

SUSPICIOUS LETTERS, PARCELS AND SUSPECTED BOMB(S) – THE TELL TALE SIGNS



General

Remember that a package sent through the post must be reasonably robust to withstand normal treatment by the postal service. Also, that the letter or package is usually designed for a particular person and only to activate when opened. A premature activation is most unlikely.

Be aware

Listed below are a number of signs that could indicate that a letter or package contains a suspicious substance. By themselves they may look to be innocent – but a combination of a few of them together may arouse suspicion. Should you have any cause for concern:

- Treat with caution
- Investigate further
- If still in doubt, report concerns to the Tenant Liaison Manager

Suspect Packages – The Seven S's Tell Tale Signs (signs & symptoms to be aware off)

Shape:	Is the parcel evenly balanced? Is there stiffening – the feel of cardboard or metal? Is there an unusual outline if held up to the light?
Stamp:	Is the postmark familiar? Are there no stamps or an excessive use of stamps – disproportionate to the weight? Is it correctly addressed?
Size:	Single page envelopes or reports, which are uniform and have a balanced appearance, are unlikely to be suspect. Explosive or incendiary items will usually have some bulk, possibly disguised in a jiffy bag or postal tube. If the weight seems excessive for the size it may be suspect.
Smell:	Some explosives have a distinctive aroma (nitro-glycerine/nitro toluene's can smell of marzipan or almonds) but this may be masked by perfume or aftershave. Any strong smell should be viewed suspiciously.
Stain:	The same explosives can sweat or ooze liquid, causing oily stains or grease marks on the package.
Seal:	If it is a device the package will be well-sealed and secured using staples, tape, etc to prevent it coming apart in transit. Often the packages are sealed in such a way that the recipient automatically attempts to open it at the 'easiest' (and most harmful) side.
Sender:	If in doubt, check with the sender. If there are no visible postmarks or a return address, check with the intended recipient - are they expecting a package?

Action on discovering a suspicious object



Anyone discovering a suspicious object or receiving a Bomb warning or threat should immediately inform the TLM/BSM who will determine what action to take

The following rules apply to any person finding a suspicious object:

- **DO NOT TOUCH, HANDLE OR MOVE IT**
- Inform the TLM and begin an immediate investigation – can anyone identify it, did anyone see it being delivered, are there any identifying markings on it. Report outcome of investigation to the TLM
- Leave a distinctive marker near it, i.e. any item that can be easily described to a bomb disposal officer (sheet of A4 with an arrow marked on it, plus a weight to prevent the marker moving)
- Implement the evacuation plan using escape routes well away from the hazard area and move to the assembly point
- Fire wardens to take a roll call and report to the chief fire warden
- The TLM should consider evacuation to the secondary (off-site) evacuation point
- Draw an accurate plan of where the device is located and how it is marked
- Remain immediately available at the assembly point for interview by the emergency services/army bomb disposal
- Any air conditioning or fan units within the room/building should be switched off (if it is safe and possible to do so without placing anyone at further risk)

Suspicious Package - Opened.

If you open a letter or package and find a suspicious substance (which may have been released), take exactly the same actions as outlined above but ensure that all employees who were in the area at the time are identified in case they need a medical check, (the chances are that it is entirely innocent or a hoax).

In addition:

- Close all fire doors
- Close all windows in the rest of the building
- Evacuate the building initially to your existing fire assembly point unless instructed otherwise
- Call the police and await their guidance
- Gain medical advice. Exposure to contaminated material If you think that you may have been exposed to contaminated material:
- Do not over react
- Do not touch eyes, nose or any other part of the body
- Wash hands in soapy water (if facilities are provided)
- Keep all persons possibly exposed to the material together, away from others and available for possible medical examination
- Ensure that the emergency services have been contacted and follow their instructions

Bomb Threat Checklist

This checklist is designed to help you deal with a telephone/verbal bomb threat effectively and to record the necessary information. Display it so that it can be seen instantly.

Actions to be taken on receipt of a bomb threat

Record the **EXACT** wording of the threat. Listen carefully for any identifying sounds and allow the caller to finish before asking the following questions:

Question	Answer
Where is the bomb right now?	
When is it going to explode?	
What does it look like?	
What will cause it to explode?	
Did you place the bomb?	
Why?	
What is your name?	
What is your address?	
What is your telephone number?	

About the call

Time of call		Number called from	
Sex of caller		Male	Female
Language		Caller's voice	Background sounds
Well spoken		Calm/Angry	Street noises
Irrational		Laughter	PA systems
Offensive		Disguised	Office noise
Taped or read		Accent	Traffic

Anything else you noticed