

## Workplace Violence Training Program: Bomb Threats & Terrorism

### Tips to Prepare for Training Session

#### Before delivering your training:

- Talk to a security expert inside or outside your workplace to identify risk areas and what can be done to make them less vulnerable.
- Generate three or four bomb threat scenarios that you can role play during the training session.
- Do the same thing with terrorist attack scenarios that you and your trainees can out.

#### Start Session with Fatality Report

First, ask your trainees to talk about their safety and security concerns. Then present the fact that a total of 2,886 work-related fatalities resulted from the events of September 11, 2001. The events of that day killed persons from a wide range of backgrounds—janitors to managers, native and foreign-born workers, and the young and the old—who were at work in the World Trade Center and the Pentagon, or traveling or serving as crew members aboard the commercial airliners that crashed in Pennsylvania, New York City, and Virginia, not to mention firefighters, police officers, EMTs, and other rescue personnel.

#### Deliver This Safety Talk

Terrorism is politically motivated, pre-planned violence, usually caused by a group trying to influence an audience. The attacks typically are designed to disrupt security and communication systems, destroy property, and kill or injure as many civilians as possible.

Terrorists employ a variety of weapons and tactics, including gunfire, arson, hijacking, kidnapping and bombs. Biological and chemical attacks are also possible. Biological terrorism uses toxins, bacteria or viruses to make people and livestock sick and to damage crops. Chemical terrorism uses poisonous substances that may cause serious injuries or death.

Workers must be prepared for all possible emergencies, including terrorist attacks. While terrorism can happen anywhere at any time, the risk is heightened at certain workplaces that a terrorist would see as a high-value target, including power plants, large government buildings, and places that produce, store, or use nuclear, biological, or chemical materials. Other potential targets include waste treatment facilities, important bridges or tunnels, well-known buildings, and national landmarks. Often terrorists will select high-traffic places, such as airports or large cities, where they can disappear into a crowd.

Being prepared for a terrorist attack means being constantly cautious and alert. Here are a few wise habits:

- Be aware of your surroundings especially when you're in an area or facility that could be targeted.
- Take note of heavy objects that could topple in an explosion.
- Mentally pick a spot where you would be safe if large windows shattered.

- Plan ahead in case you need to leave the building quickly by locating emergency exits and stairways—remember that you can't use elevators in an emergency.
- While traveling, watch for unusual behavior.
- Don't accept packages from strangers or leave your luggage unattended.
- If you work in a multi-level building, know where fire extinguishers are located and ensure they're in working order.
- Know where emergency supplies are stored—ideally, each floor will have a first aid kit, flashlights, battery-operated radio, extra batteries, fluorescent tape for roping off areas, and hardhats.
- Learn first aid.
- If you receive a bomb threat at work, keep the caller on the phone and get as much information as possible.
- Try to record everything.
- Call police and management, and then get out.
- After a threat, don't touch any suspicious packages.
- Clear the area and notify police. As the building is evacuated, move away from windows, and don't block emergency officials' paths.

### Final Word

Take responsibility for your personal safety. Stay alert, think ahead, and know how to respond if the unthinkable happens. Attention and preparation may save your life.

Give Each Trainee this Bomb Threat Response Checklist

Hand out this Checklist when the training session ends.

### **BOMB THREAT RESPONSE CHECKLIST**

Bomb threats are usually received by phone, but may also be received by note, letter or email. All bomb threats must be taken seriously and treated as if they're credible and handled with the assumption that there really is a bomb or explosive in the building.

**IF SOMEBODY CALLS IN WITH A BOMB THREAT:**

[ ] Get as much information as possible from the caller.

[ ] Take good notes when talking to the caller.

[ ] Keep the caller on the line and write down everything he/she says.

[ ] Listen for background noise, voice characteristics, e.g., a nasal or high-pitched voice, music, machinery, or other sounds that might help identify the caller and his/her location.

[ ] While talking to the caller, have a co-worker call 911 and building security immediately.

- Don't touch any suspicious packages.
- Clear the area around a suspicious package and notify the police immediately.
- While evacuating the building, avoid standing in front of windows or other potentially hazardous areas to be in case of explosion.
- During evacuation, don't block sidewalks or other areas used by emergency personnel.
- If you find a bomb, don't touch it or attempt to move it.

**BOMB THREAT CHECKLIST**

**(List the following information if you receive a bomb threat)**

Exact time of call:

Exact words of caller:

Person receiving call:

Telephone number call received on:

**QUESTIONS TO ASK CALLER**

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What's your address?
10. What's your name?

**CALLER'S VOICE (circle all that apply)**

Calm	Slow
Crying	Slurred
Sounded familiar (describe who or what it sounded like):	Stutter
Deep	Loud

Broken	Giggling
Accent	Angry
Rapid	Stressed
Nasal	Lisp
Excited	Disguised
Sincere	Squeaky
Normal	Were there any background noises? (describe):
Remarks: (add any other information that might help to identify the caller and his/her location):	