



Dial 112 in case of an emergency!

Brussels, 24th February 2016 – HOTREC (the umbrella Association of Hotels, Restaurants and Cafés in Europe) and EENA (the European Emergency Number Association) join forces to raise awareness among travellers and citizens across Europe of the number to be dialled in an emergency: 112!

On 24th February 2016, a partnership has been launched between EENA and HOTREC, with the aim to promote the common European emergency number 112 across Europe. The number 112 can be dialled free of charge, 24/7, to reach the fire brigade, the police or the emergency medical services from mobiles or landlines. It is available in the 28 Member States of the EU, the European Economic Area (Norway, Iceland and Liechtenstein), Turkey, Switzerland, Serbia and Georgia. It functions 24 hours a day, seven days a week.

“The hospitality industry is pleased to help promote 112 amongst all travellers and citizens using the hospitality services. Emergency situations are rare but might happen, and it is our duty of care to keep our guests informed in case there is a need for special services to intervene”, commented Christian de Barrin, HOTREC CEO.

“EENA is happy to work with HOTREC on the promotion of 112. With 27% of Europeans aware of 112 as the European emergency number and considering that Europe received more than 600 million international arrivals in 2015, it is important to work with the hospitality sector to raise awareness. This initiative will have a great impact and will contribute to save lives”, added Gary Machado, EENA Executive Director.

“I wholeheartedly welcome the active commitment of the hospitality sector in helping disseminate the message across the EU. It is crucial that all stakeholders take their responsibility in such an important safety matter and I am happy to count HOTREC as a key partner in our awareness campaign”, mentioned Adina-Ioana Valean, Vice-President of the European Parliament who initiated this campaign.

What is HOTREC?

HOTREC represents the hotel, restaurant and café industry at European level. This industry includes around 1,8 million businesses, of which 99% are small and medium sized enterprises (91% of them micro enterprises, i.e. employing fewer than 10 people). These businesses make up some 59% of industry value added. The hospitality industry provides some 10.2 million jobs in the EU alone. Together with the other tourism industries, the sector is one of the largest industries in Europe. HOTREC brings together 43 national associations representing the sector in 29 different European countries. For further information please visit www.hotrec.eu or follow @HOTREC on Twitter.

PRESS CONTACT: Marta Machado, Public Affairs Manager, marta.machado@hotrec.eu

What is EENA?

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the EU. EENA serves as a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution providers with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies. The EENA memberships include more than 1200 emergency services representatives from over 80 countries world-wide, 75 solution providers, 15 international associations/organisations, more than 200 Members of the European Parliament and more than 90 researchers. EENA is a registered organisation in the official EU transparency register and we deeply believe that the transparency register should be mandatory rather than optional.

PRESS CONTACT: Petros Kremonas, Communications Officer, +32 (0)2 534 97 89, pk@eena.org