



deter



detect



delay

GUIDELINES TO HELP ENSURE A SECURE AGRIBUSINESS

A special report brought to you by the Agricultural Retailers Association, CropLife America and The Fertilizer Institute.



SECURITY



Security of Chemicals in the Pesticide and Fertilizer Industries: A Primer for Retailers, Distributors, Wholesalers and End-Users

Agriculture in the United States has faced many difficulties and has always been ready to do its part during times of national emergency. The current war against terrorism is everyone's responsibility and all Americans, including U.S. agricultural retailers, distributors, wholesalers and farmers must do their part along with every other citizen to keep America secure.

Industry Organizations Working for a Secure Agribusiness



Three Key Security Principles

- 1 Identification of critical assets;
- 2 Establishment of layers of protection;
- 3 Practice deter, detect and delay.

Agribusiness is unique in its use, distribution — and security needs — of materials and finished products because of the diversity of chemicals produced and locations where they are stored. In the days following the Sept. 11, 2001, terrorist attacks on the United States, EPA Administrator Whitman was very clear that all facilities that manufacture, process or store chemicals should conduct a vulnerability assessment and implement security updates.

Agricultural Retailers Association, CropLife America and The Fertilizer Institute have formed an agribusiness security working group of security and environmental health and safety professionals to address security concerns about agricultural chemicals. The working group developed the enclosed security principles and guidelines so you may begin the process of security assessment for your facility.

Other Security Guidelines and Programs

In addition to this checklist, there are a number of other security resources. The American Chemistry Council has published "Site Security Guidelines for the U.S. Chemical Industry" and "Transportation Security Guidelines for the U.S. Chemical Industry." Both are available at www.americanchemistry.com. The North Carolina Department of Agriculture & Consumer Services has developed the "Terrorism Threat Vulnerability Self Assessment Tool," an easy-to-use tool to help you determine site vulnerability. This can be accessed at

www.ncagr.com/industry_self-assessment.doc.

Additional website resources include the United States Department of Agriculture at www.usda.gov; the Food and Drug Administration at www.fda.gov; and The International Association of Emergency Managers at www.iaem.com. You may locate additional



resources by contacting your state Office of Homeland Security at www.whitehouse.gov/deptofhomeland/. As always, it is very important to communicate effectively with your local law enforcement and first responders.

Security of agricultural retail facilities has taken on a whole new meaning since that terrible September morning in 2001, and we will not be returning to pre-9/11 days any time soon. By using the principles and guidelines outlined in this special Ag Retailer section, however, you can play a vital role in securing your facility and agricultural chemicals.

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 ASSETS

Knowledge and identification of your most valuable assets is essential to any security plan. Through such identification, limited resources can be most efficiently utilized. Since 9/11, however, product loss or theft no longer can be simply written off as a financial loss when product use as a weapon of mass destruction is a possibility. 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

The use of multiple levels of protection to safeguard your critical assets is sound security. Once such assets have been identified, concentrate security resources to make it difficult for criminals and terrorists to gain access to them. For instance, if a critical asset is portable, focus protective measures on where the product is stored.

Perhaps the first layer of protection would be a fence around the warehouse with a gate locked during off-hours. The next layer might be a locked warehouse door with employee-only access. A final protection layer might be to secure products in a high-value area or cage.



3. DETER, DETECT AND DELAY

The theory behind this principle is simple — deter an unwanted event from happening; detect potential criminal or terrorist activity as early as possible; and, failing all else, delay violators as long as possible until proper authorities arrive. The longer it takes to break into a facility, the greater the chance violators will be caught. Heavy-duty locks and good key control; clear, open zones around property; employee awareness; and solid relations with local law enforcement and first responders are all sound measures that can prevent security breaches.

Security of agricultural retail facilities has taken on a whole new meaning since that terrible September morning in 2001.

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.
- 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 neighbors 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 neighbors 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 nurse tanks by identification number and weight of remaining product.
- Inspect 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.

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.

Locks

- Establish a procedure and responsibility for locking up at close of business.
- Use high-security locks for doors, enclosures and gates, following local fire code requirements. Keep padlocks locked on hasps while not in use to prevent your lock from being replaced by someone else's.
- Use deadbolt locks on doors with a minimum of 1.5-inch throw.
- Implement key control for locked containers, equipment, hoppers, vehicles and vessels.





Signage

- Post alarm monitoring service signs in highly visible locations. Include signage for:
 - No trespassing
 - Private property
 - Closed circuit TV surveillance
 - Patrolled
 - No vehicles beyond this point
 - All visitors must check-in with front office
 - All visitors must be escorted

Surveillance

- Install CCTV surveillance cameras to monitor less visible or high-risk areas.

Training

- Involve employees in security planning.
- Train employees to spot suspicious individuals and behavior.
- Conduct periodic emergency drills, e.g. fire, evacuation and security, with employees.

Vendors

- Know vendors that service your facility.
- Require all vendors to check in.
- Escort vendors.

Visibility

- Assure an open area around the facility, unlimited by shrubs, trees, large signs or other barriers to open sight.

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 customer.
- Follow all requirements for verification when selling restricted use pesticides.
- 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, and will not consider other suggestions;
 - Ask questions about product manufacturing;
 - Aren't familiar with farming, pesticides or fertilizer products.
- If in doubt:
 - Write down vehicle color, make, license number and state 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.



Suggested Special Security Measures

Certain agricultural inputs stored at your facility may warrant special security measures, such as anhydrous ammonia, ammonium nitrate, bulk urea and insecticides.

Alarms

- Install alarms near tanks.
- Install explosion-proof alarm systems near combustible material.

Awareness

- Be alert to those attempting to buy ammonia if they cannot state a legitimate, agronomic need for the product.
- Inspect tank and bulk storage areas daily.
 - Check for fresh tracks in mud or snow or disturbed ground around tanks and bulk storage areas;
 - Check to see if tank valves are closed tightly;
 - Look for suspicious items near tanks such as duct tape, garden hose, bicycle inner tubes, buckets and coolers;
 - Check for broken or missing wire ties or seals that you may have placed on valve wheels as markers.
- Make customers aware of the potential for theft or tampering with tanks and bulk ag chemicals.
- Remove hoses between tool bars and nurse tanks; relieve pressure with the bleed valves when left overnight. Encourage end-users to do the same.

Law Enforcement

- Work with local law enforcement to encourage frequent nighttime patrols.
- Contact local law enforcement immediately if you suspect tampering or theft at your facility or the presence of unusual persons, vehicles or activities.
- Do not disturb a potential crime scene.

Locks for Tanks

- Use brightly colored plastic ties or wire seals between the valve wheel and the roll cage to ease visual checks and to identify tampering.
- Use tamper resistant seals and locks.
- Use high-security locks.

- Use specialized tank locks for nurse tanks containing anhydrous ammonia.
- Paint tank locks red so law enforcement can identify anhydrous ammonia tanks.

Visibility

- Store tanks in well-lit areas with a clear line-of-sight.
- Store tanks with flow valves facing outward to speed visual inspections.
- Do not leave tanks in remote areas.

SUGGESTIONS FOR PARTNERING WITH YOUR CUSTOMERS ON SECURITY AND SAFETY

- Take delivery of tanks as close to time of application as possible.
- Position tanks in open, visible areas.
- Don't take delivery of tanks to unattended locations.
- Don't store tanks and tool bars inside buildings, near the farmhouse or livestock confinement houses.
- Remove hoses between tool bars and nurse tanks and relieve pressure with the bleed valves if tanks are left overnight. Store hoses and tool bars away from tanks.
- Don't leave tanks unattended for long periods of time.
- Inspect tanks every day, especially after a weekend when most thefts occur.
- Return tanks immediately after use.
- Inspect and record the condition of each nurse tank upon delivery and return.
- Store all agricultural chemicals, e.g. bulk, bagged, 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 anhydrous ammonia, ammonium nitrate or bulk urea.

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.





Farmers, applicators and other retail customers can play an important role in preventing misuse of agricultural inputs by deterring theft from farms and other locations.

TIPS FOR DEALING WITH THE MEDIA IN AN EMERGENCY SITUATION

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

- Contact the designated corporate media spokesperson for the product involved and refer media.
- If you have no corporate office to handle media inquiries:

Coordinate

- 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 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 RETAIL FACILITY 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.

A Special Report Brought to you by:



The Fertilizer Institute

Questions or comments?

Please contact Karen Reardon at CropLife America
Tel: 202-872-3864 ■ e-mail: kreardon@croplifeamerica.org