
What to Do in a Crisis

[View emergency procedures](#) [First aid procedures](#)
112 EUROPEAN EMERGENCY NUMBER
150 FIRE AND RESCUE SERVICE
155 EMERGENCY MEDICAL SERVICE
158 POLICE

If you are unable to make a call, you can also send a text message to the emergency numbers.

What to do in the event of a security incident

- **Act independently!** In the event of a serious incident, do not hesitate to **call 112 immediately**.
- **Get out of danger.** Always try to get to a safe area.
- **Evaluate your evacuation route.** The place you are moving to must be safer than the place you are leaving. Ask yourself: "Is it safer inside or outside?"
- **Don't think about hypothetical scenarios** – that can paralyse you. Respond to what you actually observe and perceive.
- **Remember the basic rule of thumb in an explosion: "The wall is good; the glass is bad."** In the event of an explosion, take cover behind a solid object, not near a glass surface.
- **Warn others.** Say what you are doing out loud to inform others and encourage them to take appropriate action.

Emergency procedures

Verbal aggression

- **Try to calm the situation down.**
- Assure the person that you want to understand them. Do not interrupt them and listen to them.
- **If the situation escalates, firmly set your boundaries.**
- If the aggressor continues to cross the line, end the interaction, call security, or call the Police (112 or 158).

Suspicious object

- **Do not handle it in any way.**
- Notify security or reception.
- Find out if it belongs to someone nearby. If not, evacuate the area and call the **Police (112 or 158)**.
- Ensure that no one approaches the object.
- Do not use mobile phones near the object.

In case of fire

- Follow the fire alarm instructions.
- Report the fire to the fire alarm centre (usually the reception desk).
- **Call the Fire Brigade on 112 or 150.**
- Leave the building by the shortest route. Do not use the lifts.
- If there is smoke in the air, stay close to the ground and cover your mouth.
- Evacuate as far away from the building as possible. The assembly point is not always safe.

Active attacker

- Follow the basic rule of **RUN - HIDE - FIGHT!**
- Your priority is your personal safety.
- If possible, run away.
- If you cannot run, hide and prepare to fight.
- Once you are out of immediate danger, **call or text on 112 or 158.**
- Give clear instructions to others to get to safety.

Physical assault

- **Run to safety, do not escalate the situation.**
- If possible, inform the receptionist.
- Try to prevent others from becoming involved in the conflict.
- Call security or call the Police on 112 or 158.

Threatening phone call

- Never hang up, try to keep the caller on the line.

- **Write down the details of the call and the phone number, if visible.**
- Inform the Faculty Security Coordinator.
- The Police will decide whether to evacuate the premises.

A person in a psychotic state or under the influence of drugs

- **Do not provoke them. Speak calmly.**
- If they are not aggressive, call the emergency medical services (112 or 155).
- If they are aggressive, get to safety and call the Police (112 or 158).

Harassment on social media, by e-mail or text message

- Do not respond.
- **Keep evidence (screenshots, print screens).**
- Report the incident to the faculty security coordinator or the Police.