



Checklist - When receiving threats

Threats via digital media

Document factual information about the threat:

- Take a print screen
- What is the threat about?
- When is it to take place (date, time)?
- Where is it supposed to happen?
- Who is threatened?
- Why (motive)?

Threats by phone

Hold the line – do not hang up, write down factual information about the threat. Be as detailed as possible.

- Respond in a calm and friendly manner
- Ask questions
- Write down what the threat is about
- Write down anything that may identify the person making the threat

Questions:

Ask as many questions as possible to identify whether the threat is real or not. Ask the person making the threat to repeat everything he/she says, and try to have a conversation with him/her. Examples of questions you may ask:

- Who are you?
- Where are you calling from?
- Why are you calling?

Describe the threat:

- What is it about?
- When is it to take place (date, time)?
- Where is it supposed to happen?
- Who is threatened?
- Why (motive)?

Obtain information about the person making the threat:

Gender:

- Woman
- Man
- Boy
- Girl

Voice:

- Powerful
- Low
- Blunt
- Slurred
- Soft
- Distorted
- High-pitched

How they speak:

- Stressed
- Stuttering
- Cultured
- Slang
- Lispering
- Slow

Attitude:

- Nervous
- Agitated
- Intoxicated
- Calm
- Aggressive
- Fast
- Hysterical

Accent/dialect:

- Norwegian, which dialect?
- Foreign, which country?

Background:

- Street noise
- Party
- Voices
- Laughter
- Machinery