



## Facility Management Victoria Pty Ltd Suspect Mail Procedures Policy

### Handling Suspect Mail:

Steps to be taken:

- Confirm that the item has in fact come through the mail system or by courier.
- Check with addressee that the item is expected. If there is a return address on the article, check it with the originator.
- Check the recipient lives at the building
- Ensure the parcel is not being delivered to an empty apartment
- Inform the Facility Manager immediately.
- Report to Police on **000**.
- If required an evacuation should be considered. The Facility Manager should give consideration to evacuating the immediate area whilst awaiting the arrival of the Police.
- Report as much information about the envelope/package as possible to assist the bomb technician:
  - Dimensions
  - Balance
  - Stains
  - History of threats
  - Type of construction of package
  - Exact location
- **UNDER NO CIRCUMSTANCES ATTEMPT TO OPEN THE ITEM**

### Isolation Area:

Have a predetermined area in which suspect mail may be placed until it is cleared by Police.

The Isolation area should:

- Be well clear from Building services e.g. gas, power, water and should be sheltered from the elements.
- Permit unrestricted access for personnel authorised to remove the article.