



## BOMB THREAT CALL PROCEDURES

Most bomb threats are received by telephone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on this card.

### If a bomb threat is received by phone:

1. Stay calm—control your breathing. Keep the caller on the line for as long as possible. DO NOT HANG UP.
2. Listen carefully. Be polite and show interest. Do not interrupt.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call Security or, as soon as the caller hangs up, immediately notify Security (336-841-9111, ext.9111).
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as many details as you can remember. Try to get their exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact HPU Security and await further instructions.

### If a bomb threat is received by handwritten note:

- ◆ Call HPU Security at 336-841-9111
- ◆ Handle note as minimally as possible

### If a bomb threat is received by email:

- ◆ Call HPU Security at 336-841-9111
- ◆ Do not delete the message

### Signs of a suspicious package:

- ◆ No return address
- ◆ Excessive postage
- ◆ Stains
- ◆ Strange odor
- ◆ Strange sounds
- ◆ Unexpected delivery
- ◆ Poorly handwritten
- ◆ Misspelled words
- ◆ Incorrect titles
- ◆ Foreign postage
- ◆ Restrictive notes

## BOMB THREAT CHECKLIST

DATE:

TIME:

Time Caller

Hung Up:

Phone number of caller:

### Ask Caller:

- Where is the bomb located?
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- Why?
- What is your name?

### Exact Words of Threat:

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### Information about Caller:

- ◆ Where is the caller located: (Background and level of noise)
- ◆ Estimated age:
- ◆ Is voice familiar?
- ◆ Perceived race of caller:
- ◆ Other points:

#### Caller's Voice

Male Female

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

#### Background Sounds

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

#### Threat Language

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

#### Other Information:

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