



## POSTAL AND SHIPPING

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 Postal & Shipping, though not fully inclusive, may be of **possible** concern to law enforcement, as well as this sector:

- Customer's use of evasive or overly vague responses.
- An unusual customer request(s) concerning the shipment or labeling of goods.
- An unusual customer request(s) for excessive confidentiality regarding the final destination or details of the product to be delivered.
- The discovery of an unattended package or suspicious object.
- Theft or loss of equipment associated with postal or shipping vehicles (paraphernalia, uniforms, insignias or decals, vehicle license plate(s), special parking placards, and vehicle identification, etc.)

- Suspicious individuals observed loitering in the vicinity of parked postal or shipping vehicles or areas that are restricted.
- Persons loitering inside or outside your facility for no apparent reason.
- Individuals videotaping or photographing the premises for no apparent reason.
- Attempts by a prospective customer to rent a postal box based upon documents of questionable authenticity.
- Individuals bringing or attempting to bring unusual packages into the premises.
- Deliveries that are not anticipated or requested.
- Customers displaying burns or chemical exposure symptoms who provide vague or illogical explanations as to the circumstances surrounding the injuries.
- Suspicious Mail
  - No return address
  - Restrictive markings
  - Sealed with excessive tape
  - Excessive postage
  - Misspelled words
  - Badly typed or written address, incorrect title, or addressed to the title only
  - Unknown power or suspicious substance
  - Strange or unusual odors coming from packages
  - Possibly mailed from a foreign country
  - Oily stains, discoloration, or crystallization on wrapper seeping from packages
  - Ridged or bulky
  - Lopsided or uneven
  - Protruding wires

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.”