

Heightened Security Awareness



Bruce W. Neumann, MS, CSP, CHMM, RS
Safety Manager

UW-Madison
Kegonsa Research Campus

October 31, 2001
Revised: June 12, 2009

What is "Heightened Security Awareness?"



- ⌘ *"A mindset that leads you to notice unusual or suspicious behavior/circumstances and reporting your observations to authorities in a logical, rational and timely manner."*
- ⌘ *It is not in to induce fear and panic. It is designed to have people go about their normal business while particularly attentive to their surroundings.*
- ⌘ *Be sure that normal security measures are carefully followed.*

Background



- ⌘ *The Postal Service delivers approximately 208 billion pieces of mail per year. Until 10-15-01 there had been no confirmed incidents of Anthrax or other biological agent present, only threats and hoaxes. During the FY 1999 and 2000 there were approximately 178 Anthrax threats received by courthouses, reproductive health service providers, churches, school and post offices. Until October 11, 2001 there had been only 60 threats or hoaxes which included Anthrax, Hoof and Mouth Disease, the Klingerman Virus hoax and others.*

What constitutes a “Suspicious Package?”




- ⌘ **Some typical characteristics Postal Inspectors have detected over the years, which should trigger suspicion, include packages that may:**
 - ☒ *Exhibit protruding wires, strange odors or stains.*
 - ☒ *Be of unusual weight, given the size, or be lopsided*
 - ☒ *Sealed with excessive amounts of tape.*
 - ☒ *Has excessive postage.*

Additional “things” that may constitute a “Suspicious Package”



- ☒ *Be unexpected or from someone unfamiliar to you.*
- ☒ *Be addressed to someone no longer with your organization or otherwise outdated (e.g., improper title).*
- ☒ *Bear no return address, or one that can't be verified as legitimate.*
- ☒ *Be marked with restrictive endorsements, such as “Personal” or Confidential”.*
- ☒ *Exhibit a city or state in the postmark that doesn't match the return address.*

If you receive a suspicious package by mail:



- ⌘ *Call Bruce Neumann: x 2157*
- ⌘ *If Bruce Neumann is not available, call John Arnolde (x 2225) or Jeff Jones (x 2269)*
- ⌘ *Do not attempt to open the letter or package*
- ⌘ *Isolate the package*

If you receive a suspicious package by mail:

- ⌘ ***Notify UW Police (911 or 264-2677) or Bruce Neumann (x 2157), who will arrange to collect the letter or package and evaluate the threat situation.***
- ⌘ ******Triple bag the letter or package in a zip-lock type bag using latex gloves, if possible, and wear a particulate mask. (Model N95 is identified as the best type of mask to use for Anthrax related issues.)***
- ⌘ ***Wash your face and hands as soon as possible with soap and water.***
 - ☒ ****** Do not attempt this unless you know you can do it without jeopardizing your own health & welfare!***
 - ☒ ***If in doubt, call 911 immediately***

If you Open a Letter or Package and Suspect a Contaminant:



- ⌘ *Ensure that all persons who have touched the letter or package wash their face and hands with soap and water.*
- ⌘ *List all persons that have had contact with the letter or package, provide contact information for each person. (e.g., address, phone number were they can be reached.)*
- ⌘ *When possible, change clothes and shower with soap and water. Place all clothing in a plastic bag and make it available to police personnel if they should ask for it.*
- ⌘ *Remember to follow the instructions of police and other responding safety personnel.*

Your Responsibility as the Sender of Mail



- ⌘ *If you mail a package, call the intended receiver so that they are expecting the package. Verify the receiver is still there.*
- ⌘ *Be sure to include your return address on all mail, and don't label it "Personal or Confidential."*
- ⌘ *Don't eat near out going mail. (Stains, powders and odors)*
- ⌘ *Packages should be properly handled to prevent unusual shapes.*

Important things to Remember



- ⌘ *Remember to use good common sense.*
- ⌘ *You can take a moment to evaluate the letter or package for yourself to determine if it truly poses a threat.*
- ⌘ *If concerns exist, call Bruce Neumann, Safety Manager, to evaluate the package.*
- ⌘ *Use the same precautions when you send mail.*

Building /Office Security



- ⌘ *Don't prop open or compromise building entrance doors and windows. Rectify these situations when you observe them.*
- ⌘ *Account for and secure keys, don't leave them unattended or give to unauthorized persons. Report lost keys to building manager/department head.*
- ⌘ *Account for and secure all sensitive material/information when not able to attend to it.*

Building/Office Security



- ⌘ *Account for and secure sensitive deliveries in a timely manner.*
- ⌘ *Secure all areas when not attended.*
- ⌘ *Be aware of unfamiliar persons in or visitors to your office/lab etc...*
- ⌘ *Protect access codes, combinations and cards, change codes regularly. Report compromised codes to the person in charge of area.*

Building/Office Security



- ⌘ *Be Prepared: Take time out to familiarize yourself with building evacuation plans/routes.*
- ⌘ *Report suspicious tampering with physical security (doors, locks etc...)*
- ⌘ *Talk with co-workers; know what is out-of-place (unclaimed items etc.)*
- ⌘ *Ensure staff who work after-hours have proper after-hours permits*

Suspicious Behavior/Circumstances

Be aware of and report:



- ⌘ *People in buildings or areas who do not appear to be conducting legitimate business (loitering).*
- ⌘ *Persons monitoring areas, buildings or entrances.*
- ⌘ *Unauthorized personnel in restricted, sensitive or private areas.*
- ⌘ *Persons who appear to have no need for it, requesting research information*
- ⌘ *Persons wearing clothing not consistent with the weather conditions at mass population events (bulky coat in warm weather etc.)*

Suspicious Behavior/Circumstances

Be aware of and report:



- ⌘ *Persons abandoning parcels or other items in unusual locations, high traffic areas (pedestrian/vehicle).*
- ⌘ *Persons attempting access to utility locations (water, electrical, petroleum, telecommunications, information systems)*
- ⌘ *Multiple persons who appear to be working in unison, committing the above.*

Vehicles, Be Alert to:



- ⌘ ***Abandoned Vehicles***
- ⌘ ***Vehicles Parked Near Buildings/Public and Common Areas***
- ⌘ ***Unexpected/Unfamiliar Delivery Trucks***
- ⌘ ***Unfamiliar Vehicles Parked For Long Periods***
- ⌘ ***Persons in Vehicles "Casing" Buildings/Areas***

Vehicles, Be Alert to:



- ⌘ ***Vehicles Operating in Closed Areas***
- ⌘ ***Vehicles Containing Unusual/Suspicious Parcels or Material***
- ⌘ ***Vehicles Arriving and Being Left Behind at Odd Hours***
- ⌘ ***Substances Leaking or Spilling from Vehicles***

Important things to remember



- ⌘ *Remember to use good common sense.*
- ⌘ *When in doubt, call the University Police (911 for emergencies or 264-2677 for non-emergencies) or Bruce Neumann (x2157) and let them evaluate the situation.*

Bomb Threats



⌘ *In most cases bomb threats will be received by telephone. The person that receives the call should remain calm and obtain as much information as possible.*

Bomb Threat Worksheet



⌘ ***Note exact wording of the threat:***

⌘ ***Date and time of call:***

Bomb Threat Worksheet



⌘ Ask and record the answers to the following:

- ☑ 1. When will the bomb explode?**
- ☑ 2. Where is the bomb?**
- ☑ 3. Which building is it in?**
- ☑ 4. Who is this?**
- ☑ 5. What kind of bomb is it?**
- ☑ 6. Why are you doing this?**

Bomb Threat Worksheet



⌘ *Note the following:*

☒ *1. Background noise...traffic, music, voices...*

☒ *2. Callers voice:*

☒ *Calm...laughing...raspy*

☒ *Angry.... Sobbing...deep*

☒ *Excited...distinct...cracking*

Bomb Threat Worksheet



⌘ *Slow...slurred...accent*

⌘ *Rapid...nasal...disguised*

⌘ *Soft...stutter...male*

⌘ *Loud...lisp...female*

⌘ *Profane..incoherent...familiar**

☑ **If the voice is familiar, whom did it sound like?*

Bomb Threat Worksheet



⌘ *The University Police may request people working in the area assist in looking for the bomb. This is because people working in the area will be most familiar with what does and does not belong. If a suspicious package or object is located, DO NOT TOUCH IT, immediately notify the police.*

Bomb Threat Worksheet



⌘ *If a bomb threat is received via written communication, immediately notify University Police by dialing 911. Do not handle the communication any more than is absolutely necessary and turn the document over to the police when they arrive.*

Bomb Threat Worksheet



- ⌘ *Try to determine the following information:*
- ⌘ *Who found it?*
- ⌘ *Who else was present?*
- ⌘ *Where was it found or how was it delivered?*
- ⌘ *When was it found or delivered?*
- ⌘ *Who has touched it?*
- ⌘ *Have any previous threats been received?*

ENCOUNTERING THE AGGRESSIVE PERSON



- ⌘ *When confronted by someone who is agitated, whether verbally or physically, there are steps that can be taken to help protect yourself.*
- ⌘ *Speak with the person in a calm tone.*
- ⌘ *If possible, keep a safe distance between yourself and the agitated person.*
- ⌘ *Always have an escape route. Don't let the agitated person stand between yourself and the door.*

ENCOUNTERING THE AGGRESSIVE PERSON




⌘ *Call the Police (911). If this is not possible, i.e., the agitated person is standing next to the phone or will not let you get to the phone, call out to a co-worker. A code word can be used that you and your co-worker know, but the agitated person does not. When the code word is said to each other, the other worker knows there is a problem and will notify the police.*

ENCOUNTERING THE AGGRESSIVE PERSON



- ⌘ *If the suspect leaves, be prepared to give a complete description of he/she.*
- ⌘ *What was the suspect wearing?*
- ⌘ *How tall was he? Age?*
- ⌘ *What was the color of their hair?*
- ⌘ *How much did they weigh?*
- ⌘ *What was said/How was it said?*
- ⌘ *Were any weapons displayed or was there a threat of a weapon?*
- ⌘ *Any smells? Was the agitated person intoxicated?*

Important things to remember:



- ⌘ *Remember to use good common sense.*
- ⌘ *When in doubt, call Bruce Neumann (x2157), or the University Police (911 or 264-2677), depending on the situation, and let them evaluate.*
- ⌘ *Additional information is also available at the University Police web site; www.uwupd.wisc.edu*
- ⌘ *The UW Police Emergency Procedures Guide is also a valuable source of information. It is available at:*

<http://www.uwupd.wisc.edu/Awareness/EmRspGuide.pdf>

- ☑ *Call Sgt. Kurt Feavel 262-4520 if you need a copy. If you have questions contact the University Police Department 262-2957.*

References



⌘ *University of Wisconsin Police Department
Heightened Awareness Presentation:*
http://www.uwupd.wisc.edu/powerpnt/HS2_files/frame.htm

⌘ United States Postal Service Informational
Bulletins