



ARRANGEMENTS DURING MEETINGS HELD IN THE ICAO EUR/NAT OFFICE

➤ **Opening Hours**

The ICAO EUR/NAT Office is open from **09:00 to 17:15 hours** from Monday to Friday. Please coordinate with the Secretariat if you need access outside of these times. Kindly consult the ICAO EUR/NAT website (www.icao.int/EURNAT) for the list of public holidays.

➤ **Meeting Working Hours**

Working hours for the meeting shall be communicated in the invitation letter or shall be decided during the opening session.

➤ **Refreshments**

Coffee and tea service is available at the cafeteria from 10:15 to 10:45 in the morning and from 15:15 to 15:45 in the afternoon. Please note that the cafeteria is not staffed outside of these hours.

Coffee and tea are available free-of-charge; however, soft drinks are available for sale.

With the exception of water, no food and beverages are allowed in the meeting rooms.

➤ **Documentation and Presentations**

Documentation should be submitted in soft copy, using the appropriate template, to the Secretariat at least two weeks prior to the meeting, unless otherwise specified in the invitation letter.

All documentation will be made available for downloading from the dedicated EUR/NAT Office meeting websites, using the ICAO Portal (<https://portal.icao.int>). Detailed information on how to access the documents are provided in the invitation letter. Delegates in need of hard copies of

documentation are invited to inform the Secretariat about their needs one week before the meeting.

Delegates wishing to make presentations are requested to coordinate with the Secretariat in advance to ensure compatibility with the software/equipment used in the EUR/NAT Office and that sufficient time is allocated on the agenda.

Presentations should be sent in advance via electronic means, or in exceptional cases provided on a USB key on the first day of the meeting. Please note that the connection of personal laptops for presentations is not allowed in the meeting rooms.

➤ **Access to the Internet / Public PCs and printers**

Wireless connection (WiFi) to the Internet is provided in all of the building and in the garden adjacent to the cafeteria. Access information to WiFi is printed on the back of the delegates' badges and can also be provided by the Secretariat.

Two public PCs with access to the Internet and printers are available in the lobby adjacent to meeting rooms B1-B2, B3 and B4-B5.

➤ **ICT arrangements and assistance**

Computers and their peripherals in the meeting rooms and in the public areas are set up in a specific manner. Delegates are not allowed to disconnect any cables or peripherals (including USB devices, screens and printers). If you have any questions or need assistance, please contact the ICT team at **8521** or **8552** from any internal phone.

➤ **Identification Badges**

Delegates attending meetings in the ICAO EUR/NAT Office are requested to wear identification badges at all times while on the premises. Delegates are requested to return their badges to the Secretariat, or leave them in the box provided in the foyer, before leaving.

➤ **Smoking regulations**

Smoking is not allowed in the ICAO EUR/NAT building. Delegates wishing to smoke are invited to use the garden adjacent to the cafeteria and are requested not to smoke on the street at the entrance of the building.

➤ **Mobile phones**

Delegates are requested to switch their mobile phones to silent mode during meetings and to leave the meeting room when making or receiving a call.

➤ **Assistance to delegates**

First aid and medical assistance to Delegates is available through the main Reception Desk. Please contact the main Reception Desk staff or dial 9 from any internal phone.

Delegates requiring other assistance, such as making use of fax or photocopying facilities, taxi services etc. should address their request to the Secretariat.

➤ **Arrangements to meet ICAO staff**

Meetings held in the ICAO EUR/NAT Office provide excellent opportunities for personal liaison between Delegates and ICAO officials; the Secretariat, as well as the main Reception Desk, is available to arrange for such liaison.

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