

Communities Against Terrorism

Responding to Bomb Threats – Telephone Procedures

What Should I Do?

Most bomb threats are made by telephone to places of employment. When you are prepared for such a call, you can respond in a calm manner, ask for specific information about the bomb and listen for some identifying characteristics of the caller.

The following guide will help you record the details of a bomb threat made by telephone.

When a bomb threat is received:

- Listen
- Be calm and courteous
- Do not interrupt the caller
- Obtain as much information as possible

Details of the bomb threat to be recorded:

- Date
- Time
- Duration of call
- Exact wording of the threat

Questions to ask:

- What time will the bomb explode?
- Location of the bomb?
- What does it look like?
- Why did you place the bomb?



When receiving a bomb threat by telephone keep the caller on the line as long as possible. Pay particular attention to background noises such as music playing, vehicle traffic and any other noise which may give a clue as to the location of the caller.

Listen closely to the voice, the mood of the caller, accents or speech impediments.

Remain available in the event that law enforcement personnel want to interview you.

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Terrorism may be national or international in scope, but terrorist incidents occur locally and are preceded by a number of pre-incident activities. Individuals in the community are key to identifying these pre-incident activities. By learning what to look for, **you** can aid law enforcement officials in protecting the homeland.

Your knowledge can be an invaluable resource to the law enforcement community. In your business arena, **you** are best informed about what constitutes suspicious activity.

By being aware of what to look for and knowing how to report suspicious behavior, **you** can make a positive contribution in the fight against terrorism. The **partnership between the community and law enforcement** is essential to the success of anti-terrorism efforts.

It is important to remember that just because someone's speech, actions, beliefs, appearance, or way of life is different, it does not mean that he or she is suspicious. Instead, focus on behavior and activities that are unusual or out of place for the situation and that appear to be suspicious.

The activities outlined on this handout are by no means all-inclusive but have been compiled from a review of terrorist events over several years. Some of the activities, taken individually, could be innocent and must be examined by law enforcement professionals in a larger context to determine whether there is a basis to investigate.

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Potential Indicators of Terrorist Activities Related to Bulk Fuel Distributors



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