Bomb or Other Threat Response Meeting Kit

With today’s heightened awareness of foreign or domestic terrorism, a bomb threat can occur at any time, either through the mail or by phone. A threat can also come in the form of an unidentified or suspicious object/package received or left at a worksite or place of business.

BOMB THREAT PROTOCOL

1. **Telephone Threat Response** – A calm response to a bomb threat caller could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths.

   - Keep the caller on the line as long as possible. Do not interrupt except to ask the caller to speak louder, slower or to repeat the message.
   - Record pertinent information on a Bomb Threat Checklist. Do not hang up until the caller hangs up.
   - If the caller does not indicate the location of the bomb or time of possible detonation, ask for it.
   - Inform the caller that the building is occupied and the detonation of a bomb can result in death or serious injury to many innocent people.
   - Pay particular attention to background noises, such as motors running, music playing, vehicle traffic and any other noise which may give a clue as to the location of the caller.
   - Listen closely to the voice (male or female), the mood of the caller (calm, excited, despondent, etc.), accents or speech impediments.
   - Report the threat to Security immediately after the caller hangs up.
   - Remain available in the event that law enforcement personnel want to interview you.

1. **Written Threat Response** – A written warning of a specific device may occasionally be received.

   - Save all materials including the envelope.
   - Once the message is recognized as a threat, further unnecessary handling should be avoided in order to maintain evidence.
   - Report the threat to Security. Security will then implement its response procedure.

1. **Letter and Package Bombs** – While the likelihood of receiving a bomb through the mail is remote, letter or package bombs represent an alternate delivery method if the motive of the attack is to inflict injury on a specific individual. **The following characteristics may help you in identifying a suspicious letter or package:**

   - **Feel & Balance** – Letters feel rigid, appear uneven or lopsided or are bulkier than normal. Sponginess or undue pressure can be felt through the package. Contents of the parcel may make a "sloshing" sound.
   - **Place of Origin** – Check the delivery postmark to see if the place of origin is familiar.
   - **Foreign Packages** – If the item is from another country ask yourself if it is expected. Look for foreign writing, addresses and postage.
   - **Unusual Addressing or Delivery Instructions** – There are unusually restrictive endorsements such as "Personal," "Private" and "Confidential" or has no return address.
   - **Packaging** – Packages wrapped in string should be automatically suspicious, as modern packaging materials have eliminated the need for twine or string.
   - **Postage** – Excess postage on small packages or letters indicate that the object was not weighed by the Post Office. No postage or non-cancelled postage should also be a warning.
   - **Writing** – Handwritten notes such as "Fragile," "Rush" or "Prize Enclosed," a foreign style of writing (not normally received), misspelling of common names, places or titles and mail addressed to generic or incorrect titles should be

treated with caution.

- **Odor** – The mail or package emits the smell of marzipan or almonds or any other peculiar odor.
- **Appearance –** Leaks, stains, protruding wires, string, tape or tinfoil are present.
- **Sound –** Any package that emits a buzzing, ticking or other unusual noise should be treated with caution.
- **Telephone Calls –** Any packages or letters arriving before or after a phone call from an unknown person asking if the item was received is suspect.

If a Suspicious Package is Found: Under no circumstances should anyone move, jar, touch, tamper or interfere with the object or anything attached to it.

- Report the location and an accurate description of the object to Security.
- Security and Facilities personnel should not use portable radios to report a suspicious object as they can sometimes cause the premature detonation of an explosive device.
- If possible, open all doors and windows in the area where the object is found to minimize primary damage caused by the blast and secondary damage caused by fragmentation.

Bomb Threat Evacuations: Take things such as purses, briefcases, knapsacks and shopping bags.

- Know your escape route in advance. Also be prepared to use an alternate exit in case your primary route is obstructed. Pay attention to all alarms and public address system announcements.
- Never use an elevator to evacuate unless directed to do so by the Fire Department.
- Once outside, move well away from the building, especially away from windows.
- A bomb or other threat does not mean an automatic evacuation of the building. It is important to calmly evaluate each threat situation to determine the best course of action.

FINAL WORD

While threats are often characterized as pranks or horseplay to create mischief, all bomb threats must be treated as serious. Business owners, management and workers need to be prepared and respond appropriately to threats.