

Signs to look out for:

- It is unexpected or of unusual origin or from an unfamiliar sender
- There is no return address or the address cannot be verified
- It is poorly or inaccurately addressed, e.g. incorrect title, spelt wrongly, title but no name, or addressed to an individual no longer with the company
- The address has been printed unevenly or in an unusual way
- The writing is in an unfamiliar or unusual style
- There are unusual postmarks or postage paid marks
- A Jiffy bag, or similar padded envelope, has been used
- It seems unusually heavy for its size. Most letters weigh up to about 30g, whereas most effective letter bombs weigh 50–100g and are 5mm or more thick
- It has more than the appropriate value of stamps for its size and weight
- It is marked 'personal' or 'confidential'
- It is oddly shaped or lopsided
- The envelope flap is stuck down completely (a normal letter usually has an ungummed gap of 35mm at the corners)
- There is a pin-sized hole in the envelope or package wrapping
- There is any unusual smell, including but not restricted to, almonds, ammonia or marzipan
- It has greasy or oily stains on the envelope
- There is an additional inner envelope and it is tightly taped or tied (however, in some organisations sensitive material is sent in double envelopes as standard procedure)

If you find anything suspicious:

- Do not open, or continue to open, any suspicious package. If it has been opened, leave it where it is
- Move away from the package
- Note the details of the package, if possible write them down and keep the note with you
- Notify your manager and the senior manager in the building
- Ask people to calmly leave the room, close the door and ensure no-one re-enters
- Contact the Police – Dial 999. Accurately and calmly report what you have found, and why you believe it to be a suspicious package
- The Police will conduct a risk assessment and advise on action to be taken

If you suspect a package contains chemical, biological, or radiological material (e.g. powder, dust, or fluid):

- Take action as above
- Shut doors and windows in the room
- Switch off any air conditioning system
- If material has contaminated other areas, consider evacuating the building or move staff into a safe part of the building
- The Police will conduct a risk assessment and advise on action to be taken

What to do if someone may have been contaminated:

- Reassure anyone who has handled the package to stay calm
- If anyone begins to show or feel any ill effects, phone 999 and ask for the Ambulance Service
- Anyone who has handled the package should wash their hands and other exposed parts of the body thoroughly with soap and warm water if possible, and kept separate from others and available for immediate attention on the arrival of the emergency services
- No-one should eat or drink anything until the emergency services have assessed the situation and given advice