



# **Pre-arrival Information Package**

**for new OSCE  
mission members**



# Welcome!

Dear Mission Member,

Greetings and welcome to the OSCE!

We are pleased that you have decided to join the OSCE, the largest regional security organization in the world with 56 participating States from Europe, Central Asia and North America.

Before commencing your new assignment, you are required to attend the General Orientation (GO) Programme in Vienna. The GO Programme is a mandatory programme aimed at introducing new staff/mission members to their working environment in the Organization. It provides a common platform to address a wide range of issues, incorporating organizational values and activities, priorities and objectives, management principles and best practices. It also provides an opportunity for all incoming staff/mission members to become familiar with the resources that the Organization places at their disposal.

This OSCE pre-arrival information package aims to assist you to prepare all the necessary documentation that you will require for your arrival in Vienna, prior to deployment to the mission.

It is important that you read all information carefully prior to your arrival in Vienna. If you need further information regarding any of the content, please contact us. Contact details for both the Training staff responsible for the GO Programme and the Personnel Assistant responsible for your mission can be found on page 11.

We look forward to meeting you at the General Orientation Programme.

Sincerely,

*Department of Human Resources*

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 Vanbreda Insurance Dependant Enrolment Form  
 Payment Methods Form  
 Inventory of Personal Property Form  
 Travel Information Form

## 1. The General Orientation Programme in Vienna

### Dates of the GO Programme

The GO Programme is organized in Vienna by the Training Section of the OSCE Secretariat. The programme commences on a Monday and lasts five working days. The programme is usually offered at an interval of 5 weeks, this year it will be offered ten times.

### **GO Programme dates from January to December 2011**

Course No.	<b>Days 1-4 Core Module</b> <i>(the same for all participants)</i>	<b>Day 5 Function-Specific Module</b> <i>(tailored to individual needs)</i>
1	17 – 20 January 2011	21 January 2011
2	28 February – 03 March 2011	04 March 2011
3	04 – 07 April 2011	08 April 2011
4	09 – 12 May 2011	13 May 2011
5	06 – 09 June 2011	10 June 2011
6	11 – 14 July 2011	15 July 2011
7	22 - 25 August 2011	26 August 2011
8	19 - 22 September 2011	23 September 2011
9	31 October – 03 November 2011	04 November 2011
10	05 - 08 December 2011	09 December 2011

#### **Please note:**

The Orientation Programme consists of a **core** training module and **function-specific** briefings which you will attend on the afternoon of Day 4 and the morning of Day 5. These will be tailored to address your specific needs, function and level of responsibility. Any specific individual briefing needs should be communicated to the Training Section prior to your arrival via your respective Personnel Administrator.

An overview of the main briefings and their time frames can be found in the outline on the next page (further details will be distributed to the respective participants during the course).

Attendance of the five-day programme is mandatory.

## Programme Outline

The GO Programme addresses the different needs of individuals joining the Organization in a number of sessions, covering the following range of issues:

- Introduction to the OSCE;
- OSCE decision-making bodies and the decision-making process;
- OSCE management principles;
- Effective staff management in a multicultural environment;
- Gender issues and human trafficking; and
- Security and well-being.

### PROGRAMME OUTLINE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Morning Session</b>  <b>09:00 – approx. 13:00</b>	Administrative In-processing (for Seconded Mission Members)  Welcome  Priorities of CiO	1st Dimension  2nd Dimension  3rd Dimension  Transnational Threats	Project and Programme Management  Introduction to Management Principles & IRMA	Introduction to Decision Making Process  Performance Appraisal  Security  Working with the Media	Time for other required Function Specific Briefings for participants
	Hosted Lunch/ Meet & Greet	Lunch Break	Lunch Break	Lunch Break	Lunch Break
<b>Afternoon Session</b>  <b>14:30 – approx. 18:00</b>	Introduction to the OSCE & its Activities  Overview of Field Activities  Break into Regional Groups	Gender Issues  OSCE IT Systems and Policies, Doc.In  Multicultural Environment	HR Policies Staff Regulations & Rules, Prof. Work Environment, Code of Conduct  Ethics	Function Specific Briefings as required  Such as: IRMA for Programme Managers 15:00-17:30	Current Challenges  Evaluation/ Feedback  Closing

## Training Location

The GO Programme takes place at the **Hofburg** (see map below). The Hofburg is located on Heldenplatz directly off the Ring. The OSCE entrance can be found in the right-hand corner of Heldenplatz next to the row of flags. After clearing security, please proceed to the fifth floor where you will be directed to the Bibliotheksaal.



## Accommodation

Reservations are automatically made on behalf of all GO participants at the **NH Wien Hotel**, located in the centre of Vienna, for the entire duration of the programme, including the night before the programme commences and the night of the day it ends. The cost for one night is EURO 95, which is within the lodging portion of your daily subsistence allowance (DSA). A continental buffet breakfast is included. You are required to pay all hotel expenses from the DSA you will receive on the first day of the course. Upon checking in you will be asked to pay a deposit or alternatively give an imprint of your credit card.

The address of the hotel is: **NH Wien Hotel**  
Mariahilfer Strasse 32-34  
1070 Vienna, Austria  
Phone: (+43-1) 521 72 0  
Fax: (+43-1) 521 72 15

<http://www.nh-hotels.com/nh/en/hotels/osterreich/wien/nh-wien.html>

**Important Note:** If hotel accommodation is **not** required or expected arrival or departure dates **differ** from the default, please inform the personnel assistant responsible for your mission, whose contact details are shown on page 11. It is necessary to inform us about your arrangements at least **one week** before the GO Programme starts. Failure to do so may mean **you** will be charged for the hotel accommodation!

### **Transport from Hotel NH Wien to the Hofburg**

From the Hotel NH Wien to the Hofburg it is a 20 minute walk along the Mariahilferstrasse, the Babenbergerstrasse and then along the Burgring. Alternatively, you could go by public transport and take the subway U3 from the station next to the hotel, called "Neubaugasse" (direction: Simmering). You should get off at the stop called "Volkstheater" (exit Ring) and continue along the Ring to reach the Heldenplatz where the Hofburg is located. Tickets can be bought directly in the underground station for EURO 1.8, - or in advance at any tobacconist's (TABAK).

### **Transport from Vienna airport to Hotel NH Wien**

The City Airport Train (CAT) operates every 30 minutes from the airport to Wien Mitte station where you can change to the subway line U3 which connects to the NH Wien Hotel.

(<http://www.cityairporttrain.com/default.aspx?lang=en-US>).

The cost for a ticket is Euro 9- (one way) and Euro 16- (return). The tickets can also be purchased online in advance.

A cheaper alternative is the express train (Schnellbahn) #S7 which also travels to Landstrasse/Wien Mitte. The S7 departs from the airport every 30 minutes and a one-way ticket costs EURO 3.6,-.

At the station Landstrasse/Wien Mitte you can change to the subway line U3 (direction: Ottakring) which has the station "Neubaugasse" located very close to the hotel NH Wien . When you get off at "Neubaugasse" use the exit called "Stiftgasse" which will take you to a passage way where signposting will direct you to the entrance of the hotel (walking distance 2-3 minutes).

Taxi services are also available. C&K Taxi service offers a flat rate of EURO 33- from the Airport to the city centre. Cars can be booked upon arrival at the airport at the C&K counter located in the arrival hall or in advance through placing an order on the following website:

<http://www.ck-airportservice.at>

## 2. Administrative In-processing

### Necessary documentation

Please review the following forms and ensure that you have the information required to complete them on the first day of the GO Programme. You are also kindly requested to bring the following documents with you to the course.

#### **Please bring:**

- 1) Valid passport
- 2) 6 (recent) passport photographs
- 3) Valid driver's license
- 4) Proof of Health Insurance Coverage, in case you do not want to be insured with OSCE Health scheme and you want to keep your own insurance that should meet the OSCE standard (valid worldwide and 24 hours a day).

#### **Please review the following forms and prepare required information in order to complete these forms during the GOP (forms are available in the attached Annex):**

- 1) **Designation of Beneficiaries Form**
- 2) **Notification in Case of Emergency/Proof of Health Insurance**  
(contact details of the person you want to be contacted in case of accident; details relating to your health insurance coverage)
- 3) **Vanbreda Insurance Dependant Enrolment Form**
- 4) **Payment Methods Form**  
(Bank details - IBAN, SWIFT/BIC number)
- 5) **Inventory of Personal Property Form**  
(list of personal items that you are taking to the mission area; in case of loss of or damage, only items listed in the form shall be considered for compensation)
- 6) **Travel Information Form**  
(to show the weight of your excess luggage and temporary accommodation requirement in the mission area)

### English Proficiency Test

All seconded mission members (with the exception of native speakers and ex-mission members) attending the GO Programme shall be required to take an English proficiency test. At least 60 points out of 100 shall be considered

the minimum required passing grade for deployment to the mission or institution.

### **3. Additional Information**

#### **OSCE Activities**

You are encouraged to familiarize yourself with recent activities of OSCE field operations and institutions which may be relevant for your future assignment. This information can be found at **[www.osce.org](http://www.osce.org)**

#### **Health Insurance Arrangements**

If you are a seconded mission member and do not wish to participate in the OSCE group health insurance scheme, you are required to bring with you evidence of enrolment in a world-wide health insurance scheme, including war-risk areas, as well as a translation of the insurance conditions in English, if applicable, to the Administrative In-processing session.

**Important Note:** Should you not be able to provide evidence of the coverage, you will be automatically registered with the OSCE group health insurance scheme of **Vanbreda International** ([www.int.vanbreda.be](http://www.int.vanbreda.be)). The monthly rate of EUR0 81.71 will be deducted from your Board and Lodging Allowance.

## Vaccinations

Please bear in mind that it is strongly recommended to obtain certain vaccinations before going on your new assignment. The Institute of Tropical Medicine in Vienna recommends the following vaccinations:

Area	Hepatitis A	Hepatitis B	Diphtheria / Tetanus	Polio	Typhoid	Malaria (oral)
<b>Albania</b>	x	x	x	x	x	
<b>Armenia</b>	x	x	x	x	x	
<b>Azerbaijan</b>	x	x	x	x	x	
<b>Belarus</b>	x	x	x	x	x	
<b>Bosnia Herzegovina</b>	x	x	x	x	x	
<b>Croatia</b>	x	x	x	x	x	
<b>Serbia and Montenegro</b>	x	x	x	x		
<b>Georgia</b>	x	x	x	x	x	
<b>Kazakhstan</b>	x	x	x	x	x	
<b>Kosovo</b>	x	x	x	x	x	
<b>Kyrgyz Republic</b>	x	x	x	x	x	
<b>Moldova</b>	x	x	x	x		
<b>Tajikistan</b>	x	x	x	x	x	x*
<b>The former Yugoslav Republic of Macedonia</b>	x	x	x	x	x	
<b>Turkmenistan</b>	x	x	x	x	x	
<b>Ukraine</b>	x	x	x	x	x	
<b>Uzbekistan</b>	x	x	x	x	x	

\* only from June to September in rural areas

Parenteral typhoid vaccine is preferable, as it is a single-shot vaccine. Malaria medication should be purchased prior to deployment so that it is available in case of need. Vaccination against rabies should also be considered, especially by persons who will be working in places where medical support is minimal (dog bites can lead to rabies).

There is a high risk to Tick Borne Encephalitis (TBE) in almost all OSCE Mission areas. Travellers should have a TBE vaccination not more than 3 years before entering the country.

The Institute of Tropical Medicine recommends that all other vaccinations be completed at least three weeks prior to arrival in the mission.

Missions do not have supplies of medicines and in most mission areas it is very difficult to obtain even rudimentary medical supplies. All mission members must bring their own prophylactic and other medication.

#### [4. Contact Details](#)

If you have any questions regarding the duration and content of the **General Orientation Programme**, please contact:

Ms. Randa Chammas

E-mail: [randa.chammas@osce.org](mailto:randa.chammas@osce.org)

Office: +43-1-51436-6637 or Mobile: +43-664-1823438.

For details regarding **personnel and employment issues** or **your travel/accommodation arrangements**, please contact the following persons depending on the respective field operation of your deployment:

For **Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyzstan, Pers. Rep. OSCE Minsk Conference, Tajikistan, Turkmenistan and Uzbekistan**, please contact:

Mr. Nugzar Kakhniashvili

E-mail: [nugzar.kakhniashvili@osce.org](mailto:nugzar.kakhniashvili@osce.org)

Office: +43-1-51436-6173

For **Belarus, Kosovo, Moldova, Serbia and Ukraine**, please contact:

Ms. Dominique Le Dantec

E-mail: [dominique.le-dantec@osce.org](mailto:dominique.le-dantec@osce.org)

Office: +43-1-51436-6731

For **Albania, Bosnia, Croatia, Montenegro and Macedonia**, please contact:

Mr. Predrag Velic

E-mail: [predrag.velic@osce.org](mailto:predrag.velic@osce.org)

Office: +43-1-51436-6174



**Organization for Security and Co-operation in Europe**

**DESIGNATION OF BENEFICIARIES FORM  
for OSCE Staff Members**

(PLEASE USE A BLACK PEN AND WRITE CLEARLY IN CAPITALS. IN RESPECTING YOUR WILL, THE OSCE SHALL, IN NO CASE, BE LIABLE TOWARDS ANY OF YOUR HEIRS WHO MIGHT CONSIDER HIM/HERSELF AS HARMED BY YOUR WILL.)

I, \_\_\_\_\_, date of birth (Day) \_\_\_\_\_ (Mth.) \_\_\_\_\_ (Yr.) \_\_\_\_\_, hereby designate in event of my death the persons listed below (up to 4 beneficiaries) to receive all monies due to me from the OSCE, OSCE Provident Fund with Generali Worldwide Insurance Co. Ltd., Accident/Disability and Life Insurance with Vanbreda International contracted by the OSCE, and instruct the insurers to make payment as follows:

<b>1. Beneficiary</b>	<b>Date of Birth</b>			<b>Street</b>		<b>Share %</b>
<b>Surname</b>	Day	Mth	Yr.	<b>Postcode</b>	<b>City</b>	
<b>Name</b>				<b>Country</b>		
<b>2. Beneficiary</b>	<b>Date of Birth</b>			<b>Street</b>		<b>Share %</b>
<b>Surname</b>	Day	Mth	Yr.	<b>Postcode</b>	<b>City</b>	
<b>Name</b>				<b>Country</b>		
<b>3. Beneficiary</b>	<b>Date of Birth</b>			<b>Street</b>		<b>Share %</b>
<b>Surname</b>	Day	Mth	Yr.	<b>Postcode</b>	<b>City</b>	
<b>Name</b>				<b>Country</b>		
<b>4. Beneficiary</b>	<b>Date of Birth</b>			<b>Street</b>		<b>Share %</b>
<b>Surname</b>	Day	Mth	Yr.	<b>Postcode</b>	<b>City</b>	
<b>Name</b>				<b>Country</b>		

Should a designated beneficiary not survive me, the share of that beneficiary shall be paid in equal parts to the other beneficiaries, unless I determine otherwise.

Should none of the above beneficiaries survive me, all monies shall be distributed to the relevant beneficiaries according to the law applicable to my estate.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR OSCE OFFICE USE ONLY:**

Amounts due from OSCE	EURO	
Amounts due from the OSCE Provident Fund	EURO	
Amounts due from Vanbreda International for service incurred death	EURO	
<b>TOTAL</b>	EURO	

Prepared by:..... Approved by:.....





**Organization for Security and Co-operation in Europe  
Payment Methods**

Last Name:	First Name:
Duty Station:	Date of birth:

Effective date for the below allotment instruction: \_\_\_\_\_

Payment Split:  NO (complete section 1 only)  YES\*\* (complete both sections 1 and 2)

**1. Primary Allotment** (EURO only - MANDATORY):

Indicate a Fixed Amount \_\_\_\_\_ EUR **or** Percentage of Payment: \_\_\_\_\_ %

Indicate either  Bank Transfer **or**  Cash Payment (for mission members or short-term staff only)

**Banking details:**

Name of Account Holder:
Account Number / IBAN:
Account Currency:
Name of the Bank:
Bank's Address, City, Country, Telephone:
Bank Code / BLZ / Sort Code / Routing Code:
SWIFT / BIC:
Correspondent / Intermediary Bank:
Other Details Considered Necessary:

**2. Secondary Allotment** (EURO only \*\*):

Percentage of the remaining Payment: \_\_\_\_\_ %

Indicate either  Bank Transfer **or**  Cash Payment (for mission members or short-term staff only)

**Banking details:**

Name of Account Holder:
Account Number / IBAN:
Account Currency:
Name of the Bank:
Bank's Address, City, Country, Telephone:
Bank Code / BLZ / Sort Code / Routing Code:
SWIFT / BIC:
Correspondent / Intermediary Bank:
Other Details Considered Necessary:

Date: \_\_\_\_\_ Employee's Signature: \_\_\_\_\_

**To be completed by HR:**

Employee Number: \_\_\_\_\_ Contractual Status: Contracted  Seconded  Seconded under MOU- Seconding Government

\*\* (ref. Rule 5.02.4) In the case that a fixed amount is used for the primary allotment, the balance must be 100% for the secondary allotment.

In the case that a percentage is used for the primary allotment, the secondary allotment must the remainder required to equal 100%. Same procedure applies for seconded mission members paid by their Governments through the OSCE

**Organization for Security and Co-operation in Europe**

**Vanbreda Insurance Dependant\* Enrolment Form**

Mission \_\_\_\_\_

Name of Mission Member \_\_\_\_\_  
 (family name) (first name)

Seconded  Contracted

I wish to enrol my dependants in Vanbreda group health insurance scheme. I take note that enrolment in the scheme of my below mentioned dependants is subject to Vanbreda’s acceptance on the basis of the attached Declaration(s) of State of Health.

Dependants:

Family name:	First name:	Relation	Date of birth:	Sex: M / F

I hereby attach:

- Marriage certificate
- Birth certificate(s) (for children only)
- School attendance certificate (in case of children older than 18)
- Declaration(s) of State of Health (for each dependant)

I hereby authorise the deduction of monthly premiums from my Board and Lodging Allowance in the TOTAL amount of EUR \_\_\_\_\_ (EUR 81.71 per adult, EUR 40,46 per child), effective from the first day of the month which follows the date of Vanbreda confirmation of registration receipt.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

\* Dependant – spouse and/or children (unmarried children up to age of 25 provided they are in full time school attendance and have no regular income; for handicapped children the age limit does not apply).

***For Personnel/Admin Office use only (in case of enrolment of dependants while being in the Mission)***  
*I hereby certify that all required documents were submitted to and verified by the Personnel/Administrative Office. Declaration(s) of State of Health is (are) attached.*

\_\_\_\_\_  
 (Title) (Name) (Signature)



Name : \_\_\_\_\_

Mission: \_\_\_\_\_

## Travel Information:

### For excess luggage:

- Weight of my entire accompanied baggage is \_\_\_\_\_ kg.

### For accommodation in the Mission area at arrival:

- I **do not** need accommodation to be arranged by the Mission

- I need accommodation to be arranged by the Mission