Security Guidelines for Agricultural distributors
SECURITY GUIDELINES FOR AGRICULTURAL DISTRIBUTORS

As a result of global uncertainties the security of agricultural retail facilities has taken on a whole new meaning. Terrorists and other criminals are interested in products that can be misused to manufacture explosives or to create harm in other ways. Several agricultural products are at risk; by using the principles and guidelines suggested, you can play a vital role in securing your facility and the agricultural chemical and fertilizer products you sell.

Of critical importance is to communicate effectively with your local law enforcement and first responders.

Almost every security situation where agricultural chemicals are handled or used can be addressed by the following three basic security principles:

1. **Identification of Critical Risks**
   To identify critical assets, determine the products you handle that might be illegally used as explosives, chemical weapons or cause harm in other ways. Then, ask yourself these questions:

   - What is the threat (theft, sabotage, attack)?
   - Is the threat internal or external?
   - How might a theft or other illegal action be carried out (overtly or covertly)?
   - Products in large, stationary vessels usually are not susceptible to theft, but could a small amount be siphoned off via an accessible valve or other means?
   - Are containers of critical products easily accessible?
   - Are strangers or visitors allowed to roam the facility unescorted, or have access to critical items?
   - Are all employees trustworthy? What about contractors or customers?
   - Do you know those with whom you do business?
   - Can you protect against an attack from the outside or from the inside (cyber attack on computer information)?

2. **Layers of Protection**
   Once assets have been identified, concentrate security resources to make it difficult for criminals and/or terrorists to gain access to them. For example, if a critical asset is portable, focus protective measures on where the product is stored.

   - Stage 1: Fence around the warehouse with gates locked during off-hours.
   - Stage 2: A locked warehouse door with employee-only access.
   - Stage 3: Secure products in a high-value area or cage.

3. **Deter, Detect and Delay**
   - DETER an unwanted event from happening;
   - DETECT potential criminal or terrorist activity as early as possible; and
   - DELAY violators as long as possible until proper authorities arrive

   Utilise heavy-duty locks and good key control; clear open areas around property; heighten employee awareness; and liaison with local law enforcement are measures that can prevent security breaches.
**SUGGESTED FACILITY SECURITY PRACTICES**

**Awareness**
- Conduct a security assessment of your facility.
- Use opening and closing security check lists; note any discrepancies or irregularities.
- Initiate or join your local “crime watchers” program.

**Access**
- Escort all customers or visitors in storage yards or near loading docks.
- For large facilities establish a uniform or ID badge system to distinguish employees.

**Alarms**
- Install alarms and use a security alarm monitoring service.
- Ensure that phone lines are protected or have a service interruption alarm.
- Locate exterior strobe lights with alarms where neighbours and law enforcement can see them.

**Barriers**
- Construct structural barriers, including steel doors and barred windows.
- Install fencing as a deterrent where appropriate; fencing should be such that law enforcement and passers-by can view the property.
- Install access gates where fencing is not appropriate.
- Install bollards and chains across driveways or block with trucks and other equipment during off-hours.

**Community**
- Establish a process for including neighbours and the community as part of facility security and emergency response planning.

**Inventory Control**
- Know your inventory.
- Establish an ongoing process for inventory control of materials stored at the facility.
- Do not allow unattended, loaded trailers on site.
- Record stored anhydrous ammonia nurse tanks by identification number and weight of remaining product.
- Inspect anhydrous ammonia tanks visually each morning.
- Keep bills of lading, blank forms and all shipping/receiving paperwork secured.

**Law Enforcement**
- Establish and maintain relationships with local law enforcement and emergency responders.
- Provide them with your emergency plans and keys to locked gates.
- Provide law enforcement dispatchers with current emergency contact information for the facility. Keep this information current.
- Immediately report unusual or suspicious persons, vehicles or activity to local law enforcement or to the national security hotline.

**Lighting**
- Contact your local power company for a lighting assessment and information on leasing lights for your property.
- Install sufficient exterior lighting for law enforcement and passers-by to see your property.
- Discuss your lighting plan with local law enforcement.
SUGGESTED CUSTOMER TRANSACTION PRACTICES

Awareness
• Heighten employee awareness of what constitutes an unusual customer and sales transaction.
• Heighten customer awareness of potential for criminal misuse of agricultural chemicals.
• Advise customers to contact law enforcement immediately with any concerns about unusual persons, vehicles or activities in the vicinity of your facility or theirs.

Sales Transaction
• Know your customers.
• Follow all requirements for verification when selling restricted use products.
• For all sales, record customer’s name, address, telephone number. If in doubt ask for a driver’s license.
• Make deliveries only when the customer or agent is available to take custody and sign for the material.
• Do not deliver tanks or other products to empty fields or other unattended locations.
• Make follow-up calls to verify receipt of materials by customer in quantity ordered.
• Be alert to those who:
  — Pay in cash;
  — Won’t take delivery;
  — Behave in an unusual manner;
  — Hesitate when asked for ID to complete the sale;
  — Don’t know the product;
  — Insist on certain products, such as ammonium nitrate (NH₄NO₃), and will not consider other suggestions (This point shouldn’t be viewed in isolation and should be viewed in relation to the other points listed. After that refer to the ‘if in doubt’).
  — Ask questions about product manufacturing;
  — Aren’t familiar with farming, pesticides or fertilizer products.

If in doubt
• Write down vehicle colour, make, license plate and a physical description of the individual;
• Retain papers the customer may have touched for fingerprints;
• Save this information in the event that it needs to be provided to law enforcement.

SUGGESTIONS FOR PARTNERING WITH YOUR CUSTOMERS ON SECURITY & SAFETY

• Take delivery of tanks as close to time of application as possible.
• Position storage tanks in open, visible areas.
• Don’t deliver products to unattended locations.
• Inspect products every day, especially after a weekend when most thefts occur.
• Store all agricultural chemicals and fertilisers in a secured area.
• Where appropriate, use alarm systems to protect secured storage areas and chemicals.
• Be aware of and maintain inventory control.
• Lock any containers, equipment, hoppers, tanks and vessels containing product whenever possible.
• Be aware of signs of theft of fertilizer, agricultural chemicals and animal health products.

Law Enforcement
• Urge customers to contact local law enforcement immediately if tampering or theft is suspected or suspicious persons or vehicles are seen.
• Do not approach or confront suspicious individuals.
• Do not disturb the area around a possible crime scene.
TIPS FOR DEALING WITH THE MEDIA IN AN EMERGENCY SITUATION

If you are contacted for information or comment on an incident not directly related to your premises, refer the caller to the appropriate industry body.

Emergencies or criminal activity at your retail location will attract the media. Take a moment to gather your thoughts to ensure that appropriate information is provided without compromising safety or an official investigation.

Contact
• National Security Hotline, 1800 123 400
• Agricultural Chemicals, Agsafe 02 6230 4799
• Fertilizers, Fertilizer Australia 02 6230 6987
• Contact the designated corporate media spokesperson for the product involved and refer the media to them.
• Keep lines of communication open with law enforcement and emergency responders. They will often have their own spokesperson at the site of a newsworthy event.

Designate
• Designate one media spokesperson and a back up. Have employees direct all media inquiries to these individuals.

Prepare
• When caught off-guard, such as being awakened in the middle of the night by a reporter’s call, ask to call them back in a few minutes.
• Be calm, concerned, confident and credible. Stick to your areas of credibility.
• Prepare talking points if the situation allows. Stick to three key points about the situation.

Remember
• There is no such thing as “talking off the record.”
• Never lie.

What you say
• Never say “no comment” or something that sounds like “no comment.”
• Answer only the question asked.
• Never speculate. If you don’t know, say so, but indicate a willingness to find the right person to provide the answer and get back to the reporter.
• Never answer what-if questions.
• You do not have to answer every question but you need to provide a plausible reason if you don’t.
• Provide your name and phone number for media reporter follow-up and questions.

How you say it
• Show your concern.
• Talk from the public’s interest, not the company’s. For example, talk in terms of public safety, security or environmental protection.
• Don’t be defensive or lose your temper.
• Do not repeat the negative parts of a reporter’s words or questions.
• Challenge any incorrect information in a question before answering the question itself.
SUGGESTED DISTRIBUTOR CLOSING CHECKLIST

• Assign patrol for grounds, storage and perimeter areas.
• Be aware of signs of tampering with fencing, locks, doors, windows, equipment, product, etc.
• Secure and seal all containers, equipment, hoppers, vehicles and vessels.
• Verify that all valves on bulk storage tanks are closed and secured with padlocks.
• Secure all pedestrian and vehicle gates and doors or access points along with sliding and overhead doors and windows.
• Secure file cabinets, phone closets and areas with sensitive company and product information, such as bills of lading and customer lists.
• At day’s end ensure all computers are logged off and passwords are not visible.
• Ensure all appropriate facility equipment is turned off and all keys are secured in a lock box or are kept with designated personnel.
• Shut off electrical power at inside breaker box for pumps inside and outside of the facility.
• Ensure all seals and product labels are secured.
• Ensure all lighting is operating effectively.
• Arm the alarm system and exit the facility.