

REMOVALS

A. Principal Guidelines

Entitlement to removal expenses is covered by Article 39 of the NATO Civilian Personnel Regulations (CPRs).

Members of the staff eligible for the payment of installation allowance under Article 26.1 of the CPR are entitled to the removal, at the expense of the Organization, of their household goods and personal effects. If a member of the staff resigns before completing 12 months' service with the Organization or fails to complete the probationary period satisfactorily, they are required, except in special cases of "force majeure", to reimburse the Organization for the removal expenses it incurred.

Transportation is to be by land or sea, as applicable, and by the most economic means. In exceptional circumstances, however, authorisation may be given for air freight up to a limit of one cubic metre for the staff member and half a cubic metre for each family member.

Payment of expenses incurred in removal of household goods and personal effects is made according to weight or volume within the following maximum limits (including packing):

	With dependants		Without dependants	
	Kg	m ³	Kg	m ³
Unclassified	7,000	66	5,000	47
Categories A, B, C and L	6,000	57	4,000	38

To these figures are added 500 kg or 5 m³ per child or recognised dependant residing in the household.

The Organization will pay for two consignments from the place of employment provided that the total weight and volume of the two consignments does not exceed shown

above. The entitlement to removal will normally lapse if not claimed within three years of joining or within two years of leaving the Organization.

Warehousing or other storage costs, other than those directly incidental to normal transportation expenses, are not accepted. Furthermore the organization does not pay for the removal of motor vehicles, boats, trailers or animals.

For removals to the place of employment which take place after the staff member's contract has been confirmed, the weight/volume entitlement is determined on the basis of the family composition at the time the contract was confirmed. The weight/volume entitlement for departing staff members is determined taking into account any changes in the composition of the household which may have occurred during the period of employment. However, it cannot be lower than the volume or weight to which they were entitled on appointment.

Payment of insurance is subject to a ceiling¹. However, staff whose household effects had been insured at an amount in excess of the ceiling for a period of at least one year before they joined the Organization are reimbursed the cost to insure their household goods and personal effects up to that amount, provided that it is not more than double the established ceiling.

The Organization may refuse payment of transportation and/or insurance of articles of high value such as art collections and antiques where, for example, special packing and/or especially high insurance premiums would be applicable.

Staff members are not entitled to the payment of their removal expenses if the expenses are reimbursable by a government or other authority.

The procedure for arranging removals differs according to whether the removal is (a) between countries (not including United States, Canada and Iceland) which are NATO member states or (b) to or from the United States, Canada or Iceland, or any country which is not a NATO member state.

¹ Limits in connection with declared household value on which insurance costs will be reimbursed by the Organization

Single	Grades B & C	48,293 EUR
	Grade A	64,391 EUR
Married	Grades B & C	64,391 EUR
	Grades A2, A3 and A4	96,587 EUR
	Grade A5 and above	128,782 EUR

To the above-mentioned amounts should be added Euros 6,439 for each recognized dependent child. The amount is applicable to all grades.

B. Procedure for Removals between NATO member states (excluding the United States, Canada and Iceland)

A single service provider has been selected to carry out the removals between NATO member states, with the exception of the United States, Canada and Iceland.

The service provider provides the following services:

- Packing/unpacking
- Assembly/disassembly
- Direct transport
- Parking permits, outside elevators,
- Insurance

Shipping service for motor vehicles, trailers or animals are not covered by NATO.

A staff member, when joining, departing or transferring, needs to provide to the Privileges and Immunities office the following:

- Name of the staff member moving
- Removal destination (from – to)
- Preferred date of removal
- Mobile number
- His/her email address

The service provider will then contact the staff member in order to arrange a pre-move visit. The quotation will be sent directly to the Privileges and Immunities office, for review and approval. All move arrangements will be made between the staff member and the removal company.

After the move has been carried out, the staff member will receive a feedback questionnaire to fill in. If there has been any loss or damage, it needs to be mentioned on the delivery report to be signed when the goods are delivered.

In addition to removals, the contractor is able to offer relocation services such as visa and immigration assistance, orientation tours, home search, school search, settling-in programme, property management, and a departure service. The exact services available will vary from country to country. Such services, if selected, will be a matter of separate agreement between the contractor and staff member, and will be at the staff member's cost.

C. Procedure for Removals to or from the United States, Canada, Iceland, and countries which are not member states of NATO

For removals to or from the United States, Canada and Iceland (transatlantic removals), or countries which are not member states of NATO, staff members have to submit:

- two estimates from different removal companies;
- an inventory list;
- the total inventory value.

The estimates should include the following information:

- the volume or weight of the consignment;
- the total cost of transportation. The following requirements should be itemised where relevant: long carry, stair carry, outside elevator, delivery above 2nd floor; handling of heavy or valuable items;
- the insurance rate. It is necessary to give the total value of the consignment, preferably in Euros, since limits have been set in connection with the declared value on which insurance costs will be paid by the Organization.

After the two estimates have been reviewed, a letter of authorization will be sent to the staff member, approving the use of the cheapest removal company. 2 weeks should be allowed for processing the request.