

Bomb Threat Response: Follow These Steps

Always treat all bomb threats seriously. Most will arrive by telephone. Listen closely and get as much information as possible from the caller and take notes. Follow these steps:

- Respond calmly and professionally.
- Signal another person to listen in 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 says.
- Record **every word** spoken by the caller.
- Ask the location of the bomb and possible detonation time.
- State that the building is occupied and the detonation could result in death or serious injury to many innocent people. This statement may garner more information if the caller wishes to avoid personal injury.
- Pay attention to background noises (motors running, music and other noises) for clues to the caller's location.
- 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
- Don't leave the premises until speaking to the police.
- Use standard telephones to communicate. Radio and cellular telephone transmission energy may cause premature detonation of a blasting cap.
- Do not allow re-entry into the building until it is declared safe for re-entry by the appropriate authorities.
- Do not discuss the threat with those in the crowd or the news media. Your comments may be misrepresented and additional bomb threats may be precipitated.

