

Lesson Plan FID- 4

Name of Instructor: Adam Miller

Program Title: Public Health and Safety

Course Title: *FID 5: Retain Security Considerations*

Unit Title :

Lesson Title: *FID 5:*

Retain Security

Considerations

Lesson Performance Objective: *Given a written materials packet, students will develop an understanding of effective decision making using analytical approach models. Upon returning to class, an examination will be delivered. For the take home lesson, a complete response for each question below represents the minimum performance objective.*

Students will complete a written analysis of the material which will answer the following questions:

- 1) What are some of the actions you can take to protect inventory from misuse or theft?*
- 2) Describe the importance of identifying and reporting suspicious purchases and activities in the retail sector.*
- 3) Identify suspicious behaviors worth reporting.*
- 4) How do you, in your opinion, determine suspicious from strange.*

Time (length of lesson): *Reading and Response: ~2 hours*

Equipment and Materials needed: *Computer (or type writer, or handwritten response is accepted) and handout materials*

Academic Standard(s) and Anchor(s) and/or Common Core Standard addressed by this lesson: CC.3.6.9-10.A Write arguments focused on discipline-specific content., CC.3.6.9-10.C Produce clear and coherent writing in which the development, organization, and style are appropriate to task, purpose, and audience. , CC.3.6.9-10.F Conduct short as well as more sustained research projects to answer a question (including

a self-generated question) or solve a problem; narrow or broaden the inquiry when appropriate; synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

Technical Standard(s) or Competencies taught in this lesson:

NA

Course Welcome

The purpose of this course is to make persons involved in commercial retail operations aware of the actions they can take to identify and report suspicious purchases or thefts of products that actors could use in terrorist or other criminal activities.

To achieve this goal, the course intends to provide an overview of prevention steps aimed at identifying and monitoring high-risk inventory products and reporting suspicious activities to law enforcement agencies.



This course should take approximately **45 minutes** to complete.



[Click on this link to access a printable version of the course.](#)

Course Objectives

At the end of this course, you should be able to:

- Identify steps that you can take to help prevent your inventory from being used to manufacture or deploy homemade explosives.
- Describe the importance of identifying and reporting suspicious purchases and activities in the retail sector.
- Specify additional actions you can take to protect your inventory from misuse or theft.

Audio Transcript

There have been several attempts in the recent past to purchase chemicals or other materials through retail outlets that can be used to make explosives. In a few critical instances, retail personnel reported their suspicions to law enforcement and thwarted a potential attack.

The suppliers of these materials were not limited to laboratory and chemical supply companies. They also include retail outlets such as home improvement stores, beauty supply stores, drug stores, and grocery stores.



The law enforcement officers investigating these incidents have found that the targets for the explosives include critical infrastructure, such as electrical power stations, reservoirs, hydroelectric dams, nuclear power plants, and other facilities.

Because the cases have not come to trial, details cannot be provided here. Nonetheless, they demonstrate the crucial role retailers play in protecting our Nation. Think about the consequences if retail personnel fail to report their suspicions.

Taking simple actions, such as becoming aware of the unintended danger associated with your products, monitoring inventory trends, and reporting suspicious events, can help prevent a terrorist

attack. And by taking this course, you have already recognized that the safety and security of our Nation is a shared responsibility.

Retail Security Awareness Steps

	<p>Understanding the Threat</p> <ul style="list-style-type: none">• Be aware of the real threat that homemade explosives pose in the United States.
	<p>Knowing Your Products</p> <ul style="list-style-type: none">• Identify the high-risk products in your inventory.<ul style="list-style-type: none">◦ Establish relationships and work with local law enforcement.◦ Participate in training opportunities.• Be aware of traditional uses of high-risk products.• Be aware of usual sales trends for high-risk products.



Being Vigilant

- Identify unusual purchases of high-risk products, such as:
 - Purchases in quantities far above the norm.
 - Purchases at shorter intervals than warranted by everyday use.
 - Purchases by customers unfamiliar with the product's normal uses.
 - Purchases by customers who refuse substitute products for no apparent reason.
 - Large cash purchases.

- Take note of suspicious personal behavior, such as:
 - Nervous or evasive customer attitudes, such as avoiding sales clerks and video surveillance cameras.
 - Wearing clothing designed

either to conceal one's identity (caps, hoods, or sunglasses) or to conceal stolen items (baggy pants, coats or jackets).

- Activities or behaviors that are unusual or dangerous in your retail environment, such as a customer attempting to access staff-only areas.

- Identify losses of high-risk products.



Reporting

- Determine internal procedures for reporting.
- Determine reporting procedures in advance with local law enforcement.
- Report unusual purchases and losses of high-risk products and suspicious activities using predetermined procedures and forms.

Homemade Explosives

In the retail sector, we primarily are concerned about the threat from homemade explosives.

Homemade explosives:

- Are more commonly used in terrorist attacks than conventional explosives, because conventional explosives are more difficult to obtain.
- Can be created from products that are legally accessible in retail establishments across the country.
- Cause explosions that can be as lethal and destructive as conventional explosives.
- Have been used in some of the larger terrorist attacks in the United States, such as in the 1993 World Trade Center bombing and the 1995 attack on the Alfred P. Murrah Federal Building in Oklahoma City.

Explosives in U.S. Communities - Audio Transcript

Most of us associate explosives with war zones. We often believe they would never affect our communities. Unfortunately, there is a long history of explosives being used to cause terror throughout the United States.

Let's review a sample of these incidents:

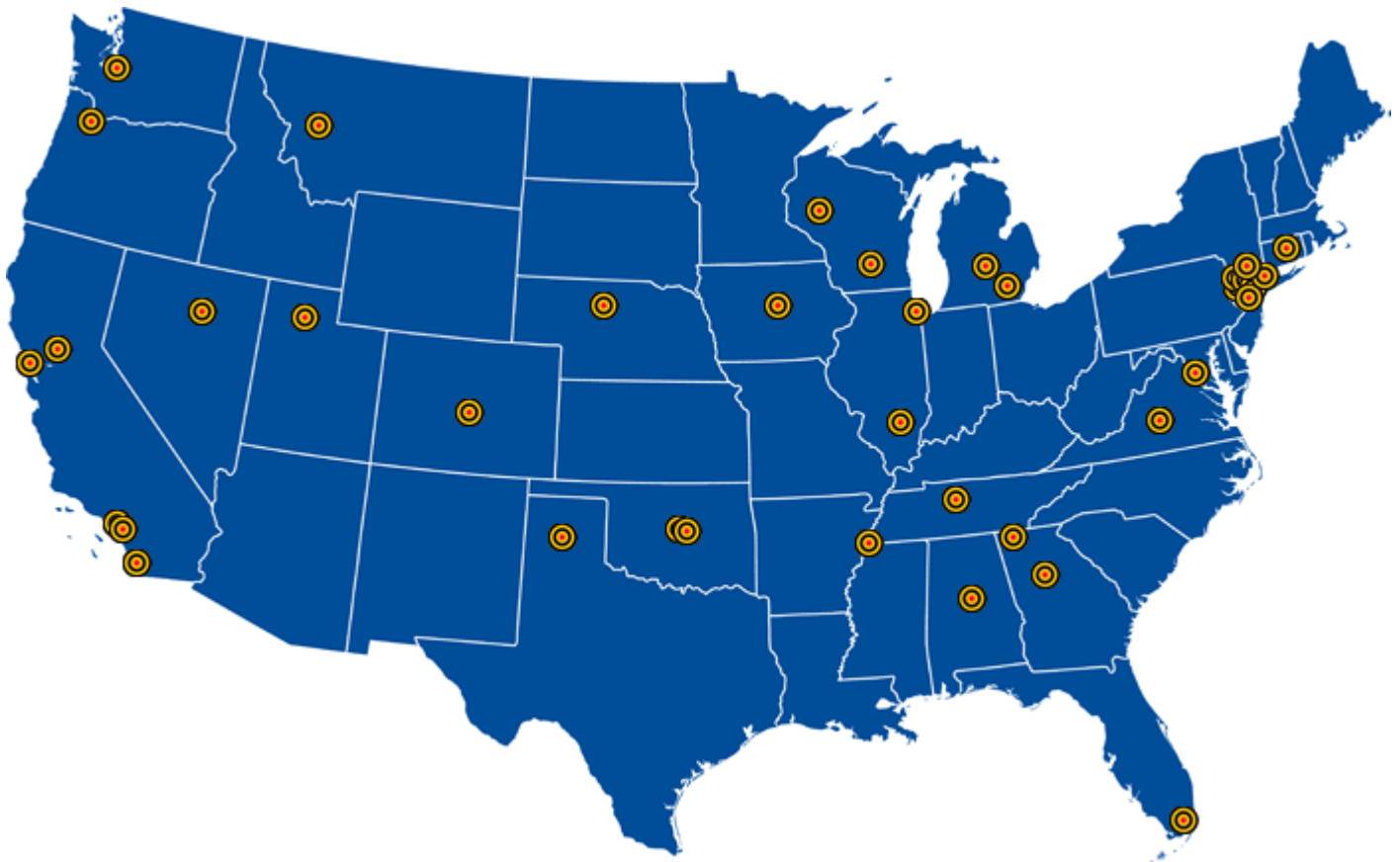
- In May 1886, an unknown assailant threw a pipe bomb at Chicago police as they were attempting to break up a pro-labor rally. The incident, known as the Haymarket Riot, killed seven officers.
- In September 1920, an explosive device detonated on Wall Street, killing 40 people and wounding more than 200 others.
- During the late 1960s and early 1970s, members of the radical group Weather Underground planted bombs in the U.S. Capitol and Pentagon buildings. The organization deployed about 25 bombs during its terror campaign.
- For two decades beginning in the late 1970s, Ted Kaczynski, commonly known as the Unabomber, mailed explosive-laden packages to university and airline industry officials from a cabin in the Montana wilderness.
- In 1993, Ramzi Yousef and Eyad Ismoil drove a truck packed with compressed gas cylinders and explosives into the parking garage of the World Trade Center.
- Two years later, the Murrah Federal building in Oklahoma City was destroyed by a truck bomb containing some 4,800 pounds of explosives made from commonly found components and chemicals. The blast claimed 168 lives, including 19 children under the age of 6.
- In May 2002, the Midwest Pipe Bomber placed 18 homemade explosives in mail boxes over a 3,200 mile region in an attempt to create a happy face shape of explosions on the map of America.

Explosives can be made at home using common, everyday ingredients. Given the availability of these materials and the potential for damage and loss of lives caused by their misuse, it is important for all of us to be aware of the danger signs and understand what we can do to help prevent future attacks.

Use the map on the next screen to learn more about incidents across the Nation.

Explosives in the United States

Explosives are a threat throughout the United States. We will learn about each city throughout the next slides.



This list includes only a sample of the attacks using explosives within the United States. Homemade explosives have been used around the world and in the United States several times since the examples provided, and there are new incidents occurring all the time.

Woodburn, Oregon

December 12, 2008: Joshua Turnidge and his father, Bruce Turnidge detonated a bomb at a bank as part of a failed bank robbery. The explosion resulted in the deaths of two police officers and injuries to a third police officer and a bank employee. The Turnidges were found guilty of the murders.

Multiple Locations

May 2002: The Midwest Pipe Bomber placed 18 homemade explosives in mail boxes over a 3,200 mile region in an attempt to create a happy face shape of explosions on the map of America. Bombs were found in Nebraska, Colorado, Texas, Illinois, and Iowa. The bomber was captured in rural Nevada and has been committed to a federal psychiatric facility.

Madison, Wisconsin

August 24, 1970: Four men – Karleton Armstrong, Dwight Armstrong, David Fine and another person – killed one person and injured others when they detonated a van bomb at Sterling Hall at the

University of Wisconsin. Both the Armstrongs and Fine were convicted in the 1970s. The remaining suspect, who is still at large, is wanted by the FBI.

Norman and Oklahoma City, Oklahoma

Oklahoma City, April 19, 1995: Timothy McVeigh detonated a truck filled with fertilizer and fuel at the Alfred P. Murrah Federal Building, destroying the building, killing 168 people, and injuring many more. MC Veigh was convicted and executed, and Terry Nicholas, his accomplice, was convicted and is serving life in prison for his part in the explosion.

Norman, October 1, 2017: Joel Henry Hinrich III detonated a bomb near the packed football stadium at the University of Oklahoma, killing himself in the process. It is believed that the stadium was his intended target.

West Memphis, Arkansas

February 4, 2009: Dr. Randeep Mann used a bomb to critically injure Dr. Trent Pierce, the Chairman of the Arkansas State Medical Board. The Medical Board had suspended Mann's license to prescribe narcotics. Dr. Mann was convicted in August 2010 and sentenced to life in prison.

New York City, New York

September 16, 1920: An unknown person or persons detonated an explosive device on Wall Street, killing 40 people and wounding more than 200 others. The bomb contained dynamite and cast iron weights and was concealed and transported in a horse-drawn wagon.

1940-1957: In 1940, George P. Metesky began a bombing campaign of public places after he sustained a disabling injury and was discharged from his job. The bombing campaign continued through 1957. His targets included Grand Central Station, the New York City Public Library, Radio City Music Hall, the Port Authority Bus Terminal, Penn Station, and various phone booths and movie theaters. Authorities located 33 bombs altogether, and a total of 15 people were injured. Metesky was committed to a psychiatric institution after his arrest.

February 21, 1970: An unknown person or persons threw Molotov cocktails at the home of New York State Supreme Court Justice Murtagh, who was presiding over the trial involving a plot to bomb New York landmarks and department stores. The judge was uninjured. Molotov cocktails also were thrown at a police car in Manhattan and two military recruiting stations in Brooklyn.

March 1970: The Weather Underground members Diana Oughton, Ted Gold and Terry Robbins died in an accidental explosion that destroyed the historic Greenwich Village townhouse they were occupying at the time. Other members escaped. The organization had been planning to detonate the explosives at a U.S. Army non-commissioned officers (NCO) dance at Fort Dix, New Jersey, and in the library at Columbia University.

June 9, 1970: The Weather Underground claimed responsibility for exploding a bomb made with dynamite at the New York City Police Headquarters. Occupants were warned six minutes prior to the

detonation in order to evacuate.

October 11, 1970: The Weather Underground claimed responsibility for bombing a courthouse in Long Island City, New York using 8 to 10 sticks of dynamite. Occupants were warned approximately 10 minutes prior to the 1:23AM blast.

January 24, 1975: The Puerto Rican nationalist group (FALN) claimed responsibility for a bombing at the historic Fraunces Tavern. The explosion killed 4 and injured more than 50 people. Police tied 13 other bombings to the group.

December 1975: Four days after Christmas, an improvised explosive device was detonated in the luggage area of the TWA terminal at LaGuardia, killing 11 people and injuring 74. No group or individual has ever claimed responsibility for the attack.

April 1986: Frank DeCicco, underboss of the Gambino crime family, was murdered by a bomb attached to the bottom of his car. Herbert Pate was later convicted and sentenced to 12 years in prison.

February 26, 1993: Ramzi Yousef and Eyad Ismoil detonated a truck bomb underneath the World Trade Center, killing six and injuring thousands of others. Both were sentenced to life in prison plus 240 years.

May 5, 2005: Novelty hand grenades packed with explosives were placed in a concrete flower tub outside the British Consulate and detonated. There was little damage to the building. A little known group called the Soldiers of Levant (Jund al-Sham) claimed responsibility.

May 21, 2007: In an incident similar to the May 2005 bombing at the British Consulate, Novelty hand grenades packed with explosives were thrown at the Mexican Consulate and detonated. There was minimal damage to the building. The perpetrator was not identified.

March 4, 2008: A bomb using explosives inside a metal box was detonated outside of an empty military recruiting station in Times Square. The perpetrator was never identified.

May 25, 2009: A Starbucks store on the Upper East Side in the Manhattan borough was damaged by explosives. There were no injuries. A teenager was arrested in connection with the attack after telling friends about it.

September 2009: Najibullah Zazi and alleged co-conspirators planned a suicide bombing attack of the Times Square subway station, which was detected and thwarted by the FBI. Zazi and two co-conspirators have pled guilty.

May 1, 2010: An attempted car bombing of Times Square was foiled when two street vendors spotted smoke coming from a vehicle and alerted a policeman. The bomb never exploded. Faisal Shahzad pled guilty to the attempt.

Lynchburg, Virginia

May 21, 2007: Mark David Uhl planned to throw homemade bombs at people protesting during Rev. Jerry Falwell's funeral. The plot was foiled when one of his family members contacted the police. Uhl pled guilty and was sentenced to two years in prison.

Dalton, Georgia

October 17, 2008: Lloyd Cantrell attempted to attack a personal injury law firm by driving a sports utility vehicle containing gas cylinders into the building. Cantrell was killed during the attempt. The firm was representing him in a land dispute.

Birmingham, Alabama

September 15, 1963: Three members of the Ku Klux Klan used sticks of dynamite to bomb the 16th Street Baptist Church in Birmingham, Alabama, killing 4 young girls and injuring 23 other people. One of the three, Bobby Cherry, was convicted in 2002 and sentenced to life in prison.

January 1998: Eric Robert Rudolph bombed the New Woman All Women Clinic, killing a police officer and a nurse. His bomb was composed of dynamite surrounded by nails. Rudolph was arrested in 2003 and convicted in 2005.

Atlanta, Georgia

July 27, 1996: Eric Robert Rudolph placed a backpack containing three pipe bombs at Centennial Olympic Park and then called 911 to attract responders to the scene. When the bombs detonated, the explosion killed one person and wounded 111.

January 1997: Rudolph detonated two bombs in the Atlanta Northside Family Planning Services Clinic, injuring six individuals including police officers and reporters.

February 1997: Rudolph detonated a bomb in a busy nightclub in Atlanta, injuring at least five people. A second bomb was found in a backpack at the scene and safely detonated by bomb technicians.

January 1998: Rudolph detonated a bomb at a clinic in Birmingham, Alabama.

All of Randolph's bombs were composed of dynamite and nails as shrapnel. He was arrested in 2003 and convicted in 2005.

Miami, Florida

December 22, 2001: Self-professed Al-Qaida member Richard Reid attempted to destroy American Airlines Flight 63 by detonating explosives hidden in his shoes. The fuse failed to ignite. Reid pled guilty and was sentenced to life in prison without the possibility of parole.

San Diego, California

May 4, 2008: Danny Love, Sr. instructed Rachelle Lynette Carlock, Ella Louise Sanders, and Eric Reginald Robinson to obtain the materials to create and detonate three pipe bombs at the entrance to the Edward J. Schwartz Federal Courthouse in San Diego. Love, who concocted the scheme, reported the others in an attempt to obtain reward money and to negotiate separate pending criminal charges. All four conspirators were convicted.

Culver City and Los Angeles, California

October 1, 1910: John and James McNamara detonated a bomb at the Los Angeles Times newspaper building, killing 21 and injuring 100. The McNamaras were both arrested and convicted. In addition, 55 members of the Iron Workers, a group of workers attempting to unionize the metal trades in the city, were arrested. Thirty-eight were convicted of conspiracy and the interstate transportation of explosives.

December 12, 2001: Two men were arrested in an FBI sting operation while planning to blow up the King Fahd Mosque in Culver City and the office of U.S. Representative Darrell Issa. One of the suspects, Earl Krugel, was convicted of the crime, and the other suspect allegedly committed suicide while awaiting trial.

Chicago, Illinois

May 4, 1886: A bomb was thrown into a crowd during a labor rally in the Haymarket area of Chicago, triggering rioting and police gunfire. Seven police officers were killed. Four members of an anarchist movement were convicted and executed, although none of them was the person who threw the bomb.

October 6, 1969: A memorial commemorating the policemen who died during the Haymarket riot was destroyed by an explosion. The memorial was rebuilt and unveiled in May 1970, only to be destroyed by another explosion in October 1970. Members of the Weather Underground claimed responsibility for the blasts.

Bath Township, Michigan

May 18, 1927: After killing his wife and tying up his animals, Andrew Kehoe detonated explosives that burnt his farm to the ground. While his farm was burning, he proceeded to a local school where he detonated explosives in his car, which had been filled with material to act as shrapnel. Police later found additional explosives under the school. In total, 48 people were killed and 54 were injured, most of whom were elementary school students.

Multiple Locations

May 1978: Theodore Kaczynski, who later became known as the Unabomber (University and Airline Bomber), devised 16 homemade bombs that he delivered and mailed to universities and airlines throughout the United States, including individuals at Berkley, Yale, California, Michigan, Utah, Vanderbilt and Northwestern University. His homemade devices often contained wood or other elements from nature. Ultimately, 23 individuals were injured, some seriously, and 3 were killed.

He was captured in a remote cabin in Lincoln, Montana in 1996 and currently is serving a life sentence without the possibility of parole.

May 1972: An explosive was detonated in a women's bathroom in the Pentagon and caused damage to some adjacent computer systems. The Weather Underground claimed responsibility for the explosion.

February 1970: An unknown person or persons placed a pipe bomb filled with shrapnel in the window of a police substation, killing one police officer, partially blinding another, and wounding eight other officers. No suspects have been identified.

Culver City and Los Angeles, California



Threat Actors

Since 9-11, the threat from international terrorists, some acting individually, has been in the forefront of our thoughts. However, as shown in the video and map, domestic terrorist individuals and groups use explosives in the belief that it will help them achieve their ends, threatening both life and property.

Criminals also manufacture homemade explosives for other reasons, including:

- Acts of violence or coercion against another individual or individuals.
- Engaging in experimentation and risk-taking.

Homemade Explosives and Other Threat Actors (1 of 2)

In May 2008, Danny Love, Sr. instructed Rachelle Lynette Carlock, Ella Louise Sanders, and Eric Reginald Robinson to obtain the materials to create and detonate three pipe bombs at the entrance to the Edward J. Schwartz Federal Courthouse in San Diego.

Love, who concocted the scheme, reported the others in an attempt to obtain reward money and to negotiate separate pending criminal charges. All four conspirators were convicted.

Homemade Explosives and Other Threat Actors (2 of 2)

In July 2006, 21-year-old Michael Rugo was killed during an explosion in his Texas City, Texas, apartment. Rugo's roommate, Curtis Lee Jetton, was charged in Federal court with conspiring to make and possessing explosive materials. In 2008, Jetton was convicted of aiding and abetting the manufacture of explosive materials without a license. He was sentenced to 27 months in Federal prison.

During Jetton's trial, prosecutors demonstrated that Rugo and Jetton obtained several chemical ingredients from home improvement and beauty supply stores which they used to manufacture the explosive, that Jetton had previously detonated a homemade explosive device under a van, and that approximately five pounds of explosives and several detonators were found in their apartment.

Accessibility of High-Risk Materials

Many of the explosives used in historical bomb attacks were made with common ingredients and supplies sold in stores throughout the country. Terrorists can use simple products purchased within your community to create serious damage.

Bomb-making ingredients can be found readily available in:

- Health and beauty products.
- Automotive supplies.
- Household cleaners.
- Lawn care and farming supplies.
- Home maintenance and improvement materials.

Identify High-Risk Inventory Products (1 of 2)

There are hundreds of commonly available products that can be used to formulate homemade explosives. Many retail locations stock these products.

As mentioned on the previous screen, the types of products commonly used in homemade explosives include certain health and beauty products, household cleaners, and home improvement products.

In order to identify purchases and losses of high-risk inventory products, you must first be aware of the specific products in your inventory that can be used to manufacture homemade explosives.

Identify High-Risk Inventory Products (2 of 2)

As mentioned previously, homemade explosives can be created from products that are legally accessible in retail establishments across the country.

The most effective way to learn how to identify these ingredients in your inventory is to participate in partnership activities with law enforcement organizations in your community. Local law enforcement and emergency management partners may offer information and outreach programs as well as other important partnership benefits.

Participate in Training Opportunities

Another way of learning which inventory products are high-risk is to participate in training opportunities, both at the local and national levels.

For example, the Bomb-Making Materials Awareness Program, developed jointly by the Department of Homeland Security and the Federal Bureau of Investigation (FBI), offers these benefits:

- Private sector point-of-sale awareness.
- Law enforcement/private sector partnerships.
- Community-based policing.
- Free, secure access to training and awareness materials.

For more information on the Bomb-Making Materials Awareness Program, refer to the Resources page at the end of this course.

Know the Uses for High-Risk Products

To fully understand potential product risks, you need to be familiar with how the products are used traditionally.

The London subway bombers purchased gallons of hydrogen peroxide. It was an extremely large quantity for a single purchase and had to be special ordered from the manufacturer. One of the bombers claimed to be using it to “strip wallpaper”!

Become Familiar With Sales Trends

Knowing your high-risk products also includes being familiar with normal sales trends.

Sales generally follow certain patterns. Being aware of these patterns for high-risk products helps you determine not only how much to order, but also will help you identify unusual or suspect purchases.

Oklahoma City bomber Terry Nichols purchased a ton (forty 50-pound bags) of ammonium nitrate at one time, which was far above the normal purchase of one or two bags.

Being Vigilant

The next step is being vigilant.



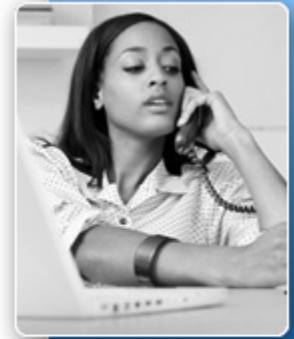
Understanding
the Threat



Knowing Your
Products



Being Vigilant



Reporting

Be Vigilant for Unusual Purchases

Once you know what to expect, you should be able to identify purchases that are unusual or atypical.

For example, most buyers would purchase a product that performs as well as another for a lower price. Sales clerks at the farming cooperative where Oklahoma City Bombing co-conspirator Terry Nichols purchased ammonium nitrate offered him a better fertilizer at a lower price. However, he was not interested in any substitutions.

Types of Suspicious Purchasing Behaviors

Unusual purchases of high-risk products may include:

- Purchases in quantities that are far above the norm.
- Purchases at intervals much shorter than warranted by everyday use.
- Purchases by customers unfamiliar with the product's normal uses, such as when claiming to use hydrogen peroxide to strip wallpaper.
- Purchases by customers who refuse substitute products, products that perform better, or products that are less expensive for no apparent reason.
- Large cash purchases.

Early detection of these activities can be provided by employees at the point of sale.

Be Vigilant for Suspicious Personal Behavior

Being vigilant includes taking note of suspicious personal behavior.

Suspicious behaviors may already be familiar to you from a loss-prevention standpoint. They alert you to become more observant.

For example, persons engaged in illegal activities often attempt to avoid identification from security cameras by wearing hats and sunglasses indoors.

Types of Suspicious Personal Behaviors

Suspicious behaviors may include:

- Nervous or evasive attitudes, such as avoiding sales clerks and video surveillance cameras.
- Attempting to conceal one's identity using apparel items (caps, hoods, or sunglasses) or to conceal stolen items (baggy pants, or oversized coats or jackets).
- Any activity or behavior that is unusual or dangerous in your retail environment, for example, customers attempting to enter employee-only areas.

Individually, these behaviors may be innocent, but when combined with other suspicious purchasing or personal behaviors, should alert you to be vigilant and to report.

Vigilance and Closed-Circuit Television

Images obtained from video surveillance equipment can be extremely useful to law enforcement and can be used to:

- Assist law enforcement, with the help of the public, to identify either the perpetrator of these activities or persons who can help in the investigation.
- Assist law enforcement to convict the perpetrators, once apprehended, of attempted criminal or terrorist acts.

The images from the London subway bombings in July 2005 and the attempted bombing of the Southwest Plaza Mall in Colorado in April 2011 were used to identify suspects during the investigations.

Monitoring Your Inventory for Losses

Retail operators routinely should monitor inventory and report missing or stolen high-risk products. Historically, persons engaged in bomb-making activities have shown no aversion to stealing the materials they need, particularly if they are difficult to acquire otherwise.

- Timothy McVeigh and Terry Nichols stole blasting caps and other materials from a local quarry.
- Danny Love, Sr. instructed associates to steal bomb-making materials. Love is the convicted mastermind behind the 2008 bombing of a Federal courthouse in San Diego. After the bombing, Love reported his associates to law enforcement in an attempt to collect the reward money and negotiate for a break on other pending charges.

[Click on this link to review the scenario details.](#)

Knowledge Review (1 of 3)

Instructions: After reviewing the scenario, click on Next to answer questions about it.

Scenario: A male customer comes into your store and buys a dozen bottles of a high-risk inventory product. He says he is not interested in signing up for a discount card, pays cash for the products, and leaves the store. He wears sunglasses while inside the store.

A sales associate comes up to you and remarks that she sold the last two bottles of the same product to the same person the previous day. She says he gave her some very strange reason for wanting the product, and asked her when they would have more in stock. He has purchased your entire remaining inventory.

This product is normally used for specialized projects and a normal purchase for this product is one bottle.

Reporting Success Story

In August 2010, a home improvement store employee in Virginia was alerted when a group of four men purchased the entire inventory of a high-risk product. The manager immediately contacted law enforcement and put out an alert on the chain's internal communications system.

When the same men stopped at another store in the chain, the pre-alerted employees obtained a vehicle description and license plate number and reported the information. This allowed the police to locate and stop the van. The purchases were verified to be legitimate business purchases.

The employees took immediate, decisive action that helped the police to investigate and resolve the situation quickly and without incident.

Reporting

Reporting unusual purchases of high-risk products and suspicious activities is invaluable to the work of law enforcement in our shared effort to secure the Nation.

As you go about your daily work, you are in the best position to observe and report unusual activities related to the acquisition of materials that may be used to produce explosives.

As an employer, you can contribute by encouraging your employees to report the suspicious activities that they observe.

To Whom Do You Report?

It is a good practice for every place of employment to establish and communicate procedures for reporting suspicious activities or purchases to management and law enforcement. These procedures should identify who to contact and when, and include all relevant phone numbers.

If you are an employee, you may need to inform your supervisor or a manager so that they can call your local police. If your company is small, or you work alone, you may be the one who needs to call the local police.

[Click on this link to view sample reporting procedures.](#)

Suspicious Activity Reporting Procedures (sample)

If you observe any of the following:

- Unusual purchases of high-risk items, such as:
 - Purchases in quantities far above the norm.
 - Purchases at shorter intervals than warranted by everyday use.
 - Purchases by customers unfamiliar with the item's normal uses.
 - Purchases by customers who refuse substitute items for no apparent reason.
 - Large cash purchases
- Suspicious personal behavior, such as:
 - Nervous or evasive customer attitudes, such as avoiding sales clerks and video surveillance cameras.
 - Wearing clothing designed either to conceal one's identity (caps, hoods, or sunglasses) or to conceal stolen items (baggy pants, coats or jackets).
 - Activities or behaviors that are unusual or dangerous in your retail environment, such as a customer attempting to access staff-only areas.
- Losses of high-risk items.

DO NOT:

- Call for a manager or security while the customer is still at or near your station.
- Attempt to take photos or video of the customer.
- Leave your station or abandon the sale in order to make a report.

Inform your supervisor using the following procedures:

- Document, as closely as possible, the time of the suspicious activity.
- Print out a duplicate copy of the sales receipt.
- Contact your immediate supervisor (and security or other designated personnel) as soon as possible after the incident.

Complete the reporting form:

- Write down everything you remember as soon as possible.
- Be prepared to talk to the police.

What Should You Report?

It is a good idea to write down as much information about the person, purchase, and any other information in case the police are not immediately able to come out and take a report.

Writing down the details is important – memories only stay fresh for a short time.

Sample Reporting Questionnaire

Your business or local police may already have established reporting forms and protocols or forms for reporting potential terrorist or criminal activities.

If not, you should have a form available to use. You may modify the sample questionnaire that is provided to meet your unique needs.

[Click on this link to view a sample reporting questionnaire.](#)

Knowledge Review (1 of 2)

Instructions: After reviewing the scenario, click on Next to answer questions about it.

Scenario: In this scenario, you are a store owner, manager, or supervisor. When conducting an inventory check, you notice that six gallon jugs of a very expensive high-risk chemical are missing from the stockroom. The product was received two days ago, so the theft must have taken place in the past two days.

While reviewing store surveillance tapes of the stockroom, you witness a person in an employee uniform, wearing a ball cap and gloves, and with lowered head taking the jugs, placing them in a trash can, and rolling them out the back of the store.

What action(s) would you take regarding the theft?

Training and Resources

The next section of the course presents training recommendations and resources to implement the steps you just learned.

Training Your Staff

To ensure your staff remains vigilant, consider:

- Implementing a training program for the staff.
- Following up the program by asking questions to assess their understanding of the material.
- Showing employees products from your shelves to see if they can determine whether or not each one is a dangerous product.
- Making sure employees remember who to notify if they observe suspicious purchases or behavior.
- Regularly reviewing what to report and reporting procedures with employees.

Actions To Avoid

Ensure that you discuss actions that employees should avoid during training.

Examples include:

- Confronting or aggressively questioning suspicious persons.
- Following closely or obviously behind suspicious persons to obtain vehicle or other information.
- Attempting to take photographs or video using cell phone cameras.
- Abandoning the sale to locate management personnel.

These undertakings may put employees at risk.

“If You See Something, Say Something™”

The “If You See Something, Say Something™” public campaign video provides a general overview of activities with a possible nexus to terrorism and violent crime and encourages everyone to report these activities to law enforcement.

You may find this video useful when conducting training for your employees.

[Click on this link to view the video \(10 minutes\).](#)

If You See Something, Say Something used with permission of the NY Metropolitan Transportation Authority.

Community Reporting Initiatives

Many communities across the United States have similar reporting initiatives to the “If You See Something, Say Something™” campaign.

Some of these programs have been in existence for many years and may provide preexisting reporting mechanisms that you can leverage for additional training initiatives and to report suspicious activities.

Course Resources

Click on a resource below for additional information.

- [Retail Security Awareness Steps](#): This is a printable summary of the steps covered in this course.
- [Sample Suspicious Activity Reporting Procedures](#): This is a sample document that can be modified or used as a training aid for employees to identify and report suspicious activities.
- [Sample Reporting Questionnaire](#): This is a sample questionnaire that can be modified or used prior to contacting police about suspicious activities.
- [Bomb-Making Materials Awareness Program](#): This Web site provides resources to increase public and private-sector awareness of how to identify and prevent bomb-making activity.
- [What's in Store: Ordinary People | Extraordinary Events](#) (video - 10 minutes): This video provides information to help employees identify and report suspicious activities and threats in a timely manner.
- [Caught on Camera](#) (video - 21 minutes): This video was created by the FBI to show business owners how their security cameras can aid law enforcement investigations and maybe even help solve a terrorist attack.
- [If You See Something, Say Something™](#) (video - 10 minutes): This video was released as part of the Homeland Security campaign to raise public awareness of the indicators of terrorism and violent crime, and to emphasize the importance of reporting suspicious activity.

Course Summary

Remember, there are four simple steps that you can take to help prevent your inventory from being used to manufacture or deploy homemade explosives.

- Understanding the threat
- Knowing your products
- Being vigilant Reporting



[Click on this link to access a printable version of the course](#)

Suspicious Activity Reporting Procedures (sample)

If you observe any of the following:

- Unusual purchases of high-risk items, such as:
 - Purchases in quantities far above the norm.
 - Purchases at shorter intervals than warranted by everyday use.
 - Purchases by customers unfamiliar with the item's normal uses.
 - Purchases by customers who refuse substitute items for no apparent reason.
 - Large cash purchases
- Suspicious personal behavior, such as:
 - Nervous or evasive customer attitudes, such as avoiding sales clerks and video surveillance cameras.
 - Wearing clothing designed either to conceal one's identity (caps, hoods, or sunglasses) or to conceal stolen items (baggy pants, coats or jackets).
 - Activities or behaviors that are unusual or dangerous in your retail environment, such as a customer attempting to access staff-only areas.
- Losses of high-risk items.

DO NOT:

- Call for a manager or security while the customer is still at or near your station.
- Attempt to take photos or video of the customer.
- Leave your station or abandon the sale in order to make a report.

Inform your supervisor using the following procedures:

- Document, as closely as possible, the time of the suspicious activity.
- Print out a duplicate copy of the sales receipt.
- Contact your immediate supervisor (and security or other designated personnel) as soon as possible after the incident.

Complete the reporting form:

- Write down everything you remember as soon as possible.
- Be prepared to talk to the police.