



Standard Procedure when calling '999'

- 1) Once you've escaped, call 999 for help.
- 2) Give your full name, address postcode, direct contact including the town.
- 3) Give near landmarks, such as Pub, Supermarket, park etc.
- 4) Speak slowly and clearly.
- 5) Give exact number of occupancies.
- 6) Give the exact number of unaccounted occupants.
- 7) Make it clear if anyone is trapped and location (lift, room, kitchen, toilet) they are in.
- 8) Say exactly where the location of fire is (e.g. Floor Level).
- 9) Describe size of fire and if whether next to any hazards (boiler, plant, or utility room).

The more information the fire service has, the quicker it can get to you and act when it gets there.