

# 112 AWARDS CEREMONY 2019

10 APRIL 2019, DUBROVNIK

## CALL FOR APPLICATIONS: NOW OPEN !

The 112 Awards Ceremony celebrates modern-day heroes. From incredible rescues and inspirational acts by citizens and emergency services, to public safety innovations and the use of technology for good, we reward those going beyond the expected to help people in danger.

The next ceremony will take place in Dubrovnik, Croatia on 10 April 2019 in front of around 300 emergency services and public safety representatives, researchers and public authorities. We'll celebrate achievements and inspire others !

## CATEGORIES:

This year, two categories are open for applications:

- **Remarkable Emergency Control Room**
- **Outstanding Call Taker/Dispatcher**

## PROCEDURE:

Please fill in the [online form](#) and submit it before 17 October 2018. The final selection will be made by EENA team and awardees will be notified as soon as possible.

If you are nominating a person or organisation, you should include your own details in the online form. The details of the nominee should be included in the *Application Description*.

## DEADLINE:

**17 October 2018**

## IMPORTANT:

Please make sure that your story corresponds to the category you are applying to. Please **read carefully the guidelines on the following pages before applying**. Applications may be rejected on grounds of lack of relevance. Due to the nature of the event, applications can only be accepted from European countries.

For any queries, please contact Marta Azevedo Silva: [mas@eena.org](mailto:mas@eena.org)



# Celebrating excellence in European emergency services, together...

---

## APPLICATION GUIDELINES



### REMARKABLE EMERGENCY CONTROL ROOM

#### DESCRIPTION OF CATEGORY

Applications to this category may refer to either a remarkable innovation/use of technology or an extraordinary accomplishment. The innovation/accomplishment should have been implemented by an Emergency Control Room or an administration in the field of emergency services. This innovation/achievement should have contributed to the safety of citizens and to the progress of public safety.

Examples could include: implementation of new technologies to save lives, modernisation procedures, a major reform of the emergency call handling process, development of new tools to address major issues relating to emergency calls, a remarkable management of a crisis or disaster, a notable cooperation between emergency services in different regions or countries (list not exhaustive).

#### APPLICATION GUIDELINES

Please apply for this category using the [online form](#). The *Application Description* should be uploaded as a **PDF file** in the final section of the form. Maximum file size 500MB.

In the *Application Description* section of the application, you should:

- Elaborate on the context and process of the innovation/achievement
- Explain the extraordinary nature of the innovation/achievement
- If relevant, please elaborate on the impact of the innovation/achievement, describing any relevant legacy
- The contact details of the nominee (if applicable).

#### WORD LIMITS

Application title: 10 words maximum

Application: 500 words maximum

[Apply here](#)

# Celebrating excellence in European emergency services, together...

---

## APPLICATION GUIDELINES



### OUTSTANDING CALL TAKER/DISPATCHER

#### DESCRIPTION OF CATEGORY

This category will award a call taker or dispatcher who has contributed to saving one or several lives by going beyond the expected in their role. The call taker or dispatcher should have demonstrated an act of extraordinary bravery or responsibility.

Examples could include: remarkable management of a crisis or stressful situation, using innovative methods to help someone in need, a notable cooperation between different parties, going beyond the expected to save someone's life (list not exhaustive).

#### APPLICATION GUIDELINES

Please apply for this category using the [online form](#). The *Application Description* should be uploaded as a **PDF file** in the final section of the form. Maximum file size 500MB.

In the *Application Description* section of the application, you should:

- Describe the extraordinary nature of the call
- Elaborate on why the response of the call taker or dispatcher was outstanding
- Explain why the intervention of the emergency service was extraordinary
- The contact details of the nominee (if applicable).

#### WORD LIMITS

Application title: 10 words maximum

Application: 500 words maximum

[Apply here](#)