

**Date:** September 11, 2001

**To:** All Building Managers and Owners

**From:** Kenneth T. Carlisle, CPP

**The Carlisle Group 800-373-5317**

**Security Management Consultants**

[www.securitynet.com](http://www.securitynet.com)

**Re: An announcement for Building Owners and Managers  
concerning the recent World Trade Center tragedy**

In the wake of the current attack on the World Trade Center by unknown terrorist group(s), here are some things you should be doing **today** to ensure the safety of your building:

1. Review your security procedures carefully with security staff and key building management personnel. Look for:
  - a. Adequate access control procedures.
  - b. Make certain access control and intrusion detection hardware is properly installed and meets all functional specifications.
  - c. Ensure that your security personnel are adequately trained to recognize potential dangers.
  - d. Test communications for facility wide announcements.
2. Make a physical inspection of the building with your security director and facility engineer. You should be looking for:
  - a. Breaches of secured access points that may have occurred since your last inspection.
  - b. Dark areas and areas that provide poor visibility by human eye and your CCTV system, anywhere in your building, but especially in the on-site parking areas.
  - c. Suspicious looking containers, vehicles, or persons.
  - d. Housekeeping shortfalls, such as trash piles, debris, etc.
3. Assess your vulnerability. Do you have tenants with strong political, cultural, or financial affiliations? What extraordinary measures have you, or they, taken to ensure their safety?
4. Have a written policy regarding reporting suspicious people, things, occurrences to

staff and departments, security personnel, building residents, tenants, and vendors who are frequently on the property,

5. Make certain security personnel include regular rounds to the on-site parking areas of the building. They should have an increased awareness for suspicious looking vehicles, and cars that have been parked without being moved for longer than 24 hours,
6. If you have not already done so, install shatter-resistant glazing film on all vulnerable glass areas. There are many excellent blast-proof products on the market, including 3M safety film, and other security film products.
7. Remove any graffiti immediately, and institute a policy to have it removed as soon as it occurs.
8. Reassure your tenants with a written notice that you are undertaking an in-depth review of the security for the building. You will want to do this both as a matter of public relations and enhanced security awareness. Remember that security is everyone's business. The more people you have looking out for potential criminal activity, the more secure you will be.
9. Follow up with a written notice to the tenants advising them of any changes in security policy or procedures as a result of your security review and assessment this day.
10. Review your fire and life safety procedures today. After you make any necessary changes and modifications, distribute this information to all tenants, residents, staff and departments.

As a public service, we are providing the enclosed Desk Top Procedures for Bomb Threats. We encourage you to reproduce it and distribute it to all building residents, tenants, staff and other key building personnel.

Remember, BE ALERT! Alertness is your first-line defense.

As always, we at The Carlisle Group, are staffed and ready to assist you with any security needs you have. Call us 24 hours a day at 1-800-373-5317.

## Desktop Procedures Bomb Threat Checklist

<p><b>QUESTIONS TO ASK</b></p> <ol style="list-style-type: none"> <li>1. When is bomb going to explode?</li> <li>2. Where is it right now?</li> <li>3. What does it look like?</li> <li>4. What kind of bomb is it?</li> <li>5. What will cause it to explode?</li> <li>6. Did you place the bomb?</li> <li>7. Why?</li> <li>8. What is your address?</li> <li>9. What is your name?</li> </ol> <p><b>EXACT WORDING OF THE THREAT:</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Sex of caller: _____ Race: _____</p> <p>Age: _____ Length of call: _____</p> <p>Number at which call is received:</p> <p>_____</p> <p>Time _____ Date _____</p> <p>Your Name: _____</p> <p>Position: _____</p> <p>Phone Number: _____</p>	<p><b>CALLER'S VOICE:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Calm</td> <td style="width: 50%;">Nasal</td> </tr> <tr> <td>Angry</td> <td>Stutter</td> </tr> <tr> <td>Excited</td> <td>Lisp</td> </tr> <tr> <td>Slow</td> <td>Raspy</td> </tr> <tr> <td>Rapid</td> <td>Deep</td> </tr> <tr> <td>Soft</td> <td>Ragged</td> </tr> <tr> <td>Loud</td> <td>Clearing throat</td> </tr> <tr> <td>Laughter</td> <td>Deep breathing</td> </tr> <tr> <td>Crying</td> <td>Cracking voice</td> </tr> <tr> <td>Normal</td> <td>Disguised</td> </tr> <tr> <td>Distinct</td> <td>Accent</td> </tr> <tr> <td>Slurred</td> <td>Familiar</td> </tr> </table> <p>If voice is familiar, who did it sound like?</p> <p>_____</p> <p><b>BACKGROUND NOISES:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Street noise</td> <td style="width: 50%;">Factory machinery</td> </tr> <tr> <td>Cafe/bar</td> <td>Animal noises</td> </tr> <tr> <td>Voices</td> <td>Clear</td> </tr> <tr> <td>PA system</td> <td>Static</td> </tr> <tr> <td>Music</td> <td>Local</td> </tr> <tr> <td>House noises</td> <td>Long distance</td> </tr> <tr> <td>Booth</td> <td>Motor</td> </tr> <tr> <td>Office machinery</td> <td></td> </tr> <tr> <td>Other: _____</td> <td></td> </tr> </table> <p><b>THREAT LANGUAGE:</b></p> <p>Well spoken (educated)</p> <p>Incoherent</p> <p>Taped</p> <p>Foul</p> <p>Message read by threat maker</p> <p>Irrational</p> <p>REMARKS: _____</p> <p>_____</p> <p><b>REPORT CALL IMMEDIATELY TO:</b></p> <p>_____</p> <p>PHONE NUMBER: _____</p> <p><b>CHECKLIST COMPLIMENTS OF: THE CARLISLE GROUP, Security Management Consultants 1-800-373-5317 - 24 hrs day</b></p>	Calm	Nasal	Angry	Stutter	Excited	Lisp	Slow	Raspy	Rapid	Deep	Soft	Ragged	Loud	Clearing throat	Laughter	Deep breathing	Crying	Cracking voice	Normal	Disguised	Distinct	Accent	Slurred	Familiar	Street noise	Factory machinery	Cafe/bar	Animal noises	Voices	Clear	PA system	Static	Music	Local	House noises	Long distance	Booth	Motor	Office machinery		Other: _____	
Calm	Nasal																																										
Angry	Stutter																																										
Excited	Lisp																																										
Slow	Raspy																																										
Rapid	Deep																																										
Soft	Ragged																																										
Loud	Clearing throat																																										
Laughter	Deep breathing																																										
Crying	Cracking voice																																										
Normal	Disguised																																										
Distinct	Accent																																										
Slurred	Familiar																																										
Street noise	Factory machinery																																										
Cafe/bar	Animal noises																																										
Voices	Clear																																										
PA system	Static																																										
Music	Local																																										
House noises	Long distance																																										
Booth	Motor																																										
Office machinery																																											
Other: _____																																											