

BOMB THREAT RESPONSE

Security Officers should treat all bomb threats as though they are real. Most threats will be received over the telephone. It is critical that the officer listen closely and try to get as much information as possible from the caller and take notes. Follow these steps when you receive a bomb threat call:

- Respond calmly, take it serious, and remain professional.
- Signal another person to listen to the call if possible.
- Keep the caller on the line as long as possible. Ask as many detailed questions as you can.
- LISTEN to what the caller is saying and what additional noise is coming over the telephone. Record **every word** spoken by the caller.
- Ask the caller the location of the bomb and the possible detonation time.
- Inform the caller that the building is occupied and the bomb detonation could result in death or serious injury to many innocent people. This statement may help you get additional information from the caller if he wishes to avoid personal injury.
- Pay particular attention to background noises (motors running, background music and other noises that may give a clue as to the location of the caller).
- Listen closely to the voice:
 - Male or female
 - Calm or excited
 - Accent
 - Speech impediment
- Report the call as soon as the caller hangs up. Notify:
 - Police
 - Your Supervisor
 - Your Security Supervisor
- Do not leave the premises until you have talked to the police.
- Use standard telephones to communicate not radios or cellular telephones. Radio and cellular telephone transmission energy may cause premature detonation of a blasting cap.
- Do not allow re-entry into the building until the building is declared safe for re-entry by the appropriate authorities.
- Do not discuss the bomb threat with people in the crowd or members of the news media. Your comments may be misrepresented and additional bomb threats may be precipitated.

