



Aggression and Potential Violence

**Always remember:
Call 110 if there is immediate danger!**



Remain calm!

Don't panic or rush the situation. Appear calm, centred and self-assured. This can have a contagious effect on others and may help de-escalate the situation.

Talk to the aggressor!

Make eye contact and try to communicate with the aggressor. Speak slowly, loudly and clearly.

Remain in control of yourself!

Don't be threatening, offensive or provocative! Be firm and clear about what you want.

Remove yourself from the situation!

If you are physically assaulted, retreat immediately and alert others to the situation. Don't touch the aggressor! Protect yourself first, don't worry about documents or furniture!

Obtain support from others!

If you feel you can't handle the situation on your own, turn to a co-worker for support and attempt to draw attention to the incident.

Call for help!

If your efforts to de-escalate the situation aren't successful, don't hesitate to call the police!

Call: 110

What to do afterwards?

Write down the facts and circumstances of the incident!

Make a note of what happened.

Your information may be valuable to the police.

The report form is available for you to download from:

<https://go.uniwiue.de/notfall> or QR-Code



Report the incident to your supervisors!

They will look into it and take further action, e.g. notify the Legal Department or have the aggressor banned from University premises in accordance with the University building rules and regulations.



Legal Department: 0931/31-88757

What will the University do?

The University Board will take whatever legal action is necessary and appropriate and will ensure that victims receive the support they need to recover from the incident.