

# 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](http://www.emergencysms.org.uk)  
[www.mountain.rescue.org.uk](http://www.mountain.rescue.org.uk)  
[www.mountainrescuescotland.org](http://www.mountainrescuescotland.org)  
[www.caverescue.org.uk](http://www.caverescue.org.uk)  
[www.dft.gov.uk/mca](http://www.dft.gov.uk/mca)  
[www.mountainrescue.ie](http://www.mountainrescue.ie)  
[www.rnli.org](http://www.rnli.org)  
[www.lowlandrescue.org](http://www.lowlandrescue.org)

## Users

[www.thebmc.co.uk](http://www.thebmc.co.uk)  
[www.mcofs.org.uk](http://www.mcofs.org.uk)  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)  
[www.ramblers.org.uk](http://www.ramblers.org.uk)  
[www.bcu.org.uk](http://www.bcu.org.uk)  
[www.bsac.com](http://www.bsac.com)  
[www.theyet.org](http://www.theyet.org)

