ASSAULT/HOSTAGE SITUATION

1. If you witness an assault/hostage situation:
    - Ensure personal safety, leaving the dangerous areas, warning everybody against entering them. If possible, call the police – **112**, giving your name, exact location and details of events. Stay connected as long as the police officer receives the necessary information, unless it becomes dangerous to you. Try to notify also Rector's Proxy for Security Affairs – **501 556 557**.
    - Secure immediate area. Close doors and windows, stay away from the possible line of fire, keep quiet and wait until security forces arrive.
    - Try to observe number of persons taken, number and description of captors and weapons they possess.
    - Request all witnesses to remain until police arrive and speak to them.
2. If you are taken hostage:
    - Be patient, stay calm and try not to show fear. Avoid drastic actions. Remember that the initial 30-45 minutes are the most dangerous.
    - Follow instructions of the captors and never play hero. Give them whatever they want (money, cell phones, jewelry etc.).
    - Do not provoke or show any signs of aggression, by sudden moves or the tone of your voice.
    - Do not speak unless being asked. Never comment captors' words or behavior.
    - Be observant but avoid constant eye contact with the captors. Never stare.
    - If medicine, first aid or restroom are needed by anyone, inform captors about it. Always ask permission before you do anything.
    - When asked, try to tell the truth, but do not volunteer to do anything for the captors.
    - Do not touch or challenge the captors.
    - Take advantage of all occasions to eat and drink.
3. During rescue operation:

- Lie down on the floor, but having the possibility to observe the surrounding area.
- If tear gas is used, do not rub your eyes and try to avoid swallowing saliva.
- Do not prevent captors from escaping.
- Follow all the instructions given by security forces.
- Do not get up without being asked to do so, do not run away or jump at the rescuers trying to thank them.
- Always answer when being asked questions about the incident. Identify the captors among other people.

4. If the captors leave on their own, before rescue forces arrive:
   - Immediately call the police – **112** and act according to suggestions by the police officer. Notify also Rector's Proxy for Security Affairs – **501 556 557**.
   - Check if somebody got hurt, provide first aid and if necessary, call ambulance – **112**.
   - Lock all the entrance doors at the scene of the assault. Check other rooms.
   - Secure all the traces left by the captors.
   - Do not exchange your remarks on what happened and wait for the security forces.