AGGRESSION (PHYSICAL, VERBAL)

1. If you feel threatened or afraid of somebody's violent behavior, try to remove yourself and others from immediate danger, if it is safe to do so.
2. Go to a busy place and attract the attention of people in that area.
3. If you cannot safely leave the place:
    - Try to remain calm.
    - Alert someone nearby.
    - Be assertive, but polite.
    - Attempt to deescalate the situation, using a peaceful, non-confrontational approach.
    - Maintain a safe distance, do not turn your back to the aggressor.
    - Never touch the individual or try to remove him/her from the area.
    - Co-operate with the aggressor and do not try to intervene physically, unless you are forced to do it, trying to save your life and there are no other options.
    - Do not threaten him/her by calling the police or intervene.
    - Observe as much as possible (physical and distinguishing features, clothing, any weapons, anything touched or taken etc.) – but do not stare.
4. When able, call the police – **112**, Rector's Proxy for Security Affairs – **501 556 557** or security guards – **22 4572 397**, **451 152 584**.

    Describe the incident and state if medical assistance is required.

    Write down all you observed.