



POOL SUPPLY STORES

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 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 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."