[Insert organisation name/logo]

# PHONE THREAT CHECKLIST

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| **INITIAL RESPONSE** | * **Keep calm** * **Don’t hang up** * **Keep the caller talking** * **Note time of call** * **Note digital display on telephone** |

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| **General questions**   * What is it? * When is the bomb going to explode? * What is in the bomb? * Where did you put it? * What does it look like? * How will the bomb explode? * When did you put it there? * Who put it there? * Why did you put it there? | **Callers voice**   * Accent * Any impediment * Voice is loud soft, etc. * Speech is fast, slow, etc. * Manner is calm, emotional, etc. * Did you recognise the caller? * Who do you think it is? * Was caller familiar with the area? |
| **Background noises**   * Street noise * House noise * Aircraft * Voices * Music * Machinery * Local or STD call | **Threat language**   * Well spoken * Incoherent * Irrational * Taped * Message read by caller * Abusive |
| **Call details**   * Duration of call * Number called | **Other details to consider**   * Gender of caller * Estimated age * Detail exact wording of threat |

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| **DURING AND/OR AFTER THE CALL** | * **Notify CEO/Manager** * **Notify emergency services by phoning 000** * **Makes notes of call based on above prompts** |

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| **Contacts** | | |
| **[Insert organisation name] CEO** | **[Insert name]** | **[Insert phone number]** |
| **[Insert local police station]** | | **[Insert alarm contractor phone number]** |