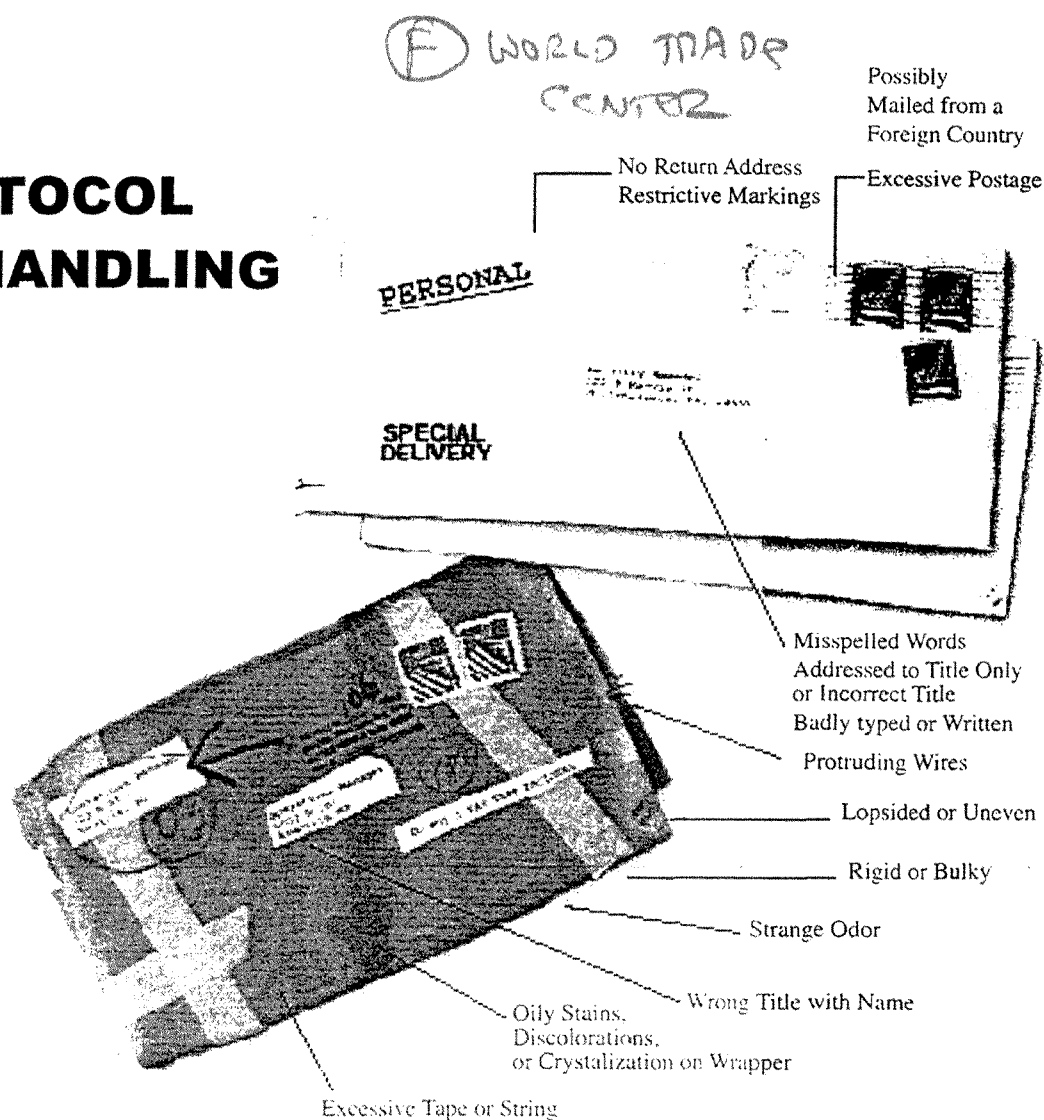


DEP PROTOCOL FOR MAIL HANDLING



In light of heightened concern about mail, we are issuing the following procedures for mail handling at DEP:

GENERAL PROCEDURES FOR MAIL HANDLING:

- Common sense and care should be used in inspecting and opening mail or packages.
- Do not open letters with your hands: use a letter opener. Disposable gloves will be provided.
- Open letters and packages with a minimum of movement to avoid spilling any contents.
- Upon receipt of suspicious mail, immediately notify a supervisor who will call 911 and Security and Facilities Management.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS:

Some characteristics of suspicious packages and letters include the following:

- Excessive postage, no postage, non-canceled postage
- Handwritten or poorly typed addresses.
- Incorrect titles

- Title, but no name
- Misspelling of common words, names, places or titles
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided, uneven, rigid or bulky envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address
- Any letter or package that has suspicious or threatening messages written on it
- Unexpected envelopes from foreign countries

SUSPICIOUS UNOPENED LETTER OR PACKAGE:

- Do not shake, empty or open.
- PLACE the envelope or package in a plastic bag.
- If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with soap and water. **Do not touch your face or other parts of your body.**
- Immediately notify a supervisor who will call 911 and Security and Facilities Management.
- Make a list of all people who had actual contact with the envelope or package for investigating authorities.

FOR PACKAGES THAT ARE OPENED AND WHICH CONTAIN SUSPICIOUS MATERIAL:

- DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
- LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with soap and water. **Do not touch your face or other parts of your body.**
- Immediately notify a supervisor who will call 911 and Security and Facilities Management.
- Make a list of all people who had actual contact with the powder for investigating authorities.
- If clothing is heavily contaminated, don't brush vigorously.

DO NOT PANIC:

- Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Anthrax is not spread from one person to another person. All forms of disease are generally treatable with antibiotics.
- For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, prompt recognition and treatment are effective.

Please note that these are also appropriate procedures for you to consider when handling your mail at home.