

## TUESDAY, 05 OCT

## WEDNESDAY, 06 OCT

## THURSDAY, 07 OCT

## FRIDAY, 08 OCT

Morning

Conference opening & Welcome speech

Discussion Panel | Facing the Covid-19 pandemic

Keynote | Training the crisis to defeat human beings

Keynote | Remote call-taking during the Covid-19 pandemic

Discussion Panel | Implementing Next-Generation NG112

Remote call-taking

Natural hazards – challenges, technologies and response

Public Warning Solutions

Cybersecurity: facing the challenges

Non-emergency numbers

Communicating with the public during a pandemic

AI & Public Safety: challenges & concrete applications

Industry session: Focus on solutions available

Keynote | Open-Source Intelligence (OSINT) for emergency services & missing people

Keynote | Cybersecurity

Keynote | Maintaining physical and mental capacity to perform duties over prolonged time

Keynote | Apple

Keynote | Presentation on the European legislative framework on emergency communications

Interactive session

Closing remarks

Lunch

Afternoon

Pre-conference workshop\*

How can Google help improve public safety?

\* for public authorities only/ one representative per organisation

Implementing public warning systems

NG eCall

Drones in emergencies

How to improve accessibility for people with disabilities?

Cooperating with volunteers to tackle emergencies

Industry session: Focus on solutions available on the market

Improving public safety with smart cities and Internet of Things

User Experience and User Interface (UX/UI) design

Industry session: Emergency apps

Implementing Next Generation 112

Staff retention in PSAPs

Critical communications: In partnership with TCCA (The Critical Communications Association)

Vertical and indoor location

Masterclass: Countering the crisis tunnel effect

Research corner

Location in Next Generation Emergency Communications

Emergency communications-handling around the world

Networking Cocktail

Social event

Important note!  
This is a provisional programme and it is subject to change.