

# Suspicious Courier Packages

(WAL Security Procedure 3.5)

The mail and express courier packages from foreign countries are targets for smuggling money, drugs, and dangerous items used by terrorists.

As an active participant of C-TPAT, WAL aims to improve the security of global supply chains, including mail and express courier packages.

## Examples of suspicious mail and courier packages



Unknown origin, unusual bulges with missing or illegible return address.



Suspicious international parcel.



U.S. mail bombing attempt.

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## Parcels with the following characteristics are subject to caution:

- Unusual origin or unknown sender with missing or illegible return address.
- Excessive postage or multiple postage stamps.
- Unusual bulges, protrusions, or irregular shapes with excessive tape or securing materials.
- Unexpected package marked as urgent, confidential, or special delivery.
- Strange or unusual odors, especially chemical or pungent smells.
- Visible stains, leaks, or powdery substances.
- Excessively heavy or contain an unusual amount of material for the package size.
- A city or state in the postmark that does not match the return address.

## Security Measures

- Verify and ensure all parcels from foreign origins are cleared by U.S. Customs.
- If Customs clearance cannot be verified, call the courier to pick up the unverified parcels.
- Implement access control measures to restrict unauthorized handling of courier packages.
- Maintain a record of all individuals who have access to courier packages handling areas.
- Ensure that employees with access are trustworthy and have received proper training.
- Ensure that mail and package handling areas are secure and well-monitored by CCTV.
- Establish procedures for the chain of custody for packages, including tracking of packages.
- Inspect the contents of parcels if parcels are shipped through the warehouse.

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## If a suspicious parcel is found:

- Do not open the parcel.
- Isolate the suspicious parcel to ensure that no one touches or handles the parcel.
- Notify the supervisor immediately and coordinate with law enforcement as necessary.
- Wash hands and face.

## If a contaminated parcel is opened:

- Do not move the parcel to another location.
- Turn off or close all ventilations to the area, including air conditioner, heaters, and windows.
- Notify the supervisor immediately and coordinate with local law enforcement as necessary.
- Evacuate the adjoining area and ensure that no one remains near the parcel.
- Wash hands and face and remain isolated, wait for instructions from the emergency respondent.