



СОВЕТ ПОЧТОВОЙ ЭКСПЛУАТАЦИИ

Комиссия 1 (Интеграция логистической сети)

Группа по почтовой безопасности (ГПБ)

Стратегия противодействия незаконной торговле в логистической сети

Практические рекомендации для почтовых и экспресс-курьерских служб по предотвращению и пресечению пересылки немедицинских синтетических опиоидов и фентанилов

Документ Международного комитета по контролю над наркотиками (МККН)

(Пункт 9с повестки дня)

1. Содержание	Ссылки/Параграфы
Практические рекомендации для почтовых и экспресс-курьерских служб по предотвращению и пресечению пересылки немедицинских синтетических опиоидов и фентанилов.	§§ 1–6
2. Ожидаемое решение Группе почтовой безопасности предлагается рассмотреть рекомендации, представить соответствующие замечания и одобрить рекомендации в качестве действующего документа для представления Совету почтовой эксплуатации на утверждение.	Приложения 1 и 2

I. Введение

1. Цель разработки рекомендаций по повышению почтовой безопасности в отношении запрещенных предметов, таких как немедицинские синтетические опиоиды и фентанилы, первоначально возникла в результате существующего сотрудничества между Международным комитетом по контролю над наркотиками, Всемирной таможенной организацией (ВТамО) и ВПС. Разработка этих рекомендаций была вызвана увеличением числа зарегистрированных инцидентов в сфере безопасности, связанных с опасными веществами, такими как синтетические опиоиды и фентанилы, в логистической сети почтовых и экспресс-курьерских служб.

2. Кризисная ситуация, связанная с синтетическими наркотиками, продолжает сказываться на сообществе во всем мире. Закупщики часто отправляют эти вещества через почтовые и/или экспресс-курьерские службы. Из-за относительно небольшого общего веса фентанилов и связанных с ними опасных веществ торговцы запрещенными товарами могут использовать почтовые и экспресс-курьерские службы для пересылки этих веществ по всему миру, создавая тем самым серьезный риск для операторов, логистической сети, работников и клиентов. Эти вещества создают определенные неотъемлемые проблемы, поскольку они не имеют законного применения, не находятся под международным контролем и во многих странах не регулируются на национальном уровне. Поэтому необходимо обеспечить расширенное обучение по этой теме, чтобы понять тенденции, связанные с пересылкой этих веществ, и, таким образом, эффективно минимизировать пересылку.

3. В духе сотрудничества МККН обратился за поддержкой к ВТамО и ВПС для совместного обобщения передовой практики реагирования на незаконный оборот этих веществ и его предотвращения. Этот сборник передовой практики был разработан по итогам третьего заседания группы экспертов МККН по вопросам незаконного оборота немедицинских синтетических опиоидов и

родственных фентанилу веществ через почтовые и экспресс-курьерские службы, которое состоялось с 21 по 25 сентября 2020 года. В заседании приняли участие международные организации, правительства, назначенные почтовые операторы и заинтересованные стороны частного сектора из отрасли экспресс-доставки, которые рекомендовали, в частности, «МККН созвать техническую рабочую группу из заинтересованных правительств, соответствующих партнеров из частного сектора и международных учреждений, таких как Всемирный почтовый союз (ВПС) и Всемирная таможенная организация (ВТамО) для объединения руководства с практическими рекомендациями и существующей передовой практикой для предотвращения использования торговцами наркотиков законных цепочек поставок в целях незаконного оборота немедицинских синтетических опиоидов и связанных с ними опасных веществ в почтовой и экспресс-курьерской отрасли».

4. Разработку рекомендаций возглавил МККН, и в январе-феврале 2021 года экспертам было предложено представить передовой опыт для компиляции. За этим начальным шагом последовали две насыщенные консультации с заинтересованными сторонами с техническими экспертами, которые добровольно вошли в состав рабочей группы, с целью оценки и обобщения передовой практики. Эти заседания состоялись 25 января и 15 февраля 2021 года с участием представителей МККН, ВТамО и ВПС, а также экспертов из государственного и частного секторов. Проект компиляции был представлен для замечаний в ходе четвертого заседания почтовых и экспресс-курьерских служб, организованного МККН с 30 августа по 4 сентября 2021 года. В этом заседании приняли участие около 129 участников из расширенного сектора почтовых и экспресс-курьерских служб. Рекомендации были хорошо восприняты как полезный инструмент, позволяющий заинтересованным сторонам логистической сети принимать меры в рамках их собственной политики и практики.

5. Полученные в результате рекомендации подчеркивают риски незаконного оборота опасных веществ, таких как фентанилы, в логистической сети почтовых и экспресс-курьерских служб. Они содержат полезные советы и практические методы, которые крупные и мелкие операторы государственного или частного сектора могут применять на добровольной основе для выявления, реагирования и предотвращения подозрительной пересылки опасных веществ, таких как фентанилы, в рамках своих собственных операций и цепочек поставок. Руководящие указания не предназначены для замены какой-либо существующей политики или процедур и были разработаны в качестве актуализируемого документа для предоставления передовой практики и рекомендаций, которые могут быть внедрены или отменены на основе опыта экспертов в области логистической сети.

II. Ожидаемое решение

6. Группе по почтовой безопасности предлагается пересмотреть рекомендации (Приложения 1 и 2), предоставить соответствующие комментарии и одобрить руководящие указания в качестве действующего документа для представления Совету почтовой эксплуатации на утверждение.

Берн, 10 января 2022 г.



Global Rapid Interdiction of Dangerous Substances

Protect yourself! Prevention and Interdiction of fentanyl and dangerous substances

Safe handling of suspected fentanyls: What to do

- Develop and maintain a list of unusual descriptions including modus operandi**
- Encourage the application of the "know your customer" principle (KYC)**
- Utilize non-intrusive means of inspection to avoid direct contact with a letter or package**
- Wear proper Personal Protective Equipment**
- Always follow your agency guidelines ***
- Inform others and avoid unnecessary contact with the substances**
- Control the scene to isolate the package or substance**
- Assess risks to personal safety**
- Isolate suspected fentanyls in a sealed container or bag prior to movement**
- Wash your hands with soap and water after the event and prior to eating, drinking or smoking**
- Proceed with decontamination or proper disposal**

* Always act in accordance to training, following established policy and protocols.

Safe handling of suspected fentanyls: What NOT to do

- Do NOT touch suspicious substances without Personal Protective Equipment**
- Do NOT shake or manipulate the package**
- Do NOT move or carry suspicious substances unnecessarily**
- Do NOT burst or rupture a package containing suspicious substances**
- Do NOT taste suspicious substances**
- Do NOT sniff or inhale suspicious substances**

In event of a suspected fentanyls adverse exposure call emergency medical services:







PRACTICAL GUIDANCE FOR THE POSTAL AND EXPRESS COURIERS ON PREVENTION AND INTERDICTION OF NON-MEDICAL SYNTHETIC OPIOIDS AND FENTANYLS



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Nothing in this guide is meant to supersede the national status and regulations of agencies, policies and procedures.

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1. FOREWORD

The synthetic drug crisis continues to impact communities all over the world. Overdose deaths and hospitalizations have been fuelled by the rapid emergence of new highly potent fentanyl and other dangerous substances. Buyers are purchasing these dangerous substances through online platforms and are having them shipped via the global postal and express courier services.

Due to the high potency and relatively low gross weight of fentanyl and related dangerous substances, traffickers typically exploit the postal and express courier services to transport these substances around the world, thus posing a serious risk to the operators, supply chains, employees and customers. These substances have no legitimate uses, are not under international control and in many countries are not regulated at the national level. Voluntary cooperation of Governments and industry partners is therefore paramount.

The Secretariat of the International Narcotics Control Board (INCB) convened the 3rd expert group meeting (EGM) on the trafficking of non-medical synthetic opioids, and fentanyl-related substances through postal and express courier services from 21 to 25 September 2020. The meeting convened international organisations, Governments, and private sector actors from the express courier industry who inter alia recommended that:

“INCB convene a technical working group of concerned Governments, relevant private sector partners, and international agencies such as the Universal Postal Union (UPU) and the World Customs Organization (WCO) to consolidate a guide with practical tips and existing best practices to prevent the exploitation of legitimate supply chains by traffickers for trafficking of non-medical synthetic opioids and related dangerous substances within the postal and express courier industry.”

As a follow up to the recommendation, a small working group with interested participants that had participated in the postal and express services expert group meeting was created with the purpose to co – create a practical guide that can be utilized by relevant employees within the postal services and express courier industry.

Acknowledgments

Grateful appreciation is expressed to Security Program Manager at Universal Postal Union (UPU) Mrs Dawn Wilkes as well as to the World Customs Organisation (WCO) for participating in the compilation of the practices in the guide. The INCB Secretariat would also like to thank the many experts from the private and public sector that, on an ongoing basis, have shared feedback to the compiled practices.

The document is a living document so continued feedback from public and private stakeholders across the postal and express courier eco-system is continuously encouraged to keep updating the guide. Feedback to the compilation can be shared with incb.grid@un.org

Particular acknowledgement is provided to the Government of Canada for providing funding for the compilation of these practices.

2. CALL TO ACTION

The call to action for public and private sector actors within the postal and express courier industry is to take proactive action to prevent and respond to trafficking of dangerous substances such as fentanyl by strengthening their own procedures, policies and supply chains from being exploited by traffickers. In order to successfully combat and interdict the trafficking of illicit substances it's essential to continue to work towards uniform standards on the shipping of parcels via the postal and express courier industries and to provide advanced data to accompany all parcels.

The desired outcome is not to change the regulations governing postal and express couriers but to make sure that the postal and express courier industry has the necessary awareness, knowledge and practical tips to ensure that the regulations are effectively and correctly enforced, and compliance is maintained at the national level.

3. PURPOSE OF VOLUNTARY OPERATIONAL GUIDANCE

This guide highlights the risk of trafficking of dangerous substances such as fentanyl, within the postal¹ and the express courier industry² and provides practical tips and best practices for voluntary actions that can be taken by large and small public or private sector operators to prevent, identify and respond to the suspicious movement of dangerous substances, such as fentanyl, within their own operations and supply chains.

Since trafficking of dangerous substances like fentanyl is directly impacting the postal and express courier services, they have an opportunity to play a significant role in preventing the movement of these dangerous substances via taking voluntary action and ensuring the safety of employees, customers and all other stakeholders in its' supply chains. Since each country has its own regulations, agencies, and laws the best practices within the guide needs to be localized and operationalised within the national context, ensuring alignment with national policies, rules, and legislation.

This voluntary guidance does not supersede the obligations of the postal, express mail and express courier industry under existing national, regional, and international laws and regulations.

4. AUDIENCE FOR THE GUIDE

The intended audience for this guide is professionals within the postal and express courier services industry at national and international levels, including private, semi-private, and governmental entities. This can include, but is not limited to, safety and compliance staff, front line workers, and health, safety and security personnel.

Employees within the postal and express courier industry are powerful change agents that within their respective operations and supply chains can create enhanced procedures to prevent and respond to trafficking of dangerous substances such as fentanyl. Information in this guide should be considered in the context of each profession and working environment.

¹ Refer to Annex 5 "Terms and Definitions" for the definition.

² Refer to Annex 5 "Terms and Definitions" for the definition.

It is important to note that postal and express courier employees are not law enforcement authorities and should not act as such. The purpose is therefore only to share good practices between postal and express couriers for preventing and responding to trafficking of dangerous substances such as fentanyl should they encounter these substances.

5. WARNING SIGNS AND RED FLAGS

Traffickers often use traditional postal and courier services for distribution and delivery to individual users. Warning signs can be identified during all stages of the supply chain, from when the package is received or delivered to origin facilities, to when parcels are sorted and processed in the export and import facilities, all the way through delivery to consignees.

Employees within these distinct functions will therefore be able to notice warning signs and respond accordingly throughout the process. It's important to note that employees may be subject to elevated risks of exposure and can encounter potential risks at various stages of the parcel/package delivery process. For illustrations of what a suspicious parcel may look like, guidance on safe handling of fentanyl, and a label illustrating the shipping information, please refer to annex 4.2.



Entry:
Entry clerks in Postal services or express courier staff. The frontline staff are the first to receive the packages and parcels.



Processing:
Employees processing the packages such as package sorters/warehouse staff.



Delivery:
The post and express couriers during the last mile delivery to the customers.

Warning signs during the entry phase

Front-line staff can identify possible warning signs the moment a package or parcel is handed over.

- Be alert to suspicious behaviours from individuals entering the premises.
- Pay attention to incomplete shipping documentation and/or cargo descriptions: Incomplete shipper name or invalid shipping address; Incomplete consignee name or invalid consignee address; or an unknown cargo description.
- Pay attention to items identified as Samples, Powders, Crystals, Pills, Prescription drugs, Cleaning Products or Powders.
- Pay attention to unusual names/companies not generally encountered in your region.
- Be alert to transhipped purchases. To avoid heightened targeting online sellers might direct packages sent by mail or express courier services through different countries. This practice is known as transshipment. Things to look out for include multiple address labels on the item (overlabeling) and if the destination cities accurately reflect the country listed.

Warning signs during the processing phase

Employees with functions that entail the processing and sorting of packages at the entry, export, or import facilities or who are working in warehouse functions are also often able to identify warning signs. The warning signs to be kept in mind during the processing phase include:

- Pay attention to parcels sent through multiple freight forwarders and Extra Territorial Offices of Exchange (ETOEs). This could be done through means of air cargo or a postal or express consignment, to be redistributed through a different shipping service once entering the destination country or an item arriving from one country with a separate origin listed on the corresponding documentation. An example could be multiple labels/codes on individual packages.
- Pay attention to consignments that show signs of being falsely declared. Fentanyl and synthetic opioids seizures have been declared as common consumer goods such as clothes, cosmetics, industrial powders, electronic accessories, food products, and gifts.
- Pay attention to over-packed items, unknown powders or liquid emanating from suspicious packages or letters. They should be approached with caution and in the environment of mail processing, special attention is required³. Follow your organization's standard processes for responding to suspected dangerous substances⁴.
- Pay attention to the potential inconsistency of the declared consignment with the average weight and packaging standards of a legitimate such consignment.

³ In most instances, such substances are a common household product which is not dangerous. However, such a determination cannot be reasonably made simply by the appearance or the low probability of a dangerous material being present.

⁴ Refer to Illustrations 4.3 and 4.4 on safe handling of fentanyl and other dangerous substances.

Warning signs during last mile delivery to the customers

Employees with a function related to delivering the parcel or package such as the express courier staff and postal delivery staff should also pay attention to warning signs, they may encounter:

- Unknown powders or liquids emanating from suspicious packages or letters should be approached with caution and in the environment of mail delivery, special attention is required⁵. Follow your organisations standard processes for responding to suspected dangerous substances.
- Be alert to suppliers that list fictitious or incomplete sender names and consignee addresses on international and domestic mail, air express courier, and air cargo.
- Pay attention to incomplete shipping documentation and/or cargo descriptions: Incomplete shipper name or invalid shipping address; Incomplete consignee name or invalid consignee address; or an unknown cargo description.
- Be alert to transhipped purchases. To avoid heightened targeting online sellers might direct packages sent by mail or express courier services through different countries. This practice is known as transshipment. Things to look out for include multiple address labels on the item (overlabeling) and if the destination cities accurately reflect the country listed.
- Pay attention to see if a singular address/recipient is suddenly receiving multiple parcels outside of their usual trends or if packages are being delivered to suspicious delivery locations, i.e. parking lots, abandoned homes, and items delivered to non-residential locations.

⁵ Refer to Illustrations 4.3 and 4.4 on safe handling of fentanyl and other dangerous substances.

6. VOLUNTARY COOPERATION AND PARTNERSHIP

The postal and express courier industry cannot solve the problem of trafficking of fentanyl and other dangerous substances alone, therefore creating voluntary public-private cooperation is critical. Although the postal and express courier industry has the opportunity to observe red flags on potentially dangerous shipments, they should not take steps to enforce the law or interdict suspicious individuals. Rather, postal and private sector courier companies are encouraged to use established procedures to promptly notify law enforcement authorities about suspicious packages.

The postal and express courier industry has a unique opportunity to cooperate, to prevent and rapidly respond to trafficking of dangerous substances such as fentanyls, which occur within their operations and supply chains. They are well placed to provide effective and sustained action in the communities where they operate by sharing knowledge, know – how and lessons learned.

Voluntary action and cooperation between the relevant national postal authority and express courier industry can foster new innovative solutions and voluntary cooperation that can be a key part to prevent and set up rapid interdiction mechanisms to reduce trafficking of dangerous substances such as non-medical opioids and fentanyls, particularly those which are dangerous and have no known legitimate uses.

7. BEST PRACTICES FOR POSTAL OPERATORS

Postal operators can be Government run, semi-private or fully privatized. Regardless, each can consider the following actions to prevent, identify and respond/ remediate trafficking in dangerous non-scheduled substances within their operations and national context.

Prevent

The postal services can take the following steps to prevent trafficking of dangerous substances within their operations and supply chains:

- Report Suspicious Activity – if you see unusual activity and/or customers, follow your safety protocols to report this activity through your designated channels.
- Ensure the adherence and training to the UPU minimum mandatory security standards outlined in the UPU Convention Manual, Article 8 and Article 08-002⁶ and through UPU Standards S58 and S59.
- Encourage usage of the Customs Declaration System (CDS) or other bespoke systems, which help streamline customs clearance by allowing participating Postal and Customs authorities to exchange Electronic Advance Data (EAD)⁷.
- Consider nominating national department focal points to facilitate rapid communications between the government authorities, postal services, express couriers and customs.

⁶ Refer to Article 8 and Article 08-002 of the UPU Convention manual here: <https://www.upu.int/UPU/media/upu/files/UPU/aboutUpu/acts/manualsInThreeVolumes/actInThreeVolumesManualOfConventionMaj2En.pdf>

⁷ For an example of a customs declaration form refer to Annex 4.1.

- Ensure that the postal services know the applicable domestic laws, regulations and policies for non-scheduled substances. Please refer to the UPU's country-specific list of prohibitions and restrictions of certain items within the international mail flow⁸.
- Liaise with relevant local partners (customs, police, drug control, regulatory, etc) and (if one does not currently exist) establish a structure locally to regularly communicate issues related to trends in trafficking of dangerous substances as part of any relevant security exchange with authorities.
- Encourage national visits between the postal services and express courier industry to see each other's premises and work practices in real life with the aim to share knowledge about at-risk locations within the national context. This could include physical site visits to each other's premises and guided tours to see facilities and tools in real life.
- Encourage the application of the "know your customer" principle (KYC), identifying and verifying the identity of the customer, when applicable. Such practices involve asking questions and verifying/documenting answers initially on frequent shippers. This will create profiles that will remove reliable shippers from the suspicious activity list so operators at the entry facility can concentrate on "unknown" shippers who may be high risk.
- Develop and maintain a list of unusual descriptions including modus operandi which are specific to your region or state and be alert to these triggers. Ensure that this information is exchanged between relevant counterparts, as appropriate.

⁸ Refer to Annex 2 for reference link.

Identify

The postal services can take the following steps to identify trafficking of dangerous substances within their operations and supply chains:

- Encourage the postal services where they operate to do an assessment within their own operations to identify key risks and identify where rapid interdiction of dangerous substances would be possible. To help communicate the findings internally a visual risk map can be developed. Risk assessments should be done in accordance with the national policies and procedures, and relevant national laws.
- Encourage the postal services to map the routes that are used for trafficking dangerous substances in international mail services to detect and create greater awareness about the modus operandi within the national mail services.
- Utilize non-intrusive means of inspection to avoid direct contact with a letter or package, which may contain dangerous substances.

Respond

The postal services can take the following steps to ensure they are well prepared to respond effectively should trafficking of dangerous substances occur within their operations and supply chains.

- Provide a dedicated telephone number and e-mail to facilitate easy communication within the postal services. The department focal point should receive and process information from within the postal services on activities related to movement of dangerous substances within the postal eco -system.
- Encourage the national postal services to document incidents involving dangerous substances such as fentanyl, including shipping routes, concealment methods and modus operandi.
- Notify the relevant national entity within the country in the event a suspicious consignment is identified. Communication should happen as appropriate and according to the national policies, rules, and regulations.
- Ensure that posters related to safe handling of opioids and fentanyl are distributed and placed in visible places at high-risk locations and that emergency services contact information is readily available in the event of accidental exposure of suspected fentanyl or related dangerous substances⁹.

⁹ For Illustrations on the safe-handling of fentanyl refer to Annex 4.4 and 4.5.

8. BEST PRACTICES FOR THE EXPRESS COURIER INDUSTRY

Express courier companies can consider the following actions to prevent, identify and respond/ remediate trafficking in dangerous non-scheduled substances within their operations and national contexts.

Prevent

The express courier industry can take the following steps to prevent trafficking of dangerous substances within their operations and supply chains.

- Establish a top-down response to effectively prevent and respond to the trafficking of dangerous substances, such as fentanyl. The response needs to be integrated across the various business units and the accountability should rest at the top of the company.
- Establish cross-functional working groups across the company for the touch points that could be impacted in the company supply chain and establish an internal plan that outlines the impact and responsibility of each entity.
- Focus on the company's core business first to increase impact and decrease risk. For example, an express courier company should prioritize and manage risks across its core functions initially to create change where the company has the greatest impact.
- Allocate adequate staff resources that can coordinate these actions within the company. The allocation of staff with compliance, ethics, security and safety knowledge and authority to oversee the tasks foreseen is critical.
- Encourage the nomination of a focal point that would serve as the primary point of communication between the company and the national authorities for all matters regarding the trafficking of dangerous substances such as fentanyls within the company and its supply chain.

- Facilitate hands on awareness raising and safe interdiction training for frontline staff most at risk of being exposed to dangerous substances such as fentanyl. The training should be specifically tailored to the type of risk the employee might face according to their function within the company supply chain.
- Consider the placement of awareness materials such as leaflets and posters related to fentanyl and rapid interdiction in areas where elevated risk of exposure exists for employees such as where high-risk work functions are performed and in high-risk locations.
- Apply the know your customer principle (KYC), identifying and verifying the identity of the customer, when applicable. Such practices involve asking questions and verifying/documenting answers initially on frequent shippers. This will create profiles that will remove reliable shippers from the suspicious activity list so operators at the entry facility can concentrate on “unknown” shippers who may be high risk.
- Identify possible misdeclarations of customs declaration forms. For example, inconsistencies between items declared, cost versus value of shipping, the weight of the package, counterintuitive shipping from certain locations, i.e. shipping of Belgian chocolates to Belgium and a \$4 box of chocolates being declared for \$120 USD.

Identify

The express courier industry can take the following steps to identify trafficking of dangerous substances within their operations and supply chains.

- Review the systems and procedures to determine how to best prevent and rapidly interdict trafficking of dangerous substances within its own express courier supply chain and operations.
- Assess the risk of the trafficking of dangerous substances such as fentanyl within the parent company and subsidiaries when possible. Know the vulnerabilities of where trafficking of dangerous substances such as fentanyl can happen in the supply chain beyond the first tier. This includes actively assessing and addressing risk throughout the company's operations in a holistic manner.
- Conduct a risk assessment for those express courier companies with operations in "at-risk" regions/ countries or cities to determine their level of exposure to the trafficking of dangerous substances such as fentanyl. A high incidence of risk or reported incidents may give express courier companies cause to consider developing specific risk mitigation strategies for these particular locations.
- Develop an internal risk mapping of the exposure points within the companies' operations to identify high-risk exposure points including mapping of the subgroups of employees within the company supply chain that are most at risk of being exposed to trafficking of dangerous substances such as fentanyl, as appropriate.
- Conduct a security assessment of staff members whose regular duties could expose them to getting in indirect or direct contact with dangerous substances such as fentanyl.
- Utilize non-intrusive means of inspection to avoid direct contact with a letter or package, which may contain dangerous substances.

Respond

The express courier industry can take the following steps to ensure they are well prepared to respond effectively should trafficking of dangerous substances occur within their operations and supply chains.

- Ensure that procedures are set up internally, allowing the company to respond quickly in cases of trafficking of fentanyl or other dangerous substances.
- Encourage frontline staff to immediately alert the assigned relevant focal point to suspicions regarding the detection of dangerous substances, such as fentanyl.
- Foster a culture where identifying cases is not seen as failure but rather a case for celebration as the prevention and rapid interdiction systems are successfully working. This change can often be supported from the top of the company with messaging that encourages transparency about when incidents occur and foster a strong internal learning culture.
- Encourage the frontline staff to compile and report, according to company policy and national regulations, shipping details, product concealments and photos to document the incident¹⁰.
- Follow your organization's protocol, assess the situational risks and use personal protective equipment (PPE) when handling suspicious dangerous substances¹¹. A rapid, cautious, and carefully considered response is essential for handling suspected dangerous substances such as fentanyl.

¹⁰ For an illustration on shipping information refer to Annex 4.3.

¹¹ For Illustrations on safe-handling of fentanyl refer to Annex 4.4 and 4.5.

9. ON-GOING UPDATES TO THE VOLUNTARY GUIDELINES

The express courier industry and postal services are encouraged to share feedback with INCB on how the operational guidelines can be revised and improved based on their experiences with implementing the guidelines in their own operations and supply chains.

The voluntary guidelines will be updated on an ongoing basis to ensure they can incorporate new operational patterns, modus operandi, problems encountered when operationalising the guide, as well as new innovative ideas. Experts from the postal and express courier industry working on operationalising the guide are therefore encouraged to send feedback to incb.grids@un.org on an ongoing basis.

The guidelines will also be discussed and updated during a yearly expert group meeting with the industry to ensure that the guidelines adapt to changing operational realities. It is anticipated that the guide will be updated on a yearly basis following the yearly expert group meeting with the industry.

10. ANNEX

1. INCB

The International Narcotics Control Board (INCB) is an independent, quasi-judicial expert body established by the Single Convention on Narcotic Drugs of 1961 by merging two bodies: The Permanent Central Narcotics Board, created by the 1925 International Opium Convention; and the Drug Supervisory Body, created by the 1931 Convention for Limiting the Manufacture and Regulating the Distribution of Narcotic Drugs. INCB has 13 members, each elected by the Economic and Social Council for a period of five years.

The Global Rapid Interdiction of Dangerous Substances (GRIDS) Programme responds to the 2018 United Nations General Assembly Resolution 73/192, call for “International cooperation to address and counter the world drug problem”.

References (INCB)

[INCB Website](https://www.incb.org/)

<https://www.incb.org/>

[GRIDS Website](https://www.incb.org/incb/en/grids.html)

<https://www.incb.org/incb/en/grids.html>

[OPIOIDS Project](https://www.incb.org/incb/en/opioids_project.html)

https://www.incb.org/incb/en/opioids_project.html

[Project ION](https://www.incb.org/incb/en/project_ion.html)

https://www.incb.org/incb/en/project_ion.html

2. UPU

Established in 1874, the Universal Postal Union (UPU), with its headquarters in the Swiss capital Berne, is the second oldest international organization worldwide. With its 192 member countries, the UPU is the primary forum for cooperation between postal sector players. It helps to ensure a truly universal network of up-to-date products and services. In this way, the organization fulfils an advisory, mediating and liaison role, and provides technical assistance where needed. It sets the rules for international mail exchanges and makes recommendations to stimulate growth in mail, parcel and financial services volumes and improve quality of service for customers.

The UPU works actively with partners in the supply chain to keep mail moving across borders and ensure that these mail items reach their destination safely and on time. The safety of postal employees and customers is a critical element of managing the entire postal supply chain. That's why a number of goods and items are prohibited from travelling through the mail.

UPU letter-post and parcel regulations clearly stipulate the type of items that cannot be sent by post internationally. Posts inform customers of these prohibited items, but the onus is on customers to certify that the packages and mail items they send through the mail do not contain items that could cause harm or danger to postal employees and customers.

References (UPU)

[UPU Convention Manual](#)

UPU Standard S58, Postal security standards – General security measures

[UPU Standards S59, Postal security standards – Office of exchange and international airmail security defines minimum requirements for securing operations relating to the transport of international mail](#)

[UPU country specific list of prohibitions \(PDF\)](#)

[UPU country specific list of prohibitions \(Excel\)](#)

3. WCO

The World Customs Organization (WCO), established in 1952 as the Customs Co-operation Council, is an independent intergovernmental body whose mission is to enhance the effectiveness and efficiency of Customs administrations. Today, the WCO represents 183 Customs administrations across the globe that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters. This applies to all modes of traffic, including postal traffic, which has proved to be vulnerable to different forms of illicit activities.

As a forum for dialogue and the exchange of experience between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the WCO, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations. Besides the vital role played by the WCO in stimulating the growth of legitimate international trade, its efforts to combat fraudulent activities are also recognized internationally. The partnership approach championed by the WCO is one of the keys to building bridges between Customs administrations and their partners. By promoting the emergence of an honest, transparent and predictable Customs environment, the WCO directly contributes to the economic and social well-being of its Members.

The WCO and UPU have jointly developed a WCO–UPU Postal Customs Guide, which is an information source for Posts and for Customs administration staff dealing with postal customs clearance. For Posts, it is intended as a means of acquainting staff with the various aspects of the postal supply chain's customs component and with the different WCO standards, instruments and tools. For Customs administrations, the guide will help staff responsible for postal customs clearance to become more familiar with the postal processes involved in the international exchange of mail.

The guide is available on the Customs section of the UPU website (www.upu.int) and on the WCO website (www.wcoomd.org).

4. ILLUSTRATIONS

4.1 Example of Customs Declaration Form

From: (1) Name: Ismael Sánchez


(2) Business: Taberwal S.A.

Street: Escarvada, 57 Tel. No.: +34 91 582 53 64

Postcode: 28012 City: MADRID

Country: Spain

CUSTOMS DECLARATION CN 23

(*) 

CP34567890ES

1 declaration per item (5)

7 + 1

To: (3) Name: John Smith

(4) Business: MAIL Importers

Street: 100 Pennsylvania Tel. No.: +1 801 734 3300

Postcode: 12044-NY City: Stateville

Country: USA

Detailed description of contents (7)	Quantity (8)	Net weight (kg) (9)	Net weight (lb) (10)	For commercial items only	
				HS tariff number (11)	Country of origin of goods (6)
MEN'S SWEATSHIRTS	3	1.50	3.30	621531	HK
MEN'S COTTON SHIRTS	5	0.25	0.55	620711	HK
MUSIC CD's	5	0.1	0.22	85041	UK
(6) Net gross weight (kg) 3.00 Net weight (lb) 6.60				Form charges (Fee in ARLSDUNE FEE) GR 37.00 + 4.00 Office of origin/Date of posting	

Declarations of kind (12): Gift Commercial sample Returned goods Other (please specify):

Comments (13): e.g. goods subject to quotas, sanitary/phytosanitary regulation or other restrictions

License (14) No. of licenses: _____ Certificate (15) No. of certificates: _____ Choice (16) No. of choices: LOM 035A004

Date and sender's signature (17): 24/08/2017 Ismael Sánchez

CUSTOMS DECLARATION CN 22

May be opened officially

Designated operator: _____ Important! See instructions on the back

Gift Commercial sample

Documents Returned goods

Sale of goods Other (please specify): _____

Quantity and detailed description of contents (18)	Net weight (kg) (19)	Net weight (lb) (20)	HS tariff number (21)	Country of origin (22)

Net weight (kg) (23): _____ Net weight (lb) (24): _____

I, the undersigned, whose name and address are given on the form, certify that the particulars given in this customs declaration are correct and that this form does not contain any dangerous article or articles prohibited by legislation or by custom or customs regulations.










Date and sender's signature (25): _____

Size 74 x 105 mm, white or green.

4.2 Example of Suspicious Parcel


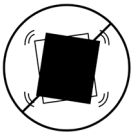


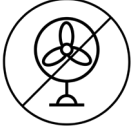






4.3 How to Safely Handle Dangerous Substances such as fentanyl

	Always follow your agency guidelines*
	Assess situational risks to personal safety
	Control the scene (e.g., close doors, switch off fans, machinery) to isolate the package or substance
	Inform those around to ensure other people avoid unnecessary contact with the package or substance
	Wear proper Personal Protective Equipment when handling suspected fentanyl
	Conduct presumptive field testing if you have been trained, equipped and are authorized to do so*
	Isolate suspected fentanyl in a sealed (preferably airtight) container or bag prior to movement
	Wash your hands with soap and water after the event and prior to eating, drinking or smoking
	If you suspect your clothing, shoes, or PPE may be contaminated, proceed with decontamination or proper disposal

* Always act in accordance with training, following established policy and protocols.

4.4 What to avoid when handling dangerous substances such as fentanyl

	Do NOT touch the package or suspicious substances without Personal Protective Equipment
	Do NOT needlessly handle, shake or manipulate a package containing suspicious substances
	Do NOT move or carry a package containing suspicious substances unnecessarily
	Do NOT burst or rupture (i.e., burp) a package containing suspicious substances
	Do NOT ventilate the scene
	Do NOT taste suspicious substances
	Do NOT sniff or inhale suspicious substances
	Do NOT use hand sanitizer to wash suspected fentanyl
	Do NOT touch your eyes, mouth, nose, smoke or eat prior to washing hands

5. TERMS AND DEFINITIONS

Postal Industry: Postal Industry: The postal services are in many countries operated by the national governments. Some countries postal services have been fully or semi privatized but are still the designated Universal Postal Service Provider nationally and part of the Universal Postal Union, the UN agency that coordinates postal policies with every country's postal service. This will look different in each country.

NOTE: Generally, such organisations: are authorised by the UPU member country concerned to fulfill the Universal Service Obligation (USO), that is, to accept mail from any mailer in its territory and take responsibility for delivery to any addressee world-wide; organise and take direct responsibility for delivery to addressees within the geographic area covered by their operating remit; provide delivery services, within this geographic area, to other designated postal operators in accordance with the UPU Convention and standards.

Designated Postal Operator (DPO): Any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the UPU Acts of the Union on its territory.

Express Courier Industry: For the purpose of this guide, we define the express courier as a private entity that services primarily time definite or time sensitive packages and letters.

Extra territorial Office of Exchange (ETOE): an ETOE is defined as an office or facility operated by or in connection with a designated operator on the territory of another country, and that these offices are established by designated operators for commercial purposes to draw business in markets outside their own national territory. An ETOE is not bound by the Universal Service Obligation (USO), it operates as a business and must comply with the national regulations of the country in which it operates.

Fentanyl: Pharmaceutical fentanyl is a synthetic opioid pain medication, approved for treating severe pain. However, illegally made fentanyl is sold through illegal drug markets for its heroin-like effect, and it is often mixed with heroin and/or cocaine as a combination product.

Fentanyl-related substance (FRS): A substance that is structurally related to fentanyl and includes fentanyl, fentanyl analogues and fentanyl (pre) precursors, some which may be scheduled and therefore, under potential legal restrictive measures.

Mail: Dispatches of correspondence and other items tendered by, and intended for delivery to, postal services in accordance with the rules of the Universal Postal Union (UPU).

Customs Declaration System (CDS): Is an interoperable customs declaration system, which allows EDI CUSITM and CUSRSP messages to be exchanged between Customs and designated operators so that customs formalities can be completed prior to the arrival of postal items.



GRIDS Programme | Global Rapid Interdiction of Dangerous Substances
OPIOIDS Project | Public-Private Partnership
International Narcotics Control Board (INCB)

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Telephone: +43-1-26060

<https://www.incub.org/incub/en/grids.html>

Photos: INCB, UPU and WCO

