

BOMB THREAT PROCEDURES

Telephone Threat

If you receive a bomb threat, the following procedures must be followed.

1. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person. Use the Bomb Threat Checklist.
2. If the caller does not indicate the location of the bomb or the time of possible detonation, ask him/her for the information.
3. Inform the caller that the building is occupied and that the detonation of a bomb could result in death or serious injury to many innocent people.
4. Pay attention to background noise such as motors running, music playing and any other noise that may give a clue as to the location of the caller.
5. Listen closely to the voice (male, female) voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, report the threat to:

- Police – Call 9-1-1
- Property Management Office – Call (602) 257-0070

Written Correspondence

When a written message is received, save all materials, including envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Report the threat to:

- Police – Call 9-1-1
- Property Management Office – Call (602) 257-0070

Suspicious Package

Be observant – if you notice something out of the ordinary (i.e. thermos in a restroom, brief case in hallway) do not touch it. Report the package to:

- Police – Call 9-1-1
- Property Management Office – Call (602) 257-0070

What happens when a bomb threat is received and reported:

1. Time is very critical. Do not delay in notifying the Police and Property Management as a delay increases the safety risk for all at the property.
2. Once on site, the Police Department will take control of the situation. Property Management will assist the Police Department. The Police Department will begin to block off the streets around the property as a precaution.
3. The Police Department will be in control until the Bomb Squad arrives on-site.
4. If directed by the Police Department or Bomb Squad, Property Management will start evacuation procedures. Tenants will be notified as necessary.

In the event the building is evacuated, tenants are to go to the Safe Refuge Area at the Orpheum Theatre Plaza and check-in with the Safety Director (in a fluorescent yellow vest). Tenants are to remain in the Safe Refuge Area until an "all clear" is received and everyone can safely return to the property.

BOMB THREAT CHECKLIST

If you receive a bomb threat, try to determine: (check box)

Date: ____ / ____ / ____ Time: _____ am/pm

When will the bomb go off?

Where is the bomb located? Bldg: Floor: Area:

What does the bomb look like?

Why are you doing this?

Caller's Identity

- Male
- Female
- Adult
- Juvenile

Age

- Under 18
- 19 – 29
- 30 – 50
- 51- Above

Accent

- Local
- Not Local
- Region
- Foreign

Language

- Excellent
- Good
- Fair
- Foul

Voice

- Loud
- Soft
- High-Pitch
- Deep
- Raspy
- Pleasant
- Intoxicated

Speech

- Fast
- Slow
- Distinct
- Distorted
- Stutter
- Nasal
- Slurred
- Lisp

Manner

- Angry
- Calm
- Coherent
- Deliberate
- Emotional
- Incoherent
- Irrational
- Laughing
- Rational
- Righteous

Background Noises

- Airplanes
- Animals
- Bedlam
- Factory Machines
- Mixed
- Music
- Office Machines
- Party Atmosphere
- Quiet
- Street Traffic
- Trains
- Voices

Additional Information:

Action:

Notify your supervisor. Talk to no one other than instructed by your supervisor.

Receiving Telephone Number

Person Receiving Call