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!
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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.
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.
What people say about us

88% were satisfied with EENA Conference 2021

TADAS MAROŠCIKAS
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 SEGÜRET
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!
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
1. Saab
2. IPS
3. Everbridge
4. Motorola Solutions
5. Everbridge
6. Everbridge
7. Everbridge
8. Systel
9. Sklls
10. Incendium
11. AnthroPi
12. Deveryware
13. Genasys
14. frequentis
15. The Critical Communications Association (tCCA)
16. Pulsiam
17. Esri
18. Atos
19. Eli Technology
20. Opencode Systems
21. hexagon
22. PertSol
23. nWise
24. CSAM Public Safety
25. beta 80
26. intersec
27. Huawei
# Programme overview

## WEDNESDAY, 27 APRIL

### Morning
- **Introduction & Opening ceremony**
  - The rescue of Christian Eriksen during UEFA Euro 2020
- Emergency response to the 2020 Beirut Explosion
- **You’re It: Leading through Crisis**
- Lessons learned from the 2021 floods in Belgium
- Public perception of crisis communications

### Afternoon
- **Next Generation 112 deployments**
- **AED mapping**
- **Using data to anticipate, predict and respond to emergencies**
- **Public Warning - Moving beyond the technology mandate**
- **Networking Cocktail: Public safety speed-dating & Free time to visit to the exhibition**
- **112 Awards Ceremony**

## THURSDAY, 28 APRIL

### Morning
- Emergency control rooms design
- **Emergency session – open issues**
- **Ensuring continuity of emergency communications**
- Quality assurance
- Mission critical control rooms

### Afternoon
- **Standardisation**
- **Budget & tenders**
- **Cybersecurity**
- **Preventing violence against emergency services**
- **Mental health of call-takers**
- **Research Corner in partnership with ISCRAM**
- **Session to be announced**

### Industry session:
- **NG112 components**
- **Focus on solutions on the market**
- **Focus on solutions on the market**
- **Focus on solutions on the market**
- **Cloud-based emergency services**

## FRIDAY, 29 APRIL

### Morning
- Vertical & indoor location
- Emergency communications handling around the World
- Preventing forest fires
- How can we ensure that we protect the public in ways that also fully respect fundamental rights?
- Video communication to PSAPs - a human perspective

### Afternoon
- **Visit the exhibition**
- Interactive session
- Closing remarks

### Social event

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*This is a provisional programme and it’s subject to change.*

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EENA Conference & Exhibition 2022
27-29 April, Marseille
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 - 09.40  
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.

Chair 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.

Chair 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 - 11.30  
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
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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

11.35 - 12.00

Lessons learned 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

Catherine Delcourt, Area Commissioner at the 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 tells 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 with us his learnings.

Albert Moukheiber, Co-Founder, Chiasma

12.30 - 14.00

Lunch Break and Visit of the Exhibition
Day 1 - Wed 27 April (afternoon)

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<td><strong>Next-Generation 112 Deployments</strong></td>
<td><strong>AED Mapping</strong></td>
<td><strong>Industry session</strong></td>
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<td>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.</td>
<td>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 of defibrillators to help locate the nearest defibrillators as quickly as possible.</td>
<td>Focus on solutions available on the market.</td>
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<td><strong>NG911 implementation in California - Budge Currier</strong></td>
<td><strong>AED mapping in Lower Austria - speaker to be determined</strong></td>
<td><strong>Integrated Communication Platform Strengthening Collaboration with Society - Małgorzata Pawłowicz</strong></td>
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<td><strong>NG112 implementation in Romania - Sorin Vasila</strong></td>
<td><strong>Findings of the ‘Galileo for AEDs project’ - Benoit Vivier</strong></td>
<td>Presentation to be announced</td>
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<td><strong>Emergency Apps in an NG112 environment, Jürgen Schwanzer</strong></td>
<td><strong>Presentation to be announced</strong></td>
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<td><strong>Gabriel Unterholzer</strong></td>
<td><strong>Presentation to be announced</strong></td>
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| **15.05 - 16.05** | **15.05 - 16.05** | **15.05 - 16.05** |
| **Public Warning - Moving beyond the technology mandate** | **Using data to anticipate, predict and respond to emergencies** | **Industry session** |
| 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 | 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. | Focus on solutions available on the market. |
| **Using data to anticipate, predict and respond to emergencies** | **Presentation to be announced** | **Presentation to be announced** | **Presentation to be announced** | **Presentation to be announced** |
possible to go beyond what is required in the EU legislation and better alert the citizens.

Title to be determined - Intersec

Title to be determined - Everbridge

Galileo - A global, resilient and complementary infrastructure for Public Warning - Laurent Arzel, Navigation Project Leader, Telespazio France

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, 5GSafety Project

Digital Twins for Pre Incident Planning - Michael O’Donnell, Firefighter, Dublin Fire Brigade, Ireland

Presentation to be announced

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.

Also, EENA's "Public Safety Tinder Time" is back! This speed-dating event will be organised for participants willing to meet with experts to discuss specific topics like location, NG112, public warning...etc

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).

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 services field.

Chair: 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,
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Day 1 - Wed 27 April (afternoon)

18.00 - 19.00  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.

Networking in the exhibition area
Day 2 - Thu 28 April (morning)

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<td>09.00 - 10.00</td>
<td><strong>Emergency Control Rooms Design</strong>&lt;br&gt;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.</td>
<td><strong>eCall - open issues</strong>&lt;br&gt;The eCall regulation was adopted in 2015 and its obligations are effective since 2018. However, several years after, some issues are still to be addressed operationally, technically and legally. <strong>Speakers to be announced</strong></td>
<td><strong>Industry session / NG112</strong>&lt;br&gt;Providers of NG112 solutions will demonstrate their products. <strong>How to deploy an end-to-end NG112 solution in the cloud</strong> - <strong>Jörg Rieder</strong>, Global Head Product Management and R&amp;D for Public Safety Solutions, Atos &amp; <strong>Iratxe Gomez Susaeta</strong>, GEMMA Presales Manager, Global Big Data and Security division, Atos <strong>MMX RTT Bridge: Integrate Real-Time Text into the Next Generation Core Services</strong> - <strong>Thor Nielsen</strong>, VP Global Sales, nWise <strong>Presentation to be announced</strong></td>
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<td><strong>Redesign of the national PSAP of Luxembourg</strong> - Lieutenant colonel <strong>Christopher Schuh</strong>, Head of Operations, Fire and Rescue Corps, Luxembourg</td>
<td><strong>eCall Numbering, Vassil Krastev, Expert in Numbering and Networks, ECO (TBC)</strong></td>
<td><strong>Presentation to be announced</strong></td>
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<td><strong>Designing a multi-authority PSAP operations room in a nationwide networked operational model</strong> - <strong>Marko Nieminen</strong>, Director of Operations Department, Emergency Response Centre Agency, Finland</td>
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<td><strong>Speaker to be determined</strong></td>
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<td>10.05 - 11.05</td>
<td><strong>Ensuring continuity of emergency communications</strong>&lt;br&gt;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 session will present several solutions to better protect access to emergency services.</td>
<td><strong>Strengthening the engagement of civil society in transforming disaster management</strong>&lt;br&gt;Our society is increasingly exposed to complex risks, emerging threats and multidimensional 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. <strong>Chair: Rut Erdelyi, DRS01 Cluster Coordinator at</strong></td>
<td><strong>Industry session / Public Warning solutions</strong>&lt;br&gt;Providers of Public Warning solutions will demonstrate their products. <strong>Presentation to be announced</strong></td>
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<td><strong>Continuity of Operations Planning for Emergency Communications</strong> - <strong>April Heinze</strong>, National Emergency Number Association (NENA), United States</td>
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### Day 2 - Thu 28 April (morning)

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<td>11.05 - 11.30</td>
<td><strong>Coffee Break and Visit of the Exhibition</strong></td>
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<td>11.30 - 12.30</td>
<td><strong>Quality Assurance</strong>&lt;br&gt;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.</td>
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#### Ensuring continuity of emergency communications from a technical and operational point of view<br>
**Bogdan Belciu**, Technical Specialist & **Alexandru Vadana**, Operational Specialist, Special Telecommunications Service, Romania

CMINE

**ENGAGE Project** - speaker to be announced

**Resiloc project** - speaker to be announced (to be confirmed)

**LINKS project** - speaker to be announced (to be confirmed)

**BuildERS project** - speaker to be announced (to be confirmed)

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**11.05 - 11.30 Coffee Break and Visit of the Exhibition**

**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.

**Ensuring the quality of operating the 112 Emergency Service**<br>**Georgiana Cristina Sabareanu**, 112 training coordinator & **Cristina Bianca Gherghe**, 112 supervisor, Special Telecommunications Service, Romania

**Involving all staff in the quality process**<br>**Maarja-Liisa Kapaun**, Quality Assessor, Estonian Emergency Response Centre, Estonia

**Ensuring quality while keeping up with quantity**<br>**Jennifer White**, President, National Emergency

**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.

**Chair:** **Mladen Vratonjic**, Vice-Chair, EENA (To be confirmed)

**Communication Concepts for Critical Infrastructures**<br>**Markus Bornheim**, International Practice Lead Public Safety & Emergency Services, Avaya

**Applying PSAP logics to private control rooms**<br>**Carlo Paradiso**, International Business Development, Beta 80 Group

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**11.30 - 12.30 Industry session**

Focus on solutions available on the market.

**Wireless and Digital Broadcast Emergency Implementation**<br>**Thierry Darras**, Sales Director APAC, Opencode

**Everbridge, Everywhere, Public Safety for Everyone**<br>Speaker to be announced, Everbridge

**Presentation to be announced**
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Day 2 - Thu 28 April (morning)

Number Association (NENA), United States

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

12.30 - 14.00 Lunch Break and Visit of the Exhibition
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Day 2 - Thu 28 April (afternoon)

**Track 1 room**

14.00 - 15.00

**Standardisation**

In this session, we will hear how standardisation organisations work, as well as how standards can help the emergency services community.

*Presentation title to be determined* - Luis Jorge Romero, General Director, European Telecommunications Standards Institute (ETSI)

*Presentation title to be determined* - Jukka Vialen, SA6 vice-chair, 3rd Generation Partnership Project (3GPP)

*Presentation title to be determined* - Emilio Dávila, ICT Standardisation, European Commission (to be confirmed)

**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

*What's the value of the "call for life"?* - Gregor Jänin, 112 in the Balkans - DispoNet

*Expectations and reality in technical requirements* - Luca Bergonzi, Sales Executive, International Business Development, Beta 80 group

*Public Safety as a Service* - Andrew Watson, Global Government Industry Expert, Huawei

**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.

Chair: Hadi El Khoury, Associate Director, Knock Knock

*Why we all have to be cyber experts* - Jarno Limnell, Professor Of Cybersecurity, Aalto University

**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?

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

**Industry session**

Focus on solutions available on the market.

*HiSklls: From retrospective evaluations to forward looking training and preparedness* - Ole Paulsen, Executive Chairman, SKLLS

*Simulation of 112 operations for Training and Quality assurance* - Rokas Kvedaras, CEO, Innoseven technologies

*Presentation to be announced*
Day 2 - Thu 28 April (afternoon)

Telephony Denial Of Service For Emergency Communication – It’s Real, It’s Happening, It’s Serious - John Snapp, VP 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

Medical Services of Israel)

Other speakers to be announced

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.

Title to be determined - Jules Locket, Emergency Operations Centre (EOC) General Manager, London Ambulance Service, United Kingdom To be confirmed

A structural way to maintain and assess "stridsvärde" in mentally challenging work - Niclas Wisén, Founder, Licensed Clinical Psychologist, Pwelt & Magdalena Robertsson Lind, Co-founder, Expert in crisis management and resilience, Metis Services

Taking Care of Our Own - Jennifer White,

Session to be announced

Industry session

Focus on solutions available on the market

Delivering the Highest Accuracy Mobile Location Intelligence for Emergency Services - Stuart Walsh, Field Product Director, Creativity Software

Presentation to be announced

Presentation to be announced
EENA CONFERENCE 2022 - PROGRAMME

Day 2 - Thu 28 April (afternoon)

President, National Emergency Number Association (NENA), United States

19.00 - 22.00  EENA Social Event, powered by Everbridge

Join us for a memorable evening, powered by our corporate member, Everbridge, in the Fort Ganteaume, 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 with one the most beautiful views of the Old Port, and have a fun interactive quiz with your peers.

The event is limited to a maximum of 250 guests. A prior online registration is required at the cost of 50€. No participant will be accepted without prior registration and payment. Stay tuned for the opening of registrations in early April.
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**Day 3 - Fri 29 April (morning)**

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<td>09.00 - 10.00</td>
<td><strong>Vertical &amp; indoor location</strong>&lt;br&gt;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.&lt;br&gt;&lt;br&gt;<strong>3 Dimensional Mapping for Indoor Location and Routing - Francisco Nobre</strong>, Public Safety Business Development Executive, ESRI&lt;br&gt;&lt;br&gt;Syntony - to be confirmed&lt;br&gt;&lt;br&gt;<em>Presentation title to be announced - Google</em></td>
<td><strong>Emergency communications handling around the World</strong>&lt;br&gt;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.&lt;br&gt;&lt;br&gt;<strong>Björn Skoglund</strong>, Operations Specialist on 112 and Crisis Management, SOS Alarm, Sweden&lt;br&gt;&lt;br&gt;From several emergency numbers to the implementation of the single emergency number 112 in Turkey - Speaker to be announced, Ministry of Interior, Turkey&lt;br&gt;&lt;br&gt;<em>Speaker to be determined</em></td>
<td><strong>Visit the exhibition</strong></td>
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<td>10.00 - 10.40</td>
<td><strong>Coffee Break and Visit of the Exhibition</strong></td>
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<td>10.40 - 11.00</td>
<td><strong>Preventing forest fires</strong>&lt;br&gt;Every summer, emergency services are confronted to an increasingly high risk of forest fires. During this session, speakers will discuss how to prevent and mitigate this risk.&lt;br&gt;&lt;br&gt;<strong>Colonel Pierre Bépoix</strong>, Deputy Chief of Department, Fire and Rescue Service of Bouches-du-Rhône, France</td>
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<td>11.05 - 11.25</td>
<td><strong>Session to be announced</strong></td>
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<td>11.30 - 11.50</td>
<td><strong>How can we ensure that we protect the public in ways that also fully respect fundamental rights?</strong>&lt;br&gt;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</td>
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Day 3 - Fri 29 April (morning)

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.

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

**11.55 - 12.15**

**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.

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

**12.15 - 12.35**

**Interactive session**

In this session, the audience will get the chance 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 attendees. Participants will vote online from their smartphone or tablet.

Hosted by Gary Machado, Executive Director & Benoit Vivier, Public Affairs Manager, EENA

**12.35 - 12.45**

**Conference closing**

By Demetrios Pyrros, EENA

**12.45 - 14.00**

*Lunch Break and Visit of the Exhibition*
For more information on how you can take part in the EENA Conference & Exhibition, contact us!

CONTACT
Events Team

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