#EENA2018

EENA CONFERENCE AND EXHIBITION

April, 2018
25-27
LJUBLJANA
SLOVENIA

LEARN • CONNECT • GROW • DISCOVER

EVENT OVERVIEW

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. High-level issues will be discussed during the plenary sessions while operations and technical issues will be addressed during the parallel tracks, over **3 inspiring days.**

Also, participants might **meet exhibitors** who will be pleased **to showcase their newest products** in the exhibition area of the conference and **to engage with attendees who are looking for innovative solutions** in critical areas of emergency services.

The 112 Awards Ceremony, which is run in conjunction with the conference, recognises and rewards some of the emergency services and citizens for their outstanding achievements in improving and promoting the European emergency number 112.

WHO SHOULD ATTEND

The EENA Conference **will welcome over 700 participants**, including **about 300 delegates from emergency services and public authorities** from over 50 countries from the EU and other parts of the world such as Africa, Asia, Middle-East and from both North and South America. Supplier organisations, researchers, telecom regulators, mobile network operators, Internet companies and officials from EU institutions will also attend the event.

FREE registration for public authorities' representatives and EENA Members.

KEY TOPICS

▶ Cybersecurity

▶ Advanced Mobile Location

▶ Drones and helicopters

▶ Mapping AED

▶ Artificial intelligence

▶ Public warning

Event Language: English

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INFORMATION

● **EVENT VENUE**
Cankarjev Dom Congress Centre
Prešernova cesta, 10 - 1000 Ljubljana, Slovenia

● **CONTACT Events Coordinator:**
Taviana Caminiti - Email: tc@eena.org

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BENEFITS OF THE EENA CONFERENCE 2018

Meet top international experts in the emergency services field

Over 70 leading experts and practitioners will address high-level policy and regulatory matters as well as operational and technical issues during the plenary and parallel tracks.

Network and partner with key European stakeholders

In 2018, approximately 700 participants, including more than 300 emergency services and public authorities' representatives from over 50 countries, researchers, telecom regulators and suppliers will attend. They will be able to interact before, during and after the event via a dedicated online networking platform (Event app) as well.

Get inspired by best practices awarded at European level

The 112 Awards Ceremony takes place in conjunction with the conference and rewards individuals and organisations highly engaged in improving and promoting the European emergency number 112.

Learn about the newest technological solutions

During the 3 days, you will have the opportunity to visit the exhibition area where over 25 suppliers will showcase the latest technologies and solutions available.

Live the emergency call-centre experience

You will have the chance to visit the stand of the Slovenian emergency control rooms demo in the exhibition area. They will provide you with a demo on the functioning of their 112 system.

Make friends and have a great time

On Thursday 26 April, you will be able to attend a social event and network in an informal atmosphere together with other participants.

ABOUT EENA

EENA, the European Emergency Number Association, is a Brussels-based NGO set up in 1999 dedicated to promoting high-quality emergency services reached by the number 112 throughout the EU. 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. The EENA memberships include more than 1,300 emergency services representatives from over 80 countries world-wide, 90 solution providers, 13 international associations/organisations, more than 200 Members of the European Parliament and more than 100 researchers.

EENA CONFERENCE 2018 – OVERVIEW

	Day 1 – 25 April 2018		Day 2 - 26 April 2018		Day 3 - 27 April 2018
Morning	Opening & Introduction				Keynote: The Emergency Response Coordination Centre and the EU civil protection mechanism
	Keynote: Drones and public safety		**Track 1** 1) Mapping emergencies / disasters 2) Airborne rescue: drones & helicopters 3) Public warning / Reverse 112	**Track 2** 1) Wireless Communications in a Mission Critical Environment – State of Play 2) Advanced Mobile Location 3) Emergency calls handling systems around the world	Disaster response and recovery: How Facebook can support public safety organisations
	Keynote: Artificial intelligence & emergency services				Discussion: EENA & Waze project results
					Discussion: Legislation update
	Discussion: Cybersecurity				Interactive Session
					Closing speech
	LUNCH		**LUNCH**		**LUNCH**
Afternoon	**Track 1** 1) Multimedia usage in a PSAP 2) Augmented reality & virtual reality	**Track 2** 1) Update on EENA activities 2) Weather-related emergencies	**Track 1** 1) Emergency apps & Pan-European Mobile Emergency App architecture 2) Mapping Automatic External Defibrilators 3) eCall implementation remaining issues	**Track 2** 1) Support to call-takers and dispatchers 2) Social media strategies and tools 3) Masterclass: Fake news	**Important note!** This is a **provisional programme** and it is subject to change.
	Public Safety Tinder Time				
	Networking Cocktail		**Free Time**		
	112 Awards Ceremony				
	Free Time		**Social Event**		

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EXHIBITORS

Stands

1+2. Iskratel
3. Facebook
4. Deveryware
5. Priority Dispatch
6. MVM Tel
7. Eurofunk
8. DJI
9. Esri
10. Pulsiam
11. Atos
12. Insta
13. Capita
14. Carmenta
15. Reporty
16. Hexagon
17. Huawei
18. RapidDeploy
19. Beta 80 Group + Wey Technology
20. Avaya
21. OnStar
22. Frequentis
23. Techwan
24. Motorola Solutions
25. Microsoft
26. Corti
27. Opencode Systems
28. TCCA

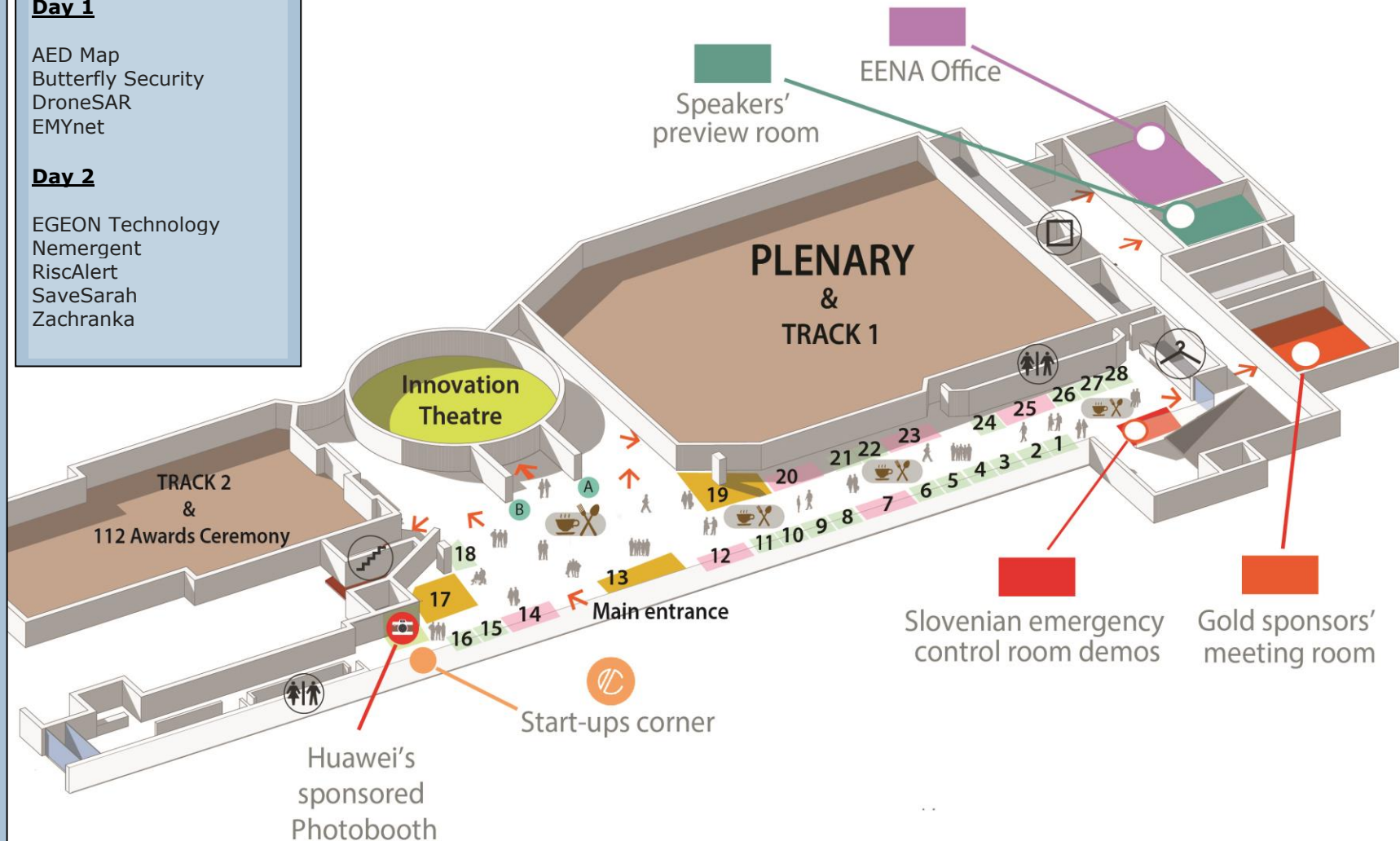**A.** Android Emergency Location Service
B. Crisis Response Journal

Start-ups corner

Day 1

AED Map
Butterfly Security
DroneSAR
EMYnet

Day 2

EGEON Technology
Nemergent
RiscAlert
SaveSarah
Zachranka

EENA Office

Speakers' preview room

PLENARY
&
TRACK 1

Innovation Theatre

TRACK 2
&
112 Awards Ceremony

Main entrance

Slovenian emergency control room demos

Gold sponsors' meeting room

Start-ups corner

Huawei's sponsored Photobooth

DAY 1

25 April 2018

08:00 – 09:00   **Registration**

09:00 – 09:25   **Introduction & Opening Ceremony** – Plenary room

    Demetrios Pyrros, President, EENA

    Taviana Caminiti, Events Manager, EENA

9:25 – 10:10   **Plenary Session** – Plenary room
    Keynote: Drones and Public Safety
    Join us to hear how drones are changing the public safety landscape.

    Romeo Durscher, Director of Public Safety Integration, DJI

    Discussion panel:

    Chair: **Ed Parsons**, *Geospatial Technologist, Google*

    Romeo Durscher, Director of Public Safety Integration, DJI

    Alfonso Zamarro, Drones Activities Manager, EENA

    Tomas Gislason, Deputy CEO, 112 Iceland

    Steve McLinden, Transformation2020 Digital Project Manager, Mid & West Wales Fire and Rescue Service, UK

    Andres Mumma, Assistant Lecturer, Fire and Rescue College, Estonian Academy of Security Sciences

10:10 – 11:05   **Plenary Session** - Plenary room
    Keynote: Artificial Intelligence & Emergency Services
    For many years, engineers have been trying to develop the capacity of machines. Recent developments have shown that computers are now becoming able to think intelligently. In this session, specialists of artificial intelligence and machine learning will look at how emergency services can benefit from the rise of this computer science.

    Andreas Cleve, Chief Executive Officer, Corti

    Discussion panel:

    Chair: **Brian Maguire**, *Journalist & Producer, EBX Media*

    William J. Josko, Associate Partner, Public Safety & Policing Segment, Global Government Centre of Competency, Global Business Services, IBM

    Kirk Arthur, Managing Director, World-Wide Public Safety and Justice, Microsoft & **Eugene Piric**, Solution Specialist Director, Microsoft

    Yossi Matias, Vice-President Engineering, Google

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Andreas Cleve, Chief Executive Officer, Corti

Peter Overton, Partner, Leader for Justice and Public Safety, Deloitte Consulting, Australia

11:05 – 11:35 **COFFEE BREAK + INNOVATION THEATRE (see page 15) -** *Exhibition area*

11:35 – 12:30 **Plenary Session** – Plenary room
Discussion: Cybersecurity
Recent cyberattacks to organisations around the world, including hospitals, highlighted the need for better preparedness. The speakers will explore here how to improve the cybersecurity of emergency response organisations.

*Chair: **Jennifer Baker**, Tech Policy and Digital Rights Journalist*

Konstantinos Moulinos, Project Manager of the Directive on Security of Network and Information Systems, European Union Agency for Network and Information Security (ENISA)

Hadi El Khoury, Cybersecurity Advisor, French Chapter, Information System Security Association (ISSA)

Jan Zorz, Operational Engagement Programme Manager, Internet Society (ISOC)

Bill Mertka, Tech & Ops Committee vice chair, EENA

12:30 – 14:00 **LUNCH + INNOVATION THEATRE (see page 15) -** *Exhibition area*

Track 1 Plenary room	**Track 2** Parallel room
14:00 – 15:00 Multimedia usage in a PSAP *Call takers benefit from more and more tools to get details about the emergency they are dealing with. This session looks at the interfaces available to enable multimedia usage in a PSAP.* *Chair: **Markus Bornheim**, Consulting Sales Engineer EU, Avaya* **Reinhard Ekl**, Director of Product & 911, RapidSOS - A Clearinghouse Approach to Next Generation 112/911 Data **Nadim Abdulrahim**, Vice President Public Safety Sector, Enterprise Business Group Middle East, Huawei Technologies - Cloud-Based Protection, Making Cities Safer **Francesco Frugiuele**, Head of International Business, RapidDeploy - Dispatch Everywhere, Dispatch Everything – towards a distributed PSAP cloud-architecture	Update on EENA Activities *In this session you will hear about the work of the EENA Committee, Certification and Standardisation and receive the latest updates on some of EENA's other exciting work.* *Chair: **Andy Hutton**, Head of Standardization & Atos Distinguished Expert, Unify* **Luca Bergonzi** & **Wolfgang Kampichler** Tech & Ops Committee Co-Chairs, EENA – Committee overview and plans **Cristina Lumbreras,** Technical Director, EENA – Certification and Standardisation Update **Presentation of Certificates of Quality to successful PSAPs & TPS providers.**
15:00 – 16:00 Augmented reality & Virtual reality *In summer 2016, the world discovered augmented reality thanks to a famous smartphone game. What if emergency services could also benefit from this kind of technology?*	Weather-related emergencies *The world is facing more and more weather-related emergencies. This session will look at the different tools available for public authorities to better predict and manage these situations.*

Chair: **Alexandre Alaphilippe**, Co-Founder, Saper Vedere	*Chair*: **Dieter Nuessler**, Vice President, EENA
François Braun, Director, SAMU (emergency medical service) of Moselle, France – The use of Google glasses by an ambulance service: case study	**Daniel Santos**, Project Leader, National Meteorological Service, Spain – Advanced predictive modelling of severe weather and weather emergencies
Catherine Owens, College of Policing, United Kingdom - Gamification in e-learning: what works?	**Andreas Schaffhauser,** Head of Operations, Meteorological and Geophysical Service, Austria - METEOALARM and the European Civil Protection
Laurence Marzell, Exploitation and Dissemination Manager, AUGGMED project – How a serious game platform can help emergency services better respond to terrorist threats	**Eric Sprokkereef**, Senior Advisor Crisis Management, Water Management Centre, Ministry of Infrastructure and Environment, The Netherlands – The European Flood Awareness System (EFAS)

16:00 – 17:00   **Coffee Break + Innovation Theatre (see page 15)** *- Exhibition area*

16:30 – 17:30   **Public Safety Tinder Time -** Exhibition area
Experts on the following hot topics will be at your disposal for 10-minute information exchange meetings: Advanced Mobile Location (AML), eCall, Drones, NG112, Artificial Intelligence, Use of Social Media (VOST), Pan-European Mobile Emergency App (PEMEA) and Transnational Calls Database.

A prior registration is required at the registration desk **by 14:00**.

17:00 – 18:00   **Networking Cocktail +**
INNOVATION THEATRE (see page 15) *- Exhibition area*

18:00 – 19:00   **112 Awards Ceremony** – Parallel Room
You are all warmly invited to attend the 112 Awards Ceremony to recognise and reward some of the emergency services and citizens for their outstanding and inspirational contributions to public safety.

Track 1
Plenary room

Track 2
Parallel room

09:00 – 10:00

Mapping emergencies / disasters
One of the first steps of crisis management is the mapping of the emergency. The goal is to determine the area affected and the geographical constraints. This session looks at the best solutions available to map crises.

Chair: **Bill Mertka**, *Tech & Ops Committee Vice Chair, EENA*

Mike King, Global Public Safety Manager, CAD/911/FirstNet, Esri & **Francisco Nobre**, Business Partner Coordinator, Esri – Emergency and Disaster mapping, and more.

Ed Parsons, Geospatial Technologist, Google - The real time map

Fahd Benatia, Remote sensing engineer, ICube-SERTIT - Copernicus Emergency Management Service Mapping

Wireless Communications in a Mission Critical Environment - State Of Play
Critical radio communications are essential for the success of the missions and tasks of professional users who rely on being in contact when it matters. This session will give an outline of the current developments in this field, from two-way radio to broadband solutions of the future. It will also concentrate on how the work of first responders and control rooms operations change along with these developments.

Chair: **Mladen Vratonjic**, *Chairman, TCCA*

Francois Dontot, Executive Director, Motorola Solutions - Push-To-Talk (PTT) over Broadband

Jiang Qingsong, Vice President Public Safety Broadband Trunking Solution, Enterprise Business Unit, Huawei - Convergent broadband networks enable mobile policing

Reinard Van Loo, Senior Advisor & Subject Matter Expert Public Safety, Frequentis - Sound of silence: Radio Communications in the age of the changing control room

10:00 – 11:00

Airborne rescue: Drones and Helicopters
Drones and helicopters can be of great use to rescuers. In this session, professionals will discuss why, where, when and how to use drones and helicopters in emergencies.

Chair: **Romeo Durscher**, *Director of Public Safety Integration, DJI*

Alfonso Zamarro, Drones Activities Manager, EENA – Update on EENA's work related to drones

Stefan Becker, Head of Corporate Development, Rega, Switzerland – Rescue and medical helicopters

Inmaculada Piles, Head of Service for Coordination of Emergency in the

Advanced Mobile Location - AML
In two years, Advanced Mobile Location has brought considerable improvements to public safety. In this panel, experts will discuss the latest updates and the future improvements of the technology.

Chair: **Kaili Tamm**, *Head of Cooperation and Planning Section, Development Department, Emergency Response Centre, Estonia*

Marko Nieminen, Director, Emergency Response Centre Administration, Finland

Michael Kelly, Head of Operations, ECAS, BT, Ireland

Soonil Nagarkar, Senior Software Engineer, ELS team, Google

Valencian Community. Spain - Challenges of using drones in an emergency

John Medland, 112/999 Policy Manager, BT, United Kingdom – International roaming

Benoit Vivier, AML Deployment Manager, EENA - Update on AML deployment

11:00 – 11:30   **COFFEE BREAK + INNOVATION THEATRE (see page 16) -** *Exhibition area*

11:30 – 12:30

Public warning / reverse 112
Recent tragic events have highlighted the need to alert the population of ongoing crisis or upcoming threats quickly and effectively. This session will look at the different solutions available and the best practices to alert the population.

Chair: **Gary Machado**, *Executive Director, EENA*

Benoit Ramacker, Spokesperson, Crisis Centre, Ministry of Interior, Belgium - BE-Alert

Anand Anupam, Vice President Sales, UMS - Public warning system usages across the world

Sims Witherspoon, Program Manager, Google - Google SOS Alerts, access to resources and information during a natural or human-made disaster

Emergency calls handling systems around the world
The structure, challenges and strategies affecting the emergency services differ in each country, as does the approach to the work of the emergency services and public authorities. This session will outline how some countries approach these challenges and you will hear them share their experiences.

Chair: **Brian Fontes**, *CEO, National Emergency Number Association (NENA), USA*

Renee Doiron, Manager Emergency Services Policy, Canadian Radio-television and Telecommunications Commission, Canada – Next Generation 911 Services in Canada

Pairoj Boonsiricamchai, Deputy Secretary-General, National Institute for Emergency Medicine (NIEM), Thailand, **Pakorn Tongjeen**, Lecturer, National Police Cadet Academy, Thailand & **Tatiyarerg Chaisinlapa**, Sub-inspector, Taladplu Metropolitan Police Station, Royal Thai Police - Thailand's Ongoing Effort to Consolidate Various Emergency Numbers into a Single Emergency Number System

Willem van Alphen, Tactical Process Manager 1-1-2, National Police, The Netherlands - Update on the national 112 system's reform

12:30 – 14:00   **LUNCH + INNOVATION THEATRE (see page 16) -** *Exhibition area*

Track 1
Plenary room

Track 2
Parallel room

14:00 – 15:00

Emergency Apps / PEMEA
Applications that interact with citizens and the emergency services are now almost everywhere. In this session you will hear about some examples of 112

Support to call takers and dispatchers
Some emergencies may require psychological assistance to the call taker who dealt with it. This session will highlight the best practices in providing

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apps and how to make them interoperable.

*Chair: **James Winterbottom**, Tech & Ops Committee Vice Chair, EENA*

Matteo Galliani, Product Manager, Beta80 and **Bertrand Casse,** Director of Public Affairs, Deveryware – Examples of Pan-European Mobile Emergency App Architecture implementations

Marko Nieminen, Director, Emergency Response Centre Administration, Finland – 112 App in Finland

Pablo Gutierrez Astilleros, Emergency Services Product Manager, Telefonica - My112, the story so far

psychological and peer-support to call takers.

*Chair: **Rut Erdelyiova**, Psychological & Peer Support to Responders/Call Takers Expert, The Resilience Advisors Network*

Katlin Alvela, Director General, Emergency Response Centre, Estonia - Supporting call takers and dispatchers in Estonian Emergency Response Centre

Colum Donnelly, Assistant CIO, Lombardy Region Emergency Response Agency (AREU), Italy – Peer support to call takers

Jules Lockett, Practice Learning Manager - Control Services, London Ambulance Service, United-Kingdom - Managing Mental Health in the Emergency Control Room Environment

15:00 – 16:00	**Mapping AEDs** *This session will present different possibilities and best examples of mapping automated external defibrillators, while providing an insight on the present challenges, and the way forward.* *Chair: **Demetrios Pyrros**, President, EENA* **Fulvio Kette**, Risk Manager, Local Health Unit, Friuli Occidentale, Italy & **Stephen Hines**, Clinical Practice Learning Manager, London Ambulance Service NHS Trust, United Kingdom - Update on EENA's work on AED mapping **Paul Dardel**, CEO, AEDMAP - AED Mapping: Evaluation & Perspectives **Patrick Burianek**, Emergency Communication & Coordination Centre, Lower Austria, Austria - Defibrillation Network Austria	**Social media strategies and tools** *The use of social media by emergency services can enhance the communication with the citizens but also help to get important information to deal with the emergency. You will hear concrete examples in this session.* *Chair: **Volker Tondorf**, Advisor for VOST issues, Federal Agency for Technical Relief, Germany* **Marina Tymen**, Social Media and Crisis Communication Expert - Social Media monitoring in a crisis **Rob Moore**, Paramedic Clinical Team Mentor and Corporate Tweeter, West Midlands Ambulance Service, United Kingdom - Social media in a UK ambulance service **Olivier Galichet**, Advisor for Technological Evolution of Fire and Rescue Services, Ministry of Interior, France & **Laurent Alfonso**, Spokesperson, Fire and Rescue Service of Gard Department (SDIS30), France – Social Media monitoring for intelligence and operations

16:00 – 16:30	**COFFEE BREAK + INNOVATION THEATRE (see page 16) -** *Exhibition area*

16:30 – 17:30	eCall implementation remaining issues *Despite many years of debating and discussing eCall, this technology has finally become operational in April 2018. In this session you will hear about the*	Masterclass: Fake news *Join this session to hear about fake news from world- renowned experts. You will get to know how fake news was debunked during the French presidential*

remaining issues of eCall and how to deal with them.

Chair: **Andy Rooke***, Vice President, BAPCO, UK*

Luca Bergonzi, Sales Executive EMEA & Asia, Beta80 - Sharing data across the rescue chain

Inaki Pena, Service Delivery Manager, Atos – Implementing eCall in PSAPs

Vitor Judicibus, Head of Critical Communications Multidisciplinary Team, General Secretariat of Internal Administration, 112 Portugal – eCall Implementation Open Issues

elections and how they it spreads on social media. You will also get some hands-on recommendations, such as using tools to quickly verify the authenticity of pictures and videos. This session is not a pure public safety session, but we trust it will help you understand more about "fake news", "Word of the Year" in 2017 according to Collins.

Chair: **Emily Hough***, Editor in Chief, Crisis Response Journal*

Nicolas Vanderbiest, Social Media Expert, Belgium & **Alexandre Alaphilippe**, Executive Director, EU DisinfoLab - How does fake news spread?

Denis Teyssou, Journalist & Head of Medialab Research & Development, AFP French News Agency – InVID plugin to quickly verify pictures and videos and debunk disinformation

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19:00 – 22:30　　**SOCIAL EVENT**
Join us for a memorable evening at the **Ljubljana Castle** with colleagues from all over the world. This is a not to be missed opportunity where you can also enjoy a **walking buffet dinner, benefit from historical explanations about the venue** and have **a fun interactive quiz** with your peers.

This is a free event kindly hosted by the Ministry of Defence of the Republic of Slovenia. **A prior registration** is required at the registration desk. No participant will be accepted without prior registration.

DAY 3

27 April 2018

09:15 – 09:45　　**Plenary Session** – Plenary Room
Keynote: The Emergency Response Coordination Centre and the EU Civil Protection Mechanism
Some large-scale emergencies may require cooperation with neighbouring countries. This session looks at how to foster efficient cross-border cooperation between emergency services.

Chair: **Demetrios Pyrros***, President, EENA*

Peter Billing, Head of Emergency Preparedness and Security Unit, EU Civil Protection and Humanitarian Aid Operations, European Commission

09:45-10:15   **Plenary Session** – Plenary room
Disaster Response and Recovery: How Facebook can support public safety organisations
Several online platforms have such a big impact in everyday life that their role in instances of disaster can be decisive. Join Facebook in discussing the role of social platforms.

*Chair: **Demetrios Pyrros**, President, EENA*

Carolina Rossini, Global Connectivity Policy Team, Facebook

10:15 – 11:00   **Plenary Session** – Plenary Room
Discussion: EENA & Waze project results
During the EENA Conference 2017, EENA launched a pilot project with Waze. One year after, the actors of this project will report on the outcomes of their collaboration.

*Chair: **Alfonso Zamarro**, CEO, Unblur*

Avichai Bakst, Director of Business Development, Waze

Markus Kaufmann, Emergency Communication & Coordination Centre, Lower Austria, Austria

Colum Donnelly, Assistant CIO, Lombardy Region Emergency Response Agency (AREU), Italy

David Maillefaud, Operations Manager, Fire and Rescue Service of Vienne Department (SDIS 86), France

Eric Rodriguez, Head of Research and Innovation, Fire and Rescue Service of Bouches du Rhône department (SDIS 13), France

11:00 – 11.30   **COFFEE BREAK -** *Exhibition area*

11:30 – 12:30   **Discussion: Legislation update**
This session will discuss the latest updates on EU legislation affecting Emergency Services.

*Chair: **Frederic Bruneteau**, CEO, PTOLEMUS Consulting Group*

Benoit Vivier, Public Affairs Manager, EENA - How EU legislative process works and update on EU legislation

Discussion panel

Vesa Terava, Head of Unit, DG Connect, European Commission

Christoph Kautz, Deputy Head of Unit, DG Grow, European Commission

Guillaume Lambert, Prefet, Ministry of Interior, France

John Medland, Product Manager 999/112, BT, United Kingdom

Bjorn Skoglund, Head of 112 & Crisis Management Service Developer 112, SOS Alarm, Sweden

12:30 – 12:50   **Plenary Session** – Plenary Room
                  Interactive session

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

12:50 – 13:00   **Plenary Session** – Plenary Room
                  Conclusions and Next steps

                  Demetrios Pyrros, President, EENA

13:00 – 14:00   **LUNCH -** *Exhibition area*

DAY 1

Morning break + Lunch time

11:10 – 11:35
Coordinated Response
Kirk Arthur, Managing Director, Worldwide Public Safety & Justice, Government Industry, Microsoft

12:35 – 13:00
Creating a Better Now
Amir Elichai, Founder & CEO, Carbyne

13:05 - 13:30
Social Media in the Emergency Services Control Room
Nick Chorley, EMEA Industry Leader Public Safety & Security, Hexagon Safety & Infrastructure

13:35 - 14:00
Emergency video calls and their effect on future emergency management
Teemu Ekola, Director, Business Development & Sales, Insta

Afternoon

Artificial Intelligence & emergency response

14:05 - 14:30
Artificial Intelligence as a complement to human-to-human volunteering for crisis intervention
Darren Mastropaolo, Director, Crisis Text Line International, USA

14:35 - 15:00
Artificial Intelligence for optimal distribution of the emergency brigades
Maya Giorgadze, Deputy Director, Ministry of internal affairs LEPL 112, Georgia

15:05 - 15:30
Artificial Intelligence as a tool to support Incident Commanders (police and fire services) in the field
Marc Valls Estefanell, Director of Education and Public Policy, Emerging Technology for Public Safety Expert, Unblur, Spain

15:35 - 16:00
Facilitating communications between PSAPs throughout Europe
Freddie McBride, Numbering and Networks, European Communications Office

16:05 – 16:30
Next Generation 112 made simple
Luca Bergonzi, Sales executive EMEA, Beta 80 Group

16:35 – 17:00
3 ideas to improve building's fire safety in Europe
Juliette Albiac, Managing Director and Sarah Debbiche Krichen, Public Affairs Officer, Fire Safe Europe

DAY 2

Morning break + Lunch time

Start-up focus: Meet *CrisisTech*

09:05 – 09:30
The integration of next generation mission-critical and emergency communications
Lamiae Akif, Pre Sales Engineer, Nemergent Solutions

09:35 - 10.00
The Future of Drone Search & Rescue
Gearóid Ó Briain, COO & Co-founder, DroneSAR

10:05 - 10.30
10 Powerful tools to Supercharge Your Drone Operations
Levente Varga, CEO & **Kinge Perge**, Head of MAJOR Disaster Response, SaveSarah

10:35 – 11:00
EMS Mobile App Platform
Filip Malenak, Founder & CEO, Zachranka

11:05 – 11:30
OnStar Europe overview Contact
Tarek Lamari, Business Performance Manager, OnStar Europe

11:35 – 12:00
IN-PREP enhancing preparedness by optimising collaborative planning and scenario building to cope with disasters and other causes of crisis
Evangelos Sdongos, Coordinator, IN-PREP Project, Institute of Communication and Computer Systems

12:05 – 12:30
Satellite Applications for emergency response, search and rescue
Fredrik Aarrestad, Project Officer, Eurisy

12:35 – 13.00
Facebook's Crisis Response Centre
Graeme Burrows, Policy Program Manager, Facebook

13:05 – 13:30
The use of the cloud and data to reduce response times and increase situational awareness
Francesco Frugiuele, Head of International Business, RapidDeploy

13:35 – 14:00
Cross-border and cross-agency response
Markus Bornheim, Consulting Sales Engineer - Public Safety & Emergency Services, Avaya

Afternoon

14:05 – 14:30
Multi-channel Communication in Public Warning Systems
Amélie Grangeat, Project Manager, Gedicom

14:35 – 15:00
Emergency Humanitarian Aid as a response to the refugee crisis in Europe
Sean Binder, SAR Coordinator & **Sara Mardini,** Rescue Swimmer & Ambassador, Emergency Response Centre International (ERCI)

15:05 – 15:30
GRALLE, a EU initiative for a Galileo-based Emergency Warning System
Uberto Delprato, CEO, IES Solutions

15:35 - 16:00
NEXES on the path to Next Generation Emergency Services – The NG eCall use case

Evangelos Sdongos*, Scientific Project Manager, Institute of Communication and Computer Systems*

16:05 - 16:30
Smart Solutions for Safe Cities
Gorazd Novak*,* Solution Manager, Iskratel

16:35 – 17:00
Integrating emergency management data coming from multiple sources, including that provided by citizens through social media and crowdsourcing
John Alexander, Managing Director, Aquobex - I-React project