



Self-Storage Facilities

As described in the accompanying letter, *Business Owners Against Terrorism* is based on the idea that certain legitimate businesses and industries may be 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 examples of activity relating to your specific business, though not fully inclusive, may be of **possible** concern to law enforcement:

- Individuals who insist on paying in cash, sometimes weeks or months in advance
- Attempts to access self-storage bins during off-hours when staff/customer presence at the facility is minimal
- Behavior by an individual that suggests a deliberate attempt to avoid contact/dialogue with other customers/tenants. Exhibits suspicious behavior when approached by rental company employees and security personnel
- Behavior by an individual that suggests a deliberate attempt to avoid being recorded by the security video system (e.g., intentionally masking/concealing one's face by use of a bulky hat, scarf, sunglasses, etc.). An individual overly concerned about privacy
- Individuals who are evasive as to the length of time materials are to be stored or who secure the space for unusually brief spans of time
- Individuals who are evasive in terms of identifying the nature of items to be stored if those questions are asked by the facility manager
- Attempts by a prospective customer to rent a storage bin based upon documents of questionable authenticity (e.g., P.O. box offered as residence address)
- Individuals who are delinquent in payment of storage bin fees or who have not been seen for a period of time
- Selection of storage areas with heat and humidity controls or protection
- The appearance of chemical containers or other unusual materials (e.g., disposable gloves) in the area designated for garbage disposal
- Strange/unusual odors (e.g., chemical, industrial) not known to you coming from a storage area/bin; chemical fires in self-storage units
- Delivery of chemicals or biological material directly from the manufacturer to your facility
- A liquid or foreign substance seeping from a storage bin
- Discoloration of walls or doors at storage bins where strange odors are present (e.g., metal door tarnished; brightly colored stains)
- Specific inquiries made by an individual regarding the presence of surveillance cameras or other security measures
- The appearance of burn marks or missing fingers on the hands of an individual accessing or leaving a self-storage bin
- The carrying of tools or wires by an individual accessing or leaving a self-storage bin



Self-Storage Facilities - continued

Storage of the following items may indicate logistical planning for a terrorist attack:

- Quantities of fuel
- Agricultural or industrial chemicals
- Agricultural equipment, such as commercial sprayers
- Explosives, blasting caps, or fuses
- Weapons or ammunition
- Flight manuals or similar materials
- Laboratory materials (e.g., flasks, sealed container) or protective clothing (e.g., surgical masks, gas masks, rubber gloves, self-contained breathing apparatuses), incinerators, incubators, cell cultures, agricultural sprayers, improvised showers and eye baths, and textbooks and journals discussing biology, chemistry, explosives and poisons
- Pesticides
- Large delivery vehicles, vans, cargo containers, trailers or related equipment

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.

The conduct of an individual will not necessarily be criminal in nature. Please remember if you suspect something, do not take direct action, confront the individual, or reveal your suspicions. Record as many details as possible about the suspect/vehicle/locations and report them to the Orange County Sheriff's Office Intelligence Unit at 407-504-6764 or email Intel@ocfl.net.