

## What to do in case of suspicion

If you are suspicious of a transaction or attempted transaction, or discover a theft or disappearance that can not easily be explained, report it to the Contact Point.

Try to record as much detail as possible regarding the customer and transaction, such as:

- Height, body type, hair style and colour, facial hair
- Tattoos, piercings, scars, glasses and/or any other distinguishing features
- Registration, make, and model of any vehicle
- Time of purchase, products and amounts involved

Keep any receipts, ID details and CCTV records; any documentation handled by the customer should be preserved for fingerprinting.

You have the right to refuse the transaction. Reporting should be completed without undue delay, even if the transaction is declined.

## Contact Point for reporting

The Contact Point for [INSERT: Country/Region] is [INSERT: Name of Contact Point].

Call [INSERT: Contact Point phone number] and report your observations.

## Related information

[INSERT: Relevant national information in this section]

## You can make a difference! - Sell chemical products responsibly



Whilst sold for legitimate uses, products containing certain chemicals can also be misused for criminal purposes. Terrorists, for example, use them to manufacture home made explosives. The vigilance of sellers has played a key role in enabling the authorities to detect and disrupt such activities. The advice in this leaflet aims to help you prevent serious crimes, as well as fulfil your legal obligations.



Co-funded by the  
Prevention of and  
Fight against crime  
programme of the  
European Union

## Reporting obligations

Suspicious transactions and significant disappearances and thefts of products containing the following chemicals shall be reported to the Contact Point (see below) according to EU-Regulation 98/2013\*:

Chemical	May be present in
Hydrogen peroxide	Bleach, hair bleach, disinfectants, cleaning agents
Nitromethane	Fuel for model engines
Nitric acid	Etching agent, metal treatment
Sodium chlorate, potassium chlorate, sodium perchlorate and potassium perchlorate	Pyrotechnic kits
Ammonium nitrate**	Fertilizer, cold packs
Acetone	Nail polish remover, solvent
Hexamine	Solid fuel for camping stoves and model steam engines
Sulphuric acid	Drain cleaner, acid for car batteries (sold as such)
Potassium nitrate, sodium nitrate and calcium nitrate	Fertilizer, food preservative (sold as such)
Calcium ammonium nitrate	Fertilizer

The following products are also of concern, but reporting is not mandatory under Regulation 98/2013:

- Other chlorate, perchlorate and nitrate salts
- Permanganate salts
- Finely ground/powdered metals
- Products labelled with a "skull and crossbones" pictogram



## How to identify products of concern

The following steps will help you sell responsibly and meet your legal requirements:

1. Check whether your products contain any of the above listed chemicals or are labelled with the "skull and crossbones" pictogram. The ingredients of a product can normally be found on the label, in the safety data sheet or in other product information. If you cannot find this information, contact your supplier.

\* For details, please refer to the Regulation itself, which can be found at <http://eur-lex.europa.eu>

\*\* If the product contains more than 16 % nitrogen (N) from ammonium nitrate (by weight).

2. Identify the products of concern. Products of concern are those in which a listed chemical is either:
  - present on its own or the main ingredient; or
  - present in a simple mixture, typically less than five ingredients.

Products containing less than 1 % of any of the listed chemicals, or fertilizers that are not labelled for nitrogen (N) content, are in general of no concern.

3. Inform your staff of the products of concern, what to look out for and how to report. Accompanying this leaflet is a poster which you should complete to assist sales staff in recognising products of concern. If possible store the products so that they can be easily monitored by your staff, e.g. close to the sales counter or, if feasible, behind it.
4. Periodically review your products to ensure the information remains up to date.

## How to recognise suspicious transactions

A suspicious transaction is any transaction or attempted transaction where there are reasonable grounds for suspecting that the product is intended for malicious purposes. Whether behaviour is suspicious has to be judged on a case-by-case basis. Indicators of suspicious behaviour may include when a customer:

- Appears nervous, avoids communication, or is not a regular type of customer
- Attempts to purchase an unusual amount of a product or unusual combinations of products
- Is not familiar with the regular use(s) of the product(s), nor with the handling instructions
- Is not willing to share what he/she plans to use the product(s) for
- Refuses alternative products or products with a lower (but for the proposed use sufficient) concentration
- Insists on paying cash, especially large amounts
- Is unwilling to provide identity or home address details if requested
- Requests packaging or delivery methods that deviate from what would be ordinary, advised, or expected

