

# ANNUAL REPORT 2018

An insight at the work of EENA & emergency services



## CONTENTS

Here's an overview of EENA's work in 2018. Please note that the list is not exhaustive so feel free to take a look on our website at [www.eena.org](http://www.eena.org).

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# Meet EENA

## VISION, MISSION & VALUES

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EENA, the European Emergency Number Association, is a non-governmental organisation based in Brussels and working on emergency services issues.

### MISSION

Our mission is to improve the safety and security of the people.

### VISION

Our vision is that every citizen can access emergency services and receive the appropriate information

and care during an emergency or a disaster. To that end, we want to be the organisation in the sector driving change and making an impact. What we do, we do it for the people we serve, and we never forget it. We intend to be a highly effective, efficient and fast-moving organisation, trusted and credible for our actions, intentions and results. We want the people working for and with us to be inspired to drive change, and to effectively do it. We want anyone in this field to

know that they can rely on us, we want them to feel they are part of a community that looks forward and gets things done. We don't settle for anything less than excellence in what we do.

### VALUES

Our values are evident in every aspect of our work and impact the way we work internally, as well as with our partners.



**We aim for our work to be a reflection of our values."**

## OUR VALUES

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### TRANSPARENCY

We advocate for transparency, and we put it in practice everyday by telling what we do. We have nothing to hide, and we don't hide anything.

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### INTEGRITY

We work with ethics above all, we stay true to our vision, we are aware of our responsibilities. We are incorruptible.

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### PEOPLE

We believe in being a family-like community of people enthusiastically working together for people.

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### CHANGE

Every problem has a solution so we think outside the box; we embrace new ways of thinking and working. The only constant is "change"; keeping the status quo is actually going backwards.

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### GETTING THINGS DONE

We tell what we do and we do what we tell. We provide tangible results and make an impact. If we know we can't get it done, we don't do it.

# The EENA Community

## MEET THE EMERGENCY SERVICES STAFF NETWORK

The Emergency Services Staff Network (ESSN) is an international network gathering emergency services and public authorities staff directly or indirectly involved in emergency call handling world-wide.

The forum is not about a number: 112, 999, 18, 061, 100. It is about the sharing of best practices and experience between emergency services from different countries. The aim? To work together and improve emergency response for citizens everywhere.

In 2018, ESSN Members covered 82 countries world-wide, welcoming over 1,500 public safety professionals.

Please note that the EENA membership for emergency services is free of charge.

[Find out more.](#)

**“Coming together is the beginning. Keeping together is progress. Working together is success.”**



## MAIN SERVICES

YOU CAN FIND BELOW A LIST OF SERVICES OFFERED TO THE EENA EMERGENCY SERVICES MEMBERS.

### ALWAYS BE IN THE LOOP

EENA Corporate Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

### GET IN TOUCH WITH ALL EENA MEMBERS

Access to the EENA Members App, a networking platform gathering all EENA members, including over 1,500 public safety professionals from over 80 countries.

### FREE ANNUAL PUBLICATION ON PSAPS AROUND THE GLOBE

Free access to the go-to document on public safety answering points. The publication offered detailed descriptions of emergency services functioning in countries around the world.

### SHARE A CALL FOR REFORMS & UPGRADES

By utilising the EENA network, ESSN Members can disseminate tenders, calls for interest, calls for proposals and more among leading solutions providers

### FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

### FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 participants from around the world, or dedicated events for networking and knowledge sharing.

### KNOW THE LATEST SOLUTIONS

All EENA members receive the "Who-is-Who handbook": a directory of solution providers sent every 6 months, with details and contacts of the main solution providers in the sector.

### GET INVOLVED WITH EENA WORKING GROUPS & PROJECTS

EENA Members can join our projects and groups and help shape the emergency services of tomorrow. Whether on drones or cybersecurity, EENA is driving change today; and EENA Members are with us from the beginning.

# The EENA Community

## MEET THE EENA CORPORATE MEMBERS

The EENA Corporate members are solution providers active in the field of emergency services and public safety. EENA Corporate Members are also part of the EENA Advisory Board with the main purpose to offer advice to EENA in achieving our objectives.

In 2017, the EENA Corporate Membership included 90

companies from around the world, one of the most comprehensive memberships in the field.

You can find more about what the EENA Corporate Membership is all about [on our website](#), as well as [meet the EENA Corporate Members](#).

**“ Alone we can do so little; Together we can do so much.**



## MAIN SERVICES

YOU CAN FIND BELOW A LIST OF SERVICES OFFERED TO THE EENA CORPORATE MEMBERS

### ALWAYS UP-TO-DATE WITH REFORMS & UPGRADES

EENA Corporate Members receive dedicated alerts about upcoming tenders, RFPs, and so on. Individual calls with EENA can also be organised to cover the market status.

### GET IN TOUCH WITH ALL EENA MEMBERS

Access to the EENA Members App, a networking platform gathering all EENA members, including over 1,500 public safety professionals from over 80 countries.

### FREE ANNUAL PUBLICATION ON PSAPS AROUND THE GLOBE

Free access to the go-to document on public safety answering points. The publication offers detailed descriptions of emergency services functioning in over 50 countries.

### FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 international participants, or dedicated events for networking and knowledge sharing.

### PROMOTION OF PRODUCTS TO CLIENTS OR PARTNERS

All EENA contacts receive the "Who-is-Who handbook": a directory of solution providers sent every 6 months, with details and contacts of the EENA Corporate Members.

### ALWAYS BE IN THE LOOP

EENA Corporate Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

### GET INVOLVED WITH EENA WORKING GROUPS & PROJECTS

EENA Members can join our projects and groups and help shape the emergency services of tomorrow. Whether on drones or cybersecurity, EENA is driving change today; and EENA Members are with us from the beginning.

### FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

# The EENA Community

## MEET THE EMERGENCY SERVICES & DRONES NETWORK

The emergency services & drones network is a membership launched in 2018 for first responders who are using drones or are interested in doing so in the future.

It is a space for emergency services representatives to exchange experiences and best practices, as well as stay up to date with news and developments in the sector.

Please note that the EENA membership for Drones for Emergency Services is free of charge.

[More information on Emergency services & Drones network.](#)

**“Coming together is a beginning; keeping together is progress; working together is success.”**



## MAIN SERVICES

YOU CAN FIND BELOW A LIST OF SERVICES OFFERED TO THE EENA EMERGENCY SERVICES & DRONES NETWORK

### EXPERTISE & BEST PRACTICES:

Access to EENA publications/studies related to drones directly to your email inbox when published, and EENA annual report on emergency services' functioning around the world. Receive regular information on issues related to drones and EU legislation related to public safety and drones

### GET IN TOUCH WITH ALL EENA MEMBERS

Access to the EENA Members App, a networking platform gathering all EENA members, including over 1,500 public safety professionals from over 80 countries.

### FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 participants from around the world, or dedicated events for networking and knowledge sharing.

### SHAPE THE FUTURE:

Be part of the community of first responders to be at the forefront of European legislation on public safety and drones.

Join future projects of EENA, such as pilot testing around Europe evaluating drone technology (such as the [EENA/DJI pilot programmes](#))

### EXPERTISE & BEST PRACTICES:

EENA Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

### KNOW THE LATEST SOLUTIONS

All EENA members receive the "Who-is-Who handbook": a directory of solution providers sent every 6 months, with details and contacts of the main solution providers in the sector.

# The EENA Community

## MEET THE MOBILE NETWORK OPERATORS GROUP

The EENA Mobile Network Operators (MNOs) group is one of the newest types of EENA membership, with a strong technical focus.

Mobile Network Operators have an important role to play within the emergency call handling process.

EENA created this new membership to make it easier for Mobile Network Operators to receive information and share their opinions and knowledge with other stakeholders in the sector.

Members belonging to the EENA MNOs group are not part of the EENA Advisory Board.

The objectives of the EENA MNOs Group are:

- Foster exchange between European MNOs on emergency calling issues
- Understand the functioning, capabilities and future of the networks
- Understand the needs of and challenges for MNOs
- Contribute to solving issues together (EENA & MNOs)

[More information on MNOs.](#)

**“ Knowledge increases by sharing it, not by saving it.**



## MAIN SERVICES

YOU CAN FIND BELOW A LIST OF SERVICES OFFERED TO THE EENA GROUP OF MNOs.

### ACCESS TO DEDICATED WEB MEETINGS

Exchange between European MNOs on technical emergency calling issues e.g. false calls, caller location, accessibility and more.

### FUNDING OPPORTUNITIES

EENA Members are informed about EU funding updates in the sector and can quickly avail of potential opportunities to participate in EENA project consortia.

### ALWAYS BE IN THE LOOP

EENA Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

# The EENA Community

## MEET THE EENA NETWORK OF RESEARCHERS

The EENA Network of Researchers is an international network in the fields of emergency communications and emergency services. It aims at fostering sharing of information and knowledge among researchers and between researchers and other EENA members.

In 2018, the EENA Network of

Researchers brought together over 100 researchers from the field.

Please note that membership to the Network of Researchers is free of charge.

[Find out more about the EENA Network of Researchers.](#)

**“ Research is formalised curiosity. It is poking and prying with a purpose.**



## MAIN SERVICES

YOU CAN FIND BELOW A LIST OF SERVICES OFFERED TO THE EENA NETWORK OF RESEARCHERS.

### ALWAYS BE IN THE LOOP

EENA Corporate Members benefit from receiving information from EENA real-time: whether it's webinar opportunities, new publications or dedicated newsletters with all they need to stay up-to-date.

### GET IN TOUCH WITH ALL EENA MEMBERS

Access to the EENA Members App, a networking platform gathering all EENA members, including over 1,500 public safety professionals from over 80 countries.

### FREE YEARLY PUBLICATION ON PSAPS AROUND THE GLOBE

Free access to the go-to document on public safety answering points. The publication offers detailed descriptions of emergency services functioning in countries around the world.

### GET INVOLVED WITH EENA WORKING GROUPS & PROJECTS

EENA Members can participate to the development of requirements and performance indicators for emergency services in the framework of EENA working groups.

### SHAPE THE FUTURE

Be part of the public safety community at the forefront of European legislation. Stay up-to-date and have your say

### FREE TICKETS TO EENA EVENTS

Unlimited tickets for EENA events, whether it is the EENA Conference with 700 participants from around the world, or dedicated events for networking and knowledge sharing.

### INFLUENCE TECHNICAL WORK IN THE SECTOR

EENA Members of the Network of Researchers have the possibility to contribute to the standardisation of the Next-Generation 112 service via EENA's work and role.



# The EENA Community

## MEET THE EENA INTERNATIONAL ORGANISATIONS MEMBERS

EENA is open to international and European organisations and associations who are active in fields such as disaster relief, medicine, emergency response, public safety, and more. Please note that membership for international or

European associations is free of charge.

[Learn more about the organisations that have joined EENA.](#)



# The EENA Community

## MEET THE MEMBERS OF THE EUROPEAN PARLIAMENT 112 CHAMPIONS

The MEPs 112 Champions Network gathers Members of the European Parliament who are committed to advancing 112 and the safety of European citizens and visitors.

In December 2018, over 200 MEPs from all 28 EU Member States had joined the Network!

Are your MEPs supporting the European emergency number 112 and the improvement of emergency services everywhere in the EU? [Find out on the EENA website.](#)

# Committees

The **EENA Committee** is a working group providing expertise on operational and technical issues related to emergency services. The Committee facilitates knowledge-sharing via the production of added-value documents, and shares expertise via webinars for EENA Members. Committee members are in direct contact via dedicated mailing lists, where key-issues are discussed and debated.

As suggested by its name, the EENA Tech & Ops Committee covers both technical and operational issues related to emergency response. From eCall and apps, and from NG112 to location, the EENA Committee is the place in Europe to find the expertise and knowledge to push forward safety for citizens.

In 2018, the EENA Committee has produced over 80 documents open to the public, as well as dozens of webinars sharing best practices among the public safety community.

EENA would like to thank all current and past Committee Chairs & Vice-Chairs for their contributions and efforts.

## MEET THE EENA TECHNICAL & OPERATIONS COMMITTEE



LUCA  
BERGONZI

*Chair*



BERTRAND  
CASSE

*Vice-Chair*



PABLO GUTIERREZ  
ASTILLEROS

*Vice-Chair*



WOLFGANG  
KAMPICHLER

*Chair*



MARKUS  
BORNHEIM

*Vice-Chair*



KAILI  
TAMM

*Vice-Chair*



BILL  
MERTKA

*Vice-Chair*



JAMES  
WINTERBOTTOM

*Vice-Chair*



ANDY  
HUTTON

*Vice-Chair*

# Documents

## 2018 SPECIAL FOCUS DOCUMENTS

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Public Safety Answering  
Points around the globe



Read the  
abstract [here](#)



The "Who-is-Who" handbook  
in the public safety industry

## 2018 COMMITTEE DOCUMENTS

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Internet Companies  
in Emergency & Crisis  
Situations



eCall and open issues  
(2018 revision)



NG112 and the new  
Emergency Services  
Networks Landscape



Mobile Identity:  
Platform for the  
Emergency Services



AED Mapping &  
Emergency Response



Public Warning in Chile:  
Resilient culture



Cybersecurity:  
Guidelines and  
Best Practices for  
Emergency Services



EENA/DJI Project  
Report



Drone Efficacy  
Study



The Role of Geographic  
Information Systems in  
NG112



Emergency Calls  
in Upcoming EU  
Legislation

Take a look at all EENA [Operations](#) and [Technical](#) documents.

# Webinars

## 2018 CONFERENCE CALLS

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Social media in  
emergency  
management



NG112 Comms &  
PEMEA Plugtests  
event 2019t



Next Generation 112  
for Mobile Network  
Operators



The future of EU  
legislation on  
emergency services

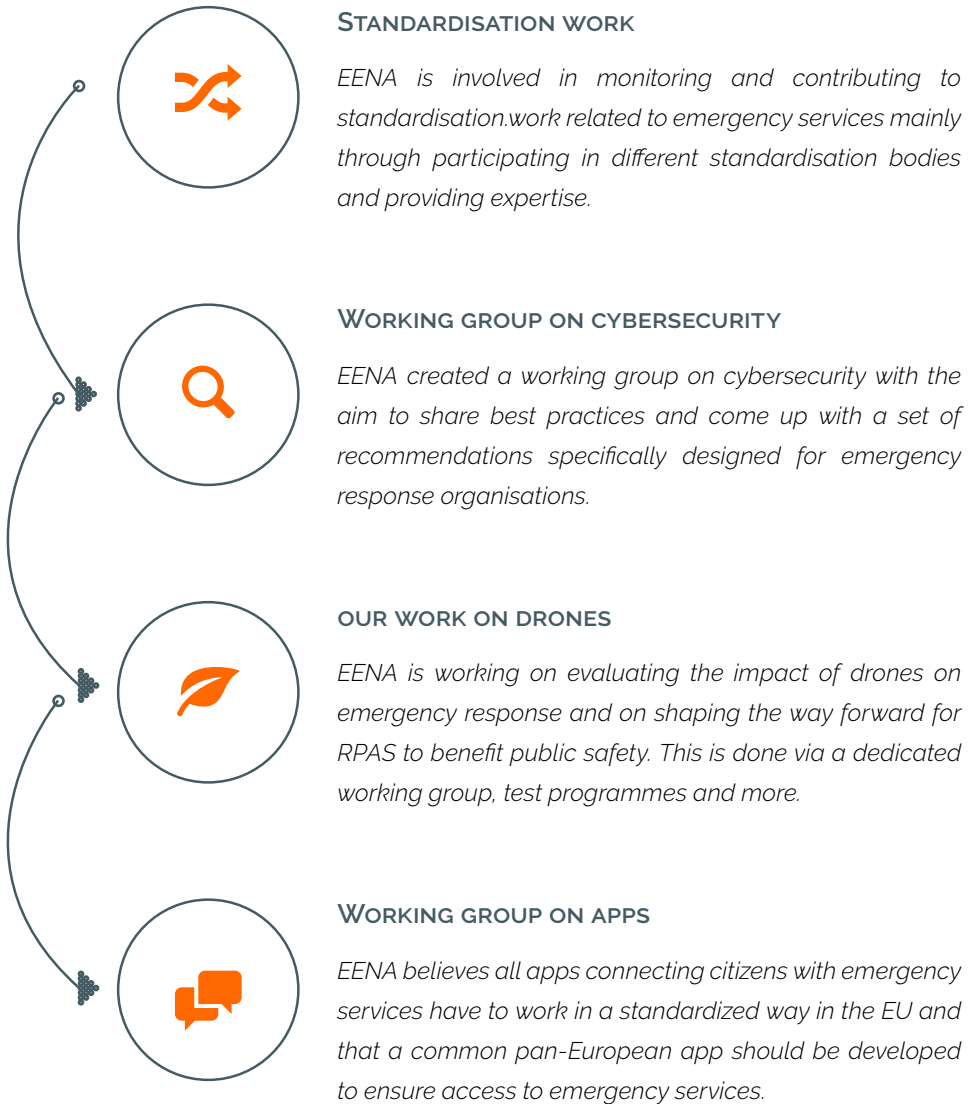


Drones & Public  
Safety 2018 – Latest  
news & upcoming  
activities

Take a look at all [EENA webinars](#).

# EENA's core working items

## OVERVIEW



# Standardisation

## OVERVIEW OF EENA'S WORK



EENA is a member of the European Telecommunications Standards Institute (ETSI), involved in the EMTEL & NTECH committees. Moreover, Cristina Lumbreras, EENA Technical Director, is the Vice-Chair of ETSI-EMTEL Committee.

EMTEL:

- EENA was a Rapporteur for three documents: TS Core elements for network independent access to emergency services;
- TR Interoperability Test Description Core elements for network independent access to emergency services;
- TS Pan-European Mobile Emergency Application Architecture Requirements, Architecture, Protocol and Procedures.

NTECH (ETSI's Network Technologies committee)

- EENA was a contributor to the M493 group, working on caller location standards for usage with emergency services in an IP environment.

EENA is also involved in CEN (the European Committee for Standardization), and specifically involved in three project teams:

- Enabling eCall for additional classes of user;
- eCall High Level Application Protocol for E-UTRAN;
- eCall via a shared vehicle telematics platform.

Contact: Cristina Lumbreras, EENA Technical Director, [cl@eena.org](mailto:cl@eena.org).

# Cybersecurity

## EENA CYBERSECURITY GROUP



Recent cyberattacks to organisations around the world highlighted the need for better preparedness. The service provided by rescue organisations needs to be non-stop: interference with first response can have unnecessary repercussions, resulting even in the death of people who could otherwise be saved.

EENA launched the cybersecurity network to bring together experts and bridge communication between them. The group helps its members learn from each other, share best practices and come up with a set of recommendations specifically designed for emergency response organisations.

The group is open to both EENA members & non-members. Experts and professionals in the field were invited to join and help shape the future of

cybersecurity for emergency services.

Contact: Cristina Lumbreras, EENA Technical Director, [cl@eena.org](mailto:cl@eena.org).

More info: [Cybersecurity & emergency organisations Guidelines Document](#)

# Drones & emergency services

## OVERVIEW OF EENA'S WORK

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The benefits of drones for the safety of people have been undeniable. And so have some challenges that remain to be addressed. EENA's work on drones aims to push for progress in the public safety field and enable spaces for emergency services to learn from each other.

EENA has partnered with DJI to understand and evaluate the use of RPAS (Remotely Piloted Aircraft Systems) in civil protection/first responder scenarios in a number of pilot sites in Europe.

Phase I of the programme was completed in 2016 with Phase II announcing its results in 2018.

In November 2018, EENA announced the creation of a new network, exclusively designed for emergency services using drones in their day-to-day operations – or interested in doing so. The network is a platform for first responders to share experiences and best practices with their peers, as well as stay up to date with the latest developments.

Contact: Alfonso Zamarro, Drones Activities Manager [az@eena.org](mailto:az@eena.org).

More info: [Drones & emergencies](#)

# Emergency apps

## EENA'S WORK ON APPS

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EENA strongly believes that all apps connecting citizens with emergency services have to work in a standardised way all over the EU. We also believe that a common pan-European app should be developed to ensure the availability of at least one app solution for accessing emergency services all over the EU.

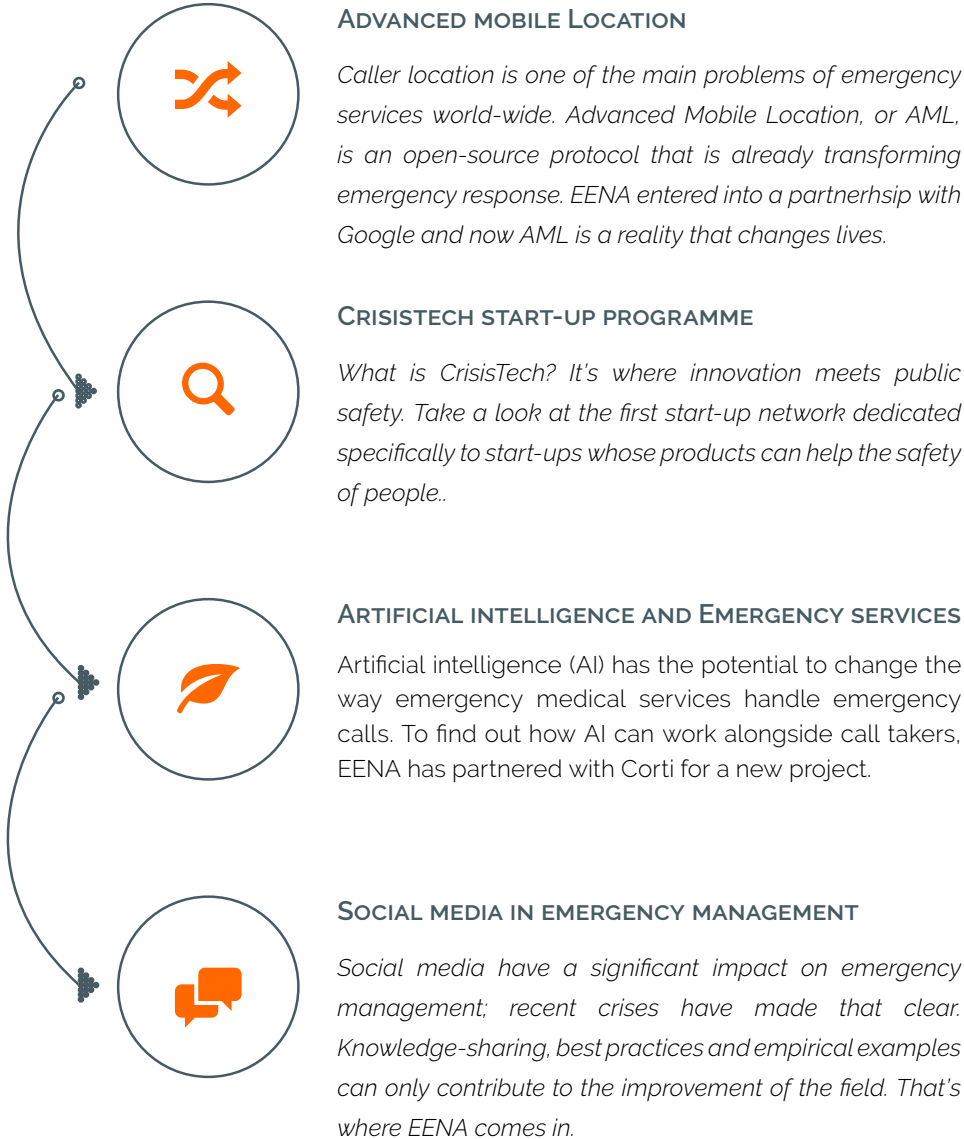
Imagine if emergency apps didn't just work within a small geographical territory but everywhere in Europe. That's what PEMEA is about. EENA, together with Beta 80, Deveryware and the Developers Alliance, launched a pan-European call for applications from countries and emergency apps who want to make public safety history. The PEMEA project was officially launched on 11 September 2018 in Madrid, Spain. The project will see real-world deployments of the PEMEA architecture in countries and regions around Europe.

Contact: Cristina Lumbreras, EENA Technical Director, [cl@eena.org](mailto:cl@eena.org).

More info: [Emergency apps](#)

# EENA special projects

## OVERVIEW





# Advanced Mobile Location

## IMPROVING CALLER LOCATION HAS NEVER BEEN EASIER



What's AML? An AML-enabled smartphone recognises when an emergency call is made and, activates the phone's GNSS to collect the caller's location information. The handset then sends an automatic SMS to the emergency services with the caller's location, before turning the GNSS off again. The service can also use Wi-Fi, depending on which is better at a given moment.

In one of the biggest news of the industry in the last years, Google announced in 2016 that all Android phones in the world, from Gingerbread OS version onwards including future operating system upgrades, include Emergency Location Service, or ELS (Google's AML solution). Since then, more and more countries have deployed it, improving dramatically emergency location information, and as a result citizens' safety.

In 2018, AML was implemented in 10 countries, including 8 EU countries. Easy and cheap to implement, it is already saving lives around the world with many happy-ending stories being shared by national authorities.

In some exciting news in January 2018, **Apple announced** that from spring 2018, iPhones will also enable AML.

Contact: Benoit Vivier, EENA Public Affairs Manager, [bv@eena.org](mailto:bv@eena.org).

More info: [Advanced Mobile Location](#)

# CrisisTech start-up programme

## INNOVATION MEETS PUBLIC SAFETY



How can we make sure innovation helps the safety of people? That's where CrisisTech comes in!

CrisisTech is a start-up programme created and run by EENA. The virtual incubator will provide access to content, expertise, resources and mentoring to start-ups from around the world active in the fields of emergency services, public safety and crisis management.

In 2017, CrisisTech announced the first wave of successful start-ups to join the programme, international experts that are welcomed as mentors, as well as the programme's first sponsors: Facebook and Google.

The programme was launched in Brussels on 29-30 January 2018. A final report is to be published in the beginning of 2019, including a summary of this initiative and its special characteristics in the world of start-ups, as well as lessons learned and recommendations for similar future programmes.

More info: [CrisisTech](#)



# Artificial intelligence for emergency services

## DETECTING CARDIAC ARRESTS OVER THE PHONE



Artificial intelligence (AI) has the potential to change the way emergency medical services handle emergency calls. To find out how AI can work alongside call takers, EENA partnered with Danish start-up Corti for a new pilot project using AI that can detect cardiac arrests over the phone. The project was announced at the EENA Conference 2018 and there are currently pilot sites in two countries: France and Italy.

When a person suffers a cardiac arrest, saving time is crucial. The project's technology can detect cardiac arrest with up to 95% accuracy. This can help to reduce error rates and make critical diagnoses faster, overall improving emergency response.

Contact: Jérôme Pâris, Managing Director, [jp@eena.org](mailto:jp@eena.org).

More info: [Project Description](#)

# Social media in emergency management

## NEW SKILLS FOR A NEW ERA OF EMERGENCY RESPONSE



Social media have a significant impact on emergency management; recent crises have made that clear. More and more public safety professionals embrace the trend but there is a lot of room for progress.

Knowledge-sharing, best practices and empirical examples can only contribute to the improvement of social media in emergency management, or SMEM.

That is why EENA, with the help of international SMEM experts, provides best practices and lessons learned from experiences from around the world. With dedicated documents, webinars and event sessions, the public safety community is invited to learn how social media are transforming emergency communications, and what to do to be ready to maximise their impact.

Contact: Cristina Lumbreras, EENA Technical Director, [cl@eena.org](mailto:cl@eena.org).

More info: [Social media in emergency management](#)

# EENA services

## OVERVIEW

### WHAT CAN EENA DO FOR YOU?

Bringing people together and sharing expertise is at the core of EENA's DNA. We aspire to drive change and get involved with the latest trends and technologies in the field. To put this knowledge into good use, EENA also offers specific services to PSAPs and companies that would like to benefit from them.



#### CONSULTANCY

EENA provides consultancy services to public authorities and emergency services organisations, including access to state-of-the-art documentation, provision of expertise and tailor-made recommendations as well as benchmarking with visits to top-of-the-class call centres.

Learn more.



**EENA gathers great expertise when it comes to 112 structures and organisation. This expertise is now here to help you.**



#### PSAP CERTIFICATION

A unique Standard developed to improve the emergency call handling service for our citizens. The programme allows PSAPs to benchmark themselves against a Standard specific to their mission. The Standard rewards those exemplar PSAPs committed to provide a high quality emergency call handling service.

Learn more.



**For emergency services who want to prove they are top-of-the-class when compared to their peers internationally.**



#### ECALL TPSP CERTIFICATION

EENA has developed this one-of-the-kind Standard to improve the overall provision of TPS eCall for our citizens. It allows for the first time eCall TPSPs to benchmark themselves against a Standard designed specifically for them. The Quality Standard is awarded to providers committed to provide the highest quality of eCall service.

Learn more.



**eCall is almost an EU reality. This unique Standard is created to reward TPS providers committed to excellence.**



#### AML CONFORMANCE PROGRAMME

The Programme will verify the good functioning of AML within the operations of public authorities and public safety answering points (PSAPs) and reward the management and staff of the PSAPs with the distinction of compliancy with best practices. Public authorities will be able to benefit free of charge.

Learn more.



**The conformance programme is the latest step in guaranteeing the highest quality of AML provided to citizens in need.**

# European Legislation

## EUROPEAN ELECTRONIC COMMUNICATIONS CODE

In September 2016, the European Commission unveiled its proposal for the update of the telecommunications legislation in the European Union, named European Electronic Communications Code, or EECC. EECC is a legislative text that includes provisions on the 112 service. Within EENA's advocacy and public affairs work, we raised concerns over the lack of ambition of the proposal and insisted on the necessity to improve access to emergency services.

On 14 November 2018, the European Parliament voted on a legislation to update the way emergency calls are managed in the European Union. The telecommunications legislation –European Electronic Communications Code, or EECC– is one of the most important for European safety with provisions on public warning, emergency location, accessibility and more.

You can read [read here EENA's briefing on the EECC \(November 2018\)](#).

The main amendments related to 112 in the EECC are below:

**1**

### CALLER LOCATION

The EECC now includes an amendment asking EU member states to utilise handset-based location information to find people in danger. Such a provision would dramatically improve emergency location information, as proven by AML, saving public money, time and, most importantly, lives.

**2**

### PUBLIC WARNING

The European Parliament voted for establishing a public warning system in each of the EU countries. Such a system would provide direct information to a maximum of people present in a danger zone through their phones, e.g. via localised SMS or cell broadcast technology.

**3**

### TRANSNATIONAL DATABASE

EENA has long advocated for a secure database of European PSAPs' long phone numbers that would allow emergency services receiving a call in country A for an incident in country B to contact emergency services in country B quickly and efficiently – and save lives in the process.

**4**

### DIRECT ACCESS TO 112

This provision allows users of private networks (for instance hotel guests or large company employees) to be able to dial 112, without having to use a trunk access code to dial an external line in the telephone system.

**5**

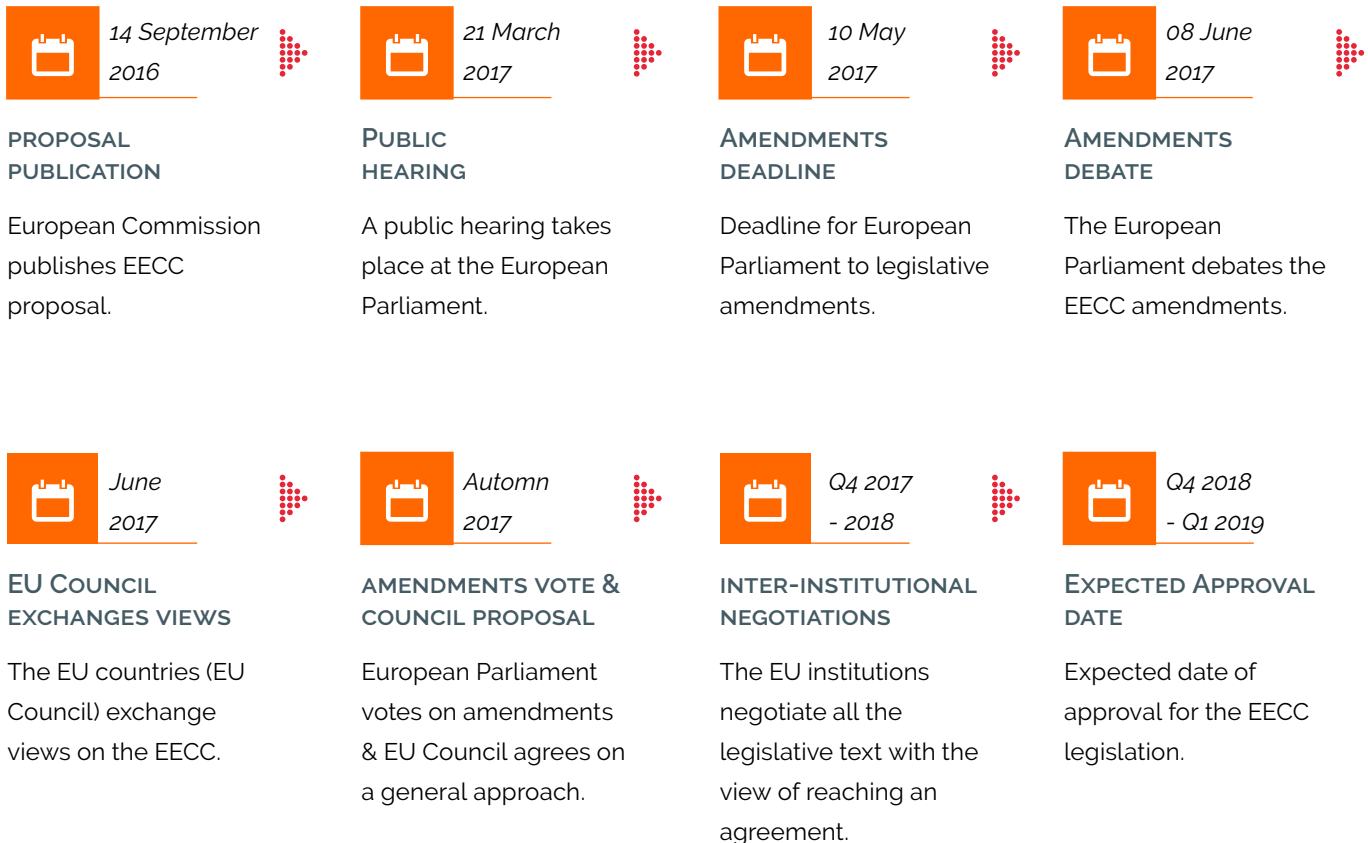
### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

The EECC asks Member States to ensure improved access to emergency services for deaf and hard-of-hearing citizens around Europe.

## EUROPEAN ELECTRONIC COMMUNICATIONS CODE

You can find below a simplified timeframe of the EECC, from conception to adoption.

For any questions or comments on the EECC, or any other legislative file, please reach out to Benoit Vivier, EENA Public Affairs Manager, at [bv@eena.org](mailto:bv@eena.org).



## OTHER LEGISLATIVE FILES

While the EECC is the main legislation pertaining to the 112 service, EENA is monitoring more legislative files that can have an impact on emergency response.

### ePrivacy

EENA monitors the European legislation on ePrivacy to ensure that exceptions for emergency services to override privacy legislation to get caller line identification and caller location information remain. As of December 2017, the legislation is debated in the Council of the EU.

### International cooperation of emergency services

In November 2017, the European Commission released the so called RescEU proposal. The aim is to foster international cooperation between emergency services during natural disasters by strengthening the already existing EU Civil Protection Mechanism.

# Events

## TIMEFRAME



### CrisisTech start-up programme kick off

29-30 January 2018 - Google, Brussels Office, Belgium

This kick-off event marked the start of a promising and fruitful cooperation between 10 startups selected by EENA that will be working together with EENA, but also with top-level mentors and leaders from around the world to transform their innovative ideas and take them to the next level.



The CrisisTech incubator is a programme created in early 2017 and ran by EENA. This incubator intends to provide content and mentoring to start-ups from around the world active in the fields of emergency services, public safety and crisis management.

After a successful call for candidatures, EENA selected a first wave of 10 startups around Europe which are matching with our values and interests. How can we ensure innovation helps safety? That's where CrisisTech comes in! The CrisisTech start-up programme, created and run by EENA, will provide content, expertise, resources and mentoring to European start-ups active in the fields of emergency services, public safety and crisis.

[Learn more.](#)



### 112 Day 2018

11 February 2018 - Europe

On 11 February, Europe celebrates the European 112 Day, a day established in 2009 and dedicated to raising awareness of the European emergency number 112. Member States all over Europe organise communication activities and other events to promote the European Emergency number 112 to their citizens and help spread the message of 112.



Alarming, less than half of the European citizens are familiar with 112 and would dial it spontaneously in case of an emergency. The European 112 Day is then the perfect opportunity to inform citizens when to call 112 and what to do in case of an emergency situation.

The day was marked with different actions in European countries, including Belgium, Bulgaria, Croatia, Estonia, Finland and France.

[Check it out.](#)





## EENA Conference & Exhibition 2018

25-27 April 2018 - Ljubljana, Slovenia



From exciting sessions and debates on emergency services hot topics to networking with top public safety professionals from around the world, EENA 2018 was an experience to remember. Over the years, the EENA Conference has become the place to go for emergency services, public authorities, researchers and industry to stay up to date with emerging trends in the field of emergency services.

This year, we welcomed around 720 participants from 55

countries. Representatives from public authorities and emergency services, as well as researchers and industry experts, came together to discover and share ideas on the latest in public safety.

Attendees covered all emergency-response-essentials including the future of cybersecurity, drones and helicopters in search and rescue, artificial intelligence for emergency services, Advanced Mobile Location, public warning, AED mapping and much more.

Each year, the EENA Conference brings together European emergency services, public authorities, researchers and industry representatives to foster the sharing of best practices between all the relevant stakeholders. Why?

To create a family-like space for everyone involved in emergency response to be a part of and, ultimately, drive change in the field for the safety of citizens. Take a look at [EENA 2018](#) or look what's coming up with [EENA 2019](#).



**720**  
professionals

**55**  
countries

**80**  
speakers

**28**  
exhibitors

Speaking of... Check out [EENA 2019](#)

**eena**  
EUROPEAN EMERGENCY WORKER ASSOCIATION  
**#EENA2019**

**EENA CONFERENCE AND EXHIBITION**

Registration opens  
6<sup>th</sup> December 2018

April, 2019  
**10-12**  
DUBROVNIK,  
CROATIA

Be the difference: Innovate. Connect. Inspire.



## 112 Awards 2018

25 April 2018 - Ljubljana, Slovenia

Each year, the 112 Awards Ceremony rewards outstanding individuals and organisations particularly engaged in improving public safety across Europe. In 2018, the winners were honoured at the 112 Awards Ceremony, organised in conjunction with the EENA Conference in Ljubljana. Emergency services and citizens from all over Europe were celebrated for their outstanding contributions to saving lives. We would like to congratulate all of this year's awardees and thank them for inspiring all of us with their actions!

[Find out more about them on the EENA website.](#)



### Outstanding Tech for Safety



The Search and Rescue Team, Dalvik, Iceland

### Remarkable Emergency Response



The London Emergency Services, United Kingdom

### Outstanding Rescue Service



Rega Switzerland

### Honorary 112 award



Administration of the Republic of Slovenia for Civil Protection and Disaster Relief

### Call-taker of the Year award



Ms. Hannah Karlsson & Ms. Ulrika Lindström  
SOS Alarm, Sweden

### Outstanding Citizen



Mr. Erik Stjerna & Mr. Paul Pålsson  
Fyrås Trä, Sweden

### Inspirational Role Model



Sarah and Yusra Mardini

### Life-time achievement award



Mr. Boštjan Tavcar  
Head of the Notification Centre of the Republic of Slovenia for Civil Protection and Disaster Relief

### Best International Cooperation



The EU Civil Protection Mechanism  
Fighting against forest fires in the EU,  
Summer 2017

### Unit Award



Mr. Sérgio Lourenço  
Associação de Bombeiros Voluntários de Pedrógão Grande,  
Portugal, on behalf of all Portuguese firefighters

# Events

## TIMEFRAME



### Drones and Public Safety Summit

*20 September 2018 - Brussels, Belgium*

The potential benefits of Unmanned Aerial Vehicles (UAVs) during emergencies are undeniable. But few emergency services organisations are using drones in their everyday operations.



That's why we organised the 1st edition of the "Drones & Public Safety Summit" on 20 September 2018 in Brussels, Belgium. The event was specifically designed to debate and discuss the latest issues and trends in the sector. The event was a great success with around 200 participants coming from 29 countries in Europe and beyond!

The Drones & Public Safety Summit was about bringing together people ready to transform emergency response. We welcomed emergency responders, drone manufacturers, tech specialists, software providers, European decision makers, international experts, drone enthusiasts and more...

[Learn more.](#)



### EENA Business Partners networking event

*27-28 November 2018 - Brussels, Belgium*

EENA celebrated the second edition of the networking event especially dedicated to private companies looking for business partners in the emergency services sector.



Company Directors, Senior Managers and other professionals joined us to find partners, and meet and network with their peers.

Each of the 36 companies present had the opportunity to introduce their work to the other attendees and hear about the work of others; and most importantly, what others are looking for from potential partners.

[Check more about it here.](#)



# EU projects

HERE'S AN OVERVIEW OF THE PROJECTS EENA IS INVOLVED IN

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Would you like to know more about the EU projects EENA is involved in? Then take a look on [our website](#).

## LETS CROWD

2017-2019

Overcoming challenges preventing the effective implementation of the European Security Model (ESM) with regards to mass gatherings.



Alexis Gizikis



[www.letscrowd.eu](http://www.letscrowd.eu)



Mass gatherings

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## HELP 112 II

2018-2020

Improving caller location information transferred to the PSAPs thanks to GNSS. After the great results of the HELP 112 Project (2016-2017), HELP 112 II will see 7 more European countries deploying AML.

The 7 countries: that will develop AML with the support of the European Union are Croatia, Denmark, France, Germany, Hungary, Portugal and Sweden.



Benoit Vivier



Caller location

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# Meet the team



**Gary Machado**  
Executive Director

gm@eena.org



**Jérôme Pâris**  
Managing Director

jp@eena.org



**Cristina Lumbreras**  
Technical Director

cl@eena.org



**Tavana Caminiti**  
Events Manager

tc@eena.org



**Petros Kremonas**  
Media & Communications  
Manager

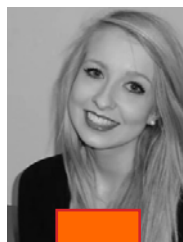
pk@eena.org

*(Until January 2019)*



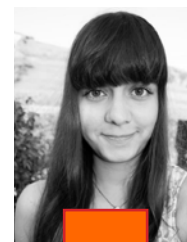
**Benoit Vivier**  
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**Rose Michael**  
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**Kasia Koc**  
Events  
Manager

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**Beatriz Peon**  
PR & Communications  
Manager

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# Meet the Board

*(Since January 2019)*



**Dr. Demetrios Pyrros**  
President

dp@eena.org



**Dr. Dieter Nuessler**  
Vice-President

dn@eena.org



**Mladen Vratonjic**  
Vice-President

mv@eena.org



# EENA Highlights in 2018

2018 was a year as busy as ever, but these are the highlights for us:

## TEATIME WITH ROSE

We have launched a new intelligence report, so EENA members can receive the latest insights in emergency services and public safety, right in their inbox.

## EENA REBRANDING

In 2018, we have taken up on the challenge of rebranding EENA to better reflect who we are and our values - keeping our great personality unchanged, of course.

## NEW YEAR, NEW FACES

After more than 5 amazing years together, we say "see you soon" to our Communications Manager Petros Kremonas, and "hello!" to new additions Beatriz Peon and Kasia Koc.



## Finances

Believing in transparency, we always publish the latest available finances of the organisation for anyone who would like to understand a bit better how we work.

### Here's the 2018 budget of EENA:

EENA's *incomes* reached 1,041,103 EUR, of which:

- 46.38% from memberships;
- 31.10% from events;
- 19.33% from projects;
- 3.19% from other streams of revenue.

**NB:** EENA is not structurally funded by the European Commission and private companies cannot take decisions for EENA as they are members of an advisory board.

EENA's *outcomes* reached 1,002,258 EUR, of which:

- 50.39% for salaries;
- 39.03% for purchase of goods and services;
- 10.59% for other streams of expenses.

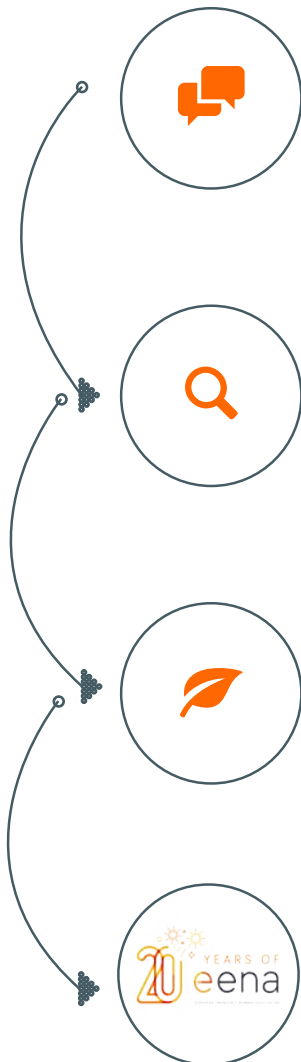
You can find our 2018 balance sheet [here](#).

# Thank you for your interest!

Thanks for taking the time to look at our 2018 highlights. Remember that this report is not exhaustive so feel free to reach out to us with any question, comment (or simply to say hi!).

## In the meantime, stay tuned for 2019!

The new year brings many exciting opportunities so make sure to stay tuned for;



### THE EENA CONFERENCE & EXHIBITION 2019

*Working in emergency services? Then there's no reason why you should miss #EENA2019 on 10-12 April in Dubrovnik, Croatia. From a programme covering the latest trends to networking opportunities with over 750 attendees from over 50 countries, EENA 2019 is the place to be.*

### THE PSAPS AROUND THE WORLD PUBLICATION

*One document covering over 50 countries world-wide with detailed descriptions of how emergency services work, legislation, technologies, upcoming reforms, and anything else you'd like to know. Yep, sounds too good to be true - and yet it is.*

### DEDICATED PROGRAMMES & UPDATES

*Whether you want to know about location tech, drones in emergencies, cybersecurity, Internet of Things, eCall, emergency apps, or any other technological trend in public safety, you are in the right place.*

### EENA 20<sup>TH</sup> ANNIVERSARY

*Time flies, and EENA is turning 20 years young in 2019. We are looking forward to celebrating together these two decades of development of the emergency services sector. Stay tuned to not miss on all the special actions we have in store, starting at the EENA Conference 2019. See you there!*

... and much more to come - Let's drive change together!



EUROPEAN EMERGENCY NUMBER ASSOCIATION

An insight at the work of EENA & emergency services in 2018

February 2019, EENA