



Safety, Health and Environment (SHE) Flash



Flash Date:	07/09/20	Date to remove:	25/09/20	Ref:	FY20 016 Suspect Parcel
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Audience:	Processing	Delivery	Collections	Distribution	PFW	Specific Work Area
	All managers					

Priority:	Immediate
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Overview:	A MC experienced an unnecessary and prolonged evacuation following failure to follow the correct process for responding to suspect parcels
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Key Message

- *All managers are expected to have completed the 20 min Suspect Parcel elearning module*
- *Unless it is an obvious emergency, CPC must always be called prior to any unit calling 999*

Description	Visuals:
A team member handled a parcel leaking a powder, which later caused a skin reaction to her hands. Emergency services were called for an ambulance, without going through the correct risk assessment process or calling CPC.	
Issue	
RMG carry a wide range of packages which often contain fluids or powders that can leak. The suspect parcel training provides the right process to follow to ensure the correct response. If in doubt, and before any unit calls 999 (unless for an obvious emergency) CPC must be contacted to help the unit through the risk assessment.	
Impact/effect	<p>Ask yourself the following questions:</p> <ol style="list-style-type: none"> 1-Has there been any physical reactions to the item? 2- Are there any physical signs that the item may be suspicious? 3- Does the item appear to have been sent maliciously?
The emergency services are aware that RMG has a high level of competence in dealing with suspect parcels. Hence, they tend to assume that if we report a suspicious item, it is serious, and will evacuate the site & bring in the Hazmat teams etc. This takes many hours and causes unnecessary stress and anxiety to all staff on site.	

Learning Points

- All managers are expected to complete the suspect parcel elearning which provides a simple to follow guide to risk assess different types of suspicious items and how to respond appropriately.

Key Activity

1.	<ul style="list-style-type: none"> • Go to Learning on Success Factors (SF) & search 'Suspect Parcels' to complete the elearning.
2.	<ul style="list-style-type: none"> • Line Managers should use SF to see how many of their team have completed it.
3.	<ul style="list-style-type: none"> • Stay Calm on Line provides full advice & guidance and can be saved as a tile or favourite on your personal or work smart phone & laptop. https://staycalm.online/

