



December 17, 2010

Food Service and Retail Industry Private Sector Partners.

On November 30, 2010, President Obama proclaimed December to be Critical Infrastructure Protection Month. During Critical Infrastructure Protection Month, the vast network of systems and structures that sustain the vigor and vitality of our Nation are highlighted.

To improve suspicious activity awareness and reporting within the Food and Agriculture Sector, the Sector Leadership worked with our partners in DHS and other Federal agencies to develop a one-page document highlighting indicators of suspicious activities and recommended protective measures. These efforts are part of the "If You See Something, Say Something" Campaign. This document is the first in a series of related outreach documents and is targeted for Food Service and Retail Food Establishments.

Attached to this email is the one-page document mentioned above. This document is intended to be posted in work areas within food service and retail food establishments to make employees aware of what they should be looking for each day and what actions they should take if they observe something suspicious.

We also want to encourage managers to include the information within the one-page document during staff meetings and other training opportunities.

Improved awareness can prevent businesses from being used in illicit or terrorist activities. Be aware. Your effort makes a difference.

Sincerely,

A handwritten signature in black ink, appearing to read "LeeAnne Jackson".

LeeAnne Jackson, Ph.D.
Food and Drug Administration
Co-chair
Government Coordinating Council

A handwritten signature in black ink, appearing to read "Jessica Pulz".

Jessica Pulz
U.S. Department of Agriculture
Co-chair
Government Coordinating Council

A handwritten signature in black ink, appearing to read "Clay Detlefsen".

Clay Detlefsen
International Dairy Foods Association
Co-Chair
Sector Coordinating Council



“If You See Something, Say Something™” SUSPICIOUS ACTIVITY



**Improved awareness can prevent businesses from being used in illicit or terrorist activities.
Be aware. Your effort makes a difference.**

What to look for?

- ✓ Person(s) taking notes, drawings, photos, or videos of your business
- ✓ Person(s) attempting to gain information in person, by phone, or by email about your business operations (specifically about security measures and personnel)
- ✓ Person(s) conducting surveillance of self-service areas (i.e., salad bars, condiment areas, and open bulk containers)
- ✓ Person(s) attempting to gain access to restricted or unauthorized areas
- ✓ Thefts of employee uniforms, badges, or packaging labels
- ✓ Employees changing working behavior or working irregular hours
- ✓ Unattended vehicles illegally parked near your business
- ✓ Unattended items (e.g., backpacks, boxes) within or near your business



What can you do?

- ✓ Notify management if you observe something suspicious
- ✓ Secure open containers of food or ingredients in food preparation areas appropriately
- ✓ Control access of all employees, delivery personnel, and patrons to food storage and preparation areas
- ✓ Keep doors locked as appropriate and prevent access to food preparation and storage areas, including loading docks
- ✓ Monitor self-service areas (i.e., salad bars, condiment areas, open bulk containers) for evidence of tampering
- ✓ Monitor products for retail sale for evidence of tampering (i.e., damaged packages, evidence of resealing of packages, leaking packages)
- ✓ Monitor the security of the premises as appropriate
- ✓ Conduct background checks on employees
- ✓ Train employees on awareness of suspicious activity and reporting procedures

If you suspect that a patron has consumed contaminated food:

If it is an emergency situation, DIAL 911.

Contact your local public health department: _____

Concerned? Contact local authorities to report suspicious activity.

Local Police: _____ Contact _____

Local FBI Office: _____

To identify your local FBI field office visit <http://www.fbi.gov/contact-us/field>.

Those having witnessed suspicious activity can also submit a “tip” at <https://tips.fbi.gov/>.

Photos courtesy of: (1) Salad Plate: <http://www.dvo.com/newsletter/monthly/2009/june/images/salad.jpg>; accessed 06/21/2010; (2) Man taking a serving from salad bar: http://posnation.com/graphics/00000001/categories/Cafeteria_POS.png; (3) Hot food buffet selection: <http://67.99.204.233/Merchant2/graphics/00000001/TILES/tiles.jpg>; accessed 06/21/2010; (4) Salad bar selection: http://upload.wikimedia.org/wikipedia/commons/e/e8/Salad_bar.JPG; accessed 06/15/2010; If You See Something, Say Something™ used with permission of the NY Metropolitan Transportation Authority