



# SHAPE



## NEWCOMERS GUIDE 2026

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

SHAPE hosts numerous events throughout the year that engage the SHAPE International Community in meaningful ways. These events are an excellent opportunity to strengthen cross-cultural ties and share traditions, making each gathering unique and truly enriching. Here, we showcase a few examples and hope to see you at future editions.



**Make-A-Wish:** In the middle of the year, SHAPE celebrates the year's biggest sports event, the Make-A-Wish. For this occasion, the SHAPE International Community comes together to walk and run around the track in support of this charity association. Far from being just a sports event, it showcases our best sporting spirit and runs for 24 hours.



**SHAPE Fest:** Another one of our most popular events is the SHAPE Fest, where each nation shares its cultural and gastronomic heritage with the International Community. The festive, welcoming atmosphere of this September event makes it a warm embrace that SHAPE offers to all its members.



**SHAPE International Basketball Tournament:** SHAPE celebrates this sporting event at the end of the year, bringing together men's and women's teams from several countries. It is an excellent opportunity to watch high-quality games and see dedicated players in action, which is why it always draws hundreds of spectators.



**SHAPE Christmas Tree Lighting Ceremony:** Each December, a beautiful event takes place in front of the SHAPE Headquarters Building. The International Community comes together during the holiday season for an emotional evening as the SHAPE Music Band and the Canadian Choir fill the air with festive music. The highlight of the evening is the lighting of the large Christmas tree, a gift each year from the City of Malmedy.

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COMMUNICATION  
& COMMUNITY  
AFFAIRS **CA**



Dear SHAPE Newcomer,

Welcome to Supreme Allied Headquarters Europe!

It is my pleasure to welcome you and your family to this incredible community here in Belgium. SHAPE is a truly unique military base, bringing together representatives from 32 NATO Allies and multiple partner nations to live and work side-by-side. This cooperative environment is one of our greatest strengths, and I am confident you will find it both inspiring and rewarding.

As you settle in, I encourage you to get involved with the many activities and events across SHAPE. Take the opportunity to travel, explore, and immerse yourself in the vibrant cultures that make up our Alliance. These experiences will not only enrich your time here, but deepen your appreciation for everything our nations hold dear.

Your engagement is what makes this community thrive. The contributions of everyone—servicemembers, civilians, and families—are vital to the success of our mission. Together, we form a strong and united team, ready to meet any challenge that may emerge.

I wish you and your family an exciting and fulfilling experience while you are assigned here.

General Alexus G. Grynkewich  
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 au travers de ses nombreuses 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.

Christophe Blondiau Colonel (Army)  
Supreme Allied Commander Europe



*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.*

Welcome to the SHAPE Community!

It is a distinct privilege to welcome you and your family to the Supreme Headquarters Allied Powers Europe (SHAPE). You are joining us during a pivotal moment in our Alliance's history, and I am thrilled to have you as part of the team.

SHAPE is far more than a military installation; it is a vibrant, multi-national home to Allies and partners from across the globe working in concert. The diversity you will encounter here is our greatest strength, offering a professional and personal experience unlike any other assignment in the world. Whether this is your first tour abroad or your tenth, the cross-cultural bonds you build here will last a lifetime.

Our mission at the Base Support Group is clear: to strengthen operational readiness while delivering an exceptional quality of life. We believe these two goals are inseparable. As you arrive, we are proud to be completing our new family housing units in SHAPE Village, a major milestone in modernizing our installation. However, infrastructure is only the foundation. Our true priority is building a community together—one where neighbors support neighbors and every family feels at home.

I encourage you to dive in. Don't just live and work here—be an active part of this unique «SHAPE Family.» Explore our 30+ international clubs, ranging from the performing arts to athletics, or join us for our signature community events. Our installation also runs on the energy and talent of volunteers; I invite you to share your own skills and passions to help us continue building this community into a place where everyone can thrive.

Please take the time to explore the historic region of Mons and the wider Benelux area. If you're not already from this region, the opportunities for travel, cultural exchange, and history are right at your doorstep.

On behalf of the entire Base Support Group team, welcome to your new home. We are committed to making this assignment the most rewarding and memorable chapter of your career.

Jody Daigle  
Colonel (OF-5)  
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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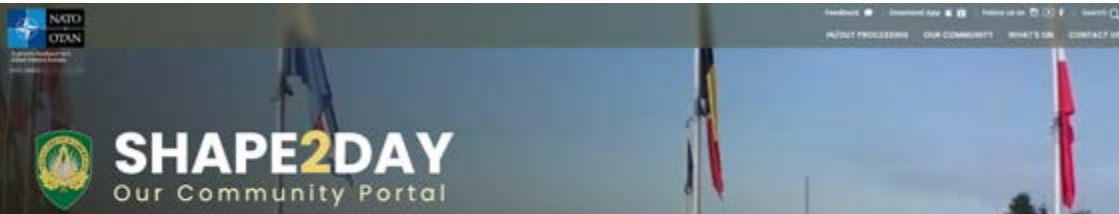
*The SHAPE Newcomers' Guide is a yearly publication under the chain of command of the Base Support Group. The views expressed in the SHAPE Newcomers' Guide are the sole responsibility of the authors. No liability for the validity of information and photos appearing in the SHAPE Newcomers' Guide, or responsibility for errors or omissions which may occur during production is accepted.*

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# 2. SHAPE Community Media

## Office of Communications & Community Affairs (OCCA)



- ☑ In/Out Processing →
- 🚶 Our Community →
- 📅 What's On →
- 📌 On Base Status →

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, Digital Screens located on base, and the SHAPE Newsletter.

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 conduct the SHAPE Newcomers' Orientation Program, running several welcome briefings throughout the year, and we publish the SHAPE Newcomers' Guide and calendar.



**i** Bldg. 102 Room 204  
 Tel: 065/44 2221 or 2009 or 2069  
 SHAPE2DAY: [shapecomlife@gmail.com](mailto:shapecomlife@gmail.com)  
 SCL Magazine: [sclmag@live.be](mailto:sclmag@live.be)

**f** @shapebsg  
**📷** @shapebsg

# 3. 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 SHAPE2DAY 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 SHAPE2DAY website.

## 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 Shengen area.



For appointments and documents required check the SHAPE2DAY website.

## Other Services

In Bldg210 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](http://www.SHAPE2DAY.com)

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 on SHAPE2DAY

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



**i** Bldg. 210  
Tel: 065/44 8348

## 4. Housing

### SHAPE *Housing*

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 to their in-processing procedure 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.



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

shapemgtbsgfscephmsoffice@shape.nato.int



## 5. 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 extracurricular 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.

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 +32 065/75 for the three US Sections

# Children & Youth Services

## Why Register with Child & Youth Services?

We offer:



**CHILD DEVELOPMENT CENTER**  
(FULL BEFORE/AFTER CARE  
& 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...)



**SKIES**  
**INSTRUCTIONAL CLASSES**  
(SWIMMING, TKD, ETC...)



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

## 6. 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

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

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](http://www.tricare-overseas.com)
- MYCARE overseas app

#### Hours of Operation

##### 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 3<sup>rd</sup> Thursday: 1300-1700

SHAPE Holidays: 0800-1200

All U.S. Federal Holidays: CLOSED

### 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](http://www.Belgium.usembassy.gov).

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



Bldg. 307, room 114

Tel: 065/44 5974

<https://nato.on.worldcat.org>

## Important Contact Information

Appointment Line	065/445886
Optometry	065/445886
Medical Readiness	065/325327
Immunizatio	065/325329
Physical Therapy	065/325349
Behavioral Health	065/325320
TRICARE Services	065/325008
EFMP	065/325300
Patient Liaison	065/414009
Patient Advocate	067/348990
Pregnancy/Lactation	065/325074
Billing Office	046/972247
Tricare Benefits & Claims	065/325018
Referral Management	065/325311
	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)65/325360 or  
DSN Phone 314-566-5360

### Beneficiary Service Representative (Enrollments, Disenrollment, PCM change)

CIV Phone: +32(0)65/325071 or  
DSN Phone: 314-566-5071

### Off Post Approved TRICARE Pharmacy:

Pharmacie Pierrot  
Place de Maisieres (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.

### Patient Liaison Team

**CHU Helora:** 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.

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.

## SHAPE Healthcare Facility Laboratory

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

*\*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.*

# SHAPE Dental Clinic

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

**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 HCF, Second Floor

**Special Clinic Hours:** Closed on weekends and national holidays (based on nation).

## Additional Information for US Service members, dependents and retirees.

**Emergency Dental Services:** The SHAPE Dental Clinic cannot support dental emergency between 1700-0800/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 service 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 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.uccitdp.com](http://www.uccitdp.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\*

### Brussels Smile Clinic

- Kids, ortho, Invisalign, crowns, root canals, veneers, maxillofacial surgery, periodontologist, implants
- Website: [Brusselssmile.eu](http://Brusselssmile.eu)
- Address: Avenue du Perou 86 (corner of Chateau de la Hulpe) 1000 Brussels
- Phone Number: +3226082671

### U.Z. SINT Rafael - Dental Clinic (Tandheelkunde)

- Family dentistry, pediatric sedation
- Address: Kapucijnenvoer 33, 3000 Leuven
- Phone Number: +3216332211/+3216332477

### U.Z. Gasthulsberg Emergency Room

- Dental traumas, emergency services
- Address: Herestraat 49, 3000 Leuven
- Phone number: +3216343900

### NK Dental Clinic

- Perio, implants, teeth whitening, pediatric dentistry, crowns, bridges, general dentistry
- Website: [nkdenal.be](http://nkdenal.be)
- Address: Place de la Charte 3 7390, Quaregnon
- Phone number: +3265691700

### Benoit Cambier - Endodontist

- Website (online appointments): [progenda.be/calendars/cambier-benoit-dentistemons](http://progenda.be/calendars/cambier-benoit-dentistemons)
- Address: Chaussee du Roeulx 90, 7000 Mons
- Phone Number: +3265317935

### Stephanie Tagnon

- General Dentistry, emergencies, fillings, implants
- Website: [dentistetagnon.be](http://dentistetagnon.be)
- Address: Place de Vannes 10, 7000 Mons
- Phone number: +3265723673

### Demeure Florence - Orthodontist

- Website: [orthodontist-demeure.com](http://orthodontist-demeure.com)
- Address: Place de l'Ecole des Cadets 11, 5000 Namur
- Phone Number: +32081261330

### Ambroise Pare - After hours dental emergencies

- Website: [hap.be](http://hap.be)
- Address: Boulevard Kennedy 2, 7000 Mons
- Phone number: +3265414141

**Orthodontics for 18 y.o. and younger:** Must obtain Non-Availability and Referral Form (NARF) from the SHAPE Dental Clinic to submit to United Concordia for reimbursement for orthodontic services.

## 7. Programme Office for the new Supreme Headquarters (POSH)

### A New Headquarters for a new era

Since its construction in 1967, the current SHAPE Headquarters building has served its mission with success and resilience. A comprehensive survey of the site confirmed what time had already made evident: the building no longer meets modern standards for efficiency, flexibility, protection of personnel and assets, or the rational use of energy. In addition, inefficient space utilization and rising operational and maintenance costs have further underscored the need for change.

The design and construction of a new Supreme Headquarters (SHAPE) building will address these challenges and set a new benchmark for military facilities. This ambitious project forms part of the wider redevelopment of the 150,000 m<sup>2</sup> military site and will deliver a state-of-the-art

headquarters accommodating both NATO's Strategic Warfighting Command functions and NCIA Digital Enterprise Centre (NDEC).

The new Supreme Headquarters will provide SHAPE with the facilities required to plan, employ, and coordinate operations across the full spectrum of missions. From peacetime monitoring and crisis response to high-intensity operational planning, the building will be designed to support complex, time-critical decision-making in a dynamic, secure and resilient environment.

The new Supreme Headquarters is more than a construction programme. It represents a unique opportunity for all of us involved to contribute to a facility that will serve NATO, SHAPE and its partners for the decades to come.



### Contact

Building 101, Room F120 SHAPE Mons Belgium

**Email:** [shaperesposh@shape.nato.int](mailto:shaperesposh@shape.nato.int)

(+32) 6544 4223 Ext. 4223

(+32) 6544 4447 Ext. 4447

## 8. SHAPE *Community Prevention*

### Prevention of Harassment, Bullying & Discrimination in the Workplace

Continuing to have a safe and respectful work environment is a priority for the entire North Atlantic Treaty Organisation.

The power to achieve this and to improve the wellbeing of our staff lies in each and every one of us.

When we are curious about a person, we ask about more than what we think we know. It enables us to go further and find some other person's motivations and fears.

When we can get a better understanding of the person, we have an opportunity to find common ground or a compromise. To do this, we need to challenge ourselves to ask tough questions. We may think we know what the answers are, but often we don't. Asking questions allows the person we are talking to to surprise us with their answers.

Be curious in your conversations and when possible, talk in person to each other, not only by email.

SHAPE has zero tolerance for any type of misconduct, 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.

**i** Mrs. Magda Bara SHAPE Prevention Advisor  
 Bldg. 102 Room 220  
 Tel: 065/44 3789  
 Email: [staffrelations@shape.nato.int](mailto:staffrelations@shape.nato.int)

**Words have POWER.**

**Gender Inclusive Language**

PREVENTION OF HARASSMENT, BULLYING & DISCRIMINATION IN THE WORKPLACE

CONFIDENTIELLE

**HELPLINE**

**065/44.8484**

Harassment, Brimades & Discrimination: [shape.respect@nato.int](mailto:shape.respect@nato.int)

Phone: [065448484](tel:065448484)

**ZERO TOLERANCE**

to any misconduct related to Harassment, Bullying & Discrimination and Fraud

Your personal information will always be treated with the highest confidentiality.

If you have further questions about your phone call, please contact the ACD/Case Processing Office at: [ACD.CP@shape.nato.int](mailto:ACD.CP@shape.nato.int)

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

**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 behaviors/attitudes.

**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

# ACO Prevention of Fraud, Bribery, Corruption & Other Financial Irregularity



Welcome to SHAPE! Whether you're new to the organization or just brushing up on best practices, this guide will help you recognize, prevent, and report fraud. Staying vigilant protects not only our organisation but also your personal and professional integrity.

ACO was at risk of losing over €80m in 2025 and you can help us prevent that.

## What is Fraud & Corruption?

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

*"Any use or abuse of position, trust or authority for an illicit benefit".*

It can take many forms in NATO, including:

- Goods & services falsely billed, counterfeit or dishonestly represented (quality or quantity)
- Abuse of tax-free goods (fuel cards, alcohol, RIS, etc.)
- NATO facilities/assets used for private use/gain (personal purchases)

- Falsifying any accounts, timesheets, leave records or compensation systems.
- Procurement, Acquisitions or contract management corruption.
- Deliberately overstated works orders or budget estimations.
- Bidrigging, award manipulation, corrupt engagement with vendors.
- Falsified health insurance claims and medical certificates.
- Falsified travel requests or claims.
- Any fraud or corruption in a recruitment process, including Résumé fraud.

## Common Red Flags

Be alert to these warning signs:

- Unusual payment requests or changes in vendor bank details.
- Pressure to bypass standard procedures.
- Invoices that don't match purchase orders.
- Employees living beyond their means without explanation.
- Missing documentation or inconsistent records.

## How to Protect Yourself and Organisation

- Confirm delivery and inspect quality before approving payments.
- Monitor use of fuel cards, alcohol, and other benefits to prevent personal misuse.
- Ensure time and attendance records are accurate and approved.
- Review scopes and budgets critically before approval.
- Validate signatures and ensure all bid-related documents are authentic.



- Require proper verification and cross-check with HR or medical providers.
- Confirm travel details, receipts, and business relevance before reimbursement.
- Report any suspicious activity or inconsistencies immediately.

## Why Reporting Matters

Reporting suspected fraud is critical to maintaining a safe and ethical workplace. Even small concerns can help us uncover larger issues. Timely reporting:

- Prevents financial and reputational damage.
- Protects colleagues and customers.
- Upholds our values and compliance standards.
- Demonstrates your commitment to integrity.

## How to Report Concerns

- Contact the ACO Confidential Helpline:**
- Phone:** +32(0)65 44 84 84/ NCN 254-8484
- Email:** shape.fraud@nato.int
- Reporting concerns form** (EN and FR) on SHAPE2DAY
- Visit our office in **Building 101 Room C-308**

**All reports are treated confidentially and investigated thoroughly. You can choose to remain anonymous.**

# 9. Security & Emergency Services Branch (SES)

The Mission of Security and Emergency Services (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, 2<sup>nd</sup> 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.

**i** Belgium Emergency Service 100/112 via Cellular  
**SHAPE Joint Police Desk (Intl. Military & Federal Police) 065/44-3334 or 3333 (Eng - Fr)**  
For Emergencies you should always call: **JOINT POLICE DESK at 065/ 44 3333 or 3334** (For more information visit [SHAPE2DAY](#))

## Your Vehicle in Belgium

The SHAPE vehicle and motorcycle registration system is time-limited and exempts eligible personnel from parts of the Belgian permanent registration process. It provides permanent fuel rations and temporary fuel cards for rental cars. Because your stay in Belgium is temporary, you are exempt from road taxes on your first vehicle registration and, when applicable, from import taxes on used vehicles brought in for your posting. More details are available under "Fiscal Privileges."

### Important

You must register any vehicle used or kept in Belgium within one month of its import or purchase. Belgian law also requires you to de-register the vehicle when you permanently leave 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.

**i** Bldg. 210 Room 109-110  
Tel: 065/44 5147  
Fast Line: 065/44 8348

## 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.*

**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 (available on SHAPE2DAY in different languages). In these forms, the information is standardized so you are sure that the right information is passed on.

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

**Don't forget:** In case you have a traffic accident in and off base you always may request support from the SHAPE Federal Police.

**i** **Joint SHAPE Federal Police:**  
Tel: 065/ 44 3334 (24/7 French & English)  
Address: Avenue de Berlin 7010 SHAPE

# 10. 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.
- To facilitate the movement, manufacturing, and processing & holding of goods subject to customs & regulations.
- To help with 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.

### When do you need 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.

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 6 months of possession, and use in the preceding third country of residence, and no prior residence in Belgium).

- This "moving customs duty exemption" applies only if you have come from a third country (USA, Canada, UK, Norway, Türkiye, etc.) and NOT from the EU. It applies only once.

#### 1.2. 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, on the condition that you will reexport all these goods by the end of your posting in Belgium. The easiest way to do it is to present the military customs declaration, NATO Form 302.

#### 1.3. Importation or purchase of personal cars

Concerning 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"



### SHAPE & NATO Foreign Forces Customs

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

**Office (French and English speaking) Tel:** 0257 63478 or 77986

**Mon-Tue-Thu:** 09.00-12.30 / 13.30-16.00 | **Wed-Fri:** 09.00-12.30

From October to May: free or by appointment (via SHAPE2DAY). From June to September: an appointment is highly recommended. 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 & Dutch speaking) Tel:** 068 25 62 42 (office) or 0257 55051 or 57796

**Mon-Fri:** 09.00-16.00

**Team Head for both:** Stephanie Wallon (French, English, German and Dutch speaking)

**E-mail:** stephanie.wallon@minfin.fed.be - **Tel:** 0257 800 35

if you meet the exemption conditions.

- Temporarily import a limited number of 2 vehicles (see under VAT chapter).
- 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 under VAT chapter).

### More about Vehicles (POV)

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.*

### 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) 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.

#### 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. 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 goods already taxed in Belgium or another EU Member State, no additional taxes or duties are required. Travelers from within the EU may bring in goods without limits on quantity or value. Excise duties still apply to tobacco and alcohol brought in for commercial purposes.

To decide on the commercial nature of the goods introduced, the customs authorities may ask you some questions on the commercial status, grounds for bringing in, 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 introduced 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, 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. Customs formalities

To meet customs requirements, a customs declaration (NATO Form 302 or standard customs declaration) must be completed and submitted with supporting documents such as proof of ownership, invoice, item list, insurance, and your SHAPE ID. Your NMR or civil authorities can complete the form for you.

### 4. 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. At Carrefour, this applies only to 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.

### 5. 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.

- a. 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.
- b. 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.
- c. If your SHAPE-exempt fuel card is lost or stolen, report it to the Customs Office, the Belgian Federal Police at SHAPE, and/or the BSG (International Military Police). Doing so protects you in case of any misuse of tax privileges.

### Customs Allowances on goods from outside the EU (and from the EU territories with a special tax status)

#### Tobacco Products

Cigarettes 200 pieces

OR Cigarillos OR 100 pieces

OR Cigars OR 50 pieces

OR smoking tobacco OR 250 grams

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

#### Tobacco Products

Cigarettes 800 pieces

Cigarillos 400 pieces

Cigars 200 pieces

Smoking tobacco 1kg

*\* Cigars with maximum weight 3 kg each*

### Alcohol And Alcoholic Beverages

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

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

#### 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*

#### Alcohol Products

Distilled beverages 10 liters

Intermediate products 20 liters

Wines 90 liters and Beer 1kg

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

# 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 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 (Room 113 in Bldg. 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 6 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](http://www.SHAPE2DAY.com) or visit us at the office.

### Vehicle Issues

This chapter covers vehicles purchased in Belgium or within the EU. SHAPE Sponsors are entitled to two tax-free vehicles, known as the "Quota of Tax-Free Vehicles." A key rule is that a tax-free vehicle can only be replaced after it has been registered in Belgium under the sponsor's name for at least 3 years.

So if you sell or transfer the ownership of a tax free vehicle before the 3-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 3-years period.

The only exception being if you sell the vehicle to someone entitled privileges, SHAPE or 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 3-years period has elapsed.

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.
- 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.



# 11. Morale & Welfare Branch

## SHAPE Club & B3's Sports Bar



The SHAPE Club is now your comprehensive destination for dining, entertainment, meetings, and private events. We are delighted to announce that B3's Sports Bar has officially been integrated under the same roof.

Discover convenience and community in one place: enjoy international dining at the iTaste Restaurant, home of our famous "Best Burgers in Town," daily specials, and the kind of friendly service that makes you feel right at home.

Host your next meeting, private party, or large event in one of our fully equipped conference and multipurpose rooms. We are ready to host your next event — big or small.

Need catering? Our Catering Guide is available on request and features a variety of tailored options for office functions, promotions, retirements, and celebrations of all kinds.

And when it's time to unwind, head over to B3's for live DJ nights, karaoke, themed parties, and big-screen sports—all just steps away.

Follow us on Facebook to stay up to date with everything happening at the SHAPE Club.

Everything you love about SHAPE is now centralized in one vibrant location. We look forward to welcoming you!

SHAPE Club  
Facebook



SHAPE Club  
Instagram



B3's Sports  
Bar Facebook



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

## SHAPE Cavoli Community Centre

The Cavoli Community Centre is a newly established leisure facility designed to provide the community with an inviting and versatile environment. It serves as an ideal venue for engaging in conversation groups, enjoying board games, working or studying in comfort, and savoring a cup of coffee in a welcoming atmosphere.

A key advantage of the Centre is its availability for private bookings. Members of the SHAPE community have the opportunity to reserve the space for a wide range of events, including birthday celebrations, graduation parties, Christmas markets, NMR events, and more, all at highly competitive rates.



Bldg. 504  
Tel: 065/44 4461  
communitycentre@shapemwb.be

# SHAPE *Silver Spoon H.O 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 specialty '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

## 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 so 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](http://shape2day.com).



Bldg. 502  
Tel: 065/44 5696 Bar/Lanes  
Facebook: SHAPE Cinema – Alliance Auditorium  
cinema@shapemwb.be

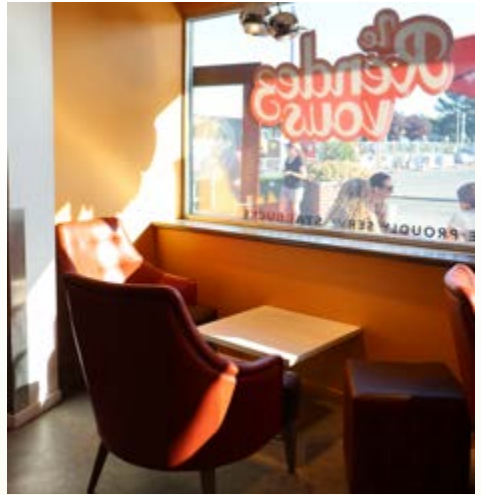
## SHAPE *Rendez-Vous*

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

catherine.legrand@shapemwb.be

## SHAPE *Inn*



Rue Matterhorn 904-902

Tel: 065/444385

shapeinn@shapemwb.be

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.



# SHAPE *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 Sci units (e.g. 1 bottle of 1 Liter = 20 units of Sci);
- 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.online-rights.net/>
- In case of problem with your rations, you can call NSTEP Service on SHAPE phone extension 6425.

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



## 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 are non-refundable and non-transferable.

Unused liters of an expired card will be lost!

*\*A refillable card system has already been implemented. More information can be found in the quick reference guide available on [SHAPE2DAY.com](http://SHAPE2DAY.com)*

## Operating Hours

Mon - Fri: 1030-1800

Sat: 1000-1600

Sun: CLOSED



Bldg. 506  
Tel: 065/44 5628  
[ris@shapemwb.be](mailto: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. In 2025 the facility rewired its entire lighting and electrical systems increasing its capacities in the use of theatrical LED luminaries, projection design, and other special effects.

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 digital and network programming experts, 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: Mark Krawczyk  
SHAPE Performing Arts

## 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, run by certified instructors. Some classes are free of charge but others will require a fee to participate. Personal Trainers (PTs) 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 open 24/7. To access it outside normal hours, your SHAPE ID must be registered in the entry system. Visit the Sports and Fitness reception for details.

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

Ask about our fitness challenges, intramural sports, and the SACEUR Sports competition.



Follow SHAPE Sports and Fitness on Facebook for updates, class info, and pool schedules.



Bldg. 313 (Main Gym) & 301 (Annex)  
Tel: 065/44 5325  
Facebook: SHAPE Sports & Fitness

# 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, barbeque grills (small, medium and large) and a few outdoor games i.e. corn hole 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.



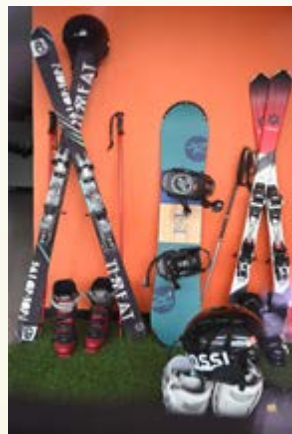
Are you feeling the need to reconnect with nature? ODR has camping tents, sleeping bags, cots, air mattress to let you enjoy your nights outside, especially during the summer and early fall months.

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 leaf 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 a upcoming outdoor adventure, or to check out all the recreation equipment that is available to SHAPE community members and their families.

Price list available on [www.SHAPE2DAY.com](http://www.SHAPE2DAY.com)



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

## SHAPE *Trips & Tours*



Are you new to Europe and looking to travel and explore?

We're here to help!

We offer affordable, family-friendly day trips within appr. four-hour bus ride from SHAPE. Belgium, France, the Netherlands and Germany are waiting for you. We plan the trips and you enjoy them – no driving, no hassle and no research required – we take care of everything.

Some of our trips include transportation only. We drop you off in the city centre, where you can explore at your leisure before we pick you up from the same place. Other trips include guided tours, tastings, visits to castles and museums, boat trips, and many other activities.

As well as day trips, we also offer longer trips to popular destinations, such as Lapland (Northern Finland), Iceland, the UK, the Baltic States, Türkiye, and Tanzania, as well as Christmas trips to cosy 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, travelled by sleeper train to Vienna, drunk mulled wine in Krakow and Ljubljana at Christmas time, rode snowmobiles and huskies across the Arctic, and heard lions roar around our tent in the Serengeti. And we have so much more to offer! We also offer trips to rare destinations



such as Svalbard and Mongolia. You can always share with us your preferences, and we will try to arrange the trips there.

Our trips are advertised on our Facebook page, in the SHAPE Community Life magazine, on [www.SHAPE2DAY.com](http://www.SHAPE2DAY.com) and through posters and flyers in various locations around the base. The trips are open to all SHAPE/NATO ID cardholders and their guests.

Please note that we do not book individual trips, but we are happy to help your organisation/unit put a great trip together.



Bldg. 505

Tel: 065 44 6040 or 8136

[shapetripsandtours1@gmail.com](mailto:shapetripsandtours1@gmail.com)

Facebook: SHAPE Trips and Tours 2.0

## 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](mailto:languagecentre@shapemwb.be)

## SHAPE *International Library*

Make the SHAPE International Library your first stop on SHAPE. The library offers materials in 20 NATO languages, including books, DVDs, video games, music CDs, audiobooks, and language-learning resources. You can also borrow items from the growing Library of Things, which includes baking pans, board games, tools, musical instruments, and craft and science kits—all free with a library account for SHAPE ID card holders.



Patrons have access to computers with internet, email, and Microsoft Office, as well as free Wi-Fi and study tables with nearby outlets.

Library staff, including reference librarians, can help you find materials, support research, and guide you through electronic resources. Interlibrary loan services, library tours, and research briefings are also available.

The library hosts regular programs such as multilingual story times, kids' Science & Technology classes, and activities for teens and adults. A Summer Reading Program runs each year, along with seasonal and special events. Current schedules are posted on the website and social media.



Outside Bldg 307, the SHAPE Community Garden offers a welcoming space to learn, share skills, and enjoy nature. This volunteer-led program is open to SHAPE members of all abilities. To get involved, visit the library or find "SHAPE Community Garden" on Facebook.

### SHAPE Makerspace & Learning Centre

Calling all makers! The SHAPE Makerspace and Learning Centre in Bldg 307 offers a collaborative space for learning, creating, and experimenting. It includes three main areas: the Makerspace, the Learning Centre, and the DIY Studio.



Visitors can explore a variety of tools and technologies, work on projects, and connect with others during programs and open hours. Tours and basic equipment instruction are available.

The Learning Centre hosts weekly and monthly programs for all ages, from structured classes to drop-in sessions. It also supports teachers and community groups with instructors and educational resources. Event schedules are posted on our website.

The DIY Studio provides tools and machines for personal projects—most free to use, with some small fees. Staff offer safety guidance, but the work is up to you.



For at-home making, the library offers books, games, and hands-on kits on topics like LEGO® engineering, cosplay, coding, crochet, robotics, and woodworking. All items are free to borrow for 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.*



Community Activity Centre BLDG 307  
DSN: 423-5631 COM: (065) 44-5631  
usarmy.shape.library@army.mil  
shapemakerspace@gmail.com  
chievres.armymwr.com

# 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, quilting, 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.



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](mailto:artandcraft@shapemwb.be)

Facebook: SHAPE Arts and Crafts

## 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@nato.int**. You can find the POCs of each activity on SHAPE2DAY.

- International Association of SHAPE Former NCOs & Associates (IAFNCOs & A)
- SHAPE 1<sup>st</sup> International Scout Group
- SHAPE Alumni Association (SAA)
- SHAPE Badminton Club
- SHAPE Boosters Club
- SHAPE Bowling Association
- SHAPE Boy Scouts of America (troop 325)
- 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 Officers Association (SOA)
- SHAPE Parents Teachers & Students Organization (PTSO)
- SHAPE Rocquencourt Chowder Marching & Darts Society (RCMDS)
- SHAPE Rugby Club
- SHAPE SEALS International Swim Team
- SHAPE International NCO Group (SING)
- SHAPE Sub Aqua Club (SSAC)
- SHAPE Toastmasters International
- SHAPE Travel Group (STG)



## 12. 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.



**i** 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.



**i** Bldg. 307, room 114  
Tel: 065/44 5974  
<https://nato.on.worldcat.org>

# 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:



Tel: 065/44 3322  
[shapeband@shape.nato.int](mailto:shapeband@shape.nato.int)  
[shape.nato.int/shapeband](http://shape.nato.int/shapeband)  
Facebook: SHAPE International Band

**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!



# SHAPE *International Chapel*

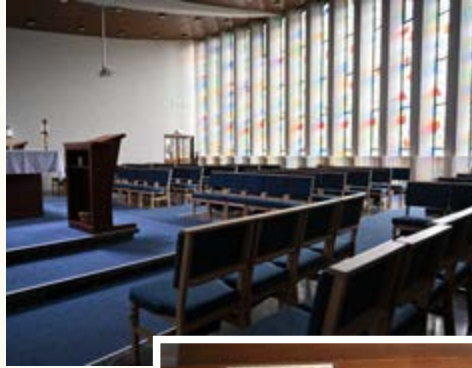
The SHAPE International Chapel offers a wide variety of religious services, education and activities coordinated by national chaplains.

Visit [www.SHAPE2DAY.com](http://www.SHAPE2DAY.com) to view the weekly schedule and learn more about other activities and holiday events, or contact the chapel office anytime!



## Chaplain Services

- Religious Education
- Catholic Catechism
- PWOC
- CWOC
- USA Teens of the Chapel
- USA Family Fun Night
- USA Bible Studies
- USA altar service training
- USA OCIA
- USA Worship Choir
- ITA Worship Choir
- NMR Events
- Family/Community Events



## Chaplain Services

- USA Catholic
- USA Protestant
- DEU Catholic
- DEU Protestant
- GBR Anglican
- GBR Church of Scotland
- ITA Catholic
- ESP Catholic
- POL Catholic
- CAN Catholic
- ROU Orthodox
- GRC Orthodox
- Jewish Shabbat
- Islamic Prayer
- Seventh Day Adventist



 Andrew Shulman, International Staff Chaplain  
OF - 4 US Army Chaplain  
Tel: +49 151 2837 0601  
Office: 065/44 6035  
[chapelbuilding@gmail.com](mailto:chapelbuilding@gmail.com)  
7010 SHAPE, Belgium



## SHAPE *Property Disposal Office*

The Property Disposal Office (PDO) conducts sales of written-off property twice a month. Shapians have the opportunity to purchase items such as furniture, mess equipment, PCs, monitors, printers and—when available during the winter period—firewood.

PDO will be open every Mondays from 9:00 to 12:00 to give customers a preview of the items for sale.

Sales will be open each month on the first and third Tuesdays (see calendar on [www.SHAPE2DAY.com](http://www.SHAPE2DAY.com)).

The PDO also conducts vehicle sales by public auction usually scheduled in June and December 2026 and depending on vehicle availability.



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 only.



Bldg. 201  
[bsgrempdo@shape.nato.int](mailto:bsgrempdo@shape.nato.int)  
Tel: 065/44 4253 or 065/444294

## SHAPE *Recycling Centre*

The SHAPE Recycling Centre has installed several satellite recycling points throughout the SHAPE area. These facilities aim to reduce costs and contribute to environmental protection.

Each satellite is equipped with:

- 240-liter containers for paper/cardboard, glass, cans, and plastic
- 770-liter containers for cardboard

**Important: Satellite recycling centers must not be used for general waste disposal.**

Guidelines for Use:

**PAPER:** Newspapers, magazines, and clean paper only. Do not dispose of greasy paper, pizza boxes, styrofoam cups, or plastic wrappings (such as those around catalogs or magazines).

**CARDBOARD:** Small boxes must be folded; large boxes must be cut and folded.

**GLASS:** Glass bottles only. Do not dispose of chinaware, ceramics, panes of glass, mirrors, neon tubes, or lamps.

**CANS:** Beverage cans only. Do not dispose of spray cans.

**PLASTIC:** Plastic bottles, bags, and wrapping materials.

In the Recycling Centre, located near Carrefour in 500 area, there is also the possibility to recycle:

**Electrical Household Items:** A designated container is available. Do not throw these items into regular trash containers.

**Bulky Items:** A specific container is available for the disposal of large items.

SHAPE non-residents must primarily use their local municipal recycling centres by requesting a free access card from HYGEA on [www.hygea.be](http://www.hygea.be)



Mon-Thur 1000-1250 & 13:30-1750  
Fri 1000-1250 & 1330-1650  
Sat 1000-1300  
[bsgrempdo@shape.nato.int](mailto:bsgrempdo@shape.nato.int)  
Tel: 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: 0900 - 1800  
Sat: 0900-1700

### 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: 0900-1800  
Sat: 0900-1600

### 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: 1000 - 1700  
Sat: 1000 - 1400  
(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: 0900-1700  
Fri: 0900-1600

### 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: 0900 - 1300 hrs  
Self Service LAUNDROMAT:  
Open 7/7 07:00 - 22:00

### OPENING TIMES

Mon - Fri: 1000 - 1800 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: 0900 - 1800  
Sat: 0900-1700

### 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: 1000 - 1800  
Sat: 1000 - 1300

### 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-etrangers/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 - 2009 - 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

## 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

**Emergency number anywhere in Europe** 112  
**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



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