



U.S. General Services Administration



This card provides tips and guidance on 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 customers in the event of a real threat or act of violence.



Common Sense Advice:

- 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.
- Protect computer passwords.
- Don't leave your computer unattended.
- Report unusual requests for information.
- Know what to do with suspicious packages/letters.
- Know where guards are posted.
- Fully cooperate with security checks.

How to Handle Suspicious and Possibly Contaminated Mail:

General Precautions for Mail Handling:

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

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 an unusual odor.
- Packages with soft spots, bulges, or excessive weight.
- Protruding wires or aluminum foil.
- Visual distractions.

If you receive a suspicious package, letter, or object:

- 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 part.
- Shut off window air conditioning units and fans.
- Isolate the package and close off the room by shutting all doors and windows.
- Thoroughly wash hands with soap and water.
- Report to supervisor, local police and FBI (using 911 will connect you to these sources).
- Contact FPS regarding incidents in Federal buildings.
- Advise fellow co-workers to avoid the area.
- Don't leave area until told by responding units.
- Ensure all persons who have touched the letter wash their hands with soap and water.
- List all persons who have touched the letter and who were in the area when the letter was opened.
- Shower with soap and water.

[Note: Visit the Center for Disease Control (CDC) website for continual updates at www.cdc.gov]

Actions for a Telephone Threat:

- Stay calm and courteous.
- Report threat immediately to 911.
- Report threat to the Federal Protective Service.
- Write down the time, incoming extension number and exact wording of the threat.
- Do not allow this phone line to be used again to allow law enforcement the ability to trace the call.

Actions for a Chemical/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 get the agent?
- Why are you doing this?
- What is your name?
- What is your phone number/address?
- Write down description of caller's voice (gender, age, tone, accent, speech impairments)
- Write down background noises.

Actions for a Bomb Threat:

- Keep calm. Keep talking.
- Don't hang up.
- Signal a co-worker to get an extension.
- Ask caller to repeat the message and write it down.
- Repeat questions, if necessary.
- Ask where the bomb is and when it is set to go off.
- Listen for background noises.
- Write down noises, gender, pitch of voice and accent.
- Ask person's name, exact location, phone number.
- Signal a co-worker to call FPS, guard or local police.
- Notify your immediate supervisor.

If Faced with a Gun, Knife, or Weapon Threat:

- Stay calm. Quietly signal for help.
- Maintain eye contact.
- Stall for time.
- Keep talking – but follow instructions from the person who has the weapon.
- Don't risk harm to yourself and others.
- Never try to grab a weapon.
- Watch for a possible chance to escape to a safe area.



Emergency Numbers

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

Emergency Phone Numbers: _____

Federal Protective Service: _____

Building Security: _____

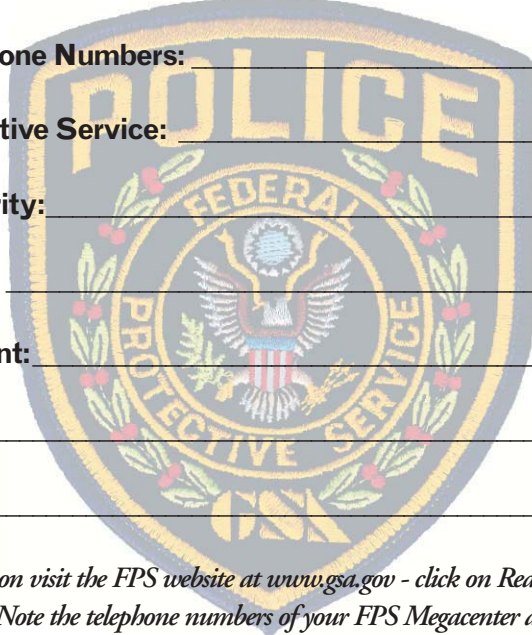
Police/Sheriff: _____

Fire Department: _____

Ambulance: _____

Health Unit: _____

For more information visit the FPS website at www.gsa.gov - click on Real Estate Services and Building Security. Note the telephone numbers of your FPS Megacenter and local FPS office.





Smarter Solutions



U.S. General Services Administration
Office of Federal Protective Service
1800 F Street, NW
Washington, DC 20405

www.gsa.gov