

eena CONFERENCE & EXHIBITION

27-29 APRIL 2022
MARSEILLE, FRANCE

#EENA2022

www.eenaconference.org

Programme

#EENA2022

FOR MORE INFO
www.eenaconference.org

Welcome to EENA

About

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to **promoting high-quality emergency services** in the EU and beyond. EENA serves as **a discussion platform for emergency services, public authorities, decision makers, researchers, associations and solution-providers** with a view to improving the emergency response in accordance with citizens' requirements. EENA is also promoting the establishment of an efficient system for alerting citizens about imminent or developing emergencies.

Today, the EENA community includes **1500+ emergency services representatives** from over **80 countries worldwide**, **100+ solution- providers**, **100+ researchers** and **200+ Members of the European Parliament**. We are proud to be a platform for everyone involved in the public safety community and to provide a space for collaboration and learning.

Visit the EENA website for more info: www.eena.org

Our mission?

To improve people's
safety and security!



Table of Contents

| | |
|---|---|
| TABLE OF CONTENTS | 3 |
| EENA CONFERENCE & EXHIBITION 2022 - OVERVIEW | 4 |
| BENEFITS OF THE EENA CONFERENCE & EXHIBITION 2022 | 7 |
| FLOOR PLAN & EXHIBITORS | 8 |

FLOOR PLAN & EXHIBITORS

PROGRAMME OVERVIEW

| | |
|--------------------|----|
| PROGRAMME OVERVIEW | 9 |
| DAY 1 | 10 |
| DAY 2 | 15 |
| DAY 3 | 21 |

Event overview

AN OPEN WINDOW TO EXPERTISE AND INNOVATIONS IN THE PUBLIC SAFETY SECTOR

Every year, the EENA Conference & Exhibition is **the get-together of professionals from across the public safety field to share knowledge**: from emergency services professionals and researchers, to solution-providers, mobile network operators and EU institution representatives.

In light of these unusual times, **we are taking all the necessary precautions to deliver a safe EENA Conference** this autumn, where you can come together to discuss the present and future of emergency response.

Across three diverse tracks, we will be hearing **from leading experts** in the plenary sessions, we will also discuss and debate operational and technical issues with specialists from across the world. The most innovative products on the emergency services market will be presented, 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!

Once more, **EENA is pleased to partner with ISCRAM** (Information Systems for Crisis Response and Management) for some insightful session about the present and future of research in the emergency services field.

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

Visit WWW.EENACONFERENCE.ORG **website** for all event details.



Who should attend

- emergency services and public authorities,
- supplier organisations,
- researchers,
- telecom regulators,
- officials from EU institutions

...and many others.



Palais du Pharo and Fort Saint-Jean at the entrance of the Port of Marseille.



Participation fee

The annual EENA Conference & Exhibition is a free attendance event **for public authorities' representatives and EENA Members.**

Otherwise, should you be:

- part of a company that is NOT a member of EENA;
- a partner company of a sponsor or exhibitor,

EENA will apply **an admission fee** and your request of participation must be sent to the EENA Events Office.

Event Venue

Le Palais des Congrès, Marseille Chanot

Located around 30 minutes from Marseille Provence international airport, this Exhibition & Convention centre is right at the hear of the city of Marseille and easy to access by public transport.

Participants can book their hotel accommodation and benefit from EENA's discounted rates through the conference website.

More information

WWW.EENACONFERENCE.ORG
for all event details.



Contact Events Office

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What people say about us



TADAS MAROSIKAS
EMERGENCY RESPONSE CENTRE,
DEPUTY DIRECTOR, 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!

”



FREDERIC SEGURET
FIRST AID PROMOTER &
SECOURISME.NET, FRANCE

“

The conference has been very inspiring and the organisation was great, as usual. It was a real pleasure to join the event and

I'm very pleased to be allowed to communicate about the EENA team work to my little community. I am so appreciative of the work done by EENA, the quality of the advocacy and the ethics of your organisation in terms of governance, participation, transparency, expertise and promotion of the general interest, as well as your true good mood and sense of celebration.

”



GREGORY ROHDE
E-COPERNICUS, PRESIDENT & THE NG9-1-1-
INSTITUTE, FORMER EXECUTIVE DIRECTOR, USA

“

It is always such a pleasure for me to be here with the EENA community. Most of all congratulations on not only another successful conference but for being a true global leader in public safety.

EENA and the team have found a winning formula

and know how to put on a top notch event. The conference was well organised: very meaningful sessions, great collection of public safety officials and industry leaders, and a great balance of social time to network and time spent in the sessions. Numbers are not the whole story but it speaks volumes that people keep coming back and more and more want to be at EENA each year.

”



JULES LOCKETT
LONDON AMBULANCE SERVICE,
PRACTICE LEARNING MANAGER, UK

“

Firstly, I wanted to say what an amazing amount of people that you managed to attract from far and wide – congratulations on that achievement!

Secondly, thank you for the incredible work

that you deliver on, the professionalism of the team and the quality of the presentations. It has been an absolute pleasure to talk about the great work of control room staff, often unsung. There has been so much we have all learnt, my speciality in training and support to colleagues took a different turn when listening to some new sessions about Training and Quality Improvement – so for that, thank you.

We learn something new every day, over EENA2019, we all learnt so much more than that!

”

88%

WERE SATISFIED WITH
EENA CONFERENCE
2021

Benefits

CONNECT WITH HUNDREDS OF PUBLIC SAFETY PROFESSIONALS

- Solution-providers, Emergency Services, Authorities, Researchers, Tech Companies...
- From Europe and beyond

LEARN ABOUT THE BEST PRACTICES AND NEWEST TECHNOLOGICAL SOLUTIONS

- **Over 100 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 35 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 all Europe
- **Reinforce your relationship** with existing partners and friends
- **Make new friends** in an informal atmosphere during the social activities

Floor plan & exhibitors



1. Fire and rescue service of Bouches-du-Rhône & Digital Agency for Civil Protection
2. Saab
3. IPS
5. Emergency Live
6. Motorola Solutions
7. Everbridge
9. Crisis Response Journal (CRJ)
10. Secours Mag
13. Systel
14. Incendium
17. AnthroPi
18. Deveryware
19. Genasys
21. Celltick Technologies
23. Frequentis
24. The Critical Communications Association (TCCA)
25. BuildERS Project
26. Pulsiam
27. Esri
28. Atos
29. Eli Technology
30. Opencode Systems
31. Info & Safety Point
32. Hexagon
33. PertSol
34. nWise
35. CSAM Public Safety
36. Beta 80
37. Intersec
38. Huawei

Programme overview

| WEDNESDAY, 27 APRIL | | | THURSDAY, 28 APRIL | | | FRIDAY, 29 APRIL | | | |
|---------------------|--|--|--|---|--|--|--|--|----------------------|
| Morning | Introduction & Opening ceremony | | | Emergency control rooms design | eCall - Today and Tomorrow | Industry session: NG112 components | Vertical & indoor location | Emergency communications handling around the World | Visit the exhibition |
| | The rescue of Christian Eriksen during UEFA Euro 2020 | | | | | | The French Strategy to Protect Natural Areas Against Wildfires | | |
| | Emergency response to the 2020 Beirut Explosion | | | Ensuring continuity of emergency communications | Strengthening the role of civil society in disaster management | Industry session/ Public Warning solutions | Driving change: NexSIS and the reform of emergency call handled by French Fire and Rescue Services | | |
| | You're It: Leading through Crisis | | | | | | How can we ensure that we protect the public in ways that also fully respect fundamental rights? | | |
| | Lessons learned from the 2021 floods in Belgium | | | Quality assurance | Mission critical control rooms | Industry session / Public Warning solutions | Video communication to PSAPs - a human perspective | | |
| | Public perception of crisis communications | | | | | | Access to emergency services is being severely impacted by the lack of VoLTE interoperability | | |
| Closing remarks | | | | | | | | | |
| LUNCH | | | | | | | | | |
| Afternoon | Next Generation 112 deployments | Mapping Automated External Defibrillators | Industry session: Focus on solutions on the market | Standardisation | Budget & tenders | Industry session: Focus on solutions on the market | <div>Important note</div> <div>This is a provisional programme and it's subject to change.</div> | | |
| | Public Warning - Moving beyond the technology mandate | Using data to anticipate, predict and respond to emergencies | Industry session: Focus on solutions on the market | Cybersecurity | Preventing violence against emergency services | Industry session: Focus on solutions on the market | | | |
| | Networking Cocktail: Public safety speed-dating & Free time to visit to the exhibition | | Research Corner in partnership with ISCRAM | Mental health of call-takers | Considerations related to the war in Ukraine | Industry session: Focus on solutions on the market | | | |
| | 112 Awards Ceremony | | | Social event | | | | | |

EENA Conference & Exhibition 2022
27-29 April, Marseille

EENA CONFERENCE 2022 - PROGRAMME

Day 1 - Wed 27 April (morning)

08.00 - 09.00

Opening of the exhibition

09.00 - 09.15

Conference opening

By [Demetrios Pyrros](#), President, EENA

09.15 - 09.45

The rescue of Christian Eriksen during UEFA Euro 2020

On 12 June 2021, during Denmark's opening group stage match in the European Men's Football Championship 2020, football player Christian Eriksen collapsed on the field due to a cardiac arrest. Thanks to the immediate arrival of medical assistance and an early resuscitation and defibrillation, the football player was successfully rescued. In this opening session, we will look back to this outstanding rescue.

Chaired by [Demetrios Pyrros](#), President, EENA

Jens Kleinfeld, UEFA Euro 2020 Venue Medical Officer

09.45 - 10.20

Emergency response to the 2020 Beirut Explosion

On 4 August 2020, an explosion of an unprecedented magnitude hit the port of Beirut (Lebanon) and its surroundings, causing 218 deaths, over 7000 injuries and important material damages in the city. Hospitals, which were themselves severely damaged, saw a quick influx of victims to treat urgently. In this keynote presentation, we will hear how the extraordinary emergency medical response to this unprecedented crisis was set up.

Chaired by [Demetrios Pyrros](#), President, EENA

[Nagi Souaiby](#), MD, MPH, MHM, Emergency and Forensic Medicine; Chief Editor, Mediterranean Journal of Emergency Medicine; President, Lebanese Resuscitation Council

10.20 - 11.05

Coffee Break and Visit of the Exhibition

11.05 - 11.35

You're It: Leading through Crisis

As Associate Director of the National Preparedness Leadership Initiative at Harvard University, Eric has been on the ground with leaders during major crises such as the Deepwater Horizon oil spill, the Boston Marathon bombings, the current pandemic and more. He has trained crisis teams around the world. In

EENA CONFERENCE 2022 - PROGRAMME

Day 1 - Wed 27 April (morning)

this session, Eric will share practical insights for leading through turbulent times.

Chaired by [Emily Hough](#), Editor in Chief, Crisis Response Journal & EENA Board Member

[Eric McNulty](#), Associate Director, National Preparedness Leadership Initiative, Harvard University, United States

11.35 - 12.05

Lessons learnt from the 2021 Floods in Belgium

In the summer 2021, Belgium and several countries in Europe suffered dramatic floods. Join us to hear about Catherine Delcourt's experience in managing the crisis in the Province of Liège (Belgium).

Chaired by [Emily Hough](#), Editor in Chief, Crisis Response Journal & EENA Board Member

[Catherine Delcourt](#), Deputy Governor of the Province of Liège, Belgium

12.05 - 12.30

Public perception of crisis communications

As a neuroscientist, Albert Moukheiber has been studying how our brains react to different types of messages. Why are we so susceptible to fake news? Why don't we all prepare ourselves to face a disaster even when science and authoritative communication tell us to do so? Why don't we all react the same way with regards to COVID-19 restrictions? Himself a former volunteer at the Lebanese Red Cross, Albert will be sharing his learnings with us.

Chaired by [Emily Hough](#), Editor in Chief, Crisis Response Journal & EENA Board Member

[Albert Moukheiber](#), Co-Founder, Chiasma

12.30 - 14.00

Lunch Break and Visit of the Exhibition



EENA CONFERENCE 2022 - PROGRAMME

Day 1 - Wed 27 April (afternoon)

| | Track 1 room | Track 2 room | Track 3 room |
|----------------------|--|--|---|
| 14.00 - 15.00 | <p>Next-Generation 112 Deployments The rollout of Next-Generation 112 continues apace in Europe and North America with implementation projects already completed or well advanced. In this session, an update on progress will be provided by representatives of three countries at the cutting edge of next generation implementation. They will share their experiences, challenges faced and benefits realised.</p> <p>Chaired by Michael Pröstler, Vice-Chair, Tech & Ops Committee, EENA</p> <p>NG911 implementation in California - Budge Currier, 9-1-1 Emergency Communications Branch Manager, Governor's Office of Emergency Services, State of California, United States & incoming President of the National Association of State 911 Administrators (NASNA), United States</p> <p>NG112 implementation in Romania - Sorin Vasilca, Deputy Director, Special Telecommunications Service (STS), Romania</p> <p>Emergency Apps in an NG112 environment, Jürgen Schwanzer, Directorate-General for Public Safety, Ministry of the Interior, Austria & Gabriel Unterholzer, Software Engineer, DEC 112, Austria</p> | <p>Mapping Automated External Defibrillators It has been demonstrated multiple times that an early defibrillation significantly improves the chances of survival of an out-of-hospital cardiac arrest. In this session, you'll hear how public authorities have developed digital registries to help locate the nearest defibrillators as quickly as possible.</p> <p>Chaired by Stephen Hines, Clinical Tutor, London Ambulance Service NHS Trust, United Kingdom</p> <p>Findings of the 'Galileo for AEDs project' - Benoit Vivier, Public Affairs Manager, EENA</p> <p>Strengthening the first links in the chain of survival - AED mapping and dispatch of AEDs and volunteers in Sweden and Denmark - David Fredman, RN, PhD, Heart of Operations, Hearrunner Sweden AB</p> <p>Where to plug - AED mapping in Austria - Stefan Spielbichler, Chief communications officer, Emergency Communication & Coordination Centre of Lower Austria, Austria</p> | <p>Industry session Focus on solutions available on the market</p> <p>Chaired by Volker Tondorf, Leader of Digital Deployment Investigation, Federal Agency for Technical Relief / VOST, Germany</p> <p>Integrated Communication Platform Strengthening Collaboration with Society - Małgorzata Pawłowicz, Regional Government Industry Expert, Huawei</p> <p>Broadband - evolution or revolution of field operations - Tero Pesonen, Vice-Chair, The Critical Communications Association (TCCA)</p> <p>GNSS location in confined environment (tunnels, metro, parkings, ...) to better address emergency calls location - Francois Goudenove, Sales Officer, Syntony-GNSS</p> |

EENA CONFERENCE 2022 - PROGRAMME

Day 1 - Wed 27 April (afternoon)

15.05 - 16.05

Public Warning - Moving beyond the technology mandate

Modern Public Warning Systems should be deployed in all the Member States of the European Union by June 2022. However, while the European legislation only prescribes the implementation of one technology, recent developments make it possible to go beyond what is required in the EU legislation and better alert the citizens.

Introduced and chaired by [Johnny Douvinet](#), PhD, Professor, Avignon University, France

Public Warning Systems in Europe: Taking the bull by its horns - [Mathieu Lafforgue](#), Product Marketing Manager, Intersec

The evolution of public safety towards greater societal resilience. How we can extend the value of public warning technology by building an ecosystem of government, citizens, and corporations; to move from a traditionally 'reactive' response to a more 'proactive' (and faster) response to large scale disasters. - [Val Risk](#), Vice-President Public Safety & [Dominic Jones](#), Senior Vice-President Partner Development, Everbridge

Galileo - A global, resilient and complementary infrastructure for Public Warning - [Laurent Arzel](#), Navigation Project Leader, Telespazio France

Using data to anticipate, predict and respond to emergencies

From connected objects to artificial intelligence, data has become increasingly present in today's economy and societies. In this session, speakers will present how emergency services could make use of these data to better organise their work.

Chaired by [Alfonso Zamarro](#), Vice-Chair, Tech & Ops Committee, EENA

Artificial Intelligence – is it real? - If AI is such a game changer, why aren't we working on it together to give Public Safety officers the 'information initiative'? - [Jan Thompson](#), Senior Director EMEA: Defence, Justice and Public Safety, Oracle

Increasing resilience and resistance of Smart Cities by forecasting the number of incoming emergency calls based on Internet of Things open data - [Ana Robnik](#), Project Coordinator & [Valerij Grašič](#), Solution Manager, Iskratel, on behalf of 5GSafety Project

Digital Twins for Pre Incident Planning - [Michael O'Donnell](#), Firefighter, Dublin Fire Brigade, Ireland

Industry session

Focus on solutions available on the market.

Chaired by [Jessica Reed](#), Vice-President of Strategy & Global Partners, RapidSOS

Creating Time to Care - [Martin Clark](#), Director Sales EMEA region, CSAM Public Safety software solutions

Maximizing your Command and Control Investment - [Holly Blanks](#), Director of Global Business Development, Pulsiam & [Henry Unger](#), President, Pulsiam

16.05 - 18.00

Networking in the exhibition area

While the 112 Awards Ceremony is getting prepared in the Plenary room, delegates will have the opportunity to visit the stands and to enjoy a networking cocktail that will be served in the exhibition area.

16.20 - 17.20 - Research Corner In partnership with ISCRAM

Academic researchers will present their latest work in the area of public safety. Join us to find out the present and future of research in the emergency

EENA CONFERENCE 2022 - PROGRAMME

Day 1 - Wed 27 April (afternoon)

Also, EENA's "Topics-based speed-dating" is back! This speed-dating event will be organised for participants willing to meet with experts to discuss the following topics:

- AML,
- Public Warning,
- PSAP Directory (supporting inter-PSAP communication across national borders),
- NG112 Deployments,
- Accessibility,
- Staff well-being,
- PEMEA (Pan-European Mobile Emergency Application),
- Critical communications.

Participants will receive an invitation to register to these meetings two weeks before the event.

And, as in 2021 in Riga, EENA continues its partnership with ISCRAM to present some of the latest research papers in the public safety field (see "Research Corner" session on the right hand side).

services field.

*Chaired by **Rob Grace**, Vice-President, Information Systems for Crisis Response and Management (ISCRAM) Association*

An artificial intelligence tool to classify emergency medical incidents in real time improves emergency medical dispatch - [Pablo Ferri Borredà](#), Biomedical Data Science Laboratory, Institute of Information and Communication Technologies, Polytechnic University of Valencia, Spain

Predicting Volunteer Travel Time to Emergencies - [David Fredman](#), RN, PhD, Heart of Operations, Heartrunner Sweden AB

Evaluating the Public's Reaction to Simulated Alerts on Mobile Phones in France: Scale Effects, and Challenges - [Johnny Douvinet](#), PhD, Professor, Avignon University, France

Augmented reality points of interest for improved first responder situational awareness - [Rozenn Marechal](#), Project Manager, CS Group

Real-time Alert Framework for Fire Incidents Using Multimodal Event Detection on Social Media Streams - [Thomas Papadimos](#), Research Associate & Data Scientist, Centre for Research & Technology Hellas (CERTH), Greece

Networking in the exhibition area

18.00 - 19.15

112 Awards Ceremony - Track 1 room

Every year, special achievements result in a better protection of the citizens. The 112 Awards Ceremony will recognise and reward some emergency services and citizens for their outstanding contribution to public safety.

EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (morning)

| | Track 1 room | Track 2 room | Track 3 room |
|----------------------|--|---|--|
| 09.00 - 10.00 | <p>Emergency Control Rooms Design Workspace design, technology integration, ergonomics are often disregarded while it definitely has an important impact on the call-taking process and on staff well-being. Join this session to hear about concrete examples.</p> <p><i>Chaired by Björn Skoglund, Operations Specialist on 112 and Crisis Management, SOS Alarm, Sweden</i></p> <p><i>Redesign of the national PSAP of Luxembourg - Lieutenant colonel Christopher Schuh, Head of Operations, Fire and Rescue Corps, Luxembourg</i></p> <p><i>Designing a multi-authority PSAP operations room in a nationwide networked operational model - Marko Nieminen, Director of Operations Department, Emergency Response Centre Agency, Finland</i></p> <p><i>Magen David Adom national operations center – the need to integrate different functions into one room - Chaim Rafalowski, Disaster Management Coordinator, Magen David Adom (Emergency Medical Services), Israel</i></p> | <p>eCall - Today and Tomorrow The eCall regulation was adopted in 2015 and its obligations have been in force since 2018. Four years on and some technical and operational challenges remain while new legal requirements for next generation (NG) eCall are imminent. In this session, technical and regulatory measures to address those challenges will be explained and NG eCall previewed.</p> <p><i>Chaired by Ciaran Moynihan, Vice-Chair, Tech & Ops Committee, EENA</i></p> <p><i>112 eCall in France - Overview and questions - Antoine Trarieux, Director Public Affairs, Groupe IMA Inter Mutuelles Assistance, France</i></p> <p><i>eCall Callback Issues - Vassil Krastev, Expert in Numbering and Networks, European Communications Office</i></p> <p><i>In-band Transmission of the Minimum Set of Data (MSD) for Third Party Services (TPS) eCall - Ana Kristin Tyssen, Global Product and Partner Management, Bosch Service Solutions, Germany</i></p> | <p>Industry session / NG112 solutions Providers of NG112 solutions will present their products.</p> <p><i>Chaired by Wolfgang Kampichler, Co-Chair, Tech & Ops Committee, EENA</i></p> <p><i>How to deploy an end-to-end NG112 solution in the cloud - Rick Jezierny, Product Manager, UCC PH Public Safety Solution, Atos Unify & Iratxe Gomez Susaeta, GEMMA Presales Manager, Global Big Data and Security Division, Atos</i></p> <p><i>NG112 CAD: fake news or reality? - Luca Bergonzi, Sales Executive, International Business Development, Beta 80 group</i></p> <p><i>MMX RTT Bridge: Integrate Real-Time Text into the Next Generation Core Services - Simon Ljungberg, Product Manager, nWise</i></p> |
| 10.05 - 11.05 | <p>Ensuring continuity of emergency communications With recent outages of emergency numbers and growing concerns related to cyberattacks, ensuring continuity of service of emergency numbers is on the top of many public authorities' agenda. This</p> | <p>Strengthening the engagement of civil society in transforming disaster management Our society is increasingly exposed to complex risks, emerging threats and multidimensional</p> | <p>Industry session / Public Warning solutions Providers of Public Warning solutions will demonstrate their products.</p> <p><i>Chaired by Laurent Arzel, Navigation Project</i></p> |

EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (morning)

session will present several solutions to better protect access to emergency services.

Chaired by [Markus Bornheim](#), International Practice Lead Public Safety & Emergency Services, Avaya

Continuity of Operations Planning for Emergency Communications - [April Heinze](#), National Emergency Number Association (NENA), United States

Ensuring continuity of emergency communications from a technical and operational point of view - **Bogdan Belciu**, Technical Specialist & **Alexandru Vadana**, Operational Specialist, Special Telecommunications Service, Romania

How "Call Handling as a Service" (CHaaS) can ensure continuity of Emergency Communication? - [Jörg Rieder](#), Global Head Product Management and R&D for Public Safety Solutions, Atos Unify

hazards. Therefore, it is essential to enable communities to increase their resilience and empower them to build back smarter. This session brings together a cluster of European projects working towards a common objective: stronger, safer communities and increased resilience of all.

Chaired by [David Wales](#), Customer Experience Expert

From understanding to supporting how official emergency actors interact with the population during crises - [Matthieu Branlat](#), Senior Scientist, SINTEF on behalf of the ENGAGE project

The role of emergency services in local resilience assessments - [Uberto Delprato](#), Chief Executive Officer, IES Solutions & [Jon Hall](#), Founder, The Resilience Advisors Network on behalf of the Resiloc project

Understanding social media and crowdsourcing technologies in disasters - [Richard Lüke](#), Project Officer, Safety Innovation Center e.V. on behalf of the LINKS project

New tools for identifying vulnerable citizens and planning evacuation - **Ago Tominga**, University of Tartu, Estonia and member of the Estonian Rescue Board on behalf of the BuildERS project

Leader, Telespazio France

F24: An approach for an Efficient Public Alerting - [Amélie Grangeat](#), Product Manager - Public Warning Systems, F24

Genasys Integrated Public Warning and Evacuation management solutions - [Pablo Gómez](#), Mass Notification Systems Strategic Marketing Director, Genasys

PWS for national and local public authorities - [Mathieu Lafforgue](#), Senior Product marketing manager; **Charlotte Thomas**, Cloud offering director, Intersec & **Romain Moutard**, Lieut. Col., FR-Alert Program Director, Ministry of Interior, France

11.05 - 11.30

Coffee Break and Visit of the Exhibition

EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (morning)

11.30 - 12.30

Quality Assurance

How to make sure your PSAP provides services of high quality to people that need it most? In this session, you will learn how some PSAPs have set specific requirements, processes and procedures allowing them to measure and improve their performance.

Chaired by [Fabrice Dami](#), Medical Director, Lausanne emergency dispatch, Switzerland

Ensuring the quality of operating the 112 Emergency Service - **Georgiana Cristina Sabareanu**, 112 Training Coordinator & **Cristina Bianca Gherghe**, 112 Supervisor, Special Telecommunications Service, Romania

Involving all staff in the quality process - [Maaria-Liisa Kapaun](#), Quality Assessor, Estonian Emergency Response Centre, Estonia

Ensuring quality while keeping up with quantity - [Jennifer White](#), President, National Emergency Number Association (NENA), United States

Mission Critical Control Rooms

Regular EENA conference attendees are used to hearing about PSAPs. This session will be an opportunity for you to learn more about critical control rooms who, beyond serving as a PSAP per se, are also monitoring and protecting critical infrastructures such as airports, harbours and energy production facilities.

Chaired by [Mladen Vratonjic](#), Vice-Chair, EENA & Board Chair and Director, The Critical Communications Association (TCCA)

Communication Concepts for Critical Infrastructures - [Markus Bornheim](#), International Practice Lead Public Safety & Emergency Services, Avaya

Applying PSAP logics to private control rooms - [Carlo Paradiso](#), International Business Development, Beta 80 Group

Airport control rooms as early adopters of mission-critical mobile broadband communication - [Wolfgang Kampichler](#), Principal Scientist, Frequentis AG

Industry session / Public Warning solutions

Providers of Public Warning solutions will demonstrate their products.

Chaired by [Andrew Watson](#), Global Government Industry Expert, Huawei

Utimaco & Celltick - Public Warning Systems - [Ronen Daniel](#), CEO, Celltick Technologies

Wireless and Digital Broadcast Emergency Implementation - **Thierry Darras**, Sales Director APAC, Opencode

Geo-Targeted Alerts for Emergency Communication - **Mitesh Vageriya**, Chief Executive Officer, Pert Telecom Solutions (PertSol)

12.30 - 14.00

Lunch Break and Visit of the Exhibition

EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (afternoon)

| | Track 1 room | Track 2 room | Track 3 room |
|----------------------|---|--|---|
| 14.00 - 15.00 | <p>Standardisation In this session, we will hear how standardisation organisations work, as well as how standards can help the emergency services community.</p> <p><i>Chaired by Wolfgang Kampichler, Co-Chair, Tech & Ops Committee, EENA</i></p> <p><i>Emergency communications and ETSI - Luis Jorge Romero, Director General, European Telecommunications Standards Institute (ETSI)</i></p> <p><i>3GPP standardization for Emergency Services and Public Safety - Jukka Vialen, SA6 Vice-Chair, 3rd Generation Partnership Project (3GPP)</i></p> <p><i>European Union support to standardisation - Emilio Dávila, European Commission</i></p> | <p>Budget & tenders Public safety is priceless, but it comes at a cost. In this session, we'll explore how public safety organisations can best deal with financial changes, tenders and administrative processes.</p> <p><i>Chaired by Tómas Gíslason, Deputy CEO, 112 Iceland</i></p> <p><i>What's the value of the "call for life"? - Gregor Jänin, 112 in the Balkans - DispoNet</i></p> <p><i>Expectations and reality in technical requirements - Luca Bergonzi, Sales Executive, International Business Development, Beta 80 group</i></p> <p><i>Public Safety as a Service - Andrew Watson, Global Government Industry Expert, Huawei</i></p> | <p>Industry session Focus on solutions available on the market.</p> <p><i>Chaired by Iratxe Gomez, Vice-Chair, Tech & Ops Committee, EENA</i></p> <p><i>HiSkills - Emergency dispatcher training with AI virtual callers - Ole Paulsen, Executive Chairman, SKLLS</i></p> <p><i>Simulation of 112 operations for Training and Quality assurance - Rokas Kvedaras, CEO, Innoseven technologies</i></p> <p><i>Be Prepared, Respond Quickly, Reach Everyone - An overview of the Everbridge Public Safety Platform - Michael Sargeant, Senior Manager, Public Warning & Vincent Geffray, Senior Director - Global Product Marketing, Everbridge</i></p> |
| 15.05 - 16.05 | <p>Cybersecurity Emergency services are far from exempt from cybersecurity issues. In this session, we will examine how important it is to seriously consider cyber risks and hear practical advice on protecting critical infrastructure.</p> <p><i>Chaired by Hadi El Khoury, Associate Director, Knock Knock</i></p> | <p>Preventing violence against emergency services While emergency services dedicate their lives to keeping other people safe, we must think about protecting the protectors. Sadly, whether in the call centre or out on the field, violence towards emergency services continues to be a prevalent issue. What steps are being taken to reduce this?</p> <p><i>Chaired by Amélie Grangeat, Product Manager - Public Warning Systems, F24</i></p> | <p>Industry session Focus on solutions available on the market</p> <p><i>Chaired by Jan Thompson, Senior Director EMEA: Defence, Justice and Public Safety, Oracle</i></p> <p><i>PEMEA, Supporting Enterprise Emergency Calling - James Winterbottom, Chief Architect and Product Manager Emergency solutions, Deveryware</i></p> <p><i>Mobile APPs for Public Safety - Sebastian Stepfer,</i></p> |

EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (afternoon)

Telephony Denial Of Service For Emergency Communication – It's Real, It's Happening, It's Serious - [John Snapp](#), Vice-President of Technology, Intrado Life and Safety Inc.

Cyber Resilience for the Digital Decade through the eyes of Critical Infrastructure, 5G Operators and Essential Services - [Jeremy Capell](#), Chief Information Security Officer, Everbridge

Is the scene safe? Rethinking scene safety, lessons from NO FEAR project - **Chaim Rafalowski**, Disaster Management Coordinator, Magen David Adom (Emergency Medical Services of Israel)

Firebru vs. Aggression - Measures to prevent violence against Brussels firefighters - **Spencer Smolders**, Officer, Fire Department of Brussels, Belgium

Verbal violence against 112 call-takers manifested after tragic events or emergencies and post factum psychological interventions to reduce the emotional impact - **Iulia Mihaela Filip**, Psychologist & **Andrea Miana Veres**, Psychologist, Special Telecommunications Service, Romania

Protecting First Responders with Smart Video - [Ivan Ruiz](#), Expert, The Critical Communications Association (TCCA)

Partner & Managing Director, IPS Consultants

SMS to video - Insights and real use cases from Scandinavia. Pros and cons of live video streaming in 112 calls - [Thomas Baun](#), CEO & [Asger Plæhn](#), CMO, Incendium

16.05 - 16.30

Coffee Break and Visit of the Exhibition

16.30 - 17.30

Mental health of call-takers

When they do their work, emergency call-takers can sometimes handle very difficult situations. Hence, providing mental support to PSAPs staff is of paramount importance and presenters in this session will discuss the best ways to do it.

Chaired by **Spencer Smolders**, Officer, Fire Department of Brussels, Belgium

Psychological intervention to maintain the mental

Considerations related to the war in Ukraine

This session was added to the conference programme in the very last weeks to help EENA 2022 attendees hear from experts who have been working on matters related to the war in Ukraine. Among others, you will hear about building resilience, tackling disinformation and supporting refugees.

Chaired by [Demetrios Pyrros](#), President, EENA

Industry session

Focus on solutions available on the market

Chaired by [Gregor Jänin](#), 112 in the Balkans - DispoNet

How does 5G reaffirm the essential role of mobile carriers in emergency caller location? - [Mathieu Lafforgue](#), Senior Product marketing manager, and [Christophe Nez](#), Vice-President Product, Intersec

EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (afternoon)

health of the 112 call-takers - **Iulia Mihaela Filip**, Psychologist & **Andrea Miana Veres**, Psychologist, Special Telecommunications Service, Romania

A structural way to maintain and assess "stridsvärde" in mentally challenging work - **Niclas Wisén**, Founder, Licensed Clinical Psychologist, Pwett, Sweden

Taking Care of Our Own: how? - **Jennifer White**, President, National Emergency Number Association (NENA), United States

Strengths and vulnerabilities of community resilience in Ukraine - **Dmitri Teperik**, RESILIENT UKRAINE Programme Director & Chief Executive, International Centre for Defence and Security (ICDS)

Report on the humanitarian operation "Pompiers de la Paix" (Peace Firefighters) - **Christian Poirel**, Chief Physician & **Laura Dutto**, Fire and Rescue Service of Bouches-du-Rhône (SDIS13), France

Exploring disinformation tactics & its impact on emergency services - **Roman Adamczyk**, Analyst, Institute for Strategic Dialogue

Android Air Raid Alerts in Ukraine - **Micah Berman**, Product Manager, Android Safety, Google

Dispatchable address including floor and room number for mobile 112 - **Pablo Asiron**, Vice-President Europe & Public Networks, Eli Technology

Decision Making in Crisis Situation – Negative influence of cognitive biases and how to overcome - **Markus Epner**, Head of Academy, F24

19.00 - 22.30

EENA 2022 Social event, co-powered by EENA & [Everbridge](#)

*Join us and colleagues from all over the world in Fort Ganteaume for a memorable evening co-powered by EENA and Everbridge. This is a not to be missed opportunity where you can also enjoy a **walking dinner** with one the most stunning views of the Old Port, and have a **fun interactive quiz** with your peers.*

Entrance fee: 50 EUR (VAT included) - including: a welcome drink, a walking dinner with 2 drinks and a fun quiz in teams.

Register here: <https://www.weezevent.com/eena-2022-social-event>

The event is limited to a maximum of 250 guests. No participant will be accepted without prior registration and payment.

For more info on this casual event, please visit: <https://eenaconference.org/social-activities/>

EENA CONFERENCE 2022 - PROGRAMME

Day 3 - Fri 29 April (morning)

| | Track 1 room | Track 2 room | Track 3 room |
|----------------------|---|--|------------------------------------|
| 09.00 - 10.00 | <p>Vertical & indoor location</p> <p>Thanks to Advanced Mobile Location (AML), emergency services can now quickly obtain the accurate location of a caller. However, locating someone inside a building or determining the vertical position of the caller can still be problematic. In this session, the speakers will present different technologies to obtain vertical and indoor location.</p> <p><i>Introduced and chaired by Kevin Graham, Chief Executive Officer, The Critical Communications Association (TCCA)</i></p> <p><i>Overcoming the 3D positioning challenges in large/dense urban areas and cities - Stuart Walsh, Field Product Director, Creativity Software</i></p> <p><i>Android ELS and Vertical Location: Challenges and Tips - Micah Berman, Product Manager & Alastair Breeze, ELS Tech Lead, Google</i></p> <p><i>3 Dimensional Mapping for Indoor Location and Routing - Francisco Nobre, Public Safety Business Development Executive, ESRI</i></p> | <p>Emergency communications handling around the World</p> <p>Each country has its own structure, challenges and innovations when it comes to handling emergency communications. In this session, we'll share knowledge and experiences from across the world.</p> <p><i>Chaired by Kaili Tamm, Board Member, EENA</i></p> <p><i>Sharing experiences from over 7 decades with a single emergency number and nearly 50 years with a dedicated PSAP organisation - Björn Skoglund, Operations Specialist on 112 and Crisis Management, SOS Alarm, Sweden</i></p> <p><i>The modernization of Malaysia Emergency Response System (MERS 999) - Mohd Nor Azhar Sulaiman, Head of Solution Consultant Public Safety & Emergency Services, Telekom Malaysia</i></p> | <p>Visit the exhibition</p> |
| 10.00 - 10.40 | Coffee Break and Visit of the Exhibition | | |

EENA CONFERENCE 2022 - PROGRAMME

Day 3 - Fri 29 April (morning)

10.40 - 11.05

The French Strategy to Protect Natural Areas Against Wildfires

Every summer, emergency services are confronted to an increasingly high risk of forest fires. During this session, the speaker will discuss how the fire and rescue services in the south of France are facing this risk and what measures have been put in place to prevent the start and the spread of forest fires.

*Chaired by **Dieter Nüssler**, Vice-President, EENA*

Colonel Pierre Bépoix, Deputy Chief of Department, Fire and Rescue Service of Bouches-du-Rhône, France

11.05 - 11.30

Driving change: NexSIS and the reform of emergency calls handled by French Fire and Rescue Services

Besides the disruptive technological changes currently conducted by French authorities, what have been the challenges faced to drive such a project? Many aspects from the change of philosophy of the call-taking process to project management matters will be covered.

*Chaired by **Dieter Nüssler**, Vice-President, EENA*

Michel Monneret, Director, Digital Agency for Civil Protection (ANSC), France

11.30 - 11.55

How can we ensure that we protect the public in ways that also fully respect fundamental rights?

More and more data is available for public safety. Where do we draw the line? Which data should public safety use and how should it be used? How can we find a middle ground between protecting the public and ensuring that fundamental rights are fully respected? Join us to hear the subject expertise from EDRI's Ella Jakubowska.

*Chaired by **Greg Rohde**, President, eCopernicus*

Ella Jakubowska, Policy Advisor, European Digital Rights (EDRI)

11.55 - 12.20

Video communication to PSAPs - a human perspective

With new information and communication technologies, there is a growing demand to make it possible for citizens to contact emergency services by video. But allowing video communication with PSAPs comes with many challenges, both for the caller and the call-taker. In this presentation, the speakers will focus on the human experience in the video communication with PSAPs.

*Chaired by **Greg Rohde**, President, eCopernicus*

David Wales, Customer Experience Expert & **Filip Malenak**, Managing Director, Zachranka

EENA CONFERENCE 2022 - PROGRAMME

Day 3 - Fri 29 April (morning)

12.20 - 12.40

Access to emergency services is being severely impacted by the lack of VoLTE interoperability

Some weeks ago, French mobile operator Free warned that calling numbers, including emergency numbers, would not function when roaming in the US. Experts like Rudolf van der Berg had previously warned that this was an emerging issue with very serious consequences for emergency communications. Stay with us to hear from Rudolf about what needs to be done to make sure access to emergency services can continue functioning.

Chaired by [Greg Rohde](#), President, eCopernicus

[Rudolf van der Berg](#), Senior Consultant, Stratix

12.40 - 12.50

Conference closing

By [Demetrios Pyrros](#), EENA

12.50 - 14.00

Lunch Break and Visit of the Exhibition



EENA CONFERENCE & EXHIBITION 2022

PROGRAMME

For more information on how you can take part in
the EENA Conference & Exhibition, contact us!

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