

**TERRORISM THREAT WORK INSTRUCTION****Work description:** Receipt of a Written or Verbal Bomb Threat**Scope:** Any receipt of a threat of terrorism or a bomb on or about HRH Controlled Infrastructure**References:** HNL-09007 Emergency Management Plan**PPE and precautions**

N/A

**Competencies or qualifications**

N/A

**Licenses or permits required**

N/A

**Tools and equipment required**

Bomb Threat Record

**Warning***ALL BOMB THREATS SHALL BE TREATED AS IF AN EXPLOSION WILL RESULT.**There is no way to guess which threat is real and which threat is a hoax. Until such time that the threat has been investigated and the authority having jurisdiction has declared that the threat has been mitigated, you should follow the procedures outlined below.***Receipt of a Bomb Threat by Telephone**

All

If you receive a threat by telephone:

- Remain calm and be firm while asking the following questions:
  - Where is the bomb located?
  - What does it look like?
  - When is it set to explode?
  - Can we deactivate it?
  - Why was the bomb placed here?
  - What is your name? (Not all criminals are geniuses)
  - Do you have a phone number in case we get disconnected (try to write down the number from Caller ID?)
  - Listen for and document characteristics of the caller such as gender, accent, speech characteristics, etc. using the template overleaf
  - Inform the OCC Supervisor about the threat

**Warning**

- DO NOT TOUCH THE SUSPECTED DEVICE – leave it for the professionals
- DO NOT WALK PAST THE SUSPECTED DEVICE UNLESS IT IS ABSOLUTELY NECESSARY IN ORDER TO EVACUATE THE BUILDING
- IF YOU MUST PASS IN THE PROXIMITY OF THE SUSPECTED DEVICE, DO NOT DISTURB THE CRIME SCENE

**Receipt of a Written Bomb Threat**

All

If you receive a written threat:

- Handle the letter and any envelope as little as possible
- If the threat is not immediate, notify the OCC Supervisor who will inform and the Police
- If the threat is immediate, notify 911, the Police, and then the OCC Supervisor

**Warning**

- DO NOT TOUCH THE SUSPECTED DEVICE – leave it for the professionals.
- DO NOT WALK PAST THE SUSPECTED DEVICE UNLESS IT IS ABSOLUTELY NECESSARY IN ORDER TO EVACUATE THE BUILDING.
- IF YOU MUST PASS IN THE PROXIMITY OF THE SUSPECTED DEVICE, DO NOT DISTURB THE CRIME SCENE.

**Approved By:**☐ Director, Operations and Maintenance☐ Department Manager☐ Manager, HSE (Operations and Maintenance)**Signature:****Date:**

<b>Work Instruction</b>	<b>HITACHI</b>
<b>TERRORISM THREAT WORK INSTRUCTION</b>	<b>Hitachi Rail Honolulu JV</b>

<b>OCC Actions</b> OCC	OCC Supervisor	<ul style="list-style-type: none"> <li>• Inform OCC staff and Train &amp; Stations Supervisor</li> <li>• Inform O&amp;M Management</li> <li>• Alert the Honolulu Police Department</li> <li>• Report the emergency according to HNL-09023 O&amp;M Provider - Accident and Incident Notification, Reporting and Investigation Plan</li> <li>• Make sure that CCTV recordings from the affected area are retrieved</li> <li>• Instruct OCC staff to implement any recommendation received from the Honolulu Police Department (e.g. closure of the H RTP, station, or train evacuation)</li> </ul>
	Train Controller	<ul style="list-style-type: none"> <li>• Initiate evacuation of the affected area according to procedure HNL-09328 Station Evacuation Work Instruction or HNL-09331 Train Evacuation Work Instruction, if requested by the Honolulu Police Department</li> <li>• Prevent trains to enter the affected area</li> <li>• Command the closure of the H RTP according to HNL-09341 Total Closure of the H RTP Work Instruction, if requested by the Honolulu Police Department</li> </ul>
	Engineering and Fault Controller	<ul style="list-style-type: none"> <li>• Advise the OCC supervisor of the situation</li> <li>• Handle traction power in response to the specifics of the incident</li> </ul>
	Information Controller	<ul style="list-style-type: none"> <li>• Initiate announcements for evacuation of the affected area according to procedure HNL-09328 Station Evacuation Work Instruction or HNL-09331 Train Evacuation Work Instruction, if instructed to do so by the Train Controller</li> <li>• Monitor the affected area through CCTV and report any suspicious activity</li> <li>• Retrieve all recordings of the event</li> </ul>
	Train & Stations Supervisor	<ul style="list-style-type: none"> <li>• Act according to instructions from the OCC</li> <li>• Assist Honolulu Police Department personnel</li> </ul>

## TERRORISM THREAT WORK INSTRUCTION

Bomb Threat Checklist			
Time of Call:		Date:	
Time Caller Hung Up		Phone number where call received	
<b>Ask Caller</b>			
Where is the bomb located? (Building, Floor, Room, etc.)			
When will it go off?			
What does it look like?			
What kind of bomb is it?			
What will make it explode?			
Did you place the bomb?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Why?			
What is your name?			
<b>Exact Words of Threat</b>			
<b>Information about Caller</b>			
Where is the bomb located? (Building, Floor, Room, etc.)			
When will it go off?			
What does it look like?			
What kind of bomb is it?			
<b>Callers Voice</b>	<b>Background Sounds</b>	<b>Threat Language</b>	
<input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing throat <input type="checkbox"/> Cracking voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Excited <input type="checkbox"/> Female <input type="checkbox"/> Laughter <input type="checkbox"/> Lisp <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Nasal <input type="checkbox"/> Normal <input type="checkbox"/> Other .....	<input type="checkbox"/> Animal noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA system <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Motor <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Local <input type="checkbox"/> Other .....	<input type="checkbox"/> Incoherent <input type="checkbox"/> Message Read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profaned <input type="checkbox"/> Well spoken <input type="checkbox"/> Other .....	