



**New York State  
Division of Homeland Security & Emergency Services**

**JEROME M. HAUER**  
COMMISSIONER

***Office of Counter Terrorism***

Dear Sir or Madam:

New York State law enforcement has been communicating with a wide range of corporations, businesses and industries throughout the State with ***Operation SAFEGUARD*** since 2004. With this program, the Office of Counter Terrorism seeks to establish a procedure that may be helpful in reporting information or circumstances that appear unusual or suspicious to you, your employees, or members of your respective professional association which could be of possible assistance to law enforcement.

There is concern that individuals seeking to commit acts of terrorism, while portraying themselves as legitimate customers, may be attempting to purchase or lease certain materials or equipment or undergo formalized training to acquire certain skills or licenses. There is also a concern that individuals could also be attempting to steal certain types of vehicles, equipment or materials from the inventory of legitimate businesses. Whatever the method used by these individuals, the acquired items and/or skills could then be used to facilitate an act of terrorism.

Instances of suspicious activity observed by you or your employees may not be criminal per se, but may be peculiar and unusual because it does not resemble the usual pattern your personal business or industry routinely experiences when dealing with customer requests. The option to contact the New York State Tips line or your local Police Department is intended to encourage and facilitate an exchange of information in such matters, and provide yet another resource to the public.

The NY State Toll-Free Tips line may be contacted 24-hours a day, seven days a week by calling: 1-866-SAFE-NYS (1-866-723-3697).

Thank you for your assistance.

Sincerely,

Jerome M. Hauer  
Commissioner

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## ***OPERATION SAFEGUARD***

### **AGRICULTURAL SPRAYING:** **MOSQUITO CONTROL and RELATED EQUIPMENT**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Agricultural Spraying, though not fully inclusive, may be of *possible* concern to law enforcement:

- The unexplained loss or theft or attempted theft of equipment or separate machine components used in agricultural spraying or mosquito extermination (i.e., mist blowers, tanks, axial or centrifugal fans, diaphragm pumps, nozzles, spouts, pressure regulators etc.).
- Inquiries from unknown persons as to the purchase or operation of spraying equipment; approach from a previously unknown customer whose identity is not clear; a customer's use of evasive responses.
- Unusual inquiries about modifying spraying equipment.

- Observations of your spraying operations by an individual(s), who, when approached, deliberately leaves to avoid questioning.
- A request to purchase spraying machinery by someone who does not appear to have previous experience in such work or a connection to the agricultural industry or mosquito extermination effort (i.e., unable to answer basic questions about intended application and range, water volume rates, desired nozzle output, spray pattern, etc.).
- Unusual disinterest, on the part of a purchasing customer, as to the proper cleaning and maintenance of spraying equipment to ensure longevity and protection of manufacturer's warranty.
- A request to ship spraying equipment to an area or region not normally associated with spraying operations.
- A customer's reluctance to provide information on the locations of the plant or place where the equipment will be stored.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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***OPERATION SAFEGUARD***

**AGRICULTURAL: NURSERIES, FEED AND GRAIN STORES,  
FERTILIZER DISTRIBUTORS or FARM EQUIPMENT**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Feed and Grain Stores, Fertilizer Distributors, and Farm Equipment, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The unexplained loss or theft or attempted theft of equipment or separate machine components used in agricultural spraying or mosquito extermination (i.e., mist blowers, tanks, axial or centrifugal fans, diaphragm pumps, nozzles, spouts, pressure regulators etc.).
- Inquiries from unknown persons as to the purchase or operation of spraying equipment; approach from a previously unknown customer whose identity is not clear; a customer's use of evasive responses.

- Unusual inquiries about modifying spraying equipment.
- Inquiries for information or for purchase of Nitrogen rich, above 23%, fertilizers.
- Requests for information or for purchase of pesticides that may be harmful to humans.
- Customer is insistent on the purchase of ammonium nitrate and will not consider other products you recommend.
- Any requests for information on amounts, suppliers, purchasers, transporters, etc. Questions specifically involving operations and safeguards of suppliers, purchasers, transporters, etc.
- Individuals making observations of your spraying operations who when approached, deliberately leave to avoid questioning.
- A request to purchase spraying machinery by someone who does not appear to have previous experience in such work or a connection to the agricultural industry or mosquito extermination effort (i.e., unable to answer basic questions about intended application and range, water volume rates, desired nozzle output, spray pattern, acreage, crops, soil composition, etc.).
- A request to ship spraying equipment to an area or region not normally associated with spraying operations.
- A customer's reluctance to provide information on the locations of the plant or place where the equipment will be stored.
- Customer does not want the product delivered but rather insists on taking the product now.
- Requests for the purchase to be in bags, not in bulk.
- The apparent hesitation by the customer when asked for information such as name, address, signature, Photo ID, etc.
- Payment of goods comes in the form of cash. Buyer will not write a check or use credit; has no credit account with your or other agriculture businesses in the area.
- Customer acts nervous, jittery, uneasy, vague and avoids eye contact.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **AMUSEMENT PARKS, MASS GATHERINGS or CAMP GROUNDS**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following are examples of activity relating to Amusement Parks, Mass Gatherings, or Camp Grounds, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals bringing or attempting to bring unusual packages or containers into the premises.
- Suspicious behavior by an individual attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Individuals acting nervous, jittery, uneasy, vague and avoiding eye contact.

- Unusual inquiries made by an individual regarding specific events scheduled for your establishment and premises or of your site's anticipated patrons such as questions about the "profile" of your patrons, the purpose of an event or featured club or artist.
- Unusual questions about the type of security in place at your establishment.
- Overheard conversations in which individuals or patrons make unusual or alarming statements.
- Individual(s) found in areas that are off limits to patrons such as HVAC access rooms, the roof or off-limit areas.
- Individual(s) videotaping, sketching, photographing or pacing (measuring) the premises for no apparent reason.
- Suspicious vehicles parked outside the premises.
- Unclaimed or suspicious packages or objects found at your establishment.

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## ***OPERATION SAFEGUARD***

### **AVIATION/GENERAL**

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to General Aviation Airports, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Aircraft with unusual or unauthorized modifications or markings.
- Individuals loitering in the vicinity of aircraft or air operations areas.
- Suspicious individuals, vehicles, etc. inside and outside airport perimeter areas, including secure or restricted areas.
- Stolen or missing aircraft.
- Unknown pilots and/or clients for aircraft or helicopter rentals or charters.
- Unknown service/delivery personnel.

- Pilots who appear to be under stress or under the control of other persons.
- Individuals whose identification appears altered or fraudulent.
- Individuals wishing to obtain aircraft without presenting proper credentials.
- Individuals who present apparently valid credentials but do not have a corresponding level of aviation knowledge.
- Dangerous or deadly weapons or explosives being loaded onto an aircraft.
- Individuals loading unusual or unauthorized payload onto aircraft, including excessive luggage or containers.
- An act of sabotage against based and/or transient aircraft users and passengers.
- An act of sabotage against airport tenants and/or facilities.
- Unusual interest expressed by passengers or customers in locations that could be potential targets of terrorism (e.g. critical infrastructure sites such as oil refineries, power plants, etc.)
- Special requests to fly over facilities not typically of interest to clientele, sightseeing tourists or other business executive passengers; excessive photographing or videotaping of these locations during flyovers.
- Individuals with above average interest in aircraft and their performance capabilities; excessive questioning by a passenger regarding the piloting and operation of the helicopter (i.e. systematic questioning as to how to maneuver the helicopter while in flight).
- Repeat flights by an individual who does not appear to be using the service as an expeditious way to travel (i.e. business executive) or by an individual who does not appear to be using the service for pleasure purposes (i.e. tourist).
- Anything that appears unusual or does not fit the pattern of lawful, normal activity at the airport.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **BANKING INSTITUTIONS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire dangerous chemicals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Banking Institutions, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Activity inconsistent with the reported purpose of the business and/or not appropriate with the reported occupation.
- The use of multiple accounts at a single bank for no apparent legitimate reason.
- Importation of high dollar currency and traveler's checks not appropriate with reported occupation.
- Significant and even dollar deposits to personal accounts over a short period.
- Structuring of deposits at multiple bank branches to avoid BSA requirements.
- Refusal by any party conducting transactions to provide identification.
- Apparent use of personal account for business purposes.

- Abrupt change in account activity.
- Use of multiple personal and business accounts to collect and then funnel funds to a small number of foreign beneficiaries.
- Deposits are followed within a short period of time by wire transfers of funds.
- Deposits of a combination of monetary instruments atypical of legitimate business activity (business checks, payroll checks and social security checks).
- Movement of funds through FATF's designated non-cooperative countries or territories.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **BEAUTY OR DRUG SUPPLIES/WHOLESALE DISTRIBUTORS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Presence of individuals who do not appear legitimately interested in the particular business or workplace.
- The significant loss or theft of any chemical utilized in the business that may be hazardous, flammable or modifiable for use as a weapon, chemical agent or threaten public safety i.e. acetone.
- Unusual questions concerning the inventory of chemicals used in the business that may be hazardous, flammable or modifiable for use as a weapon or chemical agent.
- Suspicious behavior that appears to denote planning for criminal activity, such as pacing, the drawing of maps or structure containing entrances and exits, emergency outlets etc.
- Unusual or repetitious purchases that may be indicative of stockpiling materials that may be utilized or modified or use against the public.

The following examples of activity relating to Wholesale Distributors of Beauty or Drug Supplies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries as to the purchase of chemicals including—but not limited to—ethyl methacrylate (EMA), titanium dioxide, benzoyl peroxide, methacrylic acid and polymethyl methacrylate (PMMA) used within your salon.
- Chemicals missing from your inventory, or lost in shipment to your business.
- Suspicious inquiries into the mass-purchase or storage of Acetone, which may be stored in mass quantities at your site.
- Suspicious inquiries into the security around the storage of all chemicals at your salon.
- An unusual request for purchase of a particular pharmaceutical compound that would generally not be used independent of mixing with additional substances and that may be potentially harmful or used to incapacitate people.
- Suspicious inquiries regarding certain types of over-the-counter drugs and their potential harmful effects.

- The unexplained loss or theft of items from your pharmaceutical inventory which are intended to serve as antidotes in the event of a biological or chemical attack (i.e., auto injectors of Atropine, Ciprofloxacin pills, etc.).
- The unexplained loss or theft of items from your pharmaceutical inventory that could possibly be combined with other easily obtained items and thus present a danger to the public.
- The unexplained loss or theft or mass purchases of pseudo-ephedrine products that may be indicative of methamphetamine labs, the profit of which may potentially be used to facilitate terrorism or terrorism activities.
- “Surveillance of Sales as an Attack Indicator”: A dramatic spike in the purchase of a particular over-the-counter medicine (i.e., cold syrup, to determine if people might be self medicating to fight off flu-like symptoms which may in fact be caused by bio-terror agents).

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **BRIDGES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses, industries and locations may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities. Surveillance may also include the use of watercraft or aircraft to monitor bridge activity.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities. (e.g., leaving unattended bags in public areas)
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to bridges, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Backpacks, containers, or other suspicious objects left on or near the bridge (e.g., testing of security response).
- Unusual odors, and/or hazardous or potentially hazardous materials, such as chemicals or explosive materials, left on or near a bridge.
- Vehicles, watercraft, or aircraft, remaining near mass transit routes/ terminals for extended periods of time. They may be displaying inappropriate or lacking proper identification tags or markings (such as missing license plates).
- Vehicle operators who appear to be under stress or under the control of other persons.

- Suspicious behavior by an individual wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Loitering near or tampering with critical bridge components or controls (e.g., gears and other moving parts, electrical lines, lighting, cameras, access control, and other security systems).
- Tampering with services in close proximity to, or shared with, a bridge: such as railways, natural gas and pipelines, waterlines, major power or communications lines, or other utilities.
- Individual(s) videotaping, photographing or sketching the bridge for no apparent reason.
- Individual(s) unable to display proper identification, or produce identification which appears to be altered or fraudulent. This includes unknown service/delivery personnel or contractors.
- Individual(s) who present apparently valid bridge authority agency credentials but do not have a corresponding level of bridge knowledge or experience.
- Attempts to gain information regarding the security of bridge, staffing, operational procedures, or information regarding the movement of certain materials and/or shipments across or under a bridge.
- Specific inquiries as to dimensions, architecture, construction composition, structural capabilities of a bridge, or frequency of maintenance, which appear to be beyond normal curiosity.
- Theft or loss of bridge worker's identification badges, uniforms, access cards/keys, communications equipment, and/or operations manual(s).
- Anything that appears unusual or does not fit the pattern of lawful, normal activity at the bridge.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **BULK FUEL**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further and facilitate a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Bulk Fuel, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Theft of fuel or unexplained loss from your business inventory or tractor-trailer tanker.
- Theft of equipment, tanks or vehicles used to transport fuel.
- Customer requests to purchase unusual amounts of fuel, not typical of most transactions, or an unusual method of payment.
- Unusual inquiries from strangers concerning how to store bulk fuel or handle it on premises.
- Apparent surveillance of your facility or business by unknown persons monitoring the arrival or departure of fuel trucks.

- Reports by employees of unknown persons observed trespassing on your property or taking photographs of your facility and/or equipment.
- Reports by employees of being questioned by suspicious individuals as to their routine or activities.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **BUS / CHARTER COMPANIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses, industries and locations may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Bus and Charter Companies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- A customer's reluctance to provide information on the locations and circumstances of the use of the bus.
- Inconsistencies in the reasons for renting the bus and/or refusal/nervousness when answering questions pertaining to the reason for rental.
- Suspicious behavior by an individual attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.

- An attempt to lease or rent a bus based upon personal identification documents of questionable authenticity (i.e., post office box listed as a residential address).
- Specific inquiries as to the specific dimensions and capabilities of a vehicle (i.e., height, gross weight, cargo area access via the cab, etc.).
- Suspicious inquiries as to the scheduled arrival and departure times into stations as well as scheduled destinations.
- Individual(s) videotaping, photographing or sketching the buses for no apparent reason.
- Suspicious vehicles parked in proximity to an individual bus or collection of buses.
- Inquiries regarding the frequency of maintenance, time of security checks and security patrols, etc.
- Inquiries into the security surrounding the buses.
- Any apparent break-ins or tampering with any bus.
- The discovery of an unattended package or object inside or around any of the buses.

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **CAR REPAIR**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Car Repair, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries by individuals interested in buying used automotive or truck parts specifically and uniquely associated with official vehicles, such as emergency response vehicles like ambulances or police cars.
- Inquiries for an uncommon item or other material by someone who does not appear to be in the associated business.
- Subsequent finding or requests for the manufacture of hidden or “trapped” compartments within a vehicle.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**





## ***OPERATION SAFEGUARD***

### **CHEMICAL FACILITIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Chemical Facilities, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Theft or unexplained loss of chemicals from your business inventory, tractor-trailer or railcar fleet.
- Requests to purchase unusual amounts of chemicals or an unusual combination of chemicals.
- Unusual inquiries from strangers concerning how your business stores chemicals or handles them on premises. Similar or other inquiries from a previous customer whose identity is not clear.

- Transaction(s) involving an intermediary agent and/or third party consignee that is unusual in light of their usual business.
- Customer's use of evasive or overly vague responses.
- Customer's reluctance to provide information on the location where the chemicals purchased or acquired will be stored.
- Customer's reason for purchasing the chemicals does not match the customer's usual business or technological level.
- Unusual customer request concerning the shipment or labeling of goods.
- Unusual customer request for excessive confidentiality regarding the final destination or details of the product to be delivered.
- A customer canceled sale, and coincidentally the exact same product is stolen or "lost" shortly after the customer's inquiry.
- Apparent surveillance of your facility or business by unknown persons.
- Unusual inquiries by an individual(s) regarding the use and purchase of Sodium Azide. \*Note: Combining sodium azide with some metals, such as a drainpipe containing copper or lead, creates metal azides that can spontaneously explode if disturbed. Furthermore, the combination of sodium azide with lead nitrate can produce the primary high explosive lead azide. Primary high explosives are very sensitive to heat, impact, friction and static discharge.
- Unusual inquiries by an individual(s) of salvage yard proprietors for airbags. \*Note: Sodium azide found as tablets are routinely stacked in canisters contained in undeployed airbags.

Notably, in Western Europe there have been a number of arrests of individuals alleged to be planning terrorist attacks using chemicals. For example, on December 16, 2002, French anti-terror police arrested four suspects in Paris and seized iron perchloride, which could have been used in a chemical attack.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **COMMERCIAL DRIVING SCHOOLS (Truck or Tractor-Trailer Training)**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Commercial Driving Schools, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unexplained withdrawal by a student driver just prior to completion of a training or certification program requisite to the operation of a tractor-trailer.
- Suspicious inquiries regarding the licensing or certification required to convey hazardous materials.
- An unusual indifference displayed by a student during the explanation of safety procedures relative to the operation of the vehicle.
- A refusal to accept offered job placement assistance by an individual who does not appear to have already secured employment.

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## ***OPERATION SAFEGUARD***

### **CONSTRUCTION and CONTRACTING COMPANIES**

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- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Construction and Contracting Companies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Loss or theft of any large construction equipment that could potentially be used in connection with demolition activities such as radioactive materials or tools.
- Suspicious inquiries into the use of heavy-duty construction equipment by someone who does not display the knowledge or skill in use of such equipment.
- Suspicious inquiries into the loss or theft of explosive materials used on construction sites.
- Observation of individual(s) loitering outside or around construction or storage facilities or sites.

- Loss or theft of any entry keys or badges that could allow access to construction sites.
- Individual(s) videotaping, sketching or photographing the premises for no apparent reason.
- Theft of nuclear gauges, non-destructive testing equipment, etc. containing radioactive materials.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **DAIRY FARMS & PLANTS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire dangerous chemicals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Dairy Farms & Plants, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The unexplained loss, theft or attempted theft of equipment or individual machine components used in dairy farms & plants (i.e. tanks, nozzles, spouts, pressure regulators etc.).
- Inquiries from unknown persons regarding the purchase or operation of dairy equipment including an approach from a previously unknown customer whose identity is not clear coupled with evasive responses.
- Unusual inquiries regarding the chemicals used in dairy plants and on dairy farms (i.e. caustics, cleaners, acids, sanitizers, etc.).
- Unusual inquiries or attempts to ascertain the potential expansiveness dissemination of dairy products from a specific facility may occur.

- Unusual inquiries surrounding concerning how your dairy farm stores or handles chemicals on its premises.
- Any requests for information involving operational safeguards of suppliers, purchasers, transporters, of dairy products etc.
- Individual(s) possibly conducting surveillance of dairy operations who when approached, appear to depart in an effort to avoid questioning.
- Apparent surveillance of one or more of the chemical feed points or product access point(s) within the dairy facility or plant.
- Any apparent unauthorized alterations to flow-paced chemical injection equipment.
- Unusual or suspicious deliveries or substitutions of the treatment chemicals.
- Deliveries, driver identification, or company name or identification do not appear to correlate with the company chemicals were purchased from.
- Reports of individuals attempting to make unscheduled deliveries or "complimentary" maintenance visits.

Proactive security measures recommended for your Dairy Facility include:

- Limit the number of access points and strictly enforce access control procedures.
- Perform a thorough check of employee background information provided by current and new employees.
- Ensure that disgruntled employees or former employees do not have unescorted or unsupervised access to chemical storage, milk storage or processing areas within the dairy farm or plant.
- Pay particular attention to contractors and vendors. Do not allow unescorted access to critical or sensitive areas of the farm or plant by any contractor or vendor.
- Verify that access to remote chemical addition points is secured. Ensure adequate controls are in place to access sensitive areas?
- Ensure that chemical injection points or chemical addition areas within the treatment facility are closely monitored. Do not allow unauthorized personnel access to these critical areas.
- Certify that the facility has a chemical delivery integrity program and “know your suppliers and vendors.”
- Increase perimeter lighting and maintain/remove vegetation in and around perimeters.
- Encourage personnel to be alert and to immediately report any situation that appears to constitute a threat or suspicious activity.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**





## ***OPERATION SAFEGUARD***

### **ELECTRONIC SHOPS, SPY SHOPS, COMPUTER STORES & SUPPLIERS, and INTERNET CAFES**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Electronic Shops, Spy Shops, Computer Stores & Suppliers, and Internet Cafes, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Loss or theft of computer or electronic equipment pertaining to surveillance such as night-vision goggles, special use binoculars; items that may be utilized as bomb making components such as wirers, digital timers, electronic relays; encryption or steganography software, or any other unusual software or equipment.

- Specific requests of employees regarding eavesdropping devices, equipment to surreptitiously duplicate documents, or unusual counter-surveillance equipment from an individual(s) that would not have an apparent legitimate need.
- Any unusual request for information or procedure relating to how to clean computers or erase the electronic path or trace of its user such as wiping software, anonymous browsing software, etc.
- Purchase of expensive photography or video equipment with panoramic capability.

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **EMERGENCY VEHICLE SALES**

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Used Emergency Vehicle Sales, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Specific requests by individuals as to how one might purchase decommissioned or used emergency vehicles, such as those of police and fire departments as well as ambulances, with the official equipment “package” still intact or partially intact.
- A cash purchase of a used emergency vehicle such as a police car by someone who does not represent a company or business that typically purchases these types of used vehicles for their fleet (i.e., a livery or taxi company).
- Loss or theft of equipment from decommissioned or used emergency vehicles parked in your sales lot.

- Unusual requests as to the purchase of decommissioned or used emergency vehicles outside of the types or models of vehicles normally requested by customers, i.e., other government agency vehicles such as U.S. Postal trucks or Department of Corrections prisoner transport trucks or vans or buses, etc.

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## ***OPERATION SAFEGUARD***

### **FIRE or BURGLAR ALARM COMPANIES**

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Fire or Burglar Alarm Companies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Any unusual inquiries related to the adequacy of a particular alarm or fire system without the purchase of the item or an apparent legitimate need to know such information.
- Any unusual inquiries on how fire and/or burglar alarm systems work, are wired or may be neutralized in establishments.
- Any other unusual request for alarm or fire equipment without purchase.

- Any unusual request by individuals for the adequacy of close circuit television or videotaping equipment without a purchase or previous known installation in their residence.
- Specific site inquiries of landmarks or of critical infrastructures and its alarm, fire or security system in use.
- Unusual purchase of expensive video equipment that could be used for potential surveillance or counter surveillance use.
- Inquiries or purchases of alarm system components by an individual(s) vague or inconsistent of intrusion detection systems, particularly with respect to passive infrared sensors, motion detectors, microswitches, etc.

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **FLIGHT SCHOOLS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Flight Schools, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The name, address or any other personal information presented by a student on an application is believed to be fictitious. (For example, attempts by school officials to contact an individual using this information are unsuccessful.) Any attempt to obscure true identity of a student or parent.
- Facts relating to a student's visa status are questionable.
- The sudden withdrawal of a student from your program without a reason.
- A student's stated reason or apparent motivation for enrolling in the specific program is not typical of the usual class representation.

- Unusual behavior such as isolation or unusual non-participation by an individual toward fellow students in classroom discussions or activities.
- Information or evidence that suggests a student received paramilitary training overseas.
- A student's interest in only certain areas of flying (i.e., not interested in landing.)
- Suspicious inquiries regarding the differences in flying certain types of aircraft (i.e., if learning to fly on a small plane yet ask suspicious questions regarding 737, 747, 777, etc.).

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **GASOLINE STATIONS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Gasoline Stations, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals videotaping or photographing the premises for no apparent reason.
- Suspicious individuals apparently surveilling the delivery of fuel from tanker-trucks.
- Inquiries regarding the frequency of fuel deliveries to your business.
- Any information regarding the loss, theft or attempted theft of any vehicle (or driver's credentials or license) used in the transportation of bulk fuel to your station.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **AVIATION/GENERAL**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to General Aviation Airports, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Aircraft with unusual or unauthorized modifications or markings.
- Individuals loitering in the vicinity of aircraft or air operations areas.
- Stolen or missing aircraft.
- Unknown pilots and/or clients for aircraft or helicopter rentals or charters.
- Unknown service/delivery personnel.
- Pilots who appear to be under stress or under the control of other persons.
- Individuals whose identification appears altered or fraudulent.

- Individuals wishing to obtain aircraft without presenting proper credentials.
- Individuals who present apparently valid credentials but do not have a corresponding level of aviation knowledge.
- Dangerous or deadly weapons or explosives being loaded onto an aircraft.
- Individuals loading unusual or unauthorized payload onto aircraft, including excessive luggage or containers.
- An act of sabotage against based and/or transient aircraft users and passengers.
- An act of sabotage against airport tenants and/or facilities.
- Unusual interest expressed by passengers or customers in locations that could be potential targets of terrorism (e.g. critical infrastructure sites such as oil refineries, power plants, etc.)
- Special requests to fly over facilities not typically of interest to clientele, sightseeing tourists or other business executive passengers; excessive photographing or videotaping of these locations during flyovers.
- Individuals with above average interest in aircraft and their performance capabilities; excessive questioning by a passenger regarding the piloting and operation of the helicopter (i.e. systematic questioning as to how to maneuver the helicopter while in flight).
- Repeat flights by an individual who does not appear to be using the service as an expeditious way to travel (i.e. business executive) or by an individual who does not appear to be using the service for pleasure purposes (i.e. tourist).
- Anything that appears unusual or does not fit the pattern of lawful, normal activity at the airport.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **GOLF COURSES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire dangerous chemicals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Golf Courses, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Theft or unexplained loss of chemicals from your storage shed or facility.
- Unusual inquiries from strangers concerning how your golf course stores chemicals or handles them on premises particularly high concentrations of pesticides, fertilizers, herbicides, and insecticides.
- Apparent surveillance of or from your grounds by individuals who utilize its location because of its strategic position or vantage point.
- Apparent interest and notice of one or more of the chemical sheds throughout the grounds.

- Any observed break-ins, tampering with the chemical storage shed, or subsequent loss of chemicals on the course.
- Unusual or suspicious deliveries or substitutions of the wrong treatment chemical.

The following proactive measures of your facility are recommended:

- Perform thorough and regular checks of storage sheds containing chemicals.
- Ensure that the storage area of chemicals is structurally sound and capable of being adequately secured especially for long term and potential off-season storage.
- Pay particular attention to contractors and vendors. Do not allow unescorted access to critical areas of the treatment facility by any contractor or vendor.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **GUN SHOPS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Gun Shops, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- A request to purchase a weapon by someone whom you believe may have undergone firearms training overseas in some type of military camp.
- Large purchase or several purchases of semi-automatic weapons from a non-county resident.
- Inconsistencies in an individual's obvious knowledge, training and experience with the handling of firearms and/or an attempt to mask or conceal any possessed proficiency.
- Unusual statements or off-handed comments made by a customer that suggest an individual may be planning a criminal act. (An example may include a direct or

indirectly expressed admiration or reference to individual(s) involved in a notorious, violent incident; a subtle or direct mention of a radical political or religious point of view, etc.).

- Inconsistencies in information supplied by an individual who is seeking to purchase a weapon.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**





## ***OPERATION SAFEGUARD***

### **GUN TRADE SHOWS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Gun Trade Shows, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Questions pertaining to the ease of converting a weapon from a semi-automatic to full-automatic.
- The potential of little to no traceability of a weapon(s) (i.e., weapons may not be registered.)
- Inquiries regarding the combat effectiveness of a particular weapon(s) (i.e., proven effectiveness through military/law enforcement testing.)

- Suspicious inquiries regarding specialty loads the weapon(s) may handle (i.e., Black Talons, Teflon coated, etc.).
- Questions pertaining to bulk purchase prices and sales when the individual is not a licensed dealer.
- Person(s) trying to finagle around legal issues surrounding the selling of a weapon(s) (i.e., willing to deal in cash or make a trade, no questions asked.)
- Questions concerning the purchase of specialty weapons (i.e. Rocket launchers, mortars) and where to buy them.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **HARDWARE STORES**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Hardware Stores, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- A request by an unknown individual to rent specialized power saws or gas torches capable of cutting thick steel cables typical of those used to support super-structures.
- An attempt to buy heavy-duty construction tools by someone who does not display knowledge or skill in the correct use of such equipment.
- The loss or theft of heavy-duty construction grade power equipment from your inventory.
- Loss or theft of any materials capable of producing explosive devices.

- Any suspicious inquiries into the use or toxicity of pesticides and other chemical agents for other than its intended purpose.
- Any request for equipment or tools used in the spraying or release of pesticides and other chemical agents from someone who does not display an apparent knowledge of such equipment.
- Request to ship pesticides to an area not usually associated with the use of pesticides.
- The purchase of materials that may potentially be utilized in bomb making (i.e. metal objects convertible to shrapnel, wiring, fertilizer, timers.)

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **HEALTH CENTERS: HEALTHCARE, HOSPITALS, DOCTOR'S OFFICES, or WALK-IN CLINICS**

As described in the accompanying letter, Operation SAFEGUARD is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail. This includes unusual questions about the type of security in place at your establishment, or excessive and suspicious phone activity at your establishment.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility; they may be observed loitering in the vicinity of entrances or exits. This includes reports of unknown persons trespassing on the property.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of potentially suspicious activity relating to Health Centers, Doctor's Offices, or Walk-in Clinics, though not fully inclusive, may be of *possible* concern to law enforcement.

- Theft or loss of equipment associated with healthcare facilities (medical paraphernalia, uniforms, insignias or decals, special identification).

- Theft or unexplained loss of entry keys or identification passes or badges that furnish access to areas containing sensitive materials.
- Suspicious individuals observed loitering in the vicinity of entrances and/or exits of healthcare facilities or doctors' offices.
- An unusual request how to acquire a particular pharmaceutical that may be potentially harmful or used to incapacitate people.
- Suspicious inquiries regarding certain types of over-the-counter drugs and their potential harmful effects.
- The unexplained loss or theft of items from your pharmaceutical inventory which are intended to serve as antidotes in the event of a biological or chemical attack (i.e., auto injectors of Atropine, Ciprofloxacin pills, etc.).
- The unexplained loss or theft or mass acquisition of pseudo-ephedrine products that may be indicative of methamphetamine labs, the profit of which may potentially be used to facilitate terrorism or terrorism activities.
- A prospective patient's use of evasive responses, not typical of the normal doctor-patient relationship and being overly concerned about privacy.
- Emergency treatment of patients for chemical burns or symptoms possibly associated with radiation poisoning or other harmful chemicals without a logical explanation.
- Suspicious behavior by an individual(s) attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Unusual inquiries made by individual(s) regarding specific schedules of doctors, nurses, or deliveries, at your establishment.
- Unusual questions about the type of security in place at your establishment.
- Individual(s) videotaping, sketching, photographing or pacing (measuring) the premises for no apparent reason.
- Individual(s) bringing or attempting to bring unusual packages into the premises.
- Unclaimed or suspicious packages or objects found at your site.
- Suspicious vehicles parked outside your premises.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **HEALTH CENTERS: WOMEN'S HEALTH CARE FACILITIES, PLANNED PARENTHOOD CENTERS OR ABORTION CLINICS**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail. This includes unusual questions about the type of security in place at your establishment, or excessive and suspicious phone activity at your establishment.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility; they may be observed loitering in the vicinity of entrances or exits. This includes reports of unknown persons trespassing on the property.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Women's Healthcare Facilities, Planned Parenthood Centers or Abortion Clinics, though not fully inclusive, may be of *possible* concern to law enforcement:

- Individual(s) bringing or attempting to bring unusual packages into the premises.

- Suspicious behavior by an individual(s) attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Unusual inquiries made by individual(s) regarding specific schedules of doctors, nurses, or deliveries, at your establishment.
- Overt threats made to doctors or nurses while at work or at their residences.
- Suspicious behavior by an individual(s) attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Unusual questions about the type of security in place at your establishment.
- Individual(s) videotaping, sketching, photographing or pacing (measuring) the premises for no apparent reason.
- Individual(s) bringing or attempting to bring unusual packages into the premises.
- Unclaimed or suspicious packages or objects found at your site.
- Suspicious vehicles parked outside your premises.
- Individuals who seem “out of place” or exhibit strange behavior during a rally or protest outside your facility.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **HELICOPTER TOURS and AIR CHARTER COMPANIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Helicopter Tours and Air Charter Companies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Unusual interest expressed by your passengers or customers in locations that could be potential targets of terrorism (i.e., critical infrastructure sites such as oil refineries, power plants, etc.) or any other building. Special requests to fly over facilities not typically of interest to your clientele, sightseeing tourists or other business executive passengers; excessive photographing or videotaping of these locations during flyovers.
- Excessive questioning by a passenger regarding the piloting and operation of the helicopter (i.e., systematic questioning as to how to maneuver the helicopter while in flight).

- Repeat flights by an individual who does not appear to be using the service as an expeditious way to travel (i.e., business executive) or by an individual who does not appear to be using the service for pleasure purposes (i.e., tourist).
- Attempts by an individual to carry on excessive luggage or containers.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **HOBBY SHOPS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Hobby Shops, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals who attempt to purchase large quantities of model aircraft fuel, model airplane or rocket engine and igniters, or hobby fuse without demonstrating reasonable knowledge of their use.
- Individuals who become agitated or do not have a reasonable response when asked about the intended use of model aircraft fuel, model airplane or rocket engine and igniters, or hobby fuse without demonstrating reasonable knowledge of their use.
- A cash purchase(s) of remote control gliders or model airplanes by individuals who do not appear to be hobbyists.

- Inquiries by individuals who are interested in modifying remote control gliders or model airplanes to enable them to carry a payload, especially installing still or video cameras.
- Separate purchases of parts or items (i.e., motor, fuselage, propellers etc.) associated with the building of remote control gliders or model airplanes.
- A request to purchase gyro systems with digital readouts for remote controlled airplanes. (These are often used by the military in remote drones. These systems allow an airplane to continue on a pre-defined course, even if it loses radio contact with the transmitter.)
- Unusual purchases of chemicals, solvents, propellants, rocket motors, igniters and radio-control equipment associated with various hobbies.
- Unusual inquiries into Kite Aerial Photography, or KAP, which is an obscure hobby that could be used to conduct surveillance on embassies, government buildings, or other targets, without attracting suspicion.

The following examples of activity relating to the sale and or distribution of Wristwatches with an altimeter function or a butane lighter, though not fully inclusive, may be of *possible* concern to law enforcement:

- Any unusual question or inquiry regarding the purchase or use of wristwatches with an altimeter function.
- Any unusual question or inquiry regarding the highest altitude capable of being determined with the use of a wristwatch equipped with an altimeter or other altimeter device.
- Any unusual question or inquiry regarding the purchase or use of wristwatches equipped with a butane lighter.
- Any unusual question or inquiry regarding the purchase or use of a modified or camouflaged butane lighter capable of being undetected when passing through passenger screening efforts of any aviation facility.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **HOTELS AND LODGING ACCOMMODATIONS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Hotels and Lodging Accommodations, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Guests who deny access to the housekeeping staff to perform routine room duties over a period of several consecutive days coupled with other extenuating or suspicious circumstances (possibly using connecting or adjoining rooms.)
- Guests who permit housekeeping staff to enter rooms but who unusually supervise or rigorously monitor their actions coupled with other extenuating or suspicious circumstances.

- Evidence that occupants or guests have intentionally changed their appearance, (i.e., shaving, close cropping of hair; hair dyes. Also, large amounts of shaving cream, razors.) Requests of staff for clogged drains due to large amounts of hair.
- Identification offered for room reservations based on documents of questionable authenticity (i.e., misspellings on “official” papers, altered photos, P.O. Box address, no telephone number).
- Payment with a large sum of cash instead of a credit card to cover an expensive lodging bill (or any other unusual registration and reservation information).
- Room phone bills for overseas phone calls.
- Reports of the thefts of guests’ luggage or baggage containing sensitive documents such as passports or visas and other forms of identification.
- An unusual number of visitors admitted by a guest; persons loitering on guest floors.
- Unusual or excessive luggage, containers, tools, wires, etc. Discarded luggage by guests.
- Unusual odors or substances, oil based stains or other flammable material.
- A request at check-in for a specific room because of its view of another location building or other site that could be considered a potential target of terrorism.
- Delivery of a suspicious parcel (i.e., unusual smell; delivered by hand by an unknown source, etc.).
- An unexpected departure after a reservation for an extended stay.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **HOUSES OF WORSHIP**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Houses of Worship, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Unusual inquiries about the congregation from individuals who do not seem to be of the same faith or denomination.
- Actions that suggest that an individual, present for a religious service, is unfamiliar with the rite or customs of the service (i.e., kneeling instead of remaining standing during a specified portion of the prayer service or not responding along with the congregation).
- Individuals photographing or videotaping the building interior or exterior.

- Evidence suggesting that the building's HVAC system (i.e., heating, ventilation, air conditioning access rooms or panels) may possibly have been tampered with.
- Individuals found loitering in areas where there is access to the HVAC system or other physical plant systems (i.e., air intake vents; electrical breaker switch boxes) related to building operations.
- Unusual odors or substances, oil based stains or other flammable material.
- Parking of a suspicious vehicle, such as a truck, in front of the building when normally such vehicles are not parked in that location.
- The discovery of an unattended package or suspicious object.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **HVAC MECHANICS**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to HVAC Mechanics, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Loss or theft of items from your inventory that could possibly be utilized to sabotage an HVAC system and present a danger to the public.
- Inquiries from unknown person(s) who do not appear to have a legitimate need to know the intricacies and dynamics of HVAC systems.
- Specific site inquiries of landmarks and/or critical infrastructures and the types of HVAC systems that may be in use.
- Overheard remarks concerning the tampering or sabotage of an HVAC system that may cause harm to the public or occupants.

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **INSURANCE BROKERS or AGENTS**

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The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Insurance Brokers or Agents, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries about collecting the proceeds of a life insurance policy when the insured's death is the result of a suicide.
- Inquiries as to whether there is an exclusion provision in the life insurance policy that would prohibit the payment of the proceeds if the insured's death is the result of a suicide.
- Beneficiary or owner designations with foreign addresses.
- Individual exhibits nervous behavior when inquiring about or applying for an insurance policy.

- The name, address, social security number or any other personal information presented by any applicant (especially, a student) on an application is believed to be fictitious.
- Upon application for insurance, the individual submits any identification document of questionable authenticity. For example their home address is represented as a PO Box, they list no telephone number, misspellings on “official documents,” and different names on driver’s license or passport.
- Applicant uses large amounts of cash in small denominations or money order instead of check or credit cards.
- Structuring of payments to avoid currency reporting requirements.
- Individuals who inquire about or apply for large amounts of insurance and exhibit no visible means of wealth or need for such amounts of insurance.
- Individuals who inquire about the maximum amount of insurance that can be obtained on the life of a child.
- Customer indifference to product performance.
- Early termination of a product, or borrowing against the cash surrender value soon after the product is purchased.
- Any suspicious questions or unorthodox inquiries regarding insurance.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **JEWELRY SALES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Jewelry Sales, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries as to the purchase of chemicals used to clean jewelry.
- Chemicals missing from your inventory, or lost in shipment to your business.
- Large payments for jewelry in cash possibly coupled with other extenuating or suspicious circumstances.
- Suspicious inquiries into the mass-purchase or storage of Silver Nitrate, which by itself is not dangerous but mixed with other chemicals could be potentially lethal.

The following examples of activity relating to the sale and or distribution of Wristwatches with an altimeter function or a butane lighter, though not fully inclusive, may be of *possible* concern to law enforcement:

- Any unusual question or inquiry regarding the purchase or use of wristwatches with an altimeter function.
- Any unusual question or inquiry regarding the highest altitude capable of being determined with the use of a wristwatch equipped with an altimeter or other altimeter device.
- Any unusual question or inquiry regarding the purchase or use of wristwatches equipped with a butane lighter.
- Any unusual question or inquiry regarding the purchase or use of a modified or camouflaged butane lighter capable of being undetected when passing through passenger screening efforts of any aviation facility.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **LASER SALES and DISTRIBUTION**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to the sale and or distribution of Lasers, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Any unusual questions or inquiries regarding the purchase or use of lasers.
- Any unusual questions or inquiries regarding the potential distance lasers may travel.
- Any unusual questions or inquiries regarding beam intensity or which make, model, color or wavelength, would emit the greatest strength.
- Any unusual questions or inquiries regarding the medical implications or consequence of the use of lasers when pointed at the human eye either directly or indirectly from any distance.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **LIBRARIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Libraries, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An individual demonstrates unusual interest or focus in gathering information on explosives or chemicals particularly regarding aspects of manufacturing improvised explosive devices and their use in warfare.
- An individual lacks appropriate identification in an effort to obtain or utilize library resources, particularly with respect to Internet accessibility and e-mail services.
- Frequent use of library computer resources to gain access to known terrorism web sites.

- Documents submitted for personal identification do not appear to be authentic or have been altered.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **LOCAL GOVERNMENTAL LICENSING CENTERS: COUNTY, CITY and TOWN CLERKS**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further and/or facilitate a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Local Governmental Licensing Centers, though not fully inclusive, may be of *possible* concern to law enforcement:

- License application submissions without the necessary documentation (i.e. birth certificates, immunization records etc.) or with documentation that does not match the individual or does not appear authentic or has been altered.
- Unusual inquiries (telephone, in-person) from strangers regarding registration and verification process of application procedures.
- The submission of application documentation with questionable, unverifiable, or difficult to verify pedigree information such as residential addresses, previous

employment histories, nationalities with easily remembered dates of birth i.e. 01/01/XX or 01/31/XX.

- Repetitious appearances of individuals with apparent associates or friends submitting similar or other licensing applications.

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## ***OPERATION SAFEGUARD***

### **MARINAS, BOAT RENTALS SALES, STORAGE, and WATERCRAFT MAINTENANCE**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Marinas, Boat Rentals Sales, Storage and Watercraft Maintenance, though not fully inclusive, may be of *possible* concern to law enforcement:

- Moored boats for which the owner or lessee cannot be contacted during an extended period of time.
- Boats appearing unusually weighed down.
- Full payment by cash for the purchase of an expensive boat or several small boats, personal watercraft, outboard engines, gasoline tanks.

- Purchase of a boat for a purported reason not typically compatible with the manufacturer's boat design (i.e., using a speedboat for fishing expeditions).
- Purchasing inquiries related to small commercial or fishing vessels by individuals who seem to lack industry knowledge, credentials or trade experience.
- Dockside activity at unusual times (i.e., possible loading of suspicious materials under the cover of darkness or scuba trips conducted at night).
- Requests for private charter tours by individuals who display an unusual interest in non-tourist attractions (i.e., coastal oil refineries, the under girding and buttresses of bridges, etc.).
- Individuals who opt to lease dock space under a short-term or per diem rate and payment by cash, foregoing the considerably less expensive long-term lease selected by most customers, despite leaving a vessel moored for a prolonged period of time.
- Interest in the precise timing of ferry routes (i.e., observing someone using a stopwatch while studying a passing ferry).
- Possible surveillance (i.e., use of binoculars) of maritime activity such as the movement of barges.
- Individual purchases of paint or decals similar to those found on local security or port services vessels by those without authority to do so, or the theft of same.
- Discovery of painting patterns fashioned to resemble those of local security or port services vessels.
- Theft or purchasing attempts of harbor security or port services uniforms, access badges, or related equipment.
- Maintenance requests that involve unusual structural modifications (i.e., removal of seating, important fishing-related equipment, etc.) especially those that seem to reduce the ability of the vessel to perform its normally expected role.
- Demands to create additional voids or storage areas below decks, to dramatically increase fuel capacity or vessel speed, or to place vertical metal plates (or other possible shrapnel producing materials) below decks or near the bow.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **MARTIAL ARTS TRAINING**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Martial Arts Training, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals or groups appearing to conduct training that incorporates group tactics or simulates close-quarters combat situations, under suspicious circumstances.
- Individuals who appear to incorporate or account for the presence of law enforcement in combat simulations.
- Information that suggests an individual received foreign military training or attended a military training camp overseas.

- A group of customers that significantly stand apart because of their unusual intensity in an apparent training regimen, the level of deference or respect given to a specific group member or the extraordinary repetition of tedious drills.
- Evasive responses to routine questions posed by you or your employees.
- Unusual inquiries about martial arts methods to quickly incapacitate individuals through pain compliance or submission without the use of traditional weapons or about the control of individuals in confined spaces through joint manipulation or choking methods.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **MEDICAL SUPPLIERS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

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- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Medical Suppliers, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unusual spike in the purchase of a product.
- Suspicious inquiries into the mass-purchase or storage of a product, which does not match a logical or legitimate use.
- Suspicious inquiries, or purchases (particularly in bulk), regarding certain types of medical supplies, devices, and equipment, and their ability to protect against various chemical, biological, or radiological exposure/agents.

- Questions regarding medical supplies used to treat patients for chemical burns or symptoms possibly associated with radiation poisoning or other harmful chemicals without a logical explanation.
- Unusual inquiries made by individual(s) regarding specific schedules of purchases, shipments, or deliveries at the facility.
- A prospective purchaser's use of evasive responses, possibly accompanied by nervous behavior.
- The unexplained loss or theft of inventory, medical supplies, materials, devices, and equipment, particularly those which are used to protect against exposure to chemical, biological, or radiological toxins.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **MILITARY SURPLUS STORES**

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The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Military Surplus Stores, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals or groups making bulk purchases of items including weatherproof ammunition or match containers; MREs; night vision equipment, night flashlights or gas masks under suspicious circumstances.
- Individuals or groups inquiring about or making bulk purchases of high capacity magazines and bi-pods or tri-pods for rifles.
- Individuals or groups inquiring about the availability of items such as armored vehicles, bulletproof vests, body armor or full-body armor.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **MUSEUMS and HISTORICAL LANDMARKS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Museums and Historical Landmarks, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Interest expressed about the profile or type of gallery viewers that will attend or are attracted to a specific show rather than interest in the exhibition itself (i.e., questions about the ethnic or religious make-up of patrons, their level of affluence, etc.).
- Individuals found in areas restricted to curatorial staff only and not open to the general public.

- Individuals photographing or videotaping the building interior (i.e., instead of the artwork in the galleries) with an apparent focus on stairwell locations, hallways, fire exits, etc.
- Evidence suggesting that the building's HVAC system (i.e., heating, ventilation, air conditioning access rooms or panels) may possibly have been tampered with.
- Individuals found loitering in areas where there is access to the HVAC system or other physical plant systems (i.e., air intake vents; electrical breaker switch boxes) related to building operations.
- Unusual odors or substances, oil based stains or other flammable material.
- Parking of a suspicious vehicle, such as a truck, in front of the building when normally such vehicles are not parked in that location.
- The discovery of an unattended package or suspicious object.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **NAIL SALONS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Presence of individuals who do not appear legitimately interested in the particular business or workplace.
- The significant loss or theft of any chemical utilized in the business that may be hazardous, flammable or modifiable for use as a weapon, chemical agent or threaten public safety i.e. acetone.
- Unusual questions concerning the inventory of chemicals used in the business that may be hazardous, flammable or modifiable for use as a weapon or chemical agent.
- Suspicious behavior that appears to denote planning for criminal activity, such as pacing, the drawing of maps or structure containing entrances and exits, emergency outlets etc.
- Unusual or repetitious purchases that may be indicative of stockpiling materials that may be utilized or modified or use against the public.

The following examples of activity relating to Nail Salons, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries as to the purchase of chemicals including—but not limited to—ethyl methacrylate (EMA), titanium dioxide, benzoyl peroxide, methacrylic acid and polymethyl methacrylate (PMMA) used within your salon.
- Chemicals missing from your inventory, or lost in shipment to your business.
- Suspicious inquiries into the mass-purchase or storage of Acetone, which may be stored in mass quantities at your site.
- Suspicious inquiries into the security around the storage of all chemicals at your salon.

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## ***OPERATION SAFEGUARD***

### **NATIONAL GUARD FACILITIES: ARMORIES AND RECRUITMENT OFFICES**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Armories and Recruitment Offices, though not fully inclusive, may be of *possible* concern to law enforcement or military personnel. They are indicators of physical threats to these military facilities or threats of an individual attempting to enlist in the military for nefarious purposes:

- Tests of Security –Interactions with, or challenges to installations, personnel or systems that reveal physical, personnel or cyber security capabilities. For example: any attempts to measure reaction times to entering restricted areas or by leaving unattended items such as a briefcase, suitcase, backpack, package or vehicles left unattended in front of military recruiting centers or in “No Parking” zones.

- **Surveillance – Individuals** recording, photographing, drawing, measuring or monitoring important locations/buildings, such as recruiting centers, armories, readiness centers, or military entrance processing stations (MEPS).

Specific indicators of pre-operational surveillance:

- Drawing diagrams or taking notes on:
  - Building plans
  - Security shift changes
  - Security weak points
  - Traffic flow
  - Location of security personnel
- Taking measurements:
  - Distances between key security points or from potential operating locations
  - Facility perimeters
  - Distances between cameras
  - Distances between security locations
- Viewing facility from remote or obscure location.
  - Using binoculars, a telescope, a monocular or rifle scope to view facility or infrastructure components.
- Suspicious Person(s) – May include people who are in places they should not be, as well as people who do not fit in to the daily routine of your location / community. May also include individual(s) that inquire about enlistment but refuse to provide identification, name and contact information, or are unable/unwilling to answer open-ended questions. May also include individuals with visible body markings (tattoos, scars, burn marks) or clothing that appears to be associated with a known criminal gang or extremist group.
- Suspicious/Cloned Vehicle(s) – Vehicles displaying inappropriate or lacking proper identification tags (e.g. missing license plates) or markings that don't match vehicle purpose/type (e.g. ambulance or delivery truck).
- Tampering with Utilities – Knowledge of tampering or unauthorized access to utilities in close proximity to, or shared with a military recruiting center (e.g. natural gas, waterlines, power, communication and cyber access).
- Theft/Loss/Diversion - Stealing or diverting something associated with the military or associated facilities (i.e. badges, uniforms, credentials, vehicles, technology or documents) that can be used for nefarious purposes.
- CBRNE Threats – Unusual odors, and/or hazardous or potentially hazardous materials, such as chemical, biological, radiological, nuclear or explosive materials, left at or near the office or the facility HVAC (Heating, Ventilation and Air-Conditioning) systems.



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- Expressed or Implied Threats – Individual(s) making threatening statements, verbal, written or messages expressing hate and/or discontent toward military activities domestically or overseas, or communicating a spoken or written threat to damage or compromise a facility/infrastructure.
- Elicitation – Individuals questioning facility personnel in person, over the phone or via the Internet—at a level beyond mere curiosity—about particular facets of a facility's or building's purpose, operations, shift changes and security procedures; or, unusual inquiries regarding military members' less-than-lethal tactics, graduated response, use of force and availability of body armor and weapons.
- Misrepresentation – Presenting false or misusing insignia, documents, and/or identification, to misrepresent one's affiliation to cover possible illicit activity. May include individual(s) who present apparently valid military credentials but do not have a corresponding level of military knowledge, experience or proper use of military terminology/dialogue; individual(s) unable to display proper identification, or produce identification which appears to be altered or fraudulent, including delivery personnel or contractors.
- Information that suggests an individual received foreign military training or attended a military training camp overseas.

Your impressions and assessment based upon your professional experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. **Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line.** It may be contacted 24-hours a day, seven days a week by calling:

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1-866-723-3697**





## ***OPERATION SAFEGUARD***

### **NIGHTCLUBS, DANCE CLUBS & BARS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Nightclubs, Dance Clubs and Bars, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals bringing or attempting to bring unusual packages into the premises.
- Suspicious behavior by an individual attempting to enter your club (i.e., subject is alone, excessively nervous, perspiring, wearing bulky clothing that is inappropriate for the weather conditions, etc.).
- Unusual inquiries made by individuals regarding specific events scheduled at your club or regarding your club's patrons (i.e., questions about the "profile" of your club's patrons, the purpose of an event or featured club or artist, etc.).

- Unusual questions about the type of security implemented and practiced at your establishment.
- Overheard conversations in which individuals make unusual or alarming statements.
- Individuals found in areas of your club that are off limits to patrons (i.e., rooms with access to the HVAC system, electrical system; roof. etc.).
- Individual videotaping, photographing or sketching the premises for no apparent reason.
- Suspicious vehicles parked outside your establishment.
- The appearance of different street vendors in the sidewalk area outside of your club.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PAINTBALL FACILITIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Paintball Facilities, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals or groups appearing to conduct training incorporating group tactics or simulate close quarters combat situations under suspicious circumstances.
- Individuals who appear to incorporate or account for the presence of law enforcement in their combat simulations.
- Information that suggests an individual received foreign military training or attended a military training camp overseas.

- A group of customers that significantly stand apart because of their unusual intensity in an apparent training regimen, the level of deference or respect given to a specific group member or the extraordinary repetition of tedious drills.
- Evasive responses to routine questions posed by you or your employees.
- Unusual inquiries or statements made by individuals involved in recreational shooting or sporting activity.
- Unusual inquiries about martial arts methods to quickly incapacitate individuals through pain compliance or submission without the use of traditional weapons or about the control of individuals in confined spaces through joint manipulation or choking methods.
- Inconsistencies in an individual's obvious knowledge, training and experience with the handling of firearms and their statements to you (i.e., an attempt to mask or conceal any proficiency possessed).

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PARADE ROUTE BUSINESSES and SPECIAL EVENT LOCATIONS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

In addition to this concern, businesses and locations along parade and special event routes or other designated areas for large-scale, mass public gatherings (i.e., demonstrations, celebrations, street fairs, etc.) may be used by terrorist operatives to stage or facilitate an act of terrorism.

The following examples of activity relating to Parade Route Businesses and Special Event Locations, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The appearance of a suspicious vehicle (including bicycles with a storage basket) parked near the area designated for the event to take place.

- Actions by an individual that suggest the pre-event videotaping of the route or location and surrounding area for no apparent reason (i.e., no aesthetic value).
- The sudden appearance of a new street vendor in an area adjacent to the event route or gathering location.
- Unclaimed or suspicious packages or objects found along the special event route or location.
- The very recent placement of a garbage can, postal mailbox, newspaper kiosk or other stationary object along special route or location.
- Recent attempts by unknown individuals to gain access to your building's roof overlooking the parade route or special event location.
- Inquiries about short-term rental of an apartment or space above your store or business that also happens to offer a view of a parade route or special event location. (Terrorist operatives may attempt to position themselves in an area that will ease their surveillance of potential targets.)
- Suspicious inquiries by unknown individuals regarding:
  - Security measures to be conducted at the event (i.e., searches, wandering etc.).
  - Seating arrangements for public officials, dignitaries, or other VIPs at an event.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Because your business is in proximity to a parade route or special event location, your observations are extremely important. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PARKING GARAGES AND VEHICLE STORAGE LOTS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Parking Garages and Vehicle Storage Lots, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unclaimed vehicle exceeding the parking term agreement.
- A specific request to park the vehicle at a location within the garage near potential vulnerable positions.
- A vehicle appearing unusually weighted down.
- A vehicle emitting a strong odor, such as a chemical or organic smell (i.e., vinegar-like or a fertilizer smell).
- A liquid substance, not normally associated with a vehicle, observed leaking from the passenger compartment or the trunk.

- A vehicle observed to contain metal cylinders, tanks or containers or any unusual wiring.
- The registration or inspection sticker appearing altered or fraudulent. (Note: The Al Qaeda training manual states, “license plate number and county name should be falsified. Further, the digits should be numerous in order to prevent anyone from spotting and memorizing it.”)

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PEST & ANIMAL CONTROL**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Pest and Animal Control, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unusual request or purchase of a particular pharmaceutical compound that could potentially be used as a poison, an agent to incapacitate a person or a potential antidote that would generally not be used independent of mixing with additional substances by an individual not authorized to possess or utilize same.
- Loss or theft of items as previously described from your inventory that could possibly be combined with other easily obtainable items and thus present a danger to the public.

- Loss or theft of items from your pharmaceutical inventory which are intended to serve as antidotes in the event of a biological or chemical attack.
- A request to purchase poisons by an unlicensed individual.
- A request to purchase by a purported exterminator is vague or ignorant about basic knowledge of pest control services.
- Purchase of product inconsistent with state purpose.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **PHARMACIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Pharmacies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unusual request for purchase of a particular pharmaceutical compound that would generally not be used independent of mixing with additional substances and that may be potentially harmful or used to incapacitate people.
- Suspicious inquiries regarding certain types of over-the-counter drugs and their potential harmful effects.
- The unexplained loss or theft of items from your pharmaceutical inventory which are intended to serve as antidotes in the event of a biological or chemical attack (i.e., auto injectors of Atropine, Ciprofloxacin pills, etc.).

- The unexplained loss or theft of items from your pharmaceutical inventory that could possibly be combined with other easily obtained items and thus present a danger to the public.
- The unexplained loss or theft or mass purchases of pseudo-ephedrine products that may be indicative of methamphetamine labs, the profit of which may potentially be used to facilitate terrorism or terrorism activities.
- “Surveillance of Sales as an Attack Indicator”: A dramatic spike in the purchase of a particular over-the-counter medicine (i.e., cold syrup, to determine if people might be self medicating to fight off flu-like symptoms which may in fact be caused by bio-terror agents).

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## ***OPERATION SAFEGUARD***

### **PHOTO PROCESSING, CAMERA AND VIDEO EQUIPMENT SALES**

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- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Photo Processing, Camera and Video Equipment Sales, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Specific customer requests for the processing of film by machine only with a clear concern expressed by the customer that store employees or other persons refrain from viewing the resulting developed photographs.
- Efforts made by a customer to obtain the identity of all store employees who may have seen developed photographs.
- The development of film indicating various landmarks or sensitive locations or segments thereof, none of which appear to have any aesthetic value making them attractive to photograph (i.e., the under girding beams of a bridge, the complex of

- transformers of an electrical plant, the arrangement of traffic signals and pedestrian areas, the amount and location of lighting, etc.).
- Purchase of expensive photography or video equipment with panoramic capability.
  - Purchase of a video camera with “night vision” or infrared lighting equipment.
  - Processing of film that repeatedly shows landmarks or sensitive locations from a variety of angles, offering a panoramic coverage of the object photographed. (Note: The Al Qaeda Training Manual, in the chapter called Espionage -- Information Gathering Using Covert Methods-- offers the following instruction in the surveillance of an intended target: “It is preferable to photograph the area as a whole first, then the street of the desired location. If possible, panoramic pictures should be taken. That is, the collection of views should be continuous in such a way that all pictures are taken from one location and that the ending of one picture is the beginning of the next...The photographer should use a modern camera that can photograph at night or from a distance, and only the lens of the camera should be visible.”)
  - Unusual inquiries into Kite Aerial Photography, or KAP, which is an obscure hobby that could be used to conduct surveillance on embassies, government buildings, or other targets, without attracting suspicion. A recent issue of the magazine Popular Science provides step-by-step instructions for the construction of a low cost system that could be used as an unobtrusive surveillance platform. Using a \$60 digital camera and a \$1.50 microchip, available at any electronics hobby store, one can modify the camera to take a picture every second until the memory card is full. Kite Aerial Photography could be used in most high-density urban settings.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **PLASTIC SURGEONS: SUSPICIOUS REQUESTS TO CHANGE APPEARANCE**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Plastic Surgeons, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- A request for immediate, significant cosmetic surgery by a previously unknown individual. A request to eliminate any of the standard pre-op visits or preparations.
- A request by an unknown individual seeking to alter his or her appearance, while not stating a specific, valid reason for such surgery.
- A prospective patient's stated reason for undergoing cosmetic surgery does not match the usual motivation for such medical procedures.

- An offer by a prospective patient to pay immediate cash for plastic surgery procedures.
- A desire on the part of a prospective patient to withhold his true identity from you. Any reason to believe that the identity given to you by a patient or client is fictitious.
- Approach by an unknown, third party inquiring about cosmetic surgery for another person.
- Any unusual request to have someone else present during the surgical procedure.
- A prospective patient's use of evasive responses, not typical of the normal doctor-patient relationship.
- Unusual concern over confidentiality that exceeds the normal doctor-patient privileged communication.
- A patient or client suddenly and inexplicably cancels the cosmetic surgery or does not appear for the standard, post-op follow-up visits under your care.
- An unusual lack of concern or disregard by a patient or client as to the possible negative consequences of the cosmetic surgery.

Notably, there have been some credible reports in which suspicious individuals, possibly with terrorist links, have approached plastic surgeons seeking cosmetic surgery at their clinics. (Overseas, the Medical Council of Thailand has requested plastic surgeons to be alert for suspicious characters seeking facelifts and other cosmetic surgery.) Your impressions and assessment based upon your professional medical experience are extremely valuable and should help guide you in determining if a patient or client's request fit an unusual fact pattern or set of suspicious circumstances. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **POOL SUPPLY STORES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Pool Supply Stores, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Customer transactions involving the purchase of inordinate amounts of chlorine or any other chemical.
- Inquiries to purchase chlorine, or some other chemical, during the off-season.
- The unexplained loss or theft of chlorine or any other chemical (regardless of amount, i.e., pilfering, shoplifting) from your store's inventory.
- A report of theft or unexplained loss of chlorine or any other chemical during product shipment to your store by the supply manufacturer or trucking company. Any unusual incidents reported during the shipping of chemicals to your facility.

- Unusual inquiries by individuals regarding the storage of chlorine (or any other chemical) and the handling of it.
- Purchase of chlorine or any other chemicals by someone who does not reside in the customer service area typically associated with your store's location and its general clientele-demographics. For example, the purchase of chlorine at one of your suburban stores by someone whose residence is listed in an urban area where there are no pool facilities.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **POWER GRIDS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Power Grids, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individual(s) found loitering in areas where there is easy access to electrical transmission and distribution stations, sub-stations or relay points of the power grid.
- Individual(s) found in areas restricted to only site staff and not open to the general public.
- Loss or theft of any entry keys or badges that could allow access to the premises.
- Individual(s) videotaping, photographing or sketching the premises for no apparent reason.

- Suspicious vehicles parked in proximity to your facilities.
- The loss or theft of equipment that may be utilized to sabotage or destroy the power grid.
- Inquiries regarding the frequency of maintenance, time of security checks and security patrols, etc.
- Inquiries surrounding security precautions about electrical transmission and distribution stations, sub-stations or relay points of the power grid as well as the number of security professional who guard the premises.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PRIVATE or VOLUNTEER AMBULANCE COMPANIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Private or Volunteer Ambulance Companies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Theft or loss of equipment associated with ambulance vehicles (medical paraphernalia, uniforms, insignias or decals, vehicle license plate(s), special parking placards and vehicle identification, etc.)
- An unexplained withdrawal by a student after completion of training or a certification program requisite to the operation of an ambulance and associated duties.

- Inquiries into the purchase of an ambulance.
- Suspicious individuals observed loitering in the vicinity of parked ambulances or hospital emergency rooms or hospital ambulance entrances.
- Inquiries of how to authenticate ambulance markings.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PROPANE TANKS COMPRESSED GAS CYLINDERS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Propane Tanks Compressed Gas Cylinders, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The theft or attempted theft of propane tanks from your business inventory or delivery supplier.
- The theft or attempted theft of equipment (i.e., canisters, respirators, special canister wrenches, etc.) and/or a transport vehicle for propane.
- Customer requests to purchase or refill unusual amounts of propane not typical of most transactions or an unusual method of payment.

- Unusual inquiries from individuals concerning how you store propane or handle it at your facility.
- Apparent surveillance of your facility or business by unknown persons monitoring the arrival and/or departure of propane delivery trucks.
- Reports by employees of unknown persons observed trespassing on your property or taking photographs of your facility or equipment.
- Reports by employees of being questioned by suspicious individuals as to their routine or activities.
- Suspicious individuals looking for employment involving the transportation or delivery of propane.
- Unusual inquiries of an individual(s) regarding the use, types, combustibility and destruction capability of compressed gasses particularly acetylene, butane, and propane.
- Unusual inquiries of an individual(s) regarding the mixture of chemicals that could potentially cause a fuel-air cloud and the detonation of an explosion.

**Suggested Protective Measures:**

- Maintain high accountability of all compressed gas tanker transport vehicles including departure and destination verification.
- Change and vary delivery routes for compressed gas deliveries.
- Verify account information and location prior to delivery of compressed gas.
- Verify new user and delivery account during high threat periods.
- Ensure all compressed gas cylinders are properly secured.
- Restrict access to key operational facilities such as tank farms, docks, and terminals.
- Report unusual deliveries to locations including but not limited to residential addresses, unusual or non-routine storage facilities or other atypical delivery locations.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **PROPERTY MANAGERS, BUILDING SUPERINTENDENTS, DOORMEN, CONCIERGES**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Property Managers, Building Superintendents, Doormen, Concierges, though not fully inclusive, may be of *possible* concern to law enforcement:

- Receiving complaints of transient activity occurring at odd hours of the day or night. Examples may include a number of visitors frequenting a premises during the late hours and congregating thereat on a recurring basis or persons who have been regularly observed moving unidentified objects in and out of the premises under the cover of darkness.

- The revelation that your premises have been discretely modified for storage purposes or there are “secret locations in the apartment for securing documents, records, arms, and other important items.” (Quote from Al Qaeda Training Manual section: “Security Precaution Related to Apartments”).
- Locks and keys have been replaced without permission.
- An unusual request has been made for building blueprints or schematics and such material is later lost or stolen.
- The decor and furnishings do not match the purported occupation of the lessee (The Al Qaeda Training Manual cautions: “The cover of those who frequent the location should match the cover of that location.”)
- A strange chemical smell or other unique or distinctive odor can be detected coming from the premises.
- Containers used for the storage of chemicals or other materials not commonly associated with a residential dwelling or required to operate the purported business at the location are linked to premises (i.e., placed in the garbage disposal area).
- Visitors found in your building claim to be lost or appear disoriented.
- Maintenance work that is not announced or scheduled takes place.
- Deliveries arrive that are not anticipated or requested.
- Unknown persons ask for directions, re: the building’s sensitive areas (utility rooms, HVAC systems, etc.) or security system (cameras).
- Groups of individuals, especially those with no visible means of support, share a common address. (Terrorist operatives will often cohabitate to facilitate operational planning. Additionally, they may attempt to position themselves in an area that will ease their surveillance of potential targets.)
- Suspicious inquiries concerning utilities servicing the apartment building or complex particularly which apartments are gas fed. (Terrorists have expressed interest in renting apartments and subsequently igniting their gas lines to cause a catastrophic explosion and building collapse.)
- Observations of unusual purchases or carrying of weatherproofing materials including weather-stripping, packaging, sealing, or duct tape utilized for the sealing of drafts which may be exploited for sealing a room.
- Unusual inactivity of tenants observed in gas fed apartments.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **RADIOACTIVE MATERIALS: CLINICS, RESEARCH LABORATORIES, INDUSTRIAL RADIOGRAPHERS, & MATERIALS TESTING COMPANIES**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Radioactive Materials, though not fully inclusive, may be of *possible* concern to law enforcement:

- The theft or unexplained loss, regardless of amount, of radioactive materials or equipment that contain radioactive elements or isotopes.
- Suspicious individuals observed loitering in the vicinity of storage rooms containing radioactive materials or loitering in sensitive locations.
- Theft or loss of entry keys or identification passes or badges that furnish access to areas containing radioactive materials.
- Unknown persons videotaping or photographing your facility.

- Persons loitering inside or outside your facility for no apparent reason.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **RADIOACTIVE MATERIALS: HOSPITALS**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Radioactive Materials, though not fully inclusive, may be of *possible* concern to law enforcement:

- The theft or unexplained loss (regardless of amount, i.e., pilfering) of radioactive materials.
- Suspicious individuals observed in the vicinity of rooms containing radioactive materials (i.e., radiology department; area designated for disposal of radioactive poisoning) or in sensitive locations (i.e., rushes, acute vomiting, severe nosebleeds, etc.).
- The theft or unexplained loss of entry keys or identification passes or badges that furnish access to areas containing radioactive materials.

- Emergency room treatment of patients for chemical burns or symptoms possibly associated with radiation poisoning (i.e., rashes, acute vomiting, severe nosebleeds, etc.).

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **RAIL STATIONS and YARDS**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Rail Stations and Yards, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individual(s) videotaping, photographing, or diagramming the premises and/or restricted areas with no apparent reason.
- Individual(s) loitering or waiting in or around train stations for extended periods of time, or taking consecutive round trips on the same transit route.
- Individual(s) that appear to be watching and/or recording activities of employees or customers, or arrival and departure times of railcars.
- Suspicious individual(s) apparently conducting surveillance of the railway yards and the railcars.

- The loss or theft of equipment that may be utilized to sabotage or derail any railcar.
- Suspicious inquiries about or unusual interest in the frequency of train maintenance, storage and usage, the security of train stations, railcars, equipment, or questions related to facility operations and personnel, passenger capacities, or emergency procedures and equipment.
- Any apparent break-ins or tampering with any railcar.
- Individual(s) collecting or in possession of large amounts of materials related to rail infrastructure being observed, to include blueprints, floor plans, delivery points, or security checkpoints.
- Unauthorized individual(s) in restricted areas or individuals in restricted areas without proper identification or uniform.
- The discovery of an unattended or abandoned packages, luggage, bags, containers, or objects inside or around any of the railcars or train station. Particular attention should be given to those items which appeared to be hidden or out of plain view, and/or have any visible wires, unusual odors, stains, or leakage.
- The discovery of stow-a-ways found in railcars.
- Inquiries or suspicious interest in chemical tank cars.
- Vehicles left unattended or attempts to abandon vehicles on or near transit property in unauthorized areas.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **REALTORS and REAL ESTATE AGENTS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Realtors and Real Estate Agents, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An individual signing a lease for an apartment, house, store, or storage area without moving in for a protracted period of time without any explanation or apparent reason.
- An individual seeking to renew a lease for an apartment, house, store, or storage area although it was never occupied after the initial lease was signed.
- A premise is used for activity not normally associated with its intended design, i.e., use of an apartment as a house of worship.

- Documents submitted for personal identification or for a credit check do not appear authentic. (Al Qaeda Training Manual states: “It is preferable to rent these apartments using false names, appropriate cover...”).
- The individual(s) living in the apartment or house is not the same individual that signed the lease.
- A sudden spike in the number of individuals or families, residing in different apartment buildings or houses in the area, abruptly moving before the expiration of their lease or rental agreement. This may include families that withdraw their children from neighborhood schools in the middle of the school year.
- Any unusual requests for building blueprints or similar documents, or schematics that are reported missing or stolen.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **RELIGIOUS APPAREL and VESTMENTS STORES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Religious Apparel and Vestments Stores, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unusual request for purchase of a particular item by an individual who does not appear to have any such faith or denomination affiliation.
- The one time purchase of an entire outfit, complete with all requisite accoutrements.
- The purchase of item(s) by someone purporting to be a cleric but who makes statements that may suggest this impression to be false. (Example: Questions concerning how a particular, distinctive article of clothing is worn or how something is size adjusted.)

- Purchase of clothing that is intentionally oversized for the individual supposedly going to wear it, suggesting that something will be secreted underneath it by the individual wearing it.
- Any unusual customer purchases in light of current events or the approach of major events.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **RESEARCH LABORATORIES – UNIVERSITY / HIGH SCHOOL / OTHER**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Research Laboratories, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Theft or unexplained loss of chemicals or compounds from your laboratory's inventory that may be utilized for the manufacture of an explosive device.
- Theft or unexplained loss of biological agents from your laboratory's inventory that may be utilized as an agent to incapacitate or cause serious injury to the public.
- Requests to purchase chemicals, compounds or biological agents from your laboratory.

- Unusual inquiries from individuals concerning the storage of chemicals and bio-agents in the laboratory or how they are handled while on premises.
- Individuals who allege to be a hazardous waste removal or clean-up contractors and are willing to remove your used or unused chemicals from your inventory for an unusually low nominal fee or free of charge.
- Unusual inquiries from student(s) and/or individuals who ask how to make explosive or incendiary devices or question the use of bio-agents in similar devices.
- The loss or theft of cryogenic or scintillation vials or similar tubes utilized for containment of cultures, biological or potential biological agents.
- The significant loss or theft of decontamination liquids or agents.
- Orders for unusual amounts of chemicals or bio-agents that do not follow the normal requisition procedures or by staff who are not authorized to make such purchases.
- Unusual orders for substances that are not normally used in the laboratory's customary research.
- Individual(s) found loitering in areas where there is easy access to the labs or access to any of the hazardous materials stored in the laboratory.
- Individual(s) found in areas restricted to only curatorial staff and not open to the general public.
- Individual(s) videotaping, photographing or sketching the premises for no apparent reason.
- Suspicious vehicles parked outside your establishment.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **RESTAURANTS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Restaurants, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals bringing or attempting to bring unusual packages into the premises.
- Unusual inquiries made by individuals regarding specific events scheduled at your restaurant or regarding your clientele (i.e., questions about the guest list, the purpose of the event [i.e., fundraising dinner], the type of security in place, etc.).
- Specific inquiries made by an unknown third party concerning the table reservations of another individual.

- Overheard conversations in which individuals or patrons make unusual or alarming statements.
- Evidence of possible food tampering to wholesale goods and food items supplied to the restaurant.
- Individuals videotaping or photographing the premises for no apparent reason.
- Individuals loitering outside or inside the restaurant for an extended period of time for no apparent reason (i.e., taking notes, watching patrons enter and exit, etc.).
- Suspicious vehicles parked outside your restaurant.
- The appearance of different street vendors in the sidewalk area outside the restaurant.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **SALVAGE and JUNK YARDS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease and/or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Salvage and Junk Yards, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries by individuals interested in buying used automotive or truck parts specifically and uniquely associated with official vehicles, i.e. emergency response vehicles such as ambulances, marked or unmarked police cars, etc.
- A request for an uncommon item or other material from your salvage inventory by someone who does not appear to be in the related business.
- The loss or theft of specific types of VIN numbers from salvaged emergency vehicles.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **SCHOOLS: COLLEGES or UNIVERSITIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance that may include note taking or the use of binoculars, cameras or maps near school locations.
- Attempts to gain information of school populations, individual students, dismissal times, the school calendar, security personnel or strategies, school bus routes, or school bus information through personal contact, by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at school locations.
- Suspicious or improper attempts to acquire official vehicles, access cards or identification.
- The presence of individuals who do not appear to belong in the workplace, business establishment or school locations.
- Behavior that appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring school locations, dismissal times and protocols or school bus routes.

The following examples of activity relating to Colleges or Universities, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The unexpected and unusual withdrawal at any time of a child because his or her family is suddenly returning to their former country overseas. (Including reports you receive from other teachers, school administrators at other area schools alleging similar, sudden withdrawals.)
- Registration of children into schools without necessary documentation (i.e. birth certificates or immunization records) or with documentation that does not match the individual or does not appear authentic or has been altered.
- Unusual inquiries from strangers regarding school hours (i.e., arrival and dismissal times), pupil attendance or population (i.e., ethnic or religious composition of the student body), the presence of security measures in place (or

lack thereof), etc. Also, queries made by individuals who do not appear to be interested in registering their children.

- Reports of individual(s) videotaping or photographing the school building or making observations of the activity relating to school functions.
- Alarming or unusual statements made by a student regarding an approaching date.
- The parking of a suspicious vehicle in the school's parking lot or in proximity to the school building.
- The loss or theft of any chemicals or hazardous substances located in school laboratories.

Only approach or question a suspicious person if you feel comfortable. If you feel uncomfortable or threatened, seek assistance. Ask the person questions such as:

- May I help you with anything?
- May I see some identification?
- Who are you visiting?
- What is the purpose of your visit?

If the person refuses to answer or respond to your questions or does not answer the question to your satisfaction, attempt to escort them to a public area and notify your supervisor or manager. Avoid detaining or getting physical with the suspect. Make sure to note individual's original location. Focus on their behavior and physical characteristics and keep them in your sight until law enforcement arrives.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **SCHOOLS: ELEMENTARY, MIDDLE or HIGH SCHOOLS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses, industries and schools may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance that may include note taking or the use of binoculars, cameras or maps near school locations.
- Attempts to gain information of school populations, individual students, dismissal times, the school calendar, security personnel or strategies, school bus routes, or school bus information through personal contact, by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at school locations.
- Suspicious or improper attempts to acquire official vehicles, access cards or identification.
- The presence of individuals who do not appear to belong in the workplace, business establishment or school locations.
- Behavior that appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring school locations, dismissal times and protocols or school bus routes.

The following examples of activity relating to Elementary, Middle and High Schools, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Unusual inquiries from strangers regarding school hours (i.e., arrival and dismissal times), pupil attendance or population (i.e., ethnic or religious composition of the student body), the presence of security measures in place (or lack thereof), etc. Also, inappropriate queries made by individuals who do not appear to be interested in registering their children.
- Reports of individual(s) videotaping or photographing the school building or making observations of the activity relating to school functions.
- Individuals found in areas restricted to employees only or not open to the general public.
- Suspicious behavior by an individual attempting to enter your school while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.

- Alarming or unusual statements made by a student regarding an approaching date.
- The parking of a suspicious vehicle in the school's parking lot or in proximity to the school building, particularly for an extended period of time.
- The loss or theft of any chemicals or hazardous substances located in school laboratories.
- The discovery of an unattended package or object inside or around the premise of the school.
- The discovery of new marks or noticeable force of entry onto a school bus or unusual foreign item(s) attached to the bus.
- Registration of children into schools without necessary documentation (i.e., birth certificates or immunization records) or with documentation that does not match the individual or does not appear authentic or has been altered.

Only approach or question a suspicious person if you feel comfortable. If you feel uncomfortable or threatened, seek assistance. Ask the person questions such as:

- May I help you with anything?
- May I see some identification?
- Who are you visiting?
- What is the purpose of your visit?

If the person refuses to answer or respond to your questions or does not answer the question to your satisfaction, attempt to escort them to a public area and notify your supervisor or manager. Avoid detaining or getting physical with the suspect. Make sure to note individual's original location. Focus on their behavior and physical characteristics and keep them in your sight until law enforcement arrives.

Your impressions and assessment based upon your professional experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **SCHOOLS: PROPRIETY, TRADE-VOCATIONAL and CERTIFICATION SCHOOLS**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Propriety, Trade-Vocational and Certification Schools, though not fully inclusive, may be of *possible* concern to law enforcement:

- The name, address or any other personal information presented by a student on an application is believed to be fictitious. (For example, attempts by school officials to contact an individual using this information are unsuccessful.) Any attempt to obscure true identity of a student or parent.
- Facts relating to a student's visa status are questionable.
- The unexplained prolonged absence of a student who has submitted all course registration paperwork and fees.

- The sudden withdrawal of a student from your program without a reason.
- Reimbursement: A student is eligible for a refund of tuition but fails to contact school officials for it or a third party is sent to obtain the refund.
- A student registrant supplies only a Post Office Box for an address after requests for an actual residential address.
- A student eligible for tuition assistance shows no interest in obtaining it despite being furnished with the opportunity and apparently needing it.
- A refusal to accept job placement assistance offered by the educational institution to an individual who has not already secured employment.
- A student's stated reason or apparent motivation for enrolling in the specific program is not typical of the usual class representation.
- Unusual behavior such as isolation or unusual non-participation by an individual toward fellow students in classroom discussions or activities.
- Information or evidence that suggests a student received paramilitary training overseas.

Your impressions and assessment based upon your professional business experience is extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **SCUBA SHOPS: EQUIPMENT, TRAINING AND LESSONS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Scuba Shops, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Cash purchases of expensive scuba equipment by individuals who do not appear to be knowledgeable in the sport. Individual purchases of common dive gear in excessive quantities.
- Purchase of scuba equipment that is incompatible for diving in water temperatures or in a climate where a customer claims the equipment will be used.
- Attempts to rent advanced gear without the required certifications, or attempts to rent gear that is inconsistent with the stated purpose of the diving trip.
- Unusual purchasing inquiries related to Swimmer Delivery Vehicles (SDVs) and Diver Propulsion Vehicles (DPVs).

- Exclusive purchases of darkened gear, or after-market painting.
- Attempts to purchase large magnets, large diameter PVC pipe, or empty compressed gas cylinders (or theft of same).
- Participation in scuba lessons by individuals who suddenly or inexplicably drop out before graduation or certification.
- Unusual or inappropriate questions posed by individuals participating in scuba lesson classes or a disinterest in understanding aspects of scuba training that are normally important to students.
- Training sponsored by groups or agencies not normally associated with diving.
- Requests for specific specialty training, including odd inquiries that are inconsistent with recreational diving.
- Requests to learn the advanced skills associated with combat swimming, including training with rebreathers, deep diving, conducting “kick counts,” or receiving navigation training.
- Inquiries about obtaining special equipment for under water construction such as underwater welding by individuals who do not seem to be involved in that specialized industry.
- Training conducted in remote or atypical locations or restricted areas.
- Threats, coercion, or attempts to bribe trainers for certification.
- Wants to learn how to dive down but not how to come back up.
- Attempts to photograph or loiter near restricted areas or sensitive sites.
- Attempts to gain employment at sensitive sites or with outside vendors offering access to these sites.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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**1-866-723-3697**



## ***OPERATION SAFEGUARD***

### **SEED COMPANIES**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Seed Companies, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries from unknown persons as to the purchase of seeds that have the potential to be made into harmful substances capable of causing injury or death, i.e. castor beans, clematis seeds, etc.
- Inquiries for information or for purchase of Nitrogen rich, above 23%, fertilizers.
- Any requests for information on amounts, suppliers, purchasers, transporters, etc. Specific questions involving security operations of suppliers, purchasers, transporters, of shipments.

- Questions specifically involving operations of growing and use of potentially harmful seeds.
- A request to ship seeds to an area or region not normally associated with seed operations.
- A customer's reluctance to provide information on the locations of where crops will or place where the seeds will be stored.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **SELF-STORAGE FACILITIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Self-Storage Facilities, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Attempts to access self-storage bins during off-hours when staff or customer presence at the facility is minimal.
- Behavior by an individual that suggests a deliberate attempt to avoid contact or dialogue with other customers or tenants.
- Behavior by an individual that suggests a deliberate attempt to avoid being recorded by the security video system (i.e., intentionally masking or concealing one's face by use of a bulky hat, scarf, sunglasses, etc.).

- Individuals who are unspecific as to the duration of time materials are to be stored or who secure the space for unusually brief spans of time.
- Individuals who are evasive in terms of identifying the nature of items to be stored, when asked by storage employees.
- The appearance of chemical containers or other unusual receptacles or materials in the area designated for garbage disposal such as disposable gloves.
- Strange or unusual odors coming from a storage area or bin.
- A liquid or foreign substance seeping from a storage bin.
- Discoloration of walls or doors at storage bins where strange odors are present.
- Unusual or specific inquiries made by an individual regarding the presence of surveillance cameras or other security measures.
- Attempts by a prospective customer to rent a storage bin based upon documents of questionable authenticity (i.e., P.O. Box offered as a residential address).
- The appearance of burn marks on the hands of an individual accessing or leaving a self-storage bin.
- The carrying of tools or wires by an individual accessing or leaving a self-storage bin.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **SELF-STORAGE FACILITIES/MOVABLE CONTAINERS**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of potentially suspicious activity relating to Movable-Storage Containers, though not fully inclusive, may be of *possible* concern to law enforcement.

- Accessing storage containers during times when presence of other people is minimal, such as during hours of darkness.
- Behavior by an individual that suggests a deliberate attempt to maintain anonymity and avoid contact or dialogue with container movers, such as making arrangements to have the unit moved when no one is present.
- Customers who attempt to give vague or unverifiable references or employment information on rental agreements, or who insist on paying in cash, sometimes weeks or months in advance.

- Attempts by a prospective customer to rent a storage container based upon documents of questionable authenticity (i.e., P.O. Box offered as a residential address, fraudulent driver's license, or other forms of false identification).
- Individuals who seem overly concerned about privacy. They may pose unusual or specific inquiries such as questions regarding the ability of law enforcement or other authorities to access the container without consent from the owner of the container's contents.
- Suspicious inquiries concerning whether a container can be modified to handle heavier loads beyond posted weight restrictions, or modified to create additional storage areas.
- Individuals who are unspecific as to the duration of time materials are to be stored or who secure the movable container(s) for unusually brief spans of time.
- Individuals who, when asked by employees, are evasive in terms of identifying the nature of items to be stored and moved.
- Inconsistencies in the reasons for renting the container and/or refusal/nervousness when answering questions pertaining to the reason for rental.
- A request to have a container delivered or moved at an unusual time of day given the reason for the rental.
- Strange or unusual odors coming from the container.
- A liquid or foreign substance seeping from a storage container.
- Discoloration of walls or doors at storage containers where strange odors are present.
- Reports of movable storage containers left for prolonged periods of time near sensitive facilities such as government, military, utility or other high profile sites, or places of mass gathering.
- Returned containers with altered structural or appearance modifications.
- The presence of prohibited or potentially hazardous materials such as fuel, agricultural or industrial chemicals, or other combustible materials.
- The appearance of burn marks on the hands of an individual accessing or leaving a storage container.
- The carrying of tools or wires by an individual accessing or leaving a storage container.
- Unauthorized materials present in the container. Examples include car batteries, household batteries, ammunition, fireworks, aerosols, charcoal, cleaning solvents, nail polish, matches, pool chemicals, etc. Unauthorized materials may vary slightly by moving company.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**



*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **SHOPPING MALLS**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following are examples of activity relating to Shopping Malls, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals bringing or attempting to bring unusual packages or containers into the premises.
- Suspicious behavior by an individual attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Individuals acting nervous, jittery, uneasy, vague and avoiding eye contact.
- Unusual inquiries made by an individual(s) regarding specific events scheduled for your establishment and premises or of your site's anticipated patrons such as

- questions about the “profile” of your patrons, the purpose of an event or featured club or artist.
- Unusual questions about the type of security in place at your establishment.
  - Overheard conversations in which individuals or patrons make unusual or alarming statements.
  - Individual(s) found in areas that are off limits to patrons such as HVAC access rooms, the roof or off-limit areas.
  - Individual(s) videotaping, sketching, photographing or pacing (measuring) the premises for no apparent reason.
  - Suspicious vehicles parked outside the premises.
  - Unclaimed or suspicious packages or objects found at your establishment.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **SHOOTING RANGES/ROD & GUN CLUBS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Shooting Ranges/Rod & Gun Clubs, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals or groups appearing to conduct training that incorporates group tactics or simulates close-quarters combat situations, under suspicious circumstances.
- Individuals who appear to incorporate or account for the presence of law enforcement in combat simulations.
- Information that suggests an individual received foreign military training or attended a military training camp overseas.

- A group of individuals that significantly stand apart because of their unusual intensity in an apparent training regimen, the level of deference or respect given to a specific group member or the extraordinary repetition of tedious drills.
- Evasive responses to routine questions posed by you or your employees.
- Unusual inquiries or statements made by individuals involved in recreational shooting or sporting activity.
- Inconsistencies in an individual's obvious knowledge, training and experience with the handling of firearms and their statements to you (i.e., an attempt to mask or conceal any proficiency possessed).

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **SKY DIVING, HANG GLIDING & PARA GLIDING**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Sky Diving, Hang Gliding and Para Gliding, though not fully inclusive, may be of *possible* concern to law enforcement:

- Application to your school by a student who submits identification documents of questionable authenticity such as a home address represented as a P.O.B, no telephone number, misspellings on “official documents” (birth certificate, immunization records), different names on driver’s license and/or passports, etc. and any perceived attempt to obscure true identity.
- An unexplained withdrawal by a student just before official completion of a training or certification program requisite to skydiving or hang glider operation.

- An unusual disinterest displayed by a student during the explanation of safety procedures (i.e., emergency scenarios and techniques).
- A request to purchase parachute equipment or gear by someone who does not appear knowledgeable or skilled in skydiving.
- Unusual interest or excessive questions about the nature of the drop zone or its proximity to sensitive locations.
- Unusual questions about how much additional weight can be carried during hang gliding or paragliding flights.
- Strange behavior evinced by an individual toward fellow students (i.e., remaining isolated from the group; not actively participating in training discussions or lending encouragement to peers; maintaining a distinct business-like comportment instead of that of a sport enthusiast, etc.).
- Information that suggests that an individual received paramilitary training overseas.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **STATE OFFICES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be targeted or unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking, the use of binoculars, cameras or maps or the apparent calculation of facilities through pacing off steps adjacent key facilities.
- Attempts to gain sensitive information of key facilities or personnel through personal contact or by telephone, mail or e-mail or by suspicious persons asking for directions.
- Attempts to penetrate or test physical security and subsequent security personnel response procedures at key facilities.
- Suspicious or improper attempts to acquire official uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.

The following examples of activity relating to State Offices, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The appearance of a suspicious vehicle (including bicycles with a storage basket) parked near your building or surrounding buildings.
- Actions by an individual that suggest the pre-event videotaping of a location and surrounding area for no apparent reason (i.e., no aesthetic value).
- The sudden appearance of a new street vendor in an area adjacent to your state office.
- Unclaimed or suspicious packages or objects found near your building or surrounding buildings.
- The very recent placement of a garbage can, postal mailbox, newspaper kiosk or other stationary object in your building or on the perimeter of your building.
- Recent attempts by unknown individuals to gain access to your building's roof.

- Reports by employees of being questioned by suspicious individuals as to their routine or activities.
- Individuals bringing or attempting to bring unusual packages into the premises.
- Visitors found in your building claim to be lost or appear disoriented.
- Maintenance work that is not announced or scheduled takes place.
- Deliveries arrive that are not anticipated or requested.
- Suspicious inquiries by unknown individuals regarding:
  - Security measures in place or security routines/patrols surrounding your building.
  - The schedules, arrival and departure times of public officials, dignitaries, or other VIPs within your building.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Because your business may be in proximity to a potential target, your observations are extremely important. Please remember that the conduct itself does not have to be criminal per se for you to report to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **TATTOO SHOPS**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Tattoo Parlors, though not fully inclusive, may be of *possible* concern to law enforcement:

- Multiple incidences of individuals requesting identical tattoos and advocating violence during conversation.
- Individuals obtaining tattoos indicating a desire to target specific groups or individuals with violence.
- Individuals or groups inquiring about unusual methods of tattooing or placement of tattoos which could allow the concealment of domestic extremist symbols.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **TAXI-CAB BASE OWNERS-OPERATORS**

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- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to a Taxi-Cab Base, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inordinate or unusual attention paid by a passenger to sensitive locations that do not typically generate attention (i.e., unusual questions about power plants, water treatments plants, etc.).
- Videotaping or photographing of critical infrastructure that has no apparent aesthetic appeal (i.e., a chain link fence surrounding a subway transformer station or reservoir).
- Videotaping or photographing the areas immediately surrounding an airport that correlates with low flying flight paths of departing and arriving aircraft.

- Unusual questions or statements about security measures at, around, associated or linked to critical infrastructure locations.
- Unusual questions about a special event (i.e., parade, street festival, etc.) scheduled to take place at a specific location and the “type” or “profile” of spectators attracted to the event; strange or ominous statements made about an event or location.
- Passengers with unusual packages (i.e., boxes with wires protruding, unusual substances leaking, greasy marks on wrapping, unusual smell, etc.).
- Passengers who appear to take measures to conceal or obscure their identity, appearance or facial characteristics.
- Applications to your company for employment as a driver by individual(s) who submit identification documents of questionable authenticity (i.e., home address is represented as a P.O. Box; no telephone number; misspellings on “official documents”; different names on license and passport).

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **THEATERS**

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The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Theaters, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Inquiries regarding the seating locations of VIPs for a performance.
- Individuals found in areas restricted to employees or performers only and not open to the general public.
- Individuals photographing or videotaping the building with an apparent focus on stairwell locations, hallways, fire exits, etc.
- Evidence suggesting that the building's HVAC system (i.e., heating, ventilation, air conditioning access rooms or panels) may possibly have been tampered with.

- Individuals found loitering in areas where there is access to the HVAC system or other physical plant systems (air intake vents; electrical breaker switch boxes) related to building operations.
- Unusual odors or substances unknown to you, oil based stains or other flammable material.
- Parking of a suspicious vehicle, such as a truck, in front of the building when normally such vehicles are not parked in that location.
- The discovery of an attended package or suspicious object.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **TOOL and EQUIPMENT RENTALS**

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Tool and Equipment Rentals, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- A request by an unknown individual to rent specialized power saws or gas torches capable of cutting thick steel cables typical of those used to support bridges and other super structures.
- A failure to return such equipment based upon the rental agreement or specified time frame.
- An attempt to rent heavy-duty construction tools by someone who does not display the knowledge or skill in the correct use of such equipment.

- An attempt to rent heavy-duty construction tools for reasons that do not match the appropriate use or grade of such equipment.
- An attempt to rent heavy-duty tools by someone offering documents of questionable authenticity such as an unknown construction company with a P.O.B. as a residential address.
- The use of a company-issued commercial credit card imprint as part of a deposit agreement.
- The missing, unexplained loss or theft of heavy duty, construction grade power equipment from your inventory.

Your impressions and assessment, based upon your professional business experience, are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **TRAVEL and TICKET AGENTS**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

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- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Travel and Ticket Agents, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- The purchase of a one-way ticket for immediate use.
- Payment of cash for ticket purchase.
- Documents of questionable authenticity offered for proof of identification by customers (i.e., misspellings on “official” papers; altered photos).
- A sudden spike in the number of persons purchasing tickets to a particular location (i.e., to a country overseas) during a specific time period.

Notably, a seized Al Qaeda terrorist training manual has a section devoted to answering questions as a part of a “Security Plan.” The example used involves answering questions while traveling through an airport. The manual stresses that “It is essential that he [the “brother”] be taught the answers to the following anticipated questions:

- What are the reasons for your travel?
- How did you get the money for travel?
- How long is the travel period?
- Who will meet you in the arrival country?
- What will you be doing in the arrival country?

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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## ***OPERATION SAFEGUARD***

### **TRUCK AND VAN RENTALS**

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The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Truck and Van Rentals, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Customers who attempt to give vague or unverifiable references or employment information on rental agreements, who insist on paying in cash and/or who seem overly concerned about privacy.
- An attempt to lease or rent a vehicle based upon personal identification documents of questionable authenticity (i.e., post office box listed as a residential address).
- Refusal of insurance without any explanation or reasoning.

- Attempts to expedite collection of deposits made on rental vehicles reported as "stolen."
- Suspicious inquiries concerning whether vehicles can be modified to handle heavier loads, create additional storage areas or increase fuel capacity or vehicle speed.
- Suspicious inquiries concerning the use of limousines by private drivers or a limousine's exact length, height, cargo access area, or interior volume.
- Reports of rental vehicles parked for prolonged periods of time near sensitive facilities such as government, military, utility or other high profile sites.
- Suspicious attempts to gain employment at vehicle dealerships and/or rental agencies.
- Customers displaying burns or chemical exposure symptoms who provide vague or illogical explanations as to the circumstances surrounding the injuries.
- Returned rental vehicles with altered company logos or structural or appearance modifications.
- Inconsistencies in the reasons for renting the vehicle and/or refusal/nervousness when answering questions pertaining to the reason for rental.
- A rental request at an unusual time of day given the reason for the rental, (i.e., renting a truck at night for a moving job.)
- Renting a vehicle on several separate occasions as opposed to a long-term rental.

Your impressions and assessment based upon your professional business experience are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual. Please remember that the conduct itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

**1-866-SAFE-NYS**  
**1-866-723-3697**





## ***OPERATION SAFEGUARD***

### **UNIFORM EQUIPMENT AND CLOTHING**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Uniform Equipment and Clothing, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Individuals or groups making bulk purchases of items, including: weatherproof ammunition or match containers, MREs, night vision equipment, flashlights, or gas masks, under suspicious circumstances.
- Individuals or groups inquiring about or making bulk purchases of high capacity magazines and bi- or tripods for rifles.
- Individuals or groups inquiring about the availability of items such as armored vehicles, bulletproof vests, body armor or full-body armor.

- An unusual request for purchase of a particular item by an individual who does not appear to have civil service or military affiliation.
- The one time purchase of one or more different size complete outfits accompanied with all requisite accoutrements.
- The purchase of items by someone purporting to be a civil servant or military person but who makes statements that may suggest this impression to be false. (Example: Questions concerning how a particular, distinctive article of clothing is worn or how something is size adjusted. A person in such a position would know this already without making the inquiry.)
- Purchase of clothing (i.e., shirt, jacket) that is intentionally oversized for the individual supposedly going to wear it, suggesting that something will be secreted underneath it.
- In light of current terrorism atmosphere, any unusual customer purchases prior to the approach of major events.

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## ***OPERATION SAFEGUARD***

### **VEHICLE DETAILING, BODY SHOPS, PAINTING and COMMERCIAL LETTERING**

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Vehicle Detailing, Body Shops, Painting and Commercial Lettering, though not fully inclusive, may be of *possible* concern to law enforcement:

- Individual purchases of paint or decals similar to those found on local public service or official government vehicles (police, fire, ambulance, utility company, etc.) by those without authority to do so, or the theft of same.
- The unexplained loss or theft of paint or decals similar to those utilized on local public service or official government vehicles (police, fire, ambulance, utility company, etc.).

- Discovery of painting patterns fashioned to resemble those of local security or official government vehicles.
- A request by an individual to paint or decal a vehicle so that it closely resembles the fleet vehicles of a well-known company (i.e., Fed Ex, UPS, etc.), and the individual making the request is not employed or authorized to do so by such company.
- A request by an individual to paint or decal a vehicle for commercial use, and you believe that the business does not actually exist.
- Demands to create additional voids, hidden compartments or storage areas in a vehicle.

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*Office of Counter Terrorism*

## ***OPERATION SAFEGUARD***

### **VETERINARIANS**

As described in the accompanying letter, **Operation SAFEGUARD** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire explosives, weapons, ammunition, dangerous chemicals, flight manuals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Veterinarians, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- An unusual request or purchase of a particular pharmaceutical compound that would generally not be used independent of mixing with additional substances.
- Loss or theft of items from your inventory that could possibly be combined with other easily obtainable items and thus present a danger to the public.
- Loss or theft of items from your pharmaceutical inventory which may be intended to serve as antidotes in the event of a biological or chemical attack.
- Loss or theft of any radioactive materials or equipment that contains radioactive elements.

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## ***OPERATION SAFEGUARD***

### **WASTEWATER TREATMENT FACILITIES**

As described in the accompanying letter, ***Operation SAFEGUARD*** is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following are general indicators of potential terrorist planning or activities. Alone each indicator can result from legitimate recreational or commercial activities or criminal activity not related to terrorism; however, multiple indicators combined with other information can possibly suggest a terrorist threat.

- Physical surveillance, which may include note taking or the use of binoculars, cameras or maps near key facilities.
- Attempts to gain sensitive information regarding key facilities or personnel through personal contact or by telephone, mail or e-mail.
- Attempts to penetrate or test physical security and response procedures at key facilities.
- Attempts to improperly acquire dangerous chemicals or other materials which could be used in a terrorist attack.
- Suspicious or improper attempts to acquire official vehicles, uniforms, badges, access cards or identification for key facilities.
- Presence of individuals who do not appear to belong in the workplace, business establishment or near a key facility.
- Behavior which appears to denote planning for terrorist activity, such as mapping out routes, playing out scenarios, monitoring key facilities and timing traffic flow or signals.
- Stockpiling suspicious materials or abandoning potential containers for explosives (e.g., vehicles or suitcases).

The following examples of activity relating to Wastewater Treatment Facilities, though not fully inclusive, may be of ***possible*** concern to law enforcement:

- Theft or unexplained loss of chemicals from your business inventory, tractor-trailer or treatment facility.
- Unusual inquiries from strangers concerning how your treatment facility stores chemicals or handles them on premises. Similar or other inquiries from a previous customer whose identity is not clear.
- Apparent surveillance of your facility or business by unknown persons.
- Apparent surveillance of one or more of the chemical feed points within the treatment facility.
- Any observed alterations to flow-paced chemical injection equipment.
- Unusual or suspicious deliveries or substitutions of the wrong treatment chemical.

- Deliveries, driver identification, companies do not mirror the company to which chemicals were purchased from.

Interviews and manuals of terrorists have indicated the possibility of poisoning the water during the water treatment process. They have mentioned inserting a poison into the chlorination section of the water treatment facility.

Proactive measures of the facility are recommended:

- Perform a thorough check of credentials provided by current and new employees.
- Ensure that any suspected disgruntled employees or former employees do not have unescorted or unsupervised access to chemical injection or additional points within the treatment facility or wells.
- Pay particular attention to contractors and vendors. Do not allow unescorted access to critical areas of the treatment facility by any contractor or vendor.
- Verify that access to remote chemical addition points is secured.
- Ensure that chemical injection points or chemical addition areas within the treatment facility are closely monitored. Do not allow unauthorized personnel access to these critical areas.
- Maintain extremely high accountability of all concentrated hydrogen peroxide stored at water treatment plants
- Ensure that the SCADA terminals and systems have alarms for overfeeding and are only accessible by authorized personnel.
- Ensure compliance with best practices Cyber Security Standards such as those issued in June 2002 by the North American Electric Reliability Council.
- Certify that the facility has a chemical delivery integrity program and “know your suppliers and vendors.”

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