



What to do in case of emergency?

Stay calm and dial the emergency number **112**. The emergency call centre will ask about all necessary details.

1. Who is calling?

Speak slowly, loudly and clearly.

2. Where did it happen?

The exact name of the location (place, street, house number etc.) prevents unnecessary searching and enables the fastest possible arrival of rescue service, fire brigade and police.

3. What happened?

Name the occurrence:

- | | |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Accident | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Injury | <input type="checkbox"/> Assault |
| <input type="checkbox"/> Fire | <input type="checkbox"/> Environment |

4. What is the situation like?

Briefly describe the emergency. From that, the emergency control centre can assess the need for further action.

5. Wait for additional questions!

Do not hang up. The emergency control centre may want to ask about further details.



Continuative links:

www.112.eu
www.eena.org
www.112foundation.eu
www.notfall-telefax112.de
www.agenda112.eu

Other language versions

www.europe-direct-stuttgart.de/112.htm



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Photo: "112 – The European Culture of assisting those in need", Stuttgart Airport, 11.02.2014

Layout: Norbert Ropelt | © Europe Direct Stuttgart 2014



**Emergency number
Europe-wide**



„One Europe – One Number!“



“One Europe – One Number!”

The high mobility of European citizens shows how important the Europe-wide standard emergency number **112** is. It can be dialled everywhere without area code from a mobile or fixed phone free of charge.

The European Emergency Number celebrates its 20th anniversary

The European member states decided already in 1991 to introduce the **112** as a Europe-wide emergency number.

What started twenty years ago, turned out to be an European success story: Instead of more than 40 different national emergency numbers, the emergency control centre is able to be reached by one number throughout Europe – the **112**.

But only 13% (2013) of the British population knows that they can dial the **112** Europe-wide, on EU-average it is after all 27%.

Day of the European Emergency Number 11.2.

To make the emergency number **112** more known to the public, the annual European Emergency Number Day at the 11th of February was brought into being by an initiative of the European Parliament.



The European emergency number 112...

- is effective Europe-wide
- is free of area code
- is free of charge
- has priority in radio and fixed network
- connects you with the local responsible emergency control centre of rescue service, fire brigade or police
- operates multilingual in several countries
- works in all mobile networks, also when “your” network on your current location is not available
- works as well at most of the mobile phones with active key lock

A hint:

The European Emergency Number **112** can also be used with a mobile phone in a lot of states outside of Europe. Please find out about the current conditions in your holiday destination.



In which countries is the 112 effective?

- in all 28 EU member states

In further states, for example:

- | | |
|-----------------|---------------|
| ■ Andorra | ■ Norway |
| ■ Faroe Islands | ■ San Marino |
| ■ Iceland | ■ Switzerland |
| ■ Liechtenstein | ■ Turkey |
| ■ Monaco | ■ Vatican |



More than 500 million people in Europe can reach with the standard emergency number **112** the emergency services.

Europe has with **112** a common symbol for help in emergencies.