



# **MAJOR INCIDENT & BUSINESS CONTINUITY PLAN**

**Autumn 2024-25**

## **Other related documents:**

**Emergency Closure – Procedures**

**Snow Decision making checklist**

**Bomb Threat Checklist**

**Lockdown procedure**

**Emergency Evacuation procedure**

**Communication cascade**

**Managing an incident in school with a knife/weapon**

**IT Recovery Plan – Turn It On**

**Serious Incident Reporting Procedure and Form**

**First Aiders and Locations**

**Map of school site**

**Person Responsible:** Claire Thompson

**Next Review date:** Autumn 2025

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### 1. Aims & Purpose

The purpose of this Plan is to deal with the initial safety, and reduce risk to students, staff, parents/carers and visitors of Hayes School in the event of a major incident. It is to give a structured basis to effect an immediate response so that the risk to all beneficiaries of the school and trust is minimised, that the incident is not escalated, and to give support to the emergency services and/or other agencies.

This plan may be implemented in respect of incidents which take place on the school site or off-site involving staff and students.

This plan will support a flexible response so that Hayes School can:

- i. Respond to a disruptive incident (**incident management**)
- ii. Maintain delivery of critical activities during an incident (**business continuity**)
- iii. Return to 'business as usual' (**resumption and recovery**)
- iv. Report serious incidents
- v. Learn from and review practice in response to serious incidents

### 2 Building Facilities

The school is located on one site (but with an additional separate playing field). The Head of Schools office and the administration offices are based in the Gadsden building at the heart of the site. There is a large playing field as part of the main site so should there be a loss of a building there is sufficient space to accommodate portable classrooms.

Evacuation notices clearly identify routes of escape from any area within the school and direct all to the muster stations on the playing courts by the North Wall at the bottom of the school field.

### **3. IDENTIFICATION OF MAJOR INCIDENTS**

- An incident resulting in or risking significant harm to staff, students, parents/carers or visitors
- Destruction or serious vandalism of part of the School
- Loss of safe access to site (e.g. flood, infestation etc.)
- Student or teacher being taken hostage
- Intruder(s) on site necessitating lockdown
- Transport related incident involving students or teachers
- Death or serious injuries in school or off-site, including school journeys
- Natural disaster in the community
- Local risk of air pollution, smoke pollution, gas cloud
- Major fire in the vicinity of the school
- Civil disturbance or terrorism/extremism
- Bomb threats
- Loss of critical systems e.g. IT failure, loss of heating, water supply, power shortage etc.
- Significant data breach
- Cyber-attack (ransomware)
- Financial crime or other significant financial loss
- Endemic/Pandemic

### **4. IMMEDIATE TASKS**

All incidents to be reported to the Head of School or Senior Deputy Headteacher and contact to be made with the Executive Headteacher. In the event that either of these are off site, they must be contacted as soon as possible. A decision will be made to convene the Incident Management Team.

The Incident Management Team will meet in the designated Incident Room – Head of Schools, Gadsden or if damaged then the Library.

Any member of the Incident Management Team, who themselves have been subject to trauma, should not be involved in the planning process.

The Team will:

- decide on type of incident
- decide on implementation of any planned evacuation tasks
- coordinate with other members of staff to implement required action
- ensure emergency services are notified, as required
- liaise with emergency services
- decide if gas, electricity or water should be disconnected
- inform the Executive Headteacher
- inform CEO/COO, Chair of Governors and Chair of Directors
- inform Local Authority (LA)
- gather as much information of the incident as possible
- ensure Incident Room is manned at all times
- ensure telephones are manned
- be supplied with names of staff and students off-site on trips etc.

- keep staff informed of developments
- be visible to show support during crisis
- prepare analysis of impact on School
- unless there is overwhelming pressure, avoid closing the School and endeavour to maintain normal routines and timetables
- if outside term-time, arrange for Site Team to open for access to the School
- inform TfL if roads/bus routes affected
- notify parents/carers of all/impacted students
- select/amend an appropriate press release for use should this become necessary (assuming they are pre-written or there is a template)
- update social media/Website (given that info will be flowing out of the school via students social media contact/SMS to parents).

## 5.1 INCIDENT MANAGEMENT ACTIONS

ACTION	FURTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
<p>Make a quick initial assessment: Survey the scene Assess scale/severity, duration and impact Disseminate information to others</p>	<p>Gather and share information to facilitate decision making. Complete a Disaster reporting form</p>	<input type="checkbox"/>
<p>Call the Emergency Services</p>	<p><b>TEL: 999</b> Provide as much information about the incident as possible</p>	<input type="checkbox"/>
<p>Evacuate the School buildings if necessary (full or partial evacuation)</p> <p>Consider whether it may be safer for the welfare of students to stay within the School premises. Do Lockdown procedures need to be put in place?</p> <p>If there is time and it is safe to do so, consider the recovery of vital assets/equipment to enable delivery of critical School activities</p>	<p>Use normal fire evacuation procedure for the School (or alternative assembly points dependent on the nature of the incident)</p> <p>Consider arrangements for students/staff with special needs.</p> <p>If the decision is to stay within the School, ensure the assembly point is safe and take advice from the Emergency Services as appropriate</p>	<input type="checkbox"/>
<p>Ensure all students, staff and any visitors/contractors report to the Assembly Point if buildings are being evacuated.</p>	<p>Normal Assembly Point for the School is Basketball Courts on School Field. Alternative Assembly point is the 'Sports Courts'</p> <p><b>Arrangements have also been made to use Hayes Primary if necessary</b></p>	<input type="checkbox"/>

ACTION	FURTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
Check that all students, staff, visitors have been safely evacuated from the buildings and are accounted for.	See Fire Evacuation Procedures	<input type="checkbox"/>
If situation is off site ensure Head of School maintains a constant communication link with the member of staff in charge	The Head of School must prepare students to act appropriately and communicate with him in the event of a disaster where the member of staff in charge is incapacitated.	<input type="checkbox"/>
Ensure appropriate access to site for Emergency Service Vehicles	Liaise with Site Services	<input type="checkbox"/>
Convene School Incident Management Team to assess situation and undertake emergency response roles.	<p><b>Head of School/Senior Deputy Headteacher to confirm SLT roles at first meeting of Incident Management Team</b></p> <p><b>Roles might include:-</b></p> <ul style="list-style-type: none"> <li><b>Internal communication</b></li> <li><b>External communication</b></li> <li><b>Liaison with emergency services/utilities</b></li> <li><b>Health &amp; Safety/Safety Officer</b></li> </ul>	<input type="checkbox"/>
Ensure a log of key decisions and actions is started and maintained throughout the incident		<input type="checkbox"/>
Where appropriate, record names and details of any students, staff, contractors or visitors injured or affected by the incident	<p>This information should be held securely as it may be required by Emergency Services or other agencies.</p> <p><b>Use of ACo's to assist in identification of students</b></p>	<input type="checkbox"/>
Ensure staff are kept informed about what is happening and what is required of them	<p>Consider:</p> <ul style="list-style-type: none"> <li>• What actions are required</li> <li>• Where staff will be located</li> <li>• Notifying staff who are not currently in work with details of the incident and actions undertaken</li> </ul>	<input type="checkbox"/>

<p>Ensure students are kept informed as appropriate to the circumstances of the incident</p>	<p>Consider communication strategies and additional support for students with special needs and disabilities. Ideally communication to students should be carried out in small groups, not whole years. <b>Consider use of mobiles for students to inform parents to reduce risk of panic.</b>(should be accompanied by message from school)  <b>If necessary make use of list of siblings details held in Student and Main Reception</b></p>	<p><input type="checkbox"/></p>
<p>In the event of an IT disaster or cyber attack. An initial assessment of the attack or damage is made by the Network Manager followed by immediate actions to secure the system from further damage.</p> <p>Communication should be made to direct lines of management through 'Turn it On' and to the Trust IT Manager for assistance</p>	<p>The Network Manager to report the incident to the Hed of School/Senior Deputy Headteachers and Turn It On to be informed. In the case of malicious intent the attacker's point of entry should be identified and shut down.</p> <p>The Network Manager supported by TIO should look for: Unauthorised hardware, software processes, administrators and users. System logs should be analysed closely to detect possible security compromise. IT personnel should keep a thorough and detailed observation record.</p>	<p><input type="checkbox"/></p>
<p>Ensure Parents/Carers are kept informed as appropriate to the circumstances of the incident.</p> <p>Parents/carers of those immediately affected by the incident will require additional consideration to ensure information is accurate and up to date.</p>	<p>Agree arrangements for parents/carers collecting students at an appropriate time. (Consider contingency for parents who disregard this and insist on collecting immediately)</p> <p>Consider how emergency communication needs will be established e.g. phone lines, answer machine message, website update</p> <p>Contact links maintained at Student and Main Reception</p> <p><b>Confirm who will contact parents of injured or affected students – ACo, Tutor, Office Staff?</b></p> <p>Separate meeting rooms to be made available if necessary</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

Allocate main meeting area for parents	<p><b>Dance Studio, Library, Staff Room , Sports Hall, MPH, Main Hall etc. depending on location of incident</b></p> <p><b>Consider if vehicle access to site is to be restricted and how this may be enforced.</b></p>	
Ensure Governors and Trustees are kept informed	Initial contact to be Chair of Governors, or alternatively Vice Chair. CEO to inform Chair of Trustees.	<input type="checkbox"/>
Consider the involvement of other services or organisations who may be able to support the management of the incident in terms of providing additional resource, advice and guidance	Contact Director of Education at Bromley Council	<input type="checkbox"/>
Press Coverage. Be prepared to meet Press	<p>Head of School only to speak to Press, or in his absence the Senior Deputy Headteacher</p> <p><b>Liaise with Executive Headteacher, CEO and Director of Education/Press Office at Bromley LA.</b></p> <p>'General Statement' to be made available for Reception to manage enquiries. Refer to head of School's PA.</p>	<input type="checkbox"/>  <input type="checkbox"/>
Contact Insurance Company (RPA) to inform them, and seek advice	Contact number in appendix	<input type="checkbox"/>
Message for Website and Telephone	<b>Head of School / Senior Deputy Headteacher to approve message – must match press release IT to upload</b>	<input type="checkbox"/>
School Mobiles for use (available from TMB)	Use school mobiles for Incident Management Team in the event that phone lines are not available.	<input type="checkbox"/>



## 5.2 BUSINESS CONTINUITY ACTIONS

ACTION	FURTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
Identify any other stakeholders required to be involved in the Business Continuity response	Depending on the incident, decide on the involvement of external partners	<input type="checkbox"/>
<b>EVALUATE THE IMPACT OF THE INCIDENT</b>	<p>Consider the following:</p> <p>Which School activities are disrupted?</p> <p>What is the impact over time if these activities do not continue?</p> <p>Would the impact be:</p> <p>Manageable?       .....</p> <p>Disruptive?       .....</p> <p>Critical?           .....</p> <p>Disastrous?       .....</p> <p>What are the current staffing levels?</p> <p>Are there are key dates or critical activity deadlines approaching?</p> <p>Consider resources required to recover critical activities</p>	<input type="checkbox"/>
Plan how critical activities will be maintained	<p>Consider:</p> <p>Immediate priorities</p> <p>Communication strategies</p> <p>Deployment of resources</p> <p>Finance</p> <p>Monitoring the situation</p> <p>Stakeholder engagement</p>	<input type="checkbox"/>

<p>Identify preventative measures which can be taken to minimise impact and ensure business continuity.</p>	<p>Immediate Priorities  Health &amp; safety actions/additional activities to be undertaken  Research/follow relevant advice from responsible public bodies  Are additional resources required (to be ordered)  Communication with students, staff, parents and carers  Should certain activities be ceased/cancelled  Liaise with contractors and service providers re: their provision and contingency arrangements  Any additional risk management procedures</p>	<p><input type="checkbox"/></p>
<p>Log all decisions and actions, including what you decide not to do</p>	<p>Use the Decision and Action Log – see template attached</p>	<p><input type="checkbox"/></p>
<p>Log all financial expenditure incurred</p>	<p>Use Financial Expenditure Log attached</p>	<p><input type="checkbox"/></p>
<p>Allocate any additional roles as necessary</p>	<p>Roles allocated will depend on the nature of the incident and availability of staff</p>	<p><input type="checkbox"/></p>
<p>Secure resources to enable critical activities to continue/be recovered</p>	<p>Consider additional requirements – staffing, premises, equipment, IT, welfare issues etc.</p>	<p><input type="checkbox"/></p>
<p>Deliver appropriate communication actions as required</p>	<p>Ensure methods of communication and key messages are developed as appropriate to the needs of key stakeholders – Staff, Parents/Carers, Governors, Suppliers, Local Authority, Central Government Agencies etc.</p>	<p><input type="checkbox"/></p>
		<p><input type="checkbox"/></p>

### 5.3 BUSINESS CONTINUITY STRATEGIES

Arrangements to manage a loss or shortage of Staff or skills or forced school closure	Further Information – key contacts, details of arrangements, checklists
Use of temporary staff e.g. Supply Teachers, Office Staff etc.	
<p>Using different ways of working to allow for reduced workforce, this may include:</p> <ul style="list-style-type: none"> <li>• Larger class sizes</li> <li>• Use of Teaching Assistants, Trainees Teachers etc.</li> <li>• Remote Learning (SharePoint)/SatchelOne/Teams</li> <li>• Team activities and sports to accommodate larger numbers of students at once</li> <li>• Partial opening/closure (certain year groups)</li> <li>• Working from Home (WfH)</li> </ul>	
<p>Suspending 'non-critical' activities and focusing on our priorities</p> <ul style="list-style-type: none"> <li>• Contact lettings</li> <li>• Inform parents/carers</li> </ul>	
Do we have a mutual support agreement with other local Schools, including the Trust?	
<p>Check arrangements to manage possible loss of:</p> <ul style="list-style-type: none"> <li>• IT (assume loss of entire site and impact this would have on email and other system of communication)</li> <li>• telephones,</li> <li>• data, (or access to data)</li> <li>• power, utilities and heating</li> </ul>	

<p>Do we need to revert to paper-based systems for registers and other school processes and communications?</p>	
<p>Use of reduced school facilities/classrooms in the event of partial closure of school site.</p> <ul style="list-style-type: none"> <li>• Are utilities available?</li> <li>• Is the school kitchen operable?</li> <li>• Can classes be re-roomed?</li> <li>• Should partial opening (for certain year groups) be considered?</li> </ul>	
<p>Continuity of learning and school management in the event of school closure</p> <ul style="list-style-type: none"> <li>• Provision of work to students via SatchelOne/Microsoft Teams and Office 365</li> <li>• Staff requirement to log on and access school network remotely to 'report to work'</li> <li>• Associate staff processes for remote working i.e. urgent actions, processes and managing and responding to external communications</li> </ul>	

## 5.4 RECOVERY AND RESUMPTION ACTIONS

ACTION	FURTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
Agree and Plan the actions required to enable recovery and resumption of normal working	Agreed actions with detailed action plan with timescales and responsibility for completion clearly indicated	<input type="checkbox"/>
Respond to any on-going and long term support needs of Staff, students and parents/carers	Consider external Counselling Services and signposting to external agencies	<input type="checkbox"/>
Once recovery is complete, communicate the return to 'business as usual'	Use of effective communication means	<input type="checkbox"/>
Carry out a de-brief of the incident with Staff, and possibly students.	De-brief report to be reviewed by all members of the School Incident Management Team.	<input type="checkbox"/>
Liaison with RPA/Insurers by COO	Depending on the scale of the disaster an independent loss adjustor may be required on site to assess damage, losses (costs) and recovery options.  If vehicles are damaged or destroyed contact should be made with insurers to ensure timely recovery. The school should continue with alternative transport arrangements to ensure operational continuity or safe passage home.	<input type="checkbox"/>
Consider lessons learnt, opportunities for improvement and risk reduction	Governors/Trust Central Team may assist in this review.	<input type="checkbox"/>

## 6. DISASTER REPORTING FORM

The information will assist Emergency Services to provide the right level of support at the right time, minimising risk of injury to School staff, emergency services and the general public.

Category	Information required
<b>Casualties</b>	
<b>Hazards</b>	
<b>Access</b>	
<b>Location</b>	
<b>Emergency</b>	
<b>Type</b>	

Ref	Notes (information or instructions from emergency service)

**Form Completed by** \_\_\_\_\_

**Emergency reported at** \_\_\_\_\_ **hours by** \_\_\_\_\_ **date** \_\_\_\_\_

## **7. Serious Incident Reporting**

Our Academy Trust is a charity (known as an exempt charity), which means that the Secretary of State for Education (acting through the ESFA) is the principal regulator for charity law compliance. The Secretary of State requires academy trusts to follow guidance produced by the Charity Commission. That includes the Charity Commission's [guidance](#) on serious incident reporting.

Impact Multi Academy Trust has a Serious Incident Reporting Procedure and Serious Incident Reporting Form (SIRF), which should be completed as soon as practically possible, following the management of a major incident.

This ensures that internally governors, trustees and other agencies (as appropriate) are informed of serious incidents and the potential risk to the school and trust. It also ensures that as a school and trust we consider lessons learnt and opportunities for improvement. Additionally, the Trust has a responsibility to consider whether an incident should be reported to the ESFA.

Reporting serious incidents to the ESFA has three main purposes:

1. Ensuring trustees comply with their duties
2. Providing regulatory advice or guidance or using statutory powers at an early stage where problems are identified in a Trust
3. Assessing the risk to other trusts





**8.2 Financial Expenditure Log**

<b>Completed by</b>		<b>Sheet Number</b>	
<b>Incident</b>		<b>Date</b>	
<b>date</b>	<b>Expenditure details</b>		

**APPENDIX 1: INCIDENT MANAGEMENT TEAM**

All parties of this IMT are required to safely and confidentially store a copy of this plan at their regular place of work **AND** off-site, i.e. at home/vehicle

<b>SLT</b>	<b>Title</b>	<b>Telephone Numbers</b>
John Phillipson	Chair of Trustees	TBC
Kieran Osborne	Chair of Trustees	020 8654 4861 (H) 07748 668 621 (M)
Sarah Lewis	Chief Executive Officer	07812 069858 (M)
James Haskell	Chief Operating Officer	07590 446530 (M)
Sally Spence	Director of Education	07719 176751 (M)
Steve Whittle	Executive Headteacher	07855 779658 (M)
Claire Thompson	Head of School	07814 920294 (M)
Michelle Toner	Senior Deputy Headteacher	07974 392935 (M)
Sarah Arney	Deputy Headteacher	01883 372364 (H) 07751 217261 (M)
Paula Aliwell	Assistant Headteacher	07857 095494 (M)
Anthony Allred	Assistant Headteacher	07896 090709 (M)
Tom Goodman	Assistant Headteacher	07354 006193 (M)
Dave Loomes	Assistant Headteacher	01634 670084 (H) 07855 969770 (M)
Dan Hazlehurst	Assistant Headteacher	07869 147915 (M)
Kelly Owen	Assistant Headteacher	07538 375620 (M)
Chris Moore	Associate Assistant Headteacher	07834 687949 (M)
Jenny Lubuska	Associate Assistant Headteacher	07810 350510 (M)
Jackie Frampton	PA to Head of School	07956 930903 (M)

Greg Short	Facilities Manager	07729 635943 (M)
Stuart Smith	Network Manager	07808 581224 (M)
Site Team	Site mobile number	07379 4934327

## APPENDIX 2: GOVERNING BODY LIST

Category of Governor	Name	Contact Details
Chair	Janice Pigott Chair of Governors	Home: 01689 851681 Mobile 07739 417146
Vice Chair (Parent)	Catherine Perrott	Mobile: 07843 006972
Executive Headteacher	Steve Whittle	Mobile: 07855 779658
Staff	Sue Angell	Work: 020 8462 2767
Governor	Rhian Deakin	Mobile: TBC
Governor	Duncan Gager	Mobile: TBC
Governor	Lily Marriott	Mobile: TBC
Governor	Alan Nelson	Mobile: TBC
Governor	Seema Patel	Mobile: TBC
Governor	Kay Sirett	Home: 020 8462 0867 Mobile: 07946 554261
Governor	Sarah Valero	Mobile: TBC
Governor	Niv Vitarana	Mobile: TBC
Clerk	Tracey Roache	Home: 020 8654 2364 Mobile: 07932 755007

### APPENDIX 3: LA & EMERGENCY SERVICES CONTACT LIST

Position	Name	Contact Number
Director of Children & Young People Services	Jared Nehra	020 8313 4060
LBB Emergency Desk Social Services (Out of Hours)		020 3036 1574
Public Health England South London Team		0344 326 2052
Educational Psychologist	LB Bromley	020 8313 4141
Educational Welfare Service	Sharon Wright - WPA Sarah Fleet (EWO)	07941 313287 <a href="mailto:swright@school-attendance.org.uk">swright@school-attendance.org.uk</a> 07442 626794 <a href="mailto:sfleet@school-attendance.org.uk">sfleet@school-attendance.org.uk</a>
MASH team (Children and Families Hub)		020 8461 7373/7379 <a href="mailto:mash@bromley.gov.uk">mash@bromley.gov.uk</a> Out of Hours (5pm to 8.30am and weekends) 0300 303 8671
Emergency services		999
Police	Non-emergency Bromley Police Station Bromley Safer Schools Police	101 0300 123 1212 020 8284 8847
Gas	National Grid (formerly Transco)	0800 111999
Electricity	EDF Energy N Power UK Power Networks	08457 145 146 0800 31 63 105
NHS	Expert help and advice on minor accidents, family illness or fast medical help	111
Accident and Emergency Departments	Princess Royal University Hospital, Bromley  Queen Mary's Hospital  University Hospital, Lewisham	01689 863000  020 8302 2678  020 8333 3000

## APPENDIX 4: SUPPLIERS CONTACT LIST

<b>Telephones</b>	NineTelecom	Office: 020 8266 2800
<b>Cleaning</b>	Braybourne Cleaning	
	Elisabete Peres (Area Manager)	Mobile: 07435 939641
	Shaneem Moss (Regional Manager)	Mobile: 07818 570813
<b>Drains</b>	PGBM, Jamie	Mobile: 07535693891
<b>Windows</b>	Eden Glaziers, Steve Damany	Office: 020 8663 3226 Mobile: 07860 168800
<b>Roofs</b>	Alpha FMS	Office: 0777 3570774
<b>Lifts</b>	Axis Mobility Ltd	Office: 020 3903 9588
<b>Plumber</b>	PGBM	Mobile: 07535 693891
<b>Electrician</b>	Alpha FMS	Office: 0777 3570774 Mobile: 07534 135420
<b>Intruder Alarm</b>	Alpha FMS	Office: 0777 3570774 Mobile: 07534 135420
<b>Skip Hire</b>	Toulouse Skips	Office: 020 8305 9641
<b>Fire Alarms</b>	Alpha FMS	Office: 0777 3570774 Mobile: 07534 135420
<b>Tree Surgery</b>	JC Landscapes Ltd, Jim Cowie	Office: 01689 811833 Mobile: 07786 623745
<b>Waste Clearance</b>	<b>Contracted</b> - Veolia Account Manager - Gary O'Day	Office: 020 3567 3272 Mobile: 07909 455821
	<b>Adhoc</b> – Rubbish Clearance Limited Peter Beer	Office: 020 3488 5215 Mobile 07727 205140
<b>Locks Locks &amp; Keys</b>	Office: 020 8777 0091 Emergency call out: Grevel	Mobile: 07956 262628
<b>IT</b>	Trust IT Manager – Oliver Fish Turn It On – Ben Hart	Office: 0208 639 4700 Office: 020 3031 3102 Mobile: 07525 966570
<b>Insurance</b>	RPA – Urgent Incident Notifications Quote URN 136644	Office: 0330 058 5566

Overseas Travel Emergencies  
Cyber Incident Response Hotline  
Cyber Incident Response Email  
Reporting a new claim

Office: 0203 475 5031  
Office: 0800 368 6378  
[RPAresponse@CyberClan.com](mailto:RPAresponse@CyberClan.com)  
[RPA.CM@davies-group.com](mailto:RPA.CM@davies-group.com)

**Accent Catering**

Chef/Manager (Judith Temba)  
Mark Atkinson  
Morag Warn  
Noel Dawson

Mobile: 07960 879607  
Mobile: 07442 593446  
Mobile: 07909 525732  
Mobile: 07932 050161

**Health & Safety  
Consultant**

Citation H&S

Relationship Manager: 0161 667 4000

**Solicitors**

VWV (c/o CEO)

Office: 020 7405 1234

## APPENDIX 5: BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST

# Bomb threat checklist

This checklist is designed to help staff to deal with a telephoned bomb threat effectively and to record the necessary information.

### Actions to be taken on receipt of a bomb threat:

- Switch on recorder/voicemail (if connected)
- Tell the caller which town/district you are answering from
- Record the exact wording of the threat:

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### Ask the following questions:

• Where is the bomb right now?

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• When is it going to explode?

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• What does it look like?

---

• What kind of bomb is it?

---

• What will cause it to explode?

---

• Did you place the bomb?

---

• Why?

---

• What is your name?

---

• What is your address?

---

• What is your telephone number?

---

### Record time call completed:

• Where automatic number reveal equipment is available, record number shown:

---

• Inform the Security Co-ordinator of name and telephone number of the person informed:

---

• Contact the police on 999. Time informed:

---

**The following part should be completed once the caller has hung up and the Security Co-ordinator and the police have been informed.**

• Time and date of call:

---

• Length of call:

---

• Number at which the call was received (i.e. your extension number):

---

### About the caller

• Sex of caller:

---

• Age:

• Nationality:

---

✓ Tick where appropriate

**Language**

- Well spoken
- Irrational
- Taped message
- Offensive
- Incoherent
- Message read by threat-maker

**Caller's voice**

- Calm
- Crying
- Clearing throat
- Angry
- Nasal
- Slurred
- Excited
- Stutter
- Disguised
- Slow
- Lisp
- Accent

Type of accent

- Rapid
- Deep
- Hoarse
- Laughter
- Familiar

If so, whose voice did it sound like?

\_\_\_\_\_  
\_\_\_\_\_

**Background sounds**

- Street noises
- House noises
- Animal noises
- Crockery
- Motor
- Clear
- Voice
- Static
- PA system
- Booth
- Music
- Factory machinery
- Office machinery
- Other (specify)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Other remarks**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

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

Print name: \_\_\_\_\_