

Who to Call

in an Emergency in the UK



At Sea

Channel 16 VHF Marine Radio

On the Coast

Dial **999 / 112** and ask for the Coastguard

When Caving

Dial **999 / 112** and ask for the Police
and then Cave Rescue

In the Mountains / Rivers / Lakes

Dial **999 / 112** and ask for the Police and then Mountain Rescue

No matter what form of transport. If you are away from the road side then dial 999 / 112 and ask for the Police and then Mountain Rescue explaining your circumstances.

Poor signal

**Register NOW, don't wait
for an emergency**

If you cannot make voice calls, you can now **contact the 999 Emergency Services by SMS** text from your mobile phone. Emergency SMS is part of the standard 999 service.

How do I use emergency SMS?

Register - You will only be able to use this service if you have registered with emergency SMS first.

To register, text **'register'** to 999. You will get a reply (normally within a few hours), once received, follow the instructions you are sent.

In an emergency

Text 999

They need to know:

- **Who is Calling?**
- **What?** Briefly, what is the problem, including the state of casualty.
- **What?** Is required.
- **Where?** Give location as precise as possible, use GPS, Grid Reference or nearby landmark.
- **Now wait where you are for a reply call or text.**





Emergency SMS?

What happens next?

- The Emergency Service will either ask for more information or will tell you that help is on the way.
- Don't assume that your message has been received until the Emergency Service sends a message back.
- It will usually take about two minutes before you get a reply.
- If you don't get a reply within three minutes, try again or find other ways of getting help.

Things to consider

In addition to the other considerations for your day (such as clothing, equipment, route, abilities, food, first aid, etc.) you should consider:

- Saving power on your phone - if you have more than one phone in the group, think about turning one off to save power.
- Ensure someone knows where you are going, your route and your return time.
- Did I register for the Emergency SMS?

For more information, visit:

Rescue Services

www.emergencysms.org.uk
www.mountain.rescue.org.uk
www.mountainrescuescotland.org
www.caverescue.org.uk
www.dft.gov.uk/mca
www.mountainrescue.ie
www.rnli.org
www.lowlandrescue.org

Users

www.thebmc.co.uk
www.mcofs.org.uk
www.metoffice.gov.uk
www.ramblers.org.uk
www.bcu.org.uk
www.bsac.com
www.theyet.org