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Global Security Operations

Bomb Threats / Suspicious Items & Activity

Version Number - 1.2

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Quick Response Checklists (QRC)

GSOC	GSS

Bomb Threat Response Steps: • [Phone threats QRC](#) • [Written threat QRC](#)	Bomb Threat Response Steps: • [Phone threat QRC](#) • [Written threat QRC](#) • [Verbal threat QRC](#) • [3rd-person reported threat QRC](#)
Suspicious Item: • [Suspicious Item QRC](#)	Suspicious Item: • [Suspicious Item QRC](#)
Suspicious Activity or Communication: • [Suspicious Activity or Communication QRC](#)	

Purpose

This Standard Operating Procedure (SOP) provides a general structure for Security Professionals and the GSOC to deal with bomb threats, suspicious packages and items, suspicious activity, and suspicious items located on or near Cruise property and explains the basic procedures including who is involved in the response to mitigate and investigate the threat.

Scope

This SOP applies to all Cruise sites and staff. Global Security Services (GSO) ensures strict compliance with these standards.

Responsibilities

Security Operations	• Provide the GSOC with all useful details and photos. • Enforce any implemented SOPs. • [Cordon](#) any suspicious items and surroundings. • Evaluate activating other protocols in collaboration with GSOC. • Meet law enforcement, if they are called in, and assist as needed. • Search of the site and its surroundings.

GSOC	● Collect and document details provided by Security Professionals. ● Escalate to Global Security leadership ● Contact law enforcement and coordinate different parties to ensure swift cooperation. ● Document and report details to stakeholders in near real-time. ● Monitor for the need to trigger other protocols.
CREW / EHS	● Confirm procedures are followed to prevent environmental risk from the suspicious item, if applicable. Contact EHS through the [EHS SIREN Reporting System](link) or an [EHS Jira Ticket](link).
Emergency Services	● Call 911 for further assistance on valid threats or suspicious items deemed high risk. ● Search for or handle a bomb or a suspicious item if deemed high risk. ● Determine the perpetrators.

Terms to Know

- **Bomb Threat:** A threat to detonate an explosive or incendiary device to cause property damage, death, or injuries, whether or not such a device exists. Take all threats seriously. Bomb threats occur in the following forms:
    - **Phone Threat** - A bomb threat received over a landline or mobile device.
    - **Written Threat** - A bomb threat written on a piece of paper, wall, stall, chalkboard, or letter.
    - **Verbal Threat** - A bomb threat received in person.

- **Explosive / Bomb:** A device that typically relies on the exothermic chemical reaction of an explosive material to produce an extremely sudden and violent release of energy.

- **Incendiary Device:** A bomb designed to start fires or destroy sensitive equipment using materials such as napalm, thermite, magnesium powder, chlorine trifluoride, or white phosphorus.

- **Improvised Explosive Device (IEDs):** A homemade bomb constructed out of military commercially sourced explosives and other materials (nails, metal fragments, pipes, artillery shells attached to a detonating device.)

- **Mail Bomb:** Mail bombs are explosives or IEDs sent through a postal or carrier system.

- **Unattended / Suspicious item:** An item that is out of place, misshapen, making noise, leaking fluids, cannot be accounted for, or any item suspected of being an explosive device. This can be anything that is reasonably believed to contain explosives, an IED, or other hazardous material that requires a bomb technician or the fire department to check. Typically deem anything that is hidden, obviously suspicious, and not typical as a suspicious item.

- **Vehicle Bomb:** A vehicle converted into a bomb, explosive materials located inside a vehicle.

- **Hoax:** An item or threat that does not represent a hazard but creates the impression that a real bomb is on site.

> ⚠ Don't use the term "hoax" until the incident and summary report are finished.

- **Secondary Hazards:** These are materials on site that are safe until affected by an explosion. Managers need to know the type and location of all hazardous materials and processes so emergency services can be briefed.

Bomb Threat

A bomb threat can occur at any time. Bomb threats occur with actual bombs, fake devices, or no devices. Bomb threats can come from sources like terrorists, activists, disgruntled employees, or pranksters. Bomb threats can warn that an explosive device is present, cause alarm or panic, or possibly prank to create the impression that a real bomb is on-site.

Bomb threats are mostly received via phone. Handle every bomb threat as unique and in the context of the site or environment in which it occurs. Most bomb threats or suspicious items are false alarms but always take them seriously. A safe, quick reaction to a bomb threat could save lives.

> ⚠ Never touch or pick up any suspicious or out-of-place items, do not try to clean up any substances, and avoid using mobile phones near the item unless in airplane mode while taking a picture.

To prepare for bomb threats, lobby posts or posts with a phone should make printed copies of the [bomb threat checklist.](#)

Notes on the recovery process after handling a bomb threat:

1. If a building evacuation is cleared, wait for leaders to give an all-clear.

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2. If requested, provide a quick debrief to the appropriate GSO team(s) and Cruise departments (i.e. Legal, Government Affairs, etc.).
3. Be available for interviews with GSOC, GSI, Supervisors, or Law Enforcement Officials.

For threats confirmed through proper points of escalation, be prepared to initiate the following actions as needed:

- Building Evacuation or Shelter-in-Place
- Cordon process
- Incident Command procedures

Suspicious Items

Follow the proper steps in the suspicious item QRC when aware of a suspicious item via the following:

- Observation from Security or non-security staff
- Receipt of a bomb threat call
- Slack message
- GSOC

GSS Security Professional Responsibilities

- Discovery of one suspicious item does not automatically secure a Cruise site.
- Management may request a search for further suspicious items.
- Security Professionals need to prepare for an evacuation or Shelter-in-Place.
- If a search is initiated:
    - Partner with EHS, Facilities, and Building Management as needed.
    - Make a quick and complete visual scan of the search area.
    - Segment individual rooms/areas into designated areas to be searched.
    - Note any object that seems out of place using H.O.T. criteria.
    - Check ledges, balconies, waste baskets, false ceilings, and floors.
    - Check for strange odors and strange background noises.
    - If anything strange is noticed, move people away from the potential hazard and immediately report the location of the object to GSOC.

GSS Supervisor and Lead Responsibilities

- Partner with EHS, Facilities, and Building Management as needed.
- Ensure Security Professionals are properly posted to support an evacuation, shelter-in-place, or facility closure.
- Support the arrival of emergency services and follow their instructions as directed by the GSS Management.
- Work with the legal team and outside legal counsel if witness statements are requested.
- Follow the Incident Commander SOP as needed.
- Await further steps from GSOC or Global Security leaders such as possibly activating more protocols. The GSS team's posture in the recovery phase depends on the type of protocol activated.

At the end of the incident, await an all-clear from GSS leaders and gather useful details for the Incident Report (IR). Ensure an IR is finished after an all-clear is given by emergency services, GSOC, and Global Security Management.

Suspicious Item Criteria

Use the suspicious item criteria (H.O.T.) to assess if an item is suspicious:

- **H**idden
    - Has it deliberately been concealed?
- **O**bviously Suspicious
    - Protruding wires or other electronics.
    - Does the item have a threatening note attached?
    - Excessive postage, taping, string, or other packaging material.
    - Audible noises such as ticking, music, talking, etc.
    - Handwritten or poorly-typed address.
    - Addressed with incorrect titles or a title with no name.
    - Visible stains, discoloration, or noticeable odor.
    - Excessive weight for the size of the item.
    - Visual distractions such as unnecessary stickers, images, etc.
    - Marked with restrictive endorsements such as "personal" or "confidential."
    - Did someone call in the unattended item as a threat?
- **T**ypical for the location?
    - Does it seem odd or out of place?
    - Is the item what you would expect to see at your place of work?
    - Was the unattended item abandoned by someone quickly leaving the area?

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QRC - Bomb Threats

GSOC Bomb Threat - Phone

> ⚠ If you believe there is an immediate danger to life or safety, call emergency services, evacuate the building, and Call Global Security Services Management. If the building is being evacuated, open an Incident Management Meeting. And invite all stakeholders per leadership guidance.

Step	Action
1.	Stay calm and notify your Lead and/or Supervisor. **Call 9-1-1 or your local law enforcement if no GSOC or GSS leaders are present.**
2.	Be polite and show interest to keep them talking. **Keep the caller on the line as long as possible. Don't hang up even if the caller does.** **If possible, signal or pass a note to other staff to listen or record the call.** Gather as much detail as possible: • Where is the bomb located? (address, building, floor, room etc.) • When will it go off? • What does it look like? • What kind of a bomb is it? • What will make it explode? • Did you place the bomb? • Why? • Exact words of the threat. • What is your name? • Where are you calling from? • Why are you targeting Cruise? Additional information about the caller: • Male or Female? • Estimated age? • Any accent? <table><tr><td>Angry</td><td>Cracking voice</td><td>High pitched</td><td>Excited</td></tr></table>

Calm	Crying	Disguised	Laughter
Clearing throat	Deep	Filtered	Lisp
Coughing	Deep breathing	Distinct	Loud
Nasal	Ragged	Slow	Soft
Normal	Rapid	Slurred	Stutter

Any background sounds:

Animal noises	Street noise	Conversation	Clear
House noises	Booth	Music	Static
Kitchen Noise	PA system	Motor	Office
Machinery	Factory	Local	Long distance

Threat Language:

Incoherent	Message read	Profane
Taped message	Irrational	Well spoken

3.	Immediately note critical details in an [Incident Report (IR)](). *Note as much information as possible: caller ID number, exact wording of threat, type of voice or behavior, etc.*
4.	Call 911 and provide: • Office address. • Nature of the incident. • Details from a completed bomb-threat checklist. *While calling 911:* • *Notify the Global Security Operations leadership by phone.* • *Notify appropriate Cruise Global Security Area Managers (GSAM) over the phone to inform them about the incident/risk.*
5.	Dispatch Security Professional to sweep the building for suspicious objects. Assume visual coverage of the area if necessary.
6.	Send an initial [Incident Alert using PagerDuty]() and send updates as needed.

	• If PagerDuty is not working correctly, create a post in the #gsoc-alerts channel's Workflow with critical details about the incident, and tag @channel.
7.	Use the Slack Mass Notification SOP and the site security team to politely, but firmly, inform staff to evacuate the building. • Verify with Global Security Operations Management about posting the following message to appropriate Slack channels: "Attention all Cruise staff: Due to an emergency situation, a building evacuation is taking place at LOCATION. Please follow the directions of Security Professionals to guide you to the appropriate locations. All other staff are advised to avoid the area until further notice. The Global Security Operations Center is monitoring the situation and will provide further updates."
8.	Finalize IR details, attach associated video recordings/photos to IR, and distribute and file properly in the Google Drive.

GSOC Bomb Threat - Written note or mail

> ⚠ If you believe there is an immediate danger to life or safety, call emergency services, evacuate the building, and Call Global Security Services Management. If the building is being evacuated, open an Incident Management Meeting. And invite all stakeholders per leadership guidance.

Step	Action
1.	Stay calm and notify your Lead and/or Supervisor. **Handle written threats as little as possible. Don't delete email threats.** **Call 9-1-1 or your local law enforcement if no GSOC or GSS leaders are present.**
2.	Immediately note critical details in an Incident Report (IR). **Note the following:** **Date, time, and location the document was found.** **Any situations or conditions surrounding the discovery or delivery.** **Full names of any staff who saw the threat.**
3.	If a bomb threat is received via letter, review video for the past 10 minutes to see who left it. If a bomb threat is received via email, alert IT through an urgent ticket (Critical).
4.	Call 911 and provide: • Office address. • Nature of the incident.

	• The sender of the email or letter? • Who was it sent to? Do they know the sender? • Exact content of the email or letter. ***While calling 911:*** • ***Notify the Global Security Operations leadership by phone.*** • ***Notify appropriate Cruise Global Security Area Managers (GSAM) over the phone to inform them about the incident/risk.***
5.	Dispatch Security Professional to sweep the building for suspicious objects. Assume visual coverage of the area if necessary.
6.	Send an initial [Incident Alert using PagerDuty](#) and send updates as needed. • If PagerDuty is not working correctly, [create a post in the #gsoc-alerts channel's Workflow](#) with critical details about the incident, and tag @channel.
7.	Use the [Slack Mass Notification SOP](#) and the site security team to politely, but firmly, inform staff to evacuate the building. • Verify with Global Security Operations Management about posting the following message to appropriate Slack channels: "Attention all Cruise staff: Due to an emergency situation, a building evacuation is taking place at LOCATION. Please follow the directions of Security Professionals to guide you to the appropriate locations. All other staff are advised to avoid the area until further notice. The Global Security Operations Center is monitoring the situation and will provide further updates."
8.	Finalize IR details, attach associated video recordings/photos to IR, and distribute and file properly in the Google Drive.

GSS Bomb Threat - Phone

Step	Action
1.	Stay calm and notify your Lead and/or Supervisor. ***Call 9-1-1 or your local law enforcement if no GSOC or GSS leaders are present.***
2.	Be polite and show interest to keep them talking. ***Keep the caller on the line as long as possible. Don't hang up even if the caller does.*** ***If possible, signal or pass a note to other staff to listen or record the call.*** Gather as much detail as possible:

- Where is the bomb located? (address, building, floor, room etc.)
- When will it go off?
- What does it look like?
- What kind of a bomb is it?
- What will make it explode?
- Did you place the bomb?
- Why?
- Exact words of the threat.
- What is your name?
- Where are you calling from?
- Why are you targeting Cruise?

Additional information about the caller:

- Male or Female?
- Estimated age?
- Any accent?

Angry	Cracking voice	High pitched	Excited
Calm	Crying	Disguised	Laughter
Clearing throat	Deep	Filtered	Lisp
Coughing	Deep breathing	Distinct	Loud
Nasal	Ragged	Slow	Soft
Normal	Rapid	Slurred	Stutter

Any background sounds:

Animal noises	Street noise	Conversation	Clear
House noises	Booth	Music	Static
Kitchen Noise	PA system	Motor	Office
Machinery	Factory	Local	Long distance

Threat Language:

Incoherent	Message read	Profane
Taped message	Irrational	Well spoken

3.	Notify GSOC with the details from the bomb threat checklist and exactly how the threat was said. ***Note as much information as possible: caller ID number, exact wording of threat, type of voice or behavior, etc.***
4.	Fill out an [officer incident statement](#).

GSS Bomb Threat - Written note or email

Step	Action
1.	Stay calm and notify your Lead and/or Supervisor. ***Handle written threats as little as possible. Don't delete email threats.*** ***Call 9-1-1 or your local law enforcement if no GSOC or GSS leaders are present.***
2.	Notify GSOC with the details. Note the following: ● Date, time, and location the document was found. ● Any situations or conditions surrounding the discovery or delivery. ● Full names of any staff who saw the threat.
3.	Take a picture or rewrite the threat exactly as is on a sheet of paper and send it to GSOC.
4.	Secure the original threat; don't alter the item in any way: ● If small or removable, place in a bag or envelope. ● If large or stationary, secure the location.
5.	Fill out an [officer incident statement](#).

GSS Bomb Threat - Verbal / in-person

Step	Action
1.	Stay calm and notify your Lead and/or Supervisor. ***Call 9-1-1 or your local law enforcement if no GSOC or GSS leaders are present.***
2.	Be polite and show interest to keep them talking.

		If the person leaves, note the direction.
	3.	Notify GSOC with the person's description and exactly how the threat was said.
	4.	Fill out an officer incident statement.

GSS Bomb Threat - 3rd-person reports

Step	Action
1.	Stay calm and notify your Lead and/or Supervisor. ***Call 9-1-1 or your local law enforcement if no GSOC or GSS leaders are present.***
2.	Collect details from the reporter: ● Name of the reporter ● Employee Type ● Location of the device ● Description of the device ● When was the device seen?
3.	Notify GSOC with the details.
4.	Fill out an officer incident statement.

QRC - Suspicious Items

GSOC Suspicious Items

> ⚠ If you believe there is an immediate danger to life or safety, call emergency services, activate the HAZMAT protocol and Call Global Security Services Management.

Step	Action
1.	Collect the following details: current location of the item, where it was first detected, and description of the item.

	Ask for photos.	
2.	Dispatch a Security Professional to <u>assess the suspicious item.</u>	
3.	Start recording critical information in an <u>Incident Report (IR)</u>.	
4.	Pull up cameras for the location of the item and review video for the past 10 minutes to see how the item was left unattended.	
5.	The supervisor on duty notifies the internal GSOC Manager/GSOC Associate Manager via Slack channel **#gsoc-working-group** with initial details.	
6.	Send an initial <u>Incident Alert using PagerDuty</u>. If PagerDuty is not working correctly, <u>create a post in the **#gsoc-alerts** channel's Workflow</u> with critical relevant information about the incident utilizing the format below, and tag **@channel**.	
7.	Await further steps from Global Security leaders including possibly activating further protocols, including <u>evacuation</u>, <u>shelter-in-place</u>, or <u>facility closure.</u> ***If no response within two minutes, <u>contact Global Security Operations Management</u>.***	
8.	Send updated alerts as needed and, after the incident, send a final <u>Incident Alert using PagerDuty</u>.	
9.	<u>Finish and distribute the IR</u>, attach related videos/pictures, and distribute and save in the Google Drive IR folder.	

GSS Suspicious Items

⚠ If you believe there is an immediate danger to life or safety, call emergency services, activate the <u>HAZMAT protocol</u> and <u>Call Global Security Services Management</u>.

Step	Action
1.	Notify GSOC if they are not aware.

2.	Put your phone in airplane mode and head to the location where the item was found. If at a location with multiple Rovers, go in a pair.
3.	Once on scene, note the time and sweep the area using the H.O.T. criteria.
4.	If no item is found, return phones to normal operation and update GSOC. If an item is found: ● Take a picture using the phone in airplane mode. ● Maintain a safe distance when possible.
5.	Clear the area of all persons and maintain a cordon. Keep Cruise staff and guests away from the area: "Good Morning/Afternoon/evening this floor/area is closed for security purposes, I apologize for the inconvenience and thank you for your cooperation."
6.	If possible, close the doors and post more Security Professionals to direct others away.
7.	Once a proper cordon is established, the officer possessing the details and picture of the item must move a sufficient distance away from it to safely disable airplane mode and contact GSOC.: ● What is it? ○ Send the pictures of the item. ● If a package, to whom was it sent, and from whom? ● Estimate the size and weight (do not pick up the item, take a guess). ● Specific marks ● When was the item found? ● Who originally found the item? ● Is the item causing elevated concern in the area or disrupting operations?
8.	Await steps from the GSOC, Lead, or other on-site leaders and be ready to assist.

QRC - Suspicious Activity or Communication

GSOC Suspicious Activity & Communication

Step	Action

1.	When a suspicious activity and/or communication is reported to the GSOC, collect the following information: If it is suspicious activity: • What is the activity? What makes it suspicious? • Who is doing it? • When did it happen? • Is there anyone else involved? In what way? • Location. • Reporting party information. If it is suspicious communication: • From whom to whom? • Names, roles, and nature of relationship between the parties involved. • When was it communicated? • Method of communication (email, text, phone, verbal, handwritten, body language/gesture etc.) • Content of the communication (copy/photo if possible)
2.	Immediately begin recording critical information in an Incident Report (IR).
3.	Pull-up cameras for location of the activity, if applicable, and run video review to investigate what exactly transpired.
4.	Send an initial Incident Alert using PagerDuty. • If PagerDuty is not working correctly, create a post in the **#gsoc-alerts** channel's Workflow with critical relevant information about the incident utilizing the format below, and tag **@channel**.
5.	Await further instructions from Global Security leadership on next steps including possibility of activating additional protocols if needed. • If no response is received within five minutes, contact the Global Security Operations Management using the Cruise - GSOC Contact Sheet
6.	Send updated alerts as needed and, after the incident, send a final Incident Alert using PagerDuty.
7.	Finalize IR details, attach associated video recordings/photos to IR, and distribute and file appropriately in Google Drive.

Related resources

- [Reference: Bomb Threat checklist](#)
- [DHS Bomb Threat Checklist](#)
- [DHS-DOJ Bomb Threat Guidance](#)
- [CISA - What to Do - Bomb Threat](#)

GSOC

- [Cruise - GSOC Contact Sheet](#)
- [Incident Alerting using PagerDuty](#)
- [Incident Report Form](#)
- [EHS SIREN Reporting System](#)
- [Facilities Incident Escalation Tree](#)
- [Opening Incident Management Meeting SOP](#)

Revisions

Version	Date Revised	Updated by	Change Detail
1.0	Aug 16, 20…	Armando Perez & ShaRon Selby	Original Document
1.1	May 9, 20…	AJ Perez [C]	● Modified to current outline
1.2	Feb 9, 2024	Jeremy Pugh [C]	● Merged with GSOC bomb SOP and made the content clearer and easier to read