

<b>STANDARD OPERATING PROCEDURE</b>
<b>ON HANDLING BOMB THREAT</b>

**SOP ON HANDLING BOMB THREATS****1. OBJECTIVE**

The purpose of this Standard Operating Procedures is to provide procedural guidelines for the security staff to take the most appropriate actions to manage a bomb threat at their assigned worksite.

Its scope covers the following aspects:

- o How to manage a situation where an article found on the premises is suspected to be a bomb or an improvised explosive device (IED)
- o How to handle a bomb threat call or text message in both specific and non-specific threat incident
- o Search and evacuation procedures
- o Post-incident responses

**2. WHAT TO DO WHEN SUSPICIOUS OBJECTS/ARTICLES ARE FOUND**

- Remain calm and rationale.
- Do not touch, handle, open or submerge it in water.
- Immediately switch off your walkie-talkie set and handphone when near the suspicious device.
- Move away from the device to a safe distance (more than 100 meters) to switch on your WT set or mobile phone to inform your supervisor/management/police. It is better if you can get to use the nearest fixed or land-line telephone to do this.
- Quickly put up a cordon at least 100 meters away radius around the device and post danger sign boards to keep other people away.
- Remain at the cordon perimeter until the arrival of the police. Brief the police and provide all information on the incident

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**3. HOW TO IDENTIFY A LETTER/PARCEL BOMB USING A CHECKLIST****Checklist to identify the Parcel Bomb threat**

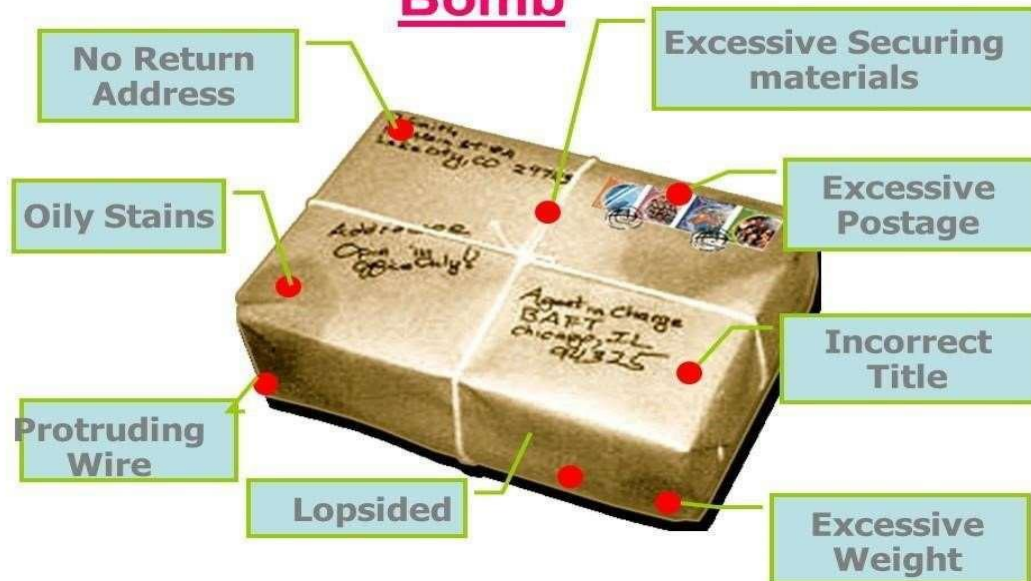
Items	Tell-tale signs	Indicate Yes or No
1.	Is there any return address?	
2.	Is there any oily stains?	
3.	Is there any protruding wire?	
4.	Is it lopsided?	
5.	Is there excessive securing materials?	
6.	Is there excessive postage?	
7.	Is there any incorrect title?	
8.	Is there excessive weight?	

**Checklist to identify Letter Bomb threat**

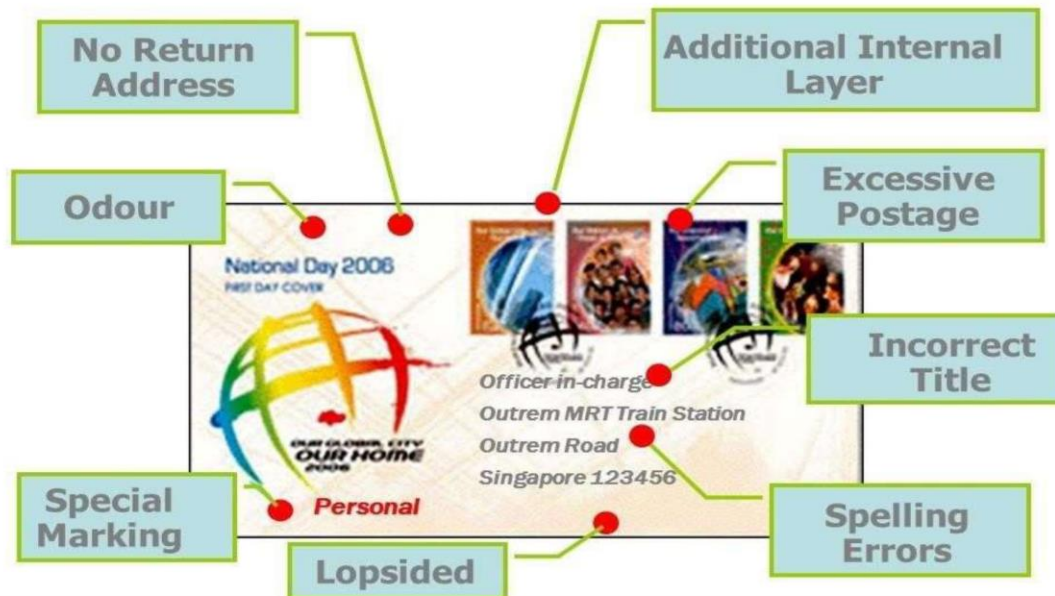
Items	Tell-tale signs	Indicate Yes or No
1.	Is there any return address?	
2.	Is there any odour?	
3.	Is there special marking?	
4.	Is there any lopsided?	
5.	Is there any additional internal?	
6.	Is there any excessive postage?	
7.	Is there any incorrect title?	
8.	Is there any spelling errors?	

## STANDARD OPERATING PROCEDURE ON HANDLING BOMB THREAT

### How To Identify Parcel Bomb



### How To Identify Letter Bomb



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**4. WHAT TO DO WHEN YOU RECEIVE A LETTER/PARCEL BOMB**

Most letter/parcel bombs delivered through the mail or regular courier service will tolerate a fair amount of handling. If you receive or someone hands over to you a letter/parcel suspected of containing explosive or biochemical material, do not attempt to open it. Most bombs are designed to detonate when the outer wrapping or envelope is cut or torn open. You will immediately take the following actions:

- **Inform the management/call the police.**
- **Switch off walkie-talkie set and handphone.**
- **Place the suspected letter/parcel in the corner** of the room away from the window.
- **Evacuate** the room or building if necessary, **leaving all doors and windows open** if it is a **suspected bomb** but **close all doors and windows** if it is a **suspected biohazard item**.
- **Secure the premises** by putting up a **cordon tape and danger signs** at least **100 meters away**.
- Instruct everyone **not to touch anything** that looks suspicious.
- **Remain at cordon perimeter** until the arrival of police.
- If an **explosion occurs** and evacuation is affected, **direct evacuees to safer/alternative routes of escape**.

**5. WHAT TO DO WHEN YOU RECEIVE A BOMB THREAT CALL / TEXT MESSAGE**

Most of these threats are hoaxes made by pranksters or someone who might have an axe to grind with somebody or the organization. Telephone bomb threats and hoaxes made by malicious pranksters are criminal in nature, but you must not rule out the possibility of a genuine bomb threat call or text message from a terrorist, criminal or vandal. When you receive such call or text messages, you must do the following actions:

**A. BOMB THREAT THROUGH TELEPHONE:**

- **Do not panic.** Remain calm.

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- Alert your colleagues or someone to call the police (use the flash card).  
Keep the caller talking as long as possible while the police trace the call.
- Treat the call seriously and by using the bomb threat call checklist, try to determine and obtain information from the caller on:
  - o The precise location of the bomb
  - o Exactly how it looks like
  - o Time of detonation and what will set it off
  - o The amount and type of explosive used
  - o The reason for such an act
- It is also important to take note of the following:
  - o Caller's voice and vocal characteristics  
(e.g. pitch, male or female, adult or child)
  - o Language used and accent (e.g. local or foreign)
  - o Manner of speaking (e.g. rapid, deliberate, emotional, angry)
  - o Background noises (e.g. traffic, music, announcement, shouting)
  - o Person or authority that this message should be conveyed to.
- Do not antagonize or taunt the caller in any way.
- Be polite and remain calm.
- When the caller hangs up, do not hang up your phone. Place the phone receiver on the side of the phone.

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**B. BOMB THREAT THROUGH TEXT MESSAGE:**

- Screenshot the message received (as evidence for police)
- Do not panic. Remain calm
- Do not delete the message.
- 1. If number is displayed, make a call.
  - o If someone picks up, see part A. Bomb Threat through telephone
  - o If not, reply the message and try to obtain information from the sender on:
    - The precise location of the bomb
    - Exactly how it looks like
    - Time of detonation and what will set it off
    - The amount and type of explosive used
    - The reason for such an act
    - Person or authority that this message should be conveyed to.
- 2. If no number is displayed, call police / inform management.
  - Be polite and remain calm.
  - Do not antagonize or taunt the sender in any way
  - Take snapshots or images of the conversation or message as evidence to police.

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**Checklist for gathering more information when a bomb  
threat is received  
(through telephone)**

(Place This Card under Your Telephone)

(Signal colleague to trace call while talking on the phone – use the placard shown above)

o QUESTION TO ASK:

1. Where did you put the bomb?
2. When it is going to explode?
3. What does it look like?
4. What kind of bomb?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your name?
9. What is your address?
10. Where are you calling from?

(Keep him talking to prolong the conversation to facilitate tracing of call)

o VERY IMPORTANT

- Will you call back? When?
- How can I contact you if I have trouble meeting your demands?

o EXACT WORDING OF THE THREAT:

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## o CALLER'S IDENTIFICATION

- Sex of caller: \_ \_\_\_\_\_
- Race: \_\_\_\_\_ Age group: \_\_\_\_\_
- Length of call: \_\_\_\_\_
- No. at which call is received: \_\_\_\_\_
- Date & time of call: \_\_\_\_\_

## o CALLER'S VOICE:

\_\_\_\_\_ Calm      \_\_\_\_\_ Clearing throat  
\_\_\_\_\_ Angry      \_\_\_\_\_ Deep breathing  
\_\_\_\_\_ Excited      \_\_\_\_\_ Nasal  
\_\_\_\_\_ Normal      \_\_\_\_\_ Accent  
\_\_\_\_\_ Nervous      \_\_\_\_\_ Laughing  
\_\_\_\_\_ Slurred      \_\_\_\_\_ Distorted  
\_\_\_\_\_ Rapid      \_\_\_\_\_ Deep  
\_\_\_\_\_ Local      \_\_\_\_\_ Foreign  
\_\_\_\_\_ Incoherent      \_\_\_\_\_ Stutter  
\_\_\_\_\_ Familiar      \_\_\_\_\_ Raspy  
\_\_\_\_\_ Whispered      \_\_\_\_\_ Crying

## o If voice is familiar, who did it sound like?

\_\_\_\_\_

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## o Background sounds:

_____Voices	_____Street noises
_____Street noises	_____Factory machinery
_____Crockery	_____Animal noise
_____PA system	_____Static
_____Music	_____Local
_____House noises	_____Office
_____Motor	_____Aero planes
_____Playground	_____School
_____Machinery	_____Clear
_____Docks	_____Road Works
_____Others	

## Threat Language:

- Well Spoken (educated)
- Foul
- Incoherent
- Taped
- A message read by threat maker
- Irrational

## REMARKS:

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o Report call immediately to:

- Name of Person: \_ \_\_\_\_\_
- Position of person: \_\_\_\_\_
- Tel No.: \_\_\_\_\_
- Date & Time: \_ \_\_\_\_\_
- Name of Security Officer: \_\_\_\_\_

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Checklist for gathering more information when a bomb threat is received (through text messages)
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1. Screenshot the message
2. DO NOT delete the message
3. If **PHONE NUMBER** is **DISPLAYED**, make a CALL.
  - If someone picks up, refer to Bomb Threat Checklist (through telephone)
  - If no one picks up, reply the message and try to obtain information from the sender on:

Where did you put the bomb?	
When is it going to explode?	
What does it look like?	
What kind of bomb?	
What will cause it to explode?	
Did you place the bomb?	
Why?	
What is your name?	
What is your address?	

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## o VERY IMPORTANT

- Will you call back? When?
- How can I contact you if I have trouble meeting your demands?

## o EXACT WORDING OF THE THREAT:

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## o Report call immediately to:

- Name of Person: \_ \_\_\_\_\_
- Position of person: \_\_\_\_\_
- Tel No.: \_\_\_\_\_
- Date & Time: \_ \_\_\_\_\_
- Name of Security Officer: \_\_\_\_\_

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**6. RESPONSE ACTION TO THE BOMB THREAT**

The information gathered from a Bomb Threat could generally be classified as follows: -

- Specific: Where a positive and specific threat has been made and which permits the identification of an actual target.
- Non-specific: Where the threat is vague, leaving doubts on its authenticity or made in circumstances suggestive of a box.

The response action required to be taken depending on the classification of the information would be: -

- Temporary suspension of operation in the areas affected.
- Evacuation of the building/area where explosive risks are very high or where a suspected article is located.
- Isolation of the building/area where there are reasonable grounds to believe that an explosive device had been planted so as to minimize casualty risks.
- Conduct a search of the area in an effort to locate the explosive device.

**7. SEARCH PROCEDURE TO CONFIRM PRESENCE OF BOMB**

All bomb threat situations will require a search operation. This would require the involvement of all personnel, namely: -

- Employee search of their immediate work area to determine the presence of any potentially dangerous infiltrated package/device.
- Management / Security search by security personnel in other mainly potential bomb planting areas, such as reception lounges, corridors, restrooms, toilets, an external portion of the building, etc.

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**Calling the Police if a bomb or a suspicious item is found.**

Where a suspicious item is found and the situation suggests that the organisation risk status requires further investigation, the Police should be notified to take control of the operation.

**8. EVACUATION PROCEDURES**

Generally, **evacuation should be used as a last resort**, i.e. when there is conclusive proof that an explosive device has been planted. To cater for such a necessity, the organisation should develop an evacuation plan and have it practiced so that in an emergency, an orderly **evacuation can take place without panic and confusion**. The plan should include, where applicable, methods and instructions as follows: -

- The **systematic evacuation by phases or according to the floors** in the building.
- **All personnel should leave through the main fire exits in a quiet and orderly manner**. Elevators should not be used during the evacuation.
- All personnel are to **assemble at a pre-arranged area** where all visitors can be accounted for.
- Before they leave, personnel should be instructed to **disconnect all electrical apparatus** and to **open up doors, windows, cabinets, etc.**
- **Supervisors should be the last to leave the area** or building after ensuring that the floors/areas are cleared.

**9. What to do immediately after an incident**

Panic and fear are natural reactions after a blast. It is usually the duty of the security staff upon approval by the building management to still attempt to affect an evacuation of the occupants to a pre-determined location (assembly area), away from the building and in a pre-determined safe and orderly manner to await for the arrival of the Police and SCDF units. When doing so, you must:

- Beware of the unsound structure such as:
  - o Collapsed walls
  - o Overhanging slabs
  - o Buckled columns or beams
  - o Crates in the ground
  - o Shattered glass panels
- Also, watch out for:

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- o Secondary fires due to the heat of the explosion
  - o Water and gas leaks due to damage from utility pipes
  - o Exposed live electrical wires/cables
- If all the pre-determined evacuation routes are unsafe, consider leaving the occupants where they are until conditions improve
- Do not attempt to rescue people inside a collapsed building
- Do not move fatalities
- Do not light matches, candles or other fires
- Give first-aid to people who are injured
- Inform the authorities on known locations of any trapped occupants
- Cordon off the area and do not enter the building until it has been declared safe
- Gather and provide details of those who can give information as witnesses to the Police
- Retrieve and provide all data or footage on identities and particulars of occupants that maybe captured by the security system (CCTV video recording) and the entry/exit register record books
- Assist the SCDF by complying with their instructions during the firefighting and rescue operations

**2. CROWD CONTROL PROCEDURES**

(What to do during evacuation)

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**When the evacuation order is given** (through a public-address announcement and the second continuous ringing of the fire alarm bells at all floors for 2 minutes), you will be required to carry out one of the following tasks:

- **Deploy at the ground floor fire exit staircases to guide occupants to the designated assembly area**
- **Man all main entrances and exits to the building to prevent unauthorized entry**
- **Intensify patrolling** in the vicinity of the building
- **Direct the Civil Defence Officer upon his arrival** to the Fire Command Centre (FCC)
- **Perform traffic control to facilitate the movement** of evacuees at points where they need to cross roads to get to the assembly area
- **Assist in monitoring the building evacuation status** at the assembly area

### Traffic Control Procedures

In an event where a large gathering of people or crowd is expected, it is highly possible that there will be a large number of vehicles conveying people to the event.

This can result in the surge of vehicle movement.

If the security personnel conducting traffic control do not have the necessary knowledge and skills in executing their roles and responsibilities, this will result in chaos, accidents and another incident.

### Organizational procedures in dealing with traffic control:

Security personnel have to adhere to the organizational procedures in dealing with traffic control. The procedures may include details such as:

- 1) Traffic control is to be provided at various locations, such as, narrow road segments, intersections, and starting or ending points. Only properly trained or certificated personnel are to handle the traffic control responsibilities
- 2) Traffic controllers shall wear reflective gloves and vests before commencement of duties.

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- 3) Advance warning signs shall be placed, well in advance of the event and any personnel, to alert oncoming vehicles of the supplemental traffic control and the event.
- 4) Traffic controllers will avoid delays or back up of traffic such that:
  - (a) “grid-lock” does not happen;
  - (b) wait times will not exceed two minutes and;
  - (c) adjacent driveways to neighbouring businesses and residences will not be blocked
- 5) To provide advance notification to the residents in the vicinity of the proposed Special Event, by any media (newspaper advertisement, flyer, mail, posting of signs, etc.), that they may experience some inconvenience or traffic delay during the event.
- 6) Compliance with all laws; follow the Rules of the Road and regulations

**11. EMERGENCY CONTACT LIST**

- Telephone numbers to contact emergency services and other essential agencies and key management staff must always be available in the command center or written down in your pocketbook,
- These contact numbers are:
  - o Emergency Numbers
    - Police – 999
    - SCDF (Fire and ambulance services) – 995
    - ISD Duty Officer – Tel No. 62566657
    - Counter Terrorism Centre – Tel No.1800-262-6473
    - Police Hotline – Tel No.1800-255-0000
  - o Non-emergency numbers
    - Police – nearest Neighbourhood Police Post/Centre
    - SCDF - 1777

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