

## Recommended Security Awareness for Employees



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

- Be knowledgeable of your company's security policies and procedures.
- Know appropriate contact information for your supervisor and local police. You should also know appropriate hotline numbers for reporting security threats and/or suspicious behavior. Keep this contact 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 at the rental counter, inside and outside the company's facility or in the areas near your company's location.
- Always wear any required uniforms and/or company ID when on the job. Stolen or lost employee uniforms and/or company identification should be reported immediately in accordance with your company's established security policies and procedures.

## TSA Contact Information

U.S. Department of Homeland Security  
 Transportation Security Administration  
 Highway and Motor Carrier Security  
 TSA Headquarters  
 East Tower, TSA-28  
 601 South 12th Street  
 Arlington, Virginia 22202-4220  
 Website: [www.tsa.gov](http://www.tsa.gov)  
 E-mail: [highwaysecurity@dhs.gov](mailto:highwaysecurity@dhs.gov)

Transportation Security Operations Center (TSOC)  
 Point of Contact: TSOC Watch Officer  
 Email: [TSOC.ST@dhs.gov](mailto:TSOC.ST@dhs.gov)  
 Telephone: 1-877-456-8722  
 703-563-3236  
 703-563-3237

The TSOC serves as the 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 Truck Rental Company Employees



Transportation Security Administration



## Message to Truck Rental Company Employees

Your company and the truck rental industry are working together with government and law enforcement to fight the threat of terrorism. The Department of Homeland Security (DHS) and the Truck Renting and Leasing Association (TRALA) have prepared this guide for your company and are providing it to you as part of a cooperative effort to improve transportation security.

The security of truck rentals begins with you. The recommendations contained in this guide are designed to help you define and identify 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 your daily business activities. However, this guide should not be used as a substitute for developing your company's specific security programs, policies and procedures. You should always refer to your company's programs, policies and procedures 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, policies and procedures frequently and to discuss them with your supervisor – especially if you have any questions.



## Suspicious Activity and Threat Indicators – Vehicles

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

- Employees receiving returned vehicles should take special note of those vehicles which:
  - Have altered company logos, altered DOT numbers or any structural or appearance modifications.
  - Show physical evidence or produce an odor suggesting chemical or fertilizer transport.
  - Contain maps, blueprints, photos or drawings of buildings, roads, or other infrastructure or notes regarding the surveillance of such objects.
- Reports of rental vehicles parked in unusual locations such as fields, vacant warehouses or other secluded areas.
- Unauthorized persons loitering where rental vehicles are parked or serviced.

If you notice suspicious activity, 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.



## Suspicious Activity and Threat Indicators – Customers

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

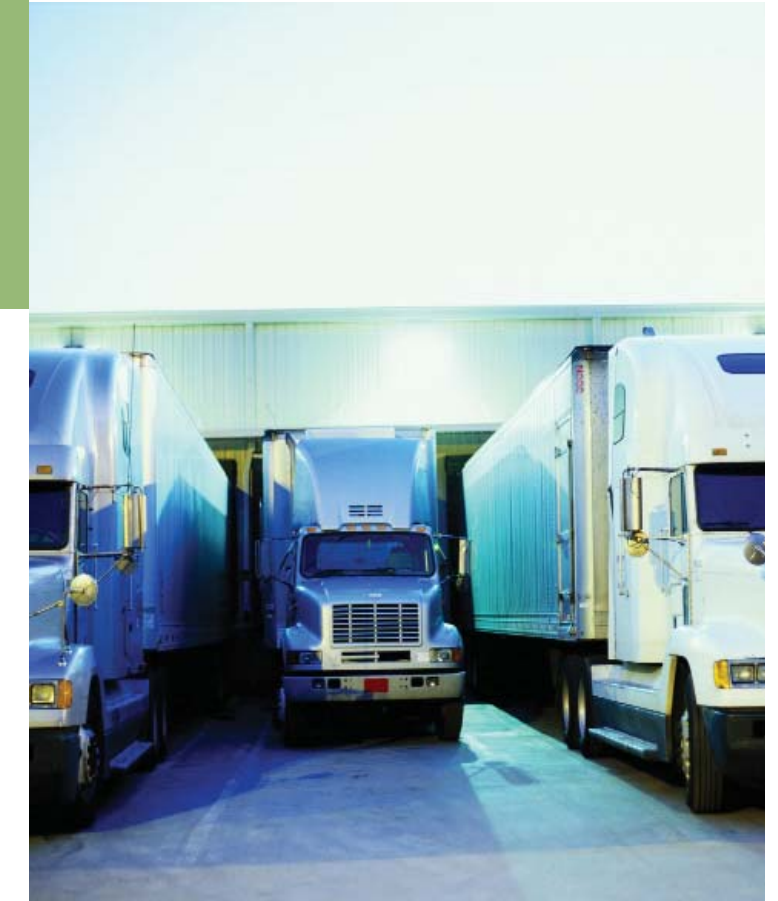
- Give vague or unverifiable references or employment information in making a reservation or completing a rental agreement.
- Present altered or expired identification or driver's license.
- Attempt to expedite collection of deposits made on rental vehicles reported as "stolen."
- Inquire whether vehicles can be modified to handle heavier loads, create additional storage areas, increase fuel capacity, or vehicle speed.
- Insist on renting a truck with a wooden rather than metal floor.
- Wear extraordinary attire such as heavy coats in the summertime or seem to have attempted to disguise their appearance.

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

## Effective Reporting: Suspicious Activity and Threat Indicators

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

- Date, time and place of your observations.
- A complete description of any suspicious activity.
- Any identifying information given by a suspicious individual such as name, date of birth, place of birth, driver's license number, passport number, credit card number, citizenship, destination and expected length of rental period.
- A detailed description of any suspicious individual including characteristics such as height, weight, gender, age, hair color, eye color, complexion, scars, birthmarks, tattoos, clothing or jewelry.
- A description of any suspicious odor or residue remaining in the vehicle.
- A description of any suspicious item left in the vehicle.
- A detailed description of any vehicle in which suspicious individuals are traveling including license plate number, color, make, model and any dents or damage.



## How to Proceed

If you encounter these or similarly suspicious customer behaviors, 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 appropriate management personnel or law enforcement, in accordance with company policy.

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