

## Bomb Threat Protocol

Education establishments and businesses receive thousands of bomb threat calls every year. Very few of these are warnings of real bombs. The vast majority of these calls are hoaxes; however, all bomb threats should be treated seriously. A bomb threat is generally defined as a verbal threat to detonate an explosive or incendiary device to cause property damage or injuries, whether or not such a device actually exists. The person who receives the threat will, in most cases, be the only person who has contact with the caller. It is therefore imperative that the initial contact person extract as much specific information as possible from the caller.

### There are two main reasons someone may call with a bomb threat

- The person knows of an explosive device that is in place, and wants to minimize injuries
- The person wants to create an environment of panic/confusion or to interrupt normal office/building functions

The latter reason is the most frequently encountered, especially in school and HEI settings. Unfortunately, there is often no way to tell the motivation of the caller until after a thorough inspection of the building is conducted. This means that there will always need to be a response to the threat by management and security team.

### If you receive a bomb threat whether by call or email;

- Remain calm
- Keep the caller on the line
- Use the Bomb Threat Checklist (*Appendix 1*)
- Get as much information as possible and write it down immediately

Immediately after the call is terminated, hang-up, obtain dial tone, dial 1471 to activate the caller ID trace or review your call log using the ShoreTel communicator History Tab and obtain the caller info / number if not obtained during the call. If the threat is via email, forward a copy to [security@stmarys.ac.uk](mailto:security@stmarys.ac.uk). Following the threat and then immediately call security on 0208 240 4060 (Internally call Ext. 4060). The security team will then advise and also contact Emergency Services and SMUC staff as required. They will also contact the building administrator.

### Security will then

1. Confer with the Building Administrator or designee and the call taker.
2. In conjunction with the Building Administrator, Emergency Services and or designee, conduct a search of the area.

**If no suspicious item is located**, the decision to evacuate will rest with the Building Administrator or designee.

If a suspicious item is discovered, the building will be evacuated and residents be directed calmly away to a designated safe area.

**Remember**, your personal safety comes first! If you are told to evacuate the building, do so immediately.

**Appendix 1 - Bomb Threat Checklist**

<b>Date:</b>		<b>Time:</b>	
<b>Name:</b>			
<b>Threat Method, Call – email etc.</b>			
<b>Where is the bombs location?</b>			
<b>What does it look like?</b>			
<b>What kind of bomb is it?</b>			
<b>When will it explode and how?</b>			
<b>What is your organisation/codeword?</b>			
<b>Did you place the bomb?</b>			
<b>Why are you doing this?</b>			
<b>What is your name/address?</b>			
<b>Exact wording of threat:</b>			
<b>Caller number shown on phone:</b>			
<b>As soon as possible attract a colleague's attention and contact Security</b>			
<b>Details of caller's voice:</b>			
Man		Calm	Crying
Woman		Exited	Laughter
Young		Angry	Disguised
Old		Irrational	Disturbed
Child		Ragged	Irritable
Unknown		Stutter	Familiar*
Soft		Loud	Deep
<b>*If familiar, who did it sound like?</b>			
<b>Accent (specify):</b>			

**Distraction/Background noises - Please Give as Much Detail as Possible**

<b>Any noise on the line?</b>	
<b>Payphone tone or pips Operator?</b>	
<b>Operator Instructions?</b>	
<b>Anyone in the background?</b>	
<b>Household Noises?</b>	

Aircraft(s)		Office		Crackling	
Crackling		Phone Box		Machinery	
Animals		Music		PA Systems	
Traffic		Talking		Children	

**Notes (any other information)**