



Information Article

Aviation Security - Threat Report Form

Aircraft Operator / Airport Operator / Ground Handling Agent & Similar



Relevance:

Airline / Airport / GHA etc. (Security Threat) - Emergency / Crisis Response Operations

For use when telephoned / written / face to face threat is made to an **aircraft operator (airline)**, **airport operator**, **ground handling agent** etc.

Note 1 - it is recommended that this form be reproduced in sufficient quantities - in order to place one form at every desk (ideally having an associated **landline** telephone available at each such desk) in an airline, airport, ticket desk, travel shop etc. 'environment' - where there is the possibility of a threat message (spoken, telephoned or written) being received / delivered etc.

Note 2 - this form is reproduced here for information and convenience purposes only. Aviation security matters are generally covered in the appropriate (**separate** document) 'Aviation Security / Security Manual' - or equivalent airline / airport etc. publication

www.aviationemergencyresponseplan.com (Parent Website)





THREAT REPORT FORM - Aircraft Operator / Airport Operator / Ground Handling Agent etc

PRINT FOLLOWING FORM (including this page) and place under / near to your (workplace) desktop telephone etc. Also (instead?) carry a separate (copy) of the form with you (when at work) if you do not normally have use of a desktop telephone e.g. if you routinely use a mobile / cell phone instead

- When taking a **telephoned** threat call remain calm, courteous, listen and do not unduly interrupt the threat caller
- **Follow your organisation's SOP** (as already pre-trained & pre-exercised for) re the threat call - e.g. quickly attract the attention of someone nearby (as appropriate) by use of a **pre-arranged** signal etc. - and (without alerting person making the threat) get that same (now alerted) person to immediately contact / alert the most appropriate emergency services etc. - again as per SOP
- Complete the organisation's 'Threat Report Form' (template starts **next** page) without delay
- Contact the following and brief them on the associated situation:

- **Company's 24H Operations Control Centre or equivalent** (insert contacts here xxx xxxx)
- **Head of Company Security / designated alternate person** (insert contacts here xxx xxxx)
- **TBA e.g. Police** (if not already done as per above) (insert contacts here xxx xxxx)
- **Airline's top manager / designated alternate person** (insert contacts here xxx xxxx)
- **Others - as required** (insert contacts here xxx xxxx)

- Without delay forward / send / deliver **completed** threat report form **copies** to agencies / persons listed above (+ any others as required). Recipients will then be responsible for further (onward) transmission of same + appropriate action - as required

Note - All contact info used should ideally include (as available, relevant and at sender's discretion) landline / mobile (cell) phone numbers; email; SMS text; SITA address; appropriate social media address(es) etc.

Note - Assumption has been made that **threat will be passed via telephone call**. If a **written** threat - see second box (Section 2) a little further below. If threat is **spoken 'face to face'** - complete as much as possible of the Section 1 form below ASAP - from memory

Note - Assumption has been made that **threat will be related to a bomb**. If this is not so, adapt form's completion accordingly

Note - Make following questions (see form - starting next page) 'open' rather than 'leading' e.g. ask 'Where is the bomb located?' instead of 'Is the bomb located in the Passenger Terminal?'

If threat is telephoned - complete Section 1 below

If threat is written (i.e. any written format [including electronic]) - **complete Section 2 below**



**SECTION 1 - Telephoned Threat**Additionally **record** call if possible (Has call been additionally recorded)? **Yes / No**

Your Company Name:	Date:	Time threat received:
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Threat Message (exact words if possible):*(Use extra sheets of paper if necessary, label accordingly and attach securely to **this** form)*

Call made from:	Mobile (cell) phone	Landline phone	External Call
	Internal Call	Payphone	Not known
	Other Device (specify)		

Date /time of Call**Did caller's number register on your telephone's caller ID** (if available)? If so record number here:**WHAT / WHO** (location / facility / aircraft / person[s] etc.) is stated / implicit etc. target of bomb threat?

Aircraft	Terminal	Airline Premises	Catering Unit	Fuel Farm	Cargo Area
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Other: (Provide details here. If an airline flight is involved, also complete associated boxes just below):

Airline:	Flight Number:	Flight Route - from / to / date:
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Further Details:

Did the caller / person seem familiar with the stated threat target e.g. by his / her description of the bomb location etc? **Yes/ No****WHEN / HOW** is bomb expected to explode / detonate?

If moved	After take off	In-Flight	At Altitude	If 'opened'
Date:	Time:	Day:	Other:	

Further Details:





WHAT does bomb look like (description) and where is it located now?

Details:

WHO are you? (Insert here details of the organisation / person making the threat call - if available)

Organisation's name:

Individual's name:

Where are you now?

Other:

Further Details:

Ask Caller **WHY** he / she etc. is 'doing this'?

Details:

CALLER / CALL CHARACTERISTICS (Applicable to telephoned threat)

Voice: Loud Soft High pitched Low pitched / deep Rasping Pleasant Intoxicated
/ drugged etc.

Other (describe):

Speech: Fast Slow Clear Distorted Stutter Slurred
Nasal etc.

Other (describe):

Language(s) Spoken and / or Accent:

Language 1:

Language 2 etc:





<i>Command of spoken language 1:</i>	Excellent	Good	Fair	Poor
<i>Command of spoken language 2:</i>	Excellent	Good	Fair	Poor
<i>etc.</i>				

<i>Caller's Gender:</i> MALE / FEMALE	<i>Caller's Age:</i> Child / Teen / Young Adult / Middle Aged / Old / UNKNOWN
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<i>Manner:</i>	Calm Emotional Obscene	Angry Laughing Arrogant	Sensible Righteous	Not sensible Courteous	Clear Rude	Not clear
<i>Other (describe)</i>						

<i>Background Noise(s):</i>	Aircraft	Road Traffic	Train
Public Announcements (e.g. Airport or Station)		Machinery (office)	Machinery (factory)
Kitchen	Hotel	Voices (describe e.g. adult / children / language etc.)	
Music	Party	Animals	None
<i>Other (describe)</i>			

When as much as possible of the above has been completed, fill out / sign box found on page 7





SECTION 2 - Non-Telephoned Threat + other detail to be provided - if not already included above:

Your Company Name:

Date:

Time threat received:

Initial Actions to be taken on Receipt of a **WRITTEN** (hard copy) Bomb / Similar Threat

- Avoid touching paper / packaging etc. further than absolutely necessary
- Retain any paper / packaging etc. used
- Alert those parties shown in box on page 2
- Complete appropriate sections of 'Bomb Threat Report Form' above (as applicable) and forward to all relevant parties
- Arrange for Security / Police etc. - to take possession of document, envelope, packaging etc.

Full Details (e.g. how and when was written threat delivered? who delivered it? etc.)

NOTE:

If the **non**-telephoned threat comes in any other format (e.g. via email; via social media; face to face etc.) record a summary of the appropriate details in the box above and ensure that (electronic and hard copy as appropriate) copies of the message are saved / made / bookmarked etc. - and passed on / forwarded (without delay) to appropriate authorities / recipients - as shown on page 2 of this information article





DETAILS of PERSON COMPLETING THIS FORM:

Name:	Position / Title:
Your full contact details (including mobile (cell), office and home / residence telephone numbers):	Local Date / Time form completed:
Threat Report form copies passed to:	
<ol style="list-style-type: none">1.2.3.4.5.6.7.8.9.10.	
At (local date / time)	
Signature (with date & time) of person completing form:	

