

Mail Security Plan

10 March 2020

Revision History		
Rev.	Date	Reason
0	24 August 2018	Embedded within the Site Security Plan
1	10 March 2020	Appendix to the Site Security Plan

Table of Contents

1. Purpose	3
2. Security Risk Assessment	3
3. Personnel Security	3
4. Training	4
5. General Requirements	4
6. Protocol for a Suspicious Letter or Parcel	4
7. Protective Measures for Suspicious Letter or Parcels with Visible Liquid or Powder Residue	5
8. Protective Measures for Air Contaminants	5
9. Protective Measures for Suspected Letter or Package Bombs	6
10. Contacts	6
11. Additional Resources	6

1. Purpose

The regulation requires all Federal agencies to have a policy that ensures all sites within the agency that process mail have a site specific mail security plan. Department of Energy (DOE) requires a site specific mail security plan to provide protective measures to prevent, deter, and mitigate the effects of deliberate efforts to destroy, incapacitate, or exploit DOE mail processing facilities, organizational operations, equipment, and employees. The purpose of this plan is to establish operational processes and training objectives for Thomas Jefferson national Accelerator Facility's (TNAF) Shipping and Receiving Section employees who screen, sort and deliver the mail.

2. Security Risk Assessment

Mail comes into TJNAF in two ways and is vulnerable to mail stream security hazards comparable to the general population and commercial businesses in the City of Newport News, VA. The U. S. Postal Service and commercial express mail carriers provide bulk mail handling security countermeasures during transportation, and use industry best practices to safely sort and deliver mail to TJNAF mailboxes not located within the accelerator security fence. All other mail (including misaddressed mail) is sorted and delivered by the Shipping and Receiving Section. This plan is developed in accordance with general guidance from the U.S. Postal Service and other U.S. government references e.g. Centers for Disease Control (CDC), Occupational Safety and Health Administration (OSHA), General Services Administration (GSA), Federal Bureau of Investigation (FBI), and Bureau of Alcohol, Tobacco and Firearms (BATF).

3. Personnel Security

JSA employees involved in the mail handling process and TJNAF central shipping and receiving function are essential in carrying out postal operations at the Lab. At present, all job applicants for these positions are screened by the Human Resources Department and hiring officials who verify job applicant information (i.e. employment history, certifications, licenses, academic credentials, etc.). Hiring officials conduct reference checks on all potential new hires, ensure all applicable staff are familiar with this Security Plan and receive Security Awareness Training. Further, TJNAF hiring officials may, at their discretion, implement some or all of these provisions relevant to the employment of non-driver employees who perform functions regulated by the Federal Hazardous Materials Regulations:

- To the extent possible, check for criminal convictions.
- Contact previous employers and references.
- Investigate gaps in employment.
- To the extent possible, have at least 10 years consecutive employment/education records. Maintain employee information in a confidential and secure manner, and in compliance with all relevant Federal and State regulations and statutes regarding confidentiality and individual privacy.
- Collect TJNAF badge and any other security materials when an employee leaves TJNAF.
- Update TJNAF websites and lists, and cancel passwords to prohibit computer access by former employees.

4. Training

Each Shipping & Receiving (S&R) mail handler must understand the potential hazards and the best practices for safe handling of mail. To ensure they do, the S&R Section shall arrange training in the following areas:

- Basic mail room security procedures
- Recognizing and reporting suspicious packages and letters
- Responding to a biological threat
- Responding to a bomb threat

The initial training will consist of a minimum of 8 hours of classroom instruction. A one-hour mailroom security refresher training (classroom or online) shall be completed biennially to remain current.

5. General Requirements

All Shipping and Receiving employees that routinely sort and deliver mail will complete the mailroom security training. Others may sort and deliver mail only if working in the presence of a Shipping & Receiving employee whose mailroom security training is current.

Access to the mail sorting area located in Building 90 shall be limited to Shipping & Receiving staff only. A “quick action” emergency response plan will be posted in the mail sorting area outlining actions to take for specific hazards and providing contact numbers for emergency responders.

Employees handling mail shall be encouraged to wash their hands regularly. TJNAF will provide disposal gloves for handling the mail, Shipping & Receiving employees are encouraged but not required to wear protective gloves when sorting the mail. However, the use of protective gloves and frequent hand washing shall be mandatory when the TJNAF Security Manager or senior management so directs.

In the event of an emergency, the Shipping & Receiving Manager or any trained Shipping & Receiving employee may initiate the actions listed below (also included in the posted response plan).

6. Protocol for a Suspicious Letter or Parcel

What to watch for:

- Distorted or poor handwriting.
- Homemade labels, particularly if done with “cut-and-paste” lettering.
- Restrictive address enhancements such “Personal” or “Private.”
- Unusual noise, odors, stains or leaking material.
- Excessive postage – especially stamps.

Actions:

- Notify the Mail Services Supervisor and TJNAF Security (757-269-5822).
- If holding item, gently put it down.
- Avoid touching the suspicious item.
- Isolate the immediate area.
- Do not open the item.
- Do not bump or shake the item.
- Ensure that all persons who have touched the item wash their hands with soap and water.
- List all persons who have touched the item, include contact information and have this information available for the authorities.

7. Protective Measures for Suspicious Letter or Parcels with Visible Liquid or Powder Residue

- Do NOT clean up the residue.
- Cover the spilled contents immediately and very gently with anything (e.g. clothing, paper, trashcan, etc.). DO NOT REMOVE THIS COVER!!!
- Secure with fans or ventilation units, leave the room and close the door, but stay in the immediate area to avoid spreading contamination.
- Do not let others enter the potentially contaminated room.
- Direct someone to call Facilities and Logistics at ext. 7400 to shut down the building's air handling equipment as soon as possible.
- Avoid touching mouth, nose or eyes with your hands.
- Have a non-contaminated person call 911 and notify TJNAF Security (757-269-5822).
- Do not eat, drink or smoke until cleared by emergency response personnel.
- Remove contaminated clothing as soon as possible. If directed by an emergency responder, law enforcement or TJNAF security, place clothing in a plastic bag so it can be sealed for proper handling.
- Shower with soap and water as soon as possible. DO NOT USE BLEACH OR OTHER HARSH DISINFECTANTS ON YOUR SKIN.
- Provide emergency responders and TJNAF security with names of all people who were in the room or area, especially those who had actual contact with the powder or liquid.
- TJNAF Security Manager shall ensure that the list of names is provided to both the local public health authorities and law enforcement officials.
- If any medical symptoms develop within a week of the incident (rash, blistering, tremors, fever, dizziness, pain, blurred vision, chills, nausea, unusual discharge, etc.) immediately contact your doctor and call TJNAF security.

8. Protective Measures for Air Contaminants

- Leave the room immediately.
- Turn off fans or ventilation units in the area.
- Close the door, but stay in the immediate area and prevent others from entering.
- Direct someone to call 911 and TJNAF Security (757-269-5822).
- Contact Facilities and Logistics (ext. 7400) to have air-handling system in the building shut down.

9. Protective Measures for Suspected Letter or Package Bombs

Watch for the following characteristics:

- Distorted or poor handwriting.
- Homemade labels particular if done with “cut-and-paste” lettering.
- Rigid hard internal structures, uneven or lopsided envelopes or packages.
- Excessive taping.
- Protruding wires.
- Restrictive address enhancements such “Personal” or “Private”.
- Unusual noise, odors, stains or leaking material.
- Excessive postage – especially stamps.

Actions:

- Do not open it.
- Treat it as suspect.
- If holding item, very gently place it down.

Clear area immediately and call TJNAF Security (757-269-5822).

10. Contacts

- Bomb or Radiological Threats: Call TJNAF Security (757-269-5822).
- Biological or Chemical Threats: Call 911 and then TJNAF Security (757-269-5822).

11. Additional Resources

- Centers for Disease Control and Prevention (www.cdc.gov/)
- Federal Bureau of Investigations (www.fbi.gov)
- Federal Protective Service/ISC Portal (<https://fps.esportals.net>)
- FEMA’s Rapid Response Information System (RRIS). This web site provides descriptions and links to eight major chemical and biological agent resources. (www.fema.gov/hazard/hazmat/index.shtm)
- General Services Administration (www.gsa.gov/mailpolicy)
- 41 CFR Parts 101-9 and 102-192 for Mail Management (www.gsa.oca.gov)
- Occupational Safety and Health Administration (www.osha.gov) and (www.osha.gov/SLTC/bioterrorism/pkghandling.html)
- Office of Compliance (www.compliance.gov/emergency/safemailhandling.html)U.S. Postal Service (www.usps.com)