

SERVICES

BANKING SERVICES

Bank Austria has two branch offices in the VIC. One branch office is located in the D building, on the ground floor and the second branch is located in the C building, first floor, external telephone no.: 050505-30200, internal extension: 4988+30231, email: vic@ba-ca.com. Opening hours are from 9.00 a.m. to 3.00 p.m. (5.30 p.m. on Thursdays). Bankomat (ATM) machines are available outside the banks.

The United Nations Federal Credit Union is located in building C first floor, external telephone no.: 26060 5751, internal extension: 5751, email: email@unfcu.com. Opening hours are from 8.30 a.m. to 4.00 p.m. (5.00 p.m. on Thursdays).

CATERING FACILITIES

Snacks and beverages will be available at the coffee bars in the M building on the ground floor and first floor, and in the C building on the fourth floor. The VIC restaurant and cafeteria are situated in the F building, ground floor.

DHL SERVICES

DHL will be providing courier services, from 1.00 p.m. to 3.00 p.m., for the duration of the General Conference. The office is located in the F building, -1 floor, room F-1 84K, extension, 21228.

All Conference participants can avail themselves of the courier services and will receive special rates (cash only) for official or private shipments.

DRY CLEANING SERVICES

Dry cleaning services are available in the G building, ground floor, room GOE 76, from 11.30 a.m. to 3.00 p.m. from Monday to Friday.

IAEA SOUVENIRS

Souvenirs of the IAEA will be on sale from 11.30 a.m. to 2.30 p.m., from Tuesday to Friday. The souvenir stand is located on the ground floor of the B building.

INTERNET ACCESS

Computers for accessing the internet are available on the ground floor of the M building in the 'Internet Corner'. Delegates wishing to use their private notebooks, smartphones or tablets with wireless capability will be able to access high-speed wireless internet throughout the M and C buildings by connecting to the free Wi-Fi network "WLAN-GUEST".

Delegates are advised to make themselves familiar with the [Internet Corner, Conference PC and Wi-Fi Services Usage Policy and Disclaimer](#).

A virus scanning kiosk for screening portable devices for viruses and malware will be available in the M building at room MOE 24.

IT SERVICE DESK

For the duration of the General Conference, the Agency's Division of Information Technology Customer Services Section will provide IT Service Desk assistance.

For assistance with the Internet Corner, conference room PCs, and wireless network connection, delegates may contact the GC IT Service Desk in the M building, ground floor, room M0E 24, extension 27222.

LIBRARY RESOURCES AND SERVICES

Research support and reference services, as well as an extensive collection of print and online resources in nuclear science and technology and its related fields are available to all meeting participants at the IAEA Library, located on the first floor of F-building (F01 46), ext. 22620, every day from 9.30 a.m. to 5.00 p.m. The library reading room also provides work stations with internet access.

LOST AND FOUND

Personal belongings should not be left unattended. Items found should be handed to the Lost and Found Office in the F building, ground floor, room FOE 18, extension 3903.

MEDICAL SERVICES

The Medical Service is located in the F building, seventh floor and is available from 8.30 a.m. until the close of the last meeting of the day.

Emergencies calls: 99 (Security and Safety 24/7 inside the VIC)

PHARMACY SERVICES

The pharmacy is located in the F building, seventh floor, room F07 15, and is open from 10.00 a.m. to 5.00 p.m. from Monday to Friday.

POSTAL SERVICES

Full postal services are available at the VIC from 8.00 a.m. to 6.00 p.m. between Monday and Friday. The post office is located in the C building, first floor.

PUBLIC TRANSPORT

It is possible to travel between the VIC and Vienna's city centre by underground train (U-Bahn). Tickets may be purchased at U-Bahn stations or in advance at Austrian tobacco shops and at the newspaper stand in the Rotunda, C building, ground floor (COE). Weekly tickets are also available.

VIC ENTRY FOR OFFICIAL CARS

Cars registered with VIC Garage Administration can be parked as usual in the VIC. Due to limited parking space at the VIC, additional chauffeured cars will be allowed entry for drop-off and pick-up only, once the necessary information, i.e. name of the driver, car make and licence plate number, has been communicated through a note verbale to the Secretariat (GCRS.Contact-Point@iaea.org) by **Monday, 10 September 2018** at the latest. UN Security staff will grant access at Gate 2 after cross-checking the data and upon presentation of a valid photo ID by the driver. Additionally, red entry cards should be visibly displayed on the dashboard of these cars. The drivers of these cars will not be allowed to leave the cars unattended.

SECURITY AND SAFETY

All persons attending the Conference are requested to cooperate with the security personnel.

The UN Security and Safety Services are located in the F building, ground floor, room FOE 18, extension 3903 for general enquiries.

EMERGENCY EVACUATION PROCEDURES

In the event of an emergency evacuation, participants should follow the instructions of the United Nations security personnel on duty.

The meeting facilities meet all general safety and fire safety standards, thus ensuring the safe evacuation of the entire complex. All emergency exits and escape routes meet the highest safety standards.

Should it become necessary to evacuate parts or all of the M building or the entire VIC, an announcement will be made by the UN Security and Safety Service (UNSSS) by means of the public-address system or in person. Please follow the directions of the UNSSS personnel and evacuate the area immediately via the indicated emergency escape route. Should you or anyone in your party require assistance (e.g. physically challenged or injured) please inform UNSSS personnel immediately.

Evacuation would be via the M building, ground floor (MOE). Using the staircases in the four corners of the M building, all persons would descend to the ground floor (MOE level) and from there exit the building via the signposted emergency exit glass doors onto Bruno-Kreisky-Platz in front of the ACV. The only exception is the M building first floor (M01) level, from where there is a direct exit outside to a terrace and from there a stairway down to Bruno-Kreisky-Platz and the ACV.

Following evacuation, UNSSS personnel will search the entire area to ensure that no one has been left behind.

SMOKING

Smoking is only permitted at the three designated smoking shelters on the P-3 level.

TRAVEL SERVICES

American Express is the official travel agency of the IAEA. It is located on the ground floor of building C (COE 01), extension 23060. Opening hours are from 8.30 a.m. to 5.30 p.m., Monday to Friday.