Suspicious Package or Letter Protocol

What makes a package (or Letter) suspicious? There are a number of observable indicators that might indicate the need for further inquiry. These characteristics may include, but are not limited to:

- The package is not expected or was un-solicited
- Excessive postage; non-cancelled postage
- Generic or incorrect title
- Unexpected weight of the package
- Lopsided and uneven
- Misspelled words
- Missing or unknown return address
- Nonsensical return address
- Oily stains
- Protruding wires
- Restrictive markings; handwritten notes
- Sealed with tape; excessive tape
- Unknown powder or substance

While one characteristic of suspicion may indicate a problem, you should look at the overall package or envelope before making a determination. If in doubt, activate the handling protocol, as described below:

- Remain calm and rational
- Do not touch, move, or open
- Notify your immediate supervisor and follow your Facility Emergency Action Plan (EAP)
- Stay in the immediate area unless explosives are detected or signs or symptoms of exposure develop
- If you suspect the item contains an explosive, evacuate the area and at least one floor above and one below
- Isolate the letter or package and close off the area
- If there is a powder or other discharge, secure the area and try to turn off the HVAC Air system
- Wash your hands with soap and water
- List all persons who touched or were otherwise in contact with the item
- Segregate exposed employees

For bomb threats that are received:

- Utilize the *Communicated Threat Worksheet* to capture relevant information
- Contact a supervisor and follow the notification procedures in your local facility EAP
- Have staff that is familiar with their area and common areas around them check for unusual packages, disturbed items, or other suspicious indications
- If a suspicious item is discovered, follow the above protocol
- Consider evacuation in accordance with your local facility EAP

If in doubt, contact a supervisor and activate your local facility EAP