



Accessing 112 Emergency Services in the SBA and the Republic of Cyprus

Introduction

- **The process of accessing the Emergency Services in Cyprus is different to that of the UK**
- **This brief will confirm the process of accessing the 112 Emergency Services**
- **Understanding this process could save lives**

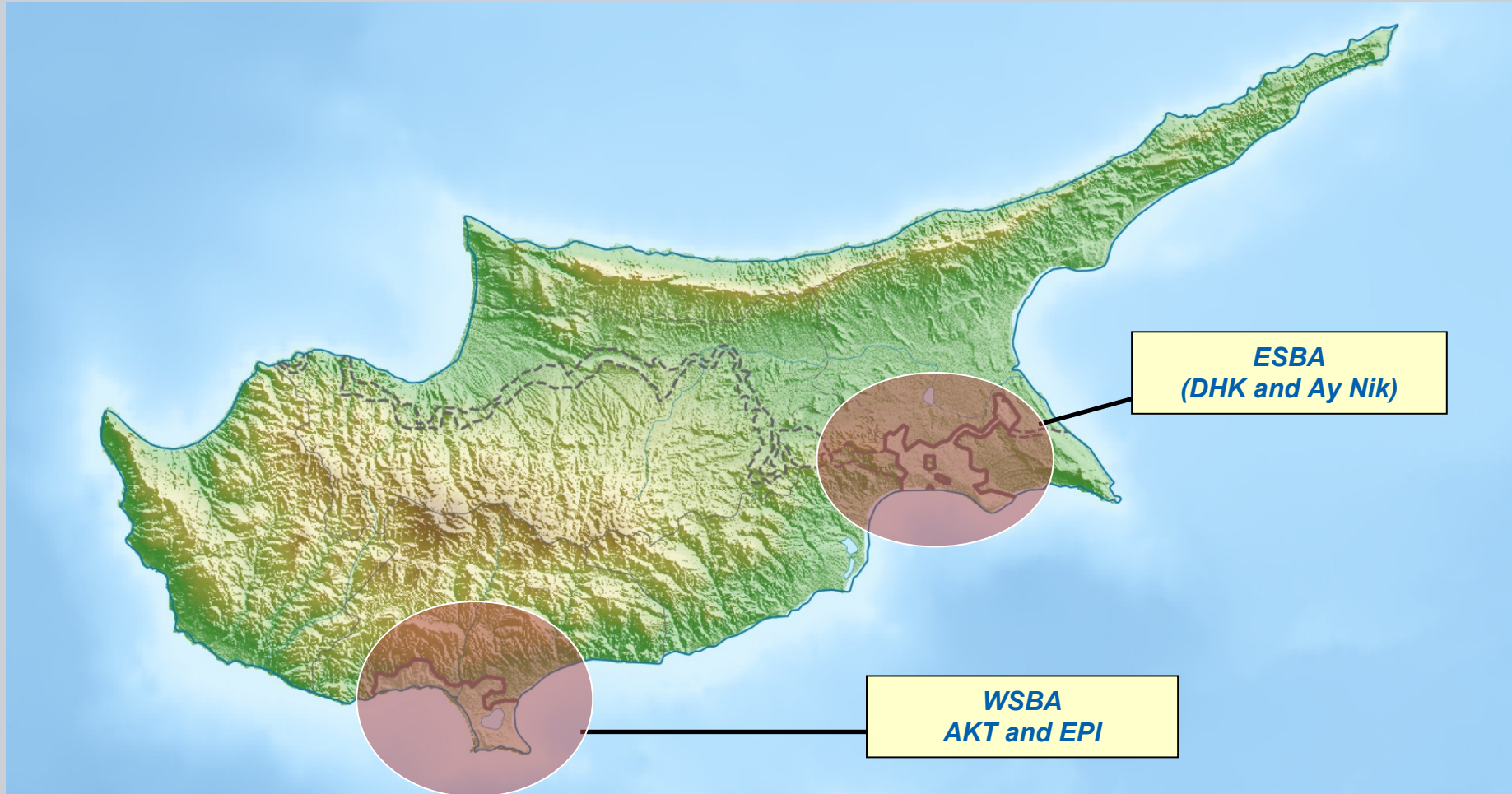


Did you know?...

- **112 is a Pan-European Emergency number**
- **112 was launched in BFC in March 2010**
- **SBA Police are the single Point of Contact for emergency services in BFC**
- **All 112 calls received by the SBA Police are recorded**
- **The SBA Police have received 33,000 calls, 5580 were deemed Emergencies (Risk to Life)**
- **1443 is the non-emergency SBA Police number**



112 Coverage – SBA Police



112 Emergency Calls

- 112 for Emergency Calls only – Risk to Life
- Must keep the network free for emergency calls to avoid unnecessary delay in response

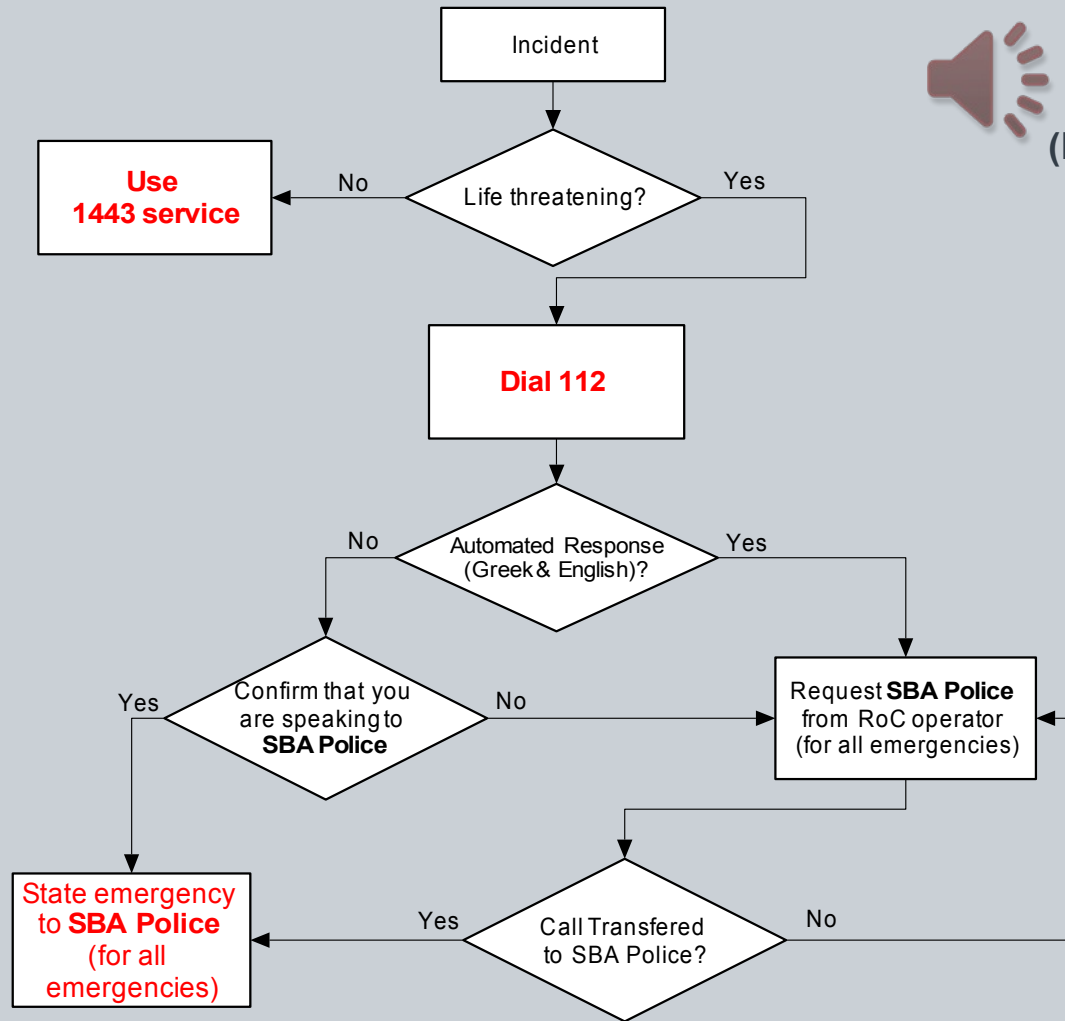
1443 Routine Calls

When to use 1443?

- Any call to SBA Police that is not an emergency (*no risk to life*)
- Routine calls to SBA Police:
 - ESBA: 1443 (no requirement for 2574 prefix)
 - WSBA: 1443 (no requirement for 2596 prefix)



Emergency Call process with SBA Areas



Greek Automated response
(English translation will follow on the line)

112 Emergency Calls in SBA Summary

It's important that *all* members of your household understand how to make a 112 call

- If in SBA then the majority of 112 calls will be answered by SBA Police (who speak English)
- SBA Police will task Fire and Ambulance as necessary
- If the SBA network is busy or you are outwith the SBA the 112 call will be routed to the Cypriot 112 Service
- Automated response in Greek and English - wait on the line and wait for an operator and ask for “**SBA Police**”
- Effective and Efficient service when used correctly:
 - **Risk to Life:** 112
 - **No risk to life:** 1443



Questions?



112 Calls within SBA areas

Risk to life:

Emergency

112

No risk to life:

Non-Emergency

1443

***For all emergency calls ask for:
“SBA Police”***

