



Strategic
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Global Support Organisation

Location Guide

Brussels



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- **NATO HQ**

- The NATO Headquarters, in Brussels, Belgium is situated in Evere, a suburb about 9kms north east of Brussels close to Brussels International Airport. The NATO HQ is located on Boulevard Leopold III, B-1110 Brussels. Personnel assigned to UK
- Delegation or the International Military Staff (IMS) work in this building.
- On your first day you will need to proceed to the Main Entrance to be escorted into
- the Headquarters. You will require your passport; service ID card and a copy of your NATO Security Clearance to ensure you are issued your NATO security pass. On arrival to NATO HQ you will need to visit the pass office to collect a NATO
- permanent 'NP' pass (blue) and if applicable a NATO families 'NF' pass (green) –
- the application should have been completed as part of your pre-arrivals
- documentation.

- **Driving to NATO HQ**

- On your first visit you will be directed by the security guard to the Visitor's Car Park at the front of NATO. Once you receive your NATO security pass you will also receive a car pass which will enable you to pass through the security barriers and use the NATO HQ car parks which are all colour coded zones. UKDEL parking spaces are marked and are in the first few rows of the RHS car park (just behind the bike shed).



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- **Public Transport to NATO HQ**
- NATO HQ is located between Brussels Airport and the city centre. The two bus companies in Brussels (MIVB/STIB and De Lijn) both run services which connect to NATO HQ.
- MIVB/STIB:
 - Bus no. 12, the Airport Express, runs between Place du Luxembourg, Schumann, NATO (stop: Bourget) and Zaventem Airport.
 - Bus no. 21, replaces 12 after 2000 hours and weekends. Bus no. 65, Bourget runs between Gare Centrale, Madou, and NATO HQ (Bourget).
 - Bus no. 80, Place Luxembourg, Merode, Bordet (train station) and NATO HQ (stop Middleweg)
 - Tram 62 runs from Cimetiere De Jette to Eurocontrol via NATO HQ (stop Bourget). Tram 55 runs from Gare du Nord, Rogier (Brussels Centre) to Da Vinci which is a five-minute walk from NATO HQ.
- De Lijn:
 - Bus nos 272 and 471 connects Gare du Nord to the airport (stop Haren Bourget for NATO)
 - Bus nos 270 and 271 connects Gare du Nord and NATO HQ (stop Middleweg)
 - It is much cheaper to purchase a MOBIB (reusable) pass for approximately €5 at a metro station and top up at a machine or station rather than pay on the bus or tram, 10 trips (jumps) cost approximately €14. You must validate your ticket on the bus or tram; there are hefty fines if you are caught without a validated ticket.
 - The use of the MOBIB card is MIVB/STIB for network only. For De Lijn buses you can purchase tickets on board or at a kiosk.



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- **Embassy Offices/EEAS Offices**
- The UK Permanent Representation to the EU (known as UKREP EU) and the EU Military Staff are in the Schuman quarter of Brussels approx. 4 kms NE from the centre of Brussels. As is the case for NATO HQ on your first day you will require a valid passport and Service ID. Driving a car into the Schuman quarter is not advised as parking is extremely restricted. Personnel who are assigned to UKREP should contact their sponsor regarding best mode of transport.
- **Travel on Assignment**
- All personnel intending to travel to Belgium under private arrangements are required to complete the following actions, if applicable, prior to travelling:
 - For travel to Belgium from outside UK/NWE1 : An application for travel under the Privately Arranged Passage (PAP) scheme should be completed and authorised by Unit HR Staff. Where the method of travel on assignment is private car, only 1 vehicle may be claimed for, regardless of the number of vehicles taken. JPS 752 Chapter 4 Section 8.
 - For travel to Belgium from UK/NWE1 : Personnel travelling on assignment to Belgium from the UK or within NWE are permitted to claim a refund of the ferry/tunnel costs, if applicable as well as MMA for up to 2 vehicles. Ferry crossings/Channel Tunnel crossing should be booked centrally via Unit HR staff. JSP 752 Chapter 4 Section 11.
- To obtain Belgian ID Card and Belgian Car Number Plates you will need to contact the appropriate personnel in accordance to the department you will be working in:
 - UKREP/Embassy: Alvine Mbonge: 0032 (0)2287 8276
 - UKDEL: Andre Vertommen: 0032 (0)2707 7509 – 0032 (0)473900069
 - IMS: Alex Vandeveld: 0032 (0)2707 5378
 - CMC: Alex Vandeveld: 0032 (0)2707 5378
- **Protocol ID**
- It is a legal requirement for dependants to have a protocol ID if they are not here under Diplomatic terms. This is proof of legal residence within Belgium. It should be noted these cards expire on the end of tour date, and a new card must be applied for should there be changes to this date. In addition to this, children's cards will expire on their 1st, 3rd and 5th birthday and a new photo must be taken at the time of application for the new card. The process to obtain a card is carried out during your in-processing and they can take up to 2 months to arrive.
- **ID Cards**
- All military personnel, entitled civilians and dependants must carry an ID card, those here on with a Diplomatic Status must carry their passports.



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- **Schools, pre-schools & Nurseries**
- You may be able to reclaim the fees at the schools below; advice from the Head of Location at SHAPE MUST be sought before making any commitment GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk For Nursery in particular, funding is only provided in line with current UK provisions. Please seek confirmation of entitlement before applying for any place at school/nursery. If you would like to be put in touch with parents from any of these schools, please contact the CLOs at Welcombeek. GSO-EJSU-Belgium-CommunityHub@mod.gov.uk

- **ACE (Academy for Collaborative Education)**
- Age range from 2.5 to 14
- Drève du Prieuré 19 1160 Auderghem, Brussels
- Tel: 0032 (0) 2 342 08 75
- www.aceofbrussels.com

- **International Montessori Schools**
- Age range 2 months to 18
- Bilingual French - English
- Locations: Tervuren, Sterrebeek, Woluwe and Wezembeek-Oppem
- Tel: 0032 (0) 2 767 6360
- www.international-montessori.org

- **ISF Tervuren International School**
- Age range 3 to 11
- Stationstraat 3, Vossem, 3080 Tervuren
- Tel: 0032 (0) 2 767 3098
- www.isftervuren.org

- **The British English Primary School**
- Age range 2.5 to 11
- BEPS Brussels, Avenue Franklin Roosevelt 23, 1050 Brussels
- Tel: 0032 (0) 2 648 4311
- www.beps.com

- **The British International School of Brussels**
- Age range 3 to 11
- Avenue Emile Max 163, 1030 Brussels
- Tel: 0032 (0) 2 736 8981
- www.bisb.org



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- **The British Junior Academy of Brussels**
- Age range 3 to 11 Boulevard Saint Michel 83, 1040 Brussels
- Tel: 0032 (0) 2 732 5376
- www.bjab.org

- **The British School of Brussels (BSB)**
- Age range 1 to 18 years
- Secondary - Offers iGCSEs, BTEC, A levels and IB
- Leuvensesteenweg 19, 3080 Tervuren
- Tel: 0032 (0) 2 766 0430
- www.britishschool.be

- **The Courtyard International School of Tervuren**
- Hof te Oudevoroorde, Stationsstraat 49a, 3080 Tervuren
- Tel: 0032 (0) 4844 91141
- www.thecourtyard.eu

- **Free Child Care**
- You may be eligible to receive free child care per week. For more information please see <https://www.childcarechoices.gov.uk/>.



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- **Further Education**
- Education & Resettlement Office
- Address: Building 309
- Tel: 0032 (0)65 44 28 69
- Can offer British Service Personnel, dependants, civilians and spouses the opportunity to sit IGCSEs, AS Levels and A Levels (limited subjects available)

- SHAPE ADP Training Centre
- Address: Building 126
- Email: sctc@shape.nato.int
- Courses in Outlook, PowerPoint, Word, Excel, Access. Open to NATO members only

- **Local Language Training**
- Crescendo CVO offers high-quality adult education From September to June, there are several courses both in French and Flemish. Beginners start in the basic course and those who already have prior knowledge can determine through a level test with the teacher at what level he or she can take up. During the school year there are different activities for the students: day trips, guided tours or a visit to a museum in another language, conversation tables with students from the different language courses, speakers or, for example, cooking workshops.

- Pater Dupierreuxlaan 1B - 3080 Tervuren
- Tel .: 02 766 53 89
- E-mail: info.tervuren@cvo-crescendo.be
- Website: www.cvo-crescendo.be

- **Open University**
- (For BFPO students in Belgium)
- Tel: 0044 121 426 1661
- Web: www.open.ac.uk
- The Open University offers a variety of programmes - including degrees, post-grad, MBAs, certificates and diplomas.



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- The local currency is the Euro (€) against which a General Accounting Rate (GAR) of exchange is set, which moves up or down in response to the international money trends. Accordingly, small gains or losses will be registered as individuals move money to and from UK.
- If you elect to be paid locally, and we suggest that at least a proportion of your salary will be required here, your pay and overseas allowances will be paid into your Belgian bank account at the current GAR rate. However, the usual allotment arrangements may still be used for the remainder of your monthly pay.
- **Banking**
- Local ING branches in Kortenberg, Tervuren etc. are very accessible and it is easy to open an account with them, the NSE will supply you with a letter confirming your Status in Belgium. In the European Institutions quarter of Brussels, ING, Paribas Fortis and KLM banks are all easily accessible. Until you decide how much of your salary is to be credited to a Belgian bank account.
- **Child Benefit (CB)**
- CB may no longer be claimed through Service pay and arrangements should be put in place with the CB Centre to ensure continued payment of CB entitlement during the overseas posting. Child Benefit Change of Family Circumstances.
- **Relocation Allowances/Expenses**
- The normal service rules apply, and you should consult your current Unit HR staff for further information.
- **Local Overseas Allowance (LOA)**
- To reflect the difference between the cost of living in Belgium and the UK, LOA is payable to entitled personnel from the date of arrival for duty. The current rates of LOA are available from your HR staff. Cost of Living Addition (COLA) is payable to UKBCs and rates are available from DBS.



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- **Medical**

- The main medical and dental facilities are located at SHAPE which is about 78km from HQ NATO near the town of Mons/Bergen. It takes about 1hr to drive to SHAPE – although at busy times it may be double this! Your HQ NATO ID will allow access to the SHAPE site too (including family passes). All appointments should be arranged through SHAPE (065 44 5824). The US Army Garrison at Sterrebeek hold weekly medical clinics each Friday with UK doctors. Appointments for these clinics must be booked via the Medical Centre at SHAPE (065 44 5824).
- In order to access the facilities at Sterrebeek all personnel will require a US Installation pass. Application forms for this pass should be completed as part of the arrival process. Emergency treatment can be carried out at local Belgian clinics and there are A&E Departments in Brussels and Leuven, but prior authority/budgetary approval must be sought from SHAPE.

- **Pharmacies**

- Virtually all villages have at least one Pharmacie/Apotheek, recognised by its green cross, generally illuminated when the pharmacy is open. They are normally all open Monday to Saturday 0900 to 1800 (with an hour's closure for lunch). A list of 'On Duty' pharmacies in the local area will be prominently displayed on the doors of most pharmacies. Prescription drugs from the medical centre can be collected from the pharmacy at SHAPE, from the pharmacy department in the Sterrebeek medical centre or from Apotheek Spruyt in Everberg. Note that supermarkets do not sell medication of any kind.



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- Duty regional Dr for weekend cover can be found in local press or information given on 0032 78157500
- **Hospitals**
- If you are admitted to any hospital in Belgium, it is very important that you let the medical centre know as soon as possible by calling the hospital hotline on 0049 521 305 3960. As well as providing you with patient support, they will ensure that medical treatment costs will be paid (for entitled patients).
- **Travel Insurance**
- All Service personnel and their dependants are strongly advised to carry their EHIC at all times and especially if crossing any international borders.
- Though the EHIC will provide you with emergency health care whilst travelling within other EU member countries, it does not include the country of residence.
- The EHIC is not an alternative to travel insurance. Visit www.ehic.org.uk for further information or to apply online.
- All Service personnel and their dependants are strongly advised to obtain travel / holiday insurance to cover all countries you will be travelling to or through. Please check the policy wording carefully, check what activities are covered and that your residence and start of journey location are correct.



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- **Dental Treatment**
- The Dental Centre SHAPE is located in the NATO wing on the first floor of the SHAPE healthcare facility, a purpose built 4 storey building which provides all primary healthcare services.
- The centre offers services to both military and dependant civilians, or UKBC personnel. Civilians will be charged NHS banding prices, unless exempt.
- Treatments available are:
 - Check up with X-Rays
 - Hygiene treatment
 - Fillings
 - Root Canal Treatment
 - Lab work including: crowns, bridges, onlays, veneers, dentures and retainers or mouthguards.
 - Orthodontic referral and secondary care referrals are to be discussed with the Dental Officer.
-
- Dental Centre SHAPE
- Address: Avenue d’Oslo, Maisieres, 7010, Belgium
- Military: 9205423 5878
- Civilian: 06544 5878
- E-Mail: DDS(G)-SHPPracMgr@mod.uk
-
- Opening Hours
- Mon, Tue, Wed, 08:15-1230 and 1330-1700
- Thursday 07:45-1220 and 1330-1700
- Thursday every other week (Clinic held in Sterrebeek Brussels 0830-1430)
- Fri 0745-1315
-
- Out of hours emergency treatment only is to be sought at UZ Leuven hospital in Brussels. Authorisation is to be granted from the dental centre on return for approval of payment.



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- **Pets and Registering Dogs**

- For current, up to date information and advice about travelling with pets please visit; <https://www.gov.uk/guidance/pet-travel-to-and-from-great-britain>
- Here you will find up to date information on bringing your dog/cat out to Belgium <https://www.gov.uk/taking-your-pet-abroad>
- Here you find up to date information for bringing your dog/cat back to the UK <https://www.gov.uk/taking-your-pet-abroad>
- For useful information about pet travel to Belgium <https://www.pettravel.com/immigration/belgium.cfm>
- Before you bring a new pet into your home you must ask permission and register the dog at the Housing Office on your application for your SFA.
- D.I.O: 00 32 (0) 65444620

- **Dog walking rules Belgium**

- In Belgium dogs must be kept on a lead. In certain green spaces and parks you can find free running zones marked off so that your dog can be off a lead. However you must still have good control of your dog. You must also have liability Insurance.
- The forest reserves and the Natura zones 2000 are prohibited to dogs.

- **Pet Food and items**

- Tom and Co are a big Pet shop retailer in Belgium. They stock many of the brand name pet foods as well as their own.



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- **Postal Services**
- There is a limited BFPO mail service for eligible personnel only (all military and UKBC personnel who are paid by the UK and administered by GSO EJSU Brussels). The mail is administered from the EJSU Admin Office inside UKDEL (B4 L2). Note that customs forms and postage stamps (no sales in Brussels) are required for all mail being sent via BFPOs post Brexit.
- **Postal Address**
- The correct postal address for mail is below, please ensure that you use the exact format as below, **for all changes of address:**
- Rank/Title Name
- EJSU Brussels
- HQ NATO
- BFPO 49
- BF1 2AN
- **Use of BFPO addresses to operate a business**
- All personnel are reminded that the use of BFPO by customers who are operating a business overseas for personal gain are not authorised to use the BFPO facilities to forward or receive mail items connected with that business. The MOD pays for the transportation of mail to/from overseas by air or surface mail and to allow customers to use the BFPO to operate a business for personal gain constitutes an abuse of public money.
- **Civilian Postal Service**
- bPost is the Belgian equivalent to the Royal Mail, they will deliver to homes daily Monday to Friday. If the postman tries to deliver a parcel and you are not at home, a note will be left for you telling you where you can collect it and how long they will keep it for, be aware that you will need photo ID to collect your parcel. It will only be released to the addressee, and it will not be held for long before it is returned to sender. You may also find that bPost employees are only allowed to speak Flemish in certain areas! All usual post office services are offered through bPost.



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- **Medical Care Out of Hours**
- **In an Emergency - call 112**
- You should attend A and E if you need urgent care out of hours. The [eConsult](#) site also provides some useful information on common conditions. If you need the support of a clinical team out of hours Healix Healthline is 24/7. They may be reached on
- +44(0)208 481 7800 and they can also reach our practice team when required.
- If you require care that cannot wait until the next working day then attend the local accident and emergency department.
- **NB. If you attend A and E or are admitted to hospital unexpectedly call Healix**

- **Emergency Dental Treatment**
- During out of hours, anybody who needs to seek any **emergency care** please contact: UZ Leuven Hospital on Tel: 016 33 24 55 or during out of hours: 016 33 22 11. Available from 0800-1230 & 1330-1630.

- There is also care available at Cabinet Dentaire De Mons” Rue des Viaducs, 145, 7020 NIMY Tél: 065/318148 OU – Option 1*. Available from 0900-1800 Monday to Saturday.

- Please keep the receipt and contact the dental centre so you can claim the fees incurred during the visit.

- **Welfare**
- Life can be tough, whether that’s service related or personal, we are here to help!
- If you are experiencing a welfare issue, need some support or have a crisis then please contact the Welfare Officer:
- Military Telephone: 9205 423 8082
- Civilian Telephone: +32 (0)65 44 8082
- Duty Mobile (24/7): +32 (0)478 97 02 80

- You can also contact the Army Welfare Service (AWS) direct – don’t let the name put you off, for EJSU and UK personnel in NATO, the AWS will support tri-service and their families. Their number is: 0044 (0) 1904 882 053. This connects you to their triage service which can take a number of days before you receive a response. The Welfare Officer at EJSU can speed up this process if you contact them first.



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WELFARE & SUPPORT SERVICES

SHAPE Welfare Officer 0032 (0) 478970280

SHAPE Padre 0032 (0) 470 664 582

Army Welfare Service (AWS) 0044 1904 882053

AWS provide a confidential non-discriminatory support service to assist with the challenges that arise in personal and Service lives.

Alcoholics Anonymous 0044 (0)800 9177 650

Offering support and guidance on alcohol dependency and sobriety.

<https://www.alcoholics-anonymous.org.uk/>

Childline 0044 (0)800 1111

A confidential, free, 24-hour counselling service for children and young people under the age of 19

<https://www.childline.org.uk/>

Combat Stress 0044 (0)800 138 1619

Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions

<https://www.combatstress.org.uk/>

Cruse Bereavement 0044 (0)808 808 1677

Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief

<https://www.cruse.org.uk/>

Macmillan Cancer Support 0044 (0)808 808 0000

Provides specialist health care, information and financial support to people affected by cancer

<https://www.macmillan.org.uk/>

Money Advice Service 0044 (0) 300 500 5000

An organisation that provides free and impartial advice on money and financial decisions

<https://www.moneyadviceservice.org.uk/en>

RBL 0044 (0)20 3376 8080

Is a British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.

<https://www.facebook.com/Royal-British-Legion-District-of-Germany-149170368511341/>

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SSAFA 0044 (0)800 731 4880
The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents.
www.ssafa.org.uk

The Samaritans 0044 (0)116 123
Are a registered charity who provide emotional support
<https://www.samaritans.org/>

Step Change 0044 (0)800 138 1111
The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts
www.stepchange.org

Veterans Aid 0044 (0)800 012 6867
Is a UK charity providing support to ex-servicemen and women
www.veterans-aid.net

Veterans UK 0044 (0)808 1914 218
Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families
<https://www.facebook.com/modveteransuk/>

Veterans Gateway 0044 (0)808 802 1212
Access to a network of organisations, for veterans and their families to connect with the help, advice and support
<https://www.veteransgateway.org.uk/>
<https://www.facebook.com/veteransgateway/>

Victim Support 0044 (0)800 724 3176
Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.
crt.bfsws@coreassets.com
<https://www.facebook.com/victimsupport>

The list of welfare and Support services is not exhaustive and not endorsed by HIVE, other Welfare Support & Charities are available.

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- **General**

- It is unlawful for a car you intend to import to remain on UK licence plates for more than 6 months; registration should be undertaken as soon as possible after your arrival. For advice, if you are posted to International Military Staff, please go to the P&I Office. If you are posted to UKREP please seek advice from the HNLO in the NSE Admin Office.

- **Driving Habits**

- One of the most important places to follow Belgian customs is behind the steering wheel of your car. Do take your priority, otherwise you will upset other drivers. Should you decide to relinquish it, let them know you are doing so. There have been some terrible accidents caused by the flashing of headlights in broad daylight. Of course, if the car signalling is behind you, it generally means you are in his way. Belgians are particularly good motorway drivers: mostly they keep well to the right (and that means the inside lane) and leave the way clear for overtaking traffic.

- **Documentation**

- You are required to carry the following documents in your vehicle at all times:
 - The Certificate of Local Registration (Matriculation). Photocopy advised with original being retained at home.
 - Importation documents, if applicable.
 - Manufacturers Certificate of Conformity (obtained prior to Belgian registration).
 - A valid white card – insurance certificate.
 - An insurance Constat d'Accident (accident report form) obtainable from your insurance company.
 - An identity card (or passport if just arrived).
 - A valid driving licence.
 -

- **Car Lights**

- In Belgium, right hand dipping white headlights are in normal use with no requirement for yellow lights. Dipped headlights are mandatory in built-up areas at night, and side lights (or parking lights) are insufficient unless the car is stationary.



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- **Car seats in Belgium**
- Belgian law states the following:
 - Babies up to 13 KG (28 lbs) must be in a car seat in a backwards position.
 - Children from 13 KG to 18 KG (28 lbs to 39 lbs) must be in a car seat in a forward facing.
 - Children 18 KG to 36 KG (39 lbs to 79 lbs) must be in an adapted car seat using the normal seatbelt.
 - Children measuring less than 1.35 m must be in an adapted car seat.
- www.avis.co.uk/drive-avis/driving-guides/road-rules/belgium
- **Parking in Belgium**
- Parking in town centres is controlled by parking meters, or in so-called blue zones by using a special disc (showing the time of arrival), which can be bought from supermarkets, newsagents or tobacconists.
- If using parking meters, a ticket must be bought from a machine and placed clearly on the dashboard, showing valid hours.
- Be vigilant for temporary signs left by the commune to indicate that the road needs to be kept clear for road works etc.
- Do not park a vehicle within 15m of tram and bus stops.
- **Low Emission Zones (LEZ)**
- Please research before you travel if you will be travelling through any LEZ.
- A useful website is www.urbanaccessregulations.eu and www.lez-belgium.be



- **Winter Tyres**
- The Belgian authorities recommend the use of winter tyres when conditions dictate. They are compulsory if you wish to go to Germany.
- **International Driving Permit (IDP)**
- You can obtain an IDP from most UK main post offices.
- You will need to bring a “passport” photo, your in-date driving licence and the fee (see below). The application must be made in person.
- At this stage only Military and UKBC personnel will be able to reclaim the cost of an IDP. The UK cost is £5.50. This fee can be reclaimed by Military Personnel through JPA and by UKBC via the EJSU Cashier.
- Further guidance can be sought from either Post Office and Head NSE.



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- **Priority to the Right**
- Belgium practices priority to the right. This means you must yield to all traffic on your right. Often there are no designated signs at an intersection. The priority in a roundabout is given to those currently in the roundabout.
- **Drink Driving**
- The legal alcohol limit for non-professional drivers in Belgium is 0.22mg per litre of breath, or 0.5g per litre of blood, which is measured by a blood test in hospital. If you are required to do a breathalyser test it will give one of three answers:
 - S (Safe): under 0.22mg
 - A (Alarm): between 0.22 and 0.35mg
 - P (Positive): over 0.35mg
- In the event of an A or P result, the driver must take a further breath analysis test, which calculates the exact amount of alcohol in the breath. This is usually carried out in a police van. Police automatically test the breath of anyone involved in a traffic accident, whether victim or pedestrian.

- **Useful Road signs**



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SECURITY & EMERGENCY SERVICES AWARENESS MESSAGE

Stay calm, keep safe

If you have had an accident, it's important not to panic. Turn off your car engine. Turn on your hazard lights and get out of the car safely – you may want to exit from the passenger side to avoid traffic.

Consider the moment and situation you exit the car

Wear the reflective vest, secure the area and place the warning triangle. Take all necessary measures to avoid further damage or casualties. This includes extinguishing a fire if necessary.

Consider using a flash light at night

Don't put yourself in danger

Stand a safe distance away from your car and the road. Don't smoke or use mobile phones if there is a risk of petrol vapor in the air. Don't move any vehicle until the police have arrived, unless there's a chance of further injury if it stays in place.

The safety of everyone involved is always the first priority.

Call for help

If you or anyone else has been hurt in the accident, call the emergency services immediately on 112 or SHAPE Police 065 / 44- 3334. Be prepared to provide personal details, information concerning the type of accident, your location and casualties.

First Aid

Any person involved in an accident is obliged to provide assistance to casualties.

First Aid if you have sufficient knowledge

Actively assist casualties and seek for help

Take down the details

Once everyone involved is safe or being cared for, it's time to annotate exactly what happened. You'll need to write down:

The date, time and exact location of the accident

The name address and phone numbers of the other drivers

The make, model and registration numbers of the other vehicles

The name address and phone numbers of any witness, including passengers

Details of injuries and attending police officers

The insurance details of the other drivers

The details mentioned are included in the standardized European Traffic Accident Report forms. As a side note, it's a good idea to take photos of the accident scene, showing positions of the vehicles involved, any skid marks and any damage. If you don't have a camera or a camera phone, ask others in the area to do so or draw a sketch of the scene.

Don't admit liability

Whether you've had a minor prang or suffered something more serious, don't admit liability even if you think the accident was your fault. You should not discuss details of a settlement with the other driver(s) without speaking with your insurance company.

Your legal responsibilities

Following a minor accident, it's possible to simply arrange a "Gentlemen's Agreement". This agreement can be settled if there were no injuries, no offences committed and no damage to public property (like road signs) as a result of the accident.

In order to provide all information required you should use the standardized European Traffic Accident Report form. In these forms the information is standardized so you are sure that the right information is passed on.

Reminder

Please make sure the safety and emergency equipment in your vehicle is up to date and in good condition. This applies especially for your First Aid Kit and the Fire Extinguisher. This equipment has to be maintained frequently.

Emergency Phone Numbers

Belgium Emergency Service: 100 / 112 via Cellular

Gendarmerie / Police: 101 / 112 via Cellular

SHAPE Police / Emergency Service 065 / 44-3334

065 / 44-3333

In case you have a traffic accident off base you may request support from the SHAPE Federal Police.

The International Military Police and SHAPE Federal Police – working in partnership with you...

FIND US ON THE WEB...

www.shape2day.com/PMO_Home.aspx

www.shape2day.com/policemattersinbelgium

Listen to us on AFN Radio (FM 106.5) Fridays from 0900-1000

Questions and Answers, Email us at: SHAPEComPol@shape.nato.int



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- The HIVE would like to offer you a warm welcome to Br.
- The HIVE Information Service is available to all members of the British community including Serving personnel, dependents, MOD employees and civilians. The HIVE works closely with the Community Liaison Officers as part of the Community Hub Team.
- The HIVE's aim is to provide a professional and friendly information and referral service.
- If you've just arrived or been here a while, the HIVE endeavours to answer your questions, make enquiries or point you in the right direction for the best possible help and support.
- We are here to offer information on a range of area's including;
 - - Housing
 - Education, schooling and childcare
 - Job vacancies and employment opportunities
 - Discounts
 - Health care and welfare services
 - Relocation information
 - Local area information and events.
- Please feel free to contact the Hive Information Support Officer regarding any of the above topics and more. Moving to a new place, a new Country, people often have lots of questions and concerns. Come in for a chat, call or email.
- I look forward to meeting and speaking with you.
- SHAPE HIVE Information Officer (HISO) - Hannah Smith
- The HIVE office is situated in Building 309, EJSU
- Working Hours: Monday - Friday 08.45 –13.45
- Tel:+ 32 (0) 471611678
- Email: shapehive@armymail.mod.uk / hannahsmith174@mod.gov.uk
- For up to date information visit the SHAPE HIVE Blog at; www.shapehive.blog.com
- Keep your finger on the pulse and sign up for regular updates of current and local information. Visit www.shapehive.blog.com
- The Blog is updated daily. If you would like updates to come to you automatically, please sign up by clicking 'follow by email' found in the top left hand corner of the home page on the Blog site. You can unsubscribe at any time.
- For further information about SHAPE view www.shape2day.com

