

Immediate Response Actions — Suspicious Mail and Unknown Powders or Substances

REMEMBER — the Three P's:

PACKAGE: Don't handle the package. Isolate it.

PEOPLE: Clear the area of people. Notify your supervisor.

PLAN: Contact the Inspection Service. Follow your local emergency action plan.

EMPLOYEES — take the following actions:

- Leave the piece of mail or substance where it was found. Do not disturb it.
- Clear all employees from the immediate area where the piece of mail or substance is located. Prevent others from entering the area.
- Notify a supervisor or manager immediately. If a supervisor is not available, contact the Postal Inspection Service.
- Wash hands and exposed skin with soap and water.

SUPERVISORS AND MANAGERS — take the following actions:

- Cordon off the area. Keep others away from the piece of mail or substance.
- Follow the steps outlined in Publication 167-A or 167-B, *Response Checklist for Suspicious Mail and Unknown Powders or Substances*.
- Call the Postal Inspection Service locally or at the toll-free telephone number listed below. Tell them what you know about the piece of mail or substance. The Inspection Service will conduct a threat assessment.
- Take protective actions based on:
 - The Inspection Service's threat assessment and instructions.
 - Your local emergency action plan.
- In an emergency situation — such as smoke, fumes, vapors, or employees exhibiting medical symptoms — evacuate the area and call local emergency responders. Follow the instructions of emergency responders. Make the notifications indicated in your local emergency action plan.
- Communicate expediently with employees, local unions, and management associations. Convey only the facts. Avoid speculation! As much as possible, have local first responders help you to provide information.

**Inspection Service 24-hour, toll-free telephone number:
1-877-US MAIL 5 (or 1-877-876-2455).**