



Do You Open Mail? Five Tips You Need to Know Today

We're all keenly aware that the use of mail and courier services to transport bio toxin, chemical agents, radiation, explosives or other life threatening materials is an unfortunate reality. Few facilities have dedicated screening programs, putting the assistants and staff members who open mail in jeopardy.

Formal training is the best solution to learn how to identify suspicious mail and to minimize danger. Until then, have emergency contact information at hand, open all envelopes with care, and follow these five tips for basic mail security and safety.

TIPS:

1. **Follow your instincts** Concerned about a package? Follow your instincts and **DO NOT OPEN IT**. Leave the envelope on a flat surface and tell your supervisor.
2. **For powders** Place the letter and envelope on a flat surface. Do not attempt to clean up the mess or collect samples. Move away from the threat but stay in the general area. Do not remove clothing. Notify your supervisor and call 911.
3. **For chemicals** Place the letter and envelope on a flat surface. Do not attempt to clean up the mess or collect samples. Move away from the threat, carefully remove affected clothing and evacuate to the nearest decontamination area. Notify your supervisor and call 911.
4. **For potential explosives** If holding the package or letter, gently set it down, notify your supervisor, follow procedures to evacuate the area and call 911.
5. **For threatening messages** If you open a letter or package that contains a threatening message but no visible liquid or powder, do not ignore it. Do not return the letter to the envelope or box. Place the contents and envelop or box together on a flat surface and notify your supervisor.

ARE YOU AT RISK?

Every organization and facility should have a documented plan for handling suspicious or threatening mail before it becomes a headline. Organizations that have appeared in the media, have been engaged in a lawsuit or have been threatened with a lawsuit, have made public statements on sensitive issues, or are members of a controversial industry are at high risk. Assistants and staff at these facilities should receive professional training.

BE PREPARED WITH SOBRAN SAFEMAIL®

- SoBran offers a complete range of mail safety and security planning and training options. A SafeMail program can be tailored for any size organization.
- Affordable online training for anyone that opens mail will be available soon.

SoBran SafeMail Clients

SoBran, Inc. is the foremost authority on protecting personnel and facilities from mail borne hazards. Our clients have included the 2008 Presidential Campaign, Gannett Company, Department of Homeland Security, Pentagon Force Protection Agency, Department of Defense, and General Services Administration. From our over 10 years of mail protection experience, we have learned that employee training is the single most important safety factor.

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