Canada Post Suspected Biohazard Response Process

CANADA POST POSTES CANADA

From anywhere... to anyone

Employee/contractor

finds suspicious item/substance in postal system

- Ensure no one touches item
- Notify supervisor
- Clear immediate area

Supervisor

- Do not move the item
- Clear, secure area
- Escalate, notify Union
- Ensure exposed individuals wash hands

Local facility Ops Manager

- Analyze threat
- Estimate escalation requirement
- Notify Union local

Regional Control Centre

- Log the incident
- Notify regional Union rep.

Critical incident response team/ Local facility Ops Manager/ Police/Health authorities

- Determine response

- Non-threatening
- No risk

Local facility Ops Manager

- Brief employees
- Have area cleaned
- Resume operations
- Notify NCC

- Requires investigation

Customer

finds suspicious mail item

Police/Authorities

- Tell CPC

CPC

- Find out from media or from customer

NCC

Regional and/or National Logistics
Determine probable path of item,
Potential exposure

- Notify Corporate Security, OHS&E, Communications, Labour Relations, National Union, Operations, Media Relations, Gov't Relations
- Ensure delivery employee contacted

Security

- Obtain mail item's details

OHS&E/Security

- Stay in touch with authorities

Public authorities

- Take action as indicated
- Test
- Isolate, quarantine, evacuate

If Test results

Negative

- Resume operations

Positive

- Medical process
- Contingency operations

Note: **Unions and employees to be kept informed at every step.**

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February 2002