

2008 History Alive

Emergency Management Plan



Introduction

Aim

The aim of this plan is to detail the procedures and arrangements for the emergency management of 2008 History Alive Festival (“HAF”).

Objectives

The objectives of the HAF emergency plan are to:

- Anticipate possible emergencies within the HAF;
- Provide an effective and efficient response to emergencies;
- Supply relevant on-site information to Emergency Services pertaining to the HAF;
and
- Staff training in evacuation procedures, the use of fire fighting equipment and standard safety requirements.

Site:

The HAF operates on the site situated at Fort Lytton National Park, Hemmant. The buildings are wood, concrete, fibreboard, steel and aluminum cladding construction, with wooden temporary structures, tents and marquees of canvas, calico, wood and PVC construction.

EMERGENCY CONTROL ORGANISATION

POSITION

DETAILS

<i>Chief Warden</i>	<i>Andrew Murray- Templar International</i>
<i>Safety Officer</i>	<i>Jason Armfield</i>
<i>Area Wardens</i>	<i>Security personnel- MMSS</i>
<i>Communications Officer</i>	<i>Tristan Evans- Event Coordinator</i>
<i>Deputy Area Wardens</i>	<i>These will be the staff and volunteers as required</i>
In the event one of the above officers is not present, the next most senior person will assume responsibility.	

RESPONDING TO EMERGENCY SITUATIONS

Upon notification or discovery of a fire or the presence of smoke or any other emergency situation, staff, volunteers etc are to take the following actions:

- ***Investigate, assess and advise the Chief Warden or your Area Warden of the situation;***
- ***In case of fire, seal areas where possible without impairing personal safety. Commence fighting the fire if appropriately trained. If in doubt evacuate the area; and***
- ***Conduct evacuation procedures if necessary.***

In an evacuation due to a fire, an essential duty for an Area Warden is to ensure that **all** persons are evacuated. This function is more important than a later physical count of those evacuated and present in the assembly area.

The response procedure for an emergency situation developing is:







Notify the Chief Warden and give the following information: -

- Location of emergency area;
 - What the problem is;
 - Your name; and
 - Status of the situation
-
- Alert others in the immediate area. Do not shout, to do so could cause panic.
 - Obey the instructions of your Area Warden in all emergencies.
 - If not involved, refrain from going to the area to satisfy curiosity.
 - Listen for the CODE description of the situation and act accordingly.
 - Under no circumstances should you talk to the media. Direct all media to the Communications Officer for comment.

EMERGENCY PROCEDURES CODE SYSTEM

A CODE system to be used by staff in accordance with AS/NZS 3745, when controlling emergency situations is in place. The purpose of the CODE system is to

allow communication between staff and emergency services without causing undue panic or concern.

	Fire or Explosion
	Site Evacuation
	Internal Emergency
	Bomb Threat
	Armed Aggression/Personal Threat
	Medical Emergency
	External Emergency

POSITION RESPONSIBILITIES AND COMPETENCIES

Competencies

All staff will receive warden and emergency response training during induction as required and as relevant to their position.

“Chief Warden”

The Chief Warden assists in making the decision to evacuate patrons and staff in consultation with the other wardens. Once the situation becomes such that Emergency Services are called in, will assist them.

Duties of the Chief Warden:

On receipt of an alarm the Chief Warden will:

- Activate and co-ordinate the Emergency Plan;
- Control the site with respect to any incident or emergency;
- Assist to assess the situation and determine priorities;
- Assist with liaising with participating agencies;
- Task and co-ordinate participating Wardens in procedure with the relevant Emergency Plan;
- Provide on going site information to the ECO so the same can be relayed to participating agencies as required;
- Nominate relevant personnel to meet and direct Emergency Services; and
- Notify all relevant staff of the current situation (Safety Officer, Communications Officer etc)

ALL CLEAR on being notified by the senior member of the Emergency Services that it is safe to return to the sit, the Chief Warden will notify all Area Wardens and Deputy Area Wardens.

“Safety Officer”

The Safety Officer has intimate knowledge of the site and its plant and equipment

Duties of the Technical Officer/Infrastructure Manager:

- To isolate and shut down all equipment that may hinder the emergency response;
- To isolate power to the affected areas if required;
- To supply safety information to the Chief Warden and Emergency Services;
- To assist Emergency Services in locating water mains and specialised equipment kept on site that may be required; and
- Assist with evacuating patrons

“Area Wardens”

- The duties of all Area Wardens are to evacuate their assigned areas in accordance with their assigned positions.
- To assist the Chief Warden as defined or requested.

“Wardens”

All other HAF staff will act as wardens. The role of a warden is to ensure the safe exit of patrons from the site and to ensure that a comprehensive list of all people in their care, as well as ensuring all First Aid equipment has been retrieved with the assistance of the first aid officers.

Wardens are also to evacuate all areas as directed by the Area Wardens.

GROUP DYNAMIC

Human Response to Fire and Evacuation Alarms. Research indicates that people unfamiliar with alarms, e.g. occupants and visitors, will usually react in the following manner:

- Ignore the alarm in the hope that it may be a false alarm, or the situation will resolve itself;
- Complete what they are doing when the alarm occurred. E.G. people will continue with a task or continue eating a meal;
- Locate colleagues or friends before trying to evacuate;
- React in a similar way to those around them;
- Most people will not panic. This usually occurs only when a person thinks they have no way out of a dangerous situation and are desperate to escape; or
- They will usually maintain a passive role, expecting to be told what to do by someone in authority.

Positioning of Wardens. Wardens responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

- Clearly visible;
- Not exposing themselves or any other person to danger; and
- Able to exercise control over persons leaving the area

Movement Control. Wardens should direct persons towards the exits using:

A calm but firm voice; and
Smooth and commanding hand signals

In directing crowds, wardens should use such terms as:

“This way please”;
“Move quickly outside”; or
“Quickly move that way”

Summary Words such as, “HURRY”, “FASTER”, “BOMB”, and “TRAPPED” should be avoided at all costs. Jerky hand signals such as beckoning people towards you in a rapid and continuous manner should be avoided.

People will obviously be bewildered and curious as to the cause of the evacuation, however, Wardens must not engage in lengthy explanations with people at exit points. The object is to quickly, calmly and safely move people out of the site.

Exits must not be obstructed by persons stopping to ask questions or attempting to manhandle bulky items through exit points.

Fire fighting with extinguishers:

- a) Do not panic;
- b) Try to remain calm and think;
- c) Warn everybody in the immediate vicinity;
- d) Ensure that someone has notified Queensland Fire and Rescue or the Rural Fire Authority;
- e) Instruct someone to advise the Chief Warden, either via radio, mobile phone or runner;
- f) Determine the type of fire and exact location;
- g) Select the right type of extinguisher;
- h) If in doubt, READ THE INSTRUCTIONS;
- i) Have another person back you up with another extinguisher;
- j) Keep low to avoid smoke;
- k) Do not get too close to the fire;
- l) Direct the extinguisher agent at the seat of the fire NOT at the smoke

Types of Fires and Fire Fighting Equipment

- CLASS A Ordinary combustibles;*
- CLASS B Flammable and combustible liquids;*
- CLASS C Flammable gases;*
- CLASS D Combustible metals;*
- CLASS E Electronically energised equipment; and*
- CLASS F Cooking oils and fats*

Water: (Solid Red)

Suitable for Class A fires. Not considered effective against Class B and Class C fires, and dangerous if used for electrically energised equipment or cooking oils or fats.



Foam: (Red with blue band/label)

Suitable for Class A and B fires, limited effectiveness on Class F fires. Not considered effective for Class C fires, and dangerous if used for electronically energised equipment.



Powder: (Red with white band/label)

These extinguishers are rated as either ABE or BE. ABE rated extinguishers are considered suitable for Class A, Class B, Class C and Class E fires. They are not considered suitable for Class F fires. BE rated extinguishers are considered suitable for Class B, Class C and Class E fires, and may be used with limited effectiveness on Class F fires.



They are not considered effective for Class A fires.

Carbon Dioxide/CO2: (Red with black band/label)

Suitable for Class E fires. Has limited effectiveness on Class A, Class B and Class F fires.



Wet Chemical: (Red with oatmeal band/label)

Suitable on Class F fires and may be used on Class A fires. Not considered effective for Class B or Class C fires and dangerous if used on Class E fires.



Hose Reel:

Usually found in buildings over 500 square metres and special risk locations such as car parks, warehouses and workshops, factories, theatres and concert halls. Extends 36 metres and is connected to main water supply. The Hall has these as does the museum.

**Fire Blanket:**

Fire blankets are made out of fire resistant fabric and are used to smother flames caused through cooking or clothing fires. They are located in the kitchen (away from the stove), preferably between the stove and the kitchen exit. All Food Vendors are required to have one in compliance with AS 2444.



The most common type of fire that is likely to be encountered at HAF is a CLASS A.

CODE ORANGE- Site Evacuation



You may have to evacuate the site for any of the following emergency situations:

- **Fire or Explosion**
- **Site Evacuation**
- **Internal Emergency**
- **Bomb Threat**
- **Armed Aggression/Personal Threat**
- **Medical Emergency**

Or

By direction of the Emergency Services

All HAF staff will evacuate the areas that they are responsible for. (Areas of responsibility are outlined earlier in this document).

Vacate the site in an orderly manner, ensuring that all areas are checked and ensure that all personnel and general public leave the site via the designated evacuation route for the specific area. Your directions will be necessary in these cases. Mobility impaired persons are to be assisted by as staff member.

All entry/exit points are outlined in the site plans attached to this document.

Take time to become familiar with the nearest emergency evacuation route from your responsible area. Please report any obstructions to the evacuation route to the Security, Safety and Risk Coordinator or Chief Warden

Evacuation assembly areas are:

1. Area being used as disabled carpark at the front entrance; and
2. Area next to the river used for re-enactments

CODE YELLOW – Internal Emergency



An internal emergency is an emergency situation that can arise from certain systems' failures, structural concerns or HAF, and in turn can lead to greater risk to the welfare of staff and visitors.

If an internal emergency is identified, staff members are instructed to:

1. Quickly assess the situation; and
2. Raise the alarm by notify the Chief Warden

ON BEING NOTIFIED OF AN INTERNAL EMERGENCY

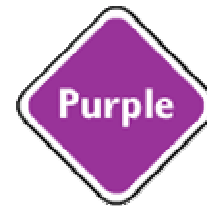
The Chief Warden must:

1. Attend the location of the emergency;
2. Assess the nature of the emergency; and
3. Decide if there is a need to evacuate

NOTE:

If the Chief Warden decides that there is a need to evacuate, then the EMERGENCY CODE is upgraded to, "ORANGE", and then directions for SITE EVACUATION are to be followed.

CODE PURPLE- Bomb threat or suspicious objects



OVERVIEW

1. On receipt of Telephone Threat-

- Remain calm;
- Use Bomb Threat Checklist;
- Obtain as much information as possible, and record;
- Do NOT hang up;
- Notify the Chief Warden and the Police; and
- Complete the Bomb Threat Report

2. Evaluation of the Threat

The Chief Warden in consultation with the Site Manager will:

- Study the message;
- Gather facts;
- Consider Options; and
- Make decision

3. The Search

- Search public areas first, then the remainder of the area;
- Remember- you are looking for something that does not belong where it is;
- If you find anything suspicious:
- **DON'T TOUCH IT!**
- **DON'T MOVE IT!**
- Notify the Chief Warden of the result of your search

4. Evacuation

- Evacuate after the threat has been evaluated, and evacuation has been decided upon;
- Direct staff and visitors to leave by the nearest exit;
- Take all personal belongings;
- Conduct final check of the area; and
- Proceed to the designated assembly area.

Bomb threats are frequently used to disrupt business or cause alarm. These procedures are designed to respond and deal with a bomb threat in accordance with the current doctrine provided by the Australian Federal Police and Australian Standard *AS3745 Emergency Control Organisations for Buildings and Workplaces*.

As each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to assess the levels of the threat and on the information available decide on a course of action.

5. Suspicious Objects

5.1 Suspicious objects must be reported to the Chief Warden to establish the identity of the object. If ownership cannot be proved, these bomb threat procedures should be initiated. The Chief Warden and Police are to be notified and the threat the object poses evaluated.

6. The Telephone Bomb Threat

6.1 **Procedures when a Bomb Threat is received.** Any person receiving a telephone bomb threat should observe the following:

- Keep calm. If possible, attract the attention of a fellow staff member;
- Keep the call on the line as long as possible – **DON'T HANG UP.**
- Use the bomb threat checklist provided (See Attachment);
- Obtain as much detail as possible about the bomb and its location;
- Listen carefully for any background noises, speech mannerisms, accents etc that might give a clue to the age, sex and location of the caller;
- Do not discuss the call with others;

- Immediately after the bomb threat contact the Chief Warden, the Site Manager and notify the police; and
 - Complete the bomb threat report form and hand it to the Chief Warden, and your area warden or in their absence the police on their arrival.
7. **Evaluation.** Following the receipt of a threat the Chief Warden, the Manager of the affected tenancy and the Police must consider the level of threat and decide on the appropriate action. Using the Bomb Threat Report and information obtained from the site occupants, the attending police etc, the threat may be assessed as:
- **Non Specific Threat or Low Risk**
 - E.G. call made by a child with childish laughter in background, a drunk

 - **Specific Threat or Much Greater Risk**
 - E.G. a call made in a calm deliberate manner, perhaps by someone with a distinctive accent
8. **Courses of Action – The Decision to Evacuate.** The Police will normally leave the decision to evacuate the site to the Emergency Control Organisation, specifically the Chief Warden. They will provide advice or recommendations.

Courses of action are:

- **To do nothing**

It may be tempting, when receiving a threat from a drunk or children, to adopt this course. The Chief Warden must be absolutely sure it is a malicious call or prank, if there is the slightest doubt; they must adopt one of the other options;

- **To search and evacuate in the event of a suspicious object being found.**

This choice means people will be in the building for a longer period if there is a bomb present. On the other hand, if a bomb is found, they can then be evacuated away from danger. If there is nothing found, and there are no other significant factors, the Chief Warden may then feel the site can be declared safe. The Chief Warden may consider this option appropriate is assessing the threat level as LOW

- **To Search with Partial Evacuation (When only search teams and essential staff remain) and fully Evacuate in the Event of a Suspicious Object being discovered.**

When the threat level is considered to be moderate, but there is no reason to believe that an explosion is imminent, the Chief Warden might consider partial evacuation, retaining essential staff and Search Teams;

- **Evacuate immediately without Search.**

In the event of a call, which the Chief Warden considers to be a HIGH risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent explosion.

When the time of an explosion has been disclosed in a threat, the Chief Warden must ensure search procedures are terminated well before the deadline irrespective of whether the device has been located. All such activity must cease no later than 20 minutes before the time given. At the very least, 20 minutes must elapse after the threatened time of explosion before Search Teams re-enter the site. The site should be searched prior to re-occupation

9. **The Search.** Police will not normally search the site following receipt of a bomb threat for two reasons:

- a) Police are unlikely to know the layout of the premises and the various places in which a device can be concealed; and

- b) Police will not know what should be in a particular place and what should not. Staff will know and be able to search more thoroughly.

The police will often request a covert search to be conducted by the site wardens. All wardens are instructed in Bomb Threat Strategy and procedures during their induction training.

If a search is decided upon, Wardens should be directed to conduct a search of their zone and report the location and description of any suspicious item.

They are looking for anything:

- **That should not be there;**
- **That cannot be accounted for; and**
- **That is out of place.**

Wardens are instructed if a suspicious object is found:

- **Not to touch it; and**
- **Not to move it.**

Wardens should divide zones into halves. One search team searching clockwise, one search counter-clockwise. The search should include any stairs, buildings, public and common areas, and all occupied and normally non-occupiable spaces.

Wardens nominated by the Chief Warden should search the evacuation and assembly areas. E.G. Supervisory staff or senior volunteers.

Searching Areas:

Divide the floor of each room into zones. E.G. halves or quarters. Search teams should:

- Listen for unusual sounds;
- Passive searching only (i.e. look only);

- Searchers work one clockwise, one counter-clockwise following the following sequence:
- Floor to waist level;
- Waist level to head level; and
- Head level to ceiling
- Mark the Zone clear by placing a chalk mark or sticker

The Chief Warden should remember that there may be another suspicious object on the site, which may be undiscovered because the search was terminated. The Chief Warden should continue to search the remainder of the site before considering re-occupation.

Evacuation

If the evacuation of a zone or the complete evacuation of the building is ordered the procedures are similar for a fire etc. Wardens are to:

Direct staff, volunteers and members of the public to the nearest exit and guide them to the assembly area, away from the site;

Note: *It may be only necessary to relocate occupants to another area of the site.*

Check toilets, building and any other structure;

Conduct a final check of the site to ascertain all areas that were required to be evacuated are clear;

Advise the Chief Warden the area has been evacuated. Ensure that occupants do not re-enter a cleared area without permission.

Note: *Area wardens should be ready to appoint additional or replacement Wardens, from staff members, if insufficient Wardens are available during the emergency*

Proceed to the designated assembly area taking personal items with you and remain in charge of occupants until directed to return to the site

Mobility Impaired Persons

On receipt of a bomb threat notification, Area Wardens should ascertain the location of any mobility-impaired persons in their area. If a decision is made to evacuate the

Chief Warden should arrange for mobility-impaired persons to be removed from their area.

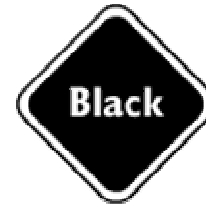
Vehicle Movement

The removal of vehicles from car parks could be dangerous if the car park or the passage of vehicles is close to the reported suspicious object. If there is doubt of the safety of the movement of vehicles, the car park should be closed and vehicle movement halted.

The Decision to Re-Occupy

Once an evacuation has been completed the Chief Warden will decide when to re-occupy. Where a suspicious object has been found, the Police will attend and assume control until the object is declared safe, thereafter, control will revert to the Chief Warden.

CODE BLACK- Armed aggression or personal threat ¹



Code Black personal threat encompasses a number of areas all of which will display numerous variables and characteristics.

This code can be categorised into:

- Confrontation with an armed person;
- Confrontation with an unarmed person;
- Armed Hold-Up;
- Assault / Physical Injury;
- Threatening the life of others or oneself; or
- Hostage / Kidnap scenarios

Due to the inherent nature of Code Black type emergencies, i.e. dealing with people, it is always difficult to expect or plan for certain outcomes. It is the volatility of human nature and emotion that ultimately dictates the way in which this type of emergency will play out.

To cater for these characteristics, Code Black emergency procedures must be clear and concise and allow for built in improvisation and flexibility when the situation requires. Commonsense and clear thinking are paramount considerations and such factors must always be considered when following the guidelines during this type of response.

It is imperative to remember that the welfare and safety of all could be seriously breached during such an incident. Do not act in such a manner that may exacerbate the threat or cause it become a catalyst for life threatening outcomes.

Be responsible and understanding whilst never compromising the safety to yourself and the others around you. Any staff or visitors witnessing a Code Black situation should always alert the Chief Warden and advise accordingly.

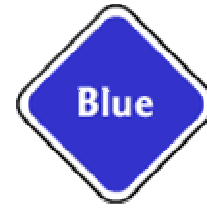
¹ A specific response to Terrorism or Acts of Mass Violence are dealt with in the Special Annexure

Emergency Action

In the event of being confronted by an aggressive or potentially violent person:

1. Try to remain calm.
2. Alert supervisor.
3. Be firm but polite with the person and let them know that their behaviour is not acceptable.
4. If the behaviour of the person is such that outside intervention is required, contact or arrange to have contacted the Chief Warden. He/She will then contact police on, "000"
5. You should not feel obliged to rectify the situation on your own. There are staff are trained to handle these situations.
6. Abusive phone calls: hang up the phone and notify your supervisor. If calls persist, contact the Manager.

CODE BLUE- Medical Emergency



The range of medical emergencies can be vast and diverse and can include:

- Heart Attack;
- Stroke;
- Airway Obstruction;
- Epileptic fits or seizures;
- Cuts and lacerations;
- Burns; or
- Other serious injuries

ON IDENTIFYING A MEDICAL EMERGENCY, THE FOLLOWING PEOPLE ARE TO BE NOTIFIED IN ORDER:

1. Senior First Aid Officer;
2. Chief Warden;
3. Immediate manager/supervisor; then
4. External Emergency Services if required

NOTE:

First Aid Officers are not paramedics or medically trained. They will make an immediate assessment of the situation, and if necessary contact Queensland Ambulance Service so that appropriately trained persons can assist. The aim of first aid is to assist and act as a FIRST RESPONDER to a situation to allow the appropriate emergency services to arrive.

CODE BROWN – External Emergency



This is very similar to a YELLOW EMERGENCY, or internal emergency, but is located off-site. A BROWN CODE tells us that the off-site emergency may/will impact on HAF in some way.

Examples of a BROWN CODE emergency are:

- Aircraft crash;
- Truck or other vehicle crashing into buildings;
- Fire or smoke (car fires, other buildings bush fires);
- Dangerous gas clouds;
- Terrorism incident;
- Dangerous or aggressive people; or
- Earthquake or other natural disaster (Severe weather etc)

If an external emergency is identified, staff members are instructed to:

1. Quickly assess the situation; and
2. Raise the alarm by notify the Chief Warden

ON BEING NOTIFIED OF AN EXTERNAL EMERGENCY

The Chief Warden must:

1. Assess the nature of the emergency;
2. Determine the impact potential to the HAF office;
3. Re-assess as needed; and
4. Decide if there is a need to evacuate

NOTE:

If the Chief decides that there is a need to evacuate, then the EMERGENCY CODE is upgraded to, "ORANGE", and then directions for SITE EVACUATION are to be followed.

Appendices- Forms and Plans

APPENDIX B

SITE EVACUATION INCIDENT REPORT FORM

To be completed by the vent of a partial or complete evacuation of the site

<p>DATE: ___/___/___ TIME: _____:_____ AM/PM</p> <p>COMPLETE EVACUATION: <input type="checkbox"/></p> <p>PARTIAL EVACUATION: <input type="checkbox"/></p> <p style="padding-left: 40px;">Location: _____</p> <p>DID QFRS ATTEND Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><u>CAUSE OF EVACUATION:</u></p> <p>Fire <input type="checkbox"/></p> <p>Bomb Threat <input type="checkbox"/></p> <p>False Alarm <input type="checkbox"/></p> <p>Gas Leak <input type="checkbox"/></p> <p>Medical Emergency <input type="checkbox"/></p> <p>External Emergency <input type="checkbox"/></p> <p>Malicious Threat <input type="checkbox"/></p> <p>Drill <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p><u>DID THE FOLLOWING SYSTEM OPERATE CORRECTLY</u></p> <p>Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/> Emergency signals in all buildings</p> <p>Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/> Public Address System (Audible)</p> <p>Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/> Fire Alarm System</p> <p>Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/> QFRS automatically notified</p> <p>Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/> A/C Shutdown</p> <p>Y <input type="checkbox"/> N <input type="checkbox"/> NA <input type="checkbox"/> Electricity Shutdown</p> <p><u>COMMENTS:</u></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Evacuation comments</p> <p>Debrief Area Wardens on the movement of persons:</p> <p>From each building: _____</p> <p>_____</p> <p>_____</p> <p>In the fire stairs or exits _____</p> <p>_____</p> <p>_____</p> <p>In the Assembly Area(s) _____</p> <p>_____</p> <p>_____</p> <p>Any casualties _____</p> <p>_____</p> <p>_____</p> <p>Estimated time taken _____</p> <p>To evacuate _____</p> <hr/> <p>ANY OTHER COMMENTS:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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PHONE THREAT CHECKLIST
KEEP CALM

RECIPIENT

Name (print):
Telephone number:
Signature:

GENERAL QUESTIONS TO ASK:

1. What is it?
2. When is the bomb going to explode?
OR
When will the substance be released?
3. Where did you put it?
4. What does it look like?
5. When did you put it there?
6. How will the bomb explode?
OR
How will the substance be released?
7. Did you put it there?
8. Why did you put it there?

CHEMICAL / BIOLOGICAL THREAT QUESTIONS

1. What kind of substance is in it?
2. How much of the substance is there?
3. How will the substance be released?
4. Is the substance a liquid, powder or gas?

BOMB THREAT QUESTIONS

1. What kind of substance is in it?
2. How much of the substance is there?
3. How will the substance be released?
4. Is the substance a liquid, powder or gas?

EXACT WORDING OF THREAT:

CALLER'S VOICE

Accent (specify):
Any impediment (specify):
Voice (loud, soft, etc):
Speech (fast, slow, etc):
Diction (clear, muffled):
Manner (calm, emotional, etc):
Did you recognise the caller?
If so who do you think it was?
Was caller familiar with the area?

THREAT LANGUAGE

Well spoken:
Incoherent:
Irrational:
Taped:
Message read by caller:
Abusive:
Other:

BACKGROUND NOISES

Street noises:
House noises:
Aircraft:
Voices:
Music:
Machinery:
Other:
Local Call:
STD Call:

NOTES:

OTHER

Sex of caller: Estimated age:

CALL TAKEN

Date: Time:
Duration of call:
Number called:

ACTION (OBTAIN DETAILS FROM SUPERVISOR)

Report call immediately to:
Phone number:

