



## Evacuation plan (NEN 8112)

# Fraijlemaborg

**Fraijlemaborg 133**

**1102 CV Amsterdam**

07-09-2017

## List of contents

List of contents .....	2
0. Revision document .....	3
1. Declaration of intention .....	5
2. Ground plan.....	6
3. Organisation, Building and Installation technical details .....	7
3.1. Organisation details.....	7
3.2. Company Emergency Response organisation.....	7
3.3. Building details .....	9
3.4. Installations and facilities .....	10
4. Alarm procedure (internal and external) .....	12
4.1. High-risk incidents .....	12
4.2. Internal alarm.....	12
4.3. External alarm .....	13
5. Method of evacuation and evacuation organisation .....	14
5.1. Evacuation .....	14
6. Vulnerable people .....	15
7. What to do in the case of a fire or an evacuation.....	16
7.1. Upon discovering a fire .....	16
7.2. How to act in the case of a fire or an evacuation alarm .....	16
Appendix 1. Location of safety equipment Fraijlemaborg .....	17
Appendix 2. DCT and CCT .....	18
Appendix 3. Direct alarm slow-whoop.....	19
Appendix 4. Tasks of members of <i>BHV</i> organisation .....	20
Appendix 5. Bomb alert form.....	25

## 0. Revision document

---

### Mutations to Evacuation plan

Updated by:	Date	Chapter	Description	Initials

### Document copy holders

---

Dean / operational manager

BHV Head

Control room monitoring and reception  
rooms

UvA-HvA Central Control room

FS/Safety

---

## Description of terms and abbreviations

<i>BHV</i>	Company emergency response
<i>BMC</i>	Fire alarm centre
<i>BMI</i>	Fire alarm system
Calamity	An event as a result of which a serious disruption to the general safety has occurred, whereby the life and health of many people, or material or immaterial interests are at serious threat and whereby an actual coordinated deployment by departments, the <i>BHV</i> organisation and external emergency organisations with various disciplines is required.
CCT	Central Crisis Team
<i>CMK</i>	UvA/HvA Central Control Room
DCT	Decentral Crisis Team
<i>EHBO</i>	First aid for accidents and clinical pictures
<i>LMP</i>	Local Contact Point = reception)
<i>NEN</i>	Dutch Norm
<i>PZI</i>	People Search system (= tracer system)
Salto keycard	Electronic locking system within the UvA/HvA
FMB	Fraijlemaborg

### 1. Intentieverklaring

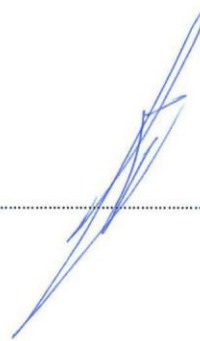
Door ondertekening van deze intentieverklaring verklaart de decaan/directeur zorg te dragen en toe te zien op een adequate Bedrijfshulpverlening conform de Arbowet. Want ondanks het aanbrengen van preventieve voorzieningen en voorzorgsmaatregelen in een gebouw, is het ontstaan van een incident niet geheel uit te sluiten. In ieder gebouw kunnen zich situaties voordoen die het noodzakelijk maken dat bezoekers en personeel het gebouw zo snel mogelijk moeten verlaten.

Hiervoor is naast de genomen preventieve maatregelen een ontruimingsplan noodzakelijk. Voorwaarde voor een goede ontruiming is dat de opzet van dit plan bij alle medewerkers bekend is. Door middel van periodieke oefeningen en minimaal één jaarlijkse ontruimingsoefening zal dit ontruimingsplan aan de praktijk worden getoetst en zo nodig worden bijgesteld.

Decaan/directeur bedrijfsvoering

FR Reel

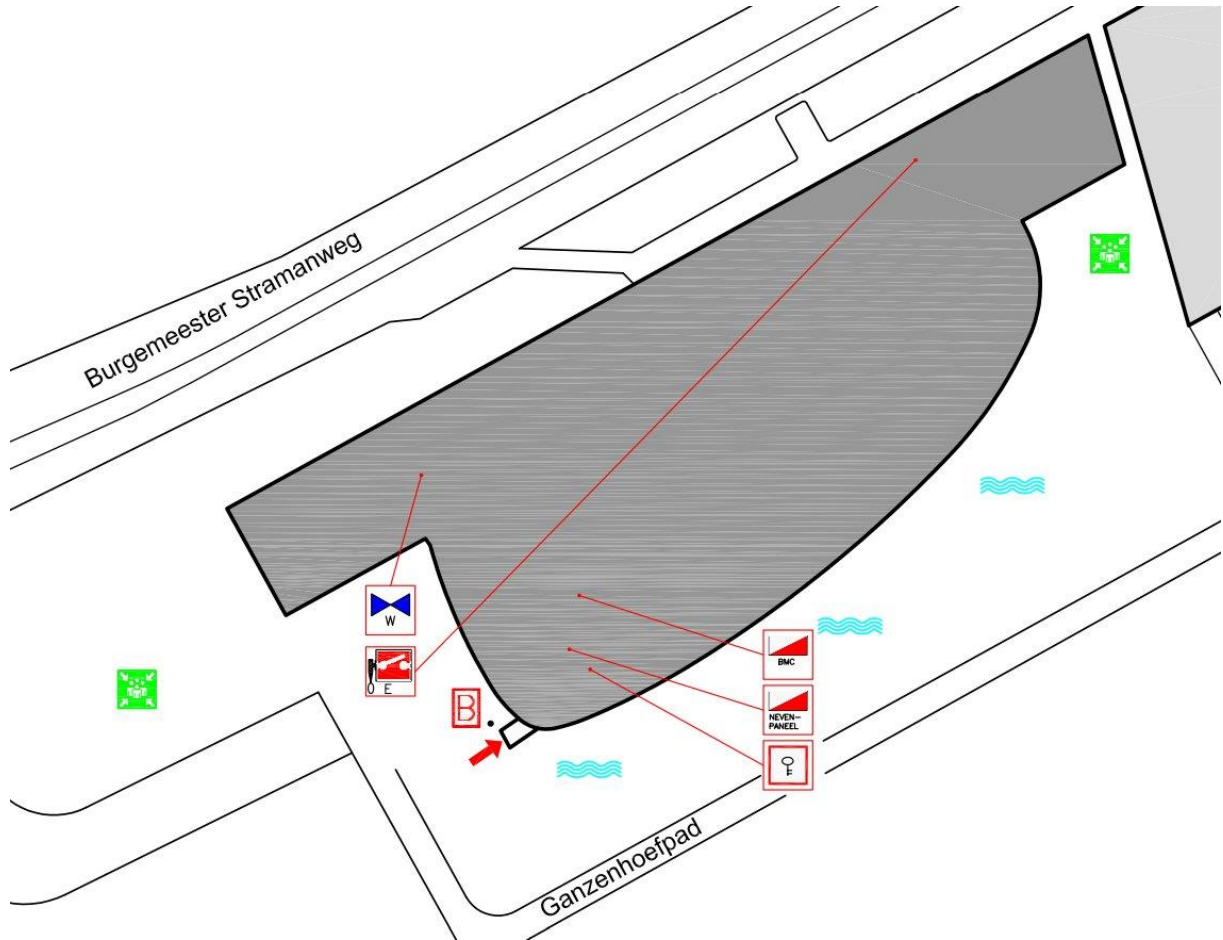
(Naam)



(Handtekening)

**Met opmerkingen [J1]:** Fromeel decaan gedelegeerd aan bedrijfsvoerder?

## 2. Ground plan



### VERKLARING SYMBOLEN

 Brandmeldpaneel	 Hoofdschakelaar elektra
 Nevenpaneel	 Bovengrondse hydrant
 Brandweerhoofdingang	 Sleutelkluis
 Water afsluiter	 Verzamelplaats

### 3. Organisation, Building and Installation technical details

#### 3.1 Organisation details

<b>Owner of building</b>	Amsterdam University of Applied Sciences
<b>User(s) of building</b>	Faculty of Business and Economics
<b>Address Fraijlemaborg</b>	Faijlemaborg 133 1102 CV Amsterdam Zuid- Oost
<b>Reception telephone number</b>	+31 (0)20 523 6311
<b>Contact / person responsible for Company Emergency Response service</b>	Jothan Purmer, tel.: 06 21158980
<b>Service Desk telephone number</b>	+ 31(0)20 525 7575
<b>Accessibility and opening hours</b>	<p>Opening hours <b>Fraijlemaborg:</b></p> <p>Mon – Thurs 7.30 - 20.00 hrs (for students open from 8.00 hrs)</p> <p>Fri 7.30 - 18.00 hrs (for students open from 8.00 hrs)</p> <ul style="list-style-type: none"> <li>• Salto: for the purpose of lockable rooms, accessible by means of an employee keycard.</li> <li>• Partly accessible for third parties.</li> </ul>

#### 3.2 Company Emergency Response organisation

In this building a Company Emergency Response (*bedrijfshulpverlening, BHV*) organisation is active. The list with the names of the *BHV* team members is available from the reception.

The fire alarm system (*Brandmeldinstallatie, BMI*) applies to the whole building. It concerns a fire alarm system to which the following applies:

Partial monitoring, non-automatic monitoring, room monitoring and object monitoring.

The Fire alarm centre (*Brandmeldcentrale, BMC*) is located in room 0.039 next to the reception on the ground floor. In the reception there is a geographic side panel with operation and detection possibilities available.

Upon activating the fire alarm, the alarm is visible on the *BMCs* on the fire alarm panel. The reception and/or a *BHV* officer is thus able to read the current situation.

In the case of calamities with a high risk, the main Team Leader scales the situation up to the Decentral Calamity team (DCT) of the Faculty or the Central Crisis Team (CCT) of the UvA-HvA. This takes place via the Central Control Room (*Centrale Meldkamer, CMK*), **emergency number 020 595 3333**. The current list of names of the Central and Central Crisis Team are available there.

### **Communication between the *BHV* organisation and the Fire Brigade**

In the case of a fire alarm, an automatic transfer to the Control room of the Fire Brigade takes place. When the Fire Brigade arrives, it is received at the entrance to the Fraijlemaborg and is supported by the *BHV* team member in the building. (With the exception of specific incidents such as a gas alarm. Then the *BHV* team member calls 112.)



### 3.3. Building details



<b>User function of complex</b>	<ul style="list-style-type: none"> <li>• Office function</li> <li>• Educational function</li> <li>• Other user function (Parking)</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Office/administrative activities</li> <li>• Teaching activities</li> </ul>
<b>Number of storeys Fraijlemaborg</b>	<ul style="list-style-type: none"> <li>• 5 storeys</li> <li>• The height of the building is approx. 20 metres.</li> </ul>
<b>Number of storeys in use</b>	<ul style="list-style-type: none"> <li>• Basement: Parking (cars and motorcycles). Not under management of HvA</li> <li>• Ground floor: reception, study areas, technical rooms, restaurant</li> <li>• Floors: offices, education rooms, technical rooms</li> </ul>
<b>Outside opening hours to be entered via:</b>	<ul style="list-style-type: none"> <li>• Security service/surveillance</li> </ul>
<b>Maximum number of people present according to throughput capacity LBP 2012</b>	<ul style="list-style-type: none"> <li>• Maximum number of persons permitted <b>4685</b>: 2817 ground floor 467 per floor 1 to 4</li> </ul>

### Special and/or high-risk rooms

<b>Technical rooms</b>	<p>City heating distribution station+ emergency generator: 0.048.1          Air treatment: 0.062, 1.032 and 2.122 and roof construction          Switch room kitchen+ emergency lighting batteries: 1.074.2          Serving room: 0.056          Light &amp; Electricity switchbox: 0.114; 1.074; 2.118, 3.098, 4.088</p>
<b>Low voltage room</b>	Various shafts
<b>Restaurant with kitchen</b>	1.024.1
<b>MER/ SER room</b>	<p>1.072 -1.074 (issue + kitchen); 2.011 (restaurant)</p> <p>0.049; 0.112; 1.061; 1.074.4; 2.005; 2.116;3.017; 3.096; 4.017; 4.086</p>

### 3.4. Installations and facilities

<p><b>Fire alarm system, Evacuation system Fraijlemaborg</b>  <i>Connection nr: 13 - 4455</i></p>	<p>In Fraijlemaborg, the <i>BMI</i> is with</p> <ul style="list-style-type: none"> <li>• partial monitoring</li> <li>• room monitoring</li> <li>• object monitoring</li> </ul> <p>This systems consists of manual fire alarms, automatic fire alarms, smoke detectors, supporting indicators and control modules (in accordance with the Programme of Requirements 2011):          Fire brigade safe, door hold-open devices, ventilation, escalators, lifts, pressure differential system stairwell C, shutters (restaurant, corridor, issue), access control system, sun blinds, tourniquet doors, unlocking of gates, transmission equipment, compressor Louvre’s Braat, windows gable Aicon, flashlight.</p> <p>The evacuation system type B is linked to the <i>BMI</i> with a direct transmission. The evacuation alarm (slow-whoop) is <u>immediately</u> activated in the part of the building in question by pressing a manual fire alarm and <u>without delay</u> in the case of an automatic alarm in the part of the building in question (phased alarm).</p> <p>There is a public address system present.</p>
<p><b>Sprinkler system</b></p>	<p>In the waste storage room (1.020) a sprinkler system has been installed which is operated by the <i>BMC</i>.</p>
<p><b>Fire alarm centre Fraijlemaborg</b></p>	<p>The Fire alarm centre is located in room 0.039 next to the reception. There is a fire alarm panel in the lock by the fire escape next to the main entrance: room 0.173.</p> <p>In the case of an alarm, this can be read on the panel for the purpose of the BHV organisation.</p>
<p><b>Transmission to the Fire Brigade</b></p>	<p>Upon the activation of the fire alarm system or evacuation system, an alarm follows on the <i>BMC</i>, on the side panel at the reception, at the Central Alarm room of the HvA and the RAC of the Fire Brigade.</p>
<p><b>Ventilation</b></p>	<p>An air ventilation system has been fitted in the complex. The ventilation system provides the air treatment in various rooms. The ventilation system is automatically operated via the Building Management System (<i>Gebouw Beheer Systeem (GBS)</i>). During a fire alarm the air treatment is scaled up to 100% fresh air and the recirculation switched off.</p>
<p><b>City heating system</b></p>	<p>FMB is connected to the city heating of the municipality of Amsterdam. The <b>valve</b> is located in room <b>0.048.1</b>.</p>

<p><b>Lift Fraijlemaborg</b> (Intercom)</p> <p>Specifications:</p> <p>Alarm in the case of a malfunction</p>	<p>In Fraijlemaborg there are 4 lifts in the central hall. The far right of these lifts is equipped as a fire brigade lift.</p> <p>With the lifts in the hall, all the floors can be reached from the first floor. All the lifts are machine room free lifts. The control panel is located on the 4<sup>th</sup> floor immediately next to the lift. The operating instructions for turning cables of the lift are also located there. The lifts are linked to the fire alarm centre. In the case of an evacuation alarm, the lifts will go to the ground floor and remain open there.</p> <p>If a lift malfunction occurs, using the intercom in the lift, the reception can be contacted via the alarm telephone.</p>
<p><b>Electric doors/ keycards/unlocking</b></p>	<p>The building is fitted with doors which are open and closed electronically using keycards (Salto).</p> <p>The emergency exits that are not linked to the <i>BMI</i> can be opened by means of a releaser next to the door.</p>
<p><b>Emergency and transparent lighting</b></p> <p><b>Main valves</b></p>   <p><b>City heating</b></p>	<p>In the building an emergency lighting system has been fitted which is switched on if the normal energy supply cuts out or drops to under 70% of the normal voltage.</p> <p>In the event of a power cut, the lighting can guarantee up to 60 minutes of light supply, according to the guidelines.</p> <p><b>In room:</b></p> <p>0.029.1</p> <p>1.024.1</p> <p>0.048.1</p>

## 4. Alarm procedure (internal and external)

### 4.1. High-risk incidents

Below, incidents are listed which could lead to an evacuation of the Fraijlemaborg building.

- Bomb alert
- Fire alarm
- Electricity short circuit
- Gas leak
- Environmental incidents (unforeseen)
- Water supply closure

### 4.2. Internal alarm

The table below lists the possibilities regarding which the reception, *CMK* and emergency services are alerted about a possible incident.

<b>Type of alarm</b>	<b>Method of alerting</b>	<b>Alarm</b>
<b>Manual alarm</b>	Pressing manual fire alarm or control panel of the <i>BMI</i>	Alarm received by the reception Alarm received by <i>CMK</i> Alarm received by the RAC fire brigade  Activation of evacuation alarm (slow-whoop) on the floor in question.
<b>Automatic alarm</b>	Activating smoke alarm	Alarm received by the reception Alarm received by <i>CMK</i> Alarm received by the RAC fire brigade  Activation of evacuation alarm (slow-whoop) on the floor in question.
<b>Telephone alarm via (020 595) 3333</b>	From <i>CMK</i> , (alarm number 3333), under the assignment of a DCT, dean or in the case of an alert by external parties (e.g. a bomb alert).  From reception to <i>CMK</i>	Alarm received by the reception (if call is from a landline via 3333 or via the red emergency telephone). Mobile telephone calls go directly to <i>CMK</i> . <i>In the case of a bomb alert, the reception alerts CMK.</i>
<b>Verbal alarm</b>	At the reception desk (if an incident has been detected)	Direct paging of <i>BHV</i> team (via reception), contact with <i>CMK</i> via (020 595) <b>3333</b> .

### 4.3. External alarm

An external alarm is for the purpose of calling in the professional emergency services and is reserved for the BHV Head Team Leader, unless it is a matter of an immediate life-threatening situation. In the case of a calamity, the external alarm works as follows:

- With the fire alarm system, by breaking the glass of a manual fire alarm or engaging a smoke alarm. In this case, there is a direct transmission to the Fire Brigade.
- By telephone to the alarm centre of the Fire Brigade via (0)-112.

*Remark:* In the case of the government alarm, evacuation does not take place, but windows and doors must be closed and the local media followed. The *BHV* team will coordinate the required actions within the building and prevent the undesired exit of people from the building.

## 5. Method of evacuation and evacuation organisation

### 5.1. Evacuation

In the case of a calamity, it must be considered whether evacuation is necessary. If the alarm sounds, the floor where the alarm was activated is immediately evacuated. Next, the situation is charted and on the basis of this it is considered what further action is necessary. At the indication of the *BHV* Head Team Leader or external emergency services, a part of the building or the whole building will be evacuated.

If there is an immediate threat to the people present, members of the *BHV* organisation or other people present can initiate an evacuation of a section of the building or floor by breaking the glass of a manual fire alarm. The slow-whoop can also be set off manually at the reception.

#### Ad 1. Evacuation of the floor where the incident took place

In most cases, horizontal evacuation can take place in the case of fire in one room of the building. Act according to the instructions applicable to you:

1. Firstly, the room where the fire started must be evacuated.
2. Next, the room opposite must be evacuated.
3. Next, the rooms next to the fire must be evacuated.
4. Next, the other rooms (from inside to outside) must be evacuated.

In the case of a partial evacuation, employees must go to the **next safe fire compartment**. From this situation, evacuation is continued. (See figure 1: Order of evacuation in the case of a horizontal evacuation). The figures shown on the drawing indicate the sequence of evacuation).

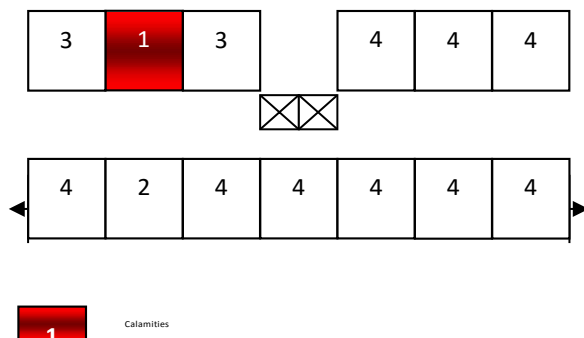


Figure 1: Sequence of evacuation in the case of horizontal evacuation

## Ad. 2. Floors above and below the incident

When the floor on fire has been evacuated, a start can be made with evacuating the other floors. In the case of a vertical evacuation, the floor located above the fire must be evacuated first. Once this has happened, a start can be made with evacuating the floor located under the fire. Next, the other floors above and below the fire must be evacuated, preferably starting with the floors above the fire.

3 <sup>rd</sup> floor	3
2 <sup>nd</sup> floor	2
1 <sup>st</sup> floor	1
Ground floor	2
Basement	3

**Legend**



	Calamity
	Priority

Figure 2: Sequence of evacuation in the case of a vertical evacuation

## 6. Vulnerable people

If the building has to be evacuated, during the evacuation it will become clear if and where vulnerable people are located. Next, these people will be assisted by a *BHV* team member in leaving the building. If this is not possible, the *BHV* team will take these people to a place as safe as possible (e.g. behind a smoke and fire resistant door or to another compartment) and will report this to the *BHV* Head Team Leader.

## **7. What to do in the case of a fire or an evacuation**

### **7.1. Upon discovering a fire**





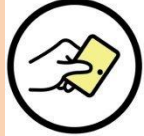
- Remain calm.
- Report the fire:
  - by breaking the glass of the nearest manual fire alarm;
  - and/or by reporting the fire directly to *CMK* via alarm number (020-595)3333 or the reception.
- Safeguard the people present, possibly with the own staff. Consider your own safety and the safety of others.
- Prevent the spread of fire by:
  - closing windows and doors;
  - if possible, extinguishing the fire yourself (if the fire has just started).
- Use the nearest exit or emergency exit.
- Follow the instructions of the *BHV* team members or the competent authority.
- In the case of smoke development, remain close to the floor.
- Go with your guests to the nearest meeting point.
- Never leave the meeting point without permission.

### **7.2. How to act in the case of a fire or an evacuation alarm**

- The start of the evacuation procedure is announced by means of the evacuation signal (slow-whoop).
- If possible, pack your precious belongings.  
Follow the instructions of the *BHV* team members/ Evacuators and/or the text announced.
- Close windows and doors.
- Instruct your colleagues/students/guests; you are also responsible for them.
- Use the nearest exit or emergency exit.
- In the case of smoke development, remain close to the floor.
- Go with your guests to the nearest meeting point.
- Never leave the meeting point without permission.



## Appendix 1. Location of safety equipment Fraijlemaborg

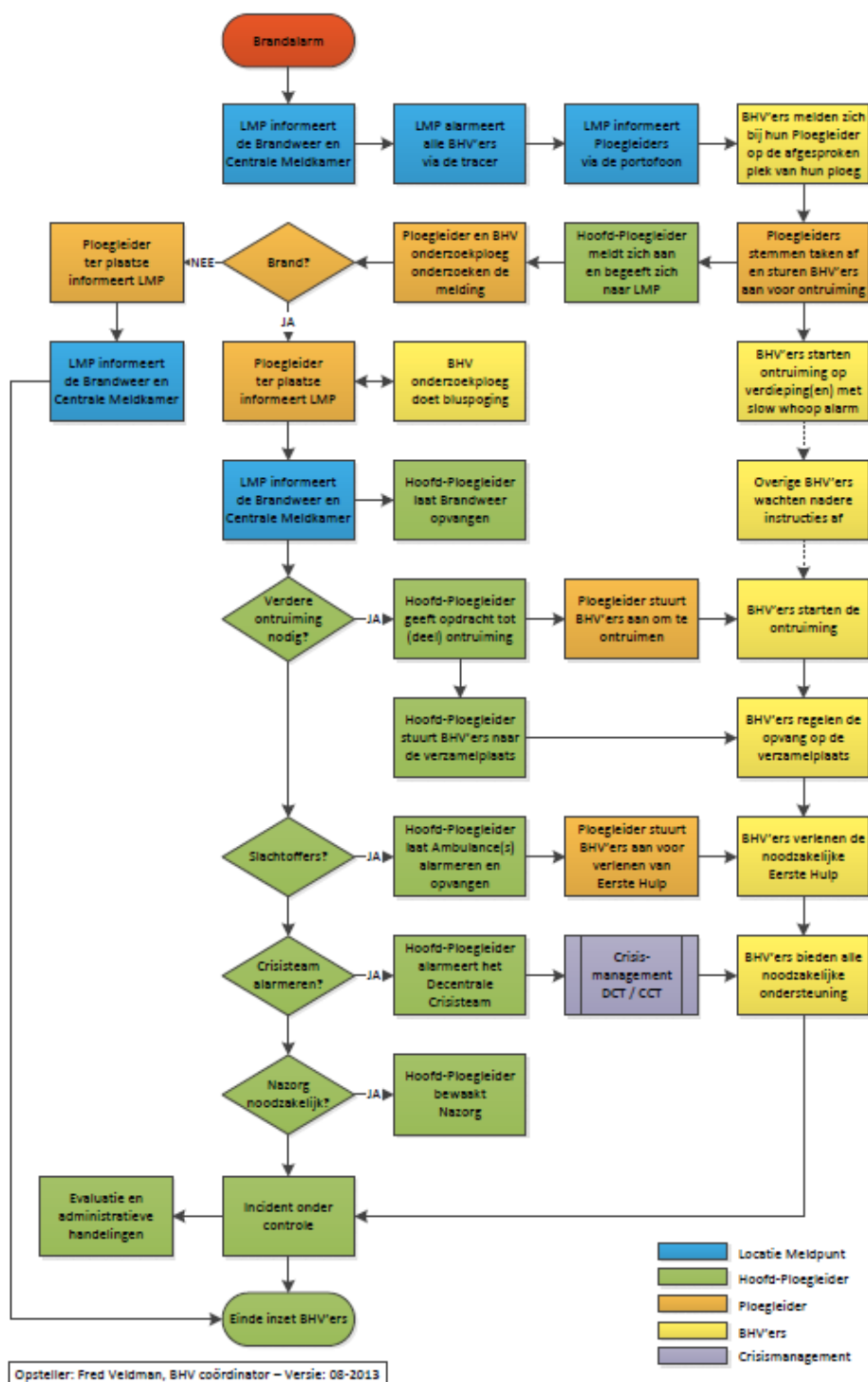
	<ul style="list-style-type: none"> <li>• At reception desk (from room 0.039)</li> <li>• 2<sup>nd</sup> and 4<sup>th</sup> floor next to the lifts</li> </ul>
 	<ul style="list-style-type: none"> <li>• All the floors in the <i>BHV</i> island (next to the lifts)</li> <li>• Reception</li> <li>• All the floors next to the <i>BHV</i> islands and</li> <li>• First Aid room (0.12)</li> </ul>
	<ul style="list-style-type: none"> <li>• Reception + <i>BHV</i> cupboards</li> </ul>
	<ul style="list-style-type: none"> <li>• Key safe next to main entrance</li> </ul>

## **Appendix 2. DCT and CCT**

Up-to-date list always known at the *CMK*.

### Appendix 3. Direct alarm slow-whoop

## Brandalarm protocol A – direct alarm slow whoop



## **Appendix 4. Tasks of members of *BHV* organisation**

### ***BHV* Head**

Per campus/ cluster a *BHV* Head is appointed.

#### Tasks

- ensures all the necessary financial activities that are carried out or processed for the purpose of the own *BHV* team, such as the annual *BHV* reimbursement, anniversaries, declarations, budgeting and charging on;
- ensures the composition of the team on the basis of hazard identification and risk assessment (*RI&E*);
- ensures the team is sufficiently trained, by means of the correct training courses and evacuation drills;
- organises the consultation with Head Team Leaders and/or Team Leaders;
- passes on names and work locations of employees – and if possible – students with a disability to the Head Team Leader;
- ensures the administrative feedback.

#### Responsibilities:

- responsible for adequately functioning *BHV* teams for the buildings which fall under his/her responsibility;
- responsible for drawing up the *BHV* planning;
- assesses - in consultation with the Head Team Leader or Team Leader – whether the members of the team meet the requirements and competences;
- safeguards that the Head Team Leader makes agreements with employees and – if possible – students with a disability that in the case of an evacuation they can leave the building in a safe and fast way.

#### Powers:

- appointing a Head Team Leader in consultation with the mandatary.

#### Competences:

- strategic thinking and development of vision
- organisational skills
- monitoring plans and progress
- setting objectives
- delegating
- organisation insight
- oral and written communicational skills

#### Training

- *BHV* Head training course (strategic)
- basic *BHV* training course repeated annually

In practice, supporting tasks and powers which are described under the function of *BHV* Head can be delegated to various persons, as a result of which the *BHV* Head is under less pressure.

### ***BHV* Head Team Leader**

#### Tasks:

- **manages the deployment** of the *BHV* organisation in the case of calamities and incidents and carries out the coordination for the cluster/ the campus;
- in collaboration with the *BHV* Head, ensures an adequate occupancy of the *BHV* in relation to the activities and nature of the building;
- reports an incident digitally (see Incident Policy);
- monitors that after a deployment after-care is given to the people involved (victims and internal aid workers);
- organises information in the field of company emergency response;
- makes agreements with employees and – if possible – students with a disability about the way in which, in the case of an evacuation, they can leave the building in a safe and fast way.

#### Responsibilities:

- responsible that the team is sufficiently practically trained and has the necessary equipment and knowledge of the building;
- responsible for periodically carrying out a safety round concerning the availability and condition of *BHV* equipment, including any compressed air supplies;
- responsible for composing an evaluation report of drills or deployment and following up advice resulting from this.

#### Powers

- upon deployment of the *BHV* organisation, makes decisions with regard to evacuation and engaging emergency services;
- if necessary, intervenes in the case of dangerous situations in his building and reports directly to both the *BHV* Head or if necessary the Control room;
- can ask FS for advice with regard to safety issues.

#### Competences supplementary to Team Leader:

- planning and organising
- delegation
- verbal communication
- leadership
- team builder
- conflict management
- able to deal with stress
- decision-making skills
- responsibility

#### Training:

- basic *BHV* training course repeated annually;
- *BHV* Team Leader training course (operational);
- instruction in operating available safety system(s).

## **Team Leader**

### Tasks:

- in the case of an incident and/or calamity, manages a team of *BHV* members;
- the managerial tasks of a *BHV* Team Leader comprise at any rate the following activities:
  - exploration;
  - communication;
  - care and transport of wounded;
  - firefighting;
  - evacuation;
  - damage limitation.
- monitors that after a deployment, space is given for the after-care of the people involved.

### Responsibilities:

- responsible that upon an evacuation of the building, all the people from the building or part of the building allocated to him are directed to the meeting point in an adequate way;
- responsible that his *BHV* team members do not run unnecessary risks during a deployment;
- responsible for having a valid diploma for training courses indicated;
- participation in annual evacuation drills and other *BHV* drills.

### Competences:

- delegating
- able to deal with stress
- decision-making skills
- collaboration
- verbal communicational skills
- responsibility

### Training:

- basic *BHV* training course repeated annually;
- *BHV* Team Leader training course (operational);
- instruction in operating available safety system(s).

## Company aid worker (BHV team member)

### Tasks:

- ensures the actual incident and calamity combatting;
- ensures that the evacuation procedure takes place quickly and safely;
- is responsible in any case for the following tasks:
  - providing First Aid in the case of accidents;
  - limiting and fighting fire and preventing and limiting accidents;
  - in emergency situations, alerting and evacuating all the people who are present in the building;
  - alerting and collaborating with the Fire Brigade and other External Emergency Services.

### Responsibilities:

- reports a detected unsafe situation to the Team Leader/*BHV* Head;
- responsible for having a valid diploma for training courses indicated;
- participation in annual evacuation drills and other *BHV* drills;
- willingness to follow instructions that are relevant for the execution of the role of *BHV* team member.

### Competences:

- collaboration
- responsibility
- able to deal with stress
- taking initiative

### Training:

- basic *BHV* training course.

## **Evacuator**

### Tasks:

- the evacuator assists the *BHV* in the case of an evacuation of the building;
- reports to the Team Leader when the evacuation assignment given has been completed;
- education rooms: makes agreements with the Head Team Leader if students with a disability attend his lectures about the way in which they can leave the building safely in the case of an evacuation.

### Responsibilities:

- the evacuator is responsible for evacuating all the people from the part of the building allocated to him/her or education room to the meeting point indicated.

### Training:

- Internal Evacuator Instruction.

## **First Aid worker**

### Tasks:

- If present, the First Aid worker ensures the care of a wounded or sick victim.

### Responsibilities:

- the First Aid worker assesses the condition of the victim and assesses what emergency services must possibly be engaged;
- the First Aid worker informs the ambulance service about the condition of the victim;
- the circumstances and any relevant past history;
- responsible for having a valid diploma for training courses indicated;
- participation in annual evacuation drills and other *BHV* drills.

### Powers:

- the First Aid worker is authorized to take over the aid from non-specialized *BHV* team members/employees.

### Competences:

- able to deal with stress
- taking initiative

### Training

- First Aid training course



## Appendix 5. Bomb alert form

<b>Bomb alert form</b>			
<b>1.</b>	<b>Content of message:</b> .....		o Time: ..... : .....(24-hour clock)
<b>2. Ask in a friendly voice:</b>			
<b>When</b> will the bomb go off?.....			
<b>Where</b> is the bomb?.....			
<b>What type</b> of bomb is it?.....		o explosive bomb	
		o firebomb	
<b>What</b> does the bomb look like? .....		o is open and exposed	
		o packaged in: .....	
<b>Why</b> was the bomb placed? .....			
<b>Who</b> are you? .....			
If second-hand information: from whom/how did you hear this? .....			
<b>3. Identifying messenger:</b>			
<b>Voice</b>	o Male	o Female	o Child
	o Adult	o Dutch	o Foreigner
<b>Speech</b>	o Slow	o Normal	o Fast
	o Gruff	o Serious	o Laughing
	o Excited	o Loud	o Soft
	o Stammering	o Lipping	o Hoarse/raspy
<b>Language</b>	o French	o German	o English
	o Other language: .....		
o Accent: .....			
o Dialect: .....			
o Other: .....			
<b>4. Background noises:</b>	o Laughter	o Talking	
	o Music	o Keyboard	
	o Traffic	o Workplace	
	o Children	o Aircraft	
o Mobile phone			
o Other: .....			
<b>5. Message passed on to:</b> .....			
<b>6. Special details:</b> .....			
<b>7. Answered by:</b> .....			

**Submit the form as soon as possible to the Head Team Leader, get a new form ready**