

## SERVICES

### Banking Services

Bank Austria has offices in the VIC located in the C building on the first floor and in the D building on the ground floor. Bankomat machines (ATMs) are available outside the offices. The external telephone number is: (+43) 050505-30200, and the internal extension is: 4988+30200. The email address is: [vic@unicreditgroup.at](mailto:vic@unicreditgroup.at). The office is open daily from 8.00 a.m. to 4.00 p.m.

The United Nations Federal Credit Union is in the C building on the first floor. The external telephone number is: (+43 1) 26060 5751, and the internal extension is: 5751. The email address is: [viennaoffice@unfcu.com](mailto:viennaoffice@unfcu.com). The office is open 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 on the first floor, and in the C building on the fourth floor. The VIC restaurant and cafeteria are situated in the F building, ground floor. Lunch is available at the cafeteria from 11.30 a.m. to 3.00 p.m. The email address is: [cateringVIC@eurest.at](mailto:cateringVIC@eurest.at).

### 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 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 11.00 a.m. to 2.00 p.m., on Monday, Wednesday and Friday. The souvenir stand is located on the ground floor of the B building.

### Internet Access

Computers for accessing the Internet are available in the 'Delegations Assistance Office' on room M0E 23 on the ground floor of the M building. 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 *Wi-Fi Services Usage Policy and Disclaimer* (<https://www.iaea.org/sites/default/files/20/03/gc64-wifi-policy-disclaimer.pdf>).

### IT Service Desk

For the duration of the General Conference, the Client Services Section of the Agency's Division of Information Technology (MTIT) will provide IT assistance with conference room PCs and wireless network connection. Delegates may contact the IT Service Desk in M building, ground floor, room M0E 26, extension 27279.

### 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 related fields are available to all meeting participants at the IAEA Library, located on the first floor of F-building (F01 46), extension 22620,

every day from 9.30 a.m. to 5.00 p.m. The library reading room also provides workstations with Internet access.

### **Lost and Found**

Personal belongings should not be left unattended. Found Items should be turned in to the Lost and Found Office in the F building, ground floor, room F0E 18, extension 3903.

### **Medical Services**

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

### **Emergency calls: 99 (Security and Safety Services 24/7 inside the VIC) Pharmacy Services**

The pharmacy is in the F building, seventh floor, room F07 07, 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 in the C building, first floor.

### **Publications**

Purchases will be available for collection the next day or may be picked-up directly from the Documents Distribution area, located on floor -1 of the F building (F-1 52), extension 22477.

### **Security and Safety**

All persons attending the Conference are requested to cooperate with the security personnel. The United Nations Security and Safety Services (UNSSS) is in the F building, ground floor, room F0E 18, extension 3903 for general enquiries.

### **Smoking**

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

- i. The designated smoking shelter between Towers A and B;
- ii. The designated smoking shelter in front of Tower D; and
- iii. The designated smoking shelter between Towers D and E.

Smoking, including electronic cigarettes, is not permitted in any other area of the VIC, including terraces, the Memorial Plaza and all other open spaces.

### **Travel Services**

American Express, the official travel agency of the IAEA is located on the ground floor of the C building (C0E 01), extension 23060, and is open from 10.00 a.m. to 4.00 p.m., Monday to Friday.

### **Web Broadcasting and Streaming**

Plenary sessions as well as the Scientific Forum will be broadcast live over the Internet and will be accessible on the IAEA website under "General Information – Live Streaming" at a later stage.