

Bomb Threat Telephone Call Procedure

In the event of a caller stating a bomb is located in/near the Ark

- Record every word the caller says and the characteristics of their voice

Male	Female	Scrambled	Muffled	Approximate age
High pitched	Deep	Soft	Nasal	Slow
Fast	Intoxicated	Slurred	Stutter/stammer	Distinct
Regional	Pleasant			

- Keep the caller on the phone for as long as possible
- Ask the caller to repeat what they have said
- Ask the caller their name
- Ask where the bomb is located
- Inform the caller that the building is occupied by children, babies and childcare staff and that if the bomb was detonated it could kill or injury many innocent people
- Log the time of the call and the duration: start and finish time
- Call the police
- Follow the police instructions on evacuating the building

Signed:

Date: