# JGW GROUP MAIL SCREENING AND SECURITY TRAINING SERVICES CATALOG

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# Mail Security Training and Process Assessment

Each year, thousands of mail borne threats designed to damage or disrupt business, and create public panic are delivered worldwide. Regardless of functionality, this effective terror tactic cost industries millions in lost revenue and productivity annually. With restricted budgets, and management teams reluctant to dedicate resources to technical screening programs, mail managers are forced to seek alternative methods to protect critical infrastructure and personnel. The most efficient and cost effective method for mitigating risk associated with such threats is a well-trained and risk aware team supported by validated processes and well developed response plans.

While the use of mail and courier services to transmit threats is not new, there has been a marked increase in such events over the past 16 years. As domestic and international terrorism increases, so does the public expectation that organizations are taking the appropriate steps necessary to safeguard personnel and infrastructure from such threats. Unfortunately, this is often mitigated by the fact that, while the public's expectation of security is high, their expectation that their mail will not be delayed, and will remain private is even higher. Making matters worse, corporate and organizational expectations demand that mail room managers and personnel safeguard their organization with minimal budgets, little or no equipment, inadequate training and minimal support.  Given that a single envelope filled with powdered

sugar has the potential to shut down operations for days and to create economic chaos, mail managers across the nation are seeking cost effective, innovative solutions to safeguard their organizations.

In response to this growing need, the JGW Group has developed a series training and risk mitigation programs designed to address the safety and security needs of both commercial and government clients. These tailored training and process assessment programs are designed to provide organizations with the tools necessary to safeguard personnel, protect critical infrastructure, and successfully execute authorized responses and contingency protocols when such events occur.

Based on real world events, industry best practices, and training scenarios drawn from more than 35 years of counter terrorism operational experience, JGW's *Mailroom Safety and Security Training* is a comprehensive, client based, training program that provides mailroom, security, administrative staff and first responders with the understanding and functional tools necessary to safeguard personnel, facilities, and operations from disruptions related to mail borne threats. The course discusses a wide range of potential threats in real world conditions, addressing how each is transported, detected, reacted, and how the risk associated with each can be mitigated using technical and non-technical processes. The course corrects common misconceptions, discusses government support, and addresses the role technology plays in threat identification and mitigation.

In conjunction with our basic mailroom safety and security training package, we offer our *Mail Facility Safety and Security Executive Briefing* which is designed to help senior management better understanding how mailborne threats impact business operations and the steps needed to mitigate risk and ensure the overall safety and security of their organization.

Our *Mailroom Safety and Security Emergency Response Planning, Coordination, and Rehearsing* course facilitates event preparation by bringing internal and external resources together to participate in classroom and table top exercise activities. This is advanced training for mailroom, security, and facility managers, senior mailroom staff, public relations personnel, external first responder, and post event law enforcement team members.

The use of x-ray equipment in mail screening operations has grown exponentially over the past decade. Advances in technology have greatly refined the ability of x-ray to detect threats. However, much of this advantage is lost due to the fact that majority of operators never receive formal training on the use of x-ray unit to screen mail. Our *X-Ray Operator and Interpretation Training for Mail Screening Personnel* course provides the x-ray screening personnel with the theoretical knowledge and operational experience needed to screen mail recognize potential threats in high volume environments.

In 2017, following multiple request from clients with a no budget or ability to send their full staff to off-site training, we developed a web-based course designed to provide the student with a solid understanding of mail borne threats, risk mitigation, and how the technology and proven operational processes can be used as part of an integrated defense strategy. The course can be tailored to meet the individual needs of each client.

In addition to our selection of training courses, JGW also offers our *Mail Borne Threat Response Process Review and Validation* service. Designed to analyze, and validate existing incident response and

contingency plans, this two phase review service provides an on-site risk assessment of client facilities and reviews existing operational, security, and emergency response plans and protocols. The team reviews internal support elements, external support requirements and coordination, short and long term contingency plans, command and control functions, reporting and evidentiary protection requirements, and post event interactions with state and Federal agencies identifying potential shortfalls and coordination issues, recommending changes needed to effectively respond to real world threats.

Pricing for the above courses and assessment services are available upon request. For more information please contact Marshall Keith James at (703) 547-6270 or via email at Training@jgwgroup.com.

# Basic Security and Safety Training for Mailroom Operators and Supervisors

## Course Overview

Basic Security and Safety Training for Mailroom Operators and Supervisors is the nation's most comprehensive course for mail screening and security specialist. Developed to meet the training demands of those tasked with safeguarding facilities, personnel, and operations against an ever-shifting array of threats. The course provides managers, mailroom personnel, security team members, and administrative personnel responsible for handling incoming mail and packages with a mix of highly informative lectures, demonstrations, and exercises designed to enhance student knowledge, understanding, and skills.

Upon completion participants will demonstrate a comprehensive knowledge of the mail screening process and how specific protocols, modern technology, threat awareness, personal safety, physical security, and planning are used to counter those threats and sustain operations in a volatile threat environment.

## Audience:

Mailroom managers and staff, security personnel, and administrative personnel tasked with handling or opening mail on a daily basis.

## Length and Location:

8 hours - This includes lecture, demonstrations, a lunch and two breaks. The course may be taught at the clients site or at our facility in Reston Virginia.

## What to Expect:

This comprehensive course covers all aspects of mail screening and security from receiving through distribution, and is designed to enhance team member awareness with regard to mail borne threats, and their role in safeguarding facilities and personnel. The course provides a mix of highly informative lectures and demonstrations designed to ensure the proper application of threat specific screening and response protocols. Participants will gain a comprehensive understanding of mail screening protocols in high threat, high demand environments; the implementation of continuous risk mitigation and threat countermeasures; team safety, PPE use, supervision and training; emergency planning and coordination; chemical, biological, radiation, nuclear, and explosive threat screening concepts (based on the facility's capabilities and requirements), emergency response training and coordination, and the organizations legal requirements based on federal regulations.

## General Provisions:

The following services are included.

1. Current process review and curriculum/training material customization.
2. Preparation of and delivery of tailored training materials and student guides
3. Preparation and delivery of course completion certificates
4. One, 8 hour, formal classroom training and exercise session.
5. One year of telephone and e-mail reach back support
6. One year of quarterly mailroom security training updates

## Course Information and Syllabus

Classes normally run for 8 hours with ½ hour for lunch and two 15 minute breaks. This can be adjusted as necessary. The schedule will be finalized as part of the planning and customization process.

The following outline provides the baseline topic information required to accomplish the stated goals and objectives for Basic Security and Safety Training for Mailroom Operators and Supervisors course.

1. **Introduction to Mailborne Threats**
2. **Government Requirements**
3. **Understanding and Implementing Best Practices**
4. **Risk Assessments and Protocol Development**
5. **Overcoming Common Misconceptions, Misunderstandings, and Myths**
6. **Understanding Threats**
7. **Screening Considerations**
8. **Visual Screening Characteristics and Techniques**
9. **Technology Integration**
10. **X-Ray Interpretation**: **Basic Concepts and Challenges**

# Mail Facility Safety and Security Executive Briefing

## Course Overview:

The role senior management plays in developing and supporting comprehensive mail security strategies is critical. Unfortunately, the understanding that most executives and senior managers have with regard to mail or commercial courier threats is limited.  Often founded on assumptions and misconceptions, the majority of senior managers are caught off guard by the financial damage and operational impact that an envelope containing corn starch or powdered sugar can have on their operation. With the average cost of a "hoax" letter arriving at a major corporate or agency facility being $500,000.00, senior management involvement and understanding is paramount.   This open discussion provides senior management with a high level overview of the current state of mailroom security, and the steps being taken by Federal, state, and local agencies as well as private corporations to mitigate risk, safeguard personnel, limit damage to facilities and infrastructure, and to prevent financially crippling operational disruptions.

## Audience:

Executive team, security and logistics management, emergency response and contingency planners.

## Length and Location:

1 – 1.5 Hours.

This briefing is normally held at the clients location.

## What to expect:

This concise executive level briefing is a facilitator guided, open discussion designed specifically to introduce senior management, and executive team members, to the risks associated with mail borne threats, and the factors management teams must consider when safeguarding personnel, facilities, and critical infrastructure.

## Course Information and Syllabus

The briefing centers on the following key discussion points:

**1: A brief history of mail borne threats and why they are so effective**

**2: Debunking the myths, assumptions, and misunderstandings surrounding mail borne terrorism.**

**3: An overview of the various types of threats and how they impact operations**

**4: Conducting realistic risk assessments and developing reasoned requirements**

**5: Federal Regulations and how they impact planning and response strategies**

# Mailroom Safety and Security Emergency Response Planning, Coordination, and Rehearsing.

## Course Overview:

It is not a matter of if, but when. Having a prepared, highly coordinated team, and a well thought-out, rehearsed plan is key to responding to mailborne attacks with minimal impact on personnel, operations, and the bottom line. Unfortunately, for most facilities planning stops the door. Experience shows that organizations who have a well-coordinated and rehearsed emergency action plan in place when a mail borne incident occurs, minimize the overall impact on personnel, infrastructure, and business.  This course provides attendees with the tools needed to reach out and coordinate with first responders and post event law enforcement, and to address critical coordination issues that will help planning teams to develop coordinated response and exercise strategies.

## Audience:

Senior mailroom, security and facility managers, continuity and emergency planners, local first responder representatives from fire, rescue, and law enforcement agencies.

## Length and Location:

8 hours (This includes lecture, demonstrations, a lunch and two breaks). The course may be taught at the client's location or at our facility in Reston, Virginia.

## What to expect:

This concise executive level briefing is a facilitator guided, open discussion designed specifically to introduce senior management, and executive team members, to the risks associated with mail borne threats, and the factors management teams must consider when safeguarding personnel, facilities, and critical infrastructure.

## Course Information and Syllabus

This course is normally tailored to meet the specific needs of the client.

1. **Developing a Coordinated Response Strategy:**
2. **Coordinated Threat Understanding**
3. **Complying with Federal Requirements**
4. **Understanding and Implementing Best Practices**
5. **Coordinated Risk Assessments and Protocol Development**
6. **Exercise Planning and Development**
7. **Table Top Exercise (Lab)**

# X-Ray Operator and Interpretation Training for Mail Screening Personnel

## Course Overview

X-ray operators and security personnel tasked with screening incoming mail and parcels face unique challenges that require specialized training beyond the training normally associated with checkpoint or general x-ray operator training. The course provides operators and supervisors with theoretical and functional knowledge of their facility's x-ray equipment and the understanding of how that unit's capabilities and limitations apply to, affect the outcome of, mail screening operations.

## Audience:

X-Ray technicians and mailroom personnel including managers and supervisors involved in mail screening operations.

## Length and Location:

1 Day

On Customer Site – Access to mail screening x-ray unit required

## What to Expect:

The course provides the student with the tools necessary to effectively utilize x-ray technology in the screening of mail and parcels. Students will participate in lectures, demonstrations, and supervised exercises. This client specific course is tailored to ensure each student gains increased knowledge and understanding of the x-ray unit they use in daily processing. Prior to the course, our instructional team will review the client's existing x-ray screening processes and recommend changes as needed and using the refined processes as the foundation for training.

## Course Outline:

1. **X-ray Theory, Capabilities, and Limitations**
2. **Radiation and Operator Safety**
3. **X-ray Processes and Protocols**
4. **The Use of X-ray for Mail Screening Applications**
5. **Image Interpretation and Threat Recognition**
6. **Screening Demonstration and Lab**

## Web-Based Courses

JGW's web based training provides cost effective individual and team training to mailroom, administrative, and security team members who, due to scheduling, restrictive staffing, or budgeting cannot take advantage of our on or off site classroom training. Training is delivered in short, easy to view modules, designed to provide maximum results with minimal disruption to team member's daily routine. In addition to the training, participants are invited to participated in our bi-monthly live seminar where they can join the conversation and ask questions of subject matter experts from throughout the mail screening industry.

## Safety and Threat Awareness Training for Mail Handlers

A web based interactive course designed specifically for use by mailroom staff, administrative personnel, security team members, and contingency/emergency planners. This compact course covers the rapidly changing environment of mail borne threats and how it impacts our response philosophies. We look at the various threat types and discuss the various screening processes used to counter those threats. We also discuss the role of technology and how it contributes to visual screening techniques. Finally, the training addresses personnel, facility, and infrastructure protection requirements.

## Audience:

Mailroom managers and staff, security personnel, and administrative personnel tasked with handling or opening mail on a daily basis.

## Length and Location:

**Self-Paced – 3 hours. Individual training modules take between 15 and 30 minutes to complete and must be completed sequentially. Students have 30 days from the time of registration to complete the online portion of the course. Live webinars are conducted bi-monthly and are designed to support students who have completed the initial course work.**

**For more information and pricing, on JGW mail safety and security training, or any of our training programs, please contact the JGW training team at 757 373-6240 or at training@jgwgroup.com**