



## TSA Contact Information

U.S. Department of Homeland Security  
Transportation Security Administration  
Highway and Motor Carrier (HMC) Division  
TSA Headquarters, East Tower TSA – 28  
601 South 12th Street  
Arlington, Virginia 20598  
E-mail: [highwaysecurity@dhs.gov](mailto:highwaysecurity@dhs.gov)  
Web site: [www.tsa.gov/highway](http://www.tsa.gov/highway)

Transportation Security Operation Center  
(TSOC) - Freedom Center  
Point of Contact: TSOC Surface Watch Officer  
1-866-615-5150  
[TSOC.St@dhs.gov](mailto:TSOC.St@dhs.gov)

First Observer program (Call Center and Highway ISAC)  
1-888-217-5902  
[www.FirstObserver.com](http://www.FirstObserver.com)

The TSOC serves as a 24/7-point of contact for all transportation security concerns to include rail, trucking, mass transit, maritime, pipeline, highway and aviation issues.



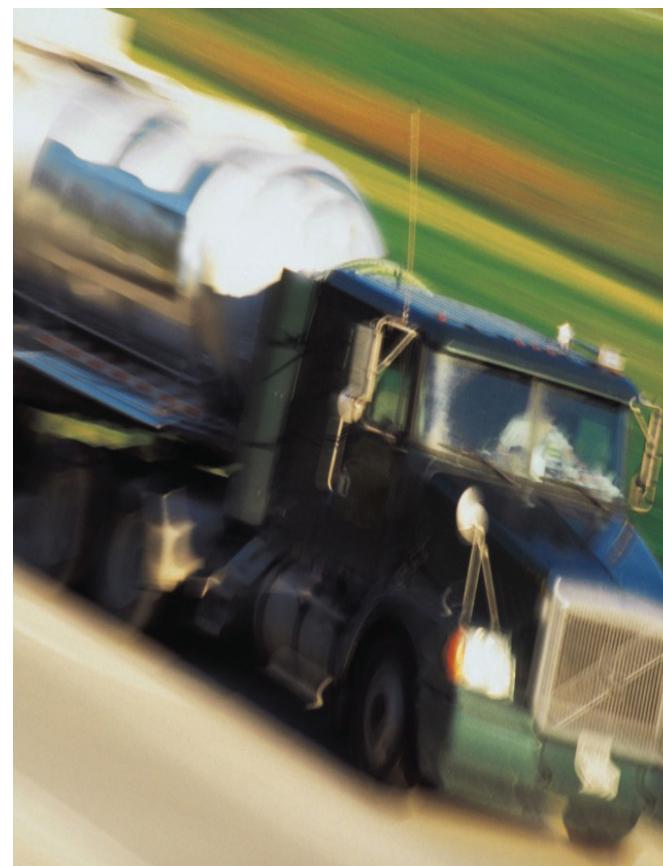
## Transportation Security Administration

# Safeguarding America's Transportation System

## Security Guide For Tank Truck Carrier Employees



## Transportation Security Administration



## Message to Tank Truck Carrier Employees

The security of tank truck transportation begins with you. The recommendations contained in this guide are designed to help you recognize potential security threats, as well as gather and report security threat information more effectively. The Department of Homeland Security has put these recommendations together to help you in daily business activities. However, this guide should not be used as a substitute for your company's specific security plans, policies, procedures and training as required by the Department of Transportation's Federal Motor Carrier Safety Administration. You should always refer to your company's programs for more specific guidance and information about your company's overall approach to transportation security.

The Department of Homeland Security encourages you to refer to this guide and your company's programs frequently and to discuss them with your supervisor – especially if you have any questions.

## How to Proceed

If you encounter suspicious behavior, you should proceed in accordance with your company's established security program. If there is any doubt regarding suspicious behavior, it should be reported to appropriate management personnel or law enforcement, in accordance with your company's program.

**DISCLAIMER:** The security suggestions provided herein are voluntary recommendations and are not mandated by law. Please use this information as a guideline for enhancing transportation security.

## Overall Tank Truck Security

Basic procedures that employees should familiarize themselves with as part of the overall transportation security process:

- Know your company's security policies and procedures;
- Know the appropriate contact information for your supervisor and for the local police. You should also know the appropriate hotline numbers for reporting security threats and/or suspicious behavior. Keep this information readily accessible at all times.
- Maintain a high level of awareness at all times, but be especially vigilant during heightened security alerts as determined by the Homeland Security Advisory System (HSAS). Make sure to immediately review all security-related communications your company distributes in response to heightened alerts and to familiarize yourself with new or additional security measures your company might institute in response to heightened alerts.
- Always be observant of your surroundings, whether loading or unloading, in transit, while on-duty not driving, in break rooms or in truckstops or cleaning racks.
- Always wear any required uniforms and possess the appropriate ID when on the job.



## Suspicious Activity and Threat Indicators

Suspicious activities that should raise your awareness level because it might indicate a more serious threat include:

- Reports of loaded tank trucks parked in unusual locations such as near schools, by overpasses or bridges, or in downtown areas.
- Unauthorized persons loitering in restricted access areas such as at chemical facilities or ports.
- Drivers lacking sufficient identification to demonstrate successful completion of the security threat assessment required for obtaining a Hazardous Materials Endorsement when transporting hazardous materials or a Transportation Worker Identification Credential when entering a port area.
- Requests to enter your truck cab and ride with you.
- Questions from strangers about what you are hauling or where you are headed
- People following you for a long period of time or taking pictures of your equipment.
- If you notice suspicious activity, you should proceed in accordance with your company's established security program. If there is any doubt regarding suspicious behavior, it should be reported to your supervisor.

## Effective Reporting: Suspicious Activity and Threat Indicators

When reporting suspicious activities or threats to government or law enforcement authorities, you should attempt to provide information that is accurate and detailed. Be prepared to provide information such as:

- Date, time and place of your observations.
- A complete description of any suspicious activity.
- Any identifying information such as distinguishing personal features such as height, weight, gender, age, hair color, eye color, complexion, scars, birthmarks, tattoos, clothing or jewelry.
- A detailed description of any tractor-trailer equipment or vehicle in which suspicious individuals are traveling including license plate number, color, make, model and any dents or damage.

## Suspicious Activity and Threat Indicators – Customer or Receiver

Customer or receiver behaviors that should raise your awareness level because they might indicate a more serious threat include:

- Efforts to persuade you to help someone fraudulently obtain identification cards such as the Hazardous Materials Endorsement or the Transportation Worker Identification Credential.
- Efforts to discourage you from observing the standard attendance requirements.

If you encounter these or similarly suspicious behavior, you should proceed in accordance with your company's established security policies and procedures. If there is any doubt regarding suspicious behavior, it should be reported to your supervisor.

