

## The impact of a letter bomb

### What happened...

- Realising what had happened – electrical – no a bomb! Flash of light and deafening sound
- The issue of people to evacuate (someone has fainted and could not be moved). Did we consider dirty (biological) bombs?
- The delays in the services arriving (3 calls) – procedure is to group and check the access is clear/risk of traps
- All outside with no coats and it was 0 degrees
- Using mobiles a must – hope you did not leave it on the desk
- Knowing contact numbers and having a list
- Inability to get back in the office for a whole day due to forensic evidence
- Getting London office to pick up our phones
- Using another office across the road for staff to gather and interviews with the Police
- The issue of the press and the use of Marketing Head and our PR department
- A long day on the 'phone
- Getting landline numbers before people go home
- A lot of meetings with Anti-terrorist and other Police departments – local bobby, CID, Serious Crime Unit etc
- Staff morale – a lot of hanging around!
- Back to work – not everyone felt the same

### What we learned...

- Do not underestimate the fall out from a small event – everyone has different issues
- Meetings and more meetings – Police, insurance, fire services, HR, Security advisers, landlords, Police interviews
- Time lost – other costs fairly incidental
- Clients do care and were very supportive
- Takes over a week to get back to normal
- Need to have down time for medicals and hearing tests for some
- The disaster recovery plan that we have is geared up for a more permanent situation through say fire and office being out of use for months – we need a “lighter touch” version for the loss of a day or two – all offices should have one
- It is very tiring to deal with – I was on the 'phone until 10pm on the day
- Lack of access to the offices will be an issue but use of new software will at least mean there is information beyond the paper copies of a file
- You probably need a team of 2-3 people to run the show – there are constant issues with Police, Fire Brigade, Press, PR, Staff and your ear will ache from using a mobile all day – keep a charger in your car??

### Where we are now...

- Morale is good – maybe even better than before the bomb
- We worked together well as a team
- Should we use a scanner for all incoming post?
- Staff all briefed on mail opening and what to look for
- Checking ID for visitors?
- No-one panicked
- The injured staff are virtually OK – one has had two pieces of glass removed in the last few weeks
- Office was back to normal after 1-2 weeks
- We are still involved with the Police where extra evidence has been requested