



EGOLI EAST – BOMB THREAT PROCEDURE

Telephone Bomb Treat Procedures:

Read this through, regularly, to familiarise yourself with the contents and the recommended procedure.

Telephonic bomb threats are usually brief and unlikely to be repeated. The person receiving a call should do the following:

1. Remain calm and courteous.
2. Do not attempt to have the call transferred, but rather attempt to keep the caller talking. An apology for a bad line, asking the caller to speak up or even being extra friendly, sometimes ensures continuous discussion.
3. If possible, ask the following questions, as you proceed;
 - a) When will it explode? _____
 - b) What type of bomb is it and how big? _____
 - c) Where is the bomb? _____
(Building _____ Floor _____ Place _____)
 - d) What does it look like? _____
 - e) Why are you doing this? _____
 - f) Do you realize people will be hurt? _____
 - g) Where are you calling from? _____
 - h) Who are you? _____
 - i) What is your name? _____
 - j) Any messages? (Exact words) _____



4. Listen carefully and try to determine voice characteristics and background noises.
5. As soon as the caller has hung up, contact your Building Manager or the Security Control Room and report the call.
6. Thereafter complete attached form as accurately as possible and wait in your office for the Building Manager or Security member who will have been contacted.

DO NOT DISCUSS THE TELEPHONIC BOMB THREAT CALL WITH ANYONE ELSE, TO AVOID PANIC AND CONFUSION.

TELEPHONE BOMB THREAT CALL OBSERVATION

Determine the details of the caller by listening carefully (Tick as required)

Male / Female		Adult / Juvenile		Estimated Age	
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Call Box		Local		Internal		Long Distance	
European		African		Asiatic		Coloured	
English		SA English		Afrikaans		Foreign	
Excellent		Good		Broken		Assumed	
Fast		Slow		Stutter		Nasal	
Loud		Soft		High Pitch		Deep	
Pleasant		Raspy		Intoxicated		Muffled	
Calm		Angry		Rational		Irrational	
Coherent		Incoherent		Deliberate		Emotional	
Righteous		Laughing		Slurred		Lisp	

DISTRACTION: Background noises

Traffic		Trains		Aircraft		Animals	
Water		Winds		Quiet		Machinery	
Radio		Music		Telephones		Typewriter	
Children at play		Children crying		Adult Conversation		Adult Party	