

Information sheet

How to act in dangerous situations involving weapons

The safety and well-being of guests and employees is a top priority for the Friedrichstadt-Palast. Most people know what to do in the event of a fire. Incidents involving violence or an armed intruder are far rarer and each situation is very different. It therefore is not possible to provide a general code of conduct – that being said, based on the experience gained to date, the police recommend: escape – hide – alert the authorities.

We would like to share the following recommendations with you on how to act in the event of such a situation.

- **Know where the emergency exits are**

When you first enter the building, please inform yourself about our escape routes and signposted emergency exits, so that you can react quickly in case of danger.

- **If at all possible, escape**

If you hear shots, escape is always the best option. No object is more important than your life, so leave everything behind. Check to see if there is a safe exit and how you can get there without being noticed by the armed intruder. Remain calm. If you can, help others who need assistance. Avoid using the lift; use the stairs instead. Windows may also serve as an escape route. If the armed intruder is in the immediate vicinity, run away in a zigzag course and ducked position. The fundamental principle applies: do not put yourself or others in any unnecessary danger.

- **If escape is not possible, hide**

Take cover and barricade yourself in. Large objects such as furniture, walls, cupboards or empty rooms can serve as cover. Make sure that your cover is solid: glass, metal or thin wood cannot stop bullets! Turn your phone to silent and switch the vibrate function off – do not set it to flight mode or turn it off though.

Make yourself as small as possible to create the smallest possible target. Lie on the floor, away from windows and doors. Remember that it will only take a few minutes for the police to arrive. Do not share information (pictures, videos, text messages) on social media (Facebook, Instagram, Twitter) in a live stream or to friends and acquaintances. This will

simply flood the authorities with information that may also be received by the perpetrators and give away your hiding place.

- **If you are somewhere where you can speak, alert the authorities**

If possible, report the incident to the emergency services (call 110 or 112). Tell them where the attack is taking place (e.g. Friedrichstadt-Palast or Friedrichstraße 107) and calmly provide any other information you might have about the perpetrators, victims and possible hostages. Do not hang up once you have reported the situation. Instead, leave your phone on (even if you don't talk) so that the emergency response centre can hear what's going on around you. Be completely quiet to avoid attracting any attention. If there are several people in the room, do not talk to each other.

- **As a last resort, attack**

In an absolute emergency – as a last resort – the US Department of Homeland Security recommends attacking the armed intruder or trying to overwhelm them. Don't hold back: throw objects such as glasses, fire extinguishers, bottles, chairs and bags. If you are in a group, you should all attack at the same time and aim for the face, eyes, shoulders, neck, arms or genitals. Remember that this is an absolute last resort and should only be attempted if there is no other option.

- **When the police arrive, follow their instructions**

It is not always immediately clear to the police who the perpetrators are. Therefore, approach the police calmly and with composure. Do not throw your arms around a police officer in relief. Keep your hands above your head. Only describe the situation from your own perspective and do not spread any unconfirmed information. Avoid sudden movements and follow the police's instructions.

Due to the countless different potential scenarios, it is not possible to say whether it makes sense to remain in the building (take cover) or to escape. This must be decided depending on the situation, taking what is actually happening into account.

Once you have left the danger zone, move as far away as possible and do not obstruct the emergency services. You can then contact your family and friends.