

Keeping People Safe



Safety: It's your business

Dealing with bomb threat
telephone calls and suspect
packages

**A general guide for business
and industry**

Safety: its your business

This leaflet is designed to offer you general practical advice about how you can protect your workplace and your staff, and the steps you could consider if you see or find a suspicious item.

Bomb threat telephone calls:

The vast majority of bomb threat telephone calls are made by individuals, some with their own personal motives and others with the intention of deliberately causing disruption. Bomb threat telephone calls can be made through third parties eg: media outlets, hospitals, charitable organisations and the like where often, a 24 hour switchboard is available.

If your site receives a bomb threat telephone call:

- If available, turn to your bomb threat check list and follow the prompts
- Record the exact wording of the threat
- Record exact date and time of call
- Contact police using 999

There may not be a need to automatically evacuate your workplace (as might be the callers intention). A measured response, in conjunction with a pre determined plan, will assist your decision process, reduce costs and may deter future calls.

Any decision to evacuate your premises will be yours and can be made prior to police advice and attendance. However, self search procedures should be instigated prior to any evacuation.

PDF document on **bomb threat check lists** is available for download at www.cpni.gov.uk (*search for bomb threat check list*)

Self searching procedures

The police will not normally search your premises for you. This is your responsibility and can be achieved much more quickly by staff who are familiar with their surroundings

General security points

- Keep your premises tidy – good house keeping is vital and can make it much more straightforward in identifying unexpected items
- Staff should remain vigilant at all times
- Have a 'challenge culture'
- Staff should be encouraged to maintain personal responsibility for their workspace

Self search preparation

- Divide areas into sectors and assign staff responsibilities (see example opposite)
- Think about how you would pass the instruction to self search onto your employees eg: pager, telephone, radio, PA system, with discretion etc.
- Consider how staff could report on completion

Staff briefings

Employees should be briefed on:

- What to look for
- What should or should not be in their workspace
- How to deal with something out of place – aided by having pre determined plans and procedures

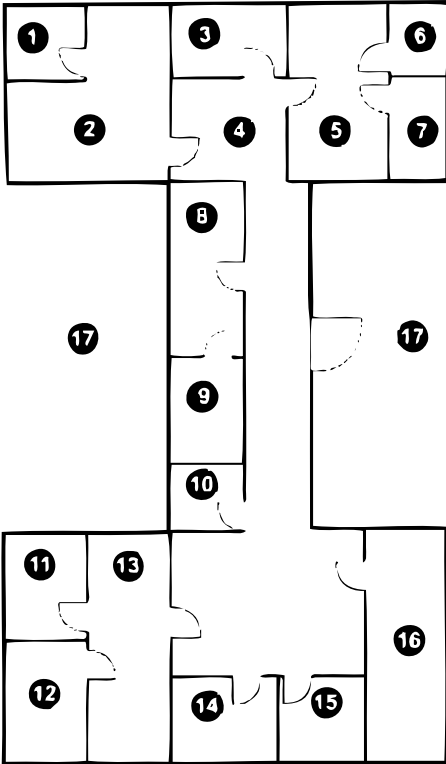
Use the H.O.T. principles,

H is the item deliberately hidden,

O is the item obviously suspicious,

T is the item typical for the workplace but has been left unattended for some time

An example of dividing areas into sectors:
Individual plans should be adapted accordingly.



- ① ② ③ Search by occupants of ②
- ⑤ ⑥ ⑦ Search by occupants of ⑤
- ④ ⑧ ⑩ ⑬ Search by occupants of ⑧
- ⑨ ⑰ Search by occupants of ⑨
- ⑪ ⑫ ⑬ ⑭ ⑮ Search by occupants of ⑬

Have bomb evacuation plans

should the need arise, with suitable muster areas identified at 100m, 200m and 400m points from your site. Further related advice can be downloaded at www.cpni.gov.uk (search for evacuation planning)

Suspect packages (including postal deliveries)

By using logical thought processes, investigation and elimination, most suspicious packages can be disregarded as innocent items. This will avoid unnecessary evacuation and disruption.

What makes a postal package suspicious?

- Does it smell of marzipan or almonds
- Can you see/feel wiring or foil paper
- Are there grease marks on the envelope or wrapping
- Is its weight uneven
- Are there too many stamps
- Is the name or address incorrectly spelt

Consider the following:

- What is the package?
- Where is the package? (in a vulnerable/critical location/possible target)
- Why is it suspicious? (intended recipient/possible VIP visit/event)

What if I find something suspicious?

- Do not open the package
- Make enquiries with the intended recipient/sender/others in the area
- Calmly ask people to leave the area
- Ring the police on **999** and give as much information as possible (What is it? Where is it? Why is it suspicious?)
- Do not let anyone else into the area

Responses to 'white powder', chemical, biological radiological (CBR) incidents when forwarded through postal delivery services will vary more than those involving conventional or incendiary type devices.

Further related advice can be found at:

www.cpni.gov.uk

Suspicious Behaviour

In a similar vein, activity by an individual that for any reason has come to another's attention usually occurs when that activity is in some way out of the ordinary for the particular circumstances.

Examples of such activity might include;

- Someone being in a restricted area without proper permission/accreditation
- Someone trying to gain access to restricted areas
- Taking video or photographs where it not expected
- An individual consciously trying to conceal their identity when approached
- Vehicles being parked where they should not

Such activity should be reported immediately to management who in turn should advise the relevant authorities.

Simple pointers that may assist in recording and reporting such instances are covered in the mnemonic

SALUTE:

- S Situation;** who or what was picked up on
A Activity; what was happening; what was the person or vehicle doing
L Location; where was the activity taking place
U Unit; who made the observation
T Time; when did the activity take place
E Equipment: any equipment that can assist in the evaluation of the incident e.g. CCTV location, notebook entry

Useful Telephone Numbers

REMEMBER, it is an emergency if it is suspected that the observed activity will result in immediate danger to people or property.

CALL THE POLICE → **101**
IN AN EMERGENCY ALWAYS CALL 999

