

Security Alert Procedure



Procedure

Remain calm and do not panic

AT NO TIME should you interrupt the caller. **LISTEN** very carefully to what is being said and use the two forms attached to this document as follows:

The first form is to be used DURING the telephone call when you should ask the questions to obtain as much information as possible from your caller.

The second form is to be used **AFTER** the caller has hung up when you should try to recall anything else about the caller, the conversation or other details that might prove useful to the company or to the Police.

When the caller has hung up, **DO NOT REPLACE YOUR RECEIVER.** In certain circumstances, leaving your handset off the hook may help the police trace the call.

FORMS FOR COMPLETION DURING A TELEPHONE SECURITY ALERT THREAT ARE ATTACHED.

Please follow instructions and complete BOTH forms.

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FORM 1 – To be completed DURING the telephone conversation

DO NOT PUT DOWN THE PHONE OR OTHERWISE CUT OFF THE CALLER

Obtain as much information as you can. Complete this form as you go along.

LISTEN VERY CAREFULLY TO THE CALLER

Write down the wording of threat:

Note the Telephone number on the LCD Display:

Ask these questions: *(even if the information is in the original message)*

How do I know this is not a hoax?

Are there any CODE WORDS?

Where is the security threat right now?

What TIME is it going to explode?

What does it look like?

What kind of security threat is it? *(eg. Explosive, incendiary, postal, vehicle, anthrax parcel)*

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Why are you doing this?

Who are you / Who do you represent?

Are you part of a religious organisation? (*Which?*)

Time call complete:

**DO NOT HANG UP AT THE END OF THE CALL – KEEP
TELEPHONE LINE OPEN**

When the call is FINISHED:

- 1 contact the Duty Manager**
- 2 complete Form 2**

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FORM 2: To be completed IMMEDIATELY AFTER the call is terminated

List as many details as possible

(Tick boxes as appropriate)

About the Caller: Man Woman Child Old Young
 Age Unknown

Voice and Speech: Loud Soft Raspy Pleasant Deep Pitch
 Normal Pitch High Pitch Distinct Distorted Slurred
 Impediment Intoxicated Fast Normal Slow
 Message sounded Read Message sounded Spontaneous
 Local Accent Foreign Accent (identify?

Command of Language: Excellent Good Fair
 Poor Not sure

Manner: Calm Angry Laughing
 Serious Rational Irrational
 Emotional Unemotional Coherent
 Rambling Incoherent Obscene
 Courteous

Distractions: Noise on line Clear line Sound of coins or paytone
 Operator heard Someone in background
 Other Distractions (identify?

Background Sounds: Traffic Aircraft Railway Station
 Airport Trains Indoors
 Outdoors Unknown Machinery
 Music Voices Children
 Other Noises (identify?

Other Clues to Location (identify?

Other Comments:

| | |
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| CALL RECEIVED BY: | TIME RECEIVED: |
| DATE: | DURATION OF CALL: |
| ON LINE/EXTN: | |