

# SOP: Package Inspection and Mail Handling Security

This SOP details the **package inspection and mail handling security** protocols, including guidelines for the careful examination of incoming and outgoing packages, identification of suspicious items, safe handling and processing of mail, use of security screening equipment, response procedures for potential threats, documentation and reporting requirements, and employee training to ensure the protection of personnel, property, and information assets from mail-related risks and security breaches.

## 1. Purpose

To establish standardized procedures for the secure handling, inspection, and processing of packages and mail to prevent mail-related risks and security breaches.

## 2. Scope

This SOP applies to all employees involved in the receipt, inspection, distribution, and dispatch of mail and packages at [Organization Name] facilities.

## 3. Responsibilities

- **Mailroom Personnel:** Execute inspection and handling protocols.
- **Security Staff:** Conduct advanced screening and respond to threats.
- **Supervisors:** Ensure compliance, maintain records, facilitate training.
- **All Employees:** Report suspicious packages or mail items immediately.

## 4. Procedures

### 4.1. Receipt of Packages and Mail

- Log all incoming and outgoing items in the mail register.
- Check sender information and delivery documentation for discrepancies.

### 4.2. Visual Inspection

- Examine packages/mail for:
  - Unusual stains, odors, or leakage
  - Excessive tape, misspelled labels, incorrect addresses
  - Protruding wires, aluminum foil, or unusual weights/shapes
- Do not open suspicious items.

### 4.3. Use of Screening Equipment

- Screen all incoming mail/packages with x-ray or other approved equipment as available.
- Follow manufacturer's safety guidelines for operation.

### 4.4. Identification of Suspicious Items

- Complete the **Suspicious Mail/Package Checklist** for any suspect item.
- Isolate and secure the area if a threat is detected.

### 4.5. Safe Handling and Processing

- Always wear protective gloves when handling mail/packages.
- Do not shake, bump, or sniff suspicious items.

### 4.6. Response to Potential Threats

- Immediately notify Security and Management.
- Evacuate area if instructed, and await further instructions.
- Do not handle the item further or allow others to enter the area.

### 4.7. Documentation and Reporting

- Complete incident reports for all suspicious and confirmed threat items.
- Maintain a log of all packages/mail, inspection results, and responses.

#### **4.8. Employee Training**

- Participate in mandatory mail security and emergency response training annually.
- Review SOP updates and threat identification guides regularly.

### **5. Forms and Records**

- Mail/Package Inspection Log
- Suspicious Mail/Package Checklist
- Incident Report Form
- Training Attendance Records

### **6. References**

- [Insert relevant organizational policies, national regulations, and manufacturer instructions]

### **7. Review and Update**

This SOP should be reviewed annually and updated as necessary to reflect regulatory changes, technological advancements, and best practices in mail security.