

## 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 I Remote call-taking during the Covid-19 pandemic in Israel

Discussion Panel | Implementing Next Generation 112

Remote call-taking

Natural hazards – challenges, technologies and response

Industry session: Public Warning Solutions

Non-emergency numbers

Cybersecurity: facing the challenges

Communicating with the public during a pandemic

AI & Public Safety: challenges & concrete applications

Industry session: Focus on solutions available on the market

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 Safety Features: Empowering Public Safety

Keynote | 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

Next Generation eCall

Industry session: 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)

Advanced Mobile Location

Research corner

Location in Next Generation Emergency Communications

Emergency communications handling around the world

Networking Cocktail

Social event