkbox"/> Car <input type="checkbox"/> Railway vehicle <input type="checkbox"/> Barge – Inland waterway <input type="checkbox"/> Ship – Seagoing vessel  <b>Registration number(s):</b>	<input type="checkbox"/> Various IT/Computer <input type="checkbox"/> Consumer electronics <input type="checkbox"/> Non electronics <input type="checkbox"/> Machinery <input type="checkbox"/> Vehicle parts <input type="checkbox"/> Cash/Bullion <input type="checkbox"/> High valuables <input type="checkbox"/> Metal <input type="checkbox"/> Chemicals & plastics	<input type="checkbox"/> Pharmaceutical & medical <input type="checkbox"/> Fashion <input type="checkbox"/> Sport goods <input type="checkbox"/> Food & beverage <input type="checkbox"/> Tobacco <input type="checkbox"/> Dangerous goods UN no:  <input type="checkbox"/> Unspecified

Victim (Company)	Owner of loss	Freight forwarder	Witnesses
Company name:  Name contact person:  Address:  Mobile  E-mail	Company name:  Name contact person:  Address:  Mobile  E-mail	Company name:  Name contact person:  Address:  Mobile  E-mail	Name:  Address:  Mobile  E-mail
<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown

Description of incident

Details reporter	Authority signature
Name: Address: Mobile: Date: Signature:	I, Inspecting Officer, hereby certify the receipt of copy of this report Name: _____ ID: Authority's Name: Date: Signature:

\* This symbol indicates that more than one consequence may be applicable.





# British Standards Institution (BSI)

BSI is the national body responsible for preparing British Standards and other standards-related publications, information and services.

BSI is incorporated by Royal Charter. British Standards and other standardization products are published by BSI Standards Limited.

## About us

We bring together business, industry, government, consumers, innovators and others to shape their combined experience and expertise into standards-based solutions.

The knowledge embodied in our standards has been carefully assembled in a dependable format and refined through our open consultation process. Organizations of all sizes and across all sectors choose standards to help them achieve their goals.

## Information on standards

We can provide you with the knowledge that your organization needs to succeed. Find out more about British Standards by visiting our website at [bsigroup.com/standards](http://bsigroup.com/standards) or contacting our Customer Services team or Knowledge Centre.

## Buying standards

You can buy and download PDF versions of BSI publications, including British and adopted European and international standards, through our website at [bsigroup.com/shop](http://bsigroup.com/shop), where hard copies can also be purchased.

If you need international and foreign standards from other Standards Development Organizations, hard copies can be ordered from our Customer Services team.

## Subscriptions

Our range of subscription services are designed to make using standards easier for you. For further information on our subscription products go to [bsigroup.com/subscriptions](http://bsigroup.com/subscriptions).

With **British Standards Online (BSOL)** you'll have instant access to over 55,000 British and adopted European and international standards from your desktop. It's available 24/7 and is refreshed daily so you'll always be up to date.

You can keep in touch with standards developments and receive substantial discounts on the purchase price of standards, both in single copy and subscription format, by becoming a **BSI Subscribing Member**.

**PLUS** is an updating service exclusive to BSI Subscribing Members. You will automatically receive the latest hard copy of your standards when they're revised or replaced.

To find out more about becoming a BSI Subscribing Member and the benefits of membership, please visit [bsigroup.com/shop](http://bsigroup.com/shop).

With a **Multi-User Network Licence (MUNL)** you are able to host standards publications on your intranet. Licences can cover as few or as many users as you wish. With updates supplied as soon as they're available, you can be sure your documentation is current. For further information, email [bsmusales@bsigroup.com](mailto:bsmusales@bsigroup.com).

## BSI Group Headquarters

389 Chiswick High Road London W4 4AL UK

## Revisions

Our British Standards and other publications are updated by amendment or revision.

We continually improve the quality of our products and services to benefit your business. If you find an inaccuracy or ambiguity within a British Standard or other BSI publication please inform the Knowledge Centre.

## Copyright

All the data, software and documentation set out in all British Standards and other BSI publications are the property of and copyrighted by BSI, or some person or entity that owns copyright in the information used (such as the international standardization bodies) and has formally licensed such information to BSI for commercial publication and use. Except as permitted under the Copyright, Designs and Patents Act 1988 no extract may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, photocopying, recording or otherwise – without prior written permission from BSI. Details and advice can be obtained from the Copyright & Licensing Department.

## Useful Contacts:

### Customer Services

**Tel:** +44 845 086 9001

**Email (orders):** [orders@bsigroup.com](mailto:orders@bsigroup.com)

**Email (enquiries):** [cservices@bsigroup.com](mailto:cservices@bsigroup.com)

### Subscriptions

**Tel:** +44 845 086 9001

**Email:** [subscriptions@bsigroup.com](mailto:subscriptions@bsigroup.com)

### Knowledge Centre

**Tel:** +44 20 8996 7004

**Email:** [knowledgecentre@bsigroup.com](mailto:knowledgecentre@bsigroup.com)

### Copyright & Licensing

**Tel:** +44 20 8996 7070

**Email:** [copyright@bsigroup.com](mailto:copyright@bsigroup.com)



...making excellence a habit.™