



Serving Government. Serving Virginians.

Merritt Foster

Account Manager
United States Postal Service

Ann Jefferson

Postal Inspector



UNITED STATES
POSTAL SERVICE

Mail Center Security

Commonwealth of Virginia

James Monroe Building

June 10, 2009





UNITED STATES
POSTAL SERVICE

Mail Room Security

- ① **Although the mail room is the focal point for businesses, they are generally overlooked when it comes to security policies.**
- ① **Lack of security can result in theft of supplies, postage, mail and information.**
- ① **Today, we have to look at what is leaving as well as what is coming in through the mail.**
- ① **An operational review and training are essential in having a secure operation.**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Today, we will look at three types of threats to mail centers.

- Weapons of mass destruction
- Mail bombs and bomb threats
- Mail Room theft





UNITED STATES
POSTAL SERVICE

Mail Room Security

Preparing for Potential Threats in the Mail



UNITED STATES
POSTAL SERVICE

Mail Room Security

Chemical
Biological
Radiological
Nuclear
Explosive

Extremely unlikely...but the fear of these materials disrupts operations, incites fear, and often diverts vital first-responder resources.



UNITED STATES
POSTAL SERVICE

Mail Room Security

A Biological Weapon of Mass Destruction

Anthrax:

Is a bacterial, zoonotic disease caused by Bacillus (B.) anthracis.

Three types of infections:

Cutaneous: Skin

Inhalation : Inhalation

Gastrointestinal: Ingestion





UNITED STATES
POSTAL SERVICE

Mail Room Security

Types of treatment

- **Penicillin**
- **Doxycycline**
- **Ciproflaxin**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Ways to limit physical exposure to suspect Anthrax

- ❏ **Develop an emergency plan**
- ❏ **Train workers how to recognize and handle a suspicious piece of mail**
- ❏ **identify a single point of contact to open mail**
- ❏ **Screen all mail for suspicious packages**
- ❏ **Do not open mail in an area where other personnel are present**
- ❏ **Have appropriate gloves available for personnel who handle the mail.**





Mail Room Security

What should you do if you suspect anthrax

- ☞ **Contact local law enforcement, your safety officers, the Hazmat Unit and the Postal Inspection Service.**
 - ☞ **Isolate the damaged or suspicious packages**
 - ☞ **Cordon off the immediate area.**
 - ☞ **List all people who may have touched the letter or package. Provide list to the authorities.**
-



UNITED STATES
POSTAL SERVICE

Mail Room Security

What should you do if you suspect anthrax

- ☞ **Place all items worn at the time in plastics bags and have them available to authorities**
 - ☞ **Shower with soap and water as soon as possible**
 - ☞ **Notify the CDC at 770-488-7100 for answers to questions**
 - ☞ **Call Postal Inspection Service**
-



UNITED STATES
POSTAL SERVICE

Postal Inspectors have investigated mail bombs and other criminal use of explosives for more than 150 years

Chicago Tribune December 7, 1859

A new panic has been created by the alleged discovery of "infernal machines," which, according to the Richmond *Enquirer*, are to be addressed to all the leading citizens of the State, with the immediate and diabolical design of blowing them up.

POSTAL INSPECTORS IN THE BOMB CASE

A LITTLE INFERNAL MACHINE.
THE PACKAGE WHICH EXPLODED AND STARTLED THE POST OFFICE CLERKS.

Impending 'Break' of Eastville Mail Bomb Case Will Be New 'High' in Postal Inspectors' Work

Chief Says Agents' Job Was 'Cleverest' in the Unit's History.

Suicide in an Eastville, Va., jail yesterday of one of the men held for the bomb slaying of Curry Thomas, may soon reveal the whole story of the "super-detective" work who investigated

Postoffice Bomb Case Figures



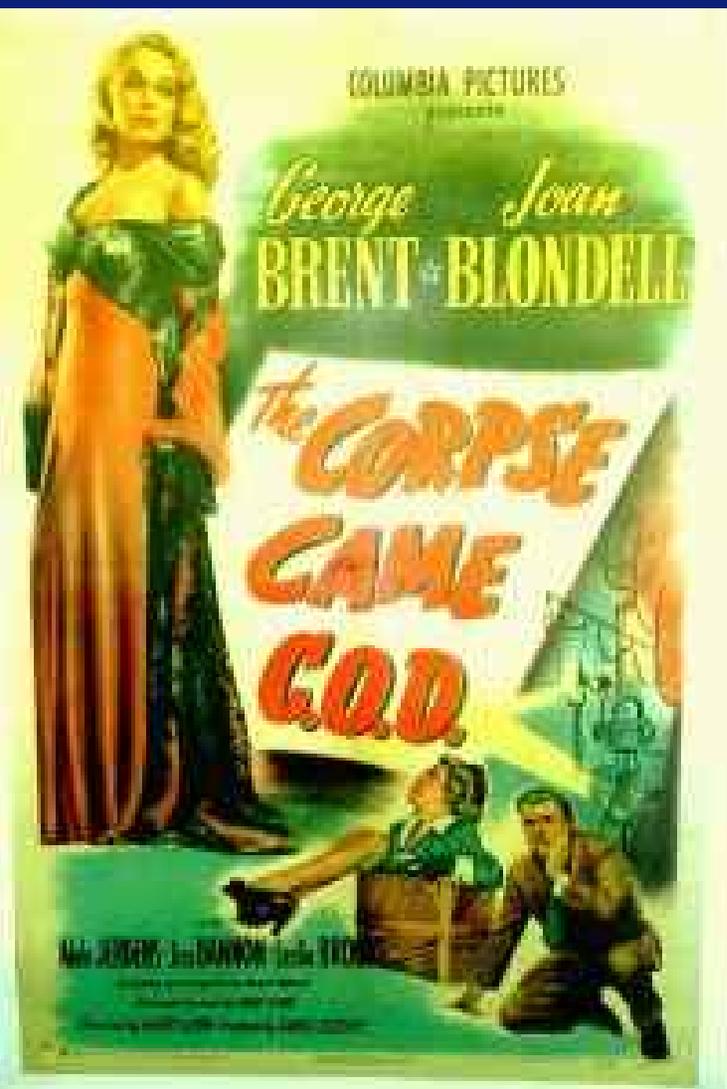
DANGEROUS MAIL MATTER THE SPANISH CONSUL-GENERAL'S FRIGHT.

DEADLY LETTERS THAT HAVE BEEN DISCOVERED IN THE NEW-YORK POST OFFICE—PATRIOTIC PERCUSSION CAPS THAT NEARLY DESTROYED A CLERK'S EYE-SIGHT—THE HORNEED TOAD THAT STARTLED A SUPERINTENDENT.



UNITED STATES
POSTAL SERVICE

What Does Suspicious Mail Look Like?





UNITED STATES
POSTAL SERVICE

USPS Poster 84

Request from your local post office

Download from www.usps.com

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water



UNITED STATES
POSTAL SERVICE





UNITED STATES
POSTAL SERVICE

Mail Room Security

Indicators of a suspicious letter or parcel

- ❏ **No return address or one that can't be verified
(Strange Return Address)**
- ❏ **Excessive postage**
- ❏ **Handwritten or poorly typed address**
- ❏ **Incorrect title with no name,**
- ❏ **Misspellings**
- ❏ **Addressed to someone no longer with the company**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Indicators of a suspicious letter or parcel

- ❏ **Markings (Personal, Confidential)**
- ❏ **Powdery substance on the outside**
- ❏ **Unusual weight given the size**
- ❏ **Lopsided, or oddly shaped**
- ❏ **Unusual amount of tape on it**
- ❏ **Odor, discoloration, or oily stain**

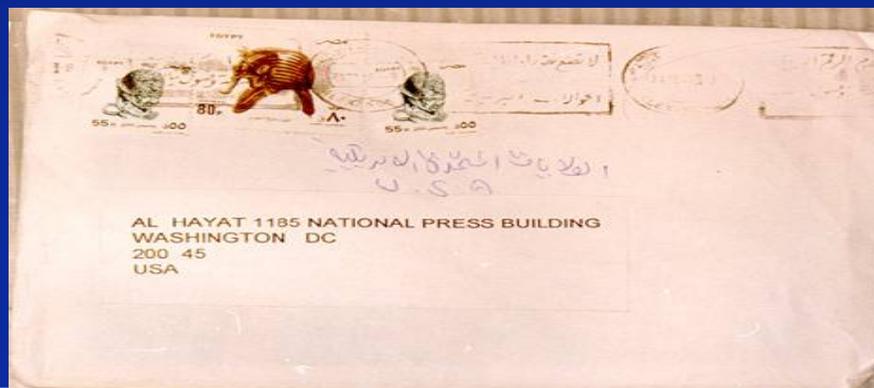




UNITED STATES
POSTAL SERVICE

Specific Features: Letter Bombs

- ⊙ At least ¼ inch thick
- ⊙ Bulkier than normal letters
- ⊙ Rigid, uneven appearance
- ⊙ May have protruding wires or aluminum foil
- ⊙ Springiness



**Fictitious
return address**

**Postmark doesn't match
return address**

Poorly wrapped

**Distorted
handwriting
(disguised)**

**Numerous
"fragile"
endorsements**



Some package bombs are more difficult to detect by appearance alone



UNITED STATES
POSTAL SERVICE



(Actual Device: name and address blurred)





UNITED STATES
POSTAL SERVICE

What made this a suspicious package?

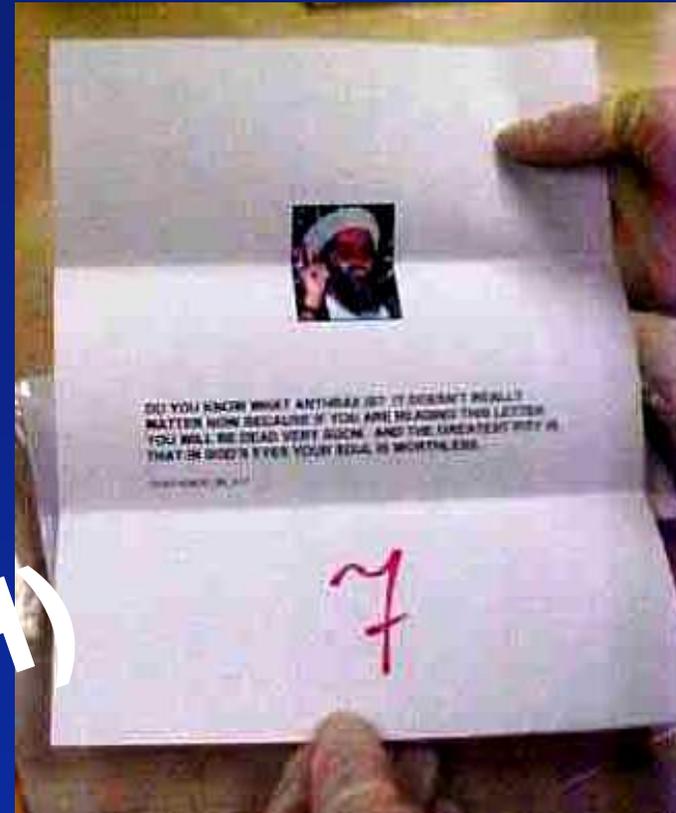




UNITED STATES
POSTAL SERVICE

Dangerous Mail Hoaxes

This is anthrax....
(or baBy
powder....
Or Corn STARCH)





UNITED STATES
POSTAL SERVICE

False Alarms

“This letter seems to be leaking something. What could it be?”





UNITED STATES
POSTAL SERVICE

Help Reduce Suspicious Incidents

Outgoing Mail



UNITED STATES
POSTAL SERVICE

When preparing a mailing:

- Include a return address (contacting the mailer often solves the mystery of what they mailed)
-

IF A SUSPICIOUS ITEM IS IDENTIFIED IN THE MAIL OR USPS FACILITIES:



UNITED STATES
POSTAL SERVICE

- ☺ Attempts are made to contact the sender and/or addressee—often a simple telephone call provides information that leads to resolution of the incident



"That package is from my sister. She's sending me her famous angel food cake mix."



UNITED STATES
POSTAL SERVICE

When preparing a mailing:

- **Keep address lists current**
 - **Check the spelling of names and correct titles**
-



UNITED STATES
POSTAL SERVICE

When preparing a mailing:

- ☺ Avoid using excessive amounts of tape or sending oddly-shaped packages

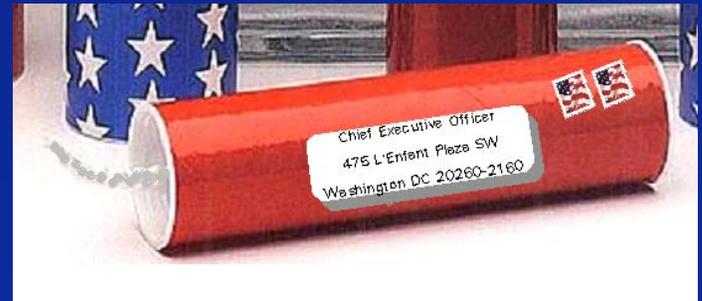
 - ☺ Use proper packaging for liquids & powders
-



UNITED STATES
POSTAL SERVICE

When sending mail:

- ☺ Do not mail dangerous materials
- ☺ Remove batteries from items that could turn on
- ☺ Look at the mail from the perspective of your addressee
- ☺ Notify the addressee before sending unusual packages





Known Mailings Information for First Responders

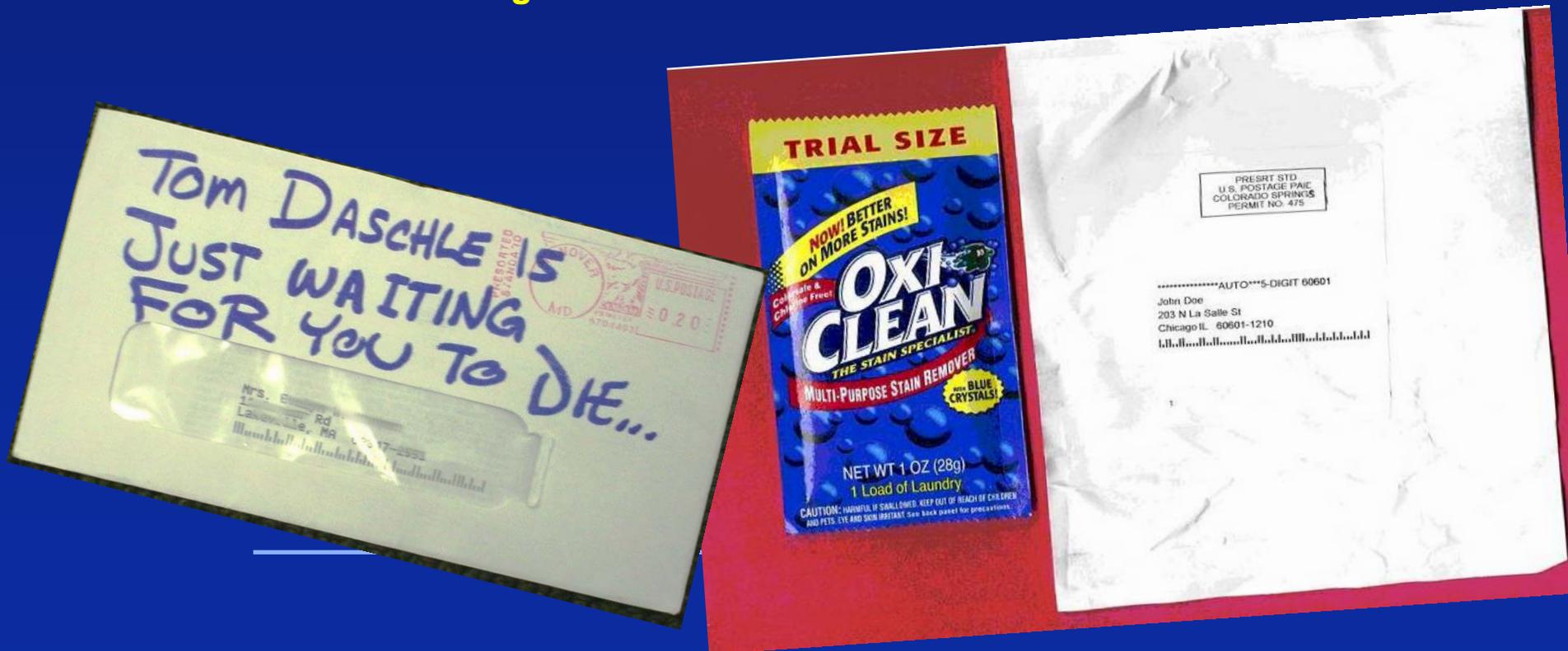
- ⊙ USPS notifies police and first responders of known mailings that may generate calls from addressees
 - ⊙ Notify the Inspection Service if a large mailing of powders or other materials may cause concern for addressees
-

If a suspicious item is found in the mail or USPS facilities



UNITED STATES
POSTAL SERVICE

- Postal Inspectors conduct a threat assessment based on the characteristics of the substance, the mailpiece, and environmental considerations.
- Details of the mailpiece are compared against our database of known mailings





UNITED STATES
POSTAL SERVICE

Postal Inspector Mail Specialists

Dangerous

Dangerous Mail Specialists have received training in Hazardous Waste Operations and Emergency Response, forensic sampling, improvised explosive device recognition, hazmat and post-blast crime scene processing, and technical use of portable x-ray and field screening equipment.





Screen incoming mail and packages:

- ☺ Is it from someone you know?
 - ☺ Does the return address appear legitimate?
 - ☺ Is its weight unusual for its size?
 - ☺ Is it lopsided or uneven?
 - ☺ Does it have oily stains or a powdery deposit?
 - ☺ Is it sealed with excessive amounts of tape?
 - ☺ Is it marked with restrictive words like “Personal” or “Confidential” ?
-



UNITED STATES
POSTAL SERVICE

Conduct a threat assessment, if appropriate

- ⊙ **Are you experiencing any symptoms (difficulty breathing, itching, burning eyes, etc.)?**
- ⊙ **Are you or your organization a likely target?**
- ⊙ **Is there an overt threat (This is ricin...)?**

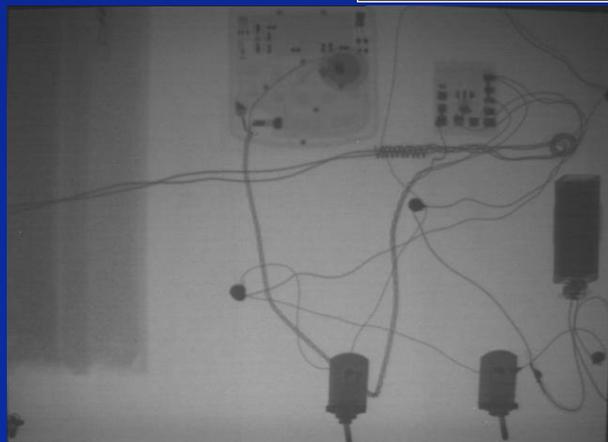
Have a plan, and follow it.



UNITED STATES
POSTAL SERVICE

Package Bomb Screening

Numerous manufacturers offer metal detectors and x-ray units designed for packages





UNITED STATES
POSTAL SERVICE

Mail Room Security

Checklist Suspicious Mail Guidelines

If you receive a suspicious letter or package:

1. **Handle with care. Don't shake or bump.**
2. **Don't open, smell, touch, or taste.**
3. **Isolate it immediately.**
4. **Treat it as suspect. Call local law enforcement authorities.**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Suspicious Mail Guidelines

If a letter/parcel is open and/or a threat is identified...

For a Bomb

- ☞ Evacuate Immediately
- ☞ Call Police
- ☞ Contact Postal Inspectors
- ☞ Call Local Fire





UNITED STATES
POSTAL SERVICE

Mail Room Security

If a letter/parcel is open and/or a threat is identified...

For Radiological

- ☐ **Limit Exposure – Don't Handle**
- ☐ **Distance (Evacuate Area)**
- ☐ **Shield Yourself From Object**
- ☐ **Call Police/Local Fire Department-HAZMAT Unit**
- ☐ **Contact Postal Inspectors**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Checklist

If a letter/parcel is open and/or a threat is identified...

For Radiological / Chemical

- ☐ **Isolate – Don't Handle**
- ☐ **Wash Your Hands With Soap and Warm Water**
- ☐ **Call Police/Local Fire Department/HAZMAT Unit**
- ☐ **Contact Postal Inspectors**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb

Who would send a mail bomb

- ❏ Former spouses
- ❏ Former business partners
- ❏ Former employees
- ❏ Individuals who have been investigated or prosecuted





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb

A good Mail Bomb program should include:

Assessment

Prevention

Response





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb Assessment

Management needs to evaluate the likelihood that your company or employees may become targets of a mail bomb attack.

- Foreign Terrorism
- Domestic Hate Groups
- Workplace Violence





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb Prevention

The best way to be prepared is to have a plan. It should include prevention and response.

- ❏ Restrict Access to the facility
- ❏ Use of ID badges
- ❏ Evacuation Plan
- ❏ Notification protocol
- ❏ Receiving personal mail at work





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb Response

During a response to a threat one has three options:

- ❏ Evacuate everyone immediately and search
- ❏ Evacuate some employees while a search is underway
- ❏ Evacuate no one and search





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb Checklist

- **The Bomb Threat Response Plan complements overall physical security plan.**
- **The mail center security coordinator should be part of the facility security team.**
- **Determine local police policy on conducting bomb threat searches.**
- **If needed, organize and train search teams of volunteer employees familiar with areas to be searched.**
- **Equip search teams with basic tools, such as flashlights, screwdrivers, pry bars, and keys to all offices and storage areas.**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Bomb Checklist

- **Train telephone operators and receptionists to remain calm if receiving a threat and to gather additional information.**
- **Establish policy requiring all mailed and privately delivered parcels to undergo screening in the mail center.**
- **Train mail center employees to recognize suspicious parcels and mail bomb characteristics during screening.**
- **Advise employees not to open suspicious parcels.**
- **Advise all employees to contact the mail center if they receive a parcel they are not expecting and which cannot be explained.**





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Center Theft

Every mail center should be a restricted area. To make your mail room secure have policies in place to address:

- 📄 Personnel security
- 📄 Access control
- 📄 Registry mail and high-value shipment
- 📄 Company funds
- 📄 Postage meters





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Center Theft

When evaluating the security policies and procedures in a mail center, focus on the three

“Ps”

Personnel

Place

Procedures





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Center Theft Security Checklist

- Mail center personnel screening process.
- Authorized receptacles for U.S. Mail clearly labeled.
- Alarms and surveillance equipment installed.
- Access limited to authorized personnel.
- Postage and meter protected from theft or unauthorized use.





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Center Theft Security Checklist

- High-value items locked overnight.
- Accountable items verified and secured.
- Control of address labels maintained.
- Labels and cartons do not identify valuable contents.
- Presort and ZIP+4 . Savings taken when applicable.
- Containers and sacks used when possible.





UNITED STATES
POSTAL SERVICE

Mail Room Security

Mail Center Theft Security Checklist

- **Outgoing mail delivered to postal custody inside the facility.**
- **Employee parking separated from dock area.**
- **Lost and rifled mail reported to Postal Service.**
- **Contract delivery services screened (Personnel).**
- **Procedures established for handling unexplained or suspicious packages.**
- **Postal Service receipts for meter settings verify authorized amounts.**





UNITED STATES
POSTAL SERVICE

Assess the realistic risks to your mail center...

***...then explore methods to improve security
based on your vulnerabilities.***

Thank you!



UNITED STATES
POSTAL SERVICE

Mail Room Security

The
End

