

Bomb Threat

In the event of a bomb threat, all direction as to whether to evacuate or not needs to come directly from emergency personnel.

The following information needs to be taken by the employee taking a call regarding a bomb threat:

1. The time the call was received and on which telephone number or extension
2. Callers telephone number if the operator board displays their phone number
3. The EXACT words of the person making the threat
4. Listen to any background noises such as traffic, music, railway station, etc
5. Note down the gender of the caller and also the approximate age
6. Any particular accent or familiar voice

The employee taking the call should be prepared to ask the following questions if the caller did not answer them previously:

1. Where is the bomb located?
2. When is it going to explode?
3. What does the bomb look like?
4. Is the bomb located in a bag or box and what color is it?
5. Why did you place the bomb?
6. What is your name?

The caller may provide specific information by answering these questions. It would be helpful to the police and officials if any information is obtained. The employee receiving the call should notify their manager immediately and provide a completed bomb threat checklist (located behind these instructions).

Following actions to be taken by the hotel management team:

- 1. CALL 911!! State the hotel address and your name and position. Also state the nature of the threat (area, room number, and any additional information that was given or asked during the call)**
2. Call MOD and engineering and report a code black. Do not mention the word "bomb" over the radio.
3. Print down-time report in OPERA. Gather your Guest-In-House binder and also your crisis binder.
4. If emergency personnel direct you to evacuate the hotel, please follow their instructions. More than likely they will pull the fire alarm to evacuate the hotel. Follow the fire alarm instructions from this point forward.
 - A. Call each guest room to inform guests of the alarm and that they must evacuate the hotel and to use the nearest stairwell. Please make sure to contact disabled guests and ensure that they are aware of the situation. Please send help up to these guests if they cannot use the stairs. Once you have called guest rooms

and know that everyone has exited the building, you need to grab your paperwork and exit the hotel.

- B. Call the IHG Warm team to notify them of the issue that has occurred in the event there is an actual fire. This can be found on the emergency contact page.

Re-occupation of the building is a decision that must be made by senior management in consultation with emergency personnel.