

Bomb Threat

A. Identification

All organizations need to be aware of the potential for bomb threats and suspicious packages. This plan applies to bomb threats received and suspicious packages identified by the building or a tenant.

When planning a response procedure for a bomb threat or suspicious package there are a number of factors to be considered. The preservation of life is always the most important consideration, and the protection of property is second. Unfortunately, no single course of action will always be suitable, and each situation must be evaluated on an individual basis.

B. Mitigation

1. Consider installation of bomb resistant glass or window film (very costly).
2. Consider installing bollards, or other barriers to defend against car and truck bombs.
3. Scan all deliveries for explosives and hazardous substances.
4. Scan all handbags and briefcases for explosives and hazardous materials.
5. Train JLL employees and tenants in standard bomb responses; searching; etc.
6. Limit access into loading dock, and search all vehicles prior to entry.
7. If you have an indoor parking structure, do background check on all monthly parkers. Conduct a search prior to vehicles parking.
8. Develop procedures to verify outdoor parkers are authorized.

C. Response Plan

Do not communicate using two-way radios or cellular phones during a bomb threat search due to the fact that certain types of explosive detonators may be triggered by radio signals in the immediate area.

1. Contact 911. Tenant
 2. Contact building security office. Tenant
 3. Review, bomb threat check list with call taker. Review findings with Police. Tenant
 4. Threats against a particular tenant:
 - a. Have tenant conduct a visual search in their area.
 - b. Individuals should not touch anything that is suspicious.
 - c. Report any suspicious object. Instruct tenants to leave door, desks, etc. unlocked to assist bomb squad personnel in their search.
 - d. If a suspicious object is found, perform partial building relocation (see relocation procedure) of that tenant's floors plus two floors above and two floors below. Incident Commander
 - e. Permit use of elevators for relocation of people with disabilities.
 - f. Secure one elevator at lobby for use by Police/Fire Department.
- Turn off all electronic equipment (cell phone, radios, pagers) and conduct search of common building areas with building staff, and tenant staff if it involves a specific tenant.). Incident Commander/Security

- g. Notify Crisis Management, Emergency Management Team. Security/ Incident Commander
 - h. Prohibit entry of visitors into the building. Security
 - i. Consult with Police/Fire Departments upon their arrival. Follow their instructions. Incident Commander
5. For threats against the building with specific indication of where the potential bomb is located (through information from the caller):
- a. To verify suspicious object, have tenant conduct a visual search in their area. Incident Commander
 - b. Report any suspicious object. Instruct tenants to leave door, desks, etc. unlocked to assist bomb squad personnel in their search. Incident Commander
 - c. If a suspicious object is found, perform partial building relocation (see relocation procedure) of that tenant's floors plus two floors above and two floors below. Incident Commander
 - d. Permit use of elevators for relocation. Incident Commander
 - e. Secure one elevator at lobby for use by Police/Fire Department. Incident Commander/ Security
 - f. Notify Crisis Management, Emergency Management Team. Security/ Incident Commander
 - g. Prohibit entry of visitors into the building. Security
 - h. Relinquish control to Police/Fire Departments upon their arrival. Follow their instructions and provide assistance. Incident Commander
6. Threats against the building in general:
- a. Notify tenant safety contacts/floor wardens of the threat. Incident Commander
 - b. Have all tenants conduct a visual search in their area. Floor Wardens
 - c. Conduct visual search of common areas and mechanical spaces. Security/Engineering
 - d. Report any suspicious object. Instruct tenants to leave door, desks, etc. unlocked to assist bomb squad personnel in their search. Floor Wardens
 - e. If a suspicious object is found, perform partial building relocation (see relocation procedure) of that tenant's floors plus two floors above and two floors below. Incident Commander
 - f. Permit use of elevators for evacuation / Relocation of disabled tenants. Security

C1. Suspicious Package Response Plan

Caution: ****Do not communicate using two-way radios or cellular phones during a bomb threat search due to the fact that certain types of explosive detonators may be triggered by radio signals in the immediate area.****

Suspicious Package

Below is a list of suspicious package characteristics related to letters and packages:

- _ Letter bombs may feel rigid, or appear uneven or lopsided.
- _ Mail bombs may bear restricted endorsements such as "Personal" or "Private."
- _ The addressee's name/title may be inaccurate.
- _ Mail bombs may reflect distorted handwriting.
- _ The return address may be fictitious or absent.
- _ Mail bombs may have protruding wires, aluminum foil, or oil stains and may emit a peculiar odor.

- _ Cancellations of postmarks may show a different location than the return address.
- _ Mail bombs may have excessive postage.
- _ Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile- Handle with Care" or "Rush-Do Not Delay."
- _ Package bombs may have an irregular shape, soft spots, or bulges.
- _ Package bombs may make a buzzing or ticking noise or a sloshing sound.

Suspicious Package - Reactive Response Plan

1. Contact 911 Tenant
2. Contact building security office via land based phone, turn off all electronic devices (cell phones, pagers, radios). Tenant
3. Leave area immediately and close the door to isolate package. DO NOT attempt to move or isolate package in any manner. Tenant
4. Isolate/turn off HVAC to area containing suspicious package (not required if it's a closed package with no sign of leakage). Engineering
5. Perform partial building relocation (see relocation procedure) of that floor plus two floors up and two floors down. Incident Commander
6. Permit use of elevators to assist the relocation. Consideration should be given to using the elevator for people with disabilities and/or any person who needs assistance evacuating. Incident Commander
7. Secure one elevator at lobby for use by Police/Fire Department. Incident Commander/ Security
8. Notify Crisis Management, Emergency Management Team. Security/ Incident Commander
9. Prohibit entry of visitors into the building. Security
10. Relinquish control to Police/Fire Departments upon their arrival. Follow their instructions. Incident Commander

C2. Bomb Threat – Caller information sheet

The following checklist is from the Department of the Treasury Bureau of Alcohol, Tobacco & Firearms (ATF). Have the person receiving the bomb threat record as much information as possible and keep the caller on the line as long as possible. The person receiving the call should have someone else call 911 and the Security office at _____.

QUESTIONS FOR YOU TO ASK:

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb?

Yes No

7. Why?

8. What is the address?

9. What is your name?

EXACT WORDING OF BOMB THREAT:

DESCRIPTION OF CALLER Sex Male Female

Race: Age:

DESCRIPTION OF CALL

Time: Date:

Length of call:

Number at which call was received:

CALLER'S VOICE: (check all that apply)

<input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Excited <input type="checkbox"/> Slow <input type="checkbox"/> Rapid <input type="checkbox"/> Soft <input type="checkbox"/> Loud <input type="checkbox"/> Crying <input type="checkbox"/> Normal <input type="checkbox"/> Distinct <input type="checkbox"/> Slurred <input type="checkbox"/> Nasal <input type="checkbox"/> Stutter <input type="checkbox"/> Deep <input type="checkbox"/> Ragged	<input type="checkbox"/> Disguised <input type="checkbox"/> Accent <input type="checkbox"/> Lisp <input type="checkbox"/> Familiar <input type="checkbox"/> Clearing Throat <input type="checkbox"/> Deep Breathing <input type="checkbox"/> Raspy <input type="checkbox"/> Laughter <input type="checkbox"/> Cracking Voice <input type="checkbox"/> Whispered <input type="checkbox"/> Other <input type="checkbox"/> Familiar
---	---

If voice is familiar, who did it sound like? _____

Explain Other _____

BACKGROUND SOUNDS: (check all that apply)

<input type="checkbox"/> Street Noise <input type="checkbox"/> Crockery <input type="checkbox"/> PA System <input type="checkbox"/> Factory <input type="checkbox"/> Machinery	<input type="checkbox"/> Motor Static <input type="checkbox"/> Phone Booth <input type="checkbox"/> Office Machinery <input type="checkbox"/> Railroad <input type="checkbox"/> Clear Voices
--	--

<input type="checkbox"/> Airplane <input type="checkbox"/> Animal Noises <input type="checkbox"/> Music <input type="checkbox"/> House Noises	<input type="checkbox"/> Long Distance <input type="checkbox"/> Local Other
--	--

Explain other _____

BOMB THREAT LANGUAGE:

<input type="checkbox"/> Well Spoken (educated) <input type="checkbox"/> Foul <input type="checkbox"/> Irrational	<input type="checkbox"/> Incoherent <input type="checkbox"/> Taped <input type="checkbox"/> Message Read by Threat Maker
---	--

Remarks: _____

Your Name: _____

Your Phone Number: _____

Your Position: _____

Date Checklist Completed: _____

D. Recovery Plan

1. Owner, Tenant, and insurance notification. Emergency Manager

2. Establish Access. Emergency Manager

3. Tenant Notification of progress, schedule, and access potential.

Emergency Manager

4. Conduct post incident evaluation to assess mitigation and response to determine what worked during the event and what could be improved for the future. Emergency Manager

E. Announcements

Announcements for bomb threats should not be made. However, if a floor relocation, partial evacuation, or full evacuation is necessary use the following announcements.

For a Partial Evacuation: "Attention all persons on the ____ Floor. May I have your attention please on floor ____? Please exit the floor using the nearest and safest stairwell.

Proceed to the ____ floor in an orderly manner and await further instructions. Do not use the elevators." Repeat 3 times.

For Full Evacuation: "Attention all tenants of the ____ Building. Attention, all tenants of the ____ Building. May I have your attention please? This is a full building evacuation. Please leave the building and go to designated assembly area.

Repeat 3 times.