



Information for Delegates to Meetings at FAO Headquarters

**Conference, Council and Government
Relations Branch, GICO**

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Information for Delegates to Meetings at FAO Headquarters

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I. INTRODUCTORY INFORMATION

1. The FAO Headquarters Complex is located on Viale delle Terme di Caracalla, in front of the Circo Massimo. It can be reached by car, bus and metro line B (Circo Massimo stop).
2. There are six buildings in the FAO Headquarters Complex, all interconnected. The large conference rooms (Plenary Hall, Red Room, Green Room) are all in Building A. In addition, there are several other smaller meeting rooms in Buildings A, B, C and D. **Conference and meeting rooms are listed in Annex A.**
3. The two-story glass-enclosed Atrium interconnects Buildings A and B and is the center of many of the activities scheduled during meetings and conferences.

Access to the FAO Headquarters Complex

4. Access to the FAO Headquarters Complex is permitted only for persons who possess a valid Building Pass (refer to the section on Registration). Delegates may use the following entrances to the FAO Headquarters Complex:
 - Building A Main Entrance (gate on Viale delle Terme di Caracalla) – open from Monday to Saturday, 6:00 to 23:00 hours; Sunday, 6:00 to 23:00 hours, cars only from 8:00 to 20:00 hours.
 - Building D Entrance (gate on Viale Aventino) - open from Monday to Friday, 7:30 to 19:00 hours, Saturday, 9:30 to 13:30 hours. (Many of the restaurants and available services around the FAO Headquarters Complex are located on this street).
 - Building B Entrance (side entrance past the petrol station in FAO parking area) - open from Monday to Friday, 6:00 to 18:30 hours.

Registration of Delegates and Admission to Meetings

5. **On the first day of each meeting, participants must enter at the Main Entrance in Building A, and proceed to the Turkish Registration Centre to the immediate left to register and pick up their Building Pass. In the event that the number of delegates to meetings is very large, registration then takes place in the Atrium (between Buildings A and B).**
6. Building Passes will be issued only after receipt of completed Registration Forms. A valid identity document will need to be presented to registration officials in order to collect the Building Pass.
7. The Registration Centre will be open at 8:00 a.m. on the first day of each session, and will be in operation until the session ends.

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Security

8. The FAO Office of Security operates from 7:30 a.m. to 5:30 p.m. from Room B062 (extension 55159); after 5:30 p.m. contact the Security Guards in Building A (extension 53145, 06-5705-3145 from outside FAO). It provides the following services:

- issues Building Passes which Members of delegations obtain upon registration;
- receives official telephone calls, telegrams and cables requiring follow-up action after normal working hours;
- assists in locating and notifying the Organization's senior officials in an emergency;
- liaises with national security representatives regarding protection arrangements for dignitaries;
- liaises with local authorities whenever outside emergency assistance (e.g. ambulance, medical, police) is required;
- handles lost and found properties.

9. Strict security measures are observed at the FAO Headquarters Complex. Metal detectors are in operation at the Building A entrance. Delegates are requested to wear their Building Passes at all times, as access to the FAO Headquarters Complex is prohibited to any individual not in possession of a valid Building Pass.

10. Lost Building Passes should be reported without delay to the FAO Office of Security.

11. Delegates are reminded not to leave briefcases or any valuable items unattended in conference rooms.

Medical Services

12. The Medical Service provides emergency medical assistance to delegates and Members of missions accredited to FAO.

13. **For medical emergencies, delegates may dial 30 from all in-house telephones or 06-5705-3400 from outside the FAO Headquarters Complex.** For all other medical services, delegates may call extension 53577 from all in-house telephones (06-5705-3577 from outside the FAO Headquarters Complex). They may also go directly to the Medical Service (First Floor, Building B) or the Medical Unit in Building A (Rooms A324-326) during the working hours of the Organization.

Access and Facilities for Disabled Persons

14. All entrances (see paragraph 4) at the FAO Headquarters Complex are accessible to disabled persons with wheelchairs. A lift is especially provided in Building A, and a ramp is provided in Building D.

15. All lifts throughout the FAO Headquarters Complex have wheelchair access.

16. Accessible restroom facilities are located in Building A on the Ground, First and Third Floors near the meeting rooms.

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Emergency Telephone Numbers in Rome

17. The following numbers may be useful in case of emergency:

- Medical Emergencies 118
- General Emergencies 113
- Fire 115
- Ambulance (Red Cross) 06-5510
- City Physician on Call 06-58201030

Protecting Your Valuables

18. A word of caution. International cities that attract many tourists also attract those people who steal from tourists. Consequently, delegates are advised to carry their valuables safely, especially on public transport. There might be pickpockets on the street, the underground and on buses and trams. Once delegates have checked into their hotels, it is advisable to leave important documents such as passports in the hotel safe and to carry a photocopy. Identity cards, keepsakes and anything else not needed in the city are best left at the hotel or place of residence while delegates are sightseeing, shopping or dining out. Delegates should keep photocopies of all these documents in a safe place in case they need to have them replaced.

II. MEETING SERVICES

Korean Conference Service Centre

19. Meeting documents are available in advance on the Organization's web site (www.fao.org). For reasons of economy, documents for use during the session are produced in a limited number of copies. Delegates are kindly requested to bring their documents to the meetings and to refrain from asking for additional copies, unless strictly indispensable.

20. Delegates are advised that the Organization distributes official documents in FAO languages. Delegates who wish to make available documents other than the official documents should contact the Supervisor of the Documents Desk regarding the procedure to be followed.

Duration of Meetings

21. Normally, morning meetings are scheduled from 9:30 a.m. to 12:30 p.m., and afternoon meetings from 2:30 to 5:30 p.m. On the first day, the morning meeting is scheduled from 10:00 a.m. to 1:00 p.m.

22. It is essential that meetings start on time and that the above-noted schedule be respected. Delegations are therefore urged to be present at the meetings on time.

Languages Used in Meetings

23. The languages of the Organization are Arabic, Chinese, English, French and Spanish. Simultaneous interpretation is provided in these five languages. Similarly, all meetings documents are also published in these languages.

III. FACILITIES AND ADDITIONAL SERVICES

Delegates' Cloakrooms

24. A cloakroom is available to delegates, during Conference and Council sessions, in the Atrium (between Buildings A and B).

Atrium and Delegates' Lounges

25. The dome-covered Atrium spans the area between Buildings A and B and offers the following facilities:

- Lounge area with seating capacity
- Refreshment / snack area with seating
- Cloakroom
- Computers

26. Other informal meeting areas for delegates are:

- Japan Lounge (area to the immediate right of the Plenary Hall, Third Floor, Building A).
- Caribbean Lounge (area to the immediate left of the Plenary Hall, Third Floor, Building A).
- Belgian Lounge (area directly in front of Plenary Hall, Third Floor, Building A).
- Nordic Lounge (area between Red and Green Rooms, First Floor, Building A).

Catering Facilities

27. The FAO Headquarters Complex offers a variety of dining and snack bar facilities where delegates may sit down for a meal, or order a quick snack and beverage. Listed hereunder are all of the available locations, as well as a brief description of the catering facilities offered.

Dining Facilities

28. The FAO Cafeteria, located on the Eighth Floor, Building B, is available to delegates from 12:00 to 2:30 p.m. for lunch. The free-flow complex offers a selection of hors d'oeuvres, first and second courses, grill and salads.

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29. The FAO Restaurant, located on the Eighth Floor, Building C, offers a daily menu and “à la carte” service. Please telephone ext. 56823 (06-5705-6823 from outside the FAO Headquarters Complex) for bookings.

Snack Bars and Vending Machines

30. There are several snack bars on the premises, offering hot and cold beverages and a variety of pastries and sandwiches. Locations are as follows:

- Polish Bar (Ground Floor, Building A)
- Blue Bar “C” (Eighth Floor, Building C)
- Eighth Floor Bar (Eighth Floor, Building B)
- Bar D (Ground Floor, Building D)

31. Forty-nine vending machines with assorted refreshments are also located on the premises, and especially on the Second Floor of Building B and the Ground Floor of Building B.

Slovak Business Centre

32. The Slovak Business Centre is located on the Ground Floor, Building B (B013), extension 57090 (06-5705-7090 from outside the FAO Headquarters Complex) and comprises a reception area, Internet workstations, a lounge area, and a small meeting room. The Business Centre is a multi-functional workspace equipped with phone, fax and PC facilities. No food is permitted in this facility.

Telephone, Telefax and Internet Facilities

33. The telephone number of the FAO Headquarters Complex is +3906- 5705 + extension. If the extension is unknown, please dial +3906-57051 for the FAO Switchboard.

34. Telephones are available in all meeting rooms and lounges, which may be used for internal and local calls. For internal calls, please lift the receiver and dial the required extension. For local (Rome) calls, please lift the receiver, press “0” and wait for the external dial tone, then press the city code “06.” You may then dial the desired telephone number.

35. Telephones for internal or Rome calls are also located at the entrance to Building A and in the corridors of the First and Third Floors of Building A.

36. Public telephone facilities are located in the Main Entrance of Building A, at the entrance of Building D and in the “Flag Hall” on the Ground Floor of Building B. They operate with Telecom Italia telephone cards that can be purchased from the News Stand on the Ground Floor of Building B.

37. Telephones for internal or Rome calls are located in Room A235bis and in the Slovak Business Centre (Ground Floor of Building B), and in the corridor of the first floor of Building A. Before making calls for the Rome area dial “0” and wait for the external tone before dialling the number. International phone calls can also be made using pre-paid phone cards, on sale at the news stand in front of *Banca Intesa*. Calls can be made at discount rates using these cards on the phones in Room A235bis and

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the Slovak Business Centre. A fax transmission service is available for a flat fee of €1 per page in the Slovak Business Centre (ground floor of Building B).

38. For delegates carrying portable GSM phones, there are four GSM operators active in Italy: TIM, Omnitel, Wind and Blu. They operate on the 900/1800 MHz bands. Delegates are requested to check with their home country provider whether roaming is available with one or more of the above-noted operators.

39. Delegates are reminded that all cellular phones should be switched off in meeting rooms.

Postal Services

40. The Italian Post Office, located on the Ground Floor, Building B, is open Monday to Friday, from 8:30 to 15:00 hours.

41. The DHL Courier Service Office is located in C005. The DHL service is available for private and official dispatches from 10:30 to 12:30 hours and from 13:30 to 16:00 hours, Monday through Friday. Please call the Mail and Pouch Service at extension 54881 for information and rates (06-5705-4881 from outside the FAO Headquarters Complex).

42. Delegates who wish to send documents back to their countries may do so using the above-mentioned postal and other delivery services.

Parking Facilities

43. Limited parking is available for the use of delegates to FAO meetings. It is, however, possible to park in the immediate vicinity of the FAO Headquarters Complex.

Local Transportation

44. FAO does not provide cars for delegations. It is suggested that delegations requiring local transportation make their own arrangements with local firms.

Car Rentals

45. Some car rental companies have offices at both Ciampino and Fiumicino Airports (open from Monday to Sunday, 9:00 to 18:30 hours). A valid European or international driving license and credit card are required.

- Avis
Fiumicino Airport, Ciampino Airport, Termini Station and eleven offices in town.
Information: Tel. 199-100-133
Bookings: Tel. (06)-419-99
- Eurodollar
Fiumicino Airport, Ciampino Airport and five offices in town.
Bookings: Tel. (06)-228-1111

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- Europcar
Fiumicino Airport, Ciampino Airport, Termini Station and eight offices in town.
Bookings: Milan Tel. (02)-703-99700
- Hertz
Fiumicino Airport, Ciampino Airport, Termini Station and four offices in town.
Bookings: Tel. 199-112211
- Maggiore
Fiumicino Airport, Ciampino Airport, Termini Station and five offices in town.
Bookings: Tel. 848-867067

46. Car rental services are also made available on FAO premises to all delegates to FAO meetings at:

- The Multiservice Office, located on the Ground Floor of Building E, Room E006, offers a variety of automobile services including car rentals. Its operating hours are from 9:00 to 15:00 hours. For more information, please dial extension 53039/55829 (Tel. 06-5705-3039 or 06-5705-5829 from outside the FAO Headquarters Complex).
- The Summertime Travel Agency, located on the Ground Floor of Building D, Room D074, extension 55145 or 56122 (06-5705-5145 or 06-5705-6122 from outside the FAO Headquarters Complex).

Taxis

47. Delegates are advised to use only licensed taxis with meters. Surcharge fares are applied for baggage, night runs and on Sundays and holidays. The Main Reception (Ground Floor, Building A) will assist participants in requesting taxis.

48. Delegates can also call Radio Taxi Service, Tel. 06-3570 or 06-4994. Upon calling, the taxi company operator will ask for the caller's telephone number and will give the caller the taxi's identification number (which will be marked on both sides of the car), as well as the estimated time it will take to reach the caller.

Public Transportation

49. Tickets for public transport should be purchased in advance and are available from underground stations, tobacco shops and newspaper kiosks as well as from the News Stand at FAO Headquarters (Ground Floor, Building B, across from the *Banca Intesa* Bank).

50. Tickets cost 1,00 Euro (approximately US\$ 1,29), and may be used once for underground transport and unlimited bus travel within the ticket validation time of 75 minutes. Tickets are validated upon entering bus/tram or at the point of entrance to the Metro. There are also day tickets valid for a whole day on the entire bus and metro network.

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Buses/Trams

51. The public buses in Rome are managed by ATAC “Azienda per I trasporti autoferrotranviari del Comune di Roma” and offer service throughout the city. Both buses and trams have electronic displays in the front indicating the number of the route and where they are heading. Access onto buses is both from the rear or front doors. Tickets should be purchased in advance and immediately validated in one of the machines placed on the bus or tram. Bus/tram stops can easily be distinguished by a yellow or white metal post.

52. For further information on public transportation in Rome (including the routes and schedules of buses and trams), please call: 06-469-54444 or consult the website www.atac.roma.it.

Underground (Metro)

53. There are two underground lines in Rome called Line A and Line B. The stops are marked by a red metal disk showing a white “M” sign. The Termini Station is the only Metro station where the two lines intersect. The Metro stop for FAO is Circo Massimo (Line B). Delegates are reminded that tickets must be purchased before boarding.

Travel Facilities (Flight Reservations and Confirmation)

54. The Summertime Travel Agency (www.summertime.it), the official travel agency of FAO, is located on the Ground Floor of Building D (Room D074). Office hours are 9:00 to 12:45 and 14:00 to 17:00 hours. For further information, please contact extension 55145 or 56122 (06-5705-5145 or 06-5705-6122 from outside the FAO Headquarters Complex).

55. The following services are provided by Summertime for both official and private travel:

- Air ticket reservation and purchase.
- Assistance with return flights.
- Itinerary changes.
- Post-meeting trips and excursions in Italy.
- Tours of Rome and surrounding area.
- Car rentals.
- Train and ferry tickets.
- All other services normally provided by a travel agent.

56. Delegates are reminded that most airline offices in Rome are open from 9:00 to 17:00 hours on weekdays and some are closed during the lunch hours. Airlines offices are closed on Saturdays and Sundays.

Accommodation in Rome

57. The Summertime Travel Agency (see paragraphs 54 and 55 above) assists delegates in making hotel reservations at reduced rates. For further information, please telephone the numbers indicated in paragraph 55, or contact summertime@summertime.it.

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Banking and Currency Exchange Facilities

58. The currency of Italy is the EURO. The *Banca Intesa* Bank is located on the Ground Floor, Building B. Opening hours are from 8:35 to 16:35 hours.

59. Cash dispensers (ATM) are available for credit card withdrawals and are located on the Ground Floor of Building B.

60. In addition to *Banca Intesa* Bank, the Italian Post Office located next to the Bank on the Ground Floor, Building B also processes postal/money orders.

61. A special counter is set up during large sessions to assist delegates.

FAO Sales Point

62. The FAO Sales Point is located in front of the *Banca Intesa* Bank (Ground Floor, Building B) and is open from 9:00 to 12:30 hours. A selection of recent FAO publications and CD-ROMs and an assortment of FAO Medals, Coins and Stamps, as well as logo and commemorative items can be purchased at the FAO Sales Point.

News Stand

63. The News Stand is located on the Ground Floor of Building B near the *Banca Intesa* Bank, and offers a variety of newspapers in numerous languages, a selection of magazines, postcards, maps, and a large selection of periodicals. The News Stand operates from 6:00 until 18:00 hours. For more information, please dial extension 53273 (Tel. 06-5705-3273 from outside the FAO Headquarters Complex).

Bookshop

64. The "Food for Thought" Bookshop, located on the Ground Floor of Building B next to the News Stand, offers a selection of English, French and Spanish language books, gift stationery, writing paper, gift wrapping paper, greeting cards and guide books. The Bookshop is open from 8:00 to 17:30 hours. For more information, please dial extension 53127 (Tel. 06-5705-3127 from outside the FAO Headquarters Complex).

Photo Shop

65. The Photo Shop, located on the Ground Floor of Building B, Room B0L1, near the "Food for Thought" Bookshop, offers photo processing services along with a selection of films, CDs, batteries and other photo accessories, as well as reading glasses, for purchase. The Photo Shop's operating hours are from 9:30 to 13:00 hours and from 16:00 to 18:00 hours, and WFP (ext. 2942) from 14:00 to 15:30. For more information, please dial extension 53278 (06-5705-3278 from outside the FAO Headquarters Complex).

Pharmacy

66. The pharmacy is located on the Ground Floor of Building B (Room B0L2) near the Photo Shop and is open from Monday to Friday (08:00 - 17:30 hrs non-stop). Access to this service, however, is restricted only to participants in the medical

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schemes of the following Organizations: FAO, WFP, IFAD and ICCROM. When availing of the services, entitled persons must always show proof of their entitlement (enrolment in the schemes). Other persons, or prescriptions under the Italian National Healthcare Provisions, cannot be served.

Shopping

67. Shops in Italy are usually open from 9:00 to 13:00 hours and from 15:30 to 19:30 hours. However, many of the shops in the downtown area also remain open during the lunch break.

Credit Cards

68. Internationally-recognized travellers' cheques and credit cards are accepted in hotels, major shops and restaurants.

IV. MEDIA AND LIBRARY SERVICES

Media Working Arrangements, Briefings and Inquiries

69. Working space for a limited number of media representatives covering meetings at FAO Headquarters is available in the UEMOA Press Club, Ground Floor of Building A. This includes computers with external Internet access. Journalists will need to present photo identification and recognized Press Cards to obtain access to the FAO Headquarters Complex. The **FAO Multimedia Production Group** has a library of broadcast quality video material available for use by broadcast journalists, and a Radio studio which may be available for use by visiting journalists by prior arrangement.

70. Meeting Rooms need to be booked well in advance through the Office of the Director of Conference, Council and Protocol Affairs Division, who should also be notified of any requirements for interpretation. The cost of interpretation will be charged to the user. The **FAO News and Multimedia Service** can assist with arrangements and circulate invitations to the Rome-based media for these briefings.

71. All inquiries concerning media arrangements should be addressed to:

Chief, News and Multimedia Service
Room A310
Food and Agriculture Organization of the United Nations
Viale delle Terme di Caracalla
00153 Roma
Italy
Tel: +39.06.5705-3625
e-mail: media-office@fao.org
Fax: +39 0657053966

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The David Lubin Memorial Library

72. The David Lubin Memorial Library is located at the FAO Headquarters Complex on the Ground Floor of Building A.

73. Established in 1952, the Library honours the founder of the International Institute of Agriculture (IIA), David Lubin. The extensive IIA collection formed a solid base for the present-day Library which is considered one of the world's finest collections in food, agriculture and international development.

74. The Library is open to FAO staff, Permanent Representatives to FAO and official delegates to FAO Conference, Council and Technical Committees from Monday to Friday 8.30-17.00 hours.

75. The Library is not open to the general public. Access may, however, be granted on Tuesdays and Thursdays 9.30-16.00 hours to university faculty or students, researchers and members of the development community. Requests should be addressed to Ms Jane Wu, Chief Librarian, extension 53703 (Tel. +39.06.5705-3703), e-mail jane.wu@fao.org or the Reference Section extension 53784 (Tel. +39.06.5705-3784 from the outside the FAO Headquarters Complex).

Information Products of the David Lubin Memorial Library

76. The Library has over one million volumes, and the journal collection contains approximately 13,000 titles of which 1,450 are electronic. The heavily-used working collection consists of FAO documentation, books and serials in FAO subject fields, a comprehensive reference collection and specialized Branch Library collections in Fisheries and Forestry. The Library also includes the IIA and Rare Books collections.

77. Subjects covered include Agriculture, Food and Nutrition, Rural Development, Plant Production and Protection, Animal Production and Health, Agricultural Machinery, Agro-industries, Agro-forestry, Forestry, Fisheries, Sustainable Development, Statistics, Agricultural Economics and other related subjects.

Electronic Resources Available to Collections

78. The FAO Online Library Catalogue (<http://www.4.fao.org/faobib/>) has FAO technical documents since 1945, library monograph holdings since 1976 and a FAO Library serial holdings database. New Books – Items received within the last six months are available under New Books (http://www.fao.org/library/_Info_ServicesEN/New_BooksEN.htm) and New Serials (http://www.fao.org/library/_Info_ServicesEN/New_SerialsEN.htm).

Services

79. The David Lubin Memorial Library offers reference and information services, tours and briefings, inter-library loans and reproduction of FAO documents. For specific information requests, delegates are kindly requested to duly complete the electronic form with full bibliographical details as found in the Library Catalogue, together with their full postal and electronic addresses.

HEADQUARTERS MEETING ROOMS

NAME	NO. OF SEATS	¹ S.I.E. CHANNELS	ROOM NO.	EXTENSION
Australia Room	15	-	B413	-
Austria Room (Cinema)	100	4	C237	56950
Canada Room	29	-	A356	56920/57097
Cuba	19	-	B224	56940
Ethiopia Room	56	4	C285/89	56955/56959
Gabon Room	24	-	A Grd. Fl.	56903/56904
German Room	86	6	C269	56958
Green Room	471	7	A 1st fl.	56925 /56969 (messenger)/
India Room	30	-	A327	56927
Iran Room (Audio Visual Room)	118	5	B016	56907/56908 (Lounge)
King Faisal Room	114	6	D263	56961/56963
Lebanon Room	62	6	D209	56985/56986
Malaysia Room	117	6	B227	56942/56943
Mexico Room	57	6	D211	56960/56967
Nigeria Room	23	-	C215	56953
Pakistan Room	44	-	A127	56937/56936
Philippine Room	100	4	C277/281	56952/56957
Plenary Hall	1162	7	A 3rd fl.	56921/56931 (lobby) 56929/56930 (lounge)
Queen Juliana Room (Video Conference Room)	24	-	B324	56944/54712
Red Room	440	7	A 1st fl.	56980 / 56969 (messenger)
Chairman of Conference	-	-	A382/84	57046/57047
Documents Desk	-	-	A 1st fl.	56924/56934
Slovak Business Centre	-	-	B gr. Fl.	57090

¹ Simultaneous Interpretation Equipment

DIRECTOR-GENERAL
Jacques DIOUF Ext. 53433/53434 Room B406
DEPUTY DIRECTOR-GENERAL
David A. HARCHARIK Ext. 53117/53118 Room B411
OFFICE OF DIRECTOR-GENERAL (ODG)
Elisabet LEIDI-FALLETTA Personal Assistant to Director-General Ext. 56886 Room B404
Blanche MCMULLIN-CERCHIA Personal Assistant to Deputy Director-General Ext. 53236 Room B411
Basharat ALI Directeur de Cabinet ad interim Ext. 53096/53669 Room B464