


# Hostages

## • Personal safety • Report



**1 Ensure personal safety first, DO NOT become a hostage yourself**

**2**  **If possible, DIAL 111 for POLICE and state "HOSTAGE",** giving exact location and details of events.

**3**  **If possible, DIAL UC Security 0800 823 637** to let them know emergency services have been called. Where possible, provide information on:

- building name and location
- nature of the emergency
- any emergency assistance required.

**4 Secure**  
Secure the immediate area. Close doors.

**5 Observe**

- Number of people taken.
- Number and description of captor(s).
- Any weapon(s).

**6 Document**  
If possible, document any threats or demands.

**7 Restrict entry**  
Restrict the area until UC Security staff and/or Police arrive.

**8 Request all witnesses to stay**  
Where possible, stay until Police arrive and speak to them.  
**X** Do not speak to the media.

### If you become a hostage

- 1** Follow the instructions of the captor(s)
- 2** Speak only when spoken to.
- 3** Be as calm as possible. The captor(s) may use your emotions to their advantage.
- 4** Sit down, if possible, to avoid appearing aggressive.  
**X** DO NOT make any suggestions to the captor(s).

**HOSTAGES**