



EUROPEAN COMMISSION TRAINEESHIP
OCTOBER 2022- FEBRUARY 2023



BLUE BOOK TRAINEES' GUIDE

LUXEMBOURG 022

WELCOME

WÉLLKOMM, WILLKOMMEN, BIENVENUE, BENVENUTI,
BENVENIDOS, ΚΑΛΩΣ ΗΡΘΑΤΕ, BEM-VINDO

TO THE EUROPEAN COMMISSION IN LUXEMBOURG

Dear trainees.

Congratulations on being selected as Blue Book Trainee in the October 2022 session!

I am Sara Bagnoli, a trainee of the previous session M22, and I will be guiding and helping you during the first month of your traineeship, preparing social activities and meeting occasions for your group.

You will be surprised how much Luxembourg can offer to the Blue Book Trainees during these five months.

To us, trainees, who have already lived the traineeship adventure in Luxembourg, it meant much more than gaining an invaluable working experience. It was a fantastic opportunity to make new friends and take part in a lot of different events.

Without spoiling too much, the small group of trainees in Luxembourg will make it much easier for you to make friends, organise parties, trips and other social activities. This will help you make your traineeship experience memorable.

I hope you are as excited about your adventure as we all were at the beginning of our traineeship.

In this guide you will find useful tips and essential information that will help you settle in Luxembourg and at your workplace.

I am sure you will have a great time here!

Your Liaison Trainee
Sara Bagnoli.

Sara.BAGNOLI@ec.europa.eu
HR-LUX-VBB-TRAINEES@ec.europa.eu

DG HR.E. 3. 004
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Drosbach building, office A2/010
L-2920 Luxembourg



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1 Essential information and FAQs

1.1 Contacts and useful procedures.

Traineeships Office

(for the administrative issues related to your traineeship/account and for the medical certificates¹)

BRUSSELS Address: 70, Rue Joseph II, B-1000 Bruxelles

Email: Eac-Stages@ec.europa.eu

Advisers

During your first days as a trainee, you will meet your **adviser**. You can always contact them for any questions specific to your service, and for problems that do not necessarily fall within their competences. They can for sure **redirect you to the service you need**. They will be your key contact and your guide for the entire period of your traineeship, so do not hesitate to ask them questions.

Liaison Trainee DG HR.E. 3. 004 (until 31 October)

(for advices and suggestions, outside-work activities and Brussels visit)

Sara Bagnoli Sara.BAGNOLI@ec.europa.eu

Tel: +352 2929 42526

Drosbach building, office A2/010, L-2920 Luxembourg

Trainees Administrative Support in DG HR.E.3.004

(for advices on residence, transportation, the welcome day and events)

LUXEMBOURG

Mr Louis TILL

Tel: +352 4301 33363

Welcome Office - Email: HR-LUX-VBB-TRAINEES@ec.europa.eu

Medical Emergency

(in case of medical emergency at work)

Tel: 12 or 33333

Mobile: +352 4301-33333

For medical questions:

Tel: 32588 or HR-LUX-SERV-MEDICAL@ec.europa.eu

Helpdesk

(for IT related problems)

Skype for Business 77777

Luxembourg number +352 4301 77777

Website <https://webgate.ec.testa.eu/> (to open tickets for specific requests)

What are the effective hygiene measures against COVID-19 and what should I do in case I tested positive?

If you tested positive, please refer to the Medical protocol for staff at this link: [COVID-19 medical-protocol-for-staff.pdf](#). If you tested positive or you had been in close contact with

¹ in case of the sick leave longer than 2 days

someone who tested positive **inform your adviser**. In case you were in close contact with someone who tested positive, you are advised to telework for a few days, if you can. All the updates on the procedures are available in English, French, German and Luxembourgish on **this website**: <https://covid19.public.lu>.²

What to do in case of sick leave that goes beyond 2 days?

In case of a **sick leave** that goes **beyond 2 working days**, you will have to send the **Medical certificate to the Traineeships Office** either via your Stage Online Account or (if it is not accessible, e.g. at beginning/end of traineeship) per e-mail to Eac-Stages@ec.europa.eu. **Remember**, in case you are **sick on Friday** you will be asked to provide a **certificate** from **Monday** because the medical certificate is needed whenever your sick leave exceeds 2 calendar days.

Duty Office – Emergency assistance

(report something suspicious, accident, victim of theft, you are blocked in a lift etc.)

Luxembourg Skype for Business 33333

Luxembourg number +352 4301 33333

Brussels Skype for Business 22222

Brussels number +32 2 29 22222

You can find more information at this website

<https://myintracomm.ec.europa.eu/corp/security/EN/pages/index.aspx>

Beware! You are not insured against theft. The responsibility for your possessions both inside and outside the Commission is yours. The Commission is not responsible for loss, theft or damage to property or personal effects.

Other useful addresses and telephone numbers in Luxembourg.

[In case of emergency \(fire brigade, ambulance, civil protections, doctors etc.\)](#) 112

CONSEIL ET INFORMATION JURIDIQUE

(Just questions concerning Luxembourg Juridical system)

Cité judiciaire - Bâtiment BC, L-2080 – Luxembourg

Tel.: +352 4759 81 – 600

Opening hours: Monday-Friday 8:30-12:00 and 13:00-16:30

MINISTERE DES AFFAIRES ETRANGERES ET EUROPEENNES

(Bureau des Passeports, Visas et Légalisations)

6, rue de l'Ancien Athénée, L-1144 Luxembourg

Tel. : (+352) 247 - 88300 (Mo-Fr 8:30-11:30 and 13:00-16:00)

Opening hours: Monday-Friday 8:30-16:00 <https://maee.gouvernement.lu/fr.html>

CAISSE NATIONALE DE SANTE

Service – International Agreements , 125, Route d'Esch, L-1471 Luxembourg

Tel: 2757-4241, 2757-4244 Fax: 2757-2766 <https://cns.public.lu/fr.html>

POLICE - Direction Générale, L-2957, Luxembourg

Tel:+352 4997-1; Fax: +352 4997-2099

E-mail: contact@police.public.lu www.police.lu

² When you have access to Myintracomm you can check this page <https://myintracomm.ec.europa.eu/coronavirus/Pages/index.aspx>

1.2 How to find accommodation in Luxembourg?

Do not panic: finding accommodation in Luxembourg is not easy, but it is possible. As you already know the first suggestion is to **contact** the European Parliament's Welcome Desk (Bureau Interinstitutionnel du Logement).

Contact them preferably **by e-mail** at PERS-RentAccomLux@europarl.europa.eu.

They will provide you with the most recent accommodation ads and **lists of landlords**. **Do not forget** to mention in your request that you are a (future) trainee at the European Commission.

The Welcome Desk does not only provide contacts, but also useful information on the common practice when renting a room as well as on the average rent for rooms and studios in Luxembourg.

Accommodation websites:

Wunraum fir Stagiairen	www.wfs.lu
Maison étudiants	https://sites.google.com/site/maisonetudiants
Luxfriends.eu	http://luxfriends.eu
Athome.lu	www.athome.lu
Appartager	https://www.appartager.lu/
Les frontaliers	https://www.lesfrontaliers.lu/
Wortimmo	https://www.wortimmo.lu/en
ImmoStar	https://www.immostar.lu/
Vauban&Fort coliving	https://www.vaubanfort.lu/

Useful Facebook groups for finding accommodation:

- [EU Institutions Trainees in Luxembourg](#)
- [Colocation Luxembourg](#)
- [Rooms for rent in and around Luxembourg](#)
- [For Rent in Luxembourg - House, flat, room rent](#)
- [Luxembourg Housing, Rooms, Flats, Apartments](#)
- [Accommodation in Luxembourg | Rooms, Flats, Houses for rent](#)
- [4rent4sale luxembourg no agency fees](#)
- [Appartement location pro et privé luxembourg](#)
- [Wunneng ze verlounen!!](#)
- [LANDLORDS & TENANTS IN LUXEMBOURG](#)

Attention! Please proceed with great caution when finding accommodation offers from the internet. **Scams/frauds** have been reported by trainees. **The European Commission, the Traineeships Office, do not take any responsibility** for the content of these sites.

There are also some real estate agencies in the city, but the search can still be difficult, depending on your budget (agencies ask for a fee, which is usually the amount of one month's rent + VAT). Don't forget to ask about the charges (for electricity, gas, heating, water, wifi, etc.) before you commit yourself. Moreover, **do not sign a lease for a longer period than the length of your stage**.

If you need to stay somewhere for the first few nights, there is a Youth Hostel in Luxembourg City:

Auberge de Jeunesse Luxembourg-Ville

2, Rue du Fort Olisy

L-2261 Luxembourg

Tel: (+352) 26 27 66 650

Fax: (+352) 26 27 66 680

Email: luxembourg@youthhostels.lu

Website: <https://youthhostels.lu/en>

Finally, it would be **ideal** to **find a place near** your office and not too far from the centre. Although the **bus system is good** during the week and there are night buses on Fridays and Saturdays, there are areas with a **limited bus service**, especially on **Sundays** and **national holidays**. Buses generally stop running around 23:30-midnight during the week. In addition, there might be traffic jams during rush hours.

Still, some trainees chose to stay near the French or German border or just across the border (e.g. Trier) to enjoy more value for money accommodation and shopping, while commuting to their place of work.

1.3 Registration with the local authorities

It is compulsory for the trainees to register with their local commune (for Luxembourg Ville this is the "Bierger Center" on Place Guillaume II, close to the Hamilius station) if they are staying in Luxembourg for more than three months.

You have to declare your arrival at your commune's town hall within **8 working days**. In Luxembourg City they usually only ask for the address, i.e. it is possible to register before you get the contract, but this can vary from commune to commune. You can find all information on Guichet.lu.

European Trainees:

Depending on the commune, following documents are necessary for the registration:

- a copy of your passport or national ID card
- a copy of your European Commission traineeship placement offer
- a copy of your rental agreement/contract or properly filled in document you will receive in your commune (or at least the address),
- a copy of your certificate of marriage/divorce (if applicable – it might need to be translated)

Non-EU Trainees:

Trainees coming from the **third countries** will also need to obtain a **residence permit** and to **register** with the local commune. Regarding your registration, you need to visit the local commune to apply for a **declaration of arrival** and let them have copies of the documents specified in the first paragraph and additionally:

- a copy of your residence permit
- an excerpt of your police record with translation

- a medical certificate
- a chest x-ray.

Attention: For all non-EU trainees, be aware that, in order to start working in the Grand-Duchy, you will have to be granted with the **Temporary Residence Authorisation** (or the Temporary Protection) mentioned above and you will not be allowed to start your traineeship at the European Commission in Luxembourg without it.

Ukrainian Trainees:

Before starting the traineeship you have **two choice** to register for a resident permit in Luxembourg:

-**Temporary Residence Authorisation.** The procedure to obtain the temporary residence authorisation might take up to 3 months. It is therefore important that you apply for the temporary residence authorisation as soon as you receive a traineeship placement offer by the European Commission.

-**Temporary Protection.** For more information, specific conditions and to apply for the temporary protection, please visit this link:

<https://guichet.public.lu/en/citoyens/immigration/ukraine/protection-temporaire.html>

N.B. After your traineeship, you must **de-register at your local commune** – if you fail to do that, Luxembourgish authorities might tax you in the future.

Registration Centre for those, who live in the city of Luxembourg

Bierger Center (Administration Communale de la Ville de Luxembourg)
44, Place Guillaume II/2, rue Notre-Dame, L-2090 Luxembourg, Tel: 47 96-22 00
E-mail: bierger-center@vdl.lu
Opening times are 8:00–17:00 (Monday-Friday)

For the addresses of other communes, please consult the following website:

<http://luxembourg.angloinfo.com/information/moving/residency/national-administration> or
www.syvicol.lu/annuaire-des-communes-et-des-syndicats/annuaire-des-communes

1.4 Where is my DG? – EU Commission Buildings

Most trainees are based in **Gasperich** (south part of the city, served by bus n°18 from Centre Hamilius and Luxembourg Gare and n°205 from Luxembourg Gare) at the Euroforum Building [**EUFO**], Laccolith [**LACC**], Ariane [**ARIA**], Drosbach [**DRB**] or **Hitec**. While some of you will work in Luxembourg Gare Central on Rue Mercier 2 at the Publications Office [**OP**].

Other buildings are based on **Kirchberg**. In **T2** (bus stop Avalon for DE, FI, HU, LT, LV, PL, RO, SK trainees in DGT) and **BECH** (Poutty Stein/Luxexpo Entrée Sud for ESTAT and EMPL).

To find out more about the buildings:

https://ec.europa.eu/info/about-european-commission/visit-european-commission/buildings-commission-luxembourg_en

Where2Go application to find buildings on the map and check all the services and activities in the single buildings <https://webgate.ec.europa.eu/where2go/home>

Always have your Service Card (badge) with you, it is required to enter in the buildings and for the canteen, but do not wear it in public spaces!

Acronyms of some of the DGs: <http://publications.europa.eu/code/en/en-390600.htm>

Here are pictures of some buildings and services in each building:



Ariane (ARIA)
400, Route d'Esch
L-1471 Luxembourg
DGT, OIL



Joseph Bech (BECH)
5, Rue A. Weicker
L-2721 Luxembourg
ESTAT, EMPL, EAC, AELE,
SJ, DGT



Drosbach (DRB)
12, Rue Guillaume Kroll
L-1882 Luxembourg
DIGIT, HR, ECFIN, BUDG,
PMO, AESC, EAS/EPSO



Euroforum (EUFO)
10, Rue Robert Stumper
L-2557
Luxembourg/Gasperich
**HR, CNECT, ENER, MOVE,
AAE**



Maison de l'Europe (MAEU)
7, Rue du Marché aux Herbes
L-1728 Luxembourg
DG COMM; Représentation de la
Commission à Luxembourg,
Bureau d'Information du PE



Mercier (MER)
2, Rue Mercier
L-2985 Luxembourg
OP



Laccolith (LACC)
8-20, Rue Eugène Ruppert
L-2453 Luxembourg
DGT



T2
1-7, Boulevard Pierre
Frieden
L-1543 Luxembourg
DGT, OIL, DIGIT

Staff restaurants, canteens and cafeterias

ARIA, BECH, DRB, MER, OP, T2 and EUFO buildings have a self-service restaurant open for lunch, Monday to Friday, from 12:00 to 14:00. They also have a cafeteria. The opening hours can be found on the Commission's intranet website under "Staff Matters".

As a trainee, you will get a **reduction** on the *plat du jour* (dish of the day) including a vegetarian option and pasta upon **showing your badge**. The prices are €3.45 and €3.35 respectively. This **discount applies only** to the Commission self-service restaurants in **Luxembourg**. Once you have access to your Intracomm you'll be able to find the weekly menu under "Staff Matters – Food and Drinks".

Trainees can usually get a **visitor's badge** to access **the canteens of other institutions** based in Luxembourg if they show their service cards and IDs (except for the restaurant of the European Investment Bank) and to the Commission restaurants in Brussels.

1.5 When will I get paid? – Financial matters

The grants will be **paid at the end of each month**.

You can – but you don't have to – **open a bank account in Luxembourg**. It is essential to hand in the form indicating your bank account number before the deadline, since otherwise payments cannot be made! Attention: some banks only provide a debit card that cannot be used for online payments as default, make sure to request one that can be used online if you deem it necessary.

Bank Account: Several banks offer bank accounts in Luxembourg:

- BCEE (www.bcee.lu)
- POST (www.post.lu/particuliers)
- BIL (www.bil.com)
- ING Luxembourg (www.ing.lu)
- BGL BNP Paribas (www.bnpparibas.lu)
- Banque Raiffeisen (www.raiffeisen.lu)

Disclaimer: *these links are just a suggestion, the Traineeships Office does not take any responsibility for the content of these sites.*

Travel allowance and daily allowances

The Traineeships Office will organise and pay for the bus transport for **the trips to and from Brussels** for the events organised by the Traineeship Office (Study visit including the Welcome conference, EU Job Fair and Farewell Conferences), and will reimburse **your travel costs from your place of residence to Luxembourg** as your place of assignment.

Make sure you always **keep your tickets AND the invoices**, which you might need to send together with the travel expenses form to the Traineeships Office. Always keep copies of your receipts and tickets! **Reimbursement for the travel expenses** will take place towards the **end** of your five-month **traineeship**.

1.6 Finding a doctor in Luxembourg and health insurance

To find a doctor or other medical professionals in Luxembourg check this website: <https://www.doctena.lu/en/>. This website helps you to **find a doctor** (General Practitioners, but also dentists and other specialists) and to **book an appointment** with them directly online or through the app. In this website you can check the availability of the doctors for a video consultation, the language/s they speak and their location. The list of the specialists, corresponding to your preferences, will be displayed together with the available time slots for booking an appointment.

European Health Insurance Card EHIC.

If you opted to use your **European Health Insurance Card (EHIC)**, you are considered as still insured in your EU home country, meaning that you will still have to pay for the medical visits in Luxembourg, but you will be reimbursed by your national social security institution.³

Be aware: some trainees have encountered problems getting reimbursed in Luxembourg for big amounts. The coverage might be lower in your home country since medical expenses here are high.

Allianz Insurance

If you have subscribed to the Commission's Medical Insurance with Allianz, you pay the bills in advance and send them to the insurance company Allianz. (NB: do not forget to ask for detailed invoices and save a copy of the bills and claims)

How do I claim my medical expenses if I am insured via the Commission (Allianz Worldwide Care)?

Any claims should be submitted directly to Allianz. For any queries regarding medical insurance, contact Allianz Medical Services Department Tel: +32 2 210 6501 or

email IGOhelpline@allianzworldwidecare.com.

Link to the reimbursement form: www.allianzcare.com/en/group-hub/eurotrainees.html

More information:

<https://myintracomm.ec.europa.eu/corp/stages/EN/trainee/financial/Pages/medical.aspx>

- First, you need to **pay the bill yourself**. Then you have to access the link provided above. You should fill in the medical expenses claim form. Attach the original invoices and proof of payment of the bill (e.g. bank transfer document).
- You should **indicate the name of your bank** (+ the address, if outside Luxembourg) and your account number. Always **keep a copy of the form** and the invoices. Since the payments are made by the insurance company, it will take approximately 2 weeks to receive the reimbursement.
- Please, do not contact the Traineeships Office regarding reimbursements, they cannot help you. **You should contact Allianz directly**. Also note that the insurance **will not always cover the full amount of your visit**. Check the website for the specifications and table of benefits available on the Stage Online Account.

³ Check this website for more information <https://ec.europa.eu/social/main.jsp?catId=849&langId=en>

Extension of the Insurance Cover

Trainees who have opted for the Allianz Insurance during their traineeship can extend their cover for a period of **12 months maximum** immediately after their stage (without interruption). This extension will help you avoid a waiting period without reimbursements when affiliating to another insurance company. The costs and conditions of this extension differ from the insurance during the stage.

For extension of your health insurance, please check the home page of the Allianz website: www.allianzworldwidecare.com/eurotrainees - **Applying for cover if group membership ends**. When introducing a claim, you will need to indicate the period of the extension of the medical cover. This prolongation will only cover medical expenses resulting from illness or pregnancy and **do not cover** costs derived from accidents.

For more info about the Health System in Luxembourg and the working hours of the Hospitals check: www.sante.public.lu/fr/politique-sante/systeme/index.html

COVID-19 Vaccination rules

The vaccination of Commission staff is aligned with the national vaccination policies of the host countries in which they work.⁴

Luxembourg: the vaccination in Luxembourg is **not compulsory**.

BUT remember **to comply** with the regulations and **staff rules of the European Commission**. So if during your traineeship you will be informed of **any change** regarding the rules due to the change of the epidemic situation **you have to respond to the internal rules**.

How can I book an appointment for the booster dose?

You can find information regarding to book of your appointment on this website <https://guichet.public.lu/en/citoyens/sante-social.html> .

You can have a look to the portal [Impfen.lu](http://impfen.lu) to check the availability of centres where you can receive your booster dose.

Is it possible to receive vaccination without appointment?

Yes, it is possible to be vaccinated at the vaccination bus (Impfbus) without having to make an appointment first. Check where and when to find the bus on this website <https://impfen.lu/en/list?type=impf-bus>.

You will need to provide **ID card, European Health Insurance Card** and the **vaccination certificate** of the prior doses.

The Commission's Social Assistants

The Social Assistants are there to help you if you face a problem in adapting to the new working environment, if you need psychological support or if you have personal or family difficulties. The service's work is strictly confidential.

⁴ <https://myintracomm.ec.europa.eu/coronavirus/Pages/covid-vaccination.aspx>

To get in touch, contact the secretariat:
HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu
Office: DRB B-1/036 -- Tel: 33948

1.7 Working hours and holidays

Bank holidays – When will the Commission be closed?

During your traineeship from October 2022 until February 2023, the Commission in Brussels and Luxembourg will be closed for holiday (and thus will not work remotely either) on the following days:

- 1 November** All Saints' Day
- 2 November** All Souls' Day
- 23 to 30 December** (6 end-of-year days)
- 2 January** (day after New Year's)

Besides the **official holidays**, you are **allowed** to take **two** days of leave every month. Article 5.2.1 of the rules states that:

"Trainees are entitled to 2 days leave per month. This entitlement is acquired pro rata to the months worked counted from the first day of the month. Days of leave not taken are not paid in lieu. Days for trips and visits organised either by the Traineeships Office or by the Trainees Committee, days taken for participation to any competition, exam or university work, etc. are to be deducted from this entitlement. Leave requests should respect the needs of the Service. They must first be approved by the adviser and then checked and approved by the person responsible for holidays within the Directorate General or Service concerned."

Presence in the office:

The Commission has a 40-hour working week and an 8-hour working day, **even in the teleworking conditions**. Given the fact that the trainees' time with their Commission DGs, services and agencies is limited, you are highly encouraged to come to the office for as many days as possible!

Trainees can make use of the right to telework up to 20% of their weekly working time (1 day).

In order to do so, you shall inform your line manager (usually adviser and/or Head of Unit) of your intention to telework and the corresponding time slot or time slots. Trainees who wish to telework more than 20% (1 day) and up to maximum 60% (3 days) of their weekly working time shall have to agree on a working arrangement to that effect with their line manager (usually adviser and/or Head of Unit), which shall set out the chosen teleworking days. Remember to consult your advisor and colleagues to schedule your days of telework in the best way possible.

Suggestion: if you can, spend as much time as possible working from the office, especially at the beginning to get in touch with colleagues and understand your tasks properly.

How do I request leave days?

First and foremost you **are obliged to consult your advisor and/or Head of Unit (HoU)** before introducing an official request for leave days in SYSPER, or any staff monitoring system used in Commission services or agencies. **Do not exceed the number of holidays!** If you do so, it will be considered as interruption of the traineeship or as early termination of the contract.

SYSPER is the internal registration system, used to submit the leave requests.

Days of leave not taken will be discarded at the end of the traineeship. However, please also note that there is no special leave for Blue Book trainees!

How to encode your leave request in SYSPER.

- Go to **My Intracomm** > Select Top Tools > **SYSPER** > Log in
- Click MENU > **Time Management** > **Leaves and Absences**
- Select **Enter** a leave / absence / recuperation request > Enter your **request as "Annual leave"** > **Save** > Validate your request

You also have to **inform and consult your adviser** about any potential absences from the office, even if you are working remotely.

Eventual days for **trips and visits** organised by the **Trainees' Committee**, as well as days taken for your participation in **any competition, exam** or university work are also subject to **deduction from your total number of annual leave days**.

Telework from abroad:

Trainees are also entitled to **5 days of telework from abroad**. However, please note that you always have to consult your adviser and/or Head of Unit before introducing the request for the telework from abroad.

To request telework from abroad:

- Go to **My Intracomm** > Select Top Tools > **SYSPER** > Log in
- Click MENU > **Time Management** > **Occasional Telework**
- Select **Enter** request for teleworking days > Select the days you are interested > select **occasional telework** > Reason **telework away from the place of employment** > **Save** > Validate your request

1.8 Office Supplies, Intranet, e-mail, telephone and mail

Each DG has its own supplies service. Ask your adviser where you can find this service in order to get your equipment such as writing pads, pencils, etc. You can also ask the secretary in your unit. Moreover, every DG has its own documentation room. All DGs have an

information officer and it is advisable to contact this person to find out some extra insider tips of how and where to find what you are searching for.

Intranet:

General information on the **DGs and their activities** is available on the Commission's intranet, called **MyIntracomm**. It is only accessible from official Commission accounts. Make sure you have a look at it occasionally: it is an excellent and easy way to stay up-to-date. Those who are looking for a job after the stage should definitely **check** the **Vacant Posts**.

How can I check my emails without my corporate laptop?

You can also check your e-mails not using corporate laptop (using your login and password), just go to: <https://myremote.ec.europa.eu>. You will first need to register your phone number in Sysper.



Download EU Login to easily confirm your identity during the login to the commission network. There you can also register your fingertip to speed up the process of double authentication.

Telephone: You will not have a telephone on your desk anymore, you will use regularly Skype for Business or Microsoft Teams for calls, videocalls and meetings.



Skype for Business: is the best tool to use for one-to-one daily calls and team meetings where sensitive information may be exchanged. You can use Skype for Business to call Helpdesk and internal personal numbers of colleagues. If you register your personal mobile to the app the calls are also automatically redirected it.



Microsoft Teams: is best for collaborative team meeting, often recurrent, that need continuous interaction (e.g. simultaneous editing of documents). If you use Teams often, you may wish to download the Teams mobile app.

Remember: If you encounter any difficulties understanding the use of these apps do not hesitate to ask your unit's secretary for help.

2 Tips and general info about Luxembourg

2.1 EU Competitions and JPP basic information

If you are interested to continue to work for the European Commission, during your traineeship you might be able to participate in the competition within the **Junior Professional Program**. This competition usually takes place in November/December for the October session and in May for the March session. It is exceptionally open to the Blue Book trainees of the ongoing session with **maximum 3 years of work experience**.

Important! This programme is not managed by the Traineeship Office, but by the DG HR.

Keep Calm! You will receive all the information you need about this concours during your traineeship. You are also advised to check regularly my intracomm specific page.⁵

2.2 Liaison's tips - Dos and don'ts

Dos: You are now a trainee in the European Commission and you will learn many things during your experience. **You will have more questions** than answers to give to your adviser, and it is completely normal. The Commission is a complex institution and it is not so easy to understand the structure at the beginning.

Ask all your questions related to work and procedures to your **adviser** or to your **colleagues**, they will provide you the support you need. If you have doubts about the Trainees' Committee ask the **Liaison Trainee**, while if you have any other doubt about formalities and bureaucracy related to your traineeship, refer to the **Traineeship coordinator** or the **Traineeships Office**.

Dos: Introduce yourself to the entire team of your Unit as soon as you arrive. You might develop good working relations and gain a global perspective of the department in which you are working.

Dos: Download and have a look at the **organigram of your unit or DG**, which you can easily find on the website of your DG. It will be very useful, especially at the beginning, to understand the structure of the DG and different roles of the colleagues in your unit and other units of the same DG.

Don'ts: Do not take the initiative of **sending out emails to people outside the European Commission network on your own**. You will have an introduction session about the internal cyber-security measures at the very beginning of your traineeship (EC In-depth security training by DG Hr), listen carefully, take notes and **in case of doubts ask to your advisers** and colleagues for an advice and/or approval.

Don'ts: The badge is a very nice **card** and you might be tempted to post it on your **social media accounts**. Please, do not do that. In general, **avoid to share photos of your Commission work** environment on social media.

Don'ts: You will write a **final report** at the end of the traineeship (as well as your adviser) and there are special instructions for this. You will be informed about the procedure towards the end of your stage. **Do not forget to compile it**, it is only accessible from the Commission's networks so you will need to submit it before the last day of your traineeship.

Don'ts: Do not forget to ask your adviser a copy of the report that they will also compile or a **letter of recommendation** from your adviser or your Head of Unit before leaving the Commission.

2.3 Brussels visits advice

You will be invited to take part in the Welcoming study visit in Brussels during your first week of the traineeship (5-8 October 2022).

⁵ <https://myintracomm.ec.europa.eu/staff/EN/talent-management/career/junior-professionals-programme/Pages/index.aspx>

BUT, there will be other opportunities to go to Brussels during your traineeship **without taking days off**:

Brussels EU Job Fair - 27th January 2023

Farewell Conference - 17th February 2023

Who will organize the transportation?

The **transportation** from Luxembourg to Brussels and viceversa will be **organized** by the **Traineeships Office**, which will schedule the bus. The same goes for the other two major trainees' events in January and February.

How do I request the daily allowance for the trips?

The Traineeships Office will inform you on the procedure of requesting the reimbursement of the daily allowance. **Read the instructions carefully** and do accordingly. It is **compulsory to register** in order to participate at the study visit organized by the Traineeships Office and get reimbursed.

When will I receive the daily allowance for the trip?

You will receive the **reimbursement at the end of your traineeship**, therefore, you will need to pay for your accomodation in advance.

The *trip sub-committee*⁶ of the trainees of the March 2022 traineeship session decided to book a hostel for those, who were willing to share the accomodation and save money. If shared accomodation is not your preference you can always decide to book the accomodation yourself.

What should I do during the free time in Brussels?

You can find all the information about museums and touristic attractions at the tourist info point or on this website <https://visit.brussels/fr>.

Bruxelles International – Bureau d'Informations Touristiques

Hôtel de Ville de Bruxelles, Grand Place

Suggestion: Brussels is full of beautiful parks and they are the perfect place to go if you want to relax during lunch breaks or after the activities organized by the Traineeships Office.

The most famous parks are: Parc du Cinquantenaire, Parc Léopold, Brussels Park, Egmont Park.

MUSIC BARS AND CAFÉS

Delirium Café – Impasse de la Fidelité 4. With over 2000 different types, the most well-known place for a beer!

Brussels Beer Project – Rue Antoine Dansaert 188. Innovative craft beer brewery, definitely a must for any beer-lovers.

Bar des Amis – Rue Sainte-Catherine 30. Little bar to have a pleasant drink with friends. (www.bardesamis.be)

Archiduc – Rue Antoine Dansaert 6. Art Deco style jazz bar (www.archiduc.net)

The Music Village – Rue des Pierres 50 (www.themusicvillage.com)

⁶ You can find more information about the subcommittees in the next part.

Le Grand Central – Rue Belliard 190. Spacious and modern bar that hosts big groups.
Café Bizon – Rue Pont de la Carpe 7 (www.cafebizon.com)

2.4 Dress code

Office dress code: The dress code in the EC is **business casual**. You can wear whatever you like as long as it is **appropriate** for an office setting. Jeans are fine if they are not ripped and not too casual.

Formal dress: is recommended (but not compulsory) for the Welcome Conference* in Brussels and other formal events (e.g. EU Job fair, institutional visits, etc.).

Euroball: it is a party that usually takes place the Saturday after the Farewell conference in Brussels. It might be a good idea to pack your **fancy suits and dresses!**

Keep in mind to pack also comfortable clothes and shoes if you love **hiking** because Luxembourg has a lot of hiking paths to explore.

2.5 Transports

Useful Apps to have on your smartphone for transportation.



Mobilitet journey planner includes all modes of transport. Your own two feet, bicycles, buses, trains, the tram and your own car all have a place in the app, which now shows you even smarter routes! Discover the interplay of **different modes of transport** and create your own personal mobility chain within the app! The “My Mix” tab shows multi-mobile routes that make sense for your needs and preferences.



The application to check train schedule and buy **train tickets from Luxembourg** to cities outside Luxembourg. It is useful to check trains for Namur, Charleroi South, Paris, Brussels, Trier or Strasbourg etc.



The application of the **public transports in Belgium** it is useful to buy the bus and train tickets inside Belgium. Particularly useful to **buy the tickets** of the bus from/to the station of **Charleroi South from/to Charleroi Airport**.

Public transport:

In Luxembourg, it is **free of charge**. Since 1 March 2020 you need no longer a ticket to board any national bus, train or the tram. However, first class train tickets and passes are still in use: there will be no change or discount. **Free public transport ends at the border.**

This is why the price of cross-border tickets has been recalculated. Commuters from neighbouring countries will benefit from reduced fares!

Municipal Buses

During the week, the last bus is around midnight and they are limited bus lines on weekends. However, on Fridays and Saturdays there are additional night buses. They are free and run until about 3:30h.

Night buses and Night Rider

There are free night buses serving several communes on Friday and Saturday. Check everything here: www.mobiliteit.lu/se-deplacer/horaires-et-reseaux/nightbus

There is also the “Night Rider” (<https://www.nightrider.lu/>) a special night service that offers cheaper prices than taxis. You should call at least 30 minutes before you intend to leave. One ride is about €12-€16 (the return ticket is usually double that price). It goes also on Fridays and Saturdays from 18:00 to 5:00 on the whole territory of the Grand Duchy.

Taxis

Webtaxi: +352 27515 - www.webtaxi.lu

ColuxTaxis: +352 48 22 33 - www.colux.lu

Example: from Gare Centrale to the heart of Kirchberg a ride costs €24 with Webtaxi.

Bicycles

The cycle track around Luxembourg is recommendable. First, check the public bicycles **"Velóh!"** www.veloh.lu. **The Commission funds the yearly bike pass for trainees too.**⁷

For a map of the routes check <https://www.visitluxembourg.com/en/what-to-do/nature-tours/biking-suggestions/national-cycle-paths>.

You can also buy a good guide like “1000 km Lëtzebuerg” or the map of cyclable paths “Luxembourg by bicycle” here: www.lvi.lu/en/.

You can rent a bike for riding along the Moselle river by simply presenting your ID at the starting point and drop it off at any other rental station:

<https://www.entente-moselle.lu/en/rentabike/presentation>

To rent bikes in the “Little Switzerland” region go to: <http://www.rentabike-mellerdall.lu/>

If you need a safe space to leave your bike while travelling around, there is a free service called mBox in several train stations that allows you to leave it in a secured cage. You need an mKart, but if you do not have one, you just have to fill in a form and leave a €20 deposit that will be refunded after you end the service. Go here: <http://www.m-box.lu/>

⁷ Once you have access to My Intracomm check this page

<https://myintracomm.ec.europa.eu/dg/ESTAT/News/Pages/VelOH--free-access.aspx>

Parking

Trainees do not have the right to park in EC carpark, except if it's on visitor spots (if there are some). The exception is the BECH building's carpark, which is owned and managed by private company. Trainees can park there by taking a ticket from the barrier machine in the morning and exchanging it for a validated ticket from the Security desk in BECH when exiting the carpark.

Renting a car

AutoLux: 54, Route d'Arlon, L-8008 Strassen. Tel: 22 11 81-1 www.autolux.lu

Avis: Findel Airport, Tel: (+352) 435 171, Website: www.avis.com

Europcar: Airport, Tel: (+352) 43 45 88, Website: www.europcar.lu

Budget: Airport, Tel: (+352) 43 75 75-1, Website: www.budget.lu

Hertz: Airport, Tel: (+352) 43 46 45, Website: www.hertz.com

Disclaimer: these links are just a suggestion, the Traineeships Office **does not take any responsibility** for the content of these sites.

Supermarkets

Most supermarkets in town are open from Monday to Friday 8:00-19:00, on Saturdays until 20:00 and some on Sundays until 13:00. Auchan and Cactus stay open until about 20:00 (on Friday, Auchan is open until 21:00).

Aldi: German discount shop in Gasperich and Sandweiler. Cheap, but limited choice. Open on Sundays until 13:00.

Alima: at Gare / Centre / Belair / Am Park

Auchan: - 25, Rue Friedrich Wilhelm, Cloche d'Or, Gasperich - 5, Rue Alphonse Weicker, Kirchberg (bus 18: last stop).

Cactus: Limpertsberg (near Fondation Pescatore), Gare, Howald, Merl, Bereldange. Open on Sundays until 13:00.

Carrefour Express: small shop next to the train station. Open on Sundays 8:00-19:00.

Cora Concorde: hypermarket in Bertrange.

Delhaize Proxy: near Hamilius, Gare centrale, in Bonnevoie. Open on Sundays 7:00-19:00.

Lidl: Cheap German shop in Strassen and Rue de Beggen. Open on Sundays until 13:00.

Monoprix: smaller, pricier shop located in the very centre of the city. Open on Sundays.

Colruyt: Belgian store for cheap groceries. Located in Gasperich.

Fruits and vegetables markets - Wednesday and Saturday mornings at Place Guillaume II until 13:00.

Mobile Phones Providers

There are 3 mobile telecommunications service providers in Luxembourg:

Post - www.post.lu

Tango - www.tango.lu

Orange - www.orange.lu

Now that there are no more roaming fees in Europe, you might want to keep your national mobile number during your stay in Luxembourg. Still, if you make a lot of international calls,

your national mobile provider may incur **additional charges**, so be careful! If you are thinking about buying the Luxembourgish number, it is best to choose the same provider as other trainees, so that you can talk cheaper or even free with each other.

The city of Luxembourg offers **free wifi** around the city centre and beyond. In order to use the citywifi free network without limitations, you simply have to **register with your mobile number**.

2.6 Language courses

Language courses are usually organised by the trainees themselves! If you want to give language classes, you can volunteer to be a teacher in the **Language sub-committee**.

Institut National des Langues: 21, Boulevard de la foire, Luxembourg - Tel: 26 44 30-1 – www.inll.lu

Languages Enterprise: 84, Rue d'Arlon, Luxembourg - Tel: 759718 www.language-enterprises.lu

Inlingua: 5, Rue d'Hesperange, L-1731 Luxembourg Tel: 40 35 47 - www.inlingua.lu

Prolingua: 45^a, Avenue Monterey, Luxembourg - Tel: 40 39 91 0 - www.prolingua.lu

There is also a **Learning Centre** in Fischer building (FISR 01/LIB). It is open on Tuesday and Thursday afternoon. It has a wide range of language books and audio-visual material.

Tel: +352-4301-36284

N.B.: Trainees **cannot** take part in Language courses organised by the European Commission, since those classes are for statutory staff only.

Disclaimer: these links are just a suggestion, the Traineeships Office **does not take any responsibility** for the content of these sites.

3 Trainees Committee, Porte-Paroles, sub-committees and activities

Every session there are **Liaison Trainee(s)**, **Stage Committee**, **sub-committees** and **spokespersons**, who should all be elected as soon as possible. This is your opportunity to get more involved in the traineeship activities.

Together with your fellow trainees, you will be organising different kinds of events: sports, parties, trips, language classes, film & theatre outings, or conferences – it is up to you!

You can create **other sub-committees** based on your interests! During previous sessions, several other subcommittees were created: the **Music sub-committee**, which has given several performances at Konrad's, **DG Memes**, which was entertaining the Trainees' WhatsApp group with funny daily memes, the **Food sub-committee**, which organised gourmet events such as Eurodinner and Europicnic and the **Go Green sub-committee**, which provided trainees with a "Green Tip of the Week" on the blog and prepared a Veggie Dinner at Bouneweger Stuff.

3.1 Trainee's Committee

The Luxembourg Trainees Committee (TC) consists of at least three trainees:

- **President**
- **Vice-President**
- **Treasurer**

There might be a **Vice-Treasurer** as well. The job of the Trainees' Committee's members is to provide a framework for organising various events, conferences, trips, parties and all kinds of other activities for the trainees. Additionally, they act as a Liaison among the trainees and the Traineeships Office.

The Trainees' Committee should ideally be established during the first two weeks, so it can start with the activities as soon as possible. All trainees are entitled to run for and vote in the elections.

President and Vice President

The President does many things, but the main responsibility is to be in contact with the **Traineeships Office in Brussels** as well as with **Traineeship coordinator of DG HR** Louis Till. The President and Vice-President have access to a functional mailbox HR-LUX-COMITE-DES-STAGIAIRES@ec.europa.eu (as the other member of the TC) to send the emails, containing the information important for the trainees and to share activities that will be organised by the sub-committees.

The President also **organises the institutional visits**. For example, the M22 trainees went to the DGT Museum, Eurostat, the Publications Office of the European Union, European Parliament in Luxembourg or Strasbourg, the Council of Europe in Strasbourg etc.

The Vice President takes the **President's role in the absence** of the President and **supports** in general the President in the activities and responsibilities.

Both the President and Vice president should **keep in touch with the coordinators** of different sub-committees and make shure there are no overlapping events.

Treasurer and Vice Treasurer

Both the Treasurer and Vice Treasurer keep the trak of the Trainees' Committee's finances. They can use the **budget**, that they receive from the Traineeships Office to pay in advance for the initiatives or trips and then **ask the trainees for the reimbursements** afterwards. The budget at the beginning of the traineeship should be the same at the end of the 5 months so they also should take care of **organising activities to raise money if needed**.

3.2 Sub-committees

Career sub-committee

The Career sub-committee's main task is the organization of the Job Fair, but it can plan other meetings or training sessions. The Career subcommittee of the March 2022 session organized for example “**X-presso with X-trainees**”, an exchange with previous sessions' trainees, who now works in the EU institutions.

The Job Fair: The sub-committee has to find and contact companies during the traineeship and organise the Job Fair in Luxembourg. Trainees in Brussels have their own fair so you can contact them to exchange the information.

The M22 Career Subcommittee organised the Job Fair in **presence** at the **T2 Building**.

Charity sub-committee

This sub-committee aims to raise awareness and to collect donations for humanitarian issues. It offers trainees an opportunity to get involved in benevolent **humanitarian activities**. The Charity sub-committee organises its own **fundraising activities**, but it can also liaise with other sub-committees for fundraising. During the **March 2020 and 2021 session** for example, the Charity sub-committee liaised with the Fun and Sports sub-committee and organised **bake sales for their hiking trips**. During the **March 2020** session, trainees wrote **postcards to different hospitals** encouraging medical staff during the COVID-19 crisis.

The **March 2022** Charity sub-committee organised a **funding run, walk and cycle race for Ukraine** to support **HumanDoc** an association that helps to evacuate children and elders from Mariupol in eastern Ukraine to Warsaw in Poland.

Communication Sub-committee

Who is Who Book/Year Book: Every session, the trainees publish a **book with their stories**, photos and memories from the traineeship. Each trainee receives a copy as a memory on nice people and moments from this experience!

Newsletter: The members of the Communication subcommittee can decide to issue a **weekly or/and monthly newsletter** (LuxemBBourg News/TraineeShip/Trainee Times) with articles written by fellow trainees on specific topics.

At the end of the traineeship usually this subcommittee also prepare a **video for the farewell party!**

Sports sub-committee

Feel like you need to exercise? The range of sports depends on you – football, badminton, swimming, jogging, etc. - in Kirchberg, Bambësch or the Pétrusse valley. Also outside the city you can do hiking, kayaking, cycling, etc. If you have a **sport or activity** that you are passionate about or you would like to teach and **share with all the trainees**, please let everyone know!

Fun sub-committee

During your traineeship you will have the opportunity to organise **several parties** and other fun activities like picnics, **movie nights** and bowling. In order to have successful events, you need to start working as soon as possible on **finding a venue for the parties** and possibly getting some sponsors. The money raised from parties is used to subsidise all kinds of stagiaires' social events and at least 15% must go to charity.

Languages sub-committee

Trainees are not entitled to enroll in the Commission's official language classes. Therefore, the Language sub-committee was founded and it proved to be very successful! If you feel like **teaching your language to your fellow trainees (advanced or beginners)** please let the Trainees' Committee know. During the March 2022 session trainees had Luxembourgish, Spanish, Czech, Danish, German and Italian classes!

Advice: **organise and start** these courses early so you have enough time to prepare and participate to the lessons you are interested in.

Trips sub-committee

The trips subcommittee organises weekend trips to different cities and places in Luxembourg, France or Germany, but also a memorable (final) trip! During the March 2020 session, trainees went to Paris for a weekend, while the March 2022 trainees organised trips to **Strasbourg, Colmar, Trier, Maastricht, Vianden, the Valley of 7 Castles and Metz.** Start thinking early where you would like to go and try to find the best destination for all! It is not an easy task, but in the end it has its rewards.

3.3 Spokesperson (Porte-parole)

The trainees of **DGT** can elect one or even two spokespersons amongst each other on their first days in office. Spokepersons represent directly the trainees as a whole and organise activities for them in each DG. You shall have a list of all trainees and update it if needed during your traineeship.

3.4 Liaison Trainee

New trainees benefit from the presence of former trainee(s) in order to receive tips and handy hints. At the end of the traineeship, you will be asked by the the Traineeship Coordinator in Luxembourg to put your names forward if you wish to **run in the elections.** For the **March** session, **two trainees are elected.** They stay only during March. For the **October session, one trainee is elected.** He or she stays from the beginning of August until the end of October.

Conclusions.

Coming to the end of this Trainees' Guide, you will find some additional useful numbers and addresses in the last few pages. Remember to check the Guide any time you may need it and in case you have other questions do not hesitate to contact us via this email address

HR-LUX-VBB-TRAINEES@ec.europa.eu.

Last but not least, remember to enjoy your traineeship and live at your best this experience at the European Commission.

In case of an emergency:

In the Commission buildings

Technical service (24 h/24 h)	12
Security and work hygiene (24 h/24 h)	13
Medical Emergencies (from 8:30 until 17:30)	14

Hospitals

Centre Hospitalier de Luxembourg:	44111
4, Rue Barblé L-1210 Luxembourg	
Clinique Sainte Thérèse:	497761
36, Rue Sainte Zithe, L-2763 Luxembourg	
Clinique d'Eich:	441112
78, Rue d'Eich, L-1460 Luxembourg	
Hôpital Kirchberg:	24681
9, Rue Edward Steichen, L-2540 Luxembourg	

Health

Aide Familiale	404 949
Croix Rouge	2755
Alcooliques Anonymes Luxembourg	480 322
Centre de prévention des toxicomanies	4977771
Info-drogues et Info-alcool	475 747
Aide aux femmes	12 344
SOS Détresse	45 45 45

Airport – Airlines

Aéroport Luxembourg Findel	24640
(informationsdéparts/arrivés)	
Frankfurt Hahn	+49 6543 509 200
Bruxelles Charleroi	+32 78 15 27 22
Luxair Réservations	2456 4242
Air France	2730 2006
British Airways	34 20 808 323
Iberia (Réservations en Bruxelles)	+32 2 5489490
KLM	+31 204 747 747
Lufthansa	34 17 45 0020
Swiss International Airlines	34 20 80 83 70
TAP Air Portugal	+351 707 205 700
VLM	49 33 95

Travel Agency (Commission concession)

71006 and 71005
+32 2 727 2624
+32 2 727 2605

Embassies and Consulates in Luxembourg

Country	Address	Telephone	Email/ Website
Italy	5-7, Rue Marie- Adelaide L-2128 Luxembourg	+352 44 36 44-1	ambasciata.lusseburgo@esteri.it www.amblusseburgo.esteri.it
Latvia	42a, Route de Luxembourg, L-8140 Bridel	+352 22 58 15 - 31	http://www.latvia-luxembourg.com/ hdidi@pt.lu
Lithuania	Arendt & Medernach 58, Bvd Grande-Duchesse Charlotte L-1330 Luxembourg	+352 40 78 78 938	http://be.mfa.lt/ robert.wagener@arendt.com
Malta	8, Rue Sainte-Zithe B.P.690 L-2016 Luxembourg	+352 297 298 1	mfa@mfa.lu
Norway	10, Rue de la Gare L-3201 Bettembourg	+352 51 18 80	notdoern@pt.lu
The Netherlands	6, Rue Sainte Zithe L-2763 Luxembourg	+352 22 75 70	lux@minbuza.nl
Poland	2, Rue de Pulvermuhl, L- 2356 Luxembourg	+352 260032	Lukseburg.amb.sekretariat@msz.gov.pl http://www.lukseburg.msz.gov.pl/fr/
Portugal	282, Route de Longwy L-1940, Luxembourg	+352 46 61 90 - 1	luxemburgo@mne.pt
Romania	41, Boulevard de la Petrusse L-2320 Luxembourg	+352 455159	ambroum@pt.lu http://luxembourg.mae.ro/
Slovakia	6, Place Winston Churchill, Luxembourg	+352 45 32 93	blanche.moutrier@notaire-moutrier.lu
Slovenia	18, Av. Grand-Duc Jean; BP 54 L- 1842 Howald	+35-2 466479-1	arolexfdreu@cmdnet.lu
Spain	4, Bld. Emmanuel Servais Luxembourg	+352 46 02 55	emb.luxemburgo@maec.es
Sweden	Centre Europe 5, Place de la Gare L - 1616 Luxembourg	+352 266461	sweconlux@carnegie.lu
United Kingdom	5, Boulevard Joseph II, L- 1840 Luxembourg	+352 22 98 64	britemb@internet.lu www.ukinluxembourg.fco.gov.uk
United States of America	22, Boulevard Emmanuel Servais L- 2535	+352-460123	LuxembourgPA@state.gov luxembourg.usembassy.gov