

TELEPHONE WARNING CHECKLIST

Checklist of actions to be taken on receipt of a bomb threat:

- Immediately alert someone else if possible (so that your Line Manager may be informed) but **DO NOT PUT THE CALLER ON HOLD OR CUT OFF THE CALLER**
- Obtain as much information as you possibly can (see further below for what to ask);

The source of the call can often be detected using modern technology

- Try to keep the caller talking (apologise for a bad line, ask the caller to speak up, to repeat important pieces of information, etc.);
- **KEEP TELEPHONE LINE OPEN** (even if the caller has hung up)

Part 1

Message (exact words):

Where is it?

What time will it go off?

What does it look like?

What kind of bomb is it (type of explosive)?

Why are you doing this?

Who are you?

Name:

Address:

Telephone Number:

Date and Time of call:

When the call has ended, give this sheet to your Line Manager who should immediately contact the 'Premises Responsible Person'. The more information you gather, the easier it will be to determine whether the warning was genuine or not.

Now complete Part 2 of this checklist and give immediately to your Line Manager

Part 2

Details of Call					
Man		Woman		Child	
Old/Young		Not known			
Speech					
Intoxicated		Irrational			
Rambling		Speech Impairment			
Laughing		Serious			
Accent					
Distractions					
Any noise on line		Coin operated phone box			
Operator		Interruptions			
Anyone in background					
Other Noises					
Traffic		Talking		Typing	
Machinery		Aircraft		Music	
Children		Other			

Name of employee taking call:

Number of telephone on which call received:

Number displayed on caller ID:

Time Police informed:

By whom:

Now give this sheet to your Line Manager and be available to be interviewed by the Police.