

Suspicious Mail & Package Handling Security Tips

Some “red flags” to identify suspicious packages include:

- Packages with no return address or excessive postage.
- Misspellings of common words or restrictive markings such as “personal” or “confidential”.
- Items protruding from the envelope or package, wet areas, tears, or strange odors.
- Unusually heavy envelope and/or the presence of small bulges of powder or granules.
- Do not accept a package from an unknown individual
- Screen all mail and packages according to prescribed security policies

If you receive a suspicious letter or package:

- Handle with care. Don’t shake or bump
- Isolate it immediately
- Don’t open, smell, touch or taste.
- Treat it as suspect. Notify Security and/or local law enforcement authorities.

If you open an envelope or package and you find a letter that contains a threatening message:

- Replace the letter in the envelope, and, if possible, place the envelope in a plastic bag.
- Wash your hands with soap and water, or use a hand sanitizing gel or wipe to clean up.
- **Call 911** remain at your work location, and wait for emergency responders to arrive.

If you open an envelope or package and you observe some type of powder, or powder spills out, REMAIN CALM:

- Slowly and carefully place the envelope or package on a desk or on the floor and cover with an empty garbage or recycling container to prevent additional exposures. Do not clean up any powder and avoid further contact.
- Move away from the envelope or package and inform others in your office to leave the area. Do not walk around the office to show other people nor invite co-workers to come in and look.
- If your clothes are contaminated, do not brush vigorously as this action may disperse the powder into the air. Remain in place and wait for further instructions from emergency responders.
- Do not touch your eyes, nose, mouth or any other part of your body.
- Close off the room including any doors or windows. If possible close down the building’s heating/air conditioning/ventilation system.
- If possible and without contaminating large areas wash your hands with soap and water or use a hand-sanitizing gel or wipe to clean up.
- Call 911 to report the incident and inform the emergency dispatcher what steps you have taken. Remain nearby to assist emergency responders.
- Make a list of all people who had actual contact with the powder or were in the area of a release of powder.

If there is a small explosion or release of an aerosol spray from a package:

- Vacate the space immediately and prevent others from entering. Treat yourself and your clothing as in #3, above.
- Call 911 and remain at a safe distance to provide information to emergency responders.
- Treat yourself and your clothing as in #3, above