



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

EMA Building

Orientation guide for **PATIENT
REPRESENTATIVES AND
HEALTHCARE PROFESSIONALS**







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PLANNING YOUR VISIT

TRAVEL ARRANGEMENTS



Amsterdam Schiphol Airport

Amsterdam Schiphol Airport is the third largest European airport in terms of passenger numbers. The airport is easily accessible by car and public transport. The railway station is directly underneath the passenger terminal and offers 24/7 transportation to all major cities in the Netherlands including Amsterdam, Rotterdam, Utrecht and The Hague.



Public transport

The rail system in the Netherlands is fast, efficient and comfortable. Trains run frequently and connect most of the country. Within the Amsterdam metropolitan area, options for travel – other than trains – include trams, metros and buses. Throughout the Netherlands, the public transport can be paid with a system of check-in and out with a payment card or an OV-chipkaart (top-up travel card that can be re-used) or with your debit or credit card.



Taxis

Different taxi companies are available in Amsterdam. Official taxis are easily recognisable by the 'taxi' sign on the car roof and blue number plates. There are permanent taxi stops near popular squares, attractions and stations. Apps such as Uber and Bolt are available in major Dutch cities, but do not yet provide national coverage.

HOTEL/TRAVEL ACCOMMODATION

Below is a non-exhaustive list of hotels in the vicinity of the EMA building:

- [nh Amsterdam Zuid](#)
- [Holiday Inn Express Amsterdam South](#)
- [Holiday Inn Express Amsterdam Arena Towers](#)
- [nhow RAI](#)
- [Holiday Inn Amsterdam](#)
- [Crowne Plaza](#)
- [Novotel Amsterdam City](#)
- [Element by Westin](#)
- [Van Der Valk Zuidas](#)
- [Ruby Hotel](#)
- [Leonardo Royal Hotel](#)

Hotels are also available in other areas of Amsterdam, including central Amsterdam. The full list of hotels and their amenities are available on the dedicated [e-brochure](#).

Travel agent

For emergencies regarding flights and hotel bookings, you may contact:

- During office hours (Monday to Thursday from 08:30 to 18:00 and Friday from 08:30 to 17:00), EMA's Meeting Support Service: tel.: +31 (0)88 781 7700; email address: MeetingsManagement@ema.europa.eu
- Out of hours, EMA's official travel agent (Business Travel): tel.: +40 (0) 722 589 852, or +40 (0) 723 208 743 (hotel); +40 (0) 722 409 967 (travel)

GETTING TO THE EMA BUILDING

LOCATION

The EMA building is located in the Zuidas area, Amsterdam's main financial and business centre.

The area has very good access to public transport and is easily accessible from both Schiphol Airport and from Amsterdam Central Station.

The EMA building is four-minutes' walking distance away from the Amsterdam RAI metro/train station.



European Medicines Agency
Domenico Scarlattilaan 6
1083 HS Amsterdam
The Netherlands
Tel.: +31 (0)88 781 6000



Opening hours: The reception team operates on the ground floor from Monday to Friday, 07:30 to 18:30.



ARRIVAL INFORMATION – HOW TO GET TO THE RAI STATION

There are many ways to get to the EMA building, thanks to very good public transport links via Amsterdam Schiphol Airport, and good railway, metro and bus connections:



From Amsterdam Schiphol Airport:

- Train recommended
- 10 minutes from Schiphol
- 4 direct trains per hour
- Take the Sprinter direction Utrecht Centraal, or Almere Oostvaarders, (2 stops; normally from platform 3 – please check before boarding).



From Amsterdam Centraal station:

- Metro is recommended
- 13 minutes (8 stops)
- Line 51 direction Isolatorweg



Useful apps for public transport in Amsterdam:

- [NS Reisplanner](#) (trains)
- [9292](#) (all transport)
- Citymapper/Google Maps



Other transportation

- Taxi drop-off point is located in front of the building
- Metro lines 50 and 51
- Tram line 4
- Bus lines 62 and 284



Bicycle parking

- Public bicycle parking is available in the vicinity of the building and at the RAI station.



Car parking

- There are no car parking facilities at the EMA building.
- Nearby paid public car parking facilities include the [Q-Park Ravel](#) and the [Q-Park Eurocenter](#). Public parking slots for mobility-impaired persons are available in front of the building.

OVERVIEW OF THE AMSTERDAM PUBLIC TRANSPORTATION SYSTEM



Image source: Carto Studio

TICKET OPTIONS

The table below gives an overview of the various public transport ticket options available. For further information, please consult the website of GVB, the public transport company in Amsterdam: <https://gvb.nl/en>

Ticket name	GVB day ticket or multi-day ticket	Amsterdam Travel Ticket	Amsterdam & Region Travel Ticket	I amsterdam City Card	OV-chipkaart or credit/debit card
Description	Paper chip card providing unlimited travel throughout Amsterdam, day and night, on bus, tram and metro Can be purchased for 1-7 days	1-, 2- or 3-day ticket providing unlimited travel in Amsterdam, plus train between Schiphol Airport and Amsterdam	1-, 2- or 3-day ticket providing unlimited travel on bus, tram and metro in the greater Amsterdam area, plus NS trains in the Amsterdam area	1-, 2-, 3-, 4- or 5-day transport and attraction pass (two separate parts) providing unlimited travel on bus, tram and metro in Amsterdam	Public transport chip card that can be loaded with credit or credit/debit card for travel on the whole transport network throughout the Netherlands
Best for	Visitors	Visitors	Visitors	Visitors	Residents (personal OV-chipkaart, as NL/ BE/LU/ DE address and linked bank account are required) or longer-term visitors (anonymous OV-chipkaart) Credit/debit card: anyone
What can it be used for?	All GVB trams, buses and the metro	All GVB trams, buses, the metro and ferries Amsterdam Airport Express buses (buses 397 and Niteliner N97, operated by Connexxion) NS trains (2nd class) between Schiphol airport and many Amsterdam stations, including Zuid, RAI, Sloterdijk and Centraal	All GVB trams, buses and the metro Buses operated by Connexxion NS trains in the Amsterdam area	All GVB trams, buses and the metro Free entry to over 70 museums and attractions Discount available from participating restaurants and other service providers	All public transport operators



THE EMA BUILDING

BUILDING FACILITIES

- Ten conference rooms (30-122 people) and an auditorium (+260 people) on the ground, 1st and 2nd floor
- Secretarial booths and observers room on the 1st and 2nd floor, and interpretation booth on the 1st floor
- Delegates lounge on the 3rd floor
- Drop-in access to the Information Centre's services and collection on the 3rd floor
- IT service desk on the 3rd floor
- 2 first aid/nursing rooms on the 1st floor
- Restaurant with +300 seats on the 2nd floor
- Coffee bar and roof terrace on the 3rd floor
- Sky lounge on the 18th floor
- The building is fully accessible
- The building is equipped with audio-visual, IT, teleconferencing and Wi-Fi facilities

Lifts

Lifts K, L, M serve floors 0 to 2, where the conference facilities and restaurant are. They are in the reception area, beyond the gates. They have a call button (up or down). Once inside the lift, the destination floor is selected.

Lifts A – F serving all floors are in the main lift lobby at the centre of the building. The destination floor is selected from the panel in the lift lobby. The assigned lift appears on the panel screen with an arrow indicating the direction of the lift from the panel (left or right).

Smoke – free policy

No smoking or vaping is allowed inside the building or on the roof terrace.

Ecological footprint

The EMA building was awarded a BREEAM rating of "Excellent" for its design and an Energy label of A++ due to conscious choices of construction material, energy efficient installations and encouragement of environmentally friendly choices.



ACCESS TO THE AGENCY

Upon arrival at the European Medicines Agency building, please report to the main reception on the ground floor. The receptionist will verify your ID card, passport or driving license before providing you with an EMA access badge and the corporate lanyard.

Access badges are the property of the EMA and must be returned at the end of the visit (temporary badge) or engagement with the Agency committees (permanent badge).

If your access badge is missing or lost, please report it to the Agency Security Reception Desk at the reception lobby, call +31 (0) 88 781 8888 or send an email to security@ema.europa.eu immediately.

Your access badge and the EMA corporate lanyard provided must be worn throughout your visit at the EMA facility. You need it to either enter or exit the building via the speed-gates in the lobby area by the reception, as well as for access to conference rooms and other areas such as Delegates Lounge, or Restaurant.

Please note, that all conference room doors are automatic and have motion sensors. The doors open and close automatically. Keep away from the door sensors after swiping your badge on the specific card reader to open the door. Inside the rooms there are electrical push button opening the door automatically.

NB. Please never use manual force to open or close the doors, as this may result in door malfunction requiring maintenance.

In line with Agency security standard and access control rules, you are not able to access office space in floors 4 to 18, unless you are invited and accompanied by an EMA staff member.

Special procedures might be implemented for large public events or depending on the threat level at the time. Such procedures might include pre-registration, identification verification, belongings screening through x-ray machines, walk-through metal detector check, non-contact body search and others implemented according with ad-hoc security risk assessment.

You can bring in small (cabin trolley type) suitcase. These should be stored in the closets next to the meeting rooms and not taken inside. Luggage shall not be left unattended, and must always be stored in the appropriate closets or kept by your proximity.

NB. Any weapons (blade or fire) or replicas, explosives and CBRN (Chemical, biological, radiological, nuclear) substances are not allowed in the building, as well liquid or gas containers bigger than 75cl, unless reported and cleared by the security team, upon a reasonable justification.



Recording and broadcasting

The Agency records or broadcasts many of its meetings, including virtual meetings, as part of its commitment to the principle of transparency as enshrined in the Treaty on European Union. By attending these meetings you are consenting to any such recordings or broadcasts.

Video-surveillance system

The Agency operates a closed-circuit television (CCTV) system. Recorded footage is used solely for security and safety purposes and stored for 28 days in accordance with the EMA CCTV policy. The processing of personal data at EMA is subject to Regulation (EC) No 2018/1725. EMA Meetings Support Services team can access the live viewing to mark the presence of external delegates during the meeting organised in EMA meeting rooms. For more information, consult: www.ema.europa.eu/en/about-us/legal/general-privacy-statement

Accessibility

The building is fully accessible. There is full step-free access to all floors via the elevators.

There are male and female toilets, including toilets for persons with reduced mobility, on each floor.

A pick-up and drop-off point for vehicles is available in front of the building. Visitors can use this drop-off point when they come to the EMA building via taxi or private car.

Visitors with impairments are welcome to contact the staff of EMA in advance to allow time for the necessary arrangements (e.g. installation of hearing loop, specific health and safety measures, parking, etc.).



Fire and emergency / First aid / Health and safety

- **Fire and emergency**

In case of fire, the whole building will be evacuated simultaneously.

Please pay attention to the fire alarm message: every floor will hear the same alarm - a slow 'whoop siren', followed by a voice message in English and Dutch, asking you to evacuate the building:

"Attention please, you must leave the building immediately by the designated emergency exits. Do not use the elevators".

"Attentie, u moet het gebouw verlaten via de aangegeven nooduitgangen. Maak geen gebruik van de liften".

If a fire alarm happens during a meeting, please listen to the instructions from EMA staff, who will guide you to the nearest exit. In some larger meeting rooms, it may be



necessary to evacuate personnel towards two different staircases.

Suitcases and other bulky items must not be taken into the staircases in an evacuation.

Any persons with a mobility-impairment who are planning to attend a meeting at the Agency should notify their Agency contact in advance so that arrangements can be made to assist them in case of fire or other emergency.

- **First Aid:** call 7777 from an EMA phone (e.g. in meeting rooms) or +31 (0)88 781 7777 for all First Aid matters, including access to the two First Aid / Nursing Rooms (located on the 1st floor of the EMA building)
- **Emergency number:** call 112 (for ambulance only, both from land lines and mobile phones). Please note that security will call the police or fire brigade in case of fire.

KEY EMA SERVICES



Wi-Fi

A free Wi-Fi service is available for patients' representatives and healthcare professionals to use with a personal device. The Wi-Fi login details will be printed on the individual visitor badges.

Please contact the IT service desk for further information: tel.: +31 (0)88 781 8520

It is possible to connect to the Agency's Wi-Fi network using a laptop or another personal device, such as a tablet or smartphone. The IT service desk will try to provide all the information needed to enable patients' representatives and healthcare professionals to configure their personal laptop or other device in order to connect successfully to the Agency's Wi-Fi service.



IT service desk

The IT service desk, which is located on the 3rd floor, handles questions relating to IT equipment and services, audio-visual (AV) systems and telephony.

To contact the IT service desk:

- Raise an EMA Service Desk ticket via <https://servicedesk.ema.europa.eu/>
- For urgent help or if access to the EMA Service Desk portal is not possible, the IT service desk can be contacted by calling tel.: +31 (0)88 781 8520

Please note: although the IT service desk can help with the installation of print drivers on a non-EMA laptop, general support for using the printer/photocopier machines is provided by the Reprographics team, not the IT service desk.



Delegates lounge

The delegates lounge is on the third floor. The lounge is equipped with seating for 50 people, including 20 individual desks as well as coat cupboards. Four separate offices and a printer are also available. The lounge gives access to the coffee bar and to the rooftop garden.

Other breakout spaces with seating and kitchenettes are located on conference floors (first and second floor). Opposite of the delegates lounge, you will find the IT service desk and the Information Centre, whose services you are welcome to use.

Storage space

Plenty of storage space for personal belongings is available in the foyer on all floors hosting conference rooms (ground floor, 1st floor, and 2nd floor).

Please be aware that EMA is not responsible for any items stored in the cupboards or left unsupervised in the building.



Meetings support services

Meetings support services coordinate the logistics around meetings held at the Agency, including hotel and travels arrangements for Delegates.

- Opening hours: Monday to Thursday from 08:30 to 18:00 and Friday from 08:30 to 17:00
- Tel.: +31 (0)88 781 7700
- Email address: MeetingsManagement@ema.europa.eu



Restaurant, coffee bar and Sky Lounge

Please note: you can pay for your purchases using your debit or credit card.

The **restaurant** is located on the **second floor** and is open from 08:00 to 10:15* for breakfast and from 12:00 to 14:30 for lunch. The restaurant offers a variety of hot and cold meals for breakfast and lunch, as well as 'grab and go' options.

The **coffee bar** is on the **third floor** and is open from 07:30 until 17:00*. The roof terrace is accessible from the coffee bar area on the third floor and has wooden benches. Smoking on the roof terrace is strictly prohibited.

The **Sky Lounge** is located on the **18th floor**, in the North zone and offers views over the city. More information on the use of the Sky Lounge will be communicated once available.

* *Opening hours might change*



KEY DOCUMENTS

- [New reimbursement rules \(adopted March 2023\)](#)
- [Bank form](#)
- [Double daily allowance form](#)
- [Hotels e-brochure](#)

European Medicines Agency (EMA)

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