



# AFP

AUSTRALIAN FEDERAL POLICE

**NOTE – Always declare your Diplomatic Status**

**LIFE THREATENING EMERGENCY** (Ambulance, Fire, Police)  
Dial: **000**

**ACT POLICING ASSISTANCE** (Non-Emergency)  
Dial: **131 444**

**AFP PROTECTION LIAISON** Duty Officer  
Dial: **02 6131 6310**

**Protection Liaison (PL)**

For all routine police enquiries or matters involving the security of a Diplomatic Mission or staff, including protest activity, threats, harassing or disturbing phone calls, e-mails, criminal or traffic matters contact Protection Liaison on;

**02 6131 6310 - 24 hours/7 days**

Email: **[PL-Canberra@afp.gov.au](mailto:PL-Canberra@afp.gov.au)**

## Recommended Facilities Mail Sorting Rooms

- An external two-room mail sorting room would be the most desirable
  - A separate room to “**Shelter in Place**” away from the substance.
- Separate Air-conditioning (consider HEPA Filtration @ 0.5 micron)
- Access to outside to enable Fire/Police crews to enter (minimise disruption)
- Electricity and Water supply
- Emergency Lighting
- Shower or Wash Basin and soap facilities (in adjoining room)
- Containment unit, (Safe-T-Mail or Powder-Safe)
- Room used for mail sorting only
  - **Nil storage**
  - **Nil Files** – Unable to be decontaminated (may be destroyed)
- All surfaces able to be decontaminated (nil carpet)
- Level ground at entry (nil stairs – Hazmat, Bomb Squad and Forensic Access)
- Telephone or alternative communication system
- Protective PPE Kit for staff to change into (gown, mask, paper overalls)

### **Highly Desirable**

- Double doors opening, downwind side of prevailing wind (westerly winds)
- Closed circuit camera above mail (operational incident planning)
- Automatic letter opener inside Safe-T-Mail or Powder Safe (If used)
- External warning light to warn of incident or mail sorting in progress
- A well developed and practiced emergency plan.

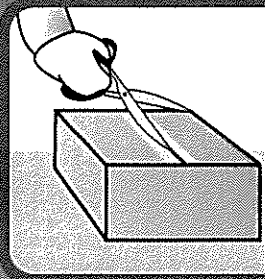
## Suspicious letter/package questions

When a suspect CBR incident is reported to ACT Policing, we will commence the threat assessment by asking questions to obtain critical information relating to, but not limited to, the following issues:

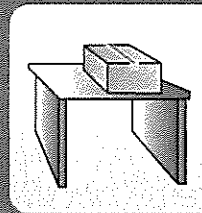
- what is the package of concern
- what makes the package and its circumstances suspicious
- what effects (if any) have been observed on people who have had contact with the package
- where are those people now
- where is your location and
- have any threats been delivered prior to accompanying the discovery of the suspicious package:
  - what was the nature of the threat
  - have there been any previous threats made against the mission and if so:
    - who by
    - how was the threat notified
    - what are the exact details
- where is this package located:
  - where is it now
  - how did it get there
  - where might it go
  - what steps have been taken to secure the package
  - has it been isolated
- when was the letter/package opened
- if it is a mail package:
  - what is its country/city of origin
  - has the mail package been opened
  - what is the condition of the package
    - does it have excessive taping
    - discolouration
    - excessive post markings
    - is the return address consistent with the post markings and address
    - is the recipient or sender known to the organisation
    - what is known about them
- has the recipient or sender been contacted to determine the contents
- is there any suspicious material visible
- describe this material (for example, white granular powder, crystalline substance, beige powder, resinous material, liquid material, etc.)
- are there any strange odours emanating from the package/s
- what is your level of contact with the suspicious package/s
- have any other persons been in contact with the package/s

# WARNING

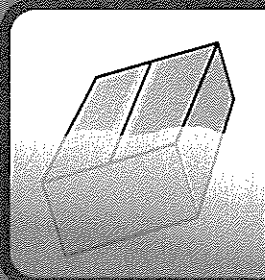
## HANDLING SUSPECT MAIL



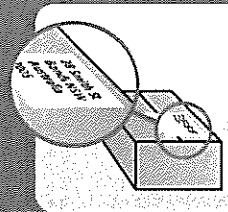
**DON'T**  
Attempt to open



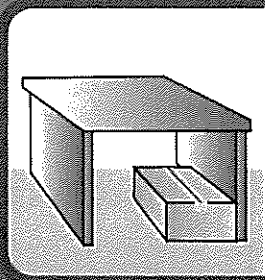
**DO**  
Isolate article



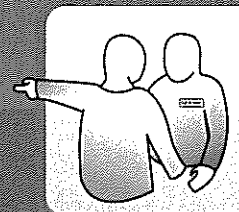
**DON'T**  
Immerse in water



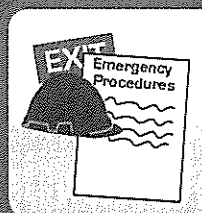
**DO**  
Try and confirm origin



**DON'T**  
Place in a confined space



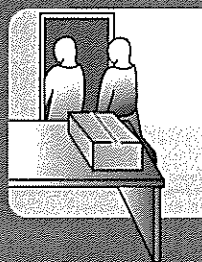
**DO**  
Notify your supervisor



**DO**  
Follow all emergency procedures



**DON'T**  
Transport through congested areas



**DO**  
Evacuate immediate area

FOR IMMEDIATE OR EMERGENCY ADVICE PLEASE CONTACT YOUR LOCAL POLICE SERVICE



**AFP**  
AUSTRALIAN FEDERAL POLICE  
AUSTRALIAN POST & HOME DATA CENTRE

### RECOGNITION POINTS FOR SUSPECT ITEMS:

- E**xcessive securing material
- X**cessive weight
- P**rotruding wires or tin foil
- L**opsided or unevenly weighted
- O**ily stains or discolouration
- S**tiff or rigid envelope
- I**s package expected
- V**isual distractions
- E**xcessive postage
- P**roper name/title - incorrectly used
- A**ddress - handwritten/poorly typed
- R**estrictive markings, e.g. confidential
- C**ommon words misspelt
- E**ither unusual or foreign origin
- L**acks address of sender

