

Secure, Coordinated Distribution

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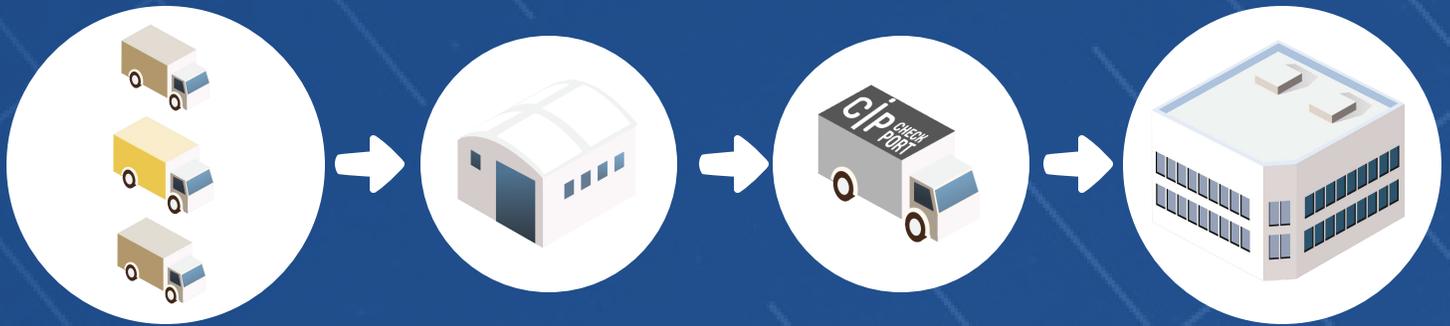
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Secure, Distributed Transportation of mail, parcels and goods



An ever-changing world demands innovative logistics solutions to meet the requirements of the future

As the environment changes, Swedish agencies and companies are in need of adaptive practices for the handling of letters, parcels and goods to meet the requirements of the future

A structured and well-planned analysis of your organization's reception and distributions processes will reduce risk and improve both security and efficiency of all incoming and outgoing mail, parcels and goods

- a significant reduction of risk to disruption of production
- increased security to personnel
- increased logistical efficiency, particularly in distribution
- significant improvement in internal and external coordination through increased flexibility, quality, and resource utilization, yet at a reduced cost and in an environmentally friendly manner.

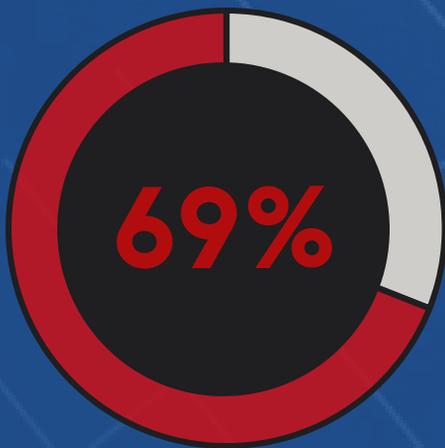
364
mail
threats



Swedish politicians received
in average one mail threat
per day in 2017 *



11% of organizations conduct
security screening of their mail.
Of these, more than half lack a
plan of action should a letter
leak powder at the workplace



more than 2/3 of Sweden's politicians
have received threatening letters or e-
mails* during their service

The Threat



An organizations reception of mail, parcels and goods is vulnerable to the introduction of a wide range of potential threats. CBRNE threats substances are both dangerous and disruptive. Even hoax substances such as parcels containing dangerous-looking but harmless white powder can have the same effect. Moreover, disruptive individuals or organizations can express displeasure by combining hoax materials with written threats in an attempt to not only disrupt an organization but to actively change an individual or organizations political orientation.

Day-to day operations require screening and mitigation processes that detect all CBNRE threats during the reception of goods while simultaneously reducing or eliminating the risk posed to an organization's employees and facilities. Use of force or threat of force through the introduction of biological, chemical, radiological, explosive, or incendiary materials via letters or parcels has proven to be a prized tactic of dissident individuals or organizations with the intention to harm recipients, extort, invoke fear, economically disrupt or unduly influence decisions / democracy.

A number of recent events both in Sweden and abroad, highlight the relevance of Checkport's core mission. Several government ministries have received powder-laden letters in 2018. A letter bomb with actual explosive material was recently sent to a company in the UK – with a high probability of Swedish origin. Moreover, a wave of extortion letters containing potentially dangerous substances has been received by dozens of companies in Europe, including Sweden. It is also noteworthy that shipments containing material with deadly levels of radioactivity have been used for extortion purposes inside of Europe. Finally, it is common knowledge that the tactics of using letters laced with toxins have recently been used against government agencies as well as politicians in both the EU and the US. In an era of political instability, the use of tainted mail, parcels and goods remains both attractive and anonymous.

Chemical threats are unique. They are often difficult to detect, and once they are introduced to an environment, their effect is often immediate. Chemical substances or devices present specific challenges for both those attempting to weaponize them as well as those valiant defenders looking to unmask and mitigate them as a threat. In white powder form, Fentanyl is becoming more and more common in world-wide postal systems. This is particularly troubling given that for an average person, merely 2 milligrams is a deadly dose and can be acquired at a cost of only SEK 200/\$20 USD/20 EURO. Biological substances are now a well-known and recognized category of postal threat. As demonstrated by the anthrax letters, large amounts of threatening spores can be distributed within a single, standard envelope.

Moreover, a more sophisticated "package bomb" could distributed such a pathogen more effectively through an aerosol method. Finally, radioactive material can be weaponized through distribution of a parcel hoping to clear security to either make physical contact with a recipient or to be used in conjunction with an explosive device to create a so-called "dirty bomb"

Letters and packages are ubiquitous in nearly all modern organizations, and as such have become attractive as vehicles for disruption. As the technology of explosives and the miniaturization become more advanced, the components necessary to initiate an explosion have made letter bombs more destructive and more difficult to detect. In the context of the CBRNE, there is an additional category of threat that is under the threshold of life threatening, but still represents an intention to cause minor injury or significant discomfort or a level intimidation to an individual that puts the organizations interests at risk both in the short and long term.

Threat Scenarios

Five different companies simultaneously received a threatening letter. A few of these letters contained small amounts of a radioactive substance, Americium-241, which was previously used in commercial fire alarms. Luckily, no one was injured by the shipments. Stefan K, a 53-year-old man, is suspected of the crime and was arrested shortly after the incident. The prosecutor claims that the man had access to the radioactive substance in his workplace. The intention of the letters is believed to have been to destabilize the country by inciting fear.



A suspect has been charged with three counts of attempted murder of employees on an assembly line of a company that specializes in large metal fabrication. This company received letters tainted with radioactive material.

The man, who was employed by the very same company for 38 years, is considered a lone-wolf. He was uncovered by colleagues who became suspicious after noticing an unexplained white powder in his lunch box two days in a row.



After reporting the suspicious powder to his management, the company pulled the security camera footage from that section of the assembly line, and subsequently discovered that the suspect had been caught on tape lacing his colleagues' lunch. After testing, the toxin was identified as lead acetate ($\text{Pb}(\text{CH}_3\text{COO})_2$).

A letter with white powder was addressed to a location in central Stockholm in October 2018. In addition to the powder, the envelope contained a threatening letter. The nine people who were in the room when the letter was opened experienced difficulty breathing and were subsequently hospitalized. Additionally, as part of the response to the letter, emergency services isolated and closed down the building where the letter was received as well as several of the adjacent city blocks for several hours.



Could this happen to you, or in your workplace?

The Challenge

Effective screening and detection of incoming freight does not occur without the challenge of balancing security against the potentially disruptive impact that these processes have on an organizations ability to quickly receive and sort large volumes at freight reception. Companies specializing in delivering secure, coordinated distribution services must first analyse a clients requirements for both safety and speed, and then customize technological, technical and procedural solutions that address both security and efficiency concerns. To meet these challenging requirements, requires clients to purchase expensive and often evolving technological solutions, which come with the additional personnel costs of training and manning these machines.

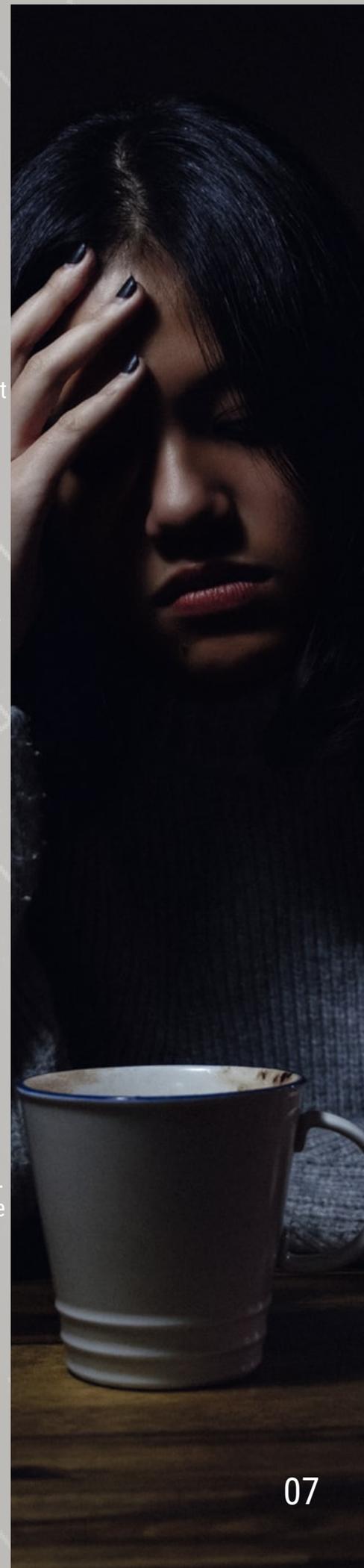
If an organization is deemed at risk, and requires a very high level of security, it can be considerably more cost effective to outsource freight reception. A third party service that provides offsite reception, screening with follow on transportation ensures that only the most cutting edge technology is employed and without the burden of the expansive requirements of hosting this capability onsite. Clients desiring to meet these challenging requirements internally must purchase expensive equipment and additional personnel is only half the answer, it is also more secure.

Even a well planned risk assessment can be broad enough to address a number of potential threats, those that are responsible for reception services know that the threat is constantly evolving, and can quickly change. Maintaining a relevant risk assessment means constantly assessing potential threats, potential vulnerabilities and potential consequences.

When evaluating an organization's risk assessment, one should always consider how an incident might effect an organizations production or main function. (For example, if reception was closed due to an incident, will that shut down the entire facility? Will the entire facility require evacuation? Will an incident at a reception require evacuation of building? What effect will it have on the daily organizational activities? Will critical functions be disrupted? Will customers be affected?) The potential economic impact is one of the most important aspects to consider when evaluating the consequences of either a real or suspected incident. If production is delayed one day, what will it mean in terms of lost revenue? If employees are forced to leave their facility and cannot work for one or more days, what is wasted in payroll? It is critically important for an organization to include economic effects when considering risk.

How employees experience their work environment could also be the most significant aspect when considering a risk analysis. Employees exposed to an incident as the result of inadequate reception screening would include both the immediate sick leave required from exposure as well as the long-term effects from the stress and sense of vulnerability. A number of companies that receive threats or disruptions in their reception services have manifested internal personnel problems from this sense of insecurity. This can lead to reception staff reluctant to open letters, losing confidence in their employer and in the worst case, not doing their jobs.

In risk assessments, a primary factor is the location of an organization's facilities. A company that shares a building with other tenant organizations by definition shares its risk with them. It is also likely that large companies, or companies located in more populous places are more attractive targets for terrorist acts designed to influence a larger population.



Requirements Guide for Detection and Mitigation

Quite simply, external freight reception provides better protection than those located in an organization's primary office building. If it is cost prohibitive to build or lease a freight forwarding site with the associated courier vehicles required, CIP Checkport services offer a cost effective and attractive alternative.

Maintaining a freight reception in an organization's main office building is a costly and inefficient proposal. In addition to the risk to production, it is a expensive alternative considering the costs of training and manning the center as well as the investment in equipment given the potential for low or infrequent use throughout the day.

The simplest solution for facilities deemed low-risk may be aggressive visual screening and X-ray scanning. However, this still requires personnel that have been trained to conduct both visual screening and to operate the x-ray machines.

Organizations that are considered to be at moderate risk should provide separate, isolated HVAC systems in reception areas, loading docks, and other locations susceptible to mail-borne threats. Moreover, these facilities should be physically separated from other building areas. In addition to the measures taken for the medium-risk facilities, high-risk facilities should ensure loading bridges and full-height postal reception and are atmospherically sealed from floor to ceiling. Finally, in addition to the measures taken for high-risk facilities, locations considered at very high-risk should provide instruments to monitor the pressure differential established by the air handling system.



Screening should take place in a dedicated facility, purpose-built to protect against explosives devices, and with a separate HVAC system that can maintain negative overpressure.

Reception areas found within shared facilities, either with elements of your own organization or with other tenants, should provide protection against the spread of biological and chemical hazards during the screening process. At a minimum, screening of incoming goods in a shared facility should occur in an area that is isolated from the building's main HVAC system.



Freight reception should have a minimum of two loading docks so that incoming and outgoing mail does not pass through the same door. Additionally, each of these docks should have redundant doors to minimize the risk of goods being transported "in the wrong direction" in the event of technical problems. For mail that cannot be transported directly to the goods reception via a loading dock, it should only be transported through the main building via a sealed container.

Personal protective equipment should be used and made available to all personnel involved in the detection process as well as required to enter a room or area where CBRNE detection is performed. Minimum requirements for acceptable level of protective equipment for medium-risk environments include a protective suit, a protective mask with ABEK-P filters, double nitrile gloves and shoe covers. Butyl gloves should be readily available. Staff working in these areas should not wear clothing items that are donned or removed over the head. Finally, facilities for cleaning protective equipment and clothing should be available on site.

In post screening areas, the risk assessment of exposure to CBRNE hazards can be considered very low. However it is still recommended that the room is equipped with a ventilation hood, and that staff wear face masks and nitrile gloves.

Requirements Guide for Detection and Mitigation

For medium or high risk organizations, the following equipment may be adequate, provided it is implemented with sound mail handling policies and manned with trained personnel.

Radiation detection devices should be mounted in the reception area and monitored by personnel within the organization's security operations center.



Chemical detection sensors should be mounted in freight reception. The chemical sensors should be capable of detecting and identifying a wide range of chemical agents, industrial chemicals, as well as certain types of narcotics. Sensors should provide an audible and visual alarm that can be both seen and heard from any position in the reception area.



Letters and parcels should be screened to minimize the threat of potentially dangerous biological substances. Screening machines should collect samples from the containers used to transport the mail as well as from the mail itself. Letters and parcels must be stored in local quarantine in the event of a detected biological substance until identification and mitigation is complete. There are a growing number of systems that can collect air samples during screening of post and parcels and detect most dangerous biological substances



Explosives materials contained in mail and parcels can be detected using a variety of techniques and methods. The specific technology or method used reflects the level of risk, the incoming volume of mail and parcels, and the speed at which the screening must be completed. A freight reception screening for explosive devices must include X-ray as well as trace and indicator detection devices.



A well-trained security specialist can often detect a dangerous package early in the process through suspicious tells. Therefore, delivery personnel must be observant and vigilant during every step of the reception, screening and sorting process.

When screening suspicious items, the item should be opened, or cut and tumbled before a sample is taken. This process will improve the likelihood that a sufficient amount of material can be collected to enable proper identification. Mailboxes, trays and individual items must be checked for obvious signs of white powder, liquids or suspicious indicators whenever encountered by a courier or introduced to a postal vehicle. If suspicious objects are discovered, they should be quarantined immediately.

A freight reception that has identified a threat, even in the case of minor threats, should ensure that both first aid and decontaminating equipment is onsite and immediately available.



How does your organization look today?

Risky goods handling



Deliveries go directly to their own facility without an external goods reception

Deliveries between freight reception and other parts of the organization are made with leased vehicles which are not security compliant



The goods reception fails to detect real threats.

(X-ray or poorly designed manual methods do not detect powder)



Your employees open and identify a suspected threat or substance



A **hoax** can impact your production throughout the facility for several hours. A threat can shut down production for **several days**, resulting in **high costs and negative publicity**

Scenario

400 employees are evacuated for 6 hours while police and emergency services investigate the threat

- Financial cost of approx. 900 000 SEK
- High impact to your customers
- Lower your brand's reputation and negative medial attention
- Increased level of stress and insecurity among your employees

Secure goods handling



Deliveries go to an external freight reception which **protects your production, your processes and your employees**

Shipments are screened in a secure environment by well-trained specialists



Detection and identification of Radiological, Chemical, Biological and Explosive substances are conducted

Specific routines and processes based on each customers specific needs



Suspicious or threatening material is detected and mitigated in conjunction with local authorities and with the highest consideration and integrity to the customer's requirements



Safe and Secure transportation using dedicated vehicles arriving at your desired time and place



Risk mitigation without negative impact to your business. You will even save money since you dont have to staff an internal goods reception

Quick Reference Guide: Evaluate your current risk and needs

A freight reception that has identified a threat, even if it is considered low, must ensure that both medical and decontamination equipment are in place.

- Does the staff know how to identify CBRNE threats and how to act on the different indicators?
- Do the employees opening mail and handling goods have access to the right protection and equipment?
- Do you search for chemical, biological, radioactive and explosive substances in your goods reception?
- What does your organization do if you get a suspected explosive threat?
- If you discover a threat; how well your internal protocol communicate with your employees as well as the emergency services?
- How often are crisis management routines and threat analysis reviewed and updated?
- Are the staff in freight reception continuously trained in detection and security?
- Does the staff have daily safety checks (at least 2 hours) daily?
- How long would it take for you to deal with a threat? 4 hours? 1 day?
- How long would it take for staff to return to normal production rate after an incident?

COST	CURRENCY	RISK
	SEK	Personnel are hospitalized or, in the worst case, killed.
	SEK	Employees on sick leave
	SEK	Time that the facility is blocked and decontaminated
	SEK	Recruiting and training of personell
	SEK	Purchase of equipment and facilities and means of transport.
	SEK	Negative consumer effects / marketing of being associated with threats

If you are not satisfied with the answer to these questions, you are welcome to contact Cip Checkport. We are Sweden's leader in postal security and Secure, Coordinated Distribution of goods, and know what it takes to carry out security screening at an external location.

We have experience in helping you estimate the savings you can realize from safe mail and goods handling.

How to initiate the procurement of an external reception of goods..

A How To Guide on the procurement process

Whether you work at a government agency or a private company, an early dialogue with existing market players is a prerequisite for a high-quality procurement, the dialogue can touch on various aspects such as requirements, choices and conditions. Also, remember to have a good internal dialogue that takes into account all aspects of the business. Information gathering can be done through dialogue, meetings, referrals or sending questions to vendors in a so-called RFI (request for information).

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TIPS

TO KEEP IN MIND DURING THE PROCUREMENT

#1

SECURITY AND LOGISTICS

The choice of supplier must be based on both security and logistics. E.g. does the supplier manage an increased threat level and at the same time deliver more goods than normal on time?

#2

ALL ASPECT RESPONSABILITY

Choose a supplier that can take full responsibility. Everything from arrival handling, security checks, threat handling, sorting, storage and transport must be handled in a safe, secure, environmentally friendly and efficient manner.

#3

COMPETENCE AND CAPABILITIES

Make sure the supplier has the competence, partners and technical capabilities needed to meet both today's and tomorrow's threats.

Contact



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Services



Security Screening



Mail and Logistics Solution



Collection and recycling



Storage



Training and Consulting Services