

SUSPECT PACKAGES EMERGENCY HANDLING PROCEDURES

What constitutes a "Suspicious Letter or Package"

Some typical characteristics of suspect parcels have been identified over the years, which ought to trigger suspicion. These include letters or packages that:

- Are unexpected or from someone unfamiliar to you.
- Have excessive or inadequate postage
- Handwriting of sender is not familiar or indicates an unusual type not normally received by recipient.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address, or have one that cannot be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with restrictive endorsements, such as "Personal or Confidential."
- Have protruding wires, strange odors or stains.
- Show a postmark that does not match the return address.

What to do if you receive a suspected explosive parcel in the mail

- Do not try to open the letter or package!
- Immediately isolate the package.
- Evacuate the immediate area.
- Notify a supervisor and appropriate authorities to report that you have received a letter or package that may contain a suspected explosive device.

What to do if you receive a hazardous threat by mail

Chemical or biological hazards, such as anthrax, transmitted by mail will often appear as a white, brown or orange dust-like substance. Letters or packages opened by unsuspecting personnel are the preferred method of delivery.

If you open a letter or package and encounter an unidentified substance:

- Do not panic!
- Do not touch, smell, taste or try to analyze the substance.
- Carefully place the item on the desk and step away.
- Do not attempt to dilute the agent from a contaminated site.
- Alert others to keep away from the area.
- Turn off any circulating fans, air conditioners, or heaters.
- Keep the suspect letter or package confined to the immediate area to minimize the spread of contamination.
- Wash your hands with soap and water.
- List all persons who have touched the letter or package; include contact information.
- Inform a supervisor and appropriate authorities.
- Wait for trained medical assistance.