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Bomb Threat Procedure and Guidance

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Summary:	The purpose of this document is to detail the procedure and guidance to follow in the event of a bomb threat against the Trust.
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Bomb Threat Procedure and Guidance

Introduction

1. This procedure and guidance document is to support Trust Staff in the event of a bomb threat or suspect package (including those containing possible chemical, biological or radiological agent).
2. Most bomb threats are made over the phone, and the vast majority will be hoaxes. They are often made by malicious jokers, although terrorists do make hoax calls with the intent of causing alarm or disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the Police.
3. Calls fall into two general categories:
 - 3.1. Hoax threats designed to disrupt, test reactions or divert attention
 - 3.2. Threats warning of a genuine device. These may be attempts to avoid casualties or enable terrorists to blame others if there are. However genuine threats can also provide inaccurate information about where and when a device might explode.

Scope

4. This Procedure applies to all areas of the Trust, and all employees of the Trust, including individuals employed by a third party, by external contractors, as voluntary workers, as students, as locums or as agency staff and complements both the *Major Incident* and *Health and Safety Policies*.

Aim

5. The purpose of this document is to detail the arrangements for managing any bomb threat (both hoax and actual) to the Trust in order to safeguard life and minimise injury; protect property and assets; and to ensure the business continuity of the Trust.

Definitions

6. Bomb – a container filled with explosive or incendiary material designed to explode on impact, or for the purpose of this procedure, when detonated by a timing, proximity or remote-controlled device.
 - 6.1. Letter and parcel bombs
These are sent through the post and normally directed against specific organisations or personnel. These bombs will generally contain only small amounts of explosive. In general are designed to be victim operated (i.e. they detonate on opening).
 - 6.2. Anti-Personnel bombs/Anti Property bombs
These are used for indiscriminate attacks on people, with the aim to maim or kill as many individuals as possible, or on property with the intention of create maximum damage to buildings. These bombs can vary in size from a cigarette packet to +500lbs in a vehicle.

- 6.3. Incendiaries
These are simple devices containing anything from petrol to more sophisticated materials that allow longer and fiercer burning properties. These can range in size from cigarette packet size upwards.
- 6.4. The above examples could be delivered by means of the post, a vehicle or be hand carried (for example in a suitcase, briefcase, handbag, rucksack).
- 6.5. Any of the above examples could contain chemical, biological, radiological or nuclear (CBRN) elements.
7. The definition of a 'threat' is the expression of an intention to cause harm or pain.
8. Terrorism is defined as 'the unlawful use of violence and intimidation against persons or property (especially civilians) in the pursuit of political aims.
9. IED stands for Improvised Explosive Device

Organisational Responsibilities

10. **The Chief Executive Officer (CEO)** has overall responsibility for health and safety within the Trust and must ensure that all risks in relation to Security related incidents are identified and controlled as far as is reasonably practicable.
11. **Director of Clinical Services** as the nominated **Security Management Director** has executive responsibility for the management of Security related incidents within the Trust.
12. **All Clinical Directors, Operational Services Managers and Departmental Managers** are responsible for:
 - 12.1. Ensuring that risk assessments are carried out in their areas of responsibility to identify the potential for incidents of bomb threats and that action plans are put in place to address any significant risks identified.
 - 12.2. Ensuring all staff are made aware of the procedures to follow in the event of a bomb threat and that they remain vigilant within their area of responsibility for any signs of suspect behaviour or items out of place.
 - 12.3. Ensuring that following an incident involving a bomb threat the staff involved are debriefed and are aware of the support mechanisms in place for them, for example an Occupational Health referral.
13. The **Trust Security Manager/Local Security Management Specialist (LSMS)** is responsible for:
 - 13.1. Acting as a consultant to all levels of management and when requested, will assess current procedures and advise on the development of new procedures, as required.

14. **All Staff** are responsible for:
 - 14.1. Following any procedures, systems and advice introduced in order to reduce the risk of bomb threats to the Trust.
 - 14.2. Participating in any training made available to them by the Trust.
 - 14.3. Remaining vigilant in their areas of work to any suspicious behaviour or items out of place, and to report them immediately to their line Manager and Security
 - 14.4. Ensuring good housekeeping in their departments and areas to prevent any false bomb alerts and to ensure that anything out of place can be quickly identified.
 - 14.5. Immediately follow the instructions given to them by Security or the Police in the event of a bomb threat.

Organisational Arrangements

Responding to a bomb threat

15. **Discovery of a Suspicious Object**
 - 15.1. Bomb threats are a matter for the Police who must be notified via Switchboard using the emergency 4444 number. The member of staff calling must remain available for Security and the Police to speak to.
 - 15.2. Do not touch the object in any way
 - 15.3. Clear the immediate area surrounding the object and move other staff and patients to neighbouring areas, preferably out of line of sight with the object. Prevent others from entering the area.
 - 15.4. Windows should be left open
 - 15.5. Await further instructions from Security and/or the Police.
16. **Postal bombs**
 - 16.1. Postal bombs are designed to explode on opening. They will already have been through the postal system, and been handled roughly, so it is unlikely to activate if handled with care.
 - 16.2. Warning signs in determining a suspect package or letter include:
 - 16.2.1. Bulky uneven or lopsided packages or jiffy bags, unusually heavy for its size.
 - 16.2.2. More than the appropriate value of stamps for its size and weight.
 - 16.2.3. Greasy or oily stains on the envelope or an unusual smell e.g. like almonds, ammonia or marzipan.
 - 16.2.4. No return address or an address that can't be verified.
 - 16.2.5. Poorly or strangely addressed envelope e.g. bad spelling, incorrect title, or printed unevenly.
 - 16.2.6. Protruding wires or a small hole (like a pin hole) in the package wrapping or envelope.
 - 16.3. Place the item on a flat even surface.

- 16.4. Leave the room and instruct all other people to do so to. Close the door and prevent anyone from entering.
- 16.5. Call and inform Switchboard via the 4444 emergency phone line.
- 16.6. Await further instructions from Security and/or the Police.
17. **Receiving a Bomb Threat**
 - 17.1. Any telephone threat, written message or other means of communication alleging that a bomb has or will be placed must be taken seriously and reported immediately.
 - 17.2. Stay calm and try and obtain as much detail as possible.
 - 17.3. See **Appendix A** for a full action card and bomb threat information form.
 - 17.4. Call and inform Switchboard via the 4444 emergency phone line. Remain where you are to speak to Security and the Police.
18. **Searching**
 - 18.1. Initial searches of an area should be done by staff who are familiar with the affected area who will be able to identify items that are out of place quicker.
 - 18.2. Searches should be done in a methodical and systematic way, subdividing the area and marking each completed room/area off a search plan.
 - 18.3. Searches need to be three dimensional taking account of high locations as well as ground/floor level ones.
 - 18.4. Search Teams should aim to identify any items that:
 - 18.4.1. Should not be there
 - 18.4.2. Cannot be accounted for
 - 18.4.3. Appear to be out of place
 - 18.5. Any buildings named in a bomb threat should be searched first. Locations designated as evacuation assembly areas should be searched prior to being used.
 - 18.6. If a suspect package is found, the incident should immediately be handed over to the Police.
19. **Evacuation**
 - 19.1. The decision to evacuate will be made in conjunction with the Police.
 - 19.2. If the threat is within the building external evacuation may be considered, but if the device is outside the building it may be safer to stay inside.
 - 19.3. If the decision is made to remain in the building, move away from external walls and windows.
 - 19.4. If a suspected letter or parcel bomb is found, generally the room and the floor concerned would be evacuated along with the two floors immediately above and below.
 - 19.5. External assembly areas should be at least 500 metres away from the incident, and ideally not in a car park.

20. Armed attack

- 20.1. Anyone claiming to have a bomb or weapon on their person must be taken seriously, and the Police must be called.
- 20.2. Advice on what to do in the event of an armed attack can be found in the Security and Crime Prevention Policy or via the Security Intranet site: [Link](#)

21. References

Bombs – Protecting People and Property. Home Office Handbook for Managers – Fourth Edition

NHS Protect SMS Handbook – Bomb and similar risks or threats

Procedures for handling bomb threats – gov.uk

MI5 Security Advice – Bomb Threat check list

Centre for the Protection of National Infrastructure advice on bomb threats and evacuation – www.cpni.gov

22. Document History:

Version	Date	Author	Status	Comment
0.1	October 2016	Rachel Collins	Draft	
0.2	Nov 2016	Rachel Collins	Draft	
1.0	01/12/2016	Rachel Collins	Approved	

Appendix A

Action on receipt of a bomb threat

It is recommended that this list is attached to a firm background, and be available immediately to every switchboard operator/help desk.

In receipt of a bomb threat:

DO NOT PUT THE HANDSET DOWN OR CUT OFF THE CALLER. Obtain as much information as possible.

1. Stay calm
2. Turn on recording equipment if available
3. Note the telephone number if a caller display exists
4. Note the details of the conversation on the bomb threat form
5. Ask questions if you are unsure of what was said and to gain extra information
6. At the end of the call activate any call trace facilities (e.g.1471)
7. Immediately call the Police via the 999 system
8. Inform your Manager
9. Inform Security via the 4444 system
10. Complete as much detail as possible on the bomb threat form
11. Remain available to speak to the Police/Security with the form and any recording.

Complete this form as you go along, asking questions in sequence as necessary

Threat Message (Exact Words)

Where is it?	
What time will it go off?	
What does it look like?	
What type of bomb is it? (type of explosive)	
What will cause it to go off?	
Did you place the bomb?	
Why are you doing this?	
Who do you represent?	
What is your name?	
What is your address?	
Telephone number	

Oxford University Hospitals

Complete the following as soon as practicable

Fill in details or circle as appropriate

Operator/Receiver's Name				
Extension Number			Date of call	
Time of call			Length of call	
Origin of call				
Internal	Local	Long distance	Booth	Mobile
Details of the caller				
Man	Woman	Child	Old/Young	Approx Age:
Callers Voice				
Characteristics	Speech	Language	Accent	Manner
Loud Soft	Fast Slow	Well spoken	Local	Calm
High Deep	Distant	Educated	Foreign	Rational
Pleasant	Stutter	Good	Racial	Coherent
Intoxicated	Slurred	Poor	Not local	Deliberate
Angry	Lisp	Foul	Regional	Righteous
Taped	Distorted	Irrational	Nasal	Angry
Being read	Nasal	Incoherent		Emotional
Disguised	Distinctive			Laughing
Deep breathing	Raspy			Crying
Exited	Cracking voice			
Did the caller sound familiar. If so who did it sound like?				

Background Sounds			
Someone in the background	Street Noises	Crockery	Interruptions
Voices	PA System	Music	House Noises
Animal Noises	Motors	Office Machinery	Factory Machinery
Street Traffic	Static	Aircraft	Children
Bedlam	Mixed	Trains	Quiet
Party Atmosphere	Other		

Notes/Additional information
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.....
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Appendix B

Contact numbers

During working hours

Trust Security Manager/Local Security Management Specialist (01865 2) 23313

EMERGENCY RESPONSE

Dial **4444** -To be used for any bomb threat or suspect package

Site Officers	Bleep	Extension	Mobile
JR	1371	57727	07500 129310/Internal #6290
HGH	503	29258	07500 129313
CH	5080	25466	07500 129311
NOC	207	38012	07736 846907

Appendix C

Dealing with Suspect Packages



7 Key Principles

1. Do not touch suspicious items
2. Move away to a safe distance
3. Prevent others from approaching
4. Communicate safely to staff, visitors and the public
5. Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover
6. Notify security via 4444
7. Ensure that whoever found the item or witnessed the incident remains on hand to brief security.

Action will depend on the nature of the device and the location, but the general "golden rules" are:

- Do not touch the item or move it
- Move away from it immediately and keep others away
- Communicate what has been found to Security, using hand-held radios or mobiles only once out of the immediate vicinity and line of sight of the suspect item
- Remain on hand to brief security on the exact location and its description.
- Security should liaise with the first police officers on the scene regarding safe evacuation distances.

Any one of these indicators should alert you to the possibility that a letter or package is an explosive device

- Any unusual smell
- Delivered by hand or an unknown source
- Excessive wrapping, tape or staples
- Too many stamps for its weight
- Came from unexpected source
- Envelope or package heavy for its size
- Weight distribution uneven
- Visible wire or tin foil
- Poor handwriting, spelling or typing
- Wrongly addressed
- Grease marks on the envelope or wrapping



EVACUATION GUIDELINES:

- Remain calm
- Follow instructions of your supervisor or implement fire evacuation plan
- Take your personal property with you, i.e. briefcase, purse, etc.
- **Follow the instructions of security staff**