

The receipt of mail and packages are common in the normal course of our daily business at DAS. Although it is unlikely that employees will receive a piece of mail that contains a biological/chemical agent or bomb, employees should be familiar with the following information and guidelines. Also note that mailed bombs generally do not buzz or tick.

What constitutes a "suspicious" parcel/letter?

According to the U.S. Postal Service, a suspicious packet is one that:

- Is unexpected or from someone unfamiliar to you.
- Is addressed to someone no longer with your organization or is otherwise outdated.
- Has no return address or has an address that can't be verified as legitimate.
- Has incorrect spelling of addressee's name or title.
- Shows a city or state in the postmark that is a different location than the return address.
- Is unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile – Handle with Care" or "Rush – Do Not Delay".
- Is marked with restrictive endorsements, such as "personal" or "confidential".
- Has excessive postage.
- Is of unusual weight.
- Feels rigid or appears uneven or lopsided, has an irregular shape, soft spots or bulges.
- Has protruding wires, leaking liquid, powder residue, strange odors or stains.
- Has contents that feel stuck (pressure or resistance) when attempting to remove from the envelope or parcel.

What should I do if I've RECEIVED a suspicious parcel/letter in the mail?

1. Remain calm.
2. **Do not** open the parcel/letter. If possible, seal the mail in a plastic bag.
3. **Do not** further handle the mail piece or package.
4. Isolate the package and cordon off the immediate area.
5. Evacuate the immediate area beyond the perimeter of those exposed.
6. All persons who have touched the item should wash their hands with soap and water.

What should I do if I've OPENED a suspicious parcel/letter?

1. As soon as practical, wash hands with soap and water – shower if possible.
2. Make a list of all persons who have touched the letter and/or envelope. Include contact information. Provide the list to the proper officials.
3. Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.

Reporting a suspicious letter or parcel:

1. Notify your Floor Warden who will convey the information to your division's deputy director/designee and the DAS Director's Office.
2. Contact Building Security at _____ – _____. Explain that you've received a parcel in the mail that may contain a bomb, biological or chemical substance. Building Security will assume control and will contact the appropriate officials.
3. The proper officials will collect the mail, assess the threat situation and coordinate with the FBI, if necessary.
4. If necessary, the DAS Director's Office will notify local, county and state health departments and the Ohio Homeland Security Office.