

MAIL HANDLING PROCEDURES

(Reviewed 9/27/2007)

A. Introduction

To prevent the possible exposure of KFS personnel to any type of dangerous biological or chemical material that may be sent to KFS through the postal system, the following procedures should be followed when handling letters and packages received from the U.S. Postal Service or any other mail delivery service.

1. Mail handlers should wear personal protective equipment such as disposable rubber gloves when handling or sorting mail.
2. Keep an awareness for items that have characteristics that would trigger suspicion such as:
 - No Return address.
 - Address is questionable or unverifiable.
 - City or state in the postmark does not match the return address.
 - Excessive postage.
 - Address is handwritten or is poorly typed.
 - Address contains misspelled words or words that are improperly phased.
 - The item is of unusual weight given its size, or is oddly shaped or lopsided.
 - The item is marked with restrictive endorsements, such as "Personal" or "Confidential".
 - The item is unexpected or is from someone unfamiliar to the recipient.
 - The item is addressed to someone no longer with the field station.
 - Excessive security material such as masking tape, string, etc.
 - Visual distractions.
 - The item has protruding wires, aluminum foil, strange odors, stains, and oily residue.
 - Ticking sound.
3. On uncovering any mail or packages with the obvious dangers signs such as the last two characteristics above or on opening a mail piece or package that has unusual or suspicious contents, employees are to notify their supervisor or facility manager and evacuate and secure the premises. The supervisor or facility manager will then notify the following personnel:

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U.S. Geological Survey, Kilauea Field Station

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| ▪ National Park Chief Ranger
or Park Dispatch | Talmage Magno | 985-6030
985-6001 |
| ▪ Center Director | Loyal Mehrhoff | 808-922-3358 |
| ▪ Deputy Center Director | David Helweg | 808-342-7606 |
| ▪ Western Region Security Office | Vicki Flagg | 650-329-4145 |

4. Mail found to fit the remaining characteristics should be separated and placed in an air tight plastic bag and determination made regarding further action.
5. Mail received without return addresses should be coordinated with the intended recipients to determine if such items were expected, whether the addressee is familiar with the packaging or origin postmark, etc. If not acceptable by the addressee, the items should be safeguarded and reported to the personnel in paragraph 3 of this section.
6. Mail that has a return address but that cannot be readily pinpointed to a specific recipient should be returned to the sender. No attempt should be made to open the mail piece to determine a final destination.
7. Mail and packages that are returned as "undeliverable" should be scrutinized to ensure that the items do not display any sign of tampering. Problem items should be held, safeguarded, and the personnel in paragraph 3 of this section should be notified.
8. Any suspicious mail delivered by the U.S. Postal Service must be reported to the U.S. Postal Inspection Service. To do this, contact the local post office at 01-800-275-8777.
9. Employees are to implement the following procedures:
 - Place a computer generated or typed address for all mail that is to be going to other federal agencies.
 - Place a computer generated, typed or stamped return address on all outgoing mail.
 - Recycle unsolicited bulk advertising.
 - Curtail the handling of personal mail except where appropriate, such as in remote field locations.