MAIL SECURITY TIPS

- It is appropriate that staff handling mail remain vigilant and cautious at all times.
- Even though threat levels are low, all staff handling mail items should be observant and alert to the possibility of receiving suspect articles as these may be sent by a variety of disgruntled people who can include employees, students or other disgruntled persons.
- All staff should be aware of the emergency procedures for responding to and reporting a suspect article and management must provide the relevant instructions and training.
- Where possible, the sorting and processing of mail and packages should be conducted in an area that is separate from the main organisation, to allow containment if required.
- If you suspect that a mail item contains an explosive device, do not touch it or move it, ring security and report it. Evacuate the area, ensuring that persons are kept well clear.

WHAT TO DO IF YOU HAVE RECEIVED A SUSPECT ITEM containing a harmful substance and HAVE NOT OPENED IT:

1. Place item in a plastic bag and seal it;
2. Place all items in a second plastic bag and seal that also;
3. Stay in your office or immediate work area. This applies to all staff in the immediate area. Do not allow others to enter the area to avoid possible contamination. Remember...you are not in immediate danger.
4. Call for help – contact Security and inform them of the circumstances surrounding the package and the measures you have taken. Inform them of your location. Security will call 000 and Chief Warden.
5. Keep your hands away from your face and mouth.
6. Wash your hands if possible (without leaving the area).
7. If possible have the building’s air conditioning system shut down and turn off any fans.
8. Wait for help to arrive.

WHAT TO DO IF YOU HAVE RECEIVED A SUSPECT ITEM containing a harmful substance and HAVE OPENED IT:

1. Do not disturb the item any further. If any material has spilt from the item, do not attempt to clean it up or brush from clothes.
2. If possible place an object over the package without disturbing it, such as a rubbish bin or coat.
3. Stay in your immediate work area – this also applies to other staff in the same room.
4. If there is a strong/over powering odour move to an adjoining room closing all doors and windows and stay in that area until help arrives.
5. Call for help – Contact Campus Security and advise them of your situation and your location. They will ring 000 and notify the Chief Warden.
6. Keep hands away from face and mouth to avoid contamination.
7. Wash your hands if possible (without leaving the area).
8. If possible have the building’s air conditioning system shut down and turn off any fans.
9. Wait for help to arrive.