

In recent months, there have been a number of attacks of armed aggressors against civilians, both in public places and in buildings, such as hotels. Those attacks were not limited to conflict areas but were carried out in – allegedly safe – European countries as well as in holiday and business centres that had also been considered safe. Further attacks of that type cannot be ruled out, and it is impossible to predict potential targets.

As such, there is a chance that you go on a business trip, move into your hotel room, start preparing for your next working day – and suddenly you hear shots and screaming from within the hotel.

What to do in such a situation? Even though every new situation is different, the analysis of previous attacks allows to define the following general behavioral guidelines.

## Basic rules

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- Always familiarize yourself with alarm mechanisms and escape routes – in an emergency, reacting fast can save your life!
- Don't panic. Find a way to control your fear in order to be able to respond to the situation in an appropriate manner.
- Mute all ringtones of your mobile phone or smartphone.
- Do not send messages via Twitter, Facebook etc.  
The attackers might also use social media in order to gain a tactical advantage!
- As a basic rule, try to escape! If fleeing seems too risky, try to hide!
- Do NOT try to stop the attackers (neither verbally nor physically).  
Do not try to be a hero! Your own safety should be the first priority.

## How to behave outside

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- If possible, leave the danger zone. At this point, there is no reason to stay or to get closer to the danger!
- Find a protected area!
- Move carefully! Duck when passing windows, hedges, low walls etc.
- Contact security forces!
- Warn other people, especially if they are moving towards the danger zone!

## How to behave inside buildings

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- Follow the instructions issued by the security staff!
- As a basic rule, try to escape! If fleeing seems too risky, try to hide!
- Find cover and/or a protected area! Use rooms with basic protection features (e.g. solid walls instead of paper walls).
- Move carefully! When passing windows, duck! Peek around corners and stop before entering bottleneck areas (staircase, lobby etc.)!
- If possible, try to pass information to the outside!

## How to behave in your hotel room

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- Remove your keycard, switch off all energy users (light, radio etc.) and do not use the minibar (access to the minibar may be visible at the reception).
- Do not block the door! (If the attacker does not know that you are in the room, try to make it appear empty. Block the door if the attacker knows that you are in the room.)
- Find a place to hide!
- If possible, try to pass information to the outside.

## After the attack is over

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- At this point it is crucial that security forces do not mistake you for one of the attackers:
  - Empty your hands, put all items in your pockets and keep your hands above your head! It must be clear that your hands are empty.
  - Contact the security forces in a calm and controlled manner!
  - Follow all instructions of security personnel.