

Our Security Program:

Protecting **GE** People, Property

A mailman steps off the elevator on the top floor of Corporate Headquarters. The time is shortly before 9 a.m. His presorted bundle of mail is neatly stacked for the corporate executive's secretary to scan in the rush of the early morning. It's all very routine until the crudely typed bomb threat letter is opened.

Disturbing as this incident is, other bomb threats have been received at Corporate Headquarters before. Actually it's part of a widening pattern as new or repeated instances of threatening phone calls and letters are received around the Company.

General Electric is by no means alone with this problem. Just in the city of New York, the number of bomb threats to business firms has ranged as high as 2000 in one 48-hour period.

One national employer's group conducted a survey of member companies across the nation and found the bomb threat problem was common to all companies it contacted. One major company received a high of nine hoax calls in a single day!

Concerned about the rising number of bomb threats in all industry, GE's emergency coordinators from around the Company met a few days ago in New York. They were appraising the current climate, procedures for dealing with such threats, and how to judge the potential danger to Company employees and other effects on General Electric.

Speakers from other companies and the government detailed their experiences. Their major point: We must learn to live in this new kind of environment which promises to continue for some time. General Electric's Edward J. Kneeland, employee communication manager, suggested even more communication to Company people to inform them about our procedures for protec-

tion of people and property.

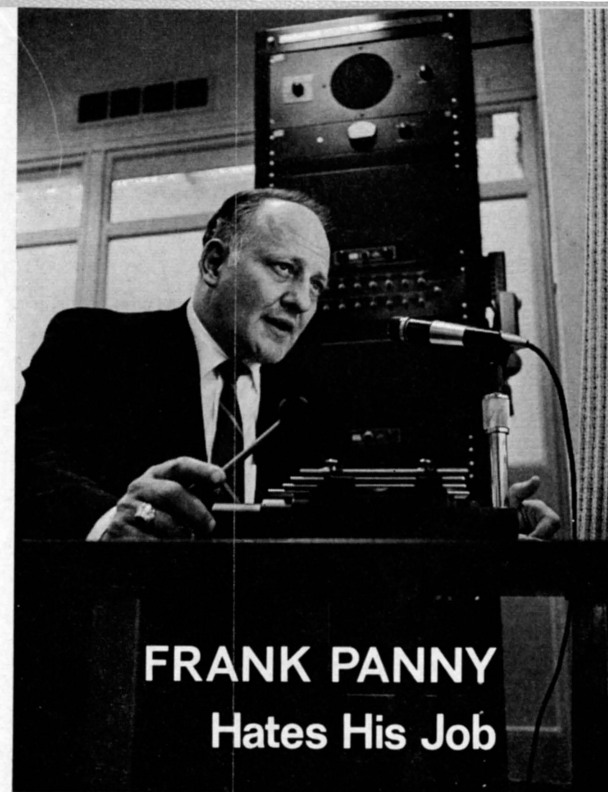
Edward N. Deck, consultant, Safety and Plant Protection, talked to *Mono-gram* about our experience to date. He says most threatening calls and letters have been hoaxes and no employees have been injured in actual bombings, including two explosions during pre-dawn hours at New York City service facilities. Then, most threats have been anticipated and all Company components have procedures for handling them. Deck stresses that these procedures always put the safety of the employee first, ahead of everything else.

Emergency plans vary from location to location because the size and nature of facilities differ widely. However, a typical plan at one large plant provides instructions to the receiver (usually a phone operator) on how to handle threats, sets up a group to make a fast evaluation of the threat, names the individual or a deputy to make decisions regarding a threat, and spells out search, communication, and related procedures.

The rising incidence in bomb threats has taught one thing. Ed Deck points out. "We have to be alert all the time, not just after a threat has been made."

He says that the disruption and incidence of threats can be minimized if employees take precautions such as these:

- Cooperate with and support management and plant security by following their instructions.
- Report non-routine and suspicious events to plant security.
- Offer to assist strangers in your area; if suspicious, report them to plant security.
- Report any unusual object in your work area to your supervisor or plant security if you don't know why it's there.
- Remain calm; panic poses a greater hazard than any bomb threat. □



You put a microphone in front of a performer or a politician and he becomes almost incandescent. But not Frank Panny. Frank has over ten years of broadcasting experience logged in his resume, yet when he is summoned to the mike at Corporate Headquarters, there's a wince on his face. He hates the job. Anybody would, for his news is generally bad. It goes something like this: "Your attention please. Once again, General Electric has received an anonymous call. . . ." His voice is calm, unhurried; the delivery is professional as befits a pro. There may be a bomb in the building. Those who wish to, may leave. The building will be searched quickly but thoroughly and will be declared secure in about an hour. Panny repeats the message, then bongs the chimes which always signal the beginning and end of any announcements made over the building's internal PA system. And would you believe the notes sounded are "G" "E" "C"? When not spreading his glum bomb messages, Frank Panny is a buyer

in Corporate Headquarter's Production and Distribution organization.

He earned his elocutionary side duties because of his radio experience. Albany, N.Y., residents may remember him as a newscaster-sports announcer on WOKO. "I left radio to join GE in Schenectady in 1956," he says, "because the 50's were kind of lean years for people in radio broadcasting." His first assignment was in Educational Relations, assisting in the production of one of the most successful educational programs in modern industry — the much talked about *Why Study* series of comic books. In 1959 he was transferred to New York City, which he ruefully admits has changed some since his boyhood on Manhattan's east side. "Like bombs. Twenty years ago there was just one mad bomber in New York. Today, you sometimes wonder if he didn't have a large family." Not all of Frank's announcements are bad. He had a happy one in February. That was the day he announced the strike had ended. □