

Milk Trolley Identification Directory

First Edition— 2010

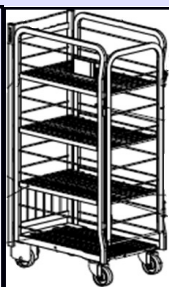
Telephone contact numbers:

Crimestoppers - 0800 555 111

Recovery hotline - 0207 4868830

RCRS

Roll Containers Repatriation
Scheme



Dairy
UK

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Milk Trolley Identification Guide

This guide has been produced for the assistance of the police to give simple straight-forward advice on how to identify ownership of a milk trolleys.

Legitimate owners of milk trolleys can be traced by their use of owner specific coloured paint and/or company markings.

Identification points on standard milk trolleys are as follows:

1. Back & Top

Bar Painted

E.G.



2. Company Badge

E.G.



3. Lettering in Frame

E.G.



Police Liaison

Contacting the police when a crime has occurred is essential. This ensures that the theft is recorded and recognised. The information provided build's a picture of the scale of trolley theft within the dairy industry. Not reporting a crime will distort crime figures and will not paint a true picture of what is happening.

To assist the reporting process, RCRS has adopted an easy to use theft reporting form; this form highlights all the key information which is required for a crime report. The form can be faxed to a local police station as confirmation of incident details. A copy of any theft report form will need to be copied and also sent to RCRS for their records.

RCRS have asset managers located throughout the country, who can assist the police with all lines of enquiry. This extends to the identification of trolleys suspected of being stolen and whenever possible, assistance in the recovery and storage of equipment pending police enquires.

The RCRS team will liaise with the appropriate police forces, when patterns of trolley theft are identified. This is to ensure the problem has been identified and that their response is supported.

An asset identification guide has been produced to assist the police in recognising dairy trolleys. Each region has dedicated personnel who can assist in the identification of trolleys if required.

RCRS also provides guidance to its member companies on crime prevention issues to reduce theft and the opportunity for crime within the industry.

This directory has been produced to assist patrolling police officers in the understanding of the dairy industry and draws attention to the following:

1. Normal milk deliveries commence between 4.00am – 4.00pm anything outside this time may be a stolen vehicle or load.
2. Thieves generally load trolleys in an untidy manner.
3. Is there another vehicle drawing attention to itself; a decoy car or van driving erratically.
4. Is the lorry logo obscured or from a distant location.
5. As the majority of dairy companies mark there assets, vehicles carrying mixed assets could indicate the vehicle is carrying stolen equipment.

RCRS information posters containing the details of the security contacts are issued to all police force's for display in their control rooms.

More information is available on the RCRS website www.dairyuk.org

Reporting a Theft to the Police

The RCRS has produced a standard form which can be used by its members to report incidents of theft to the police. The form is located at the back of this booklet and can be freely copied for use. The form contains all the information required by the police to create a crime reference number.

Please note the following:

1. All identified thefts of assets should be reported to the police.
2. Major thefts should be reported by telephone in the first instance, using the local non-urgent line. They may require the attendance of a police officer.
3. Crime incidents in progress should also be immediately reported by using '999' system.
4. Non-urgent or more minor matters can also be reported by telephone using the non-urgent telephone line. Most police stations have a crime desk or crime bureau that take details of the offence and issue a crime reference number.
5. There is usually no need for members to attend at a police station to report a crime unless specifically requested. In such cases it is advisable to confirm the report by faxing or e-mailing a copy of the RCRS form to the crime desk.
6. Please provide as full a description of the stolen material as possible, including quantities, identifying markings, paint colours and replacement value.
7. It is also advisable to visit the scene of the offence and seek information or witnesses to the incident. The police may not always do this in minor offences.
8. Please send a copy of every reported theft to the RCRS by fax or email. Due to police area boundaries, they may not pick up patterns of trolley theft. These can sometimes be identified by the RCRS asset managers who can make police aware and circulate to local members to warn them of a possible problem.
9. Even if there is nothing stolen, or the matter does not require police attention, please inform the RCRS Team. It may help other members in the area.
10. If you receive information of criminal activity, please inform the RCRS scheme manager who will advise (confidentially) if any further action is required.
11. E-mail is now a recognised and convenient means of communication and will enable messages to be passed quickly between RCRS/asset managers/members and the police.

RCRS Theft Report

Date..... Company Name.....

Address.....

Tel No.....

Fax No.....

Email Address.....

To the Officer in Charge.....

.....Police Station

Address (see note 1 below)

.....

Tel No.....

Dear Sir/Madam,

Theft of dairy equipment/Vehicle/Other (delete as necessary)

I write to advise you of the theft of property of the above company as follows:

Location..... Time &ate.....

Items Stolen: (description, quantities).....

.....Value £.....

Other information: (suspect, vehicle details).....

.....

Circumstances: (circle as appropriate) From Vehicle From Site From Customer Empty Storing Product

Other (Specify)

.....

Security markings established with RCRS (s pecify colour/signage).....

Mr, Mrs or Miss..... of this company, who can be contacted at.....Can provide a statement in respect of the incident.

The Company will assist you in the identification of any recorded property, and will support any prosecution you feel appropriate. If I can assist further, please contact me (or) at the above address. I would be pleased to receive notification of the crime Reference number for our records.

Crime Reference Number (if known).....

..... (Signed) (Position)

Notes:

1. Please note that this matter must be reported to the police station in the area where the theft occurred.
2. Company to send a copy of this form to the RCRS, preferably by email:
3. This form has been produced by RCRS Dairy UK, 93 Baker St, London, W1U 6QQ. Tel 02074868830. Email:RCRS@dairyuk.org

NO COLOUR

Company Name:

Arla

Contact Name:

Robin Smith

Contact Number:

07967585632

Contact Email:

robin.smith@arlafoods.com

Address

4 Savannah Way
Leeds Valley Park
Leeds

LS10 1AB

Brief Description:

Cow horn or metal rod top bar.
Arla or express name plate

COMPANY BADGES



BACK BARS



Company Name:

Chestnut Dairies

Contact Name:

Sue Varley

Contact Number:

01964 535061

Contact Email:

chestnutdairies@hotmail.com

Address

Stud Farm
Wassand
Hull

HU11 5RJ

Brief Description:

Name engraved on top /label
on door plate

COMPANY BADGE



BACK BAR



NO COLOUR

Company Name:

Dairy Crest

Contact Name:

Ricky Ford

Contact Number:

07725829734

Contact Email:

ricky.ford@dairycrest.co.uk

Address

Claygate House
Littleworth Road
Esher

Surrey

KT10 9PN

Brief Description:

Various top bars, label on top bar and name plate, name engraved on frame

COMPANY BADGE



BACK BARS



Company Name:

Grahams

Contact Name:

Shaun Dorrian

Contact Number:

07974978252

Contact Email:

Address

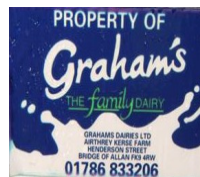
Airthrey Kerse Farm
Henderson Street
Bridge of Allan
Scotland

FK9 4RW

Brief Description:

Lettering in back of cage, label on name plate

COMPANY BADGE



LETTERING IN FRAME WORK



NO COLOUR

Company Name:

Marybelle

Contact Name:

Steve Little

Contact Number:

01986 784658

Contact Email:

Address

The Clink

Walpole

Halesworth

IP19 9AU

Brief Description:

Label stuck on frame, top bar

COMPANY BADGE



BACK BAR



Company Name:

North Lakes Foods

Contact Name:

Stuart Martin

Contact Number:

01768 862821

Contact Email:

Address

Gilwilly Road

Penrith

Cumbria

CA11 9BL

Brief Description:

Name Plate on top bar

BACK BAR



Company Name:

Quothquan Farms

Contact Name:

Norman Gilvear

Contact Number:

Contact Email:

ngilvear@btconnect.com

Address

Quothquan

Biggar

Lanarkshire

ML12 6ND

Brief Description:

Name engraved on top bar and name

plate

COMPANY BADGE



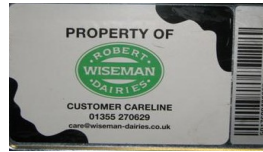
EDGING ON FRAME



NO COLOUR

Company Name:
Robert Wiseman Dairies
Contact Name:
Philip Allen
Contact Number:
0772007170
Contact Email:
Pallen@wiseman-dairies
Address
159 Glasgow Road
East Kilbride
Glasgow
G74 4PA
Brief Description:
Lettering in front and back, label on name plate

COMPANY BADGE



LETTERING IN FRAME WORK



Company Name:
South Caernarfon Creameries
Contact Name:
Bryn Davies
Contact Number:
01766 812936
Contact Email:

Address
Rhydygwystl
Chwilog
Pwllheli
Gwynedd
LL53 6SB
Brief Description:
Label on top bar and name plate

COMPANY BADGE



BACK BAR



Company Name:
Victoria Farm Dairies
Contact Name:
Clive Hawkswood
Contact Number:

Contact Email:
Address
Victoria Farm
Benton Green Lane
Berswell Coventry
CV7 7AX

Brief Description:
Name label on back bar

BACK BARS



BLACK

Company Name:
Paynes Dairies
Contact Name:
Kevin Leech
Contact Number:
01423 326058
Contact Email:

Address
Bar Lane
Boroughbridge
YO59 9LL

Brief Description:
Lettering in back, label on top
bar, side bar and name plate

COMPANY BADGES



BACK & SIDE BARS



LETTERING IN FRAME WORK



Company Name:
Tomlinson's Dairy
Contact Name:
John Tomlinson
Contact Number:
01978 758833
Contact Email:

Address
Pen-y-Palmant Farm
Old Road
Minera
Wrexham
LL11 3YR

Brief Description:
Name label on back bar, name
stamped on name plate, frame
painted black

COMPANY BADGES



BACK & SIDE BARS



BLUE

Company Name:

Vines Dairy

Contact Name:

Roy Drouet

Contact Number:

02380 216964

Contact Email:

Address

77 Empress Road

Southampton

SO14 0YT

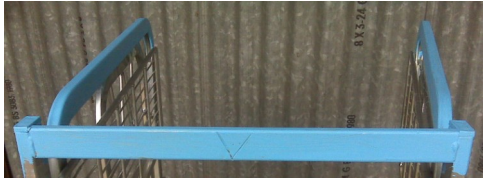
Brief Description:

Frame painted sky blue, "V" cut
in back bar and name plate

COMPANY BADGE



BACK BAR



CREAM

Company Name:

Peak District Dairy

Contact Name:

Rob Walker

Contact Number:

Contact Email:

Address

Weymouth Road

Eccles

Lancashire

M30 8WL

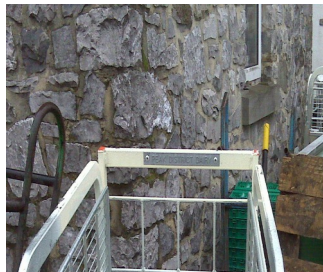
Brief Description:

Name plate on top bar, frame
painted cream

COMPANY BADGE



BACK BAR



GREEN

Company Name:

Embleton Hall

Contact Name:

Mark Witing

Contact Number:

Contact Email:

Markehd@hotmail.com

Address

Murton Hall Farm

Wingate

TS28 5NU

Brief Description:

Label on top bar, frame painted
lime green/orange

COMPANY BADGE



SIDE BARS



Company Name:

Farmers Dairy

Contact Name:

John Jones

Contact Number:

07974 265667

Contact Email:

char_jones19@hotmail.com

Address

Lower House Farm

Huntington

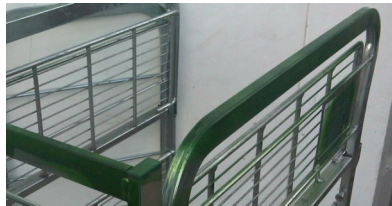
Kington

Herefordshire

Brief Description:

Label on top bar, frame
painted lime green/orange

BACK & SIDE BAR



Company Name:

Windmill Foods

Contact Name:

Kevin Harradine

Contact Number:

01234 742402

Contact Email:

wind.foods@btconnect.com

Address:

Windmill Foods (Flitwick) Ltd

1 Church Road

Wilstead

Beds

MK45 3HH

Brief Description:

Green top bar, back bar, nameplate

BACK, SIDE BAR & PLATE



RED

Company Name:
Lanchester Dairies
Contact Name:
Billy Austin
Contact Number:
01207521826
Contact Email:

Address
Upper House Farm
Lanchester
Durham
DH7 0RL

Brief Description:
Top bar painted red,

COMPANY BADGE



BACK BAR



Company Name:
Freshways
Contact Name:
Manjit
Contact Number:
07738 399170
Contact Email:

Address
16 Eastman Road
Acton
London
W3 7YG

Brief Description:
Frame painted Red Oxide
Name plate on top bar

COMPANY BADGE



BACK & SIDE BAR



