112 SOS
european emergency number association

Erasmus generation!

Let's raise awareness of **112** among the future of Europe!

Did you know?

In the 2012-13 academic year, **268,143** students went to another European country to study or train!

The problem...

65%
of European citizens do not know which number they could call to contact emergency services anywhere in the EU!

+

8%
named an incorrect telephone number!

=

27%
of European citizens knowing to dial 112 anywhere in the EU!

The solution?

Raise awareness of the European emergency number 112 **!**

When should I dial **112**?

☑ In case of a serious car accident with people injured or killed

☑ If people nearby you are victims of an act of violence

☑ If someone is attempting to steal a car

☑ If someone is attempting to damage or destroy property

☑ If you notice a person on the ground who may be unconscious

EXAMPLES

Information is key! Share your knowledge with family and friends.

What to do when dialling **112**?

1 Stay calm
When calling 112 it is important to stay calm. You need to provide the emergency service with relevant information.

2 If possible, make the call yourself
If you can, make the call yourself. No one can explain the situation better than you.

3 Wait until the operator answers your call
It may take a little time, but every repeated call is considered a new one and is put at the end of the queue, therefore the time of getting through might be prolonged.

4 State your name, what happened, who is involved and indicate your location
When the operator answers your call, say your name, try to explain what happened and who is involved. Also, try to indicate your location the best way possible. It makes it easier for the emergency services to reach you.

5 Follow the operator's advice
Answer the questions and follow the operator's advice. Do not hang up until the operator says so. Moreover, try to keep your phone line free until the emergency services reach you. The dispatcher may need to contact you for further information.

6 If something changes, inform 112 again
If the situation changes, for better or for worse, call 112 again and report it.

BE SAFE AND ENJOY THE ERASMUS EXPERIENCE!

Learn more about **112**: