PROGRAM
Thursday, 5 December 2013

7.50 – 9.10  Ceremonial arrival of Heads of Delegations

9.20  Family photo

9.30  **Opening session (open)**
  • Formal opening and adoption of the agenda
  • Address by a representative of the host country
  • Address by the OSCE Chairperson-in-Office
  • Address by the President of the OSCE
  • Parliamentary Assembly
  • Report by the OSCE Secretary General

**First plenary session (cameras only)**

• Statements by Heads of Delegations

13:00  Working luncheon for Ministers for Foreign Affairs/Heads of Delegations (L7, HoD restaurant)

Separate lunch for members of delegations (L1, luncheon area)

15:00 – 18:00  **Second plenary session (cameras only)**

• Statements by Heads of Delegations

19:30  Official dinner for Ministers for Foreign Affairs/Heads of Delegations (Fairmont Grand Hotel Kyiv)

19:30  Reception for members of delegations and the media (Mystetskyi Arsenal)
Friday, 6 December 2013

9.30  Third plenary session (cameras only)
  • Statements by Heads of Delegations
  • Adoption of Ministerial Council decisions and documents
  • Any other business

Closing session (open)
  • Address by a representative of the host country
  • Formal closure (statements by the current and incoming Chairpersons in Office)

13:30  Final press conference

All participants of the 20th OSCE Ministerial Council Meeting in Kyiv are invited to the reception to be held on 5 December 19:30 - 21:30 in the premises of the National Culture Art and Museum Complex “Mystetskyi Arsenal” (10-12 Lavrska St., Kyiv).

Mystetskyi Arsenal is a conceptual art-project aimed at presenting Ukrainian historical and artistic heritage and its contribution to world cultural heritage. Old Arsenal building was erected in 1783-1801 as a part of the Old Pechersk Fortress.

All guests will also have the opportunity to discover modern Ukrainian art, presented within the Art Kyiv Contemporary 2013 Exhibition.

Another unique exhibition is devoted to the Ukrainian ornamental painting of Petrykivka, which is nominated for inscription on UNESCO’s Intangible Cultural Heritage of Humanity list. The participants will have the opportunity to learn Petrykivka painting techniques.

The musical highlight of the event will be a special performance of the Kyiv Symphony Orchestra and Chorus directed by Roger McMurrin.
GENERAL INFORMATION

Venue
The 20th Meeting of the OSCE Ministerial Council takes place in Kyiv at the International Exhibition Centre (IEC), located at 15 Brovars’ky Ave., Kyiv, 02660. The IEC website can be found at http://mvc-expo.com.ua/en/.

IEC opening hours
The Delegation Area is open as follows:
- Tuesday 3 December 08.00 – 23.00
- Wednesday 4 December 07.00 – 23.00
- Thursday 5 December 06.30 – 23.00
- Friday 6 December 07.00 – 17.00

The Registration Office will be located close to the premises of the IEC at the following address: 5 Mykilsko-Slobidska St., Kyiv.

The office will be open as follows:
- Tuesday 3 December 08.00 – 20.00
- Wednesday 4 December 07.00 – 20.00
- Thursday 5 December 06.30 – 18.00
- Friday 6 December 08.00 – 13.00

Tel: 541-03-60

Email: registration@mc2013.org.ua

Please note that the phone numbers and the email address will be operational only on 3 – 6 December.

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Entrances
Heads of Delegations shall use the HODs entrance (1C). Delegates’ minibuses, coaches and Embassy cars will be directed to the Delegates’ entrance (3A).

Media buses will be directed to the media center (2C).

No access will be allowed at the 2C entrance for media during arrivals of Heads of Delegations on Thursday, 5 December, 07.30-09.20.

Accreditation
The IEC premises can only be accessed with a valid accreditation badge. Delegates may be requested to present a proof of identity (a passport or a national ID card) at any time. Heads of Delegations’ pins and delegates’ badges must be worn and visible at all times for entry to all venues, including the official dinner for Heads of Delegations and the delegates’ and media reception. Lapel pins and badges are strictly for personal use and cannot be exchanged.
Categories of badges

**Lapel pin**
Heads of Delegations

**Red badge**
Security Personnel

**Blue badge**
OSCE Task Force/Conference Services

**Purple badge**
NGOs

**Green badge**
Delegations/OSCE/International Organizations/Liaison Officers

**Yellow badge**
Media

**Orange badge**
Drivers

**Brown badge**
Staff IT/IEC

**Badge with cross (red)**
First Aid

Lost badges

Loss of a pin or badge should be immediately reported to your Liaison Officer. In order to obtain a new one, please visit the Registration Office at the following address: 5 Mykilsko-Slobidska St. (located close to the premises of the IEC).

A new badge can only be issued to the registered holder of a lost badge upon presenting the confirmation letter and valid ID card or passport. Badges cannot be collected by another member of the delegation.

**Information Desk (Ds5)**

Information desk, covering areas such as general venue information, is located in Delegates’ Lounge (DL3).

Tel: 277-03-51;
Email: infodesk@mc2013.org.ua

**Transport and Hotels Desk (Ds4)**

Transport and Hotels Desk is located in Delegates’ Lounge (DL2) near the entrance 3A.

Tel. 277-02-96, 277-02-97
Email: transport@mc2013.org.ua

**IT Helpdesk (Ds6)**

IT Helpdesk is located in Delegates’ Lounge (DL2) and will remain open until the delegation area is closed.

Tel: 277-02-90
Email: ithelpdesk@mc2013.org.ua
**Bilateral meeting rooms desk**

There are 16 bilateral meeting rooms. These rooms are to be reserved for use by Heads of Delegations on 5 and 6 December. The bilateral meeting rooms desk (Ds3) is located in the Exhibition area, adjacent to the media center.

Opening hours:

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<tr>
<th>Day</th>
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<tbody>
<tr>
<td>Tuesday 3 December</td>
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<td>Thursday 5 December</td>
<td>07.00 – 18.00</td>
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<tr>
<td>Friday 6 December</td>
<td>09.00 – 12.00</td>
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Tel: 277-05-53  
Email: bilateralbooking@mc2013.org.ua

Please note that the phone number and the email address will be operational only on 3 – 6 December. Before 3 December the email address osce2013_bilateralrooms@mfa.gov.ua should be used for submitting applications to book a bilateral meeting room.

**Documents distribution center**

Documents and other material will be sent to the delegates’ Email and can be picked up at the documents distribution and meeting logistic unit (CS2) located in the delegates’ area near the Plenary Hall. The same information will be available also on the OSCE public website: www.osce.org/event/mc_2013

Prepared statements, background documentation, comments or other papers for circulation as well as advance copies for interpreters should be submitted for delivery via the documents distribution center by e-mail documents@osce.org.

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**Reservation of informal meeting rooms**

Reservation of informal meeting rooms should be made via the documents distribution center.

- Tel: 277-00-52  
  Mobile: +43 664 141 88 67  
  Email: elke.lidarik@osce.org

**Meeting rooms**

- **MC Plenary Hall (M1)**  
  Tel. 277-00-53

- **Meeting Room WEST (M6)**  
  Tel. 206-87-65

- **Meeting Room NORTH (M7)**  
  Tel. 206-87-66

- **Meeting Room SOUTH (M5)**  
  Tel. 277-01-49

- **Informal Meeting Rooms EAST (M 4.1 – 4.4)**  
  Tel. 277-02-98, 277-02-99, 277-03-00, 277-03-26

- **Preparatory Meeting Room/Permanent Council Room (M3)**  
  Tel. 277-00-03

- **FSC Meeting Room (M2)**  
  Tel. 277-00-01
Media Centre

A fully equipped media centre is situated at the IEC and has a separate Press and NGO entrance (2C). The entire venue will be a secure area, with access only possible with an accreditation badge.

There will be the following facilities in the media centre:
• a working area for journalists and NGOs;
• strong wireless connection;
• TV and radio booths cabled for receiving a TV feed, audio splitters for audio feed;
• rooms for interviews and press briefings;

Opening hours
The media centre will be open as follows:
  Wednesday 4 December  10:00 hrs – 18:00 hrs
  Thursday 5 December   06:00 hrs – 22:00 hrs

*Please note that no entry through 2C is permitted between 07.30-09.20

Friday 6 December   08:00 hrs – 20:00 hrs
(closing hour will be accommodated to the duration of the MC meeting)

Press Information Desk (Ds8) at the media centre is available to provide additional information and assistance.
  Tel.  277-05-03, 277-05-04
  Email: osce.ukraine@gmail.com

At a Pool Desk (Ds10) journalists can apply for pool cards to cover elements of the program.
  Tel.  277-04-92

Heads of Delegations and other delegates are encouraged to use facilities for press briefings and interviews in the media centre.

Accreditation - Olena Vashchenko
  Tel.  +38 066 598 4026
  Email: osce.accreditation@gmail.com

Interview/briefing requests - Vasyl Zvarych
  Tel.  +38 066 598 4037
  Email: osce.interview@gmail.com

Spokesperson of OSCE Chairperson-in-Office – Yevhen Perebyinis
  Tel:  +38 066 598 4039
  Email: cio.spokesman@gmail.com

OSCE Press and Public Information Section (Pr 5)
press@osce.org
  Tel:  277-04-93  277-04-94  277-04-95
       277-04-96  277-04-97  277-04-98

Head of Press and Public Information/OSCE Spokesperson - Cathie Burton
  Tel:  +38 066 598-42-00
  Tel:  +43 664 130 85 36
  Email: cathie.burton@osce.org

OSCE Press and Public Information Officer - Tatyana Baeva
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  Email: Jonathan.perfect@osce.org
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Email: webteam@osce.org, press@osce.org

Senior Press and Public Information Assistant – Florence Le Clézio  
Tel: +38 066 598-41-91

OSCE Mission to Moldova Spokesperson – Paula Redondo Alvarez-Palencia  
Tel: +38 066 598-41-87

OSCE Office in Yerevan - National Public Information Officer – Gohar Avagyan  
Tel. +38 066 598-39-94

OSCE Office in Baku - National Press and Public Information Officer - Rashad Huseynov  
Tel. +38 066 598-41-93

OSCE Press Officer/OSCE Centre in Bishkek Spokesperson – Svetlana Levina  
Tel. +38 066 598-41-98

WLAN

Wireless Local Area Network is available in different areas each having their own passwords:

Password 1_OSCE2013 is valid for the following areas:  
HoD Restaurant (L7)  
Final Press Conference hall (Pr10)  
Snack-bar (L3)

Password 2_OSCE2013 is valid for the Luncheon Area (L1) and Delegates’ Lounge (Di1)

Password 3_OSCE2013 is valid for the Delegates’ Lounge (Dl2-Dl3)

Media centre is a password free area.

Fax machines

In the delegation area there are public fax machines. The number of the fax machine is clearly marked on each machine.

Photocopiers

There are photocopiers in the delegation area and throughout the venue.

Prayer room

There is a prayer room (R) to the left at the Delegates entrance 3A, please see the map for its location.
Smoking area

Smoking is not permitted in the whole premises of the IEC. Designated smoking areas are located nearby. Please see the venue map for the location of these areas. In Ukraine smoking is forbidden inside the premises (including restaurants, cafes and hotels), in parks and at public transport stops.

Lost property

Please contact the Information Desk (Ds 5)
Tel: 277-03-51.

First Aid

There are First Aid rooms, please see the venue map for their location.
Tel: 277-02-02, 201-11-41

Liability

The organizers are not liable for personal accidents or for the loss of or damage to the personal property of registered delegates and media representatives. All the participants should make their own arrangements with respect to personal insurance.

ARRIVAL AND DEPARTURE

Delegates will arrive and depart via the Boryspil International Airport and Kyiv International Airport. The Boryspil International Airport is located 18 km from Kyiv and the Kyiv International Airport is located in the city. There are OSCE Information Desks in the arrival halls. A shuttle service will operate between the IEC, hotels and the airports.

Heads of Delegations arriving by commercial flights will be welcomed at the plane by an official from the airport VIP services and escorted to the VIP lounge where they will be greeted by the protocol service officer and liaison officer and no more than one diplomat from their embassy. They will be transported to their hotel. Delegates will be welcomed by their liaison officer in the arrivals hall of the Airport. Heads of Delegations arriving on government or private aircraft will be met by an official from the airport VIP services, the protocol service officer and their liaison officer.

The Directorate General for the Protocol of the Ministry of Foreign Affairs of Ukraine is responsible for all necessary arrangements in relation to the use of the VIP Lounge.

Director General – Oksana Petryaeva
Deputy Director General – Mykhailo Brodovych

Email: ddp@mfa.gov.ua
Tel: +38 044 238 15 47
Delegations are asked to mark their luggage using the OSCE CiO luggage tags (distributed via OSCE Conference Services).

Delegates travelling on commercial flights are responsible for the check-in and collection of their luggage.

Hand baggage regulations

Aviation security regulations prohibit all passengers from carrying any liquid, gels or pastes of more than 100mls through security screening. Containers of 100mls or less of liquids, gels, pastes, lotions and cosmetics may be brought through the passenger security screening points at all airports. In addition, these items must be presented at the passenger security screening point in a transparent re-sealable bag of no more than one litre capacity, 20cm x 20cm. The rules apply to all liquids such as water and beverages, aerosol cans and toiletries such as toothpaste, shaving cream, hair gel, lip gloss and creams. There is a limit of one transparent plastic bag per person.

Medicines required during the flight are exempt from this rule, but must be placed in a separate transparent re-sealable bag and presented separately at the passenger screening area.

SECURITY

To gain entry to the IEC and while inside the building, a valid ID badge or pin must be worn and visible at all times. In addition delegates are requested to cooperate with security check points and to follow the directions of security officers and protocol staff at all times. Security staff will ensure that visitors only enter areas that they are permitted to enter.

Delegates should be aware that airport-style x-ray screening will be used at the IEC.
TRANSPORTATION

Motorcades

Heads of Delegation will be offered a car and driver, exclusively for use at the Ministerial Council. This service will be available from the time of arrival (but not prior to 4 December) at the Boryspil International Airport and Kyiv International Airport until departure (not later than 7 December). The service is exclusively reserved for the use of the Head of Delegation and can accommodate a maximum of one other delegation member.

Delegation transport

Each delegation with more than three persons will have a mini-bus and driver. The minibus is to be used exclusively for OSCE Ministerial Council purposes only, from the time of the delegation’s arrival (not prior to 2 December) at the Boryspil International Airport or Kyiv International Airport until departure (not later than 7 December). The mini-bus will offer seven seats per delegation including security personnel. The Chairmanship will not provide transportation for any extra security personnel.

Embassy car

Each delegation may accredit no more than three Embassy cars, which must display the CiO permit to gain access to the IEC. A waiting area will be established for all accredited drivers at the IEC.

Shuttle services

The shuttles will operate the following routes:

Boryspil International Airport – Hotels
(From Monday 2 December to Wednesday 4 December)

Kyiv International Airport – Hotels
(From Monday 2 December to Wednesday 4 December)

Hotels – IEC
(From Tuesday 3 December to Friday 6 December)

IEC – Fairmont Grand Hotel
(Thursday 5 December) for Heads of Delegations

IEC - Mystetskyi Arsenal
(Thursday 5 December) for Delegations, NGO and the Press

Fairmont Grand Hotel - hotels
(Thursday 5 December) for Heads of Delegations

Mystetskyi Arsenal – hotels
(Thursday 5 December) for Delegations, NGO and the Press

Public transportation

The easiest way to get from the IEC and to the city center is Kyiv Metropolitan (subway). The nearest to the IEC metro-station is Livoberezhna metro-station of the Sviatoshynsko-Brovarska (Red) Line. To get to the heart of Kyiv city center please take a train to the Khreshchatyk metro-station.
Sky Bus operates between Boryspil International Airport and the South Railway Station via Kharkivska metro-station. To get to the Railway Station please take a train at the Darnytsia or Livoberezha metro-stations to the Vokzalna metro-station of the same Red Line. To get to the Kharkivska metro-station – change the Red Line for the Green Line at the Teatralna metro-station.

Sky Bus fare is 40 UAH. Tickets can be purchased straight from the driver or at the ticket office of Terminals B, F and D of the Boryspil International Airport.

The schedule is available at http://kbp.aero/en/transport/sky-bus/
Taxi

To call a taxi please contact your Liaison Officer or the Information Desk.

Taxi-companies in Kyiv:

+38 044 201-05-01 +38 044 238-8-238
+38 044 249-40-40 +38 067 249-40-40
+38 044 239-15-15 +38 050 239-15-15
+38 063 239-15-15

The list of telephone numbers is not exhaustive and was taken from the open sources. Taxi companies are privately-owned business. The OSCE Chairmanship bears no responsibility for the taxi tariffs and services provided by the companies. When calling a taxi please clearly specify if you want a car with a taximeter and/or POS terminal.

The taxi tariffs around the city range approximately between 30 to 150 UAH depending on the company and the length of the route.

MEALS

Heads of Delegations

Thursday 5 December

13.00 Working Luncheon (1+0)
19.30 Official Dinner hosted by the CiO of the OSCE, Minister for Foreign Affairs of Ukraine Leonid Kozhara (1+1)

Delegates

Tuesday 3 and Wednesday 4 December

Buffet lunch is available in the delegates’ luncheon area for approximately 50-60 UAH per person from 12.00 to 15.00

Thursday 5 December and Friday 6 December

Buffet lunch is available free of charge in the delegates’ luncheon area from 12.00 to 15.00.

A café, two snack bars and hot drinks service points are available throughout the venue.
## MINISTERIAL TELEPHONE CONTACT LIST

### Ukrainian OSCE Chairmanship

Email: Chairmanship@mc2013.org.ua

### Delegation Liaison Officer

Each delegation has designated Liaison Officer or Officers (dependent on the number of delegates), who are available during the whole period of delegation's stay in Kyiv. The Liaison Officer can be contacted by mobile phone. To dial from a Ukrainian landline please drop +38.

<table>
<thead>
<tr>
<th>Country</th>
<th>Officer Name</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td><strong>Albania</strong></td>
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<td><strong>Germany</strong></td>
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Explication of rooms:

Ch
Ch 1 OSCE Chairperson
Ch 1.1 OSCE Chairperson Meeting Room
Ch 2 Chairmanship Offices
Ch 3 Chairmanship Offices (TF)

S
S 1 OSCE Secretary General
S 1.1 Meeting Room of the Secretary General
S 2 Secretary and OSCE Secretary General Advisers Offices
S 3 OSCE Secretariat
S 4 OSCE Institutions

CS
CS 1 OSCE Conference Services
CS 2 Documents Distribution and Meeting Logistic Unit
CS 3 Interpreters lounge
CS 4 Copy-centre

D
D D Delegations offices
P
P P Partners for Co-operation
O
O O International Organisations

M
M 1 Plenary Hall
M 2 FSC Meeting Room
M 3 Preparatory Meeting Room / Permanent Council Room
M 4 Informal Meeting Room EAST
M 5 Meeting Room SOUTH
M 6 Meeting Room WEST
M 7 Meeting Room NORTH

B
B B Bilateral Meeting Rooms

DL
DL Delegates lounge

LO
LO LO Liaison officers area

H
H 1 HoDs lounge
H 1.1 Room for security personnel

R
R R Prayer room

Dr
Dr 1 HoDs drivers lounge room
Dr 2 Drivers lounge room

Pr
Pr 1 Press working area
Pr 2 TV and radio booths
Pr 3 Briefings room
Pr 4 Personal interview rooms
Pr 5 PPIS office
Pr 6 PPIS meetings room
Pr 7 Interview area
Pr 8 Live broadcast area
Pr 9 Press lounge area
Pr 10 Final Press Conference Hall

N
N 1 NGO
N 2 NGO zone

L
L 1 Luncheon area
L 2 Café
L 3 Snack-bar
L 4 Hot drinks service point
L 5 Snack-bar
L 6 Press snack-bar
L 7 HoDs restaurant

Ds
Ds 1 HoDs registration desk
Ds 2 Delegations registration desk
Ds 3 Bilateral meetings room desk
Ds 4 Transport and hotels desk
Ds 5 Information desk
Ds 6 IT Helpdesk
Ds 7 Press and NGO accreditation desk
Ds 8 Press information desk
Ds 9 TV broadcast desk
Ds 10 Pool desk
Ds 11 Press IT desk

Explication of Entrances:
1C HoDsDs entrance
3A Delegates entrance
2C Press and NGO entrance
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Institutions office No. S 4.8
Tel: 277-01-32, 277-01-33
pres-pa@mc2013.org.ua

Representative on Freedom of the Media
Institutions office No. S 4.9
Tel: 277-01-40, 277-01-41
fom@mc2013.org.ua

Freedom of the Media Secretariat
Institutions office No. S 4.10
Tel: 277-01-38, 277-01-39
office-fom@mc2013.org.ua

High Commissioner on National Minorities
Institutions office No. S 4.11
Tel: 277-01-36, 277-01-37
hcnm@mc2013.org.ua

High Commissioner on National Minorities Secretariat
Institutions office No. S 4.12
Tel: 277-01-34, 277-01-35
office-hcnm@mc2013.org.ua

HOTELS

Hyatt Regency Kiev
5, Alla Tarasova Street
www.kiev.regency.hyatt.com
Tel. +380 44 581 1234

Intercontinental
2a, Velyka Zhytomyrska Street
www.intercontinental-kiev.com/
Tel. +38 044 219 1919

Fairmont Grand Hotel
1, NaberezhnoKhreshchatytska Street
http://www.fairmont.com/kyiv/
Tel. + 380 44 3228888

Premier Palace
5-7/29, T. Shevchenka Blvd
www.premier-palace.com
Tel. +380 44 383 11 41

Opera Hotel
53, B. Khmelnilskogo Street
www.opera-hotel.com/
Tel. +38 044 581 70 70

Radisson Blu (SAS) Hotel Kiev
22, Yaroslaviv Val Street
www.radissonblu.com.ua/hotel-kiev
Tel. +380 44 492 2200
Riviera on Podol Hotel
15, Sagaydachnogo Street  
www.rivierahotel.com.ua  
Tel.  +3 8044 581 28 28

Khreschatyk City Center Hotel
14, Khreschatyk Street  
www.hotel-khreschatyk.kiev.ua/  
Tel.  +38 (044) 596 80 04

Vozdvyzhensky Hotel Kiev
60-a,b, Vozdvyzhenska Street  
http://vozd-hotel.com/  
Tel.  +38 044 531 99 00

Dnipro Hotel
1/2, Khreshchatyk Street  
www.dniprohotel.ua/  
Tel.  +380 44 254-67-77

President
12, Hospitalna Street  
http://presidenthotel.com.ua  
Tel.  +38 044 256 38 57

Alfavito
35-d, Predslavynska Street  
www.alfavito.com.ua  
Tel.  +38 (044) 220 45 77

Holiday Inn
100, Chervonoarmiis’ka Street  
Tel.  +38044 363 30 00

Podol Plaza Hotel
7 A, A’ Konstantinovskaya street  
http://www.podolplazahotel.com.ua/  
+380 (44) 503 92 03

RADISSON BLU HOTEL Podil
17-19 Bratskaya Street-Podil  
www.radissonblu.com/hotel-kyiv-podil  
Tel:  +38 (0) 44 3931373

RUS
4, Hospitalna Street  
http://www.hotelrus.kiev.ua/  
Tel:  +38 044 256 40 00

Tourist
2, R. Okypnoy Street  
http://hotel-tourist.kiev.ua  
Tel:  +38 044 568-42-54

Bratislava
1, A.Malyshka’s street  
www.bratislava.com.ua  
Tel:  +38 044 5373999

Ibis
25, Taras Shevchenko Boulevard  
http://www.ibis.com  
Tel:  +38044/5912222
GENERAL INFORMATION ABOUT UKRAINE

Area: 603 700 km2
Climate: for weather forecasts, see http://meteo.gov.ua/en/
Time zone: GMT+2 (UTC+2)
Internet top-level domain: ua
International phone code: 380

Government

Ukraine is a unitary state, consisting of the Crimean Autonomous Republic and 24 regions (oblast).

The legislative branch is represented by the unicameral parliament, Verkhovna Rada, consisting of 450 People’s Deputies (members of parliament). The 7th convocation of the Verkhovna Rada was elected for the next five-year period on October 28, 2012.

The executive branch is represented by the Government – the Cabinet of Ministers of Ukraine, chaired by the Prime Minister.

The judicial branch has two independent court systems such as constitutional, the Constitutional Court of Ukraine, and general, the Supreme Court of Ukraine.
President of Ukraine – Viktor Yanukovych
Chairman of the Verkhovna Rada – Volodymyr Rybak
Prime Minister – Mykola Azarov
First Vice Prime Minister – Serhiy Arbuzov
Vice Prime Minister – Yurii Boyko
Vice Prime Minister – Oleksandr Vilkul
Vice Prime Minister – Kostyantyn Gryschenko
Minister for Foreign Affairs, OSCE Chairperson-in-Office – Leonid Kozhara

Currency:
Hryvnia (letter code UAH, digital code 980) is the currency of Ukraine. Any credit cards that bear the Visa, MasterCard or American Express symbol will be widely accepted in Ukraine. Visitors with other cards should ask in advance or check if that card is on display where they want to use it. There are no limits in the amount of foreign currency which nonresident individuals may sell through authorized banks, authorized financial institutions and exchange offices. Please note that presenting a passport is obligatory during currency exchange operation for both residents and non-residents. Please demand and keep the transaction receipt and a certificate, issued by a bank, authorized financial institution or exchange office, during the whole stay in Ukraine. Both the check and the certificate will be demanded for the exchange of hryvnias for cash foreign currency.

Banks
Banking hours are generally 9.00 to 18.00 Monday through Friday. Some banks are open on Saturday. ATM (cash) machines are located at most banks and accept MasterCard, VISA and American Express.

Electric appliances
The electric supply in Ukraine is 220-240v. European standard plugs and sockets are generally used in Ukraine and are different from the USA. Europlug and Schuko are primary socket types.

Telephones and International calls to and from Ukraine
To make a call abroad you should dial “00” first and then a destination number. The international dialing code for Ukraine is +380.

Medical Treatment
Providing medical assistance to the foreigners who temporarily stay in Ukraine is based on the general insurance policy of a foreign insurance company and it is secured by a relevant Ukrainian partner assistance company. If you have health insurance and fell ill, please contact a medical assistance company by the phone numbers indicated in your insurance policy. In case of no health insurance coverage, the foreigner will be obliged to cover the cost of the medical treatment provided directly in the medical establishment that renders such treatment in accordance with the established tariffs within the treatment cost.
Non-residents may perform the payments for the received medical service with a credit card or in cash, at the Cash Office of the medical institution. Residents of the countries which entered into the relevant international contracts with Ukraine are entitled to free emergency medical care. From the moment the life threatening emergency for the patient has been removed, or it ceased to endanger the people around, and transportation appears possible, further medical service is provided on fee basis.

In case you have a chronic disease, it is advisable to consult your doctor before the trip and take the necessary reserve of medications. If necessary, you can purchase medicines at the developed network of pharmacies on the territory of Ukraine. On the territory of Ukraine, the foreigners have the right to request emergency medical assistance from any public health protection institution.

**Smoking**

In Ukraine smoking is forbidden inside the premises (including in restaurants, cafes and hotels), in parks and at public transport stops.

**Emergency telephone number for rescue service**

In case of emergency please dial 101. This number is free of charge but should only be used in case of genuine emergency.

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**USEFUL WEBSITES**

- Organization for Security and Cooperation in Europe
  - [www.osce.org](http://www.osce.org)
- Ministry of Foreign Affairs of Ukraine
  - [mfa.gov.ua/en](http://mfa.gov.ua/en)
- President of Ukraine
  - [www.president.gov.ua/en](http://www.president.gov.ua/en)
- Cabinet of Ministers
- Verkhovna Rada of Ukraine
  - [iportal.rada.gov.ua/en](http://iportal.rada.gov.ua/en)
- For further information about Ukraine
  - [ukraineallaboutu.com](http://ukraineallaboutu.com)