Managing threats/conflicts

If you are experiencing any of these threatening situations or observe any threatening behavior, we ask you to please contact us:

- **Any form of physical violence**
- **The threat of violence**
  (no matter whether in writing or spoken)
- **The bringing or showing of weapons**
- **Extreme expression of violent fantasies**
- **Sexual harassment or assault**
- **Stalking**
- **Threats of suicide or suicide attempts**

You are also welcome to contact us in order to discuss situations with the potential for massive conflict that are at risk of escalating.

Threat management 06131 628-**4444**
(within the university: dial 4-digit extension)

Police emergency no. **110**

Situations with an acute threat

In the event of an acute threat, the police recommend:

- **Assess the situation**
- **If necessary, make an emergency call**
- **Be active, don't let fear paralyze you**
- **Get help**
- **Keep in contact with the other person**
  (eye contact, communication)
- **Do not behave aggressively**
- **Do not threaten or insult**
- **Do not disparage the other person**
- **Avoid physical contact**
- **Never use weapons**

The police recommend downloading the **KATWARN** app, which provides public warnings on your mobile phone.

If you find suspicious items

Safety first!

Get away from the suspicious item before calling for help. Also instruct bystanders to move away from the danger zone.

Making the notification

- **WHAT** aroused your suspicion? (size, description)
- **Where** is the item located?
  (exact location, dangers/risks, access paths)
- **WHEN** was the item found?
- **WHO** found the item or noticed something suspicious?

To help you assess it:

- Suspicious items tend to be unusual (in terms of location or the time they are found, for example)
- Suspicious items tend to look inconspicuous

Threat management 06131 628-**4444**
(within the university: dial 4-digit extension)

Police emergency no. **110**

How to act in mass assault cases

Report it: police emergency no. **110**

- **WHO** is reporting it?
- **WHAT** happened? (number of assailants, weapons, location, number of victims, hostages)
- **WERE** did it happen? (address, floor, room)
- **WAIT** for additional questions!

Next:

Threat management 06131 628-**4444**

How to act in an emergency

- Stay in the rooms!
- Keep doors closed/locked!
- Look for the safest corner in the room and move out of the line of sight.
- Stay away from windows and doors.
- **Alert the police by dialing 110**
- **Put mobile phones in silent mode!**
- Stay calm
- Evacuation is only done by the police

HOCHSCHULE MAINZ

HOW TO ACT IN AN EMERGENCY

University of Applied Sciences

External phone numbers

Police **110**

Fire dept. / emergency services **112**

For external phone calls:
Dial **0**, then the number including the area code

Ambulance 06131 **19222**

Poison hotline 06131 **19240**

Police in **Lerchenberg** (for the campus) .. 06131 **6534350**

Police in **Mainz** (for the other locations) ... 06131 **6534150**

Internal phone numbers

To call:

- **Within the university: 4**-digit extension
- **To call outside:** Dial **0**, then the complete number including area code

President 06131 628-**5010**

Chancellor 06131 628-**5210**

Threat management 06131 628-**4444**

Facility management:
Campus 06131 628-**5345**
Holzstraße 06131 628-**5456**

Fire protection officer 06131 628-**5330**

ZIK (IT dept.) 06131 628-**6363**

Switchboard 06131 628-**5788**

First-aid providers:
Campus 06131 628-**5555**
Holzstraße 06131 628-**5577**
Wallstraße 06131 628-**5566**

How to act in case of fire

Stay calm!

Report

1. Activate the manual fire alarm the fire call point or call:
   Fire dept. ..... **112**, **Police** **110**
2. Internal notification of threat management 06131 628-**4444**
   - **WHO** is calling?
   - **WHAT** happened?
   - **WHERE** did something happen?
   - **HOW MANY** people are affected?
   - **WAIT** for additional questions!

Get to safety

- Take people at risk along!
- Close doors!
- Follow marked escape routes and go to assembly points
- Do not use the elevator!
- Wait for instructions!

Attempt to wall hydrant!

- Use fire extinguishers, extinguish!
- Only attempt to extinguish small fires/ fires just breaking out.
- Anyone not needed must vacate the danger zone.

What to do in the event of an accident

Stay calm!

Call the emergency number 112 and provide information:

- **WHERE** did the accident happen?
  building, section, floor, room
- **WHAT** happened?
  Fire, chemical burn, poisoning, fall, ...
- **HOW MANY** injured people?
- **WHAT** injuries? Type and place on body
- **WAIT** for additional questions!
  Important information could be missing.

Also inform Facility Management
(see "**Internal Phone Numbers**" section).

Provide FIRST AID

- Secure the scene of the accident
- Attend to the injured
- Follow instructions

Brief rescue personnel and clear away onlookers

A **list of first-aid providers** can be found near the escape and rescue plans at the entrance to the building

University Locations

Campus
Lucy-Hillebrand-Straße 2
55128 Mainz
T +49 6131 628-0

Holzstraße and Rheinstraße
Holzstraße 36 (Rheinstraße 19)
55116 Mainz
T +49 6131 628-0

Wallstraße
Wallstraße 11
55122 Mainz
T +49 6131 628-2311

LUX - Pavillon of Mainz University of Applied Sciences
Ludwigsstraße 2
55116 Mainz
T +49 6131 628-2256

www.hs-mainz.de

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