WHAT TO DO IF YOU NOTICE SUSPICIOUS BEHAVIOUR

OFFICIAL UPDATES LU-Alert · RTL, 100.7 · 112

DO THIS NOW

1. Keep your distance. Do not challenge, follow or confront the person, and do not touch anything they leave behind.
2. Note what you can see from where you are: the time and place, what the person or vehicle looks like, and which way they go. Never put yourself at risk to get a closer look or a photo.
3. Report it to the police on **113**, or to the security staff if you are at an event, a station or a shop.
4. Call **112** instead if someone is in danger right now. If something has already been damaged, follow Sabotage or a damaged installation.
5. If it is a bag or an object left alone, keep away, keep other people away and follow Suspicious package.
6. Tell the police, not social media. Photos or guesses posted online can spread fear, alert a suspect or falsely implicate someone.
7. Once you have reported it, carry on with your day.

BEFORE

WHAT TO REPORT

- Someone who seems to be studying a power, water or telecom site: filming it again and again, measuring it, or flying a drone over it. See **Drones**.
- Unusual marks, stickers or symbols on electricity or telecom cabinets. If a cabinet or fence has already been forced open, see **Sabotage or a damaged installation**.
- People asking for floor plans, access codes or how a building or site works, with no good reason to know.
- Offers of easy money for small jobs, such as photographing a site, leaving a parcel somewhere or putting up a sticker. Say no and tell the police.
- Bags, parcels or other objects left alone in a public place.

JUDGE WHAT PEOPLE DO, NOT WHO THEY ARE

- What counts is behaviour: someone hiding what they are doing, or filming security installations. How a person looks, dresses or speaks is not a reason to report them.

HOW WARNINGS REACH YOU

- Vigilnat is the national vigilance plan against terrorism. It has four levels, set by the government and announced on infocrise.lu and in the media. At every level you are asked to report suspicious behaviour and to follow the instructions in public places. See **Heightened alert**.
- Save **113** and **112** in your phone and in your **household plan**. Never call them as a test.

AFTER

- If the police contact you, tell them everything you noticed, even details that seem small.
- Do not go back to look, and do not try to find out more yourself.
- Keep any photos or notes for the police, and do not post them.
- If rumours start about what happened, check them before you pass them on. See **False information**.
- Feeling uneasy for a while is normal. Talk about it with the people around you.

IF YOU ARE...

LOOKING AFTER CHILDREN

- Teach them to tell you or a member of staff if they see a bag left alone, and never to touch it.
- Explain that most people are not dangerous, and that reporting is a job for adults and the police.

OLDER, ILL, OR LIVING WITH A DISABILITY

- If you cannot call, ask a member of staff or someone nearby to call the police for you.

AT WORK ON A SENSITIVE SITE

- Report to your security officer as well as the police. Do not give out plans, codes or rotas to callers or visitors you cannot check. See **Scam**.

OFFERED MONEY FOR A SMALL JOB

- The job may be part of something that harms others, even if it looks harmless. Refuse, keep the messages, and tell the police.

EASY-READ SUMMARY

- Keep away and do not touch anything left behind.
- Do not follow or challenge the person.
- Call the police and say what you saw.
- Tell the staff at events, stations and shops.
- Do not share rumours or photos online.

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