

Title	<b>BOMB THREAT PROCEDURE</b>			Number	<b>E16</b>
Effective From:	16.01.13	Duration:	No end date	Review:	01.06.24
Author:	Scott Barnes			Version:	1.4
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## Version Control

DATE	CHANGE	CHANGED BY
16.01.13	Original Version	BM
06.02.15	Reviewed, no change	BM
28.04.16	Reviewed, minor changes only	SB
29.03.19	Reviewed, minor changes – new www link, update of Appendix 1	SB/SBr

## 1. Introduction

It is important that staff know what to do if they receive a bomb threat call or discover a suspect package at Badger House or any of the Treatment Centres.

Staff awareness is particularly important during periods when the UK Threat Level is severe or critical or the local circumstances indicate an increased risk. The UK Threat Level systems are based on the assessment of a range of factors including current intelligence, recent events and what is known about terrorist intentions and capabilities. This information may well be incomplete and decisions about the appropriate security response are made with this in mind.

Together with the detailed assessments behind them, this analysis informs security practitioners in key sectors and the police of the potential threat of terrorist attack. Threat assessments are also produced as necessary for individuals and events. There are five threat levels which inform decisions about the levels of security needed to protect our Critical National Infrastructure (CNI).

- Low - an attack is unlikely
- Moderate - an attack is possible, but not likely
- Substantial - an attack is a strong possibility
- Severe - an attack is highly likely
- **Critical** - an attack is expected imminently

For more information go to the following website:

<https://www.gov.uk/terrorism-national-emergency/counterterrorism>

## 2. Aim

The aim of this procedure is to ensure that all staff who could conceivably receive a bomb threat are trained in handling procedures or have ready access to instructions or cards to enable them to respond quickly and efficiently in dealing with a threat.

## 3. Scope

The scope of the procedure is to:

- Establish a procedure which is clearly understood and followed by all staff in the event of a bomb alert occurring within Badger or at its Treatment Centres.
- Establish a procedure for reporting suspect packages or devices
- Provide action cards for key personnel as defined in this procedure
- Provide checklists for front line staff
- Ensure compliance with Treatment Centre landlords bomb threat procedures.

## 4. Roles and Responsibilities

### 4.1 Chief Executive

Is responsible for ensuring that duties contained within this procedure are adhered to and reviewed on a regular basis.

### 4.2 Security Management Director (Director of Service Delivery)

Is responsible for ensuring that the prescribed duties in this procedure are updated in line with current guidance.

### 4.3 Operations Manager

Is responsible for security management issues within Badger and will undertake risk assessments and investigation into security incidents. Will liaise with Badger landlords to ensure compliance with locally determined procedures.

### 4.4 Incident Control Officer (ICO)

Is the most senior operational member of staff on site. During the out of hours periods, the Team Leader (Badger House) or Primary Care Centre Receptionist will perform this role.

### 4.5 Fire Wardens

Are responsible for ensuring all staff, visitors and patients to premises occupied by Badger are evacuated to a place of safety in the event of a fire or bomb alert.

## 5. Bomb Threat Procedure

### 5.1 Threat Received over the Telephone – Badger House

The telephone call may be the only contact with the person making the threat and therefore it is essential to gather as much information as possible. The checklist shown at appendix 1 should be completed. This is also stored in the Communications tab in adastra, the Operations manual and on the Fire Marshals clipboard on each floor.

Depending on the time of day/location that the call is received the recipient should carry out the following actions:

#### Normal Office Hours

- Records all details using the checklist
- Alert a colleague who should call the Duty Manager/Fire Marshal
- Alert the CEO/Medical Director and the Director of Operations.

The Duty Manager will assume the role of Incident Control Officer (ICO) and will in conjunction with senior colleagues assess the risk and determine a course of action to be followed.

If an immediate risk is identified, the Duty Manager will contact the emergency services by dialling **999**. This information will be recorded on the checklist (appendix 1).

When the emergency services arrive, the ICO will provide them with all of the relevant information and follow their instructions.

In the event of a building evacuation, the actions described in the Business Continuity plan should be followed.

#### Out of Hours

- Records all details using the checklist
- Alert the Team Leader or Assistant Team leader who should call the Duty Manager
- Alert the CEO/Medical Director and the Director of Service Delivery.

The Team Leader will assume the role of Incident Control Officer (ICO) and will in conjunction with senior colleagues assess the risk and determine a course of action to be followed.

If an immediate risk is identified, the Team Leader will contact the emergency services by dialling **999**. This information will be recorded on the checklist (appendix 1).

When the emergency service arrives the ICO will provide them with all of the relevant information and follow their instructions.

In the event of a building evacuation, the actions described in the Business Continuity plan should be followed.

## 5.2 Threat received over the telephone – Treatment Centres

The telephone call may be the only contact with the person making the threat and therefore it is essential to gather as much information as possible. The checklist shown at appendix 1 should be completed. This is also stored in the Communications tab in adastra, the Operations manual and in the Site Manual.

The Duty Receptionist will assume the role of the Incident Control Officer and will, in conjunction with local Incident Control Officers<sup>1</sup> follow the local procedures.

The Duty Receptionist will liaise with the Duty Team Leader, who will divert patients to other Treatment Centres as described in the Badger Business Continuity Plan.

## 5.3 Hand delivered or mailed bomb threats – Badger House

If you receive a hand delivered or mailed bomb threat, avoid unnecessary handling of the envelope or its contents. The recipient should contact the Duty Manager (In hours) or Team Leader (out of hours) for more advice.

If an immediate risk is identified, the Duty Manager or Team Leader will contact the emergency services by dialling **999**.

## 5.4 Hand delivered or mailed bomb threats – Treatment Centres

If you receive a hand delivered or mailed bomb threat, avoid unnecessary handling of the envelope or its contents. The recipient should contact the local Incident Control Officer and the Duty Team Leader.

## 5.5 Postal Bombs, Suspect Packages and Devices

It is the responsibility of all Badger employees to report any suspect packages or devices left unattended on premises used by Badger to the Duty Manager or Team Leader. The evidence should be kept safe until the Police arrive. For advice on identifying suspect packages see appendix 2.

If you are in any doubt about a package or object **do not attempt to investigate, open or move the package**. The Duty Manager, Team Leader or Local Incident Control Officer will assess the credibility of the threat and call the Police on **999**.

If a decision is made to evacuate Badger premises, the procedure described in the Badger Business Continuity plan should be followed.

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<sup>1</sup> Nominated site contact for premises leased to Badger

## **5.6 Bomb Alarm**

### **Badger House**

The fire alarm activation switch should be used to sound the alarm to evacuate the building. This should only be used on the advice of the Duty Manager or Team Leader.

### **Treatment Centres**

Information on activating the bomb alert alarm is described in the respective site manuals for each centre.

## **5.7 Evacuation and Stand Down**

The fire evacuation procedure described in the Fire evacuation procedure should be followed.

# Appendix 1 – Telephone Bomb Threat Checklist



## Telephone Bomb Threat Checklist

Listen carefully to the caller

Record the EXACT wording of threat

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

CODE Word (if provided) .....

If possible ask the following questions:

Where is the bomb placed? .....

When will it explode? .....

What does the bomb look like? .....

What kind of bomb is it? .....

What will cause it to explode? .....

Did you place the bomb? ..... Why?.....

What is your name? .....

Where are you calling from? .....

What is your telephone number? .....

What is your address? .....

Time of call: ..... Time call completed: .....

Date of call: .....

The telephone number that the call was received on: .....

If your telephone automatically reveals the number of the caller, note it down .....  
Or, if the service is available, dial 1471 once the call is over.

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**About the Caller**

Male  Female   
Child  Youth  20-30  30-40  40-50  50-60   
Elderly

**Language Used**

Well spoken  Poorly Educated  Foul  Incoherent   
Read from prepared message  Spontaneous  Taped Message

**Caller's Voice**

Calm  Angry  Rational  Deliberate   
Emotional  Stutter  Slow  Hurried   
Deep  Soft  Hostile  Drunk

What accent?

Was the voice familiar?

Who did it sound like?

**Background Sounds**

Traffic  Other Voices  Music  Machinery   
PA System  Static  Clear  Other

Any other information or remarks:

**Your Details:**

Name: ..... Department: .....

Signature: ..... Date: .....

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## Appendix 2 – Advice on Suspect Packages/Letter Bombs

The following is an extract from guidance published by West Midlands Police.

### Remember the 7S's

**Size:** is the letter big enough to house a device without being obvious e.g. Jiffy bags, videotapes etc?

**Shape:** Is the shape irregular e.g. lumps denoting possibility of batteries or switching gear? Do not bend though.

**Sender:** Do you recognise who sent it from the postmark, label or typeface. Do they match? Can you check with the recipient?

**Stamp:** Are there no stamps or is it over stamped? Is the postmark blurred? Smudged or missing altogether?

**Seal:** Has the letter been sealed more securely denoting it is containing something that must not fall out use of tape, staples etc?

**Stain:** Is there an oily stain showing through the envelope or oily finger marks on the outside? Some explosives weep/sweat small amounts of liquid that will produce stains.

**Smell:** Explosives can smell, the smell of almonds or marzipan is suspicious. Equally an overpowering smell of perfume (for example) could be used to try and disguise this.



## Appendix 3 – Guidance on Performing Searches

After seeking advice from the Police on the decision to undertake a search, the ICO will decide how many search teams are required and where they will operate. The ICO will organise and dispatch the search teams.

Badger will only be responsible for searches of Badger premises, adjacent public areas are the responsibility of the Police.

### Search Process

Staff involved in searching premises must be familiar with the search area and what they would normally expect to find there. They do not need to be experts in explosives, they should look for anything that should not be there or is out of place in the setting and cannot be accounted for.

Search teams should operate in pairs as a minimum and should stay within earshot of each other at all times.

If a potential device is found, the area should be cleared immediately and held secure while one member of the team reports immediately to the ICO.

### Search Location

The search should concentrate initially in parts of the building which are generally accessible to the general public. It should then move to locker rooms, rest rooms, stairwells and fire escapes. Particular attention should be given to areas where inflammable materials are stored and where gas, electric and fuel services are stored.. The exterior of the premises including parking areas should be included.

The search team should look for something, or someone, out of place in that area, although the device may have been designed to be innocuous in the surroundings. A device can range from the most overt bundle of dynamite and clock to a cleverly concealed ordinary object such as a briefcase or thermos flask, etc.

The search should be carried out methodically, moving in one direction around the area to be searched. It should be carried out in 3 sweeps.

#### Sweep 1

Edges of the room/area, wall from top to bottom and floor areas at the bottom of the walls. Start and finish at a doorway where it began.

#### Sweep 2

Furniture and floor areas. Furniture should not be moved, drawers should be opened and gaps in and under furniture should be checked. If the floor covering shows signs of recent disturbance it should be checked.

### Sweep 3

Ceiling area, start in one corner and systematically cover the whole area.

On completion of the search the ICO must be informed of the findings. The ICO will record this on the control sheet.

Members of the search teams should not touch or move any suspect devices. If a suspect device is found a warning notice should be placed near to the device and then stay as far away as possible, preventing others from entering the area. The ICO should be informed immediately so that the Police can be informed. **Caution should be taken when using mobile phones in the vicinity of the device as this may trigger it.**

### Key Rules

- Do not touch or move a suspect device
- Leave a distinctive marker near the device so that it is easily recognisable.
- Inform the ICO immediately; avoid using mobile phones, or radio equipment close to the device.
- Move away from the device to a safe location.
- Where a time for an explosion has been given ensure that all staff and search teams are evacuated at least 20 minutes before the deadline.

### Review

A review meeting will be held following any incidents and procures updated if necessary. A full report will go to the Executive Team and the Board at their next meeting.