



Employees' guide to Suspicious Mail and Packages

Mae'r ddogfen yma ar gael yn y Gymraeg.
This document is available in Welsh.

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Introduction

This may be an age of increasingly advanced technology, but Rhondda Cynon Taf Council still need to use postal and courier services to send and receive physical mail.

As a result, there is a risk of receiving something dangerous through the post. Mail and Courier services provide an opportunity for malicious attacks and other security incidents, and this could affect our day-to-day operations, as well as our reputation.

Suspicious packages, which may include letters, parcels and anything that can be delivered by either post or a courier service, have been used previously in terrorist attacks across the world.



It's important that our employees understand how to minimise the risk and impact of suspicious mail.

A robust risk assessment as well as providing information relating to suspicious packages should give a good idea of the likely hazards involved and threat towards Rhondda Cynon Taf Council and our employees, indicating the precautions that need to be taken.

The purpose of this guide is to increase awareness around postal security and motivate employees to play their part in mitigating the risk of postal threats.

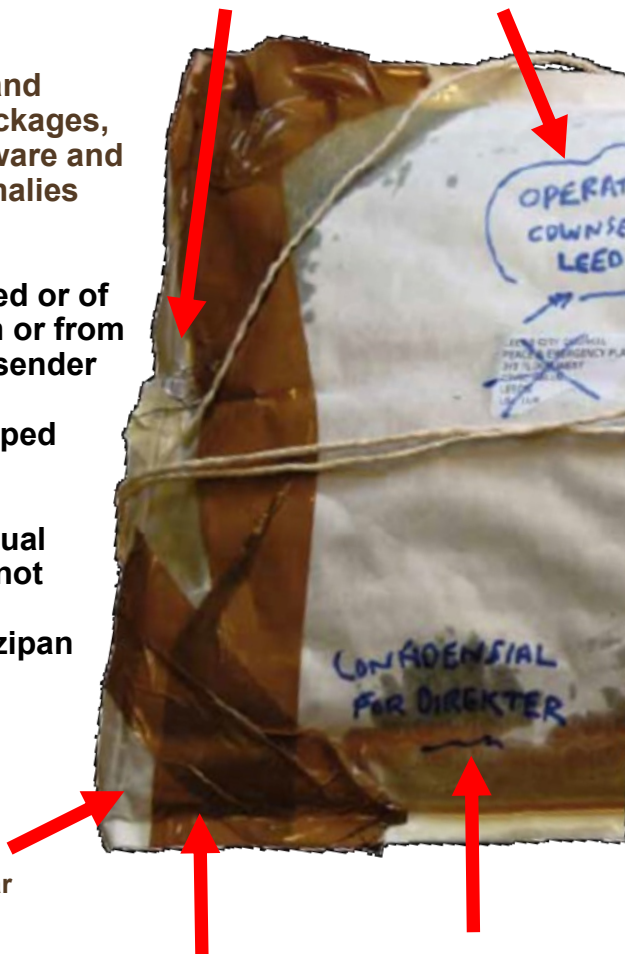
How to notice suspicious mail or packages

When receiving and handling mail/packages, always remain aware and look for the anomalies including:

- It is unexpected or of unusual origin or from an unfamiliar sender
- It is oddly shaped or lop sided
- It smells unusual including but not restricted to almonds, marzipan or ammonia

There are protruding wires

It is poorly or inaccurately addressed



A jiffy bag or similar padded envelope has been used

There is an additional inner envelope and it's tightly taped or tied

It is addressed confidentially to the Chief Executive or a member of Senior Management

The address has been printed unevenly or in an unusual style or dry transfer instant lettering has been used

It has more than appropriate value of stamps for its size and weight



- There are pin type holes in the envelope or in the package
- There is no return address or the address cannot be verified
- It seems unusually heavy for its size
- If the appearance suggests it is a book, **do not** press or flex the package

The envelope flap is stuck down completely (a normal letter usually has an ungummed gap of 3-5 mm at the corners)








It has greasy or oily stains on the envelope

What you can do as a precaution

- Ensure all mail and deliveries are processed in the print room only
- Make sure all employees who handle mail and packages are familiar with this guidance and are aware of the signs of suspicious mail and packages
- Ensure all incoming mail is included as part of the screening process
- Ensure the print room remains ventilated allowing air to travel through

What to do in the event of an emergency

If a letter or package is opened that contains any unknown substances:

-  Leave it where it was found and if possible do not disturb it
-  Do not try to clean up the substance
-  Evacuate the area and ensure no-one enters the area
-  Instruct people in the immediate area to wash their hands and other exposed skin with soap and water
-  Direct these people into a 'safe area' away from others and take contact details for them including a next of kin
-  If possible shut down any equipment in the area
-  Contact the Emergency Services and/or the Council's Emergency Planning or Health and Safety Team for further information

Further Information

In the first instance if you have any issues, talk to your Line Manager to discuss if they can be resolved in-house. Further information can be found via:

External Emergency Services

Police: 101 / 999

Anti-Terrorist Hotline: 0800 789 321

The Council's Emergency Planning Team

Address: Ty Glantaf, Unit B23, Treforest Ind Est, Pontypridd, CF37 5TT

Telephone: 01443 827726 **Out of Hours:** 01443 425011

Email: ian.m.woodland@rctcbc.gov.uk

The Council's Health and Safety Team

Address: Tŷ Elai, Williamstown, CF40 1NY

Telephone: 01443 425531

Email: healthandsafetyteam@rctcbc.gov.uk



