



## **Acknowledgements**

The voluntary National Code of Practice for Chemicals of Security Concern has been developed by Australian governments in partnership with industry.

In 2008 a report endorsed by the Council of Australian Governments recommended that governments set up a process to assess, and where necessary, take action to reduce the risk of chemicals being used for terrorist purposes.

An intergovernmental agreement that sets out the process for this work, including the need for strong government and industry collaboration, was signed by the then Prime Minister, state premiers and chief ministers of the two territories.

This code of practice is one step that Australian governments - in partnership with industry - have taken to improve the security around chemicals, inform industry about the national security risks associated with the chemicals they handle, and to enhance the measures that industry has in place to prevent, detect and deter terrorist use of chemicals.

Mercuric nitrate Magnesium phosphide Zinc phosphide Potassium perchlorate Fluorine gas Thiophosphoryl chloride Hydrochloric acid Nitric acid Fenamiphos Aldicarb Mercuric nitrate Magnesium phosphide Zinc phosphide  
Thiophosphoryl chloride Hydrochloric acid Phosphorus oxychloride Triethanolamine Ethyl mercury  
Cadusafos Fenamiphos Arsine Chlorfenvinphos Bendiocarb Thiophosphoryl chloride Phosphorus oxychloride Dimethyl mercury Thallium sulfate Osmium tetroxide Sodium azide Hydrochloric acid Nitric acid  
Magnesium phosphide Zinc phosphide Potassium perchlorate Fluorine gas Thiophosphoryl chloride Hydrochloric acid Nitric acid Fenamiphos Aldicarb Mercuric nitrate Magnesium phosphide Zinc phosphide Potassium perchlorate

# **NATIONAL CODE OF PRACTICE FOR CHEMICALS OF SECURITY CONCERN**

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This document is the Australian Government-endorsed, official version of the National Code of Practice for Chemicals of Security Concern.

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# Foreword

A responsibility of government is to provide a safe and secure Australia – by protecting its people and interests from overseas and home-grown terrorism. Terrorists continue to seek access to chemicals to manufacture homemade explosives or toxic devices.

You can assist in reducing the vulnerabilities to your business—and the wider Australian community—by taking time to review your preparedness to deal with theft or diversion of chemicals and by putting simple security measures in place.

Good security planning can enhance your business and contribute to a stronger and more resilient Australia.

Australian governments—federal and state—have worked collaboratively with industry to assess the national security risks associated with chemicals of security concern, and to develop this code of practice which is designed to help prevent our chemicals from falling into the wrong hands.

Australian governments support this initiative and encourage businesses to adopt the security measures in this code that are relevant to their identified risk. Businesses are encouraged to consider their specific context and integrate this code of practice into existing business practices, policies and procedures.

Doing so will help reduce vulnerabilities and prevent chemicals from falling into the wrong hands.

**Everyone is encouraged to report any suspicious behaviour to the National Security Hotline on 1800 123 400.**

# Introduction

A large and diverse number of industrial, agricultural and veterinary chemicals are legitimately used by individuals and organisations every day throughout Australia. However, a small percentage of these chemicals have been diverted from their lawful use to unlawful purposes, including terrorist related activity.

Terrorist organisations continue to show interest in chemicals that can be used to produce explosive or toxic devices. Common chemicals have been used as ingredients in powerful improvised explosive devices in different parts of the world, resulting in many fatalities, injuries, and damage on a massive scale. Similarly, toxic chemicals have been used in attacks by terrorists to cause injury and death.

## The Code

The Council of Australian Governments (COAG) has identified 96 chemicals of security concern – refer to Appendix A. This voluntary code of practice has been developed to apply to 15 particularly high risk chemicals of security concern that can be used to make homemade explosives or toxic devices (see page 6). Security sensitive ammonium nitrate is subject to state and territory regulations and is not subject to this code.

Although the code specifically applies to the 15 chemicals detailed on page 6, businesses that handle, manage or store any of the 96 chemicals of security concern are encouraged to adopt the code in relation to these chemicals.

## The Australian Context

In Australia, there is a need for increased security around chemicals as the threat of terrorism is expected to continue into the foreseeable future. In fact, security is now viewed as a fundamental part of good business management and should be part of an organisation's culture, and integrated into its philosophy, practices and plans.

Australia's security environment is dynamic and it is vital to the safety of all Australians that persons involved in the manufacture, importation, transportation, sale and use of chemicals report any suspicious behaviour regarding the sale and/or use of chemicals to the National Security Hotline on 1800 123 400.

Australian governments and industry are working together to minimise the risks associated with unlawful use of chemicals of security concern to ensure public safety and national security. A key challenge is to improve the security of these chemicals while ensuring they remain available for their legitimate use by consumers and industry.

The following information is provided to assist companies and individuals that manage or handle chemicals of security concern to secure their chemicals and reduce the likelihood that they will be diverted for misuse for terrorist or criminal activities.

All businesses that handle chemicals of security concern are encouraged to consider the risk of terrorism in their security planning processes. This includes seeking out government information about the current security context and being prepared to respond quickly to an increase in threat levels.

Peak bodies and associations are encouraged to tailor the security risk management information in this code to meet any vulnerabilities faced by their member businesses, and to disseminate and promote information. Businesses are encouraged to seek further guidance from their industry association about this code.

**Appendix A** lists the 96 chemicals of security concern identified by COAG – the 15 chemicals that this code applies to have been highlighted. **Appendix B** lists sources of additional information including where to obtain information about the current security context and security risk assessment information to inform your own risk assessment. **Appendix C, D, E and F** contain additional resources.

## National Terrorism Threat Advisory System

Australia uses the National Terrorism Threat Advisory System to communicate the assessed risk of terrorism threat to Australia (which has replaced the National Terrorism Public Alert System).

Businesses are encouraged to seek more information about the National Terrorism Threat Advisory System, including the current threat level, by accessing: [www.nationalsecurity.gov.au](http://www.nationalsecurity.gov.au)

## Objectives

The objectives of this code are to promote effective chemical security management practices throughout the chemical supply chain, and in particular to:

- Protect against the diversion of chemicals for terrorist or criminal purposes
- Encourage cooperation between businesses and organisations that handle chemicals and law enforcement agencies on chemical security matters
- Educate and train staff to be alert to warning signs and report suspicious behaviours

To achieve these objectives, the code provides guidance and information on a range of practical security measures that businesses and individuals can take.



# Application of this code

This code applies to any quantity of the 15 chemicals that can be used to make homemade explosives or toxic devices listed below. It includes chemical substances or mixtures of substances, at concentrations specified in the table. Although the code applies to these 15 chemicals, businesses are encouraged to consider applying the code where appropriate if they handle, manage or store any of the 96 chemicals of security concern (listed in **Appendix A**).

Businesses involved in the supply chains of these chemicals are encouraged to consider adopting relevant measures from the following security risk management information.

Precursors to homemade explosives	
Chemical	Concentration
Ammonium perchlorate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of ammonium perchlorate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Hydrogen peroxide	<ul style="list-style-type: none"> <li>a. in a water-based solution at any concentration; or</li> <li>b. in a form other than a water-based solution, at a concentration of 15% or higher</li> </ul>
Nitric acid	at a concentration of 30% or higher
Nitromethane	at a concentration of 10% or higher
Potassium chlorate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of potassium chlorate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Potassium nitrate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of potassium nitrate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Potassium perchlorate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of potassium perchlorate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Sodium azide	at a concentration of 95% or higher
Sodium chlorate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of sodium chlorate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Sodium perchlorate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of sodium perchlorate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Sodium nitrate	<ul style="list-style-type: none"> <li>a. in a water-based solution containing 10% or higher of sodium nitrate; or</li> <li>b. in a form other than a water-based solution, at a concentration of 65% or higher</li> </ul>
Toxic chemicals	
Aluminium phosphide	at any concentration.
Chlorine (gas only)	at any concentration.
Potassium cyanide	at any concentration.
Sodium cyanide	at any concentration.

# Security risk management

## Assess and treat the security risk

Security risk management is a normal part of good business practice. It should be part of a business's culture and integrated into its philosophy.

The treatment of security risks will be specific to your business and may include a combination of measures. You should:

- Identify the security gaps – find out where chemicals could be lost or diverted from your business and find their way into the wrong hands
  - △ Identifying potential security gaps in your business could be as simple as asking yourself how easy it would be for an outsider, or insider, to get their hands on the chemicals of security concern you deal with, without immediately arousing suspicion or being detected.
- Treat the risks – apply the control measures relevant to you to protect against loss and diversion of chemicals. Consider enhancing existing measures to minimise theft and diversion
  - △ If you identify ways someone could get their hands on the chemicals without arousing suspicion, some of the security measures listed in the table below may suggest ways you could treat the risks you have identified.

## Assign responsibility

Assign responsibility for security management to a person(s) within your business to:

- Introduce and maintain security measures based on threat and risk (more advice below) and ensure compliance with relevant legislation
- Establish relationships with government agencies and others (where applicable) to address security issues, including regularly obtaining information on threat levels and risks relevant to the operating environment
- Promote the company security policy and procedures
- Develop and manage reporting systems
- Assist in raising employee security awareness
- Include security in employee and contractor training and induction
- Arrange for training, and exercise security plans, including participating in government and/or police exercises relating to chemical security
- Ensure suspicious incidents and security breaches are investigated and reported
- Coordinate emergency response activities
- Periodically assess and review the company security program
- Develop and maintain a company policy on employee and contractor checking

## Security risk management *continued*

### Investigate and report security breaches and suspicious behaviour

All suspicious incidents and security breaches should be investigated and reported to the National Security Hotline on 1800 123 400. Suspicious incidents could relate to people that are external (e.g. customers, general public) or internal (e.g. employees, contractors) to your business. Examples include:

- Attempts to purchase chemicals with cash, or a refusal to pay by credit/debit card, cheque, bank transfer or account
- Attempts to purchase chemicals for no clear purpose
- Doors not secured, holes in fences, signs of illegal entry
- Unauthorised entry into restricted areas
- Unexplained signs of vehicle activity in restricted or remote access points
- Unexplained requests for technical information about a facility
- Unexplained disruptions to business processes
- Unexplained losses of chemicals
- Major cyber attack on internal process controls or inventory systems



# Security measures

## Self-assess your security risks, then choose the most appropriate measures to reduce the risks of terrorists acquiring chemicals from your business.

The following table sets out a series of recommended security measures and for whom such measures are most likely to be relevant. Choose the measures that are most effective in reducing risk in your circumstances.

Guidance material to help businesses apply these measures is available at [www.nationalsecurity.gov.au/chemicalsecurity](http://www.nationalsecurity.gov.au/chemicalsecurity)



Measure	Objective/Suggested actions	Relevant to
<b>Employee and contractor checking</b>	Limit terrorist access to chemicals of security concern by acquisition through a trusted insider. <ul style="list-style-type: none"> <li><input type="checkbox"/> Basic background checking prior to and during employment</li> <li><input type="checkbox"/> Educate staff on security issues and controls</li> <li><input type="checkbox"/> Verify identity and referee information and follow up on anomalies</li> <li><input type="checkbox"/> Check criminal history where there is a clear risk related to the inherent requirements of the position</li> </ul>	Manufacturer, Importer, Processor, Transport/ Logistics, Wholesaler, Retailer, End User (Business)
<b>Personnel security awareness</b>	Support other proposed measures by ensuring personnel are aware of the chemical security risks facing the business or organisation. <ul style="list-style-type: none"> <li><input type="checkbox"/> Educate staff in induction and ongoing training about the potential misuse of chemicals and provide clear instructions for reporting suspicious activity</li> </ul> <p>Free security awareness training is available online at <a href="http://www.nationalsecurity.gov.au/chemicalsecurity/re-sources">www.nationalsecurity.gov.au/chemicalsecurity/re-sources</a></p>	Manufacturer, Importer, Processor, Transport/ Logistics, Wholesaler, Retailer, End User (Business)

## Security measures *continued*

Measure	Objective/Suggested actions	Relevant to
<b>Inventory control measures</b>	<p>Determine whether chemicals of security concern have been stolen, misplaced or otherwise diverted.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Set up an inventory control system that:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Identifies chemicals of security concern</li> <li><input type="checkbox"/> Shows the location of such chemicals</li> <li><input type="checkbox"/> Specifies the amounts of each chemical being received, removed or in stock</li> <li><input type="checkbox"/> Includes regular reconciliation of amounts</li> <li><input type="checkbox"/> Reports all theft or unaccounted losses</li> </ul> </li> </ul>	Manufacturer, Importer, Processor, Wholesaler, Retailer, End User (Business)
<b>Receipt of chemicals</b>	<p>Businesses and organisations should detect if chemicals of security concern have been stolen or otherwise diverted prior to receiving the product and allow reporting to the National Security Hotline as soon as possible.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Institute a system that reconciles quantities ordered with actual product received</li> </ul>	Manufacturer, Importer, Processor, Transport/ Logistics, Wholesaler, Retailer, End User (Business)
<b>Theft and diversion procedures</b>	<p>Businesses and organisations should consider the individual risk of chemicals of security concern being stolen or otherwise diverted and plan steps to reduce the likelihood of these events occurring.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Produce a theft and diversion plan (a set of rules and procedures on personnel and physical access, staff training and reporting)</li> <li><input type="checkbox"/> Assign responsibility for implementing and reviewing the plan to a person(s) within your business</li> </ul>	Manufacturer, Importer, Processor, Transport/ Logistics, Wholesaler, Retailer, End User (Business)

Measure	Objective/Suggested actions	Relevant to
<b>Physical access</b>	<p>Restrict physical access to chemicals of security concern to reduce the likelihood of them being stolen or otherwise diverted.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Install deterrent signage</li> <li><input type="checkbox"/> Install security fencing or walls</li> <li><input type="checkbox"/> Install lights</li> <li><input type="checkbox"/> Install controlled access gates</li> <li><input type="checkbox"/> Design the facility so:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> unescorted visitors can be easily noticed</li> <li><input type="checkbox"/> there are limited access points</li> <li><input type="checkbox"/> chemicals are kept in locked and secure areas</li> <li><input type="checkbox"/> vehicle access is controlled and logged</li> </ul> </li> <li><input type="checkbox"/> Require visitors to sign in</li> <li><input type="checkbox"/> Use employee and visitor photo ID badges</li> <li><input type="checkbox"/> Control access to keys to secure areas</li> <li><input type="checkbox"/> Employ security staff</li> </ul>	Manufacturer, Importer, Processor, Transport/ Logistics, Wholesaler, Retailer, End User (Business)
<b>Personnel access</b>	<p>Limit access to chemicals of security concern to persons who have a legitimate need to access them. Reduce the likelihood of them being stolen or otherwise diverted.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Restrict access to authorised personnel</li> <li><input type="checkbox"/> Always escort or monitor visitors and contractors</li> <li><input type="checkbox"/> Develop procedures to challenge people on premises without ID</li> </ul>	Manufacturer, Importer, Processor, Wholesaler, Retailer, End User (Business)
<b>Point of sale procedures</b>	<p>Adopt practices that limit opportunities for the acquisition of chemicals for terrorist or criminal use through direct purchase from the business.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Only sell to customers with known identity and verified legitimate use</li> <li><input type="checkbox"/> Only sell by credit/debit card, cheque, bank transfer or account so that the customer could be traced</li> <li><input type="checkbox"/> Report suspicious transactions (including unusual or different sales to account customers). See Appendices D, E and F for guides to detecting suspicious behaviour</li> </ul>	Manufacturer, Importer, Processor, Wholesaler, Retailer



## Security measures *continued*

Measure	Objective/Suggested actions	Relevant to
<b>Sale and distribution procedures</b>	<p>Only deliver orders to persons who have legitimately purchased the chemical.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Only sell to customers with known identity and verified legitimate use</li> <li><input type="checkbox"/> Only sell by credit/debit card, cheque, bank transfer or account so that the customer could be traced</li> <li><input type="checkbox"/> Report suspicious transactions (including unusual or different sales to account customers) See Appendices D, E and F for guides to detecting suspicious behaviour</li> <li><input type="checkbox"/> Do not leave chemicals unattended at point of delivery</li> </ul>	Manufacturer, Importer, Processor, Wholesaler, Retailer
<b>Transporting chemicals of security concern procedures</b>	<p>Have effective physical security and inventory control processes to reduce the likelihood of chemicals of security concern being accidentally or deliberately delivered to, or stolen by, terrorists or their associates during transport.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure chemicals are secure at all times during transport</li> <li><input type="checkbox"/> Do not leave vehicles unattended</li> <li><input type="checkbox"/> Use secure parking for loads in transit</li> <li><input type="checkbox"/> Monitor the location of vehicles that are transporting chemicals</li> <li><input type="checkbox"/> Record quantities of chemical during loading and unloading</li> <li><input type="checkbox"/> Implement a system to confirm deliveries of correct amounts with security intact</li> <li><input type="checkbox"/> Ensure chemicals are only supplied to the correct recipient</li> </ul>	Manufacturer, Importer, Processor, Transport/ Logistics, Wholesaler, Retailer, End User (Business)

## Supply chain security

### Verify that all customers are legitimate

Product stewardship requires effective management of the risks associated with chemical products throughout the chemical life cycle. Particular emphasis is placed on maintaining dialogue with customers and chemical recipients.

Good security processes include conducting a close assessment of sales of chemicals of security concern and establishing the honest intentions of customers. A discussion with customers about the security arrangements and safe storage of purchased chemicals will also contribute to the security of chemicals.

Work with supply chain partners to share safety and security advice, expertise, resources and to foster awareness of chemical security.



## APPENDIX A 96 CHEMICALS OF SECURITY CONCERN

<b>A</b>	Aldicarb <i>Aluminium phosphide</i> Ammonia (anhydrous) Ammonium nitrate* <i>Ammonium perchlorate</i> Arsenic pentoxide Arsenic trioxide Arsine Azinphos methyl	<b>D</b>	Diazinon Dichlorvos Diethyl phosphite Dimethyl phosphite Dimethyl mercury Dimethyl sulfate Disulfoton	<b>M</b>	Magnesium phosphide Mercuric chloride Mercuric nitrate Mercuric oxide Mercurous nitrate Mercury cyanide Methamidophos Methidathion Methiocarb Methomyl Methyl fluoroacetate Methyldiethanolamine Mevinphos	<b>P</b>	Paraquat Parathion methyl Perchloric acid Phorate Phosgene Phosphine Phosphorus Phosphorus oxychloride Phosphorus pentachloride Phosphorus trichloride <i>Potassium chlorate</i> <i>Potassium cyanide</i> <i>Potassium nitrate</i> <i>Potassium perchlorate</i> Propoxur	<b>T</b>	Terbufos Thallium sulfate Thionyl chloride Thiophosphoryl chloride Triethanolamine Triethyl phosphite Trimethyl phosphite
<b>B</b>	Bendiocarb Beryllium sulfate Bromine	<b>E</b>	Endosulfan Ethon Ethyl mercury chloride Ethyl diethanolamine	<b>N</b>	<i>Nitric acid</i> Nitric oxide <i>Nitromethane</i>	<b>S</b>	<i>Sodium azide</i> <i>Sodium chlorate</i> <i>Sodium cyanide</i> Sodium fluoroacetate <i>Sodium perchlorate</i> <i>Sodium nitrate</i> Strychnine Sulfur dichloride Sulfur monochloride Sulphuric acid	<b>Z</b>	Zinc cyanide Zinc phosphide
<b>C</b>	Cadusafos Calcium cyanide Carbofuran Carbon disulphide Carbon monoxide Chloropicrin Chlorfenvinphos <i>Chlorine</i> Cyanogen bromide Cyanogen chloride	<b>F</b>	Fenamiphos Fluorine gas Fluoroacetic acid Fluoroethyl alcohol Fluoroethyl fluoroacetate	<b>O</b>	Ornethoate Osmium tetroxide Oxamyl	<b>O</b>	Osmium tetroxide Sodium fluoroacetate <i>Sodium perchlorate</i> <i>Sodium nitrate</i> Strychnine Sulfur dichloride Sulfur monochloride Sulphuric acid		

\* Security sensitive ammonium nitrate [ammonium nitrate, ammonium nitrate emulsions and ammonium nitrate mixtures containing greater than 45 per cent ammonium nitrate, excluding solutions]

## APPENDIX B SOURCES OF ADDITIONAL INFORMATION AND REPORTING

### Report your concerns

#### National Security Hotline

The National Security Hotline is the single point of contact for the public to report possible signs of terrorism. It also provides information to callers on a wide range of national security matters. Contact the National Security Hotline on **1800 123 400** or [hotline@nationalsecurity.gov.au](mailto:hotline@nationalsecurity.gov.au)

#### Triple Zero (000)

In an emergency call 000.

### Sources of additional information

#### Chemical security website

The Australian Government chemical security website provides information on a range of chemical security matters, including training resources and guidance materials:  
[www.nationalsecurity.gov.au/chemicalsecurity](http://www.nationalsecurity.gov.au/chemicalsecurity)

#### Local police

Your local police are a good source of information and advice. Businesses are encouraged to build a relationship with their local police authority.

#### National security website

The Australian Government national security website provides national security content, including information about the National Terrorism Threat Advisory System and the current public threat level: [www.nationalsecurity.gov.au](http://www.nationalsecurity.gov.au)

#### Australian Security Intelligence Organisation Business Liaison Unit

Businesses can subscribe to this secure site to access reports that cover security issues relevant to key Australian industries and infrastructure. The reports are distributed to enable the private sector to better understand the security environment and assist them with security planning:  
[www.blu.asio.gov.au](http://www.blu.asio.gov.au)

#### Industry supply chain guidance

Plastics and Chemicals Industries Association site and supply chain security guidance:  
[www.pacia.org.au/programs/responsiblecaretoolkitsecurityguidance](http://www.pacia.org.au/programs/responsiblecaretoolkitsecurityguidance)

Fertilizer Australia Security Guidelines for Agricultural distributors:  
[www.fertilizer.org.au](http://www.fertilizer.org.au) – click on security in the menu.

## APPENDIX C

### INTERNAL COMPLIANCE CHECKLIST – SAMPLE FORMAT

National Code of Practice for Chemicals of Security Concern

The following elements need to be considered to ensure compliance with the code:

- Senior management commitment obtained
- Responsibility for security management assigned to a person(s)
- Risk assessment of your business conducted
- Risk measures implemented
- Procedures to limit sales to credit/debit card, cheque, bank transfer or account
- Notification of suspicious order and/or enquiries procedures implemented
- Storage procedure implemented
- Education and training procedure implemented
- Code of practice integrated with internal management systems and procedures
- Regular review period established

16

Authorised by \_\_\_\_\_ (signature)

Name \_\_\_\_\_ (print)

Date \_\_\_\_\_



**NATIONAL SECURITY HOTLINE**

1800 123 400

Trained operators take every call seriously.  
You can remain anonymous.

## APPENDIX D

### Detecting suspicious behaviour: A guide for retailers

**A customer enquires about a product containing a chemical precursor to homemade explosives**

Note:

- Customers may display one or more suspicious indicators
- This list is indicative, not exhaustive

#### Consider the following:

- Does the customer appear nervous?
- Are they purchasing a large amount?
- Do they want to pay cash?
- Are they unwilling to pay by credit/debit card, cheque, bank transfer or account?
- Anything unusual for on-line purchases?

*CUSTOMERS MAY DISPLAY ONE OR MORE SUSPICIOUS INDICATORS*

#### Ask the customer:

- Why do you want the product?
- Do you know how to use it?

*IS THE CHEMICAL CONCENTRATION AND QUANTITY APPROPRIATE FOR THEIR STATED USE?  
DOES THEIR STORY MAKE SENSE?*

#### If the sale proceeds:

- By credit/debit card, cheque, bank transfer or account

#### If the sale does not proceed

#### If something doesn't feel right, take notes on:

- What they looked like (for reporting purposes)
- What they were buying
- How much they were buying
- Details of how they paid
- What made the sale suspicious
- What they touched in the store
- What vehicle they were driving
- If any identification was used
- For on-line sales, keep a copy of the order including payment method

*EVERY LITTLE DETAIL HELPS*

Report to the National Security Hotline on

**1800 123 400**

or [hotline@nationalsecurity.gov.au](mailto:hotline@nationalsecurity.gov.au)

## APPENDIX E

### Detecting suspicious behaviour: A guide for businesses that wholesale or store chemicals

**Suspicious behaviour is anything that just does not feel right – trust your intuition**

#### Consider the following suspicious indicators:

- Is an unknown company trying to make an order?
- Is their ordering pattern irregular or unusual in terms of timing or quantities ordered?
- Do they display a lack of business acumen and absence of standard business stationery?
- Are they reluctant to supply a written order?
- Are they ordering or purchasing chemicals for which they have no obvious need? Are they indicating an intended use that is inconsistent with the chemicals ordered?
- Have they provided an implausible story about the use for the chemical?
- Are they ordering more than one chemical precursor?
- Are they purchasing in small containers even when industrial use is claimed?
- Are they offering to pay an excessive price for rapid delivery?
- Are they unwilling to supply a telephone number or an address?
- Do they want to pay in cash for large purchases?
- Are they unwilling to pay by credit/debit card, cheque, bank transfer or account?
- Are they providing unusual delivery instructions?
- Are they requesting delivery in non-commercial or unmarked packaging?
- Are they requesting delivery to a post office box or similar?
- Is the order being collected with the purchaser's private vehicle?
- Have they parked their vehicle an unreasonably long distance away?

#### Theft indicators

- Is the person asking lots of questions about chemicals or browsing chemical locations without buying anything?
- Are there occupied vehicles in the vicinity for no apparent reason?
- Does the person appear to have no clear business motive for making enquiries about the chemicals/products?
- Has the alarm system activated after hours for no apparent reason?

**CUSTOMERS MAY DISPLAY ONE OR MORE SUSPICIOUS INDICATORS**

#### If something doesn't feel right, note down as much detail as possible on:

- What they looked like (for reporting purposes)
- What they were buying
- How much they were buying
- Details of how they paid
- What made the sale suspicious
- What they touched while on the premises
- What vehicle they were driving
- What, if any, identification was used
- For on-line sales, keep a copy of the order including payment method
- **Other:** vehicle registration, chemical quantities, any identification used, what they said about the intended use and any information they sought.

**EVERY LITTLE DETAIL HELPS**

**Report to the National Security Hotline on  
 1800 123 400  
 or [hotline@nationalecurity.gov.au](mailto:hotline@nationalecurity.gov.au)**

## APPENDIX F

### Detecting suspicious behaviour: A guide for transporters delivering chemicals of security concern

**Suspicious behaviour is anything that just does not feel right – trust your intuition**

#### Consider the following suspicious indicators:

- Is the load being delivered from business to consumer instead of business to business?
- Is the load being delivered to a consumer that the transport operator does not know?
- Does the ordered amount depart from normal quantities ordered?
- Is the delivery address suspect? For example, is there a commercial quantity of chemical being delivered to a residential address?
- Is anyone showing an unusual interest in routes, schedules or security arrangements (an insider or other)?
- Is anyone showing an unusual interest in the vehicle while it's being loaded/unloaded (an insider or other)?

*CUSTOMERS MAY DISPLAY ONE OR MORE SUSPICIOUS INDICATORS*

#### If something doesn't feel right, take notes on:

- What the recipient looked like (for reporting purposes)
- What the recipient was receiving
- How much the recipient was receiving
- What made the delivery suspicious
- What vehicle the recipient was driving
- Any comments they made about the intended use
- If any identification was used by the recipient
- Detail of conversation with anyone displaying unusual interest

*EVERY LITTLE DETAIL HELPS*

Report to the National Security Hotline on

**1800 123 400**

or [hotline@nationalsecurity.gov.au](mailto:hotline@nationalsecurity.gov.au)



NATIONAL SECURITY HOTLINE

**1800 123 400**

Trained operators take every call seriously.  
You can remain anonymous.