CS ENERGY PROCEDURE FOR

HANDLING OF SUSPICIOUS MAIL OR PACKAGES
CS-SBC-08

Responsible Officer: Group Manager Health Safety Security and Environment
Responsible Executive: Chief Executive Officer

DOCUMENT HISTORY

Key Changes	Prepared By	Checked By	Approved By	Date
New Format and revised to align to Security Plan CS-SBC-06	M Kelly	H&S Taskforce	K Ussher A Brown	09/04/2014

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1 PURPOSE

To define the requirements to follow if a suspicious letter or article is received. The information is based on Australian Federal Attorney-General's Department and Queensland Government guidelines.

2 SCOPE

This procedure provides basic skills only in suspect article recognition and handling. Any item identified as a suspect article for whatever reason is to be referred to the Queensland Police Service for detailed handling.

CS Energy strongly encourages staff vigilance and will not penalise anyone for raising a suspect article alarm that turns out to be a false alarm.

3 GENERAL SECURITY PRINCIPLES – MAIL HANDLING

3.1 Processing Mail

Always remain vigilant to the possibility of suspect articles being delivered via the mail and courier services. These do not need to be the product of calculated terrorism and are more likely to be the act of disaffected people.

Be particularly alert where formal changes in the threat level have been advised or media reports indicate that suspect article activities are on the increase.

The electromagnetic frequencies used by mobile phones can cause suspect articles such as letter bombs to detonate.

MOBILE PHONES SHOULD NOT BE USED WITHIN 15 METRES OF MAIL OPENING / INCOMING GOODS RECEIPT POINTS.

It is considered good practice to turn personal and work issued mobile phones off when in the vicinity of mail / incoming goods handling areas. This should be sign posted e.g. 'All mobile phones to be turned off past this point'.

CS Energy sites should seek to identify an alternate site for the handling of incoming mail and courier delivered articles that can be occupied on advice that a suspect article threat exists, or on discovery of a suspect article. The site should be located where it offers the least operational inconvenience, but the maximum protection to the majority of staff. The same principle should apply to the receipt of incoming goods into CS Energy warehouses.

If formal advice that a suspect article threat exists is received, all staff required to handle incoming mail should not only do so from the designated alternate site, but are also required to wear disposal latex gloves, safety glasses and surgical masks. These simple items will minimise the possibility of personal contamination through the eyes, nose and skin. These items must not be re-used and to be disposed of as contaminated medical waste.

3.2 Mail Handling Area

All mail and incoming goods handling areas should be prepared for the unlikely eventuality of suspect article discovery. The following basic items should always be available. These will greatly assist in containment and minimising risk to individuals and the environment:

- Disposable latex medical gloves (1 x box each of small, medium and large)
- A quantity of surgical masks

- Quantity of safety glasses
- A 20 litre container of water
- A container of 'wet ones'
- A wash basin
- Hand soap
- A quantity of heavy duty medium size garbage bags
- A 20 litre plastic garbage bin

Mail handling and goods receipt areas should have signage indicating the availability of the items listed above and basic procedures for their use (as detailed in this procedure) on discovery of a suspect article or advice that a suspect article threat exists.

The serviceability of the items listed above should be routinely checked and at intervals not exceeding 6 months.

3.3 Biological Agents

The possibility exists that Biological Agents may be delivered by mail or other routine goods delivery methods. The characteristics of Biological Agents are:

- difficult to detect and recognise;
- can be delivered in powder, solid or liquid form;
- can have a significantly negative psychological impact on recipients; and
- can rapidly infect large numbers of people if adequate precautions are not taken.

On the other hand, Biological Agents are:

- not readily accessible and can pose as big a risk to the sender as the recipient;
- in most cases, very vulnerable to environmental and handling conditions for their survival;
- not immediately effective, but rather have incubation periods ranging from days to weeks; and
- susceptible to the broad range of vaccines, antibiotics and vaccination regimes available.

The 'first help' techniques described in this procedure if correctly understood and applied will greatly assist in containing a possible Biological Agent and minimising its spread among the site working population and the environment.

3.4 Chemical Agents

Chemical agents have been available as a means of instilling fear and causing large numbers of casualties for some time and typically by the military. However, they are:

- generally very unstable;
- difficult to manufacture;
- difficult to hide from detection with manufacture being virtually outlawed internationally;
- in most cases prone to environmental and handling conditions; and
- as great a risk to the sender as the recipient and as such a least preferred means of inclusion in suspect articles.

The 'first help' techniques described in this procedure if correctly understood and applied will greatly assist in containing a possible Chemical Agent and minimising its effect among the site working population.

3.5 Radiological Agents

Radiological agents are most unlikely to be used in the suspect article context. They are:

- extremely hard to obtain;
- very tightly controlled;
- very hazardous to the handler; and
- unlikely to have an immediate impact.

Radiological Agents require special equipment to detect. If used, and subsequently detected, Radiological Agents may cause significant local operational outages due to the complexity of decontamination involved.

The 'first help' techniques described in this procedure if correctly understood and applied will greatly assist in containing a possible Radiological Agent and minimising its effect among the site working population.

3.6 Identifying a Suspicious Letter or Package

3.6.1 Recognition Points

Items with **two or more** of the following recognition points should to be treated as suspicious particularly, where subsequent investigation does not reliably identify a legitimate origin of the item.

3.6.1.1 Address and labelling details

- Excessive postage has been paid;
- Incorrect titles or misspellings of common words;
- Handwritten or poorly typed addresses;
- Title, but no name;
- Foreign or air mail, or special delivery items;
- Visual distractions like large stickers or messages on the wrapper such as "Fragile", "Do Not Bend", "Handle with Care" or "Urgent";
- Marked with restrictive endorsements, such as "Personal" or "Confidential";
- Marked with a threatening message such as "anthrax";
- Shows a city or state with a post code that does not match the return address;
- No return address (item is from unknown source); or

3.6.1.2 Physical Characteristics

- Unexpected item left at the office;
- Weight is unexpectedly high;
- Excessive securing materials such as masking tape or string;

- Letters have stiffening material in them such as cardboard or metal;
- Oily stains, grease marks or discolorations that could be caused by “sweating” explosives;
- An unusual odour;
- Lopsided or uneven envelope;
- Ticking sound; or
- Protruding wires, aluminium foil or holes that could have been made by wires.

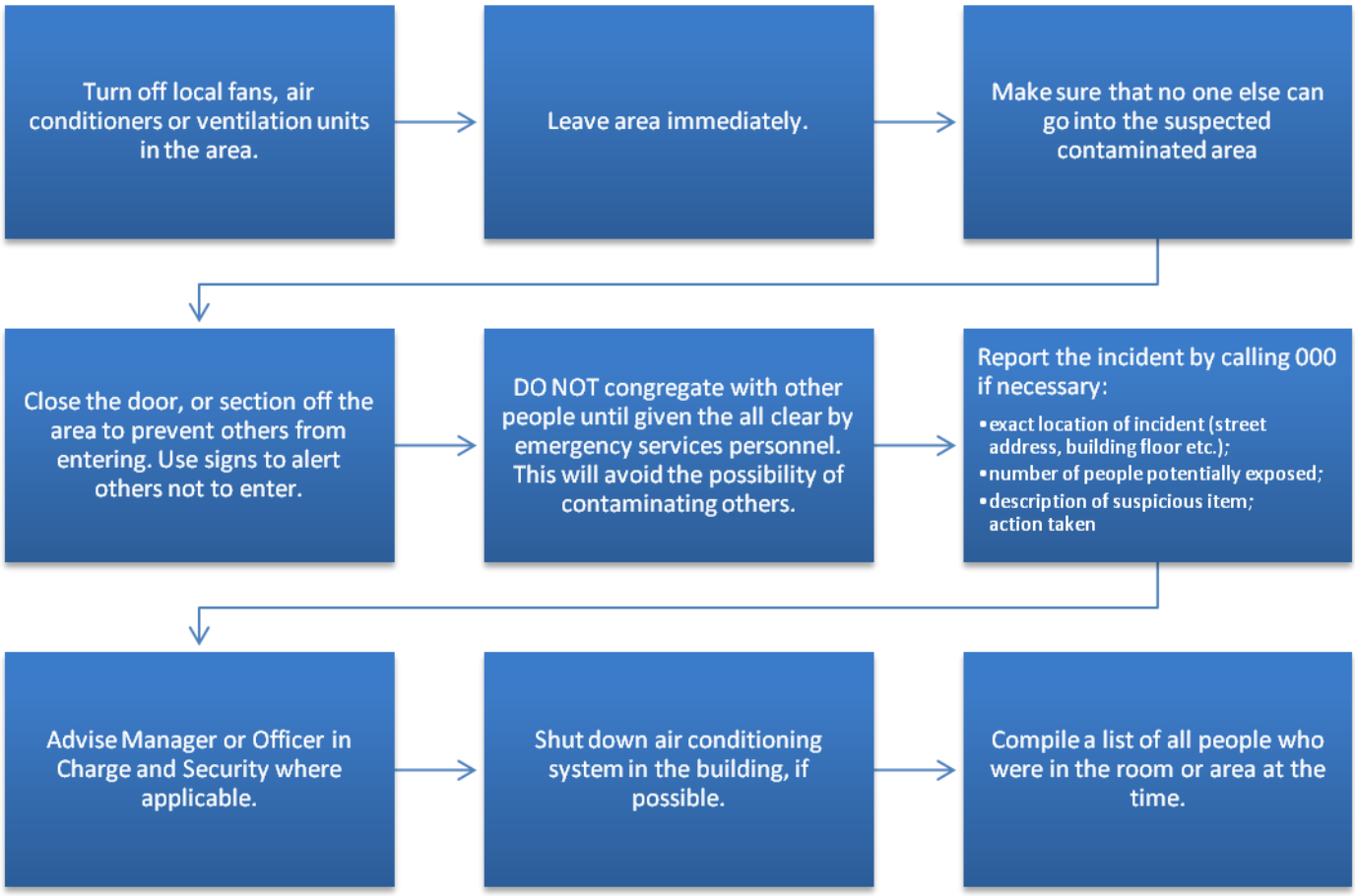
3.7 Managing a Suspicious UNOPENED Letter or Package

DO NOT USE A MOBILE PHONE WITHIN 15 METRES

3.8 Managing a Suspicious OPENED Letter or Package that Contains Unknown Substances

DO NOT USE A MOBILE PHONE WITHIN 15 METRES

3.9 What If The Room Is Suspected Of Being Contaminated By Aerosolisation?



4 DEFINITIONS

Term	Definition
Aerosolisation	In the form of ultramicroscopic solid or liquid particles dispersed or suspended in air or gas

5 REFERENCES

Reference No	Reference Title	Author
"B/D/13/14430"	CS-SBC-06 - Security Plan	CS Energy

6 RECORDS MANAGEMENT

In order to maintain continual improvement, suitability, safety and effectiveness of the organisation, registered documents will be reviewed on a two yearly basis, or where it has been identified that there are changes in technology, legislation, standards, regulations or where experience identifies the need for alteration to the content. Registered documents should also be reviewed following an incident, change management process, modification or where directed as part of a risk assessment process.

CS Energy must ensure that records are retained according to accountability, legal, administrative, financial, commercial and operational requirements and expectations. In compliance with records retention and disposal, all documentation created in relation to CS Energy business must be retained in line with minimum retention periods as detailed in legal retention and disposal schedules.