



CLUB HOTEL DOLPHIN, WAIKKAL

" BOMB THREAT "

The best of *both worlds*



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When a bomb threat is received, the threat (call) is usually made by telephone.

Recipient of Threat

On receipt of a threat, the recipient must remain calm and obtain as much detail as possible from the caller. It is recommended that a prepared form should be available to likely recipients for their guidance. A legitimate caller telephoning with a desire to avoid injury or death may be prompted into giving a great deal of valuable information if the recipient of the call remains calm. The details of the actual and the recipient's observations provide the sole basis for evaluation of the threat.

Once the call has been disengaged, the recipient should ensure that the proper authorities are informed, i.e. Police, Bomb Squad, etc. that the Chief Warden is informed.

The Chief Warden

The Chief Warden, on being advised of a threat, should ensure that someone has notified the police on telephone. He/she should provide precise details as to the location of the premises threatened, as to his/her location within the premises and as to the threat. Police will co-ordinate army and other emergency services as required. The Chief Warden, on being advised of the threat, is faced with the unenviable task of deciding what action should be taken. It is our opinion that no threat should be ignored and that each such threat should be fully evaluated on the basis of the information supplied by the recipient. No formula exists which will differentiate between false and genuine threats, however, the following may be of assistance in evaluating the threat provided such information available.

- a) Information provided by the caller revealing his/her knowledge of the geography of the premises threatened, his/her reasons for placing the bomb, details of the working of the bomb, details of its appearance, size, type of explosive, etc.
- b) Estimated age of caller.
- c) Emotional state of caller.



- d) Sobriety of caller.
- e) Background noises
- f) The nature of previous threats

Upon evaluating the threat, there would appear to be two courses of action available in the first instance to the Chief Warden, i.e. to take no action or prepare to evacuate. These decisions usually rest with the police, bomb squad, etc. who are the experts.

To Take No Action

Although the majority of threats are indeed entirely without foundation, a number, albeit small, are genuine. As the genuine threats cannot be definitely separated from the false threats, it would seem that there can be no justification in a decision to take no action whatsoever. It would seem that some form of legal liability could exist in the event of a threat being received with no action being taken and a person was subsequently killed or injured, or property damage was sustained.

Prepare To Evacuate

By the time the Chief Warden has alerted all floor wardens of the emergency and related requirements (prepare for evacuation), the police are usually on the scene by this stage - so, duly inform them of the stage and extent of the evacuation thus far, they will then assume control of the entire operation.



SECURITY

ARSON, BOMB THREATS AND PETTY THIEVING

Problems of this nature can be restricted to a large degree by tightening security and the following points are suggested as guidelines for maintaining effective security. In addition, adoption of these guidelines will also lessen the likelihood of bombs being placed and fire being lit in office or storage areas, etc.

1. Closely supervise the movements of strangers in your area.
2. Receptionists should ensure that visitors are escorted to the person who they came to see. The visitor should then be escorted back to the reception area after the interview.
3. Do not hesitate to notify your office manager or warden whenever any
4. suspicious person is observed. He/she should know if is this person is entitled to be in the area.
5. Lock valuables away at all times - this removes temptation. These items are often taken from desks when the owner is away from his/her desk.
6. Ensure that all contract/company personnel (non-hotel) in your area are wearing their standard company uniform or badge.
7. After normal office hours, do not hesitate to ring the security guards if suspicious persons are observed.

CIVIL COMMOTION OR DISRUPTIVE DEMONSTRATION

If the building is threatened during one these demonstrations, it should not be locked, but access via lift and stairs may be severely limited or completely cut-off



Procedure:

Floor wardens may be advised to:

- a) Post a guard at each stair door (floor side)
- b) Confine staff do not make contact with demonstrators (who could be in stairwell).
- c) Ensure that staff do not make contact with demonstrators (who could be in stair well)

STANDARD FIRE ORDERS

Anyone Finding a Fire Should

1. Rescue any person in immediate danger only if safe to do so. Alert other people in area.
2. Isolate fire by closing doors.
3. Call switchboard operator.
 - a) Give the following details:
 - b) Exact location of fire
 - c) What it involves
 - d) Your name and department
4. Attempt to extinguish fire if safe to do so by:
 - a) Smothering
 - b) Fire extinguishers
 - c) Fire hose reel

Caution: Ensure that the extinguisher used is appropriate for fire at hand.



If it is impossible to extinguish fire make your way to the nearest fire escape entrance and await instructions from the fire warden or P/A system.

All staff should familiarize themselves with location of the nearest fire fighting equipment in their work area and the location of the nearest fire escape route.

DO NOT PANIC

DO NOT CREATE PANIC BY TELLING PERSONNEL OTHER THAN THE RELEVANT WARDEN(S).



FIRE SAFETY

To encourage our guests to develop good safety habits, Club Hotel Dolphin offers the following suggestions:

Investigate safety features in our stay.

Locate fire exits, alarms and extinguishers nearest your room and know how to get to them, under adverse conditions.

Know how to turn off your air-conditioner. If operable, practice opening and closing your

guest room window.

- Know where your room key is at all times.
- If you're sure there's a fire, telephone the hotel operator.
- In case of fire, touch your guests room door; if hot, DO NOT OPEN.
- If you leave your room, take your room key and go to the nearest fire exit; stay beneath
any smoke that may be in the corridor DO NOT take elevators.

Generally, fire exit doors lead to stairwells. Enter the stairwell and close the door behind you. If possible, go downstairs and out of the building. If you cannot go down and out, use your judgment; consider whether you can get to the roof, or, go back to your room.

- If you return to, or stay in, your room, turn off the air-condition. Fill the bathtub with water. Wet sheets and stuff them completely around the door. Block vents that are emitting smoke. Open window only if you're sure fresh air is available.



Call the Hotel Operator or the Fire Department, give them your room number, and explain that you're staying in your room.

Stay low if there's smoke in the room. Keep wet cloth over nose and mouth. If door and walls are hot, bail water on them with ice bucket.

- Stay calm. Don't quit.

IMPORTANT:

- Do not use any electrical appliances not provided by the Hotel.

- Do not smoke in bed.