



**New York State
Office of Homeland Security**

DIRECTOR
JAMES McMAHON

Dear Sir or Madam:

New York State law enforcement is reaching out to a wide spectrum of businesses and industries throughout the State with *Operation SAFEGUARD*. With this program, The Office of Homeland Security seeks to establish a ready contact that may be helpful in reporting information or circumstances that appear unusual or suspicious to you, your employees, or members of your professional association and thus could be of possible assistance to law enforcement.

There is concern that individuals seeking to commit acts of terrorism, while portraying themselves as legitimate customers, may look to purchase or lease certain materials or equipment or undergo formalized training to acquire certain skills or licenses. There is also a concern that such individuals may simply steal certain types of vehicles, equipment or materials from the inventory of legitimate businesses. Whatever the method, once appropriated, these items and/or skills could then be used to facilitate an act of terrorism.

Instances of suspicious conduct observed by you or your employees may not be criminal per se, but may be peculiar and unusual because it does not match the usual fact pattern your personal business or industry routinely experiences when dealing with customer requests. The option to contact the New York State Tips line or your local police department is intended to encourage and facilitate an exchange of information in such matters and provide yet another resource to the public.

The NY State Toll-Free Tips line may be contacted 24-hours a day, seven days a week by calling: 1-866-SAFE-NYS.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "James W. McMahon". The signature is written in a cursive, flowing style.

James W. McMahon
Director



**New York State
Office of Homeland Security**

**DIRECTOR
JAMES MCMAHON**

OPERATION SAFEGUARD
ELEMENTARY, MIDDLE and HIGH SCHOOLS

Please see 9-9-2004 revised EMSC version

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, 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 can 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.
- 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.

The following examples of activity relating to Elementary, Middle and High Schools Companies, though not fully inclusive, may be of *possible* concern to law enforcement:

- Registration of children into schools without necessary documentation (i.e. birth certificates or immunization records) or with documentation that does not match the individual or does not appear authentic or has been altered.
- Unusual inquiries from strangers regarding school hours (i.e., arrival and dismissal times), pupil attendance or population (i.e., ethnic or religious

composition of the student body), the presence of security measures in place (or lack thereof), etc. Also, queries made by individuals who do not appear to be interested in registering their children.

- Reports of individual(s) videotaping or photographing the school building or making observations of the activity relating to school functions.
- Individuals found in areas restricted to employees only and not open to the general public.
- Suspicious behavior by an individual attempting to enter your school while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- Alarming or unusual statements made by a student regarding an approaching date.
- The parking of a suspicious vehicle in the school's parking lot or in proximity to the school building, particularly for an extended period of time.
- The loss or theft of any chemicals or hazardous substances located in school laboratories.
- The discovery of an unattended package or object inside or around the premise of the school.
- The discovery of new marks or noticeable force of entry onto a school bus or unusual foreign item(s) attached to the bus.

Only approach or question a suspicious person if you feel comfortable. If you feel uncomfortable or threatened, seek assistance. Ask the person questions such as:

- May I help you with anything?
- May I see some identification?
- Who are you visiting?
- What is the purpose of your visit?

If the person refuses to answer or respond to your questions or does not answer the question to your satisfaction, attempt to escort them to a public area and notify your supervisor or manager. Avoid detaining or getting physical with the suspect. Make sure to note individual's original location. Focus on their behavior and physical characteristics and keep them in your sight until law enforcement arrives.

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 itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

1-866-SAFE-NYS.



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OPERATION SAFEGUARD
SCHOOLS or UNIVERSITIES

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot. Moreover, in some instances, these types of businesses or locations may themselves become the target of a terrorist attack.

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 can 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 Schools or Universities, though not fully inclusive, may be of *possible* concern to law enforcement:

- The unexpected and unusual withdrawal at any time of a child because his or her family is suddenly returning to their former country overseas. (Including reports

- you receive from other teachers, school administrators at other area schools alleging similar, sudden withdrawals.)
- Registration of children into schools without necessary documentation (i.e. birth certificates or immunization records) or with documentation that does not match the individual or does not appear authentic or has been altered.
 - Unusual inquiries from strangers regarding school hours (i.e., arrival and dismissal times), pupil attendance or population (i.e., ethnic or religious composition of the student body), the presence of security measures in place (or lack thereof), etc. Also, queries made by individuals who do not appear to be interested in registering their children.
 - Reports of individual(s) videotaping or photographing the school building or making observations of the activity relating to school functions.
 - Alarming or unusual statements made by a student regarding an approaching date.
 - The parking of a suspicious vehicle in the school's parking lot or in proximity to the school building.
 - The loss or theft of any chemicals or hazardous substances located in school laboratories.

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 itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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OPERATION SAFEGUARD
PROPRIETY, TRADE-VOCATIONAL and CERTIFICATION SCHOOLS

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, 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 can 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 Propriety, Trade-Vocational and Certification Schools, though not fully inclusive, may be of *possible* concern to law enforcement:

- The name, address or any other personal information presented by a student on an application is believed to be fictitious. (For example, attempts by school officials to contact an individual using this information are unsuccessful.) Any attempt to obscure true identity of a student or parent.

- Facts relating to a student's visa status are questionable.
- The unexplained prolonged absence of a student who has submitted all course registration paperwork and fees.
- The sudden withdrawal of a student from your program without a reason.
- Reimbursement: A student is eligible for a refund of tuition but fails to contact school officials for it or a third party is sent to obtain the refund.
- A student registrant supplies only a Post Office Box for an address after requests for an actual residential address.
- A student eligible for tuition assistance shows no interest in obtaining it despite being furnished with the opportunity and apparently needing it.
- A refusal to accept job placement assistance offered by the educational institution to an individual who has not already secured employment.
- A student's stated reason or apparent motivation for enrolling in the specific program is not typical of the usual class representation.
- Unusual behavior such as isolation or unusual non-participation by an individual toward fellow students in classroom discussions or activities.
- Information or evidence that suggests a student received paramilitary training overseas.

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OPERATION SAFEGUARD
RESEARCH LABORATORIES – UNIVERSITY / HIGH SCHOOL / OTHER

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses and industries may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, 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 can 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 Research Laboratories, though not fully inclusive, may be of *possible* concern to law enforcement:

- Theft or unexplained loss of chemicals or compounds from your laboratory's inventory that may be utilized for the manufacture of an explosive device.

- Theft or unexplained loss of biological agents from your laboratory's inventory that may be utilized as an agent to incapacitate or cause serious injury to the public.
- Requests to purchase chemicals, compounds or biological agents from your laboratory.
- Unusual inquiries from individuals concerning the storage of chemicals and bio-agents in the laboratory or how they are handled while on premises.
- Individuals who allege to be a hazardous waste removal or clean-up contractors and are willing to remove your used or unused chemicals from your inventory for an unusually low nominal fee or free of charge.
- Unusual inquiries from student(s) and or individuals who ask how to make explosive or incendiary devices or question the use of bio-agents in similar devices.
- The loss or theft of cryogenic or scintillation vials or similar tubes utilized for containment of cultures, biological or potential biological agents.
- The significant loss or theft of decontamination liquids or agents.
- Orders for unusual amounts of chemicals or bio-agents that do not follow the normal requisition procedures or by staff who are not authorized to make such purchases.
- Unusual orders for substances that are not normally used in the laboratory's customary research.
- Individual(s) found loitering in areas where there is easy access to the labs or access to any of the hazardous materials stored in the laboratory.
- Individual(s) found in areas restricted to only curatorial staff and not open to the general public.
- Individual(s) videotaping, photographing or sketching the premises for no apparent reason.
- Suspicious vehicles parked outside your establishment.

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OPERATION SAFEGUARD
BUS / CHARTER COMPANIES

As described in the accompanying letter, *Operation SAFEGUARD* is based on the idea that certain legitimate businesses, industries and locations may be unknowingly exploited by terrorists who portray themselves as honest customers seeking to purchase, lease or somehow appropriate certain material, 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 can 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 Bus and Charter Companies, though not fully inclusive, may be of *possible* concern to law enforcement:

- A customer's reluctance to provide information on the locations and circumstances of the use of the bus.

- Inconsistencies in the reasons for renting the bus and/or refusal/nervousness when answering questions pertaining to the reason for rental.
- Suspicious behavior by an individual attempting to enter your establishment while wearing bulky clothing that appears inappropriate. May be compounded by the subject being alone or while acting excessively nervous and/or perspiring.
- An attempt to lease or rent a bus based upon personal identification documents of questionable authenticity (i.e., post office box listed as a residential address).
- Specific inquiries as to the specific dimensions and capabilities of a vehicle (i.e., height, gross weight, cargo area access via the cab, etc.).
- Suspicious inquiries as to the scheduled arrival and departure times into stations as well as scheduled destinations.
- Individual(s) videotaping, photographing or sketching the buses for no apparent reason.
- Suspicious vehicles parked in proximity to an individual bus or collection of buses.
 - Inquiries regarding the frequency of maintenance, time of security checks and security patrols, etc.
 - Inquiries into the security surrounding the buses.
 - Any apparent break-ins or tampering with any bus.
 - The discovery of an unattended package or object inside or around any of the buses.

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 itself does not have to be criminal per se for you to report it to the NY State Toll-Free Tips line. It may be contacted 24-hours a day, seven days a week by calling:

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