

## 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.



CHEMICAL INDUSTRIES  
ASSOCIATION



Chemical Business Association



POLICE  
SCOTLAND

Produced by the National Counter Terrorism Security Office

# KNOW YOUR CUSTOMER!



### ■ **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 pre cursors 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?