



Practical Guide for Delegates

Assemblies
of the Member States
of WIPO – 2019

59th Series of Meetings

Introduction and Contact Details

The [Fifty-Ninth Series of Meetings of the Assemblies of the Member States of the World Intellectual Property Organization](#)

(WIPO) (hereinafter “the Assemblies”) will take place from September 30 to October 9, 2019, at the headquarters of WIPO, 34 *Chemin des Colombettes*, 1211 Geneva 20.

This document includes practical information for delegates attending the Assemblies.

Any questions or comments may be addressed to the following WIPO staff:

Registration of delegates:

Ms. Laurence Nicolo,

Mr. Abdelhak Chaieb

meetings@wipo.int;

tel: +41 22 338 9949 or +41 22 338 9591

and **Ms. Martha Dorthe**

assemblies.registration@wipo.int;

tel: +41 22 338 7237

Funding of PCT/Madrid delegates:

Ms. Martha Dorthe or

Ms. Maria Margarita Sanchez

assemblies.financing@wipo.int;

tel: +41 22 338 7237 or +41 22 338 8417

Documentation:

Ms. Patience Häfliger or

Ms. Nicola Lander

assemblies@wipo.int;

tel: +41 22 338 9593 or +41 22 338 9629

Premises and room bookings:

Ms. Janice Driscoll Donayre and

the conference services team

meetings@wipo.int;

tel: +41 22 338 7107 or +41 22 338 9581

Internet and IT matters:

Mr. Walter Muñoz

helpdesk@wipo.int;

tel: +41 22 338 8574 or +41 79 615 6061

Other questions:

Ms. Nicola Lander

assemblies@wipo.int;

tel: +41 22 338 9629

Conduct of Sessions and Method of Work

Duration of Sessions

The Assemblies will take place at the headquarters of WIPO from September 30 to October 9, 2019. Access to WIPO will be possible as from 7.45 a.m. on Monday, September 30, 2019, in order for badges to be collected in a timely manner (more information on badge collection is provided under the section “Conference Badges”).

Daily sessions will run precisely from 10 a.m. to 1 p.m. and from 3 p.m. to 6 p.m. In the interest of efficiency, sessions will start on time and there will be no coffee breaks (complimentary coffee/tea will be available in the morning and in the afternoon outside the plenary room). Delegates are urged to arrive in good time. If necessary, night sessions (from 7 p.m. onwards) will be organized. Unless otherwise indicated, there will be no weekend meetings.

Seating Order

A briefing session for permanent missions on the organization of the Assemblies will be held on September 23, 2019. During this briefing, a letter of the alphabet will be drawn in order to determine the seating order for delegations at WIPO meetings during the forthcoming year.

The precise seating arrangements for the Assemblies will be finalized on the basis of the online registrations received and the drawn letter. A seating map will be made available at the entrance to the plenary room.

Requests to Take the Floor

Delegations wishing to take the floor on any agenda item are strongly encouraged to send their requests in advance (in particular for Agenda Item 5 – General Statements), preferably up to the day before the discussions on the item. Requests should be sent to *assemblies@wipo.int*. Delegates may also request the floor during the discussions.

Interpretation

During the plenary meetings, simultaneous interpretation will be available in English, Arabic, Chinese, French, Russian and Spanish, as well as from Portuguese into the other six languages.

In order to ensure the highest quality of interpretation for the benefit of the speakers and of all delegations, interpreters should receive a copy of prepared statements (even in draft form) ahead of their oral delivery. This

is particularly important for longer statements, such as General Statements under Agenda Item 5. Prepared statements should be sent as early as possible (at the latest on the morning of their delivery) to Ms. Christina Fertis, Chief Interpreter (*christina.fertis@wipo.int*) or handed to the WIPO Conference staff. The statements will be made available to interpreters prior to delivery, in order to assist them in faithfully transmitting the messages of delegates.

If that statement can be posted on the WIPO website after delivery, it may also be sent to *assemblies@wipo.int* (the text should indicate “Check Against Delivery”).

General Statements

General Statements (Agenda Item 5) are expected to take up the first day and part of the second day of the Assemblies. As per previous practice, and in order to minimize the need for night sessions, General Statements should be delivered orally, within five minutes if delivered by group coordinators on behalf of their members (approximately 650 to 800 words, read at a speed that allows for accurate interpretation) or within three minutes if delivered by individual country delegates (approximately 390 to 480 words). The time limit will be strictly applied and a display system will assist delegates to adhere to it.

In the interests of efficiency, delegates wishing to take the floor are invited

to reduce courtesies to a minimum, so as to enter into the substantive elements of their statement without delay. Furthermore, as group statements represent the position of all group members, individual delegates do not need to refer to them or restate positions already stated by the group coordinator.

If a statement cannot be delivered at a speed that allows for accurate interpretation within the prescribed time limit, it should be summarized orally and the full version submitted in writing to the Secretariat (*assemblies@wipo.int*). In the interests of time, delegations may also choose to submit their entire General Statement in writing and not take the floor.

Each General Statement submitted in writing to the Secretariat will be posted on the WIPO website after delivery. All statements, including those not delivered orally, will be reproduced in their entirety in the report.

Report of the Meeting

In order to facilitate the drafting of the report of the meeting with the fullest and most accurate record of all interventions, delegations are requested to submit a written version of all their prepared statements as soon as possible after delivery, preferably on the same day. Statements can be submitted on paper on the spot to any WIPO Conference staff or by e-mail to *assemblies@wipo.int*.

Registration of Delegates and Credentials

Online Registration

Note: Organizations must enjoy observer status at WIPO before any individual(s) representing them can register for this meeting. Procedures for organizations to request observer status are available on the WIPO website.

In order to avoid delays on the first day of the Assemblies, and in accordance with the invitation circular sent on March 20, 2019, to Member States and Observer Organizations accredited to WIPO, delegates from capitals and those based in Geneva are kindly requested to [register online](#) by September 13, 2019.

The secure code for online registration was provided in the invitation circular sent on March 20, 2019, to Member States and Observer Organizations accredited to WIPO.

Online registration is easy and consists of completing a short online form. This can be done in a few minutes by the delegate or by a staff member on the delegate's behalf. The submission of credentials is a pre-requisition for the completion of the online registration form. The credential document should be a dated and signed/stamped note verbale, official letter or document,

originating from a competent authority of a Member State or Observer Organization accredited to WIPO, nominating the delegate to attend the Assemblies on behalf of that Member State or Observer Organization. The invitation circular issued by WIPO or a credential for another WIPO meeting cannot be considered as a valid credential for the Assemblies and should not be uploaded as such.

Once registered online, each delegate receives by e-mail a registration number confirming the registration for the Assemblies. All registrations are subsequently verified by the Secretariat, which may individually contact a registered participant, if required (for instance, in case of questions regarding the credential document).

Any questions or comments on the online registration procedure may be addressed to *assemblies.registration@wipo.int*.

Conference Badges

Participants are advised to arrive at the WIPO Access Center well in advance of the start of the conference in order to clear security screening prior to picking up their badges.

Badges will be issued with delegates' photographs. Geneva-based permanent mission delegates who already have a valid United Nations photo badge may use that photo badge, together with the Assemblies conference badge (which will be provided without a photo). Other delegates will be provided with an Assemblies badge that will incorporate the delegate's photo. Advance provision of JPEG-format photos of registered participants would be very much appreciated, in order to accelerate on-site badge retrieval, particularly on the opening morning of the meeting. Delegates who have not sent a photo in advance may experience delays upon their arrival at the venue of the meeting while a photo badge is produced on-site.

Kindly send a passport-type photo in JPEG-format (size: 2 x 2 inches [51 x 51 mm], square digital image of at least 600 x 600 pixels, or scanned at a resolution of 300 pixels per inch). The photograph should be taken in full-face view directly facing the camera with a white/off-white background. Photographs taken using smartphones are acceptable. When sending the

photo, please indicate the name and/or registration confirmation number of the participant and send it to the following address: security.conferencebadging@wipo.int

In order to obtain the official conference (admission) badge, it will be necessary to produce, upon arrival at WIPO, the registration confirmation received by e-mail, together with a photo identification document (ID) and the original of the credentials previously uploaded onto the online registration form.

Conference badges may be collected at the registration desk in the WIPO Access Center at 34 *Chemin des Colombettes* (north side of the WIPO AB Building; Tel: +41 22 338 7942), as follows:

- Friday, September 27, 2019, from 1.30 p.m. to 6.30 p.m.;
- Sunday, September 29, 2019, from 2.30 p.m. to 5.30 p.m.; and
- Monday, September 30, 2019, from 7.45 a.m. onwards.

The registration counters in the WIPO Access Center will be open each day during the Assemblies. Although registration counter coverage will be increased on the morning of the opening day, delays may be experienced between 9 a.m. and 10 a.m. In order to avoid such delays, delegates are invited to collect their badges on Friday, September 27, 2019,

or Sunday, September 29, 2019, in the afternoons or as early as possible on Monday, September 30, 2019.

Delegates from Member States may have their badges collected by an authorized representative of their permanent mission in Geneva subject to providing, in advance, the names and registration numbers of the delegates concerned and the approximate time of pick up. Please contact Ms. Laurence Nicolo or Mr. Abdelhak Chaieb (*meetings@wipo.int*; Tel: +41 22 338 9949 or +41 22 338 9591).

Any lost badge should be reported without delay to the WIPO reception desk.

List of Participants

A provisional list of participants will be distributed on the first day of the Assemblies. It will include the online registrations received up to 5 p.m. on Friday, September 13, 2019.

Online registrations submitted after that deadline will not be reflected in the provisional list of participants.

Visas

Attention is drawn to the strict provisions in force regarding entry into Switzerland and particularly the requirement by the Swiss authorities to provide biometric data (10 fingerprints and facial image). This implies that applicants must be present in person at a Swiss Representation in order to submit and register biometric data (this may even require traveling to a neighboring country). It is important to note that the Swiss authorities will not authorize entry into Switzerland without the required Schengen visa and will not deliver entry visas on arrival. Delivery of the required visa (Schengen visa) may take up to 21 days. Therefore, potential travelers should file their visa applications between three months and, at the latest, three weeks before departure. Delegates requiring a visa to enter Switzerland are invited to contact WIPO at e-mail address: *visa.mail@wipo.int* and copy *assemblies@wipo.int* for assistance.

Funding of PCT and Madrid Delegates

Requests for Funding

In accordance with the circulars (C. PCT 1565 and C. M 1482) sent on May 31, 2019, to WIPO Member States, the travel expenses and daily subsistence allowance (DSA) of one delegate from each member of the Patent Cooperation Treaty (PCT) Union and/or the Madrid Union will be financed by WIPO at the express request of any concerned member, provided that the required designation form is completed and returned to WIPO by 5 p.m. on August 30, 2019. The circulars referred to above contain all details and attachments necessary for the submission of requests for funding. As only one delegate from each member of each Union (PCT and/or Madrid) can be funded, members are invited to return only one designation form for each Union.

Travel Expenses and DSAs

Each financed delegate will be contacted individually after submission of the designation form and provided with the appropriate arrangements for travel expenses. The travel procedures are in accordance with the decisions of the Member States aiming at simplifying administrative procedures,

reducing travel costs and ensuring that resources are used efficiently.

Financed delegates may request payment of their DSAs by bank transfer or, alternatively, collect a payment order for their DSAs at the finance desk in the lobby of WIPO AB Building on Monday, September 30, 2019, from 8 a.m. to 4.30 p.m., and on Tuesday, October 1, 2019, from 8 a.m. to 4.30 p.m. Thereafter, the following WIPO staff may be contacted: Ms. Isabel Rincon Hercules (Tel: +41 22 338 88 99), Ms. Sylvia Moita (Tel: +41 22 338 9730), Ms. Eve Duperthuy (Tel: +41 22 338 9747) or Ms. Elvira Roka (Tel: +41 22 338 7245). Please refer to the section “Bank and Post Office” for additional information.

Unplanned Early Departure

In the case of an unplanned early departure, a financed delegate should immediately inform the WIPO Secretariat travel and finance services by e-mail (*assemblies.financing@wipo.int*) or by phone (Tel: +41 22 338 7237). Arrangements will be made at the delegate’s convenience so that any overpaid DSAs can be reimbursed before departure, thus avoiding the administrative burden imposed by a

reimbursement from home by bank transfer.

In case of early departure or other reasons, ticket changes can be made provided the tickets have been purchased/issued by WIPO through WIPO's travel agency (Carlson Wagonlit Travel (CWT)). Travelers are invited to call +41 22 338 7800 or send an e-mail to wipo.ch@contactcwt.com. Any difference in fare shall be borne by the traveler and by providing a personal credit card number to CWT. Travelers can also contact Ms. Martha Dorthe or Ms. Maria Margarita Sanchez (assemblies.financing@wipo.int; Tel: +41 22 338 7237 or +41 22 338 8417) or the Travel Team (Tel.: +41 22 338 9050) for assistance.

Documentation

Information and documentation on the Assemblies are available online as follows:

- [information on the Assemblies](#)
- [agenda of the Assemblies and links to the documents of each agenda item](#)

To contribute positively to an environmentally-friendly meeting and reduce costs, Assemblies documents are posted on the WIPO website for downloading. Hard copies of documents will not be sent in advance unless specifically requested. All documents are available in English, Arabic, Chinese, French, Russian and Spanish, and in accessible format for those who are print-disabled.

The Assemblies document counter is located outside the plenary room. Paper copies of documents will be limited and made available on a daily basis for items scheduled for discussion on that day. Delegates are strongly encouraged to come to the meetings with pre-printed copies of documents and/or to use portable computers and devices.

Delegations wishing to circulate documents on paper may inquire with the document counter.

Access, Room Bookings and Certain Dedicated Facilities

Access to WIPO

Access to and presence on the WIPO premises will be restricted to badge-holders and strictly controlled during the Assemblies. Delegates will be subject to badge control at the entry points and badges should be worn in plain sight at all times.

Entrance to the WIPO campus will be via the WIPO Access Center at 34 *Chemin des Colombettes* (north side of the WIPO AB Building) ([see map](#)).

Access for persons with reduced mobility is available throughout WIPO premises. Guide dogs for the visually impaired are allowed. The WIPO Conference Hall is wheelchair accessible and is equipped with audio-induction loop technology. Software that reads web pages aloud is available on the computers in the Internet Room located on the mezzanine level of the WIPO AB Building (Room AB 1.11). A computer equipped with JAWS and MAGic screen readers is available in the WIPO Library (first floor of the NB building).

Requests for information or assistance may be submitted to: meetings@wipo.int or Tel: +41 22 338 9581.

Parking

The WIPO car park at 34 *Chemin des Colombettes* is accessible for pre-accredited vehicles from permanent missions with a magnetic WIPO access badge. Delegates can park their cars on a first-come-first-served basis in the delegates parking area, marked in yellow (levels -2 and -3).

Vehicles which are not pre-accredited may park at the public car park *Place des Nations*, very close to WIPO (more information on the [parking fee](#)).

Delegates can be dropped off and picked up at the designated area outside the WIPO Access Center or at the WIPO car park, level -2.

Delegates meeting the Director General in his office are requested to contact the Protocol and Event Management Division in advance (Mr. Omar Katbi: Tel: +41 22 338 8261 or Ms. Tina Dohou: Tel: +41 22 338 9388) and will be escorted from the parking area or from the WIPO AB Building lobby.

Important Note: Parking outside the WIPO Access Center is strictly prohibited except for the few public spaces (marked in blue). Pre-accredited vehicles picking up

delegates should wait for the delegates at the WIPO car park level –2, and not in the street.

Room Bookings

Meeting rooms will be assigned for regional group meetings during the Assemblies. Group coordinators will be advised in advance of the room assignments.

To facilitate planning and service arrangements, group coordinators are kindly requested to inform the WIPO Conference Section on a daily basis (or more often, if changes arise), of the anticipated schedule of their group meetings (Ms. Antonella Russo: +41 22 338 7107; meetings@wipo.int). Interpretation requirements should be received as soon as possible and no later than 10.30 a.m. for afternoon meetings and 4 p.m. for meetings on the following morning (christina.fertis@wipo.int). Confirmed group meetings will be announced on the WIPO electronic display panels.

There is very limited availability of rooms at WIPO for bilateral meetings. Requests for room reservations at WIPO should be addressed to the Conference Section (meetings@wipo.int). Room allocation, according to overall availability, will commence as from August 12, 2019. We regret that, in the interests of all delegations and in view

of the limited facilities available, block bookings for a specific room over long periods cannot be arranged.

Staff at the document counter or conference room attendants may also be contacted for last-minute room reservations.

Meeting rooms and business lounges within walking distance of WIPO can also be booked with:

- the [Delegates Welcome Service at the International Geneva Welcome Centre \(CAGI\)](#), which offers free of charge two meeting rooms each with a capacity of 20 people, for which booking is required and may be done by e-mail to delegates.cagi@etat.ge.ch; and
- the [John Knox Conference Center \(CIRJK\)](#) (Tel: +41 22 747 00 00; e-mail: welcome@johnknox.ch).

Cafeterias, Coffee Bar and Lunch Facilities

Tea and coffee will be available free of charge to delegates each day during the morning and afternoon sessions (9.30 a.m. to 11.15 a.m. and 2.45 p.m. to 4.15 p.m.) in the Conference Hall foyer. Soft drinks and snacks will also be available at the Delegates' Lounge next to the plenary room (against payment) all day (9 a.m. to 7 p.m.). Cafeterias located in the WIPO PCT Building and

the WIPO NB Building will be open from 8 a.m. to 5 p.m. (lunch will be served from 11.45 a.m. to 2.30 p.m.). Both cafeterias offer a wide variety of meal options, including dishes prepared from locally produced ingredients and vegetarian dishes, as well as take-out options. Also available are coin-operated vending machines on the 13th floor and on the first basement floor (-1) of the WIPO AB Building. Drinking water dispensers are available at different locations in the WIPO buildings, rooms and corridors.

The neighboring Nations Business Center, the International Telecommunications Union (ITU) and the Office of the United Nations High Commissioner for Refugees (UNHCR) buildings also have corporate restaurants (Assemblies badge and photo ID will be required). A number of cafés and restaurants are located within walking distance.

Miscellaneous

Self-service cloakrooms are located outside the plenary room at the WIPO Conference Hall and outside Room A in the WIPO AB Building. These areas are unattended and WIPO will assume no responsibility for any loss or theft of property. Delegates are encouraged not to bring their luggage to WIPO and

to secure their personal property at all times. A number of lockers are available for delegates at the reception of the NB Building. All inquiries concerning lost and found items should be addressed to the WIPO Access Center (Tel: +41 22 338 9338 or +41 22 338 7219 – 24/7).

A meditation room accessible to all delegates is located in the corridor on the ground floor of the WIPO GBI Building (Room GBI 0.4) (right side of the lobby of the WIPO AB Building).

Consumption of food and beverages (other than water) is not permitted in meeting rooms and smoking is prohibited inside WIPO buildings. Designated smoking areas are located outside WIPO buildings and are accessible from the foyer of the WIPO Conference Hall.

Internet and IT Matters

Website and Webcasting

The Assemblies pages on the WIPO website can be found at the address indicated under the section “Documentation”. The sessions will be publicly [webcasted](#).

After the Assemblies, the webcasting will remain available as [video on demand \(VOD\)](#) for a maximum of 12 months, after which the content will be archived.

WIPO Delegate Mobile App

The [WIPO Delegate mobile app](#) is available in English, Arabic, Chinese, French, Russian and Spanish.

WIPO Delegate is available as a free download at the [Google Play](#) and [Apple App](#) stores. Access to the app requires log-in with a WIPO Account. Additional information is available at the WIPO Delegate mobile app page.

The app offers on-the-go access to information on WIPO:

Meetings – access to calendar, registration, webcasts, documents and other information on WIPO meetings;

Alerts – notifications on schedule changes for select meetings and new documents;

News – WIPO press releases, newsletters, social media posts and other news resources; and

Contacts – contact information for senior staff at WIPO.

Wireless Internet (Wi-Fi)

A free wireless Internet connection (identified as: WIPOwifi4CONF) is available in the WIPO Conference Hall and in WIPO public areas (lobbies/foyer, cafeterias/lounge and Library). The access code will be provided to delegates at the WIPO registration desk. In the plenary room, all delegates’ desks have two electrical plugs (a Swiss plug and a European plug), that can be used for portable computers and similar equipment. In the interests of all delegates, users are invited to limit heavy downloading of information.

Computers with Internet Access

A number of computers with Internet access and a shared printer are available to delegates, on a first-come-first-served basis, in the Internet room situated on the ground floor level of the WIPO Conference Hall and on the mezzanine level of the WIPO AB Building (Room AB 1.11). In addition, several computers with Internet access

are available in the WIPO Library (first floor of the NB Building). In the interests of other delegates, users are encouraged to reduce their access time in case of high demand. The software for visually impaired users installed on these computers allows for web pages to be read aloud.

Telephone

When making local phone calls in Geneva, replace “+41 22” by “022” or “+41 79” by “079”, etc. Incoming calls to delegates can be made through the WIPO switchboard (Tel: +41 22 338 9111).

Mobile phones should be switched to silent mode during meetings.

Other Matters Related to the Assemblies

Reception and Side-Events

All delegates are cordially invited to attend the reception hosted by WIPO on the opening day of the Assemblies, at the end of the afternoon session.

Various workshops/seminars, exhibitions and receptions will be organized by WIPO and by delegations on the margins of the Assemblies. Information about these events will be posted on the website and provided at the briefing session for delegates on September 23, 2019, and during the Assemblies.

Media

Journalists wishing to cover the Assemblies, and who are not UN-accredited, are invited to apply for media accreditation to WIPO. All journalists applying for accreditation must submit proof that they represent a *bona fide* media organization according to the [standards defined by the United Nations](#). Journalists must submit their [request for accreditation](#) to the News and Media Section on their media organization's letterhead by e-mail at publicinf@wipo.int by September 16, 2019. To facilitate coverage, a press room will be available in the foyer of the WIPO Conference Hall.

WIPO press officers will be available throughout the Assemblies to assist with any press requests (publicinf@wipo.int; Tel: +41 22 338 8161 and +41 22 338 7224). Delegations wishing to distribute their statements to the press can provide them to the WIPO press officers, the WIPO Conference staff or the document counter outside the plenary room.

WIPO Customer Service Center

The Customer Service Center will be available to help delegates with their requests, i.e., provide responses to general queries and facilitate meetings with WIPO staff members by telephone (Tel: +41 22 338 8787 from 9 a.m. to 6 p.m. non-stop) and by e-mail at customer.service@wipo.int.

WIPO Library

With its holdings of monographs and journals in paper and electronic format, the [WIPO Library](#) collection covers all aspects of intellectual property. These materials can be consulted in the Library's Reading Room. An [online catalogue](#) lists the titles available in the collection.

All delegates are welcome to visit the WIPO Library during their stay in Geneva. They can enter the Library with their official conference (admission) badge. The Library is located on the first floor of the WIPO NB Building. Opening hours are Monday to Friday, from 9 a.m. to 5 p.m. (library@wipo.int; Tel: +41 22 338 8573). A computer in the Library is equipped with both JAWS and MAGic screen readers.

The Library and Publication Distribution Section will be present every morning from 8.30 a.m. to 10.30 a.m. and from 12.30 p.m. to 2.30 p.m. in the lobby of the WIPO AB Building to assist delegates with downloading copies of WIPO publications from the latest collection. Further information can be obtained by contacting *publications.mail@wipo.int*.

WIPO Photographer

As in previous years, WIPO's official photographer will be present during the Assemblies to take photographs of delegates and make them available on [WIPO's Flickr site](#). Delegates can download photos from the Assemblies free of charge and directly from the Flickr site. Delegates can let the photographer know if they do not wish to be photographed, either during the Assemblies or in advance by writing to photos@wipo.int. Photos can also be withdrawn immediately from the Flickr

site by notifying the photographer or sending an e-mail to photos@wipo.int.

WIPO Medical Emergencies and Insurance for Delegates

The WIPO Medical Unit provides medical assistance to delegates. The Unit is accessible from the corridor on the ground floor of the WIPO GBI Building (right side of the lobby of the WIPO AB Building) (Tel: +41 22 338 9128. Open from Monday to Friday, 8.30 a.m. to 6 p.m.)

For emergency assistance required at WIPO's Headquarters outside of the Medical Unit opening hours, dial **9999** from any WIPO telephone or +41 22 338 9999 from a mobile phone (available 24/7).

For emergency assistance required while outside of WIPO's Headquarters, delegates may go to:

Centre Médical Servette:

Avenue de Luserna 17,

1203 Geneva

(Tel: +41 22 795 2525. Open from Monday to Friday 8.30 a.m. to 6 p.m. and Saturday 9 a.m. to 1 p.m.)

or

Hôpital Cantonal:

24 rue Micheli-du-Crest,

1205 Geneva

(Tel: +41 22 372 3311. Open 24/7)

Or

Call Ambulance and Medical Emergency: 144

Pharmacies close to WIPO:

Pharmacie Populaire,
42A rue de Moillebeau,
1202 Geneva
(Tel: +41 22 740 0160)

Pharmacie Populaire Nations,
67 rue de Montbrillant,
1202 Geneva
(Tel: +41 22 318 6912)

For the duration of the Assemblies, all delegates will be covered by insurance schemes for accidents and for urgent medical care following an illness. For further details, please refer to the document entitled “Important notice for delegates – Urgent illness and accident insurance schemes”, available at the document counter at WIPO Headquarters.

Delegates Information Desk

CAGI supports delegates attending conferences at international organizations in Geneva. CAGI representatives will be available at WIPO during the Assemblies at a [Delegates Information Desk \(DID\)](#) to provide information on meeting facilities, the city of Geneva and CAGI services.

Practical Information on Geneva

Hotels

Accommodation in Geneva is often in high demand and it is recommended that delegates make hotel bookings well in advance. WIPO does not have a hotel reservation service so delegates should book hotels directly or through their permanent missions.

Information and hotel bookings are available at the [Geneva tourism website](#) and the Assemblies website has [a list of negotiated hotel rates](#) issued by the United Nations Office at Geneva (UNOG).

CAGI offers [logistical support for delegate accommodation](#) and may grant financial assistance to delegates from least developed countries (LDCs) and from non-governmental organizations (NGOs) that meet the eligibility criteria.

Public Transport and Taxi Services

Delegates arriving at Geneva airport can obtain a free public transport ticket valid for an 80-minute journey within the Geneva area. The free ticket can be obtained at the automatic ticket distributor located in the baggage claim area, just before Customs. From the airport, buses 5 and 28 stop at Place des Nations (United Nations

flag entrance and “Broken Chair” monument), within walking distance of WIPO. The train takes only six minutes from the airport to the Cornavin Geneva Central Station.

Delegates staying in a Geneva hotel can obtain a local transportation card from the hotel reception free of charge, valid for the entire duration of their stay. This personal and non-transferable card allows free access to trams, buses, trains and yellow taxi-boats within the Geneva area.

The following bus and tram stops are within walking distance of WIPO ([see map](#)):

- Bus stop/Tram stop: “Nations”, bus lines 5 (this line also goes to and from the airport), 8, 11, 20, 22, 28, F; tram line 15; and
- Bus stop: “UIT”, bus lines 8 and 11.

Further information on Geneva public transportation can be found at the [Geneva public transport](#) and [Unireso](#) websites.

The nearest taxi stand is located outside the *Centre International de Conférences Genève* (CICG) on *9 Rue de Varembé*. Taxis may be called by dialing +41 22 320 2020, +41 22 320 2202 or +41 22 331 4133. Requests for a taxi may also be made at the WIPO Access Center.

Bank and Post Office

Geneva's local currency is the Swiss franc (CHF), whose exchange rate is currently similar to the Euro (EUR or €) and the United States dollar (USD or \$) (almost equal in parity in May 2019).

There are currency exchange counters in the arrival area of the international airport, in hotels and bank offices.

The closest bank branch to WIPO is the UBS Vermont-Nations Branch, located on *17bis Chemin Louis Dunant*. Opening hours: Monday 10 a.m. to 5.30 p.m. and Tuesday to Friday 9.00 a.m. to 5.30 p.m. (Cash dispenser (ATM) 24/7).

Please note that there are only two cash desks at UBS Vermont-Nations Branch. As a result, delegates may experience delays in cashing their DSA payment orders, especially during the first two days of the Assemblies. If so, delegates may wish to consider cashing their orders from Wednesday onwards.

A cash dispenser (ATM) is also available on the ground floor of the WIPO GBI Building (right side of the lobby of the WIPO AB Building). These ATMs can dispense Swiss francs and euros, using internationally-recognized credit and debit cards.

The nearest post office is located at the CICG Conference Center, 17 *Rue de Varembeé*. Opening hours: 8 a.m. to 12 noon and 2 p.m. to 6 p.m.

Safety and Security

WIPO Safety and Security Coordination Service (SSCS) (24/7): Security Operation Center (SOC) 9999 or + 41 22 338 9999

Police:	117
Fire Brigade:	118
Roadside Assistance:	140
Geneva Lost & Found:	+41 22 546 0900

Although Switzerland (Geneva) is rated as "low risk" regarding personal safety and security, delegates should remain vigilant with regard to their personal safety and the security of their property. Petty crime and crimes involving methods of distraction are common in a number of areas in the city (train/bus terminals) and can include pickpocketing and purse and/or cell-phone snatching. Robbery and/or threats of robbery are uncommon, but not unheard of. If accosted, do not resist and comply with demands to turn over personal property. Remember that personal safety is paramount.

The WIPO SSCS recommends that delegates should make copies of passports and other identification and carry copies on their person. Delegates should secure their original, important documents/means of identification in their hotel or the safe of their room.

General Safety and Security
Recommendations (non-exhaustive):

- Be aware of your surroundings and exercise a degree of personal vigilance at all times.
- Take note of fire-safety instructions both on WIPO premises and in your hotel (i.e., emergency exits and instructions).
- Take care of and secure your personal property (i.e., luggage, briefcase, electronics, etc.).
- Be aware of individuals presenting themselves as police officers and always ask for formal police identification. Police identity cards feature a photo of the officer; their name and rank and are inscribed with the Republic and Canton of Geneva, as well as the word “Police” crossed with a yellow and red line. If there is uncertainty regarding the authenticity of a police officer, challenge them, attract the attention of others and if possible call the police emergency number (117).
- Be particularly vigilant with respect to pickpockets and other security concerns at the airport, the train station and when checking into your hotel.
- Never leave valuables on car seats – doing so attracts the attention of thieves.
- Exercise the same degree of caution as you would in any major city when using ATMs in Geneva and pay attention to anyone lingering in the vicinity or behaving in a suspicious

manner. If you feel uncomfortable, find another ATM or ask a colleague to accompany you. Note that there is a secure UBS ATM located in the WIPO GBII building.

- Carry your hotel information with you: phone number, address and taxi service number(s).

Please report all security incidents (crime/attempts) to the Police (Tel: 117) and to WIPO’s Safety and Security Coordination Service (SSCS) (Security Operation Center 9999 or + 41 22 338 9999, *security.coordination@wipo.int*). SSCS is available 24/7 to provide delegates with assistance if a police report is required and to provide liaison with the Geneva Diplomatic Police Group.

WIPO’s on-site security guard force, Protectas, is available to assist delegates should a safety/security incident occur on the WIPO campus or in the immediate vicinity and if immediate assistance is required. Protectas can be reached *via* the emergency number 9999 from WIPO internal phones and *via* +41 22 338 9999 on external phone lines. In the unlikely event of an evacuation, please follow safety guidance as posted and the directions provided by WIPO’s security team.

Further information and advice on health and security matters in Geneva can be found on the [CAGI website](#).

Local Conditions

Autumn in Geneva is a mildly cold but pleasant season, with average maximum temperatures of 15°C/59°F. However, temperatures may drop to around 10°C/50°F in the mornings and evenings and it may also rain.

More information can be found at the [Meteo-Geneva](#) website.

The local time for Geneva is UTC +1 hour.

Electricity in Switzerland uses 220V.

Miscellaneous

Further information on Geneva:

- [Specific information for delegates](#)
- [Practical information](#)
- [Tourist information](#)

Fee-based guided tours over the weekend can be arranged with the [Geneva Tourist Office](#).

Useful websites

WIPO Assemblies 2019

https://www.wipo.int/about-wipo/en/assemblies/2019/a_59/index.html
https://www3.wipo.int/contact/images/map_acces_center.jpg

WIPO Delegates app

<https://www3.wipo.int/wipodelegate/en/index.html>
https://play.google.com/store/apps/details?id=int_wipo.delegates.android
<https://itunes.apple.com/ch/app/wipo-delegate/id1277783843?l=en&mt=8>

Registration

<https://www3.wipo.int/registration/en/a/index.jsp>

Observers

<https://www.wipo.int/about-wipo/en/observers/index.html>

Parking

<https://www.geneve-parking.ch/fr/parkings/place-des-nations>

Media accreditation

[https://www.unog.ch/80256EDD006B9C2E/\(httpPages\)/70991F6887C73B2280256EE700379C58?OpenDocument](https://www.unog.ch/80256EDD006B9C2E/(httpPages)/70991F6887C73B2280256EE700379C58?OpenDocument)
<https://www.wipo.int/pressroom/en/>

WIPO Library

<https://www.wipo.int/library/en/>

Geneva information

<https://www.cagi.ch/en/home.php>
<http://www.johnknox.ch/en/>
<https://www.geneve.com/>

Accommodation

https://www.wipo.int/export/sites/www/about-wipo/en/assemblies/pdf/hotels_un_preferential_rates_2019_2020.pdf
<https://www.geneve.com/>
<https://www.cagi.ch/en/delegates-welcome/accommodation-for-delegates.php>

Transport

<http://www.tpg.ch/en/web/site-international>
<https://www.unireso.ch/>

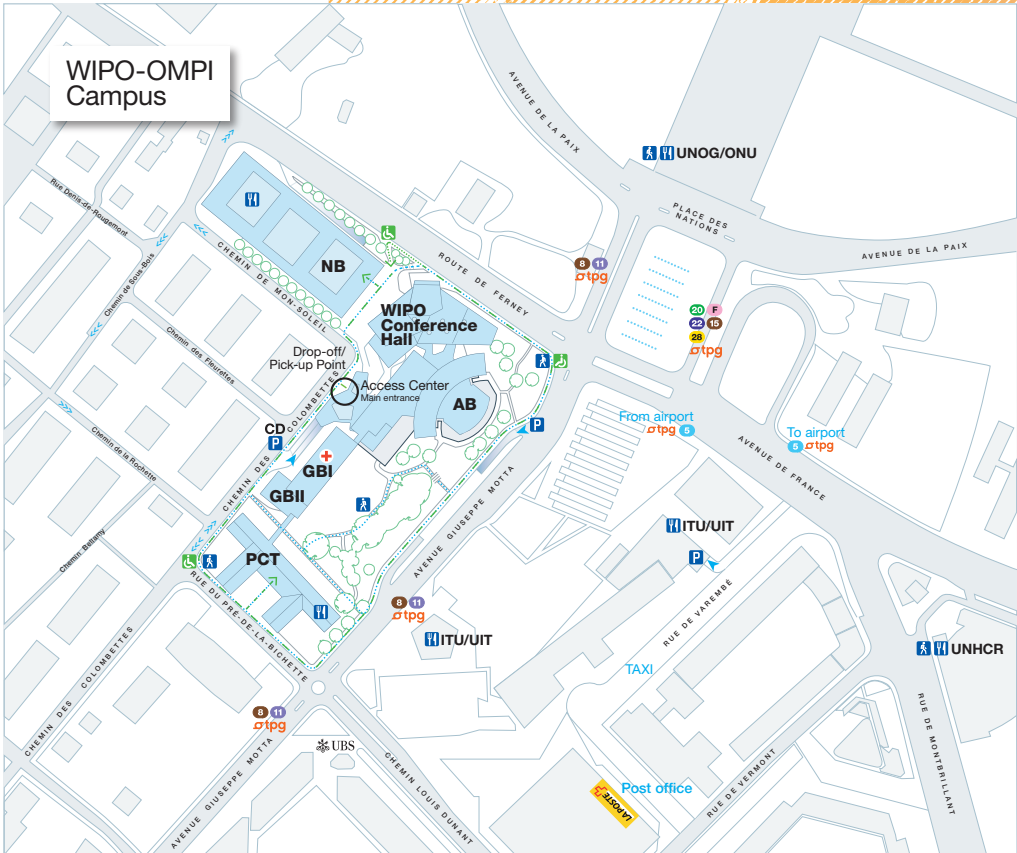
Safety and Security

<https://www.cagi.ch/en/practical-info/health-and-security.php>

Weather

<https://www.meteo-geneve.ch/>

WIPO-OMPI Campus



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CH-1211 Geneva 20
Switzerland

Tel: +41 22 338 91 11
Fax: +41 22 733 54 28

For contact details of WIPO's
External Offices visit:
www.wipo.int/about-wipo/en/offices