


**2.12 HNL-09695 SUSPICIOUS PACKAGE**

<b>Work description: Discovery of a Suspicious Package</b>		
<b>Scope:</b> Dealing with a suspicious package either received through the mail or discovered on or about HRH Controlled Infrastructure		
<b>References:</b> HNL-09007 Emergency Management Plan FBI National Explosives Taskforce Suspicious Package Indicator Guidance		
<b>PPE and precautions</b>	<b>Competencies or qualifications</b>	<b>Licenses or permits required</b>
N/A	N/A	N/A
<b>Tools and equipment required</b>		
N/A		
Unattended or Suspicious Packages on the Network		
Identifying unattended belongings on the network	<ul style="list-style-type: none"> <li>Unattended belongings may take the form of bags, suitcases, boxes etc. Items would be deemed unattended if there is no obvious owner of the items in the vicinity or the item has been left in an unusual position on the Network.</li> </ul>	
All / FMSS	<p>When items such as these are identified the person discovering them will:</p> <ul style="list-style-type: none"> <li>Immediately report the item to the Information Controller</li> <li>Conduct a H.O.T Assessment of the identified item</li> </ul> <p>If the item is Typical (H.O.T Assessment)</p> <ul style="list-style-type: none"> <li>Deal with item in line with Dealing with Lost Property</li> </ul> <p>If the item is Hidden or Obviously Suspicious, the person discovering them shall:</p> <ul style="list-style-type: none"> <li>Not touch it</li> <li>Remove people from the immediate area</li> <li>Alert Security and the OCC</li> <li>Alert other employees of the immediate threat or hazard</li> <li>Implement evacuation procedure if instructed by authorities</li> </ul>	
	<div style="display: flex; align-items: center;">  <div> <p><b>Warning</b></p> <p><i>Staff must switch off radio devices and/or mobile phones within 50 meters of the suspicious item. Communication should be conducted via landline-based communications equipment or face to face.</i></p> </div> </div>	

Document Code	HNL-09695	Revision	03.00
External Code		Ext. Revision	
File Name	HNL-09695-00.02-0-Suspicious Package	Page	76 of 85

# SUSPICIOUS PACKAGE

Follow the instruction of the of the police and only re-enter the station if advised by the police and the Station Controller

## H.O.T Protocol

When dealing with unattended belongings on the network, Staff must always conduct a H.O.T Assessment to ascertain the nature of the item and the course of action to be taken when dealing with it.

H- Is the item Hidden from view in an obscure place where passengers don't generally go?

O- Is the item Obviously suspicious, does it have wires and tape on or about the item

T- Is the item typical of the kinds of things you see in that location



## Suspicious Packages Received through the Mail

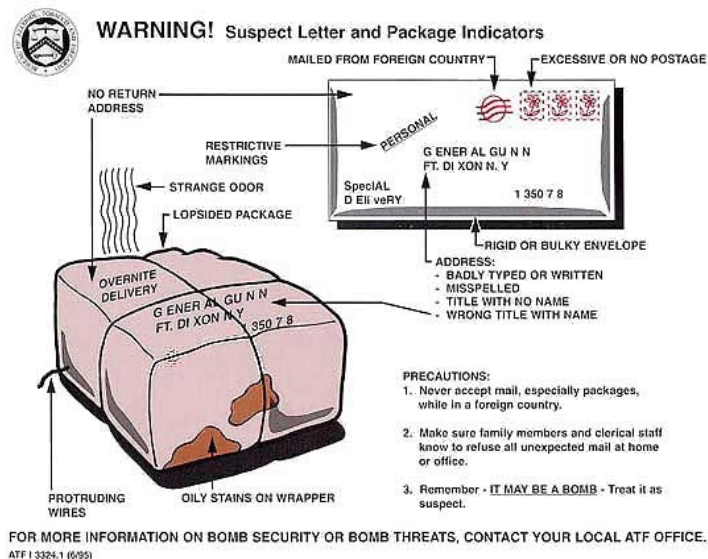
### Identifying a Suspicious Package

All / FMSS

- Be Vigilant - Letters or packages suspected of containing biochemical agents, bombs, or other harmful items often have suspicious characteristics.
- Some characteristics of suspicious packages and letters include the following:
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations, or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

Document Code	HNL-09695	Revision	03.00
External Code		Ext. Revision	
File Name	HNL-09695-00.02-0-Suspicious Package	Page	77 of 85

# SUSPICIOUS PACKAGE



General Mail  
Handling  
Procedure  
*All/FMSS*

- Be observant for suspicious mail as outlined above
- Wear gloves when handling mail
- Open all mail with a letter opener as it is less likely to disturb the contents then when you use your fingers
- Open mail with the minimum amount of movement
- Do not blow into envelopes
- Do not shake or pour out contents
- Keep mail away from nose and mouth when opening mail
- Wash hands with soap and water after handling mail

Receipt of a  
Suspicious  
Package  
*All*

- If you receive a suspicious package or letter, gently place it on your work surface. Avoid shaking or jarring the package. Do not touch or otherwise examine any contents that may have leaked out of the package. Alert the other personnel in the immediate vicinity and leave the area, securing it if possible. Immediately, notify the OCC Supervisor who will inform 911.

## Response to a Report of a Suspicious Package

**OCC Actions**  
OCC

OCC Supervisor

- Inform OCC staff and Train and Station Staff and Road supervisors.
- Inform O&M Management.
- Alert the Honolulu Police Department.
- Report the emergency according to HNL-09023 Accident and Incident Notification, Reporting and Investigation.
- Make sure that CCTV recordings from the affected area are retrieved.
- Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the metro, station, or train evacuation).

Document Code	HNL-09695	Revision	03.00
External Code		Ext. Revision	
File Name	HNL-09695-00.02-0-Suspicious Package	Page	78 of 85

# SUSPICIOUS PACKAGE

Train Controller	<ul style="list-style-type: none"> <li>Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if requested by the Honolulu Police Department; It may also be necessary to remove trains from service and park it in open air between two stations or on a pocket track. Direction from Police should be sought</li> <li>Prevent trains to enter the affected area and implement alternative service pattern as required</li> <li>Command the closure of the Metro according to HNL-09341 Total closure of the Metro, if requested by the Honolulu Police Department.</li> </ul>
Engineering and Fault Controller	<ul style="list-style-type: none"> <li>Advise the OCC supervisor of the situation.</li> <li>Handle traction power in response to the specifics of the incident.</li> </ul>
Information Controller	<ul style="list-style-type: none"> <li>Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation or HNL-09331 Train Evacuation, if instructed to do so by the Train Controller.</li> <li>Monitor the affected area through CCTV and report any suspicious activity.</li> <li>Retrieve all recordings of the event.</li> </ul>
Road Supervisor	<ul style="list-style-type: none"> <li>Act according to instructions from the OCC, which may include:</li> <li>Going to the location of the suspicious package if not already in place.</li> <li>Assess the situation and determine the extent of danger.</li> <li>Perform evacuation, as requested by the Train Dispatcher.</li> <li>If appropriate and without endangering own safety clear the area around the package and cordon-off the area.</li> <li>If assessed dangerous, call the OCC, and secure the location in order to prevent that passengers move to the suspicious item.</li> <li>Inform OCC if the owner of the abandoned item declares the ownership of the item.</li> <li>Escort the Police to the area.</li> <li>Meet Police responding to location of suspicious package.</li> <li>Assist Honolulu Police Department personnel.</li> </ul>

Document Code	HNL-09695	Revision	03.00
External Code		Ext. Revision	
File Name	HNL-09695-00.02-0-Suspicious Package	Page	79 of 85