



Policy: SEC 1.2
Procedure: Bomb Threat Procedure
Last Updated: July 1, 2025

1. Purpose

This procedure outlines the steps to take in the event of a bomb threat. Its purpose is to provide a clear, structured response to bomb threats, ensuring the safety of employees, visitors, and the proper handling of all situations related to bomb threats, including evacuations, searches, and communications with authorities.

2. Scope

This SOP applies to all personnel involved in responding to a bomb threat, including security staff, managers, operations teams, and emergency responders. The scope includes all phases of the bomb threat procedure, from the initial threat notification to the search of the premises and final clearance.

3. Protocol

3.1. Initial Response:

3.1.1. Phoned Threats:

- 3.1.1.1. Remain calm and do not hang up. Keep the caller on the line for as long as possible.
- 3.1.1.2. Signal other staff members to listen and notify Central Security Office (CSO) if possible.
- 3.1.1.3. Copy any numbers and/or letters displayed on the phone.
- 3.1.1.4. Write down the exact wording of the threat.
- 3.1.1.5. Record the call, if possible.
- 3.1.1.6. Fill out the Bomb Threat Checklist immediately.

3.1.2. Social Media or Email Threats:

- 3.1.2.1. Do not turn off or log out of the account.
- 3.1.2.2. Leave the message open on the device.
- 3.1.2.3. Take a screenshot or copy the message and subject line.

- 3.1.2.4. Notify Central Security Office (CSO) or Security Management.
- 3.1.3. Written Threats:
 - 3.1.3.1. Handle the document as little as possible.
 - 3.1.3.2. Note the date, time, and location the document was found.
 - 3.1.3.3. Secure the document and do not alter it in any way.
 - 3.1.3.4. Notify Central Security Office (CSO) or Security Management.
- 3.1.4. Verbal or In-Person Threats:
 - 3.1.4.1. Remain calm and maintain a safe distance from the individual making the threat.
 - 3.1.4.2. Take note of the exact wording of the threat and any distinguishing characteristics of the person delivering it (e.g., gender, appearance, clothing).
 - 3.1.4.3. Immediately notify the Central Security Office (CSO) or Security Management who will contact Law Enforcement.
- 3.2. Notification & Assessment:
 - 3.2.1. Notify the Central Security Office (CSO) at (770) 813-7540 or by radio (Security – Channel 1) immediately upon receiving a threat.
 - 3.2.2. CSO will contact Security Management to begin an immediate threat assessment.
 - 3.2.3. CSO or Arena Operations Security Office (AOSO) will contact 911 to report the threat and request emergency assistance.
- 3.3. Evacuation Procedure:
 - 3.3.1. If the threat is deemed credible, an immediate building evacuation will be initiated.
 - 3.3.2. Employees and visitors should follow designated evacuation routes to ensure safety.
- 3.4. Building Search:
 - 3.4.1. Assemble a Bomb Threat Search Team at a designated area.
 - 3.4.2. Assign specific search areas to each department or team.
 - 3.4.3. Team members will look for unusual items or anything out of place.
 - 3.4.4. Report any suspicious items to the AOCC immediately.
- 3.5. Marking Searched Areas:

- 3.5.1. Provide teams with multiple copies of the Search List to ensure comprehensive coverage.
- 3.5.2. Place tape on the door after each room is searched to indicate completion. Notify AOSO with room details and outcomes.
- 3.6. Suspicious Package Discovery:
 - 3.6.1. Report any suspicious package immediately to Security without approaching it.
 - 3.6.2. Secure the area and prevent entry until authorities arrive.
 - 3.6.3. Use the "R.A.I.N." protocol:
 - 3.6.3.1. **Recognize:** the indicators of a suspicious item (e.g., wires, unusual smells, out-of-place objects).
 - 3.6.3.2. **Avoid:** the item by keeping a safe distance.
 - 3.6.3.3. **Isolate:** the area to prevent others from entering.
 - 3.6.3.4. **Notify:** authorities immediately.

Suspicious or Unattended?

Criminals or terrorists sometimes conceal improvised explosive devices (IEDs) in backpacks, suitcases, or common items.

Use this process to safely determine if an item is a serious threat or just unattended.

Is it **HOT**?

<p>Hidden</p> <ul style="list-style-type: none"> • Placed out of sight • Appears purposely concealed 	<p>Obviously suspicious</p> <ul style="list-style-type: none"> • Unexplainable wires or electronics • Bomb-like components 	<p>not Typical</p> <ul style="list-style-type: none"> • Out of place for the location • Potentially related to a threat
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• Use R.A.I.N. (Continue to other side)

YES
Suspicious

• Treat with caution

• Try to determine the owner

• Report to an authority

NO
Unattended



If an item is suspicious you should:

	R	<p>Recognize the Indicators of a Suspected Explosive Device</p> <p>Indicators can be related to the characteristics, events, location, or time, including whether the item is Hidden, Obviously suspicious, or not Typical (HOT).</p>
	A	<p>Avoid the Area</p> <p>Don't touch the suspected item. Instead, immediately move and direct others to move away immediately.</p>
	I	<p>Isolate the Suspected Item</p> <p>Establish a perimeter to secure the area and continue to direct people away. Use frontal and overhead cover and if available wear personal protective equipment.</p>
	N	<p>Notify Appropriate Emergency Services</p> <p>Describe the Suspicious items and persons, the person's Actions, the Location of the item, the Time of placement and discovery, and Your actions to mitigate risk (SALTY).</p>

If you see something, say something*

REPORT SUSPICIOUS ACTIVITY. Contact local law enforcement or 9-1-1 in case of emergency

DEFEND TODAY, SECURE TOMORROW

*If You See Something, Say Something® used with permission of the NY Metropolitan Transportation Authority

- 3.7. Coordination with Authorities:
 - 3.7.1. Notify Gwinnett County Police Department (GCPD) with details of the suspicious package.
 - 3.7.2. GCPD will assess and declare the area safe or escalate the response.
 - 3.7.3. Security will announce an "ALL CLEAR" over the radio once the threat has been mitigated.
- 3.8. Clearance:
 - 3.8.1. Reoccupy the building only after receiving the "ALL CLEAR" from GCPD.
 - 3.8.2. Resume normal operations once it is safe to do so.

4. Search Areas and Responsibilities

4.1. Arena Search Areas

SEARCH TEAM	SEARCH AREA	OBSERVATIONS
Engineering	Mechanical	
Security	Building Perimeter, Security Offices	
Premium Seating	Club Suites	
Operations	Ops Storage	
Housekeeping/Ops	Janitor Closets, Bowl & Seating	
Guest Experience/Ops	Restrooms	
Tech Services Team 1	AV, Electrical	
Tech Services Team 2	Catwalk & Roof	
Proof Team 1	Concessions	
Proof Team 2	Kitchen & Warehouse	
Parking / Security	Parking Deck	
Ticketing	Box Office	
MOD / Ops	Event Level Dressing Rooms	

4.2. Convention Center / Theater Search Areas

SEARCH TEAM	SEARCH AREA	OBSERVATIONS
Engineering	Roof, Mechanical	
Security	Building Perimeter Ops/Security Offices	
Event Services Team 1	Upstairs Meeting Rooms	
Event Services Team 2	Downstairs Meeting Rooms	
Operations Team 1	Exhibit Halls	
Operations Team 2	Ops Storage	
Housekeeping / Janitorial	Janitor Closets	
IT, Onsite	AV, Electrical	
Theater Management or Tech Services	Theater Lobby	
Theater Management or Tech Services	Theater Dressing Rooms	
Theater Management or Tech Services	Theater Stage & Dock	
Theater Management or Tech Services	Theater Balcony & Tech Levels	
Proof Team 1	Proof Closets & Concessions	
Proof Team 2	Kitchen	

5. Questions and Clarifications

5.1. Who determines whether the threat is credible:

5.1.1. Security Management, in coordination with GSD Leadership, will assess the situation and determine if the threat warrants evacuation and building search procedures.

5.2. What if a suspicious package is found, but there's no immediate access to security:

5.2.1. In the absence of immediate security presence, the team member(s) should isolate the area, block off entry, and immediately contact CSO Dispatch for further assistance.

5.4. Can employees or visitors re-enter the building during the search:

5.4.1. Re-entry is prohibited until an "ALL CLEAR" is communicated by GCPD or Security.

For further questions, contact the Gas South District Security Department.

6. References

- 6.1. CISA Bomb Threat Checklist
- 6.2. CISA Bomb Threat Management Guide, v1.0
- 6.3. RAIN Protocol for Suspicious items