

# SEMD-SD-EO-302-Suspicious Letters/Packages and Bomb Threats

# 1. Purpose

The purpose of this procedure is to provide instructions and information in support of emergency response personnel in the preservation of life, prevention of injury and protection of facilities. In the event emergency response personnel discover, or are notified of a suspicious letter or package, which may contain an explosive device or are informed of a possible or credible bomb threat at Fermilab.

# 2. Scope

This procedure applies to all Security Department personnel who are required and those that volunteer to respond for the purpose of bomb searches or other mitigating actions during a suspicious package investigation.

# 3. Applicability

This policy applies to all uniformed members of the Fermilab Security Department, full-time and part-time employed by Fermi Research Alliance (FRA) for Security Services

# 4. Effective Date and Date Reviewed/Updated

This policy went into effect on July 22, 1996 and its update was effective on February 1, 2024.

### 5. Policy

All bomb threat situations shall be treated as valid. No bomb threat shall be taken lightly or ignored. However, according to postal inspectors, if a parcel has already gone through the mail, it may be considered safe to handle unopened. The emergency response groups at the scene shall work under the direction of the Incident Commander. The event should be classified as an Operational Emergency in accordance with appropriate criteria. This procedure supplements the Comprehensive Emergency Management Plan (CEMP), which contains site-wide plans and is oriented towards minimizing possible loss of life and property damage. The Fermilab Emergency Response Plan reflects a baseline approach to the management of incidents. While not every conceivable unexpected situation is analyzed and not every response is pre-planned, a structure is provided to enable trained and experienced individuals to function effectively and efficiently to mitigate problems.



- a. Suspicious Letter/Package Security Department Responsibilities:
  - 1. For characteristic identifiers of suspicious letters or packages, reference Attachment 1, Suspicious Mail.
  - 2. If a letter or package is suspected of being a bomb:
    - a. DO NOT TOUCH AND/OR DISTURB THE OBJECT.
    - b. DO NOT USE A RADIO TRANSMITTER NEAR THE OBJECT. TURN RADIO OFF.
    - c. <u>ISOLATE</u> THE SUSPICIOUS LOOKING ARTICLE BY QUARANTINE, DO NOT MOVE THE OBJECT!
    - d. <u>EVACUATE PERSONNEL</u> FROM THE IMMEDIATE AREA AND RESTRICT ACCESS, IF NECESSARY.
  - 3. For specific actions to be taken to remove a suspicious letter/package, reference Attachment 1.
  - 4. The Incident Commander shall notify a bomb disposal unit to respond if a suspicious letter/package is deemed to be an explosive or incendiary device.
  - 5. The Incident Commander shall initiate notification to the EOC Manager.
  - 6. An FBI Incident Report shall be completed and distributed for all bomb-related incidents. (See Attachment 3)





NOTE: The Security Operations Center Emergency Operator/Dispatcher may receive threats either directly or as a third-party report. The call may be received on any phone line, fax, or mail.

- b. Receipt and Response to a Bomb Threat:
  - 1. If a threat is received by fax or mail, the Security Operations Center Emergency Operator/Dispatcher shall preserve the document, minimize handling, and notify Security by the quickest secure communication available.
  - 2. Once a document is recognized as a bomb threat, further unnecessary handling should be avoided. Written threats should be sealed in proper evidence packet; saving all materials, including any envelope or container. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postal markings, which are essential to tracing the threat and identifying the sender.
  - 3. If the threat is received directly by the Security Operations Center Emergency Operator/Dispatcher by phone; they shall use the Bomb Threat Checklist Form, (See Attachment 4) Receiving and Disseminating Reports of Abnormal Incidents and gather the necessary information.
  - 4. The Security Operations Center Emergency Operator/Dispatcher shall not interrupt the caller except to ask the questions listed on the Bomb Threat Checklist. Pay attention to peculiar background noises such as motors running, type of music, and other sounds, which may give a clue as to the location of the caller.
  - 5. If the warning is not actually a bomb threat, the questions can be paraphrased to gather intended information.
  - 6. As soon as the basic information is gathered, an attempt shall be made to transfer the caller to a recorded phone line.



- 7. The Security Operations Center Emergency Operator/Dispatcher shall notify Security by the quickest secure communication available.
- 8. If the Security Operations Center Emergency Operator/Dispatcher receives the threat by phone from a third party, transfer the caller to a recorded line.
- 9. Attempt to acquire a callback number from the party reporting the threat.
- c. Response to Bomb Threat in Building or Facility
  - 1. When notified of a bomb threat, the Incident Commander shall initiate activation of the Emergency Response Plan.
  - 2. The Incident Commander shall notify the EOC Manager for concurrence of the plan of action to be taken such as evacuation and notify appropriate law enforcement agency.
  - 3. If the decision is to evacuate, notification shall be given to the building occupants. The signal for evacuating the building in the event of a bomb threat should not be the same as that for a fire.

In the bomb threat, where possible, all doors and windows should be opened to permit the blast wave to escape in the event of explosion.

Evacuation routes should be pre-determined if a suspicious package is found so as to lead people away from the device.

4. Give instructions to perform a rapid occupant search of their immediate workstations and carry all personal items such as purses, briefcases, lunch containers and loose clothing with them to the building's exterior.



- 5. In the event the threat is stated to be on a known floor of a multiple-floor building, personnel on the known floor and the immediate two floors above and below should be the first areas evacuated before the remainder of the building occupants.
- 6. The Incident Commander shall control access to the danger zone and establish an Incident Command Post a minimum of 300 feet away, notify appropriate law enforcement agency.

#### d. Media and Press Protocol

The media and press representatives shall be permitted to film, gather information or interview Fermilab staff only with the approval of the Director, Office of Communication.

- 1. The Security Department representatives are to protect the privacy of all staff as well as the confidentiality of information. This shall be accomplished with consideration for presenting a positive image of Fermilab at all times.
- 2. The media/press person shall be instructed and asked to wait at the designated staging area to meet representatives from the Office of Communication.
- 3. At <u>no</u> time shall Security Officers release any information to media representatives. All inquiries shall be directed to the Office of Communication.

### 6. Definitions

<u>Bomb</u> - is defined as an explosive and/or incendiary device fused to detonate under specified conditions.

<u>Bomb Threat</u> - Oral or written notification, (no package in hand) of an explosive device placed somewhere on Fermilab property.

<u>Fermilab Security Supervisor</u> – The Fermilab Security Department staff member who is on-duty or on-call.

May – The use of the word "may" indicate an optional action.





<u>Shall</u> – The use of the word "shall" indicate a required action.

Should – The use of the word "should" indicate a recommended action.

<u>Suspicious Letter/Package</u> - An item that may or may not be associated with a specific location and could or could not exhibit specific letter/parcel bomb recognition indicators.

# 7. Responsibilities

- a. The <u>EOC Manager</u> is responsible for assuming overall command and control of an Operational Emergency related to a credible bomb threat at Fermilab and activating the Emergency Operations Center (EOC). He/she is responsible for implementing the instructions outlined in the Emergency Response Plan (ERP) and the instructions in this procedure.
- b. The <u>Incident Commander</u> is responsible for implementing the instructions outlined in the Comprehensive Emergency Management Plan (CEMP), which include setting up an Incident Command Post at a safe location near the scene, activating Incident Command System (ICS) personnel and implementing this procedure to mitigate the consequences of an abnormal incident related to explosive devices.
- c. The <u>Security Department and Security Operations Center Team</u> are responsible for understanding and implementing this procedure if informed of a suspicious letter, suspicious package, bomb or suspected bomb threat.
- d. The <u>Fermilab Security Supervisor</u> is responsible for assuming the position of Incident Commander during an incident involving a suspicious letter, package or bomb threat. In the event a Security Department Management person is not present on Site, the Security Operations Center Emergency Operator/Dispatcher shall make immediate notification to the on-call Security Supervisor and the Physical Security Manager.

#### 8. Authorities



Comprehensive Emergency Management Plan (CEMP)

DOE O 473.2A Protective Force Operations

DOE O 473.3A Protection Program Operations.

Fermilab Site Security Plan

### 9. Attachments

Attachment 1, Suspicious Mail Letter or Mail Package

Attachment 2, Suspicious Mail or Packages, Visual Aid

Attachment 3, FBI Incident Report

Attachment 4, Bomb Threat Checklist

### 10. Owner

The Physical Security Manager is the owner of this policy.

# 11. Review Cycle

This policy shall be reviewed annually or more frequently, as needed.

# 12. Communication Plan

The requirements of this policy shall be communicated by the Physical Security Manager to all Security Department personnel, and periodic training shall be provided. This policy shall be available in the Fermilab Security Department policy database.



# Attachment 1 SUSPICIOUS MAIL LETTER OR MAIL PACKAGE, page 1

#### **Precautions**

Letter, pipe, and package bombs are not new, the U. S. Department of Energy (DOE) Explosive Detection Workshop, PFT-109D indicates that the particular form of these explosive devices vary in size, shape and components. They may have electric, non-electric or other sophisticated firing systems. Mail handlers should be alerted to recognize suspicious looking items. Mail should be separated into "Personal" and "Business."

# NOTE: There is generally no accepted or approved standard detection method. However, the following precautions are suggested:

- A. Verify the sender's address. Is it a familiar one?
- B. Was any correspondence from that particular sender expected?
- C. Do the characteristics of the envelope or package resemble the expected contents?
- D. Ask, if the item is from another country,

Was a package expected?

Are family and/or friends traveling?

Was something purchased from business associates, charitable or religious groups, international organizations, etc., etc.?

E. Is a package expected?

#### IDENTIFYING A SUSPICIOUS LETTER/PACKAGE

### CAUTION: A mail letter bomb or mail package bomb is designed to detonate when opened.

- 1. If the mail handler or FNAL Employee receives a letter or package with some or all of the following characteristics, the letter or package should be considered suspect.
  - a. FOREIGN MAIL, AIR MAIL AND SPECIAL DELIVERY
  - b. RESTRICTIVE MARKINGS SUCH AS CONFIDENTIAL, PERSONAL, ETC.

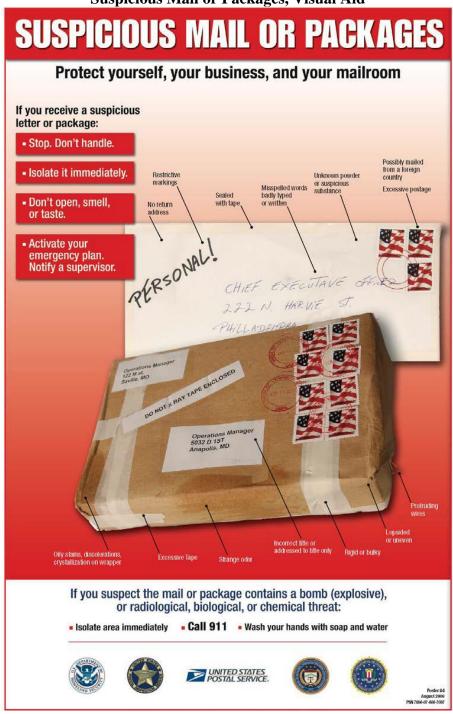
- c. EXCESSIVE POSTAGE
- d. HAND-WRITTEN OR POORLY TYPED ADDRESSES
- e. INCORRECT TITLES
- f. TITLES BUT NO NAMES
- g. MISSPELLING OF COMMON NAMES
- h. OILY STAINS OR DISCOLORATION
- i. NO RETURN ADDRESS
- j. EXCESSIVE WEIGHT
- k. RIGID ENVELOPE
- 1. LOPSIDED OR UNEVEN ENVELOPE
- m. PROTRUDING WIRE OR TINFOIL
- n. EXCESSIVE SECURING MATERIAL SUCH AS MASKING TAPE, STRING, ETC.
- o. VISUAL DISTRACTIONS
- 2. Do not attempt to open the letter or package.
- 3. Notify the Security Operations Center on Emergency Telephone X3131.
- 4. The Security Operations Center Emergency Operator/Dispatcher shall notify a Security Department Management Representative on Site who should decide whether or not to remove the suspected letter or package from the building.
- 5. Security personnel can take the suspect item to a safe area away from employees to conduct a preliminary investigation.
- 6. If the parcel was delivered via the U. S. Mail, the Security Operations Center Emergency Operator/Dispatcher may be required to contact the U. S. Postal Inspection Service.



7.	If the parcel was delivered via a commercial carrier, such as Federal Express or UPS, the
	Security Operations Center Emergency Operator/Dispatcher may be required to contact the
	Bureau of Alcohol, Tobacco and Firearms (ATF).



# Attachment 2 Suspicious Mail or Packages, Visual Aid





# Attachment 3 FBI Incident Report, page 1

	INCIDENT	REPORT				
Return To: FBI Bomb Data Center Forensic Science Research and Training FBI Academy Quantico, Virginia 22135	g Center, Building 12					
RE: The following information is submitted in connection w	vith (check applicable item):					
☐ Actual or attempted incendiary bombing (Complet☐ Hoax device (Complet	te all items) te all items) te tems A,B,C,J,K,L,M,N,O,P & S) te items A,B,C,J K,L M,N,O,P & S) te items A thru F and O thru S)					
A. Occurrence (complete each blank)						
4. Location:	3. Time (check one)  12:01 am to 6:00 am  6:01 am to noon  12:01 pm to 6:00 pm  6:01 pm to Midnight					
B. Nature of Incident (check one)  Actual bombing Attempted bombing H	B. Nature of Incident (check one)  Actual bombing Attempted bombing Hoax device Recovery of device					
C. Nature of Device  1.	2.	3. Hoax(number)				
D. Fusing  1. Explosive  a. Type  1. Electrical  2. Nonelectrical  3. Unknown  b. Initiation (triggering)  1. Delay  2. Booby Trapped/action  3. Command-remote control  4. Unknown	c.	2. Incendiary  a.  Delay  b. Impact  c. Booby trapped  d. Unknown				



# Attachment 3 FBI Incident Report, page 2

E. Filler (Indicate type of explosive and check to the control of	numbered item only if known)		2. Incendiary
a. Low explosive	b. High explosive		ACCUMPANCE OF THE PARTY OF THE
1. Black powder	1. Dynamite		a. ☐ Gasoline b. ☐ Pyrotechnics/fireworks
2. Smokeless powder	2. Primers/boosters		c. Propane, butane, etc.
3. Match heads	3. ANFO		d. Other flammable solid
4. Pyrotechnics/fireworks	4. Detonating cord		e. Other flammable liquid
5. Other (specify)	5. ☐ 2-part explosive 6. ☐ TNT	[ ]	f. Unknown
	7. 🗆 C-4		
	8.  Other (specify)		
	c. 🔲 Unknown		
F. External Container G. Place	ement of Device	, i	H. Delivery of Device
	mplete for structures omitting residential	property)	1. Mailed/shipped
2. Nonmetal tube 3. Bottle	☐ In secured area		2. Placed
	In public access area		3. Thrown or projected
	Specify location		4. Unknown
6. □ Can			
7. Military device 8. Unknown			
9. None			
10. Other (specify)			
I. Damage			
	0)	2 2	
1. Personal injury (total number of person	s); distribute total to items		· V
a. ☐ firemen b. ☐ intended victims	-)	d. □ po e. □ su	
c. innocent bystanders	-		hers (specify)
2. Deaths (total number of persons)	; distribute total to items b	elow:	
a. 🔲 firemen	_	d. 🔲 po	
b. intended victims	_	e. 🔲 su	
C. innocent bystanders	-	T. LI OU	hers (specify)
3. Amount of property damaged \$	; distribute total to items b	elow:	
a.  to intended target \$	_		
b.  to surrounding area \$	_		
J. Nature of Target (check applicable item)			
RESIDENCE	GOVERNMENT PROPERTY	OTHER TARG	GETS
1. Apartment house	13. Federal	27.   FBI	
2. Private residence	14. ☐ State 15. ☐ Local	28. ☐ Fire de 29. ☐ Schoo	
Other private property  COMMERCIAL OPERATION	COMMUNICATION FACILITY	30. Persor	
4. Bank	16. ☐ Radio	31. Power	
5. Hotel or motel	17. □ TV	32. Other	
6. Industrial building	18.  Telephone	33. ☐ Recrea	ruction site of equipment
7. ☐ Office building 8. ☐ Theater	19. Other		facility or equipment
Theater     Other commercial building	TRANSPORTATION FACILITY	36. Church	
VEHICLE	20. Airport	37. Military	y facility al or medical facility
10. ☐ Aircraft	21. Bridge	39. Newsp	
11. Automobile	22. Highway	40. Interna	ational establishment
12.  Other vehicle	23. Other	41. Open a	
	LAW ENFORCEMENT	42. ☐ Unkno 99. ☐ Other	wn (premature detonation)
	24. Building	20. 🔲 001101	/-r01/
	25. ☐ Vehicle 26. ☐ Other		

# Attachment 3 FBI Incident Report, page 3

K. Was Incident Preceded by Threat or Warning?  1. □ No 2. □ Yes (If "yes" check appropriate category)  WRITTEN a. □ Mailed b. □ Unmailed (i.e., note, etc.)	SPOKEN c.  Telephone d. Personally e. Other (specify)	_
L. If PRECEDED by Threat or Warning, Who Received  1. ☐ FBI 2. ☐ Other Law Enforcement Agency 3. ☐ News Media	/ed it? (check only if praceded)  4.	-
M. Appears to Involve  1. ☐ Juvenile 2. ☐ Racketeer 3. ☐ Acquaintance/Relative 4. ☐ Labor Organizational Member 5. ☐ Extremist (Foreign)	6.  Extremist (Political) 7.  Extremist (Racial) 8.  Unknown 9. Other (specify)	*
N. Apparent Motive  1. ☐ Personal Animosity 2. ☐ Monetary Gain 3. ☐ Intimidation 4. ☐ Mischief 5. ☐ Publicity 6. ☐ Revenge	7. Sabotage/Subversion 8. Protest 9. Vandalism 10. Unknown 11. Other (specify)	
O. Disposition of Device (complete only if device fail  1. Dismantled in place 2. Detonated in place 3. Taken to safe area and dismantled	ed to detonate, i.e. attempt, hoax, recovered. Taken to safe area and detonate 5. Other (specify)	
P. Personnel Involved in Disposition of Device (com.  1.  Trained technician a.  Public Safety b.  Military c.  Combination military/public safety	plete only if device failed to detonate, i.e 2.  Other (specify)	. attempt, hoax, recovery)
Q. FBI Participation (check if applicable)  FBI Investigated as:  1. ☐ Bomb threat (section 844)  2. ☐ EID	3. ☐ DAMV 4. ☐ Other (specify)	R. Subjects Identified  1. No 2. Yes  Total (number)
S. Brief Narrative Statement (brief description of de	vice and circumstances of incident)	
T. Usual Properties or Characteristics of Device (co	mplete only if applicable)	



# Attachment 4 Bomb Threat Checklist

# BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

#### If a bomb threat is received by phone:

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- 2. Listen carefully. Be polite and show interest.
- 3. Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- 5. If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
- Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.
- If a bomb threat is received by e-mail
- Call
- Do not delete the message

### Signs of a suspicious package:

- No return address
- Poorly handwritten
- Excessive postage
- Misspelled words
- Stains
- Incorrect titles
- Strange odor
- Foreign postage
- Strange sounds
- Restrictive notes
- Unexpected delivery
- \* Refer to your local bomb threat emergency response plan for evacuation criteria

#### DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package

#### WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



2014

# **BOMB THREAT CHECKLIST**

DATE: TIM

TIME CALLER HUNG UP: PHONE NUMBER WHERE CALL RECEIVED:

Where is the bomb located? (building, floor, room, etc.)	
When will it go off?	
What does it look like?	
• What kind of bomb is it?	
What will make it explode?	

- Did you place the bomb? Yes No
- Why?
- What is your name?

#### **Exact Words of Threat:**

#### Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points

Caller's Voice		Background Sounds		Th	Threat Language	
	Female		Animal noises	CI	Incoherent	
	Male		House noises		Message read	
0	Accent		Kitchen noises	E3	Taped message	
$\Box$	Angry	D	Street noises	E3	Irrational	
	Calm	D	Booth		Profane	
	Clearing throat	$\Box$	PA system		Well-spoken	
	Coughing	E3	Conversation			
D	Cracking voice		Music			
	Crying		Motor			
$\Box$	Deep	13	Clear			
	Deep breathing		Static			
. П	Disguised	U)	Office machinery			
D	Distinct		Factory machinery			
	Excited		Local			
	Laughter		Long Distance			
	Lisp					
	Loud	Other Information:				
	Nasal					
	Normal	-				
	Ragged					
	Rapid					
	Raspy					