

Phone Threat Checklist

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This checklist is designed to help staff deal with a telephoned threat

Actions to be taken on receipt of a phone threat:

- ◆ Stay calm and listen
- ◆ Use delaying tactics don't hang up
- ◆ Gain the attention of your supervisor/colleague
- ◆ Keep the caller talking and obtain as much information as possible
- ◆ Record the exact wording of the threat:

Ask the following questions:

- ◆ 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 it there? _____
- ◆ How will the bomb explode? OR How will the substance be released?

- ◆ Did you put it there? _____
- ◆ Why did you put it there? _____
- ◆ What is your name? _____
- ◆ Where are you calling from? _____

Bomb Threat

- ◆ What type of bomb is it? _____
- ◆ What is in the bomb? _____
- ◆ What will make the bomb explode? _____

Chemical / Biological Threat

- ◆ What kind of substance is it? _____
- ◆ How much of the substance is there? _____
- ◆ How will the substance be released? _____
- ◆ Is the substance a liquid, gas or powder? _____

Voice Analysis

Once you have contacted your supervisor and/or informed police record details about the caller and the call:

Caller details:

- ☐ Male
- ☐ Female
- ☐ Unknown
- ☐ Estimated age of caller _____
- ☐ Did you recognise it?

Language

- ☐ Well spoken
- ☐ Irrational
- ☐ Taped message
- ☐ Offensive
- ☐ Incoherent
- ☐ Message read aloud

Caller's voice

- ☐ Calm
- ☐ Crying
- ☐ Clearing throat
- ☐ Angry
- ☐ Nasal
- ☐ Child
- ☐ Deep
- ☐ Other _____

Speech

- ☐ Fast
- ☐ Slow
- ☐ Loud
- ☐ Soft
- ☐ Slurred
- ☐ Disguised
- ☐ Distinct
- ☐ Stutter
- ☐ Lisp
- ☐ Hoarse
- ☐ Other _____

Accent
(specify)

Background sounds

- ☐ None
- ☐ TV/Radio
- ☐ Train
- ☐ Aircraft
- ☐ Traffic/Street noise
- ☐ Construction
- ☐ Sirens
- ☐ Voices
- ☐ Animals
- ☐ Motor
- ☐ Office machinery
- ☐ Other (specify) _____

Further Comments

When the call is complete record:

Time: _____

Date: _____

Location: _____

Length of call: _____

Phone number the call was received on (your extension):

Number on phone call display (if available):

Inform your supervisor, your Security Co-ordinator and the police on 000. Record the time informed: _____

Your details:

Print name:

Signature:

Date:
