

From: [REDACTED]
Sent: Thursday, 6 February 2003 15:48
To: [REDACTED]
Cc: [REDACTED]
Subject: Potential issue - security mailing
Importance: High

Gentlemen,

As you would have seen in the media, there's been a bit of a negative reaction from some sections of the community regarding the Federal Government's security mailing.

There has also been an e-mail campaign that we think started today that suggests that some of these anonymous groups/individuals are proposing actions that could create concerns for our people - including sending the package back to the Government in envelopes that might contain 'white powdery substances'.

I guess this is reminiscent of the scares we went through in October and November 2001 - all of which, of course, proved to be false alarms.

Could you please ensure that your key people are briefed on the current situation?

In discussions with [REDACTED] and [REDACTED], we felt the key messages are:

- Where possible, we will identify and cull returns as early as we can in the network.
- Even though there may be very few (or even none) of these articles, our people should keep their eyes peeled. These articles will probably be large letters that, if damaged, might be leaking a white powdery substance - or perhaps there could be mail that is covered in a powdery residue from a source we can't identify.
- We should remind our people of the procedures we have in place for these incidents. However, if an employee approaches a manager or supervisor with a concern, it should be treated seriously.
- We should encourage all our people to be vigilant, but at the same time, make sure that we continue to service the needs of our customers by getting the mail through.

If you have any queries, please let me know.

Regards,

[REDACTED]
Manager - Employee Communications, Australia Post
Manager - Communications, Mail & Networks Division
[REDACTED]