

MAIL SECURITY SEMINAR SCHEDULE

Spring/Fall 2011

Locations / Dates

Washington, DC
April 6, 2011

New York City
April 13, 2011

San Diego, CA
May 12, 2011

San Francisco, CA
May 19, 2011

Los Angeles, CA
May 17, 2011

Houston, TX
May 24, 2011

Dallas, TX
May 26, 2011

Atlanta, GA
June 16, 2011

Chicago, IL
June 23, 2011

New York City
September 29, 2011



- Half-day (Morning) or full-day sessions available
- Morning session: **Best Practices for Mail Center Security**
- Afternoon session: **The Secure Mail Center**
- Seminars fill quickly and are limited to 30 attendees. Be sure to reserve your spaces before all spaces are reserved!

The mail center is the lifeblood of every organization.

It's the first line of defense in the case of intrusion or attack.

It plays a critical role in business continuity and disaster recovery.

But it is potentially the weak point in any organization's security plan.

It can become the focal point for the theft of valuables or personal information. One out of three cases of identity theft involves theft of mail.

It can become vulnerable to *unnecessary* work stoppages that affect the entire organization. Thousands of evacuations are triggered each year by the unexpected arrival in the mail of unknown powders that are later determined to be *harmless* and *not intentionally sent* as part of an attack.

Well-trained people following appropriate procedures provide the key to creating a secure and safe mail center.

A well-conceived and implemented mail security plan includes efficient and effective screening procedures and the ability to provide a *measured response* if potentially suspicious items are discovered.

Mail Security

“Thanks again for a very informative seminar. You opened my eyes and provided me with all the ammunition I need to go for a budget increase”

T. K.
Philadelphia

“I went back and gave my report on the seminar. They want to know if we can schedule on-site training for everybody else.”

J.S.
Los Angeles

“All I can say is that the people that missed this really missed something!”

F. McP
Atlanta

Most mail centers in use today were not originally designed with a consideration towards security that would be regarded as adequate by today's standards. Mail security measures, initiated in response to 9/11 and the anthrax attacks of 2001 that closely followed, were often applied as “band-aids” rather than components of a comprehensive Mail Security Plan. Often enough, the mail security “upgrade” consisted of installing an x-ray machine, without consideration toward adequate threat identification training or an overall re-evaluation of mail handling and screening procedures.

This “band-aid” approach has resulted in mail services being vulnerable to various threats, such as identity theft and costly disruptions triggered by increasingly common “white powder” incidents.

A sound mail security program doesn't have to be difficult or demanding but it isn't achieved through the application of band-aids. Success requires a comprehensive approach that will provide security and safety without sacrificing efficiency.

A successful mail security program is dependent upon trained, aware personnel consistently performing appropriate procedures within a framework supported by effective administration.

Preparation and training can make the difference between regulatory compliance and non-compliance. Secure or not secure. Safe or exposed. Moreover, if a suspicious substance were to be discovered in the mail, it's a fine line that determines whether you'll be able to provide an appropriate, measured response and return to business as usual or whether you'll have to surrender control to emergency responders, shut down operations, and assemble personnel in the parking lot for decontamination while the news crews go live from your location.

When it comes to mail security, mail screening, and mail safety, it doesn't matter what kind of expensive equipment you have in place-- *a solid plan and trained people are the critical assets*.

About the Seminar

About the Instructor Marc Lane

20+ years experience in defining and creating secure mail center processes.

Recognized Industry Leader in developing mail security practices.

Recognized Expert in the application of mail screening systems and technologies.

Recognized Authority in mail safety and security training programs.

Selected Publications

Editor: *Mailroom Safety News* – Biweekly newsletter with international distribution exceeding 11,000

Guidelines for Mail Center Physical Security

Safe to Open? Mail Center Security Program Development

Mail Screening Techniques and Technologies

Mail Security for Managers and Staff Training course currently in use by more than 475 federal facilities to provide employee training and annual training certification

THE SECURE MAIL CENTER is a full-day seminar consisting of two half-day sessions. Clients have the choice of registering either for the full day seminar or for just the morning session.

The first (morning) session consists of the **BEST PRACTICES FOR MAIL CENTER SECURITY**, our popular half-day seminar for Staff and Managers. It is regularly updated and refreshed with new content that reflects current conditions. It provides a comprehensive introduction to mail center security issues; an eye-opening education in mail screening techniques and postal threat identification; and a commonsense approach for making the mail center a safer, more secure work environment.

The second (afternoon) session, **THE SECURE MAIL CENTER**, builds upon the information presented in the first session and provides practical considerations for the development and implementation of a comprehensive mail center security program. It considers mail center physical security, procedural security and safety, staffing, workflow, and administration.

THE SECURE MAIL CENTER presents concepts and practical guidelines for increasing security without impeding mail flow. It establishes procedures and methods for providing measured responses to powder-related and other types of incidents. It lays a foundation for avoiding unnecessary work stoppages and for achieving federal regulatory compliance (FMR 41 CFR 102-192).

THE SECURE MAIL CENTER also considers the vital role that the mail center can play in COOP, Business Continuity and Disaster Recovery. The seminar looks at developments affecting the mail center and pays particular attention to the imminent paradigm shift toward digitized mail delivery and the potential transformation of the mail center into a document capture/management hub.

Seminar Agenda

Related Information

Seminar Times

Morning Session: 9:30 A.M. – 11:45 A.M.

Lunch Break: 11:45 A.M. – 1:15 P.M.

Afternoon Session: 1:15 P.M. – 3:45 P.M.

All seminar materials are provided

Dress is business casual

Lunch is not included but is available either on-site or nearby

Morning Session: 9:30 A.M. – 11:45 A.M.

The morning session, which is also the session for participants in the ½ day seminar, provides perspective on the critical role that the mail center plays in a facility's/organization's security. It presents information regarding the various threats that might be encountered in the mail center. It addresses all types of postal hazards and pays particular attention to issues related to mail/identity theft and avoidance of unnecessary evacuations triggered by powders/unknown substances arriving by mail. The morning session includes procedures for screening incoming mail.

Topics include:

- The Role of the Mail Center as the First Line of Defense
- Security Awareness
- Theft Prevention and Identity Protection
- Powder Incidents
- Mail Terrorism
- Postal Hazards
- Hate Mail, Threats and Hoaxes
- Non-Lethal Booby-traps
- Biological and Chemical Hazards
- Bombs and Explosive Devices
- Screening Strategies and Equipment
- Fundamental Mail Screening Procedures
- X-ray Inspection
- Suspect Item Identification

Afternoon Session: 1:15 P.M. – 3:45 P.M.

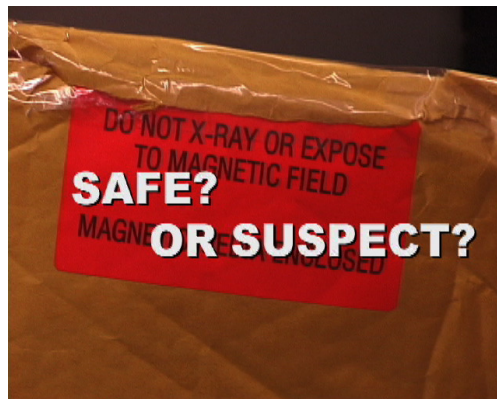
The afternoon session, which is the second part of the full-day seminar, discusses the Mail Security Plan and the practical considerations related to its development and implementation. A comprehensive plan is needed by all organizations and, for federal facilities, is required for compliance with federal regulations (FMR 41 CFR 102-192). The presentation discusses the components of the mail security plan and how to incorporate effective security measures without sacrificing efficiency and timely processing. It also provides an introduction to the imminent role of digitization in the mail center.

Topics include:

- The Mail Security Program
- Policies and SOP
- Creating a Culture of Security
- Training, Rehearsal, Practice
- Physical Security
- Access and Visitor Control
- Work Environment Protection
- Personal Protective Equipment
- Occupant Emergency Plan
- COOP
- Communications Plan
- Suspect Item Response Procedures—Providing a Measured Response
- Mail Digitization – The change is imminent--it will affect security and provide great possibilities for mail services personnel

Seminar Registration

SEMINAR COSTS



\$395 Per person
Full day (Complete seminar)

\$225 Per person
Half- Day (Morning session only)

Each attendee receives a guidebook, multi-media CD of seminar and reference material, and a Certificate of Secure Mail Training

NOTE:Seminars are limited to thirty (30) attendees. *It pays to register as early as possible*, to assure space availability. Spaces may be reserved even if names of attendees are not known at time of registration.

Information and online registration is available at

www.mailroomsafety.us

(Go to the *Training and Seminars* Page)

Registration may also be accomplished by:

E-mail (seminars@mailroomsafety.us)

Telephone (410-377-4530)

Fax 410-630-6816

(On-site and web-delivered training is also available)

Registration Form For Fax or E-mail

Step One: Indicate the seminar location and date

Step Two: Provide contact information, seminar selections, attendees, and payment details.

_____ **Washington, DC**
April 6, 2011

_____ **New York City**
April 13, 2011

_____ **San Diego, CA**
May 12, 2011

_____ **Los Angeles, CA**
May 17, 2011

_____ **San Francisco, CA**
May 19, 2011

_____ **Houston, TX**
May 24, 2011

_____ **Dallas, TX**
May 26, 2011

_____ **Atlanta, GA**
June 16, 2011

_____ **Chicago, IL**
June 23, 2011

_____ **New York City**
September 29, 2011

POINT OF CONTACT INFORMATION

Name _____ Title _____

Company/Agency _____

E-mail : _____ Tel: _____

SEMINAR SELECTION AND NUMBER OF ATTENDEES

THE SECURE MAIL CENTER (Full day Seminar)

_____ Individual Registration(s) @ \$395 each = _____

BEST PRACTICES FOR MAIL CENTER SECURITY (1/2 Day Seminar)

_____ Individual Registration(s) @ \$225 each = _____

TOTAL AMOUNT TO BE CHARGED: _____

NAMES OF ATTENDEES *If names are not known you may provide them later.*

PAYMENT INFORMATION

Note: credit card payment preferred and guarantees availability. If another form of payment is to be used please contact us so that we can provide an invoice, etc)

Cardholder Name _____

Credit Card Number _____

Expiration Date _____ Security Code (From Back of card) _____

Billing Address for Credit Card Statements:

E-mail or Fax No. to Receive Your Payment Receipt:

**Step Three: Fax this to 410-630-6816 or
E-mail it to: service@mailroomsafety.us or
Register by phone: 410-377-4530**

Seminar Locations

<p>Washington, DC April 6, 2011</p> <p>National Demonstration and Evaluation Center 7420 Fullerton Road, Suite 110 Springfield, VA 22153</p>	<p>New York City April 13, 2011</p> <p>NYC Seminar and Conference Center 71 West 23rd. St. New York, NY 10010</p>
<p>San Diego, CA May 12, 2011</p> <p>Residence Inn – San Diego – La Jolla 8901 Gilman Drive La Jolla, California 92037</p>	<p>Los Angeles, CA May 17, 2011</p> <p>Holiday Inn Burbank Media Center 150 East Angeleno Avenue Burbank, CA 91502</p>
<p>San Francisco, CA May 19, 2011</p> <p>Hampton Inn San Francisco Airport 300 Gateway Blvd. South San Francisco, CA 94080</p>	<p>Houston, TX May 24, 2011</p> <p>Hampton Inn & Suites Houston-Medical Ctr- Reliant Park 1715 Old Spanish Trail Houston, TX 77054</p>
<p>Dallas, TX May 26, 2011</p> <p>Dallas Marriott Suites Market Center 2493 North Stemmons Freeway Dallas, Texas 75207</p>	<p>Atlanta, GA June 16, 2011</p> <p>Holiday Inn Downtown 101 A. Young International Blvd. Atlanta, GA 30303</p>
<p>Chicago, IL June 23, 2011</p> <p>Radisson Hotel Chicago O'Hare 1450 E.Touhy Ave. Des Plaines, IL 60018</p>	<p>New York City September 29, 2011</p> <p>NYC Seminar and Conference Center 71 West 23rd. St. New York, NY 10010</p>