



**IAEA**

International Atomic Energy Agency

# Guide for Meeting Participants



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## THE VIENNA INTERNATIONAL CENTRE (VIC)

The Vienna International Centre (VIC) or “UNO City” was designed by the Austrian architect Johann Staber and inaugurated on August 23, 1979. It is located on the banks of the Danube River, only 10 minutes away from the city centre with the underground. The Austrian Government is renting the building for 99 years to the International Atomic Energy Agency (IAEA) and to the other United Nations organizations in Vienna at a symbolic rate of 0.07€ per year.

In addition to the International Atomic Energy Agency (IAEA), the VIC also accommodates the United Nations Industrial Development Organization (UNIDO), the United Nations Office at Vienna (UNOV), the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO PrepCom), the Office for Drug Control and Crime Prevention (ODCCP), and other smaller United Nations entities. The VIC is comprised of several buildings, labeled A to Q. Buildings A and B house the IAEA, Building C is the main conference building, Buildings D and E house UNOV, UNIDO, CTBTO and other UN entities, and Buildings F and G house various IAEA support services such as the computer centre, the print shop, the medical centre, and the library. Q Building is used as swing-space area during the on-going Asbestos Removal Project throughout the VIC.

The official address of the IAEA is: International Atomic Energy Agency, Wagramer Strasse 5, P.O. Box 100, 1400 Vienna, Austria.

## HOW TO REACH THE VIC

### ***By public transportation***

The VIC can be reached with the underground (*U-bahn*) by taking the line U1 (marked in red on city maps) towards *Leopoldau* and getting off at the station *Kaisermühlen* - Vienna International Centre. Weekly tickets can be purchased from vending machines in all subway stations or at tobacco shops marked *Tabak Trafik*, and also at the VIC newspaper stand located in the Rotunda (Building C, ground floor). The weekly ticket is valid Monday through Sunday with unlimited use of all Viennese public transport facilities (*U-bahn*, bus, tramway, *Schnellbahn*). Single tickets may also be purchased from the vending machines located in subway stations, trams and busses and are valid for one single trip in one direction. Single tickets can also be

purchased in batches of 5, 10, etc. Further information can be obtained from the following webpage: [www.wienerlinien.at](http://www.wienerlinien.at)

### ***By taxi***

As all participants will have to go through the registration formalities, passengers should ask the driver to drop them off at Gate 1. For departures a taxi may be requested at Security Services, Gate 1. An additional fee is charged for taxis ordered by telephone. The customary tip in Austria for taxi drivers is 10% of the fare. Please note that there may be an extra charge for luggage, which is not shown on the meter.

### ***By private car***

Meeting participants and visitors arriving by private car or taxi receive their grounds passes from the UN Pass Office at Gate 1 before entering the premises. Drivers must have a valid parking permit. For meeting participants wishing to park their car in the VIC garage, the Scientific Secretary of their meeting should be informed in advance with the registration/license plate number of the car in order to have a parking permit prepared. The parking permit can be collected on the first day of the meeting from the UN Security Officer at Gate 1. Please note: on the day of arrival participants must first go through the registration formalities and should park their car in a garage open to the public outside the VIC, near Gate 2 on *Wagramer Strasse*. Upon completion of the registration process and obtaining a parking permit, the driver may then park the car on the VIC premises.

### ***From Vienna Airport***

**By bus:** The Vienna Airport Lines operate seven days a week, at half-hour intervals, from 06.35–20.05. The VIC bus station is located on *Wagramer Strasse* in front of Gate/Checkpoint 1. The trip lasts approx. half an hour.

**By train:** There are two alternatives to take the train. First option is the *S-Bahn* from the airport to the City Air Terminal located next to the Hotel Hilton. The train leaves every 30 minutes. The trip lasts approx. 25 minutes. Arriving at the City Air Terminal, change to the underground line U4 and then U1 (see info listed under “public transportation”) to get to the VIC. Second option is the City Airport Train (CAT), linking the airport with the city center. The trip lasts about 16 minutes (passenger fare is 8 € for a single ticket and 15 € for a return ticket). For further information, please visit the following homepage: [www.cityairporttrain.com](http://www.cityairporttrain.com) ./

## MEETING REGISTRATION

IAEA meeting participants should arrive at the VIC one hour before the start of the meeting on the first day, in order to allow sufficient time for registration and issuance of grounds passes.

Upon arrival at Gate 1, meeting participants are requested to identify themselves with their national passport or a valid official identification document at the IAEA registration desk. Meeting participants should bring their invitation letter to facilitate the check-in process. Unannounced meeting participants or visitors will only be admitted to the VIC, if they can produce evidence of the purpose of their visit or an invitation letter from the IAEA.

The UN Pass Office will issue a grounds pass with photo. **Please note that it is mandatory to wear the grounds pass visibly at all times while on the VIC premises.**

In the case of unannounced arrival, the UN Security and Safety Service shall obtain confirmation of their participation in a meeting. This may delay the registration process.

Meeting participants with special needs should notify the Scientific Secretary of their meeting in advance about the kind of assistance they require. Based on the information received, the Conference Services Section will make the necessary arrangements with the UN Security and Safety Service.

## SERVICES IN THE VIC AND GENERAL INFORMATION

### ***Information Services***

General information on the VIC, the IAEA, and Vienna, as well as information material and maps are available in Building C, 7th floor (in front of Conference Room C07 V).

### ***Hotel Reservations***

→ see "Travel Agencies"

### ***Banking Services***

**Bank-Austria Creditanstalt** has two branch offices in the VIC.

One is located in the Building C on the first floor (C0113). Telephone number 050505-30200, fax number 050505-30210, internal extension 4988, e-mail [vic@ba-ca.com](mailto:vic@ba-ca.com).

The second branch office is located in the Building D on the ground floor (DOE71). Telephone number 050505-30200, fax number 050505-30205, internal extension 3147, e-mail [vic@ba-ca.com](mailto:vic@ba-ca.com).

Opening hours are from 9:00–15:00. On Thursdays the bank is open until 17:30. Bankomat (ATM) machines are available outside the bank on C0113 and on DOE71.

The **United Nations Federal Credit Union** is located on the first floor of Building C (C0135). It is open daily from 8:30–16:00 (17:00 on Thursdays). The external telephone number is 26060 5753, fax 26060 5870, the internal extension is 4386. The e-mail address is [lzeiml@unfcu.com](mailto:lzeiml@unfcu.com).

### ***Post Office***

The VIC post office is located in Building C, on the first floor (C0101). It is open from Monday to Friday 8:00–18:00. The internal extension is 4986.

### ***Telephones***

The official telephone number of the IAEA is: +43-1 -2600 plus extension. If the extension is unknown, dial 0 for the IAEA Switchboard. Telephones are available in all meeting rooms, which may be used for internal and local calls. For internal calls lift the receiver and dial the required extension. For local (Vienna) calls lift the receiver, press 0 and dial the desired telephone number.

**Long Distance Calls.** Long distance calls can be made from the Post Office.

### ***Travel Agencies***

**American Express** is the official travel agency of the IAEA. It offers travel services for both official and private travel. It is located on the ground floor of Building F (F0E03). The external telephone number is 2600-23070, fax 2600-23050 and the internal extension is 23060. The e-mail address is [iaealeisure@aexp.com](mailto:iaealeisure@aexp.com) or [silvia.d.kalcher@aexp.com](mailto:silvia.d.kalcher@aexp.com). Relevant information can be obtained by contacting AMEX Mon-Fri from 8:30-17:00.

**Carlson Wagonlit** is located in Building C (C0E13) and is also available for private travel. Opening hours: 8:30–17:00. The internal extension is 3186 and the external telephone number is 26026-3186. The e-mail address is [u.peterman@carlsonwagonlit.at](mailto:u.peterman@carlsonwagonlit.at).

### ***Catering Services***

The VIC Cafeteria is located on the ground floor of Building F and offers a variety of hot and cold dishes, snack and drinks. Opening hours: 7:30–10:00 and 11:30–14:30.

The VIC Restaurant is located on the ground floor of Building F. Opening hours: 11:30–15:00. Table reservations can be made as of 9:30 by dialling

internal extension 4877.

Coffee Bars are available on the 4th and 7th floor of the Conference Building C. The opening hours of the coffee bar located on the 4th floor corresponds to the planned coffee breaks of the meetings held on this floor. The coffee bar on the 7th floor is open daily 9:00–16:00 hrs.

The Coffee Shop (UNO Café) at Gate 1 is open daily from 8:00–18:00.

The Cocktail Lounge is located on the ground floor of the Building F.

Opening hours: 11:30–15:00 and 16:30–20:00.

### ***Medical Services***

The VIC Medical Service is located on the 7th floor of Building F (F07). Opening hours: Mon-Fri 8:30–12:00 and 14:00-16:30 (Thursday only till 15:00). Emergencies, however, are dealt with at any time during regular office hours. The internal extension is 22223. **In case of emergency, dial 22222.**

The Pharmacy is located on the 7th floor of Building F (F0715). It sells over-the-counter and prescription drugs. Opening hours: 10:00-12:00 and 12:30–16:00. The internal extension is 21599.

### ***Document Services***

The Scientific Secretary will have meeting-related documents available during the meeting. Limited free publications are available at the IAEA “Reception Area” on the 7th floor; Building C.

Sales publications may also be purchased at reduced prices in the Documents Distribution Unit, which is located on floor –1 of Building F (F–152). The internal extension is 22477.

Should you need photo copies of your technical documents/papers during the meeting, please go to the “Click & Copy Service”, which is located in C-Building on the 7<sup>th</sup> floor (C0745). It is open Mon-Fri during the regular office hours.

### ***Security and Safety Services (UNSSS)***

Persons with physical disabilities (permanent or temporary) that would exclude them from active participation in an evacuation of the premises, are requested to notify the UN Security and Safety Section at the time of registration for a meeting. In the event of an emergency evacuation, those persons will be attended to by UNSSS personnel, or by other staff assigned by the floor’s Evacuation Officer (if appropriate).

The Security Control Center is equipped with a Public Address System within the different buildings, in the park-decks, and on the plaza. Should an emergency situation requiring a general (all areas) or partial (selected buildings) alarm occur, the appropriate announcement – starting with the word “attention” (repeated four times) – will be made by UNSSS. All persons within the premises must pay attention to such an announcement and follow

the given instructions.

What to do when an alarm is given in your area:

Stop working

Shut off (and disconnect to the extent possible) all electrically powered equipment

Clear aisles of obstructions

Follow the advice of your Scientific Secretary/Technical Officer or Conference Services' staff/UNSSS personnel.

Public assembly areas both within and outside the VIC premises have been determined by UNSSS and will be made use, as the situation may require.

Summary:

Be prepared for fire and other emergencies at any given time

Be familiar with the location and use of fire extinguishers and push-button-alarm-boxes

Familiarize yourself with your exit drill plan and cooperate with your Scientific Secretary and his/her team to the extent possible

Do not remain in or return to an area which is or has been evacuated.

Do remember the pattern of emergency:

- 1) **Report** (fire, smoke, burning odors and other emergencies)
- 2) **Rescue** (persons injured and/or in imminent danger, **BUT** do not expose yourself to danger)
- 3) **Extinguish** (fight fires in their beginning stage only, **BUT** do not expose yourself to danger and make sure that your escape route is safe!).

***What to Report if you Discover a Fire:***

**Call 99** and state the following:

<b>WHERE</b>	exact location of the fire
<b>WHAT</b>	is on fire (brief description)
<b>ARE</b>	people injured and/or in imminent danger
<b>WHO</b>	is calling (name and office/meeting room number)

Answer the Security Officer's questions to the best of your knowledge, keep to facts (no guesses/assumptions). Do not hang up: the Officer will terminate the call!



### ***Computers***

Computers with internet connection are available in most of the meeting rooms under Conference Services' administration and in the IAEA Library. An Internet corner is located on C04. Wireless connections are available in common areas of the C-Building.

### ***Library***

The IAEA Library is at the disposal of all meeting participants and visitors. It is located on the first floor of Building F (F0146). The library has scientific publications, newspapers, journals, audiovisual material, documents and technical reports available. A reading room and PCs are also available. Opening hours: 8:30–17:30 (17:00 in the summer time). The internal extension is 22620.

### ***Lost and Found***

The UN Security Service Duty Room on the ground floor of Building F (F0E21) provides a "lost and found" service. The extension is 3903.

### ***Vienna Service Office***

The Vienna Service office is located on the tenth floor of Building F (F1021). This office provides information about sightseeing tours in and around Vienna. Opening hours: Monday to Thursday from 8:30–13:30. The internal extension is 4234.

### ***Shopping in the VIC***

The newspaper stand sells a wide array of international newspapers and magazines, books and tickets for the public transport facilities. It is located on the ground floor of Building C (C0E1).

Opening hours: 8:00–18:00 (7:30–16:30 in summer).

**Flowers.** A flower shop can be found at Gate 1. Opening hours: 8:30–18:00. The telephone number is 263 76 53.

**Dry Cleaning Service.** A dry cleaning service can be found at the ground floor of Building G. Opening hours: Monday and Wednesday 12.00-15.00, Thursday 11.30-15.00 and Friday 12.00-14.00. The internal extension is 26466

**Hairdressing salon.** Opening hours: 8:00–18:00–

**IAEA Souvenirs.** The IAEA souvenir counter is located on the ground floor of Building A. Opening hours: every Tuesday, 12:00–14:00.

**United Nations Gifts.** The official United Nations Gift Counter is located at Gate 1. Opening hours: 10:00–16:00.

**United Nations Postal Administration.** The sales counter of the United Nations Postal Administration offering stamps and souvenirs is located at Gate 1. Please note that mail with UN stamps can only be dispatched from the VIC. Opening hours: 9:00–12:00 and 13:00–16:30 hrs. The extension is 5243.

**UNICEF Gifts.** The UNICEF counter is located at Gate 1. Opening hours: Mon-Fri 10:00–15:00 (Fri until 14:00). The internal extension is 21306.

**United Nations Women’s Guild Gifts.** The United Nations Women’s Guild is located at Gate 1. It offers gifts and donates the profits to children’s charities around the world. Opening hours: Mon-Fri 12:00–15:00. The internal extension is 21313.

### ***General Information***

**Time Zone.** Austria follows the Central European Time.

**Electricity.** The electricity voltage is 220 volts (50 cycle). A standard voltage converter and an adapter should be sufficient for conversion. Normally, the electricity outlet in Vienna requires a two-prong plug with round prongs. Computers require a European plug adapter and phone jack adapter that can be purchased at appliance stores.

**Shopping in Vienna.** Shops are generally open from 9:00–19:00 on weekdays and from 09:00–18:00 on Saturdays. Shops are closed on Sundays, except for supermarkets at railway stations, some underground stations (U-bahn), as well as at the airport.

**Website for Agency meetings.** <http://www-pub.iaea.org/MTCD/Meetings>.

**The information contained in this brochure was compiled by the Conference Services Section, Division of Conference and Document Services.**

## **INTERNATIONAL ORGANIZATIONS AT THE VIC**

United Nations Office at Vienna (UNOV)	+43-1-26060-0
United Nations Information Service (UNIS)	+43-1-26060-4666
United Nations Postal Administration (UNPA)	+43-1-26060-4032
United Nations Office for Outer Space (OOSA)	+43-1-26060-4950
Office for Drug Control and Crime Prevention (ODCCP)	+43-1-26060-0
United Nations International Drug Control Programme (UNDCP)	+43-1-26060-0
Centre for International Crime Prevention (CICP)	+43-1-26060-4207
Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO)	+43-1-26030-0
United Nations Industrial Development Organization (UNIDO)	+43-1-26060-0
International Atomic Energy Agency (IAEA)	+43-1-2600-0

## **UNITED NATIONS ORGANIZATIONS AT THE VIC**

United Nations High Commissioner for Refugees (UNHCR)	+43-1-26060-4048
International Trade Law Branch	+43-1-26060-4060
United Nations Commission on International Trade Law	+43-1-26060-4060
Reconstruction and Development Support Unit (Department of Economic and Social Affairs)	+43-1-26060-4020
UN Scientific Committee on the Effects of Atomic Radiation (UNSCEAR)	+43-1-26060-4330
Programme Coordination Unit of the Environmental Programme for the Danube River Basin	+43-1-26060-5616
United Nations Development Programme (UNDP)	+43-1-26060-5796



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