

## AIDE MEMOIRE

# BLOOM CLEANTECH CLUSTER EXPERT MEETING AND TRAINING

TO BE HELD IN AUSTRIA, DENMARK AND SWEDEN

FROM

**06 TO 10 SEPTEMBER, 2022**

*Further updates on the meeting schedule will be published at: <http://bloom.gn-sec.net>*

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## BACKGROUND & JUSTIFICATION

A response to global emergencies, such as COVID, climate change and escalation of fossil fuel prices, the Government of Barbados is accelerating its efforts to diversify the economy and rebuild a more sustainable and resilient one. Apart from renewed activity in traditional sectors, the small island developing state aims to tap into the new value chains of the emerging global green and blue economy. Barbados not only has ambitious plans to become the first carbon-free small island developing state by 2030, but also intends to become an export leader of cleantech products and services to the Caribbean and beyond.

In this context, the United Nations Industrial Development Organization (UNIDO), with funding from the Global Environment Facility (GEF), is implementing the project “Strategic platform to promote sustainable energy technology innovation, industrial development and entrepreneurship in Barbados”. The UNIDO project has supported the Government with the establishment of BLOOM, the Caribbean’s first cleantech cluster. Created as public-private partnership, the cluster provides shared resources and services, as well as a makerspace for companies and academia to work on joint projects, solutions and marketing. By strengthening local cleantech entrepreneurship and innovation, the cluster contributes to economic diversification, environmental protection and climate change mitigation/adaptation simultaneously.

The cluster is hosted by Export Barbados (BIDC) under the supervision of the Ministry of Industry, Innovation, Science and Technology (MIIST). The cluster management team is operating from BIDC facilities and is composed of eleven companies working in different fields such as solar, bioenergy, circular economy, climate resilience, among others. The BLOOM is also working with 88 stakeholders at national and international level from public and private sector, and international organizations. Further information is available at: [www.bloomcluster.com](http://www.bloomcluster.com).

The project in Barbados is a pilot for the Regional BLOOM Program, which is rolled out by UNIDO within the Global Network of Regional Sustainable Energy Centers (GN-SEC). Under a common umbrella, UNIDO assists regional economic communities in the establishment of

regional hubs, which support developing countries in the creation of national cleantech clusters. The focus lies on countries with weakly developed cleantech eco-systems, particularly low income and lower middle income countries. In the past, cleantech clustering has been predominantly a domain of industrialized and emerging countries. However, there is a critical mass of young entrepreneurs and scientists in developing countries who are keen to work together in a collaborative platform, benefitting from joint resources, intelligence and incubation support. Further information is available at: <https://www.gn-sec.net/content/bloom-regional-program>

Therefore, as part of the capacity building activities of the GEF project, UNIDO is organizing expert meetings between the BLOOM members and similar clean tech clusters in Austria, Denmark and Sweden from 6 to 10 September 2022. The meetings will introduce the participants in best practice and lessons learned of clean tech cluster management, as well as in latest technology innovations with relevance for the Caribbean. Attending start-ups will get the opportunity to present their business ideas to various partners. Moreover, the BLOOM approach will be presented during a working session of the 5<sup>th</sup> Steering Committee of the Global Network of Regional Sustainable Energy Centers (GN-SEC) program on 6<sup>th</sup> September.

## OBJECTIVES

### Purpose:

- Enhanced the capacities of the local BLOOM team, government officials and start-ups on best practices and lessons learned of cleantech clustering and management in Europe.
- Provide opportunities to the BLOOM stakeholders to meet with European industry and to connect to business development and financial networks.
- Visit cleantech demonstration sites and learn from latest European cleantech innovations with relevance for the Caribbean.
- Present the BLOOM approach in Barbados to the GN-SEC centres

### Results:

- Enhanced capacities of the local BLOOM team to manage the cluster beyond the GEF project closure; enhanced visibility and participation of BLOOM in European cleantech cluster networks;
- Follow-up discussions of the BLOOM start-ups with European industry, academia and financiers;
- Follow-up discussions on technology partnership between Barbados and Europe on relevant innovations for SIDS;
- Facilitated replication of the BLOOM in other regions of the GN-SEC

## **ORGANIZATION**

The expert meeting and training is organized by UNIDO, the Bloom Cleantech Cluster, the Ministry of Industry, Innovation, Science and Technology (MIIST), Export Barbados (BIDC) and the Global Network of Regional Sustainable Energy Centers (GN-SEC) program.

## **PARTICIPANTS**

1. Bloom Incubatees;
2. Bloom Team Members
3. Export Barbados Team Members
4. Bloom Stakeholders and Partners of Governmental and non-governmental agencies
5. UNIDO project team

## DOCUMENTS AND REQUIREMENTS

Documentation pertaining to the various tour locations will be provided electronically prior to the meeting.

## DATE AND VENUE

The expert meeting and training will be held on 06-10 September 2022 in Vienna and Graz (Austria), Copenhagen (Denmark) and Helsingborg, (Sweden).

## FINANCIAL AND ADMINISTRATIVE ARRANGEMENTS FOR SPONSORED PARTICIPANTS

Financial and administrative arrangements for the sponsored participants will be made in accordance with UNIDO's rules and regulations. UNIDO will provide each sponsored participant with the following:

### Travel

Round trip, economy class air transportation for the most direct and economical route from the closest airport of the participants' hometown and Vienna, in accordance with UNIDO's Financial Regulations.

The procedure is as follows and needs to be strictly adhered to by the participant:

UNIDO will make the appropriate travel arrangements for issuance of an electronic ticket by UNIDO's travel agent in Vienna - Carlson Wagonlit and will communicate the changes to you.

**Sponsored Invited Participants** are requested to leave their home countries in time to arrive in Austria, no earlier than 05 September 2022, and depart no later than on 10 September 2022, or as close to that date as airline schedule permits.

UNIDO cannot assume financial responsibilities for earlier arrivals/later departures for personal reasons.

**Please note that no tickets should be purchased by sponsored participants. The participants shall cover any additional costs incurred upon deviations from the authorized route.**

### **Daily Subsistence Allowance (DSA)**

A lump sum of Daily Subsistence Allowance (DSA) of euro € 250 per day will be paid to cover the board and lodging for the purpose of attendance at the meeting Austria, based on the air ticket approved by UNIDO's Travel Unit. For the nights that sponsored participants will be spending in Denmark, a lump sum DSA of euro € 300 per day will be paid to cover the same above-mentioned expenses.

In accordance with UNIDO Rules and Regulations the DSA is paid from the date of the arrival, for the period of the attendance at the meeting and for the nights of stay, in accordance with the flight schedule. Private extension of stay in Vienna will not be covered by UNIDO.

One additional lump sum DSA of euro € 250 will be paid as a contribution towards the expenses incidental to the travel abroad, including Visa fees. The total amount of DSA will be paid in Euros to each sponsored participant at Bank Austria<sup>1</sup>. Please ensure that you have your passport/identification card and boarding pass ready to receive your DSA. This DSA is expected to cover all accommodation, food, local transport and other expenses of the participant.

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<sup>1</sup> The Bank Austria office is located at the Vienna International Centre (VIC), the same premises where UNIDO has its headquarters, alongside other international organizations. Sponsored participants will be given proper guidance on how to get their DSA at the Bank Austria office, once they are at the VIC.

**UNIDO will not assume responsibility for the following expenditures:**

- a) Cost incurred by the participants with respect to travel insurance, accidental insurance, medical bills and hospitalization fees, (including COVID-19) in connection with their attendance of the meeting;
- b) Compensation in the event of death, disability or illness of the participants in connection with their attendance of the meeting;
- c) Loss or damage of personal property of the participants while attending the meeting;
- d) Purchase of personal belongings and compensations in the event of damage caused by them by climatic or other conditions;
- e) Travel and any other costs incurred by dependents who might accompany the participants;
- f) Incidental costs incurred in home country in connection with travel abroad, such as costs of passport, visas, inoculations or travel to and from the airport in the home country;
- g) Purchase of personal belongings and compensations in the event of damage caused by climatic or other conditions;
- h) Compensation for salaries and any related allowance/social benefits during period of the event and associated travel times;
- i) Other unforeseen expenditures.

## **VISA AND COVID-19 INOCULATION ARRANGEMENTS**

Before leaving the home country, participants should complete all formalities regarding entry and transit visas, which they may require for the journey to Vienna. Participants are asked to contact the nearest Embassy of Austria as soon as possible. The visa process may require at least three



weeks. In the absence of an Embassy in the home country, participants are advised to contact UNIDO to assist them with obtaining their visa.

Before leaving their home country the participants should ensure to be fully COVID-19 vaccinated. A 3<sup>rd</sup> booster vaccination and one regular PCR test before arrival to Vienna are recommended. During the meetings, participants should please continue to observe the usual COVID-19 prevention hygiene and behavioural rules (regular hand washing/disinfection, etc.). Particularly, wearing a face mask in public areas at Vienna International Centre and at all the relevant meetings is strongly recommended.

## **HOTEL RESERVATION**

All sponsored participants are kindly requested to make their own arrangements with regards to hotel reservations. A list of hotels to be selected will be provided in the coming weeks. It is recommended, for organizational reasons, to take a hotel from this list or nearby located. The meeting point for the bus excursions will be close to the hotels and will be announced at a later date.

## **ENQUIRIES AND CORRESPONDENCE**

Specific enquiries and correspondences prior to the tour should be addressed to the following contacts:

### **UNIDO**

Mr. Martin LUGMAYR  
Department of Energy  
UNIDO  
E-Mail: [M.LUGMAYR@unido.org](mailto:M.LUGMAYR@unido.org)

### **UNIDO**

Ms. Mary Bindu PALACHERRIL  
Department of Energy  
UNIDO  
E-Mail: [M.PALACHERRIL@unido.org](mailto:M.PALACHERRIL@unido.org)



**UNIDO**

Mr. Lukas Kaehn

Department of Energy

UNIDO

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**UNIDO**

Mr. Jari AALTONEN

Bloom Cluster Manager

UNIDO

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**UNIDO**

Ms. Andrea ERAS ALMEIDA

Department of Energy

UNIDO

E-Mail:

[A.ERASALMEIDA@unido.org](mailto:A.ERASALMEIDA@unido.org)

## ANNEX I: Provisional List of Participants (to be confirmed)

### I. External Sponsored Participants\*

No.	NAME	INSTITUTION	POSITION
1	Terrell Thompson	Export Barbados, Barbados Investment & Development Corporation	Life Sciences and Biotechnology Coordinator
2	Jari Aaltonen	United Nations Industrial Development Organization	Bloom Cleantech Cluster Supervisor
3	Dario Pile	Export Barbados, Barbados Investment & Development Corporation	Research Officer
4	Tamara Francis	Bloom Cleantech Cluster	Project Officer
5	Kerri-Ann Bovell	EcoMycö	Owner
6	Deandra Crawford	Dee's Enterprises	Owner
7	Joshua Forte	Red Diamond Compost Inc.	Owner
8	Robert Goodridge	Goodridge Power	Owner
9	Akilah Phillips	Bloom Cleantech Cluster	Project Officer
10	Robert Hinds	Barbados Chamber of Commerce and Industry	Green Committee Representative
11	Avril Williams	University of the West Indies, Cave Hill Campus	Senior Lecturer
12	Travis Sinckler	Ministry of Environment and National Beautification	Senior Environmental Officer
13	Len-Jamal Craig (TBC)	Ministry of Foreign Affairs and Foreign Trade	Senior Economist

14	Charles Cyrus (TBC)	Ministry of Industry, Innovation, Science and Technology	Director, Science, Market Research and Innovation
15	Lukas Kaehn	UNIDO	Business professional, intern

\*ca. 10 additional participants could be joining the study tour.

## II. Core Organizational and Coordination Team

1. Mr. Martin Lugmayr (UNIDO)
2. Mr. Jari Aaltonen (UNIDO)
3. Ms. Andrea Eras Almeida (UNIDO)
4. Mr. Terrell Thompson (BIDC)
5. Mr. Lukas Kaehn (UNIDO)
6. Ms. Mary Bindu Palacherril (UNIDO)

## **Annex II: Estimated Budget**

*See attached file (only for UNIDO internal purposes)*

## Annex III: Tentative Schedule of Meetings and Visits

### Austria, Denmark and Sweden, 06 to 10 September 2022

The schedule will be further updated depending on offered meetings. Further updates of the agenda will be made available at: <http://bloom.gn-sec.net>

Dates	Location/Site Visits	Travel information	Hotel (city and # days)
Departure Sunday 4th September 2022.  Arrival Monday on 5th September 2022.	<b>Arrival to Vienna. Accommodation in the hotel in Vienna.</b>	Flight on 4 <sup>th</sup> September 2022 at 5:20 pm from Bridgetown, Barbados to Vienna, Austria. One stop in Heathrow, London.  Arriving 5 <sup>th</sup> of September at 12:25 pm.  <i>BA 254 H 04SEP 7 BGILHR 1720 0630+1</i> <i>BA 700 H 05SEP 0900 1225</i>	Vienna (3 days of hotel, 5 <sup>th</sup> and 6 <sup>th</sup> and 7 <sup>th</sup> September). Check out 8 <sup>th</sup> September
Tuesday 6th September 2022	<b><u>Official start of the expert meeting and training</u></b>  <b>Participation in the GNSEC Conference at 9:00 am.</b>  <b>Working session I on the Regional BLOOM Cluster Program (12:00 to 1:00 pm):</b>		

	<ul style="list-style-type: none"> <li>- Mr. Jari Aaltonen (UNIDO), Mr. Terrel Thompson (BIDC), The Barbados Bloom Cluster (15 min)</li> <li>- Pitch by three BLOOM start-ups (5 min each)</li> <li>- Mr. Martin Lugmayr, UNIDO, The Regional BLOOM Cluster Approach (10 min)</li> <li>- Introduction to the clean tech cluster expert meeting and trainings</li> <li>- Discussion and the way forward</li> </ul>		
Wednesday 7th September 2022	<p>Bus trip from Vienna to Graz.</p> <p><b>Departure from Vienna Central Station (Canettistraße 8, 1100 Vienna) to Graz (6:00 am)</b></p> <p>Visits:</p> <ul style="list-style-type: none"> <li>- <b>8:30 - 10:00 am:</b> <b>BEST Bioenergy and sustainable technologies</b></li> </ul> <p>Centre of excellence for technologies in the field of bioenergy research and development in close cooperation with industry and scientific institutions.</p> <p>Presentation about BEST and tour in the technicum and laboratories.</p> <p>Administrative contact: Claudia Peternell Scientific contact: Walter Haslinger, CEO (Inffeldgasse 21b, 8010 Graz)</p> <p>Further details: <a href="http://www.best-research.eu/en/home">www.best-research.eu/en/home</a> <a href="http://www.greentech.at/en/firmen/best-bioenergy-and-sustainable-technologies-gmbh/">www.greentech.at/en/firmen/best-bioenergy-and-sustainable-technologies-gmbh/</a></p>	<p><i>Bus trip from Vienna to Graz.</i></p> <ul style="list-style-type: none"> <li>▪ Departure hour 6:00 am.</li> <li>▪ Arrival at 8:30 am to Graz.</li> </ul> <p><i>Bus trip from Graz to Vienna</i></p> <ul style="list-style-type: none"> <li>▪ Departure hour, 17:00</li> <li>▪ Arrival at 19:30 to Vienna</li> </ul>	

	<p>- <b>10:30 – 12:00 pm:</b> <b>HyCentA Research GmbH</b></p> <p>Austrian Research Center on hydrogen testing and delivery center with high-tech infrastructure and high scientific and economic potential.</p> <p>Contact: Alexander Trattner, CEO (Inffeldgasse 15, 8010 Graz)</p> <p>Further details: <a href="http://www.hycenta.at/en/#">www.hycenta.at/en/#</a> <a href="http://www.greentech.at/en/firmen/hycenta-research-gmbh/">www.greentech.at/en/firmen/hycenta-research-gmbh/</a></p> <p>- Lunch from 12:00 to 1:30 pm in a nearby restaurant (participants will make use of the DSA to pay the meals)</p> <p>- <b>1:30 – 3:30 pm:</b> <b>SOLID, Solar District Heating entry point and Solar Thermal Test Field</b></p> <p>S.O.L.I.D. is an Austrian solar engineering company specializing in all aspects of large-scale solar thermal energy plants. Since 1992, S.O.L.I.D. has been planning, building, delivering, assembling and operating large-scale solar plants around the world, providing hot water, room heating, industrial process heat and district heating for towns and villages. SOLID also designs and builds solar chilled water plants, including the largest commercial solar cooling projects currently in operating</p> <p>Contact: Christian Holter, c.holter@solid.at, (Founder and Managing Director) (Puchstraße, 8020 Graz)</p> <p>Further details:</p>		
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	<p><a href="https://solid.at/en/success-stories.html">https://solid.at/en/success-stories.html</a>  <a href="https://solid.at/en/">https://solid.at/en/</a>  <a href="https://solid.at/en/reference/digicel.html">https://solid.at/en/reference/digicel.html</a></p> <p>- <b>4:00 – 5:00 pm: Green Tech Cluster Styria GmbH</b></p> <p>The Cleantech Cluster is the platform of environmental technology and energy technology companies in Upper Austria</p> <p>Contact: Johann Koinegg  +43 316/40 77 44-22, koinegg@greentech.at  (Waagner-Biro-Straße 100/1  8020 Graz, Austria)</p> <p><b>Return from Graz to Vienna Central Station (Canettistraße 8, 1100 Vienna) (5:00 pm)</b></p>		
Thursday 8th September 2022	<p>Flight to Copenhagen, Denmark through Vienna. Accommodation in the hotel.</p> <p>- Lunch from 11:30 to 12:30 pm (participants will make use of the DSA to pay the meals)</p> <p>Visits:</p> <p>- <b>3 pm: Recolab</b>  Pilot Recovery Plant for Sustainable Management of Waste Water and Food Waste in Helsingborg, Sweden  <a href="https://www.recolab.se/">https://www.recolab.se/</a></p> <p>Contact: Astrid Hackl in Malmö, astrid.hackl@sbhub.se, +46 73 852 80 00</p> <p><b>Program:</b>  3.00 - 3.05 pm: Welcome and short presentation of participants  Ms Astrid Hackl, Project Leader Smart City Sweden Region South  3.05 - 4.00 pm: RecoLab</p>	<p>Flight from Vienna to Copenhagen, Denmark at 07:55 am. Arrive at 09:05 am.</p> <p>Bus trip from Copenhagen, Denmark to Helsingborg, Sweden at 1 pm</p> <p>Bus trip from Helsingborg, Sweden to Copenhagen, Denmark at 5:30 pm</p>	<p>Copenhagen, (2 days of hotel, 8<sup>th</sup> 9<sup>th</sup> of September)</p>

	<p>Presentation (context, co-operation with the city of Helsingborg, status) incl. guided tour Ms Amanda Haux, Business developer, contact person for showroom, test bed and company location</p> <p>4.00 - 4.20 pm: The RecoLab case for cruise ships Dr Jane Tifuh, PhD, World Maritime University</p> <p>4.20 - 4.40 pm: Hydrogen development in the municipality of Trelleborg Ms. Melinda Frigyesi Almström, Communications and Sustainability Manager at Trelleborgs Energi AB</p> <p>4.40 - 5.00 pm: Presentation of Sustainable Business Hub Mr Håkan Rosqvist, CEO Sustainable Business Hub</p> <p>5.00 - 5.20 pm: Summery and round off</p>		
Friday 9th September 2022	<p>Visits:</p> <p>- <b>9:00 pm: Green Tech cluster CLEAN</b> Danish environmental cluster in Copenhagen, Denmark <a href="https://cleancluster.dk/">https://cleancluster.dk/</a></p> <p>Contact: Henrik Bjørnager Jensen, +45 4094 4400, hbj@cleancluster.dk</p> <p><b>Program:</b> Short presentation of the CLEAN (Danish environmental cluster)</p> <p>Training session on cluster development and consolidation (around 1 h)</p> <p>Short presentation of the Bloom Cleantech Cluster</p> <p>Exchange and networking session</p> <p>Discussion of possible partnerships and further steps</p> <p>- Lunch from 12:00 to 1:00 pm in a nearby restaurant (participants will make use of the DSA to pay the meals)</p>		

	<p>- <b>1:30 – 2:30 pm:</b>  <b>Brintbranchen</b>  Danish organisation for hydrogen and Power-to-X in Copenhagen, Denmark  <a href="https://brintbranchen.dk/en/">https://brintbranchen.dk/en/</a></p> <p>Contact: Mette Kirstine Schmidt, (+45) 31 70 74 24, mks@brintbranchen.dk</p> <p><b>Program:</b>  Insights about the Danish hydrogen sector and later on discussion with the CEO Tejs Laustsen Jensen</p> <p>- <b>4:00 – 6:00 pm:</b>  <b>Amager Bakke</b>  A waste incineration plant in Copenhagen opened in 2017 that efficiently and safely converts residual waste into district heating and electricity. Furthermore, the roof serves as an artificial ski slope.  <a href="https://a-r-c.dk/amager-bakke/">https://a-r-c.dk/amager-bakke/</a></p> <p>Contact: Henrik Bjørnager Jensen, +45 4094 4400, hbj@cleancluster.dk or Joan Juul, +45 24809654, joj@cleancluster.dk</p> <p><b>Program:</b>  Guided tour in the waste-to-energy plant Amager Bakke</p>		
Saturday 10th September 2022	Flight from Copenhagen, Denmark to Heathrow, London, London to GAIA, Barbados or relevant.	7:20am flight from Copenhagen, Denmark. Arrive at 8:35am in Heathrow, London.  11:45am flight from Heathrow, London. Arrive at 3:30pm in Bridgetown, Barbados.	

		<i>BA 811 10SEP</i> <i>CPHLHR 0720 0835</i> <i>BA 255 10SEP</i> <i>LHRBGI 1145 1530</i>	
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## Annex IV: Transportation

### Transport From/To Vienna Airport

Vienna Airport is well connected to the public transportation network and can be reached quickly, comfortably and cheaply by train or bus. <https://www.wien.info/en/travel-info/to-and-around/airport-to-center>.

- ÖBB Railjet (recommended option)

The Railjets of Austrian Federal Railways (ÖBB) run non-stop, every 30 minutes from Vienna Airport to Vienna Main Station (U1) in 16 minutes. The ticket costs €4.30 (= €1.90 for the ticket from the airport to the Vienna city limits + €2.40 for the ticket within the Vienna urban area) and is available from ÖBB ticket machines or ÖBB ticket counters.

- Express train S7

Rapid transit railway line S7 departs the airport every 30 minutes and stops at the centrally located stations of Wien Mitte (takes 25 minutes) and Wien Praterstern (takes about half an hour). The ticket costs €4.30 (= €1.90 for the ticket from the airport to the Vienna city limits + €2.40 for the ticket within the Vienna urban area) and is available from ÖBB ticket machines or ÖBB ticket counters.

- City Airport Train (CAT)

The City Airport Train (CAT) connects the airport with the transport hub at downtown Vienna (Wien Mitte, connections to U3, U4, rapid transit railway) in only 16 minutes and plies between the airport and the city every 30 minutes. Tickets can be purchased at [www.cityairporttrain.com](http://www.cityairporttrain.com), from ticket machines and from tourist information at the airport. The tickets cost €12 each.

- Bus connections

The buses of Vienna Airport Lines take you direct to Vienna city center, to the Donauzentrum via Messezentrum and Vienna International Centre (VIC)/Austria Center Vienna, or to the Westbahnhof and Vienna Main Station. The ticket costs €9 and can be bought online at [www.viennaairportlines.at](http://www.viennaairportlines.at), directly from the bus driver (cash payment) or from the ticket machines of Vienna Airport Lines at Vienna Airport.

### Purchasing Tickets for Public Transportation

The tickets can be purchased at multilingual ticket machines (subway stations), all advance sales points and the online shop of the Vienna Lines, most tobacco shops and Mobile phone ticket. The tickets are valid in all trams, buses and subways of Vienna Transport Authority (i.e. within the city of Vienna). Each stamped single ticket is valid up to the destination, including multiple

transfers <https://www.wien.info/en/travel-info/transport/tickets-361360>. Various tickets are available:

Single ticket: € 2.40 (Children € 1.20)

24-hour Vienna ticket: € 8.00

48-hour Vienna ticket: € 14,10

72-hour Vienna ticket: € 17.10

Vienna weekly ticket (valid from Monday to Monday at 9.00 am): € 17,10

## **Annex V: Vienna International Centre (VIC)**

More than 190 nations work together at the Vienna International Centre (VIC) - also known as 'UNO City' - to promote peace, sustainable development and human rights across the globe. The VIC 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 Vienna International Centre (VIC) has a gross area of approximately 379,000 square meters. It has two conference (namely, Buildings C and M) and 6 Y-shaped buildings (namely, Buildings A, B and D to G). The VIC also has an annex building (J) and various checkpoint buildings. The VIC has a Child Care Centre, Commissary, Housing Services, Language Training centres, travel agencies, banks, Austrian post office, newspapers facility, laundry services, offices of various insurance companies, office of Vienna Services (City of Vienna) and Catering Services.

### How to Reach the VIC

The VIC is located in Vienna's Donaustadt area across the Danube, just ten minutes from the city centre by U-Bahn.

The street address is Wagramer Strasse 5, 1220 Vienna, Austria, with the Visitors Entrance located right next to the "Kaisermühlen/Vienna International Centre" U-Bahn stop.

We recommend the use of public transportation.

- By Underground/Subway

Plan your journey to "UNO City" with Wiener Linien.

Take the red U1 "U-Bahn" underground/subway line in the direction Leopoldau. Get off at the stop "Kaisermühlen/Vienna International Centre". Exit at the back of the train and proceed to the VIC main entrance (Gate 1) directly next to the station.

- By bus

Buses may stop in the side street of Wagramer Straße 5.

### Security check and registration

All sponsored participants should please consider a minimum of 20 minutes to complete their security check at Gate 1 and obtain entry badges. After entering the VIC at Gate 1 you will go

through a security screening. Past security you will find a registration desk to your right. Here you will receive your entry badges upon showing your passports.

### DSA Collection and Banking Services

Sponsored participants are requested to present themselves with a valid ID card at Bank Austria in the VIC, to collect their DSA. The office is located in building C (level 1, C0113). To get to C1, cross the plaza and enter C building as indicated by the blue arrows on the map above. Take an elevator to the 1st floor. C1 is indicated via signs.

The bank opening hours are 9:00–15:00 (17:30 on Thursdays). ATM machines ("Bankomat") are available on C0113 and on DOE71. Can be reached by telephone: +43(0)50505-30200 and email: vic@ba-ca.com.

### Services in the VIC and General Information

#### VIC Catering Service

The VIC Catering Service operates the Cafeteria, Coffee Corner, Restaurant, Cocktail Lounge and Delegates Lounges. In Addition, the VIC Catering Service provides a number of other services for functions/receptions, available exclusively to international organizations based in the VIC, their staff and diplomatic missions accredited to them or other entities connected with the International Organizations.

The VIC Cafeteria is located on the ground floor of building F and offers a variety of hot and cold dishes, snacks and drinks. Opening hours are 7:30–10:00 and 11:30–14:30. The Coffee Corner in the VIC Cafeteria is open during 7:30–15:30.

The VIC Restaurant is located on the ground floor of building F. Opening hours are 11:30–15:00. Table reservations can be made during 10:00–11:30 at (+43 1 26026) 4877.

Delegate lounges are available at C07 and M0E and is open during 09:00–16:30.

#### Medical Services

The VIC Medical Service is located on the 7th floor of building F (F07). Opening hours are 8:30–17:30. Except for emergencies, call: +43 1 2600 22223. Emergencies, however, are dealt with at any time during regular office hours. In case of emergency, dial 22222.

The Pharmacy Service in the Vienna International Centre is run by the Maria Lourdes Apotheke, a licensed Austrian pharmacy. It is located on the 7th floor of building F (F0715) and sells over-the-counter and prescription drugs. Opening hours are 10:00 – 17:00