

In an emergency, act the right way.



110

Police

Free of charge, from any phone, around the clock.

112

Ambulance and fire brigade

Three tips for an emergency

01

Get yourself to safety

- Leave dangerous places if you can.
- Your safety comes first.

02

Draw attention to yourself

- Call out loudly for help.
- Speak to people directly: "You in the red jacket, please help me!"

03

Dial 110

- In an emergency, call the police straight away.
- Stay calm and remember the five W questions.

The emergency call: five W questions

01 WHERE did it happen?

Address, street, house number. If you don't know: describe the surroundings, for example "at the bus stop by the market".

02 WHAT happened?

Short and factual: "I was hit", "Someone is being threatened". Facts, not opinions.

03 HOW MANY people are affected?

How many people are involved or injured? Is anyone else in danger?

04 WHO is involved?

Describe the perpetrators, victims and vehicles: clothing, age, height, direction of escape, number plate.

05 WAIT for questions!

Don't hang up until the police have everything they need. Stay reachable and follow instructions.

Good to know

- Don't worry about using the wrong words. Every call helps.
- Speak calmly and clearly.
- Can't speak or hard of hearing? Use the official German emergency app **nora**. Install and register it in advance.



Help after hate and violence against LGBTIQ* people

Counselling, reporting, securing evidence and your personal plan:

stop-the-hate.de/en-home