



*Top Confidential  
For office use only*

The Government of the People's Republic of Bangladesh  
Bangladesh Post

Draft Security policy



The Government of the People's Republic of Bangladesh  
Bangladesh Post  
Office of the Director General  
Dak Bhaban,Dhaka-1000.

Preface

*Bangladesh Post Office has designed and published a security policy for the interest of the people of Bangladesh. From now onward Bangladesh Postal administration will follow the security policy. All concerned are requested to follow it and take necessary action in accordance with the security policy ..*

Dated : Dhaka-1stJanuary,2009

Sd/- Illegible  
Mobasherur Rahman  
Director General

## Security Policy

**Preamble** : Security is an indispensable component of an impeccable quality of service that satisfies the ever-growing needs of customers. Security must, therefore, be a priority consideration at all levels of management and operations. It is an essential task of the Post to convey and deliver postal items with speed, regularity, security and integrity. It is the duty of the Post to guarantee the security of postal products by taking effective measures. It is also necessary to reduce substantially the frequency of loss, damage and various types of misappropriation of funds in the postal financial sector. It is important to establish a system for monitoring and evaluating the quality of service. Bangladesh Post Office has taken necessary initiatives in formulating security policy to protect mails, postal products and installations.

- 1) A Central Investigation and Inspection Unit shall be in the office of the Director General under Additional Director- General (I& S). He would be directly answerable to the Director General for security matters of the postal territory of the country. The power and function will be defined by rules and notifications by the authority .
- 2) There shall be an investigation and inspection unit in each region, postal division/post office, Mail and Sorting office and Office of Exchange.
- 3) At least two security personnel during office hour and one at night will be deployed in each operating office .
- 4) At least one guard with fire arms will be deployed in each post office where monetary transactions are made .
- 5) CCTV and tire Alarm Bell, Emergency Bell, Metal Detector will be installed in all Head Post Offices .
- 6) CCTV, Scanner Machine, X-Ray machine, Metal Detector, Car searching mirror, Explosive detector, Archway will be installed in the Office of Exchange and Mail & Sorting office .
- 7) Buildings and infrastructures will be designed in line with Bangladesh Building Code incorporating UPU guidelines .
  - a) **Mail Room Design** : The room used for dealing with mails will have certain features. It is understood that due to restrictions of accommodation not all features may be in place in certain Mail Rooms. The features listed below should be borne in mind and adopted where practicable.
    - I. The room should be if possible a dedicated mail room so as to limit the number of staff in the working area.
    - II. · Ideally only one door should be used for entry and egress so as to restrict unnecessary interruptions during the opening of mails. This door should be lockable.
    - III. · Electric fans if provided should not be used during the opening of external mail.
    - IV. · Windows should be easy to close and free of obstructions on the sill. Window seals should be in good order to allow windows to close properly.

- V. Any form of air conditioning should be controllable directly from the mail room. Staff should know how to switch it off.
  - VI. The room must be fitted with a telephone.
  - VII. Information on what to do in an emergency should be displayed clearly to act as an aide memoir for staff should it be needed.
- b).Mail Room Equipment :** The mail rooms will be equipped with certain items, listed below. These items should be to hand and every one concerned should know both where they are kept and how to use them.
- I. A bladed letter opener. (Mail should not be opened by hand).
  - II. A sealable container of at least 20ltr capacity.
  - III. An emergency pack. ( rubber, gloves, paper suit, dust mask etc).
  - IV. A coloured warning marker. ( to clearly indicate the location of the suspect mail).
  - V. Detailed building plan. (with routes to the post room clearly marked to assist first responders).
  - VI. Emergency contact phone & cell number sheet.
  - VII. A “Danger do not enter” (or similar sign and means of fixing it to the outer door).
  - VIII. All post and mail processing buildings must have security wall with barbed wires .
  - IX. In all mail processing area/room/zone and postal treasury unwanted entry will be prohibited .
- 8) All employees during exit & egress will be checked by security personnel .
  - 9) For cash, Parcels/Packets and other items detained by customs must be stored in well-protected strong rooms. Unauthorised persons/ employees will be restricted to enter the strong rooms.
  - 10) Central security unit will design and conduct training programs for the security personnel annually.
  - 11) Adequate number of Fire Extinguisher will be installed in each office .
  - 12) Security demonstrations will be organized quarterly in each office .
  - 13) Sufficient security lights/search lighting system must be set up both inside and outside the offices /buildings.
  - 14) Security unit at all levels must conduct a security survey periodically and survey findings must be brought to the notice of the Director General. Security survey is a critical on site examination and analysis by an officer primarily assigned to a security assignment. During the survey he is to determine:
    - a) The present security status of the facility.
    - b) Deficiencies or excessive security measures.
    - c) The protection needed.
    - d) Recommendations to improve the securities .
 The frequency of the surveys depends on the status of the facility.
  - 15) Central security unit will quarterly coordination meeting with law enforcing agencies, civil aviation authority, customs, High Way Police , Coast Guard, and other agencies .
  - 16) Aptitude and Graphology test must be taken at the time of selection of the employees.

- 17) There will be an internal audit unit to inspect all post offices, classified stations and branches of post offices, transportation units and leased buildings etc. The policy of the department calls for annual audit inspection of each unit as a supplement to annual audit by an inspector, an account officer and by supervising officers. Provision will be made for semi-annual financial examinations of post offices. The main objective of this provision is to ascertain the accuracy and correctness of postmasters' accounts and financial reports, the adequacy and effectiveness of internal controls and compliance with the applicable laws.
- 18) The postal inspectors/security unit officers will, from time to time, perform special investigations for management. They will have to inform postmasters, determine and report effects of major strikes, natural disasters and catastrophes on the postal service, coordinate the departmental civil defence programme, serve as liaison with concerned organizations on matters relating to uninterrupted postal service for the nations
- 19) Auxiliary Security Force (Postal Police) will be headed by Addl. Director General (I& S) who is responsible for issuing instructions and regulations pertaining to a security requirements in the postal service. The instructions and regulations are incorporated in various hand-books and manuals used in postal operations postal installation heads are responsible for the security of their facility. They serve as the facility security control officer or they may designate a supervisor to perform the security service. This responsibility extends to the stations and branches under their control. They must abide by the rules and regulations issued by the chief postal Inspector for the protection of mail, postal funds, records, properties etc.
- 20) The following important guidelines should be taken into consideration for the safety of mails and employees :
- (a) There will be certain aspects that draw attention to packages or mail; these along with natural suspicion are a good indicator that something is not quite right. Although the look alone of an envelope is no guarantee as to its contents being dangerous. Things that arouse suspicion can be minute but to a person used to dealing with mail they can be easily spotted, this list is not exhaustive.
- (b) **Signs to look out for** : All incoming mails should be visually examined upon receipt for:
- I. Point of origin, postmarks etc or if the mail has arrived from an unusual source i.e. Foreign origin, via courier or just appeared.
  - II. The manuscript or type and style of writing may be unusual and indicate foreign origin, incorrect spelling may also arouse suspicion.
  - III. Are there urgency markers attached or over emphasis of privacy (i.e. Only to be opened by... etc)? This may indicate a particular target.
  - IV. There may be peculiarities in amount of postage, too much or too little.
  - V. The type of package or envelope is rigid and inflexible or can you feel anything

- VI. Unusual inside. A bomb will need a power source, a battery etc. A timer or means of detonation and explosives. These may be high or low explosive.
- VII. Are there any signs of staining or discoloration on the package or envelope, grease or similar?
- VIII. Does it have an unusual odour (items should not be “sniffed”)? some forms of explosive give off a distinct smell of almonds or marzipan.
- IX. Does the item feel unbalanced or heavier at one end? The package may contain nuts, bolts or nails to make shrapnel.
- X. Is anything protruding from the item such as wires or silver foil
- XI. To remember the 7s’s for safety :
  - 1. **Size:** Is the letter big enough to house a device without being obvious e.g unusual size of bag/container ,explosive or videotapes etc?
  - 2. **Shape:** Is the shape irregular e.g. Lumps denoting possibility of batteries or switching gear? Do not bend though.
  - 3. **Sender:** Do you recognize who sent if from the postmark, label or typeface. Do they match? Can you check with the recipient?
  - 4. **Stamp:** Are there no stamps or is it over stamped? Is the postmark blurred? Smudged or missing altogether?
  - 5. **Seal:** Has the letter been sealed more securely denoting it is containing something that must not fall out use of tape, staples etc?
  - 6. **Stain:** Is there an oily stain showing through the envelope or oily finger marks on the outside? Some explosives weep/sweat small amounts of liquid that will produce stains.
  - 7. **Smell:** Explosives can smell the smell of almonds or marzipan is suspicious. Equally an overpowering smell of (for example) perfume could be used to try and disguise this.

**c) The following instructions need to be followed for improvised explosive device :**

- 1. Look for the give away signs (as described)
- 2. Place the package on the nearest horizontal firm surface. Make no attempt to open it.
- 3. If an approved bomb container is to hand the suspect item should be placed inside, do not touch or move the package further.
- 4. Order any other staff present to leave the room as quickly as possible.
- 5. Prevent other persons from entering the room.
- 6. If it is possible to open the windows of the room before you leave, do so.
- 7. Leave the room closing the door behind you.
- 8. Lock the door if possible and give the key to the security officer or the police.
- 9. Consider full building evacuation.
- 10. It is upto the Building Controller to decide if it is necessary to evacuate the building, but if you choose to do so staff must go beyond the police cordon.
- 11. Remaining occupants in the building should be made aware of problems,

12. Reassured and allowed to carry on working but they should be prevented from entering the cleared areas. On no account should a suspicious package be taken to the police or the security officer. It should not be placed outside in the street, put in a bucket of water or covered with sand.
13. If a suspicious object is found, do not touch it before transmitting on a radio move away.
  1. Hand held radios: 10metres.
  2. Radios fitted in vehicles: 50metres.
  3. Mobile phones switched off and not used within: 25metres
  4. **The following guidelines need to be followed after care for staff:**  
Serious thought needs to be given to the after effects on staff. An incident of this kind can be very traumatic for those involved, This should be Considered after every occurrence of a suspect package being discovered whether it subsequently turns out to be “live” or not.
19. **Criminal investigations** Additional Director General(I&S) is charged with enforcing laws pertaining to the security and integrity of mails. He delegates his authority to conduct investigations.. The main endeavours are carried out in matters relating to:
  - a) Adequacy of protection of mail, funds and property.
  - b) Detection of postal law violations and the apprehension of the criminals responsible for mail theft, armed robbery, burglary, forgery, embezzlement of mail and funds, mailing of poison, bomb, drugs, narcotics etc.
20. Before the construction of a facility a survey of the building site is conducted by the central security unit to determine the level of security that will be required. Before making security recommendations The following questions head to be taken into consideration:
  - (a) What is the crime rate in the area?
  - (b) What is the level of police coverage?
  - (c) What is the size and composition of the postal work force?
  - (d) What financial and mail processing operation is conducted at the site?
22. The Central Security Unit is responsible for reviewing the construction and they assure that the facility is being constructed with the required security measures.
23. Internal crime prevention may be defined as the identification of the likely criminal targets and the initiation of specific action to prevent the crime from taking place. The objective of internal crime prevention programme is to:
  - (a) Protect the mail from theft or mistreatment while in the custody of postal service.
  - (b) Protect postal funds from embezzlement fraud or misuse.
  - (c) Provide a secure postal environment for the employees and the customers.
  - (d) Eliminate postal employee involvement in illegal sale, possession and local use of controlled substances while on duty.

- (e) Protect postal property from theft or mistreatment.
24. External Crime investigation encompass all crimes against Bangladesh Post by non-employees. These include :
- (a) External crimes mail theft.
  - (b) External crimes robbery.
  - (c) External crimes burglary.
  - (d) External crimes assault.
  - (e) External crimes miscellaneous.
25. The inspection service has primary investigative jurisdiction over all investigations involving external crimes, The main objective of external crimes through development and implementation of crime prevention programme includes:
- (a) Education and assistance of the employee.
  - (b) Increase security/prevention awareness.
  - (c) Encourage physical/personnel security at postal installation
  - (e) Reminders to postal employees in the form of signs/stickers and brochures.
  - (f) Contact with business, civic associations, cheque cashing establishment, apartment buildings, management etc.
26. According to the declaration of the 13<sup>th</sup> UPU Congress held in 1985 Airport Mail Security survey programmes need to be developed. The main objective of the survey programmes is to evaluate the level of security provided for domestic and international mails at the airport mail facilities. Security survey programmes need to be conducted by the office exchange for airport security for the safety of international mails. Attention will have to be given to the following:
- i) Physical security of the Airport.
  - ii) Physical security of the Airport mail facility.
  - iii) Mail security of the Airport.
27. Under this security policy rules, instructions, circulars may be framed by the Director General, Bangladesh Post.
28. The security policy may be circulated to the officers and the offices concerned.
29. The policy has been made under the authority given in the Post Office Act.1898.
30. The policy has been issued in the interest of the public of Bangladesh.

