



Police Service 110 + Fire Service 112 + Ambulance 112

Safe and Secure at the HWR Berlin

The HWR Berlin campuses are safe and secure. There is a 24-hours security service. In case of safety and security related incidents, HWR Berlin personnel will follow the procedures laid out in the HWR Berlin emergency and crisis handbook. In addition: the safety and security measures and procedures of HWR Berlin are well coordinated with the local emergency services. HWR Berlin follows an integrated approach to safety and security on its campuses.

Nevertheless, you could encounter critical situations. This information sheet contains basic instructions on how to act in the initial moments of dangerous or threatening situations and accidents that might occur on a HWR Berlin campus or in its vicinity.

Assume responsibility when lives, health or property are threatened:

- Make an emergency call if you encounter dangerous or threatening situations and accidents. Wait for the patrol car, fire-brigade vehicles or the ambulance to arrive.
- Render first aid, provide assistance and support to fellow students, other members and guests of HWR Berlin within your abilities.
- Follow the instructions of the local fire wardens and first aiders. These are specially trained HWR Berlin personnel.
- Police, fire service and rescue personnel will take charge of operations once they arrive on campus.
- Report emergencies as well as severe safety and security related incidents to HWR Berlin staff or security service personnel immediately.
- Submit safety and security deviation notifications, on incidents without particular urgency, online.
- If you witnessed an accident or a crime, write a short report of what you saw and heard. This will be helpful if interviewed by the police or making a statement before court. It also helps HWR Berlin process and assess the incident.

Emergency Calls

In urgent situations when people's lives or health are at risk or when property or the environment is threatened, make an emergency call. Do not wait for others to do so!

- Police Service 110
- Fire Service 112
- Rescue Service / Ambulance 112

When calling an emergency service explain:

- Who is calling?
- What is happening?
- Where does it happen?
- Who is involved?
- Answer questions asked and follow the instructions you receive.
- Do not end the call before there is an indication to do so.

The response time of these emergency services is short. It only takes a few minutes for a patrol car, fire-brigade vehicles or an ambulance to arrive.

Safety and Security Notifications

Report emergencies and severe safety or security related incidents to HWR Berlin staff or security service personnel immediately. Also, inform HWR Berlin staff about events on campus that cause concern or compromise safety or security, such as:

- damage to property and vandalism
- theft
- information security incidents
- threats, disturbing or potentially dangerous behaviour
- inappropriate or unethical behaviour
- trafficking of drugs
- sexual harassment
- display of firearms or explosives
- hate speech and radical propaganda

Submit safety and security deviation notifications, on incidents without particular urgency, online:

- www.hwr-berlin.de/security

The HWR Berlin Safety and Security Team will attend to your notification and contact you if requested.

Insurance

An insurance plan with “Unfallkasse Berlin” covers accidents and injuries occurring on the HWR Berlin campuses or on the way to and from the HWR Berlin. Report all incidents to the university. HWR staff will help you with your insurance claim and inform you on specialized medical services you may have to consult.

Helpless, Injured or Unconscious Persons

- Make a quick assessment of the situation. Either call an ambulance (112) or inform a first aider that help is needed. Lists of first aiders are on display in HWR Berlin classrooms and offices.
- Open the airway of an unconscious person by placing your hand on her or his forehead and gently tilting the head back.
- Begin first aid if necessary and if you are capable of doing so.
- Do not leave helpless, injured or unconscious persons alone.

Fires

The main HWR Berlin buildings are equipped with a fire alarm system. Nevertheless, release the alarm manually where possible or make an emergency call – 112 – if you detect a fire. Also, notify the reception or security service.

Observe the following safety instructions:

- Avoid inhaling smoke as it can be extremely toxic
- Head for the nearest exit and follow the exit signs in the corridors. Once you have left the building, go to the designated assembly area
- Help others find their way to the assembly area
- Do not use elevators

Prevent fires from spreading:

- Close doors and windows, but do not lock them
- Remove flammable objects and materials

Fighting fires:

- The response time of the fire service is only minutes and it will take control upon arrival; fight fires only if you can do so without putting your health at risk
- When using wall hydrants do not spray water onto objects which are connected to the power supply, or onto burning liquids
- When using hand held extinguishers, spray the extinguishing substance on the fire with regular front to back and bottom to top motions.

Threats

- If someone is threatening you, stay calm and keep in control of the situation. Speak clearly and briefly. Do not start an argument with the threatening person or react to provocations. Do not belittle the threatening person or the situation. Create space between yourself and the threatening person; exit his or her field of vision.
- Try to attract the attention of others. Move to where you can be seen, shout, call for help and address bystanders directly: “You there with the blue coat I need your help!”
- If a fellow student or some other person is threatened or attacked, shout from a safe distance that the police force is alarmed and on its way.
- Do not verbally abuse the assailant; restrain him or her only if you can do so without endangering yourself or others.
- If you notice anyone behaving in a disturbing manner— for example, being obsessed with violence or weapons, talking about harming others, planning their suicide —bring your observations to the attention of HWR Berlin staff or submit a safety deviation notification.
- If you receive a verbal or written threat, or learn about such a threat on the internet, contact HWR Berlin staff immediately. Make no difference between threats directed at your own person, at others, or at the HWR Berlin.

Personal Crises

Emotional instability, personal crises and even phases of depression can be the result of traumatic experiences such as the death of a relative, the loss of a relationship or witnessing an accident or act of violence. There may also be endogenous causes. Additionally being separated from home and living in an unfamiliar environment can lead to psychological stress. If you are experiencing a serious personal crisis while studying at the HWR Berlin, you are strongly advised to seek professional advice and support.

Advice and support in times of personal crisis

Berlin Crisis Service (24-hour service)	access the service website for phone numbers and addresses	www.berliner-krisendienst.de/en/
HWR Berlin Student Counselling Services	+49 30 30877-1458 +49 30 30877-1516	kathrin.joerger@hwr-berlin.de
HWR Berlin International Office		incoming@hwr-berlin.de
Studierendenwerk Berlin Psychological and Psychotherapeutic Counselling	access the service website for phone numbers and addresses	www.stw.berlin/beratung/psychologisch-psychotherapeutische-beratungsstelle.html
Telefonseelsorge Berlin (in German language only)	0800 111 0 111 and 0800 111 0 222	www.telefonseelsorge.de
Muslim Helpline	+49 30 44 35 09 821	www.mutes.de
Russian Helpline (Телефон Доверия)	+49 30 440 308 454	www.diakonie-portal.de/telefon-doweria
Unfallkasse Berlin (Insurance)		www.unfallkasse-berlin.de/studierende/