



Welcome to ESCWA

Practical Information about ESCWA and Lebanon

For Interns, Consultants and Individual Contractors



Shared Prosperity Dignified Life





Shared Prosperity **Dignified Life**



VISION

ESCWA, an innovative catalyst for a stable, just and flourishing Arab region

MISSION

Committed to the 2030 Agenda, ESCWA's passionate team produces innovative knowledge, fosters regional consensus and delivers transformational policy advice. Together, we work for a sustainable future for all.



Economic and Social Commission for Western Asia

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WELCOME TO ESCWA

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I. ESCWA

The Economic and Social Commission for Western Asia (ESCWA) traces its roots to the establishment of the Economic Commission for Western Asia (ECWA) on 9 August 1973 pursuant to Economic and Social Council resolution 1818 (LV). The purpose of setting up the Commission was to raise the level of economic activity in member countries and strengthen cooperation among them. It was also intended to meet the need of the countries in Western Asia for the services of a regional economic commission to promote the development efforts in the region.

In recognition of the social component of its work, the Commission was entrusted with new responsibilities in the social field by virtue of Economic and Social Council resolution 69/1985 of July 1985. Its name therefore became the Economic and Social Commission for Western Asia (ESCWA). For more information, please see: <https://www.unescwa.org>.

MEMBERSHIP

ESCWA comprises 18 countries: Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Qatar, Saudi Arabia, the Sudan, the Syrian Arab Republic, Tunisia, the United Arab Emirates and Yemen.

OBJECTIVES

1. To support economic and social development in the countries of the region;
2. To promote cooperation between the countries of the region;

3. To encourage interaction between member countries and promote the exchange of experience, best practice and lessons learned;
4. To achieve regional integration between member countries, and to ensure interaction between Western Asia and other regions of the world;
5. To familiarize the outside world with the circumstances and needs of the countries in the region.

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ESCWA activities are coordinated with the divisions and main offices of the Headquarters of the United Nations, specialized agencies, and international and regional organizations, including the League of Arab States and its subsidiary bodies, and the Gulf Cooperation Council.

ESCWA has been located in a number of Arab capitals. It started in Beirut (1974-1982),

moved to Baghdad, Iraq (1982-1991), Amman, Jordan (1991-1997), and returned to Beirut, Lebanon in 1997, its permanent headquarters. In the following chapter, information about Lebanon is presented for your reference.

To read “Basic Facts about the United Nations”, refer to the complete book on [un-ilibrary.org: http://bit.ly/2EEemGBd](http://bit.ly/2EEemGBd)



II. Lebanon in Brief



Quick Facts

Currency
Lebanese Lira (LL)

Official name
Republic of Lebanon

Area
10,452 Km²

Language
Arabic

Capital
Beirut

Population
4,4 million

HISTORY

A trip through Lebanon is a journey through the annals of some of the world’s greatest civilizations. With over 5,000 years of recorded history, the country is a treasure trove of archaeological wonders, waiting to be discovered by visitors who want a glimpse into the ancient and modern past.

Its diverse atmosphere and ancient history make it an important destination for tourism in the Middle East. Lebanon offers plenty: from ancient Roman ruins, to well-preserved castles, limestone caves, historic churches

and mosques, beautiful beaches nestled in the Mediterranean Sea, world renown Lebanese cuisine, non-stop nightlife and discothèques, to mountainous ski resorts.

GEOGRAPHY AND CLIMATE

The Republic of Lebanon is situated along the eastern Mediterranean coast at 35’ latitude, with a length of about 250 km and an average width of 60 km. The chain of Mount Lebanon determines the character of the country, for its position parallel to the coast controls climate and rainfall. Altitudes

which range from 0 to 3000 meters allow the existence of a varied landscape. The double mountain ranges and their increased aridity to the east have discouraged traffic with the hinterland, and to this day accentuate the western orientation of the coastal dwellers.

Above all, the mountains, which were carved by numerous deep valleys cutting across the western slopes, constitute a separating element which until recently hindered a centralized administration of the country.

Most of Lebanon has a Mediterranean climate, with warm, dry summers, and cool, wet winters, although the climate varies somewhat across the landform belts. The coastal plain is subtropical, with 900 (35 in) of annual rainfall and a mean temperature in Beirut of 27°C (80°F) in summer and 14°C (57°F) in winter. In the Lebanon Mountains, temperatures decrease, and precipitation increases with elevation: heavy winter snows linger well into summer, making the Lebanon Mountains more pleasant in the summer than the humid coast; higher altitudes receive as much as 1,300 mm (50 in) of annual precipitation. The Bekaa Valley and the Anti-Lebanon Mountains are situated in the rain shadow of the Lebanon Mountains and as a result have hot, dry summers and cold winters with occasional rain.

TIME

Lebanese time is G.M.T. +2 hours in winter (end of October to March) and +3 hours in summer (April to September), when daylight savings time is observed.

LANGUAGE

While Arabic is Lebanon's official language, English and French are widely spoken. Most Lebanese speak at least two or three languages, and visitors will find no problems

communicating. Many establishments provide signs, menus and information in both Arabic and English.

RELIGION

There are two major religions in the country: Islam (Shia, Sunni and Druze) and Christianity (Maronite Church, Catholic Church, Eastern Orthodox Church and Armenian Apostolic Church).

CURRENCY

The official Lebanese currency is the Lebanese pound or lira (LL). Notes are available in denominations of: LL1,000; LL5,000; LL10,000; LL20,000; LL50,000; and LL100,000.

There are also LL250 and LL500 coins. United States dollars \$ are used widely throughout the country. Restaurants, hotels, and stores often quote their prices in dollars, and many establishments will convert and provide dollar prices for you upon request. If you plan to use dollars, it is advisable to bring small bills (\$1 to \$20 notes).

CULTURE

Based on the cultural and architectural richness found in Lebanon and accumulated throughout the ages, Lebanese museums were established to preserve this distinguished heritage and to make it accessible to the public.

Today, Lebanon has many public and private museums spread all over the country, and some are found inside archaeological sites (Beiteddine, Baalbek, Byblos etc.), or inside monasteries and religious shrines. Besides, there are private museums named after Lebanese craftsmen, artists, writers and intellectuals.

- Cultural activities:
<http://www.agendaculturel.com/fr-Accueil>
- Cinemas:
<http://lb.cineklik.com/?ref=main>

VISAS

In order to obtain entry tourist visas, interns are advised to consult the Lebanese embassy in their country of residence with their letter of acceptance. In addition, they may refer to the website of their respective Ministries of Foreign Affairs (MOFA) or the website of the Lebanese General Security.

Nationals of several countries can receive tourist visas (airport stamp) upon arrival in the country for one month, extendable up to two or three months (depending on the nationality).

(<http://www.general-security.gov.lb/en/posts/38>)

CICs can obtain visas to Lebanon for themselves and their dependents after the MOFA received the request from the visa unit at ESCWA. Depending on the nationality, these visas will be delivered to CICs, either:

- At Lebanese embassies in their countries of residence, upon notification from ESCWA; or
- At their arrival in Lebanon after the General security has been notified by the MOFA.

The visa unit can assist CICs (whose appointment is longer than six months) in applying for residency permits delivered by the MOFA. To do so, CICs will need to provide a coloured copy of their passport; a copy of the airport stamp; their letter of appointment; and a copy of the UN ID.

For assistance, you may contact Ms. Nora Khalaf at khalaf@un.org

ACCOMMODATION AND HOTELS

You might need to wait until you have arrived in Beirut to begin searching for an apartment.

Most international staff live in either Hamra (West Beirut), Gemmayze or Achrafieh (East Beirut). These districts are pretty much at a walking distance to work - about half an hour. They are comparable in terms of amenities and safety. Ultimately, choosing where to live comes down to a question of personal choice. Quieter surroundings can be found a bit farther away from the city centre.

Brokers are in contact with landlords and handle the whole process of looking for apartments, drawing up contracts, making inventories and handling any problems.

Brokers take one month rent in fees from both the tenant and the landlord. Don't be afraid to ask your broker for anything: the combined fees they get from you and your landlord represent very good money by Lebanese standards! Make sure you ask about their charges in advance and see if you agree, as very few might charge you daily fees for showing you apartments and for the time they spend with you!

A cheaper way of finding an apartment is simply to ask concierges in buildings you like whether anything is available.

Some people have found apartments by walking around the area they want to live in and asking around.

You can also check weekly advertising newspapers and sites to at least get an initial idea of what to expect and where to rent, but you should look at those with a precaution as a broker might be behind the advert, e.g.:

- <http://www.propertyfinder.com.lb/en/>
- <https://olxliban.com/en/properties/properties-for-rent/>

Things to look for when viewing an apartment:

- A generator in the building (unless you are happy to live without electricity for at least three hours a day);
- A landline (since it can be a hassle to get one, see more below);
- Noise (in particular from construction sites or traffic; the majority of Beirut has construction sites);
- Parking space (how large it is, and whether it is convenient) – while you may feel totally unnerved by driving upon first arrival – you will soon come to realize that with the lack of good transportation, you will consider buying a car later (see later section), so planning ahead with the apartment may help;
- Air conditioning (AC) and heating (AC and oil);
- What else is included (building charges, satellite TV subscription, concierge, etc.);
- A room for a domestic worker (you may choose to get help to do domestic chores), and whether it could serve as a good storage room; most apartments will have this;
- Storage facilities (does it have enough built in wardrobes?);
- Access to common facilities (pool, rooftop terrace, BBQ facilities, etc);
- Access to a supermarket;
- Access to taxis, etc. (will it be a hassle to tell a taxi driver how to bring you home each time?)
- Sense of community; some areas can seem very impersonal while other places are very close-knit, and residents have been with each other for decades. If this is something you value, then look/ask around to see if you can tell how your neighbours will take to you moving in.

Hint 1: Everything is negotiable; there are no set prices for rent. Don't take the first price as a given. Having said that, good properties come and go very quickly.

Hint 2: Take a camera to the viewings, so that you can remember what you saw.

Hint 3: If you can't bring the price down, make sure to ask for additional things to be included in the deal.

GETTING AROUND BEIRUT

Beirut is not very big, and most areas are accessible by foot. There are some buses in Beirut; you can find one going in your direction, and hop on and off wherever you need. They can be quite slow, however.

Most people get around by taxi. There are two kinds of taxis – the “service” (pronounced

the French way – “ser-vees”) and the regular taxi. The “service” runs as a kind of shared taxi; other people may get in en route to your destination. If you are OK with this, then tell the taxi driver “service” and make sure he/she agrees before getting in the taxi.

For any taxi, you should always agree on the price with the driver before getting in. Upon arrival, please ask UN security for the most recent list of approved taxi companies.

Standard prices are:

- LL2,000 for a “service”
- LL8,000 - LL10,000 for a taxi going a significant distance (e.g. Hamra-Downtown, Hamra-Achrafieh)
- LL10,000+ for farther distances

You really should not pay more than these prices, as this causes inflation for everyone (including less affluent Lebanese who may not be able to absorb increased costs). However, there are plenty of taxi drivers and (especially if you look non-Lebanese) who will look for you. You can therefore negotiate prices and hold out for lower ones.

If you want a taxi for a specific journey (e.g. an airport pick-up) it might be best to call ahead (average cost is around LL20.000). Taxis can also be hired to go out of town, again either as individual taxis or “service”. Usually they will depart from specific locations depending on your destination:

- The North (Jounieh-Byblos-Tripoli): taxis depart from the Charles Malik bus station near Beirut Port.
- The South (Sidon-Tyre): taxis depart from the Mazraa (or Cola) bus station.

However, going along the coast can also be done by buses departing from the same places; this is usually cheaper. People at the

bus station will usually offer you a “service” taxi first, but if you tell them you want a bus, this is no problem.

You can also use mobile applications which allow you to order transportation and which have become widely popular in Beirut.

- www.mot.gov.lb
- <http://www.tourism-lebanon.com/>

SHOPPING

You can buy almost everything in Lebanon, but prices are not very low: most things are comparable in price to Europe. Some specialized regional food might be difficult to find, and if you can find it, it is likely to be comparatively expensive.

Major supermarkets include TSC (Verdun, Achrafieh and City Mall), Carrefour (City Mall, Beirut Mall) and Spinney’s (Jnah, Hamra, Downtown, Achrafieh etc.), Bou Khalil (Hamra), and Coop (Hamra). In addition to groceries, they also sell some household items and are not bad as a first port of call if you don’t know where to find something. Another option for household items is BHV (City Mall and Jnah).

As for electronics, it may be wise to consider getting them from abroad (through a friend) and bringing them with you. Generally, electronics are more expensive here in comparison to US/EU internet prices.

- List of malls:
<http://www.tourism-lebanon.com/MallsInLebanon.asp>

BANKING

There are several banks in Lebanon and you will have to choose which one you prefer.

The ESCWA Staff Council receives several offers from different banks for staff (check the Staff Council page on the Intranet).

- List of banks:
www.bdl.gov.lb/downloads/download/82/en

COMMUNICATIONS

The country code for Lebanon is (961). This is followed by the local area code and the telephone number. The area codes for mobile phones are: (03), (70), (71), (76) or (81). The area code for Beirut is (01). If you are dialing Lebanon from outside the country, omit the (0) in the area code.

There are 2 main mobile phone providers, Alfa and MTC Touch, with MTC Touch being considered slightly cheaper in general. Pay as you go is potentially more expensive than getting a monthly plan, but it could take a while to set up a monthly plan.

- www.alfa.com.lb, www.touch.com.lb

Landlines normally need to be in the name of the owner of your apartment, so you need to organize this when you move in. You can get a landline through Ogero (www.ogero.gov.lb). It usually takes around 2 weeks to be installed.

Regarding Wi-Fi internet there are two options: an ADSL line (for which you need a landline), or a USB dongle or Router with a provider such as Mobi, Alfa or MTC Touch.

- List of Internet providers:
<http://www.lebweb.com/dir/lebanon-internet-providers>

SCHOOLS AND UNIVERSITIES

Schools

Generally, the requirement for higher education is the Lebanese Baccalaureate

obtained at the completion of secondary school, but the French Baccalaureate and some other international standard diplomas are accepted as equivalent. Some private schools offer the International Baccalaureate as well (see ACS below). School starts at age 4 with Kindergarten and follows the northern hemisphere dates (Sept till Jun).
Childcare / pre-schools: Most local areas have a “garderie” (nursery) to look after children under age 4. They tend to be French-speaking, irrespective of the area you live in (with a few exceptions, mainly the one at ACS).

- List of private schools:
http://schoolnet.edu.lb/schools/private_schools.htm

Universities

In 1866, the American University of Beirut (AUB) was founded and other universities in Lebanon followed, starting with the University of Saint-Joseph (USJ) in 1875, followed by the Lebanese American University (LAU) in 1947 then named “Beirut College for Women”. The Lebanese University (LU <http://www.ul.edu.lb>), founded in 1951, is the only public university in Lebanon. Currently, there is one public university and 28 private universities in Lebanon granted a license from the Ministry of Education.

Having Arabic, French and English as the main languages of instruction, universities in Lebanon offer multilingual degree programmes for the bachelor’s degree, the master’s degree and the doctoral degree. Institutes of technology usually provide only courses for the bachelor’s degree.

- List of private universities:
http://www.higher-edu.gov.lb/english/Private_Univ.htm

PERSONAL SAFETY

Generally, crime in Beirut is quite low. There are usually people on the main streets 24/7, and people in the main areas are usually friendly and will help out if needed. However, as in most cities you are advised to guard your personal effects such as handbags and laptops, particularly when using “service” (see below). Females should also be on guard against verbal harassment by males.

You will receive regular security updates, via email and SMS, from the UN Security Information Operations Centre (SIOC), based in Lebanon.

As of October 2019, the electronic Travel Advisory (eTA) became the primary security notification system for the United Nations Security Management System. Please ask for access to download the application.

For assistance, you may contact the UN-SIOC at +961-5-428-112/3.

ROADS AND DRIVING

Driving in Lebanon has improved. While there appears to be a disregard for any rules, and traffic police appear to be powerless to enforce any form of order, with a bit of patience ... you will find driving bearable. You may find that you are more comfortable behind the wheel than being a passenger.

Driving is the only way to really explore the beautiful countryside; but obviously, you don't need to consider this in the first month that you are here.

Rental cars are available for hire, but you will sometimes need to book early to avoid disappointment; this does not leave a lot of room for spontaneity and last minute trips.

MEDICAL CARE

You can visit the ESCWA Medical Office for any concerns that you may have. Most drugs are available at pharmacies, but you will need to have a prescription to be reimbursed by the medical insurance. Some pharmacies close late and some even offer 24/7 service.

For assistance, you may contact Dr. Josette Sfeir at sfeir@un.org

- List of Hospitals:

1. American University of Beirut - Medical Center
Bliss Street, Hamra, Beirut
Tel: 01-350 000
Fax: 01-345 325
at39@aub.edu.lb
www.aubmc.org
2. Hotel Dieu de France Hospital
Rue Adib Ishaq, Achrafieh, Beirut
Tel: 01-615 297
Fax: 01-615 295
www.hdf.usj.edu.lb
3. Saint Georges Hospital
Youssef Sursok Street, Achrafieh, Beirut
Tel: 1287 / 01-441 800
Fax: 01-582 560
www.stgeorgehospital.org
4. Clemenceau Medical Center
Maamari St. Clemenceau area, Beirut
Tel: 01-372 888
Fax: 01-1.364 464
www.cmc.com.lb
5. The University Medical Center – Rizk Hospital (UMC-RH)
Zahar Street, Achrafieh, Beirut
Tel: 01-200 800
Fax: 01-200 816
www.umcrh.com

- List of Pharmacies :

1. Le Gabriel pharmacy:

Achrafieh , Beirut

Tel: 01-324 686

www.plg.com.lb

2. Mazen pharmacy:

Mazraa, Beirut, Lebanon

Tel: 01-313 362

Fax: 01-319 905

www.mazenpharmacy.com

3. Rahbani pharmacy:

Byblos-Route Principale

Tel: 09-547 535

Fax: 09-546 100

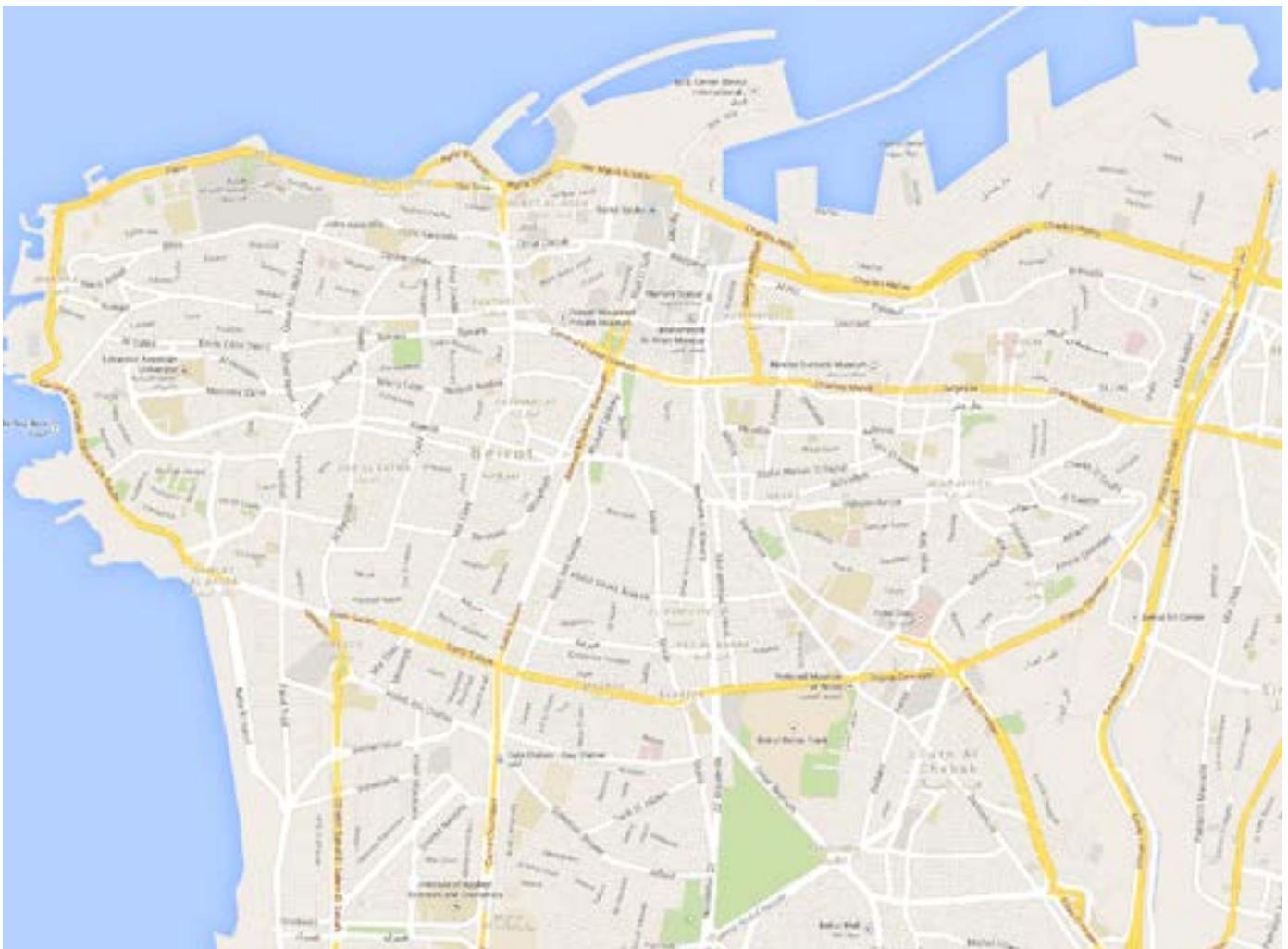
4. Wardieh pharmacy :

Gardenia building, Sourati street, Hamra sector,
Beirut, Lebanon

Tel: 01-751 345

Fax: 01-351 343

MAP



USEFUL WEBSITES

- Yellow pages: <http://www.yellowpages.com.lb/>
- <https://www.beirutairport.gov.lb/index.php?lang=en>
- <http://tourism-lebanon.com/newsite/>

ESCWA USEFUL NUMBERS

Operator	1234
Reception desk	1000
HR	1305/1306
Cafeteria	1020
Cashier	1304
ID card	1008
Library	1204
Medical Unit	1145/1146
Staff Council	1554/1437
Telephone operator	9
Travel and Visa Unit	1132/1188

LEBANON USEFUL NUMBERS

Rafic Hariri International Airport	150
Red Cross	140
Directory	120
Ogero	1515
Lebanese army	1701 1702
Internal Security	112 160 1772 1717
Fire Department	175
Civil Defense	125



III. Your First Days at ESCWA

YOUR FIRST DAY

ESCWA is located in the heart of the Beirut City Centre opposite Khalil Gebran Garden and next to Riad El Solh Square. You enter the building through Khalil Gebran Garden.

<https://www.google.com/maps/place/UN-ESCWA/@33.8948354,35.5016941,18z/data=!4m5!3m4!1s0x151f16e0e8a5e9af:0x45d610bb65a64f1c!8m2!3d33.8946885!4d35.5021286>

Please have an ID (passport) to enter the ESCWA building on your first day.

We have included the following checklist

to guide you through your first day. The list is not exhaustive and, in some instances, will include steps you may not have to take, depending on your contractual status.

YOUR FIRST WEEK

Throughout your first week, you may wish, at your convenient times, to familiarize yourself with the following:

Catering services

Cafeteria, Ground Floor: Open from 8:00 to 15:30.

Office	Task	Contact	Location
Security and Safety Section	<ul style="list-style-type: none"> • Fire and Evacuation briefing • Application for ID and access card 	Jihad Al Korok alkorok@un.org	<ul style="list-style-type: none"> • Fire and Safety Office
Human Resources Management Section	<ul style="list-style-type: none"> • Verification of original documents: personal documents and academic degrees; Completion of induction forms 	Akmal Makhmudov makhmudov@un.org	<ul style="list-style-type: none"> • 3rd floor (East wing)
Travel and Visa Unit	<ul style="list-style-type: none"> • Briefing by Visa Assistant on the (MOFA) application 	Michel Ghanimeh ghanimeh@un.org	<ul style="list-style-type: none"> • 1st floor (West wing)
Budget and Finance Section / Cashier's Office	<ul style="list-style-type: none"> • Salary distribution form* 	Kamal Al-Khatib alkhatib@un.org	<ul style="list-style-type: none"> • 3rd floor (East wing)
Information and Communication Technology Section	<ul style="list-style-type: none"> • Briefing on computer facilities 	Olana Demessie afeworko@un.org	<ul style="list-style-type: none"> • 2nd floor (West wing)

* Important: It is advisable that local currency and/or foreign currency accounts be opened on the day of arrival before meeting staff of the Financial Service Section as banking information is required on the salary distribution form

Garage facilities and parking regulations

CICs and interns can fill in a parking application form available online and submit it to GSS with the following supporting documents:

- Valid driver's license;
- Car registration;
- Insurance policy (mandatory bodily insurance & material damages minimum \$50,000)
- ESCWA ID

A charge of \$20 per month will be applied to permit holders, regardless of vehicle size and type: motorcycles and scooters will be charged the same amount as cars.

The minimum charge will be for a complete month, with no pro-rating for shorter durations.

Library services

The ESCWA continuously provides services to staff and researchers to effectively use information knowledge and assist member States achieve the SDGs, acting as a reference point for information provision within ESCWA, e.g. knowledge management, information management, digitization, records management and web content.

Library Services hover around acquiring and organizing resources, providing direct and mediated access to information, participation in cooperative networking with UN Regional Commissions, UN agencies and university libraries within the region.

ESCWA's Library Services comprise a specialized collection of United Nations and ESCWA official documents and publications in print and digital formats related to economic and social development in the region. Access is also provided to a comprehensive collection

of electronic resources, including full text databases, books, data and journals in a wide variety of subject areas. Services also respond to staff needs such as training on using information resources and finding quality information, document delivery services, staff enquiries, citation management, digital outreach, etc.

Library Services are available on the second floor of the UN House, between 07:30 and 15:00 from Monday to Friday.

ESCWA staff members are invited to use library services either in person, or via the library *iseek* pages.

Staff members of the United Nations are encouraged to arrange appointments for comprehensive briefings on the library services.

For assistance, you may contact Mr. Mohammad Bakleh at extension 1204 or by e-mail at bakleh@un.org.

The ESCWA library services aim to provide the most recent economic and social information in a very efficient and professional manner, to ensure ESCWA personnel's, member countries' and academic researchers' access to information in all formats. This entity builds and maintains collections and services to meet the requirements of the ESCWA work programme, as set by member States.

Medical services

The Joint Medical Service (JMS) is headed by a Medical Officer who is accountable to the Director of Resources Management and Partnership Services at ESCWA and to the UN Medical Director at DOS-DHMOSH, UNHQ. The JMS is staffed with a full-time Medical Officer, two registered nurses and one staff assistant.

The JMS offices are located on the first floor of the UN House (West Wing) and working hours are from 7:30 to 15:00. ESCWA personnel is encouraged to make

an appointment prior to seeking medical consultations for non-urgent cases, either by calling ext. 1145 or 1146, or by emailing at soubra@un.org or louka@un.org.

JMS provides health services (mainly occupational health & safety services) to ESCWA staff members and to all UN staff, as per the respective mandate.

The health services provided at ESCWA to interns and CICs are as follows:

- Medical examinations and consultations;
- Certificate of Good Health (if requested by HRMS);
- “Walk-in” clinic;
- Travel health clinic;
- Emergency and first-aid care;
- Referral to outside specialists or hospitals;
- Preventive health services including Seasonal Flu Vaccination Campaigns;
- Issuance, evaluation and certification of sick leave for ESCWA interns and CIC’s;
- Ergonomic work station assessment;
- Psychosocial assistance in conjunction with Staff Counselor, when available;

For more information, you may access the following link: <https://iseek-beirut.un.org/node/799062/>.

Staff bulletin board

An Electronic Bulletin Board is accessible from the ESCWA Intranet. It includes details of events to be held by ESCWA, a listing of apartments for rent or sale and goods or vehicles for sale by staff members.

Social Media

ESCWA presence on social media is active:

- <https://twitter.com/escwaciu> (ESCWA Media Office on Twitter)
- <https://www.facebook.com/unescwa/info> (ESCWA on Facebook)
- @unescwa (ESCWA on Instagram)

MISCELLANEOUS

Working hours

There is a five-day work week, Monday to Friday. The official working hours of ESCWA are from 7:30 to 15:00, from Monday to Friday without lunch breaks for a total of 37.5 work hours per week. The core hours, during which every ESCWA staff must be present at the office, are from 9:00 to 15:00 daily.

The following options for Flexible Working Arrangements are offered by ESCWA:

- Staggered working hours (flexibility within the working day). Under this Option, staff members may request to start work between 07:30 and 09:00 hours and may leave between 15:00 and 16:30 hours, bearing in mind that the core hours are from 09:00 to 15:00, and provided that the total working hours per day equal seven hours and a half, excluding a lunch break.
- Compressed work schedule (the equivalent of ten working days in nine).
- Scheduled break for learning (maximum 3 hours/day for a maximum of 2 days/week).
- Work away from office (telecommuting, up to 3 days/week).

Number of staff

Currently there are 360 staff members working for ESCWA.

Office temperature

The office is air-conditioned, and the temperature is maintained at 22 to 25 degrees, occasionally warranting the use of a jacket or sweater.

Telephone

For internal connections, simply dial the number of the extension you require. If you wish to speak to the operator, dial "1234". For an outside line, dial "0", and wait for the dial tone; then dial the number required.

Dress code

There is no written dress code, but appropriate office attire should be worn. Men wear suits for meetings and usually a shirt and tie in the office. Casual clothes are not worn in the office.

Security and Safety Section

The Security and Safety Section responds to calls for assistance from staff members on a 24 hours basis. Staff may call the Security Emergency line on 01 961 000 or extension 1000 at any time during day or night.

Staff are advised to report to the Security Control Room for assistance in all incidents of a security-related nature, such as petty crime, house break-in and street robberies, and advice.

Upon arrival, staff members are to ensure they make arrangements with the ESCWA Security and Safety Section for a briefing.

Young ESCWA

Young ESCWA is a channel to share the views of junior staff on how to drive innovation and positive change within the Commission, on the model of the global Young UN network.

We work with ESCWA's senior management to support internal reforms to revitalize ESCWA, update its working methods, and increase its ability to respond to the development needs of the Arab region. We also aim to be an incubator for innovative solutions to improve the lives of the populations of the Arab States, with a particular focus on its youth. We are open to all new members; anyone is welcome without any restriction of age or contract type.

If you'd like to join, contact us at escwa-young-un@un.org





