EENA Conference & Exhibition

APRIL 10-12 2019
Dubrovnik

Where inspiration and innovation meet public safety!

FOR MORE INFO
WWW.EENACONFERENCE.ORG
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of contents</td>
<td>2</td>
</tr>
<tr>
<td>EENA Conference &amp; Exhibition 2019 - Overview</td>
<td>3</td>
</tr>
<tr>
<td>Benefits of EENA Conference &amp; Exhibition 2019</td>
<td>5</td>
</tr>
<tr>
<td>Floor plan &amp; Exhibitors</td>
<td>6</td>
</tr>
<tr>
<td>Programme overview</td>
<td>7</td>
</tr>
<tr>
<td>Pre-Conference Workshops</td>
<td>8</td>
</tr>
<tr>
<td>Day 1</td>
<td>9</td>
</tr>
<tr>
<td>Day 2</td>
<td>14</td>
</tr>
<tr>
<td>Day 3</td>
<td>20</td>
</tr>
</tbody>
</table>
Every year, professionals from across the public safety field meet at the EENA Conference for 3 days packed full of inspiring sessions, insightful presentations and innovative exhibitions. Over 750 people will gather in Dubrovnik this year from over 55 countries, all with a desire to learn, share ideas and improve people’s safety.

Not only will we hear from leading experts in the plenary sessions, we’ll also discuss and debate operational and technical issues with specialists from across the world. Our brand new ‘Industry Track’ will showcase the most innovate products on the emergency services market, while our exhibition area will allow you to meet and discuss with solution-providers… and even try first-hand some of the latest, cutting-edge technology!

We’ll be welcoming representatives from all sectors of the emergency services field, from researchers and emergency services professionals, to solution-providers, mobile network operators and EU institution representatives.

The 112 Awards Ceremony, which is run in conjunction with the conference, recognises and rewards some of the emergency services and citizens for their outstanding achievements in improving and promoting the European emergency number 112.

Join us to meet and network with hundreds of your peers and stay at the forefront of public safety news and innovations!

The EENA Conference will welcome over 750 participants, including about 300 delegates from emergency services and public authorities from over 55 countries from the EU and other parts of the world. Supplier organisations, researchers, telecom regulators, mobile network operators, internet companies and officials from EU institutions will also attend the event.

This is a free attendance event for public authorities’ representatives and EENA Members.

VISIT WWW.EENACONFERENCE.ORG website for all event details.
What people say about us

95% WERE SATISFIED WITH THE LAST YEAR’S EENA CONFERENCE

TADAS MAROSCIKAS  |  Deputy Director
EMERGENCY RESPONSE CENTRE, LITHUANIA

“The EENA Conference is a great platform to meet counterparts, businesses, brave citizens, and gain new energy for bringing public safety up to a higher level!”

ED PARSONS  |  Geospatial Technologist
GOOGLE

“Working with EENA has been instrumental in the adoption of improved location determination information from mobile devices in Europe - today’s lives are being saved thanks to both the advocacy and networking opportunities that EENA and its annual conference provides.”

LUCA BERGONZI  |  Sales Executive EMEA & Asia
BETA 80 GROUP

“EENA Conference allows us to present our services and activities to Public Safety stakeholders from all over Europe. The event doesn’t just foster key partnerships and networking opportunities, it’s also a platform to understand and discuss the industry’s key topics.”
#EENA
2019
bene-
fits

CONNECT WITH +750
PUBLIC SAFETY PROFESSIONALS WORLDWIDE

- Solution providers, emergency services, authorities, researchers, mobile network operators, tech companies...
- Every participant will have the opportunity to interact before, during and after the event via a brand new dedicated networking platform (event app)

LEARN ABOUT THE BEST PRACTICES AND
NEWEST TECHNOLOGICAL SOLUTIONS

- Over 90 leading experts and practitioners will address high-level policy and regulatory matters as well as operational and technical issues
- Every participant will have the opportunity to visit an exhibition area where over 30 suppliers will showcase their latest technologies and solutions available.

NETWORK AND GROW

- Engage and share expertise with peers from the public safety sector coming from over 50 countries worldwide
- Reinforce your relationship with existing partners and friends
- Make new friends in an informal atmosphere during the social activities
Overview

Programme Overview

WEDNESDAY, 10th April
- Introduction & Conference Opening
- Thai Cave Rescue Story | Interview with Ivan Karadzic
- The impact of climate change on disasters and large emergencies

Morning
- Driving change in responding to emergencies
- The potential of social for emergency services
- Industry session: Focus on solutions available on the market

WEDNESDAY, 10th April
- Supporting call-takers/ dispatchers decision making and situational awareness
- Quality assurance & call-takers’ and dispatchers’ training
- Dynamic management of emergency vehicles

THURSDAY, 11th April
- Next-Generation emergency services
- Is AI the future assistant of call-takers and dispatchers?
- Industry session: Focus on solutions available on the market

THURSDAY, 11th April
- Cloud services and emergency services
- Industry session: Alerting the population in case of disaster or terrorist attack: solutions available on the market

THURSDAY, 11th April
- The future of European emergency services – What will change with new legislation?
- Interconnecting emergency apps in Europe: outcomes of PEMEA project

THURSDAY, 11th April
- Keynote session to be determined
- Interactive session & Closing speech

FRIDAY, 12th April
- There is nothing natural about disasters
- Next Generation 112 deployment
- The future of European emergency services – What will change with new legislation?

FRIDAY, 12th April
- Industry session: Focus on solutions available on the market
- Keynote session to be determined
- Interactive session & Closing speech

Lunch

Afternoon
- Running a non emergency number in parallel with a single emergency number
- Cybersecurity and emergency services
- Industry session: Focus on solutions available on the market

Afternoon
- Initiatives to support emergency services in case of disasters
- Masterclass: the impact of the GDPR on public safety organisations
- Industry session: Focus on solutions available on the market

Afternoon
- Public Safety Tinder Time
- Networking Cocktail
- 112 Awards Ceremony

Important note!
This is a provisional programme and it is subject to change.
**Workshop 1**
**DRONES IN PUBLIC SAFETY - HANDS ON TRAINING DAY**

*Organisers:* EENA, DJI

*Description:* The use of drones (or RPAS/UAV/UAS) in public safety continues to grow and improve. How to best start a programme, what aerial systems are being used, what different cameras and sensors are available and then how do you best deploy the drones? Part of workshop will be classroom style indoors and the rest will be outdoors (depending on the weather). The goal is for attendees to get a better understanding on current technologies utilized and get some hands-on flight experience.

*Discussion topics:* Starting a program, what DJI hardware solutions are available, lessons learned in the field, getting familiar with flight characteristics and basic operations of DJI platforms.

*Target audience:* individuals either about to start a UAV program, having an UAV program already, expending the knowledge and capabilities via indoor and outdoor activities.

*Important information:*
- Limited to 30 participants;
- Free of charge;
- A certificate of attendance to this training course will be delivered to all participants after the workshop.

**Workshop 2**
**DATA PROTECTION AND PUBLIC SAFETY ORGANISATIONS | COURSE**

*Organisers:* EENA, Bird & Bird

*Description:* Merav Griguer, Partner at Bird & Bird, is a lawyer with an extensive data privacy practice. She will lead this workshop that will focus on the legal aspects of the use of data in emergency command and control rooms, including the use of location data, video, text and medical data. Attending this workshop will allow you to understand clearly the impact of the General Data Protection Regulation (GDPR) on your work and on the business of your organisation, as well as the concrete measures that should be taken.

*Discussion topics:* Data protection, impact of the General Data Protection Regulation (GDPR) on public safety businesses.

*Target audience:* Emergency services; Private companies providing solutions to emergency services.

*Important information:*
- Limited to 25 participants;
- 250 EUR/participant;
- A certificate of attendance to this training course will be delivered to all participants after the workshop.
Day 1 - 10 April

08:00-09:00
Registration & Exhibition Opening

09:00-09:15
Introduction & Conference Opening

Demetrios Pyrros, President, EENA
Taviana Caminiti, Events Manager, EENA

09:20-9:45
Thai Cave Rescue Story | INTERVIEW with Ivan Karadzic

Ivan Karadzic is a professional diver and was a member of the team of a hundred divers who participated in rescuing the children from the flooded cave in Thailand in June 2018.

09:50-10:15
Terrorism | INTERVIEW with Nicolas Henin

Nicolas Henin is a former war reporter who was held hostage by ISIS in Syria for 10 months (2013-2014). Following this traumatic experience, Nicolas decided to dedicate his life to sharing knowledge on issues related to terrorism and radicalisation. He has written several books and he is the founder of a consulting and training company specialised in these issues. In 2018, he also joined the Paris Fire & Rescue Service as a Reserve Officer.

10:20 -10:45
The impact of climate change on disasters and large emergencies | KEYNOTE by Alice Hill To be confirmed

Alice Hill served both as Special Assistant to President Obama and as Senior Director for Resilience Policy on the National Security Council. While at the White House, Alice was responsible for how climate resilience considerations should be incorporated into matters of national security and international development. She developed the nation’s capabilities for long-term drought resilience, and established national risk management standards for the most damaging natural hazards in the U.S. Today, Alice is a Research Fellow at the Hoover Institution. Her work focuses on building resilience to destabilizing catastrophic events, including the impacts of climate change.

10:45-11:30
Coffee break - Exhibition area
Changing the way we respond to emergencies is not an easy task. It requires careful planning and adapting to new software, new procedures and processes. In this session you will hear examples of where organisations have moved/will move to what they consider to be a new and better model. Come and hear the lessons learnt!

Guillaume Lambert, Prefect, Ministry of Interior, France

Josefina Lafolie Fischier, Operational Controller & Christian Larsson, Site Manager, SOS Alarm, Sweden

Steve McLinden, Transformation2020 Digital Project Manager, Mid & West Wales Fire and Rescue Service, United Kingdom - T20 project: “To create time and space which enables a transformational organisational culture centred on trust and innovation by exploiting technology to improve business processes”

Social media has a significant impact on emergency management as it includes steps to broadcast important safety information, correct misinformation and build situational awareness. More and more public safety professionals embrace the trend, but there is a lot of room for progress. Join this session to learn about tools and best practices from all over the world.

Chair: Rob Moore, Paramedic Clinical Team Mentor and Corporate Tweeter, West Midlands Ambulance Service, United Kingdom

Aditya Mishra, Additional Director General, Uttar Pradesh Police, India

Remy Bossu, Secretary General, European Mediterranean Seismological Centre (EMSC) - LastQuake: From rapid information to global seismic risk reduction

Dataminr To be confirmed

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

Bernat Elias, Domain Sales Manager, Sales Public Safety, Frequentis - Future Control Rooms with Drone applications To be confirmed

Speaker to be determined

Speaker to be determined
<table>
<thead>
<tr>
<th>Track 1</th>
<th>Track 2</th>
<th>Industry session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plenary room</td>
<td>Parallel room A</td>
<td>Parallel room B</td>
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Several countries have developed a non-emergency number facility to provide assistance and support to their citizens in non-emergency situations. In this session, you will hear examples of such developments and how emergency services take advantage of this service.

**Simon Beresford**, NHS & 999/112 Liaison Committee, United Kingdom & **Stephen Hines**, Clinical Practice Learning Manager, London Ambulance Service NHS Trust, United Kingdom

**Superintendent Ian Parrott**, Officer in Charge, Communications Group South Australia Police, Australia *To be confirmed*

**Fabrice Dami**, Medical Director & **Vincent Daigle**, Operations Director, Lausanne Medical Dispatch

Cyberattacks on organisations around the world are more and more common, highlighting the need for better preparedness. This session aims to provide clear recommendations and concrete examples on how emergency response organisations can improve their cybersecurity.

**Chair**: **Hadi El Khoury**, Cybersecurity Advisor, French Chapter, Information System Security Association (ISSA)

**Hadi El Khoury**, Cybersecurity Advisor, French Chapter, Information System Security Association (ISSA) - Case studies

**Cristina Lumbreras**, Technical Director, EENA - Guidelines for Emergency Services

**Alcatel-Lucent** - Containing IoT: securing emergency services against cyberattacks and data loss

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

**Speaker to be determined**

**Speaker to be determined**

**Speaker to be determined**
Initiatives to support emergency services in case of disasters

Dealing with large emergencies or disasters is a process that requires the involvement of a wide variety of responders, technical experts and citizens that must react fast to save lives. In this session, you will hear from citizens who contribute to emergency services’ work with outside the box ideas.

**Greg Sadetsky**, Freelance software engineer, USA - How I Helped The Coast Guard Rescue Victims Of Hurricane Harvey

**Gael Musquet**, Chairman, Hackers Against Natural Disasters (H.A.N.D), France

**Barbarita Lara**, CEO and Co-Founder, Emercom, Chile - S!E app To be confirmed

Masterclass: the impact of the General Data Protection Regulation (GDPR) on public safety organisations

A lawyer with an extensive data privacy practice will deliver this masterclass. Attending this session should allow you to better understand the impact of GDPR on your work and on the business of your organisation.

**Merav Griguer**, Partner, Bird & Bird

Focus on solutions available on the market

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

**Peter Sanders**, Standards Director, one2many - Latest developments in public warning standardisation

**Speaker to be determined**

**Speaker to be determined**

Coffee break - Exhibition area

16:05- 17:00
16:30-17:30  **Public Safety Tinder Time - Exhibition area**

Experts on hot topics from the public safety sector will be at your disposal for 10-minute information exchange meetings.

17:00-18:00  **Networking cocktail - Exhibition area**

18:00-19:15  **112 Awards Ceremony - Plenary room**

You are all warmly invited to attend the 112 Awards Ceremony to recognise and reward some of the emergency services and citizens for their outstanding and inspirational contributions to public safety.
Supporting call-takers/dispatchers decision making and situational awareness

Cloud services and emergency services

Alerting the population in case of disaster or terrorist attack: solutions available on the market (1/2)

An experienced, well-trained call-taker/dispatcher can gather a lot of high quality, vitally important information that can help first responders form an early understanding of what they will be facing upon arrival at the emergency scene. Supporting tools could however help them to do it faster and better!

Jessica Reed, Business development, RapidSOS
Amir Elichai, CEO, Carbyne
Peter Goulding, Global Public Safety Expert, Huawei - Broadband multimedia critical communications to assist call takers and dispatchers

With the emergency services facing many IT challenges, cloud and hybrid cloud solutions can alleviate many of the issues. Supporting a scalable, highly available, up-to-date infrastructure and facilitating the consolidation of the IT estate, they can significantly reduce costs and increase operational efficiencies. Join this session to hear how this technology could be concretely used.

Microsoft To be confirmed
APD comms To be confirmed

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services in the framework of the deployment of public warning systems.

Gedicom To be confirmed
Genasys To be confirmed

Manuel Cornelisse, Chief Sales Officer, one2many - Successful public warning implementations, lessons learned
Call-takers/dispatchers’ preparation and performance pre-determines the quality and ultimate effectiveness of the potentially lifesaving emergency services, therefore training is crucial. But all of the training in the world is useless if the call-taker/dispatcher isn’t being continuously monitored and reinforced for proper procedures.

**Amee Morgans**, Executive Director Operations Support, Emergency Services Telecommunications Authority (ESTA), Australia

**Gea Liblik**, Expert, Administrative Department, Estonian Emergency Response Centre, Estonia & **Andres Mumma**, Lecturer, Academy of Security Sciences, Estonia

**Sean Brady**, Control Operations Manager, National Emergency Operations Centre, National Ambulance Service, Ireland

After any single emergency call is received, an important decision has to be made: which vehicle should be used according to the location of the incident? What is the fastest route to reach this place? Then, if needed, what is the fastest route to reach the hospital? In this session, you will hear how you could shorten intervention time!

**Stokhos** - With fewer cars/units, being more on time!

**Mike King**, Global Public Safety Manager, CAD/911/FirstNet, esri & **Francisco Nobre**, Business Partner Coordinator, esri

**Beta 80 Group** To be confirmed

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services in the framework of the deployment of public warning systems.

**OpencodeSystem** To be confirmed

**UMS** To be confirmed

**Speaker to be determined**

**Track 1**
Plenary room

**Track 2**
Parallel room A

**Industry session**
Parallel room B

Maximum capacity: 50 attendees

11:05-11:35

Coffee break - Exhibition area
<table>
<thead>
<tr>
<th>Next-Generation emergency services</th>
<th>Is AI the future assistant of call-takers and dispatchers?</th>
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<tr>
<td>In this session, countries that are in the process of deploying state-wide Next Generation emergency calls handling systems will share their experience.</td>
<td>This session will focus on concrete cases where artificial intelligence and machine learning are used to support emergency services.</td>
<td>In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.</td>
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<td><strong>USA</strong> To be confirmed</td>
<td><strong>Andreas Cleve</strong>, CEO, Corti &amp; <strong>Jerome Paris</strong>, Managing Director, EENA - Update on EENA / Corti project: detecting cardiac arrest over the phone</td>
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<td><strong>Canada</strong> To be confirmed</td>
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<td><strong>Finland</strong> To be confirmed</td>
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</thead>
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<td>Parallel room A</td>
<td>Parallel room B</td>
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</table>

**Maximum capacity:** 50 attendees

**16:11:35-12:35**

**Track 1**
- Plenary room

**Track 2**
- Parallel room A

**Industry session**
- Parallel room B

**Lunch Break - Exhibition area**

**12:35-14:00**
Call-takers’ and dispatchers’ wellness: Mental and physical health, Ergonomics

The stress experienced by call-takers/dispatchers is what develops with listening to someone else’s absolute worst day - every day. The job is stressful and conditions are not always perfect, as sitting for extended periods of time affects a number of health issues. Join this session to learn about initiatives that can help them to feel better!

**Marty Smyth**, Chief Executive Officer, Emergency Services Telecommunications Authority, Australia

**Jules Lockett**, Practice Learning Manager, London Ambulance Service, United Kingdom

**Susanne Ottendorfer, Medical Director & Siegfried Weinert, Special Projects Manager, Emergency Communication & Coordination Centre of Lower Austria, Austria**

- From fat to fit: Workplace related health projects at the dispatch center

Smart cities & Internet of Things: what does it mean for public safety?

Cities and emergency services need to better understand emerging technologies, which represent a novel way to tackle potential threats and incidents in urban spaces. This session will highlight concrete examples of how strengthened resilience of public spaces could be enabled.

**Eric Wahed**, Global Chief Technology Officer Mission-Critical Systems, Atos - Building the future for Connected Police Officers and Firefighters

**Michelle Wetterwald**, IoT & Emergency services Working group, ETSI EMTEL

- Speaker to be determined

Focus on solutions available on the market

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

**Speaker to be determined**

**Speaker to be determined**

**Speaker to be determined**
How telemedicine and AEDs can be used to save more lives!

Technology, telehealth, and more appropriately aligned patient navigation can help emergency medical services to be more efficient. Also, how can we get better use of Automatic External Defibrillators (AEDs) using new technologies? How can we inform citizens about where to find an AED and how to use it? You will hear from experts on these matters in this session.

Stefan Beckers, Chief Medical Director, Emergency Medical Service, City of Aachen, Germany

Markus, Avaya - AED and IoT + prospective on telemedicine (from a technology point of view)

GoodSam App

Emergency calls triage

The use of structured protocols in emergency call centres is widely recognised as an essential tool and critical to achieving a quality-centric organisation. In this session, you will hear from experts who have implemented structured protocols and the benefits that this has brought.

Priority Dispatch To be confirmed

Luci Stephens, Director Of Operations for Clinical Coordination Centres, South Central Ambulance Service (SCAS), United Kingdom - Using a common Triage process across both 111 and 999 To be confirmed

Speaker to be determined

Focus on solutions available on the market

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.

Speaker to be determined

Speaker to be determined

Speaker to be determined

In this session, companies will provide an overview of solutions and expertise that they can offer to emergency services.
| Track 1 | Plenary room | Track 2 | Parallel room A | Emergency services session | Parallel room B |

<table>
<thead>
<tr>
<th><strong>The future of urban air space and how it will affect first responders</strong></th>
<th><strong>AML update</strong></th>
<th><strong>Focus on emergency calls handling systems</strong></th>
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**In 3 years, Advanced Mobile Location has brought considerable improvements to public safety. In this panel, experts will discuss the latest updates and the future improvements of the technology.**

*Ben Quay* (New Zealand)  *To Be Confirmed*

Speaker to be determined

Speaker to be determined

Speaker to be determined

**The structure, challenges and strategies affecting the emergency services differ in each country, as does the approach to the work of the emergency services and public authorities. This session will outline how some countries approach these challenges and you will hear them share their experiences.**

Speaker to be determined

Speaker to be determined

Speaker to be determined

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**Social event**

Join us for a memorable evening at the Sunsetbeach Dubrovnik, a beautiful lounge restaurant with sea view, along with colleagues from all over the world. This is a not to be missed opportunity where you can also enjoy a **walking buffet dinner** and have a **fun interactive quiz** with your peers.

The event is limited to a maximum of 300 guests. **A prior online registration** is required at the cost of **50€**. No participant will be accepted without prior registration and payment.
There is nothing natural about disasters | KEYNOTE by Rohini Swaminathan

Rohini Swaminathan currently works as GIS Analyst at the United Nations World Food Programme. Previously she worked as a consultant for UNITAR (the United Nations Institute for Training And Research) and as a Center Lead for the NASA DEVELOP National Program. She specialises in capacity development, disaster management, GIS and remote sensing.

Next Generation 112 deployment | BRIEFING

Speaker to be determined

The future of European emergency services – What will change with new legislation? | KEYNOTE by Benoit Vivier

Emergency services work will soon be impacted by the new European legislation on telecommunications. The legislation has several provisions on the functioning of emergency services, including on accessibility, location, reverse 112 and more. Join Benoit Vivier, EENA’s Public Affairs Manager, to get a full brief as to what changes are coming for emergency services and what it means for your work.

Coffee break - Exhibition area
Emergency apps are a great asset for citizens as they provide crucial information to rescuers. But an app deployed in country X doesn’t work in country Y. In a Europe where people travel more and more, is this the best we can do? In this session, Cristina Lumbreras, EENA’s Technical Director, will present the outcomes of a project aiming at using the PEMEA (Pan-European Mobile Emergency Application) architecture in several European countries to allow emergency apps to interconnect with each other.

Speakers to be determined

In this session, EENA will provide the delegates with the opportunity to vote on the topics that were most relevant during the Conference and to help EENA plan for future events. It is an interactive session, which is always popular with delegates. Participants will vote online from their smartphone or tablet.

Demetrios Pyrros, President, EENA

Lunch Break - Exhibition area
For more information on how you can take part to the EENA Conference & Exhibition, contact us!

CONTACT
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