

**General Conference****Twentieth session**

Vienna, 27 November–1 December 2023

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\* The present document contains information concerning the General Conference that was available at the time of drafting. While every effort has been made to check the information provided, the UNIDO Secretariat cannot accept responsibility for inaccuracies. In order to reduce expenditure and minimize the environmental impact of printing, documents will only be distributed electronically (document IDB.41/5/Add.1, para. 12 refers). Delegates are requested to bring their copies of this and other Conference documents to the session.



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## I. Date and venue

1. The twentieth session of the General Conference will take place from 27 November to 1 December 2023. The Conference will meet in the Vienna International Centre (VIC), Wagramer Strasse 5, 1220 Vienna, Austria. Further information will be provided on the UNIDO website ([www.unido.org/gc/20](http://www.unido.org/gc/20)).
2. The twentieth session of the Conference will be convened in a hybrid format involving both in-person attendance and virtual participation on the Interprefy online platform.

## II. Participation, costs and seating arrangements

3. According to the rules of procedure of the General Conference of UNIDO,<sup>1</sup> the following participants may take part in the proceedings of the Conference:
  - (a) Representatives of States Members of UNIDO;
  - (b) Representatives of UNIDO observers and representatives of States not Members of UNIDO, but Members of the United Nations or of any of its specialized agencies or the International Atomic Energy Agency, and representatives of States which enjoy observer status in the General Assembly of the United Nations;
  - (c) Representatives of the United Nations and United Nations organs;
  - (d) Representatives of specialized and related agencies of the United Nations system;
  - (e) Representatives of intergovernmental and governmental organizations with which UNIDO has concluded a relationship agreement;
  - (f) Representatives of non-governmental organizations having consultative status with UNIDO;
  - (g) Representatives of any other intergovernmental organizations that have been designated on a continuing basis by the Economic and Social Council of the United Nations under rule 79 of its rules of procedure; and
  - (h) Representatives of organizations invited in accordance with Article 4.1 of the Constitution, and which have not been referred to in any of the preceding parts of this paragraph.
4. Participating governments, observers, intergovernmental organizations and non-governmental organizations are responsible for the costs of participation of their delegates.
5. In view of the crucial nature of the matters to be considered by the Conference at the session and the need to reach important decisions, government representation at the highest possible political level is strongly encouraged.
6. In the spirit of General Assembly resolution 58/142, all governments are encouraged to renew their efforts to promote gender balance in the composition of their delegations.

### In-person participation

7. Each Government delegation from all UNIDO Member States will be assigned a total of four (4) seats, with two (2) at the table and two (2) in the row behind. Specifically identified seating will be available for other participants in the session

<sup>1</sup> The full text of the rules of procedure is available on the UNIDO website [www.unido.org/resources-policy-making-organs-general-conference/rules-procedure-general-conference](http://www.unido.org/resources-policy-making-organs-general-conference/rules-procedure-general-conference).

of the Conference. Other representations (observers, non-Member States of UNIDO but members of the United Nations, United Nations entities, intergovernmental organizations, and non-governmental organizations) will be allocated one (1) seat at the table and one (1) in the row behind.

8. Delegations will be seated in English alphabetical order. The name of Kazakhstan was drawn by lot and the delegation of this Member State will therefore sit at the extreme right of the front row in the Plenary Hall, as seen from the podium.

9. Participants are reminded that mobile telephones should be either switched off or switched to “silent” mode during all proceedings.

### **Virtual attendance**

10. In addition to attending in person, all Member States of UNIDO as well as Permanent Observers, non-Member States of UNIDO but members of the United Nations, United Nations organizations, specialized agencies and related organizations, IGOs and NGOs may also attend virtually on the Interprefy online platform.

11. Member States of UNIDO may register up to four (4) virtual participants, while other delegations may register only two (2) virtual participants. Member States are strongly encouraged to take advantage of the opportunity afforded by the hybrid nature of the session to include subject matter experts from capitals in their national delegations.

12. Furthermore, as the General Conference is an open session, additional participants may follow the plenary sessions on the UNIDO website where the session will be streamed live. Details concerning the live streams will be made public in due course.

## **III. Opening ceremony**

13. The opening ceremony will be held at 10 a.m. on Monday, 27 November 2023, in the Plenary Hall, which is on the first floor of the M-building of the VIC. The Conference will be called to order at 10 a.m. sharp.

14. Delegates attending in person are requested to be in their seats by 9.45 a.m. During the first day of the Conference, the average time to proceed through the security check and access the Vienna International Centre is approximately 20 minutes. Delegates attending in person are advised to consider arriving earlier, in particular on the first day of the Conference.

15. Delegates joining the session virtually are requested to connect to the Interprefy online platform as of 8.45 a.m. to allow for any last-minute technical problems they may encounter to be addressed. For virtual attendees, login details for Interprefy will be shared with registered participants.

## **IV. Provisional agenda and proposed organization of work**

16. The provisional agenda for the twentieth session of the Conference is contained in document GC.20/1, which should be read in conjunction with the annotated provisional agenda (GC.20/1/Add.1/Rev.1). Both documents are available in the six official languages of UNIDO on the website [www.unido.org/gc/20](http://www.unido.org/gc/20). A provisional list of documents prepared for the Conference will be contained in document GC.20/INF/3.<sup>2</sup>

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<sup>2</sup> To be issued shortly before the Conference.

17. A forum on industrial development issues will be held under item 9 of the provisional agenda. The forum will comprise a number of events, such as the UNIDO Industrial Innovation Forum and the launch of the Industrial Development Report 2023.

18. Document GC.20/4 will contain further information on all the planned events and will be made available on the website [www.unido.org/gc/20](http://www.unido.org/gc/20). Additional information can also be obtained by contacting the UNIDO Division of Policymaking Organs via telephone: +43 (1) 26026-5232, or email: [pmo@unido.org](mailto:pmo@unido.org).

## V. Secretariat

19. The Executive Secretary of the twentieth session of the General Conference is Mr. Kai Bethke, Director, Division of Policymaking Organs. The Executive Secretary can be contacted by telephone +43 (1) 26026-5232, by email [pmo@unido.org](mailto:pmo@unido.org), or by writing to the following address:

Executive Secretary of the Conference  
Division of Policymaking Organs  
UNIDO  
Vienna International Centre  
P.O. Box 300  
A-1400 Vienna  
Austria

## VI. Credentials

20. In accordance with rule 27 of the rules of procedure of the General Conference, the credentials of representatives (normally the head of delegation) shall be submitted to the Director General, if possible, not less than one week before the opening of the session. The credentials of the representatives must be issued either by the Head of State or Government or by the Minister for Foreign Affairs of the Member concerned.

21. A Permanent Representative to the Organization who is designated as a representative does not require special credentials if their letter of accreditation to the Organization already specifies that they are authorized to represent their Government at sessions of the General Conference, it being understood that this does not preclude that Government from accrediting another person as its representative by means of special credentials.

22. Advance scanned copies of credentials may be sent by email to the Secretariat of the Conference ([pmo-registration@unido.org](mailto:pmo-registration@unido.org)) and the **original submitted as soon as possible** thereafter.

The original credential document can be mailed to:

Division of Policymaking Organs  
Room D2137  
UNIDO  
Vienna International Centre  
P.O. Box 300  
1400 Vienna  
Austria

Alternatively, the original credential document can be handed over in person to the Secretariat at the Vienna International Centre, in office D2137 (D-building, 21st floor).

23. Representatives who have been unable to submit their original credentials before the opening of the Conference are requested to deposit them at the registration desk on the first day of the Conference (see paragraph 29 below for opening hours). Delegations are advised that the timely submission of credentials will greatly facilitate the work of the Credentials Committee.

## VII. Voting

24. In case voting is required in the Plenary, at least one representative per Member State will be required to be physically present in the Plenary Hall, where the voting will take place in person. Casting a vote virtually will not be possible.

## VIII. Registration and list of participants

25. As stated in rule 26 of the rules of procedure of the General Conference, each Member shall be represented by one or more representatives, who may be assisted by alternates, advisers, and experts. Each delegation shall have a head of delegation. Any alternate, adviser or expert may act as a representative upon instruction of the head of their delegation.

26. All participants are required to register for the twentieth session of the General Conference using the online platform **INDICO**, which can be accessed via the following link: <https://indico.un.org/e/UNIDO-GC.20>. Further to requests by Member States, the registration of the delegation as a whole can be undertaken by one designated person. Should this person not yet have an INDICO profile, they are requested to create a user profile once and then complete the registration for the twentieth session of the Conference. **The deadline for registration is Monday, 20 November 2023.**

27. Registration will be effected only for those delegates whose names have been communicated to the Secretariat. For Member States of UNIDO and Permanent Observers, the Secretariat would appreciate being informed in writing, in the form of a **note verbale**, issued by either the Permanent Mission or the Ministry of Foreign Affairs, of the names of the head and other members of the delegation. For all other entities, the names of the head and other members of the delegation could also be communicated in the form of a **letter**. **The note verbale/letter should indicate the names, functional titles, email addresses and type of participation (in-person or virtual) of all members of the delegation. A copy of the note verbale/official letter shall be uploaded by each participant to the INDICO registration page as well.** To facilitate registration procedures and to issue conference access cards, the notes verbales and letters are to be sent as an attachment to an email exclusively to [pmo-registration@unido.org](mailto:pmo-registration@unido.org).

28. Given the large number of participants expected, delegates are encouraged to pre-register as early as possible. **The deadline for registration is Monday, 20 November 2023.** In case of incomplete registrations, including because of pictures provided in INDICO not meeting requirements, delegates will be required to complete their registration and have a photograph taken, as applicable, upon their arrival at Gate 1 of the VIC, following which conference access cards will be issued.

29. In-person participants registered by Monday, 20 November 2023 will be able to pick up their pre-printed conference access cards from the Pass Office located at Gate 1 of the VIC, on Friday, 24 November 2023, from 8 a.m. to 4 p.m. and on Sunday, 26 November 2023, from 1 to 4 p.m. If delegations wish to dispatch someone other than the conference access card holders to collect the conference access cards, a note verbale should be sent to [pmo-registration@unido.org](mailto:pmo-registration@unido.org). A sample note verbale requesting early collection of conference access cards is contained in annex II.

30. The registration desk at Gate 1 will be open from Monday, 27 November (first day of the Conference) to Thursday, 30 November 2023 from 8 a.m. to 4 p.m. On Friday, 1 December 2023, the registration desk will be open from 8 a.m. until the end of the session.

31. Given the large number of participants expected, delegates arriving before the opening of the session are encouraged to present themselves at the registration desk during opening hours as early as possible upon their arrival.

### **Registration of Heads of State or Government**

32. It is strongly recommended that delegations submit the names of attending Heads of State or Government to the Secretariat in advance, in order to expedite preparation of VIP access cards and minimize any inconvenience. Those access cards will be ready for collection by an authorized person either at the VIC Pass Office (see paragraphs 29–31) or at the registration area located at Gate 1 of the VIC. Questions regarding VIP access cards should be sent by email to [protocol@unido.org](mailto:protocol@unido.org).

### **List of participants**

33. A provisional list of participants will be available on the first day of the Conference, to be revised at a later date. Governments and organizations are requested to supply the names and titles of the members of their delegations in good time before the Conference.

34. Delegations are also requested to notify, in writing, the staff at the registration area, or the Secretariat of the Conference of any subsequent changes in the information in the provisional list of participants, so that records for the final list of participants may be kept up to date and accurate.

## **IX. Languages and documentation**

35. The official languages of the Conference are the six official languages of UNIDO: Arabic, Chinese, English, French, Russian and Spanish. Statements made in an official language of the Conference during plenary and Main Committee meetings will be interpreted into the other five official languages. Official documents of the Conference will be made available in all six official languages on the UNIDO website ([www.unido.org/gc/20](http://www.unido.org/gc/20)) as well as on the UNIDO Extranet (<http://extranet.unido.org>).

36. Each seat in the conference halls for which simultaneous interpretation is available will be provided with a receiving set and headphones. Participants are requested not to remove that equipment from the meeting rooms so that it may be checked periodically, and the batteries may be recharged if necessary. Participants attending virtually on the Interpretify platform will be able to select, among the six official languages of UNIDO (Arabic, Chinese, English, French, Russian and Spanish), the language in which they would like to follow the proceedings (see Annex IV).

37. The Secretariat has prepared a number of **pre-session documents** to facilitate consideration of some of the issues on the provisional agenda for the session. Those documents may be downloaded from the Conference website ([www.unido.org/gc/20](http://www.unido.org/gc/20)). A provisional list of documents prepared for the Conference will be contained in document GC.20/INF/3.

38. As part of the Secretariat's efforts to reduce expenditure and support endeavours to limit the environmental impact of printing conference materials and publications, documents are only issued electronically.

39. **In-session documents**, issued during the Conference, will be circulated to registered participants via email and will be made available on the UNIDO Extranet.

### Journal

40. The *Journal* of the Conference will be issued daily and made available online on the website ([www.unido.org/gc/20](http://www.unido.org/gc/20)). It will contain such information as the schedule of meetings for the day, a brief summary of the Plenary and Main Committee meetings held on the previous day, a forecast of meetings for the following day and various announcements. Communications for inclusion in the *Journal* should be sent to [pmo@unido.org](mailto:pmo@unido.org).

### Submission of draft decisions or resolutions

41. Delegates wishing to propose draft decisions or resolutions before the session are requested to submit the text to the President of the fifty-first session of the Industrial Development Board by 1 November 2023, in line with decision IDB.51/Dec.11 (f). In light of the experience gained in the preparation of previous sessions of the Conference and in line with decision IDB.51/Dec.11 (e), the Board President will conduct pre-session informal consultations for the preparation of the twentieth session of the Conference. It is foreseen that these consultations will take place in Vienna from the beginning to mid-November 2023.

### Sound recordings

42. In line with decision IDB.46/Dec.3 (e), written summary records will not be provided for this session and will continue to be replaced with digital recordings. Sound recordings will be made of the meetings of the Plenary and sessional bodies as appropriate and will be made available in all six official languages on the UNIDO Extranet (<http://extranet.unido.org>).

## X. Speakers in the general debate

43. The list of speakers for the plenary meetings, when substantive items of the provisional agenda (items 7 to 24) will be under review, will be opened on 6 November 2023. Requests for inscription on the list of speakers made prior to that date will not be considered. Requests should be made to the Policymaking Organs Secretariat by email to [listofspeakers@unido.org](mailto:listofspeakers@unido.org) indicating the name of the speaker and whether the statement will be delivered in-person, virtually, or provided as a pre-recorded video statement.

44. As of Monday, 27 November 2023, once the Conference has started, delegates attending the session in person wishing to speak in the Plenary and who have not already signed up to the list of speakers, are requested to notify the Secretariat on site of their intention to be inscribed on the list of speakers. By lifting their nameplate, delegates attending in person signify their intention to take the floor immediately for an urgent intervention.

45. As of Monday, 27 November 2023, delegates connecting virtually wishing to speak during the plenary, and who have not already signed up to the list of speakers, can be accommodated by sending a message directly in the “Event Chat” on the Interprefy online platform specifying the name of the speaker as well as the title, function, and country they are representing. When requesting the floor, delegates are requested to specify either:

To register in the list of speakers: **“Please add [country/organization] to the list of speakers”**, or

For urgent interventions: **“[COUNTRY/ORGANIZATION] requests the floor”**.

When given the floor by the President or Vice-President, speakers intervening virtually are asked to use the “raise hand” function in order for the technicians to enable their stream.



46. **The names of speakers will be entered on the list of speakers in the order in which the requests are received, with due regard given to protocol requirements.** The list of speakers will be made available through the following link at the start of the Conference and will be updated in real time:

<https://docs.google.com/document/d/1Mhhy9tp3d4JZbgyX23XB3pqv2yDPMNqO/edit#heading=h.gjdgxs>

47. Delegates are urged to keep the duration of their statements in the general debate to a maximum of 5 minutes for national statements, and to 10 minutes for statements of regional groups.

48. Time for short statements of representatives of the United Nations, its agencies, intergovernmental and non-governmental organizations may be accommodated, to the extent possible, after the statements of the delegations within the time frame allotted for the general debate.

49. Interventions made in any of the official languages (Arabic, Chinese, English, French, Russian, Spanish) will be interpreted into the other official languages. A participant may speak in a language other than the official languages. In this case, however, the speaker must inform the Division for Policymaking Organs in advance and provide for interpretation into one of the official languages. Interpretation into the other official languages will then be provided by the Secretariat's official interpreters.

#### **Prepared statements**

50. To facilitate the work of the interpreters and press officers, speakers are requested to submit in advance and as early as possible a copy of their statements to [pmo@unido.org](mailto:pmo@unido.org) and [listofspeakers@unido.org](mailto:listofspeakers@unido.org) or to the Secretariat in the Plenary Hall.

## **XI. Pre-recorded video statements**

51. Delegations may also wish to submit pre-recorded video statements that are within the established time limits (refer to Annex III) to the session. Delegations wishing to do so are requested to submit the pre-recorded video along with a transcript of the statement **latest by Monday, 20 November 2023**. Further information regarding the technical and procedural requirements is contained in annex III.

## **XII. Requests for meetings**

52. Within the limits of space and services available, every effort will be made to accommodate groups of delegations wishing to meet. Requests for such meetings should be made to the Office of the Meetings Management Unit of UNOV via email: [cms.reservations@un.org](mailto:cms.reservations@un.org), or approach the conference services in the plenary hall directly.

## **XIII. Exhibition**

53. In support of the Conference's overarching theme, an exhibition will be held around substantive topics.

54. A virtual exhibition will also be made available online. Details will be provided on the UNIDO website in due course.

## **XIV. Media**

55. Representatives of the media – print media, photo, radio, television and film, news agencies and online media – who fully meet United Nations media accreditation requirements can be registered. Please send an email to: [csi@unido.org](mailto:csi@unido.org) with a copy to [e.salguero-gomez@unido.org](mailto:e.salguero-gomez@unido.org).

## **XV. Visas, travel and hotel reservations**

56. For in-person participants, a visa for entry into Austria or other States parties to the Schengen Agreement may be required (a Schengen visa generally allows free travel throughout the whole Schengen area of 26 countries)<sup>3</sup>. Participants concerned are strongly advised to seek information on requirements applicable in their case from Austrian diplomatic or consular missions in their home countries. Prior to leaving their home country, participants are requested to make their own arrangements for entry visas, or travel permits, that may be required for the entire travel (including for the transit countries) to Vienna, Austria.

57. Travellers are advised to check any travel restrictions and/or travel requirements applicable to countries of destination, transit and origin prior to booking or engaging in international travel.

### **Accommodation**

58. Participants are responsible for making their own arrangements for accommodation.

### **Transportation to and from the airport**

59. An airport bus service operates from Vienna International Airport to the city centre (Morzinplatz/Schwedenplatz) or the Donauzentrum via the VIC, at a cost of €9.50 (one way) and €16.00 (return), including luggage. Travel time is approximately 30 minutes. Buses leave the terminal at intervals of 30 to 60 minutes. The Schnellbahn train (S-Bahn) is a low-priced way (tickets from €4.40) of getting from Vienna (station Landstrasse/Wien Mitte) to the airport and back. Travel time is approximately 25 minutes. Trains leave the terminal at intervals of 30 minutes. In addition, the City Airport Train (CAT) offers a 16-minute service from the airport to the city centre at a cost of €14.90 (one-way) and €24.90 (return). Information on the Vienna Airport Lines can be obtained from the airport website ([www.viennaairport.com](http://www.viennaairport.com)).

60. Taxi service is available throughout Vienna and may be used for trips to and from Vienna International Airport. Further information on available transfer services can be found on [www.viennaairport.com/en/passengers/arrival\\_\\_parking/taxis\\_\\_limousines](http://www.viennaairport.com/en/passengers/arrival__parking/taxis__limousines).

### **Access to the Vienna International Centre**

61. Participants arriving at the VIC by taxi are advised to be dropped off in the side lane of Wagramer Strasse, to walk up the stairs or ramp to enter through Gate 1 at the VIC and to walk across the plaza to the entrance of the M-building.

62. Participants arriving at the VIC by underground transport (U-Bahn) should take line U-1 and get off at the station “Kaisermühlen-Vienna International Centre” and follow the signs to the VIC. A variety of public transport tickets are available. Tickets may be purchased at machines in every U-Bahn station throughout Vienna.

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<sup>3</sup> Participants have the responsibility to consult with the relevant authorities regarding any applicable health and safety measures in force at the period of travel.

63. It takes approximately 10 minutes to arrive at the VIC from the centre of Vienna by underground transport (U-Bahn) on the U-1 line and about 20 minutes (depending on traffic) to arrive at the VIC from the centre of the city or from the Vienna International Airport by taxi.

64. Participants with physical disabilities should ask members of the United Nations Security and Safety Service to assist them as required (e.g. directing them to the appropriate elevators for getting to the conference areas).

65. Information concerning registration and the issuance of conference access cards is provided in paragraphs 24–31. It is suggested that during the Conference participants enter the VIC through Gate 1 and then cross the plaza to the entrance of the A-building, B-building or C-building from where a passageway leads directly to the M-building.

## XVI. Conference premises and services

66. The following facilities will be available to participants at the conference venue:

### **United Nations Security and Safety Service**

The United Nations Security and Safety Service is located in room FOE18 of the VIC (Security Duty Room) and is available 24 hours/day (ext. 3903/3904 from the VIC). The Duty Officer can assist with general queries, etc. In case of emergency please call extension 99 when in the VIC.

### **Lost and found**

During the Conference, a lost and found office will operate in the VIC on the ground floor of the F-building, room FOE18.

### **Parking facilities**

Registered cars of Permanent Missions will be able to park in the VIC garage as usual. Parking facilities for non-registered cars are not available at the VIC.

### **Office space for delegations**

Unfortunately, due to space limitations in the M-building, it will not be possible for delegations to rent office space at the VIC during the Conference.

### **Catering services**

In addition to the café bar in the M-building (MOE), catering services located in the F-building of the VIC on the entrance level will be in operation. Opening hours will be announced in the first issue of the *Journal*. Note that the cashless payment system is in operation in the VIC.

Luncheons in private dining rooms and receptions can be arranged through the VIC catering provider EUREST, telephone +43 (1) 26060-4875 or via email: [CateringVIC@eurest.at](mailto:CateringVIC@eurest.at).

### **Commissary**

In accordance with the Commissary Agreement between UNIDO and the Republic of Austria, **only heads of delegations of Member States to meetings of or convened by UNIDO**, Austrian nationals and stateless persons resident in Austria excluded, are entitled to commissary access cards for the duration of the session. If a head of delegation leaves before the end of the Conference, they should designate a new head of delegation.

The VIC Commissary is located in the F-building, floor -1. The Commissary is open Monday to Friday from 12 noon to 7 p.m. Access to the Commissary is limited to holders of an access card validated for Commissary access.

Any questions in connection with the issuing of commissary access cards should be directed to the registration desk.

### **Medical services**

For medical emergencies, call 22222. Medical attention is available in the clinics operated by the Joint Medical Service on the seventh floor of the F-building (telephone number +43 (1) 2600, extension 22223). For emergencies, the clinics are open anytime during regular office hours (at other times, please apply to the Security Duty Room (F0E21, number +43 (1) 26060, extension 99 or 3903)).

A pharmacy located next to the clinics (room F0707) is open on weekdays from 10 a.m. to 5 p.m. (extension 21599).

### **Banking services**

An Austrian bank (Bank Austria) with multilingual staff offers full banking services at the VIC on the first floor of building C. The bank is open Monday, Tuesday, Wednesday and Friday from 9 a.m. to 3 p.m. and Thursday from 9 a.m. to 5.30 p.m.

International ATM machines are available on the first floor of building C (C0113), and the ground floor of building D (DOE71).

Some banking services are also provided from 9 to 11.15 a.m. and from 12 noon to 5 p.m. by the post office on the first floor of the C-building.

### **Postal services**

A post office, on the first floor of the C-building, provides all regular postal services, express mail service and some banking services, Monday through Friday from 9 to 11.15 a.m. and 12 noon to 5 p.m. Other services include express money transfers with Western Union, sale of prepaid telephone cards useable at public telephone booths and some hotel room telephones, packing material (boxes and envelopes), souvenirs from the United Nations Postal Administration, etc.

Telephone cards may be purchased at post offices and other locations such as newsagents or tobacco shops throughout Vienna.

### **Receptions and other events taking place during the Conference**

The organizers or sponsors of receptions and other events to be arranged during the Conference are invited to contact [pmo@unido.org](mailto:pmo@unido.org), if they wish an announcement regarding such events to be included in the Conference *Journal*.

### **Security advice**

Participants are advised not to leave briefcases, bags, and other personal items unattended. Suspicious objects should be reported to the United Nations Security and Safety Service immediately.

### **United Nations Postal Administration**

The United Nations Postal Administration (UNPA) will be open during the Conference in the Visitors' Centre at Gate 1 on weekdays from 11.30 a.m. to 4.30 p.m.

### **Newspaper kiosk**

A newspaper kiosk is located in the rotunda (C-building) of the VIC. It is open on weekdays from 7 a.m. to 6 p.m. Inter alia, international newspapers, greeting cards, books and souvenirs are available for purchase at the newspaper kiosk.

**Visitors' Centre at Gate 1**

In the Visitors' Centre at Gate 1 of the VIC, the following facilities will be available to participants of the Conference:

UNWG counter	Monday–Friday, 12 noon–3 p.m.
UN Gifts counter	Monday–Friday, 9 a.m.–5 p.m.

**Smoking**

Smoking is not permitted in the VIC except in specially designated areas. Smoking is not permitted in conference and meeting rooms.

**Use of cellular telephones and laptops**

Delegates are invited to keep their cellular telephones switched to the silent mode inside conference rooms, as they cause radio frequency interferences in the sound system, adversely affecting the quality of interpretation and recordings of proceedings.

**XVII. Useful information about Austria****Geography**

67. Austria is located in central Europe and borders Czechia and Germany to the north, Slovakia and Hungary to the east, Slovenia and Italy to the south, and Switzerland to the west. The Alps mountain range runs through the south of Austria.

**Climate**

68. Average temperatures in Vienna in November and December vary between highs of 9°C and lows of 5°C, with the possibility of snow. There might be rain at any time of year.

**Language**

69. The official language in Austria is German.

**Currency**

70. The currency unit in Austria is the euro (€). The euro is subdivided into cents (100 cents=1 euro). Most hotels and many restaurants and shops accept internationally recognized credit cards.

71. Bank notes and travellers' cheques may be brought into Austria without restriction; however, as not all currencies are in equal demand, some might not be easily convertible. Departing visitors may take with them any foreign and local currency and securities that they brought into the country. It is recommended that visitors keep receipts for major currency exchange transactions in case they need to exchange currency again before leaving the country.

**Time**

72. Austria lies within the Central European Time Zone (GMT/UTC + 01:00 hour).

**Taxes and tipping**

73. Value added tax (VAT) is 20 per cent. Visitors commonly give a tip of 10 per cent for example, for meals.

### **Electricity**

74. The standard voltage in Austria is 230 volts AC and the standard frequency is 50 hertz.

### **Telephone services and useful telephone numbers**

75. The country code for Austria is 43.

76. Telephone services are available in hotels, restaurants and cafes. Pre-paid mobile telephone cards are available at the airport and local shops. Dialling is as follows:

- For local calls:
  - From landline telephone to landline telephone: (landline telephone number)
  - From landline telephone to mobile phone: (mobile phone number)
  - From mobile phone to landline phone: 0 + (1) + (landline phone number)
  - From mobile phone to mobile phone: (mobile phone number)
- For international calls:
  - 00 + (country code) + (city code) + (landline telephone number)
  - 00 + (country code) + (mobile phone number)

77. Flight information may be obtained by calling the Vienna International Airport (tel.: +43 (1) 7007-22233) or by accessing the following website: [www.viennaairport.com/en/passengers](http://www.viennaairport.com/en/passengers).

### **Postal, facsimile and Internet services**

78. Postal facilities are available at post offices and in most major hotels. Internet services are also available at most major hotels and cybercafés in Vienna and in the VIC.

### **Business hours**

79. Banking hours are from 8 a.m. to 12.30 p.m. and 1.30 to 3 p.m. (Thursday until 5.30 p.m.).

80. Shops in Vienna are generally open on weekdays and on Saturdays from 9 a.m. to 6 p.m., larger stores and shopping centres are generally open on weekdays from 9 a.m. to 7 p.m. (longer on Thursdays and Fridays) and on Saturdays from 9 a.m. to 6 p.m. Generally, shops are closed on Sundays, except for certain supermarkets at the airport and major railway stations.

## Annex I

### Hotel arrangements

#### A. Hotel reservations

1. Participants are requested to make their own hotel reservations. The following is a non-exhaustive list of recommendations, which have preferential United Nations rates (please note that, nevertheless, sometimes the same hotels booked through online booking portals offer lower prices). It does not include all hotels available in Vienna.

#### B. Non-exhaustive list of hotels in Vienna

##### **ARCOTEL Kaiserwasser \*\*\*\***

Address: Wagramer Strasse 8, 1220 Vienna  
Tel.: (+43-1) 5851111 or (43-1) 22424-0, Fax +43 (1) 22424-710;  
Email: [kaiserwasser@arcotelhotels.com](mailto:kaiserwasser@arcotelhotels.com)

##### **Hotel Melia**

Address: Donau-City-Strasse 7, 1220 Wien, [www.melia.com](http://www.melia.com)  
Tel.: +43 (0) 1 90 104-2041

##### **Hotel NH Danube City \*\*\*\***

Address: Wagramer Strasse 21, 1220 Vienna,  
Tel.: +43 (1) 260 20 8266 (Ms. Berger), Fax +43 (1) 260 20/8108;  
Email: [nhdanubecity@nh-hotels.com](mailto:nhdanubecity@nh-hotels.com)

##### **Park Inn by Radisson Uno City Vienna Hotel \*\*\*\***

Address: Wagramer Strasse 16-18, 1220 Vienna  
Tel.: +43 (1) 260 400, Fax +43 (1) 260 40-699;  
Email: [reservation.vienna@parkinn.com](mailto:reservation.vienna@parkinn.com)

##### **Hilton Vienna Danube Waterfront \*\*\*\*\***

Address: Handelskai 269, 1020 Vienna  
Tel.: +43 (1) 727 77;  
Email: [reservations.vienna@hilton.com](mailto:reservations.vienna@hilton.com)

##### **Hotel Am Parkring \*\*\*\***

Address: Parkring 12, 1010 Vienna  
Tel.: +43 (1) 514 80-0, Fax +43 (1) 514 80-40;  
Email: [parkring@schick-hotels.com](mailto:parkring@schick-hotels.com)

##### **Grand Hotel Wien \*\*\*\*\***

Address: Kärntner Ring 9, 1010 Vienna  
Tel.: +43 (1)515 80-0, Fax +43 (1) 515 80 10,  
Email: [reservation@grandhotelwien.com](mailto:reservation@grandhotelwien.com)

##### **Hotel Das Opernring \*\*\*\***

Address: Opernring 11, 1010 Vienna  
Tel.: +43 (1) 587 55 18, Fax: +43 (1) 587 55 18 29;  
Email: [reservation@opernring.at](mailto:reservation@opernring.at)

##### **Hotel Erzherzog Rainer \*\*\*\***

Address: Wiedner Hauptstrasse 27–29, 1040 Vienna  
Tel.: +43 (1) 22 111, Fax +43 (1) 22 111 350;  
Email: [rainer@schick-hotels.com](mailto:rainer@schick-hotels.com)

##### **Hilton Vienna Plaza \*\*\*\*\***

Address: Schottenring 11, 1010 Vienna  
Tel.: +43 (1) 31 390 20000, Fax +43 (1) 31 390 21000;  
Email: [reservations.vienna@hilton.com](mailto:reservations.vienna@hilton.com)

**Holiday Inn Vienna South \*\*\*\***

Address: Business Park Vienna, Hertha-Firnberg-Strasse 5, A-1100 Vienna  
Tel.: +(431) 60530

**Hotel Astoria \*\*\*\***

Near U4 and U1, few stops from VIC Kärntner Strasse 32, 1010 Vienna  
Tel.: (+43-1)51577-88;  
Email: [reservierung.astoria@austria-trend.at](mailto:reservierung.astoria@austria-trend.at)

**Ibis Wien Messe \*\*\* (Accor Hotel)**

U1/Vorgartenstrasse  
Address: Lasallestrasse 7A, 1020 Vienna  
Tel.: (+43-1)21770506;  
Email: [h2636@accor.com](mailto:h2636@accor.com)

**Mercure Wien City \*\*\*\* (Accor Hotel) U4/Schwedenplatz**

Address: Hollandstrasse 3, A-1020 Wien  
Tel.: (+43-1)213-13;  
Email: [h1568-RE@accor.com](mailto:h1568-RE@accor.com)

**Mercure Wien Zentrum \*\*\*\*(Accor Hotel) U4/Schwedenplatz**

Address: Am Fleischmarkt 1a, 1010 Vienna  
Tel.: (+43-1)534601230;  
Email: [h0781-re@accor.com](mailto:h0781-re@accor.com)

**Novotel Wien City \*\*\*\* (Accor Hotel) U1/Nestroyplatz**

Address: Aspernbrückengasse 1, 1020 Vienna  
Tel.: (+43-1)90303991;  
Email: [h6154-re@accor.com](mailto:h6154-re@accor.com)

**Hotel De France \*\*\*\***

In the centre close to U2 Schottentor  
Address: Schottenring 3, 1010 Vienna  
Tel.: (+43-1) 31368-3384 or 31368-7070, Fax (+43-1) 31959-69;  
Email: [defrance@austria-hotels.at](mailto:defrance@austria-hotels.at)

**Austria Trend Hotel Donauzentrum \*\*\*\***

in the Shopping Centre nearby, U1/Kagran (two stops with the underground only from VIC)  
Address: Wagramer Strasse 83–85, 1220 Vienna  
Tel.: (+43-1) 203 55 45-113, Fax: (+43-1) 203 55 45-183;  
Email: [reservierung.donauzentrum@austria-trend.at](mailto:reservierung.donauzentrum@austria-trend.at) Internet: [www.austria-trend.at](http://www.austria-trend.at)

**Sofitel Vienna Stephansdom (Accor Hotel) U1/Nestroyplatz**

Address: Praterstrasse 1, 1020 Vienna  
Tel.: +(43-1)906160;  
Email: [h6599@sofitel.com](mailto:h6599@sofitel.com), Internet: [www.sofitel.com/Wien](http://www.sofitel.com/Wien)

**Radisson Blu Style Vienna \*\*\*\*\***

U3/Herrengasse,  
Address: Herrengasse 12, 1010 Vienna  
Tel.: (+43-1) 22780-0  
Email: [sales.Vienna@RadissonSAS.com](mailto:sales.Vienna@RadissonSAS.com), Internet: [www.radissonblu.com](http://www.radissonblu.com)

**Radisson Blu Palais Hotel \*\*\*\*\***

Few steps from underground, change once to VIC  
Address: Parkring 16, 1010 Vienna  
Tel.: (+43-1) 515 17-0, Fax: (+43-1) 512 22 16;  
Email: [Sales.Vienna@RadissonSAS.com](mailto:Sales.Vienna@RadissonSAS.com), Internet: [www.radissonsas.com](http://www.radissonsas.com)



**Hilton Vienna \*\*\*\*\***

Underground U4, Stadtpark, change to U1, few stops from VIC

Address: Am Stadtpark, 1030 Vienna

Tel.: (+43-1) 717 00/12304 or 14000 Fax: (+43-1) 717 00/12321 or 11000;

Email: [reservations.vienna@hilton.com](mailto:reservations.vienna@hilton.com) Internet: [www.hilton.com](http://www.hilton.com)

## Annex II

### **Sample note verbale requesting early collection of conference access cards**

[LETTERHEAD]

The Permanent Mission of [COUNTRY] to UNIDO has the honour to confirm that FIRST NAME LAST NAME has been authorized to collect the pre-printed conference access cards for the following participants of the twentieth session of the General Conference:

FIRST NAME LAST NAME, FUNCTIONAL TITLE

FIRST NAME LAST NAME, FUNCTIONAL TITLE

FIRST NAME LAST NAME, FUNCTIONAL TITLE

FIRST NAME LAST NAME, FUNCTIONAL TITLE

FIRST NAME LAST NAME, FUNCTIONAL TITLE

[Date]

[Official seal]

## Annex III

### Guidelines for the submission of video and written statements to PMO sessions, instead of in-person delivery

Following requests by Member States to contribute written statements or pre-recorded video statements to sessions of the Policymaking Organs of UNIDO, rather than delivering them in person at the session, the below procedures are circulated to ensure that this can be done in a uniform and high-quality manner.

A delegation registered to the session may submit by 20 November 2023 a pre-recorded video of their statement, or request that a written statement be published in full in lieu of it being delivered verbally during the session. Video statements adhering to the below guidelines and within the indicated time limits will be presented during the plenary session. All statements to the General Conference will also be published on the UNIDO website ([www.unido.org/gc/20](http://www.unido.org/gc/20)) unless clear instructions are given by the submitting delegation that they should not be made available online.

In practice, this means that two options<sup>4</sup> are available for Member States to submit statements to UNIDO, without delivering them in person: (1) a pre-recorded video statement, or (2) the submission of only a written statement. Both of these submissions will be published on the UNIDO website and/or UNIDO Extranet.

Option 1	Option 2
Submission of a pre-recorded video statement	Submission of a written statement
<p>Delegations pre-record their video statements prior to the start of the session of the Policymaking Organ. The video should be submitted along with a transcript of the statement, no later than 1 week prior to the session.</p> <p>Pre-recorded video statements will be presented at the plenary session and published on the UNIDO website.</p>	<p>Delegations submit written statements for publication, no later than 2 working days prior to the session.</p> <p>The written statement will be published on the UNIDO website.</p>

Delegations wishing to submit a pre-recorded video or written statement to the twentieth session of the General Conference are requested to notify the Secretariat, via email, of their intention to do so when enrolling in the list of speakers.

Pre-recorded videos must be recorded in line with the below technical specifications and sent to [pmo@unido.org](mailto:pmo@unido.org) and [listofspeakers@unido.org](mailto:listofspeakers@unido.org) no later than **20 November 2023**, to ensure high-quality broadcasting on the day of statement delivery.

#### Option 1, submission of a pre-recorded video statement

##### • Content

- o Videos should display only the person presenting the statement;
- o Videos should not contain PowerPoint presentations, video clips, pictures, superimposed text or any other visual or audio content (i.e. not background music or sounds);
- o In line with the official languages of UNIDO, all video statements have to be delivered in one of the following six languages: Arabic, Chinese, English, French, Russian, or Spanish. The videos will be published only

<sup>4</sup> Further details are provided in the sections below.

in the original language (simultaneous interpretation is provided when the video is played during the session);

- o Pre-recorded video statements should be submitted together with a transcript;

Videos not meeting these specifications will not be aired in the plenary but will instead be published on the UNIDO website, in line with the above provisions.

- **Length**

For general statements at the General Conference, the applicable time limits are as follows:

	<u>Regional Group</u>	<u>Other delegation</u>
General Conference (general statements)	10 minutes	5 minutes

### **Option 2, submission of a written statement for publication**

- **Content**

- o Delegations wishing to submit their statements in writing, instead of delivering them in the session, are requested to adhere to the applicable guidelines for the specific session;
- o Statements submitted to the General Conference should take the form of national statements or “general statements”. Delegations are therefore requested to submit a single document for the General Conference;
- o In line with the official languages of UNIDO, all written statements submitted for publication have to be in one of the official languages: Arabic, Chinese, English, French, Russian or Spanish.

- **Length**

- o For written statements submitted for publication in lieu of a speaking slot in the session, no word limit is imposed.

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## Sample emails

### Option 1, submission of a pre-recorded video statement

#### SAMPLE EMAIL FOR THE GENERAL CONFERENCE

*To: pmo@unido.org  
From: [official email address]  
Subject: submission of pre-recorded video statement*

*The Permanent Mission of [Country] wishes to submit a pre-recorded video statement of Ms./Mr. [Name], [Functional title], together with the accompanying written statement[s]. Ms./Mr. [Name] will deliver his/her statement in [Language]. The delegation of [Country] will therefore not deliver an in-person statement during the General Conference.*

*Signature  
Name  
Phone number*

### Option 2, submission of a written statement for publication

#### SAMPLE EMAIL FOR THE GENERAL CONFERENCE

*To: pmo@unido.org  
From: [official email address]  
Subject: submission of written statement for publication*

*The Permanent Mission of [Country] wishes to submit a written statement of Ms./Mr. [Name], [Functional title] for publication. The delegation of [Country] will therefore not deliver an in-person statement during the General Conference.*

*Signature  
Name  
Phone number*

## Audio-video requirements for pre-recorded statements

Delegations wishing to submit video statements recorded in advance are kindly reminded of the following recommendations:

### GENERAL

- Speeches should be delivered in one of the six official languages of the United Nations.
- Speak at a moderate pace, allowing for natural pauses at the end of phrases and ideas.
- Speak directly into the microphone, placing it between 30–50 centimetres away.
- Avoid tapping, blowing or shouting into the microphone.
- Avoid including moving images alongside the speaker, do not include background music.
- A text of the statement must be provided with the video. Videos submitted without text will not be interpreted.
- Provide the pre-recorded video file in MP4 format.

When submitting *a pre-recorded statement in a non-United Nations language*,

- Provide a video file with the audio recording of the interpretation into one of the United Nations official languages as a voice-over. The voice of the original speaker must be completely muted.
- Provide the corresponding written translation of the statement into one of the United Nations official languages.

**Statements accompanied by subtitles only or just a written translation in a United Nations official language will not be interpreted.**

### AUDIO

Please use a microphone with the following characteristics:<sup>5</sup>

- Directional (cardioid) or lapel;
- Suitable for speech recognition;
- Noise and echo cancelling;
- Correctly reproduces audio frequencies between 125 Hz and 15 000 Hz.

The audio must contain natural pauses and avoid abrupt transitions. Surround and stereo audio must be appropriately balanced and free from phase differences. Audio quality must be steady and free from fluctuations.

**Please note that microphones integrated into a computer or mobile device, mobile phone earpieces, and Bluetooth headsets do not provide requisite sound quality and must not be used.**

### VIDEO

- Record in a quiet room, free of any noise (ex. clicking, humming, paper ruffling);
- Use an HD camera (720p or higher);

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<sup>5</sup> Please see below a list of recommended suitable microphones.

- Place the camera at head-height and face it when recording;
- Close any drapes/curtains to avoid backlighting;
- Use artificial light to illuminate the speaker indirectly (with a single light source pointing up), or from three different angles, if multiple light sources are available.

#### **List of recommended microphones**

##### **Table Microphones** (suggested examples):

RODE STUDIO USB MICROPHONE  
 RODE NT-USB MINI USB MICROPHONE  
 BLUE YETI USB MICROPHONE  
 FIFINE GOOSNECK USB MICROPHONE

##### **Lapel Microphones** (suggested examples):

Fifine K053 (Pattern: Cardioid; FR: 50Hz-16kHz; connection: USB)  
 Fifine k031 wireless lapel microphone for PC (Pattern: Cardioid; FR: 50Hz–16kHz;  
 Connection: USB)  
 Movo M1 USB Lavalier microphone (Pattern: Omnidirectional; FR: 35Hz–18kHz;  
 Connection: USB)

#### **AICC-recommended headsets that meet requirements for active participants**

<b>Manufacturer</b>	<b>Series</b>	<b>Mode 1</b>	<b>Over ear</b>	<b>Microphone FR</b>	<b>Headphone FR</b>
Cyber Acoustics	AC	6012	YES	100–16.000 Hz	20–29.000 Hz
HAMA	AH	100	YES	30–16.000 Hz	20–18.000 Hz
HAMA	Black	Desire	YES	30–15.000 Hz	20–20.000 Hz
HAMA	Urage Soundz	113737	YES	20–20.000 Hz	20–20.000 Hz
Logitech	G	332	YES	100–20.000 Hz	20–20.000 Hz
Logitech	Zone	Wired	YES	20–16.000 Hz	20–16.000 Hz
Sennheiser	GSP	350	YES	10–24.000 Hz	15–26.000 Hz

## Annex IV

### Four steps to participating in a meeting with remote simultaneous interpretation

Interpreters need optimal sound in order to do their job properly and safely. What is often perceived as passable sound for meeting participants is actually unacceptable for those working in the booths. Please follow these four steps in order for your intervention to be interpreted and understood in all six United Nations official languages.

**1. Use an Ethernet cable to connect your computer to your router.**

Wi-Fi Internet connections are not stable enough for meetings using an interpretation platform.

**2. Use a USB headset with a built-in microphone or a USB unidirectional table microphone.** (See list of recommended equipment below)


**USB headset with built-in mic:**



**Unidirectional table microphone:**



**Please plug in your USB headset or USB mic before logging in and select your USB headset or USB mic.**

Go to settings  and select your USB audio device. If you logged in before plugging in your USB audio device, just log out, plug in device and log in again. For a screenshot on how to enable your USB device, see second page.

**Your computer's built-in microphone will not deliver the sound quality required for interpreters to do their job. Also, please note that no matter how good your unidirectional microphone or headset is, your sound will not be good enough for interpretation purposes if you are still using Wi-Fi.**

**3. Participate from a quiet room.**

**4. Turn your camera on.**

Interpreters rely on the visual cues to do their job properly.

**If you are experiencing connectivity issues, these are best solved by following steps 1 and 2 above, rather than by turning off your camera.**



## How to enable your USB headsets with built-in mic or USB mic on the Interprefy platform

**CALL SETTINGS** ✕

Listen to Interpreting in

None ▾

Audio device

Default - Headset Microphone (Plantronics C320-M) (04) ▾

Video device

Integrated Camera (5986:2115) ▾

**CANCEL** **SAVE**