If you are at all suspicious:

- Consider asking the customer making a telephone enquiry to support the enquiry with a fax.

- Can you delay the process? Offer to ring back after checking stock availability, ask for credit card details etc.

- In the interim period, as soon as possible inform the Anti-Terrorist Hotline on 0800 789321

- Record as much detail as possible i.e.
  - Description of individuals.
  - Details of any vehicles used, including make model colour and registration number.
  - Telephone numbers or Email addresses given.
  - Do you have CCTV? Retain any images.

Produced by the National Counter Terrorism Security Office
Is the customer known to you?
- Do they fit the usual profile of your customers?
- Is there a reluctance to give contact details?
- Is the person evasive?

Are they familiar with the product?
- Do they know the uses and properties of the products they are purchasing?
- Are there handling conditions?
- Does this person know what they are?

Is the order for products in unusual quantities or concentrations?
- Either small or excessively large in comparison to regular orders.
- Is the strength of product suitable for the purpose the customer has declared?
- Do they have a legitimate use for the product?

Is this an unusual or odd combination of chemicals?
- Are these chemicals listed as precursors for home made explosive and/or drugs use?
- The chemicals are listed in the Chemical Industries Association and Chemical Business Association code of conduct.

Does the customer want to pay in cash?
- Regardless of the value of the order
- Does the customer have a credit card?

Delivery
- Does the customer wish to collect the chemicals?
- Does the customer request the purchase in small containers, where goods are said to be for industrial use?
- Is the customer collecting the chemicals in a private vehicle?
- Is there a known delivery address?
- Is the customer requesting delivery via a strange or dubious route?