



Manitoba

STANDARD PROCEDURE INSTRUCTION

Title Telephoned Bomb Threat		SPI # 34-22
Department Environmental, Health & Safety	Supersedes SPI Dated September 2004	Effective Date March 13, 2007

1. PURPOSE

- 1.1 To outline procedures and responsibilities in the event of a telephoned bomb threat to plant facilities.

2. SCOPE

- 2.1 To provide a means of recording relevant information from a telephoned bomb threat.
- 2.2 To define responsibilities of the Target Location Management.
- 2.3 To define responsibilities of Division Management.

3. PROCEDURE

3.1 Person receiving a telephoned bomb threat

- Write down the relevant information from the threat as accurately as possible using the Bomb Threat Information Sheet - Appendix 1
- If your telephone is hooked to a recording device, turn it on.
- Keep caller talking as long as possible.
- Try and get help if possible, without alerting the caller.
- When the caller has completed the call and hung up, call the Substation Operator at 2395 giving details.

3.2 Substation Operator

Note: All contact is to be made by secure phone lines, not radios, radio-telephones or cell phones. If initial contact is by mobile phone or pager, the instructions are to call in via telephone.

- Call the Target Location Management / designate or on-call personnel for the area.
- Call Telecommunications personnel / designate at 2391 (days) or on-call personnel.
- Call the Manager of Environment, Health, & Safety / designate or on-call personnel.
- Tag all main switches for Target Location area with "Do not re-close on trip" until clearance / authorization is received from the Target Location Management.
- In the event of a fire during the bomb threat, alert the Fire Crew of the potential hazard.

3.3 Target Location Management

- Establish local Emergency Site Management with department supervision including the Safety, Health and Environment Committee co-chairs / designates.
- In consultation with the Emergency Operations Centre, develop a plan of action with respect to search and evacuation.
- Ensure evacuation routes are searched and ascertained to be safe prior to evacuation.
- If positive target information is contained in the threat, evacuate endangered personnel to a safe place.
- Initiate search procedures utilizing personnel familiar with the building/area. Individual buildings/areas will be responsible to develop search checklists for their area of responsibility. Refer to Bomb Search Checklist as a guide - Appendix 2.
- Ensure a telephone communication link with the Emergency Operations Centre is established and maintained.
- The "All Clear"" will be issued by the Department Head / designate (Emergency Site Manager) in charge at the Target Location, in consultation with the Emergency Control Co-ordinator in the EOC.
- Complete the Bomb Threat Report - Appendix 3

3.4 Manager, Environment, Health & Safety/designate/on call personnel

- Notify Division Administration
- Report to the designated Emergency Operations Centre.
- Ensure the following are notified:

- INITIAL Security, RCMP, Mines Inspector, Union Personnel

3.5 Division Management

- The President / designate will establish an Emergency Operating Team utilizing personnel he deems appropriate at the time and assemble in the appropriate Emergency Operations Centre (EOC):
 - Main - General Office, Main Conference Room
 - Alternate - ITS, 60 Seal Road
 - Alternate - Surface Dry, Conference Room
- Establish and maintain telephone communication link with the person in charge (Emergency Site Manager) at the Target Location.
- Ensure all employees within the target area are informed of the threat.
- Ensure appropriate external agencies as required are notified. (Judgement call) e.g. City Fire Dept., Union hall, Govt., Media, etc.
- Ensure debriefing procedure is done with the recipient of the threat using the Bomb Threat Debriefing Form - Appendix 4.

4. POLICY / ADMINISTRATION

- 4.1 If positive target identification is not provided, no immediate action is taken except for reporting to the RCMP by the Manager of Environment, Health, & Safety / designate.
- 4.2 If an employee exercises their right to refuse upon learning of the threat, the procedure for Right to Refuse will be followed. The employee, at the time, will be advised if he or she refuses alternate work in a safe area and decides to leave company property their pay will be stopped from the time they leave.
- 4.3 The President or designate, in conjunction with the Manager of Government & Public Affairs or designate, are the only personnel authorized to release information to the media.
- 4.4 Individual departments / areas will be responsible to develop building / area specific procedures as appropriate.

APPROVED _____

General Manger, Manitoba Operations

DATE

Vale Limited Manitoba Division

Place This Card Under Your Telephone

Without alarming caller, try to obtain help.

Have someone or yourself:

- Call Substation Operator @ 2395 asap
- Keep the caller talking by asking questions

Specific Area?

Time Limit?

Exact Wording of Threat

Questions To Ask

- Where is it?
- When will it explode?
- What kind of bomb is it?
- What does it look like?
- Why are you doing this?
- What is your name?
- Where are you calling from?
- What is your address?

Complete the Following

Time call received:

Date:

Location:

Recipient:

Phone No.

Department:

BOMB THREAT

Call Analysis

(Check as appropriate)

Origin:

- Local Toll Private
- Public Trunk HandsFree

Sex:

Male _____ Female

Voice:

- Calm Soft Raspy
- Nasal Loud Slurred
- Excited Uneducated Educated
- Slow Angry Deep
- Stutter Intoxicated Ragged
- Rapid Lisp Crying

Remarks:

Accent?

Familiar?

Race?

Age:

_____ Adult _____ Teen _____ Child

Background Sounds:

- P.A. System Machinery
- Children Typing
- Voices Music
- Bar Clear
- Street Static

Others (Explain)

Did caller appear familiar with the building/area?

Yes _____ No

Forward completed checklist to your Supervisor & Telecommunications personnel

Do not discuss the call with the general public or the media.

BOMB SEARCH CHECKLIST

APPENDIX 2

(The following is a general guide and is not intended to be building-specific. Individual departments are responsible for their internal checklists)

<u>Typical Area</u>	<u>Check or Search</u>
Common to most areas	<input type="checkbox"/> normal items out of place <input type="checkbox"/> parcels / bags <input type="checkbox"/> tool boxes <input type="checkbox"/> accessible shelves / ledges <input type="checkbox"/> accessible false ceilings <input type="checkbox"/> waste baskets / garbage cans <input type="checkbox"/> firehose / extinguisher cabinets <input type="checkbox"/> lockers <input type="checkbox"/> storage areas <input type="checkbox"/> exposed ducts / electrical boxes <input type="checkbox"/> furniture / filing cabinets <input type="checkbox"/> stairs / stairwells
Washrooms	<input type="checkbox"/> cubicles / toilet tanks <input type="checkbox"/> garbage / waste containers <input type="checkbox"/> towel holders <input type="checkbox"/> plumbing service area
Lunch room	<input type="checkbox"/> garbage / waste containers <input type="checkbox"/> appliances / cupboards <input type="checkbox"/> false ceiling
Elevators	<input type="checkbox"/> top <input type="checkbox"/> shaft <input type="checkbox"/> pit
Main entrance / reception area	<input type="checkbox"/> packages / deliveries <input type="checkbox"/> storage / holding areas
Outside areas	<input type="checkbox"/> dumpsters / incinerators <input type="checkbox"/> vehicles not belonging <input type="checkbox"/> loading docks / chutes <input type="checkbox"/> all entrances <input type="checkbox"/> utility services <input type="checkbox"/> fuel tanks <input type="checkbox"/> chemical storage
Parking lot(s)	<input type="checkbox"/> vehicles parked in abandoned manner <input type="checkbox"/> quick check under vehicles

BOMB THREAT REPORT

APPENDIX 3

Local Management / Designate _____

Type of threat _____

Location of threat _____

Date: _____ Time of threat: _____

Time "All Clear" issued: _____

Action taken: _____

Was Search conducted? YES _____ NO _____

Result of search? _____

Was evacuation / relocation initiated? YES _____ NO _____

Results / Comments? _____

Report prepared by: _____ Date: _____

Name of person receiving threat:

Telephone number at which threat was received:

Location of this telephone:

Time of call: _____

Date:

Duration of call:

Estimated age of caller: _____ Sex of the caller:

Did caller reveal any identifying particulars? (eg. nicknames, familiarity with staff, etc.)

Did caller appear familiar with the building(s) or area(s) in describing the bomb location?

Did the caller use any phrases common to the plant?

Caller's Voice:

Accent (English, French, etc.)

If voice was familiar, who did it sound like?

- | | | | | |
|---|---|--------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Excited | <input type="checkbox"/> Fast | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Soft | <input type="checkbox"/> Loud | <input type="checkbox"/> Laughing | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distorted | <input type="checkbox"/> Slurred | <input type="checkbox"/> Emotional | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Lisp | <input type="checkbox"/> Raspy | <input type="checkbox"/> Deep | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Familiar | <input type="checkbox"/> Intoxicated | <input type="checkbox"/> High Pitched | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Cracking Voice | | | |

Threat Language:

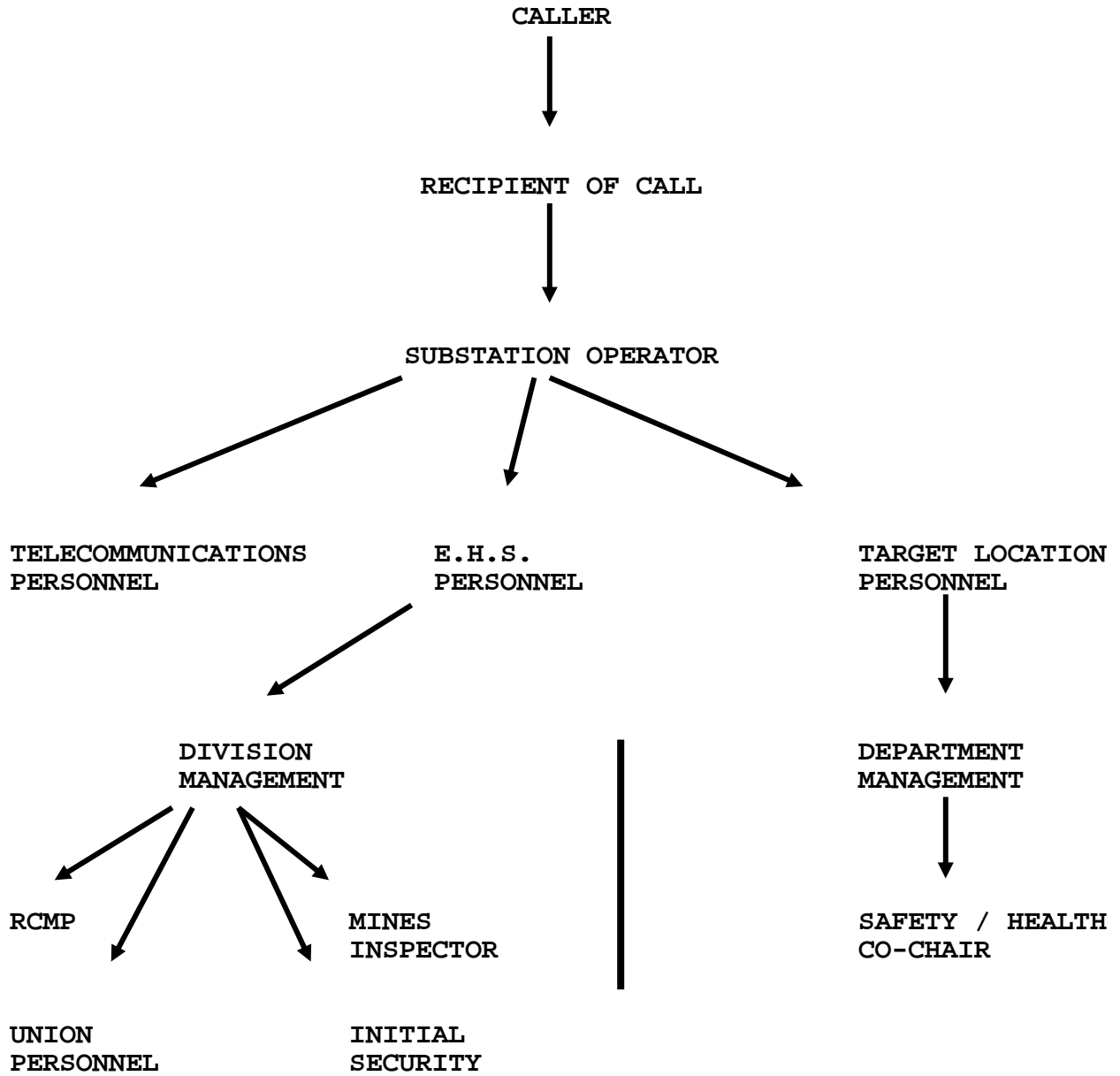
- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Well Spoken (Educated) | <input type="checkbox"/> Message read by caller | <input type="checkbox"/> Vulgar |
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Taped | <input type="checkbox"/> Irrational |

Background Sounds:

- | | | | | |
|---|---|--|---|---------------------------------|
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Voices | <input type="checkbox"/> PA System | <input type="checkbox"/> Music | <input type="checkbox"/> Motors |
| <input type="checkbox"/> Airplanes | <input type="checkbox"/> Quiet | <input type="checkbox"/> Animals | <input type="checkbox"/> Clear | <input type="checkbox"/> Static |
| <input type="checkbox"/> Trains | <input type="checkbox"/> Shop Machinery | <input type="checkbox"/> Office Machines | <input type="checkbox"/> Street Traffic | |
| <input type="checkbox"/> House Noises | <input type="checkbox"/> Long Distance | <input type="checkbox"/> Telephone Booth | | |
| <input type="checkbox"/> Television | <input type="checkbox"/> Radio | | | |
| <input type="checkbox"/> Other (Specify): | | | | |

Write down the bomb threat as accurately as possible:

Person / Department initially notified:



APPROVED _____ General Manager – Manitoba Operations

DATE _____