TT Club Loss Prevention

April 2025

Supply chain security bulletin

What's inside?

TT Club cargo theft claims in 2024

Avoiding road haulage scams in the USA

Animated guide to preventing driver attacks

Motorway Buddy makes UK truck parking safer

Contents

03 Foreword

04 TT Club cargo theft claims in 2024

06 Avoiding road haulage scams in the USA

10 Motorway Buddy makes UK truck parking safer

11 Interview with Motorway Buddy app's founder

14 Animated guide to preventing driver attacks

Disclaimer

The information contained in this publication has been compiled from various sources. TT Club, its managers and all other contributors do not accept responsibility for loss or damage which may arise from reliance on the information provided.

Copyright © Through Transport Mutual Services (UK) Ltd 2025. All rights reserved. Users of this briefing may reproduce or send it verbatim only. Any other use, including derivative guidance based on this briefing, in any form or by any means is subject to prior permission in writing from Through Transport Mutual Services (UK) Ltd.

Supply chain security bulletin

This bulletin considers all aspects of supply chain security, highlighting TT Club claims statistics along with a range of other industry data offering an invaluable insight into the current risks facing those tasked with managing security through the supply chain. The Club has produced several reports and guidance documents related to this area of risk across many media platforms.

This bulletin presents a selection of TT Club content and publications as well as highlighting collaborative work undertaken with other like-minded organisations in this space.

The entire library of TT Club's loss prevention guidance can be found at www.ttclub.com/loss-prevention. Please email us at riskmanagement@ttclub.com or get in touch with your usual contact should you have any queries, ideas or suggestions.

Foreword

Stolen road cargoes in the USA and UK continued to dominate cargo theft claims handled by TT Club in 2024. A total of 39% of all cargo theft claims involved road cargoes, either stolen from the truck or complete with the truck or trailer, and geographically the USA and UK accounted for nearly half of all claims. High-value cargoes such as electronics, metals and vehicle parts were the most targeted.

Furthermore, criminals are using increasingly sophisticated methods for stealing cargoes, including impersonating reputable trucking companies or suppliers by spoofing their websites or email domains, falsifying trucker bills of lading and hacking central databases.

This edition of TT Club's Supply Chain Security Bulletin takes a closer look at the 2024 cargo theft claims statistics and then focuses on what transport and logistics operators in the USA and UK can do to reduce the risk of losing road cargoes. There is a detailed review of what companies in the USA can do to avoid falling for scams by criminal gangs posing as legitimate hauliers. There is also an update on the UK's Motorway Buddy app, which is supported by the TT Club and helps truck drivers find safe overnight parking, and a reminder of TT Club's animation on the risk of falling victim to staged traffic accidents.

TT Club cargo theft claims in 2024

The most stolen cargoes last year were televisions, copper and tyres, according to TT Club's global statistics for cargo theft claims in 2024.

The figures also highlight the increasing risks of trading in the USA, which now accounts for 41% of all claims, significantly up from 30.4% in 2023. The UK (7.5%), Italy (6%) and Germany (5%) again feature in the top six countries for cargo theft, with Spain (5%) and France (3%) rising to replace South Africa and the Netherlands.

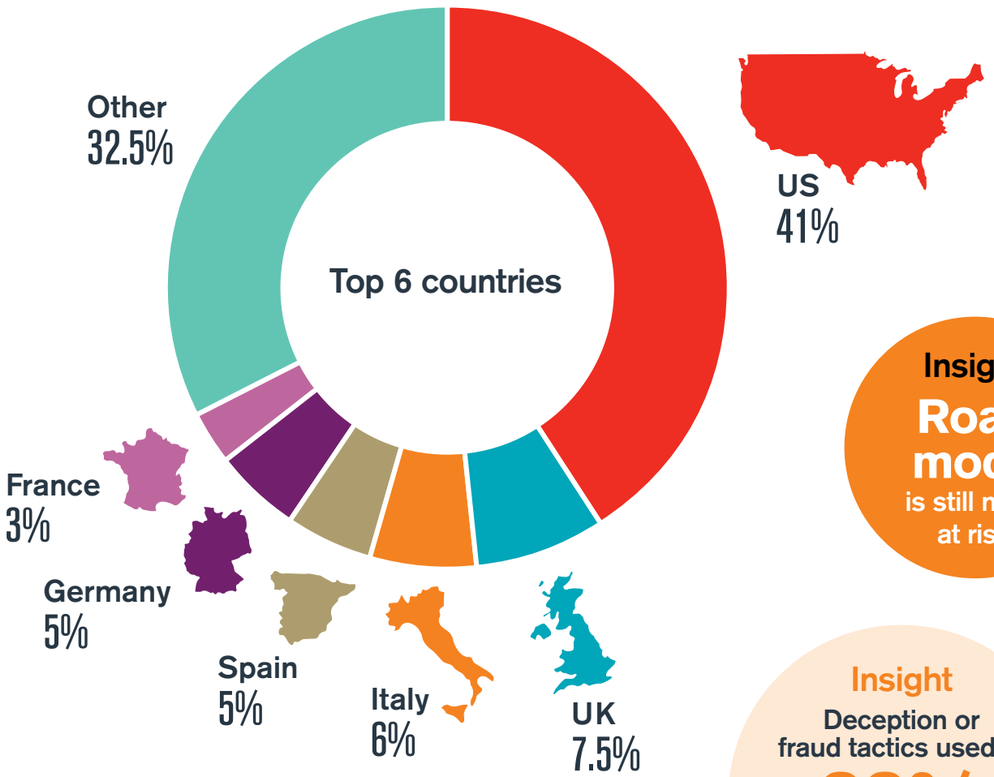
Road transport is still the most vulnerable mode, with 26% of cargo thefts being from trucks and 13% involving the truck or trailer being stolen complete with their cargoes. These figures are both 1% higher than 2023, reflecting criminals' increasing focus on road cargo attacks.

The top five commodities targeted by thieves in 2024 were electronics (15%), food and drink (12%), metals (7.5%), clothing (7%), and vehicles and parts (7%). The main change from last year was a significant reduction in the proportion of food and drink thefts, down from 27.1% in 2023.

In terms of how thefts happen, deception and fraud tactics were most used, featuring in a third (33%) of claims. The identity of a subcontractor was reported stolen in 18% of the claims, and insider threat was suspected in 10% of them.

The figures again confirm that cargo theft is real and present danger in the global transport and logistics industry, particularly on the road transport leg. Operators need to be continuously vigilant, especially when tendering for hauliers of high value cargoes of electronics, metals and vehicle parts in the USA and Europe.

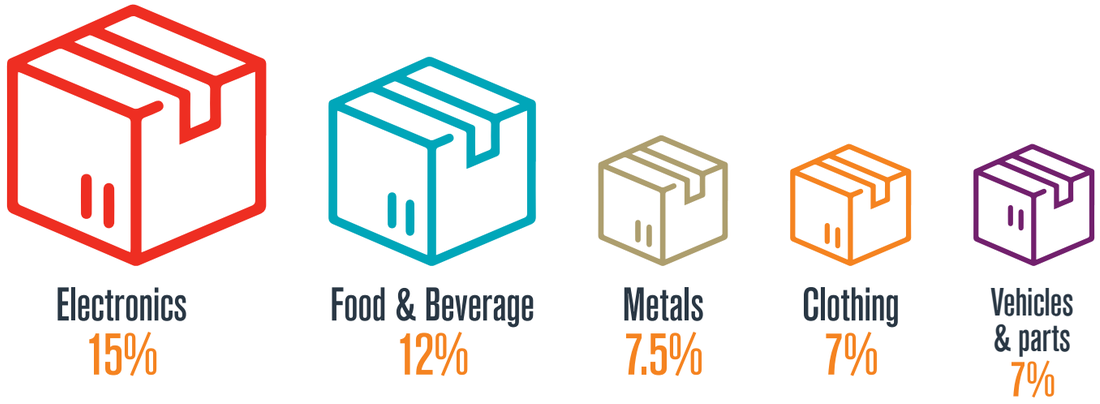
These infographics depict TT Club's global cargo theft claims frequency data for 2024.



Insight
Road mode
is still most at risk

Insight
Deception or fraud tactics used in
33%
of recorded claims

Top commodities

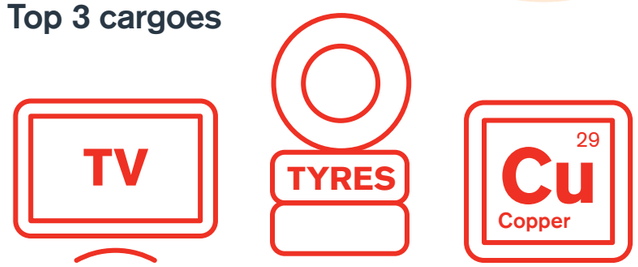


Insight
Subcontractor identity stolen in
18%
of recorded claims

Insight
Insider threat suspected in
10%
of recorded claims

> **Operators need to be continuously vigilant, especially when tendering for hauliers of high value cargoes of electronics, metals and vehicle parts in the USA and Europe.**

Top 3 cargoes



Modus operandi

Theft from facility or depot
29%

Theft from truck
26%

Theft of truck
13%

Avoiding road haulage scams in the USA

Common features in road cargo theft incidents in the USA include falsified email accounts or domains; falsified trucker bills of lading; load tendering by phone, fax, load board, email or messaging service; long-distance shipments; and spot hire or short-term business. Transport and logistics companies in the USA therefore need to improve their security procedures to ensure that all the trucking companies they contract with are legitimate.

Compounding the challenge is the fact that the criminals in the USA increasingly do their homework, have time on their side and see road cargo theft as low risk and high reward. Today's thieves are usually well prepared and will know when and where it is best to attack. They exploit the US supply chain's complexity, with many contractors interacting across state and national borders.

Furthermore, there is no one-size-fits-all solution to avoiding road haulage scams. Supply chain members do not always have direct control or influence over others, for example an asset-free freight broker is unlikely to be able to influence the cargo collection procedures at a collection facility, nor might they be able to influence driver-vetting procedures at their sub-contracted trucking company.

Operational assessment

A good starting point to preventing road cargo theft in the USA is to understand operational requirements. This could include:

- Average volumes of cargo to be transported
- Typical collection and delivery locations
- Seasonal variations driven by demand (peak and trough)
- Average number of truckers available
- The intended use of load boards
- Confirmed cargo values are at or below customer contract limits before shipment acceptance and carrier assignment

Understanding these needs will offer an opportunity to assess risks and set a robust strategy. This assessment will naturally be unique to each transport and logistics company and will result in different demands when managing security.

Operational demand will help in forming strategies such as manual versus automated processes. There might be an upfront and ongoing cost associated with automated systems, but these could be rationalised when comparing personnel hours to perform the task manually and assessing how good the manual process is.

> **Once an overarching strategy has been agreed, strong due diligence processes need to be set up.**

Outsourcing could be another consideration where due diligence is concerned, again driven by demand.

In some cases, it might be sensible to narrow down the number of 'approved' trucking companies that are routinely used. Maintaining full due diligence on thousands of trucking companies is practically going to be more difficult than hundreds. It will be more difficult to spot the typically small changes in behaviour of a trucking company that is used infrequently.

Due diligence

Once an overarching strategy has been agreed, strong due diligence processes need to be set up. These processes will look different depending on the size of the company, but they should be proportionate to the assessed risk and always followed. A small number of individuals should be appointed with sufficient authority to make time-sensitive decisions. A clearly defined escalation procedure should be set up covering peak, out-of-hours and holiday periods to ensure 24/7/365 coverage.

Examples of due diligence processes include the following:

- **Screening and vetting** – this can be manual and performed internally by trained personnel. It can also be outsourced entirely, or a hybrid solution can be introduced whereby a third-party solution provider closely interacts with the business to ensure best outcomes.
- **Central databases** – there are several central databases, such as those at Registry Monitoring Insurance Services (RMIS) and Federal Motor Carrier Safety Administration (FMCSA/Safer), which can provide relevant risk-related information.
- **Trucking company procedures** – these can provide an added layer of security. Technology such as electronic logging devices (ELD) can be explored, however, legal advice should be taken on how to define the requirements contractually.
- **Standard operating procedures** – these can be set up to require trucking companies to provide a list of their tractor vehicle identification numbers (VIN), which can then be used to ensure that cargo is only released to the expected truck driver. While a VIN is preferable, something more basic such as the Motor Carrier number displayed on the tractor, the make and year of the tractor, and trailer number could add an additional layer of security.
- **Rules-based approach** – rules can be set up through the vetting process and by using available databases. For example, there can be a requirement that truckers have been in business for a minimum of 1 year and that business information cannot have been changed on the FMCSA website for at least 6 months. This helps to avoid fraudsters who have either just set up the business or who are impersonating a legitimate trucking company.
- **Monitoring and response** – there are many track-and-trace technologies that can provide an added deterrent. But it is important to consider how the data feed is being monitored, who

is doing it and what a proportionate response to a breach will be. Criminals are known to carry out penetration testing and, if the response is not effective when a security alert is triggered, they will typically act as if the technology did not exist.

Avoiding online fraud

The risk of fraudulent emails is a challenge for all businesses. The strategies employed by criminals are extremely effective, particularly in the absence of awareness training and software solutions.

Several approaches can be adopted to reduce the risk of being caught out by fraudulent business emails, the most important of which is vigilance. Without a sophisticated and expensive automated solution, it is vital to ensure that a robust manual procedure is in place to check and verify inbound email addresses, and to identify and question anomalies and changes to agreed plans. Personnel responsible for tendering cargo must have adequate awareness training and understand the escalation procedure.

Companies should also be wary of using load boards. These can attract criminals, so careful consideration should be given to the details being shown and how this might be attractive in the wrong hands. Companies should beware of unusually attractive offers, block capacity offerings and perform robust vetting on carriers outside the platform.

For companies which can afford them, there are many sophisticated information technology (IT) solutions which can be installed to work in parallel to business software such as Microsoft 365. They can:

- **Spot typo squatting** – criminals often make a small change to a recognised trucking company's email address in the hope the change goes unnoticed.
- **Identify bannering** – criminals frequently create a new temporary email domain for correspondence and, once the cargo has been stolen, close it down.
- **Block internet protocol (IP) addresses** – criminals often work from another country so it is possible to block all email traffic, say, from countries outside the USA and its allies.
- **Block copied domains** – criminals regularly copy or spoof email domains, so using domain-based message authentication, reporting, and conformance (DMARC) can block this.
- **Flag phishing emails** – artificial intelligence (AI) based language tools can spot and match email writing styles, confirming whether it is from a recognised sender or not.

A related concern is where criminals access and digitally amend centrally held records. It is important to be aware of this risk and regularly check for changes made to spot any criminal intent. Simple queries such as how long has the trucker been on the database and how significant were the changes can be sufficient to identify a threat.

> **Much of the road cargo theft in the USA results from criminals posing as legitimate trucking companies using fraudulent websites, emails and documents.**

As with due diligence procedures, it is critical to ensure that IT systems and related processes incorporate alerts, red flags and hard stops when original carrier information has been changed by even one character. Defining an escalation process and defining who can override established processes is crucial.

Spotting red flags

As mentioned, there is no one-size-fits-all solution to spotting the red flags of a planned cargo theft. The list below has been compiled from TT Club cargo theft claims in 2024 and should all be considered for inclusion in any security strategy.

- **Free mail email accounts**
- **No landline**
- **No website**
- **Past commercial disputes**
- **Longer-range shipments**
- **Spot-hire contracts**
- **Double brokering**
- **Downturn in economy**
- **High-risk cargoes.**

Conclusion

Much of the road cargo theft in the USA results from criminals posing as legitimate trucking companies using fraudulent websites, emails and documents. This can range from changing one character in a legitimate email address to fully spoofing a genuine haulier's business online.

Transport and logistics operators therefore need to develop security strategies for protecting themselves from such scams. Examples include reducing the number of trucking companies they use, conducting due diligence on all suppliers and procedures, checking business emails, being wary of using load boards, and considering adopting IT solutions that can spot red flags.

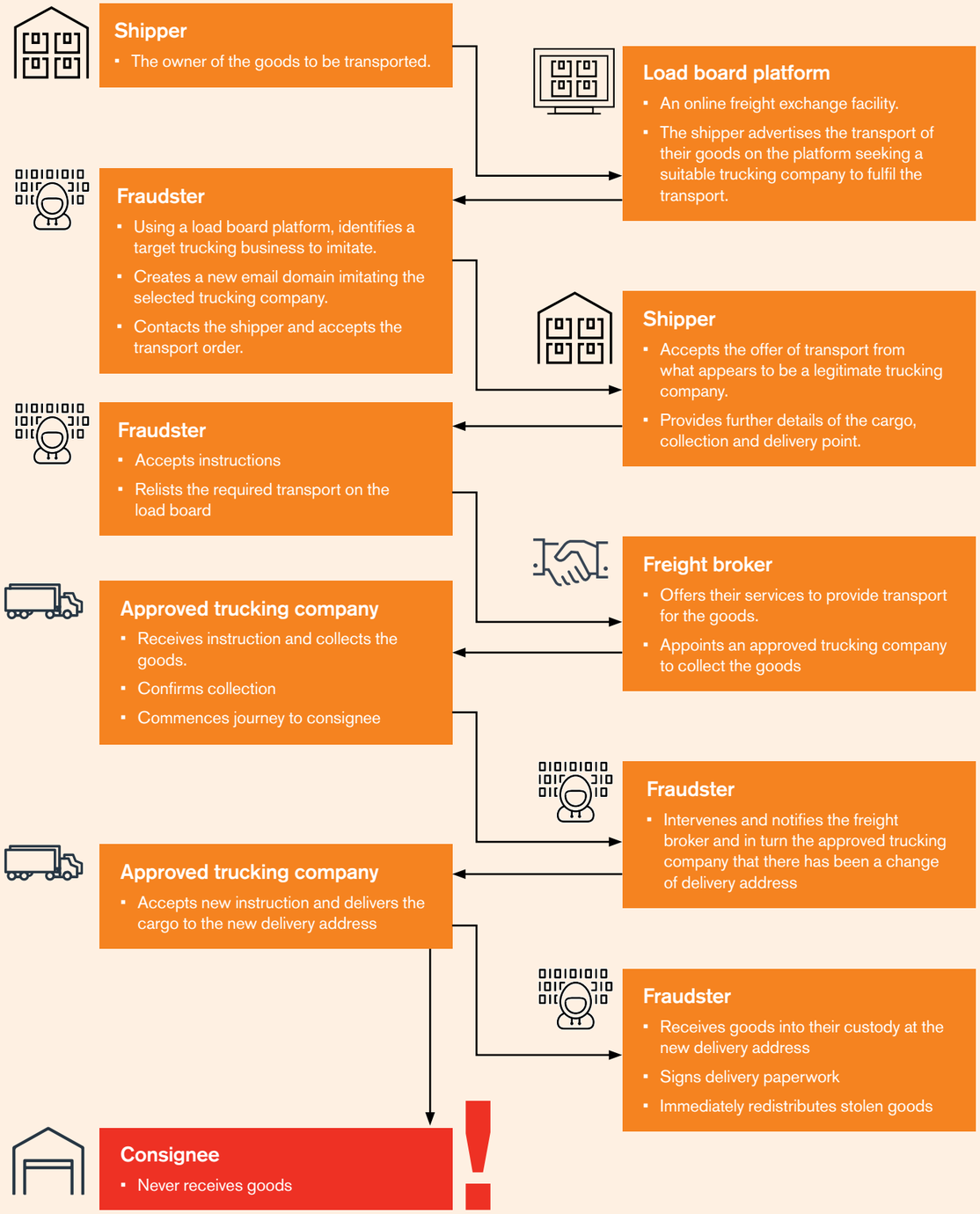
“There is no one-size-fits-all solution to spotting the red flags of a planned cargo theft.”

Mike Yarwood
Managing Director Loss Prevention, TT Club, London

Mike Yarwood is a Chartered Fellow of the Institute of Logistics and Transport, a Technical Specialist Member of the Institute of Risk Management and a Member of the Chartered Insurance Institute.

Freight crime example

A company selling electronics (the shipper) is arranging to send products to a buyer. The cargo is worth US$900,000.00 and is being moved from San Francisco, California to Chicago, Illinois. In this example, the shipper uses a load board platform to advertise the transport, and we see how easily a fraudster can intercept the job.



Motorway Buddy helps to make UK truck parking safer

Motorway Buddy is a free smart phone app which is helping an increasing number of truck drivers in the UK to find crime-free overnight parking areas.

Launched in 2011 it provides the location of 300 recognised truck-stop facilities as well as a freight crime heat map developed in partnership with TT Club and the Police's National Vehicle Crime Intelligence Service (NaVCIS).

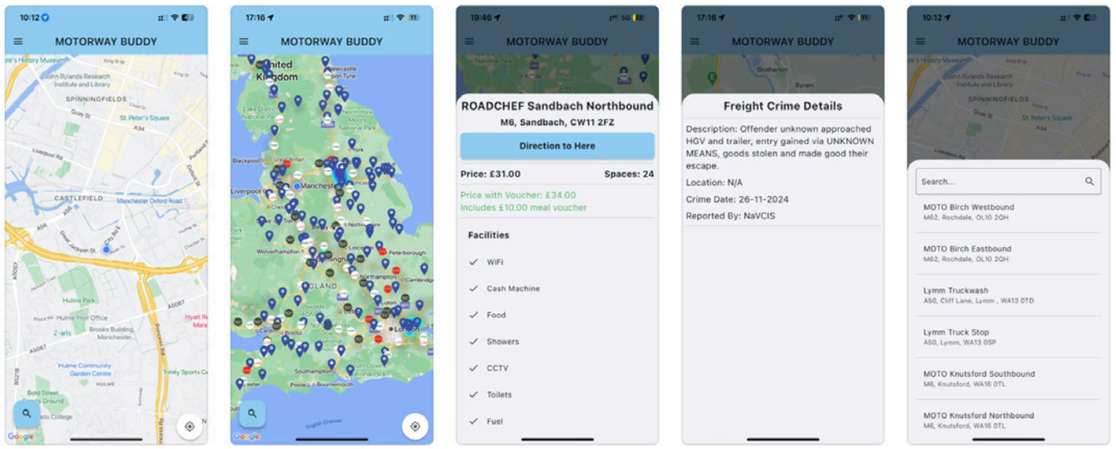
The app has now been downloaded around 180,000 times and has about 45,000 active users. With GPS tracking enabled, the app helps drivers to find safe truck stops nearby and on the route. It provides details of the facilities available at each stop, such as fuel, wi-fi, showers and pricing, plus real-time information of any locally reported crimes. Each of the 300 truck stops has been pre-checked for the safety of drivers and their loads.

The third version of the app was launched in January 2025 and, going forward, will be regularly updated with new features and functionality. Drivers can now report any crimes – such as thefts, break-ins, tampering or fuel syphoning – directly into the app and these are then recorded on the Motorway Buddy database. When linked to a haulage portal, the app can also be used to pay for parking, provide hauliers with real-time tracking information, document daily compliance checks and enable visual confirmation of loading and delivery.

TT Club is committed to supporting Motorway Buddy for the foreseeable future given the positive impact it continues to have on minimising risk, loss and damage to freight and cargo-carrying assets. It meets a critical need for hauliers and drivers to be able to make informed decisions when it comes to parking their vehicles.

Download on the App Store

GET IT ON Google Play



Five minutes with: Chris Holloway, Founder of Motorway Buddy

In this edition, we have the pleasure of speaking with Chris Holloway, the innovative founder of the Motorway Buddy app, a comprehensive platform designed to support HGV drivers and the wider haulage industry. Initially launched to help drivers find safe and suitable parking, the app has evolved significantly over time. It now offers a range of features aimed at improving safety, supporting compliance, and combating freight crime. Motorway Buddy has become an essential tool not only for drivers but also for fleet operators, transport companies, and law enforcement agencies, playing a crucial role in shaping the future of the haulage industry.

Q For those unfamiliar, can you give us a quick introduction – what is Motorway Buddy and who are the primary users?

A At its core, Motorway Buddy is an app designed to support HGV drivers with the tools they need for daily life on the road. Originally, it focused on helping drivers locate safe and suitable parking. Over time, though, it's grown into a much broader platform—offering features to improve safety, support compliance, and now, importantly, combat freight crime.

But more than that, Motorway Buddy has evolved into a platform for the entire haulage industry. While it's still a vital day-to-day tool for drivers, it's now used by fleet operators, transport companies and law enforcement. Whether it's route planning, compliance, crime prevention, or policy development—Motorway Buddy is now playing a part in shaping how the industry operates at every level.

Motorway Buddy has become a central hub of insight and operational support, providing the tools that connect the realities of life on the road with the strategic needs of the wider industry.

Q What are the app's core features?

A The parking finder remains one of our most used tools, offering access to hundreds of truck stops across the UK and we've also built out compliance management tools like digital walkaround checks, defect reporting and document management. For the wider industry, features like freight crime reporting and our freight crime hotspot map have become invaluable. Fleet managers can use the app to track risk areas, while police forces and trade associations use our data to shape enforcement and infrastructure strategies.

Q The freight crime functionality is interesting. Can you explain how it works?

A Freight crime is a massive issue in the UK, with losses costing the industry millions of pounds a year. We wanted to give drivers a direct way to report what's happening out there, so they can be part of the solution.

Through the app, drivers can quickly and securely report freight crime incidents, whether it's theft, suspicious activity, or attempted break-ins. They can attach location data, descriptions, and even images. That data feeds directly into our live freight crime hotspot map, which shows where incidents are occurring in real-time.

This data is being used by law enforcement, local authorities, and fleets to better understand where crime is happening and act faster. It's practical, real-world intelligence that's helping to keep drivers safer and protect valuable freight.

Q What kind of impact is that having on the industry?

A It's creating a whole new level of visibility and collaboration. Drivers are empowered with information to make safer decisions about where they stop. Fleet managers can reroute journeys based on risk. Police and local authorities can direct resources more effectively.

We've effectively built a live national database of freight crime activity driven by the people it affects most. That's a game-changer for safety and crime prevention.

> **"Whether it's route planning, compliance, crime prevention, or policy development—Motorway Buddy is now playing a part in shaping how the industry operates at every level."**

Q **The app has clearly evolved. Can you talk a bit more about that transition?**

A Definitely. What started as a grassroots solution for drivers is now a strategic platform for the entire haulage ecosystem. We've refreshed the design, improved functionality, and added features that go far beyond what you'd expect from a typical driver app.

More importantly, we've worked closely with industry stakeholders, government departments, and law enforcement to ensure the platform supports bigger-picture challenges, from infrastructure planning to crime reduction.

That evolution has been deliberate, we want Motorway Buddy to be a force multiplier across the haulage sector.

Q **And looking ahead, what's next for Motorway Buddy?**

A We've got ambitious plans. We want to continue expanding across Europe, adding deeper integration with fleet systems, and using AI to help drivers plan rest and refuelling stops more efficiently.

Our roadmap includes enhanced analytics for fleet operators, more robust compliance features, and continued investment in our freight crime intelligence platform.

We're also exploring driver wellbeing tools, offering wellness tips with links to the Andy's man club and giving drivers better insights into rest area quality and security. Ultimately, we want to support drivers not just with operational tools, but with peace of mind.

At the industry level, we're committed to being a trusted partner, helping shape safer, smarter freight logistics in the UK and beyond.

Motorway Buddy website

ANDYSMANCLUB website

Chris Holloway
Founder, Motorway Buddy,
+44(0)161 956 3500
chris@motorwaybuddy.com

> "We've effectively built a live national database of freight crime activity driven by the people it affects most."

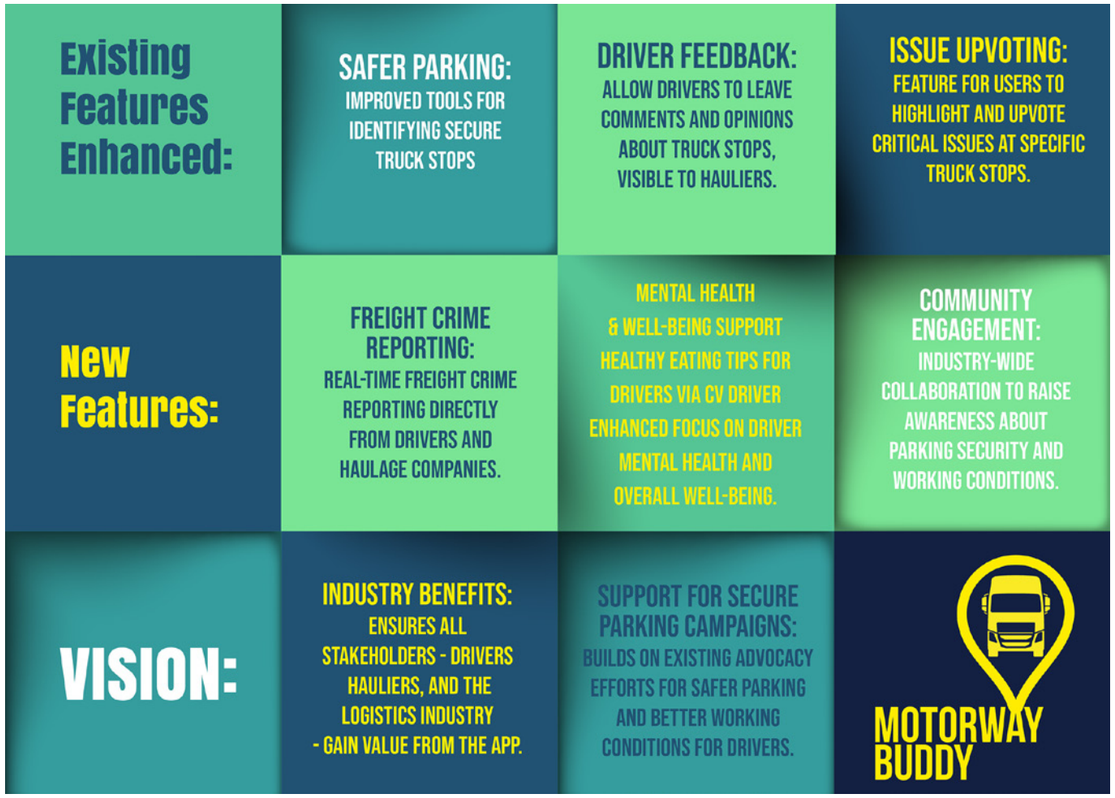
Animated guide to preventing driver attacks

Having developed a thorough understanding of security vulnerabilities through the global supply chain, TT Club has developed a series of loss prevention animations which aim to raise awareness of how thieves commonly access cargo.

Criminals will sometimes cause a minor traffic accident to lure a driver out of their cab to exchange documents or inspect the damage. They will then abduct the driver and steal the cargo, making sure that by the time the driver has a chance to contact their company, the cargo is long gone. Drivers' safety is of utmost importance, so if an accident looks like it has been staged or is in any other way suspicious, they should protect themselves and remain in the vehicle.

Video: Supply chain security – Driver attack (ttclub.com)

See the complete loss prevention animation series here.



NaVCIS Freight members receive:

- 26 fortnightly bulletins
- 12 monthly reports
- Four quarterly reports
- Our annual freight crime bulletin

Annual fees* based on size of your organisation:

- Small business £700
- Medium business £2,500
- Large business £4,500

*Size of organisation determined according to published annual revenue. Fees correct as of September 2021. NaVCIS hopes to reduce the cost of fees in the future, as membership numbers increase.

For further details, contact us: **freight@navcis.pnn.police.uk | 07388 859423**

NaVCIS | NATIONAL VEHICLE CRIME INTELLIGENCE SERVICE

navcis.police.uk | @NaVCIS_UK

ttclub.com