



Communities Against Terrorism

Potential Indicators of Terrorist/Criminal Activity Related to Airport Service Providers

What Should I Consider Suspicious?

Behavior Indicators:

- Significantly altered appearance (shaving beard, hair color, style of dress)
- Burns on hands or body, chemical bleaching of skin or hair
- Nervous or secretive behavior, sweating, avoids eye contact with Police/Security
- Appears to be monitoring access points, use of cell-phone cameras
- Body language consistent with “photo panning” of an area with a hidden camera
- Avoidance of security cameras, security camera sabotage
- Seeks opportunities to work alone and/or unsupervised shifts
- Presence of unauthorized visitors
- Threatening comments and threats of violence against the US or individuals
- Access badge sharing and “piggy backing” at security gates and doors
- Criminal activity and arrests

Job Specific Indicators:

- On-Aircraft Providers -Baggage, Cleaners, Cargo, Catering, Security, Mechanics**
On-Ramp Providers – Ground Crew, Mechanics, Waste removers, Deicing, Fueling
- Access abuse or found outside of duty areas especially within aircraft
 - Overly willing to run sensitive routes and pick-ups
 - Employee arriving or leaving with unusual items or luggage
 - Cargo theft and other criminal activity

- In-Terminal Providers- Food Service, Vendors, Cleaners, Security, Maintenance**
- Seeks additional access or encountered outside of duty areas
 - Theft of official vehicles, uniforms, identification, and access cards
 - Unusual inquiries about sterile side security procedures

- Outside–Terminal Providers –Taxi, Limo, Shuttle, Rental Car, FBOs, Ground Cargo**
- Overly willing to run sensitive routes and pick-ups
 - Seeks additional access or encountered outside of duty areas
 - Parking for extended time or in restricted area to observe security responses
 - Surveillance of persons or vehicles passing thru secured areas, unusual deliveries

NOTE: Just because someone’s speech, actions, beliefs, appearance, or customs are different; does not mean that he or she is suspicious.

Delaware Anti-Terrorism Tip Line

1-800-FORCE-12 (1-800-367-2312)

FORCE12@state.de.us

What Should I Do?

Be part of the solution:

- ✓ Require valid ID from all employees, customers and visitors.
- ✓ Maintain employment and dismissal records. Report all dismissals and separations to credential office promptly.
- ✓ Talk to customers, ask questions, and listen to and observe their responses.
- ✓ Watch for people and actions that are out of place.
- ✓ Make note of suspicious statements, people, and/or vehicles.
- ✓ If something seems wrong, notify law enforcement authorities.
- ✓ Do not jeopardize your safety or the safety of others.

Learn what to look for.

You can make a difference in the fight against terrorism.

The partnership between the community and law enforcement is essential to the success of anti-terrorism efforts. Some of the activities, taken individually, could be innocent and must be examined by law enforcement professionals in a larger context to determine whether there is a basis to investigate. The activities outlined on this handout are by no means all-inclusive but have been compiled from a review of terrorist events over several years.

