

## Provide the information on:

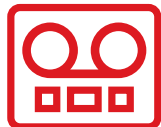
- nature of the accident
- place of occurrence
- number and condition of people injured
- your name and surname
- your telephone number

## Calling the emergency phone number remember to:

- execute orders of the dispatcher
- precisely answer dispatcher's questions
- mention some characteristic point nearby, if the place of the accident doesn't have an address
- stay on the line until the dispatcher confirms accepting your notification
- keep your phone line unoccupied in case the dispatcher tries to call you back to verify the notification or to get more information

## Remember!

The emergency calls are always recorded.



## List of most important emergency telephone numbers:



- 999** – Ambulance
- 998** – Fire Brigade
- 997** – Police
- 994** – Water Supply Emergency
- 993** – Heating System Emergency
- 992** – Gas Emergency
- 991** – Electricity Emergency
- 981** – Road Assistance
- 986** – Municipal Police
- 988** – Helpline



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# EMERGENCY PROCEDURES



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**Safe Harbour**

It may happen that you find yourself in a situation where your life, health or possessions or the one's around you are in danger. It is not always that you will have enough strength or ability to react on your own. That's why you should know basic phone numbers to call for help in case of emergency.

## **112 – is a general emergency number**

that you can dial directly from your mobile phone. Calling this number dispatcher will forward your application to the appropriate service, responsible for this kind of help.

Under this number you can notify about:

- theft
- burglary
- fire
- road accident
- cases of violence
- sudden fainting and loss of consciousness
- serious injury and heavy bleeding
- electrocution
- recognition of a person wanted by the police
- other sudden situation threatening life, health, safety or public order

## **999 – Emergency Medical Service**



Call the Emergency Medical Service in case of direct threat to your life or the ones in your reach, especially in case of:

- loss of consciousness
- convulsion
- serious injury
- severe burns
- fall from a great height
- strong stomach ache or pain in chest
- drug overdose
- suffocation
- exacerbation of chronic diseases
- strong allergic reaction
- poisoning caused by noxious substances

## **998 - Fire Brigade**



Call the Fire Brigade in case of:

- fire
- threat to life, health or safety of people and property during fire or flood
- imprisonment of people or animals in confined spaces
- blocked roads and trails

## **997 - Police**



Call the Police whenever you are afraid that your or anyone else's life, health or property is in danger due to reprehensible behaviour of other individuals.

If you are a witness of a crime notify it – this way you can help to punish the criminals much faster.