

HENDY



Tracker has been leading the way in the field of stolen vehicle recovery, insurance telematics and fleet telematics since 1993. With over a million market leading security systems fitted to vehicles including passenger cars, motorcycles, HGVs, LCVs and plant and construction equipment, Tracker is still leading the way.



Established for over
25 years.
Founded in 1993.

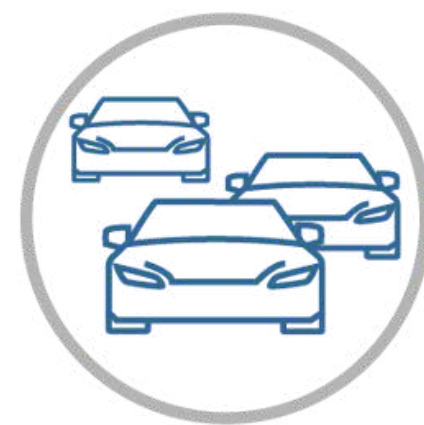
A wholly owned
subsidiary of
Cal/Amp, the global
telematics pioneer.



Leading provider of
stolen vehicle
recovery with
patented VHF
technology.



The only tracking
company to have a
unique formal
agreement with all
UK police forces.



Over
1 million Tracker
devices installed.



On average we
recover £1 million
pounds worth of
stolen assets every
month.



All products
accredited by
Thatcham.

Secured by Design
Official Police
Security Initiative.

Tracker Technology



VHF



GPS



Mesh

VHF Technology

Very High Frequency

What is Very High Frequency (VHF) Technology?

VHF waves transmit their signals over long distances and can travel through substances like bricks, concrete, or metal. VHF signals will still penetrate all those materials, sending a strong signal back to those tracking it.

How does VHF differ from GPS?

VHF is extremely difficult to jam, perpetrators would need to access 'military grade' jamming devices to achieve this and they are not readily available to procure on the open market

What are the benefits of VHF Technology?

- ✓ Can be tracked when in underground car parks
- ✓ Can be tracked when contained in shipping containers or storage units
- ✓ Tracker are the sole licence holder in the UK for VHF Long Range Radio Frequency tracking
- ✓ VHF is the police preferred technology to use when tracking stolen vehicles
- ✓ Over 2000 police cars across the UK and the entire fleet of police helicopters have Tracker's VHF tracking equipment fitted, helping them to recover stolen vehicles with Tracker's devices installed, quicker and with less resource

GPS Technology

Global Positioning System

What is Global Positioning System (GPS) Technology?

GPS, or the Global Positioning System, is a global navigation satellite system that provides location, velocity and time synchronization.

Why does Tracker use GPS as well as VHF?

GPS technology is the industry standard and all tracking providers use GPS. GPS is used to send additional movement information to Tracker's theft operation centre, which is relayed to the police.

Although GPS does not offer the same pinpoint precision as VHF, our relationship with the police allows us to provide time-critical movement information directly to the police when a stolen vehicle is being tracked.

What are the benefits of GPS Technology?

- ✓ GPS is used to send additional movement information to Tracker's theft operating centre and the Police
- ✓ GPS allows customers to create custom geofence perimeters around their assets through Tracker's online portals and app to secure their asset in a designated area. If their asset breaches the defined perimeter, the customer will receive an alert
- ✓ GPS allows customers to track and monitor their assets in real-time through Tracker's online portals and app

Mesh Technology

What is Mesh Technology?

- Tracker have developed a further bespoke method of tracking which is called Mesh Technology, which adds a further significant layer of 'movement and location' data via other customers vehicles.
- Essentially, those vehicles installed with our dual tracking technology i.e. GPS/GSM and VHF combined are able to pick up on a stolen activated vehicle and then instantaneously send this information to our control room.
- This is known as a 'Mesh Hit' and routinely, our staff in the Control Room will quickly receive a number of 'Mesh Hits' in quick succession from the network of different customers vehicles travelling in a particular geographical area.



What are the benefits of Mesh Technology?

- ✓ Allows Tracker staff to quickly assess and determine a location in which the stolen vehicle is travelling or situated stationary and relay this to the Police
- ✓ Hugely supports Tracker's ability to provide time-critical data to the Police Nationally to facilitate Police tracking and early vehicle recovery
- ✓ Providing time-critical data also significantly supports the Police to identify and apprehend offenders
- ✓ Mesh is a unique technology to Tracker and helps add another layer of tracking technology on top of VHF and GPS technology to aid the tracking and recovery of a stolen vehicle

Tracker's formal collaborations with the Police & Associations



UK Police

Tracker is the only tracking company in the UK to have a formal agreement with all 43 police forces across the UK.

Our dedicated Police liaison team, (which includes former senior Police officers) work on a day to day basis with UK Policing to ensure efficient and effective vehicle recovery and to assist in bringing offenders to justice.



National Police Chiefs' Council

Tracker is the only brand to be endorsed by the NPCC, formerly ACPO.

The NPCC brings police forces in the UK together to help policing coordinate operations, reform, improve and provide value for money.



National Vehicle Crime Intelligence Service

Tracker has worked closely with NaVCIS over many years and we take a proactive approach to preventing & recovering stolen vehicles.

NaVCIS is a Police unit dedicated to the prevention of vehicle crime and supporting our law enforcement colleagues home and abroad.



Secured by Design

Secured by Design (SBD) is the official police security initiative that is owned by the UK Police Service with the specific aim to reduce crime and help people live more safely.

The Police Preferred Specification provides a recognised standard for all security products that can deter and reduce crime.

Tracker and the Police

Tracker have installed and maintain over 2000 Police Tracking Consoles (PTC's) in Police Vehicles throughout the UK and have coverage in all 43 Forces in England and Wales, Police Scotland and with the Police Service of Northern Ireland.

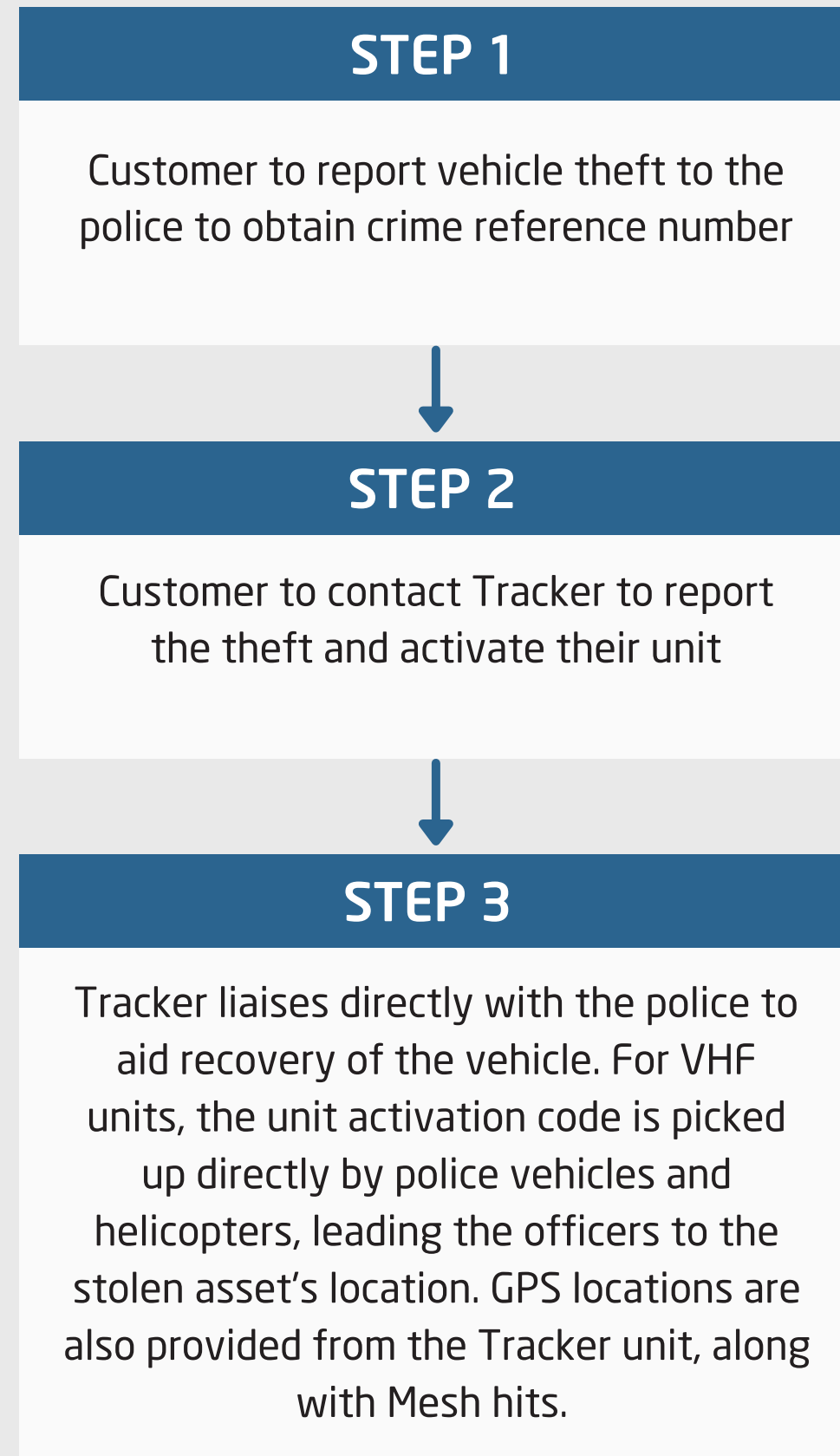
Every Police Helicopter in the UK (National Police Air Service - NPAS) are also equipped with our PTC capability. PTC work on our exclusive VHF platform.

Our VHF technology is also compatible with detection systems used at all major UK sea ports.

Look out for the distinctive roof bar mounted quad antenna set on 'Road Policing' police cars, these cars will have a Tracker detection computer fitted!



Tracker's Recovery Process



Other Tracking Companies Recovery Process



Theft Methods



Relay Attack

Thieves use a device to amplify the signal from the car's keyless entry fob nearby.

The signal is now strong enough for the car to 'think' the fob is in close proximity.

The car can be opened, started and driven away.

Watch the following video to see relay theft in action!



OBD Compromise

Having gained access to a vehicle, thieves plug a decoding device into the OBD port.

Using the device, the key code is downloaded and a blank donor key is programmed

There are many OBD key programming devices available on the internet



GPS Jamming

GPS/GSM Jamming devices, cheap and readily available, used to disable GPS/GSM devices.

This image is from a 2018 recovery in Sheffield. A Range Rover that was jammed using this device was recovered along with a Tracker equipped card.



Key Cloning

Used by thieves with legitimate, temporary access to keys e.g. garage, valet parking, car wash.

Insert original key to capture the unique coding.

Reproduce using a blank, donor key.

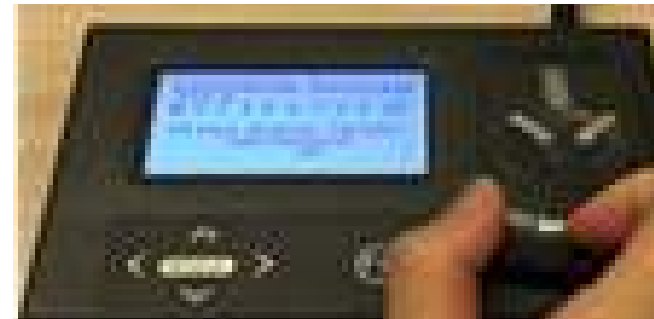
Theft Methods



Auto Decoder

Readily available skeleton key device used to access locked vehicles.

Insert into lock and the pins pop out and map the profile of the key.



Code Grabbing

Thieves use an electronic device to 'grab' a code at the point at which the key is used.

Devices are readily available as finished articles or in kit form, marketed as 'Car Clinic'.

More sophisticated laptop versions are available to grab the code even if the key isn't being used.



ECU replacement

Thieves go equipped with a new door Electronic Control Unit (ECU), the original key and paired keys to replace the original ECU.

ECUs come from earlier thefts for salvage yards.



Burglary

Thieves will break into homes with the specific aim of removing the owner's car keys and stealing their vehicle(s).

This theft method is most prevalent in the North of England.

Passenger Vehicle Crime Hotspots



54%

Vehicle theft up
over last 4 years



24%

In London



54%

Unrecovered

External Data. These figures are understated as, in cases where burglary is committed to obtain keys, it is burglary that is recorded as the primary crime as opposed to vehicle theft.



Passenger Vehicle Crime Hotspots 2020



54%

Vehicle theft up
over last 4 years



24%

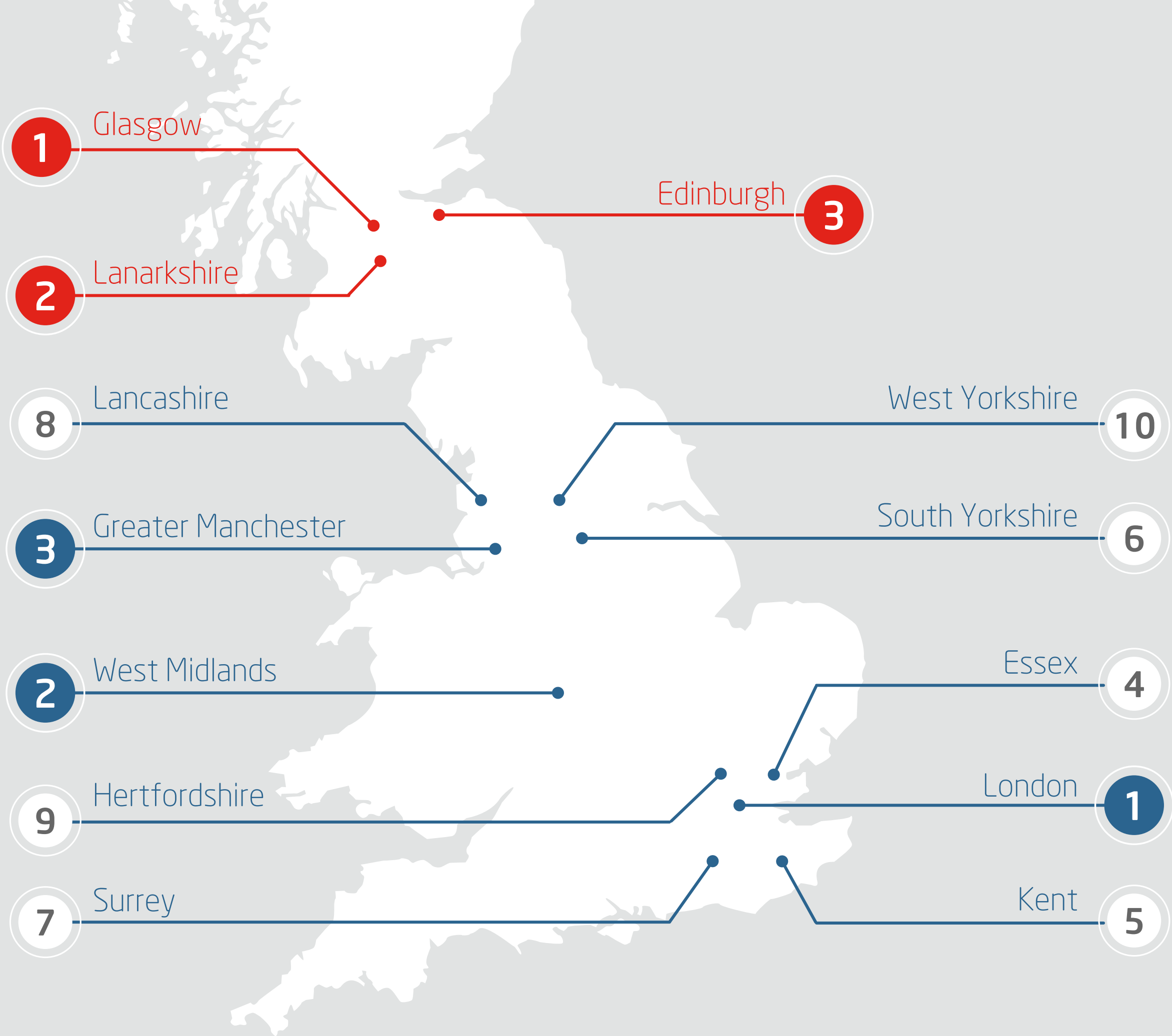
In London



54%

Unrecovered

These figures are understated as, in cases where burglary is committed to obtain keys, it is burglary that is recorded as the primary crime as opposed to vehicle theft.



The Hidden Cost of Vehicle Theft

Having an asset stolen and not recovered is a well understood everyday occurrence.
However, most of us are unaware of the hidden costs of car theft.

Loss of no-claims bonus

A claim will reduce or nullify any no-claims bonus that has built up and increase the cost of renewal.

Loss of insurance excess

To offset rising premiums, many motorists now opt for high insurance excesses; £500 is a very common amount to lose.

Insurance settlement shortfall

An insurer will only pay the market value of a car. Shortfalls are on average 25% in year 1, 45% in year 2 and 60% in year 3.

Insurance premium uplift

After a claim, on average an insurance premium will rise between 10-25% depending on the insurer.

Insurance settlement delay

While the average claim may vary, most claims take 3 weeks to 2 months.

Distress

Research shows that motorists suffer a high level of distress not only from a car theft but from the following weeks dealing with the insurance claim.

Car hire costs

Most motorists have minimal car hire cover or no cover at all. Car hire could cost £100s. The alternative is to rely on friends and family.

Cherished plate re-registration delay

There is a minimum wait of 12 month before a cherished plate can be re-used. In some cases the 'right to display' can be lost altogether.

The Hidden Cost of Bike Theft

Having an asset stolen and not recovered is a well understood everyday occurrence.
However, most of us are unaware of the hidden costs of bike theft.

Loss of no-claims bonus

A claim will reduce or nullify any no-claims bonus that has built up and increase the cost of renewal.

Loss of insurance excess

To offset rising premiums, many bikers now opt for high insurance excesses; £500 is a very common amount to lose.

Insurance settlement shortfall

An insurer will only pay the market value of a car. Shortfalls are on average 25% in year 1, 45% in year 2 and 60% in year 3.

Insurance premium uplift

After a claim, on average an insurance premium will rise between 10-25% depending on the insurer.

Insurance settlement delay

While the average claim may vary, most claims take 3 weeks to 2 months.

Distress

Research shows that bikers suffer a high level of distress not only from a bike theft but from the following weeks dealing with the insurance claim.

Bike hire costs

Most bikers have minimal bike hire cover or no cover at all. Bike hire could cost £100s. The alternative is to rely on friends and family.

Cherished plate re-registration delay

There is a minimum wait of 12 month before a cherished plate can be re-used. In some cases the 'right to display' can be lost altogether.



The Hidden Cost of LCV Theft

Having an asset stolen and not recovered is a well understood everyday occurrence.
However, most of us are unaware of the hidden costs of LCV theft.

Loss of no-claims bonus

A claim will reduce or nullify any no-claims bonus that has built up and increase the cost of renewal.

Insurance settlement delay

While the average claim may vary, most claims take 3 weeks to 2 months.

Loss of insurance excess

To offset rising premiums, many motorists now opt for high insurance excesses; £500 is a very common amount to lose.

Distress

Research shows that motorists suffer a high level of distress not only from a van theft but from the following weeks dealing with the insurance claim.

Insurance settlement shortfall

An insurer will only pay the market value of a car. Shortfalls are on average 25% in year 1, 45% in year 2 and 60% in year 3.

Van hire costs

Most motorists have minimal van hire cover or no cover at all. Van hire could cost £100s. The alternative is to rely on friends and family.

Insurance premium uplift

After a claim, on average an insurance premium will rise between 10-25% depending on the insurer.

Tools of the trade

Tools are a vital part of a business. Commonly, when a van is stolen, the contents, including tools, are dumped.

The Hidden Cost of Leisure Vehicle Theft

Having an asset stolen and not recovered is a well understood everyday occurrence.
However, most of us are unaware of the hidden costs of leisure vehicle theft.

Loss of no-claims bonus

A claim will reduce or nullify any no-claims bonus that has built up and increase the cost of renewal.

Loss of insurance excess

To offset rising premiums, many motorists now opt for high insurance excesses; £500 is a very common amount to lose.

Insurance settlement shortfall

An insurer will only pay the market value of a car. Shortfalls are on average 25% in year 1, 45% in year 2 and 60% in year 3.

Insurance premium uplift

After a claim, on average an insurance premium will rise between 10-25% depending on the insurer.

Insurance settlement delay

While the average claim may vary, most claims take 3 weeks to 2 months.

Distress

Research shows that motorists suffer a high level of distress not only from the theft but from the following weeks dealing with the insurance claim.

Hire costs

Most motorists have minimal vehicle hire cover or no cover at all. Leisure vehicle hire could cost £100s.

Disruption to holiday

Having a leisure vehicle stolen together with your belongings will disrupt your holiday and at the very least.

The Hidden Cost of Agricultural Theft

Having an asset stolen and not recovered is a well understood everyday occurrence.
However, most of us are unaware of the hidden costs of agricultural theft.

Loss of no-claims bonus

A claim will reduce or nullify any no-claims bonus that has built up and increase the cost of renewal.

Insurance settlement delay

While the average claim may vary, most claims take 3 weeks to 2 months.

Loss of insurance excess

To offset rising premiums, many owners now opt for high insurance excesses; £500 is a very common amount to lose.

Distress

Research shows that the owner suffers a high level of distress not only from the theft but from the following weeks dealing with the insurance claim.

Insurance settlement shortfall

An insurer will only pay the market value of a car. Shortfalls are on average 25% in year 1, 45% in year 2 and 60% in year 3.

Hire costs

Most owners have minimal asset hire cover or no cover at all. Asset hire could cost £100s. The alternative is to rely on friends and family.

Insurance premium uplift

After a claim, on average an insurance premium will rise between 10-25% depending on the insurer.

Disruption to livelihood

For those running a busy farm, the disruption can have huge ramifications on one's livelihood.



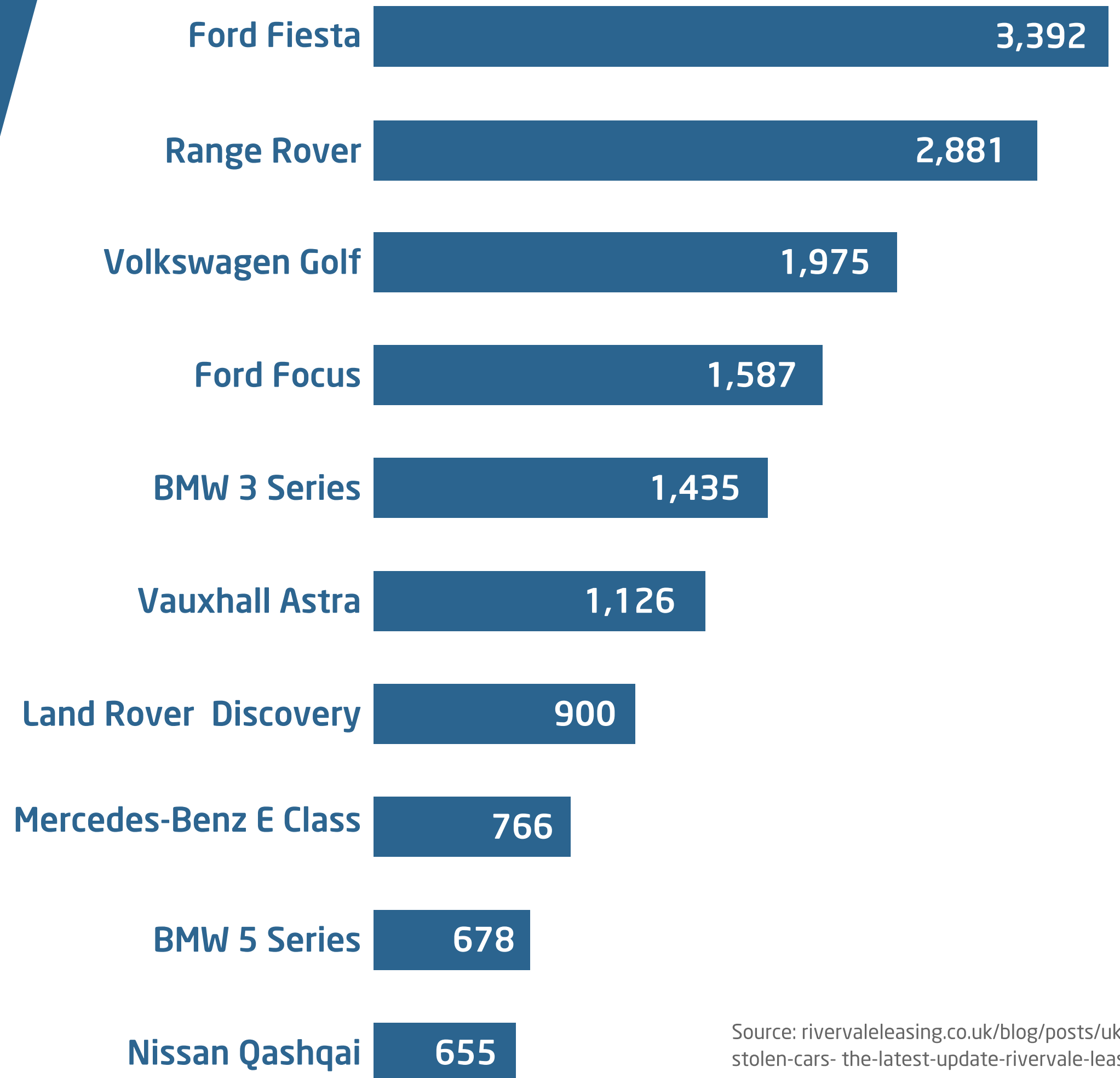
The Top 10 Models Recovered by Tracker in 2020

TrackerTM

2020	
1	Range Rover Sport
2	Range Rover Vogue
3	Range Rover Autobiography
4	BMW X5
5	Land Rover Discovery & BMW 3 Series
6	Mercedes-Benz C-Class
7	Range Rover Evoque
8	Mercedes-Benz C-Class AMG
9	Land Rover Defender, BMW M3 & Mercedes-Benz S-Class
10	Mercedes-Benz E-Class & BMW 6 Series

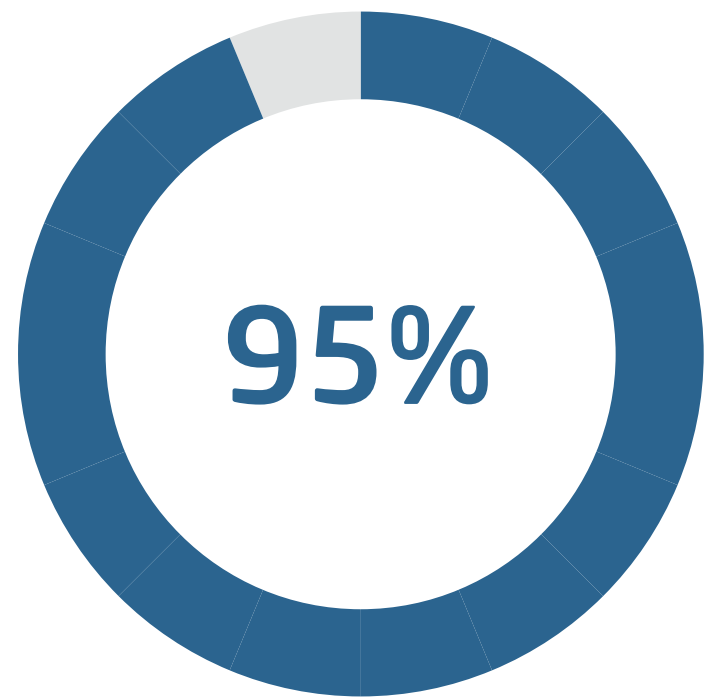
The UK's most stolen cars of 2020

TrackerTM

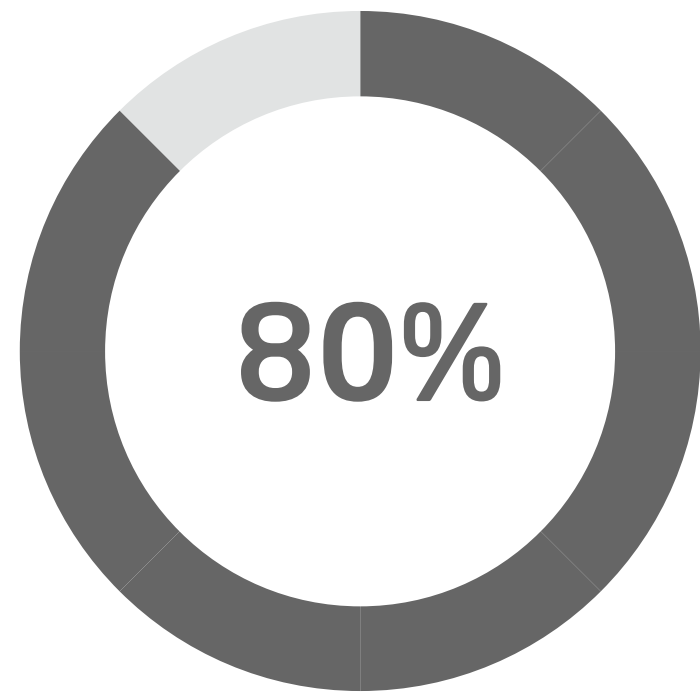


Source: rivervaleleasing.co.uk/blog/posts/uks-most-stolen-cars-the-latest-update-rivervale-leasing

Tracker's Recovery Statistics



95%
**Recovery
Rate**



80%
**Within
24 hrs**



£561m
**Total Value
Recovered**

26,747 Tracker Recoveries

2,798 Number of Arrests

2,554 Other Stolen Vehicles

Recovery Highlights



Land Rover Discovery

Worth £45,000, recovered in under 3 hours with 3 other non Tracker fitted vehicles. Found in a suspected chop shop.



Cumulative Totals



Elddis Encore

Worth £25,000, stolen from Reading. Recovered in under 2 hours and 1 arrest made.



Total Value Recovered
2020

Tracker
Recoveries
26,654

Number
of Arrests
2,783

Other Stolen
Vehicles
2,516

Total
Value
£559m

Tracker.
Recoveries
2020



Tracker Recoveries
2020

+	Cars
£120,000	Range Rover Autobiography
£21,000	Porsche 911 Targa
£1,600	BMW 3 Series

Motorbikes
£12,000
Triumph Thruxton
£4,000
Ducati S2R Dark
£1,000
Honda PCX125

Leisure vehicles
£45,000
Elddis Encore
£26,850
Elddis Avante
£13,000
Swift S-Line

LCV
£30,000
Citroen Relay
£10,000
Ford Transit Custom
£2,000
Ford Transit

Plant
£80,000
Hitachi 500 Dumper
£16,000
JCB 535
£4,000
Ifor Williams LM166G

Totals for 2020



Other stolen vehicles
recovered

59



Number of arrests

52



Number of keys stolen

34

Video Links

[We Are Tracker](#)

[How Tracker Works](#)

[5 ways to make your car more secure](#)

[Tracker help Essex Police track down James May's Apline](#)

[Tracker customer relay attack theft CCTV footage of](#)

Press Releases

[Tracker Helps Essex Police Uncover Illegal Chop Shop And Recover Over Half Million Pounds Worth Of Vehicles](#)

[Protecting The Uninsurable: £2.6 Million Worth Of 4x4 Models Recovered By Tracker Between January And June 2021](#)

[Tracker Reunites Land Rover Dedicated To Late Godson And British Soldier With Its Owner](#)

[£250,000 Worth Of Items Recovered After Theft From A Business In Essex](#)

[Double Recovery For Stolen Ford Focus ST](#)

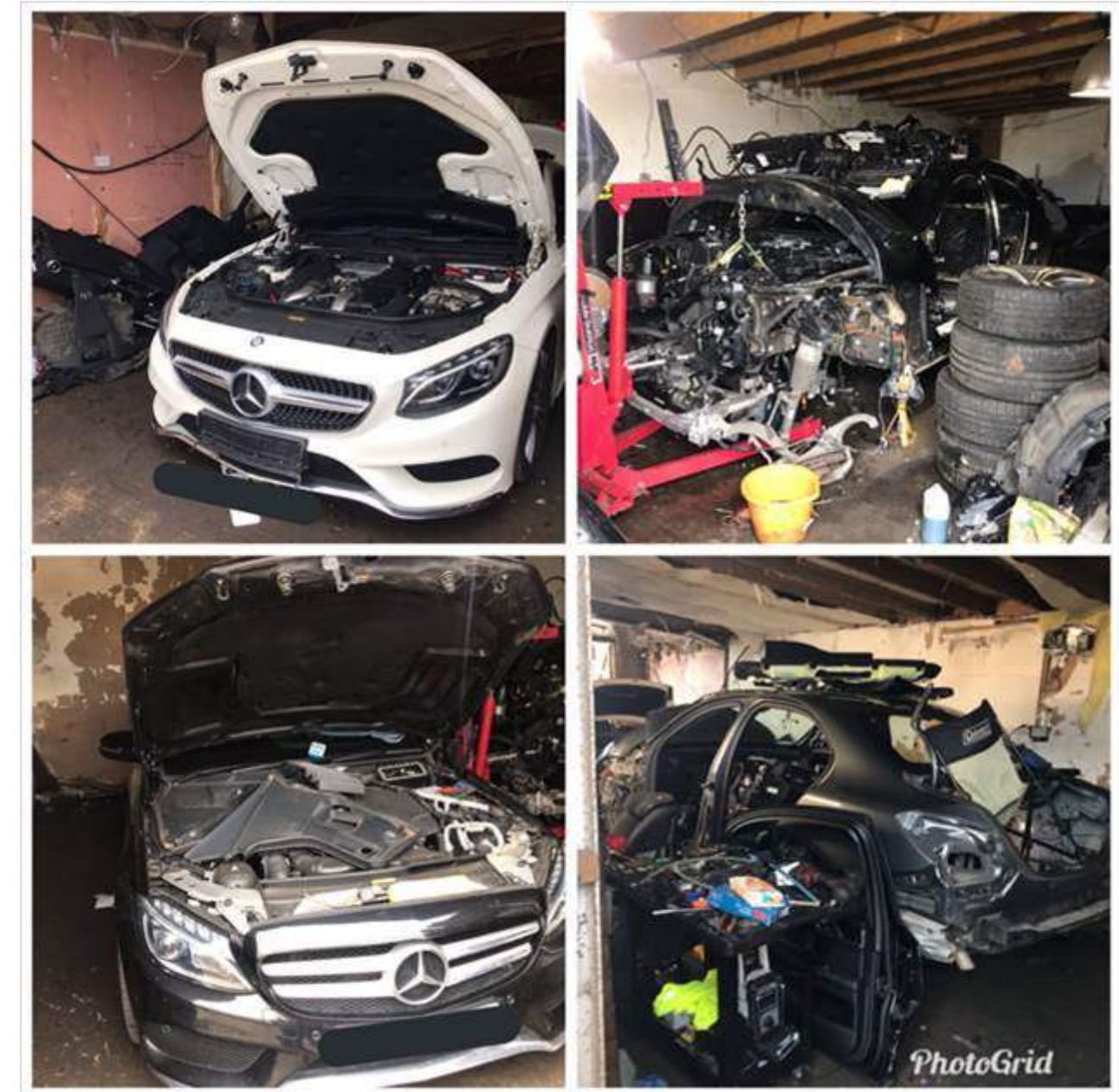
[A Stolen Swift Caravan Worth 30k Recovered Within 24 Hours](#)

[Cambridgeshire Police Crack Rural Crime Spree](#)

OUR RECOVERIES

Tracker Helps Essex Police Uncover Illegal Chop Shop And Recover Over Half Million Pounds Worth Of Vehicles

- Stolen Mercedes-Benz S500 AMG worth £55,000
- Stolen using relay attack on customer's keyless car system
- Recovered in under five hours
- Found with 14 other vehicles in an illegal chop shop
- Total stolen vehicle value of around £600,000
- Criminals had installed industrial GPS jammers that did not affect Tracker's VHF technology
- 2 arrests made



OUR RECOVERIES

Tracker Reunites Land Rover Dedicated To Late Godson And British Soldier With Its Owner

- A unique personalised Land Rover Defender worth £45,000
- The Defender was a personalised memorial to the customer's Godson, a British soldier who lost his life in Afghanistan
- Recovered in under 24 hours
- The vehicle had been hidden by thieves under dense undergrowth



OUR RECOVERIES

Tracker Leads Rotherham Police To Record Drugs Haul

- Tracker led Rotherham police to a record haul of heroin and crack cocaine, a machine gun and ammunition
- Officers used Tracker technology to locate the stolen vehicle in a lock-up
- The police uncovered £1 million worth of drugs
- Detective Inspector Eddie Murphy, said: "This is a great result. Tracker led us directly to the stolen car. What started out as a routine track to find a stolen car developed into the single biggest seizure of class A drugs in Rotherham's history."



OUR RECOVERIES

£250k Worth Of Items Recovered After Theft From A Business In Essex

- Thieves broke into the company's office and stole their £30,000 transit van with its office IT equipment, along with thousands of pounds worth of plant equipment
- Essex Police were able to use the journey tracking data from the device to see where the van had been and recover the equipment worth over £200,000
- The customer told Tracker "Had the police not recovered the stolen assets, the knock-on effect would have been devastating and would have put the business in serious financial difficulty"

OUR RECOVERIES

Double Recovery For Stolen Ford Focus ST

- Thieves target customer's car twice, but Tracker and the Police come to the rescue
- It took just 15 seconds to steal a Merseyside family's nifty Ford Focus ST from their driveway
- The car was stolen using relay attack, whereby the car's system was remotely fooled into unlocking the doors and starting the engine, enabling the gang to simply jump into the car and reverse off the driveway.
- The car was then stolen a couple of weeks late by a different group of thieves. Tracker and the police were successful in recovering the vehicle both times.

[Watch the CCTV footage here](#)

HERE'S WHAT THE POLICE HAVE TO SAY



Essex Police Rural Engagement Team
@EP_RURAL

Essex Police Rural Engagement Team
@EP_RURAL

PC Fenn & @PCJedRaven reacted to a @Tracker_UK activation whilst patrolling the @EPEppingForest area. Vehicle located within minutes. This time it was a false activation but shows what a great piece of kit trackers are.



Central Motorway Police Group
@CMPG



stolen X5 located in @wolvespolice after officers alerted by @Tracker_UK whilst on mobile patrol!! Pays to invest in added security. 🚓👍 2251



TVP Roads Policing
@tvprp



Perseverance paid off in #Slough today. This pride and joy was stolen overnight in @MetPoliceUK by keyless thieves. With help from @Tracker_UK and some snooping around down side roads it was located.

Please store your keys out of sight to prevent becoming a victim 👍

#P0735

