

BOMB AND/OR EXTORTION THREAT PROCEDURES **TIME:** _____ **DATE:** _____

The following is a procedure check list to be utilized by any operator or person receiving a call relative to a bomb threat or extortion threat. Check list should be maintained in an easily accessible place.

POINTS TO REMEMBER:

- | | |
|--|---|
| 1. Keep caller talking to obtain information | 4. Ask him to repeat |
| 2. Do not interrupt | 5. Write down the message in its entirety |
| 3. Ask caller to speak louder, slower, etc. | 6. Immediately notify Central Security |

CHECK LIST: (Complete all possible information following the call.)

1. CALLERS IDENTITY

- | | |
|--|-----------------------|
| A. Name _____ | D. Phone Number _____ |
| B. Address _____ | E. Organization _____ |
| C. Male _____ Female _____ Adult _____ Child _____ | |

2. BOMB/EXTORTION FACTS:

- | | |
|--|--------------------------------|
| A. When will it go off _____ | B. Exact Location _____ |
| C. Bank or Building _____ | |
| D. Exact Bomb Threat message (use reverse side for additional space) _____ | |
| E. Exact Extortion Threat message (use reverse side for additional space) _____ | |

3. CALL: A. Local _____ B. Long Distance _____ C. Unknown _____

4. VOICE CHARACTERISTICS:

TONE		SPEECH		LANGUAGE	
Loud _____	Fast _____	Excellent _____			
Soft _____	Slow _____	Good _____			
High Pitch _____	Distinct _____	Fair _____			
Low Pitch _____	Distorted _____	Poor _____			
Raspy _____	Stutter _____	Cursing _____			
Pleasant _____	Nasal _____	Other _____			

ACCENT		MANNER	
Local _____	Calm _____	Emotional _____	
Not Local _____	Angry _____	Rational _____	
Foreign _____	Coherent _____	Irrational _____	
Caucasian _____	Incoherent _____	Deliberate _____	
Negro _____	Righteous _____	Laughing _____	

5. BACKGROUND NOISES:

- | | | | |
|------------------------|---------------|----------------------|-------------|
| Office Machines _____ | Animals _____ | Airplanes _____ | Music _____ |
| Factory Machines _____ | Quiet _____ | Trains _____ | Mixed _____ |
| Bedlam _____ | Voices _____ | Street Traffic _____ | Other _____ |

6. CALL FOLLOWING NUMBERS IMMEDIATELY:
(Write in phone numbers prior to emergency)

- Local Police _____
- FBI _____
- Central Security _____

7. Name of person receiving call: (note if employee or family)

- Home Address _____
- Home Telephone number _____
- Date of Birth _____
- Investigating Officer _____

PROCEDURES FOR SUSPICIOUS PACKAGE OR IMPROVISED DEVICE (BOMB)

***MAKE EVERYONE IN BRANCH AWARE IF
SUSPICIOUS PACKAGE OR BOMB (DO NOT TOUCH)**

***CALL 911! DO NOT USE A CELL PHONE!**

***LOCK THE DOORS**

***EVACUATE THE BUILDING- EVERYONE GOES
TOGETHER TO A PREDETERMINED AREA**

***CALL SENIOR MANAGEMENT FROM 300 FT AWAY
FROM THE BANK**

***RECALL 911! LET THEM KNOW ALL PEOPLE HAVE
EVACUATED THE BANK AND WHERE YOU ARE**

***DO NOT RETURN TO THE BANK UNTIL LAW
ENFORCEMENT DEEMS THE AREA SAFE**

***REMAIN CALM**

BOMB AT THE BANK!

Secure the branch.

Stay at least 300 feet from the Bank and DO NOT use your cell phone until you have reached this point.

1. Go to the intersection of Hubbard and Northwest Blvd
2. Call 911
3. Call Wes or Kim
4. Remain Calm
5. Stay Alert

Describe any suspicious activity going on or around the bank and surrounding areas.
