

BG Oman - Incident Notification

Rev: First Alert

Location: Muscat Office

Incident Date: 22/11/2009

What happened: Vehicle Theft from Al Sarooj Car Wash Facility nr. BG Oman Office Initial Classification: Incident

BG Oman Toyota Land Cruiser No. 9912 RY was being prepared for issue to newly arrived BG staff member. Following a mechanical service the previous week, the vehicle was delivered to a local garage/car valeting facility in close proximity to the office at 11.00hrs on Saturday 21st November and the keys were left with the car as has been the normal practice.

At 16.30hrs the same day, the BG staff member went to collect the vehicle but was told it was not ready, so he decided to leave the vehicle for completion overnight.

At 07.00hrs on Sunday 22nd November, the BG staff member returned to the facility, but was told that it had already been collected. Following phone calls to other BG Oman Admin staff, it was ascertained that no one from BG Oman had taken the vehicle and the theft was reported to the Royal Oman Police (ROP) at 11.00hrs the same day.

From initial discussions with the 'night-shift' personnel at the car wash facility, it appears that upon completion of the cleaning, a third party arrived and, claiming to be the owner, paid for the cleaning and was given the keys to the car.

ROP have taken statements from BG Oman staff and are now interviewing the relevant car wash staff. The investigation is ongoing.

Note: Car Wash facility operates 07.00hrs – 23.00hrs.



Al Sarooj Car Cleaning Facility



Similar vehicle to BG Oman Stolen Land Cruiser

Initial Learning points

- Controls associated with key management not apparent and/or not applied at Car Cleaning facility.
- Keys not to left with/in unattended company and/or personal vehicles.
- Where possible and certainly for short duration cleaning work, vehicles should not be left unattended.
- No vehicles to be left overnight within such facilities.

Corrective Actions:

- Practice of leaving keys with cars should cease until a clear key control system is demonstrated to be in place – applicable to any situation including servicing facilities.
- Personnel/Owner to remain in attendance when short duration (up to one hour maximum) cleaning exercises are underway.
- Where longer duration cleaning exercises are required, specific identification and key control measures to be agreed i.e. either through an ID system or parking and personal retention of the keys should be practiced.
- No vehicles to be left overnight within such facilities.
- Advisory note to staff to be issued for personal application.