



## INSTRUCTIONS AND GUIDELINES

**FILE NO: N08/02023**

Title : Air Cargo - Procedures for Dealing  
with Telephone Threats

Date : July 2008

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**BCS CLASSIFICATION: \*SM\_Policy\***

**FILE NUMBER: N08/02023**

THIS INSTRUCTION AND GUIDELINE REFERS TO:

**PRACTICE STATEMENT NO:**

PS2008/08 Inspection and Examination of Air Cargo – Imports

PS2008/30 Inspection and Examination of Air Cargo - Exports

**PUBLISHED DATE: 26 SEPTEMBER 2008**

**AVAILABILITY: INTERNAL AND EXTERNAL**

**SUBJECT:** Procedures for dealing with telephone threats

**PURPOSE:** To provide guidance to staff in the event that they receive a threat via the telephone.

**OWNER:** NATIONAL MANAGER CARGO OPERATIONS NORTH

**CATEGORY:** OPERATIONAL

**CONTACT:** DIRECTOR CARGO BUSINESS IMPROVEMENT (AIR)

**SUMMARY OF MAIN POINTS**

This Instruction and Guideline has been developed to provide guidance to staff in the event that they receive a threat via the telephone.

It is important to read the complete Instruction and Guideline before proceeding.

**INTRODUCTION**

Anonymous calls and telephone threats are usually intended to lower the morale of the person receiving the call. An accurate analysis of the calls can help to provide valuable information on which to form a base for any necessary action.

The natural reaction when answering the telephone and hearing a hostile voice is one of either anger and/or panic which usually results in the termination of the conversation. The caller, however, may well provide clues as to intentions or specific threats and, if possible, the following action should be considered.

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## **INSTRUCTIONS AND GUIDELINES**

- **Do not hang up, it might be possible to trace the call.**
- Keep the caller talking. Remain calm and endeavour to complete the bomb threat checklist (See attachment).
- Try to identify the voice by age, sex, accent and any other features or peculiarities that may become evident
- Listen to background noise, which may provide valuable information, such as music, machinery, animals and industrial noises.
- Write down the details of the call immediately to assist in any subsequent inquiries.
- If possible, notify a co-worker of the call whilst still on the phone,
- Your co-worker is to contact Telstra Call Tracing Facility on 1800 805 996, informing the operator of:
  - The telephone number the caller rang.
  - That the caller is still on the telephone.
  - Your name and contact telephone number.
- Notify the Regional Security Adviser. Once the threatening call is over the person who received it may also feel the relevant State or Territory police should be contacted. The Regional Security Adviser can assist with this decision.
- Complete a 'Threat Call Check List' (attached) and a Security Incident Report form B156 located on the Security homepage of the Intranet.
- If anonymous or threatening telephone calls are consistently received (at home or at work) consider arrangements for an unlisted telephone number. The Regional Security Advisor should be notified if this occurs.

### **Employee Assistance Provider (EAP)**

If required, the Customs Employee Assistance Provider (EAP), OSA Group, is available to work with staff involved in a critical incident. Trained counsellors can be deployed to a workplace within 2 hours. The OSA Group's contact number is **1300 361 008**, 24 hours - 7 days.

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**Bomb Threat Check List**  
Place this under your telephone

- **Questions to ask**

When is the bomb going to explode? \_\_\_\_\_

What will make the bomb explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why did you place the bomb? \_\_\_\_\_

What is your name? \_\_\_\_\_

What is your address? \_\_\_\_\_

- **Exact wording of the threat**

\_\_\_\_\_

\_\_\_\_\_

- **Action**

Report immediately to: \_\_\_\_\_ Telephone number: \_\_\_\_\_

- **Caller's voice**

Accent (specify) \_\_\_\_\_ Any speech impediment? Specific \_

Voice (loud, soft, etc.) \_\_\_\_\_ Speech (fast, slow, etc.) \_\_\_\_\_

Diction (clear, muffled) \_\_\_\_\_ Manner (calm, emotional, etc.) \_\_\_\_

Did you recognise the voice \_\_\_\_\_ Was the caller familiar with the area?

If so, who do you think it was? \_\_\_\_\_

- **Threat Language**

Well spoken: \_\_\_\_\_ Incoherent \_\_\_\_\_

Irrational \_\_\_\_\_ Taped \_\_\_\_\_

Message read by caller \_\_\_\_\_ Abusive \_\_\_\_\_

- **Background Noises**

Street noises \_\_\_\_\_ House noises \_\_\_\_\_

Aircraft \_\_\_\_\_ Long distance \_\_\_\_\_

Local call \_\_\_\_\_ Voices \_\_\_\_\_

Machinery \_\_\_\_\_ Other \_\_\_\_\_

- **Other**

Sex of caller \_\_\_\_\_ Estimated age \_\_\_\_\_

- **Call taken**

Date \_\_\_\_\_ Time \_\_\_\_\_

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Duration of call \_\_\_\_\_ Telephone number called \_\_\_\_\_

• **Recipient**

Name (print) \_\_\_\_\_ Telephone number \_\_\_\_\_

Signature \_\_\_\_\_

**RELATED POLICIES AND REFERENCES**

PRACTICE STATEMENTS

*Customs OHS Policy – OHS Risk Management – HSMA 2*  
*OHS Policy Guideline – Personal Protective Equipment (PPE)*  
*OHS Policy Guideline – First Aid;*

**OTHER INSTRUCTIONS AND GUIDELINES**

- *Customs OHS Hazard Instructions and Guidelines*
  - Hazardous substances*
  - Chemical hazards*
  - Firearms*
  - Manual Handling*

*Chief Executive Instruction*

- Number 4.12 refers to the use of Mobile Telephones
- Number 5.5 refers to the use of Commonwealth Vehicles

*Occupational Health and Safety Act 1991*

- Section 68 states the reporting timeframes for notifiable workplace incidents

*Occupational Health and Safety (Safety Standards) Regulations 1994*

- Regulation 37A relates to notifiable workplace incidents

*Customs Act 1901*

- Section 30 refers to Customs control of goods
- Section 33 refers to persons not to move goods subject to the control of Customs
- Section 50, 51 and 51A relate to prohibited imports including certain controlled substances

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- Section 112 and 112A relate to prohibited exports including certain controlled substances
- Section 186 relates to the general powers of examination of goods subject to Customs control
- Section 186A relates to the power of officers to take copies of documents examined under s.186
- Section 229 relates to forfeited goods
- Section 233BAA refers to Tier 1 goods
- Section 233BAB refers to Tier 2 goods

*Customs Regulations 1926*

- Regulation 179AA and Schedule 1AA relate to Tier 1 and Tier 2 goods

*Customs (Prohibited Imports) Regulations 1956*

*Customs (Prohibited Exports) Regulations 1958*

**CONSULTATION**

**INTERNAL**

The following internal stakeholders have been consulted in the development of these Instructions and Guidelines.

CARGO BRANCH

INFRASTRUCTURE BRANCH – REGIONAL SECURITY ADVISOR

**EXTERNAL**

AUSTRALIAN FEDERAL POLICE – AUSTRALIAN BOMB DATA CENTRE

TELSTRA

REGIONAL STATE POLICE

**Approval**

Approved on 19 September 2008 by:

Approving Officer

Jaclyne Fisher

National Director Cargo

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