

**UNITED KINGDOM**

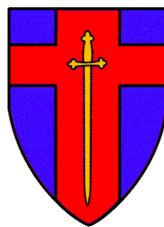
**JOINT SUPPORT UNIT**

**JFC HQ BRUNSSUM**



**Arrival Booklet**

**A Newcomers' Guide**



**February 2012 Edition**

*Providing support to British personnel and their families serving with NATO at JFC HQ Brunssum, NPC Glons and Exchange/Loan Service personnel in the Netherlands and parts of Germany*

# Foreword

*By the Commanding Officer  
United Kingdom Joint Support Unit*

## WELCOME TO THE NETHERLANDS

The aim of this Arrival Booklet is to make your posting arrival as smooth as possible. The booklet has been put together by the UK Joint Support Unit and Joint Force Command Headquarters Brunssum (JFC HQ Brunssum) formerly known as AFNORTH and AFCENT. I would like to take this opportunity to welcome you to our community and hope that this information will be helpful to you.

Brunssum is located in the province of South Limburg in the Netherlands between Germany and Belgium.

We administer personnel serving at Brunssum, Glons in Belgium, along with some Exchange/Loan Service personnel in both the Netherlands and Germany.

The booklet is not exhaustive or all-inclusive, but hopefully it will provide you with information to assist you with your arrivals procedure.

I would ask you, once you have settled in; to review this booklet and make any suggestions for further inclusions that you feel may benefit others on the return proforma that came with this booklet. In the meantime I would commend the Brunssum website: [www.brunssumbrits.com](http://www.brunssumbrits.com) to you, where you can also peruse back copies of The BINN, our locally produced newsletter, full of advice and information on the local area and its' amenities.

A SCOTT  
Maj  
CO UKJSU

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## **GENERAL**

### **Contact Information**

All contact details and telephone numbers for sections and organisations mentioned in this booklet are listed at Annex A.

### **Aim**

The aim of this booklet is to provide information to help you to prepare for your arrival in The Netherlands on your forthcoming posting to the Joint Force Command Headquarters Brunssum (JFC HQ Brunssum). This booklet is not an authoritative document and the information contained herein is subject to amendment.

### **Role of UKJSU**

The UKJSU provides administrative, logistic and welfare support to British Service personnel and their families at JFC HQ Brunssum, NPC Glons and to British Exchange and Liaison Officers throughout the Netherlands and Northern Germany.

### **UKJSU History.**

The first Support Unit was formed in January 1951, in support of HQ Allied Air Forces Central Europe (AAFCE), based in Fontainebleau, just south of Paris. When France withdrew from NATO a new location had to be found and at that time, the Hendrik coal mine in Brunssum was closing down, causing massive unemployment in the area. So a new Support Unit was set up alongside the NATO HQ, however it was initially located at Maastricht. The Unit was retitled as part of HQ Allied Forces Central Europe in June 1970, and further changed to the UK Delegation and Support Unit in 1977 when it moved to Brunssum, finally adopting the UKJSU JFC HQ Brunssum title following the re-role of the NATO HQ in July 2004.

## **JOINT FORCE COMMAND HEADQUARTERS BRUNSSUM**

On 3 March 2000 Headquarters AFCENT stood down and the new JFC HQ Brunssum assumed command. The JFC HQ Brunssum area of responsibility includes the land areas of Belgium, the Czech Republic, Denmark, Germany, Luxembourg, The Netherlands, Norway, Poland, the United Kingdom and the sea areas of the Irish Sea, the English Channel, the North Sea, the Norwegian maritime flank and the Baltic Sea and Approaches, less national waters.

The JFC HQ Brunssum structure reflects a balanced service mix that ensures a joint capability; 36% of the Peacetime Establishment (PE) is reserved for Army personnel, 30% is reserved for Air Force and 21% for Navy and Marines. The remainder of the posts - 13% - are open to all three services. The overall Headquarters manning, including logistic and communications support elements, totals more than 2400 personnel to which 19 Nations contribute.

### **SPONSORSHIP.**

You will be allocated a Sponsor to assist with your in-processing. Your line-manager will try to allocate someone who lives nearby, whether married or single, and they will be able to show you the local amenities to help you settle in more quickly. If this is not possible, your sponsor may be your predecessor in post and he/she will be briefed to cover general issues as well as work handover points. Contact your sponsor at your earliest convenience in order to cover any points from this booklet that you are unsure of.

## **ACCOMMODATION IN THE NETHERLANDS**

Personnel should note that under the AFA 2006 the families of Service personnel living with them abroad are subject to Service discipline.

In addition, any civilian visitors staying in Service Accommodation, be it SLA or SFA (or their substitute equivalent) are also subject to Service discipline.

### **Procedure**

Whilst most personnel posted to Brunssum are administered and housed by the UKJSU, there are some personnel that may be administered but not housed by the UKJSU, this can be checked with the Housing and Community Support Office (HCSO). Applications for Service Families Accommodation should be submitted to the HCSO, UKJSU, on MOD Form 1132, which is available from your Unit Administrative Office or from Defence Estates (UK). If you have access to a Military network, you can access the e-1132 at the following address:

<http://defenceintranet.diiweb.r.mil.uk/Defenceintranet/Admin/ApplyforSFA>

Housing and Community Support Office will normally advise you in good time if your accommodation will be ready for your required date. In the unlikely event that accommodation is not available you must obtain permission from your local housing office in order that you can retain your accommodation at the losing Unit. Transit accommodation is normally available for incoming families for up to 3 nights prior to move in and no hotel accommodation is to be booked at public expense in the Netherlands without prior authority of the UKJSU (PROM Office/Chf Clk).

### **Married Accompanied Personnel**

You should be aware that all hirings are Dutch houses. Most have open-plan layouts and you may find that the staircases are very steep and that access to the 1<sup>st</sup> floor and/or attic area could be restricted due to the nature of the houses that are built in accordance with local Dutch building regulations. Please make allowance for this in planning your removals, and advise your removal company to bring a hoist.

### **Single & Married Unaccompanied Officers and SNCOs**

Single & married unaccompanied Officers and SNCOs are accommodated approximately 2 miles from camp. The accommodation is in 2 or 3 bedroom flats and is fully furnished. Currently you will be charged Accommodation, however, there are no messing facilities on camp and you will receive a Living Out Supplement to Local Overseas Allowance (LOSLOA) payment to assist with your purchase of food, this as its name suggests, in addition to Netherlands LOA. The current rates can be obtained from the Admin Office or via the JPA website. It is essential that you inform the Housing and Community Support Office of your arrival date and accommodation requirements.

### **Single & Married unaccompanied Other Ranks**

Single and married unaccompanied Other Ranks (ORs) below the rank of SNCO are accommodated on camp. Currently you will pay Accommodation Charges, however, there are no messing facilities on camp and you will receive a Special Messing Allowance (SMA), which is currently €39.68 per day, which is in addition to Netherlands LOA. You must ensure that you inform the HCSO Office of your arrival date and accommodation requirements.

## Moving Your Household Effects by Agility Logistics

If you have an entitlement to move your household effects under the Furniture Movement Service (FMS) or the Unaccompanied Baggage Scheme, you should logon to <https://grms.agilitylogistics.com> and follow the on screen instructions. It is imperative that you fill out the necessary documentation as soon as an assignment order is received in order to give Agility Logistics a reasonable period of notice of your intended move.

Briefly, the choice is to move all of your household effects under the FMS; or to use the Unaccompanied Baggage Scheme (a smaller, limited, entitlement) and store the bulk of your effects at public expense. Again, your Admin Office will advise, but be aware that single/married unaccompanied, regardless of rank, who are accommodated in flats, are NOT entitled to FMS, as the accommodation will be furnished and is classed as a Mess Annexe.

## Moving Pets

Whilst The Netherlands has no quarantine regulations for pets being imported into the Country, any person wishing to bring their pet(s) must contact The UK Department for Environment, Food & Rural Affairs (DEFRA) for full information concerning the importation of any pets. Also, please contact the UKJSU Families Office in advance if you intend to bring a pet as some of the Dutch landlords of the hirings place restrictions on certain pets.

## Recycling

Like most countries, Holland has strict guidelines concerning refuse. A refuse collection timetable for each particular postcode is available from the Hive. For the recycling of larger items you must have a Rd4 pass. If the Rd4 pass has not been left by the previous occupant then the PROM office will obtain one on your behalf.

## **TRAVEL ARRANGEMENTS**

**Arranging Your Journey By Air (the process is likely to change following the change of trooping airheads to Paderborn/Hanover and it is suggested that you contact the UKJSU at the earliest opportunity to confirm your travel arrangements/entitlements BEFORE travelling).**

### Arranging Your Journey by Private Car

Service personnel and/or immediate family members on assignment are not entitled to claim for a Privately Arranged Passage (PAP). JFC Brunssum comes under ESG policy and as such the official method of travel is by trooper.

### Payment of claim

You can ONLY claim the hypothetical journey which is Motor Mileage Allowance from your Unit to Stansted Airport and from Eindhoven to Brunssum. **You cannot claim the cost of the ferry.** It is acknowledged that this is a restrictive policy that appears to penalise the individual posted to Brunssum and the matter has been highlighted to SP Pol, however we have been informed that the LOA would be adversely affected should this policy be changed.

## **PERSONAL DOCUMENTATION**

### **NATO Travel Order & Passports**

You should ensure that you are in possession of a valid passport and a NATO Travel Order when travelling to Brunssum. All family members and civilian personnel should possess their own valid passport. If your NATO Travel Order or any family passports are due to expire soon, you should contact your Admin Office staff as soon as possible.

Whilst in the Netherlands service personnel must carry a NATO travel order (issued on arrival) and your passport whilst crossing borders and travelling in surrounding countries, spouses need to carry their passport and alien registration card. Please note: your JFC HQ Brunssum ID card is not sufficient and you could face a fine of up to €2000 if stopped by the local authorities.

### **EHIC**

It is essential that you are in possession of an EHIC card (Medical Passport for the EU). Your spouse will require a separate EHIC card and any children should be included on both forms. If you have children at boarding school you are advised to complete a separate EHIC per child. Contact your local Post Office for more information or go on-line to [dh.gov.uk](http://dh.gov.uk) and click on the European Health Insurance Card (EHIC) application form.

Please note that the EHIC card is only valid whilst travelling in other countries around Europe and not while actually resident in the Netherlands.

See further details below.

### **UK Driving Licences**

Although you will be issued with an JFC HQ Brunssum Driving Licence, you should advise the DVLC of your new BFPO address.

### **Sat Nav**

It is highly recommended that you purchase a Satellite Navigation system with European maps prior to your arrival in Holland, which will prove to be invaluable as you as you learn to negotiate your way around the local community. On your arrival, the Hive will provide you with local maps and sat-nav postcodes to many of the relevant local businesses and facilities.

## **VEHICLES**

### **Vehicle Registration**

Personnel are to note that if they are posted to the Netherlands the regulations regarding the importation of tax free vehicles differ markedly to those for Germany and other countries. Please consult the JFC website [www.jfcbs.nato.int](http://www.jfcbs.nato.int) or speak to the Vehicle Registration Department at Brunssum on 003145 526 2580. Personnel posted to NPC Glons will be required to register their vehicles through the Vehicle Registration Department at NPC Glons (which come under different guidelines) and those posted to Germany come under BFG rules. (Contacts required for both offices please 0032 4289 9211 or WO Hollands on 0032 4289 9326).

**PERSONNEL ARE TO ENSURE THAT THEY HAVE REGISTERED THEIR VEHICLES WITHIN 30DAYS OF ARRIVAL.**

## **SCHOOLING**

### **Childcare**

There is currently a lack of childcare facilities for children under the Foundation stage 1 available for families, especially where both parents wish to work. Personnel falling into this category are advised to contact their sponsor as early as possible to ascertain whether their needs can be met.

### **Foundation Stage 1 Provision (FS1)**

FS1 education for children aged 3-4 years old is conducted within the International School. As of the start of the 2010/11 school year (Aug 2010), and due to a change of governance policy Europe wide, there will be no facility available to transport FS1 children to and from the school, reverting the matter to parental responsibility.

### **Primary School Age Children**

If you have children of school age you should be aware that the JFC HQ Brunssum International School offers a first-class schooling facility but is only able to offer places to British children up to the age of 11. Transport is available for children in the outlying towns and can be booked on registration at the school. Prior to departure you must make an appointment with the British Section of the JFC HQ Brunssum School to arrange a suitable time for an interview with the Head Teacher. Go to [www.brunssumbrits.com](http://www.brunssumbrits.com) where a school link is available, including the latest Ofsted report.

### **Secondary Age Children**

There is no provision for secondary age children in Brunssum and therefore parents either have the choice of weekly boarding at the SCE School in Rheindahlen or at a UK Boarding school. Windsor School in JHQ is a large comprehensive with both local and boarding catchment areas. Transport by coach with an adult escort is provided on Monday mornings and Friday evenings.

### **Transfer Of Children's School Records**

If you have a child who will be changing school then you need to be aware of your new responsibilities concerning the transfer of your children's school records and those medical records held in school. It is now the responsibility of all parents to arrange a suitable time to personally collect the records from the present school. The folder containing the records will conform to a common format and will contain information concerning the child's progress and achievements, as well as any information that is to be passed to the child's new teacher.

## **ARRIVAL PROCEDURES**

### **In-Processing Paperwork**

On arrival, you are to report to the Admin Office in Building 603, where you should arrange to meet your sponsor. Your sponsor will then escort you to the various locations that you are required to book in at.

### **Relocation Leave**

You will be entitled to 10 working days Relocation Leave if posted in from the UK or theatre other than NW Europe, which can be taken either in the UK or at your new overseas location

depending on accommodation arrangements. Personnel should note however that LOA will only commence from the official posting date and will not be paid if taken abroad.

### Passes and Permits

As soon as possible after arrival at the UKJSU, Service personnel, civilian personnel and their dependants are required to report to the Passes and Permits Office, in Building 102 at the front gate to complete registration. Please note that until you have a NATO pass you will not be able to open your Dutch Bank Account. Further details about Registration along with Registration of Aliens can be found on [www.jfcbs.nato.int](http://www.jfcbs.nato.int).

### **UKJSU COFFEE SHOP AND SNACK BAR**

A great place to have a break, the UKJSU coffee shop is situated on the Ground Floor of Building 603, the heart of the UKJSU adjacent to the BFPO and Thrift Shop. In addition to serving a wide selection of coffees and tea, there are a selection of freshly made sandwiches, baguettes and salads prepared on the premises on a daily basis, as well as a selection of cakes baked by the UK wives.

The coffee shop is an ideal meeting place for all personnel, and dependants and an excellent community facility which relies on your custom, please support it! An ideal drop in point after taking the children to school or just in need of a break from the office, do pop in and try us out. Our opening hours are shown below, and we look forward to seeing you!

Opening Hours:

Monday - Friday 1030 – 13.30hrs

### **UKJSU COMMUNITY BAR**

The UKJSU has its own small Community Bar facility that opens every Friday afternoon at 1500hrs – 1900hrs. All ranks and their families are welcome to attend and kick off the weekend together. Monthly functions in conjunction with the Coffee Shop also provide a meal facility for all ages and taste buds.

### **BANKING FACILITIES**

The bank that is recommended for UK personnel at JFC HQ Brunssum is the ABN AMRO which is located in most town centres. You can open an account with any bank but ABN AMRO is the only bank that is linked to JFC HQ Brunssum for paying direct debits or for paying claims. Whilst waiting for your bank account to be set up you may cash UK Sterling cheques with the Unit Cashier (this facility ceases once your pay is credited to your Dutch bank account).

### **MEDICAL FACILITIES**

The British Medical Centre, (BMC), is located next to the Child Development Centre in building 501 and is only accessible through the camp. It is a small single doctor practice, which offers the normal Primary Health Care Services that would be expected from a Medical Centre in the UK.

The BMC has a civilian doctor, Nursing Officer, Practice Manager, 2 JNCOs, 1 Medical Assistants, a part-time civilian Practice Nurse and a civilian Receptionist.

A SSAFA Midwife and Health Visitor visit the BMC weekly and offer care equivalent to that in the UK.

All Service personnel, their dependants, schoolteachers and United Kingdom Based Civilians working at JFC HQ BRUNSSUM are entitled to free treatment at the BMC. On your arrival you and your family should register immediately at the BMC to ensure that your medical documents can be requested from your previous doctor. You will be issued with a Practice Leaflet, which will explain all the services that are available to you. If you or your family have special medical needs, you are advised to contact the BMC before your arrival at JFC HQ BRUNSSUM for advice regarding the local available services.

Hospital and specialist care is normally provided by the local Dutch Civilian Services in addition to some facilities through British Forces Germany Health Services (BFGHS).

After normal working hours and at weekends emergency cover is provided by Dutch Out of Hours (OOH) service providers. The service works on par with the OOH service provided by the Primary Care Trust (PCT) in the UK. The Dutch hospitals have excellent facilities and the Dutch doctors speak reasonable English.

## **MEDICAL INSURANCE**

It is imperative that you and each family member are in possession of a European Health Insurance Card (EHIC) which can be obtained through your local post office or from the Department of Health web site. This card allows each holder to access free emergency treatment in European Union countries.

Throughout your trip, you will no doubt travel through or at least to some neighbouring countries. If you have to access medical attention on your travel, the bills you incur **will not** be paid for by the BMC. You are therefore strongly advised to take out extra travel insurance for you and your family, for the duration of your posting in the Netherlands.

If you are posted to an ISODET you may have to register with a local Dutch General Practitioner (GP) as the BMC will be too great a distance for you to travel. To do so you are required to have a specific health insurance which is only available through a number of Dutch insurance companies. In the first instance you should approach your desk officer and request an E106 which you should complete (ensuring that you include all family members' details) and forward to the address detailed on the form. Shortly afterwards you will receive your E106 which you can then present to an appropriate Dutch insurance company (Please contact your POC regarding the name of these insurance companies as the Dutch government only allows specific companies to deal with foreign nationals). You will be provided with a basic medical insurance package (at no cost to you) that allows you to register for treatment. Any charges that you incur which are not covered by your insurance will be paid by British Forces Germany Health Services (BFGHS).

If your spouse decides to take a job in the Dutch system they will be required to take out employment insurance. Unfortunately you're EHIC, travel insurance and your E106 insurance is not sufficient. Please ensure that you speak with your Dutch employer about this matter prior to taking up employment as this insurance can cost in region of 115 Euro a month and you will not be able to claim this back. Failure to comply with payment of this insurance will result in the Dutch system taking legal action against you.

## **DENTAL FACILITIES**

The British Dental Centre (BDC) is located on the top floor of the BMC. The BDC has a Dentist, a Practice Manager, a Hygienist and a Dental Surgery Assistant.

All Service personnel and their dependants, schoolteachers and United Kingdom Based Civilians working at JFC HQ BRUNSSUM are entitled to treatment at the BDC. A comprehensive range of treatment is available with the emphasis on prevention.

Treatment is free to all Service personnel and those exempt NHS charges. Others will be charged for treatment provided at current NHS rates.

## **SUBORDINATE UNITS – ADMINISTERED BY UKJSU, JFC HQ BRUNSSUM**

The UK Joint Support Unit administers all subordinate units. Telephone numbers of the admin offices are at Annex A.

## **HR ADMINISTRATION – JOINT PERSONNEL ADMINISTRATION**

From 1 April 2007 the UK Joint Support Unit at JFC HQ Brunssum became fully functional on JPA for all 3 Services. We have 3 JPA terminals in the HR Admin office, 2 in Bldg 106 (T Rm 2.15 and further terminal locations are planned in conjunction with the rollout of DII, (HQ, ASG, NCSA).

## **PAY, ALLOWANCES AND CHARGES**

### Advance of Pay on Posting

In addition to any allowances, you may wish to consider taking an advance of pay on posting overseas and this can be applied for through your current Admin Office ahead of your travel (normally up to 30 days in advance).

### Allowances

Married Accompanied (MA) Personnel: MA personnel are entitled to the current rate of LOA MA with additional LOA for each child that will live in the family home.

Single/Married Unaccompanied (MU) Personnel: Single and MU Officers and SNCOs are accommodated in flats in Brunssum as there is no Officers' or WOs and SNCOs Mess accommodation. There are cooking facilities in the flats, this situation attracts the Living Out Supplement of LOA (LOSLOA) which is a daily allowance paid through your pay account. Accommodation is available for JNCOs on the camp, there is no Regimental Restaurant, JRs Mess or cooking facilities available to personnel, therefore Special Messing Allowance (SMA) is claimed.

### Charges

Married personnel pay SFA and CILOCT charges applicable to the type and grade of the accommodation that you are entitled and subsequently allocated. Most SFAs have either a garage or a car port which you will also be charged for.

Annexes:

A. Contact Details.

**ANNEX A TO  
ARRIVAL  
BOOKLET  
SEPTEMBER  
2009**

**CONTACT DETAILS**

*When dialling from the UK, a 4 digit extension number should be prefixed with 0031 45 526 \*\*\*\**

Contact	Tel No	Contact	Tel No
<b>UKJSU</b>		<b>Subordinate Units</b>	
CO	2506	NPC Glons	0032 4289 9326
2 I/C OC Personnel & Finance	2337		
OC Prom	2837		
OC Logistics	2945		
Chief Clerk	2197		
Deputy Chief Clerk	2024		
British Medical Centre	2497	<b>Miscellaneous</b>	
British Dental Centre	2293		
Padre	2959	Vehicle Registration	2580
HIVE*	2891	Passes & Permits	2580
HCSO	3011	International School	0031 45 527 8240
		Windsor School (Rheindahlen)	0049 2161 4722412
		Sunbeams Pre School	0031 45 568 0748
		Meeus Insurance	0031 45 526 2492
		ABN AMRO	0031 45 564 4224 <a href="http://abnamro.nl">abnamro.nl</a>
		DEFRA (Pets)	UK – 0845 9335577 <a href="http://defra.gov.uk">defra.gov.uk</a>

\*website – [www.hive-europe.co.uk](http://www.hive-europe.co.uk)

e-mail: - [Brnssum@hive-europe.co.uk](mailto:Brnssum@hive-europe.co.uk)