



TRAINING BRIEF

Training Topic:

ERP DRILL— BOMB THREAT

Information for the ERP Coordinator

Bomb threats have been a security concern in the aviation industry for over 50 years. A bomb threat is intended to disrupt a single operation, and perhaps larger parts of the transportation system. Most bomb threats are a hoax; however, the objective of disruption is still achieved to some effect. A United States airliner was subjected for the first time to terrorist attack in November 1955, when a bomb placed in luggage exploded on a DC-3 that had just left Stapleton Airport, Denver. A man, hoping to collect on a life insurance policy, placed a bomb in his mother's luggage. The plane crashed, killing all aboard. Often, bomb threats are designed to disrupt a company or a specific event. Some are called in by juveniles, some by current or ex-employees, and some are made with genuine terrorist intent. It is also important to remember a caller may have knowledge of a bomb, and his/her intention is to minimize the risk of injury to others while still creating significant disruption.



According to Great Britain's Security Service, MI5:

"Most bomb threats are made over the phone. The overwhelming majority are hoaxes, often the work of malicious pranksters, although terrorists also make hoax calls. During the Irish republican terrorist campaign, there were approximately 10,000 bomb threat calls reported in the Greater London area in one year. Of these, 70 were made by terrorists, 10 of which resulted in the actual discovery of a device. Any such hoax is a crime and, no matter how ridiculous or unconvincing, should be reported to the police."

This ERP drill is a simulation of a bomb threat call received by your scheduler, dispatcher, or other appropriate company employee. As previously mentioned, most bomb threats are false alarms from malicious pranksters, but it is important to take

each seriously. As the drill facilitator you are responsible for executing the exercise; control the release of information to the other members of the organization. Remember, this is also designed to be a learning experience. If absolutely necessary, stop the drill to address any challenges the participant's experience. Take time to provide additional "on the spot" training to individuals who might need it. Balance this against the disruption in the drill an interruption will cause. Changes to your Emergency Response Plan (ERP) or other appropriate manual may be necessary based upon the results of the drill.

Preparation

1. Preparation: Ensure each response team member has access to a copy of the ERP, and has read the portion that pertains to his or her assigned duties. Designate a working space with phones to conduct the exercise.
2. Schedule this exercise in advance, and have the response team personnel assemble in the conference room with their copies of their respective ERP materials. The start time of the exercise will be called "H hour." All team members should be present in the room around the "table top."
3. Release the attached "Exercise Inputs" at the times indicated for each one. Controlling the release of information not only improves realism, but also allows the entire team to participate in solving each problem.
4. Be prepared to keep a detailed log of every action taken and decision made by the team throughout the exercise. They should be working to solve problems and coordinate with applicable outside agencies. This will be invaluable later when debriefing the response team and improving the ERP.
5. Keep this exercise "in-house" by simulating the coordination with outside agencies, but verify phone numbers. As the team becomes more experienced executing the ERP other agencies can be invited to participate in future exercises. It is critical to continually emphasize to everyone involved in the exercise it is a drill. The drill may be mistaken as an actual event by an uninformed employee.
6. At the end of the exercise, review your notes and record any open concerns by the participants. Schedule a meeting to debrief the drill and present the response team with a finished summary of the exercise, open items, problems that were identified and resolved, and other suggestions for the next exercise. Use these results to develop a plan for the next ERP drill; is another table top drill required, or are team members ready to move on to more realistic drill conditions?

Bomb Threat Exercise

H Hour: A call is received into the flight operation: a person is claiming a bomb is aboard one of your aircraft, which is currently en-route. The call can be simulated ring in and the Bomb Threat Report (appendix A) filled out, or this can be conducted as a pure table top exercise with no incoming call, with the facilitator making the notification verbally. Remember, any communication simulation during the drill must clearly state, "This is a drill..."

Caller Details: The caller is a calm adult male familiar with the tail number, type aircraft, and they know the aircraft is airborne. The call sounds like it could be on a cell phone, with loud ambient noise background.

Goal: Every employee who may answer a phone in your flight operation needs to be briefed on the use of the Bomb Threat Report and the ERP's initial notification duties. Employees should also have a general familiarity with emergency response, in case a form is not accessible. Details of the call should be written down in detail, and checklists followed, if possible. Below is some additional information you can share with your flight department regarding bomb threats, courtesy of the UK's MI5.

"Calls from terrorists fall into two kinds:

- ⇒ Bomb threats when none has actually been planted. These hoaxes may not be merely malicious but designed to disrupt, to test reactions or to divert attention;
- ⇒ Bomb threats warning of a genuine device. These may be attempts to avoid casualties, but they also enable the terrorist to blame others if there are casualties.

Even genuine threats are frequently inaccurate with regard to where and when a bomb might explode. Also, staff receiving a bomb threat may not always be those trained and prepared for it. It is not reasonable to expect them to authoritatively assess a threat's accuracy, truth or origin, or listen to their impressions of the caller. Be prepared for your staff to be temporarily in a state of shock at the threat, which will be the closest that many people ever come to acts of terrorism. Take account of this when establishing your procedures and base your preparation on enabling any member of staff to pass on a threat promptly, in as much detail as possible, to those tasked with deciding what action to take."

H+3 minutes: The ERP team leader is contacted and should confirm the details of the threat, activate the ERP, and alert critical personnel. Company information indicates the aircraft with crew (and passengers, if applicable) is airborne.

Goal: Company team members begin ERP duties; contact actions are being clearly

prioritized. Each team member begins to function in their respective role. It's important to observe the proficiency of team members as they begin their individual ERP functions. They should each have a high degree of familiarity with their duties, and the duties of other team members in case a substitution is required. Does the operation perform many international trips? What if the aircraft is over the ocean on a transatlantic flight? Every bomb threat should be treated seriously, and if it is considered legitimate, a law enforcement agency must be notified.

H+ 10 minutes: Team actions should now begin to focus towards communication, both internal and external to the company. Efforts should now be aimed at contacting the aircraft (which can be a challenge, depending on equipment or location), notifying the FAA and legal authorities, and making decisions to divert the aircraft and have it met on the ground by appropriate personnel (Bomb Disposal Unit, FBI, etc.).

Goal: Verify correct phone numbers for existing notifications like the FAA. Some of the others may be a lookup exercise (FBI, local police). Have each team member simulate a call as if they were on the phone with the respective agency; they can dial an internal company number/cell phone, or talk the call out loud to the drill facilitator.

H+25 minutes: Facilitator places a simulated call back from the FAA describing how the aircraft is being instructed to land at a viable location with a bomb squad.

Goal: Team members should now be focused on accomplishing their individual duties. There should be discussion about notifying next of kin: should it be done now, or only if the unthinkable occurs. Company policy should define this decision; if it falls outside of any existing guidance, look for the ERP team leader to make a decision or recommendation to executives. Either way a conscious decision needs to be made at this point. Preparations begin to deploy a company representative to the scene in the event of a detonation.

H+40 minutes: Place a simulate phone call to the team notifying that the aircraft has landed safely. The crew (and passengers, if applicable) have safely evacuated. The aircraft is being swept by the bomb squad. Law enforcement agencies have full control over the situation at this point. Law enforcement agencies may request records concerning the flight and the company as part of the investigative process.

Goal: The response team is now wrapping up their individual duties, and should now be cleaning up and organizing documentation. Safe landing of the aircraft and crew is the ultimate goal of any emergency scenario. The team should be considering consider these issues: The receiving airport probably parked the aircraft away from everything else as a precaution to prevent collateral damage. Many emergency crew, air traffic controllers, and airport operations personnel are aware of the situation, and everyone has a cell phone. Expect leaks. No response team member should take any independent action.

H+50 minutes: Simulate an image of your aircraft on CNN. Company phones begin ringing with inquiries from media personnel.

Goal: Expect the media to discover details of the event. Leaks should be expected and prepared for. The people who answer the phones at your company should be prepared with generic media release statements. If no one has thought to contact the passengers and crewmembers families, they would be calling now as well. Managing the release of information is critical at this stage.

H+55 minutes: The crew and passengers are clear of the aircraft, and no suspicious items are found on the aircraft.

This concludes the drill

Conduct a thorough debriefing with involved personnel (after a well deserved break) and review the strong points and the areas of weakness.

The purpose of this drill is to educate your staff on how to respond to a bomb threat via the ERP. The Bomb Threat Checklist should be accessible when needed.

Supplemental ATC Procedures Information: Eurocontrol and FAA

Eurocontrol

ATC will likely: Try to vector clear of populated areas unless this will delay the aircraft in reaching a suitable airfield.

Best practice embedded in the ASSIST principle could be followed (A - Acknowledge; S - Separate, S - Silence; I - Inform, S - Support, T - Time):

A - acknowledge the bomb warning, ask for intentions and provide information regarding next suitable for landing aerodromes as necessary;

S - separate the aircraft and if necessary prioritize it for landing, allow long final if requested, keep the active runway clear of departures, arrivals and vehicles;

S - silence the non-urgent calls (as required) and use separate frequency where possible;

I - inform the supervisor and other sectors/units concerned; inform the airport emergency fire rescue services and all concerned parties according to local procedures; as tower controller expect airport authorities to execute their bomb threat emergency plan.

S - support the flight by providing any information requested and necessary such as type of approach, runway length and any additional aerodrome details, etc.

T - provide time for the crew to assess the situation, don't press with non urgent matters.

Defenses

To mitigate the effect of bomb emergencies, the following additional guidelines should be followed by ATCOs dealing with bomb warning situation.

When informed by the crew about bomb threat on the aircraft, be ready to:

- ⇒ Clear airspace in the immediate vicinity, provide adequate horizontal and vertical separation between the aircraft with explosive device on board and other traffic
- ⇒ Try to vector clear of populated areas unless this will delay the aircraft in reaching a suitable airfield
- ⇒ Ask for flying time needed (useful for co-ordination with other services and agencies)
- ⇒ As a tower controller be ready to provide assistance for possible evacuation immediately after landing:
- ⇒ Keep the active runway clear of departures, arrivals and vehicles according local instructions;
- ⇒ Keep the safety strip clear of vehicles;
- ⇒ Consider the possibility of a blocked runway;
- ⇒ Plan ahead the pending traffic, if necessary delay start up clearances;
- ⇒ Make arrangements for additional stairs to speed up the passenger disembarkation process as appropriate;
- ⇒ Make arrangements for towing equipment to tow the aircraft to secure location as appropriate;
- ⇒ Arrange placing the aircraft on a location away from buildings and other aircraft;

FAA Order JO 7110.65T

Section 2. Emergency Assistance

10-2-11. AIRCRAFT BOMB THREATS

a. When information is received from any source that a bomb has been placed on, in, or near an aircraft for the purpose of damaging or destroying such aircraft, notify your supervisor or the facility air traffic manager. If the threat is general in nature, handle it as a "Suspicious Activity." When the threat is targeted against a specific aircraft and you are in contact with the suspect aircraft, take the following actions as appropriate:

REFERENCE-

FAAO JO 7610.4, Chapter 7, Hijacked/Suspicious Aircraft Reporting and Procedures.

1. Advise the pilot of the threat.
2. Inform the pilot that technical assistance can be obtained from an FAA aviation explosives expert.

NOTE- An FAA aviation explosive expert is on call at all times and may be con-

tacted by calling the FAA Operations Center, Washington, DC, Area Code 202-267-3333, ETN 521-0111, or DSN 851-3750. Technical advice can be relayed to assist civil or military air crews in their search for a bomb and in determining what precautionary action to take if one is found.

3. Ask the pilot if he/she desires to climb or descend to an altitude that would equalize or reduce the outside air pressure/existing cabin air pressure differential. Issue or relay an appropriate clearance considering MEA, MOCA, MRA, and weather.

NOTE- Equalizing existing cabin air pressure with outside air pressure is a key step which the pilot may wish to take to minimize the damage potential of a bomb.

4. Handle the aircraft as an emergency and/or provide the most expeditious handling possible with respect to the safety of other aircraft, ground facilities, and personnel.

NOTE- Emergency handling is discretionary and should be based on the situation. With certain types of threats, plans may call for a low-key action or response.

5. Issue or relay clearances to a new destination if requested.

6. When a pilot requests technical assistance or if it is apparent that a pilot may need such assistance, do NOT suggest what actions the pilot should take concerning a bomb, but obtain the following information and notify your supervisor who will contact the FAA aviation explosives expert:

NOTE- This information is needed by the FAA aviation explosives expert so that he/she can assess the situation and make immediate recommendations to the pilot. The aviation explosives expert may not be familiar with all military aircraft configurations but he/she can offer technical assistance which would be beneficial to the pilot.

- (a) Type, series, and model of the aircraft.
- (b) Precise location/description of the bomb device if known.
- (c) Other details which may be pertinent.

NOTE- The following details may be of significance if known, but it is not intended that the pilot should disturb a suspected bomb/bomb container to ascertain the information: The altitude or time set for the bomb to explode, type of detonating action (barometric, time, anti-handling, remote radio transmitter), power source (battery, electrical, mechanical), type of initiator (blasting cap, flash bulb, chemical), and the type of explosive/incendiary charge (dynamite, black powder, chemical).

b. When a bomb threat involves an aircraft on the ground and you are in contact with the suspect aircraft, take the following actions in addition to those discussed in the preceding paragraphs which may be appropriate:

- 1. If the aircraft is at an airport where tower control or FSS advisory service is not available, or if the pilot ignores the threat at any airport, recommend that takeoff be

delayed until the pilot or aircraft operator establishes that a bomb is not aboard in accordance with 14 CFR Part 121. If the pilot insists on taking off and in your opinion the operation will not adversely affect other traffic, issue or relay an ATC clearance.

REFERENCE-

14 CFR Section 121.538, Airplane Security.

2. Advise the aircraft to remain as far away from other aircraft and facilities as possible, to clear the runway, if appropriate, and to taxi to an isolated or designated search area. When it is impractical or if the pilot takes an alternative action; e.g., parking and off-loading immediately, advise other aircraft to remain clear of the suspect aircraft by at least 100 yards if able.

NOTE- Passenger deplaning may be of paramount importance and must be considered before the aircraft is parked or moved away from service areas. The decision to use ramp facilities rests with the pilot, aircraft operator/airport manager.

c. If you are unable to inform the suspect aircraft of a bomb threat or if you lose contact with the aircraft, advise your supervisor and relay pertinent details to other sectors or facilities as deemed necessary.

d. When a pilot reports the discovery of a bomb or suspected bomb on an aircraft which is airborne or on the ground, determine the pilot's intentions and comply with his/her requests in so far as possible. Take all of the actions discussed in the preceding paragraphs which may be appropriate under the existing circumstances.

e. The handling of aircraft when a hijacker has or is suspected of having a bomb requires special considerations. Be responsive to the pilot's requests and notify supervisory personnel. Apply hijacking procedures and offer assistance to the pilot according to the preceding paragraphs, if needed.

10-2-12. EXPLOSIVE DETECTION K-9 TEAMS

Take the following actions should you receive an aircraft request for the location of the nearest explosive detection K-9 team.

REFERENCE- FAAO JO 7210.3, Para 2-1-11, Explosives Detection K-9 Teams.

a. Obtain the aircraft identification and position and advise your supervisor of the pilot request.

b. When you receive the nearest location of the explosive detection K-9 team, relay the information to the pilot.

c. If the aircraft wishes to divert to the airport location provided, obtain an estimated arrival time from the pilot and advise your supervisor.

BOMB THREAT REPORT

INSTRUCTIONS:

Be courteous, listen, and do not interrupt the caller's message. Do not hang up. Gather as much information as possible then bring this form with you if you evacuate the building.

DATE: ___ / ___ / ___ **CALL BEGAN:** _____ a.m./p.m. **CALL ENDED:** _____ a.m./p.m.

CALLER'S EXACT WORDS: _____

QUESTIONS TO ASK CALLER:

- ▶ When is the bomb going to explode? _____
- ▶ Where is the bomb now? _____
- ▶ What type of bomb is it? _____
- ▶ What does it look like? _____
- ▶ What will cause it to explode? _____
- ▶ Did you place the bomb & why? _____
- ▶ What is your name and call back number? _____
- ▶ Where are you? _____

TRY TO DETERMINE THE FOLLOWING:

Caller Is: ___ Male ___ Female ___ Adult ___ Juvenile ___ Child (age/years): _____

Voice: ___ Loud ___ Soft ___ Low ___ High ___ Raspy ___ Pleasant ___ Intoxicated
 ___ Familiar Voice: _____
 ___ Other (describe): _____

Accent: ___ Local ___ Regional (describe): _____
 ___ Foreign (country/region): _____

Speech: ___ Fast ___ Slow ___ Distinct ___ Distorted ___ Stutter ___ Nasal ___ Lisp
 ___ Excellent ___ Good ___ Fair ___ Poor ___ Foul
 ___ Other (describe): _____

Manner: ___ Calm ___ Angry ___ Rational ___ Irrational ___ Coherent ___ Incoherent ___ Deliberate
 ___ Emotional ___ Righteous ___ Laughing
 ___ Other (describe): _____

Background
Noises: ___ Traffic ___ Trains ___ Planes ___ Street ___ Voices ___ Music ___ Party
 ___ Bedlam ___ Animals ___ Office Machines ___ Factory Machines ___ Quiet
 ___ Other (describe): _____

IMMEDIATELY AFTER CALL IS TERMINATED:

- ▶ If you have a display phone, write down what is displayed for the incoming call.
- ▶ Initiate your agency's Emergency Response Plan if necessary.
- ▶ Your name (print): _____
 Contact Number: _____ Position/Title: _____
- ▶ Phone number where call was taken: _____
- ▶ Location where call was taken (address, building name, room number, etc.): _____