

## XIV. BOMB THREATS

The security of the Mall's customers and store employees is a primary concern to Mall Management. In order to avoid panic and injury during an emergency or crises it is important that the procedures outlined for handling the treat of a bomb are well planned and organized. Education on how to successfully handle the threat is imperative for all employees.

The **BombThreatChecklist** should be used whenever possible.

- The individual receiving a telephone call in which the threat of a bomb is given should ask (if possible);
  - Y Who is the caller?
  - Y At what time is the bomb set to go off?
  - Y Where is the bomb located?
  - Y What does the bomb look like?
  - Y Why was the bomb placed?
  - Y Listen for any background noises, i.e. airport, train station, traffic, accent (if any) of caller.
  - Y Note the time of the call
- Immediately following the end of the call, call "911" to notify local authorities, and then place a follow up call to mall security's line at 360.731.5129.
- Do not go looking for the bomb. Once you place the calls to the local authorities and mall security, the situation will be handled by those other parties.
- If a suspicious package is found, do not touch it. Direct the local authorities and/or mall security to the area.
- Always follow the directions given by local authorities. The authorities will determine when the situation is resolved.
- All telephones located within the tenant space should be equipped with a minimum of one copy of the **BombThreatChecklist** located in this Handbook.
- All employees should be familiar with the questions on the Checklist and should listen intently throughout the duration of the call for clues that could potentially answer questions.
- When answering a bomb threat phone call, the first immediate response should always be "I don't believe you, where is it?"
- Professional research has indicated that by placing the caller on the defensive with such a statement can result in one of the following responses:
  - Y The caller hangs up, which usually indicates that it was a prank call or they inadvertently answer by stating "it's true, it's in the trash can (or other location). Thus, the location of the bomb is revealed.
  - Y They calmly state that they do not want to answer the questions because they do not want the bomb location identified until it detonates. This may indicate the caller's desire to create massive property damage, however, by their call, does not wish to physically harm anyone.

- As soon as the individual who answers the phone call realizes the call is a bomb threat, they should attempt to signal a co-worker that the call is a bomb threat. The easiest method to accomplish this signaling is to point to the Bomb Threat Checklist. Co-workers should be prepared to call "911" and request that the incoming telephone line be "traced". The caller should be kept on the line as long as possible. Check the caller ID on the phone (if available).