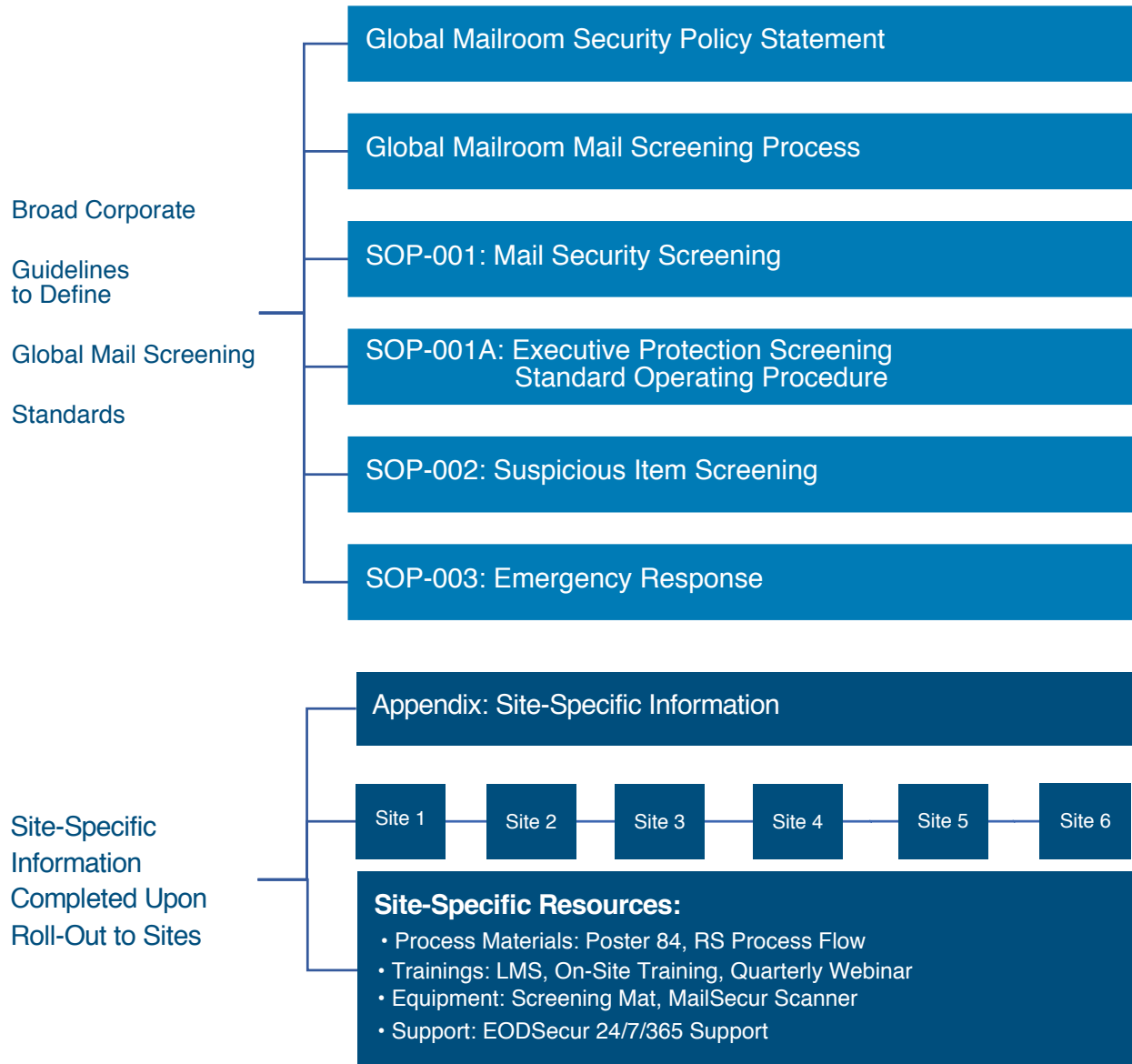


# MAILROOM SECURITY PROGRAM

## Documentation Overview: Policy, Process and Procedures

The outline below provides a general overview of the major building-blocks which constitute a comprehensive Mail Security Program. The corresponding documentation is structured to encompass global corporate-level standards that inform the site-specific requirements, to the extent specific sites have unique characteristics that must be considered. At a minimum, all sites are expected to adhere to the global mail screening standards, and site-specific guidelines may be considered in addition to those standards. Site specific guidelines are based on the site's risk profile, the physical layout of the facility, and any other unique requirements.



# STANDARD OPERATING PROCEDURES (SOPS)

## Table of Contents

<b>Table of Contents .....</b>	<b>3</b>
<b>MAILROOM SECURITY PROGRAM.....</b>	<b>6</b>
<i>POLICY, PROCESS AND PROCEDURES .....</i>	<i>6</i>
<b>MAILROOM SECURITY PROGRAM.....</b>	<b>7</b>
<i>Documentation Overview: Policy, Process and Procedures.....</i>	<i>7</i>
<b>MAILROOM SECURITY PROGRAM POLICY .....</b>	<b>8</b>
<i>Mailroom Security Policy Statement .....</i>	<i>8</i>
<b>Mailroom Security Policy Statement.....</b>	<b>8</b>
<b>Option 1.....</b>	<b>8</b>
<b>Option 2.....</b>	<b>8</b>
<b>Option 3.....</b>	<b>8</b>
<b>MAILROOM SECURITY PROGRAM PROCESS .....</b>	<b>9</b>
<i>Mailroom Security Screening Process .....</i>	<i>9</i>
<b>Mail Screening Process Guidelines.....</b>	<b>9</b>
<b>Mail Screening Process Overview .....</b>	<b>9</b>
<b>Mail Screening Process Steps.....</b>	<b>13</b>
<b>Mail Security Screening Training and Certification .....</b>	<b>13</b>
<b>Mail Security Screening Technologies .....</b>	<b>14</b>
<b>MAILROOM SECURITY PROGRAM PROCESS .....</b>	<b>15</b>
<i>SOP-001 Enhanced Security Mail Screening Standard Operating Procedure.....</i>	<i>15</i>
<b>1. PURPOSE.....</b>	<b>15</b>
<b>2. INTRODUCTION.....</b>	<b>15</b>
<b>3. SCOPE .....</b>	<b>15</b>
<b>4. DEFINITIONS OF MAIL STREAM .....</b>	<b>15</b>
<b>5. DEFINITION OF KEY THREAT INDICATORS .....</b>	<b>16</b>
<b>6. DEFINITION OF CHAIN OF CUSTODY .....</b>	<b>16</b>
<b>7. RESPONSIBILITIES.....</b>	<b>16</b>
<b>8. IMPLEMENTATION OF ENHANCED MAIL SECURITY SCREENING .....</b>	<b>17</b>

8.1	Section I: Receiving area .....	17
8.2	Section II: Transfer Route .....	19
8.3	Section III: Mailroom Security Operations.....	20
8.4	Section IV: Distribution.....	20
<b>EXECUTIVE PROTECTION MAIL SCREENING PROCESS .....</b>		<b>22</b>
	<i>SOP-001A EP Mail Screening Standard Operating Procedure .....</i>	<i>22</i>
<b>9.</b>	<b>PURPOSE.....</b>	<b>22</b>
<b>10.</b>	<b>INTRODUCTION.....</b>	<b>22</b>
<b>11.</b>	<b>SCOPE .....</b>	<b>22</b>
<b>12.</b>	<b>DEFINITIONS OF MAIL STREAM .....</b>	<b>22</b>
<b>13.</b>	<b>DEFINITION OF KEY THREAT INDICATORS .....</b>	<b>23</b>
<b>14.</b>	<b>DEFINITION OF CHAIN OF CUSTODY .....</b>	<b>23</b>
<b>15.</b>	<b>RESPONSIBILITIES.....</b>	<b>23</b>
<b>16.</b>	<b>IMPLEMENTATION OF ENHANCED MAIL SECURITY SCREENING .....</b>	<b>24</b>
16.1	<i>Section I: Designated mail receiving area .....</i>	<i>24</i>
16.2	<i>Section II: Transfer Route .....</i>	<i>25</i>
16.3	<i>Section III: Screening Operations.....</i>	<i>25</i>
16.4	<i>Section IV: Distribution/Pickup.....</i>	<i>26</i>
<b>EXECUTIVE SECURITY SCREENING PROCESS .....</b>		<b>27</b>
	<i>SOP-002 Suspicious Package Screening Standard Operating Procedures.....</i>	<i>27</i>
<b>1.</b>	<b>PURPOSE.....</b>	<b>27</b>
<b>2.</b>	<b>INTRODUCTION .....</b>	<b>27</b>
<b>3.</b>	<b>SCOPE .....</b>	<b>27</b>
<b>4.</b>	<b>DEFINITIONS .....</b>	<b>27</b>
<b>5.</b>	<b>IMPLEMENTATION OF SUSPICIOUS ITEM SECURITY SCREENING .....</b>	<b>27</b>
5.1	<i>Section I: How to Validate a Suspicious Item .....</i>	<i>27</i>
5.2	<i>How to Render a Situation Safer.....</i>	<i>28</i>
5.3	<i>How to De-escalate the Situation .....</i>	<i>29</i>
5.4	<i>How to escalate to an emergency response .....</i>	<i>30</i>
<b>EXECUTIVE SECURITY SCREENING PROCESS .....</b>		<b>31</b>
	<i>SOP-003 Emergency Respond Standard Operating Procedure.....</i>	<i>31</i>

1. PURPOSE.....	31
2. INTRODUCTION.....	31
3. SCOPE .....	31
4. IMPLEMENTATION OF THE EMERGENCY RESPONSE PLAN .....	31
4.1 Step 1: Evacuation.....	31
4.2 Step 2: Communicating the Threat to the Security Team .....	31
4.3 Step 3: Risk Mitigation .....	32
4.4 Step 4: Calling First Responders .....	33
<b>APPENDIX: SITE-SPECIFIC INFORMATION .....</b>	<b>34</b>
<i>Site-Specific Information</i> .....	34
APPENDIX-001 Mail Screening Facility Details.....	34
<b>APPENDIX: SUPPORTING INFORMATION .....</b>	<b>37</b>
<b>SUPPORTING INFORMATION</b> .....	37
APPENDIX-002 Supporting Information for Use at All Facilities .....	37
<b>APPENDIX: Training and Certification .....</b>	<b>40</b>
<b>SUPPORTING INFORMATION</b> .....	40
APPENDIX-003 Mail Security Screening Training and Certifications.....	40