



KEEP THIS BOOKLET
IN A SAFE PLACE!



Prepare for an emergency situation



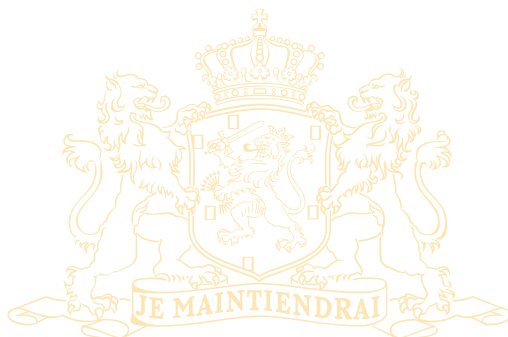
Denk
vooruit

Your actions today will make us stronger tomorrow

Go to www.denkvooruit.nl/vertalingen to read this booklet in other languages, including German, Polish, French, Arabic, Turkish, Chinese and Spanish. It is also available in Dutch sign language and in a simplified Dutch version, with more pictures.

Contents

	Why am I getting this booklet now?	2
1	What are the threats to safety and security in the Netherlands?	4
2	Example: why do we need to prepare for a 72-hour period?	6
3	Getting started: better prepared in three steps	8
4	Example: what should I do if the power fails for 72 hours?	18
5	Stronger together	22
6	What is the government doing?	24
7	Information and tips	26



The information in this booklet has been compiled by the National Coordinator for Counterterrorism and Security (NCTV) in partnership with other government authorities and organisations in the Netherlands.

Why am I getting **this booklet** now?

An emergency situation is when something unexpected occurs that disrupts daily life. Examples include a major power outage, cyberattack or flash flooding. In an emergency situation, things can suddenly stop working. For example, there could be no power, no running water and no internet connection. This can affect everyone in the Netherlands. It is often unclear how long an emergency situation will last.

Any of us can be affected. That's why it's important to be prepared. Now more than ever. Not because we're afraid, but so that we can stand strong together. More and more people in the Netherlands are already getting prepared. By getting ready now, we'll be able to help each other in an emergency. Will you do your part? Your actions today make us stronger tomorrow.

This booklet will help you to prepare

It will help you manage for the first 72 hours at home, should an emergency situation arise. If we can all do that, the Netherlands as a whole will be more resilient.

There are three simple steps you can take:

1. Put together your emergency kit.
2. Make an emergency plan.
3. Talk with each other and help each other out.

The threats to our society are increasing

In the Netherlands we live in freedom and safety. But various other parts of the world are unsafe. Some of these places, like Ukraine, are close to home.

Our safety is under threat. While the Netherlands is currently not at war, we are not at peace either. The Dutch armed forces are receiving more funding to better protect us. Other countries are trying to influence us, for example by spreading fake news on the internet or by attacking critical systems. They are already compiling information on our power cables, internet cables and gas pipelines in order to be able to damage them.

Extreme weather, such as long heatwaves, severe storms and heavy rain, is also more common now. All of these dangers mean greater uncertainty.



Keep this booklet in a safe place

Store this booklet where you can easily find it. For example in the kitchen drawer, in the meter cupboard or with your important documents. Then you'll always have it to hand.



1



What are the
threats to **safety**
and security in the
Netherlands?

Although the Netherlands is doing everything it can to prevent war, our country could still get drawn into a conflict. This doesn't necessarily mean soldiers or tanks attacking our country, but disruption and cyberattacks are a real possibility. This could cause systems to malfunction. Examples include prolonged, large-scale power or internet outages, or being unable to make card payments or withdraw cash. This would have major consequences for society.

In the Netherlands, many of these systems are interconnected. This makes our society quick and efficient. But it also means that one disruption can affect everything else: public transport, hospitals, shops and offices, and even the water that comes out of the tap.

Extreme weather also happens more often now, and has an increasing impact on people's lives. Examples include severe storms with strong winds, floods caused by heavy rainfall, and wildfires or drought. While all these things often happen without warning, we do know that the consequences can be severe.

Why is it important to be prepared?

If systems are disrupted throughout the Netherlands, they cannot be restored all at once. This is why it is important for everyone to make their own preparations. For the first 72 hours (3 days), people need to be able to manage on their own. There will be a lot of uncertainty, and it will be impossible for the emergency services to be everywhere at once. The government will need time to organise help and share up-to-date information. To be properly prepared, everyone needs to take action. The government, organisations and you.

This is why the government is asking everyone to think ahead. Now more than ever.

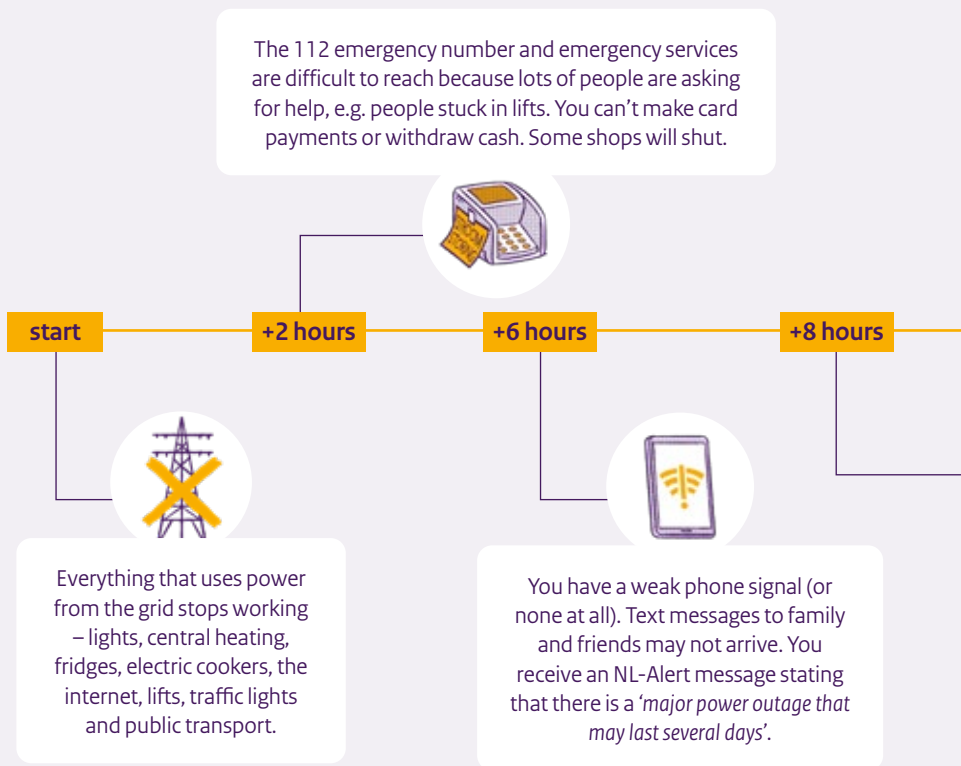




Why do we need to prepare for a 72-hour period?

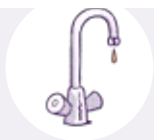
In the first 72 hours (3 days) of an emergency situation, it's important that you are able to take care of yourself and others in your household. There will be a lot of uncertainty, and it will be impossible for the emergency services to be everywhere at once. An emergency situation can, of course, last longer than 72 hours. But this is the time the government needs to start organising help and share up-to-date information.

The timeline is an example of what you can expect during a power outage.





There is less water coming out of the taps, and the toilets are not flushing properly. In some places the taps and toilets aren't working at all. Food stored in the fridge and freezer is starting to go off.



+24 hours

Batteries and power banks are running out, so you're being extra careful. You're hoping for more information tomorrow, as people are increasingly concerned.



+36 hours

The government is communicating instructions and providing information in various ways. For example, where your nearest emergency support office is.



+48 hours

+72 hours



Traffic is chaotic and the petrol pumps don't work. People are trying to get home. People are stockpiling in the supermarkets that are still open.



You drop in on your neighbours to check on them and you listen to the emergency radio together. With candles and blankets, you're ready for a second night.

3



**Getting started:
better prepared
in three steps**

More and more people in the Netherlands are already preparing for an emergency situation. If you haven't started yet, then take these three simple steps today. You don't need to do everything at once. But it's important to make a start. Your actions today will make us stronger tomorrow.

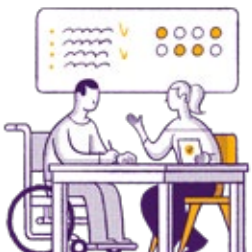
Thinking about an emergency situation may feel a bit dramatic or alarmist, but it's important that we are all prepared. Preparing for a possible emergency doesn't mean you're afraid or that something bad is going to happen. In fact, being prepared will give you confidence and help you cope. You will be looking after yourself and helping your community. This is important in an emergency.



Step 1.
**Put together
your
emergency kit**



Step 2.
**Make an
emergency
plan**



Step 3.
**Talk with
each other
and help each
other out**





Step 1.

Put together your **emergency kit**

An emergency kit helps you get through the first 72 hours (3 days) of an emergency situation at home. It's easier to put a kit together than you might think. You probably have most of the items at home already. Start by getting any of the main items you don't yet have. Consider your personal situation and any specific things you might need, for example baby food and medicines, or pet food.

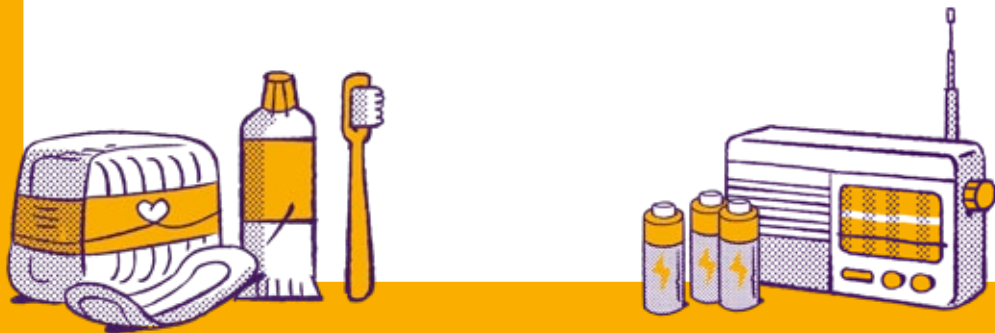
Make your own emergency kit

Use the list on the next page to make your emergency kit.

These are the steps you should take:

1. Check what you already have at home.
2. Make a list of what you need to get. Don't forget items that are specific to your situation.
3. Get the items you still need.
4. Store everything in a handy, easily accessible place.
5. Have a bag ready to put things in if you suddenly have to leave your house.
6. Check your emergency kit every six months. Put a reminder in your calendar.
Is everything still usable, or are have products expired that need to be replaced? Do you need to add any new items, because your situation has changed?

If putting an emergency kit together is difficult for you, see if you can do it with family members or neighbours.





Water

- ☐ Sealed bottles of water: at least 3 litres per person per day

Food

- ☐ Non-perishable food, such as tinned vegetables or meat, nuts and dried fruit
- ☐ Don't forget baby food and pet food

Hygiene

- ☐ Disinfectant gel
- ☐ Toilet paper
- ☐ Wet wipes
- ☐ Sanitary towels and/or tampons
- ☐ Toothpaste and toothbrush



Keeping warm

- ☐ Blankets or sleeping bags

Light and fire

- ☐ Flashlight with extra batteries
- ☐ Candles and matches

Communication and information

- ☐ Battery-powered radio
- ☐ Charged power bank

Money and documents

- ☐ Cash (€70 per adult, €30 per child for 72 hours)
- ☐ Copies of ID
- ☐ Paper map of the area where you live
- ☐ List of important phone numbers



Safety / Attracting attention

- ☐ A first aid kit with instructions
- ☐ A whistle to attract attention or let the emergency services know where you are

Other useful items

- ☐ Tools (such as a hammer, saw and wire cutters)

Personal items

- ☐ Spare keys for your house and car

- ☐ _____
- ☐ _____





Step 2.

Make an emergency plan

Emergencies are difficult to predict. So it's best to think ahead. Making an emergency plan is one way to do this. It contains clear agreements with the people around you on what you will do in an emergency situation. For example, how you will reach or locate each other, plus arrangements for anyone requiring extra help.

Making your own emergency plan

You can write your emergency plan on paper, or on your phone or computer. Make sure you have a paper copy for if there's a power or internet outage. Discuss the emergency plan with your partner, children, parents, and/or neighbours.

Why is it useful to have an emergency plan?

It means you will already have considered the following questions:

- You're at work and can't get home. Your phone isn't working.
Who will collect the children from school?
- You have mobility issues and the lift in your apartment block isn't working. How can you get outside?
- You can't reach your partner by phone.
Where are you going to meet?
- You are dependent on home care or medical equipment.
How will you get the care you need?
- You live in a student house and your family lives in another city.
How can you stay in contact?
- The internet is down and you are looking for information during an emergency situation. Where can you find reliable information?



Peter (67) 'If the shops are shut, I'll be OK for a while. I've got water, food and an old battery-powered radio.'

Begin making your emergency plan today

Start by filling in the card included with this booklet. You can then work on a more detailed plan together with the people in your household. Go to <https://english.denkvooruit.nl/prepare-yourself/make-an-emergency-plan>.

Once you've got your emergency plan, discuss it with your partner, children, parents and/or neighbours. Take a photo or make a copy of your emergency plan and share it with the emergency contacts you've filled in. These are the people you can go to if something happens.



Keep the emergency plan together with this booklet in a handy place

For example with your emergency kit, on the fridge, in the meter cupboard or in the hall cupboard.



Scan the QR code for
your emergency plan

<https://english.denkvooruit.nl/prepare-yourself/make-an-emergency-plan>



Step 3.

Talk with each other and **help** each other out

When people think about preparing for an emergency situation, they usually focus on things they need to get. But it's important to talk about it, too. People can be unsure or worried about the possibility of an emergency situation arising, whatever the cause. Or they might need help to prepare.

By talking about it, you can share tips and help each other. Maybe your friend or neighbour hasn't given it a thought at all and would like some advice. Or perhaps you don't know where to start and could use some suggestions.

We understand that it can be difficult to start a conversation about preparing for an emergency situation. After all, you don't know how people are going to react. But more people are starting to prepare than you might think.

Talking with your neighbours, friends and family

Steps you can take now

- Everyone in the Netherlands will receive this booklet. You can use it to start the conversation.
- Think about things you could discuss, and ways of raising the subject. For example, you can ask someone if they've read the booklet, or refer to something you saw or heard in the news.
- Ask your family, friends and neighbours if they've thought about their preparations yet.
- Have they already taken the first steps? Or do they need help?



Froukje (26) 'We've agreed a few simple things, to avoid confusion in a chaotic situation.'



Are you anxious or unsure?

Steps you can take now

- Talk about your feelings with other people – your family and friends, or your GP, home carer or teacher.
- Break the task down into small, manageable steps. Choose one thing and start with that.
- See if you can help others. For example, by listening to them or offering a helping hand.

Starting the conversation

Here are some questions you can use to start the conversation:

Have you prepared for an emergency situation?

*What have you prepared for?
And how?*

Do you need help preparing for an emergency situation?

*Do you think anyone we know
needs help preparing for an
emergency situation?*

*What kind of help
do they need?*

What can we do to help them?



Yassin (54) 'I've spoken with my neighbours. We've made agreements about what we'll do if something happens.'

Who else do we need to talk with
to be better prepared?

Are people in the neighbourhood or
local organisations taking action?

How can we help people who haven't
started preparing yet?

What can we do right now to be better
prepared as a community?

What agreements can we make?

How can we help each other?

Are you worried about an emergency
situation arising in the Netherlands?

What are you worried
about?

How can you reduce your
concerns?

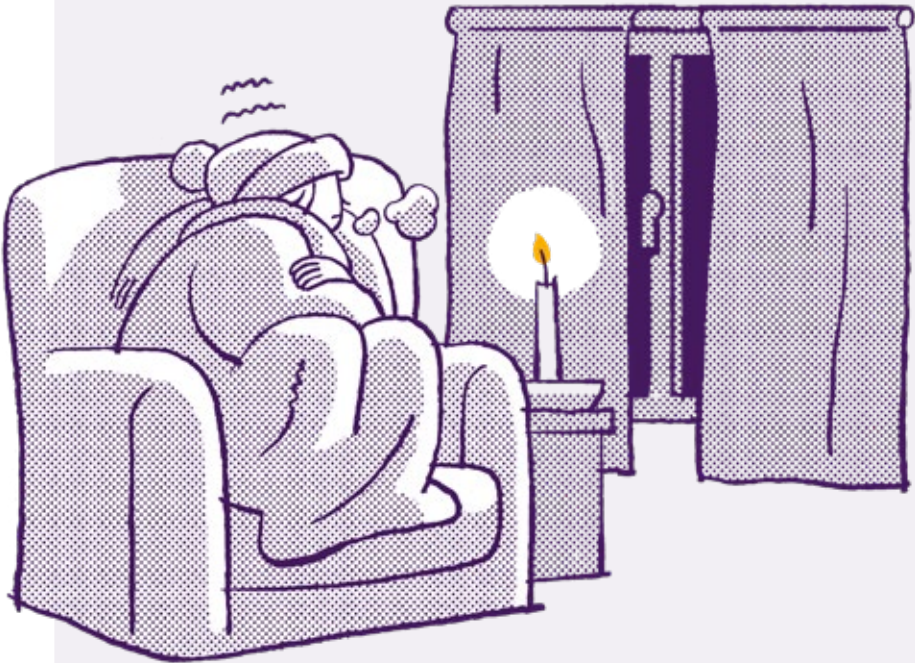




What will you do if the power fails for 72 hours?

Imagine: it's a Friday evening in November. The lights suddenly go off.

You think: *'There's a power outage. It'll come back on soon.'* But an hour later, still nothing's working. The fridge isn't humming, the WiFi's down and your phone says 'no service'. The whole house is quiet. The streetlights are off. It's very dark.



This isn't a real story. It's an example of what could happen in a real power outage. It shows why it's important to prepare for an emergency situation.

DAY 1 What's happening?

It's evening. The house is getting colder because the heating's not working. You try to find out what's going on, but your phone has no service. The neighbours are standing outside. No one knows what's going on. You wish you had a battery-powered radio to find out what's happening. You want to get groceries, but the supermarket's closed. There's a note on the door: 'Closed due to power outage. Card machines not working.' You find a tin of soup in your cupboard, but the cooker's not working either. You don't have any matches. You eat the soup cold, in the dark. How long is this going to last?



Light and warmth? *Steps you can take now.*

- Make sure you have a flashlight or headlamp with full batteries. Always keep them in the same place, that is easy to reach.
- Make sure you have candles and matches or a lighter. Keep them in a safe, dry place.
- Have extra blankets, sleeping bags and warm clothes to hand, for keeping warm.



Keeping informed when there's a power cut? *Steps you can take now.*

- Buy an emergency radio that works on batteries or solar energy.
- Make a note of the emergency radio station frequency in your region and stick it on the radio. Tune the radio to that station.
- If you don't have an emergency radio, check if anyone around you does, so you they can share information with you.



Non-perishable food? *Steps you can take now.*

- Have a supply of non-perishable foods, such as tinned vegetables, nuts and dried fruit in the house.
- Go to the website of the Netherlands Nutrition Centre (www.voedingscentrum.nl) for a shopping list and easy recipes using non-perishable food (in Dutch only). Print them or write them down.

4

What will you do if the power fails for 72 hours?





DAY 2 The impact is spreading.

Now you can really feel what it's like when the power is out for a long time. It's getting colder and colder in the house. You live on the third floor, so there's no water coming out of the tap any more. The toilet won't flush. You're wearing several sweaters to stay warm. The fridge is no longer cold. Food has gone off and you have to throw it out. Your power bank is empty. Your phone only has 5% battery left.

Your neighbours come to the door to ask if you still have any drinking water. You've been careful with what you have, so you can share with them. People are asking for information. What's going on? Where can we get extra help?



Low phone battery? *Steps you can take now.*

- Always have a full power bank, so you can charge your phone in an emergency.
- Set the screen brightness to low and close apps.
- Always make sure one phone is on, so you can receive important messages like NL-Alerts.



No running water? *Steps you can take now.*

- Make sure you have 3 litres of water per day for each member of your household for the first 72 hours (3 days).
- Store it in a cool, dark place like the cellar, shed or hall cupboard.



Need reliable information? *Steps you can take now.*

- Only use information from reliable sources, like the government, your municipality or the safety region.
- Find out how your municipality or safety region shares information. For example, look up the frequency of the emergency radio station.
- Be cautious with messages on WhatsApp and social media. Always check whether information is correct before sharing messages.

DAY 3 You're prepared.

Your neighbours tell you that there's a central place in your neighbourhood where information is available. And assistance for anyone in need. You don't need help, at the moment. You'd agreed an emergency plan with your parents that you would drop in to check how they were doing after two days. It's an hour's walk. You know that they had taken steps to be prepared, too. Your parents tell you that the government is working to restore the power supply, but that it will take a while.

You've been eating non-perishable food for the last 3 days. You're using candles or a flashlight and staying under the blankets in one room to keep warm. You've made agreements with your neighbours to help each other. You're tired, but proud. You'll be okay. Because you have what you need in the house. Because you're prepared.



Contact with others? Steps you can take now.

- Make agreements with neighbours or friends in advance about how you will contact and help each other.
- Make a list of contact details of friends, family and neighbours and keep a paper copy.
- Agree on a place to meet family and/or friends if there is no phone or internet connection. Agree on when you will meet there, or when you will visit each other.

This story was written as an example, to show you what could actually happen in a major power outage. It could have had a different ending. Being prepared means you can adapt to a new situation more easily. You will also be able to help other people. The story shows the importance of preparing now.

4

What will you do if the power fails for 72 hours?



5



Stronger together

Being prepared starts with you, but it works best if you do it together. With your household. With your friends. With your colleagues. With your neighbours. With everyone in the Netherlands. Together, we're resilient. Together, we're stronger.

Helping each other

When COVID-19 measures were in place, people did grocery shopping for each other. During the floods in Limburg, residents provided boots, coffee and towels to people who had to leave their homes. And we help each other in everyday life, too. We put our neighbours' bins out and keep our neighbourhoods safe with app groups.

Standing stronger together? Steps you can take now.

- Talk about this booklet with your friends and family. Have they started preparing for an emergency situation yet?
- See if there is anyone you can help with preparations. For example, your friends, parents or other family members.
- Do a first aid course or register as a volunteer with the Red Cross.
- Ask your employer, school or sports club what they are doing to prepare. Maybe you can help organise something.
- See if there are any local groups working on preparations. Maybe you can join them.
- Get to know your neighbours and discuss what skills you have, to find out how you can help each other.



Talk to each other

You'll need each other in an emergency situation. Help anyone who doesn't have all the information, or doesn't immediately understand it. Help people with mobility issues, or those without family living nearby. By getting to know each other and sharing ideas, you can be better prepared together. It's also good to help each other if people are afraid. That way everyone will feel less alone.

Everyone has their part to play

The government, businesses, schools and other organisations are getting prepared. But the part you play is important, too. After all, you know your neighbourhood. You know who needs help, and who you can call if you need anything.

6



What is the government doing?

The government is preparing the Netherlands for various possible emergency situations, the most serious of which would be a war. But power outages, cyberattacks, floods or disruptions to the food or water supplies are also possible. Plans are being drawn up, exercises held and agreements made between emergency services, municipalities, safety regions and other organisations.

Protection through cooperation

The Dutch armed forces are receiving extra funding to better protect us. The Netherlands is working together with other allies, including within NATO and the European Union, to ensure our safety and security. This may take the form of military assistance to defend our country or another country. For example, by supplying weapons and ammunition. The Netherlands and other countries also help each other in the event of natural disasters, such as the forest fires in Spain, France and Portugal in 2025.

Monitoring threats

The Dutch government and security services monitor threats to our security 24/7, and make plans for protecting ourselves and emergency preparedness.

Warnings and information

In the event of an emergency situation, central government will inform the public in partnership with municipalities and safety regions. Reliable information and instructions will be given via NL-Alert, the warning siren and the emergency radio station. Make sure you know how to access this information and share it with other people. See section 7 (Information and tips).

Emergency support offices in your neighbourhood

Municipalities are currently working on setting up local emergency support offices. Your municipality will inform you when the office in your area is ready. Note the location on a paper map of the area where you live and keep it with your emergency kit and emergency plan. If an emergency situation lasts a long time, you will be able to go to the emergency support office. The office will be run by the municipality, safety region, emergency services and local residents. You will be able to get information and urgent help if you need it. If you have run out of food, drink or medicines, they can tell you what to do.

Working with other organisations

The government works together with other organisations such as energy companies, supermarkets, schools and care institutions and makes agreements with them on how to assist residents in the event of an emergency situation. This makes the Netherlands better prepared.

7



Information and tips

Here are some tips and information
to help you prepare.

Important phone numbers

Save important numbers in your phone and write them down on paper.
Include this list in your emergency plan.

Who	Number
Emergency services	112
Police non-emergency number	0900 8844
Public Information Service	1400

Staying up to date in an emergency

In the event of an emergency, the government will provide information via various channels:



www.nederlandveilig.nl

Gives you up-to-date information in the event of an emergency, and tells you what to do.



NL-Alert

Sends a message to your phone warning you of a life-threatening situation, and tells you what to do. Works even if the mobile network is overloaded. NL-Alert is also available as an app. Download it via the App Store or Google Play.



Siren

If you hear the warning siren at any other time than 12.00 noon on the first Monday of the month (when the alarms are tested):

- Go indoors immediately
- Close windows and doors and switch off/close ventilation
- Tune in to your emergency radio or TV station for information



Emergency radio station

Information will be broadcast even if there is a power outage.

- Look up the correct radio frequency for your region at <https://english.denkvooruit.nl/prepare-yourself/this-is-how-youll-be-alerted/radio>
- Make a note of the frequency and stick it on your emergency radio
- Tune the radio to this frequency



Reliable information

It's important to know which information sources you can trust. Misinformation spreads quickly, especially via social media. You should always consult reliable sources.

- **www.government.nl**

For information on what the government is doing to keep the Netherlands safe.

- **Website of the municipality**

For news, local measures and information on emergency support offices in your area.

- **Information from the safety region**

For news on your region, via website and social media. Search on the internet: '[name of your region] + safety region'

- **<https://english.denkvooruit.nl>**

For detailed information on risks and preparation, broken down into manageable steps.



Be cautious with messages on WhatsApp and social media

Always check whether the information is correct. Does the message include a source? Don't share unclear or unreliable messages with other people.

Resources

It's useful to have the following:

- **The Dutch Red Cross first aid (Rode Kruis EHBO) app**

Learn how to give first aid in various situations. The app works without an internet connection. Download it via the App Store or Google Play.

- **Emergency contacts**

Find out how to set up emergency contacts in your phone.

- **Emergency kit for pets**

If you have pets, include the items they would need in your emergency kit. For more information and tips:

www.diereninrampen.nl/red-je-dier-bij-een-ramp.

Tips



If you have an emergency kit:

- Check it every six months and put a reminder in your calendar.
- Replace products that are past their expiry date.
- If your situation changes, review if you need to add anything, such as new medication or baby food.



If you have an emergency plan:

- Discuss it with your family and friends.
- Make sure you have a paper copy for if there's a power or internet outage.
- Keep it in a handy place. For example with your emergency kit, on the fridge, in the meter cupboard or in the hall cupboard.
- Think about your digital security as part of your emergency plan. For example, choose strong passwords and regularly update your computer's operating system. For tips, see: <https://english.denkvooruit.nl/risks/overview/cybercrime>.



Talk with other people about the preparations you're taking

- Everyone in the Netherlands is being sent this booklet. So you can discuss it with your household, neighbours, friends and family.
- Discuss your concerns and how you're preparing.
- Consider whether any of your family, friends or neighbours need your help preparing.



Published by

National Coordinator for Counterterrorism and Security

More information

If you have any questions about the contents of this booklet, take a look at the FAQs:

<https://english.denkvooruit.nl/questions-and-answers>

If you can't find an answer to your question there, scan the QR code and use the contact form to submit your question:

<https://www.government.nl/contact/public-information-service/email>

Or contact the Public Information Service
via WhatsApp on 06 5500 1400 or call 1400

These numbers are open Monday to Friday, 8.00 to 20.00.

Your provider's standard charges apply.

<https://www.government.nl/contact/public-information-service/whatsapp>



**Denk
vooruit**

Your actions today will make us stronger tomorrow

www.denkvooruit.nl