

# Phone Threats - Bomb & Other

Although rare, phone and bomb threats are an issue that all staff/ volunteers should be made aware of. It would be useful to keep a photocopied or laminated version of the Phone Threats - Bomb & Other Checklist directly beside/ near the office telephone for immediate use, should a threatening call be received.

## Phone Response

1. Stay calm.
2. Do not panic or make return threats.
3. If possible, fill out the information on the Phone Threats - Bomb & Other Checklist while you are on the phone to the caller.
4. Listen carefully for a full description
  - Sex of the caller
  - Age of the caller
  - Any accents or speech impediments
  - Any background noise
  - Any key phrases used by the caller
5. Ask the caller
  - What the threat is?
  - When the threat is to be carried out?
  - Where the threat may be located?
  - Why the threat is being made?
6. Keep the person talking as long as possible (to obtain as much information as possible).
7. Whilst not alerting the caller, have an available person or other person present, contact the police on **TRIPLE ZERO '000'** using a separate phone line or mobile.
8. Once the call is finished **DO NOT HANG UP** – it may be possible to trace the call if the phone line is kept open, regardless of whether the caller hangs up.
9. Ensure all information has been written down.
10. Inform Management and if not already been able to do so, report threat to police immediately on **TRIPLE ZERO '000'** – use a separate phone line or mobile phone.

## Locating an Item – If an item or suspect package is located:

- Do not touch, tilt or tamper with the item.
- Notify police immediately the police on **TRIPLE ZERO '000'** and follow the instructions given to you by them.

## Evacuation – If an evacuation is deemed necessary, it should be conducted in a pre-planned manner in accordance with your emergency management procedures

- If appropriate in the circumstances, clear the area immediately within the vicinity of the package of all people, ensuring that they are not directed past the package.
- Evacuate people to a safe, designated location in accordance with your emergency management and evacuation procedures.
- Request that people remain available at the designated location to assist police.
- Alert your Management and if not already been able to do so, report threat to police immediately on **TRIPLE ZERO '000'**.

## DO NOT HANG UP - REMEMBER TO KEEP CALM