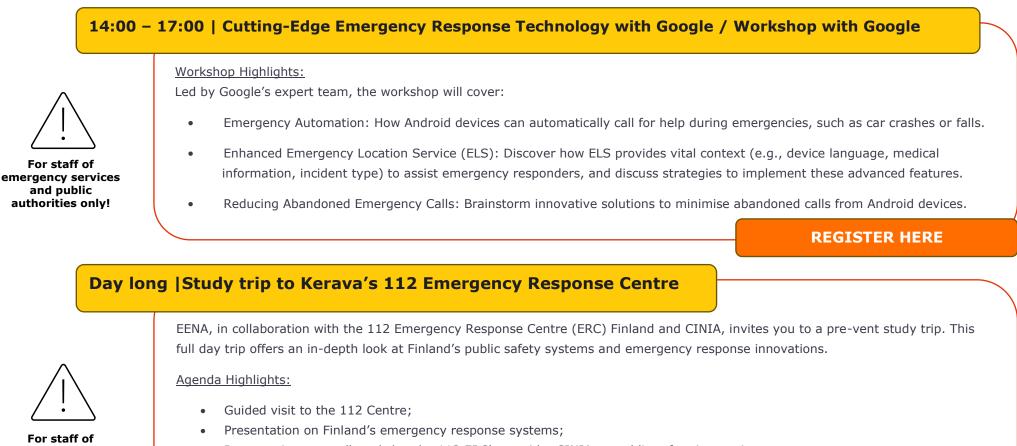


emergency services and public

authorities only!

EENA Conference 2025 Programme

Tuesday 08 April | Pre-Conference Workshops



- Presentation or small workshop by 112 ERC's provider CINIA on public safety innovations
- Lunch included.

All costs are covered by 112 Finland and CINIA.

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EENA Conference 2025 Programme

Wednesday 09 April | Day 1

0	9.00 - 09.20	Conference Opening by Mari Rantanen, Minister of the Interior of the Republic of Finland				
0	9.20 - 10.00	Keynote presentation of Hamza Al-Kateab and Waad Al-Kateab, Action for Sama				
1	0.00 - 11.30	Coffee Break + Visit of the exhibition				
		Track 1	Track 2	Track 3	Technology Track	
1	1.30 - 12.30	Update on the implementation of EU legislation on emergency communications	Emergency communications through Third-Party Service Providers	Handling emergency communications in other languages	AI-based solutions for triage	
1	2.30 - 13.45	Lunch Break + Visit of the exhibition				
1	.3.45 – 14.45	NG112 Roadmaps and financing	Non-emergency medical numbers	Learnings from the handling of emergency communications in Finland	Call recording and analytics	
1	5.00 - 15.45	Satellite communication services	Certifying excellence in PSAPs		NG112 as a Service	
1	5.45 - 16.30	Coffee Break + Visit of the exhibition				
1	.6.30 – 17.30	NG eCall	Enhancements in Public Warning Systems	Training of call-takers	EU Projects	
	7.40 - 19.30 iming to be confirmed)	Movie screening: <u>For Sama</u>				
	rom 18.30	Helsinki Walking Tour				
	rom 20.00 iming to be confirmed)	Informal drinks at the city centre				



EENA Conference 2025 Programme

Thursday 10 April | Day 2

	Track 1	Track 2	Track 3	Technology Track	
09.00 - 10.00	Enhancing accessibility to 112	Emergency Communications in the Asia/Pacific region	Sending pictures and videos to 112	CAD solutions for Stage-2 PSAPs	
10.00 - 10.45	SIP / PIDF-LO	Airborne Rescue	Receiving pictures and videos in PSAPs	CAD solutions for Stage-2 PSAPs	
10.45 - 11.30	Coffee Break + Visit of the exhibition				
11.30 - 12.30	Routing in NG112	Public Warning Systems implementations	Funding of 112 & PSAPs projects	Caller Location technologies	
12.30 - 13.45	Lunch Break + Visit of the exhibition				
13.45 - 14.45	Using PSAP Directory	Integrating AI in PSAPs	Best practices in dealing with mental health of call- takers	GIS / Satellite imagery innovations	
15.00 - 15.45	Mission critical communications	Use of AI in PSAPs	Computer-Aided Dispatch systems developed by PSAPs	Rich Communications Services	
15.45 - 16.30	Coffee Break + Visit of the exhibition				
16.30 - 17.30	Public Warning Systems	AI & Quality Assurance			
19.00 – 0:00 (Timing to be confirmed)	EENA Social Event (registratio	n required)			



EENA Conference 2025 Programme

Friday 11 April | Day 3

09.30 - 10.10	Session to be announced		
10.10 - 10.30	Control room industry trends: the market analyst view		
10.00 - 11.15	Coffee Break + Visit of the exhibition		
11.15 - 11.35	The bridge between 112 Crisis Prepardness in Sweden since 2009 (to be confirmed)		
11.35 - 11.55	Disinformation in the US during the 2024 Atlantic hurricane season		
11.55 - 12.40	Discussion panel / Who should provide access to 112 in the future?		
12.40 - 12.45	Conference closing		