

# Stand-up Talk #4

## 10/28/2018

### Update: Suspicious Items – Exercise Caution

Even though an arrest was made in connection with the recent suspicious mail items sent to high profile figures and no additional associated packages have been discovered, we ask that you remain vigilant in looking for suspicious mail pieces while following the established suspicious mail protocols.

We appreciate your continued attention and efforts.

As a reminder, please do not respond to any media inquiries regarding the investigation, nor post any information on social media concerning it to ensure we avoid inadvertently compromising the effectiveness of the investigative methods of the Inspection Service. If approached and asked about specifics, say simply “The U.S. Postal Inspection Service is working closely with the FBI, who is the lead agency in this ongoing investigation.”



### For Collectors and Carriers:

If you open a mailbox and see a suspicious item inside, or if a customer returns a mail piece to you on the street, follow these steps:

- ❖ Do not touch or move the item.
- ❖ Don't put anything else in the mailbox.
- ❖ Leave the mailbox door open.
- ❖ Evacuate the immediate area.

- ❖ Isolate the area around the mailbox and determine if the suspicious item is or is not an immediate danger to life or safety.

If you believe the suspicious item is not an immediate danger to life or safety:

- ❖ Do not touch the package. Personally move to a safe area and call your supervisor to report the incident
- ❖ Call the Postal Inspectors at 877-876-2455. When prompted, state “emergency” to speak with a Postal Inspector.

If you think the suspicious item is an immediate danger to life or safety (i.e. if you see smoke or hear sounds such as, hissing, etc.):

- ❖ Do not touch the package. Personally move to a safe area and call 911
- ❖ Follow instructions from first responders.
- ❖ Call your supervisor to report the incident.
- ❖ Call the Postal Inspectors at 877-876-2455. When prompted, state “emergency” to speak with a Postal Inspector.

#### **For Retail and Customer Service Employees:**

- ❖ Visually inspect parcels placed in hampers stationed outside the counter line and self-service kiosk parcel drops, before handling them further.
- ❖ Visually inspect any packages left on the dock before handling them further.
- ❖ Identify and isolate possible suspicious mail, including any suspect mail piece returned to you by a customer at the counter, and follow established suspicious mail procedures.

#### **For Mail Processing Employees:**

- ❖ Visually examine mail volume pulled from Collection boxes outside the Mail processing facilities for any suspicious packages before further handling.
- ❖ Follow the proper procedures for suspicious mail, especially for anything discovered in the 010 area.
- ❖ Employees working on package sorting equipment must identify and isolate suspicious mail on the machine while dumping or processing.
- ❖ Employees working in manual areas must also be able to identify and isolate suspicious mail.

Employees should always exercise caution when coming across a suspicious item, whether it be suspicious mail; unknown powders, liquids or substances; or in the case of emergency situations involving smoke, fumes or vapors.

Suspicious mail characteristics to pay special attention to include shape, look, address and packaging:

- ❖ Shape – Is it lopsided or uneven? Is it rigid or bulky?
- ❖ Look – Are there oily stains, discolorations, or crystals on the wrapper? Does it have a strange odor?
- ❖ Address – Is there a return address? Are there restrictive markings? Are there misspelled words? Is it addressed to a title rather than to an individual? Is it an incorrect title? Is it poorly typed or written?
- ❖ Packaging – Is it sealed with tape? Is there excessive tape? Is there excessive postage?

**Remember: Safety Depends on Me!**