Telephone Information

Bomb or Threat Warning Procedure
and Dealing with Abusive Calls

You are not expected to listen to abusive or nuisance calls however it is essential that everyone is aware that the University may receive bomb threats or other information regarding a threat to University staff, students or property. If you receive a threat by telephone, you must follow this procedure:

1. As soon as it is made clear that the caller is making a threat, let him or her finish their message without interruption.

2. If possible activate any recording process such as an answerphone or tape recorder (if fitted)

3. If a response is essential, keep the answer to one or two words. Whilst the caller talks, get the message exactly and also write down information on the form below:

Threatening Phone Calls

Note the threat:

Write down the wording of the threat as accurately as possible: Include if possible:

- Location
- Description
- Threat description – where, when, how, why, who?
- Bomb type and what will make it explode?

Ask the following questions:

- What is the nature of the threat or what is the target?
- How can we stop it going off?
- Did they place the bomb?
- Who do they represent?
- Where are they calling from?
- Will they call again and when?
- What is their name?
What is your name? _______________________________________________________________________

What is your address? ____________________________________________________________________

What is your telephone number? _______________________________________________________________________

Where automatic number reveal equipment or caller ID is available, record the number shown:
____________________________________________________________________________________

Call the Emergency Line immediately on 888 (or 222 from RKCSB Extns.) to report the call in the first instance. The Security Staff will call the police on your behalf.

Name of the persons informed: __________________________________________________________________

The following part should be completed once the caller has hung up and the Security has been informed.

Time and date of call: ______________ ____________________________

Length of call: ____________________________________________________________________________

Number at which call was received (i.e. your extension number): _________________________________

About the caller:

Gender of caller: __________________________________________________________________________

Estimated Nationality or Accent: ______________________________________________________________

Approximate Age: __________________________________________________________________________

Threat language (tick)

☐ Well spoken?
☐ Irrational?
☐ Taped message?

☐ Offensive?
☐ Incoherent?
☐ Message read by threat-maker?

Caller's voice (tick)

☐ Calm?
☐ Crying?
☐ Clearing throat?
☐ Angry?

☐ Disguised?
☐ Slow?
☐ Lisp?
☐ Accent? If so, what type?

☐ Nasal?
☐ Slurred
☐ Excited?
☐ Stutter?

☐ Rapid?
☐ Deep?
☐ Hoarse?
☐ Laughter?

☐ Familiar? If so, whose voice did it sound like? _______________________________________________
Telephone Information

Background sounds (tick)

☐ Street noises?
☐ House noises?
☐ Animal noises?
☐ Crockery?
☐ Motor?
☐ Clear?
☐ Pub/Club?
☐ Voice?

☐ Static?
☐ PA system?
☐ Booth?
☐ Music?
☐ Factory machinery?
☐ Office machinery?
☐ Crowd/group?
☐ Other? (specify)

Other remarks

___________________________________________________________________________________________

Signature: ___________________________ Name: ________________________________

Date: ______________

Pass completed form to Security immediately

Nuisance or Abusive Calls

If you receive a nuisance or abusive call or a series of calls please feel free to put the telephone down, however for evidence purposes note down as much detail as possible using the form above and report it to the Security Office on Ext 2023.