

MINISTRY OF INTERNAL AFFAIRS OF THE REPUBLIC OF KAZAKHSTAN



MEMO

**ON THE RULES OF CONDUCT IN CASE OF A
THREAT OR COMMISSION OF A TERRORIST ACT**

EMERGENCY SERVICE PHONE NUMBERS

Unified Duty Dispatch
Service

112

Police

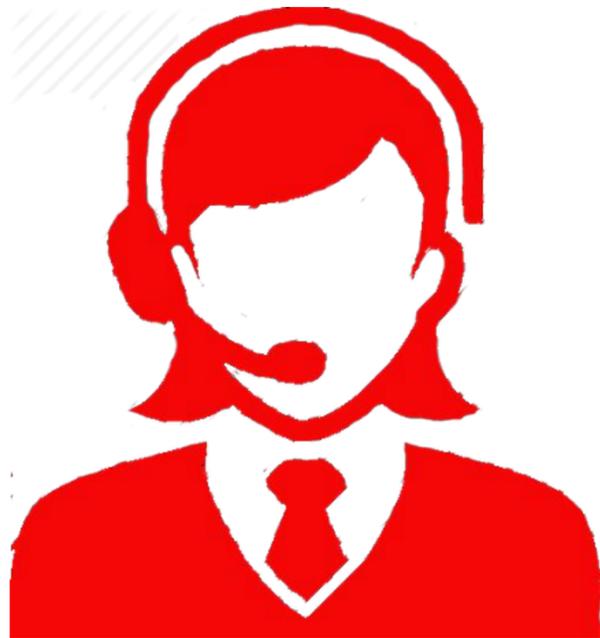
102

Anti-Terrorism Hotline

110

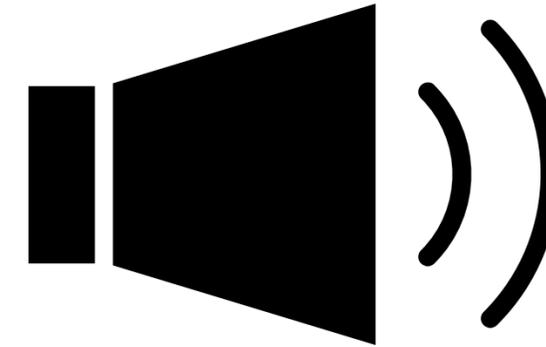
Emergency Medical
Service

103



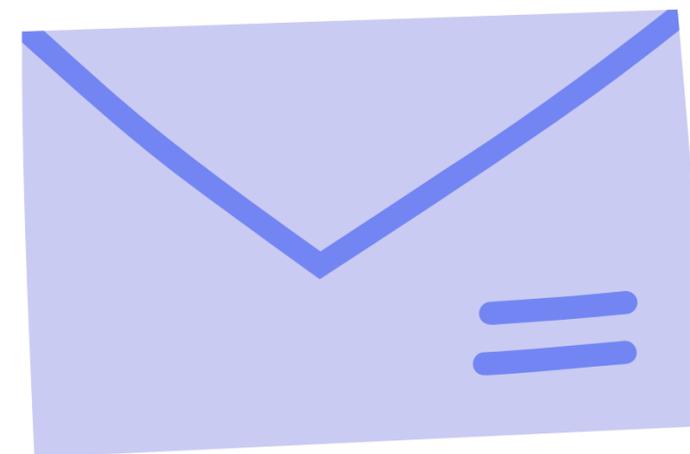
IF YOU RECEIVE A THREATENING CALL:

- REMEMBER THE EXACT CONTENT OF THE CONVERSATION
- NOTE THE MANNER OF SPEECH, VOICE CHARACTERISTICS, SPECIFIC WORDS AND PHRASES
- TRY TO RECORD THE CONVERSATION ON AN ANSWERING MACHINE OR RECORDER
- WITHOUT HANGING UP, TRY TO WRITE DOWN THE PHONE NUMBER
- IMMEDIATELY REPORT TO THE POLICE!



IF YOU RECEIVE A THREATENING LETTER

- Remember the exact content of the conversation.
- Note the speaking style, voice characteristics, and any distinctive words or phrases.
- Try to record the conversation on an answering machine or voice recorder.
- Without hanging up, try to write down the phone number.
- Immediately contact the police!



- **HANDLE THE RECEIVED LETTER CAREFULLY.**
- **PLACE IT IN A CLEAN, TIGHTLY SEALING PLASTIC BAG AND PUT IT IN A STURDY FOLDER.**
- **DO NOT LEAVE YOUR FINGERPRINTS ON THE DOCUMENT.**
- **OPEN IT ONLY FROM THE LEFT OR RIGHT SIDE, CAREFULLY CUTTING THE EDGES OF THE ENVELOPE.**
- **IMMEDIATELY REPORT TO**



SIGNS OF AN EXPLOSIVE DEVICE:

- ANTENNA
- SOUND OF A CLOCK MECHANISM
- VARIOUS WIRES
- BATTERIES
- INSULATING TAPE
- UNATTENDED OBJECTS



**POSSIBLE LOCATIONS FOR EXPLOSIVE DEVICES:
PUBLIC PLACES:**

- **MARKETS, PUBLIC TRANSPORT STOPS, SHOPS, SHOPPING AND ENTERTAINMENT CENTERS, SQUARES, PARKS, VEHICLES**



IF

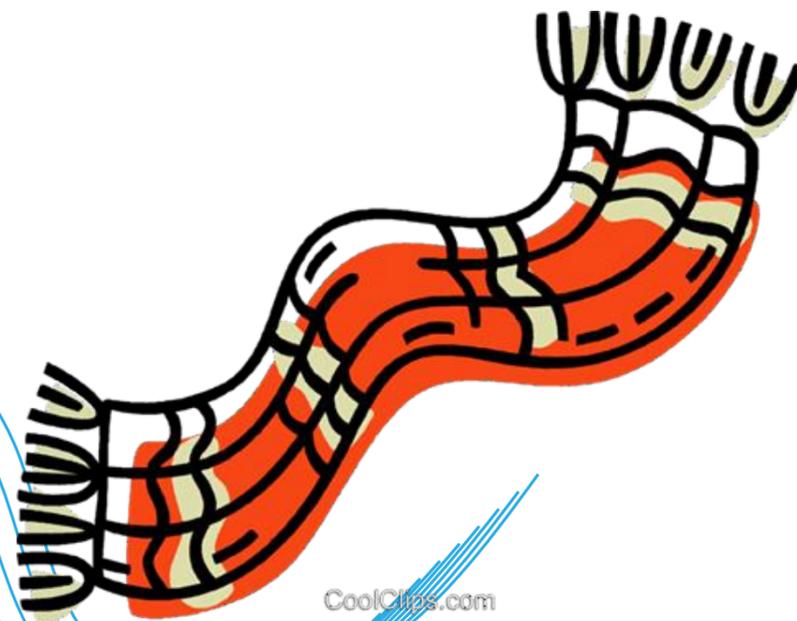
YOU FIND AN UNKNOWN, UNATTENDED, SUSPICIOUS OBJECT, BOX, BAG, OR BRIEFCASE IN TRANSPORT, ON THE STREET, AT A STOP, IN AN APARTMENT, OR ANOTHER PUBLIC PLACE:

- **DO NOT TOUCH, HANDLE, OR OPEN IT**
- **DO NOT APPROACH, MOVE, OR RELOCATE IT**
- **DO NOT USE A MOBILE PHONE, RADIO, OR IGNITE FIRE NEAR IT**
- **DO NOT POUR LIQUID OR SPRINKLE POWDER ON IT**
- **IF POSSIBLE, CORDON OFF THE SUSPICIOUS ITEM**
- **REMEMBER THE TIME YOU FOUND IT AND REPORT IT TO THE POLICE AT «102»**
- **CHILDREN! – INFORM NEARBY ADULTS (PARENTS, TEACHER, POLICE OFFICER)**



BEHAVIOR DURING TERRORIST ATTACKS IN CROWDED PLACES:

- AVOID CROWDS OR GROUPS OF PEOPLE
- TRY TO MOVE ALONE IF POSSIBLE
- TO PREVENT SUFFOCATION, REMOVE TIES (SCARF, SHAWL, ETC.)
- GET RID OF UNNECESSARY ITEMS
- BEND YOUR ARMS AT THE ELBOWS, PRESS THEM TO YOUR BODY TO PROTECT YOUR DIAPHRAGM
- FASTEN ALL BUTTONS ON YOUR CLOTHING
- DO NOT MOVE AGAINST THE CROWD
- IF YOU FALL, IMMEDIATELY PROTECT YOUR HEAD WITH YOUR HANDS, QUICKLY BEND YOUR LEGS, AND JERK YOURSELF UP FROM THE GROUND



**IF
A TERRORIST ACT CATCHES YOU ON THE STREET:**

- **DO NOT APPROACH THE EXPLOSION SITE**
- **TRY TO STAY AS FAR AS POSSIBLE FROM THE SCENE**
- **HIDE BEHIND BUILDING CORNERS**
- **IMMEDIATELY LIE ON THE GROUND, COVER YOUR HEAD WITH YOUR HANDS**
- **REPORT TO THE POLICE AT «102»**
- **RESCUE THE INJURED**
- **BEWARE OF FALLING POWER LINES**
- **STAY AWAY FROM TALL BUILDINGS**
- **UPON ARRIVAL OF LAW ENFORCEMENT, REPORT ANY KNOWN FACTS**



**IF
YOU HEAR GUNFIRE:**

- **DO NOT APPROACH WINDOWS OR DOORS, AND DO NOT STAND BY A WINDOW OR DOORWAY**
- **DO NOT ENTER A ROOM FACING THE STREET FROM WHICH THE SHOTS ARE HEARD**
- **REPORT TO THE POLICE AT «102»**
- **DO NOT OPEN DOORS TO STRANGERS**
- **DO NOT GO OUTSIDE**



**IF
YOU ARE INSIDE A BUILDING:**

- **IMMEDIATELY LIE ON THE FLOOR, COVER YOUR HEAD WITH YOUR HANDS**
- **STAY AWAY FROM WINDOWS, CABINETS, AND SHELVES**
- **DO NOT RUN OR USE ELEVATORS**
- **STAY AWAY FROM WALLS WITH GLASS COVERINGS**
- **STAY NEAR DOORWAYS AND LOAD-BEARING WALLS**
- **DO NOT TOUCH EXPOSED WIRES**



**IF
YOU RECEIVE A MESSAGE ABOUT A COMMITTED TERRORIST ACT:**

- **PREPARE FOR URGENT EVACUATION**
- **PUT DOCUMENTS, MONEY, AND SOME FOOD IN A BAG; IT IS ALSO USEFUL TO HAVE A WHISTLE**
- **PREPARE A FIRST AID KIT OR THE NECESSARY AMOUNT OF MEDICINES**
- **REMOVE FLAMMABLE AND EASILY IGNITABLE SUBSTANCES FROM BALCONIES AND LOGGIAS**
- **TURN ON THE RADIO OR TELEVISION AND LISTEN TO ANNOUNCEMENTS**
- **AVOID CROWDED PLACES**
- **KEEP THE PHONE NUMBERS OF EMERGENCY AND UTILITY SERVICES NEARBY**



ACTIONS DURING A HOSTAGE SITUATION:

- **DO NOT PANIC**
- **DO NOT SHOUT OR ARGUE**
- **TRY TO REMAIN AS CALM AS POSSIBLE**
- **DO NOT CONDUCT NEGOTIATIONS ON YOUR OWN**
- **DO NOT SHOW OPEN HATRED TOWARDS THE CRIMINALS**
- **HELP THE PEOPLE AROUND YOU**
- **IF POSSIBLE, INFORM THE POLICE**
- **DO NOT RUN UNLESS YOU ARE SURE OF SUCCESS**

**REMEMBER!
YOU WILL DEFINITELY BE RESCUED!**



ACTIONS DURING A SPECIAL OPERATION TO FREE HOSTAGES:

- LIE FACE DOWN ON THE FLOOR
- KEEP YOUR HANDS ON THE BACK OF YOUR HEAD
- DO NOT RUN TOWARDS THE SPECIAL FORCES
- DO NOT APPROACH WINDOWS OR DOORS
- DO NOT TAKE THE CRIMINALS' WEAPONS
- DO NOT ENGAGE IN A FIGHT
- REMAIN CALM, DO NOT PANIC, AND STAY STILL UNTIL THE IDENTIFICATION PROCEDURE IS COMPLETED



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**THANK YOU FOR YOUR
ATTENTION!**