

INFORMATION FOR PARTICIPANTS

SHELTER ACADEMY 2018

28 AUGUST 2018

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Shelter Academy 2018
Adapting & Mitigating Climate Change: Challenges for Cities

28th August 2018
Amsterdam & Rotterdam, the Netherlands

Dear participants,

We are very pleased to welcome you to the Annual Arcadis & UN-Habitat Shelter Academy. We expect this to be a very stimulating and engaging event.

We have packaged some information for you to review before you travel to the Netherlands. We kindly ask you to read this information carefully. In the information is some important requests towards your preparation which include the required documents for your travel and participation. This package also contains practical information about the host country the Netherlands and the program.

With best regards,

Claudio Acioly and Trang Nguyen
Housing & Urban Management Expert
UN-HABITAT

Bert Smolders
Program Manager Shelter
Arcadis

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1 TO PREPARE

1.1 Registration

We kindly asked you to fill in the registration form, with Personal Contact Details, Travel & Accommodation information and a Case Study about your city and send this to UN-Habitat. When you already filled in the registration form no extra registration is needed.

1.2 Presentation on your city

In order to effectively share critical information regarding your city, we ask you to prepare a brief PowerPoint presentation in English. The presentation should be sent in draft as soon as possible to Jolijn.Posma@arcadis.com but no later than on Friday August 31th 2017. It is important that we have this on time, since we will be using it to prepare briefing packs for participants and the experts that facilitate the workshops.

On the First day of the Shelter Academy (September 3), all the participants will give a presentation. The purpose of the presentation is to introduce yourself to the other participants and tell them about your background, Adapting & Mitigating experiences, and explain some of the critical challenges your city is facing on Climate Change. The presentation should include key information on urban conditions within your city and specific information on the case study to be addressed during the Shelter Academy. Also, please bring documents relevant to the case study such as policy documents, maps, photographs of the area, etc.

2 SHELTER PROGRAM PRACTICAL INFORMATION

2.1 Upon arrival

At Schiphol Airport, a taxi driver of Schiphol Travel Taxi (STT) will pick and drive you to the hotel *NOVOTEL Amsterdam City* in Amsterdam.

Upon arrival at Schiphol, please report to the STA desk on Schiphol Plaza within an hour after landing. To report a change of flight number or a change in date of arrival please call the Schiphol Travel Taxi service at **00 31 38 339 4768**.

The STA desk is located at Schiphol Plaza square and is open 24 hours a day. The staff there will bring you and fellow travelers into contact with the taxi driver of the taxi company Schiphol Travel Taxi. The costs of this reserved taxi will be covered by Shelter. Please do not order a taxi on your own accord or use taxi drivers offering themselves.

As you arrive at the hotel, please register yourself at the reception desk of the hotel Novotel Amsterdam City in Amsterdam. You will receive a key to your room and a welcome letter.

2.2 Accommodation

You will stay at the following accommodations, see the Table below. On Sunday September 2nd and Thursday September 6th, you will stay at NOVOTEL Amsterdam City in the city of Amsterdam. In the days in between (Monday, Tuesday and Wednesday) you will stay at Inntel Hotels Rotterdam Centre in the city of Rotterdam.

Date	Accommodation
Sunday 2 September 2018	Novotel Amsterdam City Europaboulevard 10 1083 AD Amsterdam The Netherlands Tel: +31 (0)20 4313 633 Tel: +31 (0)20 721 9179 (For reservations) novotel.com / accorhotels.com
Monday 3 September 2018	Inntel Hotels Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam The Netherlands Tel: +31 (0)10 4134 139 Fax: +31 (0)10 4133 222 www.inntelhotelsrotterdamcentre.nl
Tuesday 4 September 2018	
Wednesday 5 September 2018	
Thursday 6 September	Novotel Amsterdam City Europaboulevard 10 1083 AD Amsterdam The Netherlands Tel: +31 (0)20 4313 633 Tel: +31 (0)20 721 9179 (For reservations) novotel.com / accorhotels.com

2.3 Start of the official program

On Sunday September 2th the Shelter Academy will start with an informal welcome dinner at the restaurant of the hotel (NOVOTEL Amsterdam City) at 19.00 hrs.

On Monday September 3th, the Shelter Academy will start-off by an introduction of Trang Nguyen of UN Habitat at the headquarters of Arcadis N.V. in Amsterdam at 08:30 hrs. Please be in the lobby of Novotel

Amsterdam City no later than 07.45 hrs, from where we will travel together to the Arcadis N.V. headquarters. The Shelter Academy will be officially opened on Monday morning by Joost Slooten Chief Sustainability Officer of Arcadis NV. See paragraph 2.6 for the complete program of the Shelter Academy 2018.

2.4 Breakfast, lunch, dinners and transport during academy

From Sunday evening until Friday morning of the Shelter Academy week (September 2-7), breakfast, lunch and dinner are provided by Shelter.

During the Shelter Academy, we will visit several cities. Transport to these various locations will be arranged and covered by the Shelter program. We will travel together as a group by bus to all different locations.

2.5 Official language at the meeting

The official language of the Shelter Academy will be English. There will be no translation provided.

2.6 Program Shelter Academy

SUNDAY - 2 Sept. 2018

Time	Topic	Facilitator / Expert	Venue
	Arrival at Amsterdam (Schiphol)	CST Connexion Schiphol Taxi will bring you to the hotel	Please report to the: STA desk on Schiphol Plaza within one hour after landing. Connexion Schiphol Taxi stintake@connexion.nl T +31 883394922
19:00 - 20:30	Gather in the restaurant of the hotel. General Introduction of the Shelter Academy 2018 and Welcome Dinner	All participants	NOVOTEL Amsterdam City Europaboulevard 10 1083 AD Amsterdam
20:30	End of the program		Hotel Amsterdam

MONDAY - 3 Sept. 2018 - Day 1 - Welcome and key questions

Time	Topic	Facilitator / Expert	Venue
07:30 - 07:45	<u>Check-out hotel Amsterdam.</u> Gather in the lobby of the hotel and gather all luggage in the bus		Gather in the hotel lobby <u>no later than 07:45!!</u>
07:45- 08:30	Travel to Arcadis NV by bus	Travel together by bus	
08:30 - 08:50	Welcome: introduction on UN / Shelter Academy	Trang Nguyen (UN Habitat)	Headquarters ARCADIS NV, Gustav Mahlerplein 97-103 Amsterdam. Boardroom
08:50 - 09:10	Welcome: introduction on the Shelter Program	Joost Slooten (Chief Sustainability Officer Arcadis), Bert Smolders (Program Manager Shelter)	Arnhem (24th floor) (020) 2011 038

09:10 - 10:00	Expectations from the UN / Shelter Academy	Trang Nguyen (UN Habitat)
10:00 - 11:00	Presentation History of climate change Netherlands & Amsterdam	Paulien Hartog, Waternet
11:00 - 14:00	Travel to Rotterdam by bus, including a tour through Amsterdam, and a visit to Scheveningen and the Peace Palace in the Hague	Including lunch in the bus
14:00 - 15:00	Check-in hotel Rotterdam	
15:00 - 19:00	Presentations of the Case studies	<i>All participants will give a 20 min. Case Study presentation, containing an introduction and a short summary of their cities' challenges</i> Intel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
19:00	Dinner at the hotel	Intel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
20:00	End of the program	

TUESDAY - 4 Sept. 2018 - Day 2 - Rotterdam Adaptation Strategies and City management

Time	Topic	Facilitator / Expert	Venue
08:00 - 08:45	Gathering in the lobby of the hotel, <u>no later than 08:15!</u> Travel to the Rotterdam City Hall by bus/walking 08:45 check-in at de Rotterdam City Hall	NB: bring your passport!	Intel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
09:00 - 10:00	Presentation: Rotterdam Climate Proof	Jorg Pieneman - Advisor climate adaptation, Municipality of Rotterdam NB: bring your passport!	Rotterdam Office De Rotterdam Wilhelminakade 179. 3072 AP Rotterdam
10:00 - 10:30	Break and gathering for field trip		
10:30 - 12:00	Field trip through ZOHO district by bus, including Hofplein (watersquare) and the 'Singels' in Rotterdam	Joep Boute - Rotterdam Climate Proof Initiative, Municipality of Rotterdam	Bus
12:00 - 12:30	Travel to Arcadis Rotterdam office by bus		Arcadis Office Rotterdam Lichtenauerlaan 100 3062 ME Rotterdam
12:30 - 13:00	Lunch	Lunch in office Rotterdam	

13:00 - 14:00	Presentation: Climate Change and Cities	Trang Nguyen, UN-HABITAT	
14:00- 17:00	Individual coaching sessions	14:00 - 14:15 introduction 14:15 - 15:00 round 1 15:10 - 16:00 round 2 16:00 - 17:00 share lessons learned	
17.00 - 17:30	Travel to the hotel by bus		
17:30 - 18:30	Break at the hotel		Inntel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
18:30 - 19:00	Gather <u>no later than 18:30</u> at the hotel lobby. Travel to the restaurant by walking		
19:00 - 20:30	Dinner		Restaurant Bazar Witte de Withstraat 16 3012 BP Rotterdam
20:30	Travel to the hotel by walking		
21:00	End of the program		Inntel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam

WEDNESDAY - 5 Sept. 2018 - Day 3 - Prioritisation and Technical Solutions

Time	Topic	Facilitator / Expert	Venue
08:00	Get lunch packages at hotel		Inntel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
08:10 - 09:00	Gathering in the lobby of the hotel. Gather in the hotel lobby, <u>no later than 08:10.</u> Travel to IHS by bus		Bus
09:00 - 12:00	Presentation and workshop: Prioritising climate actions with a focus on Multi-Criteria Analysis (CLIMACT PRIO Tool)	Elena Ensenado (Climate Change Adaptation specialist at IHS (Institute for Housing and Urban Development Studies, Erasmus University Rotterdam))	IHS Burgemeester Oudlaan 50 Mandeville (T) Building, 14th floor 3062 PA Rotterdam
12.00 - 15.00	Field trip to Kinderdijk (incl. lunch in the bus), and travel to water authority Delfland in Delft		Kinderdijk and Bus
15:00 - 16:30	Presentation Water Authority Delfland	Carl Paauwe/ Tjerron Boxem	Hoogheemraadschap Delfland Phoenixstraat, Delft

16:30-17:30	Travel back to the hotel by bus	
17:30 - 19:00	Private time Rotterdam	Intel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
19:00 - 21:00	Dinner at hotel restaurant	Mainport Restaurant via Intel Hotel Rotterdam Centra
21:00	End of the program	Hotel Rotterdam

THURSDAY - 6 Sept. 2018 - Day 4 - Implementing plans and follow up

Time	Topic	Facilitator / Expert	Venue
08:30 - 09:00	Check-out hotel Rotterdam Please <u>all check-out and bring your luggage to the hotel lobby</u>		
09:00 – 09:30	Recap and summary presentation by Trang		
		Frank Wildschut, Arcadis	
09:30 - 11:00	Implementation plan workshop	<i>During the workshop the participants will work on their individual action plan and discuss this with another participant</i>	
11:00 - 12:00	Closing ceremony and presentations of the action plans	<i>All participants will give a 5 min. presentation, containing plans for the future (including next steps they want to take) and lessons learned / feedback on the Shelter Academy</i>	Intel Hotel Rotterdam Centre Schiedamsedijk 140 3011 EA Rotterdam
12:00 - 12:30	Evaluation round (interactive workshop)	Trang Nguyen, UN HABITAT	
12:30 - 13:00	Lunch in hotel		
13:00 - 14:30	<u>Gather in hotel lobby at 13:00h.</u> Travel to Amsterdam by bus		
14:30 - 15:15	Check-in hotel Amsterdam		NOVOTEL Amsterdam City Europaboulevard 10 1083 AD Amsterdam
15:15 - 16:00	Gather in hotel lobby <u>no later than 15:15.</u> To the boat at Café Hesp by bus		Bus
16:00 - 18:00	Fieldtrip Amsterdam (boat tour through the canals of the City of Amsterdam)	Carolien Gehrels, Big Urban Client Program manager Arcadis	Start at Café Hesp, stop at Café de Jaren
18:00 - 18:15	Travel to the restaurant by walking		

18:30 - 21:00	Farewell dinner	Closing ceremony with Joost Slooten, Chief Sustainability Officer Arcadis	Restaurant Cafe de Jaren Nieuwe Doelenstraat 20-22, 1012 CP Amsterdam
21:00 - 21:30	Travel to the hotel by bus		NOVOTEL Amsterdam City Europaboulevard 10 1083 AD Amsterdam
21:30	End of the program		

FRIDAY - 7 Sept. 2018

Time	Topic	Facilitator / Expert	Venue
	Departure to Amsterdam (Schiphol)	Taxi to Schiphol airport to be organized with the hotel individually!	

3 INFORMATION ABOUT THE NETHERLANDS

3.1 The Netherlands

The Netherlands is one of Europe's smallest countries covering an area of approximately 13,600 square miles, more than half of which lies below sea level. A close network of canals connects lakes and rivers, forming over 3,700 miles of navigable inland waterways. 17 Million people live in the Netherlands, making it the third most densely populated country in the world.

A common misconception is that the Netherlands is entirely flat. In fact, there are several hilly areas: the south-eastern province of Limburg has low chalk hills through which the river Maas (or Meuse) winds its way before reaching the lowlands of the Rhine-Maas-Scheldt Delta.

3.2 Time zone

GMT plus one hour. The Netherlands is in Central European Time (CET).

3.3 Weather

The Netherlands has a typical sea climate and rainfall is generous. In September, temperatures of 9 –19°C can be expected and it is advisable to have warm clothing, a raincoat and/or an umbrella at hand.

3.4 Health

No specific requirements concerning health or injections are needed when entering The Netherlands. Participants are requested to arrange travel and health insurance before travelling to The Netherlands as Arcadis or UN-Habitat will not cover any costs incurred. If you do not have travel or medical insurance, you must pay for any treatment directly in cash at the doctors.

3.5 Electricity

220 V, European two-pin plug is used.

3.6 Currency

The official currency of the Netherlands is the EURO (€). If you stay longer, an indication for budget requirement is about € 250,-- a day (mid-priced hotel, food, some travel expenses).

3.7 Banking service

Most banks in the Netherlands offer exchange services. At Schiphol Airport, several bank branches are to be found and can exchange dollars or other currencies for Euro's. Almost all cash machines in the Netherlands accept international VISA or Credit cards and can be found on almost every corner. Also, most restaurants or shops accept VISA or Credit cards.

3.8 Security

Security in the Netherlands is like other West-European countries. Be vigilant for pick pockets at public places as train stations or busy city centres that are known to target visitors from abroad.

3.9 Emergencies and doctors

In the unlikely event that you need urgent medical or emergency assistance during your stay, please dial 112. For non-emergency cases, the police may be contacted on: 0900 8844.

Most medication in the Netherlands requires a prescription from a doctor. If you require medical assistance, please contact the hotel in which you are staying. They may be able to provide directions to a pharmacy or advise you on finding a doctor.

NB: If you do not have travel or medical insurance, you must pay for any treatment directly in cash at the doctors. Shelter will not cover these costs.

3.10 About the city of Amsterdam

Amsterdam is one of the most important cultural centres in Europe. With around 75 festivals held in the city each year, Amsterdam's reputation as a City of Festivals is justly deserved. The city's charming canal belt, historical monuments and prestigious museums are world-renowned and the surrounding areas are a thriving metropolis with much to see and do.

Amsterdam has many tourist information offices at which accommodation, excursions and even the "I Amsterdam" City Card can be booked from the comfort of your own home, by phone, e-mail, or on-line. For those arriving in Amsterdam by train or air, tourist information offices can be found at Schiphol Airport and the Amsterdam Central Station.

Amsterdam Tourist Office (VVV)

Across from Central Station Amsterdam
Stationsplein 10 1012 AB Amsterdam
Tel: +31 (0)20-201 8800

Amsterdam Tourist Office official web site: www.iamsterdam.com/en

Schiphol Airport, Arrivals Terminal 2 At Schiphol Plaza

3.11 About the city of Rotterdam

Rotterdam is truly a world city. The impressive skyline can be seen from afar, enhancing the city's imposing appearance. Rotterdam is known in the Netherlands and abroad as a city of great architecture, featuring many examples of innovative construction. The famous Cube Houses are certainly worth a visit and the special Museum House offer you a look inside.

The Maas River runs through the city centre, crossed by the famous Erasmus Bridge, which has become the symbol of Rotterdam. Countless small harbours are situated along the banks of the Maas, each with its own unique character. Further downstream the industrial port of Rotterdam, the largest port in Europe. Explore the waterfront and walk along the Veerhaven and the Boompjes, take a sailing tour through the port with Spido, or take the water taxi for a quick trip to the other side.

For more information about surprising new architecture, festivals and events, attractions and a variety of art and culture please take a look at en.rotterdam.info/.

3.12 Public transport

The Netherlands have an extensive public transport system. Within and between cities a range of efficient public transport options including trains, buses, trams, taxis, cars, rental bicycles and boats are available. All are easily accessible and costs are reasonable.

You can also plan your journey and check train times and connections by logging onto: 9292.nl/en

3.13 Transport chipcard

The OV-Chipkaart (or Chip Card) is a travel card that is valid for travel by tram, bus, and metro. Commuters will no longer have to calculate fares based on how many zones they will travel as machines will automatically register this. Chip cards can be purchased at kiosks, cigar shops, supermarkets and ticket offices. Also, at the Inntel Hotel in Rotterdam it is possible to buy an OV-Chipkaart.

The OV-Chipkaart can be topped up with credit in Euros, or you can buy a single or season ticket. There are three different cards to choose from: anonymous ("anonieme"), personalized ("persoonlijke") and disposable (single/return tickets):

- Personalised cards cost €7.50, are valid for 5 years and can be purchased online or from your public transport organisation.
- Anonymous cards cost €7.50, are valid for 5 years and can be purchased at ticket offices and station vending machines.
- Disposable cards (single or return tickets) can be bought at station vending machines or on the tram and can be used for up to one hour after validation.

To activate the OV-Chipkaart, simply hold it in front of the yellow card readers. These can be found on all trams, buses and platforms. At metro stations, the machines are part of the freestanding pillars. You will need to upload sufficient credit to be able to use public transport.

Most important, **remember to check in and check out when you start or complete your journey**. If you forget to check out, the card will no longer be valid and you may risk a fine.

For more information, go to: www.ov-chipkaart.nl/home-1.htm.

4 CONTACT INFORMATION DURING THE SHELTER ACADEMY

For more information or questions during the Shelter Academy week, please contact:

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