

UNCLASSIFIED

**1ST FIGHTER WING  
1234 TELLES AVE  
LANGLEY AFB VA 22222-5555**

**DATE**

## **OFFICIAL MAIL CENTER BUSINESS RECOVER PLAN**

This plan sets forth the policies and procedures for handling known and unknown suspicious mail incidents. It also provides instructions for relocation of the postal facility due to closure of the primary operational location because of explosive devices or contamination by chemical or biological warfare (CBW). The postal facility must be able to continue operations with a minimum degradation of service.

### **1. REFERENCES:**

- 1.1. United States Postal Service Domestic Mail Manual
- 1.2. DoD Manual 4525.8-M, Official Mail Manual
- 1.3. DoD Instruction 4525.8, DoD Official Mail Management
- 1.4. United States Postal Service Notice 71, Bombs by Mail
- 1.5. United States Postal Service Poster 84, Suspicious Mail
- 1.6. United States Postal Service Publication 166, Mail Center Security Guidelines
- 1.7. DoD Directive 2000.12, DoD Antiterrorism Program
- 1.8. DoD Instruction 2000.16, DoD Antiterrorism Standards (31)
- 1.9. DoD O-2000.12-H, Protection of DoD Personnel and Activities Against Acts of Terrorism and Political Turbulence (Handbook)

### **2. RISK ANALYSIS:**

2.1. The postal facility is the major gateway for mail, small parcels, magazines, and announcements entering/leaving this installation. Each day, the mail center handles hundreds or thousands of packages from routine letters to confidential documents, high value parcels, and even money. Despite this, many managers overlook security and training for this critical nerve center. An effective security program should have two components: (1) a plan for what to do in a common situation; and (2) training for all employees.

2.2. A little known fact for most people is that chemical and biological warfare (CBW) is the number one choice of terrorists today. Some forms of CBW can be mailed! Even if the threat is a hoax, it can disrupt the operation of an agency. The most likely form for dissemination of anthrax as a biological terrorist agent is aerosolization of spores. Unlike chemical agents, biological agents are not detectable with the five human senses. You will never realize you have been exposed to a biological agent until you start becoming sick with certain symptoms.

### **3. EMPLOYMENT SAFETY AND PHYSICAL SECURITY**

UNCLASSIFIED

## UNCLASSIFIED

3.1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine aerosolized mist. It cannot be spread from one person to another. Employees should use caution and wear available protection (gloves and masks) when handling mail.

3.2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective. Therefore, do not panic.

3.3. Hand sorting of mail is likely to generate lower levels of airborne particles than machine sorting, but hand sorting may still present a risk for exposure.

3.4. The likelihood of your ever receiving a bomb in the mail is very remote. Unfortunately, a small number of mail bombs have been mailed over the years. While most are sent through the USPS, they can also be sent through any other carrier. Mail bombs must be taken seriously because they can kill and seriously injure personnel. Motives for mail bombs are often revenge, extortion, terrorism, or business disputes.

3.5. In the event that an emergency evacuation is required, all mail center personnel will assemble at \_\_\_\_\_ to allow for proper accountability.

### **4. RESPONSIBILITIES:**

4.1. The Installation Official Mail Manager will:

4.1.1. Ensure appropriate gloves and masks are available for all personnel. Coordinate with installation bioenvironmental personnel on protective equipment requirements.

4.1.2. Ensure personnel wear long-sleeved clothing to protect exposed skin.

4.1.3. Ensure all incoming mail is screened and suspicious mail is identified and isolated.

4.1.4. Ensure suspicious mail is not opened in an area where other personnel are present, if possible.

4.1.5. Ensure advisory notices are furnished to all activities as quickly as possible upon receipt.

4.1.6. Ensure continuous training on proper procedures for handling suspicious mail. Training will stress effective countermeasures to be used against these threats and enable assigned personnel to defend and protect against these threats.

4.1.7. Ensure First Responders are notified of all suspicious mail received.

4.2. Unit Official Mail Managers will:

4.2.1. Identify a single location to open suspicious mail, when possible.

UNCLASSIFIED

## UNCLASSIFIED

- 4.2.2. Screen all incoming mail for suspicious mail. Mail should be screened prior to forwarding to action offices that you service.
- 4.2.3. Ensure suspicious mail is not opened in an area where other personnel are present, if possible.
- 4.2.4. Ensure gloves (sterile gloves are not necessary) are available for all personnel. Gloves must be provided in a range of sizes to ensure proper fit.
- 4.2.5. Ensure personnel wear long-sleeved clothing to protect exposed skin.
- 4.2.6. Ensure Installation Official Mail Manager and First Responders are notified of all suspicious mail received.
- 4.2.7. Ensure all personnel handling official mail are trained in proper procedures for wearing protective equipment, screening, and identification procedures.
- 4.2.8. Ensure personnel processing official mail and administrative communications are familiar with this plan to include all references and checklists. Checklists, notices and posters will be posted in all areas that process mail for personnel reference.

### **5. CHARACTERISTICS:**

- 5.1. The following are typical characteristics, which should trigger suspicion in letters or parcels received in your mail activity. These characteristics are basically the same for chemical and biological warfare and explosives.
  - 5.1.1. Excessive postage, no postage, or non-cancelled postage.
  - 5.1.2. No return address or fictitious return address.
  - 5.1.3. Improper spelling of addressee names, titles, or locations.
  - 5.1.4. Unexpected envelopes from foreign countries.
  - 5.1.5. Suspicious or threatening messages written on packages.
  - 5.1.6. Postmark showing different location than return address.
  - 5.1.7. Distorted handwriting or cut-and-paste lettering.
  - 5.1.8. Unprofessionally wrapped packages or excessive use of tape, strings, etc.
  - 5.1.9. Packages marked as "Fragile - - Handle with Care", "Rush - - Do Not Delay", "Personal" or "Confidential."
  - 5.1.10. Rigid, uneven, irregular, or lopsided packages.

UNCLASSIFIED

## UNCLASSIFIED

5.1.11. Packages that are discolored, oily, or have an unusual odor or ticking sound, soft spots, bulges, or excessive weight, protruding wires, or aluminum foil.

5.1.12. Visual distractions.

### **6. PROCEDURES:**

#### **6.1. Chemical, Biological or Radiological Threats:**

6.1.1. If you receive or open a letter that claims to have contaminated you with anthrax or some other chemical and there is **no** substance in the letter or envelope, notify your supervisor and they will notify the appropriate officials.

6.1.2. If you receive or open a letter that claims **to have contaminated** you with anthrax or some other chemical and there is a substance in the letter or envelope, take the following steps:

6.1.2.1. Do not shake or empty the contents of any suspicious envelope or package.

6.1.2.2. Double bag the letter or package in zipper-type or zip-lock type plastic bags using latex gloves, or some other type of container to prevent leakage of contents. If you do not have any containers, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.). Post a message, such as “DO NOT REMOVE THIS COVER.”

6.1.2.3. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (e.g., keep others away).

6.1.2.4. Notify First Responders who will in turn ensure notification of proper officials and will arrange to collect the letter/package and assess the threat situation.

6.1.2.5. WASH your hands with soap and cold water to prevent spreading any powder or residue to your face.

6.1.2.6. Ensure that all persons who have touched the letter, wash their hands with soap and cold water.

6.1.2.7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to the authorities for follow-up investigations.

6.1.2.8. Place all items worn at the time in plastic bags and keep them available for law enforcement. If possible, change clothing in the workplace and DO NOT let anyone else touch the clothing.

#### **6.2. Letter/Parcel Bombs:**

6.2.1. These can be enclosed in either a letter or a parcel and the outward appearance is limited only by the imagination of the sender. They are usually aimed at a specific person and are

UNCLASSIFIED

## UNCLASSIFIED

designed to explode when opened. If you have any reason to believe a letter or parcel contains explosives, do not take a chance or worry about possible embarrassment if the item turns out to be innocent. Take the following actions:

6.2.1.1. Isolate the item and evacuate the immediate area.

6.2.1.2. Immediately contact your First Responders (normally, by dialing 911) .

6.2.1.3. Do not open the item.

6.2.1.4. Leave the item in an open area where a robot can easily pick it up and move it.

6.2.1.5. Do not put the item in water or a confined space such as a desk drawer or a filing cabinet (if it explodes, pieces of the drawer or cabinet will become flying shrapnel and cause additional injuries).

6.2.1.6. If possible, open windows in the immediate area to assist in venting potentially explosive gases.

6.2.1.7. Ascertain if the addressee is expecting the letter or parcel and pass that information to First Responder personnel.

6.3. **Place Bombs**: These are bombs that are put in a specific location by a bomber. The appearance and placement of these devices is limited only by the imagination of the bomber and may be without prior warning. They are aimed at anyone near them, or a specific person. This type of bomb may be in a vehicle, a box, a briefcase, a toy, or anything else. Explosion occurs when they are moved, when something else is moved, at a specific time, or by remote control. If you encounter any suspicious package, do not move it or items near. Immediately evacuate the area and notify your First Responders.

## 7. **RELOCATION OF MAIL CENTER**:

7.1. Building 5432, 1010 Sample St, located on Langley AFB has been designated as the temporary facility to continue operations in the event of closure of the primary facility.

7.2. The Official Mail Center Manager will:

7.2.1. Ensure facility has sufficient dock space, registered cage can be constructed with minimal work, document security and mail processing areas are available and ready for utilization. Windows are barred and sufficient locks are in place

7.2.2. Ensure that a minimum of three 5-bag sorting racks and empty equipment (trays, carts, hampers general purpose mail containers, carts, etc.) are obtained from USPS and in place.

7.2.3. Notify the appropriate personnel within the chainofcommand of the situation and relocation.

UNCLASSIFIED

## UNCLASSIFIED

- 7.2.4. Notify USPS to divert trucks to the alternate location until further notice.
- 7.2.5. Ensure that if postage meter is not available at alternate location, that arrangements with the closest installation are established to meter mail. Additionally, established times have been coordinated to utilize postage meters to process all outgoing mail.
- 7.2.6. If necessary, contact your meter vendor to arrange for temporary rental of equipment for temporary mail center. Ensure upon receipt of temporary equipment, funds are available and ready to load from the CMRS account.
- 7.2.7. Sort and tray all outgoing mail and transport to alternate metering location, ensuring security of mail where postage will be applied.
- 7.2.8. Upon completion of metering all outgoing mail at the designated location, transport metered mail to the prearrange USPS facility for further processing.
- 7.2.9. Ensure that ascending and descending meter readings are taken before and after utilization of alternate location postage meters.
- 7.2.10. Ensure that mail center budget manager has been made aware of the situation and appropriate paperwork is submitted to transfer funds to alternate meter location, if necessary.
- 7.2.11. Ensure coordination with First Responders, USPS, communications personnel (transfer of telephone services), and engineers is accomplished and appropriate services are transferred to alternate location.
- 7.2.12. Ensure that FedEx, UPS, and other small carriers are notified of the change in location.
- 7.2.13. Ensure a distribution schedule has been prepared and ready to implement in the event of relocation.
- 7.2.14. Upon implementation of relocation, ensure new distribution schedule is distributed to units and staff agencies on the installation. If necessary, inform activities that they must pickup mail from the temporary facility between specific hours until facility is completely operational.
- 7.2.15. Ensure publicity is provided to installation personnel on closure of postal facility. Advise individuals desiring service that they must transport mail to alternate location.
- 7.3. Alternate Meter Location, if used will:
- 7.3.1. Ensure the ascending and descending meter readings are taken before and after utilization of the meters.
- 7.3.2. Ensure all appropriate paperwork is completed to transfer required funds that will be utilized for processing of outgoing mail, when notified of emergency relocation.

UNCLASSIFIED

UNCLASSIFIED

7.3.3. Ensure when notified that emergency relocation is required, appropriate time is allotted for processing outgoing mail.

**8.** This plan will be reviewed and updated at least annually. In addition, this plan will be exercised at least quarterly. A copy of this plan will be stored in an alternate location and all mail center employees will be aware of that location.

**9.** This plan has been coordinated with installation First Responders, engineers, the United States Postal Service, and \_\_\_\_\_, (the alternate metering location)

JOE SAMPLE  
Installation Postal Officer

Encl  
Tab A, Anthrax Checklist  
Tab B, Mail Bomb Checklist

UNCLASSIFIED

## **ANTHRAX CHECKLIST**

### **WHAT TO LOOK FOR:**

- **Foreign mail, airmail, and special delivery**
- **Restrictive markings, such as confidential, personal, etc.**
- **Excessive postage (usually stamps – not meter strips)**
- **Handwritten or poorly typed address**
- **Incorrect titles**
- **Misspelling of common words**
- **Oily stains, discoloration, or powdery substance**
- **No return address**
- **Rigid envelope**
- **Lopsided or uneven envelope**
- **Protruding wires or tinfoil**
- **Excessive security materials, such as masking tape, string, etc.**
- **Visual distractions**
- **Shows a city or state in the postmark that does not match the return address**

### **CORRECTIVE ACTIONS:**

- **Do not open the item**
- **Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents**
- **Isolate the item and evacuate the immediate area**
- **Ensure all personnel in contact with package wash their hands with soap and cold water**
- **List all personnel who were in contact with package**
- **Immediately contact First Responders**

## MAIL BOMB CHECKLIST

### WHAT TO LOOK FOR:

- Bear restricted endorsements such as “personal” or “private”
- Inaccurate addressee’s name and/or title
- Distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering
- Protruding wires, aluminum foil, or oil stains visible, and may give off peculiar smell
- Large number of postage stamps
- Letter feels rigid or appears uneven or lopsided
- Parcel is unprofessionally wrapped with several combinations of tape
- Parcel is endorsed “Fragile-handle with care” or “Rush-do not delay”
- Parcel is making a buzzing or ticking noise, or a sloshing sound

### CORRECTIVE ACTIONS TAKEN:

- Do not open the item
- Isolate the item and evacuate the immediate area
- Do not put the item in water or a confined space such as a desk drawer or a filing cabinet
- If possible, open windows in the immediate area to assist in venting potential explosive gases
- Immediately contact Installation Official Mail Manager and First Responders for professional assistance