



ANNUAL REPORT 2019 eena

EUROPEAN EMERGENCY NUMBER ASSOCIATION



 20 YEARS OF **eena** **OUR YEAR**
EUROPEAN EMERGENCY NUMBER ASSOCIATION **IN REVIEW**

Welcome to our Annual Report for 2019 - a year when we broke records at the EENA Conference & Exhibition in Dubrovnik, followed Advanced Mobile Location implementation around the world and focused on public warning, among others. We looked into the latest developments and bridged between different stakeholders to help improve the safety of citizens in Europe and beyond. This year we also launched a new project on Next Generation 112 to work towards building the architecture that will bring emergency services back to the future. We also initiated a conversation on how tech companies can better collaborate with them to develop safety features. Discover this and more in this report, happy reading!

In 2019, EENA turned 20 years young and we celebrated it the best way possible - surrounded by old and new friends at a very special party during the EENA Conference & Exhibition. EENA started 20 years ago, in 1999, when its Founder, a young Olivier Paul-Morandini realised the much-needed space for a citizen organisation to focus on providing a platform for improving emergency response and promoting the existence of the emergency number common to all EU countries: 112.

Olivier began his campaigning for an efficient 112 service all over Europe on behalf of European citizens. Years of successful campaigning and the support of the growing EENA community and its supporters led to the EENA we know today. Twenty years later, the organisation employs over 10 people who work with everyone in the sector to do their part towards the same objective: that every citizen can access emergency services and receive the appropriate information and care during an emergency or a disaster.

These 20 years have been anything but uneventful, and we could not be more excited about the next 20 to come!



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Here's an overview of EENA's work in 2019. Please note that the list is not exhaustive so feel free to take a look on our website at www.eena.org.

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MEET EENA

VISION, MISSION & VALUES

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.

OUR VALUES



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.



INTEGRITY

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



PEOPLE

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



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.



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 2019, ESSN Members covered over 80 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.](#)



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 part of the EENA Advisory Board with the main purpose to offer advice to EENA in achieving our objectives.

In 2019, the EENA Corporate Membership included 90 companies from around the world.

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

THE EENA COMMUNITY

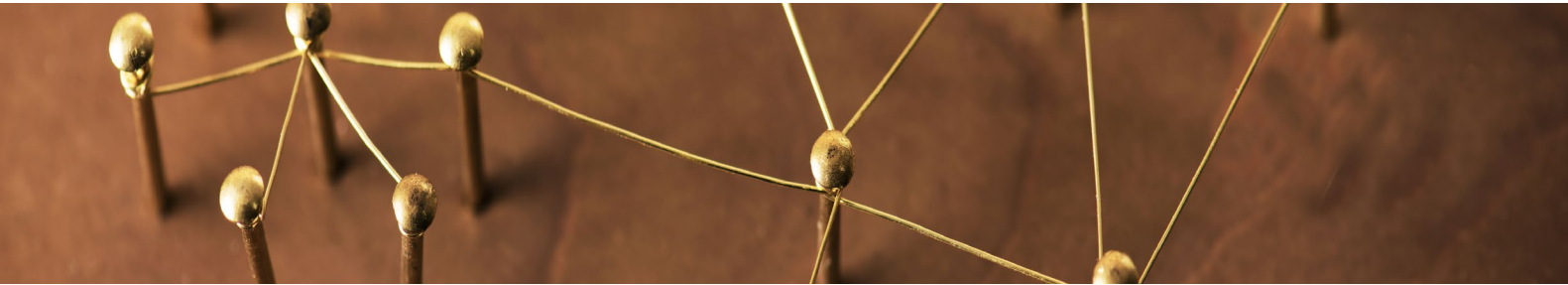
MEET THE EMERGENCY SERVICES & DRONES NETWORK

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.](#)



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.

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

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

THE EENA COMMUNITY

MEET THE PARTNER ORGANISATIONS

EENA partners with international and European organisations and associations who are active in fields such as disaster relief, medicine, emergency response, public safety, and more.

In November 2019, Public safety organizations representing members in Canada, the European Union, United Kingdom, and the United States signed a first-of-its-kind agreement to work together to improve the emergency communications systems that serve nearly one billion people worldwide.

Under the pact, the Association of Public-Safety Communications Officials, Canada (APCO Canada), the European Emergency Number Association (EENA), the British Association of Public-Safety Communications Officials (BAPCO), and NENA: The 9-1-1 Association pledge to promote, support and improve emergency communications services utilizing the most current and commonly accepted technologies, standards, and best practices.

Specifically, the groups have committed themselves to promote, among a wide range of topics, Next Generation emergency communications, services, networks and systems such as the i3 standard for NG9-1-1 in North America and the NG1-1-2 standard in Europe. Under these frameworks, calls for emergency help are handled in a modern, Internet Protocol-based multimedia environment, as opposed to the voice- and landline-centric frameworks of the past.

[Learn more about these partners](#)



WE FOCUS ON...

Advanced Mobile Location

IMPROVING CALLER LOCATION HAS NEVER BEEN EASIER



What's AML? In the event of an emergency call, an AML-enabled smartphone (all Android and iOS devices worldwide) sends automatically accurate location information of the caller derived from the location data of the phone (GNSS, Wifi) to the emergency services. AML is not an app, it doesn't not require any action from the caller. Emergency services are then able to receive this information in all the countries that have deployed AML. Find more information on our [AML Frequently Asked Questions](#).

In 2019, AML was implemented in 21 countries, including 13 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 June 2019, we published the [AML Report Card](#), a document with the latest information on AML deployment all over the world.

Contact: Benoit Vivier, EENA Public Affairs Manager, bv@eena.org.

More info: [Advanced Mobile Location](#)

Next Generation 112

BRINGING EMERGENCY SERVICES BACK TO THE FUTURE



Currently emergency services are only reachable by voice telephone calls. The NG112 architecture enables to modernise emergency communications, allowing for far more data collection (text, video, location or additional data) which will result in an optimised, more efficient, response. NG112 also helps ensuring equivalent access for all citizens, including the population living with disabilities

In 2019, we launched a project to bring together a consortia of partners to test and deploy the technical architecture enabling NG112 in different European countries, with a focus on demonstrating its use in real-life environments. Proposed test situations include routing based on location, video and real-time text communications, calls through connected objects and broadcast of public warning messages through home speakers.

Meet the consortia:

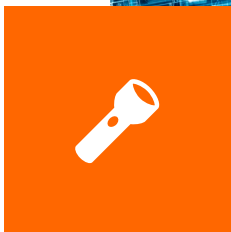
- Turkey, testing call routing, emergency video call and real time text
- Croatia, testing emergency video, real-time text and voice call on NG112 architecture
- Austria, Italy & Denmark, testing international mapping and routing, live texting and PSAP integration

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

More info [Next Generation 112](#)

Artificial Intelligence for public safety

SUPPORTING THE WORK OF EMERGENCY SERVICES



Artificial Intelligence (AI), and specifically Machine Learning (ML), are being tested in an increasing number of fields, including data-centric environments. Image or text analysis, speech recognition, chatbot interactions, custom machine learning models... all these are elements that could enable the AI journey of a public safety and security organisation.

When faced with potential cases of cardiac arrest, time and accuracy are key, which is why Danish company Corti looked into how AI could provide real-time decision support in medical dispatch - and developed a technology that acts as a virtual assistant for call-takers with up to 95% accuracy. Used in conjunction with human call-takers and dispatchers, it can significantly reduce error rates and make critical diagnoses faster..

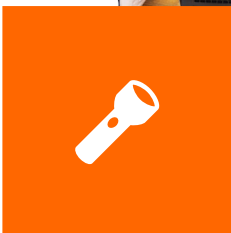
In 2018, EENA & Corti partnered to pilot this technology in emergency response centers in France and Italy, in a project that ended in 2019.

Contact: Jérôme Pâris, Managing Director, jp@eena.org.

More info: [Artificial Intelligence and Public Safety](#) & [EENA-Corti Project Report](#)

EMERGENCY APPS

CONNECTING EMERGENCY APPS WHEREVER YOU GO



Imagine if emergency apps didn't just work within a small geographical territory but everywhere in Europe. That's what PEMEA is all about.

The PEMEA project was officially launched on 11 September 2018 in Madrid, Spain.

Phase I of the project confirmed that PEMEA can provide citizens with access to emergency services any place in Europe by using their local apps in roaming PSAPs with the right app information (accurate location, caller language, ICE contacts, etc) regardless of the app the person is using, so that PSAPs can provide the person in need the help they need as fast as possible.

Phase II of the PEMEA project was launched in November 2019, aiming at interconnecting Apps and PSAPs in roaming, the App of one country could also work in other countries and ensure access to emergency services via chat

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

More info: [PEMEA](#)

EENA DOCUMENTS & WEBINARS

SPECIAL FOCUS DOCUMENTS



Public Safety Answering Points around the globe



Read the abstract [here](#)



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

COMMITTEE DOCUMENTS

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 2019, the EENA Committee has produced over 90 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.

2019 OPERATIONS & TECHNICAL DOCUMENTS:



Training of emergency Calltakers



PSAP Directory



GDPR & Public Safety



Advanced Mobile Location Report Card 2019



Managing the tendering process in the European Union v2



5G in Emergency Services



Public Warning Systems – 2019 Update



AED Legislation Document



Integrating S&R Drones in Airspace



Emergency Communications & the EU Legislative Framework



Emergency services call for stronger cooperation with tech companies



Artificial Intelligence & Machine Learning in Public Safety



Detecting out-of-hospital cardiac arrest using artificial intelligence



Digital transformation: Visual command & control in PSAPS"

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

WEBINARS

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



Training of 112 Call Takers & Dispatchers



NG112: Project information & Update



Drones for Emergency Services



LETS CROWD: Communicating with Multicultural Crowds in Mass Gatherings



5G & Emergency Services



eCall

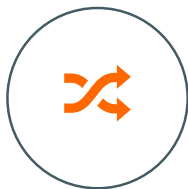


GDPR & Public Safety



Emergency Services

STANDARDISATION



STANDARDISATION WORK

EENA is involved in monitoring and contributing to standardisation work related to emergency services mainly through participating in different standardisation bodies and providing expertise.



EENA is a full member of the European Telecommunications Standards Institute (ETSI). Moreover, Cristina Lumbreras, EENA Technical Director, is the Chair of ETSI-EMTEL Committee.

EENA co-organised with ETSI the 3rd edition of the NG112 Communications Plugtest. The aim of the event was to trial independently and jointly all components of the 112 communication chain based on Next Generation networks. Different topics were addressed, including Location Based Emergency Call Routing, Policy Based Emergency Call Routing, and Next Generation Media Types.

The results of the tests show that the NG112 technology is mature and that a large number of vendors provide the various elements of the NG112 equipment chain and that those elements interoperate with each other. Thus providing a large choice of innovative products to build next generation emergency communication solutions. With the upcoming publication of ETSI TS 103 479 and its accompanying standards, the conditions for procurement and deployment are reached. You can find more information on the event in the [report](#) prepared by ETSI.

EMTEL (Emergency Telecommunication) Steering Committee:

This year, ETSI-EMTEL released the following documents:

- AML Technical Specification ([TS 103 625 2019-12](#))
- Core elements for network independent access to emergency services (NG112) Technical Specification ([TS 103 479 2019-12](#))
- Emergency Communications (EMTEL); Collection of European Regulatory Texts and orientations ([ETSI TR 102 299 2019-11](#))
- Study of use cases and communications involving IoT devices in provision of emergency situations Technical Report ([TR 103 582 2019-7](#))

Moreover, Cristina Lumbreras, EENA Technical Director, was named this year new Chair of ETSI-EMTEL Special Committee.

EENA is also involved in [CEN \(the European Committee for Standardization\)](#), and specifically involved in TC278/WG 15 e-Safety (eCall) following the standardisation on eCall. The main work of this group was focused on eCall for other types of vehicles and Aftermarket eCall.

Contact: Cristina Lumbreras, EENA Technical Director, cl@eena.org.

ADVOCACY WORK

2019 EUROPEAN ELECTIONS

In May, citizens all over Europe voted to elect their representatives at the European Parliament. At EENA, we want to warmly thank all members for their work supporting 112, and are looking forward to continuing the collaboration with the new Parliament.

EUROPEAN ELECTRONIC COMMUNICATIONS CODE

On 20 December 2018, the entry into force of the European Electronic Communications Code marked a new milestone in the history of European legislation on 112. This legislation introduces the concept of 'emergency communications', replacing 'emergency calls' in order to encompass the new information and communication technologies. Other provisions in the Code include the use of handset-derived information in the location information provided to the PSAP, the establishment of a telephone-based public warning system in order to alert the population of an ongoing crisis or an upcoming threat, and some improvements of the means by which people with disabilities can contact the emergency services. Implementation of the EECC by Member States will see its deadline in December 2020. [EENA has published a review of the legislation](#), with highlights that include:

From "emergency calls" to "emergency communications"

This word change in the legislation can be explained by the new information and communication technologies, which provide new possibilities to contact the emergency services. Thus, EECC includes the definition: *"Emergency communications are means of communication, that include not only voice communications but also SMS, messaging, video or other types of communications, for example real time text, total conversation and relay services."* Having in mind the scope of "emergency communications" also helps define who should provide access to emergency services.

Locating emergency communications

The EECC strengthens the already existing obligation to locate emergency calls. The main difference compared to previous legislations is that while the previous texts did not have any binding provision on the method to obtain this location information, the EECC specifies that the location information transmitted to the Public Safety Answering Points (PSAPs) should include both "network-based location" (for instance: Cell-ID) and "handset-derived caller location information". The use of location data of the phones (GNSS, Wifi) brings considerable improvements in terms of accuracy of location information (in most of cases below 50m., compared to an average accuracy of 2km for Cell-ID).

Public Warning Systems

Public Warning Systems based on telecommunications were added to the European law in 2018 with the EECC. It requires that, as of June 2022 (specific deadline), public authorities should be able to use telecommunications networks to alert the population of an ongoing crisis or an upcoming threat.

EUROPEAN ACCESSIBILITY ACT

The European Accessibility Act (EAA), voted in 2019, completes and clarifies the requirements set out in the EECC. Firstly, telecommunications providers must ensure that emergency communications services are accessible. Concretely, this means providing text and in some cases Total Conversation services in addition to voice calls. Secondly, and more importantly, Member States will all need to ensure that people with disabilities visiting their country from abroad can access emergency services on an equivalent basis to other users.

LOCAL ADVOCACY

112 functioning in Romania

After emergency services failed to assist a teenager in Caracal, resulting on her tragic death, EENA released an official statement on the events. Speaking with press and in other communications, EENA pushed for continued efforts to modernise the 112 system in Romania, while also highlighting of the work of the authorities over the last years in issues like public warning and accessibility to emergency services by people living with disabilities.

Greek 112 reform

In July, Greek authorities announced a reform that will make 112 and public warning fully operational by the end of this year, following the aftermath of the violent storms in Halkidiki.

In an official statement, EENA welcomed this measure as excellent news for Greek citizens and tourists alike. We also reiterated our intention to act as a watchdog and will surely report on the upcoming improvements, while also remaining available for any support that might be needed to reach these objectives.

Emergency location in Italy

In August 2019, EENA closely followed French citizen Simon Gautier's disappearance and ultimate death in Italy. The event gathered international attention and sparked a debate on emergency location in Italy and France, with EENA providing information and bridging between journalists, public safety organisations and other stakeholders.

OTHER LEGISLATIVE FILES & TOPICS

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

Cooperation between emergency services & tech companies

New emergency features are intended to enhance emergency access and make people safer. Unfortunately, emergency services are often not informed of these new means of access, which makes them not able to handle these communications. At EENA, we believe that when working towards the same goal, collaboration is key. And there is no better goal than saving lives – which is why we are taking a stand to bridge between public safety organisations and tech companies. [Find more on the topic on the position paper we published in December.](#)

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. Since December 2017, the legislation is debated in the Council of the EU.

For any question or comments on any legislative file, please reach out to Benoit Vivier, EENA Public Affairs Manager, at bv@eena.org

EVENTS

112 Day 2019: Humans of 112

11 February 2019 - Europe



Alarmingly, less than half of the European citizens are familiar with 112 and would dial it spontaneously in case of an emergency. 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.

In 2019 we used this opportunity to honour all the people working in the emergency services chain.

The [#Humansof112](#) was one of the most successful to date. We were overwhelmed by the responses, enthusiasm and pride – so we want to continue celebrating together the amazing work they do every day.

You can now follow the Humans of 112 in their [dedicated Facebook page](#), and continue learning what life is like in the emergency services.



900 professionals

60 countries

100 speakers

35 exhibitors



EENA Conference & Exhibition 2019

10-12 April 2019 - Dubrovnik, Croatia

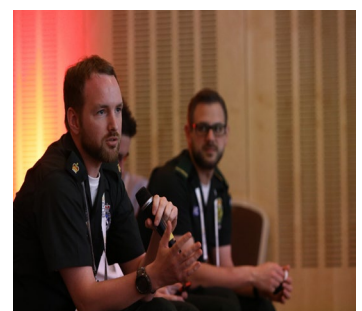
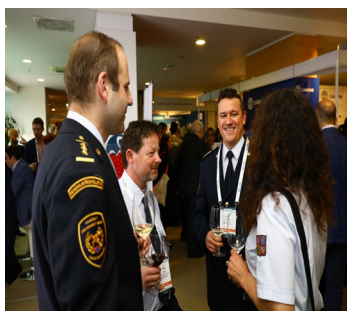
The EENA2019 Conference has ended with a new record of participation: we have welcomed over 900 participants from more than 60 countries.

This year, we learnt the latest developments and trends in public safety worldwide from more than 100 high-level speakers. The programme included drones for public safety, telemedicine, Next Generation 112, regulatory issues, natural disasters and climate change, Public Warning, Artificial Intelligence, training and well-being of call-takers and dispatchers, an update of Advanced Mobile Location...and much more.

	TUESDAY, 9 th April	WEDNESDAY, 10 th April	THURSDAY, 11 th April	FRIDAY, 12 th April
Morning	WORKSHOPS	Introduction & Conference Opening	Supporting call-takers/dispatchers decision making and situational awareness	There is nothing natural about disasters
	Drones in public safety - hands on training day <i>Continued in the PM</i>	Thai Cave Rescue Story Interview with Ivan Karadzic	Cloud services and emergency services	Case studies: how can I protect my organisation from cyberattacks?
Afternoon	GDPR: Adapting to the new data protection rules for public safety organisations <i>Continued in the PM</i>	The impact of climate change on disasters and large emergencies Keynote by Alice Hill	Quality assurance & call-takers' and dispatchers' training	The future of European emergency services - What will change with new legislation?
	Free workshop limited to 30 participants	Resilience Interview with Nicolas Henin	Dynamic management of emergency vehicles	Interconnecting emergency apps in Europe: outcomes of PEMEA project
	Paid workshop limited to 20 participants	Driving change in responding to emergencies	Deploying Next-Generation emergency services	Interactive session
		Cybersecurity and emergency services	Is AI the future assistant of call-takers and dispatchers?	Closing speech
		Industry session: Focus on solutions available on the market	Standards & EU projects: public warning and disasters management	
		Running a non emergency number in parallel with an emergency number	Lunch	
		The potential of social media for emergency services	Call-takers' and dispatchers' well-being: mental and physical health, ergonomics	Important note! This is a provisional programme and it is subject to change.
		Initiatives to support emergency services in case of disasters	Smart cities & Internet of Things: what does it mean for public safety?	
		Masterclass: the impact of the GDPR on public safety organisations	Industry session: Focus on solutions available on the market	
		Public Safety Tinder Time	How telemedicine and AEDs can be used to save more lives!	Emergency services session: Focus on emergency calls handling systems
		Networking Cocktail	Emergency calls triage	
		112 Awards Ceremony	Unmanned aircrafts: going beyond	
			Advanced Mobile Location (AML) update	
			Social event	

The Conference also saw the announcement of the [EENA NG112 Project](#). The project brought together a consortia of partners, to test and deploy the technical architecture enabling NG112 in different European countries, with a focus on demonstrating its use in real-life environments.

You can still discover the [presentations](#), remember all the good moments looking at the [photo gallery](#) and experience again the event with the selected [videos](#).





112 Awards 2019

10 April 2019 - Dubrovnik, Croatia

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. We would like to congratulate all of this year's awardees and thank them for inspiring all of us!

Below you can read all of their stories. In 2019, the winners were honoured at the 112 Awards Ceremony, organised in conjunction with the EENA Conference in Dubrovnik.

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.](#)



Act of Bravery



Mamoudou Gassama, France
Rescue of child hanging from balcony

Tech for Good



East Midlands Ambulance Service (EMAS), UK - For the use of app technology to alert bystander first responders about emergencies

Young Hero



Lotta English, Germany, aged 11
For rescuing a baby in a swimming pool

Remarkable Rescue



Notruf Niederösterreich, Austria
For rescuing a crashed paraglider using AML

Political Achievement



Dita Charanzová, MEP
For an outstanding contribution to public safety in Europe

Citizen of the Year



Mahmoud Moussa, Greece
For rescue of 73 people during Greek summer fires

Social Media



Instituto Nacional de Emergência Médica de Portugal - For using social media to raise awareness of false emergency calls

PSAP Achievement



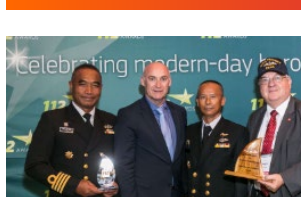
Control Room Vest Police District, Norway - Rescue of tourist trapped in glacier

Exceptional Call Taker



Linda Mari Hammersland
Control Room Vest Police District, Norway
For rescue of tourist trapped in glacier

Rescue Coordination



Thai Navy SEALs, Thailand
For coordination of Thai Cave Rescue of 12 children

International Cooperation



Ivan Karadzic, Denmark
Representing all international divers involved in Thai Cave Rescue

Team Bravery



Moo Pa Soccer Team, Thailand
For solidarity and courage during Thai Cave Rescue

WE WERE THERE

Every year, the EENA Staff & Board participate in many events related to public safety, emergency services and more. We also do study trips and visit PSAPs throughout Europe.



EU PROJECTS

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



Mass gatherings

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. By the end of the project Croatia, Denmark, France, Germany, Hungary, Portugal and Sweden have all developed AML with the support of the European Union.



Benoit Vivier



Caller location

WORKING AGE

2019-2022

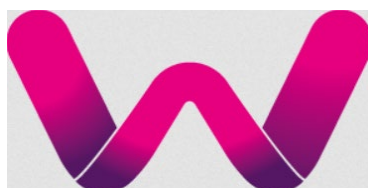
WA aims at combining the efforts of employers, employees and society to improve the health and well-being of people at work.



Alexis Gizikis



www.workingage.eu



Health & well-being

FINANCES

Here's the 2019 budget of EENA:

EENA's *incomes* reached 1.228.357,81 EUR, of which:

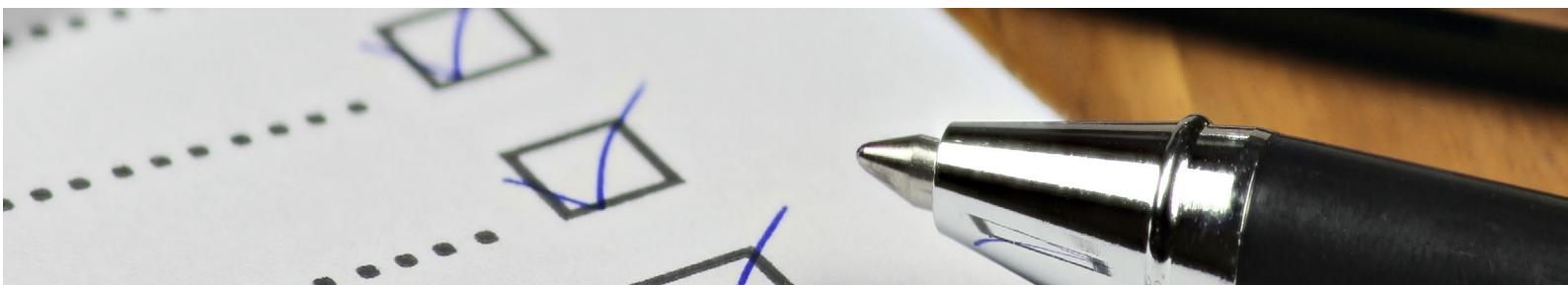
- 50,22% from memberships;
- 20,23% from events;
- 27,27% from projects;
- 2,28% from other streams of revenue.

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.

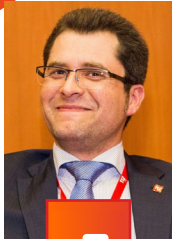
EENA's *outcomes* reached 1.229.046,88 EUR, of which:

- 54,98% for salaries;
- 43,61% for purchase of goods and services;
- 1,41% for other streams of expenses.

You can find our 2019 balance sheet [here](#).



MEET THE TEAM



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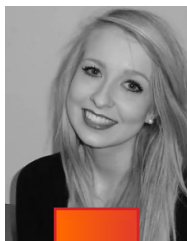
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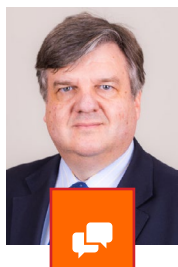
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**WOLFGANG
KAMPICHLER**

Chair



**MARKUS
BORNHEIM**

Vice-Chair



**KAILI
TAMM**

Vice-Chair



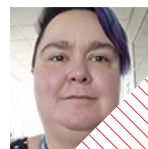
**BILL
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Vice-Chair



**IRATXE
GOMEZ**

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**FRANCISCO
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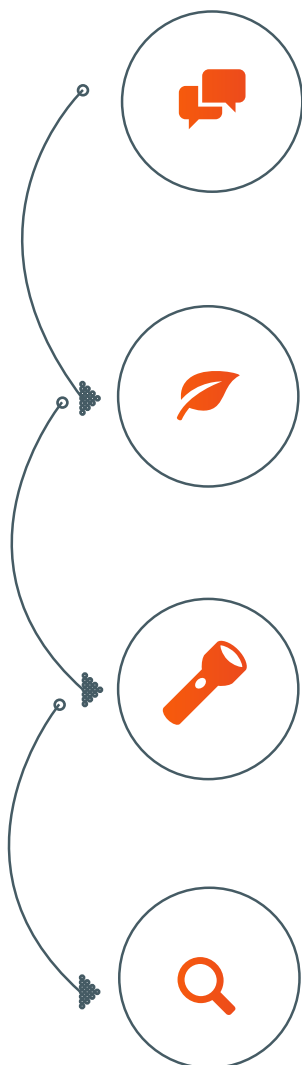


**JOE
EYERMAN**

Vice-Chair

In the meantime, stay tuned for 2020!

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



THE EENA CONFERENCE & EXHIBITION 2020

Working in emergency services? Then there's no reason why you should miss #EENA2020 on 1-3 April in Riga Latvia. From a programme covering the latest trends to networking opportunities with 1000 attendees from 55 countries, EENA 2020 is the place to be.

FOSTER COLLABORATION BETWEEN TECH COMPANIES & EMERGENCY SERVICES

As tech companies are introducing safety features in their products, these well-intended advances are often developed without fully grasping the reality of emergency services.

EXPERTISE & FOCUS ON AML, NG112 & PUBLIC WARNING

At the European Emergency Number Association, we constantly work towards producing and sharing expertise in order to improve emergency response in Europe and beyond.

EENA GOES LOCAL

In 2020, we look forward to continuing growing our community and collaborating together. How? By reaching out to all our partners, which is why we will be working more closely with members of our community in their own countries.

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



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