

space to thrive

GROWTHPOINT
PROPERTIES



The Woodlands Office Park

Client manual

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Client manual

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1. Introduction

1.1. Welcome to The Woodlands Office Park

We welcome you to your new space to thrive. We are proud that you have chosen one of South Africa's pre-eminent buildings to locate your business, and look forward to a long and mutually beneficial relationship.

We first registered as a public company in October 1987 and is the largest listed property company in South Africa. Our diversified portfolio comprises high quality retail, office and industrial properties, which are located throughout South Africa. A significant aspect of our business is that we are independent and responsible for both property and asset management functions. Our property and asset management teams work closely together to ensure optimum management of our buildings.

The Woodlands Office Park is located in one of Gauteng's most sought-after suburbs, and has 125,895.84m² of A and B grade office space.

1.2. Client manual

The Woodlands Office Park affords the highest priority to the safety and security and annexed to this manual, are quick references to the steps to follow and the contacts to make in the event of any emergency.

Please note that this manual should be read in conjunction with the agreement of lease including The Woodlands Office Park Client Fit-out Criteria document. In all cases, the terms of the agreement of lease and of the Client Fit-out Criteria document will prevail, should a discrepancy be found between those documents and this Client Manual. Growthpoint Property Management Services reserves the right to amend this manual at any time.

1.3. Key information

Building address: The Woodlands Office Park
20 Woodlands Drive
Woodmead
Johannesburg
2191

Management contact details

Property Manager:

Sandiso Ndlovu

- Telephone	(087) 350 2603
- Cellphone	072 698 5491
- Physical address	20, Woodlands Drive, Woodmead, Johannesburg
- Postal address	P O Box 78949, Sandton, 2146
- Fax	+27 86 673 1384
- Email	sandlovu@growthpoint.co.za

Building Manager:

Onke Ngumbela

- Telephone	(087) 350 2605
- Cellphone	073 381 2691
- Email	ongumbela@growthpoint.co.za

Building Manager:

Gavin Von der Becke

- Telephone	087 350 2609
- Cellphone	083 407 8056
- Email	GVonderBecke@growthpoint.co.za

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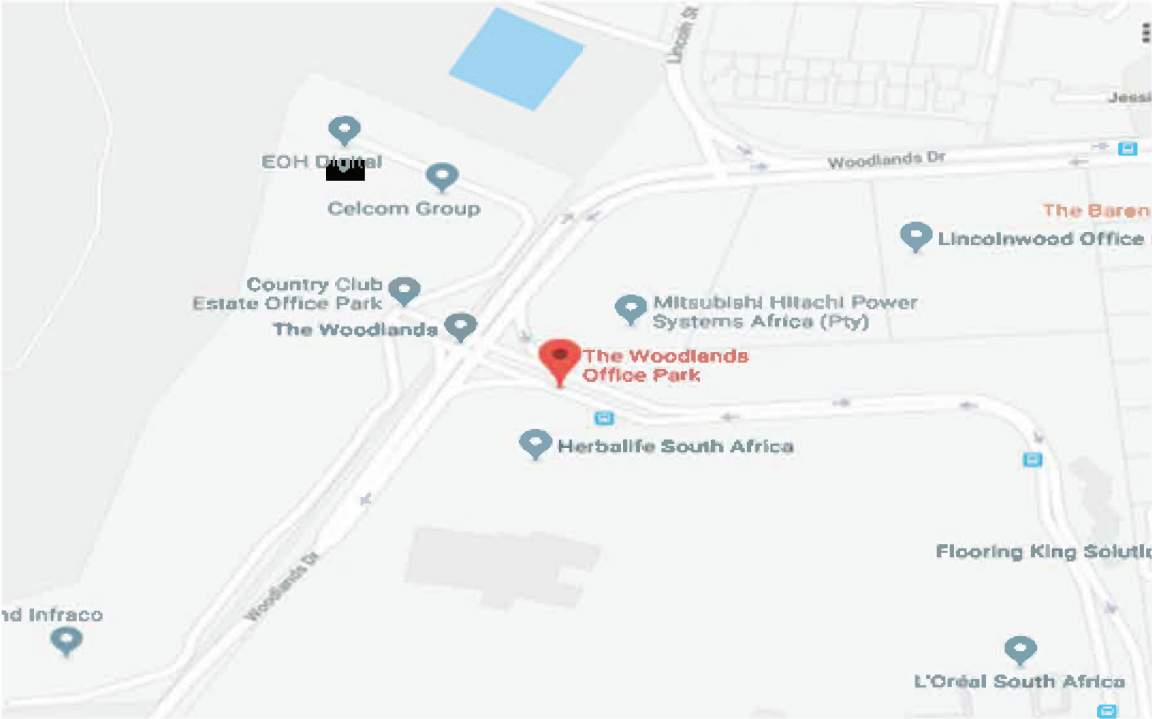
Office hours

- Building management Weekdays 08h00 to 16h30

Emergency contact numbers

- Ambulance and fire: 084 124
- SAP: 10111
- SAPS Gallo Manor: 011 8043139
- Fire Department: 10177

Building location map



2. Building management
2.1. Contact details

Name	Position	Telephone	Cellphone	Email
Cherie Bussac	Portfolio Manager	(087) 350 2602	083 289 8262	cbussac@growthpoint.co.za
Sandiso Ndlovu	Property Manager	(087) 350 2603	072 698 5491	sandlovu@growthpoint.co.za
Onke Ngumbela	Building Manager	(087) 350 2605	073 381 2691	ongumbela@growthpoint.co.za
Gavin Von der Becke	Building Manager	(087) 350 2609	083 407 8056	GVonderBecke@growthpoint.co.za
Leah Smit	Leasing Consultant	(087) 350 2601	082 040 6973	lsmit@growthpoint.co.za
Keith Bent	Facilities Manager	(087) 350 2610	083 645 1618	kbent@growthpoint.co.za
Keen Venables	Credit Controller	(011) 944 6206		kvenables@growthpoint.co.za
Maureen Isaacs	Property Administrator	(087) 350 2607		misaacs@growthpoint.co.za
Maintenance Service Desk		(086) 044 4118		facilitiesdesk@growthpoint.co.za



3. Building operations

3.1. Visitors

Visitors are required to park in the designated visitors bay that they are visiting in the building.

Please remember to give timely notice to the Building Manager of the intended arrival of large groups of visitors for functions, seminars and similar events held at the premises. A list of names of those attending the function is to be issued to the Building Manager.

3.2. Children

We accept that clients' staff members might be required (from time to time and over weekends) to have young children accompany them to their office. Although this practice is accepted, it must be seen as the exception and not the rule, as The Woodlands Office Park has not been designed to meet child safety requirements. Children must be under parental supervision at all times. Growthpoint Properties, its staff and agents, take no responsibility for any injury to or the death of any person while at The Woodlands Office Park.

3.3. Animals

No pets (or animals) may be brought onto the premises of The Woodlands Office Park. Guide dogs are allowed.

3.4. Parking

Access to the client parking areas is available only to those in possession of a valid access card. The parking garages have automated gates/booms that are access controlled. Access cards are issued in accordance with the parking allocation in your lease agreement.

Contractors and delivery vehicles will only be allowed access and egress via East gate (Western Service Road)

For the purpose of clarity, the respective gates will open at the following times weekdays:

West gate (Woodlands Drive)	Open 24 hours
East gate (Western Services Road)	05h00
North gate (Woodlands Drive opposite JHB Country Club)	05h00

The Respective gates will close at the following times weekdays:

West gate (Woodlands Drive)	Open 24 hours
East gate (Western Services Road)	20h00
North gate (Woodlands Drive opposite JHB Country Club)	20h00

On Saturday and Sunday, the following opening and closing times will be applicable:

West gate (Woodlands Drive)	Open 24 hours
East gate (Western Services Road)	Open 07h00 until 10h00 on Saturdays
North gate (Woodlands Drive opposite JHB Country Club)	07h00 until 17h00

Access to and use of the parking areas at The Woodlands Office Park is at the user's risk. While we endeavour to ensure the safety of its clients, visitors and their possessions, its staff and agents take no responsibility and cannot be held liable for damage to or the loss of vehicles and their contents while at The Woodlands Office Park, nor for any injury to or death of any person using the parking facilities.

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Designated parking bays are allocated and cars must be parked accordingly. Parking in a bay designated to someone else, parking in another restricted or unmarked area or parking in a disabled bay is illegal. A maximum speed limit of 20 km is applicable throughout the parking garage.

No oil spillage or oil leaks are allowed and the owners of cars with oil leaks will not be permitted to bring them onto the premises, until the leak is repaired. The cost of cleaning an oil spillage will be recovered from the client whose member of staff is responsible for it. Motor vehicles may not be washed or in any other way cleaned in the parking areas, unless in approved designated areas.

3.5. Post and parcels

Mail, newspapers, magazines and parcels will not be received or held at the security guard house.

3.6. Deliveries

You must give the Growthpoint Properties Building Manager advance notice of intended deliveries of large items of equipment, furniture, stationery, materials, etc. Loading areas and goods lifts are provided at The Woodlands Office Park for this purpose. Please adhere to the rules for use of these facilities, as advised by the Building Manager.

Delivery vehicles are not permitted to use the main gate (West gate). Client deliveries should be directed to the East gate off Western Services Road. Please advise your service providers accordingly.

No hawkers are allowed at The Woodlands Office Park.

3.7 Contractors

Please notify the Building Manager of the identity and purpose of any contractor you might engage with. This is with respect to the management, security, maintenance or alteration of your premises.

The names and contact details of contractors' staff, workmen, etc, are to be presented to the Building Manager for registration purposes and for the issuing of The Woodlands Office Park health and safety, operational and building specifications rules and regulations. Contractors found to be flouting these requirements will have their permission to access the property withdrawn.

3.8. Elevators

Furniture, equipment and other similar heavy goods may not be transported in the passenger elevators, without the express permission of the Building Manager. The Building Manager will advise which elevators may be used for this purpose and when they can be used. They will then hang protection blankets in those elevators while the equipment, etc. is being moved, without which the elevators may not be used for this purpose.

Each elevators car is equipped with an emergency button that is linked via the cellular network. In order to activate the distress signal the emergency button must be held down for more than ten seconds.

3.9. Cleaning and hygiene

We employ the services of specialist cleaning and hygiene services companies to clean and maintain all of the common areas of The Woodlands Office Park, including the parking garages.

You are responsible for the cleaning of your office premises, including the lobbies, toilets and kitchen facilities that lie within your leased premises.

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Should you wish to contract with specialist cleaning companies to provide cleaning and hygiene services, it is suggested that, for operational and cost competitiveness reasons, the company or companies we have engaged at The Woodlands Office Park, should be considered.

Please take all steps necessary to ensure that your premises is kept in a clean and hygienic state at all times and are to ensure that your area is free of vermin and pests. We may request you engage the services of a pest control company and to obtain and present pest control certification accordingly.

3.10 Waste

Please remove all waste / refuse from your premises in clear, sealed plastic refuse bags and deposit these in the bins provided in the designated refuse room within the basement area. No loose waste will be permitted.

The Woodlands Office Park has implemented a programme of responsible waste management and recycling, which involves the separation and separate disposal of glass, tins, paper, plastics and wet waste. Please support this initiative by bagging your waste similarly and disposing of it properly in the waste area.

Any wet waste from individual canteens is to be disposed by you at your own cost, according to waste removal best practice.

3.11 Smoking

In keeping with existing legislative requirements and with regard to the harmful effects of passive smoke, smoking is not permitted anywhere within the confines of The Woodlands Office Park. Smoking should only occur in the designated smoking area provided outside the buildings.

3.12. Maintenance

We will maintain the exterior and all common areas of The Woodlands Office Park. You are responsible for the maintenance, repair and replacement of the interior of your leased premises including, but not limited to:

- Light fittings, including replacement of fluorescent and incandescent lamps, starters and ballasts
- Electrical fit-outs and power points
- Plumbing fit-outs, including hydroboils, basins, toilet bowls, urinals, cisterns, flush valves, taps and traps
- Toilet accessories such as hand driers, towels, toilet roll holders, mirrors and bins
- Fixtures and fittings such as kitchen cupboards and doors, door furniture, locks and keys
- Windows, window glass and internal glazing, including the cleaning of inside surfaces of window and door glass
- Floor coverings
- Ceiling panels

You will also be responsible for the removal of any obstruction or blockage to sewerage or drain pipes serving your leased premises exclusively and, where necessary, for the repair of any damage to or caused by the blocked pipes.

3.13. Alterations to premises

You are not permitted to make alterations to your premises without first having obtained our Management Services' written consent.

In making an application for such permission, please refer to the requirements of the lease agreement and The Woodlands Office Park Client Fit-out Criteria document, and adhere to the requirements of those documents in this regard and to the following:



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- Consider engaging the services of consultants and contractors employed or approved by us, the details of which are available from the Building Manager
- Plans and specifications of the intended alterations are to be prepared by professional consultants employed by you and at your own expense and presented to us for approval before any work may commence
- If the intended alterations are structural or impact in any way on the existing building structure, you are to consult the original consulting Structural Engineer for The Woodlands Office Park and to obtain and adhere to structural requirements given accordingly
- Please obtain all required Growthpoint Properties property management approvals and all local authority approvals for the intended alterations before work may commence, including particularly fire department approval. You may not commence any physical work to the premises without first having obtained all required approvals and agreements
- Building nuisance must be kept to a minimum. Noisy work, particularly the use of impact drills, jackhammers, etc must be undertaken outside normal working hours. Should alteration work be done within business hours and a complaint is received, you will have to cease that activity immediately
- The Project Manager will, on behalf of us, inspect and approve the alterations on completion and will request the following documents from you:
 - » Occupancy certificate
 - » Council approved drawings
 - » As-built drawings in both hard copy and electronic CAD format
 - » Electrical Certificate of Compliance
 - » Written fire department approval
- The cost of all consultant, contractor and other services are to be borne by you.

3.14. Keys control

We will hand you one set of tagged keys to all external doors to premises. You are to return these and any duplicate keys to the Building Manager on vacating your premises.

No key copies to your premises are kept by us, our staff or agents.

3.15 No alcohol consumption in Common Areas

No alcohol will be permitted in or around the communal areas. Should any person wish to hold a function at the Boma and alcohol is being sold at the event, then a temporary liquor license must be obtained from the local municipality before the function.

For any Boma bookings, contact reception on 087 350 2600. Please note that use of the Boma is exclusive to clients occupying the park and is available at a nominal fee.

3.16 External antennae

Clients are not permitted to install satellite dishes, microwave links or any other data reception devices without the prior written consent of the Building Manager. It is important from a structural and aesthetic point of view to correctly site such equipment.

3.17 Restaurant

The restaurant is available to all clients, their staff and visitors at The Woodland Office Park.

3.18 Exclusion of liability

Clients will have no claim against us, our directors, employees or agents arising out of bodily injury or death sustained, or of any damage or destruction to or loss of any goods or property of any description, whether due to willful act, omission, negligence or default, or by any cause whatsoever.

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3.19 Vehicle search

We and/or our agents reserve the right to subject any vehicle entering or departing from The Woodlands Office Park to a security check at any time. You are requested to co-operate with this procedure and to advise their visitors and employees that they have their vehicle searched. Photos of the boot and content may be taken.

If you need to use office removal services, you must inform the Building Manager in writing of the specific times of delivery/collection. If necessary, the Building Manager will issue a permit for those vehicles to enter/exit The Woodlands Office Park. These instances are noted in the security occurrence book.

4. Building operations

4.1. Floor loading

Please ensure that you do not place any heavy items, equipment or furniture onto the floors that will exceed the weight limit of the floor slab.

Please obtain written permission from the structural engineer for the fit-out of strong rooms, filing units, safes or any other similar heavy items.

4.2. Air conditioning

Clients are responsible for the service and maintenance of the air-conditioning units in their specific premises as recorded in the lease agreement. Such service and maintenance will be undertaken by us and recovered from you on your monthly rental statement.

We employ the services of specialist air conditioning maintenance consultants, engineers and contractors to maintain the central air conditioning at The Woodlands Office Park, but will not maintain air conditioning that you might install, which shall remain solely your responsibility.

4.3. Electrical fit-outs and lighting

Fluorescent lighting in open un-fixture office areas of The Woodlands Office Park is provided to an average lighting level of 350 lux and in toilets, tea kitchens and common areas to an average lighting level of 150 lux.

Power supply is provided generally in power skirting comprising one 16A normal power outlet, one 16A dedicated power outlet, one unwired data connector point and one unwired telephone connector point at the rate of one per 20m² of useable office area. A spine of cable trays for data and telephone wiring is provided, but the wiring for data and telephone fit-outs is your responsibility, as is the cost. To prevent overloading, no more than one item of equipment may be connected to a particular power point. No multi-plugs may be used.

You may not install any additional electrical services in their premises without first having obtained approval from us, nor will you change or interfere with the electrical fit-out. The electrical distribution boards on every floor are locked and are our sole responsibility. Only our contractor may carry out any work to the distribution boards that might be necessary to accommodate changes to the electrical fit-out inside your premises.

You are to advise the Building Manager in the event of an interruption to the power supply. If the power interruption is as a result of any personal fit-out or equipment, you will be liable to meet the cost of the call-out and repair.

We will provide you with an Electrical Certificate of Compliance on completion of any fit-out undertaken by us. Should you elect to do your own fit-out, a certificate must be supplied to us.

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4.4. Signage

All signage is to conform to The Woodlands Office Park specifications and requirements and is to be approved by us prior to manufacture and fit-out. The fit-out of your business name on The Woodlands Office Park office directory boards and parking bays is to be arranged via the Building Manager.

Please provide us with three sets of drawings of the proposed signage, of which at least one drawing must be in colour.

Once the proposed signage drawings have been received and inspected by us, correspondence will be sent to you, either approving the signage or with comments in respect of design changes required. In the event that changes are required, then the signage drawings must be revised by you and re-submitted for approval within seven days. This procedure shall be repeated until we give full approval to the signage.

Your signs are restricted to trade names set out in lease agreements and no product, brand, trade names, telephone numbers, slogans or advertising is allowed. The use of company logos or crests is permitted. The following types of signs and signage components and devices are not permitted:

- Boxed or cabinet-type signs
- Cloth, paper, cardboard signs and similar stickers or decals
- Noise making signs
- Moving, rotating or flashing signs
- Neon signs
- Odour producing signs

All signage attachment devices, wiring, clips, transformers, lamps, tubes and other mechanisms must be fully concealed. All signs installed will be for your cost.

4.5. Carpet care

It is your responsibility to clean and maintain the flooring and carpeting in your premises.

The introduction of barrier mats to capture soil at threshold points (entrance lobbies, entrances / exits, vending areas, etc.) and eliminating this from these mats with a regular vacuuming and cleaning programme will help to prevent the spread of soil to the carpeting generally.

Heavy traffic areas such as lobbies, entrances, etc. might require more frequent vacuuming than other areas. You are required to introduce a scheduled cleaning programme for your carpeting. The Building Manager can provide cleaning specifications and details of recommended carpet cleaning companies.

5. Health, safety and security

5.1. Health, safety and security

We place high value on the safety and security of everyone at The Woodlands Office Park, and strive to provide a healthy environment. We also try to prevent incidents that could result in bodily injury, loss of life or loss of property. Our goal is to protect the lives and property of The Woodlands Office Park from the effects of adverse natural and man-made incidents and so maintain a healthy, safe and attractive work environment. To this end, please:

- Participate fully in practice evacuation and fire drills carried out as per OHS requirements
- Appoint staff as floor marshals
- Keep escape routes free of obstructions such as furniture, boxes, etc.
- Ensure that firefighting and other safety equipment within your tenanted area is serviced, is not tampered with, damaged or otherwise made unfit for the intended use

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- Ensure that your premises are secured and that access is strictly controlled at all times
- Report any suspicious persons, activities, parcels, etc

5.2 Health and safety risk responsibility

Occupational Health and Safety requirements are your responsibility as per Occupational Health and Safety Act (OHSA).

We have provided you with a Health and Safety Risk Guideline manual which will assist in guiding you to be compliant with the requirements of the Occupational Health and Safety Act (OHSA).

To achieve OHSA objectives, you need to establish and implement the required policies, procedures and practices of the Act. We accept no responsibility for any shortcomings or inaccurate / incorrect information given in the guide and request you refer to Occupational Health and Safety Act (OHSA) for any further requirements.

5.3 Control room

The Woodlands Office Park has established a safety and security control room. The control room personnel are directed and supervised by our Building Manager, supported by the Facilities Management division. The CCTV cameras installed throughout The Woodlands Office Park, building management system, radio communications and security and fire alarms are all monitored at the control room.

The control room is your first point of contact for any safety and security emergency. The control room all-hours telephone number is 011 802 2703.

5.4 Access control

Anyone who wishes to enter The Woodlands Office Park either on foot or by car, must be in possession of an access card. Security guards are under instruction to deny access to any person not in possession of an access card or who is not a visitor.

Access cards can be obtained from The Woodlands Office Park management office during normal business hours, on completion and presentation of an application form.

Access cards are not transferable and must be returned to the Building Manager when no longer required (such as in the event of termination of the employment of a staff member or lease expiry). Please advise the Building Manager of staff changes.

The Building Manager will replace lost or damaged cards on application (at a cost of R100 per card).

5.5. Guarding services

We employ the services of specialist guarding services to manage access to and within the common areas of The Woodlands Office Park and to carry out continuous patrols of the park and building common areas.

Guards are under instruction to assist you and your visitors, in respect of access to and security of the common areas of The Woodlands Office Park. They are not responsible for the access control and security of your specific premises. They are also not available to provide messenger or porter services.

You are solely responsible for the security within your own premises.

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5.6. Security systems

The access control and security fit-outs at The Woodlands Office Park comprise parking entrance access controlled booms, you are to provide, maintain and monitor access control and security fit-outs to and within your own premises.

We are not responsible for access control and security of your premises and you are to take all precautions deemed necessary to protect your premises and property.

5.7. Fire protection

All areas of The Woodlands Office Park have fire detection, smoke extraction, fire fighting, evacuation and signage fit-outs that meet insurance and national building regulation rational fire design requirements.

You are to provide and maintain the kind and extent of fire fighting equipment necessary to meet building regulation rational fire design requirements, including inert gas suppression to computer and similar fit-outs and facilities of a sensitive nature.

5.8. Escape diagrams

Diagrams showing floor layouts, escape routes and fire and safety equipment positions are installed throughout The Woodlands Office Park and are presented in the emergency procedure booklets.

5.9. Obstruction of escape routes

It is an offence to obstruct any escape route and assembly area, and we will pursue the prosecution of any person found to be responsible for doing so.

5.10. Emergency procedures

Please abide by the emergency procedures and ensure that all your permanent, temporary staff members, as well as visitors are made familiar with these.

5.10.1. Evacuation

1. Inform the control room on 011 802 2703 as to the reason for evacuation
2. Request assistance from security if needed
3. Remain calm at all times
4. Follow instructions from security or appointed marshals
5. Remove high heeled shoes
6. Do not run - walk briskly
7. Assist those who might need help
8. Leave via the emergency exit route closest to you - follow exit signs
9. Keep to the left and in single file in corridors and on the stairs
10. KNOW YOUR EMERGENCY ROUTE!
11. Congregate at designated assembly points and ensure that roll call is taken
12. Report any missing or unaccounted persons to the Marshall or your seniors

5.10.2. Medical emergency

Call the control room immediately on 011 802 2703 and give detailed information.

If not serious:

1. Keep others calm
2. Prevent crowding

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3. Keep the control room informed of condition(s) of patients
4. Follow instructions from the control room and medical personnel
5. Have someone meet the medical emergency personnel at the elevator lobby

If serious:

1. Do not move ill or injured persons, but try make them comfortable
2. Prevent crowding
3. Keep the control room informed of condition(s) of patients
4. Follow instructions from the control room and medical personnel
5. Have someone meet the medical emergency personnel at the elevator lobby

5.10.3 Explosion

1. Call the control room on 011 802 2703
Give full details of the explosion - the location, cause (if known), extent of damage and details of any injuries
2. Evacuate all lightly injured people to a safe place
3. Switch off the electrical supply and turn off any gas sources (where applicable)
4. Keep available firefighting equipment at hand, as explosions often result in fires
5. Try to keep people calm and maintain order in your area
6. Refer people suffering from shock and/or injuries to the designated safe medical treatment area
7. Await the arrival of the security, fire and police teams and brief them accordingly
8. If the explosion is of a minor nature and only causes a fire, proceed per the fire emergency procedure

5.10.4 Hostage situations

1. Do not try to be a hero - your actions could cost you your life and the lives of others
2. Do not argue with the hostage takers
3. Do exactly what the hostage takers tell you to do
4. Stay calm, as difficult as this might be
5. Do not try to escape, your actions could put you in danger and endanger the lives of other hostages
6. If shooting breaks out, stay down - do not jump up and try to escape
7. Gather as much information as you can about the hostage takers

5.10.5 Bomb threats

- If you have received a bomb threat, use the checklist below to record important information
- Stay calm and record as much detail as possible about the caller and the device on the checklist provided
- Inform the control room on 011 802 2703- do not use a cellphone as it could trigger/detonate a device
- Immediately evacuate all persons from the potential danger area
- Inform floor marshals to search their areas for suspicious items

If positive:

1. DO NOT TOUCH ANY SUSPICIOUS ITEMS FOUND
2. Open all doors and, if applicable, all windows
3. Switch off all gas and electricity serving the area
4. Move to a safe area
5. Security personnel will cordon off and secure the affected area(s) for SAPS to cover, defuse as necessary and remove the suspicious item(s)
6. Act only on instructions from SAPS and security personnel
7. You will be advised when it is safe to return

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If negative:

1. Inform the control room on 011 802 2703
2. Security personnel will cordon off and secure the area for SAPS as a bomb threat is a criminal offence that they must investigate
3. Act only on instructions from SAPS and security personnel
4. You will be advised when it is safe to return

5.10.6 Bomb threat checklist

Use this checklist to guide your response to a bomb threat - if possible try to record the call or have someone else listen in on speaker phone

Date:_____ Time:_____ Received by:_____

Exact wording of the message:

Keep the caller talking by ask questions such as:

- When will the bomb go off?
- Where is it located?
- What kind of bomb is it?
- How large is it?
- What does it look like?
- Whom do you represent?
- Why did you put it here?
- How do you know so much about the bomb?
- Are you aware that people could be injured?
- What is your name?
- What are your contact details?
- Where are you now?

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