

You can make a difference!

- Sell chemical products responsibly

1. Be aware of the products concerned

The following products have been identified as containing chemicals that can be used for malicious purposes:

2. Look out for suspicious behaviour

You should look out for suspicious behaviour in relation to the products concerned. Indicators of suspicious behaviour may include when a customer:

- Appears nervous, avoids communication, or is not a regular type of customer
- Attempts to purchase an unusual amount of a product or unusual combinations of products
- Is not familiar with the regular use(s) of the product(s), nor with the handling instructions
- Is not willing to share what he/she plans to use the product(s) for
- Refuses alternative products or products with a lower (but for the proposed use sufficient) concentration
- Insists on paying cash, especially large amounts
- Is unwilling to provide identity or home address details if requested
- Requests packaging or delivery methods that deviate from what would be ordinary, advised, or expected

3. Report your observations

If you are suspicious of a transaction or attempted transaction, report it to **[INSERT: Contact Point]** without undue delay.

Try to record as much detail as possible regarding the customer and transaction, such as:

- Height, body type, hair style and colour, facial hair
- Tattoos, piercings, scars, glasses and/or any other distinguishing features
- Registration, make, and model of any vehicle
- Time of purchase, products and amounts involved

Keep any receipts, ID details and CCTV records; any documentation handled by the customer should be preserved for fingerprinting.

CALL [INSERT: Contact Point phone number] AND REPORT