

## Bomb threats are usually reported via telephone. If you receive a bomb threat via telephone:

- Take the caller seriously.
- Ask a lot of questions.
- Take notes on everything said and heard, including background noise, voice characteristics, etc.
- Keep the caller on the line as long as possible by asking questions.
- If the caller hangs up do not use the telephone on which the threat was received.
- Call security immediately after call from another telephone, or ask another person call the police immediately. Security Control Center: x44320 or (909) 558-4320.
- Notify supervisor or department head.
- Incident Commander and Security will determine if you need to evacuate. If you do evacuate, move to your evacuation relocation point to check in.
- Do not re-enter the building until instructed to do so.
- **Do not** search for the explosive device or touch any unusual or suspicious objects.

## Questions to Ask the Caller

1. When will the bomb explode?
2. Where is it?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Why was it placed in the building?
7. Did you place the bomb?
8. What is your name?

## Observe the Caller

Try to identify the following about the caller:

1. Caller's gender.
2. Approximate age.
3. Voice characteristics, accents, etc. Is the voice familiar?
4. Background noises.
5. Treat language - educated, incoherent, foul, taped, read, etc.

## Suspicious Package/Mail

If you receive a suspicious package, letter, or object under any circumstances, do not touch it, tamper with it, or move it. Report it to Security immediately, x44320 or (909) 558-4320.

## Suspicious Package Characteristics

- **Origin** — Postmark does not match the city of the return address, name of the sender is unusual or unknown, or no return address given.
- **Balance** — The letter is lopsided or unusually thick, the letter or package seems heavy for its size.
- **Contents** — Stiffness or springiness of contents; protruding wires or components; oily outer wrappings or envelope; feels like it contains a powdery substance.
- **Smell** — Particularly almond or other suspicious odors.
- **Writing** — Handwriting indicates a foreign style not normally received, cut-and-paste letters or rub on block letters are used. Common words, titles or names are misspelled.