Step 1
Always report an emergency via the alarm number +31 20 549 1234 (Control Room accessible 24/7).

Step 2
The Control Room decides whether to contact the professional emergency services and/or the RAI emergency team.

Step 3
The RAI emergency team determines how to proceed. A number of RAI employees are trained for emergency responses and are familiar with the emergency plan. These are the Emergency Response Officers (BHV officers).

In case of a non-emergency incident
Call +31 20 549 1930.
In case of
AN ACCIDENT

Step 1
Call +31 20 549 1234 and report the accident.

Step 2
Indicate:
- Who you are.
- What happened.
- Where it happened.
- The number of victims.

Step 3
Stay with the victim or victims and provide first aid if possible while awaiting expert assistance.
In case of FIRE

Step 1
Call +31 20 549 1234 and report the fire or activate a fire alarm.

Step 2
Indicate:
- Who you are.
- The location of the fire.
- The nature of the fire.

Step 3
If possible, close the doors and windows in the vicinity of the fire.

Step 4
If possible, take any persons at risk to a safe location.

Always think of your own safety first
In case of fire never use a lift and never enter a burning room.

Stay calm and prevent panic.
If you see
A THEFT
IN THE ACT

Step 1
Call +31 20 549 1234 and report the theft.

Step 2
Indicate:
- Who you are.
- What has been stolen.
- Where the theft took place.

Step 3
Note the appearance of the perpetrators as closely as possible. Write down the registration plate of their car if possible.

Step 4
If possible, stay close to the perpetrators and take a picture or make a video of the incident.
Important TIPS

- AEDs and First Aid boxes are available at all receptions and gatehouses.

- Always be aware of the location of the emergency exits in the immediate vicinity of your location.

- Report a missing colleague who might still be present in the building to the Emergency Response Officers (BHV) and professional emergency services.

Alarm
+31 20 549 1234

AMSTERDAM