

ASPR TRACIE Technical Assistance Request

Requestor:

Requestor Phone:

Requestor Email:

Request Receipt Date (by ASPR TRACIE): 14 February 2017

Response Date: 20 February 2017

Type of TA Request: Standard

Request:

[REDACTED], asked if ASPR TRACIE had sample mailroom safety policy or procedure resources (e.g., how staff should handle suspicious packages received through the mail room).

Response:

The ASPR TRACIE team searched for policies, procedures, and other resources online related to mailroom safety. Those resources can be found below.

I. Mailroom Safety Resources

Department of Homeland Security. (n.d.). [Best Practices for Safe Mail Handling: Interagency Security Committee](#). (Accessed 2/20/2017.)

This document was developed by the Interagency Security Committee Safe Mail Handling sub-committee and identifies best mail room operations practices used by federal agencies. This document is provided to assist security managers in implementing safe mail handling practices at their facilities.

U.S. Department of Homeland Security. (2012). [Best Practices for Mail Screening and Handling Processes: A Guide for the Public and Private Sectors](#).

This guide is designed to provide mail center managers, their supervisors, and an organization's security personnel a framework for understanding and mitigating risks posed to the organization by the mail and packages it receives and delivers on a daily basis.

U.S. Department of Homeland Security, National Protection and Programs Directorate, Federal Protective Service. (n.d.). [Hazardous Information Training Sheet](#). (Accessed 2/20/2017.)

This one-page information sheet provides information on how to recognize suspicious packages or mail, and procedures for handling such items.

Jefferson Laboratory. (n.d.). [Security Measures & Best Practices for Safe Mail Handling at Jefferson Laboratory](#). (Accessed 2/20/2017.)

This guidance document was developed for Jefferson Laboratory and provides policies and procedures on safe mail handling, including suspicious packages.

U.S. Department of Labor, Occupational Safety and Health Administration. (n.d.). [Mail Security](#). (Accessed 2/20/2017.)

These guidelines provide information on Anthrax and address small mailroom operations (sorting, distributing, and handling). They can be distributed to all employees who may handle mail.

U.S. Postal Service. (n.d.). [Best Practices for Mail Center Security Incoming and Outgoing Operations](#). (Accessed 2/20/2017.)

This webpage includes best practices of well-developed mail center security procedures that can be used by any mail center.

U.S. Postal Service. (n.d.). [Suspicious Mail Poster](#). (Accessed 2/20/2017.)

This poster provides tips for staff in the mailroom and includes information on how they should handle suspicious packages.

U.S. Postal Service. (n.d.). [Who Protects Your Mail? Guide to Mail Center Security](#). (Accessed 2/20/2017.)

This handbook was developed for the U.S. Postal Service, and provides information on how to handle letter/ package bombs and bomb threats, and other threats such as chemical, biological, or radiological.

West Virginia Department of Education. (n.d.). [Mail Center Operating Procedures – Creating a Safe and Secure Environment](#). (Accessed 2/20/2017.)

This document was developed by the West Virginia Department of Education and provides information on safe mail handling procedures.