



National Coordinator for  
Counterterrorism and Security  
Ministry of Justice and Security



# What to do if you see something suspicious

*Help stop the misuse of chemicals*

## Notification obligation

Products are also available in your store or online shop that can be misused for criminal purposes. These can be everyday products, such as nail varnish remover, hair bleaching agent or drain cleaner. The products are often harmless in themselves, but in certain combinations they can cause significant damage.

To keep the Netherlands safe, you must therefore report any suspicious behaviour when selling this type of product. Suspicious transactions, or missing or stolen goods containing the following chemicals and substances, should be reported to the Suspicious Chemical Transactions hotline: 088 154 00 00

This leaflet also provides more information about high-risk products and suspicious behaviour.

## How do you spot high-risk products?

- 1 Know which products in your store or online shop contain one or more of the listed chemicals. The ingredients of a product are usually found on the label, on the safety data sheet and/or in other product information. If you cannot find this information, please contact the supplier.
- 2 Check for which products you need to report suspicious transactions, or missing or stolen goods. These are all products containing the following chemicals (1) in pure form or as main ingredient or (2) as part of a simple mixture (fewer than five ingredients). You do not need to take action for products containing these chemicals in concentrations lower than 1% or for mineral fertilisers that do not specify a nitrogen percentage (N). However, do not hesitate to report these products as well if you are suspicious about a transaction or missing or stolen goods.
- 3 Inform colleagues or staff about these high-risk products, what behaviour they should look out for and how they should report suspicious transactions. In addition to this leaflet, a poster is available on which you can list the high-risk products in your range. We recommend placing high-risk products near or behind the counter.
- 4 Check products for changes to the range in order to keep the information up to date.

The chemicals can be found in the following products:

Acetone	Nail varnish remover, solvent
Sulphuric acid	Drain cleaner, battery acid
Ammonium nitrate	Mineral fertiliser
Hexamine	Solid fuel (for camping, model construction)
Sodium nitrate	Mineral fertiliser, preserving agent
Potassium nitrate	Mineral fertiliser, preserving agent
Calcium nitrate	Mineral fertiliser, preserving agent
Calcium ammonium nitrate (CAS)	Mineral fertiliser
Aluminium powder <sup>1,2</sup>	In pure form, in paint mixes
Magnesium powder <sup>1,2</sup>	In pure form, in paint mixes
Magnesium nitrate hexahydrate	Mineral fertiliser

Any of the above cases involving a suspicious transaction or missing or stolen goods must be reported within 24 hours to the Chemical Transactions hotline: 088 154 00 00. Please also report suspicious transactions or missing or stolen goods containing the following chemicals:

- fine metal powders;
- other chlorate, perchlorate and nitrate salts;
- perennial salts;
- products with the following pictogram



#### Additional rules: restrictions for members of the general public

Substances and products containing chemicals in concentrations above the threshold values (see second column) may only be sold to members of the general public who hold a licence. A number of substances above a certain concentration (see column 3) are no longer available to members of the general public as of 1 February 2021. No further licences will be issued for these. In addition to the licence, the purchaser must also identify themselves by presenting ID, such as a passport or a driving licence.

Substance name	Threshold above which a licence is required	Threshold above which licences are no longer issued
Nitric acid	3% w/w	10% w/w
Hydrogen peroxide	12% w/w	35% w/w
Sulphuric acid	15% w/w	40% w/w
Nitromethane	16% w/w	100% w/w
Ammonium nitrate <sup>3</sup>	16% w/w of nitrogen in relation to ammonium nitrate (see Regulation for details)	No licences permitted
Potassium chlorate	40% w/w	No licences permitted
Potassium perchlorate	40% w/w	No licences permitted
Sodium chlorate	40% w/w	No licences permitted

<sup>1</sup> With a particle size of less than 200 µm.

<sup>2</sup> As a substance or in mixtures containing 70% w/w or more of aluminium or magnesium.

<sup>3</sup> 16% w/w of nitrogen in relation to ammonium nitrate corresponds to 45.7% ammonium nitrate once impurities have been removed.

### How do you spot a suspicious transaction and behaviour?

A suspicious transaction is any purchase or attempted purchase where there are reasonable grounds to believe that the product will be used for criminal purposes. Suspicious behaviour by the customer may be a sign of this. Examples of suspicious behaviour include when a person:

- appears nervous, avoids conversation, or is not the normal type of customer;
- wants to buy unusual quantities or unusual combinations of products;
- does not know how the product is normally used;
- will not say what they intend to use the product for;
- refuses alternative products or products with a lower concentration;
- only wants to pay cash, above all in the case of large quantities;
- refuses to produce ID or provide an address when asked;
- wants to have the product packaged or transported in an unusual manner.

### What to do in the event of suspicious behaviour

In case of doubt, you can always ask what the products are for. If the customer does not want to reply, this is a reason to be extra vigilant. You can also decide to refuse the sale.

If you think a transaction or attempted transaction is suspicious, have witnessed a theft, or discovered that an item has inexplicably gone missing, please report this to the Chemical Transactions hotline: 088 154 00 00. Always make a report as soon as possible, even if you have refused the transaction.

Try to record as much information as possible about the customer and the transaction, such as:

- As a minimum: height, build, hair style and colour, facial hair.
- Distinctive features: tattoos, piercings, scars, etc.
- Vehicle: registration number, make and model.
- Transaction: time, products and quantities.

Retain cash receipts, ID data, recordings of security cameras and all documents the customer has touched for fingerprint analysis.

### More information

To help stores and businesses identify high-risk products, the National Counter-Terrorism and Security Coordinator has developed assorted tools. For more information, please visit [nctv.nl/aanslagmiddelen](https://nctv.nl/aanslagmiddelen).

Do you have any questions on how to deal with substances that could be used in a terrorist attack and the reporting obligation? Contact the National Counter-Terrorism and Security Coordinator at [precursoren@belastingdienst.nl](mailto:precursoren@belastingdienst.nl).

## What do you need to know as an employee?

Products are also available in your store or online shop that can be misused for criminal purposes. As an employee you need to know the following:

- 1. Be aware of which high-risk products you sell in the store.** These can be everyday products, such as nail varnish remover or drain cleaner.
- 2. Know how to spot a customer who is acting suspiciously.** For example, they can seem nervous or will not say what they are going to use the products for.
- 3. Know what details to retain in the event of suspicious behaviour in your store.** Try to record as much information as possible about the customer's appearance and the details of the purchase.
- 4. Learn how to report suspicious transactions or missing or stolen goods to the hotline.** You can contact the hotline by calling 088 154 00 00 or at [www.nctv.nl/aanslagmiddelen/](http://www.nctv.nl/aanslagmiddelen/).

## Notified Chemicals Transactions hotline

Report suspicious transactions or missing or stolen goods via

**088 154 00 00**

or via the website:

[nctv.nl/aanslagmiddelen](http://nctv.nl/aanslagmiddelen)



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