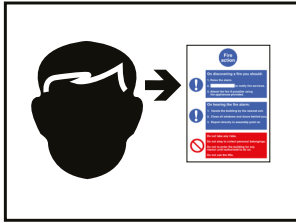


# CALLING THE FIRE SERVICE



→ **Do you know who is responsible for contacting the fire service in an emergency?**

It is likely that the responsibility of informing the fire service has been allocated to a particular person, in which case this should be outlined in your company's fire action plan.



→ **Make the call immediately an alarm is sounded.**



→ Make sure you know the communication system for example:

**DO YOU NEED AN OUTSIDE LINE BEFORE DIALLING 999?**

→ 1. **DIAL 999**

→ 2. **State 'Fire Service'**

→ 3. **Give out the number of the phone you are using.**  
Always include the area dialling code.

→ 4. **State the location of the fire.**  
For example "Fire at Bloggs Travel, 104 Any Street, Anytown, POSTCODE, County"

→ 5. **Give a landmark or connecting road.**  
For example "next to the Anytown Church" or "off Minton Street"

→ 6. **DO NOT HANG UP UNTIL THE DETAILS HAVE BEEN REPEATED BACK TO YOU.**

