Appendix

**Council Building**

**Emergency Guidance**

**Issued by the City of Edinburgh Council - Resilience**



# Bomb Threat Quick Response Guide

#### If you receive a telephone threat you should:

* + - stay calm and listen carefully.
		- if practical, keep the caller talking and alert a colleague to dial 999.
		- if displayed on your phone, note the number of the caller, otherwise, dial 1471 to obtain the number once the call has ended.
		- if the threat is a recorded message write down as much detail as possible.
		- If the threat is received via text message do not reply to, forward or delete the message. Note the number of the sender and follow police advice.

**If the threat is delivered face-to-face:**

* + - try to remember as many distinguishing characteristics of the threat-maker as possible.

**If discovered in a written note, letter or as graffiti:**

* + - treat as police evidence and stop other people touching the item.

**If the threat is received via email or social media application:**

* + - do not reply to, forward or delete the message.
		- note the sender’s email address or username/user ID for social media applications.
		- preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after).

**Dial 999 and follow police advice.**

When it is safe to do so, you should notify the Head Teacher of the school. In the event of an incident out of hours you should notify the contact centre on:

**0131 200 2000** and make a note of the incident on the Community Let Feedback Form, found at appendix 1.

* 1. **Suspicious Item Quick Response Guide**

**Postal / Package Threat**

If a package appears suspicious:

* + - Do not touch the package - do not cover, immerse or move it.
		- Close windows in the room where the package is.
		- If possible, turn off fans, air-conditioning and heating.
		- Leave the immediate area putting a door between yourself and the package, closing the door behind you.
		- If the building layout allows it, isolate yourself and anyone else who was in the area of the suspicious package in a different room to the package.
		- Notify the Police.
		- Wait for further instruction.

**Other suspicious item in or around the building**

In the event an unattended item which is deemed to be suspicious is found in or around Council premises:

* + - Do not touch or move the item.
		- Notify Police.
		- Provide as much information about the item as possible (location, shape, size, colour, odours, noises, etc).
		- A marker should be placed close to (but not on) the item - the item can then be readily identified.
		- Clear the immediate vicinity. Ask building users to relocate to another part of the building or alternative work site. In public areas, apologise to customers for any inconvenience and calmly, but firmly, ask them to leave the building.
		- Close any public access doors to prevent additional customers gaining access to the site.

When it is safe to do so, you should notify the Head Teacher of the school. In the event of an incident out of hours you should notify the contact centre on:

 **0131 200 2000** and make a note of the incident on the Community Let Feedback Form, found at appendix 1.

* 1. **Hostile Intruder Quick Response Guide**

**Run, Hide, Tell**

Simple and highly effective advice to follow, should you become aware of or directly involved, in a Hostile Intruder incident involving a weapon is to Run, Hide, Tell:

**Run**

* + - Escape if you can.
		- Consider the safest options.
		- Is there a safe route? Run, if not Hide.
		- Can you get there without exposing yourself to greater danger?
		- Insist others leave with you.
		- Leave belongings behind.

**Hide**

* + - If you can’t Run, Hide.
		- Find cover from gunfire.
		- If you can see the attacker, they may be able to see you.
		- Cover from view does not mean you are safe; bullets go through glass, wood and metal.
		- Find cover from gunfire e.g. substantial brickwork/concrete walls.
		- Be aware of your exits.
		- Try not to get trapped.
		- Be quiet, silence your phone.
		- Lock/barricade yourself in.
		- Move away from the door.

**Tell**

* + - Call 999: What do the police need to know?
			* Location: Where are the suspects?
			* Direction: Where did you last see the suspects?
			* Descriptions: Describe the attacker, numbers, features, clothing, weapons etc.
			* Further information: Casualties, type of injury, building information, entrances, exits, hostages etc.
		- Stop other people entering the building if it is safe to do so

When it is safe to do so, you should notify the Head Teacher of the school. In the event of an incident out of hours you should notify the contact centre on: **0131 200 2000** and make a note of the incident on the Community Let Feedback Form, found at appendix 1.