



# Internship Programme at NATO



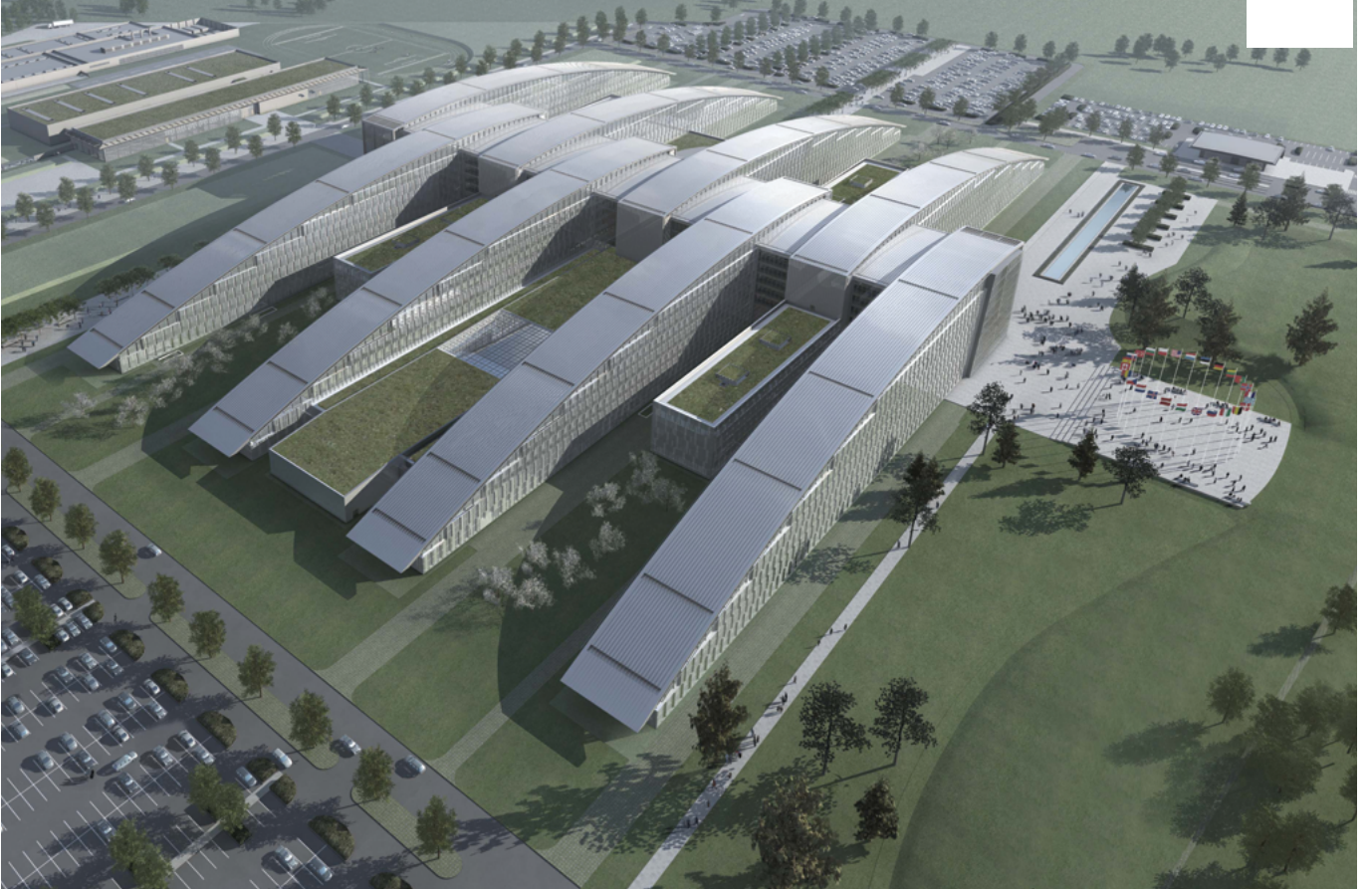


# **Internship Guide**

## **for the Internship Programme at NATO HQ, Brussels, Belgium**

The Internship Guide was updated in 2023 by the Talent Acquisition team.

We would like to thank the Interns Community and more specifically Ms. Bertouille Claire, Mr. Hopkins Graeme, Ms. Nguyen Patricia, Mr. Sartori Leonardo, Mr. Scanavino Leonardo and Ms. Stahl Lina for their valuable feedback.



# TABLE OF CONTENTS

INTRODUCTION.....	6
<b>1. ABOUT THE INTERNSHIP PROGRAMME.....</b>	<b>8</b>
A. BACKGROUND.....	9
B. GENERAL CONDITIONS.....	10
C. PROCEDURES.....	14
<b>2. WORKING AT THE NATO HQ.....</b>	<b>20</b>
A. WORKING ENVIRONMENT.....	21
B. ORGANIZATIONAL UNITS.....	21
C. SECURITY.....	22
D. WORKING HOURS & OFFICIAL HOLIDAYS.....	22
E. WORKLOAD.....	24
F. PREVENTION OF HARASSMENT IN THE WORKPLACE.....	24
G. MEDICAL CENTRE.....	25
H. SOCIAL ACTIVITIES.....	25
I. SUGGESTED READING.....	25
<b>3. LIVING IN BELGIUM.....</b>	<b>26</b>
A. BEFORE ARRIVAL.....	27
B. FINDING ACCOMMODATION.....	28
C. PRACTICAL INFORMATION.....	31





# INTRODUCTION

We are very glad to see your interest for the NATO Internship Programme. NATO offers a multi-cultural, dynamic working environment. As an intern, you will be working at its headquarters in Brussels – a city located at the heart of Europe. In this Guide, we will try to provide you with everything you need to know about the internship programme.

The guide consists of three main sections: “About the Internship Programme”, “Working at the NATO HQ” and “Living in Brussels”. In the first section, we explain in more detail the internship programme procedures preceding and following selection, as well as internship activities such as briefings, visits and other activities, in which you may take part during your stay. In this section, you will also find some essential tips on what you must do before beginning your internship, including getting a security clearance and a visa, updating your passport, making travel arrangements and taking out health insurance.

The second section presents the work regulations and professional atmosphere, and provides information about the security requirements, working hours and dress code. In the third and final section, we provide you with guidance to prepare you for life in Brussels. You will find information on travel arrangements, housing, public transport and living costs as well as some social activities which you might enjoy during your stay in Belgium. For accommodation, we will provide you with options and ideas on how to search for a place to stay and which areas to consider.

We hope to see you soon in Brussels !





# 1. ABOUT THE INTERNSHIP PROGRAMME

## A. BACKGROUND

The North Atlantic Council established the NATO HQ Internship Programme on 31 May 2004 (C-M (2004)0042) as part of the Action Plan to Improve Gender Balance and Diversity in NATO Headquarters, and approved changes to the Programme in 2018 (PO(2018)0237). It was also decided that the Internship Programme should be extended to other NATO bodies.

The programme has four primary goals:

- ▶ To contribute to creating a more diverse workforce by encouraging Divisions/Offices to take on interns of different nationalities, origins and backgrounds in order to provide the Organization with a younger, more diverse pool of potential future job applicants;
- ▶ To provide interns with an opportunity to learn from the NATO community and get a thorough understanding and balanced view of the Organization;
- ▶ To provide the Organization with access to the latest theoretical and technical knowledge that the intern can apply through practical work assignments;
- ▶ To expand the understanding of NATO in Alliance countries by having interns return to their countries and/or universities after completing the internship and share their experience.

## B. GENERAL CONDITIONS

### ► Duration of Internship:

In principle, your internship will last **6 months**. Shorter periods or extensions will only be possible in exceptional cases based on divisional needs. Internships start in March and September; exceptions will only be made for urgent divisional requirements or for interns on scholarships or grants. Contracts may be terminated by either party with one week's notice.

### ► Number of Interns:

NATO HQ's internship programme involves approximately **100 interns** per year, in addition to interns who enter the Organization via national programmes and those on a scholarship or a grant. In total, the number of interns at any given time should not exceed 10 percent of the total number of A-grades on the International Staff establishment.

### ► Remuneration:

Interns are paid a stipend at the rate of 25% of an A1 position, step 1 (**1,235€** per month in 2023). Your stipend is not exempt from taxation. You may receive additional funding from outside sources.

### ► Travel:

The joining and returning travel costs of interns to/from Brussels will be covered by NATO. You can either book your pre-paid travel tickets through the NATO Travel Agency, or alternatively, you can be reimbursed for your travel expenses after the start of your internshipspecial ID card.

► **Leave:**

You will have the same working hours and same official public holidays as any other Staff member.

You will be entitled to leave at the rate of **2.5 working days** for every month of service completed. The total of 15 days can be taken at any moment starting **from the 2nd month**; taking into account that if your internship is terminated earlier, the payment of the last stipend will be reduced accordingly. Any accumulated leave not taken during the contractual period will not be paid.

**In case of sickness**, you must notify your division and HR immediately, and if you are absent for more than two days you must provide the organization with a medical certificate. Unauthorized absences will be deducted from the leave entitlement.

► **Insurance:**

- You are responsible for your own health and accident insurance. You are, however, covered for accident insurance for occupational risks (invalidity/death) during the period of your internship. The monthly premium for this insurance amounts to **0.25%** of your remuneration and is paid by NATO.
- If you are a citizen of the EU, you may request a European Health Citizenship Card to your insurer (<https://ec.europa.eu/social/main.jsp?catId=559&langId=en>).
- You will be required, upon joining, to provide **evidence** that you have adequate health insurance coverage.

➤ **Obligations and Responsibilities:**

You are required to exercise the utmost discretion in respect of facts and information that come to your attention during your internship. You remain covered by this obligation after the internship. The Organization reserves the right to terminate the internship and take action against any intern who does not comply with this obligation.

You are not permitted to borrow files from registries. The Head of Division/Office will assess the need for access to classified information in both paper and electronic form.

➤ **Security Requirements:**

Depending on the type of work to be performed, participation in an internship will normally be subject to receipt of an appropriate **security clearance** from your national authorities. You may join the Organization only after the necessary clearance has been obtained.

To ensure that you demonstrate the proper attitude and behaviour and are aware of the different security regulations that apply to your internship, a security briefing will be given during the first weeks of your internship; attendance is mandatory for all interns.

➤ **National Programmes, Scholarships:**

National programmes are run in parallel to the NATO Internship Programme. The Delegations and/or national programme coordinators are responsible for establishing their own rules on the payment of such interns joining the Organization; they will not be paid by NATO or covered by any insurance provided by the Organization.

In order to manage the influx of all interns in the IS workforce, Delegations/national programme coordinators must inform the Internship Programme Coordinator of all interns joining the Organization. Such interns may participate in all activities offered by the NATO Internship Programme, depending on available space.

Should you be joining the Organization on a scholarship or grant, you must complete a special application process. In this case you are not bound by NATO's application and onboarding deadlines but will nevertheless be subject to the same eligibility criteria as NATO interns. All the regulations – except those on remuneration – would then apply to you as well.

► **Future Employment:**

Internships are not directly linked to recruitment. However, at the end of their internship, interns may apply to temporary and staff positions as all external candidates.



## C. PROCEDURES

### I. Application and Selection Process

#### ► Eligibility Criteria:

- Applications for the NATO Internship Programme will be in response to restricted calls for applications. Applications will only be accepted up to the deadline of the call and only via the E-recruitment system. You will have to attach a proof of current studies and/or your latest obtained university degree. Furthermore, you may also attach a curriculum vitae, letters of recommendation, a motivation letter etc.
- Divisions/Offices designate which of their job descriptions and/or profiles are for interns. The Internship Programme Coordinator then screens applications for the eligibility criteria and the possible match with the provided profile/job description. The initial screening additionally aims to maintain the best possible gender balance and equilibrium among nationalities. A shortlist is prepared for each selecting manager.
- The Division/Office is responsible for the actual selection of the intern. Administration of the programme (tentative offer letter, preparation of clearance, information about living in Brussels, administrative regulations on residence in the host nation, contact with national delegations) is handled by the Internship Programme Coordinator. Divisions/Offices are kept informed about the status of the process.

### II. After Selection

There are a number of formalities to be completed after you receive your tentative offer letter for the NATO HQ Internship Programme. These include obtaining a security clearance, passport and visa arrangements, signing up for insurance coverage and opening a bank account.

► **Security Clearance:**

Every intern coming to NATO requires a NATO Security Clearance. When you receive your Tentative Offer Letter, you are also asked to contact your national delegation at NATO in order to proceed with your security clearance. Depending on your national legislation, you may have to pay for your Security Clearance. Please note that in most cases, you will receive two Security Clearances: one national and one for NATO. Therefore, you will need to complete two forms. Please be as thorough as possible when completing the forms, as incorrect or incomplete information could cause a delay in issuing your clearance. Also, be sure to photocopy the form for future reference. We strongly advise you to follow up on the status of your security clearance with your national delegation at NATO regularly. Please also keep in mind that **if you do not receive your Security Clearance in time, your internship will be automatically postponed.**

► **Passport:**

Before leaving your home country, please make sure that your passport is valid for the entire duration of your stay in Brussels. As issuing a passport takes time, do not delay renewing it until the last minute.

► **Visa for Belgium & Registration at the Municipality (Special ID):**

In accordance with a bi-lateral agreement between NATO and the Belgian authorities, **interns do not have to apply for a work permit.**

The Belgian Ministry of Foreign Affairs issues an attestation that facilitates entering the country to non-European interns, except those of Turkish nationality. For that purpose, you will be requested to provide the following information a month or so prior to arriving; your name as in the passport, date of birth, place of birth, nationality, passport number, start and end date of your function at NATO and duration of your contract.

EU citizens do not require a visa to enter Belgium. This is also the case for citizens from Norway and the United Kingdom. Albanian, Canadian, Montenegrin, North Macedonian, and US interns can travel directly to Belgium and will receive a tourist visa valid for 90 days at the airport. Turkish interns have to request a tourist visa to enter Belgium and this before booking their travel through the NATO Travel Agency.

All the interns will have to fill the request form for a special identity card and submit it to our Privileges and Immunities Office responsible for the follow-up with the Belgian authorities. Therefore there is no need to register at the city hall (commune). This special identity card will serve as a residence permit during the internship. Therefore, it is important that you submit the request as soon as possible after your arrival. Only Belgian interns are exempted from this procedure.

The special identity card is a residence permit and should not be used for travelling. This procedure will be explained to you upon your arrival and you will be assisted by a dedicated NATO Office. The registration process can take up to 3 months.

### ► Health and Travel Insurance:

- Having health insurance is an **absolute necessity** when joining NATO as an intern. Many national insurance schemes require their members to inform them about extended periods out-of-country. Please check carefully, as you risk losing your coverage in Belgium. As an EU citizen, you may also request an European Health Citizenship Card to your insurer (<https://ec.europa.eu/social/main.jsp?catId=559&langId=en>).

Travel agencies usually offer international travel health insurance. Please bear in mind that this only covers emergency medical procedures and prescriptions. On the plus side, it usually includes travel insurance, which is highly recommendable to have.

► **Bank:**

In order to receive your internship lump sum, you will need to provide bank account information including the **IBAN** and **SWIFT/BIC numbers**. You may either use your current bank or open a new bank account in Brussels.

If you keep your current account, we advise you to change your address and inform your bank that you will be moving to Belgium so that they are not alarmed by any unusual activity. It might be a good idea to make a parent a co-signatory on your bank account in case something needs to be done while you are away.

As you are getting paid by NATO and will have to pay rent etc. it might be convenient and cheaper to open a bank account with a Belgian bank (to avoid costly withdrawal fees from your home account).

### III. Internship Activities

#### ► Induction Course:

Upon your arrival, you will attend an induction course organized by the Internship Programme Coordinator. The induction course provides information about the Organization, procedures, security regulations and advice on how to have a rewarding internship experience. The induction course also covers information about using HQ facilities such as the library and the Staff Centre, which offers a range of activities at discounted prices for interns.

#### ► Briefings and Visits:

You will be able to attend a series of briefings called the **NATO Speaker Series**. This offers a chance to meet with personnel working in different divisions and at different levels of the Organization including the Deputy Secretary General, representatives from the Private Office, Operations Division, Defence Investment Division and the Nuclear Policy Directorate. The main goal of the Speakers Series is to provide you with a comprehensive overview of NATO HQ by discussing the Organization's role and future with its senior management. There are one-hour lectures every two weeks, with the first weeks being dedicated to general introductory topics related to NATO and the remainder of the series introducing you to all the divisions as well as Ambassadors from Delegations to NATO.

In addition, visits to several international organizations like **SHAPE, the European Defence Agency, the European External Action Service** will be organized.

The interns will also have the opportunity to attend the **North Atlantic Council (NAC)** to get an idea of how decision-making at NATO functions. This will be organised by the Internship Office together with the Council Secretariat.



➤ **Library:**

During the first week, when the induction course is given, you will have an opportunity to visit the library and create an account for yourself. The library gives you access not only to a wide range of books, but also to a broad selection of e-materials. Upon request, you will be granted a subscription to The Economist and The New York Times.

➤ **Internship Survey and Feedback:**

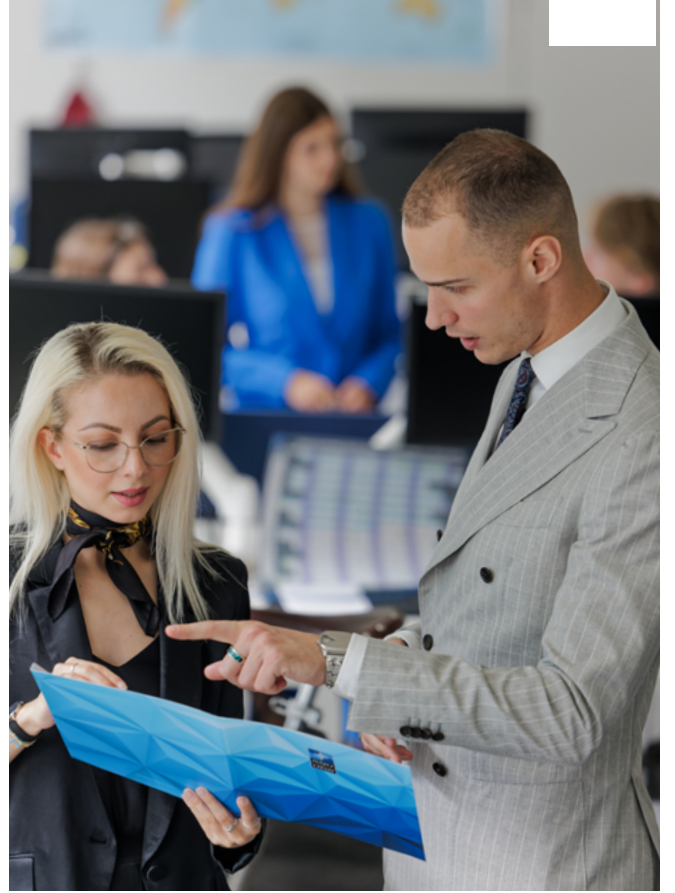
You may meet the Internship Programme Coordinator on a regular basis, but at least once during the mid-term review where you can discuss various topics of interest and make sure that your internship is productive. Your feedback on different aspects of your internship is gathered via a formal anonymous survey.

➤ **Leaving the Organization and Alumni Network**

Prior to departure, the Internship Programme Coordinator will arrange for you to make a presentation on your achievements during the internship and the impact that your contributions have made to the Organization, as well as your personal learning points.

At the end of the internship, you will also receive a formal certificate of completion of your internship, provided by the Internship Coordinator.

You will be offered the chance to join an Alumni Network that stores your contact details and allows you to keep in touch at the end of your internship.



## 2. WORKING AT THE NATO HQ

### A. WORKING ENVIRONMENT

At NATO HQ, the general atmosphere is professional but new members of staff usually feel welcome from their first day onwards.

At NATO, being an international headquarters, the **dress code** is business dress. For meetings, it is useful to keep a blazer or a suit jacket in your office.

**Office space**, furniture and equipment will be drawn from the Division/Office's own resources and planned before the intern's arrival.

### B. ORGANIZATIONAL UNITS

NATO HQ internships are offered in the various divisions of the International Staff (IS) and the International Military Staff (IMS), and also in other NATO bodies located on the HQ site. For more detailed information on specific divisions and positions, please read the relevant vacancy notice.

You can visit NATO website to get more information about its Organization and the work of its organizational units; <https://www.nato.int/cps/en/natohq/structure.htm>.

## C. SECURITY

NATO HQ is a secure environment. Based on the security clearance issued by your national authorities, the NATO Office of Security will provide you with a badge that you must wear at all times while on site. The badge gives you access to the different security zones at HQ.

You will receive more detailed information on security regulations in the Security Induction Course in the first weeks after your arrival. Please note that your phone and laptop will have to be registered and stored in lockers to access certain parts of the building.

## D. WORKING HOURS & OFFICIAL HOLIDAYS

You will keep the same working hours and same public holidays as other NATO staff. You will be working 38 hours a week at NATO HQ. Working hours are from 8.30 to 17.30 from Monday to Thursday, and 8:30 to 15.30 on Fridays, with one hour lunch break each day. You are not permitted to work overtime. In exceptional circumstances (exercises, summits, etc.), overtime may be authorised in advance by the Head of Division/Independent Office and should not exceed 30 hours per six months. The Head of Division/Independent Office will provide a short justification to the Internship Office.

Official NATO holidays in 2023 for all members of staff:

Good Friday.....	Friday 7 April
Easter Monday.....	Monday 10 April
Labour Day.....	Monday 1 May
Ascension Day.....	Thursday 18 May
Whit Monday.....	Monday 29 May
Belgian National Day.....	Monday 21 July
Assumption Day.....	Tuesday 15 August
All Saints' Day.....	Wednesday 1 November
Christmas.....	Friday 22 December
.....	Monday 25 December
.....	Tuesday 26 December
.....	Wednesday 27 December
.....	Thursday 28 December
.....	Friday 29 December
January (2024)	
.....	Monday 1 January
.....	Tuesday 2 Januar

Extra day traditionally granted by the  
Secretary General..... Friday 29 December

New Year 2024..... Monday 1 January  
..... Tuesday 2 January



## E. WORKLOAD

In general, **interns are, to a large extent, tasked like NATO officers**. Thus your workload is likely to comprise both administrative duties and projects.. In general, you will be requested to draft policy papers, speaking notes or minutes of meetings. The NATO International Staff (IS) is a secretariat serving the North Atlantic Council and its sub-committees, so meetings are expected to be part of your regular activities. Similarly, the NATO International Military Staff (IMS) serves the Military Committee.

During the first weeks, reading will take up most of your day as you will have to acquaint yourself with NATO in general and your position in particular.

## F. PREVENTION OF HARASSMENT IN THE WORKPLACE

Prevention of harassment, discrimination and bullying in the workplace is both an individual and collective responsibility of all staff members. In accordance with NATO Civilian Personnel Regulations (CPR)<sup>1</sup>, members of the staff shall treat their colleagues and others with respect and courtesy at all times. Staff members shall not engage in any inappropriate conduct or behaviour.

Any staff member who feels that he/she has been harassed, discriminated against, bullied, intimidated or subjected to abuse of authority in violation of the policy may contact and seek assistance from the Ethics Officer, the Persons of Confidence and HR Case Management Officer.

NATO's policy on the Prevention, Management and Combating of Harassment, Bullying and Discrimination in the Workplace can be found on the Human Resources Diversity Intranet Homepage. It applies NATO-wide to staff groups included in the Civilian Personnel Regulations (CPRs). In cases where an individual, whose employment is not covered by the CPRs, is directly involved in harassment, discrimination or bullying, the case will be settled according to the principles laid down in the policy, and in consultation with their employer.

## G. MEDICAL CENTRE

The Medical Centre is located in the Public Square and offers a full range of health care. The Centre's team consists of two general practitioners, four dentists, a cardiologist, an osteopath, a reflexologist, a massotherapist and a physiotherapist. Its opening hours are Monday to Friday, from 8:00 to 18:00 **(by appointment only)**.

- 1 Members of the staff shall treat their colleagues and others, with whom they come into contact in the course of their duties, with respect and courtesy at all times. They shall not discriminate against them on the grounds of sex, race or ethnic origin, religion or belief, disability, age or sexual orientation.

## H. SOCIAL ACTIVITIES

The NATO Staff Centre offers a wide variety of services to NATO staff and their families. Located in the NATO HQ compound, the Staff Centre has various facilities for sporting and social activities such as a gym, swimming pool, tennis and squash courts, a sauna and a football field with a running track plus shops, banks, restaurants, a bar. There are different membership fees, a discounted price for interns, and once you've received your membership card, you can sign up for group classes and individual training.

## I. SUGGESTED READING

NATO's website is a great place to start: [www.nato.int](http://www.nato.int) It provides you with an overview of the Organization's activities and also offers a plethora of more detailed documents like the NATO Handbook.

For general knowledge on international affairs, there are the usual suspects: The Economist, the New York Times, the Financial Times, Le Monde, Libération.

The International Crisis Group ([www.crisisweb.org](http://www.crisisweb.org)) and the International Institute for Strategic Studies ([www.iiss.org](http://www.iiss.org)) or Jane's ([www.janes.com](http://www.janes.com)) might be worth checking out for more detailed analysis, as well as some Brussels-based think-tanks such as the Security and Defence Agenda ([www.securitydefenceagenda.org](http://www.securitydefenceagenda.org)).



# 3. LIVING IN BELGIUM

## A. BEFORE ARRIVAL

### I. Travel Arrangements:

Please keep in mind that **you should not contact the NATO Travel Agency prior to receiving your security clearance** and confirmation of your starting date by the Internship Office. Similarly, in case you need a visa to enter Belgium, do not book your travel until you obtain such visa.

#### **Regulations for using the NATO Travel Agency:**

- Your location is at least 100 km from the location of your internship posting.
- Dates of travel must coincide with the start and exit dates of your internship. A window of up to 3 weeks before the start/after the end date of your internship is allowed.
- Travels needs to be performed using the cheapest and most direct means of transport.
- Ceiling is EUR 1,200 for the round trip.
- Should you travel by car, your expenses will be reimbursed upon your arrival.
- Luggages: cabin luggage + hold luggage + one extra luggage.
- In case of early termination, your will not be entitled to reimbursement of the return trip.

- The return destination should be the official home address. If you choose to return to a different destination, the cost of this trip must not exceed that of the original trip to the official home address.
- NATO will not take in charge any cancellation fees, nor the payment of a second ticket.

## II. Climate and Temperature:

Brussels has an **oceanic climate**, which means cool summers and cool (but not necessarily cold) winters. Rain and showers are frequent throughout the year, however snowfall is infrequent.

Lowest and highest average temperatures in Brussels are observed as **-5°C and 10°C** in winter; and **12°C and 25°C** in summer.

## B. FINDING ACCOMMODATION

Because of the large number of interns, especially at the European Commission, there is enough accommodation geared toward interns available. Most interns choose to live in **Etterbeek (1040), Ixelles (1050) or Schaerbeek (1030)** – all are “communes” of Brussels – as they offer good public transport connections to NATO and easy access to Brussels city centre. For an overview of the communes, go to [www.ilotsacre.be/site/en/default\\_en.htm](http://www.ilotsacre.be/site/en/default_en.htm)

**We recommend you to find your accommodation before your arrival to NATO.** This would give you enough time to settle and prepare for the first days in your new job. When choosing your accommodation without actually visiting it, be sure to ask the landlord lots of questions about the location (shopping in vicinity, public transport, etc.), the condition of the accommodation (especially the kitchen, the bathroom, appliances), flatmates and others sharing the place (families, small children, young people), other charges and so on. If the landlord seems hesitant, this usually indicates problems and you should continue looking. Do not pay any deposits or fees prior to receiving the contract and keys.

- **Price Range:** Obviously, it all depends on your budget as you get what you pay for. There are three main categories:
  - Room with shared kitchen & bathroom (known here as a “kot”): €500-700 per month, charges usually included.
  - Studio: Single room, including kitchen + bathroom; €700-900 per month.
  - One-bedroom apartment: Bedroom, separate kitchen and bathroom; €900-1200 per month.
- **Deposit:** Usually, landlords require a deposit to rent a place, which usually equals two months’ rent. The entire amount is paid into a specific bank account, which can only be accessed if both the tenant and the landlord sign. Unless you cause major damage during your stay, you can expect to be given back the entire amount when you leave. However, the funds will be blocked for the duration of time you are renting the place, so you must budget for them in addition to your anticipated monthly expenditures.

Please note that since Brussels is a city where many people seek a temporary place to live, rental scams may occur. Be especially careful if you book your room beforehand. Many accommodations offer the possibility of virtual visits in case you cannot visit the place in person.

- **Charges:** Make sure that you clarify with a potential landlord prior to signing a contract whether the charges (e.g. communal area, gas, electricity, water, etc.) are included or not. If none or only some charges are included, ask for an estimate so that you can make an informed decision on the overall offer.

Below, you will find a list of websites for your search for accommodation. Some interns also pre-arrange to share accommodation with other interns. You may get in touch with other interns using the internship **Facebook groups** or the e-mail addresses of interns when we send the confirmations of starting dates.

Internet search for housing:

- [www.immoweb.be/EN](http://www.immoweb.be/EN): Excellent site; it allows users to put in detailed parameters for their search and boasts a large number of properties.
- <https://immo.vlan.be/en>: Similar to Immoweb but offering less in the lower price range.
- [www.spotahome.com/brussels](http://www.spotahome.com/brussels): Online housing booking platform.
- [www.cohabs.com](http://www.cohabs.com)
- [www.facebook.com/groups](https://www.facebook.com/groups) e.g. «BXL A LOUER», «Bouche à oreilles», «Appart à Bruxelles», «BRUSSELS FOR RENT», «Appartements EU area Brussels»

Expat Welcome Desk

In its pursuit to strengthen its role as international capital, the Brussels' Government decided to appoint a Brussels Commissioner for Europe and International Organisations. The Expat Welcome Desk offers administrative assistance to people who settle in the Brussels-Capital Region as part of their activities within and around the European and international organisations.

Link to the website: <https://www.commissioner.brussels/en/i-am-an-expat>

## C. PRACTICAL INFORMATION

### General Cost of Living:

Compared to most Western European cities, Brussels is reasonably priced; it is more expensive than Eastern Europe and North America, however. To give you a rough idea of general costs of living, here are some average figures: **Housing:** €500-900 per month (flat, studio, room)

**Public transportation:** €49 per month (on a Mobib card)

**Mobile phone:** €10-20 per month (Orange, Proximus, Base)

**Groceries:** €150-200 per month (Carrefour, Delhaize, Colruyt, ALDI)

**Lunch at the HQ:** €100-200 per month

You can also bring your own lunch or buy lunch at the Carrefour or EXKI in the HQ. Every floor has its own kitchen with a microwave and fridge to heat up or cool down the food. There is also tap water available so you can bring an empty water bottle and refill it easily.



### Public Transport:

NATO HQ is located between Brussels Airport and the city centre. You can reach NATO HQ by train, tram or bus.



**Nouveau site - New site**  
Boulevard Leopold III laan - 1110 Bruxelles / Brussel  
+32 (0)2 / 707 48 78  
www.nato.int

**○ Fusée / Raket**

**T 62 B 12 21 65**

**176 272 471**

**○ Da Vinci**

**T 55 62 B 12 21 65**

**176 272 471**

**○ Bordet Station**

**T 55 B 45 59 69 80**

**270 271 272 471**

**54 55 57 59**

**Haren**

**54 57**

**Légende / Keymap**

	Accès piétons Pedestrian access	<b>B</b>	Bus
	Parking Car park	<b>T</b>	Tram
	Vélo partagé - Vélib' Farsiedelen: Villo!	<b>M</b>	Metro
	Itinéraire Cyclable Regional Genestelijke Fietsroute		



**BRUXELLES MOBILITÉ**  
BRUSSEL MOBILITEIT

Cartographie: STB - 2016  
Concept: A&M - 2016  
www.brussels.be

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**Urbis**  
urban mobility  
and city

n° 128a  
Edition  
11.2017  
Réseau / Network  
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- ▶ **Train:** The Belgian rail company NMBS/SNCB operates a railway service from two train stations on line S7, S9, S19 and IC trains to Dinant and Zaventem Airport. The stations are located close to NATO HQ at Bordet and Haren.

From the Bordet or Haren stations you can travel to the European institutions or to the city centre. It takes about fifteen minutes to walk from these two stations to NATO HQ. From Bordet station, you can take tram 62, Bus 12 or Bus 272 to cover the distance to the HQ South Entrance (main entrance), as well as Bus 21, Bus 270 or Bus 271 to arrive at HQ North Entrance (more information on buses below).

Please visit <http://www.belgianrail.be> to plan your trip to NATO HQ.

- ▶ **Tram:** Two tram lines operated by MIVB/STIB serve the NATO HQ. Line 62 stops right in front of the HQ South Entrance. You must get off at the “Bourget” stop. Line 62 connects NATO and Eurocontrol to the Jette cemetery. Line 55 will take you from the “Da Vinci” stop, which is about 1.25 km away from NATO HQ and close to Bordet station, where you have plenty of options to travel to the North train station (Gare du Nord/ Brussel-Noord train station), and to the city centre.

Please visit <http://www.stib-mivb.be> to plan your trip to NATO HQ.

- ▶ **Bus:** The MIVB/STIB and De Lijn operate bus services, which connect NATO HQ to the airport, the city centre and the major train stations in Brussels.

The MIVB/STIB offers three lines that serve NATO HQ: 12, 21, and 65. The stops for line 12 is located in front of the HQ South Entrance. The stop for the lines 21 and 65 are in front of the HQ North Entrance.

If you are arriving at Brussels Airport in Zaventem, you can take Bus 12 to Place Luxembourg and Trône runs at variable frequencies every day between 05:00 and 24:00.

De Lijn offers four lines: 270, 271, 272 and 471. Lines 272 and 471 both connect the airport to Brussels North train station (Gare du Nord/Brussel-Noord). The 272 line is slower whereas the 471 bus line is an express service. The stops for lines 272 and 471 are located in front of the HQ South Entrance. Lines 270 (Brussels-Keerbergen) and 271 (Brussels-Kampenhout) allow you to travel between the North train station (Gare du Nord/Brussel-Noord) and NATO HQ, but their stops are located at the North Entrance.

Feel free to visit <http://www.stib-mivb.be> or <http://www.delijn.be> to plan your trip to NATO HQ, the city centre or Brussels airport.

You can purchase your STIB ticket from GO ticket vending machines at the stations or stops, or at one of the ticket offices.

Public transport in Brussels is rather good value at €2.10 per ride if you buy a single ticket before getting on the bus. You can also pay directly on the bus with a contactless card. Monthly passes are available for €49 per month for anyone 25 years of age and older, covering the STIB network. For €60 per month, you can purchase a monthly ticket which includes the STIB network, De Lijn, TEC and the SNCB rail network in the Brussels-Capital region ("Brupass"). Make sure to bring a pass photo and a valid ID with you when purchasing the Mobib Card.

There is also a discounted fare for students and young travellers under 25 years old (€12 per year). You can obtain the discount after purchasing the Mobib Card. You will also have to provide STIB/MVIB with the proof of your registration in Brussels or you can request to your university to fill, stamp and sign a specific form (you can find it on the website in the section Buy -> Students).

Additional information is available at [www.stib.be](http://www.stib.be)

**STIB Ticket Offices (BOOTIKs):**

- **De Brouckère:** Rue de l'Évêque 2, 1000 Bruxelles – Open Monday to Saturday 10:00-17:00
- **Gare de l'Ouest:** Monday to Friday 10:00-17:00
- **Gare du Midi:** Monday to Friday 07:30-17:30
- **Porte de Namur station:** Monday to Saturday 8:00-18:00
- **Roodebeek station:** Monday to Friday 10:00-17:00  
(plus the first and last Saturday of each month 10:00-17:00)
- **Rogier station:** Monday to Saturday 8:00-18:00

**Commuting by bike:**

NATO HQ is well equipped for bike commuters. You will find covered parking spots for bikes close to every main entrance and a charging facility close to the South Gate. Showers and changing rooms are available if you need to dress up after your bike commute, and before entering your office.

If you do not want to buy a bike, there are a couple of options that you might want to consider.

**Swapfiets** (<https://swapfiets.be/en-BE>): the Dutch company has a shop in the area of Châtelain. It offers flexible renting schemes for city bikes (around **€20,00** per month) and e-bikes (ranging between **€60,00** and **€80,00** per month). You can find more information on their website.

**Villo!** (<https://www.villo.be/en/home>). Villo! is the bike sharing service supported by the City of Brussels. It is a stall-based service with a widespread network over all major areas of the city. The closest station to NATO HQ

is located at the Bordet train station. The cost varies between **€3,50** per month (basic formula) and **€4** per month (E-Villo! formula).

The first 30 minutes of every trip are free. The second half hour €0,50, the third one €1,00 and the following ones €2,00. With the E-Villo! option you are provided with a portable battery (around 5 km range) could be helpful to move more easily in some more hilly areas of the city.

### Telephone:

There are two options: either you get a landline and possibly a special arrangement for long-distance calls, or a mobile phone.

- **Landline:** A landline may be convenient if you intend to make many long-distance calls or use the internet at home. However, if one is not yet installed in your flat, it is likely to take a while as Proximus is notoriously slow, and you will have to pay for installation. They offer monthly packages starting from €19,99 to more advanced options including unlimited internet etc. More information is available on their website at [www.proximus.be](http://www.proximus.be).
- **Mobile Phone:** The easiest option is to buy a pre-paid SIM card from any of Belgium's three operators: Base ([www.base.be](http://www.base.be)), Orange ([www.orange.be](http://www.orange.be)) and Proximus ([www.proximus.be](http://www.proximus.be)) offer comprehensive services, including contracts and phones. Any European cell phone will operate with these SIM cards, as will American tri-band phones. Alternatively, Base, Orange and Proximus offer rather inexpensive phones from app. €50. A Belgian sim card not only offers you mobility but is also rather good value, as you are not getting charged for incoming calls (international and local) as long as you are in Belgium. However, making international calls from your mobile phone tends to be expensive but there are lots of corner stores that sell long-distance calling cards.

## Leisure, Culture and Shopping:

- ▶ **Time out:** For drinks, **Place du Luxembourg** and the area around the St. Catherine/St. Géry area are great for a pub crawl.
  
- ▶ **Cultural Activities:** A good source for events around town is 'Agenda'. It is a free trilingual city magazine that is widely available in yellow boxes at stations, bus stops, cinemas, theatres etc. Their website is [www.agenda.be](http://www.agenda.be). Other options are [www.bruxelles.irisnet.be](http://www.bruxelles.irisnet.be), and the Instagram page Brussels Calling (<https://www.instagram.com/brussels.calling>).  
For museums, [www.museesdebruxelles.be](http://www.museesdebruxelles.be) offers a comprehensive overview. You can also have access to over 220 Belgian Museums with the Museum Pass, that you can purchase for 59 € (<https://www.museumpassmusees.be/fr/english>).  
A great place for cinema, concerts and other cultural events is Flagey ([www.flagey.be](http://www.flagey.be)).  
For classical music and art exhibitions, try Bozar ([www.bozar.be](http://www.bozar.be)). Brussels' opera is called La Monnaie and offers first-class opera and dance performances ([www.lamonnaie.be](http://www.lamonnaie.be)). The theatre scene is vibrant but (as with most things in Brussels) split between the French- and Dutch-speaking communities. The websites above can direct you to what is worth seeing.

### English Bookshops:

- **FNAC:** Shopping Centre City 2, rue Neuve, 1000 Brussels; Metro Rogier
- **Waterstones:** Blvd Adolphe Max 71-75, 1000 Brussels; Metro de Brouckère
- **Filigranes:** Avenue des Arts 39-42, 1040 Brussels

- **Parks:** You can find many parks and green areas in Brussels to enjoy a sunny day and a picnic. Some of popular parks are:

- Parc du Cinquantenaire
- Parc de Bruxelles
- Parc Léopold
- Parc Josaphat
- Bois de la Cambre
- Square Petit Sablon
- Jardin du Mont des Arts
- Jardin Colonial
- Parc d'Osseghem
- Parc du Palais d'Egmont
- Jardin de la Tour japonaise
- Jardin du Pavillon chinois
- Parc de Laeken
- Parc de la Porte de Hal
- Parc Maximilien

► **Shopping:**

Streets:

- Rue Neuve
- Avenue Louise
- Chaussée d'Ixelles
- Boulevard de Waterloo
- Place du Grand Sablon
- Rue Antoine Dansaert

Mall:

- Docks Brussels

Markets:

- Vieux Marché
- Place Sainte-Catherine
- Marché du Midi



► **Emergency Contact Numbers:**

■ Emergency Line (All services):	112
■ Police:	101
■ Ambulance:	100
■ Fire Brigade:	100
■ Bank card lost or stolen:	070 344 344
■ Doctors on duty:	02 479 18 18
■ Pharmacies on duty:	0900 10 500 ( <a href="http://www.pharmacie.be">www.pharmacie.be</a> )





**Internship Programme Office**

Boulevard Léopold III

B-1110 Brussels

Email: [internships@hq.nato.int](mailto:internships@hq.nato.int)

Web site: [www.nato.int/internships](http://www.nato.int/internships)

**Bureau du Programme des Stages**

Boulevard Léopold III

B-1110 Bruxelles

Courriel: [internships@hq.nato.int](mailto:internships@hq.nato.int)

Site web: [www.nato.int/internships](http://www.nato.int/internships)