Best Practices by “The Smile of the Child” in using technology to protect vulnerable populations in crisis and danger

Costas Yannopoulos
President, Board of Directors

International Summer School , 23 July 2025

Risk Management : Knowledge, Forecasting, Prevention, Protection, Planning, Preparedness

Andreas Yannopoulos

our 10-year-old founder

"We all know and talk about children in the streets that don't smile. They don't smile because they don't have money, no toys, they don't have any food and, some, don't even have parents. So, start thinking and stop talking empty words, let's all unite and give what we can to the poor ones: Albanian children, white and black, they are all just children and deserve to smile. This organisation shall be called "The Smile of the Child".
So, let's all help, united we can make it."

November 1995. The voluntary Organisation "The Smile of the Child" is the vision of the 10-year old Andreas Yannopoulos who, shortly before losing his own battle for life, documented this dream of his, in his journal.

10 action centers

National Center for Abuse & Exploitation

Center for Violence & Bullying

Center for of Vulnrable Families, Children & Youth

Helplines & Hotlines
1056 / 116000 / 116111 / 1017

Center for Health Services

Care Homes

National Center for Missing Children & Adults

Center for Internet Safety

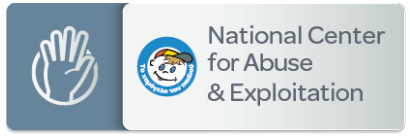
Academy for Education & Training "Smile Academy"

Center for Crisis Management

15 Best Practices by “The Smile of the Child”

in using technology to protect vulnerable populations in crisis and danger

- Missing Children & Adults



- Children victims of Abuse & Exploitation

- Crisis conditions (earthquake, flood, fire, etc.)

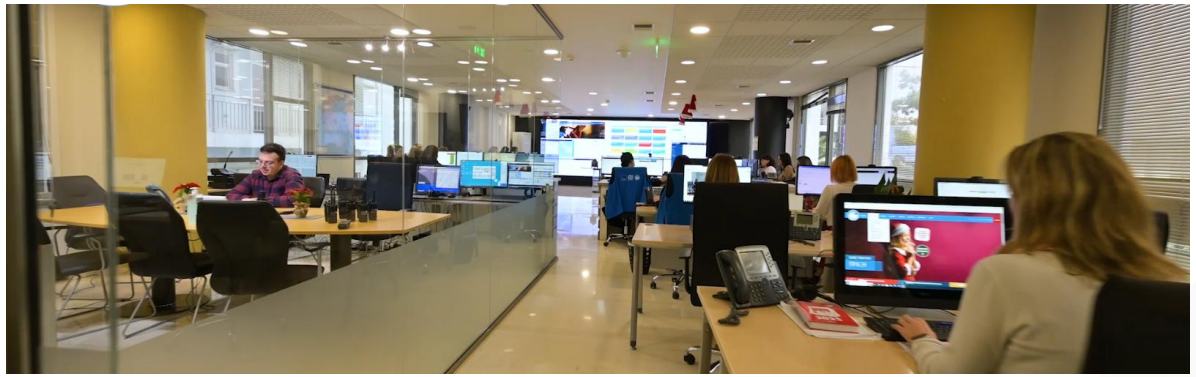
“Technology Group for the Child”

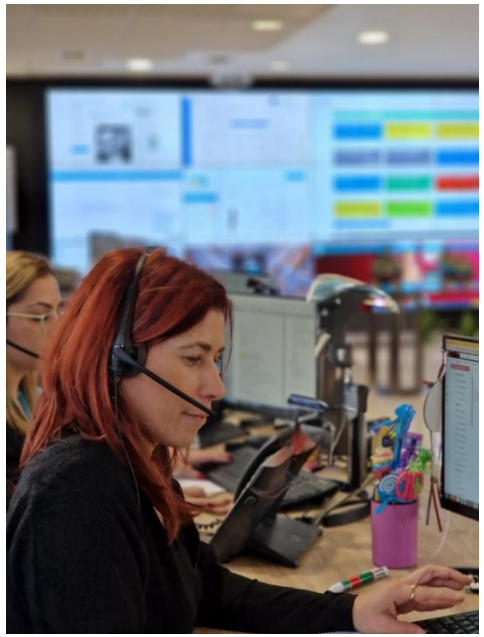
The biggest technology companies and institutions of Greece next to every child through the services they provide to "The Smile of the Child"

The Technology Group for Children, whose members, since its creation in 2007, have undertaken, on an entirely pro bono basis, the consistent technological upgrading of the networks and services of the Organization in order for it to support even more effectively each and every child in need or in danger in our country.

Best practice #1

Efficient Call Center Solutions
Interconnected call centers

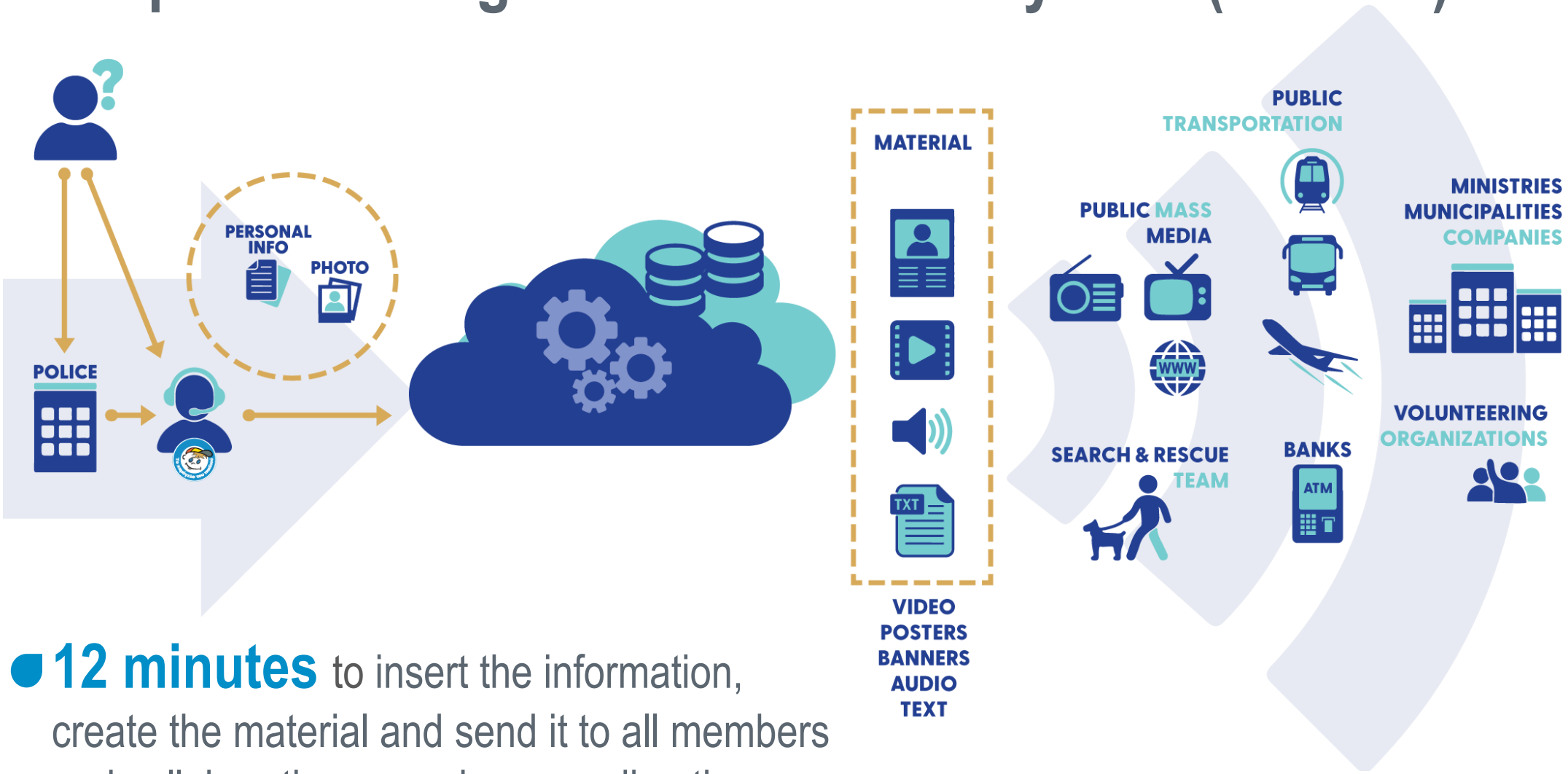




- Ensuring Prompt Response
- Maximum waiting time **8 to 10 seconds**
- Connection with the **European Emergency Number 112** of the General Secretariat for Civil Protection

Best practice #2

European Missing Alert Automated System (EMAAS)



- **12 minutes** to insert the information, create the material and send it to all members and collaborating agencies regarding the missing person

Best practice #3

European Missing Alert Automated System (EMAAS)

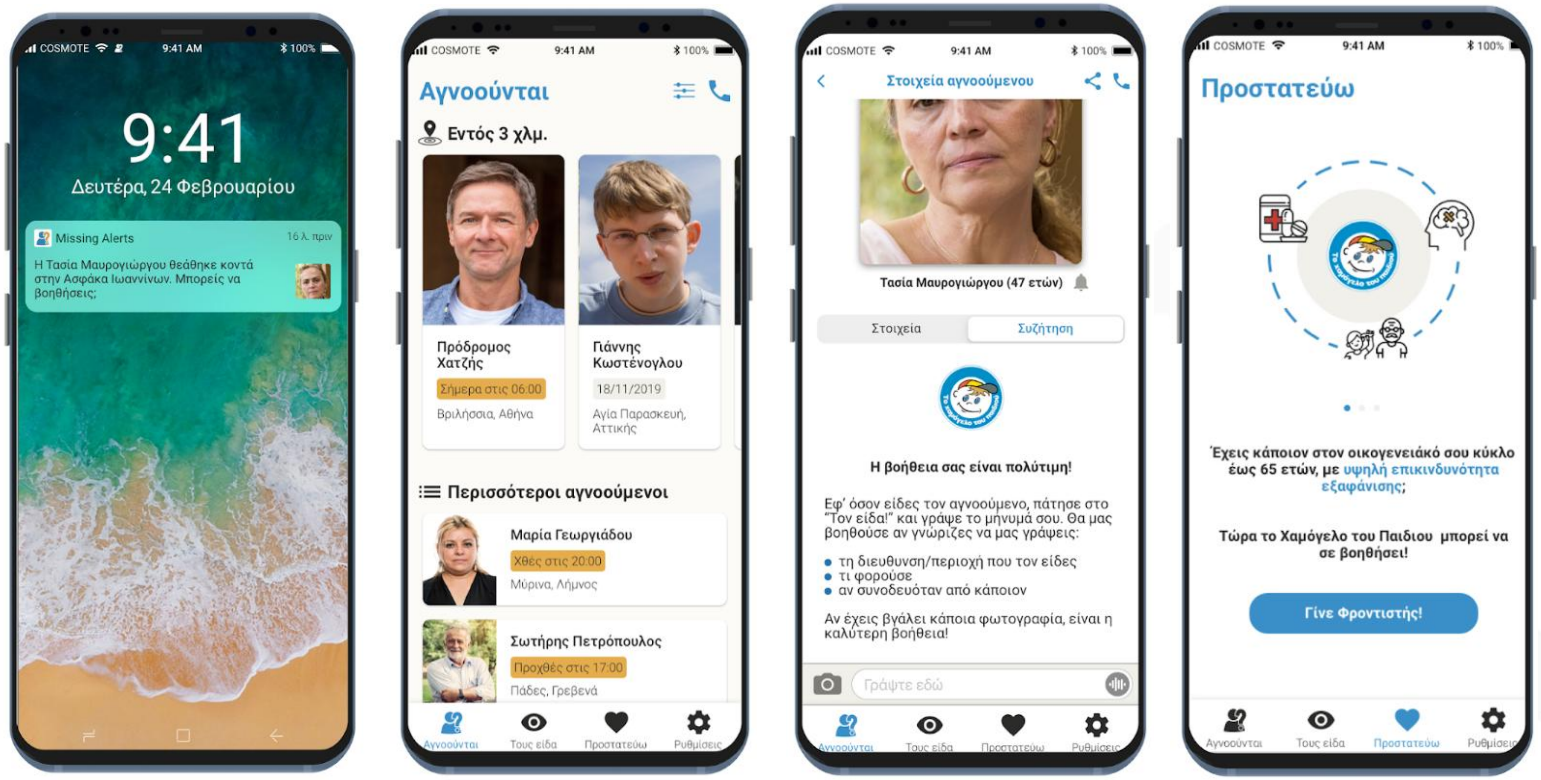
- 2007 | **40** members
- Today | more than **160** members

TV networks, radio stations, news websites, airports, ports, banks' ATM, road signs, train stations, search and rescue teams, ministries, volunteer organizations and many more

Best practice #4

Missing Alert App

powered by Cosmote

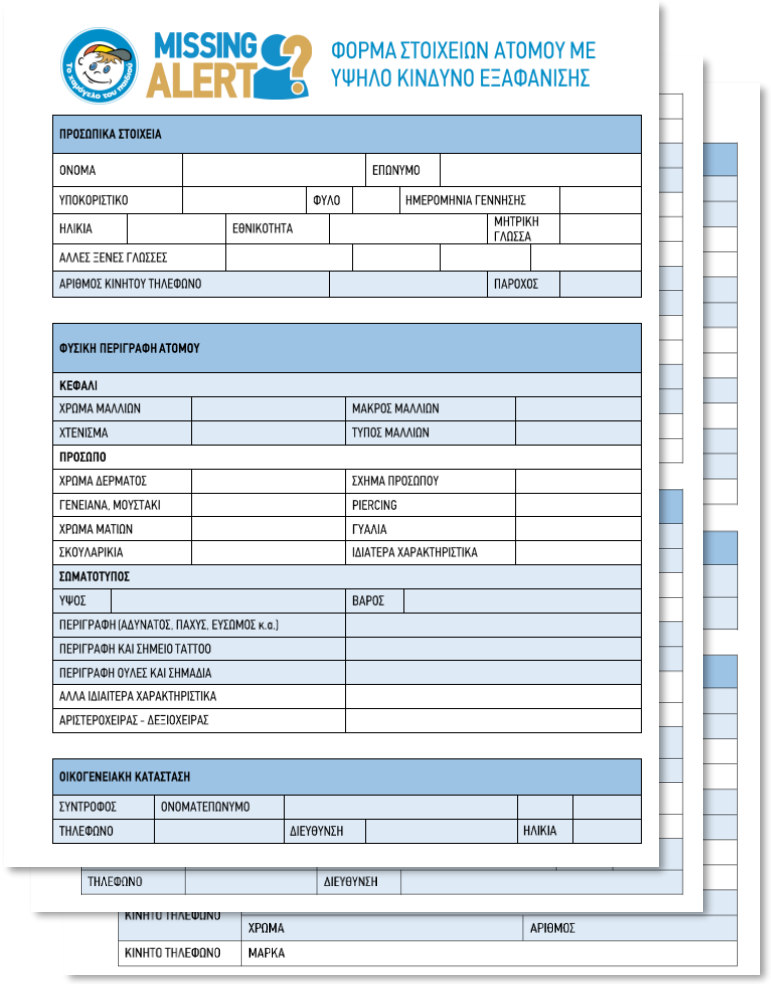


more than

11.000 users

Best practice #5

Missing Alert Protocol



Based on the model of the Herbert Protocol, which is successfully implemented in England

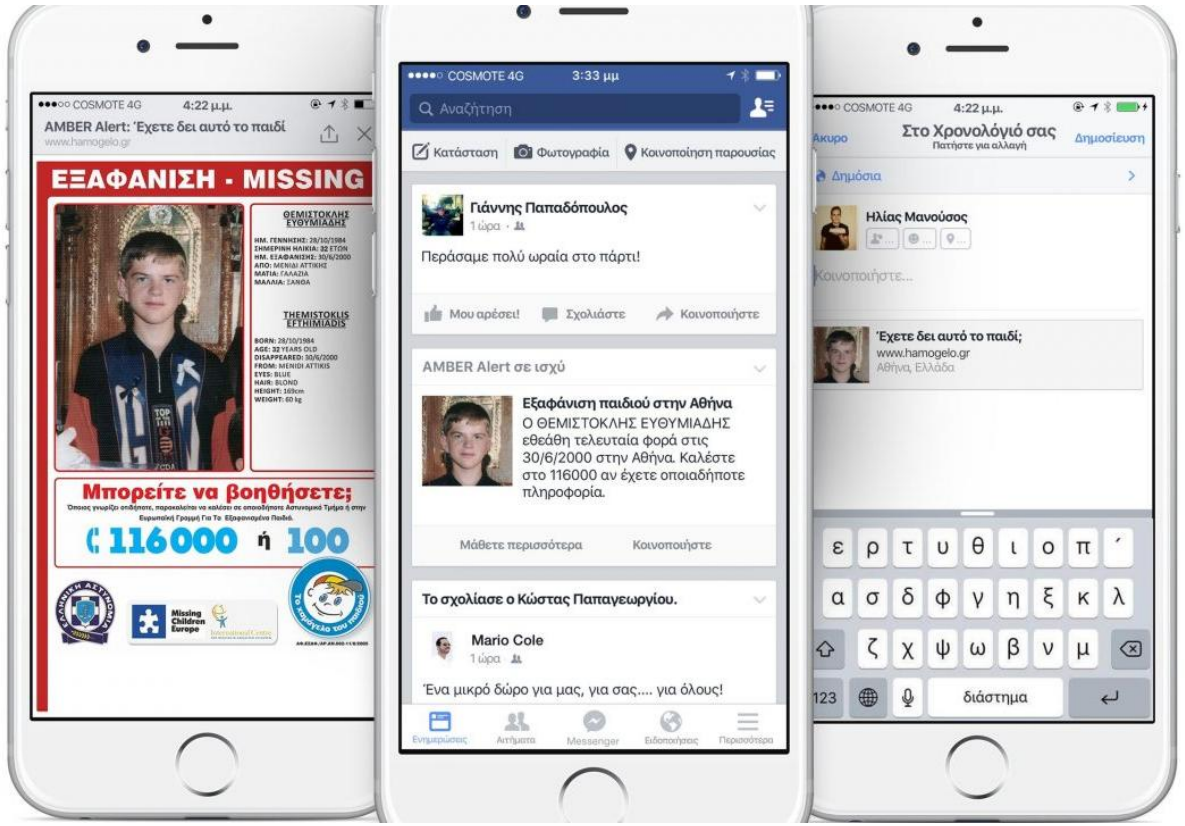
A comprehensive process with the primary goal of preventing and addressing cases of missing persons who suffer from disorders or are at high risk of disappearance in a timely manner

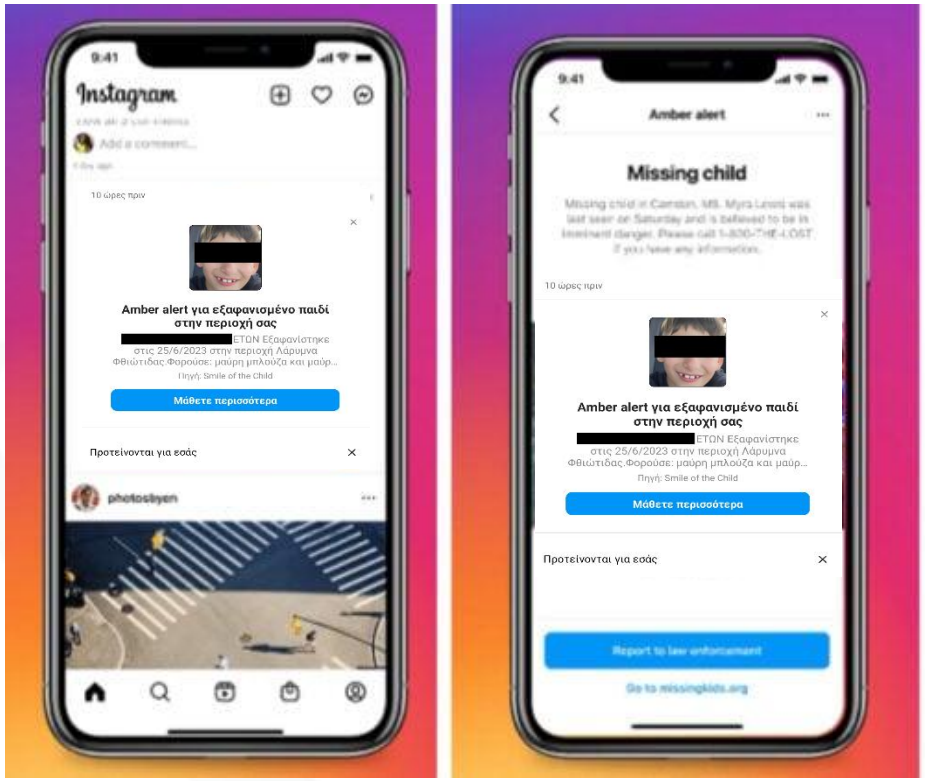
Immediately, and as part of the SmileNet Program, a tracking service will also be provided for individuals at high risk of disappearance

Best practice #6

Amber Alert for Facebook & Instagram (Meta)

Meta facebook

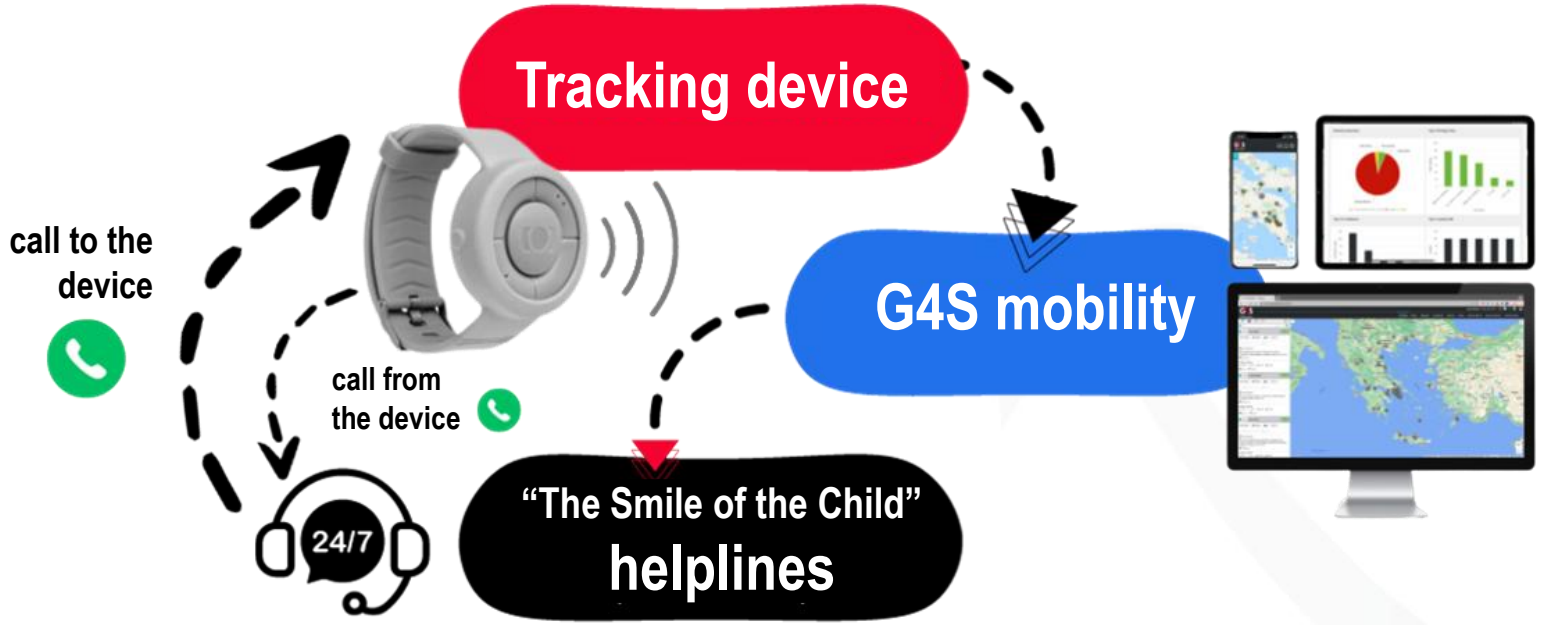


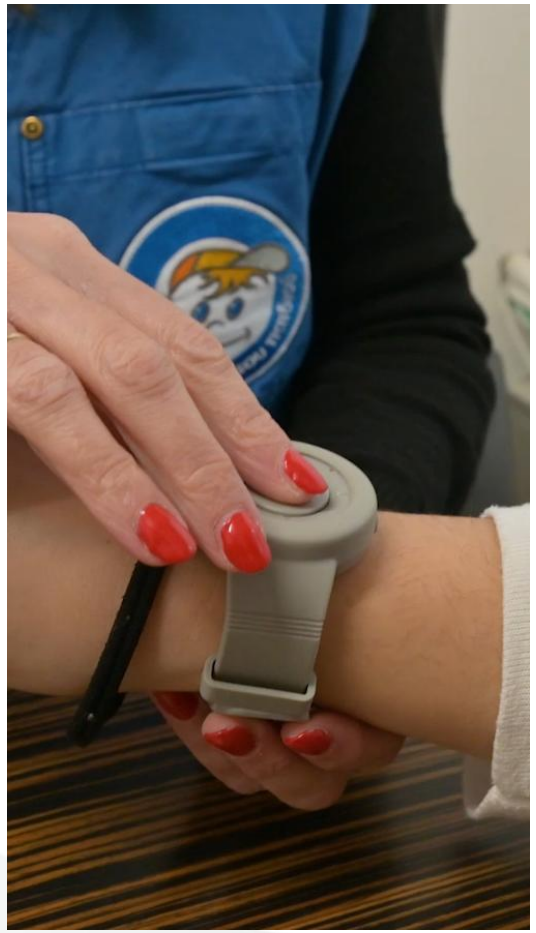


Best practice #7

Integrated system of providing assistance

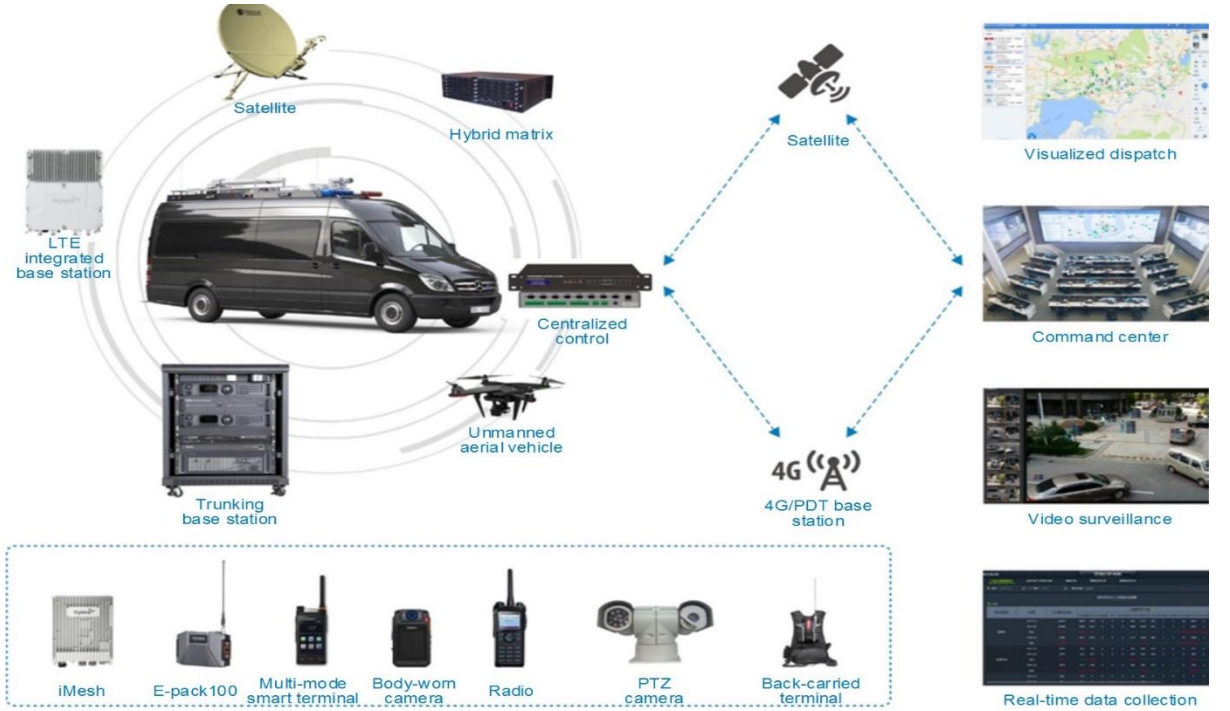
to persons at risk through locating services

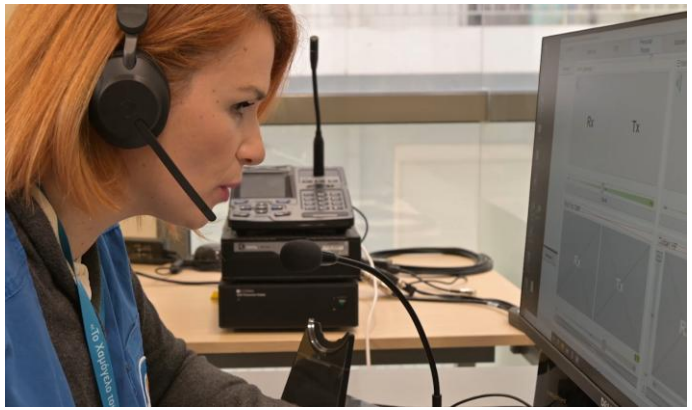




Best practice #8

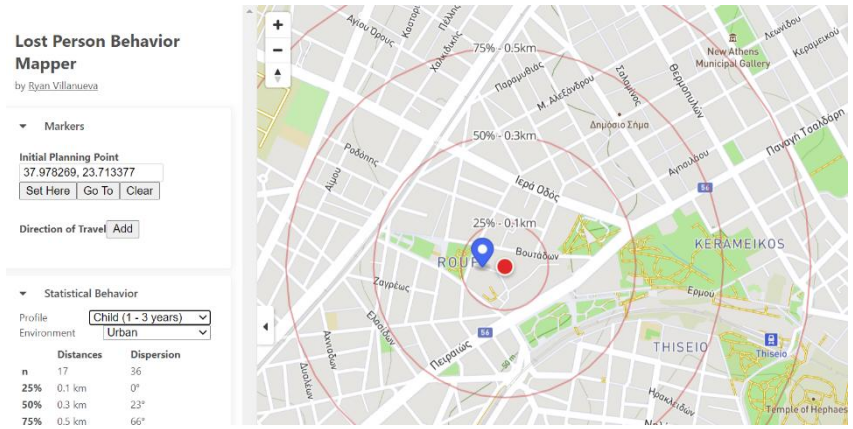
National network of digital autonomous communication





Best practice #9

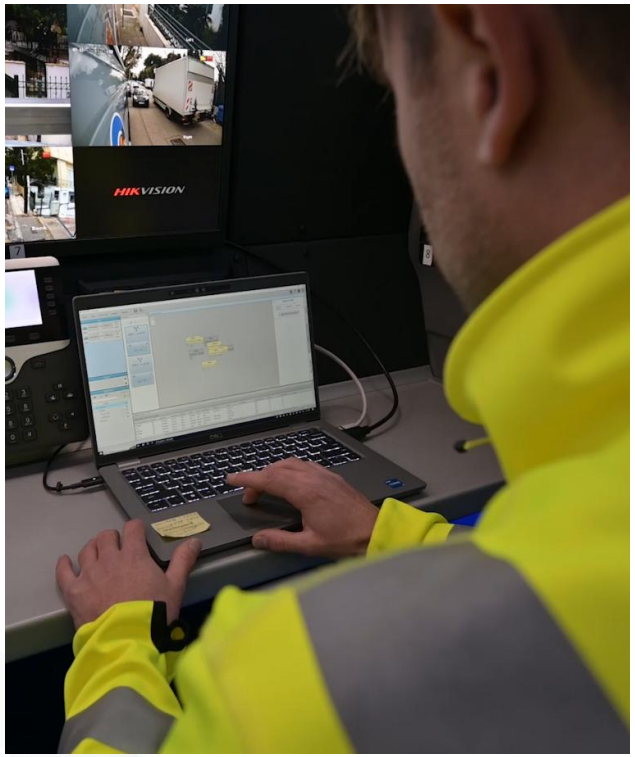
Lost Person Behavior Mapper applications Probability of Detection missing person profile assessment - behavioral models | Drones

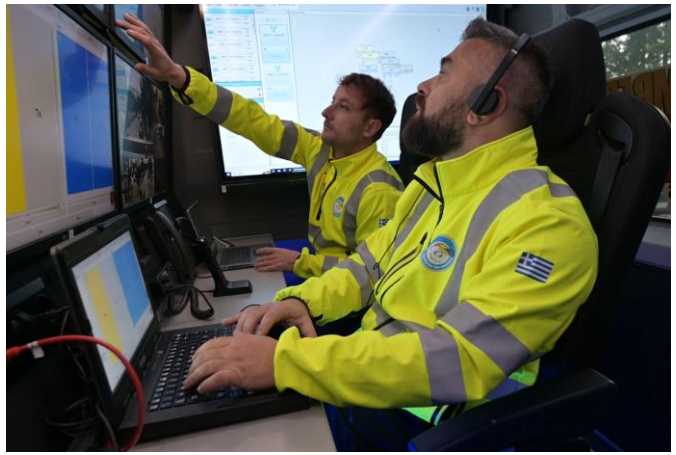


Best practice #10

Mobile Command Center

of communications and disasters' management

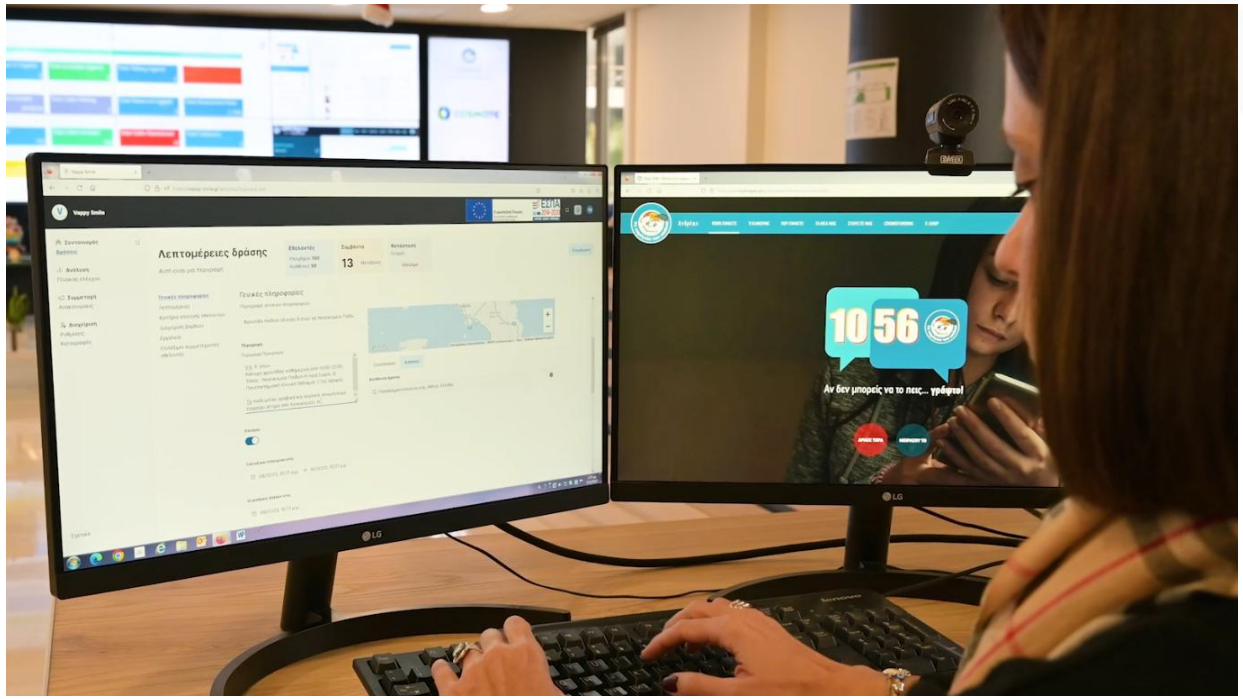


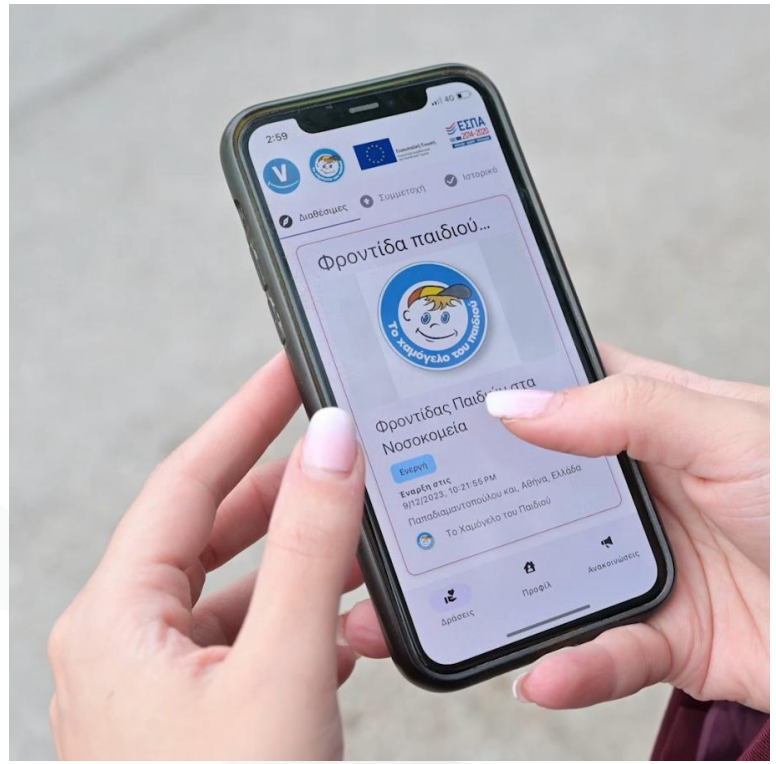


Best practice #11

Vappy Smile (Volunteering Application + Happy Smile)

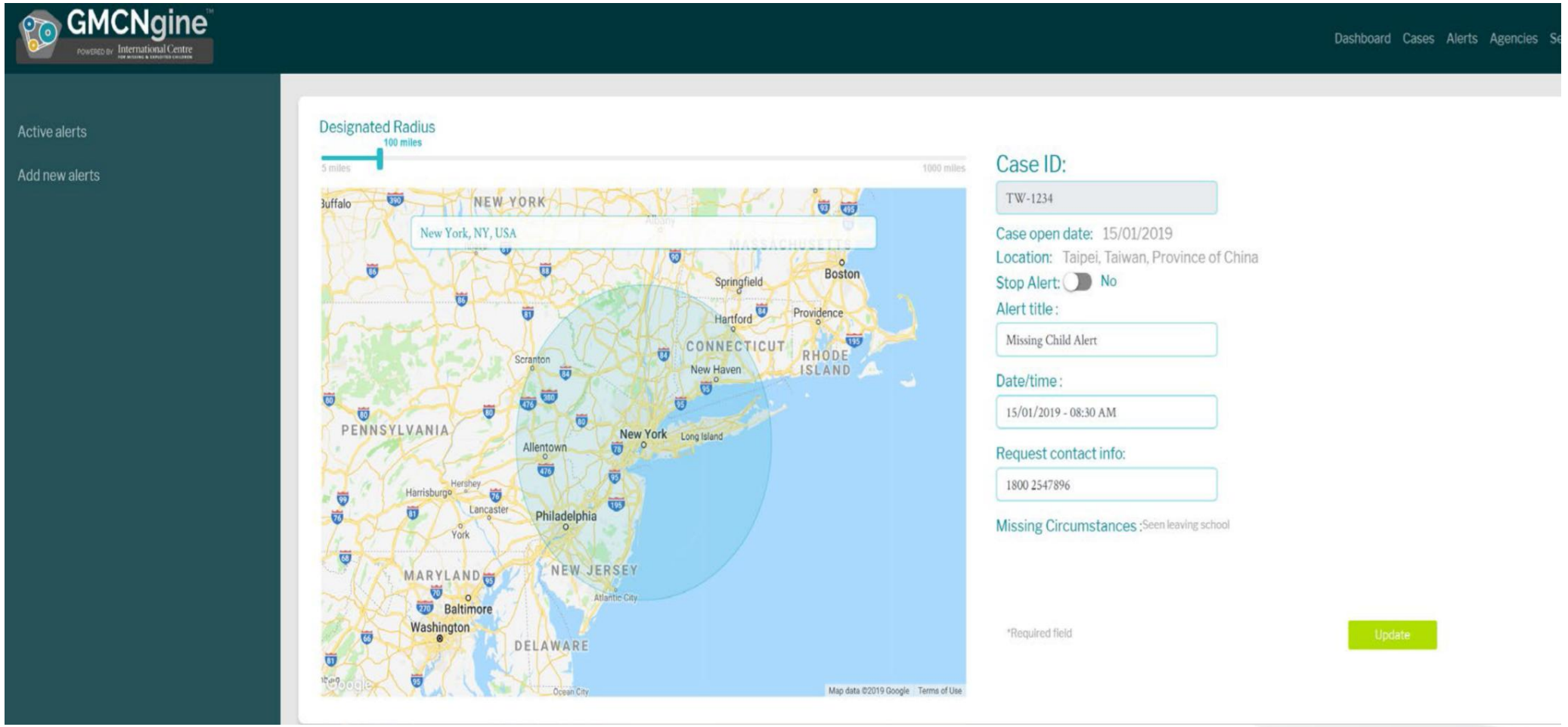
Development of a **Digital Management** and **Information System** for Volunteers and Collaborating Organizations and Actions in Cases of Disappearance or Emergency Situations





Best practice #12

GMCNgine at the service of Missing Children



Best practice #13

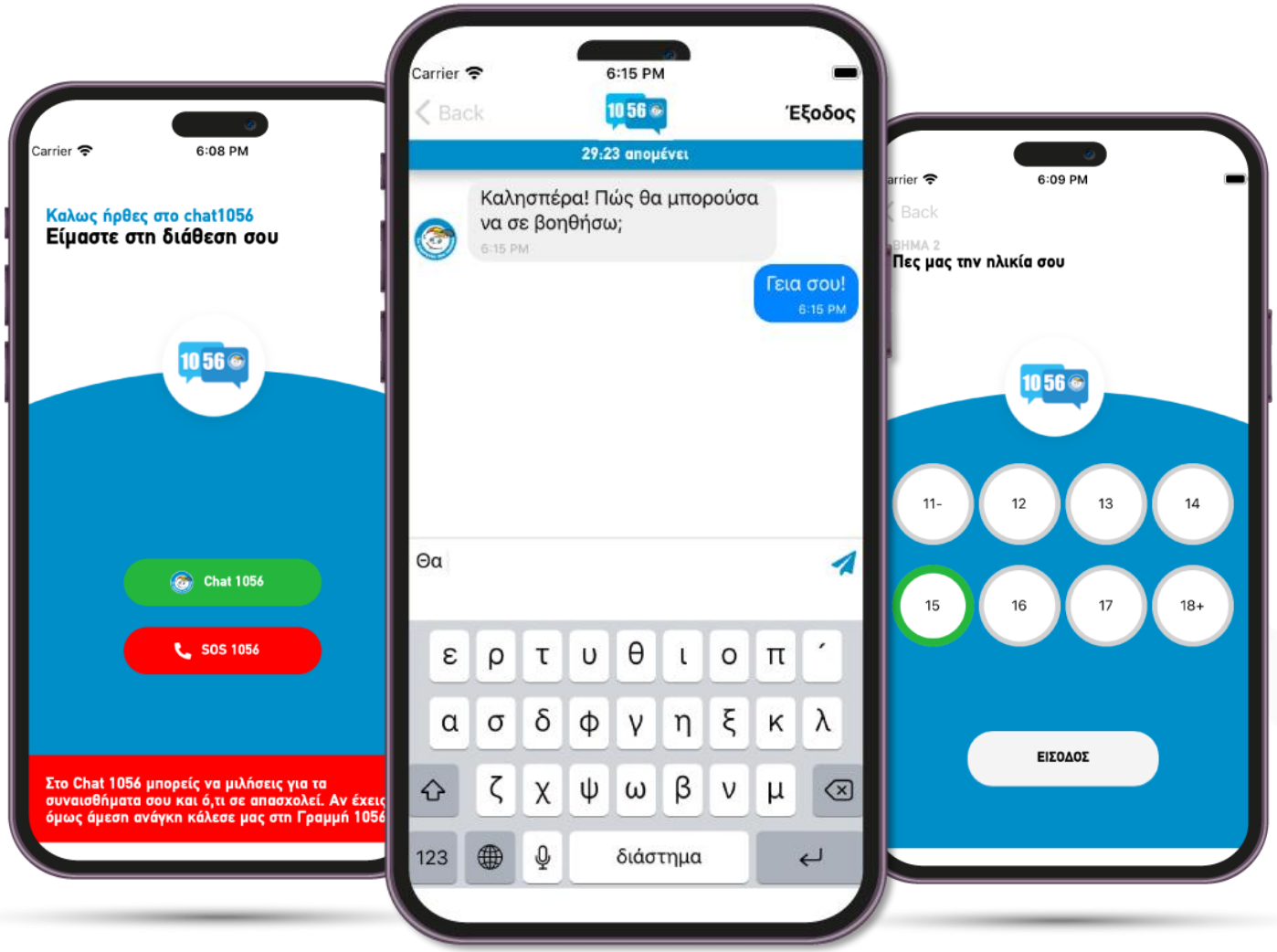
CyberTipline Hellas

"The Smile of the Child" has launched in Greece NCMEC's CyberTipline, which serves as the central reporting system for online child exploitation. It provides the possibility to report suspicious online activities involving children.

Only in 2022, the application of the U.S. Cybertipline received 43.345 reports of material related to child sexual exploitation for Greece, while in 2023, 24.985 reports related to Greece.

Best practice #14

Chat 1056



CHAT 1056

Best practice #15

Center for crisis management

Search and Rescue Team “Thanasis Makris”

‘’Thanasis Makris’’ Search and Rescue Team is consisted of volunteers who are trained according to the latest guidelines and protocols of recognized international organizations and by certified trainers. In SAR Team there are also dogs who are trained, taking advantage of their olfactory ability in tracking ,trailing air and scenting.

‘’Thanasis Makris’’ Search and Rescue Team scope is :

- the assistance for both in missing persons search operations in urban and non-urban environments, but also after natural or technological disasters, primarily to locate and rescue people who are injured, trapped, missing, missing, disappeared or victims of abduction or trafficking, but also for social support,
- the assistance and support of the actions of the General Secretariat for Civil Protection of Greece and other respective bodies in any case of prevention, response and rehabilitation - before, during and after a disaster or other emergency.

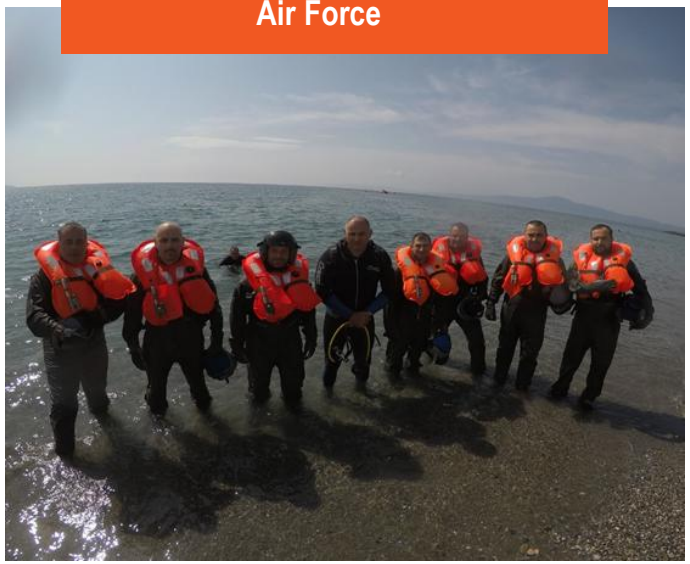
Best practice #16

Center for crisis management

Search and Rescue Team “Thanasis Makris” | Co-trainings

Marine Survival School –
Air Force

Major Accident Field Exercise
at the Naval Fortress of Skaramanga



Center for crisis management

Search and Rescue Team Thanasis Makris» | Co-trainings

Mobile Disaster Response Unit
Air Force

Municipal Police forces

Transnational Partnerships –
Cyprus Civil Defence Force

Readiness Field Exercise with
Fire Brigade Service

Center for crisis management

Emergency Operations across Greece

Wildfires – Rhodes island

Wildfires Evros , Rhodope

Wildfires – Attica, Parnitha

Center for crisis management

Emergency Operations across Greece

Floods , Thessaly

Thank you!

Thank you!