

Suspect Parcel/Package/Letter

• STOP • Put item down • Report



A suspect parcel can be any physical item such as a package, mail or letter/crank letter.

! If there is a ticking sound or protruding wires or aluminium foil, then the parcel should automatically be regarded as suspicious.

How to recognise features of a parcel as suspicious

- Hear a ticking sound/see protruding wires/aluminium foil, then **IMMEDIATELY** regard as suspicious.
- Excessive weight for its size or excessive securing materials, string, tinfoil or an oily stain/dischouration.
- Rigid envelope or lopsided or uneven package.
- Unexpected or unsolicited mail (local and foreign).
- Excessive postage on local mail.
- Restrictive markings (ie, private, personal).
- Poorly written or typed address/unknown source.
- No return address, or misspelling of common words, names, addresses, incorrect titles, or titles without names.
- Shows a city, state or province in the postmark that does not match the return address.

How to confirm if a parcel is suspicious

- When it is not obvious promotional/marketing mail.
- Contact the addressee to see if the letter or package is expected and the addressee has examined it.
- At least three suspicious features have been identified from above.

How to deal with a suspicious UNOPENED letter/parcel

1 Stop what you are doing and put the item down

- X** DO NOT OPEN, touch, bump, smell, shake or empty the contents of the envelope or package.
- ✓** Handle all documents by the edges only.
- X** DO NOT place further fingerprints or indentations on them.

2 Place the envelope or package into a plastic bag wearing gloves if possible

- ✓** If it is a letter, then put the letter and envelope in a plastic bag or large envelope and preserve them for Police.
- ✓** Note who has handled the correspondence.
- ✓** If you are wearing protective gloves, then place the gloves into the same bag.

3 **DIAL UC Security 0800 823 637 and state "SUSPECT PARCEL"**

Provide as much information as you can.

4 **If hands or any part of the body may have come into contact with the envelope or package, wash with soap and water**

5 **Turn off any equipment that could disturb airflow (eg, fans)**

How to deal with a suspicious OPENED parcel

1 Use the same procedures for unopened letters and parcels (left), AND follow the steps below

2 Put on gloves

3 Place opened letter or package in a plastic bag

4 **DIAL UC Security 0800 823 637 and state "SUSPECT PARCEL"**

Provide as much detail as you can.

- X** DO NOT use a mobile phone near the package.
- ✓** If possible, ask a co-worker not in the immediate area to notify the manager or person in charge to immediately arrange a temporary cordon for the area.
- X** DO NOT allow people to enter the cordoned area unless it is an emergency situation.
- ✓** Follow any further instructions from your manager/UC Security/emergency services.

If contents are spilled

In the nearby area

- X** DO NOT clean up or wipe spilled contents.
- X** Avoid breathing any suspected substance (eg, powder).
- ✓** Switch off air conditioning/fans where possible.
- ✓** Where there is a likelihood of contamination, stay where you found the item and step about 2m away.
- ✓** Isolate the person contaminated and clear areas of people who are not nearby.
- ✓** Wash hands with soap and hot water.

On clothing

- ✓** Select a room for changing.
- ✓** Remove clothing and place in a plastic bag.
- ✓** Shower with soap and hot water.
- ✓** Change into other clothes.
- ✓** Wash hands with soap and hot water.