

Mail and Packages policy and procedures course

Course presented by

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Course description

This is a 1-day course for attendees to receive an in-depth appreciation of mail and package threats to the facility by routes into the facility including the mail centre, courier deliveries, hand deliveries, and shipping/receiving operations. This will be achieved through lectures and attendee interaction.

Scanning is the examination of mail/packages by use of x-ray and/or other specialized detection equipment whereas screening is the examination without the use of special scanning equipment, i.e., visual.

The workshop will address potential threats, analyzing risk, security measures, incident response to suspicious mail/packages, developing the response plan, facility design and staff training.

Target audience

This course will be of interest to senior security, and management with responsibility for risk reduction, mail centre operations, 'front door' security and shipping/receiving.

Course Outline

Introduction – scope of course; terms and definitions; types of facilities – off/on site, single room operations, core requirements; streams - mail centre, shipping/receiving, commercial mail or courier, hand delivered to entrances/receptions, internal mail; why all staff should understand mail security procedures; sources of advice and information; team approach; roles and responsibilities; outsourcing; mail centre security coordinator; workplace violence; history of mail bombs in Canada and elsewhere; policy on personal mail; business continuity

Potential threats in the mail and package delivery streams – understanding the threat

Discrete threat objects – white powders, explosives, offensive materials, sharps, firearms

CBRNE – specific focus on anthrax; hoaxes and their impact on operations

Bombs and bomb threats

Threatening content – threatening language

Analyzing risk in the mail and package delivery streams – assess vulnerability to and impact of suspicious or hazardous mail and packages

TRA – risk factors; threat, vulnerability, consequence; how vulnerable is your organization?; health and safety considerations; low, moderate, high risk facilities

Types of deliveries - mail vs packages; ‘front door’ issues; concept of “Trusted Suppliers”

Consideration of both the facility and the technologies

Security measures

Physical security – general – sound security protocols; enhancing physical security, access control, CCTV, pre-employment screening

Physical security – specific – physical protection levels; design-basis threat, mail centre design, location and adjacencies; enhancing the physical layout; air handling systems

Screening and scanning technologies and processes – challenges, integrating technologies and processes into operations

Screening/scanning levels – what are screening and scanning, how they differ from airport and customs approaches; 2D and 3D

Screening – visual detection -10 signs, US SLAP

Scanning – X-ray, CBR detectors

Personal Protective Equipment (PPE)

Containment systems and decontamination – containment cover and ‘glove box’

Inbound/outbound/interoffice mail – including courier; application to campus (multi-building settings)

Process mapping – understand all of the routes by which letters and packages are received

Suspicious mail and package incident response procedures

Actions required when an incident occurs (immediate actions); verification process; alert procedures; communication; evacuation; personal decontaminations and isolation; post-event follow-up

Security checklists, command centre, isolation area and safety zone

The Plan – best practices, planning team (active and advisory team members), emergency operations centre, response procedures, testing the plan, security check list;

Training staff – basic security procedures; screening, scanning technologies; recognition and reporting of suspicious mail and packages; proper use of PPE; response protocols: document training: exercises; refresher training.

Contact Information for Instructors

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