

Telephone threats are usually intended to disrupt an organisation's operations and provoke fear and insecurity. Always take telephone threats seriously. How quickly you react could save lives, prevent injury or harm to yourself or others, and prevent damage to University facilities. Also be aware that the way in which you handle the situation can affect the success of the investigation into the incident. These guidelines will help you react appropriately when a threat is called in.

Remain calm!

What to do while the call is in progress

Try to

- signal or pass a note to other staff to immediately notify your in-house contact for reporting safety incidents as well as Technical Maintenance, Hubland Campus (-84444) while the caller is still on the line.
- remain calm and listen carefully.
- not interrupt the caller.
- obtain as much information as possible and gain time.
- listen for background noises (music, traffic, voices, machinery, striking clocks, etc.).
- keep the caller talking by pretending you didn't understand and repeat what he/she has said back to him/her incorrectly.

Questions to ask the caller

Please note: The questions are deliberately naive to elicit important information from the caller, keep him/her talking, and gain time.

- **What time will the bomb explode (the event take place)?**
- **What kind of attack is planned? What form will the attack take?**
- **Where is the bomb (the device) located?**
- **What does the bomb (the device) look like?**
- **What kind of bomb is it? What will cause it to explode?**
- **What is your name?**
- **Where are you calling from?**
- **Why did you plant the bomb?**

Before the call ends you should tell the caller that you are not the right person to contact with a bomb threat and will try to put him/her through to the competent in-house officials.

What to do after the call ends

Immediately after the call ends notify

- **your in-house contact for reporting safety incidents.**
- **Technical Maintenance (-84444).**
- **the police (110) or call emergency services (112).**

The calmer and more focused you remain, the more helpful can you be to investigators!

Record the following information while the call is in progress:

Telephone number call made
from (if available)

Time call
received

Time call ended

Date call
received

.....

Pretend you are finding it difficult to understand the caller - ask him/her to repeat what he/she has said, ask for additional information. Pay particular attention to the planned time of detonation/attack and the wording of the threat.

Record the exact wording of the threat:

.....

Immediately after the call ends notify your in-house contact for reporting safety incidents and collect the following information:

Telephone number call received at:

Woman Man Boy Girl

Estimated age of caller:

Caller's voice: High-pitched Normal Rapid Nervous

Dialects or accents: None

Dialect (specify)

Foreign accent (specify)

Caller's voice sounded familiar: Yes No Has called before

Background noises:

Voices Traffic Music

Typewriter Machinery Other

Message: Taped Other

Factors suggesting that caller is familiar with the building/facilities:

.....

Specialised terms or phraseology used by caller:

.....

Caller asked for a specific person:.....

Comments:.....

Source: Richtlinie zum vorbeugenden Behördenselbstschutz (Guidelines on Self-Protection for Public Authorities, RBehS), Bulletin of the Bavarian State Government dated 16 September 2004 (B III 2-04155-1-8)