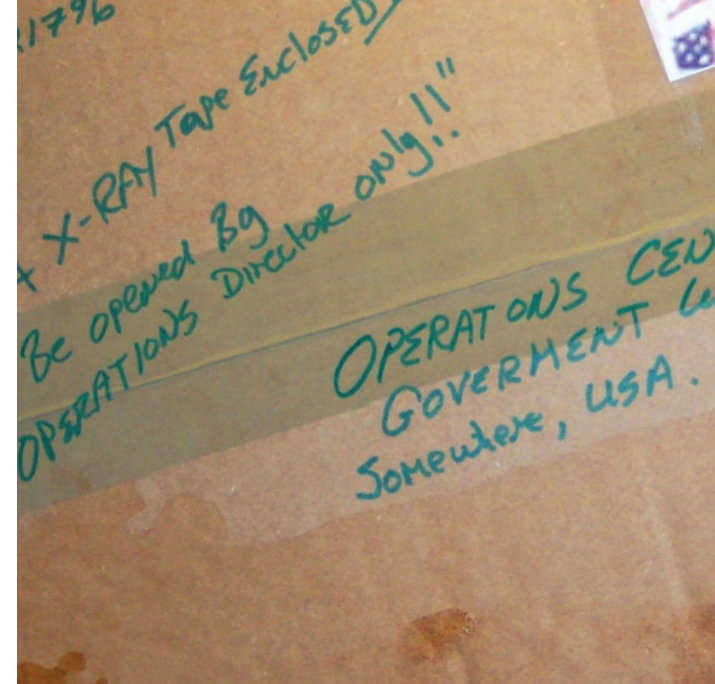
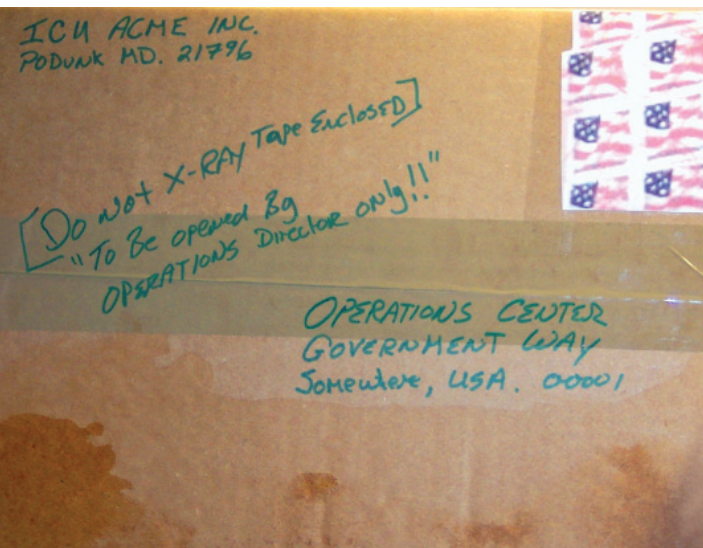


Characteristics of a Suspicious Package

Always remain aware!

Look for the anomalies:

- Rigid or bulky
- Lopsided or uneven
- Wrapped in string
- Badly written or misspelled labels
- Generic or incorrect titles
- Excessive postage
- No postage
- Foreign writing, postage, or return address
- Missing, nonsensical, or unknown return address
- Leaks, stains, powders, or protruding materials
- Ticking, vibration, or other sound



Response Checklist

Suspicious Packages and Mail



U.S. Department of Homeland Security

Office of Security

Phone: (202) 447-5010

E-mail: OfficeofSecurity@dhs.gov



Homeland
Security

CHECKLIST OF ACTIONS TO TAKE

1. Leave the mail piece or substance where it was found. Do not disturb. Do not try to clean up the substance.
2. Clear the immediate area of all persons and keep others away.
3. Instruct people in the immediate area to wash hands and other exposed skin with soap and water.
4. Direct these people to a designated area away from the substance to await further instruction.
5. List the names of the persons in the immediate area of the mail piece or substance.
6. Cordon off the immediate area.
7. Shut down all equipment in the immediate area and HVAC systems (heating, ventilation, and air conditioning).
8. If possible without disturbing the mail piece or substance, document:

Location of mail piece or substance:

Description of substance:

Description of mail piece (markings, labels, declarations, postage):

Addressee's name and address:

Mailer's name and address:

9. Contact and pass information to the appropriate agency. A list of Contacts in Case of Emergency is provided at right.
10. Take actions and make appropriate notifications as directed or as published in your local emergency plan.

Contacts in Case of EMERGENCY

FEDERALLY LEASED OR OWNED FACILITIES

Life-threatening Emergencies

Dial 911 & follow your building's procedures, then:
 Notify the Federal Protective Service (FPS)
 National Toll Free Number:
 1-877-4FPS-411 (1-877-437-7411)

Non-Life-threatening Emergencies Security Issues

Contact local building security management representative, then call:
 Federal Protective Service (FPS)
 National Toll Free Number:
 1-877-4FPS-411 (1-877-437-7411)

NEBRASKA AVENUE COMPLEX PROCEDURES

Medical Emergencies

Dial 911, then call:
 NAC Security Desk
 Phone: (202) 282-9700

Non-Life-threatening Emergencies

NAC Security Desk
 Phone: (202) 282-9700

NON-FEDERAL BUILDINGS

Dial 911 or follow your building's procedures.

