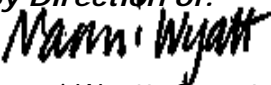



# MANAGEMENT DIRECTIVE

## Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Bomb Threats and Suspicious Packages	<b>Number:</b> 720.7 Amended
<b>Date:</b>  July 29, 2010	<b>By Direction of:</b>  Naomi Wyatt, Secretary of Administration  James P. Creedon, Secretary of General Services
<b>Contact Agency:</b> Department of General Services, Bureau of Police and Safety, Telephone 717-787-9013 PA Office of Administration, Bureau of Employee Benefits and Services, Telephone 717-787-9872	

**This directive establishes policy, responsibilities, and procedures and contains guidance for responding to bomb threats and suspicious packages found in or near the workplace. Marginal dots are excluded due to major changes.**

1. **PURPOSE.** To establish policy, responsibilities and procedures for responding to bomb threats and suspicious packages.
2. **SCOPE.** This directive applies to all agencies and all employees under the Governor's jurisdiction and legislative, judicial, and other independent agencies that occupy space in commonwealth-owned or leased buildings.
3. **OBJECTIVE.** To enhance the safety and security of commonwealth employees and work environments and to define procedures for responding to bomb threats and suspicious packages found in or near the workplace.
4. **DEFINITIONS.**
  - a. **Appropriate Law Enforcement Agency.** The local, state, or Capitol Police force that has jurisdiction in a given geographical area.
  - b. **Bombs.** Includes biological, radiological, chemical, explosive or other means of destruction.
  - c. **Building Evacuation Team.** An organized group of volunteers that assist in the evacuation of a building.

- d. **Building Fire Marshal.** A DGS-designated person who coordinates the building evacuation team and is the point of contact within a building. In non-DGS managed worksites, the agency with the greatest number of employees in the building will appoint a building fire marshal.
  - e. **Building Manager.** The individual designated by the building owner to oversee the daily management of the facility.
  - f. **Emergency Evacuation Plan.** A document that describes the procedures for an orderly evacuation of a facility and the assembly of occupants outside the facility.
  - g. **Emergency Personnel.** Includes applicable law enforcement agencies, fire personnel, emergency medical personnel, hazardous materials personnel, or other public safety authorities.
  - h. **Terrorist Incident.** A violent act or an act dangerous to human life, property or infrastructure in furtherance of political or social objectives.
5. **POLICY.** Commonwealth agencies shall be provided with information and procedures with regard to responding to bomb threats, suspicious packages and/or acts of foreign or domestic terrorism within commonwealth-owned or leased buildings and on grounds owned or leased by the commonwealth.
6. **RESPONSIBILITIES.** The Department of General Services (DGS) is responsible for establishing and maintaining policies and procedures with regard to responding to bomb threats, suspicious packages and/or acts of foreign or domestic terrorism. DGS shall maintain an "all hazards plan" to respond to all incidents that would threaten the safety of commonwealth employees, visitors, and commonwealth property. This response shall be based on the National Incident Management System (NIMS) model and sufficient personnel will be trained in the Incident Command System (ICS) to respond to these incidents.

## 7. PROCEDURES.

- a. **Bomb Threats.** Under no circumstances should any bomb or terroristic threat be ignored.
  - (1) **Telephone Bomb Threats.** When a bomb threat is received, the steps outlined below are to be followed:
    - (a) Record the exact time of the call, the telephone number from which the call was made (for telephones that have caller ID), and the telephone number on which the call was received.
    - (b) Attempt to get as much information from the caller as possible by engaging the caller in conversation. Don't hang up on the caller.
    - (c) Refer to Enclosure 2, Bomb Threat Instructions including the [Bomb Threat Data Card \(STD-499\)](#) or the inside of the back cover of the current commonwealth telephone directory. Use the Bomb Threat Data Card (STD-499) to record information regarding the bomb threat.

- (d) Concentrate on what the caller is saying, as anything may be important. Try to keep the caller talking by asking questions to obtain as much information as possible, especially the following:
- Where is the bomb located?
  - What time will the bomb explode?
  - What does the bomb look like?
  - What kind of bomb is it – what is the type and quantity of explosive?
  - Who placed the bomb?
  - Why was the bomb placed?
  - What is your name and address?
- (e) Listen carefully to any background sounds and also record this information on the Bomb Threat Data Card (STD-499). Pay particular attention to:
- Background noises.
  - The voice of caller, including any accent, speech pattern, sex, age, etc.
  - Does the voice sound familiar?
- (f) When the caller disconnects, immediately pick up the phone and dial \*57, wait for connection, then hang up the telephone. See [Management Directive 720.6, Call Trace Procedures for Threatening, Harassing, and Nuisance Telephone Calls](#), for more guidelines on the use of the \*57 feature. After using the \*57 feature, immediately notify your manager/supervisor of the bomb threat, who will notify the Building Manager, Capitol Police or Building Fire Marshall and emergency personnel.
- (g) If a bomb threat is received via voice mail or answering machine, do not erase or delete the bomb threat under any circumstances. Immediately notify your manager/supervisor of the bomb threat. You will be asked to turn over a copy of the recorded message to the appropriate law enforcement agency with jurisdiction over the building.

(2) **Written/Electronic Bomb Threat Message.** Such messages may arrive in the mail, by e-mail or fax, or be intentionally placed at a given location in order to be found.

- (a) Do not handle the document containing the threat any more than necessary. If possible, place the written threat inside a plastic sheet protector.
- (b) Do not delete bomb threats received via e-mail under any circumstances. Print a copy so that you can provide it to the appropriate law enforcement agency with jurisdiction over the building.

- (c) Upon receipt of a written bomb threat, immediately notify your manager/supervisor, who will notify the Capitol Police, Building Manager or Building Fire Marshall and emergency personnel.

**(3) Suspicious Packages.**

- (a) Do not touch objects or packages that appear to be suspicious, as they may potentially be a bomb. Take steps to prevent disturbing the object or package.
- (b) Immediately inform your manager/supervisor, who will notify emergency personnel.
- (c) In addition to the guidance contained in this directive, employees with mail handling responsibilities should also follow the procedures contained in Enclosure 1, Mail Handling Precautionary Measures.

**b. Emergency Evacuation.**

- (1) Follow the steps outlined in the building's emergency evacuation plan as required by [Management Directive 205.38, Emergency Evacuation and Safe Assembly.](#)
- (2) The appropriate law enforcement agency will need to interview the employee reporting the receipt of a bomb threat or suspicious package. Even if the building must be evacuated, that employee should not go home without speaking to the police. Failure to do so could hamper the investigation.

**c. Office Closings.**

- (1) If a decision not to re-enter the building is made by emergency personnel, then the Office of Administration (OA), Office of Human Resources Management or agency head or designee must be notified in accordance with [Management Directive 530.17, Partial and Full Day Closings of State Offices.](#)

**d. Reporting.**

- (1) The Building Fire Marshall or designee should contact the agency Human Resources Office to inform it of all incidents. The agency Workplace Violence Coordinator will contact OA as outlined in [Management Directive 205.33, Workplace Violence.](#)
- (2) Following any incident or evacuation, the agency Workplace Violence Coordinator will submit a workplace violence report to OA, Office of Human Resources Management, Bureau of Employee Benefits and Services, Workplace Support Services Division, in accordance with [Management Directive 205.33, Workplace Violence.](#)

**e. Information/Training.**

- (1) Agencies should provide information and/or training to their employees for responding to bomb threats and suspicious packages. For worksites that are under the jurisdiction of the Capital Police, training is available. For worksites that are not under the jurisdiction of the Capital Police, contact the local law enforcement/emergency response agency for guidance.
- (2) Employees who regularly handle mail and packages should be provided specific training on proper mail handling procedures. Capitol Police, through Crime Prevention Seminars, provides "Awareness Training for Found Suspicious Packages".
- (3) The Building Evacuation Team should be provided training on their respective roles and responsibilities in accordance with [Management Directive 205.38 Amended, Emergency Evacuation and Safe Assembly.](#)

**Enclosure 1 - Mail Handling Precautionary Measures**

**Enclosure 2 - Bomb Threat Instructions including Bomb Threat Data Card (STD-499)**

**This directive replaces, in its entirety, *Management Directive 720.7*, dated November 1, 2004.**

## **MAIL HANDLING PRECAUTIONARY MEASURES**

Precautionary measures should be taken by all commonwealth employees with regard to the processing and handling of mail. These recommendations apply to all persons who process and handle mail; from mail room staff who sort and deliver mail, to administrative staff who distributes mail, to the individuals to whom mail is addressed. State government has an obligation to continue to provide outstanding service to the citizens of the commonwealth, which includes continuing to open and respond to mail. While the risk of exposure to a biological, chemical or other hazard is small, it makes sense for every commonwealth employee who handles mail to be cautious and have a heightened awareness.

Agencies may wish to implement additional precautions or restrictions, as necessary.

### **Precautions for opening mail.**

- Observe all mail for suspicious characteristics.
- Do not open mail using your hands or fingers – use a letter opener or other device.
- When opening the mail, position the top of the envelope away from your body.
- Once opened, turn the envelope upside down over a trash can and pull open one side (if any foreign substance is inside, it should fall out).
- Do not handle mail with your bare hands – wear gloves (either latex or non-allergenic). Gloves are available for agency purchase through the statewide contract.
- Always wash your hands using soap and hot water after handling mail.
- Do not open mail in areas of high ventilation or in front of a fan.

### **Characteristics of suspicious letters or packages.**

- Mailed from a foreign country.
- Postmark that does not match the return address.
- Excessive postage.
- No postage (not applicable to internal mail).
- Non-cancelled postage.
- Excessive weight.
- Misspelled words.
- Addressed to a title only (such as Director) or has the wrong title associated with an individual's name, although in some agencies this may be routine.
- Rigid or bulky.
- Badly typed or handwritten.
- Excessive tape or string.
- Restrictive markings (personal, confidential, etc.).
- No return address.
- Odor (do not put your face near any packages or letters).
- Lopsided or uneven.
- Oily stains or discoloration.
- Protruding wires, aluminum foil, or other items.
- Visual distractions.
- Ticking sound.

### **If you find a suspicious letter or package.**

- Do not open the letter/package.
- Do not move the item.
- Do not shake the letter/package.
- Do not sniff or smell the letter/package.
- Immediately notify your supervisor or other manager.
- Place the envelope or package in a plastic bag or other type of container to prevent leakage of the contents (if a container is not available, cover the envelope or package with anything that is available, such as a piece of paper, trash can, clothing, etc.).
- Wash your hands using soap and hot water after handling mail.
- Agency management will determine whether the item should be reported to law enforcement authorities (Capitol Police at 1-911 for buildings under their jurisdiction or 911 for all other sites).
- If management determines that the item should be opened, proceed using the mail opening precautions.

### **What if management determines that an item should be reported to law enforcement authorities?**

- All persons should evacuate the area containing the suspicious item.
- Do not allow others to enter the area.
- If you had contact with the suspicious item, thoroughly wash your hands with soap and water.
- Remain available for interview with the law enforcement authorities.
- Prepare a list of all individuals present in the area when the letter or package was recognized as being suspicious.
- The agency should report the incident telephonically to the OA, Bureau of Employee Benefits and Services, Workplace Support Services Division at **717-787-8575** immediately after notifying law enforcement authorities. (OA should be provided with a description of the incident, action taken, medical attention provided to employees, and other related actions).
- The agency should file a report of workplace violence, in accordance with [Management Directive 205.33, Workplace Violence](#).

### **What should I do if a piece of mail contains a threat, powder residue, liquid, or other sign of possible biological or chemical tampering?**

- Immediately contact your manager/supervisor, who will notify the appropriate law enforcement authorities.
- All efforts should be taken to turn off any air moving equipment, e.g., HVAC, fans, window air conditioning units, etc.
- Do not sniff or smell the contents.
- Do not taste the contents.
- Place the envelope or package in a plastic bag or other type of container to prevent leakage of the contents (if a container is not available, cover the envelope or package with anything that is available, such as a piece of paper, trash can, clothing, etc.).
- Do not try to clean up any spilled contents.
- All unaffected persons should evacuate the areas containing the suspicious item.

- All employees that have come in contact, directly or indirectly, with the suspect material should be isolated from all other employees. If possible, separate those that had direct exposure from those that had indirect exposure.
- All persons should evacuate the area containing the suspicious item, however; the building should not be evacuated until the agency is instructed to do so by law enforcement authorities.
- Do not allow others to enter the area.
- Do not touch your eyes, nose, or any other part of your body.
- Do not attempt to brush the substance from your clothing.
- You and anyone else who had contact with the item should thoroughly wash hands with soap and hot water.
- Remove any clothing that is heavily contaminated and place it into a plastic bag.
- Remain available for interview with the law enforcement authorities. Do not leave the premises for treatment; law enforcement authorities will handle your evacuation for treatment.
- Shower with soap and water as soon as possible – do not use bleach or other disinfectants on your skin.

Factual and helpful information concerning various forms of biological and chemical agents and the mail can be found at the following locations:

- Pennsylvania Department of Health's home page at <http://www.health.state.pa.us>
- Center for Disease Control at <http://www.cdc.gov>
- United States Postal Service at <http://www.usps.gov>

Questions about mail handling precautions and security should be directed to the Capitol Police at 717-787-3199.

Questions concerning building evacuation should be directed to the Department of General Services, Bureau of Facilities Management, Maintenance Management, Fire, Safety & Environmental Section at 717-772-4545.

Questions about Commonwealth Safety Programs should be directed to OA, Bureau of Employee Benefits and Services, Absence and Safety Division at 717-787-9872.

Questions about office closings should be directed to OA, Bureau of Employee Benefits and Services, Absence and Safety Division at 717-787-9872.

Questions about labor relations concerns pertaining to this issue should be directed to OA, Bureau of Labor Relations at 717-787-5514.

Questions about this policy should be directed to OA, Bureau of Employee Benefits and Services, Workplace Support Services Division at 717-787-8575.

# BOMB THREAT INSTRUCTIONS

In the event that you receive a bomb threat at your work location, it is imperative for your safety and the safety of others that the police having jurisdiction for your area be contacted immediately. State agencies within the Capitol Police jurisdiction in Harrisburg should dial 1-911. State agencies not covered by Capitol Police should refer to the inside front cover of this directory.

See the copy of a bomb threat data card (STD-499) below with important information in the event of a threat.



## COMMONWEALTH OF PENNSYLVANIA BOMB THREAT DATA

**PLACE THIS CARD UNDER YOUR TELEPHONE**

### QUESTIONS TO ASK:

1. Where is the bomb right now?
2. When is bomb going to explode?
3. What does it look like?
4. What kind of bomb is it?
5. Did you place the bomb?
6. Why?
7. What is your address?
8. What is your name?
9. Any names of persons, agencies or offices?

**- DO NOT HANG UP THE PHONE -**

### EXACT WORDING OF THREAT:

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Sex of Caller: \_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Use CALL TRACE \*57

Time: \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

# BOMB THREAT

COMMONWEALTH OF PENNSYLVANIA  
STD-499 05-06

### CALLER'S VOICE:

- |   |  |
|---|--|
| <input type="checkbox"/> Calm           | <input type="checkbox"/> Nasal           |
| <input type="checkbox"/> Angry          | <input type="checkbox"/> Stutter         |
| <input type="checkbox"/> Excited        | <input type="checkbox"/> Lisp            |
| <input type="checkbox"/> Slow           | <input type="checkbox"/> Raspy           |
| <input type="checkbox"/> Rapid          | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Soft           | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Loud           | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Laughter       | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Crying         | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Normal         | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Distinct       | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Slurred        | <input type="checkbox"/> Whispered       |
| <input type="checkbox"/> Speech Pattern |  |

Is the voice familiar? \_\_\_\_\_

### BACKGROUND SOUNDS

- |   |  |
|---|--|
| <input type="checkbox"/> Street Noises    | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Crockery         | <input type="checkbox"/> Animal Noises     |
| <input type="checkbox"/> Voices           | <input type="checkbox"/> Clear             |
| <input type="checkbox"/> PA System        | <input type="checkbox"/> Static            |
| <input type="checkbox"/> Music            | <input type="checkbox"/> Local             |
| <input type="checkbox"/> House Noises     | <input type="checkbox"/> Long Distance     |
| <input type="checkbox"/> Motor            | <input type="checkbox"/> Booth             |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Other (Specify)   |

### THREAT LANGUAGE:

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

REMARKS: \_\_\_\_\_

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**Report call immediately to your supervisor or, if your supervisor is not immediately available, notify another person in charge.**

PHONE NO.	DATE
NAME	POSITION