Emergency Procedures - Calling the Emergency Services and using 112 SMS Emergency texts

If you need emergency help, you need to be able to act quickly and through the proper channels if you are to minimise any delays in help reaching the incident. The Emergency Services will respond in different ways to a call for help based on how easy the casualty is to reach, and the type of incident.

Factors to consider in Emergency Planning

In many work situations you should think through how to get help and record this as part of your emergency procedures (Ref FISA 802 Emergency Planning)

In addition to appropriate on-site First Aid arrangements and essential training, ‘casualty extraction’ arrangements will depend upon the location, nature of the injury and the urgency for medical treatment. There are several ways of getting the best and most appropriate help. For example, specialist help may be required from the Fire Service, Mountain Rescue Teams or Search and Rescue Helicopter Teams due to the type of terrain or access routes.

You should find out which emergency service would generally be most effective in responding to accidents in the intended location. For example, if you need Mountain Rescue to help get casualties out of an area, you will need to ask for this through the Police.

Contacting the Emergency Services

When calling the Emergency Services, police, fire and rescue and ambulance, you should be aware of three things:

1. They will respond if you phone 999 or 112 (the European-wide emergency number).

2. When you need to call from a mobile phone, and your phone is showing no signal from your network, as long as there is signal on another network you will still be able to call 999 or 112.

3. You can also contact Police or Mountain Rescue by Short Message Service (SMS text*).

*If you are involved in an incident and need to call for help but cannot make voice calls, you may now contact the 999 emergency services using a short messaging service (SMS) text from your mobile phone, via 112.

Using 112 SMS you can still specify which service you want. For example if you want Mountain Rescue: type 'Police-Mountain Rescue'. Also include information about your location (Grid Reference etc), the nature of the incident and those involved.

NB. You will only be able to use this service if you have registered with Emergency 112 SMS first. It is very simple and easy to register your mobile phone.
To register your mobile phone for using SMS Emergency text messages you must:

1. Send the word *register* (make sure it is in lower case) in an SMS message to 999;
2. You will then receive SMS messages about the service;
3. When you have read these SMS messages, reply by sending *yes* in an SMS message to 999; and
4. Finally, you will receive an SMS message confirming that your mobile phone is registered or if there is a problem with your registration.

In an emergency you will know your message has been received ONLY when you get a reply from an emergency service.

For more information about this service and how to use it, visit [http://emergencySMS.org.uk/](http://emergencySMS.org.uk/).

For essential advice on how to improve the mobile signal and how to use and register for the SMS Text Service, watch the short film: *Help Me – the secrets of using 112 on a mobile phone in an emergency / accident*. 