



MAIL HANDLING

Suspicious Mail and Packages

PERSON DISCOVERING

- Remain well clear of any area suspected of containing items.
- Alert persons in the immediate vicinity.
- Ring Campus Emergency Number
- Evacuate the affected area. Make sure that persons assemble in a well ventilated area, where they are not exposed to further risk.

Mail Handling Procedures – Suspicious Mail & Packages

RECOGNITION POINTS

Origin

- Unusual postmark
- Unknown source

Labeling

- Poor Handwriting or Typing
- Misspelling of common words
- Restrictive markings

Physical Characteristics

- Unusual size, shape, weight, feel, sound or smell
- Excessive tape
- Excessive postage
- Discoloration, stains or powdery deposits
- Perforations or protruding objects

IMMEDIATE ACTIONS

- Carefully place on nearest level surface, including the floor
- Do not open, smell, touch or taste
- Isolate the area – move/keep people away from suspect article
- Inform applicable Supervisor/Manager
- Inform Security via '7600' or '3336' call – include following information:
 - Exact location in building
 - Description of the suspicious article
 - Initial actions on discovery
 - Number of persons in affected area
- Implement applicable Initial Response (see next page)

INITIAL RESPONSE

SUSPECTED BOMB

- Do not handle unnecessarily or roughly
- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water
- Evacuate immediate vicinity – move persons to area where they would not be exposed to potential blast/fragmentation danger
- Keep people away from potential danger area
- Meet and update police on arrival

SUSPECTED BIOLOGICAL OR CHEMICAL HAZARD

If Article is UNOPENED:

- Alert others-keep people away from the immediate vicinity of the article
- Place article in a plastic bag and seal the bag so it is airtight
- Place all items in second plastic bag and seal that bag so it is airtight
- Remain in your office or immediate work area
- Do not touch anyone
- Try to minimise physical contact with anything else – if you have to, then try and remember what you do touch
- Ensure that other persons in the same room/work area
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth
- If possible (without leaving your work area) wash your hands.
- If possible have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the workplace
- Remain calm – you are not in immediate danger – wait for help to arrive

If Article is OPENED:

- Do not disturb the item any further
- Do not pass it around
- If any material has split from the item, do not try to clean it up or brush it from your clothing
- If possible place an object over the package without disturbing it (e.g. a large waste bin)
- Remain in your office or immediate work area
- Do not touch anyone
- Try to minimise physical contact with anything else – if you have to, then try and remember what you do touch
- Ensure that other persons in the same room/work area also remain there and adopt the same personal precautions
- Stop anyone else from entering the room/work area
- Close all doors and windows
- If there is a strong or noxious smell emanating from the article then move to an adjoining room closing all doors and windows and stay in that area until help arrives
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth
- If possible (without leaving your work area) wash your hands
- If possible have the building ventilation system shut down and turn off any fans or equipment that may distribute/move air around the workplace
- Remain calm – you are not in immediate danger – wait for help to arrive

SUSPECTED RADIOLOGICAL HAZARD

If article is unopened

- Alert others-keep people away from the immediate vicinity of the article
- Limit Exposure to the article
- Do not touch anyone
- Don't handle article
- Try to minimise physical contact with anything else-if you have to, then try and remember what you do touch

- Evacuate area
- Stop anyone else from entering the room/work area
- Shield yourself from the object
- If possible (without leaving your work area) wash your hands
- If possible have the building ventilation system shut down and turn off fans or equipment that is circulating air around the workplace
- Remain calm-you are not in immediate danger-wait for help to arrive

If article is opened

- Do not disturb the item any further
- Do not pass it around
- If any material has split from the item, do not try to clean it up or brush it from your clothing
- Do not touch anyone
- Try to minimise physical contact with anything else – if you have to, then try and remember what you do touch
- Ensure that other persons in the same room/work area also remain there and adopt the same personal precautions
- Stop anyone else from entering the room/work area
- If possible (without leaving your work area) wash your hands
- If possible have the building ventilation system shut down and turn off fans or equipment that is circulating air around the workplace
- Remain calm – you are not in immediate danger – wait for help to arrive