



SHAPPI



Newcomers' Guide 2025

**IF YOU WANT TO KNOW
WHAT'S HAPPENING ON BASE...**

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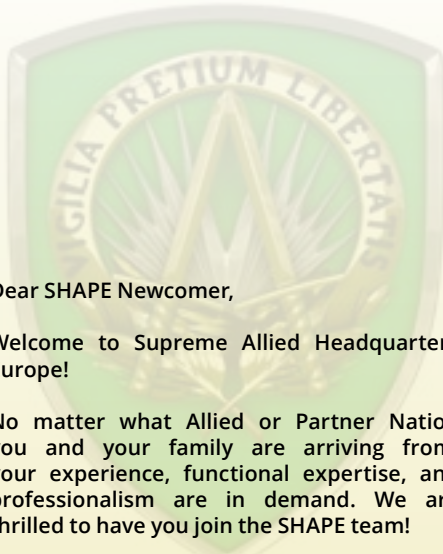


Don't forget to get your monthly
SHAPE Community Life Magazine



**OFFICE OF
COMMUNICATION
& COMMUNITY
AFFAIRS**

OCCA



Dear SHAPE Newcomer,

Welcome to Supreme Allied Headquarters Europe!

No matter what Allied or Partner Nation you and your family are arriving from, your experience, functional expertise, and professionalism are in demand. We are thrilled to have you join the SHAPE team!

As the strategic headquarters for NATO's Allied Command Operations (ACO), SHAPE is responsible for the planning, coordination, and execution of NATO's military operations. With representatives from our 32 NATO Allies and partners working in close cooperation, we strive to be a highly proficient and agile command, ready and relevant to the full range of missions demanded by the dynamic security environment.

I encourage you to take advantage of the many opportunities our host nation offers. Be sure to travel, enjoy Europe and embrace diverse cultures of our Alliance. In doing this, you will gain a new appreciation, not only for history and culture, but for the shared values we protect: freedom, democracy, and the rule of law.

I am confident that you will find this assignment professionally challenging and personally rewarding. Best wishes to you and your family during your tenure at SHAPE

Christopher G. Cavoli
General, U.S. Army
Supreme Allied Commander Europe

Bienvenue en Belgique

En tant que Représentant Militaire de la Nation Hôte, je vous souhaite la bienvenue en Belgique, au cœur de l'Europe et dotée d'innombrables trésors dispersés dans les 3 régions de notre pays, la Wallonie, la Flandre et la région de Bruxelles-Capitale.

Permettez-moi de vous inviter à découvrir ce patrimoine belge à travers des centaines de sites et magnifiques richesses architecturales; en témoignent les cathédrales, châteaux et autres sites historiques. Je vous invite aussi à visiter nos musées, où vous pourrez entre autres redécouvrir les œuvres d'artistes peintres comme Delvaux ou Magritte, pour ne citer qu'eux, et pour les plus jeunes la variété de notre bande dessinée avec des artistes comme Hergé et Peyo ; autant de pôles de créativité et d'originalité qui forment indéniablement une valeur culturelle et artistique mondialement appréciée.

Le folklore, omniprésent en Belgique et particulièrement dans la région de Mons, est un autre moyen pour apprendre à connaître et apprécier votre Nation Hôte: nos très nombreux carnivals, processions religieuses et cortèges historiques dont certains sont reconnus par l'UNESCO vous émerveilleront. Aussi, la Belgique a la chance et est fière de compter parmi ses événements annuels un grand nombre de festivals (musique, film, culture). Et n'oubliez surtout pas de goûter les spécialités gastronomiques, les bières locales et maintenant également les vins belges.

Le personnel du BEL NMR reste toujours disponible pour partager de l'information pour tous ces événements.

Je suis intimement convaincu que vous apprécierez notre hospitalité légendaire et vous souhaite ainsi qu'à votre famille, au nom de la communauté belge, un très agréable séjour en Belgique.

Joris Van Belle Colonel (Air Force)
Belgian National Military Representative to
SHAPE



Welcome to Belgium

As the Military Representative from the Host Nation, I would like to welcome you to Belgium, located in the heart of Europe and gifted with countless treasures scattered throughout the 3 regions of our country (Wallonia, Flanders and Brussels-Capital Region).

Allow me to invite you to discover the rich heritage of Belgium through its numerous and magnificent architectural treasures, such as cathedrals, castles and other historical sites. Please rediscover also the artwork of painters such as Delvaux or Magritte, exhibited in our museums, or for the younger ones, our cartoon artists such as Hergé and Peyo – they are just some of the many sources of creative, original expression that constitute a rich artistic and cultural legacy treasured all over the world.

Folklore, omnipresent in Belgium and particularly in the region of Mons, is another way to get to know and appreciate your Host Nation: our numerous carnivals, religious and historical processions, some of which are recognized by UNESCO, will amaze you.

Belgium is also fortunate and proud to count among its annual events a great number of festivals (music, movie, culture). And last but not least, don't forget to taste the gastronomic specialties, the local beers and now also the Belgian wines.

The people of the BEL NMR delegation will be more than happy to share information about all the above.

I am quite confident that you will enjoy our legendary hospitality and, on behalf of the Belgian community, please allow me to wish you and your family a very pleasant stay here in Belgium.

Dear Newcomer,

I am excited to welcome you to our international community that is Supreme HQs Allied Powers Europe (SHAPE). You are joining a special organization with a rich legacy during an historic period, both here and across the Euro-Atlantic. The diversity, opportunities, and mission makes SHAPE unlike any military installation in the world. I am positive that your assignment will be equally rewarding and unique!

Our mission is to enhance both quality of life and operational readiness, which are equally fundamental and mutually reinforcing. Your BSG Team is committed to help make this assignment the most rewarding and memorable of your career. In particular, by providing a full range of enriching personal and professional opportunities for you and your families. Between shopping, dining, and athletic opportunities and over 30 unique clubs ranging from performing arts to SCUBA diving, there's sure to be something for everyone!

For many, this might be the first time abroad or in a multi-national community. I would encourage you to embrace the uniqueness & diversity found at SHAPE by actively participating, getting involved, and making new friends. Consider volunteering and getting involved in community activities to help make SHAPE an even better place to live and work. Many activities are made possible through the efforts of enthusiastic and talented volunteers who offer their time and energy. Come join us!

I sincerely hope each of you takes the time to explore our community's tremendous cultural diversity and comes away enriched by the opportunities, experiences, and life long friendships that can only be found at SHAPE. On behalf of the entire Base Support Group, please accept my best wishes for a most rewarding and memorable tour. Welcome to the SHAPE Team!

Andrew D. Croy
Colonel, USA A
Commander BSG



Our Mission

“ SHAPE BSG integrates and delivers exceptional base support services to SHAPE HQ and the entire SHAPE community to strengthen mission readiness and enable the highest quality of life possible for our military, civilian, and family members ”

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Useful Information

The SHAPE Newcomers' Guide is a yearly publication under the chain of command of the Base Support Group. The views expressed in the SHAPE Newcomers' Guide are the sole responsibility of the authors. No liability for the validity of information and photos appearing in the SHAPE Newcomers' Guide, or responsibility for errors or omissions which may occur during production is accepted.

Editor:

María José Tezanos Bustamante

Printed by European Graphics



SHAPE Community Media

Office of Communications and Community Affairs

Underneath the command of the Base Support Group (BSG), the SHAPE Office of Communication & Community Affairs (OCCA) works to share information through our SHAPE Community Media.

Our mission is to keep the community informed of events, happenings, and opportunities, both inside and outside the SHAPE gates, and we do so with different media outlets: SHAPE Community Life (SCL) Magazine, SHAPE2DAY Website, SHAPE Base Support Group Facebook Page & Instagram, LED Screens, and newsletters.

Our goal is to keep you up-to-date and involved in the community; as a member, it is important that you contribute too! Regardless of whether you have ever written an article, or if English is not your first language, our multilingual team welcomes articles, stories or any items you feel might be of interest to the community for publication.

We also conduct the SHAPE Newcomers' Orientation Program running several welcome briefings throughout the year, publishing the SHAPE Newcomers' Guide and calendar.



Bldg. 102 Room 105
Tel: 065/44 2221 or 2009 or 2069
SHAPE2DAY: shapecomlife@gmail.com
SCL Magazine: sclmag@live.be
@shapebsg
@shapebsg

Arrival Facilities

Arrival Procedures

What to do

Military Member: Check in at your National Military Representatives (NMR) or National Support Unit (NSU).

NATO Civilian, Consultant, Temporary Staff Member, LWs, Volunteers or Intern: Check in at the Civilian Recruitment Section in Bldg.102.

NATO Contractor: Check in at the Acquisition Office or Human Resources Section.

Only when you have all required documents for yourself and/or each member of you party, are you ready to apply for a SHAPE ID card at the Registration Office in Building 210 after booking an appointment online on www.SHAPE2DAY.com/arriving/leaving. This booking can be done by your NMR office, the HR section or yourself.

Where to go after

A SHAPE ID will give you access to the SHAPE compound and will be needed to buy Tax-free goods on SHAPE (if applicable).

Car Registration

Once you have a SHAPE ID all your vehicles must be registered at the Registration Office. Only after registration are you eligible to buy Tax-free fuel (if applicable)

For appointments and info on documents required check the website: www.SHAPE2DAY.com/arrivingleaving/vehicles

Belgian Special ID

Every newcomer in Belgium (except Military) must apply within 3 months after arrival for a Belgian Protocol ID card. This ID is valid proof of your residency in Belgium. Though not mandatory for military members it is highly recommended for them to apply for a Belgian Protocol ID card as such permit

may facilitate International travel within the Schengen area.

For appointments and documents required check the website:

www.SHAPE2DAY.com/arrivingleaving/belgian-protocol-id

Other Services

In Bldg 210 you will find not only representatives of the Belgian Ministries responsible for V.A.T matters, Customs and Foreign Affairs but also the Belgian Federal Police and the On Base Housing Management Office.

Important

Any type of service rendered in Building 210 is by appointment only and can be booked through:

www.SHAPE2DAY.com/arrivingleaving

On this website all relevant information regarding SHAPE ID's, Protocol ID's, SHAPE Plates, VAT, Customs and On Base Housing Matters can be found.

Please make sure to book an online appointment for every visit to the Building 210. Customers must indicate names of all persons who will present themselves for an appointment. Please note: every type of service is carried out only by appointment.

Appointments can be booked at:

www.shape2day.com/arrivingleaving

This is also the website where you will find all relevant information regarding SHAPE ID, Protocol ID and SHAPE Plates.



Bldg. 210

Tel: 065/44 8348

www.SHAPE2DAY.com/arrivingleaving

Housing

SHAPE Housing

Housing Management Section (HMS)

If you are looking for a place to live close to your office and all SHAPE facilities, where your family could be in a multicultural environment, then, on base housing is the answer. On base housing, also called "SHAPE Village", is a real estate composed of 600 dwellings owned by the Belgian Ministry of Finance. After 5 years of reconstruction work to redesign the SHAPE Village aiming at efficiency and improving the quality of life, the reconstruction works are finishing and the first families have begun to live and use it.

HMS is responsible for administration and allocation of SHAPE Village quarters in accordance to the SHAPE Directive 100-03 IOT facilitate the newcomer's life.

Following conditions are required to apply:

- You must be military and assigned to SHAPE or Chievres Airbase.
- You must be head of the household with at least one dependant,
- Although SHAPE is a military base, a restricted number of NATO International Civilian (NIC) may apply and live on base for a limited period of 3 years.

Application rules

- Houses and apartments are assigned to entitled personnel in accordance with SD 100-003.
- Applications cannot be accepted for any personnel (except general officers OF-6 and above) prior their in-processing procedure is completed (SHAPE ID delivered).
- You will be placed on a waiting list upon your housing registration. The waiting time is variable in accordance with the availabilities.
- Newcomers have the priority to apply for SHAPE Village, depending on availabilities.

* Be aware that Off base Housing support is under the responsibility of the sending Nations.

Troop Billets

Some Nations have rooms available in the SHAPE troop billet. Ask your NMR for more details. If you meet the conditions, you can apply. Each Nation manages these rooms according to their own national procedures. This may be a free temporary or a permanent solution only for OR-6 and below.



**For on Base Housing Matters
book an appointment by
scanning this QR code.**



2025 HMS Survey

In order to plan the summer rotation, a SHAPE Village Newcomers Interest Survey was created as last year on SHAPE2DAY.

<https://www.shape2day.com/arrivingleaving/newcomers/shape-village-interest-survey>



Bldg. 210 Room 107

Tel: 065/44 4681 or 4248

Mon, Tue & Thu: 08:45-12:45 & 14:00-16:45

Wed and Fri: 08:45-12:45

SHAPEMGTBSGFSCPHMSOFFICE@shape.nato.int

www.SHAPE2DAY.com/arrivingleaving/onbase-housing

Education



SHAPE International School

The SHAPE International School (SIS) is located in the 700 area (some temporary elements in 400) and accommodates approximately 2,500 students with more than 35 nationalities and includes 250 faculty and staff members. SIS offers education as from kindergarten (2.5 years) to grade 12.

SIS is a federated complex, in which an international Kindergarten and 13 national school units (ASU), from 10 different countries, operate side by side under the coordination of a General Services Unit (GSU), governed by a SIS Board through international agreements.

All ASU select and hire their own teachers and

offer their traditional curriculum. The GSU together with the principals coordinate extra-curricular courses like forest school, official language exams and integrated activities like field trips, sports, events and more.

Page dedicated to SHAPE International School on the SHAPE2day website:

<https://www.shape2day.com/community/education/shape-intl-school/enrollment->

All information about the various school units, the school calendar, registrars, school bus section are presented, as well as a lovely promotion film.



List of Numbers

General Services	Ext. 5726
Belgian Elementary	Ext. 5707
Belgian Secondary	Ext. 5708
Kindergarten	Ext. 5723
Canadian	Ext. 5985
US Elementary	Ext. 0140
US Middle School	Ext. 0180
US High School	Ext. 0160
German	Ext. 5704
Italian	Ext. 2046
Norwegian	Ext. 4047
UK	Ext. 5283
Polish	Ext. 4037
Turkish	Ext. 6076

**Extension numbers can also be dialled from an external phone by prefixing the extension number with +32 065/44 or +32 02/405 for the three US Sections..*



Children & Youth Services

Why Register with Child & Youth Services?

We Offer:



CHILD DEVELOPMENT CENTER
(FULL DAY, PART DAY
& HOURLY CARE)

SCHOOL AGE CENTER
(BEFORE/AFTER SCHOOL CARE,
SCHOOL BREAK CAMPS
& SUMMER CAMPS)



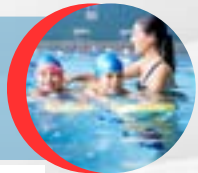
MIDDLE SCHOOL/TEEN CENTER
(AFTER SCHOOL,
SCHOOL BREAK CAMPS
& SUMMER BREAK)

SPECIAL EVENTS
(COLORFUL RUN, ZOMBIE RUN, ETC...)



YOUTH SPORTS & FITNESS
(SOCCER, BASKETBALL, ETC...)

SKIS
INSTRUCTIONAL CLASSES
(SWIMMING, TKD, ETC...)



DSN: 597-7985-7993
CIV: +32 (0) 65 75 7985 7993

Health Services

SHAPE Healthcare Facility

SHAPE Healthcare Facility (SHF) provides outpatient healthcare to SHAPE beneficiaries. Services that are provided at SHF are:

Family Medicine
Pediatrics
Optometry
Dental
Behavioral Health
Telehealth
Prenatal/Lactation
Physical Exam/Flight Medicine
Patient Administration
Referral Management
Patient Liaison Services
Patient Advocate
Physical Therapy
Radiology
TRICARE Services
Laboratory
Preventive Medicine
Pharmacy, and Logistics.

Medical Emergency

Time may be a critical factor during a medical emergency. The SHF team recommends getting familiar with Host Nation emergency care options and civilian ambulance services. Whether you arrive at a Host Nation hospital by your means or via ambulance, the patient liaison team can assist you 24/7 by calling 065 41 4009 or 067 34 8990. You can call them before or upon your arrival or ask the medical staff to contact them.

The Host Nation hospital staff may ask you to complete a SHAPE registration form and make a copy of your SHAPE ID. If you have any concerns, don't hesitate to contact our patient liaisons.

In addition to the Patient Liaison, if you are a TRICARE Prime Patient, please contact International SOS:

- 0800 81118 (option 1: Emergency care, referral)
- www.tricare-overseas.com
- MYCARE overseas app



Clinic Hours

Mon, Tue, Wed, Fri: 0800-1200 & 1300-1700

Thu: 0900-1200 & 1300-1700

Pharmacy Hours

Mon, Tue, Wed, Fri: 0800-1230 & 1330-1630

Thu: 0900-1230 & 1330-1630

Special Hours

Every 3rd Thursday: 1300-1700

SHAPE Holidays: 0800-1200

All U.S. Federal Holidays: CLOSED

Building 401,

GPS Address, Rue D'Oslo Bldg 401

Mons, BE 7010

***There are no emergency services provided at SHF. For local ambulance dial 100 from a landline or dial 112 from a cell phone.**

Birth Registration

Within 14 days of your child's birth, you must register the birth at the City Hall of the town where you gave birth. You will need your ID card, birth certificate, and marriage certificate. The Maternity ward will also issue you some documents.

For US citizens, please get in touch with the US embassy in Brussels and schedule your appointment directly with them. You can find information and a list of needed documents on the site.

www.Belgium.usembassy.gov

You must also register the child with DEERS and the TRICARE enrollment office at the SHAPE Healthcare Facility.

Important Contact Information

Appointment Line	065/445886
Optometry	065/445886,
Medical Readiness	065/325327
Immunization	065/325329
Physical Therapy	065/325349
Behavioral Health	065/325320
TRICARE Services	065/325008
EFMP	065/325300
Patient Liaisons	065/414009 067/348990
Patient Advocate	065/325074
Pregnancy/Lactation	0460/972247
Billing Office	065/325018
Tricare Benefits & Claims	065/325311
Referral Management	065/325324

Tricare Services

Referrals/Specialty Care Authorizations

For all questions or concerns related to a referral to the HN please email: usarmy.benelux.medcom.list.referralmanagement@health.mil or call +32(0)65325324 or DSN: 566 5324.

Leave a message with a full name and phone number.

Claims and Benefits

usarmy.shape.medcom-lrmc.mbx.bcac-dcao@health.mil
CIV Phone: +32(0)65325360 or DSN Phone: 314-566-5360

Beneficiary Service Representative (Enrollments, Disenrollment, PCM change)

CIV Phone: +32(0)65325071 or DSN Phone: 314-566-5071

Off Post Approved TRICARE Pharmacy:
 Pharmacie Pierrot
 Place de Maisieres for Maisieres-Belgium

Host Nation Healthcare Experience

The use of Host Nation medical facilities is not new. For many years, Host Nation hospitals have provided emergency care and treatment unavailable at US Military Treatment Facilities. Host Nation medical clinics and hospitals have much in common with those in the United States. Host Nation providers and staff are highly educated professionals who provide excellent medical services. Because we are overseas, remember that healthcare delivery follows the host country's cultural norms. Additionally, Host Nation's privacy standards may differ from what you know you have experienced in the past. Though many Host Nation doctors speak English, their staff may only speak French or Dutch. Patient liaisons are available to assist you. Lastly, please remember that you are a guest in their country.

Patient Liaison Team

CHU Ambroise Pare: 2 Boulevard John Fitzgerald Kennedy 7000 Mons

CHR De La Haute Senne Soignies: Chau. de Braine 49, 7060 Soignies

24/7 Assistance Tel. for Patient Liaisons: 065 41 4009 or 067 34 8990

Referral Management:

For all questions or concerns related to Host Nation referrals please email usarmy.benelux.medcom.list.referral-management@health.mil or call **COMM: 065 325324** or DSN: 566 5324.

Leave a message with a full name and phone number.

SHAPE Healthcare Facility Laboratory

Appointments for blood draws can be made by scanning the QR code below:

**NOTE: Phlebotomy is performed by Appointment.*

Or by visiting: <https://informatics-stage.health.mil/DAP>



**NOTE: Patients may still Walk-In, but Appointments take priority, often increasing walk-in wait times.*

Hours of Operation (unless otherwise posted)

Monday-Wednesday and Friday: 0800-1230, 1330-1600

Thursday: 0900-1230, 1330-1600

Third Thursday of the Month: 1300-1600

SHAPE Holidays: 0800-1130

U.S. Holidays: CLOSED

SHAPE Dental Team

We're committed to delivering high-quality dental care services to military members, their families, and retirees.

SHAPE Dental Clinic has 5 supporting countries: US, Belgium, Canada, Germany, and the UK.

Clinic Contact

For appointments and inquiries please contact your respective supporting clinic at:

United States: +3265325328 or DSN 566-5328.

Belgium: +3265325230 or DSN 566-5230

Canada: +3265445885 or DSN 566-5885

Germany: +3265445880 or DSN 566-5850

United Kingdom: +3265445878 or DSN 566-5878

Location: SHAPE Health Facility, Avenue D'Oslo Bld. 401, 7010 SHAPE, Second Floor

Hours: Mon to Thu: 0730-1130 & 1230-1630, Fri: 0730-1130.

Closed on weekends and national holidays (based on nation).

Hours of operation and closures controlled by each national dental team.

We're here to support your dental health needs and ensure you have access to the care you deserve.

Additional Information for US Service members, dependents and retirees.

Emergency Dental Services: The SHAPE Dental Clinic cannot support dental emergency between 1700-0730/weekends/national holidays. For emergency dental care see Local Dental Provider information*.

Specialty Dental Services: SHAPE Dental Clinic does not provide specialty dental services like orthodontics, implants, or oral surgery. Active-duty servic members can be referred to LRMC Dental to specialty care.

Dependents and Retirees:

Annual Exams and Hygiene Services: Available for dependents and retirees, on a space available basis. Call on Mondays for availability. If additional treatment is needed, the patient will be informed and will need to seek care at a local dentist. A list of English-speaking dental offices is provided.

Insurance Coverage: US dependents are eligible for United Concordia Dental Plan. Treatment received in the local economy, those enrolled in the United Concordia Dental Plan may be eligible for reimbursement. SHAPE Dental Clinic does not provide administrative support for the dental plan. For information visit www.uccidtp.com.

To verify your coverage, please call United Concordia at 1-717-888-7400 (toll). OCONUS claim forms are available at <https://www.tricare.mil/PatientResources/Claims/Dental>

Local Dental Providers*

Periodontist

- Flamand Yves (PERIOCARE), Boulevard du Roi Albert, 167, 7500 Tournai 069/84.52.52
- Baudson Anne-France, Chaussee du Roi Baudouin, 91, 7030 Saint-Symphorien 065/84.75.50
- Azehoui Nabif (NK dental clinic), Place de la Charte, 3, 7390 Quaregnon 065/89.17.00

Endodontist

- Siquet Jean-Pierre (cabinet du Lion), Route du Lion, 10, 1420 Braine-L'Alleud 02/387.01.07
- Cambier Benoit, Chaussee du Roelux, 90, 7000 Mons 065/31.79.35
- Rizzo Leonard, Rue de Bertaimont, 29, 7000 Mons 065/31.35.60

Pedodontist

- Clinique Universitaire Saint-Luc, Avenue Hippocrate, 10, 1200 Bruxelles (w/sedation) 02/764.57.02
- Clinique Notre-Dame de Grace Chaussee de Niveffes, 212, 6041 Gosselies 071/37.92.87
- Laurence Watthe, Avenue Jules Colle, 33, 1410 Waterloo 02/354.53.51

General Dentist

- De Potter Pierre, Rue Gilles Binchois, 3, 7130 Binche, 064/34.07.04 (crowns, bridges, ...)
- Lhoir Xavier, Place des Allies, 48, 7000 Mons 065/34.85.97

Orthodontist

- Rantzas Constantina, Avenue Menden, 20, 1420 Braine-L'Alleud (speak greek) 02/384.51.49
- Lousse Laeticia, Rue de Mons, 21, 1480 Tubize, (speaks Spanish, English) 02/366.13.20
- Demeure Florence, Avenue de Baudouin de Constantinople, 12, 7000 Mons 065/34.64.20

Stomatologist

- Lebau Pascal, Avenue de l'Enseignement, 7, 7330 Saint-Ghislain, 0475/49.73.89
- Hopital Saint-Joseph, Avenue de Baudouin de Constantinople, 5, 7000 Mons 065/38.55.11 (central desk)
- Clinic Ambroise Patee, Boulevard Kennedy, 2, 7000 Mons 065/41.41.41

After Hours Dental Emergencies

- Hopital Saint-Joseph, Avenue Baudouin de Constantinople, 5, 7000 Mons 065/35.90.37
- Clinic Ambroise Patee, Boulevard Kennedy, 2, 7000 Mons 065/41.41.41
- CHR Saint-Vincent Soignies, Boulevard Roosevelt, 17, 7060 Soignies, 067/34.84.50

As a last resort Dial 112 to get the number of a dentist on duty during the weekend

Respect Matters

Prevention of Harassment, Bullying & Discrimination in the Workplace

All Together for a:

**Safe,
Secure &
Respectful
Workplace**

ZERO TOLERANCE
to any misconduct related to Harassment, Bullying & Discrimination



PREVENTION OF HARASSMENT, BULLYING & DISCRIMINATION IN THE WORKPLACE

Creating a safe and respectful work environment is a priority for the entire North Atlantic Treaty Organisation. In November 2020, NATO approved a new policy, which provides a pragmatic approach to prevent any form of harassment in the workplace.

In an effort to raise awareness, SHAPE has developed an information campaign plan which focuses on the following areas: prevention, reporting and response to actual situations that may occur.

The power to make the SHAPE information campaign a success lies in each and every one of us and in our magic to approach other people with our best foot forward.

Your personal information will always be treated with the highest confidentiality. If you have further questions about your privacy, please contact the ACO Data Protection Office at aco.dpo@shape.nato.int

SHAPE has zero tolerance for any type of harassment, discrimination and bullying. If you are subject to any type of behaviour that might be associated with those or if you witness something, please remember that you have impact and you should speak up to be part of the change.

“The respect you give others is a dramatic reflection of the respect you give yourself.”

Mrs. Magda Bara SHAPE Prevention Advisor
Bldg. 102 Room 220
Tel: 065/44 3789
Email: staffrelations@shape.nato.int

For more information and useful documents please access the following link:

www.shape2day.com/community/prevention-of-harassment-bullying-discrimination-in-the-workplace

Prevention of Fraud, Corruption & Wrong Doings in the Workplace

Definition of Fraud

“Any intentional act or omission designed to deceive others, resulting in the victim suffering a loss and/or the perpetrator achieving a gain.”



ACO Fraud Prevention, Detection and Investigation

Directive 015-028 was approved on 25 January 2022. This directive aimed to raise fraud awareness among ACO personnel and help them understand how to identify and act upon potential incidents of fraud.

In January 2024, the helpline transferred to ACO Internal Audit (AIA) at SHAPE and combined with anti-fraud-related reporting. The CONFIDENTIAL HELPLINE number will now support two different purposes; HBD and anti-fraud. It will also provide all SHAPE staff a mechanism through which any form of observed or perceived wrongdoing or waste may be reported.

In an effort to raise awareness, SHAPE has developed an information campaign plan which focuses on the following areas:

a. Provide staff with awareness of the independent and safe mechanisms to seek guidance, and to report or discuss concerns. In so doing SHAPE is better able to ensure early identification of cases requiring action or intervention, and to provide resources to combat fraud, corruption, harassment, bullying and discrimination when it occurs.

b. Increase the overall organizational awareness relating to prevention of any type of misconduct or wrongdoing to include but not limited to fraud, corruption, theft, harassment, bullying and discrimination in accordance with the principles stipulated within all applicable policy and directives.

c. Capture allegations and suspicions in order that they can be quickly and consistently handled at the most appropriate level.

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Mr. David Dart Head of ACO Internal Audit
Bldg. 101 Room C311
NCN 065/44 4881
Email: david.dart@shape.nato.int
reportfraud@shape.nato.int

HELPLINE
NCN: 065/44 8484
Bldg. 101 Room C308
Email: respect@shape.nato.int

PREVENTION OF FRAUD & CORRUPTION
PREVENTION OF HARASSMENT, BULLYING & DISCRIMINATION IN THE WORKPLACE

SPEAK UP! STOP FRAUD

REPORT IT: reportfraud@shape.nato.int
Confidential **HELP LINE**
065/44.8484

ZERO TOLERANCE
to Fraud & Corruption in ACO

PREVENTION OF FRAUD & CORRUPTION
PREVENTION OF HARASSMENT, BULLYING & DISCRIMINATION IN THE WORKPLACE

PREVENTION OF FRAUD & CORRUPTION
PREVENTION OF HARASSMENT, BULLYING & DISCRIMINATION IN THE WORKPLACE

STOP FRAUD SPEAK UP!

ZERO TOLERANCE TO FRAUD AND
CORRUPTION IN ACO

REPORT IT:
📧 reportfraud@shape.nato.int
HELP LINE 065/44.8484

PREVENTION OF FRAUD & CORRUPTION
PREVENTION OF HARASSMENT, BULLYING & DISCRIMINATION IN THE WORKPLACE

Words have POWER.

Gender Inclusive Language

Choose the correct option:

Manning	→	Staffing
Manpower		Workforce
Man-made		Human-made
Chairman		Chair/-person
Policeman		Police Officer
Spokesman		Spokesperson

If not referring to a specific person:

Sir/Madam(s)	→	Colleague(s)/all
Wife/Husband(s)		Spouse(s)
He/She		They

GENDER INCLUSIVE LANGUAGE

Gender Inclusive Language is about writing and speaking in a way that does not discriminate or marginalize on the basis of Gender and does not promote or perpetuate Gender stereotypes.

USING GENDER INCLUSIVE LANGUAGE CAN:

- 1 Challenge unconscious bias and assumptions about Gender roles in society;
- 2 Lay the foundation for greater Gender Equality;
- 3 Shape our worldview and raise awareness of how language affects our behaviours/attitudes.

Security

Security & Emergency Services Branch (SES)

The Mission of the SECURITY AND EMERGENCY SERVICES BRANCH (SES) is the maintenance of security, law enforcement and fire protection on the SHAPE installation, as well as the planning, education and co-ordination of all security/force protection disciplines. It is located in Building 102, 2nd floor, Room 205.

In the SES Branch, you will find:

- SHAPE Provost Marshal is responsible for the planning, coordination, and execution of law enforcement, anti-terrorism, force protection, internal security and community assistance with the International Military Police (IMPs) and internal security of the SACEUR residents. The IMPs are responsible for the enforcement of SHAPE directives/regulations to include anti-terrorism measures. They SHAPE Federal Police support the IMPs and enforce Host Nation legislation on and off SHAPE.
- Headquarters/Installation Security Officer (ISO) manages and implements SHAPE document, physical, personnel, and communication

& information systems security policy and procedures. The ISO enforces the security policy and procedures with the SERIS Guard Force.

- Fire Marshal is responsible for the Fire Awareness Prevention and Training and conducting fire/evacuation drills on SHAPE. The Fire Marshal executes inspections and grants fire permits.

Belgium Emergency Service 100/112 via Cellular

Police 101/112 via Cellular

SHAPE Joint Police Desk (Intl. Military & Federal Police)
065/44-3334 or 3333 (Eng - Fre)

For Emergencies you should always call the

JOINT POLICE DESK at 065/ 44 3333 or 3334

**For more information: [www.shape2day.com/
community/security-emergency](http://www.shape2day.com/community/security-emergency)**

Your Vehicle in Belgium

The SHAPE vehicle/motorcycle registration system is a time-limited registration system, which exempts entitled persons from certain requirements of the Belgian permanent vehicle registration system and issues permanent fuel ration entitlements and temporary fuel ration cards (rental cars). This means since you are temporarily in Belgium you are exempt from road taxes on your first vehicle registration. You are also exempt from import taxes on the used vehicles you imported into Belgium.

Important

You must register all vehicles used or located in Belgium within 1 month of the vehicle being imported in Belgium, or procurement in Belgium. It is also mandatory by Belgium Law to de-register any vehicle upon your permanent departure from SHAPE.

High visibility retro reflective jacket (safety jacket/reflective vest) must be carried inside

the motor vehicle when using it. In case of immobilization of a vehicle in an area where waiting and parking are forbidden all vehicle occupants must wear a reflective vest for safety and by law.

Fuel Ration Entitlements

While living in Belgium and assigned at SHAPE, entitled persons are authorized fuel rations as a privilege. To receive your fuel ration entitlement, you must register your vehicle/motorcycle on SHAPE through the Family Support and Central Processing Branch - Registration Section. Remember: the purchase, sharing, transfer and/or resale of rationed items such as Fuel Cards is illegal.

Bldg. 210 Room 109-110

Tel: 065/44 5147

Fast Line: 065/44 8348

www.shape2day.com/arrivingleaving/vehicles



Traffic Accident Guide

Stay Calm, Keep Safe

If you are in accident, it's important not to panic. Turn off your car engine. Turn on your hazard lights and get out of the car safely- exit from the passenger side to avoid traffic.

Exit the Car Safely

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

Don't Put Yourself in Danger

Use a flashlight at night. Keep a safe distance away from your car and away from the road or highway. 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 is a chance of further injury if it stays in place.

Call for Help

The safety of everyone involved is always the priority. 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 aid casualties.

- Provide 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 will 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 any witness, including passengers
- Details of injuries and attending police officers
- The insurance details of the other drivers

Take photos of the accident with your smartphone,

showing the positions of the vehicles involved, and any skid marks and damage. If you do not have a camera on you, ask others in the surrounding area for one or draw a sketch of the scene.

*The details mentioned are included in the standardized European Traffic Accident Report forms.

Take photos of the accident, showing the positions of the vehicles involved, and any skid marks and damage. If you do not have a camera on you, ask others in the surrounding area for one or draw a sketch of the scene.

Don't Admit Liability

Whether you've had minor damage or suffered something more serious, do not admit liability. Even if you think the accident was your fault, you shouldn't discuss details of a sentiment with the other driver(s) without speaking with 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 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. European Traffic Accident Report form in different languages: SHAPE2DAY website/community/police matters.

Reminder

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

Don't forget

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

Joint SHAPE Federal Police:

065 44 3334

(24/7 French & English)

Address: Avenue de Berlin 7010 SHAPE

Morale & Welfare Branch

SHAPE Club



Come and dine at the SHAPE Club's International Restaurant, iTaste. Open for lunch from Monday to Friday,

and for dinner on Thursdays and Fridays, we offer a warm, welcoming atmosphere perfect for families. Enjoy savory daily specials, grilled meats, fresh pastas, and salads. And don't miss out on one of our famous burgers, locally renowned as the "Best Burgers in Town."

Due to high demand, we highly recommend making reservations in advance to guarantee your spot. We can also accommodate large groups and private events, with both indoor and outdoor terrace seating available when the weather permits. If you're short on time or can't find a table, take advantage of our convenient take-out service.

For your upcoming events, explore our Catering Guide. Whether you're hosting at the SHAPE Club or need catering for your office, we offer a variety of customizable packages tailored to your needs. Our catering services are ideal for

everything from promotions and retirements to private parties, birthday celebrations, large conferences, and training events.

We look forward to hosting your next function in one of our bars, multi-purpose rooms, or ballroom. Welcome to the SHAPE community, we're excited to serve you!



Bldg. 903
Tel: 065/44 4133
shapeclub@shapemwb.be

Rendez-Vous

At The Rendez-Vous Starbucks, located in the shopping center next to Carrefour, we cater to your cravings throughout the day. Whether you're stopping by for a quick espresso or a creamy latte, we've got your coffee needs covered. And if you bring your own cup, you'll receive a 0.20 cent discount on your drink!

For lunch, we offer a delicious selection of sandwiches, including options like white or brown bread, paninis, and croque-monsieur, as well as pasta and fresh salads. Pair your meal with a refreshing soda, water, beer, or even a glass of wine.

In the morning, treat yourself to our variety of egg breakfasts, croissants, pain au chocolat, and other pastries, all perfectly complemented by a glass of fresh orange juice. If you're in the mood for something sweet, we've got you covered with donuts, freshly made waffles, candies, and more.

Anytime you're in the mood for something cool, our freezers are fully stocked with a variety of ice creams. You can relax at one of our outdoor tables and enjoy the nice weather while staying connected with our free WIFI.



Bldg. 505
Tel: 065/44 5220 or 3775
Facebook : SHAPE Rendez-vous Café
rendezvous@shapemwb.be

Silver Spoon HQ Cafeteria



Located within the SHAPE Main Building 102, the Silver Spoon Cafeteria facility provides excellent catering services to the SHAPE Community, official guests, and visitors. With the capacity to seat up to 350 customers, its flexible and varied services to make the Silver Spoon an indispensable hub for its many valued customers.

Breakfast (0730-1000 hrs) Our breakfast menu includes an 'a la carte' selection of all your breakfast favourites cooked to order by our highly regarded chefs, as well as an extensive 'continental buffet' including freshly baked breads and pastries.

Lunch (1130-1400) The versatile cafeteria boasts a selection of dining options, which can be enjoyed in the dining area or packed 'to go' by our helpful staff. The dining options include:

-Hot Menu Line: The menu line comprises a selection of hot meal options, varied daily, including fish, meat, or poultry choice, with fresh vegetable, rice, or potatoes.

-Soup Line: Prepared daily, from the freshest of ingredients, the Silver Spoon offers two different soups a day, available to enjoy in our restaurant, or to take away.

-Sandwich Bar: Our helpful staff will prepare your sandwich to order from your choice of bread and filled from the extensive range available.

-Salad Bar: As a healthy option, the salad bar allows our customers to choose from our varied range of fresh salads.

-Pizzeria Line: Available every Pizza Margarita and Pizza Pepperoni and a Pizza Special of the week.

-Fast Food Line: For the customer in a hurry, our fast-food line prepares a selection of favourites: From burgers to steak, omelettes, sausages, chili, and the Belgian speciality 'Frites'

-Coffee Bar: Open Monday to Thursday: 08h30 – 15:30. Friday: 08h30 – 14:30



Bldg. 102
Tel: 065/44 5114 or 3323
silverspoon@shapemwb.be

B3'S



The B3's Sports Bar is located at the Events Centre building and is projected to move to the SHAPE Club in 2025.

B3's hosts a variety of fully immersive events and has a live DJ at TGIF! Sing your heart out at Karaoke night. Regular themed parties and live entertainment keep B3's bustling and lively.

Come and stop by for a refreshing cocktail or choose from the wide selection of local beers available. Enjoy outdoor patio service during warmer seasons. Our friendly staff will provide a welcoming ambience that will keep you coming back. Living up to its name, watch your favourite sporting events on our big screen and cheer on your team.

And don't miss out on our salsa classes every Tuesday – perfect for beginners and experienced dancers alike. We look forward to providing you top-notch service and hope to see you soon!



Bldg. 303
Tel: 065/44 4133
shapeclub@shapemwb.be
Facebook: SHAPE - B3's Sports Bar

SHAPE Pizza Bowl



SHAPE Pizza Bowl is a premier, family-friendly bowling centre with 12 state-of-the-art lanes featuring AMF synthetic lanes and the latest XLi EDGE Free Fall pinspotters for a quieter, faster and smoother bowling experience. Open 7 days a week, we offer bowling leagues, including women's and leisure leagues, as well as fun-filled Glow Bowling on Friday and Saturday nights.

Our Pro Shop offers top quality bowling equipment and accessories, with on-site ball drilling and annual locker hire available.

Hungry? Our snack bar serves a range of pizzas, burgers, chicken, sandwiches and more, plus a selection of local and international beers, wines, soft drinks and ice cream.

The Pizza Bowl is perfect for team building events, boosting morale while creating an unforgettable experience. For families, we offer exciting birthday party packages with party favours for children and a special children's menu at the snack bar. Whether you're bowling for fun or competition, or just enjoying a meal, SHAPE Pizza Bowl is the perfect place for all ages!



Bldg. 502

Tel: 065/44 5696 Bar/Lanes

Facebook: SHAPE Pizza Bowl
admin.pizzabowl@shapemwb.be

SHAPE Alliance Auditorium



The SHAPE Cinema offers an immersive movie experience with its 685-seat single-screen theatre featuring state-of-the-art sound and digital projection for both 2D and 3D films. It's the perfect spot for the base community to enjoy the latest blockbusters at an affordable price. Our refreshment stand offers fresh salted American-style popcorn, a wide range of soft drinks and a variety of popular sweets to enhance your movie experience.

In addition to movies, SHAPE Cinema can host live events such as touring shows, concerts, change of command ceremonies and school assemblies. These events can be arranged with the assistant manager.

Movies are shown from Friday to Sunday, with special highlights often including family-friendly films and children's films. Check the SHAPE Cinema Facebook page for the latest schedule or visit shape2day.com.



Bldg. 502

Tel: 065/44 5696 Bar/Lanes

Facebook: SHAPE Cinema – Alliance Auditorium
admin.pizzabowl@shapemwb.be

SHAPE Inn

Military and Civilian equivalent personnel, arriving and departing with their dependants or on temporary duty, are offered excellent accommodation, in a safe and pleasant environment, at the lowest rates available in the area.

Located in Bldgs. 902 and 904, with a total of 93 rooms, the SHAPE Inn is ideally placed, close to Headquarters, the SHAPE Club and the Shopping/Recreation areas.

If you desire good accommodation at reasonable rates, reservations for newcomers or TDY personnel, then the Inn is at your service.



Rue Matterhorn 904-902
Tel: 065/44 4385
shapeinn@shapemwb.be

SHAPE Language Centre



SHAPE, with its diversity of linguistic communities working and living together is a great place to learn languages.

With this in mind and in accordance with its mission, the SHAPE Language Centre offers the entire international community a wide range of language programmes. Classes in English, French, German, Spanish and Russian.

- Teachers are qualified native speakers.
- Small international study groups (between 7 and 14 students).
- Private tuition on request.

Bldg. 211
Tel: 065/44 4971
languagecentre@shapemwb.be

Rationed Items Store



The Rationed Items Store (RIS) is the place where you can find a wide range of liquors, tobaccos and wines from many different countries. It also includes a perfumes, cosmetics, skincare and accessories department.

You can also purchase your TOTAL fuel cards in the RIS.

General Information

A valid SHAPE ID card (AMIS card) must be presented to the cashier when purchasing in the RIS. The cashier will scan your card, then you will be asked to enter your PIN code in order to confirm the transaction.

The balance of rations will be automatically adjusted when the transaction is completed.

Rationing System

Weekly Allowance

The system is used to control entitlements of:

- Spirits/Liquors;
- Cigarettes, cigars and cigarillos;
- Wines, champagnes and sparkling wines;
- Fuel cards
- Alcohol rations are divided into 5cl units (e.g. 1 bottle of 1 Liter = 20 units of 5cl).
- Your entitlements will be added on a weekly basis (See weekly allowance chart).
- Purchases of perfumes/accessories are limited to a yearly balance calculated on the duration of your tour at SHAPE (e.g. one full year = 4680 €). This balance can be found at the bottom of your receipt.
- You can check your entitlements on this official website <https://nstep.azurewebsites.net/>
- In case of problem with your rations, you can call NSTEP Service on SHAPE phone extension 6425

About fuel cards

They are only accepted in Total stations in Belgium; They are available in 100 liters or 200 liters.

VERY IMPORTANT: Watch out for the expiry date on your card. Unused liters of an expired card will be lost!



ITEM	SHAPE MEMBER
Cigarettes	200 or
Cigars	50 or
Cigarillos	100 or
Tobacco	250 grams
Spirits	0,75cl (15 units)
Liquor	0,75cl (15 units)
Fuel (engine less than 1750cc)	50 liters per week
Fuel (engine more than 1750cc)	100 liters per week

Operating hours

Sunday and Monday: CLOSED
 Tuesday to Friday: 10h30 - 18h00
 Saturday: 10h00 - 16h00

Bldg. 506
 Tel: 065/44 5628
ris@shapemwb.be

SHAPE Performing Arts Centre



The SHAPE Performing Arts Centre offers a variety of theatre programming to serve the diverse international communities on SHAPE. The SHAPE Players perform four productions annually, which always include at least two musicals, a comedy and/or a drama.

It is located in building 207 a short distance from the Berlin Gate entrance. The facility was renovated during the summer of 2006, elevating the audience seating, painting the auditorium and refurbishing the seats for comfort.

The theatre lobby has been completely redesigned in 2008. The facility also serves the NATO Community for training, conferences and special service events as well as special cultural presentations.

The SHAPE Players have been honored with numerous awards for their outstanding productions and were the recipients of the 2009 Irving Berlin Award for Outstanding Entertainment Excellence.

Technical upgrades and improvements have been recently implemented with new lighting equipment and video projection system dedicated to shows.

The SHAPE Performing Arts School is opened three times a year offering several weeks theatre workshop where children from ages 8 to 18 are brought through every steps of a musical production, including acting, singing and dancing sessions.

Our theatre program is supported by a pool of volunteers which includes crafters, painters, seamstresses, makeup artists and chaperones.

It is the mission of the SHAPE Performing Arts Centre to present diverse theatre programming which stimulates, educates and entertains the SHAPE International Community.



Bldg. 207 - Unit 21420 Box 9998

Tel: 065/44 3312

Artistic Director: Brett Harwood
SHAPE Performing Arts

SHAPE Trips & Tours

Are you new to Europe and want to travel and explore? We are here for you!

We offer affordable, family-friendly day trips within a 4-hour bus ride from SHAPE. Belgium, France, Netherlands and Germany are waiting for you. We plan the trips, and you enjoy - no driving, no hassle, no research for you - we do it all.

Some of our trips are transportation only. We drop you off in the city center and you have time to explore on your own before we pick you up at the same place we dropped you off.

Some trips include guided tours, wine tastings, visits to castles and museums, boat trips and many other activities.

Besides day trips, we also offer longer trips: our regular destinations such as Lapland (Northern Finland), Iceland, Tanzania, as well as Christmas trips to cozy European cities. We've seen the Northern Lights in Lapland, tasted whale and puffin in Iceland, risen with the sun in a hot air balloon in Cappadocia, taken a sleeper train to Vienna, drunk mulled wine in Krakow and Ljubljana during Christmas and heard a lion around our tent in the Serengeti. And we have so much more to offer! We also offer rare destinations like Svalbard, Arctic etc.

Our trips are advertised on our Facebook page, in the SHAPE Community Life magazine and on www.shape2day.com, as well as through posters and flyers in various locations around the base. The trips are open to all SHAPE/NATO ID cardholders and their guests.

SHAPE Arts & Crafts Centre

The SHAPE Arts & Crafts welcomes you and your family to our facility!

In this safe, fun, artistic and educational environment, you will be able to develop your creativity with the support of our international staff.

During our shop opening hours, we are ready to assist you with the creation of personalized gifts such as, awards, coins, nametags, trophies, embroidery projects, candles and much more. Arts & Crafts offers a variety of instructional classes thanks to our freelance employees that will be happy to receive you during their sewing, quilling, paint, and seasonal craft classes for both children and adults. We also provide framing and engraving services.

If you are looking for an open space to work on your own project, we can offer our open studio option.

If you are interested in hosting a private Arts & Crafts party for both children and adults, we have the location to accommodate your request.



Note: We do not book individual trips, but we are happy to help your organization/unit to put a great trip together.

Bldg. 505
Tel: 065 44 6040 or 8136
shapetripsandtours1@gmail.com
Facebook: SHAPE Trips and Tours 2.0

Are you a skilled artistic individual looking to share your talent with the SHAPE community? We are always looking to hire instructional freelancers as an addition to our great team.

If our services have caught your attention, feel free to check out our Facebook page "SHAPE Arts and Crafts", or contact us!



Bldg. 307
Tel: 065/44 6049
artandcraft@shapemwb.be
Facebook: SHAPE Arts and Crafts

SHAPE Sports & Fitness



The SHAPE gym is here for you!

We strive to provide quality customer service, exciting classes and sport programs. We encourage participation from both military and civilian SHAPE members to increase community involvement, improve quality of life and promote active/healthy lifestyles.

The facility offers cardio and strength training equipment as well as basketball courts, track, pitches, pool, climbing wall and equipment for a variety of sports such as badminton, table tennis, squash/racquetball, pickleball, spinning, etc. Lockers are available for daily checkout or monthly/yearly rental. Additionally, there are a variety of inclusive and diverse classes, most of which are run by certified instructors. Some classes are free of charge but others will require a fee to participate. Personnel trainers are available to help those customers who would prefer a more bespoke training plan, there is a charge for this service.

The gym annex is available 24/7, customers require to have their SHAPE ID registered to the entry system to enable access out of normal working hours. Please go to Sports and Fitness reception for more details.

Besides our daily activities, we offer yearly events such as 1/2 Marathon, 24 Hour Fun Run (Make-A-Wish) and International Basketball Tournament.

Finally, don't forget to inquire about fitness challenges, intramural sports program and SACEUR Sports Trophy competition.

Follow us on our Facebook page "SHAPE Sports and Fitness" for updated information, classes and pool schedules.



Bldg. 313 (Main Gym) & 301 (Annex)

Tel: 065/44 5325

Facebook: SHAPE Sports & Fitness



SHAPE International Library

Make your first stop on SHAPE the SHAPE International Library. The library offers a variety of materials in 17 NATO languages to include books, DVDs, Video Games, music CDs, audiobooks and language learning materials, all free of charge to SHAPE ID card holders.

Computers with access to the Internet, email and Microsoft Office as available for patrons' use as well as free wifi. Study tables near electrical outlets are available for patrons wishing to use personal laptop computers.

A reference librarian is available to assist patrons in locating research materials for term papers and other assignments. The library has a strong interlibrary loan program for borrowing resources that are not available locally. Patrons may request a tour of the library, as well as briefings on reference services, how to do research, and how to utilize the library's electronic resources.

There are also a number of regular, organized activities that take place in the library and in the adjacent Makerspace area. These include story times in multiple languages for multiple age groups, Science & Technology classes for kids, book clubs for different ages, as well as programs for teens, adults, and whole families. Every summer, the library sponsors a Summer Reading Program for children, teens and adults. The library also plays host to other seasonal and special events throughout the year. Our current schedule of events can be found on our website.

SHAPE Makerspace & Learning Centre

Make your first stop the SHAPE International Library, and be sure to visit the SHAPE Makerspace and Learning Centre while you are there. The Makerspace is located in Building 307, part of the SHAPE International Library.

The SHAPE Makerspace and Learning Center is a collaborative workspace equipped for learning, making, and tinkering. Visitors to the SHAPE Makerspace have the chance to try new and different tools and technologies, to share their experience with other collaborators, and to have fun creating. The Makerspace is open to individuals, families, schools and groups to socialize through programs as well as open hours. The Makerspace has tools, kits, and materials, some consumable and others for



reuse to make a variety of projects. Patrons may request a tour of the Makerspace, as well as instructions on different tools and equipment available for public use.

The Learning Centre in the Makerspace offers weekly and monthly programs for children, teens, and adults. Some programs are more structured classes to learn and



Community Activity Centre BLDG 307
Tel: 065/44 5631
usarmy.shape.library@army.mil
shapemakerspace@gmail.com
chievres.armymwr.com

experiment, while others are drop-in times for those who want to tinker or explore science and technology concepts. The Makerspace also supports teachers and community organizations with instructors and educational resources for classes. Our current schedule of Makerspace events can be found on our website.

For those who want to continue Making at home, there are many resources in the library's collection to check out. Books about making and about different types of creative, building activities; science and technology-

themed games; and science kits for at-home experiments are a few of the materials patrons can check out and take home. From engineering with LEGO® bricks to building cosplay accessories, from coding to crochet, from robotics to wood working, there are books and resources in multiple languages for aspiring makers. Any materials at the SHAPE International Library can be checked out free of charge to SHAPE ID card holders.

**Children must be at least 11 years old to be left alone in the library or Makerspace and must be at least 13 to supervise a younger child.*

SHAPE GROUP II ACTIVITIES



These organizations, requested by the SHAPE Community, are for the general education, sport, recreation and welfare of SHAPE military and civilian personnel and their dependants, including the personnel of elements assisting or supporting SHAPE (e.g., NMRs, National Support Units) and their dependants. Should you need more information about SHAPE Group II activities, please contact Mrs. Nathalie Bonneval: nathalie.bonneval@shapemwb.be or nathalie.bonneval@shape.nato.int

You will find POC from each activity on the SHAPE2day website

www.shape2day.com/community/leisure/group-ii-activities

- International Association of SHAPE Former NCOs & Associates (I.A.F.NCO.S & A)
- SHAPE 1st International Scout Group
- SHAPE Alumni Association (SAA)
- SHAPE Badminton Club
- SHAPE Boosters Club
- SHAPE Bowling Association
- SHAPE Boy Scouts of America (troop 325)
- SHAPE Bridge Club
- SHAPE Cricket Club (SCC)
- SHAPE CUB Scouts PACK 325
- SHAPE Shields Ice Hockey Team
- SHAPE Former Enlisted Association (SFEA)
- SHAPE Girl Scouts of USA
- SHAPE Golf Association (SGA)
- SHAPE Healthcare Facility Association (SHFA)
- SHAPE International Angling Club (SIAC)
- SHAPE International Chapel Charity (IC3)
- SHAPE International Cycling Club (SICC)
- SHAPE International Vintage Closet/ Thrift Shop
- SHAPE International Women's Club (SIWC)
- SHAPE JUVENTUS Academy Football Club
- SHAPE Military History Association (SMHA)
- SHAPE NMR Social Association
- SHAPE Officers Association (SOA)
- SHAPE Parents Teachers & Students Organization (PTSO)
- SHAPE Rocquencourt Chowder Marching & Darts Society (RCMDS)
- SHAPE SEALS International Swim Team
- SHAPE International NCO Group (SING)
- SHAPE Sub Aqua Club (SSAC)
- SHAPE Toastmasters International
- SHAPE Travel Group (STG)
- SHAPE Hawks Volleyball Club

SHAPE Outdoor Recreation & Equipment Rental Centre



Outdoor Recreation (ODR) offers an array of items to rent for all your seasonal needs and offers monthly outdoor Trips/Tours and Team Building Activities. (Kayaking, Trekking, Geocaching, Indoor Skiing, Rock Climbing etc.)

Are you having a spring or summer get-together? We have frame tents (canopies) of all sizes, fest sets, barbecue grills (small, medium and large) and a few outdoor games i.e. cornhole and horseshoe sets to have some friendly competition at your event.

Are you looking for some entertainment for the kids/youth? ODR has several bouncy castles and a few new sports inflatables i.e. a Dartboard and Archery Inflatables that are great entertainment and activity for the kids/youth to enhance your event. In addition, if you are hosting a Birthday Party, or any other special event or garden party at your house, ODR can provide you with (frame tents, fest sets and a bouncy castle or sport inflatable) to enjoy your outdoor event!

Bike service/maintenance is currently being offered at Outdoor Recreation by appointment only, and coming soon ODR will be offering monthly 'basic maintenance/service classes with' hands on' experience for all participants.

Are you feeling the need to reconnect with nature? ODR has camping tents, sleeping bags, cots, air mattress to let you enjoy your nights outside, especially during the summer and early fall months.

If you are looking to do a little Benelux biking or would just like to have a leisurely bike ride, ODR has several mountain, touring and cruising bikes available for your weekend leisure biking activity. If you are into gardening or keeping your yard tidy, ODR has weed eaters, hedge trimmers and leave blowers available for rent. If you are cleaning your garage, terrace or carport, they can also assist you with a power washer rental.

As the seasons change, do not forget that ODR has ski and snowboard gear for you and family to rent for your family ski holiday at a fabulous European Ski Resort i.e. Germany, Italy, France, Austria and or Swiss Alps during the winter and early spring months!

Please stop by our Outdoor Recreation Facility to meet and greet the Team and to book an upcoming outdoor adventure, or to check out all the recreation equipment that is available to SHAPE community members and their families.



Price List

Outdoor Equipment	Daily	Weekend	Weekly
Frame Tent 10X10 ft (3X3m)	30	50	130
Frame Tent 15X15ft (4.5 X 4.5 m)	40	65	180
Frame Tent 20X20 ft (6X6m)	45	80	200
Side Wall for Tent	4	6	10
Fest Set (Table + 2 benches)	14	30	60
Table	6	10	25
Bench	5	9	20

BBQ	Daily	Weekend	Weekly
Half Barrel Grill	5	10	25
Small (Trailer Grill)	35	70	175
Large (Trailer Grill)	45	85	215
Cooler Large	9	15	40
Cooler Small & Medium	8	15	25
Party Cooler w/Stand	10	21	37

Media Equipment	Daily	Weekend	Weekly
Portable speakers	30	55	135
Microphone	12	25	55

Sports	Daily	Weekend	Weekly
Adult Ski or Snowboard	12	30	70
Adult Ski/Snowboard Set	17	35	125
Adult Ski or Snowboard Boots	10	20	48
Children Ski Set*	15	30	80
Youth Ski/Snowboard Boots*	8	15	48
Ski Poles	4	7	18
Helmet	6	12	20
Mountain Bikes/Leisure Bikes	8	18	65

Other Services (By apt only)	Daily	Weekend	Weekly
Ski/Snowboard binding adjustments	10	- by Apt only	

Bike Safety and Tune-Up Services by appointment only:			
Bike Safety Check and Services	35		
Bike Service with Full Tune Up	85		

- * Children or Youth (under 18) Ski/Snowboard set
- * Adult/Youth/Child Seasonal Ski/Snowboard Sets for RENT (FEB-APR)
- * Contact the Outdoor Recreation Team at +326522-5246 or stop by the Outdoor Recreation Facility to learn more about the Seasonal Ski and Snowboard Rentals.
- * Weekend fee is pick up on FRI & return on MON
- * Week fee is for 7 Day time period

* All prices are in euro
*All tents must return clean/dry

Other Equipment	Daily	Weekend	Weekly
High Pressure Washer	20	40	85
25M Hose	5	10	20
Hedge Trimmer	15	25	45
Extension cord	5	10	25
Weed Trimmer	15	25	45
Leaf Blower	15	25	45

Camping Equipment	Daily	Weekend	Weekly
Tent 2 Pers	9	18	45
Tent 3 Pers	12	24	60
Tent 4 Pers	14	26	70
Air Mattress (Inflatable)	7	11	25
Sleeping Mat (Inflatable)	5	10	20
Sleeping Bag	5	11	25
Camping Cook Set	4	10	15
Gas	7	12	24

Entertainment	Daily	Weekend	Weekly
Inflatable Happy Clown	85	120	N/A
Inflatable Bunny Garden	85	125	N/A
Inflatable Dolphin Castle	95	125	N/A
NEW Inflatable Dart Board	55	115	N/A
NEW Inflatable Archery	55	115	N/A
Mini Clown	75	110	N/A
Horseshoe Set	5	10	25
Tug Of War Rope	10	18	45
Comhole Sets	10	20	35



Bldg. 504 A
Tel: 065/22 5246
outdoor.recreation@outlook.com
Mon, Wed, Fri 0900 - 1400

Fiscal Privileges

Customs

We want, as Belgian Customs Officers

- To contribute to the protection of fiscal, economic and social interests of Belgium and the European Union.
- The movement, manufacturing, processing & holding of goods subject to customs & regulations.
- The implementation of other regulations in connection with the main task.

We Achieve

- By ensuring that the taxes we're responsible for collecting are properly levied.
- By participating in the implementation of the measures for protecting and promoting the single market of the European Union.
- By ensuring that the regulations are properly applied and by detecting and fighting fraud.
- By giving advices to those who hold positions of responsibility at political, administrative and economic level.

- By performing services on behalf of the public and taking into account their legitimate interests.

We Believe in

- The proper, flexible and honest performance of our tasks.
- An active cooperation with our partners.
- A constructive attitude towards change.

What do you have to do?

In Belgium, as in the USA or any Member State of the European Union (EU), the Customs Administration deals with the importation and exportation of goods.

Why to contact us:

- When you arrive at SHAPE.
- When you leave SHAPE at the end of your duty.
- When you bring in some goods from non-EU countries into Belgium.

SHAPE & NATO Foreign Forces Customs

SHAPE Bldg. 210 – Room 111A; E-mail: da.shape.mons@minfin.fed.be

Office (French, English, Dutch, and German); Tel: 0257 63478 or 80035; Mon-Fri: 09.00-12.00

From October to May: free or by appointment (via shape2day). For Outprocessing on Tuesday by appointment. From June to September: by appointment only. For Outprocessing on Mon-Tue-Thu afternoons by appointment.

CHIEVRES Air Base Bldg. 20133 – Gate 14

E-mail: da.shape.mons@minfin.fed.be

Office (French, English & German speaking); Tel: 068 25 62 42 (office) or 0257 57796 or 0257 55051

Mon-Fri: 09.00-16.00

What do you have to do?

Do not forget also that we will deal with your car(s):

- When you import it.
- When you buy it in Belgium or in another EU country.
- With duty and tax exemption.
- We intervene when there are customs and excise duties!
- We DO NOT intervene when only VAT is concerned.

1. When you import goods (including cars) at your arrival at SHAPE

1.1. Moving Customs Duty

Exemption

When you first arrive at SHAPE to take up your post, you may import all your belongings from a third country free of duty and tax, but only if some conditions have been fulfilled (proof of 6months of ownership and use in the precedent third country of residence and no residence in Belgium before).

- This “moving customs duty exemption”

applies only if you have come from a third country (USA, Canada, Norway, Turkey, etc.) and NOT from the EU.

- It applies only once.

Temporary Admission

Again when arriving at SHAPE to take up your post, you are also entitled to import temporarily all kinds of personal goods (including vehicles such as cars) free of duty and tax, if you make a

customs declaration (NATO Form302) and on the condition that you will re-export all these goods by the end of your posting in Belgium.

More about Vehicles (POV)

Regarding your personal vehicle(s), you are entitled to:

- Definitely import but only once after you arrive at SHAPE any personal vehicle
- (land, air, sea) under the “moving customs duty exemption” if you meet the exemption conditions.
- Temporarily import a limited number of vehicles (see also notice under VAT chapter).
- Purchase free of VAT a limited number of vehicles in Belgium (or in another European country) according to certain rules (see notice under VAT chapter).

Keep in mind that SHAPE members are entitled to tax exemptions, not for their personal benefit but to guarantee the efficient functioning of the SHAPE organization. All vehicles that are not strictly necessary for the exercise of your function within the SHAPE, and therefore have leisure functions, are excluded from the exemption.

This is why recreational vehicles such as motor homes or camper vans are always excluded from any exemption. Whether or not a means of transport is purposed for leisure is ultimately a matter for the Belgian Customs

to decide. Please ask for information at our Customs office before importing or purchasing a vehicle, to avoid any unpleasant surprises!

Selling your exempted car(s) will make import duties payable (except in certain cases: see notice under VAT chapter). You remain also responsible for the discharge of the customs status of your temporarily imported cars: if you want to sell your car (to another SHAPE member or an American car company (in Germany, e.g.), you must first discharge the temporary customs procedure in Belgium before selling it. Please ask for information at our Customs office before any definitive decision related to your imported cars.

**Note: when you are out processing, you must first go through our VAT office at SHAPE before coming to our Customs office.*

1.2. When you purchase inside SHAPE canteens during your duty at SHAPE

At the SHAPE compound, you as SHAPE's sponsor are entitled to purchase tax-free all goods available inside the SHAPE canteens

(Carrefour and the RIS Shop) if you can justify your entitlement by showing your SHAPE ID card. Alcoholic and tobacco products are allowed in exemption within certain quantity limits. Other products may be limited by value.

Pay attention: you are not allowed to sell, transfer, or otherwise dispose of items you purchased or imported free of duty to anybody not entitled to these exemptions. A breach of Belgian customs and tax regulations can result in fines by Belgian Customs authorities and adverse administrative action by your own civil or military authorities.

2. When you import goods after your arrival

When on duty at SHAPE, you return from a non-EU country with souvenirs (leisure travel or mission travel), you may import some goods free of duty and tax within certain limits. These are goods worth no more than 430EUR (more or less 325USD) and within certain quantities for alcoholic beverages and tobacco products.

Tobacco Products

- Cigarettes 200 pieces
- OR Cigarillos OR 100 pieces
- OR Cigars OR 50 pieces

OR smoking tobacco OR 250 grams

Alcohol And Alcoholic Beverages

Beer 16 litres & Non-sparkling wines 4 litres of 80 % vol. and over

Or Distilled beverages and spirits, and aperitifs with a wine or alcohol base, ratafià, sake or similar beverages of an alcoholic strength of 22 % vol. or less ; sparkling wines, fortified wines 2 litres

**If you are under 17, you cannot have the “tobacco products” allowances, nor the “alcohol and alcoholic beverages” allowances.*

Other Goods Than Those Mentioned Above

Worth 430 EUR for air or sea travellers or 300 EUR in total for other travellers

**If you are under 15, limited worth 175 EUR*

2.1. If you're travelling from outside the European Union or from territories with a special tax status

When travelling from a non-EU country or from an area with a special tax status, like any other citizen you will be subject to customs checks.

If you have goods to declare, please do use the red channel.

Use the green channel only if you are sure that you have nothing to declare or if you are bringing into the EU no more than the allowances mentioned here after. These allowances are granted regardless whether the goods have been bought on the domestic market or with a tax refund because of their exportation out of the country (e.g.: goods bought in a tax free shop at the airport). Allowances for goods you bring into the EU with your personal luggage and for no commercial purpose.

2.2. Excluded goods

If you bring in goods for professional reasons, for resale or in larger quantities than normally brought in by some one for non-commercial purposes, you are not entitled to the travellers' allowances described above.

2.3. Bringing in goods exceeding the quantity or value allowances

If you are importing more than these allowances (regarding value and/or quantity), you must declare the goods to the customs authorities. You must pay the corresponding import

duties and taxes on it. If you do not, you may get a fine in addition to the taxes that are due.

When the imported quantity of tobacco products, alcoholic beverages, exceeds the quantity allowances, you will only pay taxes on the quantity exceeding the allowances. If you bring in another good that is worth more than allowances for "other goods" (430 EUR or 300 EUR), you will pay taxes on the total amount.

2.4. If you're travelling from an EU country with goods on which taxes have been paid

If you bring in Belgian goods on which tax has been paid in another Member State of the European Union, you do not have to pay any tax or duty on them (as all taxes have already been paid in the country where you have bought them). Travelers coming from a Member State of the EU may bring goods into Belgium without any restriction regarding quantity or value. Excise duties remain due for tobacco products and alcoholic beverages introduced for commercial purposes.

In order to decide on the commercial nature of the goods introduced, the customs authorities may ask you some questions on the commercial status, grounds for importation, place of

storage or the means of transport used as well as any document relating to these products, the kind of goods and the quantity imported according to the following indicative limits.

**NOTES:*

- 1) *The Member States of the EU are Austria, Belgium, Bulgaria, Cyprus, Croatia, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.*
- 2) *The EU territories with a special tax status are the Canary Islands (Gran Canaria, Tenerife ...), French Guyana, Guadeloupe, and Martinique, the Åland islands and Mount Athos. The allowances for travelers coming from these territories are the same as for travelers coming from non-EU countries.*

3. Importation or purchase of personal cars

You are entitled to:

- Definitively import but only once after your arrival at SHAPE any personal vehicle (land, air, sea) under the "moving duty procedure" if you meet the exemption conditions.
- Temporarily import a limited number of 2 vehicles (see notice here under VAT chapter).

Tobacco Products

Cigarettes 800 pieces
Cigarillos 400 pieces
Cigars 200 pieces
Smoking tobacco 1kg

**Cigars with maximum weight 3 kg each*

Alcoholic Products

Distilled beverages 10 litres
Intermediate products 20 litres
Wines 90 litres
Beer 110 litres

**e.g. Port, Pineau des Charentes etc.
Maximum 60 litres of sparkling wines*

- Purchase free of VAT a vehicle in Belgium according to certain rules (see notice here under VAT chapter). Note that selling your exempted car(s) will make import duties payable (except in certain cases: see notice here under VAT chapter).

4. Custom formalities

To comply with customs, a customs declaration will be completed and presented at our office.

With this declaration (NATO Form 302 or standard customs declaration), certain documents must be added such as title of ownership, invoice, list of the goods, insurance, SHAPE ID card.

Ask your NMR or your civil authorities to complete this form.

5. Purchase in military canteens at the SHAPE Compound

You are entitled to purchase tax-free (import duties, VAT and excise duties) all goods available inside the Carrefour Shop if you can justify your entitlement by showing your SHAPE ID card. Alcoholic and tobacco products can be purchased also tax-free but within certain limits in RIS and in the Carrefour Shop (in Carrefour, only wines, including sparkling wines and beers).

Anybody with SHAPE ID card but not entitled to fiscal privileges may purchase all goods available, all taxes included inside the Carrefour Shop or in shops other than RIS.

6. WARNING!

In any case that you ARE NOT ALLOWED to sell, transfer, or dispose of the items you purchased or imported under a customs procedure except as provided below.

- If you desire to sell the item, you must coordinate with the Belgian Customs Office located at Room 111A of Building 210, SHAPE or at Chièvres Air Base, to close your case without payment if you sell this product to another entitled person or to pay duty and VAT if you sell it to any other person without tax entitlement.
- If you PCS with the item on your person or ship the item in your household goods or luggage, there are no tax consequences. A breach of Belgian customs and tax regulations can result in fines by Belgian tax authorities and adverse administrative action by your military or civilian authorities.
- If your SHAPE-exempted fuel card is lost or disappeared, please report the loss or the theft to our Customs office or/and to the Belgian Federal Police at SHAPE and/or to the BSG (International Military police). This will be in your favor when investigating possible abuse of tax privilege.

LINKS:

Belgian Customs & Excises:
http://fiscus.fgov.be/interfdanl/nl/site/customs_english.htm

Europe-Customs:
http://europa.eu/pol/cust/index_en.htm

SHAPE VAT Office

VAT EXEMPTION



Goods Exemption

This section applies only to purchases made outside the SHAPE Base in Belgium or in Europe. Don't leave free money on the table! When in Belgium, SHAPE members can be exempted from certain taxes. So it is important to know the procedure in order to get the appropriate refunds when eligible.

In Belgium you pay a tax called Value Added Tax (VAT, or TVA in French) on almost every purchase you make. VAT is a consumption tax, whose standard rate is 21% which is added to the purchase amount.

However SHAPE sponsors depending on their status qualification can be eligible for tax-free purchases with regard to certain items and in reasonable quantity.

Items exempted from VAT include:

- Durable goods such as furniture, bicycles, personal computers, lawn mowers, and electrical appliances (microwaves, washing machines, dishwashers, etc).

Items not exempted from VAT include:

- Non-durable products (food and drinks), items to be fitted in the house (flooring, sinks, alarm systems, kitchen cabinets, etc), leisure items (cell phones and all type of phones, musical instruments, sports equipment, cameras, etc), personal items (glasses, watches, jewelry, clothing, beauty products, etc), or services (hotel bills, bank or notaire fees, cable bills, etc) are also excluded from tax exemption at the only exception of the proximity services, such as pressing of the clothes or kennel services.

There is a specific procedure to follow in order to receive a VAT refund for eligible exemptions:

1. When purchasing an item, make sure to get an invoice (une facture) made under the sponsor's name and address in Belgium; a sales slip or a receipt will not be accepted. The invoice must include the VAT number, the store address, and a description of the goods bought.

2. Next step, the VAT form 151 (previously form 1510) must be filled out in the sponsor's name. The form will only be accepted if it is printed out as a two-sided document on a single page.

Two original forms are needed, filled in with the corresponding information from the invoice. The crucial piece of information on the form is the VAT number, which is nine digits long in Belgium (BE xxx.xxx.xxx).

Once filled, bring the two originals of the VAT form 151 to be stamped, dated and signed by your NMR or corresponding official.

3. Next bring these two VAT forms, as well as the invoice, to the VAT office (which is room 113 in building 210, open Monday to Friday from 0900 to 1200 hours). After checking it out, VAT Officers will approve and stamp the form 151 and give the SHAPE member a sealed copy of the form.

4. Finally, this form should be returned to the store where the purchase was made. The store will then refund you the price of the VAT most of the time on a bank account.

Wait, there's more!

SHAPE members do not qualify for exemptions during the last six months of their stay. In order to get tax exemption, the goods must be delivered and used in Belgium while the SHAPE member is posted in SHAPE. Goods purchased in tax exemption cannot be resold or given to anyone else.

Do not forget that abuse can lead to the loss of privileges. There are more details, rules and exceptions. Any questions should be addressed to the VAT office.

Congratulations! You now know how to proceed with VAT exemptions for qualifying items.

For more information, visit www.SHAPE2DAY.com click on Arriving/Leaving Section and then VAT in Belgium or visit us at the office.

Vehicle Issues

This chapter is about vehicles purchased in Belgium or inside the EC exclusively. You as SHAPE Sponsors are entitled two tax free vehicles.

This is called the "Quota of Tax-Free Vehicles". However, there are rules to follow, the most important being that a tax free vehicle may only be replaced after three years have elapsed from its first registration in Belgium on a SHAPE Sponsor's name.

So if you sell or transfer the ownership of a tax free vehicle before the three years period from the first registration in Belgium has expired, you will be required the payment of the VAT owed for the remaining months (36 months) of the three-years period.

The only exception being if you sell the vehicle to someone entitled privileges (Shapians, NATO member). Then you won't have to pay any tax and the 3-years period will continue under the new owner's name. And more importantly, in all the cases you won't be allowed to replace that particular vehicle before the three years period has elapsed.

Also be aware that being a SHAPE member on duty, if you want to purchase a tax full paid vehicle, the VAT should exclusively be paid in the country where it is mainly used, Belgium in this case, no matter where you purchased it.

A last word concerning vehicles you import from US or from outside Europe. If you own and use your POV for more than 6 months, you will have to prove it by providing the following documents:

- a copy of the title on your name for the ownership.
- the proof of the use of the car for more than 6 months in your country (copy of insurance contract or copy of the registration in the former country).

Providing this information, you will ensure this vehicle is not in your quota of Tax-Free Vehicles and this will enable you to purchase tax free cars.

Bldg. 210 - Room 113

Tel: 0257/62660

vat.shape@minfin.fed.be

Please, book your appointment for out-processing (SF52), car sale, car de-registration, car total loss issue at: www.shape2day.com/arrivingleaving/vat-in-belgium

Useful Information

International Continental Mess

The International Continental Mess (ICM) is a Section of the Infrastructure Storage and Supply Branch and the only operational Mess on SHAPE. The ICM International Continental Mess is staffed by a professional team of Civ Belgian cooks who are very proud to serve you as members of the host nation!

Breakfast We offer a «Continental Buffet» every day and we also propose once a week an English breakfast, pancakes, or mini-burgers.

Lunch We try to choose a variety of dishes to please everyone! We have a fantastic fresh salad bar and every day, you can choose our selection of starters and desserts. Every Tuesday we prepare an excellent grilled beef steak with our famous Belgian fries. Coffees and teas are included in our lunch's price. You can find the month's menu on the SHAPE2day website.

Authorized Customers

(see SD5-15)

Entitled Personnel: All ORs, all NIC C/B Grade, all Local Wage Employees and Equivalent.

Non-eligibility: Anyone not listed in the categories above. Exceptions will be processed through the Continental Mess Director and approved by the Branch Head BSG ISS.



Bldg. 311
Tel: 065/44 4741
contimess@skynet.be

SHAPE Military Library



The SHAPE Military Library supports NATO's goals & objectives by providing public information resources to SHAPE staff.

The Library maintains numerous professional books, journals and magazines, and supports the SHAPE staff with their planning and other work associated with ACO missions & projects. The Library collection provides print & electronic resources, and focuses on military art & science, NATO issues, strategy, defense, security & terrorism, political science, international relations, international organisations, economics, law, country reports & analysis, and current world affairs.

Bldg. 307, room 114
Tel: 065/44 5974
military.library@shape.nato.int

SHAPE International Band

The SHAPE International Band is an inter-service, international military band which performs in support of the Supreme Allied Commander Europe (SACEUR), Supreme Headquarters Allied Powers Europe (SHAPE), and the North Atlantic Treaty Organization (NATO/OTAN).

Under the direction of Chief Warrant Officer 4 Michael Franz (USA), the SHAPE International Band features twenty highly experienced military musicians hailing from NATO-member nations. The band consists of ensembles which perform for concerts and diplomatic functions throughout Belgium and greater Europe:

NATO Jazz Orchestra. Large jazz ensemble performing big band music from the 1930's through today.

NATO Jazz Combo. Small ensemble performing music from throughout the lineage of jazz history.

Solo Vocalist. Soloist performing anthems for ceremonial and official events.

Solo Instrumentalist. Soloist performing a variety of styles for socials, balls, and official events.

Task Force X. Show band performing Popular, Rock, and Dance music for large events.

Ceremonial Band. Traditional military marching band performing marches, anthems, and ceremonial music for large indoor and outdoor ceremonies.

NATO Brass Ambassadors. Small ceremonial brass ensemble performing anthems, marches, and chamber music.

Ceremonial Bugler. Solo bugler performing for ceremonies and official events.

The SHAPE International Band performs for a wide variety of events, including free outreach concerts representing the NATO Alliance.

Come see them perform near you!

Tel: 065/44 3322
shapeband@shape.nato.int
shape.nato.int/shapeband
Facebook: SHAPE International Band



SHAPE International Chapel

Chaplain Services

- USA Catholic
- USA Protestant
- USA West Orthodox
- DEU Catholic
- DEU Protestant
- GBR Anglican
- GBR Church of Scotland
- ITA Catholic
- ESP Catholic
- POL Catholic
- CAN Catholic
- ROU Orthodox
- GRC Orthodox
- DNK Protestant
- NOR Protestant
- Jewish Services
- Islamic Prayer

Chaplain Services

- Religious Education
- Catholic Catechism
- PWOC/PMOC
- CWOC/CMOC
- IWIS
- IC3
- Mass and Meal
- US Teens of the Chapel
- US Family Fun Night
- US Bible Studies
- US altar service training
- US OCIA
- US worship Choir
- ITA worship Choir
- UK worship Choir

Chaplain Services

- NMR Events
- Family/Community Events
- International Choir practice
- Wave of lights
- Norwegian Christmas Market
- British Town Hall
- USAF North trainings
- US Navy trainings
- SHAPE Clinic activities
- Nations Chaplain Meeting
- SHAPE Fest
- SHAPE School activities



Andrew Shulman, International Staff Chaplain
OF - 4 US Army Chaplain

Tel: +49 151 2837 0601

Office: 065/44 6035

chapelbuilding@gmail.com

7010 SHAPE

Property Disposal Office

The Property Disposal Office (PDO) conducts a sale of written off property on a bimonthly basis. Shapians can buy items like: furniture, mess items, GSM and data equipment, and items such as PCs, screens or printers.

The PDO will be open every Monday from 0900hrs to 1130hrs to give customers a preview of the items for sale.

Sale will be open twice a month, on the first and third Tuesdays (see calendar on SHAPE2DAY.com).

The PDO also conducts vehicle sales by public auction tentatively scheduled in June and December.

Items may be reserved during the Monday preview. All reserved items must be paid for and collected at the following PDO sale. All prices are non-negotiable and payment must be made in cash.

Bldg. 201

bsgrempdo@shape.nato.int

Tel: 065/44 4253 or 065/44 4294

bsgrempdo@shape.nato.int

SHAPE Recycling Centre

The SHAPE Recycling Centre has installed a number of satellite recycling centres throughout the Shape area with the intent to reduce cost and to help protect the environment.

The satellite consists of 240 liter containers for papers/cardboard, glass, cans and plastic, as well as 770 liters containers for cardboard.

How to use the recycling centers

- **PAPER:** Only paper, newspapers, magazines. No greasy paper, no pizza boxes, no styrofoam cups, no plastic wrappings (around catalogs or magazines).
- **CARDBOARD:** Small cardboard boxes must be folded; big cardboard boxes must be cut and folded.
- **GLASS:** Only glass bottles - No chinaware, no ceramic items, no panes of glass, no mirrors, no neon tubes, no lamps.
- **CAN:** No spray.
- **PLASTIC:** plastic bottles, plastic bags, plastic wrapping.
- **Electrical household:** a wood container in place can be used for those electrical household. Not throw away in the trash container.

The satellites recycling centers may, under no circumstances, be used for waste disposal.

The SHAPE recycling centre is located in 500 area near the Carrefour.



Mon-Thur 1000-1730

Fri 1000-1650 / Sat 1000-1300

Should you request more information about the SHAPE Recycling Centre and / or the recycling satellites, please call 065/44 4253 or 065/444294



SHAPE Concessionaires

Not only do they provide close, convenient & safe services needed by our community, but they also pay to SHAPE a percentage derived from their business turnover, which support various SHAPE Community Activities such as SHAPE Fest.

Should you have any issue that needs to be solved, please contact the Shop Manager.

If a satisfactory response is not provided, then feel free to submit a written summary of the situation to DOMBSGMOW@shape.nato.int in order to find an equitable solution for both parties.

***Please use our Concessionaires, they are here to serve you!**

LADIES HAIRDRESSER

Fancy a new hair style? Ask Sarina to do her magic.

Commercial area, Bldg. 504
Manager: Sarina Castiglione
Phone 0479/77 98 81 or 065/44 5 983

OPENING HOURS
Tue - Fri: 09:00 - 18:00
Sat: 09:00-17:00

BEAUTY SHOP

If you need to relax and be taken care of, Sylvana will take you to the moon.

Commercial area, Bldg. 504
Inside Ladies hairdresser
Manager: Silvana Grifasi
Phone: 0473/31 36 29

OPENING HOURS
Tue - Fri: 09:00-18:00
Sat: 09:00-16:00

BARBER SHOP BLDG. 504

Let's get styled for the weekend.

Commercial area, Bldg. 504
Manager: Claudio Venturi
Phone: 065/44 26 14

OPENING HOURS
Tue - Fri: 10:00 - 17:00
Sat: 10:00 - 14:00
(appointment needed for later in the afternoon)

BARBER SHOP BLDG. 102

Quick haircut between two meetings for always making good impression.

Main building, Bldg. 102
Phone 065 44 54 98
Manager: Claudio Venturi

OPENING HOURS
Mon-Thu: 09:00-17:00
Fri: 09:00-16:00

CARREFOUR MARKET

Taste of the World!

Commercial area - Bldg. 505
Phone 065 /2 85 70
Manager: Ulrich Bartolas
info@market-shape.be

OPENING TIMES
Mon - Fri: 07:30 - 19:00
Sat: 07:30 - 17:30
Sun and SHAPE holiday:
09:00 - 13:00

INSURANCE MERAINI

Franco will offer you the best assurance deal that will allow you to sleep soundly.

Bldg. 250
Phone 065/44 53 55
Manager: Franco Ravo
Email FRa@assurteam.com
or shape@assurteam.com

OPENING HOURS
Mon - Thu: 09:30 - 13:00 /
14:00 - 16:30
Fri: 09:30 - 13:00

TOTAL FINA

All in one, the best place to bring your car.

Bldg. 304
Phone 065/32 83 00 or 02
Manager: Alain Rossignol
manager.shape@retailbnl.com

GARAGE:
Mon - Fri: 08:30 -
18:00 Appointment ONLY at
autopneu@skynet.be
GAS STATION: Open 24/7

OPENING HOURS

SHOP & CAR WASH: Mon - Fri:
0830-1800 Sat: 1000-1500

DRY CLEANING/LAUNDRY

So fresh, so clean, I have never been so fresh, so clean,...

Manager: Hagar El Mouden
Assistant: Coralie

Saturday: 09:00 - 13:00 hrs
Self Service LAUNDROMAT:
Open 7/7 07:00 - 22:00

OPENING TIMES

Mon - Fri: 10:00 - 18:00 hrs

SHAPE OPTICAL

Fancy a new hair style? Ask Sarina to do her magic.

Commercial area Bldg. 504
Manager: Sarina Castiglione
Phone 0479/77 98 81 or
065/44 5 983

OPENING HOURS
Tue - Fri: 09:00 - 18:00
Sat: 09:00-17:00

FLOWER SHOP

For decades, Jean-Jacques and his wife, Tanja, have added some colors to your life.

Commercial area Bldg. 504
Phone 065/44 56 23
Manager: Jean-Jacques Furio
Email flowershop@skynet.be

OPENING HOURS
Tue - Fri: 10:00 - 18:00
Sat: 10:00 - 13:00

SELEXION - CARREFOUR

Worldwide product and full It equipment for your new life aboard.

Commercial area - Bldg. 505
Manager: Ulrich Bartolas
Phone 065/32 85 76
info@selexion-shape.be

OPENING HOURS
Mon - Fri: 09:00-19:00
Sat: 09:00 - 17:30 Sun and
SHAPE holiday: Closed

Fancy working at SHAPE as independent?

In order to run your own business on the SHAPE premises, you need a Belgian Company Number (VAT Number).
To know how to obtain one, feel free to consult the website hereunder:

<https://emploi.wallonie.be/en/home/travailleurs-etranagers/carte-professionnelle.html>

SHAPE Useful Numbers

B

B3's Sports Bar 065/44 4133 or 8301
Barber Shop (Bldg. 102) 065/44 5498
Barber Shop & Hairdresser (Bldg. 504) 065/44 5983 or 2614
BSG Office of Communication & Community Affairs (OCCA) 065/44 2221 or 2009 or 2069

C

Carrefour Food Store & Selexion
065/328570 & 065/328576
Central Processing Branch (FSCEP)
065/44 3310 or 8348
- Belgian Protocol ID 065/44 4148
- Vehicle Registration 065/44 3310 or 5147
Continental Mess 065/44 4741

D

Dry Cleaning 065/44 7058

E

Emergency number anywhere in Europe 112

F

Federal Police 065/44 3334 or 3333
Fiscal Privileges
- SHAPE 0257/83204 or 63478 or 54581
- Chievres A.B 068 27 52 57 or 0257 80 035
GSM Christmas holidays 0470 780 035
- Vehicle issue 0257/62660
Flower Shop 065/44 5623

H

Housing Mgt Section 065/44 4681 or 4248
Healthcare Facilities Central Appointments:
065/44 5886 or 423-5886

I

Insurance Meraini 065/44 5355

M

MWB OPS 065/44 8340 or 8341

R

Rationed Items Store - RIS 065/44 5628
Recycling Centre 065/44 4253
Rendez-Vous 065/44 5220 or 3775

S

Force Protection 065/44 4141
Joint Military Police Desk 065/44 5379 or 3333
Provost Marshal Office 065/44 3344
SHAPE Federal Police 065/44 3334
Traffic 065/44 3352
SHAPE International School (Extension N.)
- General Services 5726/5744
- Belgian Elementary 5707
- Belgian Secondary 5708
- Kindergarten 5723
- Canadian 5985
- US Elementary *2 366 6934
- US Middle School *2 366 6932 or 065326932
- US High School *2 366 6930 or 065326930
- German 5704
- Italian +32(0)71631097 or (0)71207248
- Norwegian 4047 or 5713
- UK 5283
- Greek 5711
- Polish 4037
- Turkish 6076
SHAPE Alliance Auditorium (Cinema) 065/44 5698 or 5697
SHAPE Arts & Crafts Centre 065/44 6049
SHAPE Club 065/44 4133
SHAPE Inn 065/44 4385
SHAPE International Band 065/44 3322
SHAPE International Library 065/44 5631 or 423-5631
SHAPE Language Centre 065/44 4971
SHAPE Outdoor Recreation & Equipment Rental 065/22 5246
SHAPE Optical 065/44 5621
SHAPE Performing Arts Centre 065/44 3312
SHAPE Pizza Bowl 065/44 5696
SHAPE Sports & Fitness Section 065/44 5325
SHAPE Trips & Tours 065/44 6040 or 44 8136
GSM +32 (0)475 740 126 or +32 (0)475 740 118
Silver Spoon HQ Cafeteria 065/44 5114 or 3323

T

Total Fina - Gas Station 065/3283 00 or 02

BASE SUPPORT GROUP



SHAPE Newcomer's Orientation Briefings

31 July - 28 August - 18 September - 16 October

You're invited!

SHAPE Base Support Group
(BSG) welcomes you!

If you recently arrived and would like to know more about SHAPE, register on www.SHAPE2DAY.com

Welcome Coffee, Information Booths, Induction Briefings, and a Guided Tour of Mons will help you make the most of your experience.

*more detailed information upon registration



Be our Guest



