



Storage Security Check List

Check list to guard against possible terrorist activity

We are living in a "new reality" and until now, authorities have concentrated on the threat from the skies, but now see roads and bridges as targets. Both the FBI and DOT say that "numerous terrorist threats" involving the possible use of chemical, biological and/or radiological/nuclear weapons" have been reported since Sept. 11, 2001. FPMA members with facilities that manufacture, distribute, transport or store hazardous materials "should be

especially vigilant". The following are suggested security precautions for Florida Petroleum Marketers and Convenience Store Association members.

TERMINALS, BULK PLANTS AND MARINE FACILITIES

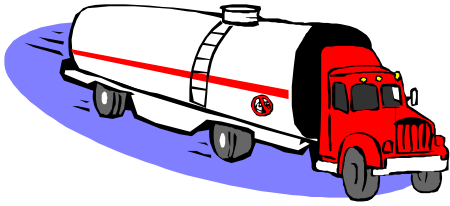
- Yard should be fenced and entrance and exit gates should be closed and secured in off hours
- Facilities should be very well lit after dark.
- All equipment parked at the facility should be locked and sealed.
- Clear vegetation at least 15-25 feet away from the perimeter fence for easy observation and to increase reaction time for response.
- Insure all personnel working at the facility have background checks. If they are foreign nationals have their identifications check with the FBI.
- Explore tamper proof locking features to prevent trailer theft.
- Minimize who has access to your computers.
- All bags and packages coming into facilities should be searched and procedures established on the handling of all packages.
- Do not accept shipments of potentially hazardous material from unknown shippers.
- Ensure that all shipments make it to their proper destination.
- Be familiar with vendors who service your facilities and investigate changes in vendor personnel or routine.
- Visitors should be escorted to their destinations & marketers should know whom they're letting in.
- Have an emergency communications plan in place for calling police, security and firefighters. **Emergency communication plan should have redundancy (layers) for calling for help!**

Facilities located near residential zones, school zones, playgrounds, and hospitals should be especially conscientious of their security measures!



REMAIN VIGILANT AT ALL TIMES AND REPORT ANY SUSPICIOUS ACTIVITY.

October 18th, 2001: Florida DEP has announced that inspectors will be noting ease of accessibility to bulk storage facilities and involved equipment. While this is not a normal routine inspection item security related issues will be forwarded to FDEP from the inspectors so that FDEP can notify FPMA of these problems.



Transportation Security Check List

Check list to guard against possible terrorist activity

- Warn drivers to use alternative routes, ***if possible***, to avoid high population centers, such as downtown or metro areas.
- Instruct drivers to have proper id, hazmat documentation and be prepared and patient as they may very well be going through "No Notice Inspections" in the future.
- Delivery vehicles should be locked when stopped.
- During transit avoid tunnels and bridges if possible.
- Make use of cell phone systems or satellite tracking to track drivers en route.
- Drivers should call 911 to report any abandoned vehicles they might see near critical highway segments, including bridges, tunnels and interchanges
- Drivers should be aware of their surroundings at all times
- Drivers should never discuss their cargo or delivery route with strangers
- Never pick up hitchhikers
- Be careful hiring new drivers -- verify all information, such as employment history, education history, driving records, credit records, criminal records check, and social security numbers for potential employees. Question gaps in employment, frequent job shifts, and present and prior residence information. If an applicant is not a U.S. citizen, verify that all immigration papers are on file and properly documented.
- Consider fingerprinting and taking photographs of new applicants and be aware of the potential for personal identity theft and false references.
- Educate employees on emergency measures and post the procedures prominently.
- Conduct security spot checks of personnel and vehicles.
- Provide a secure employee parking lot located away from the terminal or other facility.



IF AND WHEN POSSIBLE AVOID RESIDENTIAL AREAS, SCHOOLS, PLAYGROUNDS, HOSPITALS AND HIGHLY POPULATED AREAS!



Ask drivers to watch for any suspicious activities in their vicinity and immediately call 911 if they see anything that raises suspicions.

IF A TERRORIST INCIDENT IS TAKING PLACE

Call 1-800-424-8802

C-Store Security Check List



Since September 11th, 2001 many incidents nationwide have been reported from bomb threats to vandalism and physical attacks on employees. Convenience stores are a microcosm of society, and if something is happening in society it will probably be happening in convenience stores.

TAKE STEPS TO PROTECT EMPLOYEES

With so many new Americans employed in C-stores, marketers must be alert to the potential for ethnic hostility, which will jeopardize the security of both their employees and customers. Internal threats can come from prejudice among a company's own employees, who may be afraid to work next to someone of Middle Eastern descent. The best way to deal with such fear is open communication and a clear message from company leaders that prejudice will not be tolerated.

External threats may include threats to employees, customers, or property. Employees should pass on to management any concerns or comments they may overhear. However, "It is important to remind employees not to look for suspicious people, but rather to look for suspicious behavior."

Employees should pay particular attention to:

- Cars parked for an unusual length of time in or near the parking lot
- People coming into the store but not making a purchase
- Anyone asking about an employee's nationality
- Someone returning to the store after having been in there earlier.

A customer who appears agitated, raises his voice, makes inflammatory remarks or verbal threats, may also be cause for alarm. Clerks should be told to immediately report any problem to management and, if necessary, call the police.

Graffiti is an excellent example of how to exert control. If graffiti shows up on a store, a picture should be taken for the police and then the graffiti should be removed immediately. This establishes an orderly environment and can prevent escalation of hate. Otherwise, small acts of disorder that are allowed to go unchecked may escalate into larger acts.

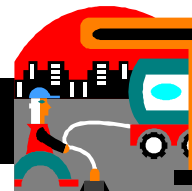
Stores in highly populated areas should be especially conscientious of their heightened security measures!

- Increase lighting and use of surveillance cameras
- Remove signage to provide clear lines of sight
- Keep surveillance tapes for longer than normal -- details that mean nothing to a marketer can be critical to law enforcement
- Maintain landscaping, signage, fencing that define store boundaries and discourages the presence of outsiders by delineating private space. It also allows you to see intruders
- Add lighting inside and out
- Add or increase surveillance cameras
- Increase store staffing so no one works alone.
- Ask police to increase patrols, especially after dark, if concerns persist

Never discuss fuel delivery schedules with non-employees!!

Be attentive to people, traffic and/or any unusual occurrences while your fuel truck is on site.

Tell employees to follow their instincts . . . If something seems wrong, then it probably is!



Emergency Numbers

Since terrorist actions can happen anywhere at anytime below are emergency numbers to call in case of:

SUSPICIOUS SITUATION?

("unusual" looking activities)

Call 911

IF A SUSPICIOUS SITUATION ON THE ROAD

Call 911

If on the road remember to also call

the Florida Highway Patrol

Cell Phone users dial *FHP

Or call FHP at 1-800-525-5555

TERRORIST INCIDENT TAKING PLACE

Call 1-800-424-8802

This 800 number is same number you call if you had an oil spill it is the National Emergency Response Center. By calling this 800 number they will alert all concerned authorities of a terrorist incident-taking place. This one call will activate several federal agencies, including Dept of Defense, Dept. of Justice and the FBI, FEMA, CDC, US Public Health, EPA and many others.

This Security Check Lists are provided by Florida Petroleum Marketers and Convenience Store Association

This Security Check List can be found in the FPMA Library On-Line www.fpma.org

FPMA Contact: Rue Luttrell, Director of Communications—Email: rue@fpma.org or call: 800-523-9166