**Checklist – Threats by phone**



* **Keep calm** and keep talking to the caller.
* Leave to a secluded room or area.
* Try to keep the conversation going and get another person to listen to the call.
* Listen carefully.
* Be friendly and courteous to the person.
* Do not interrupt the person.
* Try to find out why the threat is directed against the company/person.
* Follow the checklist below and take notes as much as possible.

**When did the call come in?**

Date and time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

From phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Gender: Male** [ ]  **Female** [ ]  **Uncertain** [ ]

Estimated age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Ask the following questions:**

When is this going to happen?

Where is this going to happen?

Why are you doing this?

What do you want from us?

Can you give us your name(s)?

**What type of threat:**

[ ]  Bomb [ ]  Sabotage [ ]  Other

More information about the threat:

|  |
| --- |
|  |
|  |

**The voice:**

[ ]  Calm [ ]  Upset [ ]  Screams

[ ]  Angry [ ]  Normal [ ]  Deep breathing

[ ]  Excited [ ]  Bright voice [ ]  Prerecorded

[ ]  Tribes [ ]  Dark voice [ ]  Familiar

Other things about the person's voice:

|  |
| --- |
|  |
|  |

**Language / Accent**

[ ]  Swedish [ ]  English [ ]  Other language \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ]  Local accent [ ]  Foreign accent [ ]  Other accent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other information about language and dialect:

|  |
| --- |
|  |
|  |

**Background sound**

[ ]  Street noise [ ]  Engine noise [ ]  Speaker announcements

[ ]  Machinery [ ]  Radio/TV [ ]  Train/bus station

[ ]  Completely silent [ ]  Other sound \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other information about background sound

|  |
| --- |
|  |
|  |

**Other information about the call**

|  |
| --- |
|  |
|  |
|  |

**When the call is over**

* **Call 112 if the situation is deemed critical.**
* Notify the Security Department.
* Notify team leader/manager.

After the above unless otherwise stated; The recipient of the call contacts the police

on tel: 010-56 90 711 and provides the following information:

1. The name and address of the company.
2. Your own name.
3. That you received a threat by phone about bombing/sabotage/other threats.
4. Share the above information from the checklist.
5. Inform them that you call from phone number XXX and will wait until they call back with further information/instructions if you don’t get it right away.
6. If ordered to evacuate, contact Uni3 Front Desk and ask them to help you start the evacuation alarm.

Keep calm and try to prevent panic.

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_