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To obtain crime prevention information or to schedule a site survey of your work area contact the UC Merced Department of Public Safety at (209) CAT-COPS (209-228-2677).
This Safety Guide is presented to you by the UC Merced Department of Public Safety.

This University is a leader in many fields of research. Most of this research draws little public attention, however there are areas of inquiry with a higher profile, such as stem cell research, genetic engineering and animal studies. It is these high profile areas of research that occasionally attract unwanted attention.

This attention may include protesting against your laboratory, or in some cases your residence. Harassment could include annoying emails and telephone calls.

This guide is for University personnel who may be targeted by activists at work or at home. This guide includes:

- Information on the most common tactics used by activists
- Information on how to respond – proactively and reactively
- How to be proactive and how to respond if necessary

We will suggest ways to help prevent unwanted attention for you and your research. **The key to safeguard yourself and your research is to Be Prepared.** This guide is designed to assist you to prevent, manage, and minimize the impact of incidents such as theft, vandalism, protests, and threats of personal harm.

**Remember** There are steps that you can take to reduce the risk and discourage criminal and activist activity.
POTENTIAL TARGETS

The most visible target for activists is animal research. However, many other types of research draw the attention of activists. The list below is a sampling, but is not all-inclusive:

- Animal based research that uses animals outside their natural habitat
- Genetic research
- Bio-defense research
- Stem cell research, particularly if associated with embryonic stem cells
- Any research perceived to be potentially harmful to the environment
- Technology research perceived to be potentially harmful to animals and/or the environment

In addition to targeting research institutions, activists may target an associated company or organization that does business with a research institution.

WHO IS AT RISK?

In the past, activists only targeted institutions and only, occasionally made individuals the focus of a campaign. Over the last few years, however, activists are increasingly focusing on employees within targeted institutions. The following table details possible risk levels for research staff based on their work position.

<table>
<thead>
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<th>Position / Responsibility / Role</th>
<th>Relative Risk</th>
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</thead>
<tbody>
<tr>
<td>Primary investigator overseeing targeted research</td>
<td>High</td>
</tr>
<tr>
<td>Senior administrative leaders (Chancellor, program directors)</td>
<td>High</td>
</tr>
<tr>
<td>Research associates/assistants and others who directly support (PIs) and/or their research</td>
<td>Moderate</td>
</tr>
<tr>
<td>Operational managers responsible for facilities</td>
<td>Moderate</td>
</tr>
<tr>
<td>Lab employees, operations, administration</td>
<td>Low</td>
</tr>
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Appendix B

HOME SAFETY CHECKLIST

Home Address: ___________________________________________________________
Nearest cross street: ________________________   Telephone #: ___________________

Note: This information may be needed by a babysitter or other person staying in your home in the event of an emergency.

POLICE/SHERIFF:
- Emergency 9-1-1 or _____________________________
  (10-digit emergency number if available)
- Non-emergency _______________________________

UC MERCED Department of Public Safety:
- Emergency: 9-9-1-1 or 209-228-2677 (209-CAT-COPS)
- Non-emergency: 209-228-2677

PLANNING:
- Talk to family, friends, neighbors about issues and discuss what to do if activist show up.
- Protect your personal information as much as possible.
- Implement home protection steps as appropriate, including contacting local law enforcement.
- Let neighbors and law enforcement know when you will be away from home for any extended period.

DAILY PRECAUTIONS
- Be observant of suspicious persons, mail, etc.
- Scan property, home, and vehicle for signs of tampering or suspicious activity
- Do not give out personal information to unknown callers or visitors

IF ACTIVISTS SHOW UP AT YOUR HOME:
- Stay inside and avoid direct contact with activists
- Call law enforcement immediately. Give your exact location; tell the dispatcher that you are at risk because of your research role or administrative position at the University; insist that an officer be dispatched to your home immediately; ask for the incident or call number and write it down.
- Close doors, windows, blinds, etc.
- Call the UC Merced Police.
- Observe and/or photograph activists, but only if you can do so safely and discreetly.
- Write down as much specific information as possible (personal descriptions, vehicle description, quotes, statements from signs/banners, etc.
- Once activists are gone, carefully inspect your home, property, and vehicles. Save flyers or other literature left behind and avoid touching it as much as possible. Report any suspicious items, packages, etc., to the University Police immediately.
BOMB THREAT CHECKLIST

NAME of PERSON Receiving the threat: _______________________________________________________________

Date & Time AM
Threat Received: PM

How Reported: ☐ Telephone (include area code) □ Voice mail ☐ E-mail ☐ Fax
☐ By MAIL Carrier (e.g. FEDEX): ☐ Campus ☐ US Mail ☐ Courier

Exact Words Used to make threat, if possible: __________________________________________________________

QUESTIONS TO ASK PERSON MAKING THE THREAT:

WHEN IS THE BOMB GOING TO EXPLODE? ______________________________________________________

WHERE is the bomb located? ________________________________________________________________

WHAT kind of bomb is it? ________________________________________________________________

WHAT does it look like? ________________________________________________________________

WHO placed the bomb? ________________________________________________________________

WHY was the bomb placed? ________________________________________________________________

WHERE are you calling from? ________________________________________________________________

Caller’s Voice Description: ID caller, if known: __________________________ Male _____ Female _____

Young _____ Old _____ Middle-Aged _____ Accent _____ Race/Ethnicity _____

Tone of voice (excited, calm, angry, loud, stuttering) __________________________________________

Was voice: Taped _____ Well-spoken _____ Irrational __________ Familiar _____

If so, whom did it sound like? ________________________________________________________________

Other voice characteristics ________________________________________________________________

Background or other noises : ________________________________________________________________

Remarks: ________________________________________________________________________________

Report Completed by ____________________________________ Telephone ____________________

POTENTIAL ACTIVITIES

Tactics used to target individuals vary from simple to sophisticated. The list below illustrates legal and illegal strategies currently known to be used by animal rights and other activist groups:

- Public information requests – These requests are based upon Freedom of Information laws and often request information that can be seen as damaging or embarrassing to a targeted employee. Public information requests may seek to gain confidential information for future use in potentially illegal actions.

- Targeted mailings -- Letters, postcards, and e-mails can easily be generated and distributed widely to oppose a person’s work/research on various grounds. These mailings can become harassing, intimidating, or threatening communications intended to cause anxiety or fear. They may threaten future harassment or more severe attacks, including criminal activity.

- Direct lawful confrontation – These may involve on-site protests at the University (but directed at a specific individual); protests at events such as lectures, classes, symposia, etc., given by the targeted individual; protests at a specific person’s work area; or protests at an individual homes or in his/her neighborhood/community.

- Direct unlawful confrontations – These go a step beyond lawful protests in which illegal activities such as trespassing, sit-ins, occupations/disruptions of administrative or operational areas, and other actions occur. These activities are illegal, but are usually not violent or destructive.

- Direct action against property – This may include graffiti, vandalism, theft, (including theft of personal information and credit details via mail theft) sabotage, destruction of property, animal releases, and arson.

- Physical assaults – Like direct action against property, these actions are illegal. They may include throwing substances onto individuals (e.g., real or fake blood, feces, caustic liquids, etc.); deliberately shoving, bumping, or otherwise physically intimidating people; and even relatively rare physical attacks.

Note: Legal or low-level criminal actions (e.g., trespassing, disorderly conduct, etc.) are far more common than violent tactics. However there is an ongoing debate in the animal Rights movement about the “acceptable” use of violence. Lower level activity frequently precedes more serious actions. Because of this, any activist activity directed at a University staff member should be immediately reported to the UC Merced Police Department.
RECOMMENDATIONS AND RESPONSES

We recognize that each situation is unique. However, the following advice applies to the most frequent situations when University Researchers and their support staff become the target of activists.

- Immediately report actual or suspected activist activities that occur on campus to the UC Merced Police and to the local police when activities occur off campus.
- Call 9-9-1-1 first if the activity appears to create an emergency.
- ALWAYS carefully examine all incoming mail and packages.
- Avoid direct contact with activists outside of formal meetings or structured environments.
- Collect samples of any flyers or materials being distributed and provide to police.
- Save all e-mails, letters, packages, voice mail or other communications from activists and provide these to police.
- When encountering an activist, write down as much information as possible: date and time, locations, vehicle plate numbers, describe persons, signs, slogans, etc.
- Notify your supervisor ASAP if you are targeted.
- Lock car doors and keep windows up when driving past activists. Concentrate on driving, do not drive fast to avoid a confrontation.

While a proactive approach may alleviate or lessen threats, there are times when “no action” is a proper response, when you are being provoked to action.

- Park your vehicle/s in a locked garage if possible.
- Do not approach or try to engage activists in conversations, discussions, debates, or arguments. Doing so may only increase the chances for future harassment.
- Don’t take any action that escalates the level of the situation, for instance, by turning on a lawn sprinkler.
- Do not get too close. Activists have been known to throw blood or other substances. They may spit or strike out physically. Keeping your distance limits these options.
- Do not attempt to force your way past activists either in person or in using a vehicle, since you may be criminally charged yourself with violating a law.

APPENDIX A

BOMB THREAT PROCEDURES

If you receive a bomb threat by telephone, there are things to remember that can be helpful:

**Remain Calm** When a bomb threat is received, the person taking the call must remain calm and obtain as much information as possible.

- Do Not put the caller on hold
- Do Not attempt to transfer the call
- Do Not hang up even after the call has concluded. Leaving the line open will aid the telephone company in tracing the last incoming call

The person taking the call should immediately notify the highest-ranking staff in the office, using another telephone, while the caller is on the initial phone.

Pay close attention to the caller and his words to see if:

- The caller has any distinguishing voice characteristics such as an accent, stuttering, mispronunciation, or is using a microphone, recorder or other device
- Is the caller angry, excited, irrational or agitated?
- Is the caller a man or woman, young, old, middle-aged?
- If you have caller ID write down the name and telephone number

Listen for background noises such as traffic sounds, train whistles, aircraft, radios, children, etc.

It is important that you document all that you know and everything that you hear. This should include completing the Bomb Threat Checklist.

**CHECK CHECKLIST – WHEN YOU RECEIVE A BOMB THREAT**

The Check Checklist should be immediately available under your telephone or in another accessible location.

All personnel should become familiar with the Bomb Threat Checklist. It can become the only means of determining what is happening and may be the only way to determine the validity of a call and could aid in identifying the caller.

When receiving a bomb threat of any kind, immediately contact UC Merced Police at 9-9-1-1 from an office phone or 209-228-2677 (209 CAT-COPS) from a cell phone.
• Scan the exterior and interior of your home every time you return to it. Is anything unusual that might suggest tampering or that someone has entered you home during your absence? In addition, check vehicles parked outside for tampering or vandalism. Never enter the house or any vehicles if there are signs of entry or damage, call police and await their arrival.

• Install home security features appropriate to your situation. This might include security locks on doors, windows, sheds and garages; motion sensors, outdoor lighting; fences and other barriers, intrusion or panic alarms, even closed circuit television systems.

• Notify baby-sitters, house sitters, and others of what to do if activists show up at your house.

• Contact neighbors and request that they contact you or the police if there is suspicious activity at your home.

• Let neighbors you trust and the police know when you will be away for extended periods.

• Contact local police, inform them that you are a University researcher or administrator, and are at high risk.

• If necessary, request to meet with a police officer and inform him or her of your concerns and tell them about security features in your home.

• Store garden hoses when possible in a locked area. Activists have been known to use them to flood houses by running them through a window or pet door.

• Store other items securely that may be used to vandalize or effect entry such as paint, ladders, gasoline, garden tools, etc.

• Keep vegetation trimmed to minimize hiding places, especially near windows and doors.

• Do not ignore low-level incidents (e.g., unfriendly emails or flyers at your home or on your vehicle. These may be a precursor to more intimidation tactics to come. Forward these to UC Merced Police.

• Do not open mail or packages that appear to have been tampered with or which are otherwise suspicious. (mail from an unknown sender, no postmark or no return address.)

If a demonstration occurs or you are harassed, notify UC Merced Police immediately.

**RESPONSES TO OFFICE DISRUPTIONS**

Activists like to stage demonstrations when they have the best chance of intimidating large numbers of people and get the attention of the media. So prime times for demonstrations are early morning or late afternoons when staff are either arriving or leaving work. A technique used is to film or photograph workers entering or leaving, although sometimes there is no film in the cameras.

Commonly activists enter the office in a group to disrupt and intimidate staff members. Office disruptions usually last only a few minutes and tend to be very organized. This is to bypass security, get in unobserved, cause maximum disruption, and then leave before police can respond.

The vast majority of office disruptions are non-violent. However there is a potential for violence or physical confrontations. The following measures should be observed during office disruptions:

• Select safe areas in advance where staff can assemble during a disruption. Use offices and conference rooms where several persons can assemble and doors can be locked from the inside.

• Discuss with office and lab staff what to do if an event does occur.

• Determine if there are high value resources such as computers, equipment, and data storage, etc. that can be quickly turned off and secured without putting staff at risk.

• In the event of an office disruption, call UC Merced Police immediately.

• Do not attempt to detain activists or otherwise stop them. Intervene only in cases where violence against a person is imminent or taking place, and even then only to a degree commensurate with your training and experience. Inappropriate actions may expose you to civil or criminal liability even if the activists were acting illegally.

NOTE: Dialing 9-1-1 from a cell phone may not connect you with the nearest dispatch center. Program your phone to speed dial 209-228-2677 (209-Cat-Cops)
• Retreat to a “safe” area or exit the facility. If neither option is possible, move to the safest place possible and wait until the disruption is over.

• Make mental notes of the activists’ descriptions including distinctive features such as tattoos, piercing, hair color and style, gender, clothing and footwear.

• If possible check to see if anyone was injured.

• Contact UC Merced Police immediately

• Observe the direction and means the activist used to depart only if possible without placing yourself at risk. Valued information includes the exit path and vehicle descriptions, including license information, whenever possible

• Photograph and/or videotape activists only if it is safe to do so

• Note items or places physically touched by activists and protect them for police if the activists were not wearing gloves

• Examine the work area for anything left behind, but do not touch anything found until UC Merced Police say it is okay to do so. Items might include:
  • Noise makers
  • Stink bombs
  • Smelly fruit that smells like dead flesh or frozen bits that when thawed may smell up the place to the point where it is uninhabitable
  • Flyers or printed information
  • Spilled liquids of any kind. These may be toxic or caustics spilled over equipment or documents or on the floor. Avoid touching or inhaling fumes
  • Packages, boxes, backpacks, or containers that could conceal dangerous items.

Debrief office staff after the event and use professional assistance staff through the employee assistance program, for staff that are stressed or need counseling

University EAP may be contacted at: 800-422-5322

Install high-security locks and/or access control systems
Install closed circuit television systems in sensitive areas and at entrances/exits
Account for all keys, codes, IDs, and confidential information issued to staff when they leave the institution.

**Do not prop open doors.**
Whenever possible, limit access times/days for staff in sensitive areas

Immediately report suspicious activity to the UC Merced Police at 209-228-2677

**PROTECTING PERSONAL PROPERTY**

**WE WATCH OUT FOR ONE ANOTHER ON OUR CAMPUS**

FOR MORE INFORMATION CONTACT UC Merced Department of Public Safety
209-CAT-COPS (209-228-2677)

**(HOME SAFETY TIPS)**

Besides harassment at work, activists are also targeting individuals at home. The following recommendations, while occasionally inconvenient and/or costly, are intended to help protect your property. Questions about options can be directed to the UC Merced Police. These suggestions will allow you to create a personal safety plan.
• Place fraud alerts with the three credit bureaus (Experian, Equifax, and Transunion) if you suspect your personal information has been compromised
• Protect the personal information of all family members, including children, as you would your own
• Always verify the authenticity of anyone claiming to be a law enforcement officer before giving out information. The UC Merced Police can assist you with this.
• Never verify any of your personal information in response to an unsolicited e-mail. There are many scams aimed at tricking people into doing this “for their own protection.” A common tactic is to send an e-mail claiming to be from a bank or credit card company asking you to verify account information because of potential fraud or a bank error.

Nearly all precautions listed here involve some level of effort and inconvenience. However, there are clear benefits to making personal information as safe as possible, including reducing the risk of home harassment and identity theft. You need to evaluate your desire and need for protection based on your own comfort level with any possible threats and your tolerance for possible problems associated with not protecting your information. The UC Merced Police is available to assist you to determine what protections are right for you.

PROTECTING OFFICES AND LABORATORIES

In addition to personal harassment, activists have targeted the work areas of individual researchers. These actions encompass “denial of service” attacks on computers, telephone harassment campaigns, frequent unwanted fax transmissions, and other office disruptions. Actions at other research facilities include sabotage, destruction of research data, animal “liberations,” and arson. Taking precautions in your work areas can be inconvenient and/or costly but will ultimately prove beneficial. The information below is intended to offer many options so that individuals can choose the one(s) most appropriate for their situation.

• Review the contents of staff office directories and remove personal information, direct office/fax phone numbers, specific staff office locations, and other information that is not necessary, but could aid activists
• Ensure all directories are as secure as possible against theft
• Review signs in and around “at risk” facilities and minimize the amount of specific information on signs as much as possible
• Ensure that all staff wear University IDs, visible at all times
• Lock all offices, laboratories, buildings, and other areas
• Frequently back-up all critical research data at an off-site location and/or an off-site computer server
• Question or report all unknown persons in non-public areas

RESPONSES TO HOME DISRUPTIONS/HARASSMENT

Plan for where you and your family will go inside your home if activists show up. Ideally you should move to an area that is not visible to activists, has a phone and provides easy exit from the home.

Consider talking to trusted neighbors to let them know of any potential for demonstrations.

During any demonstration, stay in your house and bring pets and children inside. Close and lock doors and windows and lower shades, close curtains.

Call local police for assistance. Provide the following information: your exact location; number of activists present; what are they doing; your affiliation with the University and the reason why you believe you may have been targeted.

If you feel you are being followed while driving home, drive to a local police station or public place to make a telephone call if you do not have a cell phone. If you notice something suspicious when you arrive at home call the police from your vehicle or from a neighbor’s home. Wait for police to arrive, ascertain identification of police if not in uniform. Ask for a case number.

Do not respond to or antagonize activists in any way.

Record descriptions of vehicles and record license plate numbers of all vehicles in the area.

Postpone the arrival of any expected visitors, if possible.

If activists enter onto your property or approach your home, tell them to leave, that they are trespassing. Notify police that you provided this information. Consider posting your property against trespassers.

After any demonstration, the police may request that you accompany them to inspect your property and the exterior of your home and any vehicles parked outside for damage or items purposely or inadvertently left behind. Police will document and photograph any damage to property including any graffiti, you may also want to take photographs.

PROTECTING PERSONAL INFORMATION

Every one should take routine steps to protect personal information. This is especially true for research staff and other at-risk staff members who may become targets of activists. Such information may allow them to make purchases against your accounts, order and deliver unwanted goods and services in your name to your house, open fraudulent accounts, enter into contracts in your name, cancel services like utilities and telephone accounts without your knowledge, and post personal information on the Internet to facilitate harassment and identity theft.
The Internet has substantially increased the ease in which personal information can be uncovered. For example, “people find” sites can permit access to personal information from a wide variety of sources that were previously unavailable unless you knew where to look for them. Examples include:

- Public records (tax information, marriage and divorce records, birth records, and property records) are no collected routinely and entered into databases, or public bodies make such records available online and searchable.

- Private businesses and organizations generate revenue by selling lists or allowing "people find" companies to search their databases. Examples include financial institutions, title insurance companies and escrow companies. Services industry businesses, from pizza parlors with home delivery services to retail businesses that also sell access to their databases.

- Holders of public records, such as a county registrar of deeds may sell access to buyers including birth certificate registrations to retailers.

- Access to court records, both criminal and civil, is increasingly automated and online.

Because of these risks the UC Merced Police recommends carefully protecting and/or shielding your personnel information. The following steps should be explored and taken advantage of whenever possible:

Try not to give out your name and address to persons you do not know or trust.

Use your work address for business purposes and as a contact address for people other than family or friends

If you are at high risk or are presently being harassed, consider obtaining a post office box or commercially available box for mail deliveries

Insist that all businesses you deal with protect your personal information. Some businesses require your home address such as the telephone or electric company. For these companies read their privacy policy and insist that they restrict access to your information. For many businesses, you may use of post office box or commercially available box number or business address.

Refuse to provide personal information to retailers who ask for it at point of sale such as social security number, or date of birth. Retailers can match credit card information to the information you provide at the register.

Do not provide information to telemarketers, since some of these calls may be fraudulent.

Use an address other than home on personal checks. Check information can be scanned from the checks and entered into a database. Also use only your first and middle initials on your checks. The bank already knows what your valid signature looks like.

Notify your employer, family, friends, and coworkers to not release any of your personal information without your permission.

Make your home telephone number unpublished and unlisted.

Have the caller ID function for your number blocked so that it will not be displayed for someone who has caller ID. If you routinely call someone who does not permit blocked numbers, you may have to temporarily remove the block when you place that call. The telephone company can provide instructions on how to do this. This will prevent your telephone number from being scanned into databases.

Have caller ID placed onto your phone so you can identify incoming callers.

Block calls to your phone from unidentified or blocked callers.

Report harassing phone calls to police. You may be asked to assist the police in asking the telephone company to initiate a trace on a call should you receive threatening or harassing phone calls.

Preplan what you will say if you do receive a threatening or harassing phone call. You should always tell the caller not to call you again so that subsequent calls will be "telephone harassment." which is a crime.

Log the date, time, and details of harassing calls and provide that information to the police and telephone company.

Have your home address, telephone number, and other information removed from mailing lists, rosters, directories, telephone books, etc. whenever possible. This includes the University staff directory.

Shred, materials that contains personal information, especially documents containing social security numbers, bank transactions information and credit card application.