6th OSCE-wide Seminar on Passenger Data Exchange
3 – 4 November 2022, Hofburg, Vienna
CONCEPT NOTE

Prompted by an increased risk of returning foreign terrorist fighters (FTFs) following the loss of territory by terrorist groups in conflict zones, the United Nations Security Council (UNSC) adopted in December 2017 its Resolution 2396, which builds upon other resolutions including 2178 (2014), 2309 (2016) and 2482 (2019), and obliges Member States to:

(i) require airlines operating in their territories to provide Advance Passenger Information (API) to the appropriate national authorities; and report any movements of FTFs by sharing this information with the relevant States; and ensure API is analysed by all relevant authorities;

(ii) develop the capability to collect, process and analyse Passenger Name Record (PNR) data; and ensure it is used by and shared with all their competent national authorities; and encourage the sharing of this data with relevant or concerned States.

Additionally, the Resolution calls explicitly on international and regional organizations to:

(iii) improve coordination and identify areas where Member States need technical assistance, resources and capacity building in order to implement such capabilities.

The **Countering Terrorist Travel Programme**, a flagship global initiative of United Nations Office of Counter-Terrorism (UNOCT), assists Member States in building their capabilities to detect and counter terrorists and serious criminals by using advance passenger information (API), passenger name record (PNR), to improve the use of international databases, such as those of INTERPOL, with known and suspected terrorists and criminals and enhance international information exchange, in accordance with Security Council resolutions 2178 (2014), 2396 (2017), and 2482 (2019), international standards and recommended practices, relevant privacy laws, and human rights principles.

Following the success of previous Passenger Data Seminars from 2017-2021, the OSCE and UNOCT are organising the 6th OSCE-wide Seminar on Passenger Data Exchange on 3-4 November 2022, in order to provide further support and assistance as mandated in the Resolution. This event marks the third consecutive joint seminar between the OSCE and UNOCT and is a direct result of the Biennial Action Plan for 2022-2024 signed in September 2022.

The main purpose of this event is to further support States in developing API/PNR systems and provide opportunities to identify potential partnerships. To this end, the seminar will focus on the following six thematic areas:

1. Informal Working Groups: the Eastern European Informal Working Group (EE IWG) on passenger data exchange;
2. Engaging and connecting with the transport industry in order to collect passenger data;
3. Enhancing travel security across all modes of travel – next steps for maritime/road/rail travel;

4. API/PNR systems implementation outside the OSCE area: an external perspective;
5. Legal issues and international standards; and,
6. Passenger Information Units - modalities, good practices and lessons learned.

** DAY 1 - POST-SEMINAR Private Sector IT Providers and Airlines Trade Show

Target Audience
Expert-level officials who either will be or have been involved in the establishment of national API/PNR
Representatives from national targeting centers and/or Passenger Information Units (PIU)
Private companies, in particular airlines, and IT service providers offering API/PNR systems
International and Regional Organisations offering additional support and assistance to States in the implementation of Resolution 2396

6th OSCE-wide Seminar on Passenger Data Exchange 3 – 4 November 2022, Hofburg, Vienna
INDICATIVE AGENDA

Opening Session – Welcoming and introductory remarks
This session will set the scene, reiterate the obligations included in UNSC Resolution 2396, and examine the status of passenger data exchange systems globally.

Possible panellists: OSCE, OSCE Chairmanship, UNOCT, U.S. Department of State

Session 1 – The Eastern European Informal Working Group – one year later
On 27-28 October 2021, 17 OSCE participating States from South Eastern Europe, the Caucasus and Central Asia, in close co-operation with the OSCE and UNOCT, launched the Eastern European Informal Working Group (EE IWG) on API/PNR. The group provides a forum for Passenger Information Units (PIUs) and the policy makers involved in the establishment of such units to support the implementation of UN Security Council resolutions 2178 (2014), 2396 (2017), and 2482 (2019). The group fosters the widest possible co-operation and exchange of information between API/PNR authorities based on reciprocity or mutual agreement and following commonly agreed principles and rules. One year after its establishment, this session will provide EEIWG members with the opportunity to present concrete achievements and benefits deriving from this cooperation forum and discuss forthcoming steps.

Possible panellists: EE IWG Chair (Kyrgyzstan), EE IWG sub-Chairs (Albania, Georgia, Mongolia, Montenegro)

Session 2 – Engaging and Connecting with the Transport Industry
It is international best practices to engage and partner with the transport industry (collecting data from airlines) in order to ensure connectivity is established and that data quality is maintained. Therefore, this session will look at both how best to collaborate and partner with

the transport industry in your country, and also some of the connectivity options that are available.

Possible panellists: Ms. Nuria Fermoso, Regional Manager, Passenger Experience & Facilitation, Europe, IATA; Mr Yves Dostert, Head of PIU, Luxembourg; Airline Representative (TBC); OSCE Consultants (Mr. Andrew Priestley).

Session 3 - Enhancing Travel Security Across All Modes - Next Steps for Maritime/Road/Rail Travel

As an increasing number of States implement API/PNR systems for air travel in support of UN mandated commitments, the natural next step in securing international travel infrastructure is the expansion of API/PNR data across different travel modes. Considering the size of maritime, road and rail industry and growth in such leisure travels, there is an obvious gap in current travel security screening. This session will therefore focus on emerging options and benefits for developing frameworks for API/PNR to the maritime, road and rail mode.

Possible panellists: Mr Daan Vertongen, Head of Belgian Passenger Information Unit (TBC); Service National des Données de Voyage (SNDV) - France (TBC); Mr. David Dodson, U.S. Customs and Border Protection, Department of Homeland Security (TBC); Mr. Kevin McAnally, Maritime expert, United Nations Countering Terrorist Travel Programme; UNOCT .

Session 4 – API/PNR systems implementation outside the OSCE area: an external perspective

To date, over 80 countries have introduced API or PNR in their travel security management systems, some of which are not OSCE participating States. It is commonly recognized that passenger information systems should be designed and developed through a tailored approach providing a holistic evaluation that considers both national needs and international requirements. Therefore, API/PNR systems may vary significantly from one country to another, provided that they meet international standards. This session will be focusing on API/PNR systems implemented outside the OSCE region. It will give participants the opportunity to exchange perspectives, best practices and lessons learnt from different parts of the world and different contexts.

Possible panellists: Chair, IWG Western Africa (Mr. Ansumana Mohamed Idris), Chair, IWG Southern Africa (Mr. Solomon Mthandazo), Additional third-country representative (TBC)

Day One Reception

Following the end of sessions on day one, delegates and attendees will be invited to attend an OSCE-hosted networking reception. Private sector companies specializing in passenger data systems and air transportation that have participated in previous annual seminars will also be present are invited to register and participate to the seminar and event, where they will equally be able to display their products, interact with delegates from participating States, and answer questions directly. This event aims at encouraging dialogue and facilitating technical discussions, which may otherwise be difficult in a traditional seminar format.

Session 5 – Legal issues and international standards

States are unable to collect passenger data without first putting in place the right legislation that obliges airlines to transmit the data while also maintaining data privacy safeguards. This session will examine international standards and recommended practices, and how these can be transposed into national legislation.

Possible panellists: Ms. Fernanda Lombardi, Officer-in-Charge, Terrorism Prevention Branch, United Nations Office of Drugs and Crime; Mr. Tugs-Ochir Jantsan, Secretary-General, National Counter Terrorism Council, Mongolia; Mr. Simon Watkin, Senior Policy Manager, Home Office, United Kingdom(TBC); Mr. Aleksandrs Dahs, Head of Latvian PIU (TBC).

Session 6 – Passenger Information Units - modalities, good practices and lessons learned
On its own, passenger data is just data. For it to be valuable, it needs to be examined, analyzed, checked against watch-lists in an operational PIU and shared with relevant authorities. This session will focus on some of the good practices establishing and operating a PIU.

Possible panellists: Mr. Jan Otto Johansen, Head of the Norwegian PIU - Norway, Ms. Emily Jordan, Head of the Irish PIU - Ireland, Mr. Artur Beu, Head of Albanian PIU, Albanian State Police.

6ᵗʰ OSCE-wide Seminar on Passenger Data Exchange **3 – 4 November 2022, Hofburg, Vienna**
LOGISTICAL NOTE

ORGANIZATIONAL MODALITIES

The Passenger Data Exchange Seminar will be held in OSCE premises in the Hofburg, Vienna: http://www.hofburg.com/en. on 3 and 4 November 2022. The seminar is jointly organized by the OSCE and UNOCT.

To ensure the widest possible participation, the seminar will be organized in hybrid format in order to allow for physical participation of national experts, Delegations/Organizations that are already present in Vienna and online participation of other representatives that are located elsewhere.

PARTICIPANTS

Participating States and Partners for Co-operation are invited to nominate representatives at the expert-level who either will be or have been involved in the establishment of national API/PNR and representatives from national targeting centres and/or Passenger Information Units (PIUs). Experts from private companies, in particular airlines, and IT service providers offering API/PNR systems as well as from International and Regional Organizations offering additional support and assistance to States in the implementation of Resolution 2396 will also be invited to share their expertise, perspectives and ideas.

Active exchange and interaction from the participants, if time allows, will be considered the most beneficial aspect of this event. Interventions should therefore focus on concrete examples and recommendations and be as concise as possible, not exceeding 3 minutes.

VENUE AND PARTICIPATION MODAILITIES

Physical attendance:

The seminar sessions will be held in Ratsaal (3 to 4 November 2022) at Hofburg Palace (see Technical Note below for further details).

According to the latest OSCE internal guidelines on working safely in a COVID-19 environment effective as of 1 June 2022, it is highly recommended the below indications are followed:

- **Access:** although status will not be verified on entry to the building, visitors and event attendees are recommended to meet the 3G criteria (either proof of vaccination or recovery, or a negative test result for SARS-CoV-2);

- **Masks:** FFP2 masks are recommended to be worn in all common areas including hallways, meeting rooms, restrooms, cafeterias when not eating or drinking, and elevators.

Participants residing outside of Austria and planning to attend the Passenger Data Exchange Seminar in person should also check both Austrian and their respective home country's regulations before travelling. Up-to-date information on the existing travel restrictions in Austria can be found here: https://www.bmeia.gv.at/

Participation via Zoom:

The link to access the Passenger Data Exchange Seminar via Zoom will be sent **after the registration deadline** to all participants who have signed up. Virtual participation via Zoom is limited to 4 accounts per delegation. Participants will be requested to log in with their country (in case of delegations) or organization name, followed by a functional identifier and/or name. Please note, it is only possible to engage in conversation or take the floor if present in Ratsall. Zoom access will only allow for observation capabilities; as such, participants ae encouraged to attend in person if possible.

Participating States and Partners for Co-operation:

3-letter ISO-3166 abbreviation of country name, e.g. ALB, UKR, AUT, DEU, and add your first and last name.

e.g. AUT Raphael Lassmann DHOM

International Organizations:

Please use your official abbreviation e.g. UNHCR, CoE, ICRC and add your first and last name:

e.g.: IATA Hermann Meier PolAdv

NGOs, Civil Society, Business, Academics:

Please use an obvious abbreviation not longer than six digits for your entity/affiliation:
e.g. UniVie (for the University of Vienna) and add your first and last name.

e.g.: UniVie Sonja Rattmann Prof.

OSCE and OSCE Structures:

Please use OSCE followed by abbreviation of your Institution or Executive Structure and your full name:

e.g. OSCE OSG/CLS Hanna Mustermann Director

Participants, who are not following the naming convention, will not be able to access the meeting.

The sessions can be joined 30 minutes before the indicated starting time. Participants are requested to log in early or at least 15 minutes in advance in order for their credentials to be checked prior to the start of the respective session.

All participants should ensure that their microphone is muted and their camera disabled at all times, except when taking the floor.

In case of technical problems (e.g. unmuting function not working), participants should email to e-mail addresses: ICT-meeting-support@osce.org, manuel.bergamasco@osce.org, mira.xhamallati@osce.org so that necessary action can be taken.

Please be reminded that up to 4 accounts per delegation will be accepted at any time during the seminar due to technical reasons. We encourage delegations to consider rotation of their representatives joining via Zoom according to the subject or the respective sessions.

Participants are encouraged to use a cabled (ethernet) connection to their computer when joining the meeting and wear a USB headset with in-built microphone when making their statements.

Participants via Zoom intending to show a presentation, have to use the "share function" as only this guarantees proper visibility for all participants. Explanations on how to share presentations can be found in the annexed Zoom guidelines. Presenters wishing to display power point presentations should inform the organizers of their intention ahead of time.

Videos to be shown during events and video conferences must not exceed the specifications of Full-HD resolution of 1920 x 1080, ideally (for easier transmission) they are just 720p resolution with an aspect ratio 16:9. 4K videos are not supported due to technical restrictions.

Ideally, videos are submitted as MPG4 files (compression) with a 3-second fade-in at the beginning and fade-out at the end to avoid inexact video starts and endings for the audience.

Video/audio access information:

Physical participants located in Ratsaal will be able to request the floor and deliver their statements during the sessions. USB cameras capturing the head table will send the video of persons at the head table to the virtual platform. The sound system will be linked to the virtual platform. The sound from all persons attending in person in Ratsaal will be available on Zoom.

The Chairperson or designated moderator will deliver brief introductory remarks at the beginning of each session. Following this intervention, the Chairperson or Moderator will invite keynote speakers to deliver their presentations. Should the timing of the session allow, the floor would then be opened for contributions by delegations/organizations. They will announce the delegation/organization's name to which the floor will be given. The delegation/organization should then proceed to unmute itself and activate its camera if applicable. Following the intervention, the delegation/organization should mute itself and hand the floor back to the Chairperson. This process is repeated for each delegation/organization that is given the floor.

In case of technical problems (e.g. unmuting function not working for a delegation who wishes to intervene, etc.), participants should email to all three e-mail addresses: ICT-meeting-support@osce.org, Manuel.Bergamasco@osce.org and Mira.Xhamallati@osce.org so that necessary action can be taken.

LIST OF SPEAKERS/SPEAKING AT SESSIONS

Moderators:

Each session will be chaired by a moderator who will introduce the speakers. Moderators will also enforce time limits and will ensure that speakers, discussants and participants limit their presentations and contributions to substantive issues only. Moderators are expected to serve as rapporteurs in the sense of summarizing the presentations and discussions, and presenting these conclusions to the participants in the concluding session. Moderators should receive keynote speakers' and discussants' short biography beforehand to be able to introduce them to the audience.

Speakers:

Each working session will have a limited number of speakers. Speakers will limit their presentations to concrete examples, good practices and lessons learnt that enrich discussions. They will make every effort to include suggestions for potential policy recommendations, and/or follow up activities for/with the OSCE/UNOCT, offer thoughts for further consideration, and suggest possible national and/or regional and international action for meeting the challenges. Each keynote presentation should be of maximum **10-15 minutes**. Speakers should then be ready to engage in debate following their presentations. Keynote presentations and remarks should be sent to the Passenger Data Exchange Seminar contact points one week prior to the conference. Keynote speakers are expected to agree to circulate their remarks/presentations to all participants. The institutional background of each speaker

will be introduced by the moderator allowing the speaker to devote his presentation fully and only to the topic itself.

Statements/contributions from the floor:

Participants are invited to contribute to the discussions with statements/short contributions. Statements/contributions should not exceed **3 minutes**. Institutional background or **any statements of a political nature should be avoided given the technical nature of the seminar**. It is recommended that interventions focus on concrete examples and lessons learned directly related to the technical subject of the session. They may include suggestions for potential policy recommendations and/or follow-up action in the form of deliverables. Delegations, non-governmental experts, and international and regional organizations are requested to pre-register their intention to contribute with short statements from the floor by contacting the conference organizers **not later than 27 October 2022**.

Participants in the Ratsaal may request the floor, according to right of reply standards, by raising their hands. A session moderator will then give the floor to the delegation.

A request to be included in the list of speakers/presenters should be sent to Manuel.Bergamasco@osce.org and Mira.Xhamallati@osce.org indicating if the statement will be done in person or via Zoom.

Advance copies for interpreters should be sent to documents@osce.org. Given the special format of the event, sending statements in advance would facilitate the work of interpreters and improve the quality of interpretation.

MEDIA

The OSCE Communication and Media Relations Section will facilitate appropriate media coverage by informing media and the press.

REGISTRATION/ACCREDITATION

Please note that only registered participants will be granted access to the different sessions, either through physical presence of delegation members accredited to the OSCE or virtual attendance. Each participant is requested to **register online** before the **deadline of Tuesday, 1 November 2022, 10:00 a.m. (Vienna time) via the following link:**

https://events.osce.org/2022-6th-osce-wide-seminar-on-passenger-data-exchange/registration

or QR code:

Link and QR code will only be accessible during the registration period from 7 October to 1 November 2022.

As registrations are subject to approval, participants must provide some personally identifiable information, including an email address, when submitting an online registration request. Please note that it is possible for one person to register several participants using the same account. To log-in persons who have registered for other OSCE events (e.g. 2021 ASRC, Conflict Cycle Seminar, PC meetings or any other meeting at Hofburg) may use the same password. It is not necessary to create a new account.

Upon submitting a registration form, you will be informed that data has been successfully submitted, which should not be confused with approval of a given registration request. Upon approval by the organizers, a separate email will be sent to the indicated e-mail confirming physical participation or the meeting access details for virtual participants.

Please be informed that OSCE Conference Services will offer a Zoom test session for capital representatives ahead of the upcoming meeting.

> The **test session** will take place on **2 November 2022 from 13.30 – 14.30** Vienna time (CEST).

The test session is voluntary. It will demonstrate to capital delegates the functionality of the platform, as well as testing their connection ahead of the conference itself.

Please note that all speakers who have registered until 1 November 2022, 10:00 a.m. (Vienna time), will receive the link after registration deadline.

WORKING LANGUAGE

The working language of the meeting will be English with simultaneous interpretation in Russian.

CATERING

Lunch and coffee will be served on both 3 and 4 November in the Hofburg premises. Please note that the catering company will follow the current COVID-19 rules set by the Austrian government. However, the participants are encouraged to abide by any physical distance requirements.

POINTS OF CONTACT

OSCE Transnational Threats Department
For substantial inquiries, please contact:

Ms. Mira Xhamallati
National Border Management Officer, TNTD/BSMU
Mira.Xhamallati@osce.org

For administrative/logistical inquiries, please contact:

Mr. Manuel Bergamasco
Project Assistant, TNTD/BSMU
Manuel.Bergamaso@osce.org
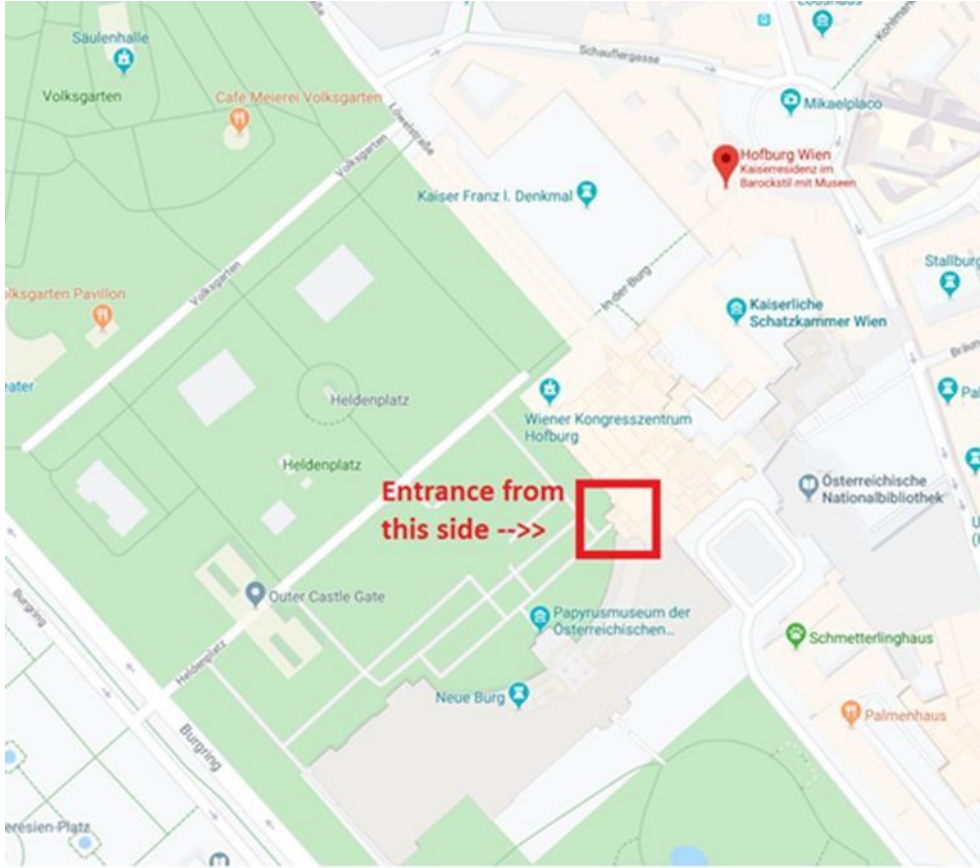
United Nations Office of Counter-Terrorism

For inquiries on CT Travel Programme and the goTravel software, please contact:

Mr Simon Deignan
Programme Management Officer, UNOCT
Simon.Deignan@un.org

Mr Vugar Allahverdiyev
Programme Management Officer, CT Travel Programme, UNOCT
Allahverdiyev@un.org

TECHNICAL NOTE

I.	VENUE & REGISTRATION

| VENUE | • The OSCE-Wide Passenger Data Exchange Seminar will take place in the OSCE's conference premises at Hofburg in Vienna, address: **Hofburg Congress Centre, Heldenplatz, 1010 Vienna** (see **map** below):

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REGISTRATION & DEADLINES	• Participants are kindly requested to register at the following registration page: https://events.osce.org/2022-6th-osce-wide-seminar-on-passenger-data-exchange/registration. • Deadline for registrations is 1 November 2022, 10:00 (Vienna time/CEST).
ACCREDITATION	Badges for the conference participants may be obtained at the entrance to the venue at these times: 3 November from 08.30 – 17.00 4 November from 08.30 – 13.00
RECEPTION	Networking reception with IT providers and airlines trade show will be held on 3 November from 16:00 – 18:00 (Vienna time/CEST).
INTERPRETATION	At the **conference**, simultaneous interpretation into English and Russian will be provided.
TECHNICAL SUPPORT FOR SPEAKERS	Requests for technical support should be addressed well in advance to the contacts provided below. Speakers wishing to display presentation should notify this in advance to the contact points.
WORKING AREA & WIFI	A delegates' area with a few PC working stations and WiFi access at the conference venue is provided.
TEA, COFFEE & LUNCHES	The organizers will provide coffee/tea breaks and lunches at the conference venue. Participants are strongly encouraged to follow the physical distance requirements and wear a mask whenever possible.
INFORMAL CONSULTATIONS (BILATERALS)	Based on availability, meeting rooms for informal consultations can be reserved at Hofburg. Inquiries should be sent to Ms Micky Kroell (micky.kroell@osce.org).

II.	TRAVEL & VISA
ACCOMMODATION	Unless agreed with the organizers before the conference, participants are kindly requested to arrange accommodation at their own expenses. Vienna offers many possibilities, including in vicinity to the conference venue. Early booking is recommended. A **list of hotels** within walking distance from Hofburg is enclosed below.
TAVEL AND VISA	• The organizers encourage delegations to prioritize physical participation by members of delegations accredited to the OSCE in Vienna. The physical participation of representatives based outside of Vienna will be kept under review, based on local public health guidance. • Due to the remaining COVID-19 restrictions, participants residing outside of Austria and planning to attend the Seminar in person should keep abreast of local health advice, including that of countries of transit, both prior to and during travel. They should also check both Austrian and their respective home country's regulations before travelling. Up-to-date information on the existing travel restrictions in Austria can be found on the Austrian MFA's website: https://www.bmeia.gv.at/

	• If required under the Austrian law, participants are asked to make their own arrangements for securing a visa for entry into Austria. Please be aware that it might take 14 days to get the requested Schengen visa. Therefore, applicants are strongly advised to apply for visa in time. Kindly note that it is NOT possible to have your visa issued at Vienna International Airport upon arrival. Participants must also be in possession of the appropriate identity documents for travel to Austria and medical insurance for the full duration of the intended stay. Further details can be found on the Austrian MFA's website www.bmeia.gv.at.
TRANSFER	To reach the center of Vienna from the airport, please consult www.viennaairport.com.
TAXIS	For taxi service within Vienna, please call +43 1 31300 or +43 1 40100 Uber taxi is also available in Austria with competitive fares
PUBLIC TRANSPORT	Public transportation information is available at: http://www.wienerlinien.at
TRAVEL EXPENSES	Participants who are in exceptional cases eligible for travel sponsorship will be contacted separately.
GENERAL INFORMATION	Currency: Euro Electric current: Standard voltage 220V Climate: Average November temperatures in Vienna are +10-12 Degree Centigrade Time zone: GMT +2 Tourist office in Vienna: +43-1-24 555
EMERGENCY NUMBERS IN VIENNA	Medical help/Ambulance: 144 (a first aid room is located within Hofburg) Police: 133 Fire emergency: 122

III.	**MEDIA CONTACTS**
	COMMS Requests Communications and Media Relation Section press@osce.org

IV.	OSCE CONTACTS	
	Ms. Mira XHAMALLATI National Border Management Officer Border Security and Management Unit Tel.: +355 69 401 0116 Mira.Xhamallati@osce.org	**Mr. Manuel BERGAMASCO** Project assistant Border Security and Management Unit Mobile.: + +43 664 5170110 Manuel.Bergamasco@osce.org

IV.	UNOCT CONTACTS	
	Mr. Simon DEIGNAN Programme Management Officer Simon.Deignan@un.org	**Mr. Vugar ALLAHVERDIYEV** Programme Management Officer Allahverdiyev@un.org

V. HOTELS

HOTEL	HOTEL WEBSITE / EMAIL	APPROX. RATES (sgl/dbl)
IBIS WIEN HAUPTBAHNHOF***	https://all.accor.com/hotel/8564/index.en.shtml Tel.: +43 1 909 266 20 E-mail: h8564@accor.com	EUR 91,00 / EUR 104,00, incl. breakfast, VAT and tourist taxes
IBIS WIEN MARIAHILF***	https://all.accor.com/hotel/0796/index.en.shtml Tel.: +43 1 599 98 E-mail: H0796@accor.com	EUR 81,00 / EUR 94,00, incl. breakfast, VAT and tourist taxes
NOVOTEL SUITES WIEN CITY DONAU***	https://all.accor.com/hotel/3720/index.en.shtml Tel.: +43 1 245 880 E-mail: h3720@accor.com	EUR 100,00 / EUR 115,00, incl. breakfast, VAT and tourist taxes
ADAGIO VIENNA CITY****	https://www.adagio-city.com/gb/hotel-7216- aparthotel-adagio-vienna- city/index.shtml Tel.: +43 1 908 303 E-mail: h7216@adagio-city.com	EUR 98,00-223,00 (depending on the season and fair dates) / EUR 87,00-202,00 (1-9 pax), incl. breakfast, VAT and tourist taxes
JOSEFSHOF AM RATHAUS****	https://www.josefshof.com/ Tel.: +43 1 404 19 E-mail: markus.schmid@josefshof.com	EUR 102,03 (corporate rate excl. fair dates net sgl) / EUR 112,00-155,00 (gross rate sgl)/ EUR 143,00-186,00 (gross rate dbl), incl. breakfast and city tax

INTERCITY HOTEL WIEN****	https://www.intercityhotel.com/en/hotels/all-hotels/austria/vienna/intercityhote l-wien Tel.: +43 1 52 585 125 E-mail: reservations.wien@intercityhotel.com	EUR 101,00-121,00 (gross rate sgl) / EUR 118,00-138,00 (gross rate dbl) / EUR 139,00 (fair date gross sgl), incl. breakfast and city tax
MERCURE GD HTL BIEDERMEIER VIE****	https://mercure-grand-hotel-biedermeier.h-rez.com/index.htm Tel.: +43 1 716 710 E-mail: H5357@accor.com	EUR 122,00-162,00 / EUR 131,00-171,00, incl. breakfast, VAT and tourist taxes
MERCURE RAPHAEL WIEN****	https://mercure-hotel-raphaelwien.h-rez.com/ Tel.: +43 1 905 96 60 E-mail: HA0Q7@accor.com	EUR 94,60-134,60 / EUR 105,60-145,60, incl. breakfast, VAT and tourist taxes
MERCURE SECESSION WIEN****	https://www.hotelsecession.com/e n/ Tel.: +43 1 588 38 E-mail: H3532@accor.com	EUR 112,00-172,00 / EUR 140,00-200,00, incl. breakfast, VAT and tourist taxes
MERCURE VIENNA FIRST****	https://all.accor.com/hotel/9959/index.en.shtml Tel.: +43 1 905 82 80 E-mail: h9959@accor.com	EUR 148,00-293,00 / EUR 168,00-313,00, incl. breakfast, VAT and tourist taxes
MERCURE WIEN CITY****	https://all.accor.com/hotel/1568/index.en.shtml Tel.: +43 1 213 130 E-mail: H1568@accor.com	EUR 125,00-225,00 / EUR 141,00-241,00, incl. breakfast, VAT and tourist taxes
MERCURE WIEN ZENTRUM****	https://all.accor.com/hotel/0781/index.en.shtml Tel.: +43 1 534 600 E-mail: H0781@accor.com	EUR 136,00-281,00 / EUR 152,00-297,00, incl. breakfast, VAT and tourist taxes
NOVOTEL WIEN CITY****	https://all.accor.com/hotel/6154/index.en.shtml Tel.: +43 1 903 030 E-mail: H6154@accor.com	EUR 134,00-164,00 / EUR 151,00-181,00, incl. breakfast, VAT and tourist taxes
NOVOTEL WIEN HAUPTBAHNHOF****	https://all.accor.com/hotel/8565/index.en.shtml Tel.: +43 1 909 226 60 E-mail: h8565@accor.com	EUR 126,00-146,00 / EUR 147,00-167,00, incl. breakfast, VAT and tourist taxes

STEIGENBERGER HOTEL HERRENHOF****	https://www.steigenberger.com/en/hotels/all-hotels/austria/vienna/steigenberge r-hotel-herrenhof Tel.: +43 1 534 04 800 E-mail: reservations@herrenhof-wien.steigenberger.at	EUR 162,00-182,00 (gross rate sgl) / EUR 187,00-207,00 (gross rate dbl) / EUR 255,00-345,00 (fair date gross sgl), incl. breakfast and city tax
SO VIENNA*******	https://so-vienna.com/en/ Tel.: +43 1 906 160 E-mail: h6599@sofitel.com	EUR 185,00-345,00 / EUR 227,00-387,00, incl. breakfast, VAT and tourist taxes
GRABEN HOTEL****	https://www.hotelgraben.at/en/hotel-graben-vienna Tel.: +43 1 512 15 31 0 E-mail: graben@kremslehnerhotels.at	EUR 125,00 (gross rate sgl)/ EUR 160,00-200,00 (gross rate dbl), incl. breakfast and city tax

ANNEX 1

Zoom Meetings Quick Reference

Connecting to a Zoom meeting

You have two options to connect to a Zoom meeting:

1) Click on the link in the **invitation e-mail** you received and the connection will open in your default Internet browser.

   Alternatively, you can right-click the link in the invitation e-mail and select **Copy Hyperlink**, then open the browser of your choice and insert the hyperlink in the address bar (URL area).

2) On OSCE devices, the Zoom application was rolled out and you should have the following icon on the desktop.

When you open the Zoom application you see the dialog asking you to join a meeting on top.

An invitation to a Zoom meeting contains the following details:
<Name> is inviting you to a scheduled Zoom meeting.
Topic*: <Meeting title>*
Time*: <date> <time> <timezone>* https://zoom.us/abcdefgh1234 *<meeting link to click or copy>*
Meeting ID*: 111 222 333*
Password*: <6-digit password>*
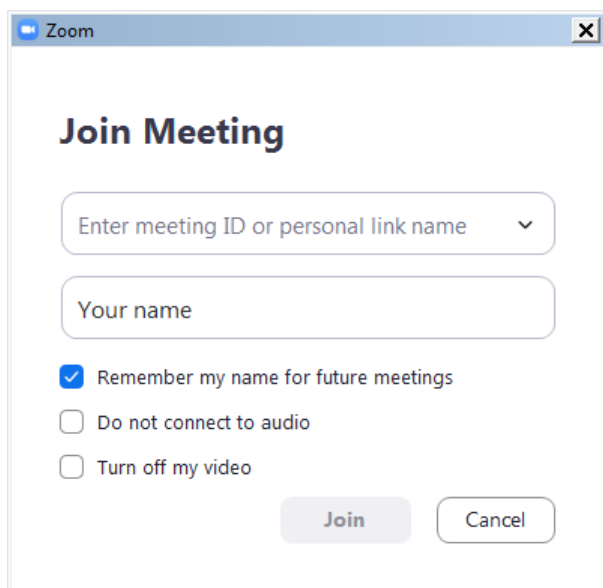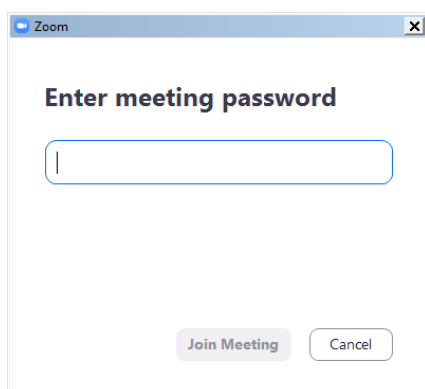
Enter the meeting ID from the invitation e- mail.
Enter your display name for the meeting.

If you have the Zoom application pre-installed you can **change your name** by editing it in Settings/Profile prior to joining a meeting to match the required naming convention of each meeting.

You might get the following dialog asking for a meeting password. It is also contained in the invitation e-mail.

If the meeting has been set up with a **waiting room** function, you will be placed in the waiting room upon clicking on the meeting link and the meeting host will grant access via a waiting room to each participant individually. Please note that your participant name must follow the naming convention described in the procedural guide (i.e. country name + either your functional identified or your name) in order to be admitted to the meeting. Participants with names not in line with the naming convention (e.g. personal name only without a country name, or 'user123', or 'guest'…) will be removed from the waiting room and will have to rename themselves before entering the waiting room again.
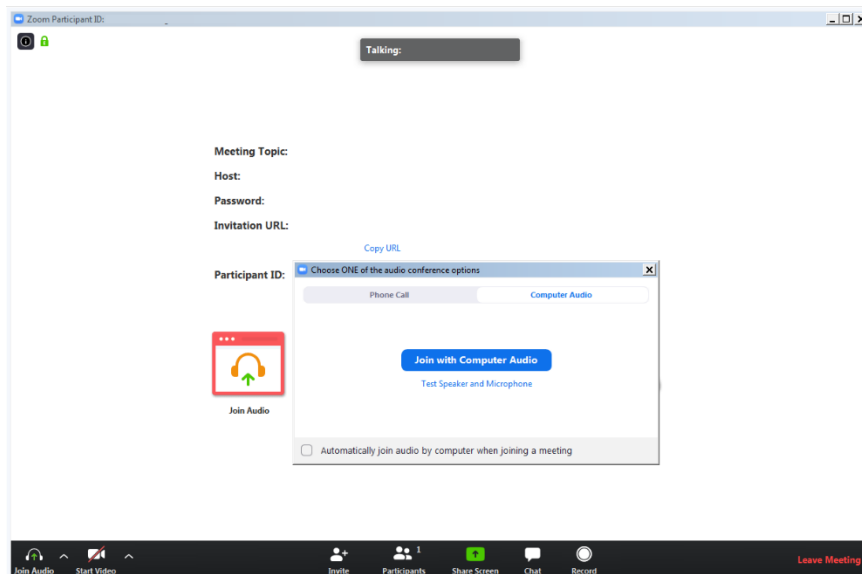
The next dialog displayed consists of the prompt to Join with Computer Audio and the Zoom control application in the background.
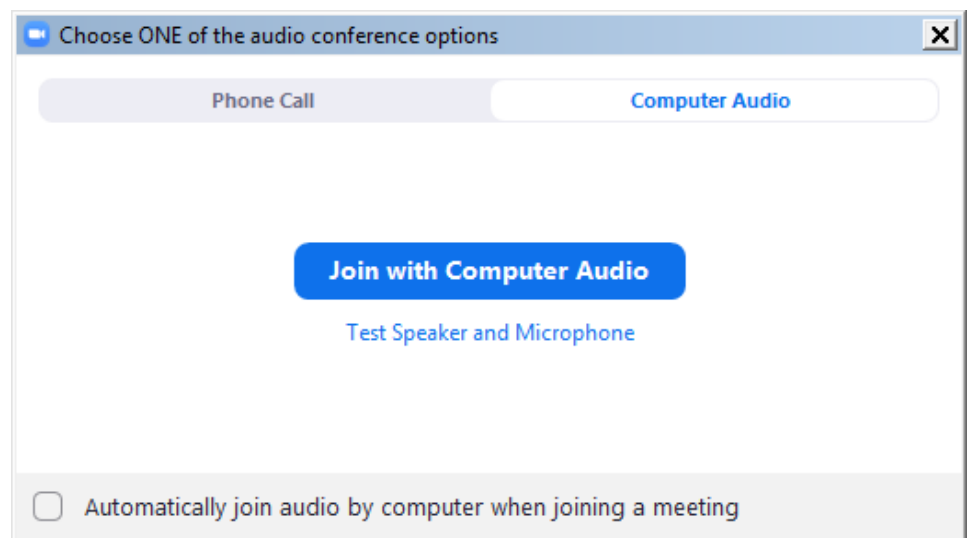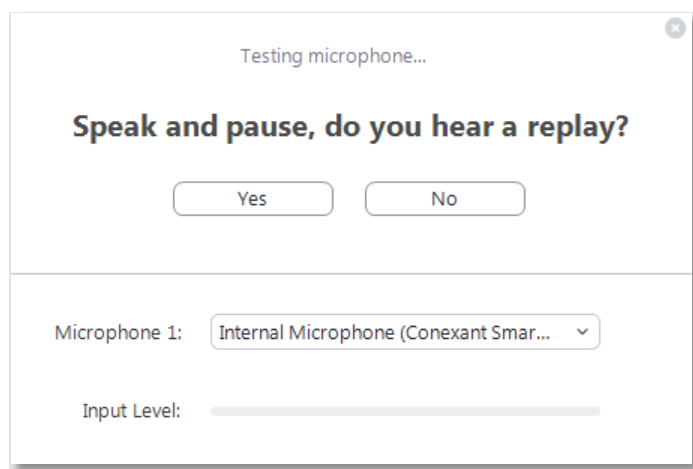

You may click **Join with Computer Audio** and if the hardware has been detected properly you have already joined the meeting with your audio equipment.
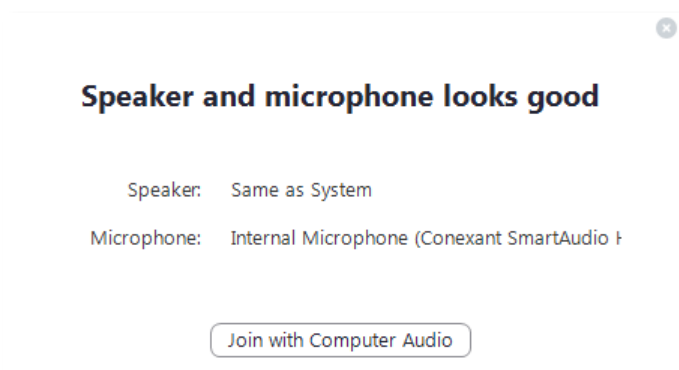
You may alternatively first try your sound equipment clicking **Test Speaker and Microphone** below.
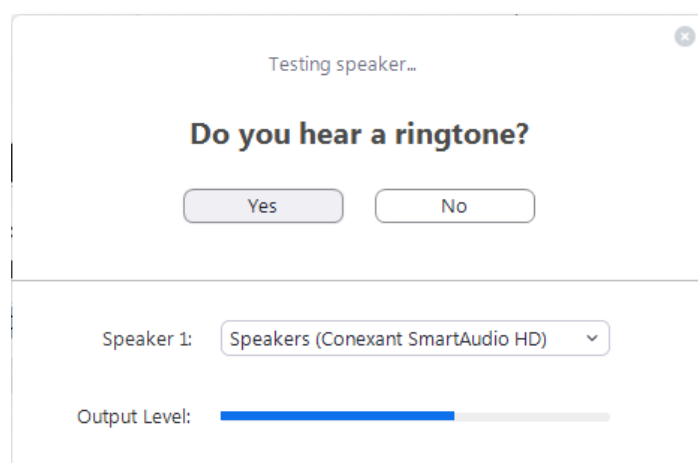
You should then immediately hear a ringtone; if not, answer with 'No' above and the program will continue to test the next audio speaker hardware found on the system until you confirm with Yes.

Testing microphone...

Speak and pause, do you hear a replay?

Yes   No

Microphone 1:   Internal Microphone (Conexant Smar... ⌄

Input Level:

Immediately after the speaker test, you are prompted to speak and pause. You should hear your own recording right after you paused. If you can confirm with Yes you will see the following dialog after both tests.

Speaker and microphone looks good

Speaker: Same as System

Microphone: Internal Microphone (Conexant SmartAudio ⊦

Join with Computer Audio

Proceed with Join with **Computer Audio**.
If you experience sound issues you can also switch from the Computer Audio tab to the Phone Call tab in the **audio conference options** dialog shown on the previous page.

The Meeting ID, Participant ID and Password are displayed next to phone numbers for your country. The Zoom control window should finally display the message "**You are using the Computer Audio**". Please note that your meeting host may have specified that your microphone is muted when you enter the virtual meeting room. Typically your camera will also be turned off at the beginning. In the next steps you will see the controls enabling you to send your video and unmute your microphone.

**Controlling audio and video in the Zoom application window**

In the lower left section of the Zoom window you can locate the controls for the microphone and the video camera. If the tools are not displayed move the mouse inside the Zoom window.

Unmute   Start Video

By default these controls may be crossed out, click on them to activate the microphone and to enable the video.

The video image will immediately be visible to the whole audience of the meeting. It is therefore recommended to try the video privately first. To do this click on the arrow next to

Start Video while this control is still crossed out. Select **Video Settings** from the menu. There you can preview your camera image and make adjustments. It is not recommended to use Enable HD for meetings with more than 5 participants.
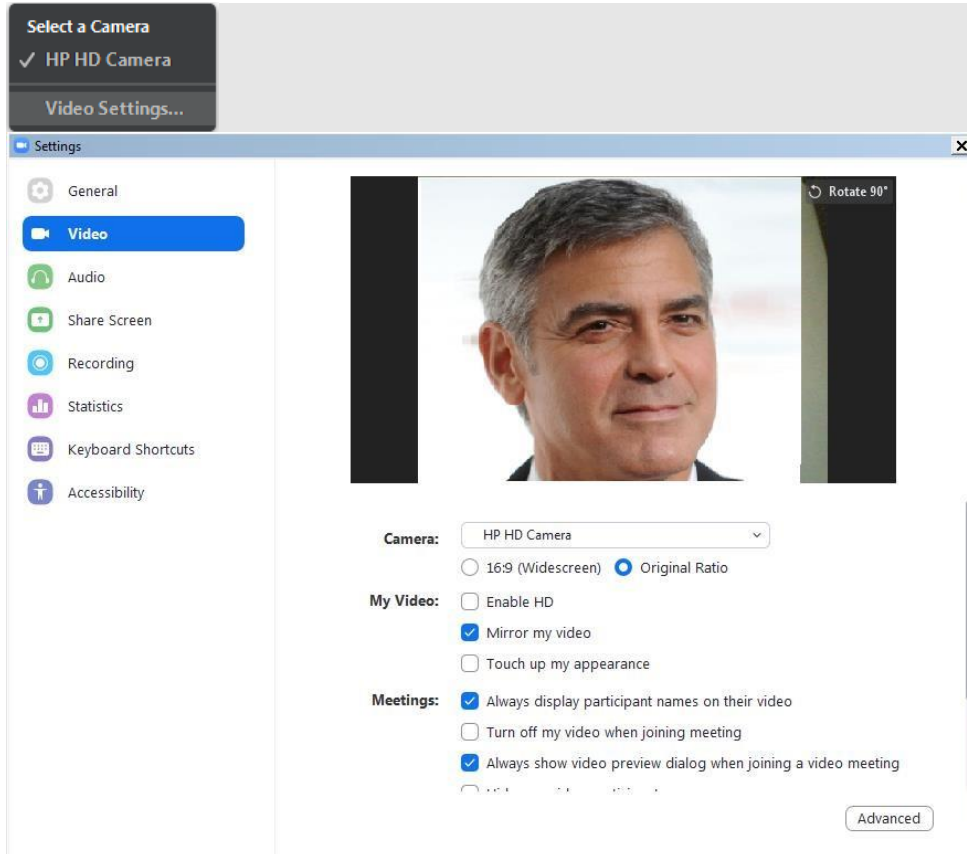
When ready, close the dialog and activate the camera by clicking Start Video.
There is also a large set of audio settings and other categories available in this dialog window.

Conference features in Zoom

The following features are available via the Zoom toolbar:

Invite additional participants.
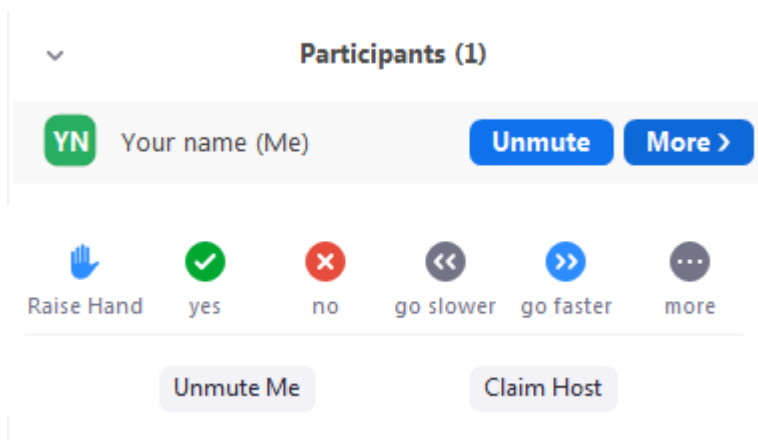Show a list of **Participants** next to the Zoom window.
Share Screen contents to the audience.
Chat with everyone or individual participants during the meeting.
Record the Zoom meeting.
**End** or **Leave Meeting**.

There are several tools available when you display the Participants pane. A chat message will be displayed visibly to the targeted audience even if the chat area is not observed by some participants.

Please note that the meeting host can mute and unmute participants. Also note the 'Claim Host' function in the lower section of the Participants dialog. In sessions run by OSCE ICT, the host role will be transferred according to the agreed procedure.

Share Screen

This function will display a list of all open applications including the desktop to select from. Every activity in an application will be visible to the audience.
Note that the meeting controls move to the top of the screen while Sharing is active.
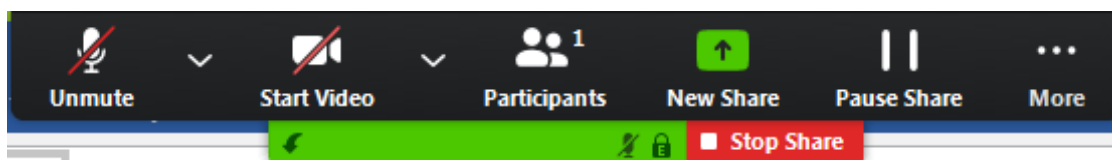
End Screen Sharing with **Stop Share**. Check Pause and further options under More.

Chat

Click this function to display a Chat pane. Notice that the default audience for chatting is Everyone, but individual participants can also be selected for chatting by pointing with the mouse on their image or name area in the meeting window. Make sure you select the correct target audience from the list.

Record

You must be the meeting host or you must request the permission from the host to record a meeting. To watch recorded meetings stored in the cloud, the desktop Zoom application and a Zoom subscription is required.

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Leave Meeting

At the end of a session you can use this command to disconnect from the meeting. If you experience technical issues or would like to add additional hardware, e.g. a second camera, you may opt to disconnect and reconnect with the equipment attached to your computer.

**Link to an overview of features of Zoom meetings**

The following link on the Zoom webpage offers more information about Zoom features: https://support.zoom.us/hc/en-us.

Zoom – Interpretation feature

This document briefly describes the Interpretation feature available during Zoom meetings.
After you have successfully connected to a Zoom meeting with Interpretation you can find an additional function on the toolbar showing the meeting controls. Pre-requisite to see the control for interpretation below is that you are not connected via a browser but through a full client (available operating systems and platforms are listed in the section referring to custom languages.
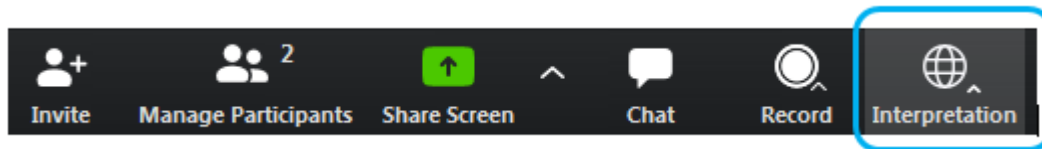
Depending on the setup chosen by the meeting host there are several language channels to choose from as shown below.
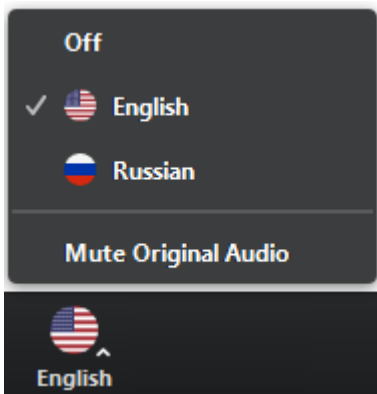
Note that the flags have been replaced with grey 2-character abbreviations of the languages.

In the example above, the meeting host has enabled the interpretation of English and Russian. The Original Audio (the so-called "floor language") is available as a separate channel when you select "Off".

The default setting for listening to a channel with interpretation is that the original audio is decreased in volume to 20% and the interpreter's voice is heard at a volume of 80%.

- To increase the audibility of a chosen language channel you can use **Mute Original Audio**. It is, however, not recommended to use this option during online meetings in which you want to stay in your preferred language channel throughout the session.

- To switch back to floor language (original audio) you can use the **Off** switch.

- Please note that **Italian** is a custom language in Zoom. If you are not able to see Italian while other language channels are displayed properly you need to check that you have the correct minimum Zoom client version specified below:

  - Zoom desktop/laptop client
    - Windows: 5.2.1 (44052.0816) or higher
    - Apple macOS: 5.2.1 (44040.0816) or higher
  - Zoom mobile app (smartphone or tablet)
    - Android: 5.2.1 (44042.0816) or higher
    - Apple iOS: 5.2.1 (44038.0816) or higher

- Due to possible issues with the sound quality, we strongly encourage all delegations to provide their speaking points in advance by email to documents@osce.org , which will then be provided to the interpreters only.