

# Working for the IAEA

A Guide for US Citizens

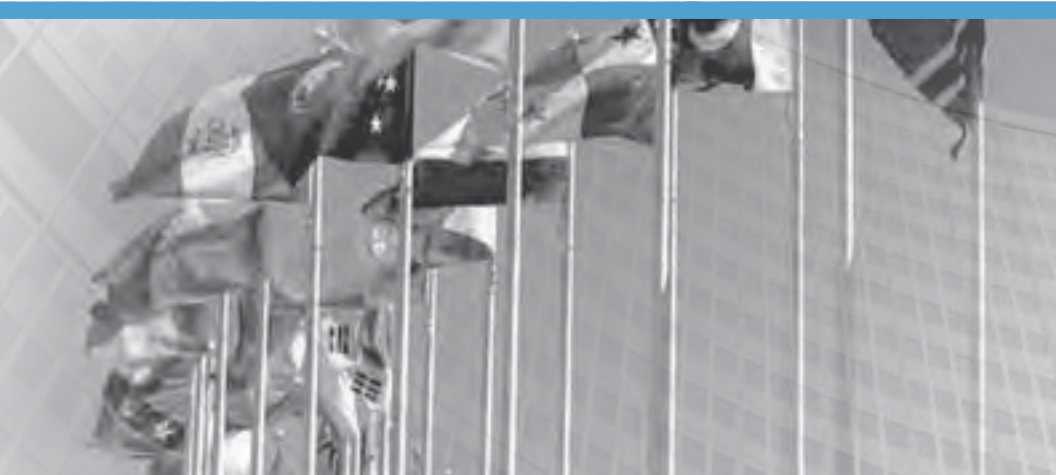
2011 Edition





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A Guide for US Citizens



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# From the Editor

This Guidebook is intended to provide practical information for US citizens embarking on or considering an assignment at the International Atomic Energy Agency (IAEA) in Vienna. Since its first appearance in 1989, the Guidebook has been revised frequently to reflect changes occurring at the IAEA, within the United States Support Program to IAEA Safeguards (USSP), and in Vienna. The 2011 Edition reflects these changes at the time of publication. Nevertheless, IAEA salaries, allowances and other benefits change, as do telephone numbers, addresses, and Web sites. Currency exchange rates, prices, and store hours in Vienna inevitably fluctuate. We regret any inconvenience this may cause our readers. In all related matters, the IAEA is the final authority, and neither the editor nor the United States Government can assume responsibility for any discrepancies or inaccuracies in the information contained herein.

The 2011 Edition of the Guidebook was prepared by the International Safeguards Project Office (ISPO) under the auspices of the USSP and was published by Brookhaven National Laboratory (BNL).

Jeanne Anderer, Editor  
June 2011

## **Working for the IAEA A Guide for US Citizens 2011 Edition**

Prepared by the  
International Safeguards  
Project Office (ISPO)  
under the auspices of the  
United States Support Program  
to IAEA Safeguards (USSP)



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# Foreword



This Guidebook is the eleventh in a series of guides produced by the International Safeguards Project Office (ISPO) to help US citizens who have taken up, or are considering taking up, an assignment with the International Atomic Energy Agency (IAEA), headquartered at the Vienna International Centre (VIC) in Austria. In this edition, we have updated the information in the 2008 Edition of the Guidebook. This Guidebook should be used in conjunction with the ISPO Web site, [www.bnl.gov/ispo](http://www.bnl.gov/ispo), which contains additional information for prospective candidates and new employees and their families.

The decision to pursue employment with the IAEA is a personal one. There are many benefits and, depending on your perspective, there may be some disadvantages. You will find that the opportunity of an assignment with the IAEA will open doors to new experiences, such as living in a foreign country, convenient travel to European destinations, and working in an international environment. ISPO hopes this Guidebook will provide the information you need to make an informed decision, prepare for the new experience and become comfortable in your new surroundings so that you can enjoy the experience.



This Guidebook was prepared with input from numerous sources to ensure a broad spectrum of information that appeals to a wide audience. Information has been checked by and against reputable sources. Some information is based on personal experiences and, as would be expected, is more subjective. We actively solicited input from persons who are familiar with the IAEA, Vienna, and the

United States Support Program to IAEA Safeguards in order to include the most relevant information. If after reading this edition you have additional questions, please do not hesitate to contact us. Any suggestions you may have to improve this Guidebook would be greatly appreciated.

Susan Pepper, Head  
International Safeguards Project Office  
June 2011

The image shows the flag of the International Atomic Energy Agency (IAEA) waving against a blue sky. The flag is blue with a white atomic symbol in the center, surrounded by a laurel wreath. The atomic symbol consists of a central nucleus with three protons and three neutrons, and three electrons orbiting in elliptical paths.

## The IAEA and Safeguards at Work

**T**he International Atomic Energy Agency (IAEA) is the world's focal point for scientific and technical cooperation in the peaceful uses of nuclear energy. Established as an autonomous organization under the United Nations in 1957, the IAEA represents the realization of US President Eisenhower's visionary "Atoms for Peace" speech to the UN General Assembly in 1953. He proposed the creation of an international body to both control and promote the use of atomic energy. The IAEA's mission is guided by the interests and needs of its Member States and by the vision embodied in its Statute.

In 2005, the IAEA and its then Director General Mohamed El Baradei were jointly awarded the Nobel Peace Prize "for their efforts to prevent nuclear energy from being used for military purposes and to ensure that nuclear energy for peaceful purposes is used in the safest possible way".

The IAEA Secretariat has its headquarters at the Vienna International Centre (VIC) in Austria.

Operational liaison and regional offices are located in Geneva, Switzerland; New York, USA; Toronto, Canada; and Tokyo, Japan. The IAEA runs or supports research centers and scientific laboratories in Vienna and Seibersdorf, Austria; Monaco; and Trieste, Italy.

IAEA programs and budgets are set through decisions of its policy making bodies: the 35-member Board of Governors and the General Conference of all Member States. The Board meets regularly five times per year: in March, June, twice in September (before and after the General Conference), and in December. Reports on IAEA activities are submitted periodically, or as cases warrant, to the UN Security Council and the UN General Assembly.

The main pillars of nuclear cooperation underpinning the IAEA's mission are nuclear safety

### IAEA DIRECTOR GENERAL YUKIYA AMANO OF JAPAN

*I believe with all my heart and soul that nuclear weapons must be eliminated...Achieving that goal will require continued global efforts to increase awareness and understanding of the vital importance of nuclear disarmament and non-proliferation.*

The IAEA Secretariat is led by Director General Yukiya Amano of Japan and his six Deputy Directors General who head the major departments. A multidisciplinary professional and support team of nearly 2350 scientific, technical and administrative personnel from 130 countries work at the IAEA. The team comprises nuclear engineers and physicists, biologists, agricultural scientists, chemists, and mathematicians, as well as accountants, human resource specialists, computer experts, lawyers, translators, editors, project managers and librarians.

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and security, nuclear science and technology for sustainable development, and safeguards and verification—the area that receives USSP support. Work in the first two pillars is described briefly below, followed by a more detailed explanation of the importance of IAEA safeguards and verification.

**Promoting nuclear safety.** The future role of nuclear energy depends on a consistent, demonstrated record of safety in all applications. Although the IAEA is not an international regulatory body, its nuclear safety efforts are directed towards creating multilateral, legally binding agreements. These are increasingly important mechanisms for improving nuclear safety, radiation safety, and radioactive waste safety around the world. A core element is setting and promoting the application of international safety standards for the management and regulation of activities involving nuclear and radioactive materials. To further strengthen worldwide operational safety, the IAEA performs safety evaluations, including on-site reviews of nuclear power plants by international expert teams, on request.

**Strengthening nuclear security.** The IAEA is helping Member States strengthen their capability to prevent, detect, and respond to terrorism or other malicious acts, such as the illegal possession, use, transfer, and trafficking in nuclear material and

other radioactive sources; and to protect nuclear installations and transport against terrorist incidents. This is done by providing advisory services and training; by promoting international conventions, standards, and guidelines; and by supplying critical information services and technical support. Among the IAEA's key priorities are adequate physical protection and proper regulatory controls of nuclear and radioactive material; effective banning of illicit trafficking in such material; integration of nuclear safety and security systems; and readiness for implementing emergency response plans.

**Mobilizing nuclear science & technology for sustainable development.** The IAEA facilitates the transfer of nuclear technology to Member States for use in medicine, agriculture, industry, water management, and other applications for tackling worldwide challenges such as hunger, disease, natural resource management, environmental pollution, energy production, and climate change. The work contributes to the furtherance of the Millennium Development Goals and the priority areas set by the World Summit on Sustainable Development.

*The Agency shall seek to accelerate and enlarge the contribution of atomic energy to peace, health and prosperity throughout the world. It shall ensure, so far as it is able, that assistance provided by it or at its request or under its supervision or control is not used in such a way as to further any military purpose.*

IAEA Statute, Article II

#### IAEA & SAFEGUARDS AT A GLANCE

- IAEA 54 years of international service (2011)
- 151 Member States (2011)
- 2350 IAEA professional and support staff from 130 countries (2010)
- 175 States with safeguards agreements in force, of which 101 have additional protocols in force with IAEA (2010)
- Integrated safeguards implemented in 48 States for which conclusion was drawn all nuclear material remained in peaceful uses (2010).
- 20 Member State Support Programmes and 1 multinational support programme (European Union) for Safeguards implementing over 300 tasks (2011)
- 80 Safeguards training courses for IAEA staff and Member State personnel (2010)
- Safeguards equipment: e.g. 1180 cameras connected to 625 systems in 245 facilities in 32 States; 137 unattended monitoring systems in 52 facilities in 21 States; 191 surveillance or radiation monitoring systems in 17 States (2010)
- IAEA Regular Budget €318,287 of which €121,550 was allocated for nuclear verification (2010)





Metal seals are used to tag safeguarded equipment at nuclear facilities. © IAEA/Kirstie Hansen

## THE TREATY ON THE NON-PROLIFERATION OF NUCLEAR WEAPONS (NPT)

The NPT is the cornerstone of the nuclear non-proliferation régime, whose objectives are to prevent the spread of nuclear weapons and weapons technology, to foster the peaceful uses of nuclear energy, and to further the goal of achieving general and complete nuclear disarmament. The Treaty was opened for signature in 1968 and entered into force in 1970. In 1995, the Treaty was extended indefinitely. The text of the Treaty is reproduced in IAEA document INFCIRC/140.

The Treaty established two categories of possible parties: a Non-Nuclear-Weapon State (NNWS) and a Nuclear-Weapon State (NWS), the latter defined as a State that manufactured and exploded a nuclear weapon or other nuclear explosive device prior to 1 January 1967 (Article IX.3). There are five such States: China, France, the Russian Federation (the Soviet Union when the NPT entered into force), the United Kingdom, and the United States of America. According to the Treaty (Article I), a NWS undertakes not to transfer to any recipient nuclear weapons or other nuclear explosive devices or control over such weapons or devices directly or indirectly; and not in any way to assist, encourage, or induce any NNWS to manufacture or otherwise acquire such weapons or devices or control over such weapons or devices. Under Article II, a NNWS undertakes not to receive such transfers; not to manufacture or otherwise acquire such weapons or devices; and not to seek or receive any assistance in the manufacture of such weapons or devices.

Under Article III, a NNWS must accept IAEA safeguards, as set forth in an agreement to be concluded with the IAEA, for the exclusive purpose of verification of the fulfillment of its obligations assumed under the NPT. Such an agreement, termed a comprehensive safeguards agreement, is concluded on the basis of IAEA document INFCIRC/153 (Corrected).

Initially, many industrialized NNWSs objected to the requirement for a comprehensive safeguards agreement,

maintaining that the nuclear industries of the NWS Party to the Treaty were not required to be under IAEA safeguards and would therefore have a commercial advantage in international competition. That objection was effectively overcome by a voluntary offer agreement concluded with a NWS in which the State voluntarily offers, for selection by the IAEA, some or all of its nuclear material and/or activities in its nuclear fuel cycle for safeguards verification. A voluntary offer agreement generally follows the format of IAEA document INFCIRC/153 (Corrected), but the scope is not comprehensive. The IAEA has concluded such an agreement with each of the five NWSs defined by the NPT.

Article IV affirms the right of all Parties to the NPT to develop research, production, and use of nuclear energy for peaceful purposes and to facilitate and participate in the fullest possible exchange of equipment, materials, and scientific and technological information for the peaceful uses of nuclear energy. Under Article VI, each Party to the NPT undertakes to pursue negotiation in good faith on both effective measures relating to the cessation of the nuclear arms race at an early date and to nuclear disarmament, and on a treaty on general and complete disarmament under strict and effective international control.

Several other regional treaties also aim to limit the spread of nuclear weapons. These are: the Treaty for the Prohibition of Nuclear Weapons in Latin America and the Caribbean (Tlatelolco Treaty); the South Pacific Nuclear Free Zone Treaty (Rarotonga Treaty); the Treaty on the Southeast Asia Nuclear Weapon-Free Zone (Bangkok Treaty); the African Nuclear-Weapon-Free Zone Treaty (Pelindaba Treaty); the Agreement between the Republic of Argentina and the Federative Republic of Brazil for the Exclusively Peaceful Use of Nuclear Energy (Guadalajara Declaration); and the Treaty Establishing the European Atomic Energy Community (Euratom Treaty). ■

## IAEA SAFEGUARDS & VERIFICATION

For more than five decades the IAEA safeguards system has applied technical verification measures to assure the international community that States are honoring their commitments not to proliferate nuclear weapons. An effective safeguards system functions as a confidence-building measure, an early warning mechanism, and the trigger that sets in motion other responses by the international community if and when the need arises. Today its verification mission is as relevant as ever. This is illustrated by the special challenges faced in the early 1990s when IAEA inspectors discovered Iraq's extensive clandestine nuclear weapons program. Soon thereafter, IAEA inspectors encountered difficulties, that still persist, with regard to verification in the Democratic People's Republic of Korea (DPRK) and, more recently, in the Islamic Republic of Iran.

In recognition of the importance of IAEA safeguards, the Treaty on the Non-Proliferation of Nuclear Weapons (NPT) requires each Non-Nuclear-Weapon State (NNWS) Party to the Treaty to conclude a comprehensive safeguards agreement with the IAEA and to place all of its nuclear material in all nuclear activities under IAEA safeguards. The IAEA is thus charged with providing credible assurance that all nuclear material and other items placed by a State under safeguards have remained in peaceful use or were otherwise adequately accounted for.

By definition, the safeguards system comprises an extensive set of technical measures by which the IAEA independently verifies the correctness and completeness of a State's declarations about its nuclear material and its nuclear and nuclear-related activities. Basically, two sets of measures are carried out in accordance with the type of safeguards agreement

### VERIFICATION MEASURES & TECHNOLOGY

**On-site inspections and design information verification.** On-site inspections are the chief mechanism for verifying that the inventory and flow of nuclear material present at facilities are as declared and that there is no unreported production or separation of direct-use material at the facilities. Visits may be made to declared facilities at appropriate times during the nuclear lifecycle for verifying the safeguards-relevant design information.

**Information evaluation.** The IAEA has available a broad range of information about States' nuclear programs which it uses to perform safeguards State evaluations. These evaluations, and the independent reviews of their findings, are a key element of planning safeguards activities in a State and are fundamental to the process of deriving safeguards conclusions about the non-diversion of declared nuclear material and, where appropriate, about the absence of undeclared nuclear material and activities in a State.

**Non-destructive assay (NDA) and destructive analysis (DA).** Measures at safeguarded facilities include independent measurements to verify quantitatively the amount of nuclear material declared by a State. Inspectors count items and measure the content or isotopic concentration or other attributes of these items using techniques that do not physically or chemically change the item. These findings are compared with the facility operator's records and the State's declared information in order to detect missing items or large amounts of missing material. Inspectors may also weigh the items and measure them using NDA techniques such as neutron counting or gamma-ray spectrometry in order to detect whether a fraction of a declared amount of material is missing. For

detecting the diversion of small amounts of material over a protracted period, DA techniques are used to achieve the highest possible accuracy. Samples are analyzed at the IAEA Safeguards Analytical Laboratory located in Seibersdorf, near Vienna, and/or at certified laboratories in Member States.

**Containment & surveillance (C/S).** Inspectors also apply C/S devices to nuclear material and other items at safeguarded facilities. C/S devices are used for many reasons, including verifying that nuclear material flows along predetermined routes, that there is no unauthorized access to safeguards equipment or information, and that the material or other safeguards items are accounted for at correct measurement points. A variety of devices is used, primarily tamper-indicating sealing systems and optical surveillance systems. Unattended monitoring systems may be used, comprising NDA or C/S measures or a combination of these, to operate for extended periods without inspector intervention. In addition, remote monitoring is used whereby equipment operation information and/or safeguards data collected by unattended C/S, monitoring, and measurement systems are transmitted off-site via communication networks to the IAEA for evaluation.

**Environmental sampling & analysis.** Collection of environmental samples combined with ultrasensitive analytical techniques, such as mass spectrometry methods and low-level radiometric techniques, can reveal information about past and current activities related to the handling of nuclear material. Environmental sampling is one of the IAEA's measures that contributes to the assurance of the absence of undeclared nuclear material and activities. ■

and other legal arrangements in force with a State. One set relates to verifying the State's declarations about the presence of its nuclear material and activities subject to safeguards. These measures, implemented under a comprehensive safeguards agreement, are largely based on nuclear material accountancy and complemented by containment and surveillance (C/S) techniques. These measures enable the IAEA to verify the non-diversion of declared nuclear material.

Another set of measures has strengthened the IAEA's verification capabilities. These measures are implemented under the complementary legal authority conferred by an additional protocol to a safeguards agreement concluded on the basis of the Model Additional Protocol. This legal instrument is reproduced in IAEA document INF/CIRC/540 (Corrected). Under this Protocol, a State is required to provide the IAEA with expanded declarations that contain information on all aspects of its nuclear fuel cycle activities, grant the IAEA wider access rights, and enable it to use the most advanced verification technology. It is only in a State with both a comprehensive safeguards agreement and an additional protocol in force that the IAEA has the capability to provide broader assurances about the non-diversion of declared nuclear material and activities and the absence of undeclared nuclear material and activities.

The Director General reports annually to the Board of Governors on safeguards implementation in the "Safeguards Implementation Report (SIR)" and to the general public in the Statement, Background and Executive Summary of the SIR, published in the IAEA Annual Report.

## Department of Safeguards

The Department of Safeguards is realigning its organizational structure to support a safeguards system that is focused, objective based and information driven. Full advantage is being taken of all safeguards relevant information on States in order to draw safeguards conclusions and to determine an optimized set of State-specific safeguards activities to be conducted both in the field and at Headquarters. Inspection-related activities and the State evaluation process are being merged to support more adaptable and customized safeguards implementation. The changes planned to support these efforts, effective 1 July 2011, are briefly described below.

*The Agency is authorized to establish and administer safeguards designed to ensure that special fissionable and other materials, services, equipment, facilities, and information made available by the Agency or at its request or under its supervision or control are not used in such a way as to further any military purpose; and to apply safeguards, at the request of the parties, to any bilateral or multilateral arrangement, or at the request of a State, to any of that State's activities in the field of atomic energy.*

IAEA Statute, Article III

The Deputy Director General of the Department of Safeguards (DDG-SG) heads the Department, which consists of six Divisions, the Office of Safeguards Analytical Services (SGAS) and the Office of Information and Communication Services (SGIS). The Office of the Deputy Director General is responsible for the overall coordination and supervision of Departmental activities. The Office includes the Section for Effectiveness Evaluation (SEE), which among other tasks evaluates the results of safeguards implementation and prepares the annual Safeguards Implementation Report (SIR) for submission to the IAEA Board of Governors. The Section for Programme and Resources (SPR) is also located here, charged with preparing program and budget proposals to Member States and with financial and human resource management.

Safeguards Divisions of Operations (SGOA, SGOB, SGOC) implement safeguards in the assigned geographical area. The Operations Divisions play a pivotal role in developing safeguards specific approaches at the facility, site and State levels and in planning, conducting and evaluating the results of verification activities in States, in accordance

with their safeguards agreements with the IAEA. About half of the Department's staff of approximately 700 works in these divisions.

**Safeguards Division of Concepts and Planning (SGCP)** is responsible for strategic planning, the development of safeguards concepts and policies, the preparation of policy and guidance documentation and the implementation of the Departmental quality management system (QMS). SGCP also supports advisory and policymaking bodies (e.g., the IAEA Standing Advisory Group on Safeguards Implementation (SAGSI)) and conducts approximately 80 training courses annually for Departmental staff and personnel from Member States.

**Safeguards Division of Technical and Scientific Services (SGTS)** provides scientific and technical services to the Operations Divisions, including the development, testing, procurement, installation and maintenance of safeguards equipment. Such equipment includes surveillance systems, seals,

remote monitoring devices, and attended and unattended non-destructive assay (NDA) devices for measuring the nuclear material content or element or isotopic concentration of an item.

**Safeguards Division of Information Management (SGIM)** is tasked with the collection, processing and analysis of safeguards-relevant information available to the IAEA from its verification activities, from States, from geospatial sources and open sources. SGIM also evaluates nuclear material balances and provides other statistical support.

**Office of Safeguards Analytical Services (SGAS)** analyses nuclear and non-nuclear material and environmental samples, provides associated sampling and quality control materials and coordinates sample shipment logistics. SGAS also develops and implements new analytical techniques and methodologies, and coordinates the Network of Analytical Laboratories (NWL), a group of laboratories in Member States that have been approved to analyze safeguards samples.

**Office of Information and Communication Services (SGIS)** manages the Safeguards Integrated Information System, including the role based access control system (RBAC). Further, SGIS is responsible for safeguards information security, the development and operation of safeguards information and communication systems and secure communication between the field and headquarters. ■

## RELATED RESOURCES

The following recommended reading material can be downloaded (or ordered) from the IAEA Web site: [www.iaea.org/Publications](http://www.iaea.org/Publications)

- Preparing for Future Verification Challenges: Proceedings of an International Safeguards Symposium, Vienna 1–5 November 2010
- Atoms for Peace: A Pictorial History of the International Atomic Energy Agency
- IAEA Annual Report for 2010
- IAEA Safeguards: Staying Ahead of the Game IAEA Vienna
- IAEA Safeguards Glossary
- The Safeguards System of the IAEA
- Safeguards Statement, Background & Executive Summary of the SIR for 2010
- Verifying Compliance with Nuclear Non-Proliferation Undertakings: IAEA Safeguards Agreements & Additional Protocols

## Multimedia

- Discover the IAEA [www.iaea.org/newscenter/multimedia/videos](http://www.iaea.org/newscenter/multimedia/videos)
- Training IAEA Inspectors [www.iaea.org/newscenter/multimedia/podcasts](http://www.iaea.org/newscenter/multimedia/podcasts)



An IAEA Safeguards inspector seals a transport container storing nuclear fuel (Latvia, 2005). © IAEA/Petr Pavlicek



## United States Support Program to IAEA Safeguards

The United States Support Program to IAEA Safeguards (USSP) assists the IAEA in its mission to provide credible assurances to the international community that Member States are honoring their nuclear non-proliferation obligations. Specifically, the USSP provides financial and technical support for tasks targeted to resolve technical safeguards issues and improve verification tools. The assistance is provided by a number of US participants, including private sector businesses, national laboratories of the Department of Energy, individual Consultants on short-term assignments, and the Cost-Free Experts (CFEs) and Junior Professional Officers (JPOs) who live in Vienna and work at the IAEA headquarters (see p. 12-14). The USSP responds to official requests for assistance from the IAEA Department of Safeguards. The Support Program Administration at the IAEA coordinates the task requests.

The USSP is funded primarily through the US Program of Technical Assistance to IAEA Safeguards (POTAS), which was created in 1977 by a Congressional bill authorizing financial support on behalf of IAEA Safeguards. The State Department's Non-Proliferation and Disarmament Fund, the Department of Energy's Next Generation Safeguards Initiative (NGSI), the Nuclear Regulatory Commission (NRC), and the Department of Defense at times provide additional funding.

Over the years, the USSP has sponsored a broad spectrum of tasks to enhance IAEA Safeguards' ability to apply non-destructive assay (NDA), destructive analysis (DA), and containment & surveillance (C/S) as safeguards tools; to collect and analyze environmental samples; to support the development and use of effective and efficient safeguards approaches and verification measures; and to develop an efficient information technology infrastructure and apply the tools and resources for collecting and analyzing safeguards-relevant information. Recent USSP support for the training of nearly 300 Safeguards staff and managers has been instrumental in helping the Department implement its ISO-9000 based Quality Management System (QMS).

### USSP & NEXT GENERATION SAFEGUARDS INITIATIVE

In 2008 the US Department of Energy's National Nuclear Security Administration launched the Next Generation Safeguards Initiative (NGSI) to promote the development of new, more efficient safeguards tools and technologies and to attract US experts to the field from a variety of technical disciplines. The US is the largest contributor of safeguards technology to the IAEA, and NGSI seeks to revitalize and strengthen the US technology and human capital base in support of the international safeguards regime and the IAEA. In 2008 ISPO hosted the Workshop on Enhanced Recruiting for International Safeguards (ERIS), which recommended ways of engaging well qualified US experts for IAEA Safeguards positions. A follow-up workshop is planned for October 2011 in Vienna. ■

More information: [www.bnl.gov/ISPO/events.asp](http://www.bnl.gov/ISPO/events.asp) and [nnsa.energy.gov/aboutus/ourprograms/nonproliferation](http://nnsa.energy.gov/aboutus/ourprograms/nonproliferation)



#### ISPO BROOKHAVEN OFFICE STAFF (Left to right)

*Sitting:* Raymond Diaz, Josh Tackentien, Tanya Collins, Susan Pepper, Jay Disser, Laura MacArthur. *Standing:* Patty Lee, Deborah Johnson, Michele Rabatin, Jae Jo.

#### ISPO LIAISON OFFICE, VIENNA

Al Queirolo, Liaison Officer.



## ABOUT ISPO

The International Safeguards Project Office (ISPO) manages the USSP technically and administratively. ISPO is based at Brookhaven National Laboratory (BNL), Upton, New York, and maintains a Liaison Office in Vienna. ISPO performs this service at the behest of the Subgroup on Safeguards Technical Support (SSTS), a Washington-based interagency committee that provides policy and program oversight and task funding approval. The SSTS is composed of representatives of the US Departments of State, Energy, and Defense, and the NRC.

ISPO's technical management involves evaluating the technical feasibility of proposed tasks, offering sound recommendations for the interagency review process, and ensuring that tasks meet the IAEA's stated needs. Administrative management functions include tracking schedules and budgets for active tasks, preparing status reports, obtaining proposals from prospective contractors, recruiting for CFE and JPO positions, and working with USSP contractors to coordinate the various tasks under the USSP. Susan Pepper heads the Brookhaven ISPO Office, which includes nine scientific, technical and administrative staff members. The ISPO Liaison Office in Vienna serves as a mechanism for local communication with the IAEA on USSP matters and for regular transmittal of information on USSP

tasks to the ISPO Brookhaven Office and to the SSTS. The Liaison Officer and an administrative assistant staff the office, which is attached to the US Mission to International Organizations in Vienna (UNVIE). For more information about ISPO, visit [www.bnl.gov/ispo](http://www.bnl.gov/ispo).

## US MISSION TO INTERNATIONAL ORGANIZATIONS IN VIENNA (UNVIE)

Like many other members of the IAEA, the US Government maintains an office in Vienna to provide daily contact with, and representation to, the IAEA and other international organizations based there: the United Nations Office on Drugs and Crime (UNODC); the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO); the United Nations Office for Outer Space Affairs (UNOOSA); the Wassenaar

Arrangement (WA); the United Nations Commission on International Trade Law (UNCITRAL); and the United Nations Industrial Development Organization (UNIDO), of which the US is not a member. UNVIE also conducts similar activities with the International Institute for Applied Systems Analysis (IIASA) in Laxenburg, Austria.

UNVIE works with these international organizations in support of the President's goal of making the world both safer and better. In particular, UNVIE seeks to strengthen international efforts to prevent the spread of nuclear and other dangerous weapons and technologies; combat terrorism, narcotics trafficking, and international crime and corruption; and promote free trade and investment, sustainable development, and the peaceful use of nuclear power.

UNVIE is located near the Vienna International Centre (VIC) in the 22nd District. UNVIE is currently headed by Ambassador Glyn Davies, the US Permanent Representative to the UN Office in Vienna, who is also the US Permanent Representative to the IAEA and the US Governor to the IAEA Board of Governors. The Ambassador was appointed by the President and confirmed by the US Senate.

A staff of 36, comprising US professional, office management, and local support staff, support the Ambassador at UNVIE. More information can be found on the Web at [vienna.usmission.gov](http://vienna.usmission.gov). ■



## CONTACT INFORMATION: USSP & ISPO

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## US PARTICIPATION IN IAEA MEETINGS

US citizens interested in attending IAEA safeguards meetings can register online at [www.iaea.org](http://www.iaea.org). SSTS nomination is required. ISPO sends approved applications to the US Mission in Vienna for official transmission to the IAEA. Contact Susan Pepper (see above) for information on meeting attendance or to receive notifications on IAEA Safeguards meetings.

## RELATED LINKS

- US Department of State, Bureau of International Organization Affairs (IO): [www.state.gov/p/io](http://www.state.gov/p/io)
- US Mission to International Organizations in Vienna (UNVIE): [vienna.usmission.gov](http://vienna.usmission.gov)

## Nuclear policy & issues

- US Department of State, Bureau of International Security and Nonproliferation (ISN): [www.state.gov/t/isn](http://www.state.gov/t/isn)
- US Department of Energy, National Nuclear Security Administration, Next Generation Safeguards Initiative: [nnsa.energy.gov/about/us/ourprograms/nonproliferation](http://nnsa.energy.gov/about/us/ourprograms/nonproliferation)

## Arms control

- US Department of State, Bureau of Arms Control, Verification and Compliance (AVC): [www.state.gov/t/avc](http://www.state.gov/t/avc)
- Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO): [www.ctbto.org](http://www.ctbto.org)
- Center for International Trade and Security: [www.uga.edu/cits](http://www.uga.edu/cits)

## AMBASSADOR GLYN DAVIES

Addressing an audience of international civil servants in Vienna on the occasion of International Women's Day (March 2011), Ambassador Glyn Davies spoke about the important role that multilateral organizations such as the IAEA and the CTBTO play in achieving equality for women in nuclear science, both in their work and in their structure and operations at the Vienna headquarters. Today women represent just 24% of the IAEA's professional ranks. Greater effort must be made to close the nuclear gender gap so that the IAEA will become stronger and more effective than ever before.

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*The paramount consideration in the recruitment and employment of the staff and in the determination of the conditions of service shall be to secure employees of the highest standards of efficiency, technical competence, and integrity.*

IAEA Statute, Article VII.D

## EMPLOYMENT OPPORTUNITIES

While experiencing a rewarding environment, a US citizen working for the IAEA can contribute to meeting the needs of the world community. Several types of employment are available, four of which are highlighted in this Guidebook: the regular professional staff member and the three types supported by the USSP—Junior Professional Officer (JPO), Cost-Free Expert (CFE), and Consultant.

### Regular Staff Members

The professional staff of the IAEA is a multicultural group of experts recruited from the Member States. The required skills are specific to the nature of the IAEA's work, such as nuclear engineering, physical sciences, and computer science. For supervisory functions, managers should be skilled in areas such as program management, leadership, and staff development. Professional staff should also have good interpersonal and communication skills, flexibility, and tact.

In terms of language background IAEA staff members are typically multilingual. The working language is English, but knowledge of other official languages (Arabic, Chinese, French, Russian, or Spanish) is an advantage. At the IAEA headquarters in Vienna,

knowledge of German is an additional asset, both for working contacts and for life outside of office hours.

There are five grades in the professional category, ranging from P-1 at the junior level to P-5 at the senior level, and three grades in the higher policy making category. At the P-1 to P-3 levels, staff demonstrate expertise by participating in programs or projects. At the P-4 and P-5 levels, staff carry out functions in a highly specialized field of expertise or take on managerial responsibilities. A university degree and several years of relevant work experience are the usual minimum requirements. For example, typically the work experience for a professional staff member at grade P-3 is five years, that at P-4 is seven years, and that at P-5 is at least ten years. A higher university degree (e.g., a Master's or a PhD) in a relevant field may substitute for two years of work experience. A candidate without a university degree will not be considered regardless of experience.

## Working for the IAEA



**Application & recruitment.** Qualified US citizens are encouraged to apply for professional and higher category staff positions with the IAEA. A vacancy notice for a staff position is issued on the IAEA Web site ([www.iaea.org/About/Jobs](http://www.iaea.org/About/Jobs)) normally before a position becomes available. Notices are also sent to all Member States, to the Atomic Energy Commissions, Ministries of Foreign Affairs, other international organizations, universities, and other educational institutions.

Upon receipt of completed applications, the IAEA Recruitment Unit forwards suitable applications to the Division concerned for selection. Telephone interviews and video conferences may be conducted or applicants may be invited to interview in Vienna. Because of the highly technical nature of its work, the IAEA has faced challenges in reaching its goal of gender parity at the professional level, and well-qualified women candidates are given preference in the selection process. The selected candidate is notified about two months before s/he is expected to take up the position. The offer is subject to the candidate's satisfactory medical clearance by the IAEA Medical Officer. If the candidate accepts the offer and is medically cleared, s/he receives a letter of appointment and, upon acceptance of its terms, becomes a staff member.

The IAEA does not offer permanent appointments at the professional level. Rather, it follows a policy of rotation so as to keep the collective knowledge of the staff at a high level, especially in scientific and engineering fields, and to ensure the constant influx of new ideas. Appointments are normally for an initial three-year period with no expectation or right to extension, renewal, or conversion to another type of appointment. Based on program requirements and work performance, the IAEA may offer a two-year extension, bringing the total service to five years. As a rule, five years constitute the normal period a staff member can expect to be employed by the IAEA. Extensions beyond this period are the exception.

**Remuneration.** The IAEA offers professional staff members an attractive remuneration that includes a tax-free salary (subject to mandatory deductions for pension contributions and health insurance), a variable post adjustment, and a package of allowances and grants (see p.18-19). In addition, staff members are considered international civil servants and as such are entitled to certain privileges and immunities (see p. 16).

## IAEA EMPLOYMENT OPPORTUNITIES

Information about jobs at the IAEA can be found on the Web at [www.iaea.org/About/Jobs](http://www.iaea.org/About/Jobs). To learn about USSP-supported employment opportunities, check out the ISPO Web site ([www.bnl.gov/ispo](http://www.bnl.gov/ispo)) or contact Tanya Collins, International Safeguards Project Office, Brookhaven National Laboratory, Building 197C, 29 Cornell Avenue, Upton, NY 11973-5000, USA; ☎ (631) 344-2380; Fax (631) 344-5344; E-mail [tcollins@bnl.gov](mailto:tcollins@bnl.gov).

## HOW TO APPLY FOR A STAFF POSITION

Interested parties should complete the IAEA Personal History Form (available at [www.iaea.org/About/Jobs](http://www.iaea.org/About/Jobs)) and submit it online or mail the completed form to the IAEA, Division of Human Resources, Wagramer Strasse 5, PO Box 100, A-1400 Vienna, Austria; E-mail [Official.Mail@iaea.org](mailto:Official.Mail@iaea.org). Applications must be received before the closing date stated on the vacancy notice.

### **TIP!** *Let ISPO help you apply to the IAEA*

Before formally applying to the IAEA for an advertised staff position, you may obtain ISPO assistance in preparing your application. For tips on completing the IAEA Personal History Form (PHF), see [www.bnl.gov/ISPO/Recruitment/PHF\\_tips.htm](http://www.bnl.gov/ISPO/Recruitment/PHF_tips.htm). For ISPO help, mail or E-mail your completed PHF and related documents to: Tanya Collins, International Safeguards Project Office, Brookhaven National Laboratory, Building 197C, 29 Cornell Avenue, Upton, NY 11973-5000, USA; ☎ (631) 344-2380; Fax (631) 344-5344; E-mail [tcollins@bnl.gov](mailto:tcollins@bnl.gov). Finally, submit your completed application package to the IAEA, Division of Human Resources, as they review and process all applications.

## US GOVERNMENT SUPPORT FOR NON-SAFEGUARDS POSITIONS AT THE IAEA

CFEs, JPOs, and Consultants to the IAEA in Departments other than Safeguards are also funded under the US Voluntary Contribution to the IAEA. For example, the Department of Energy (DOE) has supported assignments in nuclear security at the IAEA. Interested parties should contact: Sunaree Hamilton, Senior Program Leader, Division of Educational Programs, Argonne National Laboratory, 9700 S. Cass Avenue, Argonne, IL 50439, USA; ☎ (630) 252-1050; Fax (630) 252-3193. Also consult [international.dep.anl.gov](http://international.dep.anl.gov).

## JUNIOR PROFESSIONAL OFFICERS AT IAEA SAFEGUARDS 2011

*Back row, left to right:*

M.J. Cronholm (Project Engineering, NDA)

K. Lovett (Trade Analysis)

S. Walsh (Material Balance Evaluation)

A.G. Dupuy (Open Source Information Analysis)

F. Queirolo (Analytical Service Support)

K.A. Kaminski (Unattended Monitoring)

*Front row, left to right:*

E. Bonner (Material Balance Evaluation)

M. Fowler (Open Source Information Analysis)

Z. Gastelum (Open Source Information Analysis)

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### Junior Professional Officer

The US Government offers young professionals the opportunity to work for the IAEA in the Department of Safeguards (and other non-Safeguards Departments) as Junior Professional Officers (JPOs). In July 2004, the US Mission to International Organizations in Vienna (UNVIE) and the IAEA concluded a Memorandum of Understanding to support the US Government's participation in the IAEA Junior Professional Officer Programme. This new employment mechanism promotes US interests by increasing US representation at the IAEA and by providing entry-level positions for young professionals. Other Member States, such as France, Germany, Italy, Japan, and the Netherlands, have benefited from sending JPOs to the IAEA. US sponsored JPO positions at the IAEA Department of Safeguards are funded by the USSP and administered by ISPO.

**Tasks.** A JPO task is developed in response to a need identified by the IAEA managers and relayed to ISPO in a manner similar to that followed for a Cost-Free Expert (see p. 13), including the preparation of a job description. This need may arise as a by-product of the R&D plan for the Department of Safeguards, as a requirement to safeguard a particular facility or type of facilities, or as a necessary enhancement of the work of the Department of Safeguards and other IAEA Departments. Since 2005 the USSP has supported 24 US young professionals working at the IAEA in Safeguards in engineering sciences, equipment development, information collection and analysis, satellite imagery, and other technical fields. For example, JPOs have provided technical support for unattended monitoring at Chernobyl, for software development for the Safeguards' Rokkasho

Project in Japan, and for the analysis of open source safeguards related information. Depending on the IAEA's expressed need for assistance, the USSP can support up to a dozen JPO positions annually.

**Who is eligible?** An applicant should be a US citizen or permanent resident of the US and as a rule should not be more than 32 years of age. S/he should hold a university degree in one of the following fields: engineering, chemical or physical sciences, computer science, accounting or finance, information science and communications. While not a requirement, some relevant work experience after the attainment of the first university degree is an asset.

**Application & recruitment.** A JPO is normally recruited as a full-time staff member at the professional grade P-1 or P-2 and for a period of twelve months, with the possibility of extension. Applications received by ISPO are forwarded to the IAEA for selection. Telephone and video conferencing interviews with applicants may also be conducted. Selection is based primarily on the candidate's academic qualifications and, if applicable, work experience and the extent to which those skills can be applied to IAEA defined tasks. Successful applicants receive an offer of appointment.

The letter of appointment constitutes the selected JPO as a staff member of the IAEA, subject to the IAEA Staff Regulations and Staff Rules and under the authority of the Director General. S/he is entitled to most of the benefits accorded a staff member (see p. 18-19). In addition, the JPO is considered an international civil servant and as such is entitled to many of the privileges and immunities accorded IAEA officials (see p. 16).



## Cost-Free Expert

Cost-Free Expert (CFE) is a category of USSP support that has proven beneficial to both the IAEA and the US Government. A CFE is an individual who has a specialized skill that is not readily available among the IAEA professional staff and who works on a defined task that cannot be financed under the current IAEA budget. Such tasks are usually performed for the support divisions of the Department of Safeguards. After ISPO receives an IAEA task request for a CFE, the information is posted on the ISPO Web site. Detailed information about the procedures for recruiting a CFE can be found at [www.bnl.gov/ispo/CFE/cfe.asp](http://www.bnl.gov/ispo/CFE/cfe.asp).

**Application & recruitment.** CFEs are “cost-free” only to the IAEA. There are three types of CFE arrangements. **Type A** is the most frequent arrangement, whereby the expert receives a fixed-term contract and the USSP reimburses the IAEA for the total cost of the expert’s services. For a **Type B** arrangement, the CFE’s services are paid directly by a Member State or organization within a Member State. For a **Type C** expert, there is a shared arrangement between the IAEA and the Member State. Typically, the USSP sponsors a **Type A** CFE who receives a contract entitling her/him to practically all of the benefits, privileges, and immunities accorded IAEA officials (see p. 16 and p. 18-19). A CFE with less than a 2-year contact may also qualify for many of these benefits. A CFE is normally recruited at the P-4 or P-5 level, and occasionally at the P-3 level, depending upon the candidate’s qualifications and the task involved.

## HOW TO APPLY FOR A CFE OR A JPO POSITION

Complete the IAEA Personal History Form (download from [www.iaea.org/About/Jobs](http://www.iaea.org/About/Jobs)) and submit to Tanya Collins, International Safeguards Project Office, Brookhaven National Laboratory, Building 197C, 29 Cornell Avenue, Upton, NY 11973-5000, USA; ☎ (631) 344-2380; Fax (631) 344-5344; E-mail [tcollins@bnl.gov](mailto:tcollins@bnl.gov). Further information from ISPO is available at [www.bnl.gov/ispo/CFE/cfe.asp](http://www.bnl.gov/ispo/CFE/cfe.asp).

## NEWS ON USSP SUPPORTED WORK AT THE IAEA

*Liaisons*, a quarterly newsletter, is a rich source of information on USSP supported work and activities at the IAEA. *Liaisons* can be downloaded from [www.bnl.gov/ispo](http://www.bnl.gov/ispo).

### **TIP!** *Read the IAEA Staff Regulations online*

Comprehensive information about the duties, obligations, privileges, immunities, and conditions of service at the IAEA can be found in the IAEA Staff Regulations, available as document INFCIRC/612 and accessible at [www.iaea.org/Publications/Documents/Infircs/2002/infirc612.pdf](http://www.iaea.org/Publications/Documents/Infircs/2002/infirc612.pdf).

## EXAMPLES OF JPO OPPORTUNITIES

**Information collection & analysis.** The IAEA uses open source information to verify that a State’s declared nuclear material has remained in peaceful nuclear activities. JPOs can help to collect and analyze safeguards-relevant information, using tools for data extraction and visualization, link analysis, summarization and clustering, advanced machine translation and parallel searching.

**Safeguards analytical services.** The IAEA conducts destructive analysis of nuclear material to determine content and, as required, the isotopic composition of chemical elements present in the sample. JPOs can help to implement the Network of Analytical Laboratories (NWAL) in Member States that analyzes safeguards samples and assists the IAEA Safeguards Analytical Lab in analyzing nuclear material and environmental samples for safeguards purposes.

**Satellite imagery.** The IAEA Satellite Imagery Unit collects, sorts, edits, and analyzes open source collateral data used for imagery analysis. JPOs can help to search location information using Web-based applications, as well as search other pictorial or cartographic data.

**Engineering services.** The IAEA uses portable and installed equipment for radiation monitoring, surveillance, and security inventories. JPOs can help with equipment testing, troubleshooting and inspection equipment maintenance, performance monitoring, and the development of procedures and software for instrumentation.



A load of High Enriched Uranium (HEU) fuel undergoes verification (Nuclear Institute Rez, Czech Republic, 2007).  
© IAEA/Dean Calma

CFE contracts are generally for two years, at the end of which the IAEA may request an extension if the CFE is deemed indispensable to the continuation or completion of the task on which s/he is working. Before approving this request, the USSP must be satisfied that the IAEA could not replace the CFE with a regular staff member and that the extension is in the best interest of both the IAEA and the USA.

A CFE adheres to a detailed work plan, which is agreed upon with the supervisor soon after arrival at the IAEA. Progress is monitored through the use of quarterly reports, which the expert submits to her/his supervisor, who then forwards these to the IAEA Safeguards Support Programme Administration. A final report is usually prepared at the end of the task and administered similarly.

The number of US-sponsored CFEs has fluctuated annually; during the mid-1990s there were as many as 28 such experts working in the Department of Safeguards. At the time of writing (2011), there are some two dozen experts supporting the Department's work in such areas as unattended and integrated monitoring systems, quality management, environmental sampling, inspector training, IT vulnerability, and software design and systems integration.

### Consultant

A Consultant to the IAEA is yet another type of USSP sponsored technical support. Consultants carry out tasks that require specialized skills not readily available at the IAEA. Their continuous

presence in Vienna is not necessarily required. Typically, a Consultant will visit the IAEA several times over a period but may perform the bulk of the work in the USA.

Consultants may work under a Special Service Agreement (SSA) or a contract, the duration of which will vary from short term to one year or more depending on the task requirements. Compensation will also vary according to the task, the Consultant's qualifications, and the task duration. Normally Consultants are not entitled to the benefits, privileges, and immunities accorded IAEA officials.

### DUTIES & OBLIGATIONS

Regular staff members, CFEs, and JPOs are considered international civil servants subject to the authority of the Director General. As such, they may not seek or accept instructions in regard to the performance of their duties from any government or other authority external to the IAEA. They should exercise utmost discretion in all matters of official business. They are expected to observe the standards of conduct of international civil servants, as laid down in the document *Standards of Conduct in the International Civil Service* prepared by the International Civil Service Advisory Board.

Together with the letter of appointment, they receive a copy of the IAEA Staff Regulations and the IAEA Staff Rules; in accepting employment, they must state acceptance of those terms and conditions.

## IAEA Information Confidentiality

At the beginning of their assignment, both staff and non-staff members must sign a “Confidentiality Undertaking” in which they agree not to formally disclose at any time during or after employment any confidential information that may come to their knowledge in connection with their employment, including commercial, technological, or industrial secrets, to any person, government, or organization not authorized to receive such information. The Staff Regulations extend the prohibition against the staff disclosure of any unauthorized information that is known to them by reason of their official position. Both the Confidentiality Undertaking and the Staff Regulations make clear that such obligations do not cease upon leaving the IAEA.

**Safeguards information.** Information confidentiality is strictly enforced in the Department of Safeguards. New staff members are trained and certified in the handling of confidential information. It is important that these procedures are followed diligently; failure to do so could not only lead to termination of employment but more significantly to the loss of confidence by Member States in the IAEA safeguards system.

## US Citizen Obligations Relative to the IAEA, USSP & the US Government

As a member of the IAEA Secretariat, a US staff member owes professional loyalty to the IAEA. The Oath of Service made when joining the IAEA calls upon staff members to serve exclusively in the IAEA’s interests, to subordinate personal interests, and to avoid actions that would result in conflict between such personal interests and those of the IAEA. Specifically, they are required not to seek or accept instructions from any government or authority external to the IAEA. They must not be seen to show partiality to the US Government or to any US entity, least of all to their former employer.

A US staff member is not required by the US Government to report or provide information about duties or any other aspects of the IAEA activities. However, s/he should not be discouraged from discussing work with officers of the US Mission or delegation, for example, as long as the information conveyed does not fall within that prohibited in the IAEA Statute and the Staff Regulations.

The relationship of a US staff member to the USSP is basically similar to that to the US Government, except that the USSP and the IAEA may have agreed upon special arrangements to serve mutual interest, such as periodic activity reporting by a CFE or a Consultant to the USSP. Nevertheless, s/he retains the responsibilities of US citizenship. S/he owes allegiance to the USA, remains subject to its laws generally, and is entitled to protection by the US Government. When traveling outside Austria other than on official IAEA business (when the UN Laissez-Passer is used), s/he would use a US passport. US income tax returns must be filed and taxes paid (see US Income Tax Reimbursement, p. 22). Individuals should make arrangements for voting in US elections by absentee ballot.

**US security issues.** Prior to joining the IAEA, a US staff member may have been engaged in work for which a US security clearance was issued. In such a case, the individual is advised to discuss the ongoing conditions with respect to the security clearance with her/his US employer (or former employer) before accepting the IAEA assignment or before departing for the assignment.

*...in the performance of their duties, the Director General and the staff shall not seek or receive instructions from any source external to the Agency. They shall refrain from any action which might reflect poorly on their position as officials of the Agency; subject to their responsibilities to the Agency, they shall not disclose any industrial secret or other confidential information coming to their knowledge by reason of their official duties for the Agency.*

IAEA Statute VII.F



Spent fuel flask being loaded for domestic sea movement in Japan (1992). © IAEA/John Mairs

### **TIP!** Obtain a “Legitimationskarte”

The *Legitimationskarte* is an accreditation pass for holders of privileges and immunities issued by the Austrian Ministry for Foreign Affairs. Bring a copy of your passport and one photo to the IAEA Visa Office (Building A, Room A0766/67). You may have to wait a week for the card. Cards for eligible family members can be obtained similarly. To avoid a temporary fine of US\$150, the card (and those of your family) must be returned when leaving the service of the IAEA.

### **IAEA STAFF EXEMPT FROM AUSTRIAN TAXES**

All IAEA staff members are exempt from paying Austrian taxes on their IAEA salaries and pensions. Non-Austrian staff members holding a *Legitimationskarte* (see above) are further exempted from paying Austrian taxes on motor vehicles, radio/TV, and bank accounts; obtaining an Austrian visa; and registering with the Police when residing in Vienna.

### **TIP!** Pay your traffic fines

The privileges and immunities afforded IAEA staff members do not excuse them from observing Austrian laws and police regulations, including parking and traffic fines.

## **PRIVILEGES & IMMUNITIES**

Regular staff members, CFEs, and JPOs are entitled to certain privileges and immunities in the interest of the IAEA as provided for under its Agreement with the Republic of Austria (IAEA document INFCIRC/15/Rev.1/Add.4, available at [www.iaea.org/Publications/Documents/Infcircs/1999/infcirc15r1a4.shtml](http://www.iaea.org/Publications/Documents/Infcircs/1999/infcirc15r1a4.shtml)). Defined in the document as “IAEA officials,” these individuals are entitled, for example, to immunity from legal process in respect of words spoken or written and of acts performed in line with official duties; exemption from taxation in respect of IAEA salaries and pensions; and exemption from immigration restrictions and registration. In the event of an international crisis, IAEA officials, their spouses, and dependents would be accorded the same protection and repatriation services as those for diplomats of comparable rank in Austria. Non-Austrian IAEA officials and their spouses and dependents are entitled to an Austrian identity card (*Legitimationskarte*) issued by the Austrian Foreign Ministry and indicating this special status.

When an IAEA official travels outside of Austria on official business, s/he is granted certain privileges and immunities for the exercise of the work according to the Agreement on the Privileges and Immunities of the IAEA (document INFCIRC/9/Rev.2, available at [www.iaea.org/Publications/Documents/Infcircs/Others/inf9r2.shtml](http://www.iaea.org/Publications/Documents/Infcircs/Others/inf9r2.shtml)). The agreement provides, among other things, for the recognition and acceptance of the United Nations Laissez-Passer issued to an IAEA official as a valid travel document.

### **Customs-Free Imports & Exemptions**

IAEA officials may import the following items free of duty or other levies, prohibitions, and import restrictions:

- Furniture and effects in one or more separate shipments, and later additions of the same as needed;
- One automobile every four years; and
- Limited quantities of articles for personal use or consumption and not for gifts or sale to others.
- Officials holding the professional grade of P-5 and all grades above are accorded additional privileges and immunities, corresponding to those of diplomats of comparable rank in Austria. These include the import of two new automobiles every two years, an extended period for duty-free imports of

household goods, and the refund of the value added tax (VAT) on local purchases greater than a specified amount and up to a maximum amount. The official, her/his spouse, and dependent children also have immunity from personal arrest or detention and from seizure of personal baggage.

## SALARIES & POST ADJUSTMENT

Salaries are determined not only by the grade but also by the step within each grade. In addition, there is a difference in the remuneration for a staff member with and without a dependent spouse or child. A staff member whose performance meets the required level is entitled to an annual salary increment in accordance with official scales.

The net base salaries of international staff in the professional and higher categories are periodically adjusted to take into account the cost of living variation in Vienna compared to New York, the base of the UN remuneration system. This post adjustment ensures that no matter where the UN Common System staff works, her/his take-home pay has a purchasing power equivalent to that at New York.

Annual net base salaries and post adjustments in effect for April 2011 for Step 1 professional grades at the single (S) and dependency (D) rates are presented here. The actual amounts may vary monthly due to such factors as the Euro–US dollar exchange rate, but as a practical matter these variations are relatively minor. Salaries may be paid entirely in Euros (the currency of Austria) or, if the staff member prefers, up to 70% may be paid in US dollars and the remainder in Euros.

## IAEA LOCATIONS

Most staff members work at the IAEA headquarters in Vienna or at the supporting scientific laboratories in Seibersdorf (near Vienna), including the Safeguards Analytical Laboratory and the IAEA Clean Laboratory for Safeguards. A few staff members are stationed at the liaison office at the UN headquarters in New York and at the liaison office in Geneva. Others are stationed at regional offices in Tokyo and Toronto and at the IAEA Marine Environment Laboratory in Monaco.

## SALARIES & POST ADJUSTMENTS

As of April 2011, the post adjustment multiplier for salaries earned at the IAEA in Vienna, Austria is 77. Annual net base salaries at single (Net S) and dependency (Net D) rates and post adjustments in effect in April 2011 for staff members at Step 1 of the professional grades P-1 to P-5 are as follows (all amounts are in US\$):

Grade	Salary	Post Adjustment	Total
<b>P-5</b>			
Net S	80,629	49,587	130,216
Net D	86,791	53,376	140,167
<b>P-4</b>			
Net S	67,395	41,448	108,843
Net D	72,373	44,509	116,882
<b>P-3</b>			
Net S	56,018	34,451	90,469
Net D	60,013	36,908	96,921
<b>P-2</b>			
Net S	46,669	28,701	75,370
Net D	49,756	30,600	80,356
<b>P-1</b>			
Net S	37,154	22,850	60,004
Net D	39,388	24,224	63,612

The IAEA helps countries to safely manage sealed radioactive sources (Chile, November 2004). © IAEA/Kirstie Hansen



## DETAILS ON ALLOWANCES AND GRANTS

The qualifying conditions for receiving the allowances and grants highlighted on these pages are listed in the IAEA Staff Regulations (document INFIRC/612), available online at [www.iaea.org/Publications/Documents/Infircs/2002/infirc612.pdf](http://www.iaea.org/Publications/Documents/Infircs/2002/infirc612.pdf).

### EXAMPLE OF DEPENDENCY BENEFITS

An eligible staff member with a dependent spouse would receive the salary at the dependency rate and, if applicable, also an annual child allowance of €2,229 (2011 rate). A secondary allowance of €780 (2011 rate) may also be given for a recognized dependent parent or sibling.

### EXAMPLE OF ASSIGNMENT GRANT

As of April 2011, the assignment grant for an internationally recruited professional staff member, applicable for 30 days, was €6,780 (equivalent to the Vienna per diem); for each recognized dependent it was €3,390.

### EXAMPLE OF EDUCATION GRANT

Education expenses are subject to an admissible limit, which is reimbursable at 75% (100% for disabled children). For a dependent child studying in Vienna, the limit is €13,166 (2011 rate); for a dependent child studying in the USA, the limit is US\$32,255 (2011 rate).

#### **TIP!** *Claim education grants in advance*

To claim an education grant advance at the beginning of the scholastic year, send documentary evidence of the child's registration at a school or university and of the foreseen costs to: IAEA Human Resources, In-Service Administration, Room A0568; ☎ 21529 internal. This may also be submitted electronically through the internal Personnel Management Information System.

### EXAMPLE OF RENTAL SUBSIDY (80% Reimbursement, 2011)

At the current (2011) dependency rates, the subsidy for a monthly rent of €2,000/€2,300 is €520/€760 for P-4 and €300/€540 for P-5 professional staff members.

### EXAMPLE OF REPATRIATION GRANT

Upon separation after three years of continuous service, a staff member with a spouse or dependent child is entitled to ten weeks of pay; a staff member with no spouse or dependent child is entitled to six weeks of pay.

## ALLOWANCES & GRANTS

### Dependency Benefits

Under certain conditions, a staff member with a dependent spouse may receive the net base salary at the dependency rate (D) shown in the table on page 17 and, if applicable, also an annual child allowance for each dependent child. If the staff member has a dependent child but no dependent spouse, s/he receives the dependency rate salary as well as a child allowance for each additional dependent child. A staff member with no dependent spouse may receive a secondary dependent allowance for each recognized dependent parent or sibling. The conditions for receiving these benefits are clearly defined in the Staff Regulations; for example, a "dependent child" is under the age of 18 years (or under the age of 21 years if in full-time attendance at a school or university) or is physically or mentally handicapped.

### Relocation Expenses

The IAEA meets the costs of travel from the place of recruitment to the duty station in the case of an internationally recruited professional staff member and her/his eligible dependents. It also meets the costs of shipping or storing and insuring household effects.

### Assignment Grant

An internationally recruited professional staff member with a fixed-term contract of at least one year is entitled to an assignment grant to cover initial, settling-in expenses (e.g., hotel accommodations, meals). The amount is the equivalent of the UN Vienna per diem for Vienna plus an additional 50% of the per diem for each dependent. The grant is applicable for 30 days, regardless of the actual expenses the staff member incurs.

### Education Grant & Education Travel

For an internationally recruited professional staff member with a fixed-term contract of at least one year, the IAEA provides an education grant for each child in full-time attendance at a recognized primary, secondary, or post-secondary educational institution. It is not payable for attendance at a nursery school, a post-graduate educational institution, a no-cost school, or one charging only nominal fees. The purpose is to assist the staff member in meeting the education costs for a child either in the home country



or in a school that will facilitate the re-entry into a scholastic system in the home country. An education grant travel benefit is also given to ensure that at least once a year parents and children can spend a reasonable period of time together.

The entitlement starts at the beginning of the scholastic year that follows (or marks during its first semester) the child's fifth birthday, provided the child is in primary school attendance. It ceases after the child has completed the fourth year of post-secondary studies or attained the first degree, whichever is earlier. The age limit for the grant is 25, i.e., it ceases at the end of the scholastic year in which the child reaches the age of 25. The grant can be applied towards any admissible costs of attendance, including tuition, registration, prescribed textbooks, exam fees, and diplomas. For a child attending a school in Vienna, the cost of lunches, group transportation, and in some cases tuition in the mother tongue can be claimed. For a child attending a school away from Vienna, expenses for room and board may be claimed. The claimed expenses are subject to an admissible educational expenses limit, which is reimbursable at 75% (100% for disabled children).

Additionally, each child studying outside the duty station for at least two thirds of the scholastic year is entitled to claim one round-trip travel per scholastic year from the place of education to Vienna. A special student rate air ticket or a lump sum based on 65% of the lowest full economy fare for the most direct route will be provided. On the first outgoing trip and the final return trip, the IAEA will pay the cost of an unaccompanied shipment of personal effects, up to the cost of shipping 200 kg by sea or land.

### Rental Subsidy

All internationally recruited staff in the professional and higher categories, except those holding short-term contracts, are eligible for a rental subsidy as a newcomer, for a maximum of seven years. The subsidy covers the basic rent of a house or apartment (furnished or unfurnished) and a garage (if part of the housing); fixed maintenance costs; and, for grades up to P-4, the value added tax (VAT). (Staff members at the P-5 level and higher may claim VAT reimbursement separately.) The rental subsidy does not cover utilities (e.g., heating, telephone) or any taxes other than VAT.

The subsidy is calculated using two parameters established by the International Civil Service Commission. The first is the "threshold"—the amount of rent you could expect to pay before receiving a subsidy. This figure is a percentage of your salary plus post adjustment. The second is the "reasonable maximum rent level" for your grade and family size. The subsidy is established by subtracting the threshold from the actual rent (or from the reasonable maximum rent level, if smaller) and calculating 80% of the difference. Assuming a contract of several years, a staff member is eligible for 80% reimbursement for the first four years of service and then 60%, 40%, and 20% reimbursement respectively for the next three years. The subsidy cannot exceed 40% of the actual rent (or of the applicable reasonable maximum rent, if smaller).

### Repatriation Grant

A repatriation grant is payable to an internationally recruited professional staff member upon separation and relocation after one year of service outside her/his home country. The amount, expressed in weeks of separation pay, is linked to the staff member's dependency status and length of service with the IAEA. Payment of the repatriation grant is subject to evidence of relocation. Repatriation can take place up to two years after completion of the IAEA assignment.

### Home Leave Travel

Travel expenses of an eligible staff member and eligible primary dependents are paid to and from the home country/Vienna to enable her/him to take leave once every two years of qualifying service. The first home leave would fall due in the second year of a staff member's service based on a three year contract.

### Family Visit Travel

Travel expenses of an eligible staff member may be paid for visiting her/his spouse and dependent child or children who are residing, for example, at the place of recruitment. Family visit travel may be granted only once every two years of qualifying service and the staff member must have completed at least one year of continuous service at the duty station after the initial appointment, or at least nine months of continuous service since departure on the last home leave travel.



UN/IAEA inspectors examine suspect equipment in Iraq (1991). © IAEA Action Team

## PENSION PLAN

### Staff Member

The United Nations Joint Staff Pension Fund (UNJSPF) has been established by the General Assembly of the United Nations to provide retirement, death, disability, and related benefits for staff members of the UN and other member organizations admitted to membership in the fund. For details, consult [www.unjspf.org](http://www.unjspf.org).

A staff member with an appointment of six months or more is required to participate in the UNJSPF, for which s/he contributes 7.9% and the IAEA contributes 15.8% of the pensionable remuneration as defined by the "Regulations and Rules of the United Nations Joint Staff Pension Fund." A staff member leaving the IAEA before completing five years of contributory service will be reimbursed the amount of her/his contribution plus 3.25% interest. After the completion of five years, a staff member is eligible for a deferred retirement benefit, early retirement benefit, or normal retirement benefit, depending on age upon separation. Pensions are subject to annual cost-of-living adjustments.

A staff member may exceptionally be authorized to continue to participate in a national pension insurance scheme or the pension scheme of the former employer. If s/he can prove to be contributing to a pension plan

acceptable to the IAEA, the IAEA will contribute to that pension plan, usually on a reimbursement basis. These contributions, if permissible, may not exceed, and are not necessarily at the same level as, contributions to the UNJSPF.

### Cost-Free Experts (CFEs) and Junior Professional Officers (JPOs)

A US CFE is offered three pension options. The first, Option A, is to join the UNJPF, as defined above. The second, Option B, involves the IAEA's contributions to a pre-existing or national pension fund; these contributions, if permissible, may not exceed, and are not necessarily at the same level as, contributions to the UNJPF. The third, Option C, was approved by the USSP/SSTS in 2000 for CFEs. Under this option, the individual would receive a lump sum pension payment in lieu of IAEA's contributions to the UNJPF and in an amount equal to those contributions. This option is also available to JPOs who are posted at the IAEA under the same rules as CFEs.

**Option C: How it works.** When signing the employment contract, a CFE and JPO must formally notify the IAEA that s/he does not wish to participate in the UNJPF and has opted for the C plan. S/he must sign the "US Cost-Free Expert Pension Option Statement,"

in which s/he agrees, among other things, to invest payments received in a financial instrument intended for retirement and assume all tax liability for payments received. The completed form should be submitted to the Head of IAEA Social Security and a copy sent to the ISPO Liaison Officer in Vienna. The payments begin after the first six months of employment and occur every six months thereafter. The individual is responsible for initiating the request for payment at the pertinent time. Contact ISPO for details: [www.bnl.gov/ISPO/ussp.asp](http://www.bnl.gov/ISPO/ussp.asp).

## MEDICAL & LIFE INSURANCE

### Health Schemes

A staff member may choose between two health insurance schemes, the premium costs of which are shared by the staff member and the IAEA. Normally, non-Austrian staff members and their eligible dependents are enrolled on a cost-sharing basis in the IAEA health scheme provided by Van Breda International, which provides reasonable coverage for medical and hospital costs, dental treatment, and long-term care ([www.vanbreda-international.be](http://www.vanbreda-international.be)). Alternatively, under certain conditions a staff member could join the Austrian national health insurance scheme and optionally enroll in a Van Breda supplementary insurance plan. In special cases, approval may be granted to continue participation in health insurance schemes other than those suggested by the IAEA.

At the VIC there is a well-equipped Joint Medical Service that provides occupational health checkups and advice on medical services in Vienna. Travel health information, inoculations, and medicines for duty travel and home leave travel are also provided (see Medical Services, p. 47).

The IAEA also offers a non-contributory compensation scheme for injury, illness, or death attributable to the performance of official functions for the IAEA.

### Life Insurance

At their own expense, staff members have the possibility of enrolling in a group life insurance scheme with several levels of coverage. The premiums depend on the staff member's age and the level of coverage.

## IAEA HEALTH INSURANCE AND PENSION PLANS

Information on the IAEA subsidized health insurance scheme and the United Nations Joint Staff Pension Fund (UNJSPF) can be obtained from: IAEA Social Security (Building A, Room A0552; ☎ 21571 internal). Additionally, consult the following Web sites: [www.unjspf.org](http://www.unjspf.org) for UNJSPF; [www.vanbreda-international.be](http://www.vanbreda-international.be) for Van Breda International (for IAEA access code, use 005 plus employee number).

### TIP! Request Option C pension payments

Option C pension payments are not made automatically. The individual must initiate request for payment via E-mail to the Head of IAEA Social Security ([r.sabat@iaea.org](mailto:r.sabat@iaea.org)), who then authorizes Budget and Finance to make the payment. Indicate the task data and the account into which the IAEA should deposit the lump sum payment or any other agreed upon payment.



Working for the IAEA

IAEA Safeguards inspectors examine a fresh fuel basket (Mochovce Nuclear Power Plant, Slovakia, 2005). © IAEA/Dean Calma



IAEA Seibersdorf Laboratory near Vienna, Austria. © IAEA/Dean Calma

## US INCOME TAX REIMBURSEMENT

According to the current (2010) US tax law, foreign earned income up to a limit of US\$91,500 for the tax year 2010 may be excluded from federal taxation if a US citizen meets one of the following conditions: (a) the US citizen is a bona fide resident of a foreign country (or countries) for an uninterrupted period that includes an entire tax year; or (b) the US citizen is physically present in a foreign country or countries for at least 330 full days during any twelve consecutive months. Regular staff members, CFEs, and JPOs employed at the IAEA for at least one year would therefore qualify under one of these conditions.

The staff member's IAEA derived income (which includes the salary, post adjustment, and allowances) may exceed the foreign earned income exclusion limit. Under an agreement between the US Government and the IAEA, the IAEA will reimburse a staff member for US income taxes paid on the IAEA income in excess of the foreign earned income limit and the US Government will reimburse the IAEA for these payments.

The IAEA will not pay any penalties assessed for late payment or underestimates. The tax law provides for an automatic two-month extension of the federal tax-filing deadline for persons resident abroad—that is, from 15 April to 15 June. Further extension can be obtained by application to the IRS. None of these considerations exempts the staff member from filing a Federal (or State or local) income tax return.

It is not possible in this brief discussion to cover all the issues associated with an individual's tax

situation. Staff are advised to avail themselves of the IAEA's assistance in claiming reimbursement. Information and forms for filing US taxes can also be obtained from the US Embassy in Vienna, accessible online at [www.usembassy.at/en/embassy](http://www.usembassy.at/en/embassy), or from the Internal Revenue Service (IRS), accessible online at [www.irs.gov](http://www.irs.gov). Staff members are also advised to consult their State's internal revenue service about how to treat foreign earned income under state tax law.

## WORKING CONDITIONS

The working conditions, salaries, and employment benefits for staff members are determined within the framework of the UN Common System, which embraces most of the UN organizations. They are designed to attract individuals of the highest standards of efficiency, technical competence, and integrity from the IAEA's Member States.

### Work Week

The normal work week consists of five days, Monday through Friday, and normal working hours are 8:30 to 17:30 (8:30 to 17:00 in summer), with a one-hour lunch break. The IAEA has adopted a system of flexible time, which allows employees to substitute other hours for some of the normal working hours, provided that they are present during the core hours of 9:30 to 16:00 (9:00 to 15:30 in summer) and that the work schedule permits. Staff members, CFEs, and JPOs are required to "clock in" so that hours can be recorded.

## Overtime Compensation

Professional staff are not paid overtime but, within certain constraints, may be compensated in time off for extra time worked. Staff are expected to work during the core hours plus additional hours to total nine hours per day (eight and a half hours in summer). The additional time is accumulated to give the staff member up to four days of compensatory time off each half year; s/he may use at most sixteen hours of compensatory time off each month. Deficit time is used against annual leave, with eight hours being equal to one leave day.

Safeguards inspectors receive additional compensatory time when they have spent 60 days outside their duty station on official business travel. They are entitled to one day of compensatory time off for each official IAEA holiday spent on business travel, and one day for each weekend day they work or travel outside the duty station according to the IAEA travel guidelines.

## Annual Leave

Staff members accumulate two and a half working days of annual leave per month, provided that not more than 60 working days are carried beyond 31 December of any year. If, at the time of separation, a staff member has accrued annual leave, s/he shall receive a sum of money in lieu thereof, up to a maximum of 60 working days.

## Home Leave

After two years of continuous service, an internationally recruited staff member and her/his eligible primary dependents are entitled to travel time and compensation for travel expenses to and from the recognized home country. Since CFE appointments are initially for no more than two years, an extension of at least six months would have to be in place for a CFE to take reimbursed home leave during the second year.

## Sick and Maternity Leave

Sick leave entitlements depend on the type of appointment and the amount of continuous service at the IAEA before taking such leave. Staff members who have completed at least three years of continuous service are entitled to up to nine months of sick leave on full pay and nine months on half pay in any period of four consecutive years. Staff members holding a fixed-term contract of at least one year but less than

### TIP! *Get advice on filing US tax returns*

You may decide to wait until you have worked at the IAEA for twelve months before filing for the year in which your IAEA assignment began, in order to meet the “physical presence” qualification (at least 330 full days in a foreign country). Advice on this and other tax issues can be obtained from Richard Hilliard, IAEA Budget & Finance; Building A, Room A0677; ☎ 01/2600 26139 external; ☎ 26139 internal; E-mail r.hilliard@iaea.org.

### TIP! *Don't miss IAEA's seminar on US taxes*

At the IAEA tax seminar held annually at the end of February, new staff members can get informed about the tax situation of living abroad and about the IAEA reimbursement policy. You can also contact the Internal Revenue Service (IRS), accessible online at [www.irs.gov](http://www.irs.gov). A good starting point is IRS publication 54, “Tax Guide for US Citizens and Resident Aliens Abroad,” available at [www.irs.gov](http://www.irs.gov).

## CHECKLIST: FIRST WEEK OF WORK

- Register with the UN Pass Office at Gate 1 for a grounds pass (open from 8:00 to 16:00)
- Sign your contract at IAEA Human Resources on your first day of work (Building A, Room A0649)
- Get a commissary card from Commissary Customer Service (Building F, Room F0158)
- Contact the VIC Housing Service (Building A, 7th Floor, Rooms A0750-51; ☎ 22970 internal; ☎ 01/2600 22970 external)
- Submit personnel induction questionnaire, Oath of Service, educational records, birth & marriage (if applicable) certificates to Staff Administration (Building A, Room A0551)
- Get informed about health insurance & pension plans with Social Security (Building A, Room A0552)
- Contact Safeguards' In-Service Administration Assistant about benefits & entitlements (Building A, Room A0568)
- Set up Austrian banking account (e.g., Austrian banks at VIC)
- Apply for a *Legitimationskarte* at the IAEA Visa Office (Building A, Room A0766/67)
- Get informed about car purchases and driver's licenses with Staff Administration/Transportation (Building A, Room A0752)
- Obtain a VIC parking permit from Garage Administration (Building COE15)

**TIP!** *Don't clock in during your first 5 days*

For the first five working days, new staff members do not have to register their arrival and departure at the time recording terminals. No credit or debit will be accumulated.

**TIP!** *Get a Commissary card*

To obtain a VIC Commissary card, an eligible staff member should take her/his official grounds pass and related papers to the Commissary Customer Service (Building F, Room F0158; ☎ 22577 internal).

**TIP!** *VIC Housing: register while in the USA*

You can register online with the VIC Housing Service while still in the USA at [vichousing.iaea.org](http://vichousing.iaea.org). In that way, you can become acquainted with the housing market and perhaps even identify several candidate accommodations for viewing when you arrive in Vienna. It is advisable to go to the VIC Housing Service on your first day of work, either to follow up on your earlier requests or to register for their services for apartment searching. The office is located in Building A, 7th Floor, Rooms A0750-51; ☎ 22970 internal; ☎ 01/2600 22970 external.

**IAEA'S FAMILY-FRIENDLY WORK ENVIRONMENT**

- Flexible working hours
- Maternity and paternity leave
- Nursing breaks for new mothers
- Family emergency leave
- VIC Child Care Centre
- Assistance for spouse employment at Staff Development Centre
- Policy for prevention of harassment and other unfair/discriminatory treatment of staff

**EMPLOYMENT OPPORTUNITIES FOR SPOUSES**

Check with the IAEA Staff Development Centre ([www.iaea.org/sdc](http://www.iaea.org/sdc)), with the United Nations Women's Guild (UNWG) ([www.iaea.or.at/unwg](http://www.iaea.or.at/unwg)), with The Women's Career Network ([www.wcnvienna.org](http://www.wcnvienna.org)), and with ISPO ([www.bnl.gov/ISPO/recruitment/overseas\\_assistance.asp](http://www.bnl.gov/ISPO/recruitment/overseas_assistance.asp)). Some useful publications: *The Employment Booklet for UN and Embassy Spouses* by the UNWG; *American Women and Work in Austria* by the American Women's Association (AWA) ([www.awa/vienna.com](http://www.awa/vienna.com)) and *Opportunities for Americans in Vienna, Austria* by ISPO ([www.bnl.gov/ispo](http://www.bnl.gov/ispo)).

three years of continuous service are entitled to up to three months on full pay and three months on half pay in any period of twelve consecutive months, subject to certain limitations on the total amount of sick leave in any consecutive four years. Maternity leave (and also various forms of special paid or unpaid leave) may be granted under certain conditions.

**IAEA Official Holidays**

Typically, there are ten holidays officially approved by the Director General each year.

**SUPPORTING SERVICES AT THE VIC****Commissary**

Eligible staff members are entitled to the privilege of Commissary shopping, accorded under the Headquarters Agreement between the Republic of Austria and the IAEA. For example, staff members may purchase, exclusively for personal use and consumption, certain articles which may be imported duty free and sold by the Commissary, including tobacco products, alcoholic beverages, cosmetics and toilet preparations, medical supplies, pharmaceuticals, and food products produced outside of Austria. Information about the VIC Commissary privileges accorded staff can be found on the IAEA Web site at: [www.iaea.org/Publications/Documents/Infcircs/Others/infcir15m3.pdf](http://www.iaea.org/Publications/Documents/Infcircs/Others/infcir15m3.pdf).

**Housing Assistance**

The IAEA and other international organizations at the Vienna International Centre set up the VIC Housing Service to help employees secure reasonable rented accommodation and advise on leasing agreements. The service is free of charge (see Housing & Utilities, p. 45-47).

**Family Support Services**

A full-time Child Care Centre (run in German), located next to the IAEA headquarters at the VIC, is available for staff members' children aged three months to two years. Unfortunately, there is often a waiting list for this particular Centre and staff members may have to review other facilities. For children of preschool age, there are municipal kindergartens in the vicinity of the VIC (see Schools & Education Facilities, p. 52).

## Staff Development

The IAEA provides a variety of in-house training programs and professional development opportunities to help staff members update and develop their work-related knowledge and skills. These programs include communication, management, career planning, and computer courses. In addition, new staff members and their spouses are invited to participate in the IAEA Orientation Programme that will introduce them to the IAEA and life in Vienna.

The **Staff Development Centre (SDC)** is a multiple media facility for employees and their spouses. Users can broaden their professional as well as personal skills and develop their career options through self-training and workshops. In addition, the SDC offers counseling in relocation matters and support for spouses in the job search process.

## IAEA Language Training

The IAEA offers staff and spouses language training, at a reasonable cost, in the six official UN languages as well as in German. Training normally takes place several times a week at lunch time or in the early evening. See [www.iaea.org/About/Jobs/quality.html](http://www.iaea.org/About/Jobs/quality.html). ■

## THE VIENNA INTERNATIONAL CENTRE (VIC)

The IAEA headquarters is located at the Vienna International Centre (VIC), also called the "UNO City," which was designed by the Austrian architect Johann Staber and inaugurated in 1979. It is located on the banks of the Danube River, only ten minutes from the city center and easily accessible by public transport (U1-red line to the "Kaisermühlen/Vienna International Centre" station). The Austrian Government is renting the building for 99 years to the IAEA and the other UN organizations in Vienna at a symbolic rate of €1/year.

The VIC is comprised of several buildings: Buildings A and B house the IAEA; Building C is the main conference area; Buildings D and E house other UN entities; and Buildings F and G house various UN support services, such as the Library and the Medical Services.

## CHECKLIST: MOVING TO AUSTRIA

- Decide what to bring & not bring
- Arrange for shipment of household & personal effects
- Ask your local electrician about using US appliances in Austria
- Get necessary documents in order
- Look into international schools in Vienna
- Make arrangements if you wish to bring a pet to Austria
- Check out housing options & initial accommodations in Vienna
- Obtain an international driver's license
- Have medical checkups & stock up on medications
- Settle issues with your US bank
- Get informed about the US taxability of your IAEA income
- Arrange airline reservations & consider advance reservations for transportation from the Vienna airport
- Start getting informed about Austria & Vienna

## MOVING TO VIENNA

Start planning your move to Vienna well in advance. This section lists a few tips that can ease the transition. Two books are especially helpful: *The Expert Expatriate: Your Guide to Successful Relocation Abroad* (M. Brayer-Hess, P. Linderman) and *Living in Vienna* (American Women's Association). Also check out the numerous Web sites on Vienna (see page 30).

### Decide what to bring & not bring

Eligibility for the IAEA's generous shipping allowance will obviously influence your decision about what to bring and not bring. Furniture, clothing, and housewares are generally more expensive in Vienna than in the USA so, if entitled, ship as many of these goods as possible (see below). Importing US automobiles is not recommended. A few guidelines are presented in this section.

**Clothing.** Layering is not only a dress style but also a way of life in Vienna. Bring enough clothing to accommodate all four seasons and a varied climate that has been compared to that in the Mid-West and New England. Be sure to take along suitable shoes for cold winters and city walking. The Viennese tend to dress more conservatively than Americans do for social events and the dress code at the IAEA is normally "business to business casual."

**Household effects.** Don't bring a US mobile phone unless it is GSM compatible and don't buy pre-paid calling cards unless they have a number accessible from Austria. Mobile phones and calling cards are relatively inexpensive to buy in Vienna. US televisions cannot receive European broadcasts, since the European encoding system for TV transmission differs from that in the USA. Also, DVD players in Europe are encoded for Region 2 so

your US DVD player will not work with Austrian DVDs unless it is universally coded (or code free). You'll need such players for US DVDs if you decide to bring them along. Vienna has many stores for renting and buying both players and DVDs (see Communication, p.36). Don't bring major appliances, such as washer-dryers and refrigerators, since they require large transformers. Also, small heater-type appliances may be a problem unless they are of a dual voltage type. Such items can

## Getting Ready for the Move



be easily bought in Vienna (see Shopping, p. 54). If you plan on doing a lot of skiing or biking, you might want to bring your own equipment. Renting such equipment in Vienna is also easy (see Sports & Fitness, p. 57).

**Automobiles.** Autos imported from the USA must meet Austrian safety and emission standards. Although an eligible staff member may bring such cars into Austria duty free, the autos must go through customs and technical inspection to assure compliance with Austrian requirements. The process is apt to be costly and complicated, and such autos will usually be expensive to maintain and service. It may also be difficult to resell such autos upon departure, and bringing them back to the USA may entail further expenses for conversion to the US safety standards. Autos can be easily bought in Vienna, especially if you are eligible for tax-free purchases (see Privileges & Immunities, p. 16, and Automobiles & Driving, p. 34).

#### □ **Arrange for shipment of household & personal effects**

For those eligible for this benefit, the IAEA will pay the cost of shipping and storing household and personal effects up to certain limits (e.g., approximately 11,000 pounds for a single person and 18,000 pounds for an individual with dependents). Shipment of motor vehicles (including motorcycles), boats, trailers, and pets is not included. Shipment must be by surface, except for a limited amount of goods that may be shipped by air (e.g., approximately 500 pounds, with an additional 330 pounds allowed for a first dependent and an additional 165 pounds for each additional dependent). Surface shipments require about six to eight weeks, air shipments about two to three weeks. The IAEA will also pay the cost of storing household goods in the USA, again within time and cost limits. Insurance costs for such stored goods are not covered.

When notified of your acceptance of the employment offer, the IAEA Staff Administration Section will instruct three shipping agents in your area to estimate the shipping and storage costs. These estimates are then submitted to the IAEA, who will commission one of the agents for the shipment. You will be notified of the particulars, including advice on obtaining insurance. In special cases, a newcomer may receive permission to personally arrange to have three movers submit bids to the IAEA. Such arrangements must be made ahead of time through the IAEA Staff Administration Section.

#### □ **Ask your local electrician about using US appliances in Austria**

The Austrian electrical system operates on 220 volts and a frequency of 50 hertz; the US system operates on 110 volts and 60 hertz. Most US electrical appliances will not work in Austria unless they are of the dual voltage type or are used with a voltage transformer or a voltage adapter. This applies even to electric shavers and small heater type appliances such as toasters, irons, hair dryers, and coffee makers.

Your computer may be an exception, since most PCs are dual voltage. Even then, as Austrian plugs have two round prongs you will have to use an adapter plug with the US flat-pin type plug. Adapter and converter plugs are available in the USA at luggage or travel stores and at stores like Radio Shack. If you must use a transformer, buy it in the USA or online (e.g., from international-electrical-supplies.com). If the transformers are fused, buy extra fuses. Transformers are expensive in Vienna, unless you are lucky enough to buy one from someone moving back to the USA.

#### □ **Get necessary documents in order**

As a US citizen you can enter Austria without a visa but you will need a valid passport for international travel, for obtaining a *Legitimationskarte* (an Austrian identity card the IAEA arranges for you in lieu of a residence permit), and for other identification purposes. Check on the period of validity of your passport and apply for a new passport or renewal if necessary. Leave a photocopy with someone and

#### **TIP!** Visit the Austrian Embassy Web site

The Austrian Embassy Web site is a perfect starting place for fact-finding and for locating Consulate offices in the USA: [www.austria.org](http://www.austria.org).

#### **SHIPPING ASSISTANCE**

For information about shipments of household and personal effects, contact the Transportation Unit of the IAEA Department of Management: ☎ +43-1/2600-21166; E-mail [k.lechner@iaea.org](mailto:k.lechner@iaea.org).

#### **TIP!** Note the IAEA postal code

Although located in the 22nd District, the Vienna International Centre has a postal code of 1400, reflecting its extraterritorial status.

keep another copy for yourself in case the passport is lost or stolen. Take important medical, legal, and financial records, as well as your IAEA employment letter and any related correspondence.

Bring along your birth certificate (or a notarized photocopy) and that of each member of your family. Likewise, you will need your marriage certificate (if applicable) to prove dependency status. Other documents to take along include educational degrees, children's school records, your US and/or international driver's license, and a "good driving record" statement from your US insurance agent that will help you get a discount premium on automobile insurance in Austria (see *Automobiles & Driving*, p. 34). If you plan to take along a pet, you'll also need an International Vaccination Certificate (see "Make arrangements if you wish to bring a pet to Austria" below). Be sure to take all original documents and photocopies in your carry-on luggage.

### Look into international schools in Vienna

If you have school-aged children, register them as early as possible in their new schools in Vienna. There are many international, English language and bilingual schools in Vienna, but places fill up quickly. For more information, see *Schools & Education Facilities*, p. 52.

## TRAVELING WITH PETS TO AUSTRIA

Information in English about traveling with pets to Austria is available online at [www.wien.gv.at/english/veterinary/hotline.htm](http://www.wien.gv.at/english/veterinary/hotline.htm).

### **TIP!** Prepare your pet for the trip

Have your pet fitted with an ID collar that includes the IAEA telephone number, your name, and the flight information. Don't lock the cage; in an emergency it could cost your pet's life. Don't put food or water in the cage; bring along a water dish in your carry-on luggage to give your pet a drink upon arrival. If the vet so advises, sedate the pet a few hours before departure.

If the pet is small, carry it with you in the airplane cabin. Advance reservations are needed and you'll have to pay a fee. If your pet must travel in the cargo hold, check with the airline to make sure there is no toxic cargo (e.g., dry ice) on the plane. Don't be afraid to ask questions or remind officials that your pet is in the hold. Avoid stopover or stays in England, which has a long mandatory quarantine for all dogs and cats, regardless of their vaccination status.

## CHECKLIST: DOCUMENTS FOR AUSTRIA

- US passport (check validity period)
- Medical records, including immunizations
- Important legal & financial records
- IAEA employment letter & related correspondence
- Birth certificate (or notarized copy) for each family member
- Marriage certificate (or notarized copy)
- Educational degrees
- Children's school records
- US and/or international driver's license
- Good driving record statement from US insurance agent
- International Vaccination Certificate for accompanying pets

### Make arrangements if you wish to bring a pet to Austria

Austria does not impose quarantine on dogs and cats, but there are regulations governing their import. Be sure your pet has been vaccinated against rabies (*Tollwut*) at least 30 days, but not more than one year, before entering Austria; proof of inoculation—International Vaccination Certificate/*Internationaler Impfausweis*—is required. The form, which must be signed by a licensed veterinarian, can be obtained (in English and German) from the Austrian Embassy or Consulate in the USA, or downloaded from their Web site: [www.austria.org/content/view/116/135](http://www.austria.org/content/view/116/135). You will also need a copy of the signed form for certification by the US Department of Agriculture, which is done at the State level. Make copies of these documents and take them along in your carry-on luggage. The forms must accompany the pet in transport and be presented to Austrian customs officials and Austrian officials in Vienna for obtaining a "pet passport" (see *Pets*, p. 49).

Check with the airlines about transportation requirements, especially if you change carriers en route. Given advance notice most airlines will supply a cage, but you may want to buy one suitable for your pet. There are also international pet transport services that will transport your pet, e.g., Canine Carriers ([www.caninecarriers.com](http://www.caninecarriers.com); ☎ (203) 655 7295) and Air Animal ([www.airanimal.com](http://www.airanimal.com); ☎ (800) 635 3448, inside the USA). For dogs, bring a muzzle and leash, which you will need once you arrive in Vienna.

## □ Check out housing options & initial accommodations in Vienna

**Long-term housing.** Finding an apartment in Vienna may take up to three weeks, even with the help of the UN Housing Service in Vienna which has helped most people secure reasonable rented accommodation and advised them on issues concerning lease agreements. To learn about housing options and even arrange for inspections once you arrive in Vienna, register online with the VIC Housing Service while still in the USA: [vichousing.iaea.org](http://vichousing.iaea.org). The IAEA will have alerted the office to your assignment (see Housing & Utilities, p. 45-47).

**Initial accommodations.** For the first week or so, you may find it easier to reserve a room at a hotel or guesthouse (*Pension*), especially if you have lots of luggage. If requested, the IAEA will reserve temporary accommodations at a hotel or *Pension*. Complete and return the reservation request form sent to you along with your contract. For hotels or guesthouses located either near the VIC or in the city center with easy transport to the IAEA, see Recommended Hotels & Guesthouses listed here. Many hotels and guesthouses in Austria accept pets, but may charge an extra fee. Clarify in advance to avoid problems.

## □ Obtain an international driver's license

Take along a valid US driver's license; you may drive in Austria for up to six months using this license. An international driver's license, obtainable from an auto club in the USA (e.g., AAA), may be used in Austria past the six months. You may also want an Austrian driving license, which the IAEA will help you obtain (see Automobiles & Driving, p. 34). If you plan to rent a car, most rental companies in Austria require that foreigners have not only a valid driver's license, but also an international driver's license.

## □ Have medical checkups & stock up on medications

Tell your doctors and dentist that you will be out of the country for some time and that you initially need to stock up on medications, both over-the-counter and prescription drugs. Bring a supply of contact lenses and an extra pair of glasses (or at least the prescriptions). Take along any necessary medical files. Most health and beauty products typically found in US drug stores are readily available in Vienna (see Shopping, p. 54).

## RECOMMENDED HOTELS & GUESTHOUSES

### Near IAEA Headquarters

#### **Arcotel Kaiserwasser** ★★★★★

Wagramer Strasse 8, 1220 Vienna  
☎ +43-1/224 240; [www.arcotel.at](http://www.arcotel.at)

#### **Austria Classic Hotel Wien** ★★★★★

Praterstrasse 72, 1020 Vienna  
☎ +43-1/211 300 0; [www.classic-hotelwien.at](http://www.classic-hotelwien.at)

#### **Hotel Capri** ★★★★★

Praterstrasse 44-46, 1020 Vienna  
☎ +43-1/214 84 04; [www.hotelcapri.at](http://www.hotelcapri.at)

#### **NH Danube City** ★★★★★

Wagramer Strasse 21, 1220 Vienna  
☎ +43-1/260 200; [www.nh-hotels.com](http://www.nh-hotels.com)

#### **Park Inn & Suites Uno City, Vienna** ★★★★★

Wagramer Strasse 16-16a, 1220 Vienna  
☎ +43-1/260 400; [www.parkinn.com](http://www.parkinn.com)

#### **Suitehotel** ★★★★★

Radlingerstrasse 2, 1020 Vienna  
☎ +43-1/245 88 0; [www.suite-hotels.com](http://www.suite-hotels.com)

### City Center (easy transport to IAEA Headquarters)

#### **Hotel Pension Suzanne**

Walfischgasse 4, 1010 Vienna  
☎ +43-1/513 25 07; [www.pension-suzanne.at](http://www.pension-suzanne.at)

#### **Hotel Wandl** ★★★★★

Petersplatz 9, 1010 Vienna  
☎ +43-1/534 550; [www.hotel-wandl.com](http://www.hotel-wandl.com)

#### **Mercure Wien Zentrum** ★★★★★

Fleischmarkt 1a, 1010 Vienna  
☎ +43-1/525 85 0; [www.mercure.at](http://www.mercure.at)

#### **Pension Nossek**

Graben 17, 1010 Vienna  
☎ +43-1/533 70 41 0; [www.pension-nossek.at](http://www.pension-nossek.at)

#### **Pension Pertschy**

Habsburgergasse 5, 1010 Vienna  
☎ +43-1/534 49 0; [www.pertschy.com](http://www.pertschy.com)

## TEMPORARY HOUSING

#### **Kaiser Franz Joseph Apartments**

Sieveringer Strasse 4a, 1190 Vienna  
☎ +43-1/329 00 0; [www.deraghats.de](http://www.deraghats.de)

#### **Sacher Apartments am Stephansplatz**

Rotenturmstrasse 1, 1010 Vienna  
☎ +43-1/533 3238; [www.pension-sacher.at](http://www.pension-sacher.at)

#### **Singerstrasse 21/25**

Singerstrasse 21-25, 1010 Vienna  
☎ +43-1/514 49-0; [www.singerstrasse2125.at](http://www.singerstrasse2125.at)

#### **Starlight Suites**

Salzgries 12, 1010 Vienna  
☎ +43-1/533 9222; [www.starlighthotels.com](http://www.starlighthotels.com)

## □ Settle issues with your US bank

Ask your local bank about services to customers living abroad (e.g., automatic bill paying, Internet banking, and transferring funds to/from a foreign bank account). You may also decide to leave checks with a trusted individual in the USA for paying bills, in which case you will need to arrange for the legalities (e.g., power of attorney). If so instructed, the IAEA can transfer part of your salary, in US dollars, to your US bank account (see Salaries & Post Adjustment, p. 17).

Check that your US debit card is part of an international network (e.g., Plus, Cirrus, Maestro,

MasterCard, American Express, or Visa), allowing you to withdraw money from European ATMs in Austria. You may need to change to a four-digit PIN or even have a new card issued. Consider making arrangements with your bank to increase your maximum withdrawal limit. Get enough cash in Euros, including coins, to cover your airport transportation and initial set-up purchases in Vienna (see Banking & Finances, p. 35).

## □ Get informed about the US taxability of your IAEA income

Consult a personal tax adviser and/or contact the Internal Revenue Service (IRS) for information about US taxes on foreign income (for example, Publication 54: "Tax Guide for US Citizens and Resident Aliens Abroad," available at [www.irs.gov](http://www.irs.gov)). Find out about the state income tax in your last state of residence. Plan to keep receipts for expenses throughout your year abroad. If eligible, you will be reimbursed for US income taxes paid on your IAEA income (see US Income Tax Reimbursement, p. 22).

## □ Arrange airline reservations & consider advance reservations for transportation from the Vienna airport

The Vienna International Airport (VIE) is located in Schwechat, about 20 minutes southwest of Vienna. If you intend to bring along lots of luggage, you may want to make advance reservations for a private taxi or a small van. Otherwise, airport buses and trains available at the airport may meet your needs. C&K Airport Service has a reasonable fixed price and can be contacted in English (see Airport Transportation, p. 62).

## □ Start getting informed about Austria & Vienna

Begin the adjustment period before leaving home. Contact the Austrian Embassy or the Austrian Consulate near you for information and talk to people who have lived in Austria. Read about Austrian history and culture. Give yourself a head start by taking a German language course, or at least get some tapes or CDs to become familiar with the language. The Web sites listed below provide useful information (mostly in English) about Austria and Vienna.

### SOME USEFUL WEB SITES

#### Housing

For perspective on the Vienna apartment market, check out the following Web sites (in German and English):

- [www.apartment.at](http://www.apartment.at)
- [www.findmyhome.at](http://www.findmyhome.at)
- [wohnen.career.at](http://wohnen.career.at)
- [www.wien-vienna.at/wohnen.htm](http://www.wien-vienna.at/wohnen.htm)
- [www.kurier.at](http://www.kurier.at)
- [www.derstandard.at/Immobilien](http://www.derstandard.at/Immobilien)
- [www.immobilien.net](http://www.immobilien.net)

Some key words to look for are *Wohnung Miete* (apartment rentals) and *Immobilien* (real estate).

#### Airport transportation

Information on transport from the Vienna airport can be found on the Web at:

- [www.ck-airportservice.at](http://www.ck-airportservice.at)
- [www.airportservice.at](http://www.airportservice.at)
- [www.viennaairport.com](http://www.viennaairport.com)
- [www.cityairporttrain.com](http://www.cityairporttrain.com)

#### Austria & Vienna

- [www.virtualvienna.net](http://www.virtualvienna.net)
- [www.info.wien.at](http://www.info.wien.at) (click on English)
- [www.magwien.gv.at](http://www.magwien.gv.at) (click on English)
- [www.help.gv.at](http://www.help.gv.at) (click on English)
- [www.austria.gv.at](http://www.austria.gv.at) (click on English)
- [www.aboutvienna.org](http://www.aboutvienna.org)
- [www.usembassy.at](http://www.usembassy.at)
- [www.vienna.at](http://www.vienna.at) (click on English)
- [www.wien.gv.at/english](http://www.wien.gv.at/english)
- [www.expatexchange.com](http://www.expatexchange.com)
- [www.aeiou.at](http://www.aeiou.at) (click on English)
- [www.wieninternational.at/en](http://www.wieninternational.at/en)

## RETURNING HOME

Whether you are returning home or moving on to another location, the following information is useful. For information about leaving the IAEA, contact the Safeguards In-Service Administration Unit for assistance (Building A, Room A0568).

### Check contracts & put cancellations in writing

Service contracts in Austria usually continue until formally terminated. Put cancellations of housing leases, car insurance, telephone and internet contracts, subscriptions and other services used while in Vienna in writing and send by registered mail; also request written confirmation of cancellations. Not paying an invoice does not cancel a contract or subscription.

### Decide what to take and not to take

Here again eligibility for the IAEA's generous shipping allowance will influence your decision. If you want to sell some household goods, contact local organizations. The VIC Notice Board, the American Women's Association ([www.awavienna.com](http://www.awavienna.com)), the American International School (AIS) ([www.ais.at](http://www.ais.at)), and Virtual Vienna ([www.virtualvienna.com](http://www.virtualvienna.com)) are a few possibilities for ads or flea markets. Donations are a good option. Some worthy charities are Volkshilfe ([www.volkshilfe.at](http://www.volkshilfe.at)), Caritas ([www.caritas.at](http://www.caritas.at)), and

## CHECKLIST: RETURNING HOME

- Check contracts & put cancellations in writing
- Decide what to take and not to take
- Get papers & key items in order
- Sell your car
- Make arrangements to travel with a pet
- Follow the IAEA checklist for departing staff members

the United Nations Women's Guild Bazaar (UNWG) ([www.iaea.or.at/unwg/activity](http://www.iaea.or.at/unwg/activity))

### Get papers & key items in order

Put a copy of papers (e.g. medical, legal and financial records) in your luggage or air freight shipment and carry a copy in your hand luggage. Also carry with you necessary medication.

### Sell your car

Your insurance agent or the Austrian automobile club *ÖAMTC* can help you determine a fair market value. Posting an ad with a photo on the VIC notice board of Building F may be useful. For cars purchased under IAEA diplomatic conditions consult the IAEA Staff Administration/Transportation (Building A, Room 0752, ☎ 21168 internal).

### Settle Austrian & US banking issues

Check with the local Austrian bank about closing the account, transferring funds, notifications etc. If appropriate, arrange with the IAEA about final payments to your Austrian bank or US bank.

### Make arrangements to travel with a pet


Check with the airlines about transportation requirements. Follow instructions on page 28 about preparing pets for traveling.

### Follow the IAEA checklist for departing staff members

Contact the Safeguards In-Service Administration Unit (Building A, Room A0568) for assistance in matters related to departure from the IAEA. ■

## BEFORE LEAVING THE IAEA

- Request travel and freight authorization & make timely arrangements
- Return Austrian car license plates
- Provide evidence of relocation from Austria (if applicable)
- Return corporate credit cards & Hertz discount card
- Return Legitimationskarte (Austrian identify card)
- Return grounds pass & other security ID
- Contact the Safeguards In-Service Administration Unit for assistance (Building A, Room A0568)



A classic Viennese café/restaurant in the  
Kunsthistorisches Museum (Museum of Fine Arts)  
© WienTourismus/Peter Rigaud

Living in Vienna

There are so many publications and Web sites about living in Vienna that it would be impractical to repeat this information. A list of some useful Web sites is available on p. 30; this section presents a sampling of facts and practical tips intended to help you enjoy living and working in Vienna.

## ADDRESSES

Vienna is composed of 23 districts (*Bezirke*), with the district indicated by the second and third digit of the postal code. The higher the district number, the further it is from the center. The 1st District (1010) is the inner city. The 22nd District (1220) surrounds the Vienna International Centre (VIC) (whose postal code of 1400 reflects its extraterritorial status). Addresses generally come in three parts: district, street, house/apartment number (e.g., 1040, Augasse 2/4).

## AUSTRIAN CUSTOMS & LANGUAGE

Austrian and American customs have much in common, but there are also many differences stemming from different histories and geographical situations. These differences may sometimes seem charming and other times puzzling or even irritating. Regardless of your initial reaction, remember that, as a visitor in Austria, you are the one doing things differently. Adjustment requires good will, understanding based on knowledge, and a sense of adventure. Stick to the recommended “Dos and Don’ts of Living in Vienna” (p. 34-35) and you should fit in nicely.

### Language

German is the official language of Austria and, while many Austrians (especially the younger generation) speak some English, living in Vienna without at least a basic knowledge of German can be a frustrating experience. Enroll in a language class, get a tutor, or study online, but make learning German a priority while living in Vienna. There are many opportunities to learn German. Private tutors advertise through *Falter*, *Bazaar*, and other newspapers and also on the VIC notice boards. The language institutes can also put you in contact with personal tutors. However, the most cost-effective way to learn German is to join a class, which can also be a good way to meet people when you first arrive.

## VIENNA FIRST IN QUALITY OF LIVING SURVEY

In 2010 Vienna ranked first in overall quality of living according to the global survey conducted by Mercer Human Resource Consult. Criteria included political, economic, social and environment factors as well as safety, health, education, transport and other public services (see [www.mercerhr.com](http://www.mercerhr.com)).

### LIVING IN VIENNA—An indispensable resource

Newcomers to Vienna can do no better than to read the practical guide *Living in Vienna*, published by the American Women’s Association (AWA) for the English speaking community. It can be purchased from the AWA Web site ([www.awavienna.com](http://www.awavienna.com)) or at the VIC Newspaper stand on the ground floor of Building C. O provides free copies of the document to US citizens taking up an IAEA assignment.

#### TIP! Take an intensive German course

The DeutschAkademie offers an intensive German language course that runs for four weeks with classes four nights per week. Classes are small (five to eight people) and moderately priced (€205). Contact: DeutschAkademie (1st District, Opernring 1; ☎ 01/585 73 13; [www.deutschakademie.at](http://www.deutschakademie.at))

## SOME LANGUAGE SCHOOLS IN VIENNA

### IAEA Language Training Programme

VIC (Building F, Room F1011)

☎ 01/2600 2631

### DeutschAkademie

1st District, Opernring 1

☎ 01/585 73 13; [www.deutschakademie.at](http://www.deutschakademie.at)

### Berlitz

1st District, Graben 13

☎ 01/512 82 86 or 512 07 56; [www.berlitz.at](http://www.berlitz.at)

### Alpha Sprachinstitut Austria

1st District, Schwarzenbergplatz 16

☎ 01/503 69 69; [www.alpha.at](http://www.alpha.at)

### IKI, Internationales Kulturinstitut

1st District, Opernring 7

☎ 01/586 73 21; [www.ikivienna.at](http://www.ikivienna.at)

#### TIP! Prepare yourself to drive in Austria

Have your license and car registration with you at all times. Also have luminous vests (yellow or orange) for each passenger. Speed limits are 30–50 km in residential areas, 100 km on country roads, and 130 km on motorways. Spot checks are frequent, as are breath tests, and fines for driving under the influence of alcohol are high.

#### TIP! Get an Austrian driver’s license

For IAEA assistance in obtaining an Austrian driver’s license, submit a valid US license, medical certificate, *Legitimationskarte*, and two photographs to IAEA Staff Administration/Transportation (Building A, Room A0752; ☎ 21168 internal).

## AUSTRIAN INSURANCE COMPANIES AT THE VIC

### Allianz Elementar

Building F, Room F0911; ☎ 22982 internal

### Generali

Building F, Room F0911; ☎ 22982 internal

### UNIQA

Building F, Room F0911; ☎ 22982 internal

### Wiener Städtische

Building F, Room F0911; ☎ 22982 internal

### Zürich Kosmos

Building F, Room F0911; ☎ 22982 internal

### TIP! Keep parking vouchers in your car

Be sure to display a parking voucher (*Parkschein*) on your dashboard when parking in short-term parking zones (*Kurzparkzonen*) weekdays at specific times (districts 1–9 & 20 and parts of the 15th: max 2 hours, Mon–Fri 9am–10pm; Saturday evenings, Sundays, and holidays are exceptions). In some shopping areas the duration is 1½ hours, as indicated on street signs. You can buy ½-hour, 1-hour, 1½-hour, and 2-hour vouchers at *Tabak-Trafik* shops and some gas stations, or via SMS sent by cell phone (*Handy*); 10-minute vouchers are free. Mark the year, month, day, and arrival time. Parking is relatively cheap (½-hour €0.60, 1-hour €1.20), but fines can be as much as €30. For parking garages, pay at the vending machines before removing your car. More information (in English) is available at [www.wien.gv.at/english/transportation/parking/shortterm.htm](http://www.wien.gv.at/english/transportation/parking/shortterm.htm).

## CAR BREAKDOWNS

Touring clubs in Austria offer services 24/7, free of charge for members and payable by cash or credit card for non-members.

- **ARBÖ**, 15th District, Mariahilfer Strasse 180; ☎ 123; [www.arboe-wien.at](http://www.arboe-wien.at)
- **ÖAMTC**, 1st District, Schuberting 1-3; ☎ 120; [www.oeamtc.at](http://www.oeamtc.at)

## DOs & DON'Ts OF LIVING IN VIENNA\*

**DO** Greet people. If you are in a social setting, shop, restaurant, or office, use “*Grüss Gott*” (God’s greetings/blessings), “*Guten Morgen*” (good morning), or “*Guten Tag*” (good day). Reserve “*Servus*” or “*Hallo*” for greeting close friends, children, and teens. Say “*Auf Wiedersehen*” (see you again) when departing.

**DO** Shake hands when greeting (or leaving) an acquaintance (as opposed to a friend); this is done with everyone in a group. A woman offers her hand first to the man, and the older person to the younger. Handshakes are firm with direct eye contact. Cheek kissing (right, then left) replaces the handshake as people become friends. This is done women with women or women with men, but usually not men with men.

**DON'T** Backslap, excessively touch, or use exaggerated physical behavior in public as this may be misunderstood as being too familiar and intrusive.

## AUTOMOBILES & DRIVING

### Driver's License

A US driver's license is valid in Austria for up to six months. An international driver's license, obtainable from an auto club in the USA (e.g., AAA), may be used past the six months. An Austrian license is valid indefinitely. The IAEA Staff Administration/Transportation section will assist you and your spouse in obtaining the Austrian license.

### Insurance

Third-party liability insurance (*Haftpflichtversicherung*) is compulsory in Austria. In addition, you can get partial (*Teilkaskoversicherung*) or full (*Vollkaskoversicherung*) comprehensive insurance. Two factors determine the premium: your previous driving record and the vehicle's horsepower. A “*Bonus/Malus*” system is in effect that rewards/punishes drivers based on their accident history. A “good driving record” statement from your US insurance agent is key to getting the premium discount (see Get Necessary Documents in Order, p.27). Major Austrian insurance companies, with representatives that explain policy details in English, have offices at the VIC.

### Purchasing a Car

Eligible staff can buy a new automobile tax-free every four years (two years for P-5 and above) and may sell this vehicle tax-free after four years (two years for P-5 and above) (see Privileges & Immunities, p.16). Check with the relevant manufacturer about receiving the “diplomatic price.” For used cars, check out the Web site [www.unvienna.com](http://www.unvienna.com) and also the VIC notice board.

**DO** Use the formal pronoun “*Sie*” when talking to people who are older than you or only acquainted. Reserve “*Du*” for close friends, children, and teens.

**DON'T** Use loud, overly effusive, frenetic speech and avoid playful teasing which may be misunderstood and offensive. Remember: most Austrians speak some English, so avoid thoughtless or inappropriate remarks.

**DO** Address people with medical, academic, government, or diplomatic status with full titles (e.g., Doktor, Professor) and their last name (e.g., Herr- or Frau-Doktor Schmidt). When in doubt, use a title.

**DO** Call out a resounding “*Prost*” (cheers) when toasting; click glasses and make eye contact with everyone in the group. Not following this custom is considered rude.

**DO** Dress up if going to the opera, theater, or a top restaurant. A jacket and tie for men is the norm.



## Regulations

Automobiles on the highway (*Autobahn*) must display a highway tax sticker (*Autobahn Vignette*) on the inside windshield. The sticker may be purchased at border crossings, gas stations, and *Tabak-Trafik* shops located throughout Austria. Fines for not displaying a valid *Vignette* are around \$150. The use of a hand-held mobile phone (*Handy*) while driving is prohibited. Unlike in the USA, turning right on red is prohibited throughout Austria. Penalties for driving under the influence of alcohol tend to be stricter than in the USA. Austria requires motorists to have a first-aid kit, reflective passenger jackets, and a warning triangle. Details are available from either of the automobile clubs in Austria: *ARBÖ*—the Austrian Automobile and Bicycle Association ([www.arboe.at](http://www.arboe.at)); and *ÖAMTC*—the Austrian Automobile, Motor-bike and Touring Club ([www.oeamtc.at](http://www.oeamtc.at)).

## BANKING & FINANCES

### US & Austrian Banking

Most Americans working at the IAEA have found it convenient to maintain a dollar account at a US bank to facilitate the deposit of any US dollar salary payments (if requested) and arrange payments of US expenses, including those from the use of US debit and credit cards. Even so, since rent and other local expenses have to be paid in Euros, it is best to set up a Euro currency account (*Girokonto*) with an Austrian bank.

With a *Girokonto*, you can overdraw on the account without filling out an additional application

and without having any payment instructions. In effect, this is the convenient equivalent of a small loan or cash advance. The bank will charge interest on the overdrawn balance. Both the interest rate and overdraft limits vary, so ask the bank beforehand. A *Girokonto* also allows you to obtain a debit card (*Bankomatkarte*), issued with a PIN code, which functions like a US debit card and can be used to withdraw cash 24-hours a day at the many ATMs in Austria (identified by green and blue horizontally-striped neon signs). Many stores, even supermarkets, allow you to pay for purchases with a *Bankomatkarte*. The “Quick” system is yet another card function that enables you to load Euros onto the card and use it to pay at businesses that have a “Quick” sticker machine. You can even use the “Quick” system at the VIC cafeteria.

Austrian banks offer many services. Bills may be paid through direct transfer of funds from your account to that of the recipient, even though the latter may be with a different bank. This can be done either by Internet banking (in English) or through the use of a transfer order (*Zahlschein*). You can also issue a standing transfer order to automatically pay bills that are issued regularly (e.g., rent, telephone, electric, insurance, etc.). Fees are charged for opening and closing an account, for account maintenance, and for getting and using a *Bankomatkarte*. Foreign exchange fees and service charges vary among banks, so be sure to ask about these before setting up your account.

Banks are the best places to exchange dollars for Euros, but it pays to shop around as exchange

**DO** Give your family name when introduced to someone; first names may or may not be used later in a relationship. When you first meet an Austrian, the contact is likely to be formal. After a couple of meetings Austrians are more relaxed.

**DO** Return the favor if someone buys you a drink; buying rounds is not common practice.

**DO** Be punctual and bring a small gift when invited to someone's home: typically wine for the host, flowers for the hostess (take off the paper wrapping but leave the cellophane wrap). Give only an odd-numbered bouquet; an even-numbered bouquet is considered unlucky. Stay away from red roses; they have romantic undertones. Offer to remove your shoes when entering the home; often the host will provide slippers. Call the next day to thank the host.

**DO** Knock before entering an office.

**DO** Say “*Mahlzeit*” before eating lunch, “*Guten Appetit*” before eating evening meals. Keep your hands, but not your elbows, on top of the table.

**DO** Tip for good service: the general rule is to round up smaller bills when buying coffee or beer and to add 10% for full meals. In all but the most posh establishments, the tip is handed over when you pay: just tell the server (*Kellnerin/Kellner*) the total amount you want to pay (bill and tip included) and s/he will work it out.

**DO** Stand to the right on escalators to allow others to pass by.

**DO** Use whatever German you know whenever you can; it may prompt Austrians to use whatever English they know.

**DON'T** Cross the street on red at traffic lights, even if there is no traffic in sight. Austrians rarely do it, and the police can instantly fine you for jaywalking.

rates and commission charges can vary. You can also cash dollar travelers checks at a bank, but you will be charged a commission for each transaction. American Express Travelers Cheques can be cashed free of charge at the American Express office in the 1st District (Kärntnerstrasse 21-23; ☎ 01/512 4004).

Bank Austria, a major Austrian bank with branches throughout the country, maintains two branches in the VIC. One is in Building C (1st floor, Room C0113; ☎ 01/050505-30200 external; ☎ 4988 internal). The second is in Building D (ground floor, Room DOE71; ☎ 01/05 05 05-30205 external; ☎ 30207 internal; E-mail vic@bankaustria.com). Opening hours are 9:00 to 15:00 (Thursdays to 17:30). ATMs are available outside these branches. Check out [www.bankaustria.at/en/index.html](http://www.bankaustria.at/en/index.html).

Membership in the United Nations Federal Credit Union (UNFCU) is available to all UN staff, affiliated agencies, and families. UNFCU offers numerous services, including checking and savings accounts in US dollars, as well as credit cards, investments, and loans. Headquartered in New York, the bank maintains a branch at the VIC (Building C, 1st floor, Room C0135; ☎ 01/260 60-5753; ☎ 5753 internal). For information, check out the Web site: [www.unfcu.com](http://www.unfcu.com).

## COMMUNICATION

The telecommunications industry in Austria, as elsewhere, is rapidly developing both with respect to the services offered and their costs. The information provided here should be used only as a guideline.

Austrian telecommunication firms offer a wide range of advanced services (e.g., internet, media, and telecommunications) along with features such as wireless voice telephone, video calls, and broadband wireless data all in a mobile environment. It is difficult to keep pace with this rapidly expanding industry and readers are advised to contact individual providers for the latest information (mostly available in English); see Major Mobile Service Providers, p. 37.

### Internet Access

To use the Internet with an Internet Service Provider (ISP), check first with your landlord. If any installation of wiring and equipment is necessary, you may need the landlord's written permission before a company



will perform the work. Depending on your choice of connection, you may need special hardware, such as modems and network cards, for your computer.

As most providers require a one-year contract, it is best to get an Internet connection right away upon arriving in Vienna. There are several options: ISDN (integrated services digital network), ADSL (asymmetric digital subscriber lines), cable connections, and satellite services. Prices vary depending on the level of service. Most offer one or more E-mail accounts; some offer telecommunication services. Not all options are available throughout Vienna.

For those who don't want to set up Internet access at home, there are many public wireless hot spots throughout the city, as well as reliable and relatively cheap Internet cafes (about €4-6 per hour).

### Mobile Phones (*Handys*)

A mobile phone (German: *Handy*) may be a practical main option or a supplement during your assignment. Austria's mobile phone network works on the GSM standard and is generally not compatible with US systems. You can arrange for phone service and buy a *Handy* at specialty stores throughout the city; a few such stores are **Hartlauer** ([www.hartlauer.at](http://www.hartlauer.at)), **MediaMarkt** ([www.mediamarkt.at](http://www.mediamarkt.at)), **Niedermeyer** ([www.niedermeyer.at](http://www.niedermeyer.at)), and **Saturn** ([www.saturn.at](http://www.saturn.at)). You can also deal directly with an outlet of one of the major networks located throughout the city.



The Hofburg (Imperial Palace) from above  
© WienTourismus/Claudio Alessandri

To sign up, take along your passport, proof of an Austrian bank account, and proof of your address in Vienna. Mobile phone prices vary greatly, starting at €0 or €1 and going upward according to features, brand name, and contractual arrangements. There are two options to consider: prepaid SIM cards and yearly contracts. Yearly contracts usually include a free or inexpensive *Handy*.

### Land-Line Telephones (*Festnetz*)

Ask your landlord whether phone connections are available. It's faster (and cheaper) to take over a connection from a previous tenant. Austria's main telecommunication provider is **A1 Telekom Austria AG** ([www.a1.net](http://www.a1.net)). You can apply for telephone service by calling them toll free at ☎ 0800 100 000; request an English-speaking representative. Once you have a telephone connection, you may want to choose a service provider other than A1. Choose a company that has no sign up, monthly, or minimum fee. You will still have to pay the standard line rental fee to A1.

### International Calling

Although long distance calls tend to be expensive in Austria, some companies offer low international rates: **Amiga** ([www.amiga.at](http://www.amiga.at)), **1031 Telekom** ([www.1031telekom.at](http://www.1031telekom.at)), **Billignet** ([www.billignet.at](http://www.billignet.at)) and **Telediscount** ([www.telediscount.at](http://www.telediscount.at)) are a few

## AUSTRIAN MONEY

Austria operates on the Euro (€), the official currency of the European Union. Banknotes come in seven denominations, each with a distinctive color and size: €5 (grey), €10 (red), €20 (blue), €50 (orange), €100 (green), €200 (yellow), €500 (purple). One Euro is divided into 100 cents. Coins come in eight denominations: 1 cent, 2 cents, 5 cents, 10 cents, 20 cents, 50 cents, €1, and €2.

### TIP! *ATMs: Monitor debit/credit card use*

ATMs are located throughout Austria, designated by signs with one green and one blue horizontal stripe. Austrian ATMs do not provide receipts for transactions. If the ATM releases your card but no money, check your bank account as soon as possible to ensure that the account has not been debited. Online banking services are a useful tool for this purpose. If you have been debited, notify your bank immediately.

### TIP! *Report lost or stolen banking cards*

To report a lost or stolen *Bankomatkarte*, call ☎ 0800 204 8800 (in Austria); ☎ +43-1/204 8800 (outside of Austria); Bank Austria 24-hour service line ☎ 05 05 05 25; [www.bankaustria.com](http://www.bankaustria.com). To report lost or stolen credit cards, call the service number of the respective card company as soon as possible: American Express ☎ 0800 900 940; Visa ☎ 01/711 11 770; MasterCard ☎ 0800 218 235; Diners Club ☎ 01/501 35 14.

## MAJOR MOBILE SERVICE PROVIDERS

### A1 Telekom Austria AG

☎ 0800 100 000; [www.a1.net](http://www.a1.net)

### Hutchinson 3G Austria

☎ 0800 30 30 30; [www.drei.at](http://www.drei.at)

### Orange

☎ 0800 699 889; [www.orange.at](http://www.orange.at)

### Tele2

☎ 0800 882 822; [www.tele2.at](http://www.tele2.at)

### T-Mobile

☎ 0800 676 300; [www.t-mobile.at](http://www.t-mobile.at)

### UPC Telekabel

☎ 0800 700 767; [www.upc.at](http://www.upc.at)

### TIP! *Check out communication packages*

Some of the mobile service providers listed above offer complete communication packages (fixed line, cell phone, internet, cable & digital TV). Their phone numbers are toll free and usually have an English option.

## INTERNET CAFES: A FEW FAVORITES

### Cafe Einstein

1st District, Rathausplatz 4,  
[www.einstein.at](http://www.einstein.at)

### Cafe Stein

9th District, Währingerstrasse 6-8  
[www.cafe-stein.com/internet.html](http://www.cafe-stein.com/internet.html)

### Restaurant Leupold-Café

1st District, Schottengasse 7  
☎ 01/533 93 81-12  
[www.leupold.at](http://www.leupold.at)

### TIP! Use free WiFi connections in Vienna

Many hotels, cafes and restaurants (e.g. Burger King, Starbucks) have WLAN access with T-mobile. Ask the manager for details. For a list of WiFi Hot Spots, see [www.freewave.at/en/hotspots](http://www.freewave.at/en/hotspots).

## AREA CODES: CALLING TO/WITHIN AUSTRIA

Austria's country code is 43 and each city/town has an area code (e.g., Vienna's code is 1). When calling within Austria use 0 before the area code (e.g., 01 for Vienna, 0662 for Salzburg). For example, the IAEA number is 2600-0. If calling from a land-line in Vienna, ☎ 2600-0; from elsewhere in Austria, ☎ 01/2600-0. If calling from a mobile/Handy within Austria, ☎ 01/2600-0; and from the USA, ☎ 011-43-1/2600-0.

## RADIO AND TV IN AUSTRIA

ORF is Austria's state run radio and TV network. Its best radio station for classical, jazz, and opera is Österreich 1 (92.0 FM). The station FM4 (103.4 FM) broadcasts in English on evenings until mid day. Radio Orange (94.0 FM) is a Vienna-based free radio station similar to American public radio. It's great for soul, hip hop, jazz, and African music. ORF1 and ORF2 are two state-run TV channels ([www.orf.at](http://www.orf.at)); other channels (including CNN) are available via cable or satellite.

### TIP! Watch US TV series from Austria

Connect to [watchseries.eu](http://watchseries.eu) and use your computer to view popular TV series, cartoons and documentaries free of charge.

### TIP! Get free advice on living in Vienna

Cost-free information and advice (in English) about living in Vienna is available from the Vienna Service Office, a field office of the City of Vienna located at the VIC (Building C, Room COE14; ☎ 01/260 26 4234 external; ☎ 4234 internal). Sign up to receive E-mail listings of monthly events: [viennaserviceoffice@univieanna.org](mailto:viennaserviceoffice@univieanna.org). Best to call for an appointment.

examples. VoIP (Voice over Internet Protocol) is an inexpensive way to call internationally. You connect to VoIP via your home computer using a headset and software such as Skype ([www.skype.com](http://www.skype.com)), Jajah ([www.jajah.com](http://www.jajah.com)) or Yesss ([www.yesss.at](http://www.yesss.at)).

## Radio, Television, & DVDs

Staff holding a *Legitimationskarte* are exempt from paying the Austrian tax on radios and TVs. The Austrian radio and television network (ORF) presents German language programming on three channels (see [www.orf.at](http://www.orf.at)). Cable TV and satellite TV are alternatives which offer access to several channels in English, including CNN and the Disney Channel. Check out any of the multimedia stores (see Shopping, p.54). DVD players can also be purchased at any of these stores and are a great option for viewing movies in English. If buying a new player, you may want to buy one that is code free, which means you can view DVDs with any code. Many video rental shops carry videos in English and almost all DVDs have English as an optional language.

## EATING OUT & ENTERTAINMENT

### Food & Drink

**Eating out.** Vienna has thousands of restaurants catering to all budgets and styles of cuisine and there's no lack of recommendations on where to eat and drink. (See, for example, the admittedly very short lists of recommended places, guidebooks, and Web sites highlighted throughout this section.) As ballpark figures, budget meals are anything up to €8, mid-range menus are up to €12, and top end is anything over and above. For traditional Viennese cuisine and setting, visit a *Gasthaus* or one of the simple eating places known as a *Beisl* (derived from the Yiddish for "little house"). During the week, the cafeteria at the VIC offers the cheapest (but by far not the best) luncheon meal in town. If you're short of time, dash into one of the increasingly popular middle-Eastern snack shops or seek out a *Würstelstand* (Austrian sausage stand), found on street corners and squares. For pastries, a *Café-Konditorei* will do nicely. Then there's the unique Vienna coffee house (*Kaffeehaus*), which is a great place to meet friends, read the papers, play chess, or simply enjoy an Austrian-style



The Vienna *Rathaus* (City Hall) © WienTourismus/F3

coffee ([www.wiener-kaffeehaus.at](http://www.wiener-kaffeehaus.at)). For Starbucks fans, there are currently nine stores in Vienna ([www.starbucks.at](http://www.starbucks.at)).

**Drinking places.** The *Heuriger* is a traditional Viennese wine tavern that invariably serves hot and cold buffet style food and an endless supply of new and aged wine. *Heurigen* are concentrated in the wine growing city suburbs, with Grinzing being the most well-known (and most touristy) area. Other areas to check out are Heiligenstadt/Nussdorf and Sievering/Neustift am Walde (in the 19th District) and Strebersdorf and Stammersdorf (north of the Danube) that house some of the most authentic taverns. There are even a few inner city *Heurigen* worth investigating; details can be found at [www.heurigenkalender.at](http://www.heurigenkalender.at) and [home.ccc.at/gcsullog](http://home.ccc.at/gcsullog).

Austria produces a wide variety of beers, ranging from a mild lager (e.g., *Märzen*) to the more alcoholic “special” and “bock” beers, wheat (*Weizen*), and white beers (*Weissbier*). For those wishing to sample this range, try any of the places listed on page 41.

#### USEFUL SOURCES: FOOD & DRINK

- The weekly newspaper *Falter* and its Web site [www.falter.at](http://www.falter.at) are great sources of information about entertainment in Vienna; both media are in German but easy to navigate
- The Lonely Planet *Vienna City Guide* is a must for what, when, and where to eat and drink
- Brochures (in English) on restaurants, cultural events, and entertainment are available from the Vienna Tourist Information ([www.info.wien.at](http://www.info.wien.at)) and also from the Vienna Service Office at the VIC (Building C, COE14)
- The Web site [www.virtualvienna.net](http://www.virtualvienna.net) is always reliable, never to be overlooked (in English)
- Everything you ever wanted to know about the Viennese coffee house (*Kaffeehaus*) can be found at [www.wiener-kaffeehaus.at](http://www.wiener-kaffeehaus.at) (in English)
- Recipes, menu guides, reviews, wine glossary, history, and more are available (in English) at [www.globalgourmet.com/destinations/austria](http://www.globalgourmet.com/destinations/austria)
- The Web sites [www.heurigenkalender.at](http://www.heurigenkalender.at) and [home.ccc.at/gcsullog](http://home.ccc.at/gcsullog) offer information about the Viennese *Heurigen* (in English)
- To learn about Austrian beer (in English), check out [www.lib.uchicago.edu/~keith/austrian-beer](http://www.lib.uchicago.edu/~keith/austrian-beer)
- Those interested in Vienna’s young scene should visit [www.wien.info/en/lifestyle-scene](http://www.wien.info/en/lifestyle-scene) (in English)

## EATING & DRINKING: A FEW FAVORITES

### EATING PLACES

#### **Bamkraxler**

19th District, Kahlenberger Strasse 17  
☎ 01/318 88 00  
www.bamkraxler.at

#### **Bitzinger's Würstelstand**

1st District, Albertinaplatz  
☎ 01/533 10 26  
www.bitzinger.at

#### **Figlmüller (Great Schnitzel)**

1st District, Wollzeile 5  
☎ 01/512 61 77  
www.figlmuellner.at

#### **Flein**

9th District, Boltzmann-gasse 2  
☎ 01/319 76 89

#### **Goldmund (Beisl)**

7th District, Zitterhofergasse 8  
☎ 01/522 56 82

#### **Immervoll (Beisl)**

1st District, Weihburggasse 17  
☎ 01/513 52 88

#### **Konoba (fish)**

8th District, Lerchenfelder Strasse 66  
☎ 01/929 41 11  
www.konoba.at

#### **Naschmarkt Deli (American)**

4th District, Naschmarkt 421  
☎ 01/585 08 23

#### **Palmenhaus**

1st District, Burggarten 1  
☎ 01/533 10 33  
www.palmenhaus.at

#### **Saigon (Vietnamese)**

6th District, Getreidemarkt 7  
☎ 01/585 63 95

#### **Schweizerhaus**

(Open mid-March to end of October)  
2nd District, Prater 116  
☎ 01/7280 152 13  
www.schweizerhaus.at

#### **ShanghaiTan (Asian)**

6th District, Gumpendorferstrasse 9  
☎ 01/585 49 88  
www.shanghai-tan.at

#### **VegiRant (Vegetarian)**

9th District, Währinger Strasse 57  
☎ 01/407 82 87  
www.vegirant.at

#### **Würstelstand am Hoher Markt**

1st District, Hoher Markt

### CAFÉS (COFFEE HOUSES)

#### **Alt Wien**

1st District, Bäckerstrasse 9  
☎ 01/512 52 22

#### **Anzengruber**

4th District, Schleifmühl-gasse 19  
☎ 01/587 82 97

#### **Cafe der Provinz**

8th District, Maria Treugasse 3  
☎ 01/944 22 72  
www.cafederprovinz.at

#### **Central**

1st District, Herrengasse 14  
☎ 01/533 37 64-26  
www.ferstel.at

#### **Cafe Florianihof**

8th District, Florianigasse 45  
☎ 01/402 4 842  
www.florianihof.at

#### **Hawelka**

1st District, Dorotheergasse 6  
☎ 01/512 82 30  
www.hawelka.at

#### **Kleines Café**

1st District, Franziskanerplatz 3  
☎ No phone

#### **Landtmann**

1st District, Dr. Karl Lueger-Ring 4  
☎ 01/24 100-0  
www.landtmann.at

#### **Leopold**

7th District, Museumsplatz 1  
☎ 01/523 67 32  
www.cafe-leopold.at

#### **MAK Café (in Art Museum)**

1st District, Stubenring 3-5  
☎ 01/711 36-0

#### **Museum**

1st District, Operngasse 7  
☎ 01/586 52 02  
www.cafe-museum.at

#### **Prückel**

1st District, Stubenring 24  
☎ 01/512 61 15

#### **Stein**

9th District, Währinger Strasse 6-8  
☎ 01/319 72 41  
www.cafe-stein.com

#### **Urania**

1st District, Uraniastrasse 1  
☎ 01/713 30 66  
www.barurania.com

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## CLUBS & BARS

### A Bar Shabu

2nd District, Rotensterngasse 8  
☎ 0650/544 59 39

### Blue Box

7th District, Richtergasse 8  
☎ 01/523 26 82  
www.bluebox.at

### Flex

1st District, Donaukanal/  
Augartenbrücke  
☎ 01/533 7525  
www.flex.at

### Manolos

1st District, Volksgartenstrasse 1  
☎ 01/526 20 82  
www.manolos.at

### ¡Más!

8th District, Laudongasse 36  
☎ 01/403 83 24

### Passage

1st District, Burgring/  
Babenbergerstrasse  
☎ 01/961 88 00  
www.sunshine.at

### Tanzcafe Jenseits

6th District, Nelkengasse 3  
☎ 01/587 1233

### Volksgarten

1st District, Burgring 2  
☎ 01/532 42 41  
www.volksgarten.at

## HEURIGEN (Wine Taverns)

**Esterhazykeller** (Inner city tavern)  
1st District, Haarhof 1  
☎ 01/533 34 82  
www.esterhazykeller.at

**Feuerwehr Wagner Heuriger**  
(Great garden)  
19th District, Grinzingerstrasse 53  
☎ 01/320 24 42  
www.feuerwehrwagner.at

### Hirt

(Superb view over Vienna;  
reachable with bus 38A)  
19th District, Eisernenhandgasse 165  
☎ 01/318 96 41  
www.zurschildkrot.com

### Mayer am Pfarrplatz

(Traditional tavern with large  
garden; reachable with bus 38A)  
19th District, Pfarrplatz 2  
☎ 01/370 12 87  
www.pfarrplatz.at

### Weingut am Reisenberg

(Great view)  
19th District,  
Oberer Reisenbergweg 15  
☎ 01/320 93 93  
www.weingutamreisenberg.at

### Weingut Schilling

(In Strebersdorf; large garden)  
21st District, Langenzersdorferstr. 54  
☎ 01/292 41 89  
www.weingut-schilling.at

## PUBS & BEER HOUSES

**Brauhaus Nussdorf** (Brewery)  
19th District, Freihofgasse 1  
☎ 01/372 10 70

### Charlie P's (Irish pub)

9th District, Währinger Strasse 3  
☎ 01/409 79 23  
www.charlieps-irishpub.at

### Fischer Bräu (Brewery)

19th District, Billrothstrasse 17  
☎ 01/319 62 64  
www.fischerbraeu.at

### Flanagan's Irish Pub

1st District, Schwarzenberg Str. 1-3  
☎ 01/513 7378  
www.flanagans.at

### Salm Bräu (Brewery)

3rd District, Rennweg 8  
☎ 01/799 59 92  
www.salmbraeu.com

### Schweizerhaus

2nd District, Prater 116  
☎ 01/728 01 52-13  
www.schweizerhaus.at

### 7 Sternbräu (Brewery)

7th District, Siebensterngasse 19  
☎ 01/523 86 97  
www.7stern.at

### Wieden Bräu (Brewery)

4th District, Waagasse 5  
☎ 01/586 03 00  
www.wieden-braeu.at

## DOs & DON'Ts OF EATING & DRINKING\*

**DO** Bring cash to eating and drinking places as many don't accept credit cards.

**DO** Seat yourself, unless you have a reservation or are otherwise instructed.

**DO** Ask if there's a nonsmoking (*Nichtraucher*) section—a rarity until recently.

**DO** Say "*Mahlzeit*" before starting to eat lunch; "*Guten Appetit*" is used for evening meals.

**DO** Be specific when ordering coffee. Never order just "a cup of coffee!" Order, for example, a "*kleiner Brauner*" or "*grosser Brauner*" (small or normal-size cup of strong black coffee with a splash of milk), a "*Verlängerter*" (a *Brauner* weakened with hot water), or a "*Mélange*" (the classic coffee topped with with lots of foamy milk).

**DO** Say "*Leitungswasser, bitte*" to order a glass of tap water.

**DO** Call out a resounding "*Prost*" (cheers), click glasses, and make eye contact with everyone in the group when toasting.

**DO** Order only drinks from the server at a *Heurigen*; order and pay for food at the buffet counter.

**DO** Say "*Zahlen, bitte!*" to ask for the check (you may have to ask several times). Tip for good service. In all but the most posh places, tell the server (*Kellnerin/Kellner*) the total amount you want to pay (bill and tip included) and s/he will work it out. The general rule is 10%. If you pay the owner directly, leave the tip on the table for the server. Be aware that you will be charged for each roll or slice of bread eaten.

\*Adapted from The Lonely Planet *Vienna City Guide*

**Bars & clubs.** In Vienna, the distinction between a bar and a club is often blurred. Don't dismiss a place because of its label. Generally you don't have to spend a lot of money in bars in order to have fun until the early morning hours. You'll find a concentration of trend-setting bars to the north and south of the *Naschmarkt*, around the *Spittelberg*, and along the *Gürtel* (mainly around the U6 stops of Josefstädter Strasse and Nussdorfer Strasse). The area of the Danube Island near the U1-Donauinsel station comes alive with outdoor bars and clubs over the summer months. Getting home after a night out is not a problem with the many Nightline buses that operate throughout the city (see Transportation, p. 60).

### Entertainment

**Cinemas.** There are several cinemas in Vienna that show films in English or in their original language. Look for the abbreviations following the film title: **OV** (original language), **OmU** (original language with German subtitles), and **OmeU** (original version with English subtitles). Some of the cinemas listed on page 43 show films in English all the time; the others do so only part of the time. Check the Web sites for details. Tickets can be reserved by telephone or even purchased by Internet.

**Museums.** Vienna has more than 100 museums offering an endless range of exhibitions and collections on subjects ranging from the fine arts to high tech. The brochure *Museum Guide*, produced by the Vienna Tourist Office, is full of details on what to see, when, and where. Not to be missed are the **Albertina**, with its graphic arts collection, and the **MuseumsQuartier Wien**, home to such large art museums as the **Leopold Museum** and the **MUMOK** (Museum of Modern Art Ludwig Foundation Vienna), as well as to contemporary exhibition places such as the **Kunsthalle Wien** (Art Hall Vienna).

The **Kunsthistorisches Museum** (Museum of Fine Arts) and the nearby **Naturhistorisches Museum** (Museum of Natural History) offer not only priceless works of art and artifacts but also opportunities to view buildings from the Habsburg era. The **Österreichische Galerie Belvedere** is housed in the Belvedere Palace built by Prince



#### TIP! *Order opera tickets online*

You can purchase opera tickets online and pick them up at the box office: [www.wiener-staatsoper.at](http://www.wiener-staatsoper.at) (in English).

#### TIP! *Find activities for children in Vienna*

WienXtra-Kinderinfo has lots of information about children's activities (in English). Visit the office in the 1st District, Museumsplatz 1, ☎ 4000 84 400; [www.kinderinfowien.at](http://www.kinderinfowien.at) (in English).



## ENTERTAINMENT: A FEW FAVORITES

### CHILDREN'S PLACES

**Alte Donau** (sailing, boat rentals)  
22nd District

**Donauinsel**  
(playgrounds, swimming, skating,  
biking)

22nd District

**Haus der Musik**  
1st District, Seilerstätte 30  
☎ 01/516 48  
www.hdm.at

**Haus des Meeres** (aquarium)  
6th District, Esterhazypark  
☎ 01/587 14 17  
www.haus-des-meeres.at

**Schönbrunn Kindermuseum**  
(children's museum)  
13th District, Schloss Schönbrunn  
☎ 01/811 13 344  
www.schoenbrunn.at

**Schönbrunner Tiergarten** (zoo)  
13th District, Maxingrass 13B  
(Schloss Schönbrunn Park)  
☎ 01/877 92 94  
www.zoovienna.at

**Schmetterlinghaus**  
(butterfly house)  
1st District, Burggarten  
☎ 01/533 85 70  
www.schmetterlinghaus.at

**Technisches Museum Wien**  
(Technical Museum of Vienna)  
14th District, Mariahilferstrasse 212  
☎ 01/899 980  
www.tmw.at

**Wurstelprater** (amusement park)  
2nd District  
www.prater.at

**Zoom** (children's museum)  
7th District, Museumsplatz 1  
☎ 01/522 67 48  
www.kindermuseum.at

### CINEMAS

**Artis International**  
1st District, Schultergasse 5  
☎ 01/535 54 70  
www.film.at/artis\_international

**Burg Kino**  
1st District, Opernring 19  
☎ 01/587 84 06  
www.burgkino.at

**DeFrance**  
1st District, Schottenring 5  
☎ 01/317 52 36  
www.defrance.at

**English Cinema Haydn**  
6th District, Mariahilfer Strasse 57  
☎ 01/587 52 36  
www.haydnkino.at

**Stadt Kino**  
3rd District, Schwarzenbergplatz 7  
☎ 01/712 62 76  
www.stadtkinowien.at

**Votivkino**  
9th District, Währinger Strasse 12  
☎ 01/317 35 71  
www.votivkino.at

### MUSEUMS

**Albertina**  
1st District, Albertinaplatz 3  
☎ 01/534 830  
www.albertina.at (in English)

**Austrian Gallery Belvedere**  
3rd District, Prinz Eugen Strasse 27  
☎ 01/795 557-134  
www.belvedere.at

**Kunsthistorisches Museum**  
(Museum of Fine Arts)  
1st District, Burgring 5  
☎ 01/525 24 403  
www.khm.at

**MAK** (Museum of Applied Arts)  
1st District, Stubenring 5  
☎ 01/711 36  
www.mak.at

**Museumsquartier Wien (MQ)**  
(Museum Quarter of Vienna)  
7th District, Museumsplatz 1  
☎ 01/523 5881  
www.mqw.at

A cultural complex of nearly  
50 facilities for contemporary  
art and culture including:

**Kunsthalle Wien** (Art Hall Vienna,  
www.kunsthallewien.at);  
**Leopold Museum**  
(www.leopoldmuseum.org); and  
**MUMOK** (Museum of Modern Art,  
www.mumok.at).

### OPERA, CLASSICAL MUSIC & MUSICALS

**Staatsoper** (State Opera House)  
1st District, Opernring 2  
☎ 01/514 44 7880  
www.wiener-staatsoper.at

**Kammeroper**  
(Opera & summer performances at  
Schlosstheater Schönbrunn)  
1st District, Fleischmarkt 24  
☎ 01/512 01 0077  
www.wienerkammeroper.at

**Theater an der Wien**  
6th District, Wienzeile 6  
☎ 01/588 30 265  
www.theater-wien.at

**Volksooper** (Light opera & musicals)  
9th District, Währinger Strasse 78  
☎ 01/514 44 3670  
www.volksooper.at

**Musikverein** (Home to the Vienna  
Philharmonic Orchestra)  
1st District, Bösendorferstrasse 12  
☎ 01/505 81 90  
www.musikverein.at

**Konzerthaus** (Classical music;  
jazz, pop, & ethnic musicals)  
3rd District, Lothringerstrasse 20  
☎ 01/242 002  
www.konzerthaus.at

**Raimund Theater** (Musicals)  
6th District, Wallgasse 18-20  
☎ 01/599 77  
www.musicalvienna.at

### THEATER & DANCE

**International Theatre**  
9th District, Porzellangasse 8  
☎ 01/319 62 72  
www.internationaltheatre.at

**Vienna's English Theatre**  
8th District, Josefgasse 12  
☎ 01/402 12 60  
www.englishtheatre.at

**ImPulsTanz**  
7th District, Museumstrasse 5  
☎ 01/523 55 58  
www.impulstanz.com

**Tanzquartier Wien**  
7th District, Museumsplatz 1  
☎ 01/581 35 91  
www.tqw.at

## FESTIVALS & EVENTS: A FEW FAVORITES

### SPRING–SUMMER

#### Easter Markets/*Ostermärkte* (month before Easter)

Some favorites: Old Vienna Easter Market (1st District, Freyung; [www.altwiener-markt.at](http://www.altwiener-markt.at)) & Schönbrunn Easter Market (13th District, Schönbrunn Palace; [www.ostermarkt.co.at](http://www.ostermarkt.co.at))

#### Donauinselfest (held in June)

A 3-day festival of music of all types. Free of charge. Special activities for children. International food & drink. 22nd District, *Donauinsel* (Danube Island) [www.donauinselfest.at](http://www.donauinselfest.at)

#### JazzFest Wien (June–July)

A modern, urbane festival with an international reputation. 8th District, Lammgasse 12/8 ☎ 01/712 42 24 (information) [www.viennajazz.org](http://www.viennajazz.org)

#### Rathausplatz Music Film Festival (July–August)

Films of opera & classical music shown after dusk every evening. Free of charge. [www.wien-event.at](http://www.wien-event.at)

### FALL–WINTER

#### Advent markets (15 November—24 December)

Some favorites: *Christkindlmärkte* at Spittelberg, Vienna City Hall, Karlsplatz, Belvedere, University Campus. Christmas gifts, food, *Glühwein* & hot punch. [www.christkindmarkt.at](http://www.christkindmarkt.at)

#### Wiener Eisraum (January–March)

Ice skating in the heart of Vienna, directly in front of the City Hall. 1st District, Rathausplatz [www.wienereisraum.com](http://www.wienereisraum.com)

Eugene of Savoy as a summer residence. The collections of the 19th and 20th centuries are in the Upper Belvedere with works by Biedermeier artists, French Impressionists, and Austrian artists (the most famous displayed being Klimt, Schiele, and Kokoschka). The Lower Belvedere houses the [Museum of Medieval Art](#) and the [Baroque Museum](#). The two buildings are linked by a unique Baroque garden.

**Opera, classical music, & musicals.** Vienna is considered by many to be the world's top center for opera and classical music. The list of venues on page 43 is certainly not complete, and even some coffee houses feature live music. (Pick up the

Old Vienna Easter Market, Freyung  
© WienTourismus/Karl Thomas



handy “Vienna’s Concert Cafes” brochure from the Austrian Tourist Office.) Some of Vienna’s churches and cafes are also fine places to catch a classical concert. Churches such as the [Augustinerkirche](#) and the [Minoritenkirche](#) (1st District) often complement Sunday services with a full choir. Ticket prices at venues vary, from standing room at a few Euros to a prime spot at €300. Generally, tickets can be purchased on the individual Web sites (mostly in English) with a credit card. Most Web sites have a seating map, which is invaluable in matching your budget with the perfect seat. In July and August, the *Rathausplatz* offers free open-air film concerts of opera and classical music. To round out the evening, visit the many international food stalls nearby.

**Theater & dance.** There are some 50 theaters in this theater-loving city, with most performances in German. Nevertheless, you can always count on the **English Theater** and the **International Theatre** to provide good entertainment in English. Tickets are priced variously, from standing room at about €2 to top end at around €60. For contemporary dance, visit the **Tanzquartier**. In July and August, the dance festival **ImPulsTanz** hosts international dance groups.

## HOUSING & UTILITIES

The IAEA and other international organizations at the Vienna International Centre set up the VIC Housing Service to help employees secure reasonable rented accommodation and to advise them on leasing agreements. The service is free of charge. You can register online with the Housing Service while still in the USA: [vichousing.iaea.org](http://vichousing.iaea.org). In that way, you can become acquainted with the housing market and perhaps even identify candidate accommodations for viewing when you arrive in Vienna. On average it takes about one to three weeks to find suitable housing and complete the contract.

It is advisable to go to the Housing Service on the first day of work, either to follow up on your earlier requests or to register for their service for apartment searching. The office is located at the VIC, Building A (7th floor, Rooms A0750-51; ☎ +43-1/2600 22970). Housing will contact the owners to coordinate your appointments, but will not accompany you on the inspections. Viewing apartments after work or on weekends is usually acceptable. Once you have found suitable accommodation, make no formal commitment on the spot. Contact the Housing Service to assist you in negotiating and drawing up the contract in German and English. In case the owner prefers to use a standard local contract, you should have this first reviewed and, if required, modified by the Housing Service. For those wishing to do their own search, the Web is a useful resource. Some key words to look for are *Wohnung Miete* (apartment rentals) and *Immobilien* (real estate).

### What to Look For

Vienna is composed of 23 districts (*Bezirke*), and accommodations are readily available in nearly

## SOME USEFUL HOUSING WEB SITES

### AUSTRIAN REAL ESTATE MARKET

- [www.apartment.at](http://www.apartment.at)
- [www.derstandard.at/Immobilien](http://www.derstandard.at/Immobilien)
- [www.findmyhome.at](http://www.findmyhome.at)
- [www.immobilien.net](http://www.immobilien.net)
- [www.immomeia.at](http://www.immomeia.at)
- [www.kurier.at](http://www.kurier.at)
- [www.wien-vienna.at/wohnen.htm](http://www.wien-vienna.at/wohnen.htm)

### VIC Housing Service

[vichousing.iaea.org](http://vichousing.iaea.org)

#### TIP! *Don't negotiate a contract alone*

If you find an apartment of interest, don't make any immediate commitment (even verbal) to the landlord. Contact the VIC Housing Service to negotiate the contract.

#### TIP! *Take inventory before you sign*

At the contract signing stage, get an inventory list from the landlord and check it or make one yourself. Record in writing any damages to walls, furniture, etc., and take photos as backup. As soon as possible, check running of appliances and report problems in writing to the landlord.

## REAL ESTATE AGENTS

*Die Immobilienmakler* work on commission, which can be as high as three months' gross rent for a lease of more than three years. Add to this the 20% value added tax, which is paid in full when the contract is signed.

#### TIP! *Take good care of your apartment key*

Most apartment keys (*Schlüssel*) cannot be duplicated, but for a fee landlords will often provide an extra key. If locked out of your apartment, check the telephone directory or ☎ 118877 (information) for a nearby "*Schlüsseldienst*" (24-hour service).

#### TIP! *Ask about laundry facilities*

If there is no washing machine in your apartment or the building in which it is located, try the following (be sure to bring along lots of coins): **Do it Yourself**, 3rd District, Schlachthausgasse 19; **Schnell & Sauber Waschcenter**, 9th District, Währinger Strasse (corner Verignisstrasse); **Die Neuhold's Drop-Off Service**, 3rd District, Salesiannergasse 8 and 8th District, Florianigasse 17.

every district. Many Americans have chosen to live in the downtown Districts 1 to 9, which have many advantages: easily accessible to the VIC by public transport, central to cultural and social activities, and an excellent infrastructure. People with school-age children may prefer to live in one of the outlying districts (13, 18, or 19)—the so-called “green areas” because of the many parks.

Furnished and unfurnished apartments are available. In Vienna, unfurnished often means no appliances and no light fixtures. Partly furnished often means an appliance or two (e.g., oven, refrigerator), while a fully furnished apartment usually includes a fitted kitchen with combined fridge/freezer, dishwasher, washing machine, electrical or gas stove and oven, furniture, lamps, curtains, wall units, and possibly even dishes, cutlery, and linens. Obviously, your choice will depend on your eligibility for the IAEA shipping allowance and your life style. Rent consists usually of basic rent plus value added tax and house maintenance costs. Most landlords request a deposit of up to three months’ gross rent, which is returned upon termination of the lease, provided all outstanding bills have been paid

and there has been no damage to the premises or its contents. For those eligible, the IAEA rental subsidy will partly offset the relatively high rental fees for top quality housing in Vienna (see Rental Subsidy, p. 19).

Depending upon the lease arrangements, as a tenant you may be responsible for all minor repairs (e.g., leaky faucets, burnt-out light bulbs). Typically, the landlord handles major repairs (e.g., the heating system, dishwasher/washing machine); whether you need to re-paint the unit when moving out should be stipulated in the lease. Before painting or decorating the unit while living there, obtain the landlord’s written approval. Unless otherwise agreed upon, you are expected to arrange and pay for one heating system check per year. If applicable, you are also required to admit the chimney sweep (*Rauchfangkehrer*), when s/he comes to check the building’s chimneys, and the meter reader, when s/he comes to take the reading on the gas and electricity meters (always request proper identification before allowing entry).

### Utilities

You will be billed for utilities (e.g., gas, electricity) five times a year; the amount charged on each

*Votivkirche* (Votive Church) behind the University of Vienna  
© WienTourismus/Popp & Hackner



bill is the same until the end of the year, when you will be charged (or refunded) the difference between what was paid and what was actually used (*Jahresabrechnung*). Be forewarned: the amount billed during the year is based on the usage during the previous year so that if the apartment was uninhabited during the previous year you may have an unexpectedly large year-end bill. For advice in English about utility charges and billing, contact the Vienna Service Office, which is operated by the City of Vienna and located at the VIC (Building C, Room COE14; ☎ 01/260 26 4234 external; ☎ 4234 internal; E-mail [viennaserviceoffice@unvienna.org](mailto:viennaserviceoffice@unvienna.org)).

## MEDICAL SERVICES

Medical insurance is mandatory for all employees (see Medical Insurance, p.21). No matter which insurance scheme you opt for, be sure to carry the insurance card or certification with you at all times and have available the contact information about the help-line in case of hospitalization or other major medical needs. For those with a medical condition, it is advisable to register with a general practitioner as soon as possible after arrival. The Joint Medical Service at the VIC can offer advice on the choice. For information in English about Vienna's medical services, also consult [www.wien.gv.at/english/health](http://www.wien.gv.at/english/health).

### Joint Medical Service at the VIC

This Joint Medical Service was set up by the IAEA and other international organizations at the VIC to provide cost-free advice on local medical services; first aid and emergency treatment during work hours; general examinations; and inoculations. It maintains an excellent list of well qualified doctors and dentists who speak English. The Service is located in Building F (7th Floor, Room F07) and is open five days a week from 8:30 to 17:30 (16:30 in summer). Contact: ☎ 22222 (internal) for emergencies during work hours; ☎ 22223 internal; ☎ 01/2600-22223 external.

### Medical Treatment in Vienna

For medical emergencies outside normal IAEA work hours that require immediate hospital treatment, call an ambulance (*Rettung*) at ☎ 144 as this ensures easy and quick access to hospital care.

## HOSPITALS WITH 24/7 EMERGENCY SERVICES

### Allgemeines Krankenhaus

9th District, Währinger Gürtel 18-20  
☎ 01/404 00

### Hanusch Krankenhaus

14th District, Heinrich Collin Strasse 30  
☎ 01/910 21 0

### Lorenz Böhler Unfallkrankenhaus

20th District, Donaueschingenstrasse 13  
☎ 01/381 10-0

### St. Anna Kinderspital

(Children's hospital)  
9th District, Kinderspitalgasse 5  
☎ 01/331 110  
[www.stanna.at](http://www.stanna.at)

## EMERGENCY MEDICAL TREATMENT

### During IAEA work hours

VIC Joint Medical Service  
☎ 22222 internal; ☎ 01/2600 22222 external

### Outside IAEA work hours

Calling an ambulance (*Rettung*) ensures easy and quick access to treatment at a hospital. Say "*Ich brauche einen Krankenwagen*" (I need an ambulance). "*Meine Adresse ist... Mein Name ist... Meine Telefonnummer ist...*" ☎ 144

### Accidental poisoning

Call the Poison Information Center (*Vergiftungsinformationszentrale*)  
☎ 01/406 43 43

## NON-EMERGENCY MEDICAL TREATMENT

### During IAEA work hours

VIC Joint Medical Service  
(Building F, 7th Floor, Room F07)  
Monday to Friday, 8:30 to 17:30 (16:30 in summer)  
☎ 22223 internal

### Outside IAEA work hours

"Doctors on call" (*Ärztefunkdienst*) will send a doctor to your home if needed  
☎ 141

### Dentist (*Zahnarzt*)

☎ 01/512 20 78 (service in German)

**TIP!** *Beware of ticks!*

If you have been bitten by a tick and haven't been immunized, contact the VIC Joint Medical Service or a doctor immediately. If left untreated, you could contract a serious condition called meningoenzephalitis.

**TIP!** *Locate a pharmacy after hours*

Look for a sign on the pharmacy door indicating the location of the nearest open pharmacy; ☎ 1550 for recorded information by district (in German); [www.apotheker.or.at](http://www.apotheker.or.at).

**TIP!** *Have medicines delivered 24/7*

For €19, the *Medikamentenzustellendienst* will pick up your doctor's prescription and deliver medicines from the pharmacy; ☎ 89 144.

**USEFUL LINKS ABOUT PETS IN AUSTRIA**

- Vienna animal protection help line  
[www.wien.gv.at/english/veterinary](http://www.wien.gv.at/english/veterinary)
- Emergency veterinarian service in Austria  
[www.tierarzt.at/notdienstliste.php](http://www.tierarzt.at/notdienstliste.php)
- Vienna Society for the Prevention of Cruelty to Animals  
[www.wr-tierschutzverein.org](http://www.wr-tierschutzverein.org)
- Vienna University of Veterinary Medicine  
[www.vu-wien.ac.at](http://www.vu-wien.ac.at)
- Austrian Chamber of Veterinary Surgeons  
[www.tieraerztekammer.at](http://www.tieraerztekammer.at)
- Government agency help site on the Internet: Page on Household Pets  
[www.help.gv.at/Content.Node/133/Seite.1330000.html](http://www.help.gv.at/Content.Node/133/Seite.1330000.html)

**ANIMAL PROTECTION HOTLINE**

The Vienna Veterinary Office animal protection hotline is a direct link to veterinarians for all matters concerning protection and maintenance of animals. Information is available, for example, on dealing with reports of animal cruelty, what animals you may keep in Vienna, what you need to know before acquiring a pet or domestic animal, who to contact for help when you have to say goodbye to your pet, and who to contact regarding lost or found animals. The animal protection hotline is available 24/7: ☎ +43-1/4000-8060; E-Mail: [tierschutz@m60.magwien.gv.at](mailto:tierschutz@m60.magwien.gv.at).

For non-emergency medical attention when the Joint Medical Service is closed or when your local doctor is not available, contact the "doctors on call" (*Ärztefunkdienst*): ☎ 1771. They will send a doctor to your home if needed. If you require a dentist (*Zahnarzt*) after normal hours, call ☎ 01/512 20 78 (in German).

**Tick Immunization (*Zeckenschutzimpfung*)**

Many wooded areas in Austria are the habitat of certain tick species that carry the tick-borne encephalitis (TBE) virus that can cause meningoenzephalitis. While not all ticks carry the TBE virus, those that do are frequently found in wooded, low lying areas such as the Vienna Woods. Be advised to avoid tick-infested areas and to protect yourself from tick bites by wearing protective clothing and using repellents. A vaccine against TBE has been developed in Austria and is highly effective. The tick immunization is a series of three intramuscular injections, usually administered in late winter/early spring but also at other times of the year if needed. Normally, the first and second injections are given in an interval of two to eight weeks, the third after nine to twelve months. The vaccination is good for three to five years, depending on age. The inoculation is available at the VIC through the Joint Medical Service.

**Pharmacies**

At least one pharmacy (*Apotheke*) is located in every district of Vienna and handles all medications, including prescription drugs and over-the-counter medicines such as aspirin, cough syrup, and antihistamines. Opening hours for most pharmacies are 8:00 to 18:00 weekdays and 8:00 to 12:00 on Saturdays. A complete list of pharmacies located throughout Austria is available online at [www.apotheker.or.at](http://www.apotheker.or.at), with pharmacies offering service after work hours specially marked. For recorded information by district (in German) to locate a pharmacy service after normal hours and on holidays (*Nacht-Notdienst Apotheke*), call ☎ 1550. There is an extra charge for medicine purchased after hours. There is also an English-speaking pharmacy located at the VIC (Building F, 7th floor, Room F0715; ☎ 21599 internal). Opening hours are from 12:30 to 16:00.

## PETS

For the entry of dogs and cats to Austria, you must provide proof of a valid rabies inoculation (see Moving to Vienna, p. 28). Since October 2004, anyone wishing to travel with a dog or cat within the EU must equip the animal with a document issued by a veterinarian authority—the so-called Pet Passport, an ID card clearly identifying the animal (e.g., age, race, gender, and identification number), giving ownership information and certifying that a valid rabies inoculation has been carried out.

Owners of dogs aged three months or more must register their dogs with the local authorities and pay an annual tax (*Hundesteuer*); there is no tax on cats. It is compulsory for the dog to wear the dog tag issued by the Austrian authorities. Cancellation of a dog license must be done at the responsible tax authority in writing. As long as this is not done, the tax liability still exists. Contact: [www.help.gv.at/Content.Node/133/Seite.1330000.html](http://www.help.gv.at/Content.Node/133/Seite.1330000.html) (in English).

According to the Animal Protection Act, all dogs in Vienna must be leashed or muzzled in public places for safety reasons. However, this restriction does not apply in the more than 100 dog zones and dog-walking zones ([www.wien.gv.at/umwelt/parks/hundezonen.html](http://www.wien.gv.at/umwelt/parks/hundezonen.html)). Be aware that there is a fine if

your dog is found without a leash and muzzle outside allowed areas, and a more severe penalty is imposed if your dog attacks someone. Dogs are not allowed to use sidewalks, pedestrian areas, sandboxes, or children's playgrounds as toilets. You are expected to pick up after your pet; there are automats with free dog clean up supplies throughout the city.

There are specific regulations for taking dogs on public transportation. For example, dogs must be kept on a leash and wear a muzzle. Dogs travel free with persons owning a year's public transport card; otherwise they require a half price adult ticket.

## RECYCLING

Recycling is well established in Vienna. Austria is one of the most environmentally conscious countries in Europe and recycling is not only dictated by conscience but compelled by law. Residents diligently divide waste from the rest of their refuse and bring this to nearby containers marked as follows: paper (*Altpapier*), clear glass (*Weissglas*), colored glass (*Buntglas*), plastic (*Kunststoff*), metal (*Metall, Dosen*), biodegradable (*Biotonne*), and other (*Restmüll*). In addition, second-hand clothing bins for various charity organizations are scattered throughout the city.

View of the Vienna Internal Centre from the *Alte Donau*  
© WienTourismus/Heinz Angermayr



## SOME ENGLISH SPEAKING RELIGIOUS CENTERS IN VIENNA

### Christian Denominations

- Information on Christian churches in Vienna is available from the Vienna International Religious Centre (VIRC). The VIRC is located in the 9th District, Rooseveltplatz 8; ☎ 01/515 52 3375; [www.virc.at](http://www.virc.at).
- Information on Catholic services is available from Vienna's English speaking Catholic Community (VESCC). Sunday mass (10:00am) at church in 2nd District, Mexikoplatz 12. Weekday mass (12:30pm) at Donaukirche (near VIC). ☎ 01/402 18 30; [www.vescc.org](http://www.vescc.org).
- The Christ Church Vienna (Anglican/Episcopal) is located in the 3rd District, Jauresgasse 17-19; ☎ 01/714 89 00; [www.christchurchvienna.org](http://www.christchurchvienna.org).
- The International Baptist Church of Vienna is located in the 10th District, Herndiggasse 6; ☎ 01/774 6956; [www.ibcv.at.tt](http://www.ibcv.at.tt).
- The English speaking United Methodist Church is in the 15th District, Sechshauer Strasse 56; ☎ 01/604 53 47; [www.esumc.at](http://www.esumc.at).
- The Vienna Community Church (VCC), an inter-denominational church, is located in the 1st District, Dorotheergasse 16; ☎ 01/505 52 33; [www.viennacommunitychurch.com](http://www.viennacommunitychurch.com).

### Buddhist

Information on Buddhism in Austria can be found at [www.buddhismus-austria.at](http://www.buddhismus-austria.at) (in German). The ÖBR (Austrian Buddhist Religious Community) is located in the 1st District, Fleischmarkt 16; ☎ 01/512 37 19. Hindu  
The Hindu temple *Hindu Mandir* is located in Vienna's 8th District, Lammgasse 1; ☎ 01/214 78 87; [www.mandirvienna.org](http://www.mandirvienna.org).

### Islamic

Information about the Muslim Community in Austria (IGGIÖ) can be found at [www.derislam.at](http://www.derislam.at). Their office is in the 7th District, Bernardgasse 5, ☎ 01/526 31 22 (office hours Monday through Friday, 9:00 to 13:00).

### Jewish

Information about the Jewish community in Austria, including Jewish life in Vienna as well as the schedule for synagogue services, can be found at [www.ikg-wien.at](http://www.ikg-wien.at). The City Synagogue is located in the 1st District, Seitenstettengasse 4; ☎ 01/531 04-1.

## SOME CHRISTIAN CULTURAL PLACES TO VISIT

- **Stephansdom** (St. Stephen's Cathedral) 1st District, Stephansplatz
- **Kapuzinerkirche** (Church of the Capuchina, the Imperial Vault) 1st District, Neuer Markt 1
- **Maria am Gestade** (Church of Mary of the Steps, tomb of the patron of Vienna) 1st District, Salvatorgasse 12

## RELIGIOUS SERVICES

Religion plays an important role in the lives of many Austrians and the country has been a stronghold of Catholicism for centuries. This can be seen everywhere: Vienna has numerous churches, towns invariably have at least one church, and the countryside is dotted with small roadside shrines decorated with fresh flowers. Freedom of religion is guaranteed under the constitution and nearly all legally recognized religions are represented in Vienna.

Some information on English-speaking religious centers in Vienna is presented here (*left*); also contact the individual Web sites or [www.wien.info](http://www.wien.info) (click on English / Specials / Religious Services in Vienna). *Living in Vienna*, published by the American Women's Association (AWA), is also a rich information source about religious services (see [www.awavienna.com](http://www.awavienna.com)).

## SAFETY & SECURITY

Although Vienna is considered a relatively safe city, always be security conscious. Having your handbag, wallet, cell phone, or camera stolen is in all likelihood the worst crime you will encounter. Still, there are a few places in Vienna where you should be especially aware of your surroundings to avoid harassment, especially at night: the Karlsplatz U-Bahn station is well-known for drug addicts, as are Praterstern, the Westbahnhof, and Mexikoplatz. Südtirolerplatz and the S-Bahn and Strassenbahn stations along the Margareten Gürtel and Wiedner Gürtel can be quite unnerving after dark. The police patrol these areas and security cameras monitor most of these stations. If needed, seek help at any of the police stations (*Polizei*) that operate at major stations or call the emergency number: ☎ 133.

**Minimizing risks.** Here are some suggestions to minimize the risk of becoming a victim.

- Carry handbags and phones as close to your body as possible, preferably on the front of your body; men should keep their wallet in a front, inside pocket. Never leave items unattended, especially in cafes, restaurants, etc. Pay special attention in crowds, on *U-Bahn* platforms, and in train corridors: if pushed, turn around to see who pushed you so that you can later identify the person if something is stolen.





Stephansdom (St. Stephen's Cathedral)  
© WienTourismus/Karl Thomas

- Never leave personal items such as identification cards and keys in your coat on a coat rack.
- If approached by a “plain clothes detective” or other claimed official for no apparent reason, demand to see the alleged official’s ID. In case of doubt, call the police for assistance: ☎ 133.
- Keep debit and credit card numbers, PIN codes, and the company phone numbers separate from the cards themselves. Check regularly on the safety of these cards. If missing, immediately call the card issuer to cancel. Use the following numbers for contact: **AmEx** ☎ 0800 900 940; **Diners Club** ☎ 01/501 3514; **Visa** ☎ 01/711 11 770; **MasterCard** ☎ 01/717 01 4500.
- When using a debit or credit card at an ATM, check that no one is observing you type in the PIN code. If the card gets stuck in the machine, this may be part of a con trick. In this case, someone may offer to help retrieve the card, requesting your PIN code. Don’t disclose this! Stay near the ATM and call the police for assistance: ☎ 133.
- When traveling by train, never leave luggage or other belongings unattended. Do not leave valuables in clothing hanging near the door or in bags placed on the floor. Use the locks on doors of sleeping compartments.

If appropriate, check whether the train has a special section for women traveling alone and book in advance.

- To avoid unwanted attention, women should not smile or make eye contact with passing men. This typical US friendliness may be interpreted as an invitation.

**Harassment.** In case of harassment at work, IAEA staff should follow UN/IAEA reporting procedures. For harassment outside of work, women should consult:

- **The Women’s Emergency Center** (*Frauennotruf*). ☎ 01/717 19; [www.frauennotruf.wien.at](http://www.frauennotruf.wien.at)
- **The Information Center Against Violence.** ☎ 01/544 0820; [www.aoeff.at](http://www.aoeff.at)

**Loss or theft.** For loss or theft of an item other than a debit or credit card, file a police report at the nearest police station. You’ll need this report for insurance purposes and for replacing passports and other documents. For lost or stolen US passports, contact:

- **The US Consulate**, located in the 1st District, Parking 12a / Gartenbaupromenade (side entrance of the Marriott Hotel); ☎ 01/313 39 7535; [www.usembassy.at/en/embassy/cons](http://www.usembassy.at/en/embassy/cons)

## EMERGENCY PHONE NUMBERS TO PROGRAM

- Fire ☎ 122
- Police ☎ 133
- Ambulance ☎ 144
- Physicians (nights & weekends) ☎ 141
- Dentists (nights & weekends) ☎ 01/512 20 78
- Pharmacies (recording in German by district) ☎ 1550
- Gas leak ☎ 128
- Electricity outage ☎ 0800 500 600
- Poison emergency line ☎ 01/406 43 43
- US citizen emergency services ☎ 01/313 39
- Women's emergency hotline ☎ 01/717 19

### TIP! Read the anti-discrimination brochure

To learn more about what is being done to stop discrimination in Vienna, read the brochure "Stop Discrimination" produced by the Anti-Discrimination Office of the City of Vienna or visit the Web site: [www.antidiskriminierung.wien.at](http://www.antidiskriminierung.wien.at).

### TIP! Get more lost & found info online

For all the information you'll need to deal with items you've lost or found, go to [www.help.gv.at](http://www.help.gv.at), click on "English," then select "Lost and Found" in the drop-down box.

## BILINGUAL SCHOOLING IN VIENNA

The Vienna Board of Education (*Stadtschulrat für Wien*) sponsors the Vienna Bilingual Schooling project for children who speak German and English. The project, carried out in various schools throughout Vienna, follows the Austrian primary- and secondary-level curriculum and employs teachers of English or German mother tongue. For more information, contact: Vienna Bilingual Schooling Project, Stadtschulrat für Wien, 1st District, Wipplingerstrasse 28; ☎ 01/525 25-77084; [www.wien.gv.at/bildung/stadtschulrat](http://www.wien.gv.at/bildung/stadtschulrat).

## VOLUNTEERING AT INTERNATIONAL SCHOOLS

The American International School (AIS), the Danube International School (DIS), and the Vienna International School (VIS) welcome volunteers to help, for example, in the library, with athletic programs, and with special activities. Contact the individual school for information: [www.ais.at](http://www.ais.at); [www.danubeschool.at](http://www.danubeschool.at); and [www.vis.ac.at](http://www.vis.ac.at).

## ADULT EDUCATION PROGRAMS IN VIENNA

Vienna has an extensive network of community colleges (*Volkshochschulen*) that offer reasonably priced courses (mainly in German) in areas such as languages, computers, history, art, music, dance, and sporting activities. Classes are held during both daytime and evening hours. For more information (in German) contact: Verband Wiener Volksbildung, 15th District, Hollergasse 22; ☎ 01/89 174; [www.vhs.at](http://www.vhs.at).

For lost items, inquire at the following:

- **Lost & found service.** The Municipal District Offices in Vienna (*Magistratische Bezirksämter*) serve as Lost Property Offices for lost and found items. ☎ 01/4000 8091 (hotline); [www.fundamt.gv.at](http://www.fundamt.gv.at)
- **Fundbüro der Wiener Linien** (lost & found of the Vienna Transport Authority). ☎ 01/7909 43 500

**Crisis assistance.** When in need, contact:

- **Emergency service to American citizens.** US Embassy, 9th District, Boltzmanngasse 16; ☎ 01/31339; [www.usembassy.at](http://www.usembassy.at)
- **The Befrienders** provides help, in English, for those in crisis. ☎ 01/713 33 74; [www.befrienders.org](http://www.befrienders.org)
- The book *Crisis in Vienna* is a guide to the organizations, individuals, and centers offering women and families assistance in times of crisis. It is available at the United Nations Women's Guild (UNWG) kiosk in the Vienna International Centre (Visitors' Centre at Gate 1); [www.iaea.or.at/unwg](http://www.iaea.or.at/unwg).

## SCHOOLS & EDUCATION FACILITIES

### Primary & Secondary Schools

The choices for education in Vienna are as diverse as the population. Schools offering American, British, French, and many other curricula are available. Vienna also offers an excellent bilingual education (German/English) for those who would like their child to have an Austrian school experience and become immersed in the German language. Here we give an overview of the four private, English language primary and secondary schools in Vienna: the American International School, the Danube International School, the Vienna Christian School, and the Vienna International School. Comprehensive information is available on the individual Web sites.

**American International School (AIS).** 19th District, Salmansdorfer Strasse 47; ☎ 01/40132; [www.ais.at](http://www.ais.at). AIS is a private international school modeled on the US system with kindergarten through grade 12, plus a pre-kindergarten. Accredited by the Middle States Association of Colleges and Schools, AIS awards the US High School Diploma, the International Baccalaureate (IB) Diploma and Certificates, and the Austrian *Matura*. Some US universities award extra credit for the IB studies. AIS Vienna has an enrollment of approximately 900 students.

**Danube International School (DIS).** 2nd District, Josef Gall-Gasse 2; ☎ 01/720 3110; [www.danubeschool.at](http://www.danubeschool.at). DIS is a private international school. Founded in 1990, it has a current enrollment of approximately 300 students from pre-kindergarten through grade 12. DIS awards the IB Diploma as well as the IB Middle Years Programme.

**Vienna Christian School (VCS).** 22nd District, Wagramer Strasse 175 (Panethgasse 6a); ☎ 01/251 22 501; [www.viennachristianschool.org](http://www.viennachristianschool.org). VCS is a private educational institution that provides Christian oriented education for students from 5 to 18 years of age. Since 1986, it has served the international community in Austria by providing a high quality academic program in the English language. Students from over 30 nations and various cultural backgrounds study together; the current enrollment is approximately 200. The school is accredited with the Association of Christian Schools International.

**Vienna International School (VIS).** 22nd District, Strasse der Menschenrechte 1; ☎ 01/203 55 95; [www.vis.ac.at](http://www.vis.ac.at). VIS was originally modeled on the British school system; it offers the IB Primary Years Programme up to grade 5 and a Middle Years Programme linked to the IB Diploma in Grades 11 and 12. Students may also be awarded the Austrian Matura. The VIS Early Learning Centre is available for pre-school children. There are currently about 1500 students representing more than 85 nationalities.

## Pre-schools & Kindergartens

In addition to the pre-school opportunities noted above for AIS, DIS, and VIS, Vienna offers a variety of options: State-run kindergartens and private nurseries (*Krabbelstuben*) for children aged one

to three or between two and three. A useful Web site is [www.wien.gv.at/english/social/childcare](http://www.wien.gv.at/english/social/childcare). A full-time Child Care Centre located at the VIC (but run in German) is available for staff members' children aged three months to two years. Unfortunately, there is often a waiting list for this particular Centre and staff members may have to consider other facilities. Many religious communities in Vienna offer daycare facilities. A few of the nursery, kindergarten, and after-school facilities that serve the international community in Vienna are the following:

■ **International Private Children House.** 7th District, Mariahilfer Strasse 62/20; ☎ 01/522 56 66; [www.privat-kindergarten.com](http://www.privat-kindergarten.com)

■ **The Children's House International Montessori Kindergarten.** 22nd District, Arbeiterstrandbadstrasse 130; ☎ 01/263 1056; [www.montessori-vienna.at](http://www.montessori-vienna.at)

■ **International Montessori Preschool.** 1st District, Marc-Aurel-Strasse 5/16; ☎ 01/533 20 24; [www.deklevamontessori.com](http://www.deklevamontessori.com)

■ **United Children.** 6th District, Stumpergasse 49 & 51, ☎ +43/650 510 695; 2nd District, Praterstrasse 24/5, ☎ +43/650 510 6058; [www.unitedchildren.at](http://www.unitedchildren.at)

## University Studies in Vienna

Opportunities also exist in Vienna for English language college level education:

■ **Webster University.** 22nd District, Berchtoldgasse 1; ☎ 01/269 9293-0; [www.webster.ac.at](http://www.webster.ac.at)

■ **Institute of European Studies.** 1st District, Johannesgasse 7; ☎ 01/512 2601-24; [www.ies.ac.at](http://www.ies.ac.at)

■ **The Open University and Business School.** 1st District, Fischerstiege 10/16; ☎ 01/533 23 90; [www.oubs.open.ac.uk/austria](http://www.oubs.open.ac.uk/austria)

Vienna's main public library on the "Gürtel"  
© WienTourismus/Karl Thomas



## SUPERMARKET SHOPPING: AUSTRIAN STYLE

- Bring plastic or cloth bags to carry home groceries; paper or plastic bags can also be purchased for a nominal fee at the checkout counter.
- To use shopping carts, insert either a €1 or €2 coin to unlock the cart; the coin is released when you reconnect the cart to another in the collection area.
- Unless pre-packaged and priced, fruits and vegetables have to be weighed: place the item on the scale, press the corresponding number shown on the item's nameplate, and stick the print-out to the bag or item before heading to the checkout counter.
- For deli service, order cold cuts and cheese by weight (e.g., "*zehn Deka Schinken, bitte*"—this is 100 grams or equivalently 3½ ounces of ham); order rolls and pastry per piece (e.g., "*drei Semmeln, bitte*"—three rolls please). You can get a half of a loaf of bread ("*ein Halbes Brot*") or order by weight ("*ein Kilo Brot*").
- Most glass and some plastic bottles have a deposit (*Pfand*); after use, place the bottles in the empty-bottle machine (*Leerflaschenautomat*) at the store to get a credit receipt; present this at the checkout counter.
- At the checkout counter, load your groceries onto the conveyor belt; once they are registered, reload them into your shopping cart; pack them at a side counter.

### **TIP!** Shop here when other stores are closed

A few supermarkets in Vienna are open all day on Sundays and holidays: **Spar** (in the General Hospital—AKH), 9th District, Währinger Gürtel 18-20, ☎ 01/409 18 44; **Billa** (at the Wien-Nord train station), 2nd District, Praterstern, ☎ 01/216 85 87; and **Billa** (at the Franz-Josefs train station), 9th District, Julius-Tandler Platz 3, ☎ 01/315 68 47.

### **TIP!** Shop for bargains at flea markets

For inexpensive used books in English (as well as used skis, sports equipment, shoes, and clothing) be sure to catch one of the seasonal flea markets at the American International School (AIS) and the Vienna International School (VIS). Contact them directly for details: AIS (19th District, Salmannsdorfer Strasse 46; ☎ 01/401 32 0; www.ais.at); VIS (22nd District, Strasse der Menschenrechte 1; ☎ 01/203 55 95; www.vis.ac.at).

Also visit the second-hand store of the Christ Church Shop (3rd District, Salesianergasse 20; ☎ 01/718 46 34) and check out the UN Women's Guild bazaar in November/December for the sale of English language books (www.iaea.org/unwg).



Vienna's *Naschmarkt* and nearby *Flohmarkt* (flea market)  
© WienTourismus: Ingo Folie (left); Popp & Hackner (right)

## SHOPPING

### Food Shopping

**Supermarkets.** Vienna's supermarkets are normally open weekdays from 8:00 to 19:30 and on Saturdays until 17:00 or 18:00. Stores are generally closed on Sundays and holidays, with a few exceptions. You can pay for groceries by cash, with a debit card (*Bankomatkarte*), and, increasingly, with a credit card. The major supermarket chains have numerous stores throughout Vienna. For information and store locations, visit their Web sites: **Billa** (www.billa.at); **Hofer** (www.hofer.at); **Merkur** (www.merkur.co.at); **Spar** (www.spar.at); **Zielpunkt** (www.zielpunkt.at).

At least one supermarket is open every day of the week in the larger railway stations and at the airport. For example, there are **Billa** stores at the Franz-Josefs-Bahnhof and at Praterstern/Wien-Nord. **Okay** shops, similar to the "7-11" shops in the USA, can be found at the Westbahnhof, the Südbahnhof, and Wien-Mitte stations. **Spar** has an after-hours store at Vienna's General Hospital (*Allgemeines Krankenhaus*—AKH), located in the 9th District. Many bakeries are open until noon on Sundays and holidays, and often sell milk and dairy products in



addition to bread and pastries. More and more gas stations are adding a food corner that includes breads, dairy products, chips, and beer. They're more expensive than supermarkets but are usually open until midnight or even 24 hours.

**Open-air markets.** You will find the widest selection of fresh foods at the many open-air markets located throughout the city. The **Naschmarkt** is the largest open-air market in Vienna, with stalls selling everything from fresh produce to delicious ethnic specialties and organic (*Bio*) food. It's also a great place for eating and drinking. On either side of the main thoroughfare are Asian, Indian, and Mediterranean stores and restaurants. The Naschmarkt is located in the 4th District, between the Linke and Rechte Wienzeile, and is easily accessible by the U-Bahn (U1, U2, U4, Karlsplatz, Kettenbrückengasse). Almost every district has a traditional Viennese market selling fresh produce from Monday to Saturday. Many reflect the ethnic diversity of their neighborhood. For lists of Vienna's major open-air markets, consult [www.virtualvienna.net](http://www.virtualvienna.net) and [www.wien.at/english/fima](http://www.wien.at/english/fima).

**Specialty food stores.** Organic (*Bio*) food can be found at specialty stores, at open-air markets, and at most of the larger supermarkets. International goods are sold at the many specialty shops throughout the city. Here's a sampling:

- **Billa Corso.** An upscale supermarket with many imported products. 1st District, Kärntner Ring 5-7 (in the Ringstrassen-Galerie); ☎ 01/512 6625
- **Bobby's Food Store.** Specializes in American and British products. 4th District, Schleifmühlgasse 8; ☎ 01/586 7534; [www.bobbys.at](http://www.bobbys.at)
- **Meinl am Graben.** Offers the finest Gourmet foods from around the world. 1st District, Graben 19; ☎ 01/532 33 34; [www.meinlamgraben.at](http://www.meinlamgraben.at)
- **Piccini.** Specializes in Italian items. 6th District, Linke Wienzeile 4; ☎ 01/587 52 54; [www.piccini.at](http://www.piccini.at)
- **Prosi.** A wide range of products from Asia and Africa. 7th District, Kandlgasse 46; ☎ 01/974 4444
- **Reformhaus Buchmüller.** Organic (*Bio*) food and wellness products. 7th District, Neubaugasse 17-19; ☎ 01/523 7297; [www.reformhaus-buchmueller.at](http://www.reformhaus-buchmueller.at)
- **Willi Dungal.** Specializes in organic (*Bio*) food and wellness products. 1st District, Schottengasse 9; ☎ 01/533 7456; [www.willidungal.com](http://www.willidungal.com)

**Clothing, Electronics, & Other Non-food Items**

**Shopping malls/areas.** Most stores are open Monday to Friday from 9:00 to 19:00 and Saturdays from 9:00 to 18:00; some stay open on Thursday and/or Friday nights until 20:00 or 21:00. In the inner city (1st District) there are pedestrian walks along Kärntnerstrasse, Graben, and Kohlmarkt with upscale and specialty shops as well as some of the international chains such as **H&M**, **Zara**, and **Mango** that feature chic, inexpensive clothing for young people. Mariahilfer Strasse is one of Vienna's most popular shopping streets ([www.mariahilferstrasse.at](http://www.mariahilferstrasse.at)).

Here is a sampling of the malls offering items ranging from clothing to electronics:

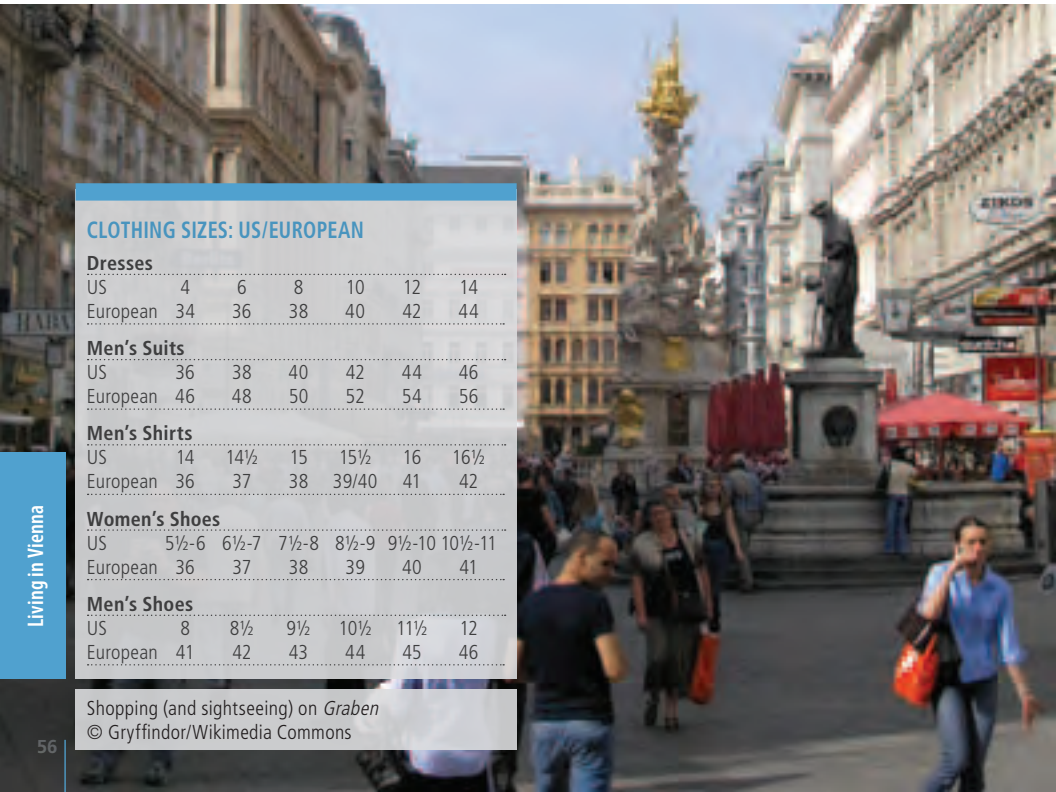
- **Donauzentrum.** Located approximately 10 minutes from the VIC. 22nd District, underground station U1-Kagran; [www.donauzentrum.at](http://www.donauzentrum.at)
- **Lugner City.** Houses all types of stores. 15th District, Gablenzgasse 5-13; [www.lugner.at](http://www.lugner.at)
- **Shopping City Süd (SCS).** Located south of Vienna in Vösendorf; accessible by public transport with the *Badner Bahn* which leaves from opposite the

Hotel Bristol on the Ring, 1st District. You can also take the IKEA bus from the Opernring across from the State Opera House; [www.scs.at](http://www.scs.at)

- **Gasometer City.** Nineteenth-century gas storage tanks transformed into a shopping mall. 11th District, Guglgasse 6-14; [www.wiener-gasometer.at](http://www.wiener-gasometer.at)
- **Millennium City.** A modern tower of shops, food courts, cinemas, fitness, sports, etc. 20th District, Handelskai 94-96; [www.millennium-city.at](http://www.millennium-city.at)
- **Gerngross Department Store.** 6th District, Mariahilfer Strasse 38-40; [www.gerngross.at](http://www.gerngross.at)
- **Steffl Department Store.** 1st District, Kärntner Strasse 19; [www.kaufhaus-steffl.at](http://www.kaufhaus-steffl.at)

**Furniture & household goods.** You'll find just about everything you need to set up housing at: **IKEA** ([www.ikea.at](http://www.ikea.at)); **Kika** ([www.kika.at](http://www.kika.at)); **Leiner** ([www.leiner.at](http://www.leiner.at)); and **Lutz** ([www.lutz.at](http://www.lutz.at)). Check the Web sites for opening times and locations.

**Books, magazines, maps.** English language newspapers and magazines are widely available in Vienna, particularly around the main train stations and U-Bahn stations at newsstands and pavement sellers, as well



**CLOTHING SIZES: US/EUROPEAN**

<b>Dresses</b>						
US	4	6	8	10	12	14
European	34	36	38	40	42	44
<b>Men's Suits</b>						
US	36	38	40	42	44	46
European	46	48	50	52	54	56
<b>Men's Shirts</b>						
US	14	14½	15	15½	16	16½
European	36	37	38	39/40	41	42
<b>Women's Shoes</b>						
US	5½-6	6½-7	7½-8	8½-9	9½-10	10½-11
European	36	37	38	39	40	41
<b>Men's Shoes</b>						
US	8	8½	9½	10½	11½	12
European	41	42	43	44	45	46

Shopping (and sightseeing) on *Graben*  
© Gryffindor/Wikimedia Commons

as at the newsstand on the ground floor of the VIC. You can also order books and other media online from [www.amazon.co.uk](http://www.amazon.co.uk) (English) or [www.amazon.at](http://www.amazon.at) (in German). Check out the following stores:

■ **British Bookshop.** 1st District, Weihburggasse 24; ☎ 01/512 19 45; 7th District, Mariahilfer Strasse 4; ☎ 01/522 67 30; [www.britishbookshop.at](http://www.britishbookshop.at)

■ **Pickwick's.** English Bookstore, Video Club, and Coffee House. 1st District, Marc-Aurel-Strasse 10-12; ☎ 01/ 533 01 82; [www.pickwicks.at](http://www.pickwicks.at)

■ **Shakespeare & Company Booksellers.** Open 6 days a week from 9:00 to (mostly) 21:00. Located in the oldest part of Vienna. 1st District, Sterngasse 2; ☎ 01/535 50 53; [www.shakespeare.co.at](http://www.shakespeare.co.at)

■ **Freytag & Berndt.** Check out the branch at the VIC newsstand for a (limited) selection of books, magazines, newspapers, and other media in English. 1st District, Kohlmarkt 9; ☎ 01/533 86 85; [www.freytagberndt.at](http://www.freytagberndt.at)

**DVDs.** The following stores and clubs specialize in multilanguage media:

■ **Alphaville International Video Store.** DVDs & DVD player rentals. 4th District, Schleifmühlgasse 5; ☎ 01/585 19 66; [www.alphaville.at](http://www.alphaville.at)

■ **Pickwick's.** English Bookstore, Video Club, and Coffee House. 1st District, Marc-Aurel-Strasse 10-12; ☎ 01/533 01 82; [www.pickwicks.at](http://www.pickwicks.at)

■ **Video Club IAEA.** Located at the VIC, the Video Club offers a wide selection of English videos to club members. Building F, Room 0913.

■ **Video International.** Large selection of DVDs and videos. 19th District, Gymnasiumstrasse 64; ☎ 01/368 07 43; [www.video-international.com](http://www.video-international.com)

## SPORTS & FITNESS

Almost half of Vienna's municipal area is green space. Parks and recreational areas such as the Vienna Woods (*Wienerwald*), the *Prater*, the Old Danube (*Alte Donau*), and the Danube Island (*Donauinsel*) offer all kinds of sporting activities, such as baseball, biking, boating, golf, hiking, running, skating, swimming, and tennis. The city also has its own national park: the Lobau wetlands are Vienna's contribution to the Donau-Auen National Park ([www.donauauen.at](http://www.donauauen.at)). Nearly one fourth of this national park is within the Vienna city limits.

There are almost as many clubs at the UN/VIC as there are kinds of sporting activities. Details are available through the IAEA Intranet (internal). The latest listing includes: VIC Aerobic Dance Club, VIC Badminton Club, VIC Basketball Club, UN Bowling Club, UN Cricket Club, VIC Darts Club, IAEA Football Club, UN Golf Club, VIC Hiking and Mountaineering Club, VIC Karate do Doshinkan Club, Keep Fit Club, VIC Runners Club, VIC Sailing Club, IAEA Ski Club, VIC Ski Club, IAEA Squash Club, IAEA Table Tennis Club, UNIDO Table Tennis Club, UN Tennis Club, IAEA Ladies' Volleyball Club, VIC Social Dance Club, IAEA Men's Volleyball Club, and IAEA Yoga Club.

A good starting point for finding information on sporting activities in Vienna is [www.wien.info](http://www.wien.info), the Web site of the Vienna tourist board. You can also pick up a free copy of their brochure "Sports & Nature in Vienna" (in English) at the Vienna Service Office in the VIC. To learn more about specific sports activities, check out the sports and the health and fitness sections of the Lonely Planet *Vienna City Guide* as well as the recreation section of *Living in Vienna* by the American Women's Association (AWA). Here we offer just a sampling of sports connections.

**Baseball.** The American International Baseball Club is a volunteer group serving boys and girls from many countries. Contact [www.aibcvienna.org](http://www.aibcvienna.org).

**Biking.** Vienna's layout and well-marked cycle lanes make cycling a popular activity, especially along the Danube Canal (*Donaukanal*), the *Prater*, the Danube Island (*Donauinsel*), and around the inner city. The Vienna Woods (*Wienerwald*), bordering the city, is a paradise for mountain bikers. Everything you want to know about what is permitted, what you can see and do, and what is better not done can be found on the Web sites [www.wien.at/english/leisure/bike](http://www.wien.at/english/leisure/bike) and [www.mtbwienerwald.at](http://www.mtbwienerwald.at) (mostly in German).

The Web site [www.radtouren.at](http://www.radtouren.at) lists all kinds of cycle tours in Austria. Also contact: ARBÖ, the Austrian Automobile and Bicycle Association ([www.arboe.at](http://www.arboe.at)); ARGUS, the Association of Environment-Friendly City Traffic ([www.argus.or.at](http://www.argus.or.at)); and ÖAMTC, the Austrian Automobile, Motor-bike and Touring Club ([www.oeamtc.at](http://www.oeamtc.at)).



Merry-go-round in Vienna's *Prater* amusement park  
© WienTourismus/Karl Thomas

Rental shops are easily found all over Vienna. You can rent a bicycle starting at about €4 per hour. You will need an ID (with photo), which the rental place will keep until you return the bike. For further details (mostly in English), visit any of these Web sites: [www.pedalpower.at](http://www.pedalpower.at), [www.fahrradverleih.at](http://www.fahrradverleih.at), and [www.radverleih-hochschaubahn.com](http://www.radverleih-hochschaubahn.com). If you're interested in a guided tour, check out the Web site [www.bikeandguide.com](http://www.bikeandguide.com). The Vienna City Bike is a public bike rental system that allows you to rent a bike and return it at any of the 40 rental stations in and around the city. For details, consult the Web site [www.citybikewien.at](http://www.citybikewien.at); ☎ 0810/500 500 (hotline).

**Boating & sailing.** The Old Danube (*Alte Donau*) and the New Danube (*Neue Donau*) areas are ideal for these activities. For boat rentals as well as for sailing and windsurfing lessons, contact [www.hofbauer.at](http://www.hofbauer.at) (in German). Don't forget to also check out the VIC Sailing Club.

**Bowling.** For information on the English-speaking bowling league, contact [www.geocities.com/esblvie](http://www.geocities.com/esblvie). The UN Bowling Club is also an option.

**Hiking & Nordic walking.** There are over 50,000 kilometers of (mostly) well-marked hiking trails that extend from Vienna to the western end of Austria. The VIC Hiking and Mountaineering Club is popular with UN staff and offers great

possibilities for hiking (*Wandern*) almost every weekend (in season). Another option is the Vienna section of the Austrian Alpine Association (*Österreichischer Alpenverein – ÖAV*), an English-speaking group that organizes alpine sporting events. The ÖAV maintains nearly half of the 1000 mountain huts where you can stay over night and get a meal for less than €30; see [www.alpineclubvienna.org](http://www.alpineclubvienna.org). Two further clubs worth contacting are the Friends of Nature, Austria (*Naturfreunde Österreich – NFÖ*), available at [www.naturfreunde.at](http://www.naturfreunde.at), and the Austrian Tourist Club (*Österreichischer Touristenklub – ÖTK*), available at [www.touristenklub.at](http://www.touristenklub.at). The Web site [www.wanderdoerfer.at](http://www.wanderdoerfer.at) is another perfect place to learn about the top hiking villages in Austria. You may also want to try out the increasingly popular Nordic walking; poles are available in sports stores.

**Ice skating.** Come winter, ice skating is popular in Vienna. A few of the many ice rinks are: Wiener Eislaufverein, 3rd District, Lothringerstrasse 22, ☎ 01/713 63 53; Wiener Eisraum at the City Hall, 1st District, Rathausplatz, ☎ 01/409 00 40.

**Inline skating & rollerblading.** Paths along the *Donauinsel*, the *Prater*, and the *Donaukanal* are perfect for inline skating and skates can be rented from places around the *Copa Cagrana* area of the 22nd District (underground station U1-Donauinsel).





Rollerbladers are allowed to use bike and pedestrian paths throughout Vienna. For indoor skating, visit: The Skatefactory ([www.skatefactory.at](http://www.skatefactory.at)).

**Lacrosse.** Lacrosse is just getting started in Austria and the women's Cherokee team welcomes athletes of all levels ([www.vienna-cherokees.com](http://www.vienna-cherokees.com)). The members of the Austrian team generally speak English. Practice is once a week; the membership fee is affordable.

**Rugby & soccer.** Information on the Vienna Celtic Women's Rugby team and the Rugby Football Club can be found at [www.viennacelticrugby.at](http://www.viennacelticrugby.at).

**Running & jogging.** There are numerous running paths throughout the city and along the Danube. Two popular options for running and socializing are: the VIC Runners Club and the Vindobona Hash House Harriers ([www.viennahash.at](http://www.viennahash.at)).

**Skiing.** Excellent ski resorts can be found all over Austria and there are even a few close to Vienna. For those wishing to ski and meet people, check out the two very popular ski clubs at the VIC: the IAEA Ski Club ([www.iaeaskiclub.org](http://www.iaeaskiclub.org)) and that organized by UNIDO. Details on ski resorts in Austria can be found at [www.bergfex.at/austria](http://www.bergfex.at/austria) (in English). Most resorts have a ski school and equipment rentals. Weather and avalanche reports at Austria's ski regions are updated daily at

**TIP!** *Check out the UN/VIC sporting clubs*

Information about the various sporting clubs at the VIC is available through the IAEA intranet (internal).

**TIP!** *Participate in international games*

Take part in the InterAgency Games held annually, typically in spring, for UN organization teams and individuals who wish to compete in various sports. Information can be found on the VIC bulletin boards.

**TIP!** *Bike & ride with public transportation*

Bikes are allowed on the underground (*U-Bahn*) and on fast trains (*S-Bahn*) in cars marked with a bike symbol. If you have a yearly pass you can transport your bike for free; otherwise you'll need a ½-price ticket for the bike. The Austrian National Railway (*Österreichische Bundesbahn—ÖBB*) offers possibilities for taking bikes on trains (☎ 01/05 17 17; [www.oebb.at](http://www.oebb.at)).

**TIP!** *Watch for traffic signs for cyclists*

Bicycling against the traffic in one-way streets is permitted only if specially marked. Wear a helmet for safety.

**TIP!** *Enjoy scenic bike trails*

Whether you are a recreational or avid cyclist, Austria has bike trails for all types and skill levels. Check out [www.austria.info/us/packages/scenic-bike-trails](http://www.austria.info/us/packages/scenic-bike-trails).

## THE VIENNA CITY MARATHON

The Vienna City Marathon takes place annually in May. Don't miss participating in (or simply watching) this major event. (In 2011, more than 32,000 runners from 90 countries participated.) Information and online registration is available in English at [www.vienna-marathon.com](http://www.vienna-marathon.com); ☎ 01/421 95 00.

**TIP!** *Keep fit and meet Austrians*

Run with the Vindobona Hash House Harriers, an international group that organizes runs and other events in Austria and neighboring countries. There is no annual membership fee; a minimal fee is charged per run that covers beer/soft drinks after the run; an eat-out follows each run. Check out their Web site: [www.viennahash.at](http://www.viennahash.at).



**TIP!** *Don't get caught without a ticket*

Tickets (except weekly, monthly and yearly passes) must be validated before use. Plainclothes public transport inspectors regularly check passengers for validated tickets "*Fahrscheinkontrolle bitte*". The fine for traveling without a valid ticket is €70 plus the cost of a ticket. If you can't pay the fine but have a photo ID, you get a bank transfer form. Without a valid photo ID you may be taken to the police station to sign a sworn statement. Pay the fine within 3 days or it will be doubled.

U-Bahn train leaving the Kaisermühlen/VIC station  
© User:My Friend/Wikimedia Commons

[www.lawine.at](http://www.lawine.at). The ski season is long in Austria, normally starting in October and extending through April. There are even several glaciers in Austria that offer skiing in summer (see [www.gletscher-ski.at](http://www.gletscher-ski.at), [www.bergfex.at/hintertux](http://www.bergfex.at/hintertux), [www.stubaier-gletscher.com](http://www.stubaier-gletscher.com), and [www.kitzsteinhorn.com](http://www.kitzsteinhorn.com)).

**Swimming.** In summer the *Donauinsel*, *Alte Donau*, and *Lobau* are often swamped with people eager to cool off. Alongside natural swimming there are a large number of indoor pools run by the city of Vienna. For information, visit [www.wien.at/english/leisure/bath](http://www.wien.at/english/leisure/bath); ☎ 01/601 12 8044.

**Fitness centers.** A few too many *Schnitzels*? Check out the following gyms, which offer a variety of programs and membership plans ([www.fitness-center.at](http://www.fitness-center.at), in German, provides a more comprehensive list).

**Club Danube** ([www.clubdanube.at](http://www.clubdanube.at), in German) has several locations in the city with daily, monthly, and yearly rates. **Holmes Place Lifestyle Club** ([www.holmesplace.at](http://www.holmesplace.at)) is located near the VIC in the 22nd District. They offer special arrangements for UN staff. **John Harris** ([www.johnharris.at](http://www.johnharris.at)) also has several locations in the city. Normally, the center charges a membership fee plus a monthly fee. **Manhattan Fitness** ([www.manhattan.at](http://www.manhattan.at)) is a popular center located in the 19th District. There is an entrance fee (which can be resold) plus a monthly fee.

## TRANSPORTATION

### Public Transport within Vienna

Vienna's well-developed public transport network will take you almost anywhere in the city in no time at all. There are five underground lines (*U-Bahn*) shown on transport maps in color: U1-red, U2-violet, U3-orange, U4-green, and U6-brown (there's no U5). The rapid local train lines (*Schnellbahn* or *S-Bahn*), usually shown on maps in blue or black, connect the city with its suburbs and can also be used for travel within the city. There are numerous tram (*Strassenbahn*) and bus (*Autobus*) lines, including nearly two dozen night bus (*Nightline*) lines that operate between midnight and 5:00 a.m. when other transport modes are shut down.

Vienna's public transport is part of the Transport Association for Austria's Eastern Region (*VOR*), which

is split into eight zones that include parts of Lower Austria and the Burgenland and all of Vienna. The city of Vienna accounts for the core zone (*Zone 100*), where one single validated ticket (*Fahrschein*) allows you to travel with all modes between starting point and destination, within one hour.

**Tickets & passes.** Tickets can be purchased at pre-sale ticket offices (*Vorverkaufsstellen*) located at major *U-Bahn* stations, at automatic vending machines (with English instructions) located at most *U-Bahn* stations, and from tobacco shops/newsstands (*Tabak-Trafik*), including the newsstand located at the VIC. A single ticket costs €1.80 and a ticket bought from an automatic vending machine inside a *Strassenbahn* or a bus costs €2.20 (2011 prices). Tickets cannot be purchased on the *U-Bahn*. If you plan to buy a ticket on a *Strassenbahn*, board the tram at the door marked *Kassa*, where there is a ticket machine.

A weekly pass (*Wochenkarte*) and a monthly pass (*Monatskarte*) can be purchased at *Vorverkaufsstellen* and at *Tabak-Trafik* shops. (Costs in 2011 are €14.00 and €49.50, respectively.) For a yearly pass (*Jahreskarte*), you'll need to go to a ticket counter/office of the *Wiener Linien* (see "Buy a yearly pass," right). All passes include the *Nightline* buses. Free maps and information in English are available from the *Wiener Linien* under "English, Tourist Information" on the Web: [www.wienerlinien.at](http://www.wienerlinien.at); ☎ 01/790 91 05.

**Validating tickets.** Tickets purchased in advance must be validated before use. Look for a small blue canceling machine (*Entwerter*) upon boarding a *Strassenbahn* or a bus or at the entrance to a *U-Bahn* station. Just pop the end of the ticket into the slot and wait for a click. It's an honor system and ticket inspection is not infrequent. If caught without a validated ticket (*Schwarzfahren*), you'll be fined.

**Taking bikes & dogs on board.** Bikes may be taken on the *U-Bahn* and *Schnellbahn* in cars marked with a bicycle symbol, but only at specific times (typically Monday to Friday, from 9:00 to 15:00 and from 18:30 to end of service; Saturday from 9:00 to end of service; and Sundays and holidays all day). Bikes should be kept in designated areas. Yearly pass holders may take a bike (or a dog) free of charge; otherwise an additional half-price ticket is needed.

**TIP!** *Buy a yearly pass (Jahreskarte)*

Many have found the *Jahreskarte* the best deal; it's advisable to purchase it soon after arriving in Vienna. To buy, go to a pre-sale ticket office (*Vorverkaufsstelle*), bringing along a passport-sized photo, a photo ID (*Ausweis*), and a completed application form (in German only) that can be downloaded from the Web site: [www.wienerlinien.at](http://www.wienerlinien.at). A one-time payment of €449.00 can be made in cash, with a *Bankomat* card or credit card, or you can arrange for 10 monthly automatic withdrawals of €45.80 (2011 prices) from your Austrian bank account. Information (in English) is available from the *Wiener Linien*: ☎ 01/790 91 05.

The yearly pass can be bought either at a *VOR* counter (in most underground stations) or directly at the *Wiener Linien* office: 3rd District, Erdbergstrasse 202 (take the U3 to the station "Erdbergstrasse"); ☎ 01/7909 0. Opening hours: Monday to Friday 8:00 to 15:00, Thursday to 17:30.

**TIP!** *Note: Doors don't open automatically*

Generally, doors don't open automatically on trains and buses for passengers to enter or exit. To get on board, press the button that's on, or to the right of, the door; let people exit before you enter. To get off board, when nearing your destination press the button on/near the door to signal that you want to get off at the next stop. In *U-Bahn* cars that are not equipped with buttons on/near the doors, pull the door handle sharply sideways when the train stops.

**TIP!** *Travel by rail at a discount*

If you plan to travel by rail outside Vienna, buy a *Vorteilskarte* for discounts of up to 50%. For example, a family card for parents and children (under 15 years) is about €20 (2011 prices). Contact the Austrian National Railway (ÖBB); ☎ 01/05 17 17; [www.oebb.at](http://www.oebb.at).

**TIP!** *Use house-to-house luggage service*

If you travel by train you can use a special service that picks up and delivers your bags from/to your home. The cost is €14.90 per bag (2011 prices) for up to three bags, maximum 25 kg/bag. Contact the Austrian National Railway (ÖBB); ☎ 01/05 17 17; [www.oebb.at](http://www.oebb.at).

**TIP!** *Take a sightseeing cruise to Bratislava*

Bratislava, the capital of Slovakia, is a short boat ride down the Danube from Vienna. Travel via high-speed catamaran—the 1 hour 15 minute trip (one way) costs €29 Monday–Friday and €31 Weekends and holidays (2011 prices). Visit [www.dds-g-blue-danube.at](http://www.dds-g-blue-danube.at); ☎ 01/588 80.

**Safety on public transport.** Other than pickpocketing incidents, Vienna's transport system is relatively safe. There are, however, several *U-Bahn* stations where you should be especially aware of your surroundings to avoid harassment, notably Karlsplatz, Längenfeldgasse, Westbahnhof, and Praterstern. The police patrol these stations and there are security cameras monitoring most stations. If needed, seek help at any of the police stations (*Polizei*) that operate at major *U-Bahn* stations or call the emergency number: ☎ 133. For practical advice on how to minimize becoming a victim of pickpockets and what to do in case of lost or stolen items, see Safety & Security, p. 50.

### Austrian National Railway (ÖBB)

Austria's train network reaches throughout the country and to neighboring countries. Vienna is a great location for travel to cities in Central and Eastern Europe. For example, from Vienna it is easy to reach: Budapest (three hours), Salzburg (three hours), Prague (four hours), Bratislava (one hour), and Munich (five hours). The Austrian National Railway (*Österreichische Bundesbahn—ÖBB*) operates the train system; information is available at Vienna's main train stations, online at [www.oebb.at](http://www.oebb.at), and at ☎ 01/05 17 17. Tickets can be purchased in advance or on the train (more costly). Reservations incur a fee but are recommended, especially on weekends.

Vienna has three main train stations: the Westbahnhof services trains to Western Austria and

Europe; the Wien-Meidling station services trains to Italy, the Czech Republic, Slovakia, Hungary, and Poland; and the Franz-Josefs-Bahnhof services regional and local trains, including those to the *Wachau* region. Smaller stations include Wien-Mitte and Wien-Nord; both have *U-Bahn* stops and a *Schnellbahn-S7* connection to the airport.

### Taxis

Taxis are easily found at train stations and taxi stands all over the city. Journeys within the city are metered. For destinations outside Vienna, negotiate the price before starting the ride. Tipping is appreciated. Don't count on a taxi accepting credit cards.

### Car Rentals

All major multinational rental companies are represented in Austria. The minimum age for renting is normally 19 years for small cars and 25 for larger, prestige models. You will need a credit card and a valid driver's license; some firms may require an international driver's license. For information and reservations, contact any of the companies listed at page bottom.

### Airport Transportation

The Vienna International Airport (VIE) at Schwechat is located about 20 minutes southwest of the city center. Facilities include banks and ATMs, money exchange counters, a supermarket, and car rental

#### TAXI PHONE NUMBERS

To order a taxi, call any of the following numbers:

☎ 01/31 300 ☎ 01/40 100 ☎ 01/60 160

#### MAJOR CAR RENTAL COMPANIES IN VIENNA

##### Avis

☎ Hotline 0800 0800 875

☎ 01/700 73 27 00; [www.avis.at](http://www.avis.at)

##### Denzel

☎ 01/897 55 28; [www.denzeldrive.at](http://www.denzeldrive.at)

##### Hertz

☎ 01/512 86 77; [www.hertz.at](http://www.hertz.at)

##### Europcar

☎ 01/714 67 17; [www.europcar.at](http://www.europcar.at)



agencies. Information in English is available at: [www.viennaairport.com](http://www.viennaairport.com), [www.airportservice.at](http://www.airportservice.at), and at [info.wien.at](http://info.wien.at).

Getting to and from the airport is possible using any of the following options.

■ **The City Airport Train (CAT)** operates every 30 minutes, traveling nonstop to/from the airport and the City Air Terminal in the Wien-Mitte railway station. The ride takes 16 minutes and costs €9 one-way (2011 prices). At the airport, follow the green CAT signs from the arrival gate inside the terminal. Tickets can be purchased from the CAT ticket machines in the baggage claim area, on the way to the platform, and directly at the platform. The CAT operates from 5:30 a.m. to 23:00. For information in English, contact [www.cityairporttrain.com](http://www.cityairporttrain.com); ☎ 01/252 50.

■ **The Vienna Airport Lines** buses run to/from the airport from/to the VIC/Kaisermühlen every hour, and from/to Schwedenplatz/Morzinplatz, the Südbahnhof, and the Westbahnhof every 20-30 minutes. Departure times vary with location. The ride takes 20-35 minutes and costs €7 one-way (2011 prices). There's good luggage storage. For information in English, contact [www.oebb.at](http://www.oebb.at); ☎ 01/05 17 17.

■ **The Schnellbahn-S7** local train goes to the same place as the CAT but costs only €3.80 one way (2011 prices). At the airport, follow the pictogram train signs from the arrival gate to downstairs. Use the automatic ticket machine to buy a ticket. The train leaves about every 20-30 minutes. From the airport

to the center of Vienna, choose a train with the sign "Wien-Mitte," "Wien-Nord," or "Floridsdorf." In the city, you can catch the train at the Wien-Nord and the Wien-Mitte railway stations. For information in English, contact [www.oebb.at](http://www.oebb.at); ☎ 01/05 17 17.

■ **The C&K Airport Service** charges a fixed rate of €32 to/from anywhere in the city (2011 prices) and can be reserved in advance. Upon arrival at the airport, head to the C&K stand to the left of the arrival hall; when leaving Vienna, call ahead to make a reservation. For information and reservations, contact [www.ck-airportservice.at](http://www.ck-airportservice.at); ☎ 01/444 44.

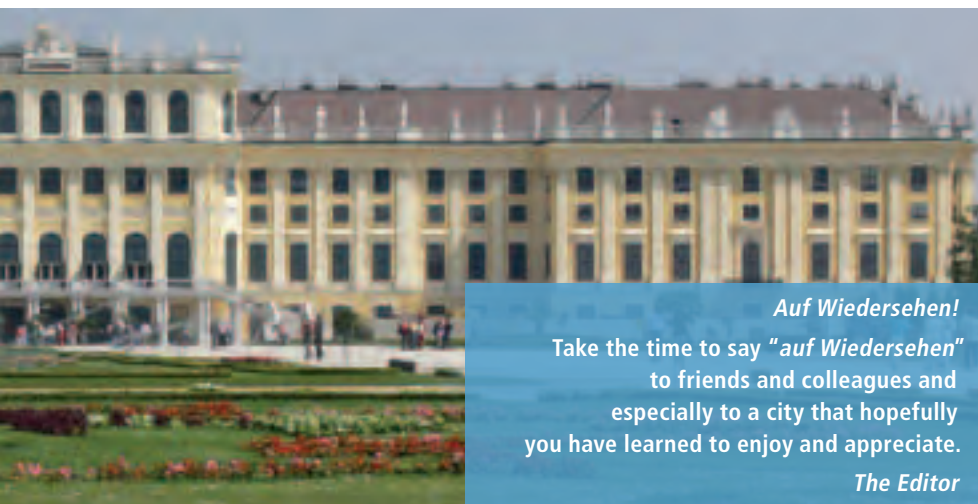
■ **Taxis** are available outside the airport terminal. The fare to Vienna is about €45 (meter price, 2011).

## TRAVEL AGENTS

■ **American Express** is the official travel agency of the IAEA and offers services for both official and private travel. It has an office at the VIC. Opening hours are 8:30 to 17:00, 5 days a week. Contact information: ☎ 01/2600 23040; ☎ 23060 internal; E-mail [kalcher@amex.at](mailto:kalcher@amex.at).

■ **Carlson Wagonlit** has an office at the VIC and offers services in English. Opening hours are 8:30–17:00 Monday–Friday. (Building F, Room FOE11; ☎ 01/26026 3186 external; ☎ 3187 internal)

■ **Die Restplatzbörse** specializes in bargain flights and has outlets across Vienna. Contact information: ☎ 01/580 850; [www.lastminute.at](http://www.lastminute.at) (in German). ■



*Auf Wiedersehen!*  
Take the time to say "auf Wiedersehen"  
to friends and colleagues and  
especially to a city that hopefully  
you have learned to enjoy and appreciate.  
*The Editor*

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