

Rental Operators' Security Assessment

Q #	Management Structure	Y/N (delete as applicable)	Comments/Actions
1	Are Senior Management aware of terrorist threats and have they issued company-wide directives to promote anti-terrorism goals?	Y / N	
2	Has the company written policies designed to reduce the threat of terrorism and improve the security of their operations?	Y / N	
3	Does the company employ staff dedicated to security-related matters?	Y / N	
3A	If so, have these staff members been properly briefed on the company's security policies?	Y / N	
3B	Do these staff members meet regularly with senior management and is this documented?	Y / N	
4	Does the company have an operational plan that accounts for escalating security/terrorism threats?	Y / N	
4A	If so, has the company properly briefed its staff on these plans?	Y / N	
4B	Has the company ever practised implementing these varying plans?	Y / N	
5	Does the company/branch have a relationship with local police, local security/emergency services, airport authorities etc. and engage regularly with them about their emergency plans?	Y / N	
6	Does the company/branch perform security vulnerability audits within their operations?	Y / N	
7	Has the company conducted a potential threat assessment against its staff, facilities, vehicles, and other assets?	Y / N	
7A	If so, has an action plan been implemented because of that audit to address any security issues?	Y / N	
7B	Has the company adopted a regular process for conducting internal audits of security policy and procedure, with clear evaluation of those audits?	Y / N	
8	If the company has a web-site, has it been checked or analysed for suspicious searches?	Y / N	

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Q #	Employee Information	Y/N (delete as applicable)	Comments/Actions
9	Does the company/branch maintain an up-to-date listing of all employees, including part-time staff and those on long term leave (maternity, paternity, sickness)?	Y / N	
10	Does the company/branch maintain emergency contact information for all employees in a secure format?	Y / N	
11	Does the company conduct background checks and/or identify verification for all new employees?	Y / N	
12	Does the company require background checks for employees, contractors and suppliers that have access to their rental vehicle fleet or any other company vehicle?	Y / N	
13	Has the company identified job roles in their organisation that would be considered security sensitive?	Y / N	
13A	If so, has the company put into place suitable checks and procedures to ensure that the employees in these roles are subject to enhanced training and support on counter-terrorism?	Y / N	
14	Are employees required to regularly review company security procedures and policies as part of their role and responsibilities?	Y / N	
Q #	Employee Training	Y/N (delete as applicable)	Comments/Actions
15	Does the company provide employees with appropriate security and counter terrorism awareness training?	Y / N	
16	Do employees specifically receive training on the reporting of suspicious behaviour and how to report this to the appropriate channels?	Y / N	
17	Does the company provide this training for all new joiners or returners to employment as part of an induction or re-training programme?	Y / N	
18	Do employees receive training on the procedure for denying a customer a rental vehicle?	Y / N	
19	Does the company provide any security awareness materials to its customers?	Y / N	
20	Does the company give an enhanced level of training to managers throughout the organisation on security and counter-terrorism?	Y / N	

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Q #	Vehicle & Facility Security	Y/N (delete as applicable)	Comments/Actions
21	Does the company utilise vehicle location technology for its fleet e.g. telematics, GPS, geo-fencing?	Y / N	
22	If so, are all relevant staff appropriately trained in this technology and its functions?	Y / N	
23	Has the company marked its vehicles so they can be clearly identified from a distance or from above?	Y / N	
23A	Are all markings, company liveries and logos removed before vehicle is disposed of?	Y / N	
24	Does the company have a clear documented policy on securing vehicles within their facilities and the accompanying keys?	Y / N	
24B	If so, are all relevant staff appropriately aware of this policy and how to follow it?	Y / N	
25	Are vehicles thoroughly inspected upon return from a rental period, specifically for unauthorised modifications or changes in appearance?	Y / N	
26	Are security procedures for staff and visitors visiting all company sites and is this easily accessible to employees?	Y / N	
27	Are vehicle parking facilities adequately secure, fenced, lit, and monitored with surveillance equipment? (If appropriate)	Y / N	
28	Are there restrictions on visitor access to these facilities?	Y / N	
29	Are key drop boxes adequately secured?	Y / N	
30	Does each vehicle car parking facility have a clear accounting procedure for all vehicle keys always?	Y / N	
31	Does the company/branch undertake a regular physical fleet check?	Y / N	
32	Has the company/branch engaged with the local police service to review their security procedures and facilities?	Y / N	
33	Does the company have a process for quickly locating vehicles if a security situation occurs?	Y / N	
33A	If so, are all relevant staff aware of the procedure and how to carry it out?	Y / N	
34	Does the company have a procedure for locating and recovering missing or overdue vehicles?	Y / N	
34A	If so, are all relevant staff aware of the procedure and how to carry it out?	Y / N	

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Q #	Communications	Y/N (delete as applicable)	Comments/Actions
35	Does the company have a communications plan for reaching security and senior staff at any time in the event of a security incident?	Y / N	
36	Does the company have a communications plan for contacting the police and emergency services if a security situation occurs	Y / N	
37	Does the company have a communications plan for notifying employees of what to do during a security situation?	Y / N	
38	Does the company have a communications plan for notifying customers if a security situation occurs?	Y / N	
39	Does the company have a procedure in place for communicating security alerts issued by emergency services, appropriate Government authorities, or trade associations e.g. BVRLA?	Y / N	
40	Does the company have a recovery plan in place in the event of loss of power, communications, and data because of a security incident?	Y / N	
Q #	Customer Qualification	Y/N (delete as applicable)	Comments/Actions
41	Are customers required to provide more than one form of identification when booking a vehicle rental online?	Y/N	
42	Does the company have a procedure for validating and checking customer identification for delivery and collection services?	Y/N	
43	Are customers required to provide more than one form of identification when booking and collecting a vehicle at a branch?	Y/N	
44	Are customers specifically asked to provide a photo ID?	Y/N	
45	Are there specific procedures in place for verifying the identity of a customer with credit reference agencies??	Y/N	
46	Are employees provided with appropriate training and guidance on validating International driver licences ID and passports?	Y/N	
47	Does the company check a customer against a potential "risk list" of suspected criminal offenders, such as BVRLA's RISC database?	Y/N	
48	Are customer records held on file for an appropriate period in line with Data Protection regulations?	Y/N	
49	Does the company/branch request and record information from a customer about their intended usage destination when renting a vehicle?	Y/N	
50	Does the company/branch request and record	Y/N	

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	additional information when renting a commercial vehicle to a customer around driver experience, usage and destination?		
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