

# YOU KNOW WHAT 'NORMAL' LOOKS LIKE.

**Courier drivers can play an integral role in helping us identify and stop cross border crime, particularly drug smuggling.**

**You are the last link in the supply chain and you will be interacting with customers and packages. You know what 'normal' looks like. If you think an interaction or situation is suspicious then please call us to report it.**

**Look out for:**

- Addresses that are vacant, are under construction, do not exist, or are empty sections
- People waiting outside an address who approach you and claim that the package is for them or a friend
- Single names or famous names being used on packages (possibly misspelled)
- Unusual redirection or redelivery instructions
- Occupants who aren't expecting a package or a package not addressed to any occupants at the address
- Unwillingness/inability to provide ID

If possible do not deliver the package, but remember your safety is paramount so never put yourself in a position where you feel unsafe.



Your observations could help us stop criminal activity that adversely affects all New Zealanders.

**If you have a suspect package or information of interest then please contact the Customs CCA team:**

**Phone: 021 957 928**

**Email: [ccateamaki@customs.govt.nz](mailto:ccateamaki@customs.govt.nz)**

You can also confidentially report suspicious activity and behaviour through our Border Protect programme by contacting 0800 937 768 (**0800 WE PROTECT**).



**For more information visit [customs.govt.nz/report](https://customs.govt.nz/report)**

