

BOMB THREATS

1.0 INTRODUCTION

This instruction has been written to assist staff in dealing with the different types of explosive device situations that could occur within Poole Housing Partnership Limited premises or its managed properties and may help to reduce the risk of a bomb attack. The term terrorist is used loosely to describe any person who commits an act of planting a device.

The threat of attack from a terrorist organisation may vary depending on the current political situation or an individual's motivation. Terrorists do not always target specific businesses when they plant bombs. They may plant them at random, so Poole Housing Partnership Limited or its managed properties may be affected simply because of where they are. The chances of suffering a bomb attack may also change over time.

2.0 BOMBS – SOME USEFUL INFORMATION

Bombs are easily disguised. They may be hidden in bags, cases or other everyday containers and in 'out of the way' places. Vehicles can carry large bombs without showing any signs. You should treat any object which is unusual or out of place with suspicion. There are four kinds of bombs that you should know about:

2.1 The High-Explosive Bomb

High explosive bombs can kill or injure people by their blast or by causing flying debris, particularly glass. Bombs small enough to be hidden in a bag or holdall may be big enough to cause serious damage to property.

- Ensure that all visitors to the premises take their belongings away with them when leaving.
- Keep the workplace tidy and so reduce the chance of someone planting a bomb that will not be detected.
- Remain vigilant.

2.2 The Vehicle Bomb

A vehicle containing a large high explosive bomb could be parked in the car park or near to the building smaller bombs may be attached to the underside of a vehicle to kill the person inside when they move the vehicle.

If you do not know why a package or a vehicle is there and you are suspicious of it follow these instructions:

- Do not touch or move it.
- Clear people away from the area close by.
- Inform your manager. Depending on circumstances and security status the police should be informed
- Be ready to move to a safe area well away from its location

2.3 The Incendiary Bomb

Incendiary bombs are normally small and very difficult to detect and may be hidden inside a cigarette packet or cassette box. Incendiary bombs are often designed to go off in the early hours of the morning when there is no one in the building.

If an incendiary device goes off and you find it, raise the alarm. If you have been properly trained in using fire extinguishers, make one quick attempt to put the fire out, and then get to a safe place as quickly as possible. While you are doing this, everyone else should leave the building. **Do not touch or move anything if you think that it might be an incendiary device. It may kill or injure you and the people around you.**

2.4 Postal Bombs

Letter and parcel bombs are envelopes and packages designed to kill or injure people when they are opened. They may come through the post or be delivered by hand.

- There may be grease marks on the envelope or wrapping.
- The envelope or package might smell like marzipan or machine oil
- You might be able to see wires or foil, especially if the envelope or package is damaged.
- The envelope or package may feel very heavy for its size.
- It may be heavier in some places than others.
- The envelopes may be soft but the contents will feel hard.
- Somebody you do not know may have delivered the package by hand.
- The package may be wrapped more than normal.
- There may be poor handwriting, spelling or typing.
- The envelope or package may be wrongly addressed.
- It may come from somewhere unexpected.
- There may be too many stamps for the weight of the package.

If you are suspicious about a package, and there is an address on it, try to contact the sender. You should also ask whether anyone you work with is expecting a package.

- Put it down gently and walk away from it.
- Ask everyone to leave the area.
- Inform your manager, who will decide what action to take (e.g. evacuate building/call police).

- Other than a purpose built container, do not put the letter or package into anything (including water) and do not put anything on top of it.

3.0 TAKING PRECAUTIONS

The following steps should be taken by all staff to reduce the bomb threat. Some of these steps may also help to prevent other kinds of crime:

3.1 Basic security

- Ensure all exterior doors are shut, do not give security codes or keys away.
- Report any external lights that are not working, good security lighting may put terrorists off.

3.2 Keep the premises tidy

- If you keep the inside and outside of the premises tidy, there is less chance of somebody planting a bomb where no one will see it.
- Inside, try to reduce the number of places where a bomb could be hidden. Lock all cupboards and unused rooms, and decide whether you need all the furniture. Pay particular attention to public areas (including toilets) and keep them tidy.

3.3 Remain Vigilant

- Look out for suspicious or unusual behaviour and report anything that seems wrong or out of place.
- Make sure that people do not leave personal belongings on the premises without your permission.

Question people who are in an area where they should not be. In particular, look out for the following suspicious behaviour:

- Somebody leaving a package or other object in an unlikely place (for example, a doorway or flowerpot).
- Somebody placing (rather than dropping) something into a litterbin.
- In reception areas, somebody putting something in an unusual place (for example, amongst furniture) especially if somebody else is keeping a lookout for them.
- Make use of CCTV where possible.

4.0 DEALING WITH TELEPHONE WARNINGS

You may receive a telephone warning that a bomb has been planted in the premises or somewhere else. Try to get as much information as possible from the caller. Attached to this instruction is a checklist of what to do if you receive a threatening call. Copies of this checklist should be kept by the telephone so that anyone who receives a bomb threat can fill one in. The information on the checklist may help the police to trace the caller and to find the bomb.

If the caller tells you that the bomb is in the building, you will need to decide whether the threat is serious. There are no hard and fast rules about this. You should take into account whether Poole Housing Partnership's premises or its managed properties are at risk from a particular terrorist group. You should also think about the call itself. If, for example, the caller is drunk, or a child, you may decide that the threat is not serious.

In all cases, whether or not you think the threat is serious, you should inform your manager who will:

- **Phone the police immediately.**
- Decide whether to search or evacuate the area under threat.

5.0 ADVICE FOR MANAGERS ON RECEIVING A BOMB THREAT

Check building first (If a managed property the person in charge at the time is to check) and then move everybody out if you find something suspicious.

If you have any reason to believe that there is a bomb you should ask everyone to leave immediately. If not, you may want to search for the bomb first before you consider evacuation.

The police will not normally search the premises because they probably won't know the layout and the places where a bomb could be hidden. They will not know what should or should not be in any particular place, but they will give you advice on searching, evacuating and re-entering the building. Within the offices those personnel nominated as fire wardens will also act as searchers, all staff should check their own surroundings for anything unusual.

When you search, you must be very thorough. Check the whole of the floor area, the furniture and the fittings right up to the ceiling. Don't forget cloakrooms, store-cupboards, passageways and stairs. Remember to include the car park and other areas around the building. You are looking for something that should not be there, something that is out of place, something that nobody can recognise or explain.

If you find something that you think may be a bomb, move everybody away from it. If you are in the offices move everybody out of the building to the designated assembly point. Call the police if you have not already done so.

Do not touch or move the suspicious object.

6.0 RE-ENTERING THE OFFICES

If you have evacuated the offices without searching and there has not been an explosion, you will have to think about going back in. Don't allow anyone to re-enter before the building has been thoroughly searched. If you were given a time for the explosion over the phone you must allow at least one hour after that before you start your search.

7.0 SUMMARY

- On receipt of a bomb threat inform your manager. If on the phone complete the telephone checklist, try to keep them talking for as long as possible and try to get as much information as possible.

- **Inform the Police**

The manager should inform appropriate senior management/security staff who will decide upon the appropriate course of action. In properties under management the person in charge at the time will inform the police, then

- The relevant Poole Housing Partnership Limited's property manager.
- Inform staff by quickest means – verbally / phone / public address system and get staff to check their own surroundings.
- Assemble Fire Wardens and arrange for a search of the areas to which the public has access (reception areas, toilets, interview rooms, sales areas etc.).
- Secure offices/sales areas/premises/managed property to prevent public entry display notices (handwritten if necessary) on doors.
- Evacuate building and go to a safe area away from the building.

TELEPHONE CHECKLIST
WHAT TO DO IF YOU RECEIVE A TELEPHONE BOMB THREAT

*If possible, tell someone else immediately so that they can tell their Manager or Security staff. **Do not put down the handset or stop the conversation.***

Ensure the caller is aware that he is speaking to staff from Poole Housing Partnership’s premises (this may confirm that the caller has contacted the intended target).

Try to keep the caller talking (apologise for a bad line, ask him or her to speak up and so on). Get as much information as you can.

Fill in this form as you go along. Ask the questions below if the caller does not give you the information that you need. Try and ask them in the order they appear so that you don’t miss any out.

Message (exact words)

.....
.....
.....

Ask the following questions (note time telephone call received):

Where is the bomb?

.....

What time will it go off?

.....

What does it look like?

.....

What kind of explosive is in the bomb?

.....

Why are you doing this?

.....

What group are you from?

.....

When the call has finished give this form to your Manager / Security staff who will decide what to do next. The more information you can get, the easier it will be to decide whether the warning was serious or not. In all cases the Police must be told as soon as possible, even hoax calls can result in imprisonment.

FILL IN THESE DETAILS AS SOON AS POSSIBLE (Tick appropriate box)

The Caller

Man	<input type="checkbox"/>	Woman	<input type="checkbox"/>	Child	<input type="checkbox"/>
Old	<input type="checkbox"/>	Young	<input type="checkbox"/>	N/K	<input type="checkbox"/>

How they sounded (Tick appropriate box)

Drunk	<input type="checkbox"/>	Irrational	<input type="checkbox"/>	Rambling	<input type="checkbox"/>
Laughing	<input type="checkbox"/>	Serious	<input type="checkbox"/>	Hesitant	<input type="checkbox"/>
Confident	<input type="checkbox"/>	Nervous	<input type="checkbox"/>	Speech Impediment	<input type="checkbox"/>
Accent?					

Other details

(Tick appropriate box)

Was the caller reading the message? Or was it spontaneous

Distractions

Other noises on the phone line	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did the caller use a pay phone (pay tone or coins)?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did the caller use a car/mobile phone (intermittent)?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did you hear the operator?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Were there any interruptions to the call?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Other noises in the background (Tick appropriate box)

Traffic	<input type="checkbox"/>	Aircraft	<input type="checkbox"/>	Trains	<input type="checkbox"/>
Talking	<input type="checkbox"/>	Machinery	<input type="checkbox"/>	Music	<input type="checkbox"/>
Children	<input type="checkbox"/>	Typing	<input type="checkbox"/>		

Give details:

Anything else:

Your Name:

Number you received the call on:

When the call has finished give this form to the Director / Manager / Security staff, they will decide what to do next