**Phone Threat / Bomb Threat Checklist**

Although rare, telephone and bomb threats are an issue that all workers should be aware of. This checklist should be used when receiving a phone or bomb threat.

**TELEPHONE THREATS**

* Stay calm.
* Do not panic or make return threats.
* If possible, fill out all information on the Phone Threat Checklist while you are on the phone to the caller.
* Listen carefully for a full description of:
  + Sex of the caller.
  + Age of the caller.
  + Any accents or speech impediments.
  + Any background noises.
* Ask the caller:
  + When the threat is to be carried out?
  + Where the threat may be located.
  + What the threat is.
  + Why?
* Keep the person talking for as long as possible (to obtain as much information as possible).
* Once a call is finished DO NOT HANG UP – it may be possible to trace the call.
* Ensure all information has been written down.
* Inform management and report the threat to police immediately (use a mobile phone if necessary).

**EVACUATION**

If evacuation is deemed necessary, it should be conducted in a pre-planned and organised manner.

**LOCATING AN ITEM**

If an item or suspect package is located:

* Do not touch, tilt or tamper with the item.
* Notify police immediately and follow the instructions given to you by them.
* Clear the area of all people

Alert your supervisor. If your supervisor is unavailable, call Triple Zero (000)

This checklist has been sourced from the NSW Police, BizSafe Handbook.

**Phone Threat Checklist – KEEP CALM**

|  |  |  |  |
| --- | --- | --- | --- |
| **Who received the call?** |  | **Signature:** |  |
| **Callers number:** |  | **Call recipients number:** |  |
| **Date of call:** |  | **Time received:** |  |

|  |  |
| --- | --- |
| **General Questions to Ask the Caller** | |
| **What is it?** |  |
| **When is the bomb to explode? OR**  **When will the substance be released?** |  |
| **Where did you put it?** |  |
| **What does it look like?** |  |
| **When was it put there?** |  |
| **How will the bomb explode? OR**  **How will the substance be released?** |  |
| **Did you put it there?** |  |
| **Why did you put it there?** |  |
| **Bomb Threat Questions** | |
| **What type of bomb is it?** |  |
| **What is in the bomb?** |  |
| **What will make the bomb explode?** |  |
| **Chemical/Biological Threat Question** | |
| **What kind of substance is in it?** |  |
| **How much of the substance is there?** |  |
| **Is the substance a liquid, powder or gas?** |  |

**Exact Wording of Threat**

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| --- |
|  |
|  |

**Analysis of Caller’s Threat**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sex:** | Male | | Female |  | |  | |  |
| **Accent:** | Australian | | American | Middle Eastern | | British | | Asian |
| Irish | | Other (specify) | | | | | |
| **Voice:** | Angry | | Calm | Loud | | Giggling | | Child |
| Obscene | | Soft | Other (specify) | |  | | |
| **Speech:** | Fast | | Slow | Slurred | | Distinct | | Muffled |
| Stutter | | Lisp | Distorted | | Clear | |  |
| Other (specify) | | | | | | | |
| **Threat / Language:** | Well spoken | | Irrational | Abusive | | Message read by caller | |  |
| Other (specify) | | | | | | | |
| **Background Noise:** | None | | TV/Radio | Train | | Traffic | | Music |
| Construction | | Sirens | Aircraft | | Voices | |  |
| Other (specify) | | | | | | | |
| **Duration of Call** | |  | | | **Estimated Age** | |  | |
| **Did the caller appear familiar with the area?** | | | | |  | |  | |
| **Comments from person receiving the call?** | | | | | | | | |

**Alert your supervisor. If your supervisor is unavailable, call Triple Zero (000).**

**- DO NOT HANG UP -**