

# 1. Bomb Threat Management (BTM)

## 1.1. Purpose

To guide security officers in the management and handling of a bomb threat being received or a bomb being discovered in the complex.

All security officers deployed within the complex should familiarise themselves with the procedure

## 1.2. Objectives

- 1.2.1. Ensure the safety of the public, guests and staff.
- 1.2.2. Establish the procedures for communication between Security Personnel and Government agencies (Civil Defence, Police, and SAF EOD).
- 1.2.3. Familiarise employees with the procedures for situations in which Bomb Threats may occur.

## 1.3. Procedure

### 1.3.1. *Called-in Threat*

If a threat comes via the telephone, it is always desirable to record the call or have more than one person listen in on the call. The threat caller is your best source of information – as such, a calm response to the threat caller could result in you obtaining additional facts. This is especially true if the caller wishes to avoid injuries or deaths.

When a threat is called in:

- Keep the caller on the line as long as possible. Ask him/her to repeat the message. Write down every word spoken by the caller.
- If the caller does not indicate the location of the device or the specific nature of the threat, ask him/her for this information.
- Pay particular attention to background noises, such as motors running, music playing, and any other noise which may give a clue as to the location or identity of the caller.
- Listen closely to the voice: Is it male or female? What is the voice quality - calm or excited? Is there an accent and/or speech impediment?
- If it is a bomb threat - ask the following:
  - When will the bomb explode?
  - Where is it right now?
  - What does it look like?
  - What kind of bomb is it?
  - What will cause it to explode?
- Immediately after the caller hangs up, report the information to the **Police: 999**.
- Remain available - law enforcement will want to speak with you.

### 1.3.2. *Written Threat*

If a written threat is received:

- Save all materials - including any envelope or container the threat came in. Once the message is recognized as a threat, further unnecessary handling

should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks. These will prove essential in tracing the threat and identifying the sender.

- If the threat is received in an email or text – do not delete, modify, forward, or save the message. Leave it in the original format that you received it in. Any actions that you make to a digital message may modify the original data.

#### 1.3.3. *Threat Made in Person*

If the threat is made in person:

- Remain calm.
- Cooperate, but try to alert someone else to what is occurring.

### 1.4. Evaluating and Responding to the Threat

#### 1.4.1. Identify the motive and credibility of the threat.

- Does he or she just want to create panic or did they actually place a device?

#### 1.4.2. Identify the level of risk.

- A **LOW RISK** threat lacks realism. The threat is often vague and indirect and the information in the threat is inconsistent, implausible, or it lacks detail.
- A threat should be considered **MEDIUM RISK** if it has an increased level of realism. Meaning that an attack could be carried out, but it does not appear entirely realistic.
- A **HIGH RISK** threat is when the threat is direct, specific, and realistic. The threat might include names of possible victims or a specific time/location of the attack, device, or other threat. The offender may state who they are or the threat might suggest that definite steps have been taken toward actually carrying out the attack.

#### 1.4.3. Essentially, there are three available options when faced with a threat:

- Ignore the threat.
- Evacuate immediately.
- Search first and then evacuate, if needed.

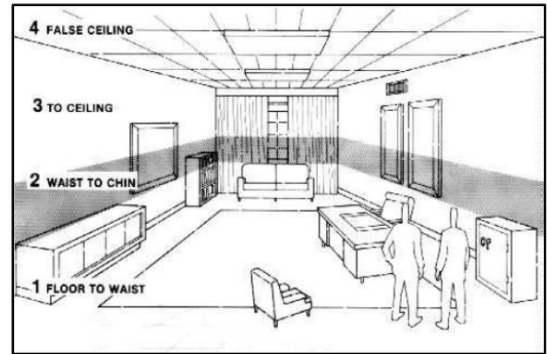
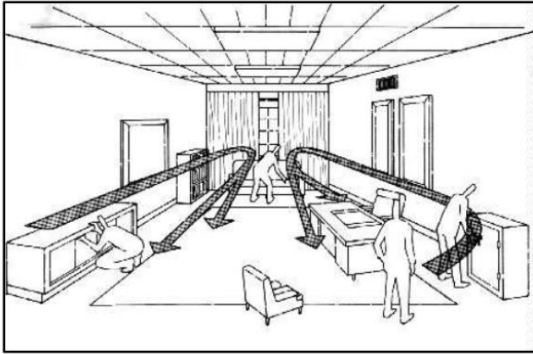
### 1.5. Searching

It is advisable to use more than one individual to search any area or room, no matter how small. Searches can be conducted by supervisory personnel, area occupants, or trained search teams.

#### 1.5.1. *Search Techniques*

- Any room to be searched should be divided into two virtually equal parts. This equal division should be based on the number and type of objects in the room and not on the actual size of the room.
- The room should be searched in systematic 'sweeps'. The first sweep should cover all items resting on the floor up to the selected height (for example – waist height). The second, third, and fourth sweep should work progressively higher until the entire room has been searched, including any drop ceilings and overhead fixtures.
- It is imperative that personnel involved in a search be instructed that their only mission is to search for and report suspicious objects. **Under no**

circumstances should anyone move, jar, or touch a suspicious object or anything attached to it.



### 1.5.2. Suspicious Object or Package

When a suspicious object is discovered, implement the following procedures:

- Report the location and an accurate description of the object to the appropriate authorities.
- Identify the danger area, cordon off, and evacuate a clear zone, including floors below and above the object.
- Leave the mail or package where it was found. Do not disturb. Do not try to clean the substance.
- **Immediately call 999.**
- Do not touch, taste, smell, or try to identify the substance.
- Clear the immediate area of all persons and keep others away.
- Cordon off the immediate area.
- Instruct people to wash hands and other exposed skin with soap and water, if a wash station is in the immediate area.
- Isolate exposed persons to a designated area away from the substance – but nearby, in order to limit any further contamination of your facility – and await further instruction.
- Shut down all HVAC (heating, ventilation, air conditioning) systems and room fans, heaters, etc.
- Document the location of mail or package.
- Keep a list of the persons in the immediate area of the mail or package.
- Wait for emergency personnel to arrive and follow their instructions regarding changing of clothing and further decontamination.



## 1.6. Evacuation

- 1.6.1. Upon when the evacuation order is given by the Emergency Controller (normally the Security Manager will be the EC) the security officers should carry out the evacuation procedures together with respective evacuation wardens (appointed Fire Wardens).
- 1.6.2. The evacuation team is to ensure that all personnel, staff, public, contractors, etc. are evacuated as directed by the emergency controller.
- 1.6.3. The evacuation team whilst directing evacuees shall concurrently sweep the area to ensure that no one is left behind
- 1.6.4. The security officer is responsible to report the status of the evacuation to the Emergency Controller.
- 1.6.5. The evacuation wardens need to confirm the number of evacuees from their respective areas immediately upon reaching the holding area. This information is to be submitted to the Emergency Controller for verification with the staff lists.

## 1.7. Bomb Threat During Silent Hours

- 1.7.1. During silent hours, the threat received shall be referred to the Duty Security Officer (DSO).
- 1.7.2. The DSO will immediately contact the Emergency Controller.
- 1.7.3. The information to be given to the Emergency Controller includes all those pertaining to the bomb threat and also areas of the Complex still operating and or hosting functions and the estimated number of people attending the functions.
- 1.7.4. The Emergency Controller will then give immediate directions over the telephone on the need to inform the higher management and activation of other agencies, actions to be carried out immediately whilst awaiting his arrival at complex.
- 1.7.5. Upon arrival of Emergency Controller, he will be briefed on the actions carried out by the DSO. The Emergency Controller will then assess the situation and carry out any of the above-mentioned actions.

*Note:*

The Bomb Threat Report Form is attached. It acts as a checklist covering the type of questions that should be asked. The answers given by the caller will help in the investigation.

It is not expected that the list will be on hand when a call is received. Employees are hence encouraged to read the checklist so that they may be able to recall the points during the course of the conversation.

# BOMB THREAT PROCEDURES

Bomb threats are serious until proven otherwise. Act quickly. Remain calm. Obtain information using the checklist on the reverse of this card.

## BOMB THREAT RECEIVED BY

### PHONE

- Remain calm. Keep the caller on the phone as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully, try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the police or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the display window.
- Complete the Bomb Threat Checklist (*reverse side*) immediately. Write down as much information as you can remember.

## BOMB THREAT RECEIVED BY

### HANDWRITTEN NOTE

- Call the police.
- Handle note as minimally as possible.

## BOMB THREAT RECEIVED BY

### EMAIL OR TEXT

- Call the police.
- Do not delete the message.

## SIGNS OF A

### SUSPICIOUS PACKAGE

No return address	Poorly handwritten
Excessive postage	Mispelled words
Stains	Incorrect titles or address
Strange odor	Foreign postage
Strange sounds	Restrictive handling notes
Unexpected delivery	

### DO NOT:

- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move the suspicious package.
- Use two-way radios or cellular phones; radio signals could detonate a bomb.

# BOMB THREAT CHECKLIST

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Time Caller Hung Up: \_\_\_\_\_  
 Phone Number of Caller: \_\_\_\_\_

## ASK THE CALLER:

- Where is the bomb located? (*building, floor, room, etc*) \_\_\_\_\_
- When will it go off? \_\_\_\_\_
- What does it look like? \_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_
- What will make it explode? \_\_\_\_\_
- Did you place the bomb?      Yes      No
- Why? \_\_\_\_\_
- What is your name? \_\_\_\_\_

## EXACT WORDS OF THE THREAT

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## INFORMATION ABOUT THE CALLER

Where is the caller located? (*describe background/noise level*) \_\_\_\_\_

Estimated age of caller: \_\_\_\_\_

Is voice familiar? If so, who does it sound like? \_\_\_\_\_

<i>Caller's Voice</i>	<i>Background Sounds</i>	<i>Threat Language</i>
accent	animal noises	incoherent
angry	house noises	message read
calm	kitchen noises	taped
clearing throat	street noises	irrational
coughing	PA system	profanity
cracking voice	conversation	well-spoken
crying	music	
deep voice	motor	
deep breathing	clear	
disguised	static	
distinct	office noises	
excited	factory noises	
<b>FEMALE</b>	local	
laughter	long distance	
lisp		
loud		
<b>MALE</b>	raspy	<b>Other Information:</b> _____
nasal	slow	_____
normal	slurred	_____
ragged	soft	_____
rapid	stutter	

# **BOMB!!!**

**1. INFORM MANAGEMENT**

**2. CALL POLICE 999**

**3. POLICE TO TRACE CALL**