

If you are at all suspicious:

- consider asking the customer making a telephone enquiry to support the enquiry with a fax
- can you delay the process? Offer to ring back after checking stock availability, ask for credit card details etc.
- in the interim period, as soon as possible inform the Anti-Terrorist Hotline on **0800 789321**
- record as much detail as possible, such as:
 - description of individuals
 - details of any vehicles used, including make, model, colour and registration number
 - telephone numbers or email addresses given
 - retain any CCTV footage



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KNOW YOUR CUSTOMER!



■ **Is the customer known to you?**

- Do they fit the usual profile of your customers?
- Is there a reluctance to give contact details?
- Is the person evasive?

■ **Are they familiar with the product?**

- Do they know the uses and properties of the products they are purchasing?
- Are there handling conditions?
- Does this person know what they are?

■ **Is the order for products in unusual quantities or concentrations?**

- Either small or excessively large in comparison to regular orders.
- Is the strength of product suitable for the purpose the customer has declared?
- Do they have a legitimate use for the product?

■ **Is this an unusual or odd combination of chemicals?**

- Are these chemicals listed as precursors for home made explosives and/or drugs use?
- The chemicals are listed in the Chemical Industries Association and Chemical Business Association code of conduct.

■ **Does the customer want to pay in cash?**

- Regardless of the value of the order.
- Does the customer have a credit card?

■ **Will the chemicals be collected or delivered?**

- Does the customer request the purchase in small containers, where goods are said to be for industrial use?
- Is the customer collecting the chemicals in a private vehicle?
- Is there a known delivery address?
- Is the customer requesting delivery via a strange or dubious route?