

Hostage-taking



Immediate response

- Alert the police, call 110
- Transmission of the following information:
 - Name of the caller
 - Name/address of the university
 - What happens/happened?
 - Who is acting (perpetrator(s), description(s) of perpetrator(s))?
 - How does the perpetrator(s) behave?
 - Is there any information about the armament (firearm, other weapon)?
 - Where is/are the perpetrator(s) staying (description of location as precise as possible building, part of building, floor, room, direction)?
 - Is there anything unusual about the offender (mask, clothing)?
 - Who is the contact person for the police? How can you be contacted?
 - Number of victims and details of injured persons
- Keep calm
 - speak clearly, calmly, slowly, do not shout
 - wait for questions from the police-hold the line
 - only hang up when instructed to do so
- As soon as the police are on site, they take over the management

Hostage-taking



1 Intervene - End

- Intervention and termination is the sole responsibility of the police
- Follow police instructions
- Personal protection before property protection
- Do not put yourself in unnecessary danger
- Preparing and implementing victim support, reassuring those indirectly affected
- No independent contact or negotiation with the hostagetaker
- If contact with the offender is unavoidable, stay in contact and do not end contact
- Keep calm • After consultation with the police, send information and requests if the situation permits.

• 2 Welfare - victim support - measures

- Provide first aid
- Keep calm
- Reassure those affected
- Provide factual information and specific instructions on behaviour
- Preventively provide the responsible police section with maps of the university and important data on the university and keep them available

Hostage-taking



3 Inform

- Convene the university's crisis team
- Develop information strategy and communication channels for the university (who, how, about what, in what form?)
- Only pass on information in consultation with the police
- Written and factual information about the incident in an appropriate form:
 - Employees
 - Students
 - Student parliament and council
 - Canteen
 - Centre and childminder
 - Other users/tenants of the campus
 - Ministry of Science, Research and Culture
- Prepare a press release in consultation with the police
- If injuries occur, regardless of how minor they are, those affected are sent to a doctor. Written notification of the injury or psychological help to the university's accident officer (arbeitsschutz@th-wildau.de)
- Immediate written notification to the Unfallkasse Berlin Brandenburg by the university's accident officer if medical or psychological assistance is required:
 - Accident report for insured students
 - Accident report for employees
 - Accident report for civil servants of the state of Brandenburg

Hostage-taking



• 4 Follow-up - review - prevention

- The contact person is the crisis team
- clarify, counteract rumours, announce measures taken
- Organisation of emergency psychological services
Psychological support for all those involved
- Provide rooms for individual and group counselling
- identify those affected who need or want such services
- Counselling for teaching staff on how to deal with the event in courses
- organise support from specialists:
 - emergency counselling-Pastor
 - Educational and family counselling centre
 - Child and adolescent psychiatric service
 - trauma therapists
- Enable mourning and confrontation with the serious event
- No permanent memorials at the university
- Develop forms of condolence for the mourning community in the event of death
- Prepare and support the reintegration of all those involved after a long absence