



## 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.

## TSA Contact Information

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

## Help protect our Nation's Roadways, Report Suspicious Terrorist and Criminal Activities

Call the TSA Operations Center at 866-615-5150.  
Please identify yourself as a representative  
of your respective rental agency when  
you speak with a watch officer.  
E-mail: [Highwaysecurity@dhs.gov](mailto:Highwaysecurity@dhs.gov)



## Transportation Security Administration



## Safeguarding America's Transportation System

## Security Guide

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 policies and procedures. You should always refer to your company's 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 policies and procedures frequently and to discuss them with your supervisor - especially if you have any questions.



# 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:

- Giving vague or unverifiable references or employment information in making a reservation or completing a rental agreement
- Presenting altered or expired identification or driver’s license
- Attempting to expedite collection of deposits made on rental vehicles reported as “stolen”
- Inquiring whether vehicles can be modified to handle heavier loads, create additional storage areas, increase fuel capacity, or vehicle speed
- Insisting on renting a truck with a wooden rather than metal floor
- Attempting to use cash for large transactions or a personal credit card in someone else’s name
- Inability to recall the name used to rent the vehicle
- Wearing 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 or receiver 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.



## Suspicious Activity and Threat Indicators - Vehicles

Suspicious activities that should raise your awareness level because they might indicate a more serious threat to employees receiving returned vehicles should take special note of those vehicles which include:

- Altered company logos and/or 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 encounter these or similarly suspicious customer or receiver 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 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 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, age, address, or place of birth
- A detailed description of any suspicious individual including characteristics such as height, weight, gender, age, hair color, eye color, ethnicity, scars, birthmarks, tattoos, clothing, or jewelry
- A description of any suspicious odor or residue around any vehicle
- A description of any suspicious item left in plain sight
- A detailed description of the vehicle in which suspicious individuals are traveling, including license plate number, color, make, model, and any dents or damage

If you encounter these or similarly suspicious customer or receiver 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.

# Recommended Security Awareness for Employees

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

- Be knowledgeable of your company’s security policies and procedures
- Know appropriate contact information for your supervisor and local police
- Know appropriate hotline numbers for reporting security threats and/or suspicious behavior
- Keep 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 National Terrorism Advisory System (NTAS)
- Make sure to immediately review all security-related communications your company distributes in response to heightened alerts and 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 or 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. Immediately report stolen or lost employee uniforms and/or company identification in accordance with your company’s established security policies and procedures