



Purpose

This brochure provides guidance on effective ways to make your Federal buildings a safer place. Employees should increase awareness of any suspicious activity and report concerns to the appropriate security and law enforcement personnel. The better we prepare ourselves to respond to emergencies, the better we will be able to care for ourselves and our co-workers in the event of a real threat or act of violence.

General Guidance

- Know whom to contact in an emergency.
- Don't be reluctant to seek assistance.
- Report suspicious persons or packages.
- Know your role in cases of emergency.
- Know your Occupant Emergency Plan.
- Wear your identification badges.
- Challenge people not wearing ID badges.
- Post only appropriate material on the Internet.
- Be cautious of phone and open area discussions.
- Don't leave your computer unattended.
- Report unusual requests for information.
- Know what to do with suspicious packages and letters.
- Know where the guards are posted.
- Fully cooperate with security checks.
- Lock your workstations when not in use or when you leave your desk to prevent intrusion and security compromise.
- Keep passwords, IDs and usernames secure from public view or accessibility.
- If you go on travel, lock your workstation and have a trusted co-worker oversee your workstation until your return.



Emergency Numbers

- Write all emergency numbers for your building on this card and keep for future reference.

- Emergency Phone Number:
- Federal Protective Service:
- Building Security:
- Police/Sheriff:
- Fire Department:
- Ambulance:
- Health Unit:

- For more information visit the FPS website at:

www.ice.gov/fps

- Click on the 'Contact Information' link and scroll down to your respective region, MegaCenter and local FPS Office.

- For family or business preparedness in case of emergency please visit:

www.ready.gov

- For any emergency located in a Federal building or property please call the Federal Protective Service at:

1.877.4FPS.411 or 1.877.437.7411



Making Buildings Safe

Federal Protective Service



U.S. Immigration
and Customs
Enforcement



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and Customs
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Handling Suspicious Mail

- Examine unopened envelopes and packages and look for suspicious features.
- Handle incoming mail in a designated separate mailroom.
- Wash your hands after mail is opened.
- Restrict mailroom access to authorized persons.

Receiving Suspect Packages



- Remain Calm.
- Do not open the package or letter.
- Do not shake or empty the contents of a suspicious package or envelope.
- Do not carry the package or envelope, show it to others, or allow others to examine it.
- Put the package or envelope on a stable surface; do not sniff, touch, taste, or look closely at it or any contents that may have spilled.
- Do not touch your eyes, nose or other body parts.
- Shut off window air conditioning units and fans.
- Isolate the package and secure the room by shutting all doors and windows.
- Thoroughly wash hands with soap and water.
- Report to supervisor, local police, FBI (using 911 will connect you to these sources).
- Contact FPS regarding incidents in Federal buildings by calling 1-877-4FPS-411.
- Advise fellow co-workers to avoid the area.
- Don't leave the area until told to by responding officers.
- Ensure all persons who have touched the letter wash their hands with soap and water.
- Make a list of all persons who have touched the letter and who were in the area when the letter was opened.
- After examination of package, shower with soap and water.

- NOTE: Visit the Center for Disease Control (CDC) website for continual updates at: www.cdc.gov

Features of Suspect Mail

- Excessive postage, no postage, or non-canceled postage.
- No return address or fictitious return address.
- Improper spelling of names, titles, or locations.
- Unexpected envelopes from foreign countries.
- Suspicious or threatening messages written on packages.
- Postmark with different location than return address.
- Distorted handwriting or cut and paste lettering.
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked "Fragile-Handle with Care, Rush-Do-Not Delay, Personal or Confidential."
- Rigid, uneven, irregular or lopsided packages.
- Packages discolored, oily or with an unusual odor.
- Packages with soft spots, bulges, or excessive weight.
- Protruding wires or aluminum foil.

Actions for a Phone Threat



- Stay calm and courteous to the caller.
- After the call, report threat immediately to 911.
- Also report the incident to the Federal Protective Service at: 1-877-4FPS-411.
- Write down the time, incoming extension number and exact wording of the threat.
- Do not allow this phone line to be used again, until law enforcement has a chance to trace the call.

Actions for a Bomb Threat

- Keep calm, and continue talking to the caller.
- Fill out the bomb threat checklist at your work-station.
- Repeat questions, if necessary.
- Don't hang up, stretch out the conversation.
- Signal a co-worker to pick up an extension.
- Ask caller to repeat the message and write down any additional information.
- Remember to fill out both sides of the bomb threat checklist.
- Note any background noise, gender, voice pitch and accent.
- Have a co-worker call FPS, guard or local police.
- Don't allow this phone line to be used again, in order to allow law enforcement an opportunity to trace the call.
- Notify your immediate supervisor.

Weapons Threat

- Stay calm, and quietly signal for help.
- Maintain eye contact with weapon carrier.
- Stall for time and speak calmly to perpetrator.
- Keep talking-but follow instructions from the person who has the weapon.
- Don't risk harm to yourself and others.
- Never attempt to grab the weapon.
- Watch for a possible chance to escape to a safe area.

Chemical and Biological Threat



Ask the following questions:

- What chemical or biological agent is it?
- When is the agent going to be released?
- Where is it right now? (Building/Floor/Room)
- Who put it there?
- What does it look like?
- What will cause it to spread?
- What will trigger it?
- Where did you find this agent?
- Why are you doing this?
- What is your phone number/address?
- What is your name?

Observe the following:

- Write down a description of the caller's voice: (Gender, age, tone, accent, speech impediments).
- Describe any background sounds you hear.

Evacuation Plan

- Stay calm, and quickly prepare to leave the building.
- Notify co-workers to evacuate the premises.
- Take appropriate stairwells, not elevators, to leave the building.
- Follow your buildings specific 'Emergency Action Plan', and meet in designated areas.
- Do not return to the building until law enforcement officials have indicated it is safe to return.



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