

MY GUIDE

TO 72 HOURS OF SELF-
SUFFICIENCY

ENGLISH



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG

Together, for our protection

Your preparation starts here

-  **Read this guide** and talk about it with those around you.
-  **Put together your preparedness kit** and your **personal emergency plan** today.
-  **Stay informed.**
-  **Keep this guide** in a safe, accessible place so you can consult it when needed.

To ensure easy reading, simplified phrasing is used throughout this guide. It refers to all individuals, regardless of gender.

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1

Together, Lätz prepare!

Resilience refers to a society's ability to cope with difficulties, unforeseen events or emergencies, and to return to normal functioning after a crisis.

Why are you receiving this guide now?

Be prepared, be ready

Would you be ready if an emergency were to occur? A storm, a flood, a major power cut, a pandemic, a cyberattack, a terrorist threat, an industrial or nuclear accident, or any other disruption to our daily lives caused by technical failures or actions by malicious foreign actors, can lead to crisis situations. These events can disrupt your daily life – sometimes for a long time – and interfere with access to essential services such as drinking water, electricity or means of communication (telephone, internet). Any one of us could be affected, and it is often difficult to predict the scale or duration of such events.

That is why it's essential to be prepared. The world is currently undergoing major technological, environmental and security-related changes that expose our societies to new risks and threats. Taking a few simple measures means we can all respond more effectively, protect ourselves and our loved ones, and get through such situations more calmly.



This is why, in 2025, Luxembourg launched its National Resilience Strategy, “LëtZ Prepare!”.

In response to current and emerging challenges, the country is building its capacity to anticipate, respond to and recover from crises. Just like many other European countries, Luxembourg is implementing concrete measures to better protect its population and ensure essential functions continue to operate.

A collective effort

An emergency or crisis situation occurs when an unforeseen event affects the population's vital interests or essential needs and has a lasting impact on everyday life. In such circumstances, cohesion, mutual support and individuals' capacity to act responsibly become essential.

Proper preparation encourages a culture of prevention and shared responsibility. It strengthens everyone's resilience and helps people respond appropriately to unforeseen situations and manage their consequences more effectively.

Simple actions can make all the difference – they improve collective resilience, support the most vulnerable in society and ensure emergency services can prioritise those who need them most.

Shared responsibility

Luxembourg's national and local authorities work together to strengthen the country's resilience. However, their efforts can only succeed if everyone plays their part.

By taking a few simple measures and preparing in advance, every citizen can contribute to their own safety, the safety of their loved ones and the well-being of the community.

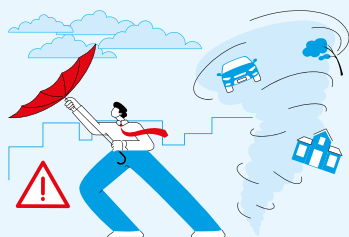
By being better informed and prepared, we can collectively help to build a more resilient, cohesive society that is better equipped to deal with unforeseen events.



What should you prepare for?

Being prepared is essential, but it's also important to know what risks and threats to prepare for. In Luxembourg, **several types of crises** could affect our daily lives. Here are some situations you may face and the **appropriate actions to take**.

Weather conditions



Extreme weather, including storms, heavy rain, snow, ice, heatwaves or severe thunderstorms, can disrupt travel and energy supplies and threaten people's safety. Being properly prepared, following the authorities' instructions and paying special attention to weather warnings will help you minimise the impact of extreme weather and better protect your household.

What should you do?

- Keep journeys to a minimum and remain indoors.
- If a journey is necessary, tell a friend or family member that you are leaving and share your destination with them.
- Stay in touch with friends and family members to ensure they are safe.
- Keep basic equipment (such as blankets, water and snow chains) with you or in your car, as appropriate.
- In a storm, safely store objects that could be blown away.
- In the event of a heatwave, follow the health advice on santesecu.public.lu



lu-alert.lu



santesecu.public.lu



Flooding

Intense or prolonged rain can cause flash floods or other forms of flooding, threatening homes, infrastructure and people's safety. Taking the right action before and during a flood helps reduce the risk and damage.

Some areas are at greater risk of flooding (consult the flood zone maps on the eau.geoportail.lu website).

How to limit the impact

- Do not put yourself in danger.
- Keep up to date with flood risks via LU-Alert and find out if you are in a flood-prone area via inondations.lu and eau.geoportail.lu
- Check that the rainwater downpipes, drains, ditches and drainage pipes are unblocked and in good condition.
- Raise household electrical appliances off the ground in cellars and on lower floors.
- Move your car out of the flood zone (if there is still time).
- Avoid submerged roads and riverbanks.
- Turn off the power in rooms likely to be flooded (if there is still time) and never walk through water that may have come into contact with electricity (risk of electrocution).



eau.geoportail.lu



inondations.lu



Cyberattacks

Cyberattacks are now a reality that can affect everyone. Phishing, ransomware, data theft, account hacking, online scams and disinformation campaigns can compromise sensitive information, disrupt essential services and have practical, everyday consequences for citizens, businesses and government bodies.

Fortunately, there are a few simple measures you can take to considerably reduce the risks.

Get into the right habits:

- Check any unusual requests with the person or organisation in question, using their official contact details.
- Instead of clicking links, enter the website address directly into your browser.
- Use a recognised, tested password manager to manage and secure your passwords and other access codes effectively.
- Never share your passwords, confirmation codes or bank details with anyone.
- Do not click on links or open attachments contained in suspicious messages.
- Use a long and unique password for each account and enable two-factor authentication.
- Enable automatic updates on your devices and apps.
- Make backup copies of your documents and photos and keep them in a safe place.



Improve your digital hygiene with the national cybersecurity portal, which is full of useful tips and lists all cybersecurity service providers in Luxembourg.



cybersecurity.lu



For more information about online fraud, including what to do if you have been a victim and what support is available, visit the national portal.



cyberfraud.lu



The BEE SECURE initiative provides information on good online practices and offers a free and confidential advice service.



bee-secure.lu

What should you do if you are a victim of a cyberattack?

Act quickly to limit the consequences:

- Keep all evidence relating to the incident, including messages, links, screenshots or proof of payment.
- If an account is compromised, change your passwords and make sure that all unknown devices are unlinked from your account.
- If you have been the victim of financial fraud, contact your bank or Worldline immediately, freeze the affected payment methods and check whether transactions can be stopped or contested.
- If a device may be infected, disconnect it from the network and have it checked.

Terrorist threat



Luxembourg, like other countries, may face a terrorist threat. The authorities regularly assess this threat and take, where necessary, measures to protect the public.

Remain vigilant:

- Be aware of your surroundings, particularly in crowded places, on public transport, in public buildings and at large gatherings.
- Report any behaviour or situation that is genuinely unusual or suspicious to the police or security staff.
- Do not touch or approach any abandoned or suspicious object. Report it.
- Comply with security checks and instructions.

In the event of an attack or immediate danger:

- Move away from the danger if you can do so without putting yourself at further risk.
- Take shelter in a safe place and, if possible, close or block off the entrances.
- Remain quiet and avoid drawing attention to yourself if you need to hide.
- Alert the police and emergency services as soon as you can do so without putting yourself at risk.
- Follow their instructions and do not return to the scene without authorisation.
- If you are safe, assist the emergency services by providing them with relevant information and ensuring they have unhindered access.

Nuclear emergency



Although a nuclear emergency is highly unlikely, it can have major consequences for the population and the environment. Being aware of the safety instructions and being prepared ahead of time will help you better protect yourself and reduce the risks to your health.

The main prevention and protection measures are as follows:

- Stay informed through the media.
- Seek shelter if the authorities advise you to do so.
- Close doors, windows and shutters.
- Turn off ventilation, air conditioning and air regulators.
- Locate your potassium iodide tablets.

NOTE: do not take your tablets until instructed to do so by the authorities. Potassium iodide tablets are intended for people aged under 45. For people aged 45 and over, taking them is generally not recommended.



See the
“What to do in the event of a nuclear alert”
leaflet on infocrise.lu



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How will you be warned and kept informed if a crisis occurs?

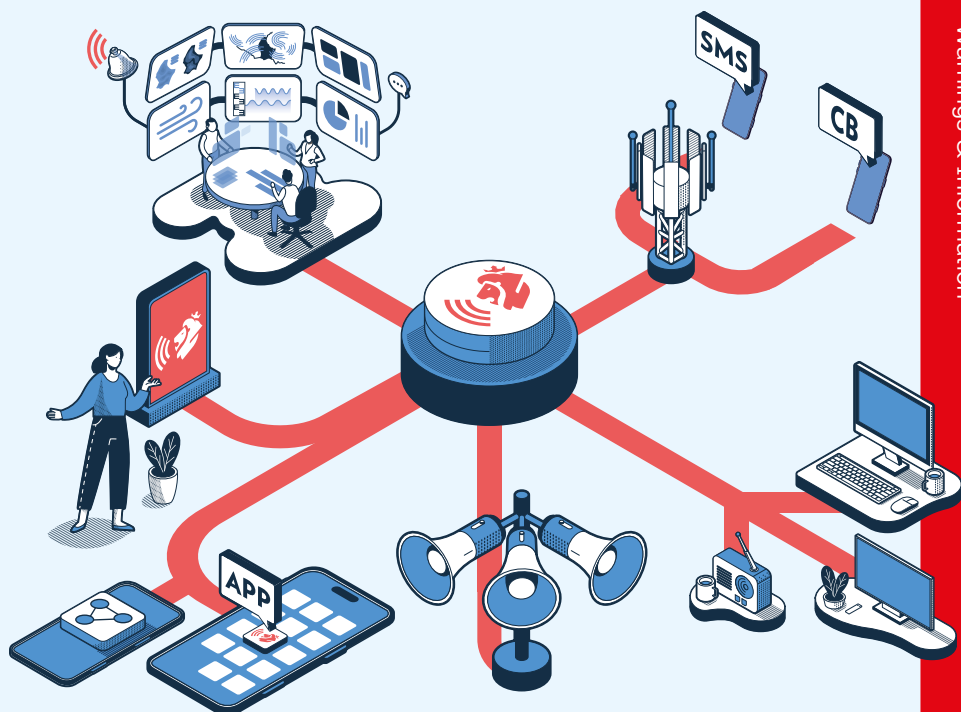
In a crisis situation, the authorities will do everything they can to keep people informed as quickly as possible.

LU-Alert is the national public warning and information system. It allows public authorities to provide you with information quickly and directly in the event of an emergency.

To reach as many people as possible as quickly as possible, official messages are broadcast simultaneously via complementary communication channels, depending on the nature of the event, its severity and the available communication methods.

These channels include **sirens**, **Cell Broadcast**, **geolocalised SMS** messages, the **LU-Alert app** and **website**, **news media**, official social media accounts and public authorities' official websites.

This multi-channel approach ensures that information and instructions for protecting the public are shared quickly, consistently and as widely as possible. It also increases the chances of every citizen receiving the message, regardless of the information channels they use.



LU-Alert keeps you informed:

- ✓ **Before** an event, to help you anticipate the risks and prepare.
- ✓ **During** the event, to help limit its consequences and protect yourself.
- ✓ **After** the event, in some situations, to inform you that the danger has passed.

For more information:



lu-alert.lu

Awareness levels

Public authorities (such as the Water Management Agency, the Luxembourg Veterinary and Food Administration, the Grand Ducal Fire and Rescue Corps of Luxembourg (CGDIS), the High Commission for National Protection, MétéoLux and the Grand Ducal Police) choose the most appropriate alert levels and warning channels based on the impact and severity of the situation requiring warnings or information to be issued.

Progressive scenario



Awareness level yellow/Be aware

Low risk/potential danger



Awareness level orange/Be careful

Medium risk/danger



Awareness level red/Utmost vigilance

High risk/significant danger.

Imminent scenario



Awareness level purple

Imminent danger/Immediate action.



News media

The news media (newspapers, radio stations, television and online media) play an essential role in quickly sharing official information with the population. Radio is an especially resilient information channel, particularly if there is a power outage or if telecommunications networks are disrupted.





Website

All warning and information messages are published online at lu-alert.lu



Mobile app

With the mobile app, you can track all warnings and information issued by the public authorities via the LU-Alert system. You can also customise your notifications according to category, alert level and geographical area for which you wish to receive warnings and information.

Warning and information messages about less serious events (for example, those relating to food safety) are, in principle, shared only via the mobile app.



Download the **free** LU-Alert app now from the Apple App Store and Google Play Store to receive all warnings and information issued by the authorities.



Geolocalised SMS messages

In the event of a confirmed or serious danger, LU-Alert sends a geolocalised SMS message to all people located within the affected area.

This message is received regardless of which mobile phone operator you use.





Cell Broadcast (CB)



Cell Broadcast messages are received when a significant or imminent danger requires immediate action.

These messages are sent directly via mobile networks and instantly reach all compatible phones within the affected area. They are priority warnings that will cause devices to emit a specific audible warning signal, even when they are in silent mode, to immediately attract the attention of those in danger.



Sirens



Sirens are used to warn the population in the event of danger. They can be activated locally or nationwide depending on the nature of the event. Sirens are tested monthly, on the first Monday of the month at noon.

Siren warnings include several different warning tones.

Listen 	Signal	Signal type	What to do
	60s	Monthly test Continuous tone	No action required.
	2 min	Warning signal Continuous tone	Get to safety and stay informed (via official warning channels and the media). Follow the authorities' instructions.
	 60s	Nationwide alarm signal Rising and falling tone	Seek shelter as soon as possible in a sturdy building, with all doors and windows closed.
	 12s 12s 12s 12s 60s	End of alarm Rising/falling tone with pauses	The risk has passed. Return to normal activities.



Best practices

- Follow the instructions given by public authorities.
- Stay informed via public authorities, reputable media and official communication channels.
- Check all information against multiple official sources before sharing it.
- Keep phone calls to a minimum to keep lines free for the emergency services.



Before believing or sharing information, check **who** posted it, **when** it was posted, **where** it comes from and whether it has been **confirmed by other reliable sources**.

If you are unsure, check the authorities' official channels. If the warning is not confirmed by any official source, **do not share it**.

Why is it recommended to be self-sufficient for 72 hours?

Having sufficient supplies to last 72 hours will enable you to meet your essential needs during the first three days of a crisis, when services, transport, communications or supply chains may be temporarily disrupted.

This recommendation, adopted by many European countries, is based on lessons learnt from recent crises. The first few hours are often the most critical: the authorities and emergency services must assess the situation, organise their response and prioritise assistance for the most vulnerable people.

By being prepared, you can meet your basic needs, protect your home and, if necessary, help your loved ones or neighbours.

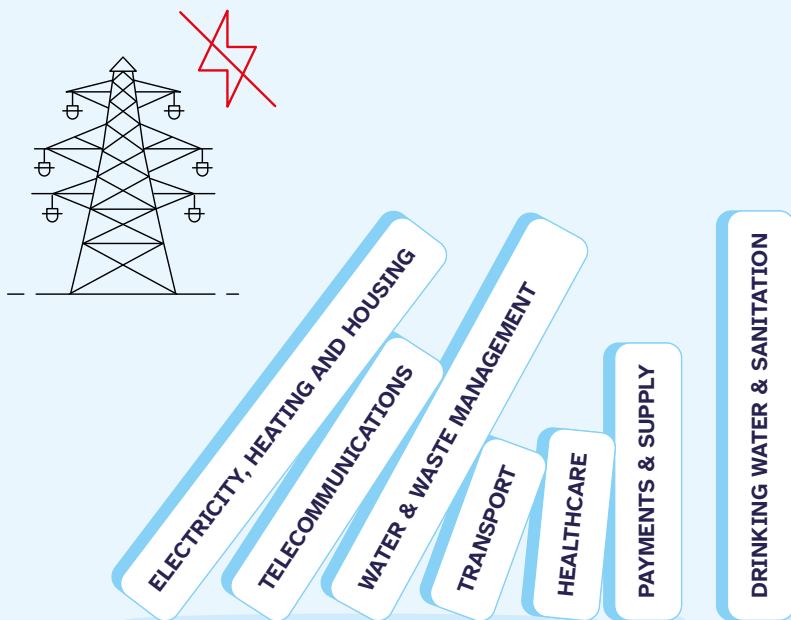
In this way, you help to ensure that the emergency services can focus on the most urgent situations.

Individual preparedness complements the actions of the public authorities and strengthens the resilience of society as a whole.



The domino effect of a major power outage

While a widespread power outage in Luxembourg remains unlikely, if one did occur, it would have considerable consequences, and its effects would extend far beyond the lack of electricity. A power outage can also be caused by a malicious foreign actor as part of a hybrid attack or war. In our highly energy-dependent society, a major power outage could cause a series of disruptions affecting **telecommunications, drinking water** supplies, **transport, retail, healthcare, payment systems** and other **essential services**. In such a situation, the first few hours are particularly important for ensuring your safety and dealing with disruption.

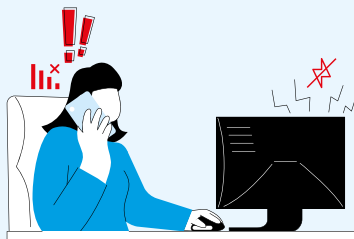


Electricity, heating and housing

- No lighting
- Household appliances (refrigerators, freezers, hobs, microwaves and ovens) stop working
- Electronic devices such as mobile phones, computers and tablets cannot be charged.
- Heating, air conditioning and hot water stop working depending on the type of system.
- Lifts and technical equipment in buildings stop working

Telecoms

- Mobile networks and internet access become unstable or unavailable
- Digital services (such as apps, online services and administrative platforms) are disrupted
- Difficulties making calls or sending messages
- Emergency services in very high demand
- Communications with emergency services limited or interrupted



Drinking water and sanitation

- Possible disruption to drinking water supplies and sanitation systems (such as toilets and showers)
- Limited operation of some treatment and pumping stations

Mobility

- Traffic lights out of order
- Public transport and air travel disruptions
- Traffic problems
- Fuel pumps fail or are unavailable



Health

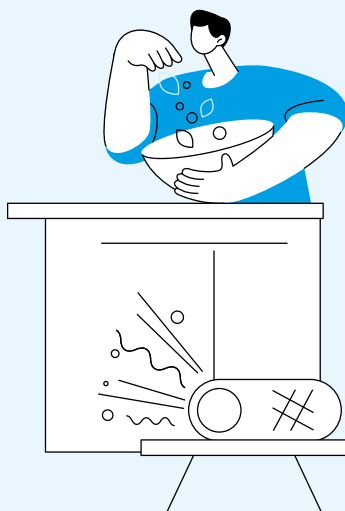
- Impact on hospital and emergency service operations

Payments and supplies

- Cash machines unavailable
- Electronic payments disrupted
- Some shops close
- Difficulties obtaining supplies during the power outage

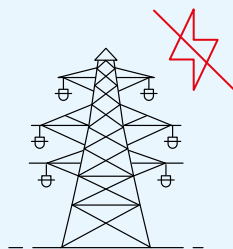
Water and waste management

- Possible disruption to wastewater and rainwater discharge in the event of a breakdown of some pumping stations
- Risk of overflow or localised flooding, in particular in the event of heavy rain
- Waste collection likely to be delayed or disrupted in some municipalities



In the event of a major power outage, a **radio powered by disposable batteries, rechargeable batteries or a hand-cranked radio**, remains one of the most reliable ways of receiving official information.

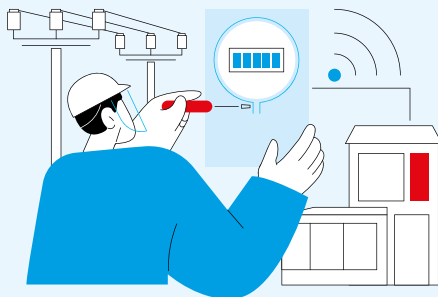
What would you do if luxembourg experienced a major power outage?



This **fictitious 72-hour scenario** demonstrates one possible set of events following a major power outage and the domino effect that such an event could have on daily life. It describes just **one** of the many **crisis scenarios** that could occur.

The aim is not to predict exactly how a crisis will unfold, but to help you consider what you would do in such an unprecedented situation, identify your essential needs, anticipate the difficulties you may face and think about the solutions that would help you overcome them.

The scenario also highlights the importance of being prepared as individuals, supporting one another – whether neighbours, loved ones or other members of the community – and following the authorities' instructions to strengthen everyone's resilience.



Day 1

Imagine: it's a Monday in January. You're at work when the power suddenly goes off. The lights go out. The computer screens shut off suddenly. The Wi-Fi is down. The entire area is plunged into darkness.

At first, you think it's a temporary power outage. You take the stairs to meet with your colleagues. Some people are stuck in the lift. You try to call the emergency services but the lines are busy.

Your phone shows it still has 72% battery life.

An information message from LU-Alert appears on your phone: *"Coupure générale d'électricité. Großflächiger Stromausfall. Major power outage. Official information: RTL Radio and radio 100.7"*



In the street, the traffic lights aren't working and cars are starting to block up the junction. A driver gets out of their vehicle to direct the traffic, helped by a passer-by. In the distance, you can hear the emergency services' sirens.

You can't carry on with your day at work: there's no electricity, no internet, no phones and no heating. You decide to go home and meet up with your loved ones.

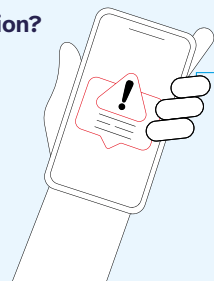
You work in Luxembourg City but you live in the south of the country and travel to work by train. With no electricity, there are no trains, no trams and no buses.

A colleague who also lives in the south offers to give you a lift home in their car. You know your children are safe at school, near your home. You'll collect them when you get there.

Have you already thought about this kind of situation?

- **How will you keep up to date without power?**
- **How will you stay in touch with your family and friends if the networks stop working?**

Fill out your personal emergency plan (included to this guide) ahead of time to prepare for scenarios like this.



Travelling

Once you are at home, you limit your journeys to a minimum and stay in the local area.

Lighting and heating

You get out your preparedness kit and take out your battery-powered torch, candles and matches ready for the evening.

You find blankets and warm clothes and manually close the shutters to keep the warmth in the house.

Staying informed

You plug your phone into the (charged) power bank so you can receive LU-Alert messages updating you on the situation.

You use a battery-powered or wind-up radio or, if you do not have one, your car's radio to access official information (on RTL Radio or radio 100.7).

Cooking

You use your gas stove and your stored food from your preparedness kit.

You stock up on drinking water while the taps are still working.

During the power outage, you open the refrigerator and freezer as little as possible to keep the contents cold.



Warning: Never use a barbecue, fire pit, generator or other combustion appliance designed for outdoor use inside a building. They can release carbon monoxide, an invisible, odourless and potentially fatal gas.

Looking after your family and friends

You go around the neighbourhood, making sure that your neighbours – especially the most vulnerable – are okay.

You offer your help if needed.

Your parents live further away, and you can't go to them right away. You've prepared a plan with them, and you know that they have what they need to last them for several days.



Day 2

You wake up without an alarm clock, as you turned off your phone to save battery. The power is still off. The house is getting colder and colder. Luckily, your gas stove means you can make yourself a hot drink.

Washing

The taps are no longer working. You use what you've stored for a quick wash.

As for the toilet, the flush no longer works.

Staying healthy

The refrigerator isn't keeping food at the right temperature any more. In winter, you can store it outside temporarily if you have the space and the weather permits.

Make sure you maintain the cold chain.

You take your bike and go to the village. Some public services are operating at reduced capacity and are running on generators. The hospital remains open for emergencies, but its operations have been severely affected, leading to delays in patient care.

You already know the location of emergency services (fire and rescue centres, police stations and hospitals) near your home and workplace.



Preparing for when power is restored

You unplug refrigerators, freezers, televisions, computers and your electric car to prevent the grid from becoming overloaded when the power comes back on.

Staying informed

You save your phone's battery and turn on power-saving mode.

You keep listening to the radio and follow the official updates and recommendations.

Via RTL, the authorities confirm that the power outage is affecting the entire country. Power will be restored area by area, but no date or time has been announced yet.

Rumours are flying. You hear all kinds of messages.

Some of them contradict each other, while others are alarming.

You avoid unverified information sources and speculation.

You talk with your loved ones and neighbours and only share official information.

Keeping busy and looking after your family and friends

Outside, the children are playing in the snow.

Your neighbours invite you to come in and get warm by the fireplace.

You spend time talking and playing games.

Despite the situation, you feel calm and relaxed.

You still have enough tinned food to eat and bottled water to drink.

The children think it's a brilliant adventure.





Day 3

The power still isn't back.

You're starting to get into a routine: listening to the radio, making breakfast, going to visit the neighbours, sharing information.

A system of mutual support has become established in the neighbourhood.

In this scenario, the municipality invites residents to a temporary shelter that meets the minimum requirements of the RESILIENZBONUS scheme. There, people have access to a heated room where they can have a hot drink, find out the latest news and play board games. Blankets and essentials are available and distributed to those who need them. A generator means people can recharge their phones.

An improvised language café has been set up, with people translating information for those who don't understand Luxembourgish well. Suddenly, the radio says that power is starting to be restored area by area.

You feel relieved and tired, but also proud. Your preparation and community cohesion have helped you get through the last three days without panic and without too much hardship.

**When you get back home,
you plug the appliances back in
and take stock of the last few days:**

What didn't you have?

What do you need to add?



3

What will the authorities do if a major power outage occurs?

In the event of a major power outage, the national authorities assess the situation, trigger crisis management mechanisms where necessary and coordinate their work with the relevant operators to restore power as soon as possible.

The **“Power cut emergency response plan”** is then put in place.





Grid assessment and stabilisation

In the first few minutes, the grid manager identifies:

- the origin of the outage,
- the affected areas,
- the likely duration.

In the event of a power outage affecting the whole country, the restoration plan designed to gradually restore power to the grid is activated.

Public information

Throughout the crisis, the authorities provide regular updates on developments in the situation and the actions to take.

They strive to provide reliable, consistent, transparent and up-to-date information so people can make appropriate decisions and contribute to everyone's safety.

The priority channels include:

- radio (RTL, 100.7), accessible via battery-powered, rechargeable or wind-up radios, as well as car radios,
- LU-Alert (insofar as telecommunication networks remain available),
- official online channels such as infocrise.lu, when internet access is still possible.



infocrise.lu

How on-the-ground assistance is organised

At the local level, municipalities implement support measures based on the situation and the applicable local resilience plan, including temporary shelters and accommodation offering charging facilities and information.

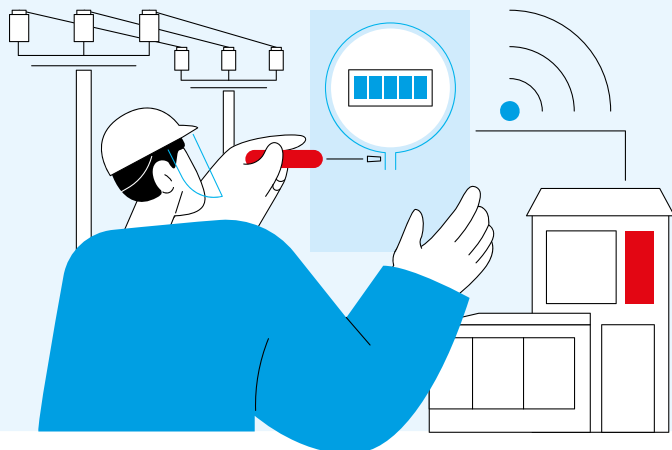
In addition, a national reserve of specialised response capabilities, RESC-LU, will enable the national authorities to support local authorities when a national crisis occurs or when the consequences of an accident, major incident or disaster exceed their own response capabilities.

The emergency services, such as the CGDIS, the Grand Ducal Police and, where necessary, the Luxembourg Army, are also mobilised to maintain public order, secure sensitive areas and support operations on the ground.

Gradual restoration of electricity

Power is restored gradually, area by area, in line with a defined order and specific technical constraints.

Throughout the power outage, the authorities continue to coordinate action, adapt measures and keep the population informed until normal conditions have been fully restored.

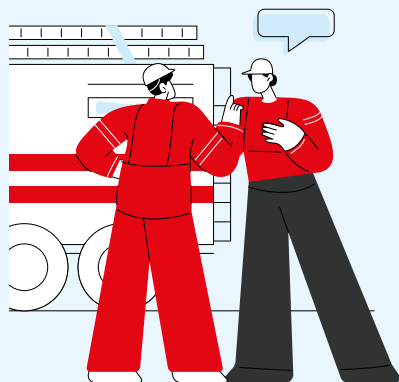


Activation of the Crisis Cell (CC)

In the event of a major power outage, the government's power cut emergency response plan is activated. A Crisis Cell (CC) is then mobilised to coordinate management of the situation across the country.

Participants in the CC

- public authorities
- emergency services
- domestic security services
- technical experts
- electricity grid managers



Actions of the CC

- coordinate measures at the national level
- make urgent decisions
- manage operations until the situation returns to normal

The following are activated in parallel

- an **evaluation cell**, which continuously assesses the situation
- an **interministerial operations cell**, tasked with implementing the strategic decisions made by the CC
- a **communication and information cell** (CCI), responsible for informing the public

Operators of critical infrastructure and essential services, such as hospitals, emergency services, drinking water, telecommunications, transport and some other essential public services, implement resilience measures to ensure they can continue to operate to the greatest possible extent during a major power outage.

Action by the authorities at all levels

Dealing with crises is a shared responsibility. Citizens, municipalities, national authorities and European partners all work together to anticipate and prepare for crises, protect the population and ensure essential services continue to run.

Crises don't stop at national borders. This is why the authorities work closely with their European and international partners. They share information, coordinate their efforts and support each other by pooling resources so they can respond to crisis situations more effectively.

Local level

Depending on their location, features and environment, municipalities are exposed to different vulnerabilities and face different risks. Areas located along watercourses may be more likely to experience flooding, while other municipalities may be more exposed to forest or vegetation fires, landslides, industrial accidents or risks linked to transport infrastructure.

To better anticipate these risks, each municipality draws up a local resilience plan tailored to local needs.

Example actions:

- Identifying buildings and bringing them into compliance with the RESILIENZBONUS technical criteria
- Organising food and water supplies
- Pooling resources between municipalities (pumps, generators, vehicles, buildings, etc.)





National level

At the national level, protecting the country's population is a core State responsibility. To this end, crisis management measures and plans have been developed and are implemented or activated depending on the situation. The National Resilience Strategy builds on this capacity, providing a coordinated approach at the governmental and societal levels.

Example actions:

- Carrying out national crisis management exercises (e.g. testing nationwide warning systems)
- Developing the LU-Alert system
- Conducting public awareness campaigns
- Preparing critical entities
- Strengthening cybersecurity
- Bolstering public-private partnerships
- Implementing the RESC-LU national reserve of specialised response capabilities within the CGDIS

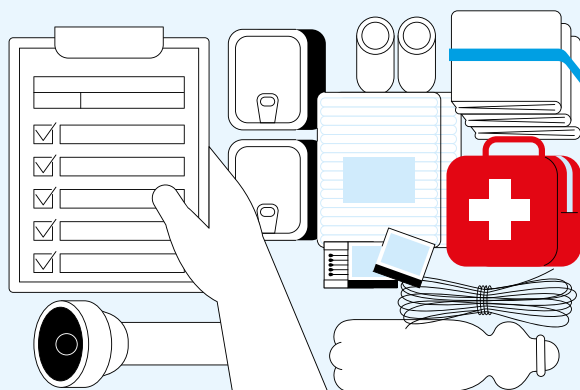
4

3 steps to being prepared

Being prepared for a crisis means you will be able to respond more calmly and more effectively when one arises.

Start preparing today – gather essential items and talk about your preparations with your family and friends, especially those who are most vulnerable.

Being prepared means taking action!



- ✓ 1. **Putting** together your preparedness kit.
- ✓ 2. **Preparing** your personal emergency plan.
- ✓ 3. **Talking** about it and **offering** to help others.

1. Putting together your preparedness kit

This kit contains everything you need to be self-sufficient at home for a few days in case of supply disruptions.

Use the checklist included in this guide to help you put together your own kit.

Tailor your kit to your situation:

- Check what you already have at home.
- Add other essentials to the basic list, such as products for babies, children and pets or medication.
- Store your kit in a safe, easily accessible location known to other members of your household.
- Have a bag ready to pack and take with you in case you need to leave your home.

Ask for help from a loved one or neighbour if you need it.

2. Preparing your personal emergency plan

Planning helps you get organised with your loved ones ahead of time (such as working out where you will meet up and how you will contact each other without a phone, and writing down useful numbers on a piece of paper).

Fill in the family emergency plan included in this guide for your whole household. **Important: make sure you keep a paper version** in an accessible place in case of a power outage.



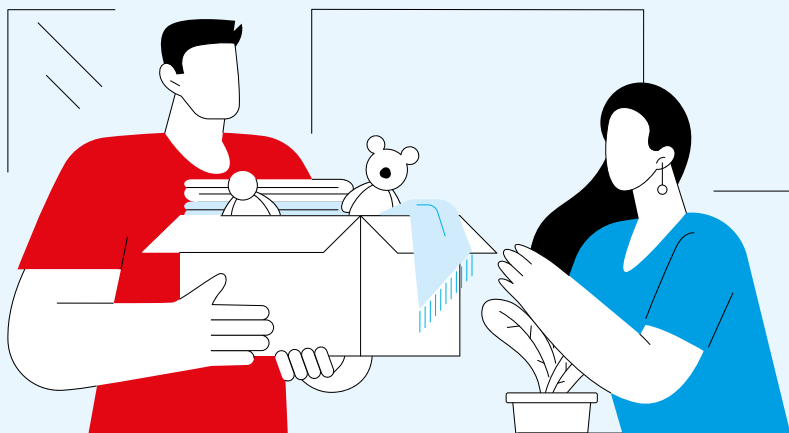
3. Talking about it and offering to help others

This guide is for everyone in Luxembourg: it affects us all!

Talk with your neighbours, family and friends about how you could help each other, encourage others to prepare their own kits and support isolated and vulnerable people.

Stronger together

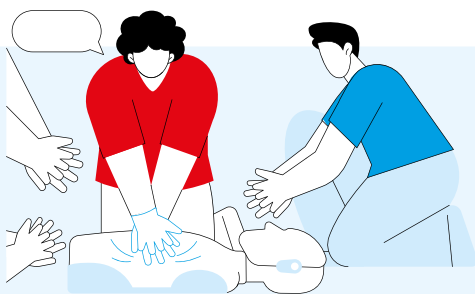
In a crisis situation, bonds between people and community cohesion make all the difference. Although the authorities and the emergency services are prepared for a range of situations, the first few hours can be particularly challenging. This is why it's essential for citizens to play their part and support each other, complementing the official response.



Everyone has their part to play

When a crisis occurs, everyone can help to strengthen our collective resilience. You know your friends and family, your neighbourhood and the people who might need help. By remaining attentive and providing support when possible, you can play your part in protecting the most vulnerable and making the collective response more effective. The simplest actions are often the most valuable – such as helping a loved one put together a preparedness kit, sharing your skills or equipment, or supporting those who are most vulnerable.

Resilience isn't only built when a crisis arises. A culture of resilience is strengthened every day by building local relationships, providing mutual support and developing community cohesion. Strengthening the bonds that unite us now helps us tackle the future challenges more effectively and better support the emergency services when they are in high demand.



First aid courses

Croix-Rouge luxembourgeoise,
Mënschen hëllefen



croix-rouge.lu

CGDIS



cours.cgdis.lu

How you can play your part

Learning first aid is a simple and practical way to prepare yourself to deal with an emergency. In just a few hours, you can learn the essential techniques that can make all the difference and save a life. First aid courses are offered throughout Luxembourg by the Luxembourg Red Cross and the CGDIS.

You can even go one step further by becoming a volunteer firefighter with the CGDIS to actively contribute to civil protection missions in your municipality.

Need to talk?

In a disaster or crisis situation, many people experience stress, anxiety and isolation. In such moments, the first steps in providing psychological support are to listen with empathy and without judgement, offer reassurance, help people regain their bearings and, if necessary, put them in touch with someone close to them, a professional or a support service.



SOS Détresse

Checking in on your neighbour, making yourself available to someone experiencing difficulty and offering practical help can all make a real difference. Social support and human solidarity are essential to getting through a crisis and helping those affected to recover.

A community that is prepared and supports its members is an invaluable asset when dealing with emergency situations. Everyone can help in their own way to strengthen collective resilience.

Useful contacts and information sources

Only trust official sources, check information before sharing it (look out for fake images and videos created using artificial intelligence [AI]) and limit your calls to avoid overloading phone lines.

Useful numbers

112

CGDIS
Emergency services

113

POLICE
LËTZEBUERG

8002 7788

FREEPHONE NUMBER
(may be activated in the event of a crisis)



Only call the emergency numbers (112 and 113)
in a real emergency. Never dial them as a test.



Government websites and emergency services

lu-alert.lu
(see page 12)

Warnings and information messages and guidance on what to do

infocrise.lu

General guidelines and information on crisis management

letzprepare.lu

National resilience strategy

112.lu

Emergency numbers, advice, out-of-hours services (hospitals, GPs, pharmacies)

police.lu

Police Lëtzebuerg

inondations.lu

Flood information

seveso.lu

Information on 'SEVESO' establishments and the actions to take in the event of hazardous substances being released from an industrial building

meteolux.lu

Information on weather forecasts and warnings

cours.cgdis.lu

First aid courses

santesecu.public.lu

Information on emergencies, out-of-hours services, pandemics and heatwaves

Information issued by your municipality

Website, posters, newsletter, information meetings, mobile apps.

My 72-hour checklist



Be prepared in advance so you can be self-sufficient if you need to take shelter or evacuate.

This list includes the essentials. Make sure to **adapt** it to your household's specific needs (for example, based on your family composition and health needs) and **check** expiry dates at least twice a year. Keep your kit in a safe, easily accessible location known to all the members of the household.

Eating and drinking



- ☐ Water: at least **3 litres per person** per day



- ☐ Non-perishable, easy-to-eat food. **Remember your pets too.**



- ☐ Basic tools: multifunction pocketknife, tin opener, pair of scissors, ballpoint pen, etc.



- ☐ A portable stove, preferably gas-powered (with refills).
Use it responsibly and carefully and beware of carbon monoxide poisoning!



- ☐ Empty containers (such as bottles)

Staying warm



- ☐ Sleeping bags and/or blankets

Lighting



- ☐ A pocket torch or head torch with two sets of spare batteries or a wind-up (dynamo) torch



- ☐ Candles with matches or a lighter.
Use them responsibly and carefully!

Medical

-  ☐ First aid kit:
bandages, gauze pads, disinfectant, paracetamol, etc.
-  ☐ Prescription medicines
-  ☐ Wet wipes, toilet paper and disinfectant gel
-  ☐ Potassium iodide tablets.
(Available from your municipal administration.)
Take them only when instructed to do so by the authorities.

Taking care of yourself

-  ☐ Personal hygiene products
-  ☐ Spare clothes and shoes (to suit the season)

Staying informed, staying in touch

-  ☐ Battery-powered or wind-up radio (FM and/or DAB+).
The car radio can be used as an alternative
-  ☐ External battery (power bank) and compatible cables
-  ☐ Phone and laptop chargers

Documents

-  ☐ Copies of identity documents, insurance documents
and any other important documents (driving licence, passport)
kept in a waterproof pouch
-  ☐ Personal emergency plan
-  ☐ List of useful phone numbers
(family, friends, doctors, emergency numbers, etc.)
-  ☐ Cash

My personal items:

☐

☐

☐

☐

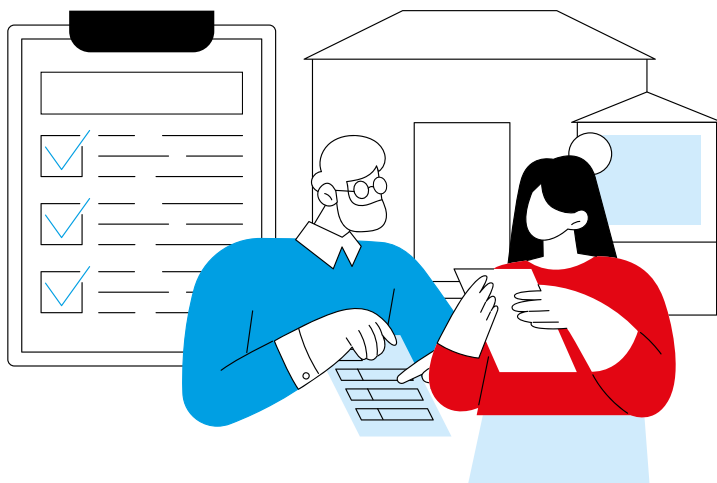
☐

In The event of an evacuation, I'll remember to take:

-  ☐ One or two bottles of water
-  ☐ Current medication and any prescriptions
-  ☐ Biscuits, nuts or energy bars
-  ☐ A mobile phone with its charger and cables
-  ☐ A wallet containing identity documents, cash and credit cards and important documents
-  ☐ House and car keys
-  ☐ Power banks
-  ☐ Your personal emergency plan
-  ☐ List of useful phone numbers (family, friends, doctors, emergency numbers, etc.)
-  ☐ First aid kit
-  ☐ Essential hygiene products

Adapt your emergency kit to your specific needs (children, elderly people, pets, medicines, etc.). And make sure it remains light and easy to carry.

My personal emergency plan



Prepare this plan together. It includes:

- important information about members of the household and your home,
- instructions to help you respond quickly in an emergency.

I keep both a digital and a printed copy of this form in case my device runs out of battery.



Fill in the plan together with the members of your household.



Share it with your family and friends.

You can also fill it in online



This plan belongs to:

Last name, First name

Plan completed on

..... / /

Adresse

Last updated on

..... / /

.....

Town/city

.....

1. Household members



..... Adult(s) Child(ren)

Last name, First name	Tel.	Blood group	Social security number	Languages

Physical limitations

Last name, First name	Nature of disability	Everyday support needs (wheelchair, prosthetic limb, etc.)

Medical information

Allergies and intolerances

Nom Prénom	Relevant food	Relevant medication

Regular medication

Last name, First name	Name of medication	Dose/ method of administration

Notes

.....

.....

.....

.....

Pets

Species	Name	Information (behaviour, disability, illness, treatment)

2. At home

Where can I find

Fire extinguisher

Main water valve

Main gas valve

Electricity meter

Circuit breaker

Boiler/air conditioning

Solar power system

Identity documents

Preparedness kit

Location

Comments

How can I get out if the main exit is blocked?

.....

How can I open the garage door without electricity?

.....

Is an extra key required?

.....

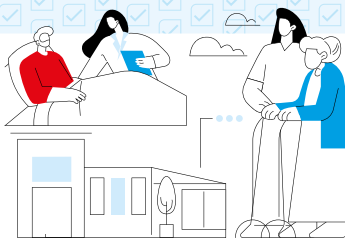
Other house-specific information

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3. The neighbourhood



People who can help

Which people in your circle (neighbours, friends, family, colleagues) could provide help or lend a hand? What equipment and skills do they have?

E.g. knowledge of DIY or first aid, special equipment, a cellar, etc.

Last name, First name	Type of help provided	Tel.	Address

People who may need help

Which people in your circle (neighbours, friends, family, colleagues) might need help in an emergency?

Last name, First name	Type of help needed	Tel.	Address

4. In the event of an emergency

Talk to your neighbours, friends and family before filling in this section, because they will be part of your support network in the event of an emergency.

Identify your **local fire and rescue centre (CIS)**:
112.public.lu/fr/organisation/secours.html



Where can we meet if we are separated and can't contact each other (if the house is not accessible):

Location 1

.....

Location 2

.....

How can we let others know about our situation if phones are not working?

Option 1

.....

Option 2

.....

Who can we contact if we can't reach each other?

	Contact 1	Contact 2
Last name		
First name		
Tel.		

Personal situation

The children are at school. Who can collect them if we can't do so?

	Contact 1	Contact 2
Last name		
First name		
Tel.		

I'm at work – how can I get back home without a car/public transport?

.....

.....

Other personal situations:

.....

.....

Who can we go to in an emergency?

	Location 1	Location 2
Last name		
First name		
Tel.		
Address		

5. Important numbers

112

CGDIS
Emergency services

113

POLICE
LËTZEBUERG



Only call the emergency
numbers (112 and 113)
in a real emergency.

Never dial them as a test.

Service providers

	Name/company	Customer N°	Tel.
Telecoms operator			
Electricity			
Gas			
Water			
Insurance			
General practitioner			
Specialist doctor			
School			
Work			
Bank			

Comments

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