



SELF-STORAGE FACILITIES

BusinessSafe is based on the idea that certain businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain materials, 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 may 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 of an individual will not necessarily be criminal in nature. Suspicious incidents should be reported immediately to your local law enforcement agency, Crime Stoppers, or your regional FDLE office. You may also email a tip regarding a suspicious incident utilizing the link on the [BusinessSafe homepage](#).

For all emergencies, call “911.”