



WELCOME TO ALLIED AIR COMMAND



November 2017

Headquarters Allied Air Command Ramstein Air Base, Germany



AND



This handbook has been developed to help you answer the myriad of questions you will have about both the employment conditions pertaining to your employment in an international environment and domestic matters affecting you and your family. Of course, more detailed information can be obtained from the Civilian Personnel Office if you feel this necessary.

HQ AIRCOM presently employs about 500 individuals, of whom 47 are civilian, and of these 40 are NATO International Civilians. When you take up employment with HQ AIRCOM or NCI Agency Ramstein, you will have a unique opportunity to experience first-hand the important role that this multi-national operational Organisation plays within NATO. You will be able to integrate with individuals from many nations and different walks of life and will, I am sure, find your stay interesting, rewarding and enjoyable.

NATO CIVILIAN PERSONNEL REGULATIONS

Below please find the link to the online NATO Civilian Personnel Regulations (NCPR's) which lay down, in detail, the conditions of employment governing all aspects of your service in NATO. These regulations are supplemented by administrative directives with which you will, no doubt, become familiar during the course of your employment.

http://www.nato.int/nato_static_fl2014/assets/pdf/pdf_2017_07/20170711_170711-cpr-amnd29-en.pdf

YOUR APPOINTMENT AND MOVE TO RAMSTEIN

FORMALITIES TO BE COMPLETED

On your first working day you will have to complete certain arrival procedures in order, for example, to get a security pass and to gain user rights to the computer system and you will be given more detailed information on the conditions of employment and entitlements as a member of the international staff. You will be required to complete extensive paperwork in order to enable the Civilian Personnel Office to establish your exact entitlements to certain allowances and, for this reason, you should bring your passport, birth certificate, marriage certificate and children's birth certificates (if applicable). You will also be advised of the next Initial Training sessions you will be required to attend and any ADP classes to which you have been assigned.

Non-German employees are not required to register in the community.

TRAVEL/REMOVAL/INSTALLATION

Members of the staff whose established residence was more than 100 Km from the place of employment at the time of taking up duty with the Organisation and who move their residence to take up their duties will be entitled to the payment of **travel expenses**, **removal expenses** and an **installation allowance** as follows:

Travel Expenses

The staff member's own travel expenses will be reimbursed as soon as possible after the date of joining. Where applicable the travel expenses of the staff member's spouse and dependent child(ren) will be reimbursed after successful completion of the probationary period, provided that residence has been established with the staff member and that supporting documents have been submitted to the Civilian Personnel Officer. Travel expenses incurred for pets will not be reimbursed.

Removal Expenses

Before arranging the removal of household goods, the staff member must submit estimates from at least two different removal companies, together with an inventory of the household goods involved, to the Civilian Personnel Office. Both the weight and volume of the shipment should be mentioned in the estimates and it should be noted that privately owned motor vehicles are not considered as personal or household effects. You will be informed in writing which company's estimate has been accepted and their invoice will be paid on completion of the move.

Reimbursement will not be made to staff members who move their household and personal effects themselves. Expenses incurred by storing personal goods cannot be reimbursed.

Staff members moving into Germany from another country will be advised by their removal company of the formalities required by the customs authorities. You are exempt from the payment of import duties and export duties at the time of your joining and leaving the Organisation and a declaration to this effect may be obtained from the Civilian Personnel Office.

Reimbursement of removal expenses is subject to the following maximum limits with regard to the weight and volume of the items to be moved:

	<u>HOUSEHOLDS</u>		<u>OTHERS</u>	
	Kg	cu m	Kg	cu m
Unclassified	7000	66	5000	47
A, B, C, and L Grades	6000	57	4000	38

To these figures can be added 500 Kg and 5 cu m per dependent child and other recognised dependants residing in the household.

Installation Allowance

Eligible staff members whose actual residence at the time of their appointment by NATO for at least one year is more than 100 km away from the assigned duty station are eligible for installation allowance in accordance with NCPR's.

ENTITLEMENT TO TAX PRIVILEGES/RATIONED GOODS

In principle, non-German staff who have not been resident in Germany for 12 months prior to taking up employment with the Headquarters will be entitled to tax privileges. This enables them to purchase certain goods and services without paying the Mehrwertsteuer (VAT) and to rations of tax-free tobacco and alcohol. German nationals are not entitled to privileges.

Customs regulations still apply to goods purchased without VAT and to the amount of rationed goods which may be taken out of the country so those staff who use this privilege but reside outside Germany will be subject to taxation when crossing the borders, if they should take more than the customs regulations permit.

IMPORTATION OF PRIVATELY OWNED MOTOR VEHICLES (POMVs)

POMVs are not considered to be household effects but may, nevertheless, be imported free of taxes and duties.

Exemption from road tax for POMVs

Staff of non-German nationality who have not been resident in Germany for more than 12 months prior to taking up employment with the Headquarters and who move their residence to Germany may register their POMVs with the US Forces registration system, USAREUR, which is a tax free system or, for those resident in Germany, with the local German system. In the latter case the staff member will be required to pay the “Kraftfahrzeugsteuer” (equivalent to road tax).

Insurance with a German insurance company is required and details of how to register a POMV will be provided at the time of joining.

Tax-free POMVs

POMVs may be purchased by entitled staff free of tax from anywhere in the world provided they are imported into Germany and registered under one of the above mentioned systems.

The limit of POMV's is:

Single and married unaccompanied: 2 regular
1 recreational (motorcycle, trailer, camper)

Married accompanied: 3 regular
2 recreational (motorcycle, trailer, camper)

Second-hand tax-free cars can be sold privately to other entitled persons but can only be sold on the open market in Germany after the tax has been paid. The amount of tax will depend on the value and age of the car. Before a tax-free vehicle can be sold in any other country it will be subject to taxes and import duties.

Petrol rations are issued together with the US registration for the purchase of tax-free petrol.

HEALTH AND LIFE INSURANCES

Attached at Annex A you will find a brief information sheet on insurance coverage for which you will be required to pay a monthly premium. More detailed information will be provided when you take up your appointment however you should not hesitate to ask about anything which is of particular concern to you.

Coverage begins at 00.00 hours on the effective date of your contract.

PENSION SCHEME

Upon joining you will receive either a Newcomers Brochure of the Defined Contribution Pension Scheme (DCPS) rules or a Brochure of the Coordinated Pension Scheme Rules available for you depending on the scheme you are designated to join.

LEAVE

You will be entitled to 32 working days annual leave per calendar year, calculated at 2.5 days per completed month of service. During your probationary period you will, in principle, only be allowed to take leave up to the amount which you have accrued during your probationary period.

Annual Leave has to be taken in the year in which it accrues. If this is not possible it may be carried over to 31 October of the following year, failing which it will be forfeited..

You will also be entitled to 11 HQ holidays, plus 2 more days' holiday specifically for NATO International Civilians.

Special Leave for private or urgent reasons of not more than 8 working days per calendar year is granted to staff in certain circumstances.

Leave for military service or training and unpaid leave may also be granted.

Home leave of 8 working days plus travel time is granted every 2 years to staff entitled to the expatriation allowance. For newly recruited staff members this will diminish over a 6 year period to zero.

Maternity leave of a total of 20 weeks is granted to expectant mothers.

Paternity Leave is paid parental leave consisting of six weeks with full emoluments. This leave may be spread throughout the first year following the birth or date of adoption of the child.

Pre-natal and post-natal leave is given in addition to the parental leave consisting of fourteen weeks with full emoluments to the birth-mother.

WORKING HOURS

In principle the working hours for HQ AIRCOM and NCI Agency Ramstein are 37 ½ hours per week: Monday – Thursday from 0800 to 1700 and Friday from 08:00 to 14:30. One hour is allowed for lunch daily. Physical training is allowed during working hours at the discretion of your supervisor.

Overtime

A and L grade staff will only receive compensation for overtime if they are repeatedly called upon to work long or inconvenient hours outside the normal working week. In addition travel time is given 1:1.

B and C Grade staff members who accrue overtime will receive compensation in the form of Compensatory Leave (CL). It is calculated as follows:

- 33 % for overtime worked between 0700 and 2200 hours.
- 50% for overtime worked between 0700 and 2200 hours on Saturdays, Sundays and prescribed public holidays.
- 100% for overtime worked between 2200 and 0700 hours.

CL must be taken during the three-month period following the month that the overtime was worked. The Civilian Personnel Office may extend this period if the supervisor certifies that CL could not be taken due to workload, or make financial remuneration.

ENTITLEMENT TO ALLOWANCES

1. BASIC FAMILY ALLOWANCE

This allowance is paid to all staff who are married (with or without children), or divorced/separate/single with dependent children.

2. DEPENDENT CHILD SUPPLEMENT

A fixed amount paid for each child under the age of 18 who is dependent on the staff member. Children over 18 years of age who are receiving full-time education and who are not 22 years of age also qualify the staff member for the allowance.

3. EXPATRIATION ALLOWANCE

An allowance paid, in principle to staff who, with certain exceptions, are not German nationals and have not been resident in Germany continuously for one year at the time of their appointment. Entitlement to Expatriation Allowance also entitles the staff member concerned to:

- a. **Home Leave** and
- b. **Education Allowance** for dependent children.

4. SUPPLEMENT FOR DISABLED OR SEVERLY DISABLED CHILD

An allowance paid for a dependent child determined to be handicapped within the meaning of NATO Civilian Personnel Regulations, whatever the age of the child.

NATO HEALTH INSURANCE FOR NATO CIVILIAN STAFF

Medical and Dental coverage through Allianz Worldwide Care

GENERAL

Subject to any limitations imposed as a result of the initial medical examination, a member of the staff is mandatorily covered for:

1. The reimbursement, within established limits, of the medical expenses of the staff member, his/her spouse and recognised dependants.
2. The continued payment by NATO of gross emoluments for up to a maximum of twenty four months for loss of salary through sickness or injury resulting in sick leave.
3. An invalidity pension in the event of loss of earning capacity through permanent invalidity, which will be calculated according to the degree of invalidity and within the limits of the group insurance. The amount of the pension will be deducted from any pension (including the tax adjustment) receivable for the same cause under the provisions of the Organisation's pension scheme: the maximum of such deduction to be limited to the total of the pension due from the Organisation.
4. An amount equivalent to between one and 8 years' emoluments in the event of death, and, in certain circumstances, for a reversionary pension, depending on the cause of death and the family status of the staff member. The amount of the pension will be deducted from any pension (including the tax adjustment) receivable for the same cause under the provisions of the Organisation's pension scheme: the maximum of such deduction to be limited to the total of the pension due from the Organisation.
5. The insurance contract in Germany provides full coverage for hospitalisation and specialist treatment.

CONTRIBUTIONS

At present the employee's contribution to the health insurance scheme amounts to 6.164% of gross monthly income for all staff. An additional premium of 1.957 % is payable by all staff in Germany for full coverage for hospitalisation and specialist treatment.

For staff entitled to Basic Family Allowance an additional premium of 0.80% for the life insurance is mandatory. This is optional for staff not entitled to Basic Family Allowance.

A further additional premium of 0.186% is optional for all staff in respect of life insurance in case of an accident.

It should be noted that the above premiums are subject to change annually in line with amendments to the NATO Group Insurance Contract.

CONTACT WITH ALLIANZ WORLDWIDE CARE

Allianz has a Toll-free Helpline (0800 1514 8585) for use in Germany, Belgium, Denmark, France, Italy, Luxembourg, Norway, the Netherlands, UK, Spain and Portugal, Bulgaria, Czech Republic, Estonia, Poland the USA and Canada.

Claim Forms are available through each member's personal account.
(<https://my.allianzworldwidecare.com>).

You may submit your claims for reimbursement via e-mail to:
unityclaims@allianzworldwidecare.com.

The claim may also be submitted to Allianz through the local Civilian Personnel Office.

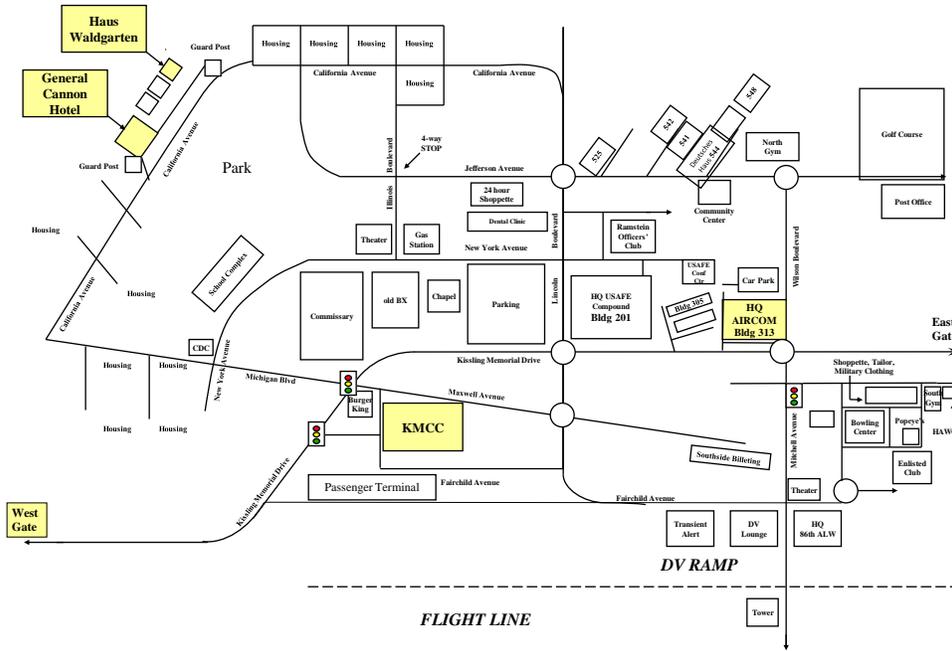
As a newcomer to NATO, Allianz will provide you with a Benefits Guide as well as a password which enables you to log on to your personal account.

You may also contact Allianz for any issues via e-mail:

unityservices@allianzworldwidecare.com
unityhelpline@allianzworldwidecare.com

RAMSTEIN AIR BASE INFORMATION

RAMSTEIN AIR BASE



1. Ramstein Air Base is the largest US Air Force base in Europe and is located in the Palatinate Forest, one of the most beautiful areas of Germany. It is home to HQ AIRCOM, HQ USAFE, the 435th Air Base Wing, and numerous other US detachments. Ramstein is a truly exceptional international base - designed by French engineers in 1951, built by German firms, with construction completed in 1953, and currently operated by the United States Air Force. Ramstein is approximately 140 kilometres from Frankfurt and 64 kilometres from the French border at Saarbrücken. Frankfurt is also the nearest International Airport and visiting relatives can usually avail themselves of commercial package flights. The nearest large town is Kaiserslautern, around which are several other USAREUR (Army) posts.

2. Recreational Facilities. Once you are in possession of your USAFE Privilege Card you are entitled to use the base recreational facilities. You are entitled to enrol in any of the language and hobby courses run on base. In addition to the normal facilities on the economy, you will have access to all on-base facilities. These include several cinemas and theatres, bowling alleys, an 18-hole golf course, library and comprehensive sports and training facilities.

3. Sports. There are two USAF run gymnasia, which offer excellent facilities for personal training. A 400m athletic track is also located on base.

4. Buses. The Ramstein base authorities operate a shuttle bus system. You will find the bus route at Annex B.

Commercial Bus. Operates between Ramstein and Landstuhl stopping at various points on both bases. The stops can be identified by yellow 'Bahn Post' signs.

5. US Concessions. Your USAFE Privilege Card allows you access to the US military travel agents (Destinations Unlimited/ITT) located at most US bases. Reduced rates are available for most forms of travel and holiday packages.

RAMSTEIN SHUTTLE ROUTE



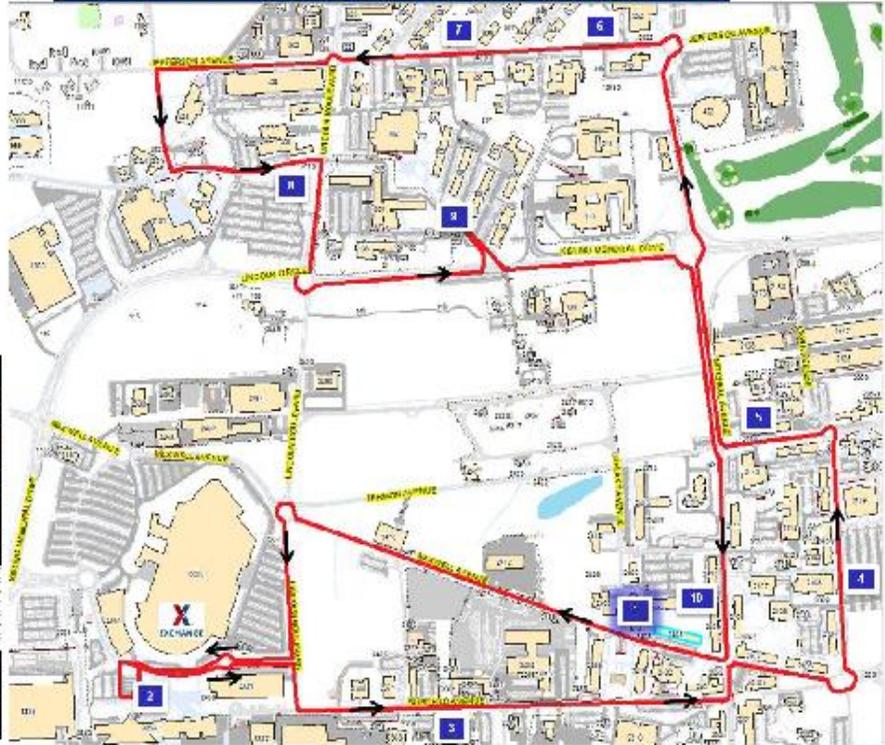
LEGEND

DIRECTION OF TRAVEL →

BUS STOP [1]

YOU ARE HERE [1]

STOP	1	2	3	4	5	6	7	8	9	10
0700	0710	0712	0718	0717	0719	0720	0728	0728	0728	0727
0730	0740	0742	0748	0747	0749	0750	0758	0758	0758	0757
0800	0810	0812	0818	0817	0819	0820	0828	0828	0828	0827
0830	0840	0842	0848	0847	0849	0850	0858	0858	0858	0857
0900	0910	0912	0918	0917	0919	0920	0928	0928	0928	0927
0930	0940	0942	0948	0947	0949	0950	0958	0958	0958	0957
1000	1010	1012	1018	1017	1019	1020	1028	1028	1028	1027
1030	1040	1042	1048	1047	1049	1050	1058	1058	1058	1057
1100	1110	1112	1118	1117	1119	1120	1128	1128	1128	1127
1130	1140	1142	1148	1147	1149	1150	1158	1158	1158	1157
NO SHUTTLE										
1800	1810	1812	1818	1817	1819	1820	1828	1828	1828	1827
1830	1840	1842	1848	1847	1849	1850	1858	1858	1858	1857
1900	1910	1912	1918	1917	1919	1920	1928	1928	1928	1927
1930	1940	1942	1948	1947	1949	1950	1958	1958	1958	1957



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|--|---|------------------------------------|--|--|--|--|---|---|---|
| <p>1</p> <p>Air Force Inns -2408
South Chapel -2403</p> | <p>2</p> <p>Pax Terminal
USO
Subway
KMCC</p> | <p>3</p> <p>Armory—2369</p> | <p>4</p> <p>Finance—2108
Bowling Alley—2139
Gym—2117
24Hr Laundry—2163
Shoppette—2165
Military Clothing—2161
CN/Is—2140
E-Club—2140</p> | <p>5</p> <p>VAT Office—2118
Pop's—2118
Mom's—2113</p> | <p>6</p> <p>Gym—552
Post Office—426
Golf Course—553</p> | <p>7</p> <p>Area Defense
Counsel—539
Library—426
Community Center—411</p> | <p>8</p> <p>Dental Clinic—301
O-Club—302</p> | <p>9</p> <p>Air Force Inns-305</p> | <p>10</p> <p>ATM—2410
MPP—2106</p> |
|--|---|------------------------------------|--|--|--|--|---|---|---|

POC: 86 VRS/LGRVO
DSN: 480-5961
COMMERCIAL: 06371475961

• 0700 to 1200 hours & 1500 to 1700 ; except weekends, holidays, and goal days.
• Cancellation of Base Shuttle will be dictated by mission requirements.

STATE OF RHEINLAND-PFALZ (RHINELAND-PALATINATE)



FACTS

Capital	Mainz
Area	19,847.39 km
Districts	24
Population	4,003,745
Airports	Frankfurt, Frankfurt/Hahn

Places of Interest/Sightseeing

Trier

Porta Nigra

The Porta Nigra is the largest Roman city gate north of the Alps and has been designated a World Heritage Site.

Mainz

Mainzer Dom

St. Martin's Cathedral (Mainzer Dom) is located near the historical center and market square of the city of Mainz. This 1000 year old Roman Catholic cathedral is the site of the Episcopal see of the Bishop of Mainz

KAISERSLAUTERN AREA



1. With the granting of a civic charter by King Rudolf von Habsburg on August 18th 1276, the foundation was laid for the successful development of the City of Kaiserslautern. In the 727 years that have passed since then, Kaiserslautern has developed into the flourishing centre of the western Palatinate. It has been a long way from the rising medieval settlement to the modern city. The year 1571 saw a big advance, when the Count Palatine Johann Casimir built his residence in the city. Industrialisation, the development into an international city, the foundation of the university and the boost of innovation in recent years are further milestones in the history of Kaiserslautern which has established itself as a renowned high-tech location.

2. The local countryside is predominantly hilly and wooded, with the nearest ski slope 64 kilometres away, and the more significant winter sports areas about 3 hours' drive. The area is criss-crossed with hiking and biking trails; there are several golf courses in the region and also plenty of places to play tennis, swim or horse-ride. There are many theatres, both indoor and outdoor, and venues for concerts and shows. With lots of castles and museums to enjoy too, the area is rich in history and culture. Kaiserslautern is very close to the major wine producing areas of the Rhine and Mosel and, as a result, wine festivals are a popular local feature in the late summer.

DRIVING IN GERMANY

It is mandatory to drive on the right hand side including the Autobahn/Highway. Permanently cruising on the left side of the autobahn is prohibited.

Speed limits are in general 30 or 50 km p/hour in cities and towns and 100 km p/hour on the highway unless otherwise marked.

Although there is no speed limit on the Autobahn for POV's (unless otherwise marked), you will be made liable if German authorities get involved in an accident and it is determined that your speed limit exceeded 130 km p/hour.

Using seat belts is mandatory both in front and in the back seats. You may be fined €30.00 in case of an accident non-compliance may invalidate your insurance.

Children under 12 are not permitted to ride in the front seat of the car. Using children safety seats is mandatory for each child under the age of 12 and not taller than 150 cm.

IMPORTANT NOTICE

During winter time (October to April) the law requires cars to be fitted with tires that are adapted to prevailing weather and road conditions (mud and snow tires) If you don't put appropriate tires on your vehicle your insurance may refuse to pay if an accident happens. If stopped by the police you will be fined between €40 and €80 for not having proper tires.

STORES AND BUSINESSES

In Germany the opening hours of private stores, credit institutes, public administrations etc. differ very much.

Grocery stores and shopping malls are usually open Mon-Sat 0900-2000. Credit institutes and public administrations are usually open Mon – Thu 0800 – 1600 and Fri 0800 – 1200 (these times may vary depending where you live). All shops and businesses are closed on Sundays.

UTILITIES (Gas, Water and Electricity)

Talk to your landlord about your utilities or directly to the local utility provider. For non-German NATO Civilians, the Civilian Personnel Office will provide you with attestations for the different utility companies. These attestations confirm that you are a NATO Civilian under the NATO SOFA which allows tax free privileges.

BANKING SYSTEM

Opening an account in Germany is quite easy. You will need to provide three things:

- a local address in Germany
- a valid passport
- an attestation from the Civilian Personnel Office

In the Ramstein area most bank employees speak English

It is always a good idea to set up an automatic monthly deduction for rent and utilities.

GERMAN RECYCLING SYSTEM



Under the German recycling system you must separate glass, plastic, paper, organic waste and so called residual waste.

You will find different waste containers in different colours (provided by an organisation called Duales System) depending on the area you live in.

For example:

- Plastic wrapping and containers have a so called green dot (“Grüne Punkt”) These items go into the yellow trash can or yellow bag (Gelbe Tonne/Gelber Sack)
- Paper or cardboard go onto the blue trash can (Blaue Tonne/Papiermüll)
- Glass goes in a specially marked glass recycling container in your neighbourhood separated by colours. In some areas clear plastic bags are provided for glass pick up.
- Compostable kitchen waste goes into the green or brown bio-container (Biotonne) Leftover meat is NOT allowed in this container.
- Anything else other than the above is put into the dark grey trash can (Restmüll)

Times of waste and garbage removal are published in pamphlets provided by your landlord or directly from city hall.



EMERGENCY TELEPHONE NUMBERS

German Emergency Numbers

Police	110
Ambulance	112
Fire	112

Always use 112 in case of emergency