



JWC COMMUNITY SUPPORT BRANCH

# WELCOME TO NORWAY GUIDE

<http://www.jwc.nato.int/>

JWC Community Support Branch  
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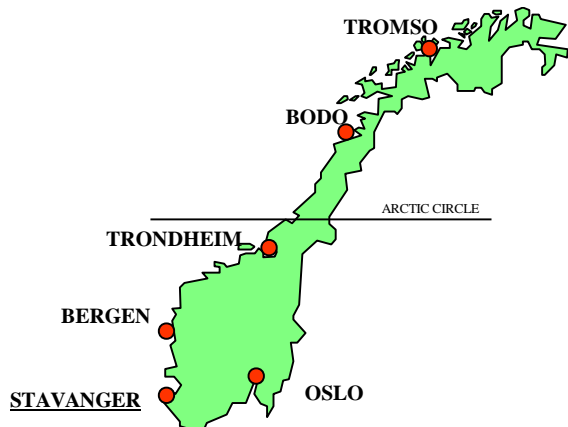
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## NORWAY - GENERAL

### GEOGRAPHY

The Norwegian coastline is 21,000 km long with hundreds of fjords and inlets. It is a rugged, mountainous country with limited rail and road communications when away from the main centres of population. Much of the coastal area is best serviced by ship and much of the coastal road between Stavanger and Trondheim is only accessible by means of tunnel and ferry. (The city of Bergen is some 125 road miles north of Stavanger but will take up to 6 hours and 600 NOK to reach). Air travel is becoming increasingly important and is the only really practical method of covering the large distances between the major cities unless you have time on your hands - Oslo is some 8 hours away by road (12 hours in the winter snow). Norway, with an area of 386,958 sq. km has a population of around 4.5 million, much of who are located in the southern part of the country where you will live and work.



Stavanger is situated on the Southwestern coast of Norway (in the county of Rogaland), some 600km from Oslo, the capital of Norway, and lies on a line of latitude level with the northern Orkney Islands. In 1125, work began on the Cathedral and in the same year Stavanger was officially recognised as a city. Its growth was slow and by 1800 there were still only 2,000 inhabitants. By 1900 however, this number had increased to 30,000 due to the thriving fishing and shipping industries. Before the Second World War, production of tinned sardines was the town's most important industry. The post-war years

proved difficult until the 1960's when Stavanger became the oil capital of Norway. Today, after 30 years of economic growth, it has developed into a modern, cosmopolitan, multi-cultural and prosperous city. A large percentage of the Stavanger populace comprise oil workers from numerous companies and countries (although UK and US expatriates make up a large proportion of the foreign figure). The excellent economy has allowed for the preservation of the special architecture and individuality of the town. The result is a pleasant blend of new and old in a large, but friendly provincial town populated by some 120,000 making it Norway's 4<sup>th</sup> largest city.

### CLIMATE

Despite the common perception of Norway, the climate rarely gets very cold along the coast since the temperatures are heavily moderated by the "Gulf Stream". In the immediate Stavanger area the winter weather can range from crisp clear days (-5 to +5 C), to more damp and overcast periods. Snow in the Stavanger area tends to fall for short sharp periods and rarely lies around for more than a few days, it can however be very icy under foot for protracted periods. The summer months can be very warm (Mid 20s C) and sunburn is a potential problem in the clear air. Daylight in the summer is in good supply although Stavanger is not far enough North to experience the "Midnight Sun"; The longest day will see daylight from 0300 - 2330, and the depth of winter provides sunlight from about 0900 - 1630.

## THE LANGUAGE AND PEOPLE

Stavanger is a very cosmopolitan area populated by a great percentage of foreign workers, since it is a major centre for a large number of oil companies. As you can imagine, these companies generate a large demand for support services and although Norwegian remains the first language of most, the chance of not being able to communicate in English is remarkably small. Norwegians consider English as their second, and their working, tongue and most gain a high level of competency at school. If you find yourself in a position where language is a barrier you are recommended to seek help from the younger members of the community, most are fluent and appear eager to assist in making you understood.

## HISTORY OF THE HEADQUARTERS



As a result of the 1990 London Declaration, NATO, and in particular Allied Command Europe (ACE), was required to revise and reduce the military command structure. The former Major Subordinate Command (MSC), Allied Forces Northern Europe, located at Kolsås, Norway, was closed on 30 Jun 94. The NATO presence in Norway shifted to a Principal Subordinate Command (PSC), and moved to the west coast of Norway near the country's oil capital, Stavanger. Headquarters Allied Forces North Europe came into being 1 Jul 94. It represented both NATO's and Norway's interests in the Area of Responsibility as the first NATO/National integrated headquarters. That is to say that its functions included both NATO and Norwegian national matters on a daily basis.

During World War II (1943) German forces started work on the bunker, which is part of NATO JWC today. In 1950, the Norwegian Armed Forces finished the bunker, located inside Mount Jåttå and the Air Force moved in. They were joined by the Navy (the Coast Guard) in 1957. Later, Defence Command South Norway was moved from Oslo to Jåttå. In 1987 the Command was declared fully operational. On 1 July 1994, Headquarters Allied Forces North Europe was established in the same mountain where the Vikings had had a military encampment.



The official insignia of Headquarters Allied Forces North Europe (HQ NORTH) symbolised the enduring commitment and relationship of this unique tri-Service NATO and Norwegian integrated headquarters to the ideals of the North Atlantic Alliance. The Viking ship on a blue background represents Norway and NATO in the North-western Region. The three swords represent the joint nature of the three service elements working together in the Command. The seven shields represent the original seven nations serving together in HQ NORTH: Canada, Denmark, Germany, Netherlands, Norway, United Kingdom and the United States of America. Italy and Poland later joined the structure of the HQ.

HQ NORTH was the only peacetime NATO Headquarters in Norway. Around 600 people worked in the headquarters, including officers, enlisted, conscripts and civilians drawn from all participating nations. Approximately one third of the staff were non-Norwegian and Allied officers held key positions throughout the staff.

The Stavanger Command survived the restructuring of the "Long Term Study" and took on a larger and more prominent role. The whole of the tiered NATO structure was revised and Stavanger took on the mantle of a "Joint Sub-Regional Command (JSRC)", subordinate to the Northern Regional Command (RC) located at Brunsum, NL and ultimately SACEUR.



Following further reorganisation and a review of the NATO Command Structure, JHQ North was de-activated and the Joint Warfare Centre (JWC) for NATO became operational in Oct 03. The JWC is responsible to HQ SACT, in Norfolk Virginia, USA as part of the Allied Command Transformation (ACT).

The working language in the JWC is English but elsewhere the written and spoken language is, of course, Norwegian. Knowledge of the language is not a requirement to live and work with NATO in Norway. Almost all Norwegians speak very proficient English, plus, usually, one other language, likely to be German or Danish. While not a requirement, a rudimentary knowledge of Norwegian has a number of benefits, in particular with shopping and understanding labels, and in understanding the local papers and letters from Banks etc. Language classes are available, and are certainly worth having a go at even if you are not a natural linguist. All Norwegians are delighted and impressed if you make the effort to speak their language.

## COMMUNITY SUPPORT BRANCH

The Chief Community Support Branch leads a team of multi-national NATO assigned personnel in the support of the NATO personnel assigned to the JWC who do not have a dedicated National Support Unit in Norway.

### FOREWORD BY CHIEF COMMUNITY SUPPORT BRANCH

To some military families an overseas tour is a familiar event and the mechanics of such a move is well tried and tested. To others, it is a daunting prospect, a time of uncertainty and often stress, with a thousand important questions requiring answers.

As the Community Support Branch, one of our responsibilities is to help you in every way possible with your arrival in Norway and subsequent integration into the JWC. To achieve this, remembering that circumstances and individual requirements are different between families, this Welcome to Norway Guide has been produced to offer advice and guidance to help you plan your move.

One document cannot contain all of the answers to all of your questions about your posting to Norway. Therefore, this guide must be supplemented, where necessary, by personal contact with the person you will be replacing, if applicable, with your sponsors (Divisional and National) and of course, the Community Support Branch staff. All are here to help. Please start your preparations early because by so doing you are helping us to help you.

The Community Support Branch team is small, but very experienced in the looking at the questions you may have. Moving to an overseas location, especially in the case of a non-EU country such as Norway, has its challenges. However, Norway is a beautiful country with much to offer everyone.

Norway should be an interesting and enjoyable tour for everyone, but we would like to highlight a couple of items. Firstly, there are very limited opportunities for spousal employment. Secondly, initial setting-up costs, particularly if you arrive in autumn or winter, can be high on items such as winter tyres, cold weather clothing, as well as items such as TV, telephone, internet, insurance and so on. Finally, we must include a very serious warning about drinking and driving. The Norwegian blood alcohol level limit is **extremely low**, and you may be randomly breathalysed several times in the course of a tour. Penalties are severe.

We are sure that Norway will be a great experience. We are here to support you, so please do not hesitate to contact us and, once again, 'Welcome to Norway'.

**THE COMMUNITY SUPPORT BRANCH (CSB)**

The Community Support Branch exists to provide support services to the personnel posted to the JWC.

**COMMUNITY SUPPORT BRANCH HOURS**

**The Branch is open Mon-Fri from:**

**0730 – 1500 hrs (Summer Hours)**

**0730 – 1545 hrs (Winter Hours)**

**BRANCH TELEPHONE NUMBERS**

JWC Switchboard: (0047) 5134 2000

Civilian Line No: (00 47) 51 34 (plus four digit extension number)

FAX No: (00 47) 51 34 2288

Chief, CSB Ext 2280

Asst, CSB Ext 2281

International Privileges Asst Ext 2282

Host Nation Support Ext 2292

## HOUSING

1. There is no on-post military housing at JWC. Some nations, however, maintain long term rental contracts in the local area. Community Support Branch is available to assist you in contacting local estate agents/ and providing you with information on aspects of housing in Stavanger, and
2. Rental prices in Stavanger are relatively high for both apartments and houses. However, it should be noted that the monthly rental does **not** include electricity, telephone, internet access or cable /satellite TV fees. Other services, such as water and sewage charges, are paid for by the landlord.
3. Houses and apartments are insured by the landlord. However, you will be required to take out insurance for your household goods.
5. The following websites, although not an exhaustive list, display examples of property available for rent in the Stavanger area:

<http://www.relocation.no/>

<http://www.finn.no/finn/realestate/lettings/browse2?areaId=20012>

<http://www.eiendomsmegler1.no/em1/Handlers/EIME/BoligSok.aspx?ContainerID=16794&source=fts>

## ITEMS TO BRING WITH YOU

Before deciding what to bring with you, you are advised to consult your sponsor as to what equipment/furniture is in the house that you will occupy, and what you may need to supplement the inventory. The final decision will, of course, be yours. Listed below are some of the more common items that people bring with them to Norway. You should bring your full uniform items with you.



Norway is on 220-240 v power

The following items are recommended but not essential:

- Freezer
- Table Lamps
- Rugs
- Pictures (It is worth noting that some wall materials may not support heavy framed items)
- Bed Linen (Sizes are: Single Bed - 90 x 200 cm / Double Bed - 150 x 200 cm - Note: Double Duvet covers are difficult to buy in Norway)
- Crockery (including pots and pans)
- Cutlery
- Cushions and pillows
- Electrical appliances for kitchen (eg. kettle, iron, Food processors, toaster, microwave)
- Ornaments
- Stereo system
- Proprietary medicines
- Favourite cosmetics and toiletries ((The NATO JWC Shop “The Central Cellar” and the US Shoppette stock toiletries at reasonable prices)
- Stair gates if owned
- Kitchen mats.

### Notes:

The Norwegian double bed is normally made up of 2 large single mattresses.

In Norway plugs are of the 2-pin variety. The best plan is to seek a supply of Norwegian plugs from your predecessor, if applicable, although these are not expensive.

### Clothing.

Houses are well heated and insulated so normal clothes are adequate indoors, in fact you will find that the houses can become stuffy and overheated quite quickly. The heating is fully electric, but is often supplemented by wood burning stoves (with under floor heating in the bath/shower rooms). There is no mains gas supply in Stavanger. Good outdoor footwear can be bought at reasonable prices during sales in Norway (Jul/Jan). Should you wish to purchase them at home, make sure that the soles are of a material that will grip in ice and snow, and they are insulated. Cold will penetrate thin soles in a very short time and make life very unpleasant. Hats, scarves and warm inner-lined gloves are essential for

outdoor activities during the winter months. Norwegian winter clothing is excellent and as mentioned above, clothing and footwear can often be purchased at very reasonable prices during the sales. For children up to about 7 or 8, an all-in-one snowsuit is invaluable. Variety and prices are good in the local area. Items such as this can often also be obtained through “thrift shops” since they are hard wearing and tend to be outgrown before they are worn out.

Summer wear and beachwear should be brought since Stavanger has a great many beaches and other swimming places within the near vicinity. The water tends to be cool but extremely clear (The Fjords afford an impressive opportunity for snorkelling and scuba diving if you have the urge.)

Norwegian items tend to be more expensive on the whole, although some of this outlay can be recovered by claiming back the Norwegian VAT (MVA).

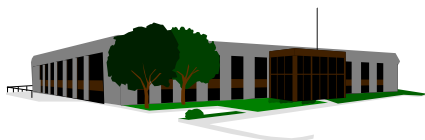
## SCHOOLING

### The British International School of Stavanger

<http://www.biss.no/>

Telephone Number: 5195 0250

Fax Number: 5195 0251



This independent British School established in 1977 caters for pupils up to the age of 13. The school is an independent, non-for-profit entity and has increased its capacity over the years by adding another block on an adjacent site across a small road in a pleasantly rural environment.

### The International School of Stavanger

<http://www.isstavanger.no/>

Telephone Number: 5155 4300

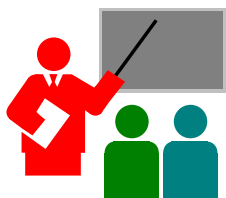


This is an independent/co-educational school where English is the instructional language. It was established in 1966 as the Stavanger American School, and caters for all pupils up to the age of 18. It is supervised by a self-perpetuating board of eight trustees from the oil companies and NATO and includes one parent representative. It is accredited by the European Council of International Schools (ECIS).

### Le Lycée Français de Stavanger

<http://www.lyceefrancaisstavanger.org/index.html>

Telephone Number: 5191 9450



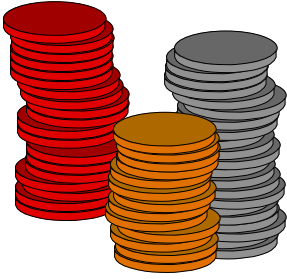
This is an independent/co-educational school where French is the instructional language. It was established in 1972 and follows the national curriculum program of France. It maintains its accreditation through the French National Office of Education.

### Local Norwegian Schools

NATO dependent children are welcome to enrol in local Norwegian schools. While language of instruction may be a barrier, efforts are made to ensure that extra resources are provided, especially during the first school year, to assist the student in adaptation.

It is strongly recommended that, where possible, websites be consulted and schools visited prior to decisions on placement.

## FINANCES



As a general rule, you will find everything more expensive in Norway than you are probably used to, with most places accepting either debit or credit cards as preferred methods of payment.

### NORWEGIAN MONEY AND BANKING FACILITIES

#### Local Currency and Money Exchange.

The Norwegian monetary unit is the Norwegian Kroner, or Crown, (short form NOK or Nkr). One hundred øre equal 1 Kroner. Bank notes and coins in circulation are as follows:

Notes: 1000, 500, 200, 100 and 50 NOK

Coins: 20, 10, 5 & 1 NOK, and 50 øre

#### Banking

There are a number of Banking options available and Community Support Branch/your sponsor(s) will be able to advise you as necessary. It is worth asking your sponsor (s) to send you the necessary forms to start an Account as it can take some time to open an account. To open a Norwegian bank account it is required that you have obtained your Norwegian Personal Number ("D" number). You must have this D-number to be able to live and work in Norway. The more common methods of payment are for you to swipe your bankcard through a reader at the point of sale or for service providers to send you a giro bill to which you append your account number and sign before returning to the bank. Money can be obtained from Automated Teller or Cash Point Machines. Major credit cards are accepted in most stores. Internet banking is widely available in Norway.

#### Norwegian Banking System

The Norwegian banking system offers facilities for current accounts, joint accounts, and deposit accounts. Personal loans are also available, but you should note that overdrawing your personal account without agreement from the bank is a criminal offence in Norway. Which bank you choose to use is entirely up to you. All offer equivalent services and are well versed in the needs of the NATO community. Differing service fee options are available.

#### Credit Cards

The more common credit cards, such as "MasterCard" and "Visa", are accepted by most outlets and shops in Norway. Cards and NOK are accepted in the Central Cellar, and credit cards, NOK and US Dollars are accepted in the US BX.

#### Debit Cards

These can be used in most of the local shops, the Central Cellar, and the US BX. Upon opening an account, your bank will provide you with a debit card for use against your local account.

## MEDICAL & DENTAL

Medical and dental services Norway differ in some ways from those found elsewhere but are of very high standard.

### MEDICAL

There is no Military Medical Officer at the JWC, so all personnel are registered with a local civilian doctor. Be aware that practices are only open during the day, Monday to Friday, they do not have a call out system at night or at weekends, and they also close for the Summer holidays. During these times the Legevakt (like an Accident & Emergency department) at the hospital is used if you cannot wait for your normal doctor's surgery to re-open. The Legevakt can be quite busy at times and patients are handled by a triage system and not necessarily in order of arrival.

Each time you see your doctor in Norway you will be required to pay for the services you receive. You will also have to pay a fee when you visit the Legevakt, which may be more than for a visit to your normal doctor. Reimbursement of these charges will obviously be subject to your own National regulations.

The cost of Prescriptions in Norway varies, as you pay for the drug prescribed rather than a standard prescription charge. D numbers will be required to collect prescriptions from chemists/pharmacies.

Chemists/Pharmacies. There are a number of Chemists/Pharmacies in the area, and they are known as 'Apotek'. There is a late opening apotek in Stavanger, which is open until 2300 hrs. The address and telephone number is:

VITUS Apotek Løven  
Olav Vs Gate 11  
4005 Stavanger  
Tel: 5191 0880

Vaccinations. Personnel requiring vaccinations can either book an appointment with their own doctor, or make an appointment at the ForusAkutten or Kolibri Medical, two local private medical centers. Addresses and telephone numbers are as follows:

ForusAkutten  
Luramyrveien 79  
4313 Sandnes  
Tel: 5170 9494  
Website: <http://www.forusakutten.no/>

Kolibri Medical  
Trim Towers, Larsamyrå 18  
4313 Sandnes  
Tel: 5269 6969  
Website: <http://www.kolibrimedical.no/>

## DENTAL

There is no Military Dental Officer at the JWC. All personnel and dependants can register with a local dentist of their choice. Be aware that dental treatment in Norway is very expensive, but is of a very high standard. Dentists operate similar working hours to those of doctors, as detailed above. Emergency out of hours treatment is provided by a duty dentist. Details of the duty dentist are published in the Saturday edition of the local newspaper 'Stavanger Aftenblad'. You can also contact the Dental Emergency Centre – Tannlegevakten, Tel: 5152 3344.

## **EMERGENCY TELEPHONE NUMBERS**

AMBULANCE	113
FIRE	110
POLICE	112
LEGEVAKT STAVANGER (EMERGENCY MEDICAL)	5151 0202
LEGEVAKT SANDNES (EMERGENCY MEDICAL)	5197 1097
STAVANGER UNIVERSITETSSJUKEHUS (HOSPITAL)	05151
DENTAL EMERGENCY CENTRE	5152 3344
24 HR POISON CONTROL HOTLINE	2259 1300

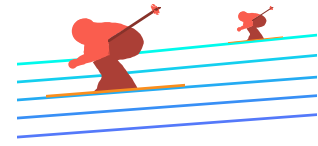
**WHEN USING EMERGENCY TELEPHONE NUMBERS, PLEASE ENSURE YOU IDENTIFY YOURSELF AND FAMILY MEMBERS AS NATO**

## WELFARE AND RECREATION

### JWC SPORTS AND RECREATION CLUBS.

The JWC has a number of active clubs, which include:

Golf Club  
Diving Club  
Football Club  
Volleyball Club  
Tennis Club  
Winter Sports Club  
Sailing Club  
Motorcycle Club  
Cycling Club  
International Women's Club



### Winter Sports

In Norway, the major skiing activity is "cross-country" skiing, which provides the opportunity for the whole family to venture onto the many trails in the countryside not far from Stavanger. Downhill skiing is also available but some travel is required in order to use the downhill slopes at the ski resorts a few hours from Stavanger.

The JWC has an active Winter Sports Club, which provides the beginner and expert with the opportunity to take part in day and weekend trips to various resorts in Norway.

Ski equipment is plentiful in the local shops, however there is a thriving second hand market for all types of skiing equipment for all ages. The UK Support Unit has a large stock of cross-country skis, boots and poles for hire, with the US 426 ABS having the equivalent downhill equipment for hire.

### Sailing



There is a well-equipped Sailing Club, which has a fleet of 2 RS200, 2 Dart 16's, 2 Yngling day sailors, 10 Bosuns, 2 Lasers, 12 Toppers, 4 Pico's and a 6 berth sailing cruiser. Powerboats are 1 Rigid Raider, 1 Dory and 1 Gemini.

The boats are stored at 2 sites; the dinghies are at Sola Sea (near the airport) where they can be sailed in the safety of an inner fjord, the remaining vessels are berthed in the Hundvåg marina in order to make use of the extensive fjords and open sea around Stavanger.

## Volleyball and Football

Each of these clubs are registered and play in local company leagues.

More details on the above are available from Community Support Branch.

## BEACHES.

There are a number of clean sandy beaches near Stavanger, which are popular with families during the summer and attractive to board sailors, surfers and canoeists throughout the year. The ones near the airport (and thus the closest) tend to become quite crowded during the good weather, whilst a southbound trip of about 45 minutes will take you to the dune protected sand strips that can measure up to 1 mile in length.



## WALKING.



Norway has some fantastic scenery and the best way to enjoy it is to walk the moors and mountains. There are extensive paths and routes to follow throughout Norway.

## Other Recreational Facilities

Libraries. There are English sections in all local libraries and there is a comprehensive English library in the NATO community centre at Gausel Magazine.

### Gausel Magazine:

The following services are available:

- a. Hairdresser - Tel: 51 34 22 86
- b. Central Cellar - Tel: 51 34 22 90
- c. All Ranks “Jåttå Community Club” - Tel: 51 34 22 87
- d. Sports Office - Tel: 51 34 32 04
- e. Library - Tel: 51 34 22 85

## TRANSPORT & THE CAR

### DRIVING IN NORWAY



Highways in Norway tend to be well maintained throughout the year and, though narrow, they are not being asked to carry the weight of traffic you will have been used to elsewhere. The main differences tend to be in the winter driving conditions with both snow and ice demanding a different approach to your driving techniques. That said, practically all main roads are well cleared of snow during the winter and local traffic authorities close those roads that are classed as too minor to be cleared. An unexpected hazard in the winter months can be caused by the ruts worn into the surface by studded tyres and it can be a little akin to running on a rail track in the worst areas. All vehicles in Norway are required to be fitted with appropriate winter tyres from 1 November to the Monday after Easter each year.

Most service stations use a mixture of normal and computing pumps for dispensing fuel. Petrol company cards and some credit cards can be used for self-service, or good old-fashioned cash can be exchanged for fuel by the litre. At present, NATO personnel receive no duty free/reduced rate petrol or coupons whilst serving in Norway.

#### BEWARE:

Remember that not only are the speed limits much reduced from those you have been used to, the markings are in km/hr and it can be all too easy to be caught exceeding the notified limit. The police here are very serious, and speeding fines are particularly expensive and easy to come by in Norway. Excessive speeds may result in the immediate confiscation of your driving licence.



It is worth obtaining a copy of the Norwegian road traffic regulations, Particular attention should be paid to the section dealing with driving, or attempting to drive a motor vehicle, whilst under the influence of alcohol/drugs. A person convicted of a drink/drive offence may be imprisoned for up to 21 days and will, in addition, lose their driving licence and be subject to a fine of one months salary. Proof of drink/drive offences is determined by blood tests administered by the police, and if the blood reveals an alcohol content of 0.02% or more, the person concerned is considered to be under the influence of alcohol. One drink of whisky or two glasses of beer can produce an alcohol content of 0.02% in the blood. It is an accepted rule that **no** drink will be taken before driving. Blood tests of less than 0.02% may result in prosecution if it can be ascertained as to what time drinking commenced.

In Norway drivers may be stopped by police at any time, even without an accident, and the vehicle/documents checked or the driver breathalysed in a routine check. Police carry out checks during the morning rush hour, especially at weekends and during holiday periods, so excessive alcohol the previous evening is to be avoided.

As should be anticipated, a drink drive offence could have an effect on an individual's career and could result in early repatriation.

## Particular Traffic Rules

This section is to introduce you to a few areas at which you may be inadvertently at risk:

- a. Priority from the right is the general rule, even when a minor road from the right joins a main road - and local drivers tend to exercise this right. Even when you have priority (the road you are on is marked with a yellow diamond sign) beware of cars pulling out in front of you from the right. Buses have right of way when pulling out from a bus stop and will signal and go whether you are there or not.
- b. You must stop and give way to pedestrians at a pedestrian crossing.
- c. Cyclists, particularly children. There is no requirement for them to have lights and they are permitted to ride on pavements. Please look out for them.



## INSURANCE AND REGISTRATION OF IMPORTED CARS

On posting to Norway, you are classed as a temporary resident and should "register" your car with the local authorities for Norwegian number plates within 30 days of importation. The detailed procedure for registering your car is available from Community Support Branch on arrival and your sponsor(s) should guide you through the process.

Before a vehicle can be registered it must be insured by a Norwegian company against at least third party liability. Most Norwegian companies will honour a "no claims bonus" certificate so bring with you a letter from your present Insurance Company stating the number of years of claim free driving - not just the % bonus.

Norwegian Insurance covers you for travel anywhere in Scandinavia without the necessity for a green card but if you wish to travel outside this area you must inform your insurance company.

Experience has shown that it is important for you to know what cover a policy provides and more importantly the exclusion clauses, which are incorporated. When purchasing insurance with a Norwegian Company, have them explain carefully the conditions of the policy and the exclusion clauses prior to committing yourself.

## THE TOLL SYSTEM

Toll stations have been in use since 2001. The income from these tolls has helped finance parts of projects for new roads, traffic security and public transport. Payment stations have been placed throughout the country on all main roads. These stations have good capacity and do not disturb the traffic flow.

## SIGNALS

Every tollbooth is equipped with an Auto PASS Reader, camera, and light signals.

The signals have the following meaning:



### ***Yellow line***

- Your passage has most likely not been approved as a "chip" passing. If you have a valid subscription and get this light they will match your plate number to your chip.
- Picture taken. If you have a valid AutoPASS agreement this will be charged to your account.
- Vehicles with no valid AutoPASS agreement will get a giro sent to the vehicle owner. This will be at the full cost. Normally 20,- for each time you pass a tollbooth.
- **If you get the yellow light repeatedly we recommend contacting the company you registered with or contact Host Nation Support for assistance.**



### ***White Line***

- Passage is approved
- Account Charged
- Low sum left on the prepaid account.
- A new giro for refill of the account will be sent you automatically.



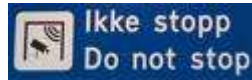
### ***Green Line***



- Passage is approved
- Account Charged



## How to pay

The system has recently become fully automatic, so there is no way to pay as you go. The system will take a picture of your number plate and send you a bill. So do not stop, drive through the tollbooth. You can get an AutoPASS chip at all ESSO stations in the region. This will give you a discount as well.



<b>Without a subscription / full cost</b>	  t.o.m 3500 kg      over 3500 kg		
Day & night, 24 hours a day, around the clock	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;">kr. 20,-</td> <td style="width: 50%; text-align: center;">kr. 50,-</td> </tr> </table>	kr. 20,-	kr. 50,-
kr. 20,-	kr. 50,-		

## **AutoPASS**

AutoPASS is the least expensive and easiest method of payment with savings up to 40% compared to paying in cash at an ESSO station. The system will enable the vehicle to drive straight through the payment stations without stopping or slowing down.

AutoPASS is an electronic system which communicates with a small chip placed in the front window of your vehicle. A computer program will register the correct amount to draw from your personal prepaid account each time you pass the payment station.

AutoPASS can be bought at any Esso station. To buy an AutoPASS, a refundable deposit of NOK 200 must be paid.

- with AutoPASS you only pay for one passing each hour (even if you pass several payment stations during that hour)
- you pay for max 75 passings each month (and passings beyond that number are free of charge)
- there is no expiration date on AutoPASS
- your personal account will be balanced each month, and if you empty your prepaid account, there is an after-payment limit of 75 passings.

<b>Terms of discount</b>	
<i>Discount group</i>	<i>Discount</i>
<b>Advance payment</b>	
Autopass 350.00 NOK	30%
Autopass 2100.00 NOK	40%

For more info please visit <http://www.brotunnel.no>

### **No AutoPass transponder in my vehicle – what do I do?**

Recently the AutoPASS toll system in this region has become fully automatic. You will receive a bill for each time you pass the tollbooth. In the near future this will change, so you get one bill each month with a summary of the costs and payment details.

It should be noted that NATO personnel are not exempt from these tolls and failure to pay will result in a fine. You are personally accountable for any non-payment assessed against vehicles registered to you or your dependants.

### **DEPOSIT AND REMAINING CREDITS ON AUTOPASS**

For those leaving Stavanger, you should return your AUTOPASS to an ESSO station where you will have to complete a form for the refund of your original deposit and any remaining credits. The information required on the form includes details of which bank account you wish the money paid into.

### **EUROPEAN SPECIFICATIONS FOR IMPORT OF VEHICLES TO NORWAY**

All cars being brought into Norway are treated as tax free cars by the Norwegian Authorities. Such cars will not be accepted by the Norwegian Authorities for registration unless written documentation shows that the car is built in accordance with the European EEC regulations No 9, 12, 13 and 15 (noise - steering -brakes and exhaust).

All cars, used or new have to be equipped with the following additional items:

- a. Warning triangle - weighing at least 1.5 Kg can be purchased on arrival.
- b. Outside mirrors on both sides, and an internal mirror.
- c. Emergency lights.
- d. Safety belts (three pointed) - one belt per passenger. Normal car - 5 belts eg. 2 front, 3 for rear seat, if bench seat type.
- e. Laminated windscreen.
- f. If sealed beam headlights are fitted, they must be of the sort, which bears the international Code Mark 'E' on the glass. If headlight bulbs are replaceable you are advised to bring a small stock - remember that headlights are to be on at all times when a car is in motion, and thus this tends to be a full power trial for the bulbs.
- g. Speedometer to have marking in kilometres as well as miles.
- h. Some exceptions on veteran vehicles (30 years or older)

NOTE: In view of the liability to change in these requirements at any time, personnel are advised to contact the STAVANGER TRAFIKKSTASJON (Statens Vegesen Tel 815 44 010 and hit "4" for a operator) if in any doubt, usually by consultation with their sponsor or Host Nation Support.

Statens vegesen have charge an inspection fee for cars without an EU Type approval on the vehicle log book.

Snow Chains. Vehicles under 3 1/2 ton are not required to carry snow chains but it is recommended that they do so when travelling outside the local area. Chains are not permitted in the city.

Car Documentation and Emergency Kit. Items which must always be kept in your car at all times are as follows:

Registration Document, Part 1  
Insurance Policy  
Driving Licence (when actually driving)  
A shovel (during winter)  
Warning triangle  
First Aid Kit  
Yellow Vest/cateye vest.



## ROAD TAX

You are exempted from Road Tax in Norway. This applies also to a vehicle purchased on the Norwegian market when no other car is owned. Once your car has passed the initial safety inspection you will be issued with Norwegian number plates. Costs vary dependent on vehicle. The tax sticker is renewed annually (around October) and will be sent to your place of work through the internal mail. Apply the sticker to your plate as soon as it arrives.

## SERVICING

Servicing in Norway can be expensive, particularly if you have an unusual make of car. If this is the case you would be advised to bring some spares with you. Oil and plugs etc can be obtained via the Shoppette and garages are quite used to folks providing their own spares.

## TYRES:

Winter tyres are required between 1 Nov and the Monday following Easter Monday each year and should also be used outside these times if conditions warrant. It is not permissible to mix the different types of tyres on one car and therefore they must be fitted on all wheels. Norwegian law requires your vehicle to have sufficient traction according to the road conditions. Drivers must at all times have control of the car (if necessary by reducing the speed). Failure to use winter tyres during the winter period would, in the event of an accident, jeopardise your insurance cover and result in serious repercussions with the police.

The majority of personnel buy winter tyres on rims to avoid the necessity of changing tyres twice a year.

The 3 legal tyre types for driving in Norway in winter conditions are:

- a. Studded Tyres (*Piggdekk*). From November (date will be promulgated) it is permitted to drive with studded tyres - regardless of road conditions. The Norwegian authorities are trying to

encourage drivers to switch to alternative snow and ice tyres (studless). Studded tyres provide the best traction on ice. They are not as effective on wet or loose snow or on dry roads.

b. Snow and Ice Tyres (Studless). Studless tyres provide excellent traction on ice, snow and in wet conditions. They are more expensive to purchase than studded tyres and although you can keep them on your car all year round, they are made of a softer compound and will wear out quickly.

c. Mud and Snow Tyres. These are 'specially designed' tyres without studs. Mud & Snow tyres provide the best traction in wet, loose or hard packed snow, as well as on dry roads. These tyres are considered sufficient in the Stavanger area and they can be used year round.

Minimum tread depth of winter and studded tyres is 3mm. Summer tyres must be at least 1.6mm.

### RADIATOR ANTI-FREEZE.

Anti-freeze during the winter months is essential. The mixture in some makes of car (eg Ford) when bought new is adequate for the Stavanger area but check your handbook to be sure.

### MOTORING ORGANISATIONS

The major motoring organisation in Norway is NAF.

<http://www.naf.no/>



### CARAVANS:

Don't be put off bringing your caravan to Norway by thoughts of mountain passes and narrow roads. You will be surprised at the vast number of campsites suitable for caravans, trailer tents and tents both listed in the camping guides (eg NAF) and sign posted on all the main roads. Towing a caravan in Norway offers no problem if common sense is used. Each caravan and trailer MUST be registered as a separate unit with its own number plate and log book. The procedure for passing a caravan or trailer through Norwegian customs and getting registered at TRAFIKKSTASJON is the same as for a car. Maximum permissible width 2.10m and any gas bottle must be provided with a Norwegian safety valve and fitted on the outside of the caravan. Apparatus connected to the bottle must have a separate shut-off switch.

Once your car is registered in Norway your car insurance automatically covers you for basic third party cover for a trailer or caravan. You are advised to contact your insurance agent/company for extra comprehensive cover. Extra cover can be arranged before registration and you then let the company know its registration number later.

PROPANE gas is most popular in Scandinavia since unlike BUTANE it does not freeze in the winter. Remember that most equipment will use either Propane or Butane but you need different regulators. CAMPING GAS and PRIMUS GAS bottles can easily be filled/exchanged in Scandinavia.

## CUSTOMS REGULATIONS

### On Arrival in Norway



As previously mentioned, Norway remains outside the EU, and thus customs privileges that you may be used to elsewhere may well differ here. That said, customs regulations do change and you should check with your sponsor if unsure.

The Central Cellar and US BX shops sell wines, spirits, cigarettes and beer at prices, which are generally cheaper than duty free shops. Both shops also have catalogues available from which other household items can be ordered, free of duty.

### Whilst in Norway.

Personnel serving at NATO JWC are, under the “Status of Forces Agreement”, permitted to draw a monthly duty free allowance. During your administrative in-processing, Manpower Branch will have you sign a customs declaration form, which confirms your understanding of these privileges.

The monthly duty free allowances, per family, are as follows:

- 6 bottles of spirit
- 14 bottles of wine
- 1000 cigarettes for each entitled member of staff + 1000 cigarettes for each eligible dependant (over the age of 18 whilst resident in Norway).

For those who smoke cigars, pipes etc the following allowance is permitted:

- One cigar weighing less than 3 grams= 3 cigarettes
- One cigar weighing more than 3 grams= 6 cigarettes
- 50 grams of tobacco = 100 cigarettes

### IMPORTATION OF PERSONAL PROPERTY

Prior to despatch of your household goods, a NATO FORM II is to be signed only and forwarded to your sponsor for clearance by Community Support Branch.

One initial bulk importation, which may consist of more than one shipment, is permitted within 4 months of your arrival in Norway.

One further bulk importation in ONE shipment may be made at any time during your tour of duty. This can be made up of several items provided they are customs cleared at the same time and all arrive together. All audio and video equipment must be specified on the customs declaration form. Full details of make, size, year of manufacture, year of purchase and purchase price are required.

Items Hand Carried Into Norway. Goods purchased outside Norway can be hand carried into the country free of tax up to a total limiting value of NKR 3000. Above this limit, individuals may be liable

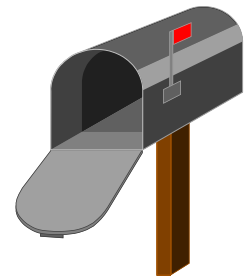
to pay an importation tax of 25%. This does not include alcohol or tobacco.

If on TDY outside of Norway for more than 24 hours, this limit is NKr 6000. This does not include alcohol or tobacco.

#### Personal Import of Small Items by Civilian Parcel Post.

If mail is sent through the Norwegian civilian post to your military address the Norwegian Post Office will notify you, or Community Support Branch, of the arrival of the parcel. You will then be required to obtain customs clearance using NATO FORM I. Once customs have cleared the parcel the Norwegian Post Office will be authorised to collect the parcel from Bond and it can be collected/delivered.

On arrival of notification from the Norwegian Post Office the individual concerned must complete NATO FORM I. The form is to be completed where applicable, and signed by the individual; counter-signed by Chief Community Support Branch and then processed through the Customs Office in Community Support Branch. This can take up to 10 days. Alternatively the individual can take the form direct to Stavanger customs - the Customs Office can advise on this. Once customs clearance has been approved the parcel may be collected/delivered.



Customs clearance for all vehicles is completed by using NATO FORM III. The form must be completed as fully as possible, signed by the individual and counter-signed by Chief Community Support Branch. The form is then processed through the Customs Office within NATO JWC and the civil Customs Authority.

#### IMPORTATION OF ANIMALS INTO NORWAY

Anyone wishing to import animals into Norway should visit the following web page for information:  
[www.mattilsynet.no](http://www.mattilsynet.no)

## **SHOPPING FACILITIES**

### **Central Cellar**

The Central Cellar is a Community-owned retail outlet on post that is open every day except Sunday. Frozen meat, dairy products, groceries, beverages and rationed items are available. There is also a good selection of gifts, glassware, pewter, outdoor clothing and traditional Norwegian knitwear available.

You can also purchase your monthly duty free cigarette/tobacco and alcohol ration direct from the Central Cellar. No prior ordering is necessary nor is it necessary to purchase your full quota at one time; you can purchase what you need when you need it.

### **U.S. Army and Air Force Exchange Service (AAFES) – US BX**

The US operates a small sized Base Exchange (BX) and Commissary on post. It is open to all entitled NATO ID card holders. It sells American products and some souvenirs, electronic and household items.

### **Beer, Wine and Spirits:**

Norway exercises tight control over the sale of alcohol and the number of outlets is small. Beer can be purchased from supermarkets. Wines and spirits must be purchased from a Vinmonopolet outlet (Government liquor store). You may purchase your monthly rationed quotas, free of duty and taxes, from the Central Cellar and/or US BX as required.

### **Household items:**

There are numerous furniture, clothing, electronic and other shops in the Stavanger area and the overall cost of items is good, particularly when the MVA (tax) is recovered. As NATO staff, you are entitled claim back the MVA on non-consumable items, such as furniture, clothing, car parts, electrical goods, toys, etc.

## **USEFUL WEBSITES**

The following is a list of websites that you may find useful or of interest:

<http://www.stavanger-chamber.no/index.cfm?id=236824>

<http://www.visitstavanger.com/>

<http://www.stavanger-guide.com/> (maps)

<http://www.norway.com/>

<http://www.norway.no/>