



Ministerie van Buitenlandse Zaken

Protocol Guide¹ for International Organisations

**Protocol and Host Country Affairs Department²
Ministry of Foreign Affairs
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² Referred to below as 'the Protocol Department'.

Protocol Guide for International Organisations

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Introduction

This Protocol Guide is issued by the Ministry of Foreign Affairs as part of our efforts to be a transparent and accommodating host to our distinguished guests. It contains practical information based on the Dutch authorities' interpretation of the rules for privileged persons. The special rights enjoyed by privileged persons in the Netherlands derive from a number of international agreements, including the Vienna and Ottawa Conventions, UN conventions and the headquarters agreements with international organisations based in the Netherlands.

Please note that the Protocol Guide is not a statutory document and that no rights can be derived from it. It is an informational publication. The basis for the application of rules or regulations to a specific situation will always be the Vienna Convention on Diplomatic Relations or the applicable headquarters agreement. A list of useful addresses in dealing with the Dutch authorities can be found in [Annexe E](#).

The Protocol Guide may be consulted [online](#) on the website of the Ministry of Foreign Affairs and is updated continually to reflect the latest developments.

The privileges and immunities enjoyed by privileged persons are granted to the international organisation – rather than to the individuals in question – to allow the organisation and its staff to function properly. International organisations (but not individual staff members) may address questions about the implementation of the rules to the Ministry of Foreign Affairs.

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1 First entrance and visas

1.1 Visas

A visa may be required for legal entrance into the Netherlands. The Ministry of Foreign Affairs assists the following people in obtaining a visa to travel to the Netherlands: newly arriving foreign staff members of international organisations posted in the Netherlands; family members (spouses and dependent children) forming part of privileged staff members' households who wish to join them; and their private servants, if applicable.

1.2 When is a visa required?

Whether or not a visa is required depends on the following:

- *Nationality*

Nationals of most non-EU countries need a visa to enter the Netherlands. A list of the countries whose nationals need a visa for a stay of up to three months can be found on the website of the Ministry of Foreign Affairs: <http://www.government.nl/issues/visa-for-the-netherlands-and-the-caribbean-parts-of-the-kingdom/short-stay-visas-for-the-netherlands>

- *Type of travel document*

A person's travel document determines whether or not a visa is needed, even if that person has more than one nationality. A person travelling on a passport of a country whose nationals require a visa must have a valid visa.

- *Special travel document*

Holders of certain countries' diplomatic or service passports may be exempt from the visa requirement, even if visas are normally required for the country in question.

Information about these exemptions may be obtained from the Short Stay Visa Service of the Immigration and Naturalisation Service (IND) of the Ministry of Justice and Security (email address: visa.io@ind.minvenj.nl).

Please note that other Schengen countries have their own lists and thus may sometimes require a visa even if the Netherlands does not.

- *Length of stay*

Foreign visitors planning to stay more than 90 days in the Netherlands must obtain a special visa known as 'authorisation for temporary stay' (*Machtiging tot Voorlopig Verblijf*, MVV). However, privileged foreign staff members and their immediate family forming part of their household are not required to obtain an

MVV, regardless of their nationality, but should instead register with the Ministry of Foreign Affairs upon their arrival (see chapter 2).

1.3 Visa procedure for privileged staff members and their family members

Privileged staff members and family members forming part of their household should follow the same visa procedure regardless of whether they plan to stay for more or less than 90 days. They are advised to submit their visa application well in advance of their departure for the Netherlands.

They must apply for a visa at a Dutch diplomatic or consular mission in their country of origin or of habitual residence before they travel to the Netherlands. A country of habitual residence is one where the person concerned resides or has a permit to reside for longer than 90 days. If there is no Dutch diplomatic mission in their country of origin or habitual residence, they are requested to send an email to the Short Stay Visa Service of the Immigration and Naturalisation Service (IND) of the Ministry of Justice and Security (email address: visa.io@ind.minvenj.nl). The Short Stay Visa Service will give advice about visa issues on a case-by-case basis.

Processing a visa application can take up to four weeks, as it is sometimes necessary to consult one or more of the other Schengen countries.

<http://www.government.nl/issues/visa-for-the-netherlands-and-the-caribbean-parts-of-the-kingdom/short-stay-visas-for-the-netherlands>

Visas issued for the Netherlands are in general valid for 90 days in all the countries that are party to the Schengen Agreement.

Pursuant to Regulation (EC) No. 810/2009 of the European Parliament and of the Council of 13 July 2009 establishing a Community Code on Visas (Visa Code), biometric requirements were introduced as from 14 March 2013 in the visa procedures of all Schengen embassies in Africa and the Middle East. Biometric requirements will be introduced in other parts of the world before the end of 2015.

This means that when the first application for a visa is submitted, the applicant will be required to appear in person and the applicant's photograph and fingerprints will be taken in accordance with article 13 of the Visa Code. The following persons are exempt from these requirements under article 13 (7) (a) to (d) of the Visa Code:

- a. children under the age of 12,
- b. persons for whom fingerprinting is physically impossible,
- c. heads of state or government, members of a national government with accompanying spouses, and the members of their official delegations when they are invited by EU member states' governments or by international organisations for an official purpose,
- d. sovereigns and other senior members of a royal family, when they are invited by EU member states' governments or by international organisations for an official purpose.

Documents to be submitted to the Dutch embassy

Privileged staff members and their family members need to submit the following documents when applying for a visa:

- a duly completed visa application form;
- a **valid** passport (the passport's validity must extend at least three months beyond the end of the period for which the visa is being applied);
- two passport photographs: for passport photograph requirements, click on '[Photomatrix guidelines](#)';
- a copy of the Note Verbale from the international organisation in the Netherlands stating that the staff member will be employed there. See [Annexe B](#) for a specimen Note Verbale. **Without this copy of the Note Verbale the visa application cannot be considered.**

No documents should be sent to the Short Stay Visa Service.

The Note Verbale should include the following details:

- the personal details (name, date and place of birth and nationality) of the visa applicant;
- the number, expiration date and type (ordinary, service or diplomatic) of passport;
- the position the applicant will hold at the international organisation, referring to the relevant article in the headquarters agreement;
- the starting date and duration of employment by the international organisation.

To avoid unnecessary delay, the international organisation should send the Note Verbale to the Protocol Department of the Ministry of Foreign Affairs DPG-service@minbuza.nl <mailto:DPG-service@minbuza.nl>

1.4 Visa procedure for non-privileged staff members, relatives, friends, other guests and delegations

Visa applications for short stays (90 days or less) should be submitted well in advance to a Dutch diplomatic mission or another diplomatic mission abroad representing the Kingdom of the Netherlands (see the list of missions at <http://www.government.nl/issues/visa-for-the-netherlands-and-the-caribbean-parts-of-the-kingdom/short-stay-visas-for-the-netherlands/applying-for-a-schengen-visa>).

Documents to be submitted by the applicant to the Dutch embassy:

Non-privileged staff members, relatives, friends, other guests and delegations need to submit the following documents when applying for a visa:

- a duly completed visa application form;
- a valid passport (the passport's validity must extend at least three months beyond the end of the period for which the visa is being applied);
- a copy of the staff member's Ministry of Foreign Affairs identity card (in the case of a visa application for family or friends);
- two passport photographs: for passport photograph requirements click on '[Photomatrix guidelines](#)';
- a letter of invitation and, if applicable, a guarantee (see [Annexe C](#) to this Protocol Guide).

Please note that, as a rule, **no** documents should be sent to the Protocol Department of the Ministry of Foreign Affairs. A copy of the international organisation's invitation letter can be sent to: visa.io@ind.minvenj.nl, or by post to Short Stay Visa Service, Immigration and Naturalisation Service (IND), Ministry of Justice and Security, Postbus 2, 9560 AA Ter Apel, The Netherlands.

Visa fees must be paid by the applicant. Visas for official delegations and official guests are issued free of charge if the individuals in question are required to be present for official purposes.

For the visa requirements for children studying abroad, see chapter 4.

2 Registration

2.1 Notifying the Ministry of Foreign Affairs

Upon arrival

An international organisation should register the privileged staff members and family members forming part of their household with the Protocol Department of the Ministry of Foreign Affairs **within eight days** of their arrival in the Netherlands.

Upon final departure

Within eight days after the termination of an employment contract with an international organisation, the staff member's and family members' identity cards must be returned to the Ministry of Foreign Affairs. To avoid problems with the Royal Military and Border Police, privileged persons (who are not EU nationals) leaving the Netherlands should carry with them a copy of their former identity card and a declaration by the international organisation that employed them (see [Annexe A](#) for an example of such a declaration). Please note that a transit visa may be required for transit through another country, even a Schengen country.

Changes

The international organisation must notify the Ministry of Foreign Affairs **within two weeks** of any changes that occur in staff members' employment or personal circumstances. International organisations are responsible for ensuring compliance with this obligation to notify the Ministry.

The notification procedure described above should also be followed if a staff member marries, divorces or enters into a registered partnership. A copy of the relevant certificate must be submitted to the Ministry of Foreign Affairs by Note Verbale.

When a child is born in the Netherlands to a staff member of an international organisation who is neither a Dutch national nor a permanent resident of the Netherlands, two steps must be taken.

- a) The birth must be registered **within three working days** with the Registrar of Births, Deaths, Marriages and Registered Partnerships (*ambtenaar van de burgerlijke stand*) at the town hall (*gemeentehuis*) of the municipality in which the child was born. If the birth is not registered according to the above-mentioned procedure, this may have consequences for the child.
- b) The Ministry of Foreign Affairs must be notified of the birth through Eportal " add a family member".

A child is a Dutch national by birth only if either the father or the mother has Dutch nationality.

The notification procedure described above should also be followed in the event of death, marriage, divorce or registered partnership of a staff member or a family member forming part of the household. A copy of the relevant certificate must be submitted to the Ministry of Foreign Affairs through Eportal as an attachment.

Change of address

The Protocol Department of the Ministry of Foreign Affairs should be notified of any change of address at the staff member's earliest convenience through ePortal.

2.2 ePortal and the municipal Personal Records Database (BRP)

ePortal

The ePortal is an online registration system for staff of international organisations and members of their household. The ePortal is used to (de)register, to notify the Ministry of changes and to apply for identity cards for staff members and members of their household.

The ePortal is accessible to registration officers who in turn are responsible for keeping all the information up to date. A registration officer should already be registered through a Note Verbale with the Protocol Department of the Ministry of Foreign Affairs as a staff member of the international organisation in question. Staff members not known to the Protocol Department of the Ministry of Foreign Affairs cannot be registered as registration officers.

BRP (formerly GBA)

The municipal Personal Records Database (BRP) contains information on the number and names of residents at each address. The municipality needs this information to implement specific national and local legislation and for other administrative purposes.

Two Notes Verbales on this subject were sent to embassies, consulates and international organisations in 2013 and 2014: DKP-2013/987 and DKP-2014/324.

Protection of privacy

Strict rules on privacy apply to the use and accessibility of data from PROBAS and the BRP. Individuals have the right to request their municipality to treat their personal data in the BRP as strictly confidential. However, certain national authorities (as provided by law) may use this personal data as needed to carry out their official tasks, so that confidentiality cannot be ensured.

2.3 Government identification codes

Citizen service numbers (BSNs)

A citizen service number (*Burger Service Nummer*, BSN) is needed to obtain access to various services in the Netherlands.

- National tax authorities: A BSN is required to obtain recognition of fiscal privileges.
- Healthcare: Hospitals, dentists, doctors, medical insurance companies, etc. are required to use BSNs in their administrative records. The BSN is also the single identifier used in communications between healthcare organisations.
- Education: Dutch schools and after-school and daycare facilities are required to use BSNs in their administrative records.

Privileged persons obtain a BSN by registering with the Ministry of Foreign Affairs. Once a privileged person has been registered, the Ministry of the Interior and Kingdom Relations automatically issues a BSN.

For information on registering for a BSN, please consult: <https://www.denhaag.nl/en/moving-and-immigration/relocation-and-settling.htm>

DigiD

The DigiD is a digital personal identity code consisting of a digital key which gives individuals secure online access to various government websites.

Unfortunately registration through ePortal alone does not make it possible to obtain a DigiD, but a privileged person can apply for one after registering with the BRP. More information about the DigiD and all the organisations that use it can be found on these websites:

- <https://www.digid.nl/en/>
- <https://www.digid.nl/en/about-digid/participating-organisations>

2.4 Issuance of official declarations by the Protocol Department

Staff members who for any reason need an official declaration regarding their registration with the Ministry of Foreign Affairs can apply for one through the human resources department of their international organisation.

3 Identity cards

Any resident of the Netherlands 14 years of age or older is obliged by law to carry an identity card at all times and to present it upon request to police officers and other law enforcement authorities.

Privileged persons who are registered through ePortal can be issued an identity card by the Ministry of Foreign Affairs. The privileged person's identity card qualifies in the Netherlands as a valid ID card. The Ministry advises staff of international organisations to always carry their identity card and to present it upon request to the Dutch authorities. Complaints about improper treatment by the authorities when asked for identification may be lodged with the Protocol Department of the Ministry of Foreign Affairs or with the regional police force (see <http://www.politie.nl/en/contact/file-a-complaint.html>).

3.1 Applying for an identity card

To obtain an identity card for a privileged person, the person should be registered through ePortal.

3.2 Purpose of the card

The identity card issued by the Ministry of Foreign Affairs indicates that the holder:

- is residing legally in the Netherlands;
- has a specific position and nationality;
- enjoys privileges and/or immunities;
- in the case of family members, is or is not permitted to work (possibly on a restricted basis) in the Netherlands;
- can travel freely within the Schengen area if shown together with a national travel document

The identity card permits travel to other Schengen countries for a period of up to 90 days. It does not permit study or residence in another Schengen country. A list of Schengen countries can be found on the website of the Ministry of Foreign Affairs: <https://www.government.nl/topics/visa-for-the-netherlands-and-the-caribbean-parts-of-the-kingdom>.

The Ministry's identity card is an official document accepted in the Netherlands as proof of identity. All the relevant Dutch authorities (the Royal Military and Border Police (KMar), the Tax and Customs Administration (*Belastingdienst*), the municipalities and the Road Transport Agency (RDW)) are familiar with it. If uncertainty arises about the card's validity, in the Netherlands or abroad, it may be helpful for staff to refer to www.identiteitsdocumenten.nl, www.consilium.europa.eu/prado or www.edisontd.net.

3.3 Types of status

The different types of status that may be indicated on an identity card for staff of international organisations are:

- **AO** Head of an international organisation and his/her family, and highest-ranking staff and their families;
- **BO** Members of the technical and administrative staff and their families;
- **EO** Members of the service staff and their families;
- **PO** Private servants of staff members with AO or BO status;
- **ZF** Limited status. Only used if the ZF status is provided for in the headquarters agreement or a later addition to the headquarters agreement.

The following codes may be added to the above types of status:

- **DV** Staff members who are considered to be permanent residents of the Netherlands (see chapter 5, Permanent residence permit and permanent residence status);
- **NL** Dutch nationals;
- **NP** No privileges;
- **VN** United Nations organisations;
- **EU** EU organisations;
- **EM** Experts on special missions.

3.4 Lost or stolen cards

The Ministry's identity card remains at all times the property of the State of the Netherlands. Any loss or theft of an identity card is a serious matter and should immediately be reported by the international organisation and should include an official declaration by the holder. A new identity card can be applied for through the e-Portal. If a card is lost or stolen a second time, the validity of the temporary replacement card will be limited to six months. The replacement card must be collected in person from the Protocol Department at the Ministry of Foreign Affairs in The Hague.

Lost or stolen cards will always be reported to the National Unit of the Dutch National Police and entered in the Visa Information System (VIS) and Schengen Information System (SIS). If a person appears at a border with a lost or stolen card, the border authorities will confiscate it.

3.5 Returning the card

International organisations are responsible for returning the cards of their staff members and of staff members' family members and private servants:

- **within eight days** of the expiry or termination of the employment contract between the holder and the international organisation;
- when a family member ceases to be part of the staff member's household (due to divorce, a child's departure to study abroad, a child's marriage, the death of the family member, etc.);

- when the card has been invalidated by the Ministry of Foreign Affairs for any reason and the Ministry has requested the international organisation to return it;
- when a card has been reported lost or stolen but the holder or the international organisation has regained possession of it, even if a new card has not yet been issued.
- If a staff member is granted special leave for a secondment with another international organisation in the Netherlands,³ the ID card must be returned within eight days of the date the special leave begins.
- If a staff member is on special leave for the purpose of study or a sabbatical,⁴ the ID card must be returned within 30 days of the date the special leave begins.

The international organisation will be contacted if an identity card has not been returned on time. This may lead to delays in issuing new identity cards. Cards that have not been returned on time will be reported to the National Unit of the Dutch National Police and entered in the Visa Information System (VIS) and Schengen Information System (SIS). If a person appears at the border with such a card, the border authorities may confiscate it.

3.6 Expiry date

The expiry date of an identity card is stated on the card. **One month** before it expires, a request for renewal should be sent through the ePortal to the Ministry of Foreign Affairs in order to have the card replaced in time.

³ However, if a staff member is seconded to an international organisation based outside the Netherlands, the ID card should be returned once the holder has left the Netherlands, within a maximum of 30 days of the date the special leave begins.

⁴ If a staff member is on special leave due to illness or pregnancy and remains in the Netherlands, he/she may keep the ID card for a maximum of one year. However, the ID card must be returned if the staff member resides abroad for an extended period during the illness or pregnancy before his/her departure from the Netherlands.

4 Partners and family and household members

The following persons qualify as members of a staff member's family and as part of the staff member's household: a staff member's spouse or registered partner (including a same-sex partner) who is living continuously with the staff member, a staff member's children under the age of 18, and children up to and including the age of 27 provided that they are 1) unmarried, 2) financially dependent on their parent(s) and 3) forming part of the household of the staff member.

Considered as 'financially dependent' are children that do not engage in gainful employment, or children that engage in gainful employment with an income of less than the income determined by the SVB (in case of minor children) and DUO (in case of adult children). The specific amounts can be checked via the following links:

- **SVB:**
https://www.svb.nl/int/nl/kinderbijslag/levensloop/hoeveel_bijverdienen/
- **DUO:**
<https://duo.nl/particulier/mbo-er/privesituatie/bijverdienen.jsp>

Gainful employment for children is allowed on the condition that this is explicitly formalised in an agreement, Treaty or Memorandum of Understanding between the sending State and the Kingdom of the Netherlands.

Children studying abroad will not be recognised as forming part of the household.

In very exceptional cases, Diplomatic staff may apply for an identity card for their parents (or parents-in-law). This application must be requested by means of a Note Verbale which includes the motivation for the application and should be accompanied by a letter of guarantee. Applications are evaluated on a case-by-case basis.

4.1 Unmarried partners

The Ministry of Foreign Affairs will issue identity cards to unmarried partners only when proof is given of the existence of a registered partnership or of a cohabitation agreement made by notarial deed. The status of a registered partner is equivalent to that of a spouse. A copy of the notarial deed or other proof of recognised partnership should be submitted with the application for an identity card.

If the registered partnership is not recognised in the Netherlands, the partner may apply for a three-month visa that allows him or her to travel to the Netherlands, on the condition that the partner is recognised as such by the international organisation and that the staff member and partner enter into a registered partnership within three months. The international organisation must submit a Note Verbale to the Dutch mission in the partner's country and to the Ministry of Foreign Affairs in the Netherlands declaring that the person in question is the staff member's current or future partner. For a specimen Note Verbale see [Annexe D](#).

4.2 Children residing in the Netherlands

An identity card may be issued to children up to and including the age of 27, provided that they are 1) unmarried, 2) financially dependent on their parent(s) and 3) forming part of the staff member's household. The international organisation must notify the Ministry promptly if circumstances change.

4.3 Children studying abroad

Children of staff members of international organisations stationed in the Netherlands are not issued with an identity card from the Ministry of Foreign Affairs if they are not themselves permanently resident in the Netherlands. If these children are nationals of an EU member state or of a country whose citizens are exempt from the visa requirement, they are free to visit their parents in the Netherlands without a visa.

To facilitate visits to their parents, children from countries whose citizens require a visa to enter the Netherlands, a **multiple entry** visa with a maximum validity of **five years** will be issued **free of charge**, under the following conditions:

- the child is between the ages of 18 and 27;
- the child is studying in a non-Schengen country and is a national of a non-Schengen country.

Documents to be submitted to the Dutch Embassy:

- a duly completed visa application form showing clearly that a multiple entry visa valid for several years is being requested;
- a valid passport (the passport's validity must extend at least three months beyond the end of the period for which the visa is being requested);
- a letter of invitation and guarantee (see [Annexe C](#) of this Protocol Guide);
- a copy of the Ministry of Foreign Affairs identity card (which must be valid for the full term of the visa) of the parent stationed in the Netherlands;
- proof of the family relationship (in case of doubt, the embassy may ask for additional documents, such as a legalised birth certificate).

The visa's period of validity will depend on the child's age, the remaining validity period of the child's passport and the remaining validity period of the parent's Ministry of Foreign Affairs identity card.

Students must apply for a visa at a Dutch diplomatic or consular mission in their country of origin or of habitual residence.

Summer pass

A temporary identity card ('summer pass') may be issued to children of staff members of international organisations based in the Netherlands when the children wish to reside in the Netherlands during their summer holidays from a school or university abroad. This summer pass is valid for a maximum of four months. The Ministry will review applications for summer passes before granting them to ensure that the application meets certain conditions.

Conditions

Besides the required personal information, the pass will indicate the start and end dates of the student's stay in the Netherlands. After the end date this temporary identity card is no longer valid, and the student must therefore leave the Netherlands and return the card to the Ministry.

As part of the application the Ministry will require:

- proof of enrolment in a school or university abroad;
- proof of the duration of the summer holidays at the school or university abroad.

The international organisation should send these documents to the Ministry for review before approval.

The possibility of obtaining this summer pass is an additional privilege granted to the international organisation, not a right. Abuse of this privilege may lead to its revocation for the entire international organisation.

4.4 Childcare benefits

Depending on certain terms and conditions, members of a diplomatic mission may be eligible to receive a childcare allowance.

Additional information can be found at:

<https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/prive/toeslagen/kinderopvangtoeslag/kinderopvangtoeslag-2018/voorwaarden-2018/>

Questions regarding childcare benefits may be send in through a question form to the following email address: socialsecurity@minbuza.nl. The relevant form to be used can be found in [Annexe F](#)

Subsequently, the question will be directed by the Ministry to one of the relevant authorities who will provide an answer or reaction to your mission directly.

Childcare Act

Staff members of international organisations with children attending childcare that is not provided by the international organisation itself may be eligible for Dutch childcare benefit. It can be applied for from the Benefits unit of the Tax and Customs Administration (*Belastingdienst Toeslagen*): Information (in Dutch) can also be found at <http://www.toeslagen.nl>

Childcare benefit can only be requested for childcare supplied by a provider or bureau that satisfies Dutch government requirements.

Questions related to childcare benefits should be addressed to the Central Bureau for Tax and Customs Administration.

4.5 Family member employment

Family members of staff of international organisations are only allowed to work in the Netherlands if the headquarters agreement contains a provision to this effect. In such cases the identity card will bear the words '*arbeid is toegestaan*' (employment permitted) for spouses and partners, or, in the case of children residing in the Netherlands, '*arbeid is beperkt toegestaan*' (employment of limited scope permitted).

In defining employment of limited scope, the Ministry follows the same rules as those which apply to children and students in the Netherlands, laid down by the Ministry of Social Affairs and Employment and the Ministry of Education. These rules set a ceiling to the gross income a child can earn without loss of child benefit and the gross income a student can earn without losing his or her student grant. These figures are reviewed every year and can be found at http://www.svb.nl/int/nl/kinderbijslag/levensloop/uw_kind_wordt_16_jaar (children aged 16 and 17; in Dutch) and <https://duo.nl/particulier/international-student/personal-situation/additional-earnings.jsp> (children aged between 18 and 27).

Staff members' partners who are themselves starting employment at an international organisation or diplomatic mission may choose either to acquire the status for which their own position qualifies them or to retain the status derived from their partner.

5 Permanent residence permit and permanent residence status

5.1 General information

When an international organisation registers a staff member at the Ministry of Foreign Affairs, the Ministry determines whether the staff member holds Dutch nationality or is already permanently resident in the Netherlands.

In accordance with the applicable headquarters agreement and often, by implication, the Vienna Convention on Diplomatic Relations, staff members who are Dutch or are considered to be permanent residents are accorded fewer privileges and immunities than foreign nationals.

The term 'permanently resident' refers to article 37 of the Vienna Convention on Diplomatic Relations, and should not be confused with a permanent residence permit issued under the Dutch Aliens Act.

The following categories of staff members are considered permanent residents of the Netherlands for the purposes of the headquarters agreements:

- staff members who, at the time they were recruited by the international organisation, were in possession of a permanent residence permit issued by the IND.
- staff members who acquired a permanent residence permit issued by the IND after they have entered the employment of an international organisation.
- staff members who, at the time they began working for the international organisation, have been residing in the Netherlands for a consecutive period of longer than six months. This rule does not apply if they had previously worked for the same or another international organisation or diplomatic mission in the Netherlands without being considered permanent residents.

As of April 1st 2016, an exception will apply as to staff members of international organisations who, before taking up their position, have been residing in the Netherlands as a non-permanently resident family member under a seat agreement. When a registered, non-permanently resident family member takes up employment with an international organisation, he or she shall not be considered to be permanently resident.

Staff members who were not considered as permanent residents while working for an international organisation will retain their non-permanent resident status if they take up employment with another international organisation in the Netherlands and their new contract takes effect no later than six months after their previous contract ended.

The following is taken into account when determining whether someone is considered a permanent resident of the Netherlands:

- A staff member who is an EU citizen and who has a residence document under section 8 (e) of the Aliens Act 2000 will not be considered a permanent resident solely on the basis of this document. For the definition of this document see section 9, subsection 2 of the Aliens Act 2000.

- Staff members who are considered permanent residents of the Netherlands (DV status) will retain this status if they leave the Netherlands and return within 12 months.

In some cases it will be necessary, pursuant to section 4, subsection 1 of the State Taxes Act (*Algemene Wet inzake Rijksbelastingen*), to conduct further investigation into whether someone has permanent residence status for the purpose of fiscal privileges. The investigation will be conducted by the Ministry of Foreign Affairs.

6 Private servants

6.1 General information

This chapter outlines the Dutch policy on private servants of staff members of international organisations. Private servants are individuals in the service of persons who have been granted privileges and immunities under the relevant headquarters agreements.

6.2 Employing private servants

Scope for employing private servants

Only staff members of international organisations who enjoy the privilege of employing a private servant can register a private servant.

No family member or relative by blood or marriage up to the fourth degree of kinship as defined in Dutch law (that is, no parent, child, sibling, aunt, uncle, niece, nephew, grandparent, grandchild, great-grandparent, great-grandchild, great-great-grandparent, great-great-grandchild, great-aunt, great-uncle, great-niece, great-nephew or first cousin) of a staff member or of a staff member's spouse may be employed as a private servant in the staff member's household.

Work permit for private servants

Employers of private servants are exempt from the requirement to obtain a work permit for their private servant(s).

Private servants may not be employed by a person other than the one whose name is stated in the employment contract. This restriction is indicated on the back of the servant's identity card.

Tax status of private servants

Private servants working for employers with AO status are exempt from taxes on their earnings from employment, provided that they are neither Dutch nationals nor permanently resident in the Netherlands.

Social security status of private servants

Private servants of staff members with AO status are exempt from the obligation to pay social insurance contributions, provided that they are covered by the social security regulations of their own country or of a third country. An employer with AO status who employs a private servant who is not covered by the social security system of their own country, of a third country or of the international organisation, must comply with the obligations which Dutch social security provisions impose on employers, and must therefore register as an employer with the Tax and Customs Administration.

6.3 Admission of private servants

The international organisation must report the private servant's appointment to the Protocol Department of the Ministry of Foreign Affairs by means of a Note Verbale. The Note Verbale should include the following details:

- the personal details (name, date and place of birth and nationality) of the private servant;
- the number and expiration date of his or her passport;
- the employer's name and the position he or she holds in the international organisation;
- a copy of the servant's full-time employment contract;
- evidence that the employer is registered with the tax authorities in the Netherlands as the servant's employer, in cases where the private servant is **not** covered by the social security regulations of their home country or a third country.
- if the private servant is covered by the social security regulations of their own country or of a third country, a statement to this effect by the authorities of their own country or of the third country;
- a declaration in which the employer guarantees to pay all costs that may arise during the period in which the private servant resides in the Netherlands plus any repatriation costs.

Before private servants from a country whose nationals require a visa for the Netherlands may enter the country, they must apply for a visa at a Dutch diplomatic or consular mission in their country of origin or of habitual residence. The Short Stay Visa Service provides advice on visa issues on a case-by-case basis.

6.4 Registration of private servants

The international organisation for which a private servant's employer works, must register the servant with the Protocol Department of the Ministry of Foreign Affairs within **eight days** of his/her arrival in the Netherlands through the ePortal.

6.5 Identity card for private servants

An identity card is issued to a private servant on arrival. The card will be issued initially twice for 6 months and afterwards for a maximum period of one year, unless the contract with the employer has a shorter duration.

Private servants are expected to collect their identity cards in person at the Ministry's Protocol Department, Rijnstraat 8, 2515 XP The Hague, after receiving notification that the card is ready.

6.6 Mandatory provisions of Dutch employment legislation

It is imperative that the terms and conditions of employment comply with Dutch law. The employer and employee may opt for the applicability of a foreign legal system as the basis of an employment contract. Please consult the website of the Ministry of Social Affairs and Employment (in Dutch, at

<http://www.rijksoverheid.nl/ministeries/szw/onderwerpen>) for information on employment in the Netherlands.

Mandatory provisions of Dutch employment legislation include the following:

- Employees must earn at least the minimum wage and must receive 8% holiday pay, in accordance with Dutch legislation (for the latest update on the minimum wage, please consult the website of the Ministry of Social Affairs and Employment at <https://www.government.nl/topics/minimum-wage/contents/amount-of-the-minimum-wage>)
- No employment contract may be terminated during the sickness or pregnancy of the employee;
- Salaries must be paid in a timely manner;
- Different treatment of employees is not permitted, treatment must be on an equal basis regardless of gender, sexual orientation, religion or political beliefs;
- Employees must be given paid leave (a minimum of 20 days' leave per year).

These mandatory provisions should always be respected by both the employer and the employee, and provisions to this effect should be included in the employment contract. The website of the Ministry of Social Affairs and Employment provides information on employment in the Netherlands (in Dutch) at <http://www.rijksoverheid.nl/ministeries/szw/onderwerpen>.

6.7 Duration of the contract

A private servant's right to stay in the Netherlands depends on the existence of a current employment contract with a privileged person with AO status as employer. It is not possible for private servants to change jobs in the Netherlands. The servant must leave the Netherlands in the following circumstances:

- when the employment contract comes to an end or is terminated;
- when the employer's assignment in the Netherlands ends;
- if the employer is no longer a staff member of the international organisation or fails to comply in some other way with the conditions subject to which he/she may employ a private servant.

6.8 Health insurance for private servants

Private servants registered in the Dutch social insurance system must take out standard health insurance.

Private servants who are not registered in the Netherlands' social insurance system cannot be insured under the national medical insurance scheme (*ziektekostenverzekering*) but must take out an expatriate health insurance policy.

If an insurer requires proof of registration in the Netherlands before issuing the policy, the Ministry can send a copy of the identity card. If a private servant collects the identity card from the Ministry, the card will only be issued after a copy of the insurance policy has been submitted.

Private servants, who fall under the Dutch social security system, can be registered by their employer with the Dutch Tax Authority through the following link:

https://download.belastingdienst.nl/belastingdienst/docs/melding_lh_werkg_personeel_huis_lh5931z8fol.pdf

6.9 Locally recruited private servants

Only holders of a valid residence and work permit may be employed.

7 Social security

7.1 General information

As a general principle, everyone who lives or works in the Netherlands must be covered by a national social security system. For information on the applicable social security schemes please consult the headquarters agreement of the international organisation you work for.

Questions regarding the obligations an international organisation has as an employer towards locally recruited (Dutch) employees under the Employee benefit schemes or the National Insurance schemes may be send in through a question form to the following email address: socialsecurity@minbuza.nl. The relevant form to be used can be found in Annex F. Subsequently, the question will be directed to one of the relevant authorities (UWV, SVB or Tax Authority) by the Ministry and the authority most suitable to address the issue will provide an answer or reaction to your international organisation directly.

7.2 Family members

Persons taking up employment with international organisations in the Netherlands whose spouses or children are not gainfully employed and are already insured under the Dutch social security system should check whether the headquarters agreement will affect their rights under the Dutch social security system.

For more information on the status within the social security system of staff of an international organisation and their family members forming part of their household, please consult the human resources department of the international organisation you work for.

7.3 Employment of family members forming part of the household

If family members forming part of the household take up gainful employment in the Netherlands – which they may only do if this is expressly permitted by the applicable headquarters agreement – they will be compulsorily insured under the Dutch national insurance schemes. Under the Health Insurance Act (*Zorgverzekeringswet*), everyone who is compulsorily insured under the Long Term Care Act (*Wet Langdurige Zorg/WLZ*) is required to take out adequate health insurance. These family members are therefore required to insure themselves under the Health Insurance Act, even when the insurance system of the international organisation provides coverage. People may be entitled to healthcare allowance (a contribution to the cost of their health insurance) if their individual or joint income is under a certain level. Healthcare allowance is paid by the Benefits Office of the Tax and Customs Administration.

Failure to insure oneself is an offence under Dutch law.

More information on the status within the social security system of staff of an international organisation and their family members forming part of their household can be found at <https://www.government.nl/topics/international-social-security/social-security-for-employees-of-international-organisations>

7.4 Compulsory insurance for family members under the Dutch social security system

Some headquarters agreements only contain social insurance provisions covering staff members, so that family members residing in the Netherlands have to insure themselves under the Dutch social insurance system. Consequently these family members have to take out basic health insurance (*zorgverzekering*).

The Health Insurance Act requires adequate health insurance coverage in the Netherlands even if the person is covered by the health insurance system of the international organisation. As the different Dutch health insurance schemes are linked, and it is undesirable for these persons to be doubly insured, they can apply for an exemption from compulsory insurance under Dutch legislation. This exemption is possible if the international organisation's health insurance system entitles them to treatment, including admission to and treatment in hospitals and long-term care institutions, or compensation for the costs of such care. Exemption applications should be submitted to the Social Insurance Bank (SVB). General information about the Dutch social security system may be obtained from the Ministry of Social Affairs and Employment.

Questions regarding social security may be send in through a question form to the following email address: socialsecurity@minbuza.nl. The relevant form to be used can be found in [Annexe F](#). Subsequently, the question will be directed to one of the relevant authorities (UWV, SVB or Tax Authority) by the Ministry and the authority most suitable to address the issue will provide an answer or reaction to your mission directly.

8 Immunity

8.1 General information

Under international law, it is customary for a host country to grant international organisations immunity from the criminal jurisdiction of the receiving State to enable them to function independently. Staff members of international organisations are entitled to the specific immunities accorded to them under the headquarters agreements or other legal instruments. The majority of staff of international organisations are entitled to functional immunity, which extends to acts performed in the course of their official duties.

The Ministry is informed by the police of all incidents in which privileged staff members invoke their immunity. It may consequently inform the head of the international organisation of the case.

The Ministry would like to emphasise that persons with privileged status have to respect Dutch legislation at all times and are requested to cooperate with the police and other national authorities.

8.2 Privileged persons who come into contact with the police

Staff members who are stopped by or otherwise come into contact with the police in connection with a suspected offence should immediately identify themselves with the identity card issued to them by the Ministry of Foreign Affairs. Showing this card does not relieve the holder of the obligation to show other documents (e.g. driving licence, vehicle registration documents) if the police so request.

8.3 Traffic violations

The Ministry requests all staff members of international organisations to respect Dutch legislation. Dutch traffic is among the safest in the world, and your compliance with the law will contribute to everyone's safety.

In case of a change of address, staff members should always notify the Ministry of Foreign Affairs of their new address as soon as possible after they have moved.

Many headquarters agreements exclude the immunity of staff members for traffic violations under administrative or criminal law, as well as liability under civil law for damage arising from accidents or traffic violations. Only in a limited number of cases do staff members of an international organisation enjoy immunities which preclude prosecution under administrative or criminal law.

8.4 Consequences of driving under the influence of alcohol, drugs or medicines

Under international law, privileged persons have a duty to respect Dutch traffic laws, despite their privileges and immunities. Although the vast majority of them do so, the Ministry of Foreign Affairs wishes – given the potentially serious consequences – to clarify the relationship between driving under the influence of alcohol, drugs or certain medications and the immunities that apply.

Police traffic inspection

Flagging down vehicles and the breathalyser test

The police have the right to flag down a privileged person and ask for their personal particulars. Privileged persons must show the police the identity card issued by the Ministry of Foreign Affairs and, if asked to do so, hand it over for verification. The card must be returned to the privileged person once the police have checked their personal particulars.

The police may decide, based on their own observations, whether there are reasonable grounds for assuming that a privileged person is driving under the influence of alcohol, drugs or certain medicines.

Arrest, breath tests, blood tests and urine tests

A privileged person who (at that moment) enjoys immunity from criminal jurisdiction may not be arrested or compelled by the police to take a breath, blood or urine test. However, the Ministry would request privileged persons to respect Dutch law and to cooperate with the competent national authorities.

Driving bans and the confiscation of car keys

If the police have reasonable grounds to assume that a privileged person is driving or will attempt to drive under the influence of alcohol, drugs or certain medicines, they may take steps to ensure that the driver does not endanger himself or others. For example, the police have the power to confiscate a driver's car keys. In these situations the police will help the driver to organise alternative transport. In addition, the police may decide to have the car taken to a safe location in the interests of public safety and to protect the car. The police may not confiscate the Ministry of Foreign Affairs identity card, passport or driving licence of a privileged person who has immunity.

Procedure under criminal law

The police will draw up an official report if they discover that a privileged person has been driving under the influence of alcohol, drugs or medicines. They will also notify the Protocol Department of the Ministry of Foreign Affairs, which may in turn inform the head of the international organisation of the incident.

9 Fiscal privileges

9.1 General information

Staff members of international organisations may enjoy certain fiscal privileges. These privileges are granted in the interests of the organisation, so that it can function efficiently, and not for the personal benefit of its staff.

The fiscal regime of each organisation is laid down in the headquarters agreement/seat agreement/exchange of notes. For more specific information about fiscal privileges, please refer to [Annexe H](#) or consult the Tax and Customs Administration:

The Tax and Customs Administration (*Belastingdienst*) has a special desk for international organisations and embassies: Team IFB (*Team Internationale Fiscale Behandeling*), Prinses Beatrixlaan 512, The Hague. Team IFB can be contacted by phone at +31 (0)88 152 2546, by post at Postbus 30509, 2500 GM The Hague, or by email at Haaglanden.CB_IFB@belastingdienst.nl.

Or:

Ms E.D. Drinhuyzen

Team Internationale Fiscale Behandeling (IFB)

T +31 (0)88 152 3633

M +31 (0)6 1860 6040

ed.drinhuyzen@belastingdienst.nl

General IFB telephone number +31 (0)88 152 2546

Email Haaglanden.CB IFB@belastingdienst.nl

Staff members with Dutch nationality or who are permanent residents in the Netherlands do not enjoy the tax exemptions mentioned in the other sections of this chapter. They may however be exempted from income tax on their salary from the international organisation.

The Ministry of Finance can be contacted at:

Postbus 20201, 2500 EE Den Haag

Tel. +31 (0)70 342 8000

<https://www.government.nl/ministries/ministry-of-finance>

Address for visitors:

International Affairs and Consumer Taxes Directorate (IZV)

Korte Voorhout 7, 2511 CW Den Haag

Tel. +31 (0)70 342 8646

Email: secretariaat.izv@minfin.nl

9.2 Income tax

Staff members of international organisations are exempted from Dutch income tax on salaries and emoluments paid to them by the international organisation if the statute of the organisation or another international agreement provides for this exemption.

Staff members of an international organisation who, under the headquarters agreement or other agreements, are granted the same privileges, immunities, exemptions and facilities as are accorded to heads of mission, diplomatic agents or the administrative/technical staff of an embassy, and who are residents of the Netherlands, will be treated as resident taxpayers for the purpose of Dutch income tax. However, they will only be taxed on income not related to their official activities in the Netherlands, on immovable property located in the Netherlands (such as second homes) and on other income described in chapter 7 of the Income Tax Act.

9.3 Other tax exemptions

9.3.1. Value Added Tax

International organisations and staff members of international organisations who are eligible for the exemptions granted to diplomats with AD status are exempted from paying Value Added Tax (VAT; BTW). Staff members with BO status are not exempted from paying this tax.

The following procedure applies to organisations and staff members eligible for exemptions from Value Added Tax (VAT; BTW) levied on the supply of goods and services in free circulation in the Netherlands (other than food, alcoholic beverages and tobacco). Exemption from VAT can be requested by submitting an OB form (OB 65 in Dutch or OB 100 in English and French) to the Tax and Customs Administration (Team IFB). These forms can be obtained from the tax authorities. Exemption from VAT takes the form of a refund of tax paid. This should be applied for quarterly, within three months of the end of the calendar quarter in which the goods (highest ranking staff and international organisations) or services (international organisations) were supplied. A specimen original signature on a separate page indicating the name and position of the person authorised to sign should be sent to the Protocol Department.

NB: VAT will be refunded only if the amount of the invoice exceeds €225 (excluding VAT). The OB form must be signed by or on behalf of the head of the international organisation. In addition, a dated invoice must be submitted for each supply, showing:

- the date on which the goods were delivered or the service provided;
- the name and address of the contractor concerned;
- the name and address of the person to whom the goods or service were supplied;
- a clear description of the goods and/or services delivered;
- the quantity of goods supplied;
- the amount payable for the goods or service;
- the amount of tax due (the amount of the VAT must be specified on the invoice);
- proof of payment of the invoice must also be included with the form.

A receipt on which this information is not specified, is **not sufficient**.

Questions about customs tax rules and VAT refunds, about refunds of excise duties and related taxes on mineral oils, and about VAT refunds for international organisations can be addressed to the Tax and Customs Administration, by phoning +31 (0)88 152 2740 (Mr A. Korving) or +31 (0)88 152 2589 (Mr Zahino Torvisco) or by emailing Haaglanden.CB_IFB@belastingdienst.nl.

The general telephone number of the Tax and Customs Administration is +31 (0)88 152 2546.

The exemption does not apply to goods for personal use supplied by hotels, restaurants, cafés, catering organisations and related bodies. Furthermore, immovable property and services (*BTW voor diensten*) are excluded from the exemption. Nor is exemption from VAT granted for goods which are used for business purposes, or which are sold, given away, hired out or in any other way put at the disposal of third parties by the person concerned.

9.3.2. Advance exemption

Subject to certain conditions, advance exemption from VAT on goods and services may also be granted to an international organisation for large purchases. The amount invoiced must be at least €35,000. Advance exemption from VAT can be requested by submitting a special certificate, known as a 15/10 certificate.

15/10 certificate

The special certificate is the *Certificaat voor vrijstelling van BTW en accijnzen* (Directive 2006/112/EC Article 151 and Directive 2008/118/EC Article 13) in either Dutch or English. A separate certificate is needed for each purchase. The certificate can be obtained from Team IFB. The international organisation must submit a written request to Team IFB in advance, together with the following:

- a) the completed certificate; and
- b) the order form, invoice and draft contract, together with information proving that the total amount of the taxable supply of goods or services is at least €35,000.

As soon as the above mentioned certificate is offered to the supplier he can apply the 0% VAT-rate when billing.

If the application is found to be correct, the certificate will be stamped by Team IFB. The completed and stamped 15/10 certificate must be submitted to the supplier, who keeps it in its records as proof that no VAT should be charged. The supplier may then provide the goods or services free of VAT. If you have any questions, please contact Team IFB.

If you have any questions or wish to request any of the relevant forms (e.g. D39) please contact Team IFB, either by phoning +31 (0)88 152 2546 or by sending an email to Haaglanden.CB_IFB@belastingdienst.nl.

9.4 Importing goods into the Netherlands

Subject to certain conditions those eligible for this tax exemption may import goods originating from outside the EU duty-free. Procedures for the import of goods vary according to whether they are to be imported for personal or official use and whether the goods originate from within or outside of the EU. See [annexe G](#) for applicable quota on alcoholic beverages, cigarettes and motor fuels.

9.4.1 Import of household effects (for personal use)

When moving to the Netherlands from a non-EU country, personal household goods are eligible for importing without paying import duties. Exemption is granted beforehand by the Tax Authority through the D39 form. In order to be eligible for the tax exemptions on importing personal goods, **all** of the following conditions must be met:

- You are moving from a country outside of the European Union to the Netherlands and will be living in the Netherlands or another country of the European Union;
- You are thus transferring from your original place of residence to the European Union;
- You have lived outside of the European Union for at least twelve consecutive months;
- You have owned and used the goods for at least six months prior to moving to the Netherlands;
- You have used the goods and will be using them again;
- You are importing the goods **within twelve months** of taking up employment in the Netherlands or another country of the European Union;
- Loaning, pledging, selling, leasing out or transferring the goods within twelve months of the date on which they were imported is not permitted.

Please note that the following goods are **not** considered part of household effects and are therefore not eligible for exemption:

- Alcoholic beverages or any other item that contains alcohol;
- Tobacco and any other item that contains tobacco;
- Company vehicle;
- Non-portable materials for professional use.

In order to be exempted from paying import duties on household effects, all conditions, set by the Tax and Customs Administration, must be fulfilled.

The website of the Tax Authority may be consulted in order to obtain further information on this matter (please refer to [Moving to the Netherlands](#)). For more information, you may also contact team IFB of the Tax Authority either by phoning +31(0)881522546 or emailing Haaglanden.CB_IFB@belastingdienst.nl.

9.4.2 Taxes and duties on imported goods originating outside of the EU (for official use/use by the mission)

The procedure and the libre permis.

Subject to certain conditions those eligible for this tax exemption may import goods originating from outside the EU duty-free by using the Single Administrative Document Douane 39 (D39). From the 1st of May 2018 onward, please contact the Tax and Customs Administration (Team IFB) for the relevant form.

The **application must be made by the head of the diplomatic mission** or his/her authorised representative. His or her name and signature must be recorded at the Protocol Department in advance. He or she must complete and sign the forms and forward them to Tax and Customs Administration (Team IFB). The application will be examined by a Team IFB inspection officer. Team IFB will retain the office copy and return the other copies to the applicant after endorsement.

As a(n) certified/approved D39 document is **valid for 14 days**, the goods must reach their destination within this period. Upon their arrival, the recipient must acknowledge receipt using the back of the customs copy of the D39 document. The document must then be signed as approved by or on behalf of the head of the diplomatic mission. Team IFB will not process a new application if the applicant has not returned the previous copy. Exempted goods may not be lent out, pledged, hired out, transferred or used in a manner or for purposes not covered by the exemption .

Any application submitted by a diplomatic mission which does not meet the set out conditions and requirements cannot be processed by the Tax and Customs Administration (Team IFB).

For questions concerning D39 (tax-free importation of goods), please contact the Tax and Customs Administration by phoning +31 (0)88 152 2811 (Ms S. Greeve-van Heel), +31 (0)88 152 2655 (Ms M.T. van Bergen) or +31 (0)88 152 2546 or email Haaglanden.CB_IFB@belastingdienst.nl

9.5 Taxes on immovable property

9.5.1 Transfer tax

Exemption from transfer tax (*overdrachtsbelasting*) is granted to an international organisation in respect of immovable property intended for the organisation's official use.

9.5.2 Obtaining exemption from transfer tax in advance

The Ministry of Finance may grant advance exemption from transfer tax. To obtain such an exemption, the international organisation should contact the Protocol Department of the Ministry of Foreign Affairs at least six weeks in advance, submitting the draft deed of conveyance. If exemption is not granted in advance, it will take the form of a refund. In some cases, VAT, rather than transfer tax, is payable on the purchase of official immovable property. Here too, advance exemption may be obtained if a request is submitted to the Protocol Department at least six weeks in advance.

9.6 Motor vehicles

9.6.1 Motor vehicle tax (MRB)

Motor vehicles intended for official use by the international organisation (i.e. official cars) are exempt from motor vehicle tax (*motorrijtuigen-/wegenbelasting MRB*).

Staff of an international organisation, who are eligible for the exemptions granted to diplomats with AD status, may be exempted from motor vehicle tax on vehicles intended for personal use (including use by their dependants). Exemption from motor vehicle tax is granted on condition that the vehicles concerned have been issued with special registration plates (CD registration plates or a BN/GN number in the series 70-00 to 88-99 or in the series 90-00 up to and including 99-99).

9.6.2 Car and motorcycle tax (BPM)

Exemption from BPM is granted in respect of motor vehicles intended for official use by the international organisation (i.e. official cars) provided that the vehicle has CD plates or registration plates in the BN/GN series. Staff of international organisations may be exempted from BPM on vehicles intended for personal use.

NB: exemption from BPM is granted in advance, tax paid in the past (in connection with ordinary Dutch registration plates) will not be refunded.

9.6.3 Excise duties on motor vehicle fuel

Exemption from excise duties on motor vehicle fuel is granted in respect of motor vehicles intended for official use by the international organisation (i.e. official cars). This exemption is granted only for motor vehicles with special registration plates. This also applies to staff who have motor vehicles with special registration plates.

9.7 Energy tax

If an international organisation has been granted exemption from VAT on natural gas or electricity for official use in the Netherlands, exemption from energy tax is also granted. The exemption is granted through a refund on the basis of the energy company's final invoice. These invoices must be submitted to the tax authorities (Team IFB) within 13 weeks of dispatch of the final invoice by the energy company. The refund application should be combined with that for a VAT refund in respect of the energy company's final invoice.

International organisations are also exempted from the renewable energy surcharge (a supplementary levy on the energy tax) which is included in the energy company's invoice. It will be refunded on the basis of the application mentioned above.

9.8 Municipal taxes

Most international organisations and their staff (please refer to your headquarters agreement) are entitled to exemption from certain municipal taxes (but not from charges for services rendered),

depending on their status. Exemption is granted only from municipal taxes relating to the official activities of the organisation and personal use by staff members including their dependants. The term 'official activities' includes providing accommodation for staff. Only staff who are neither nationals nor considered to be permanent residents of the Netherlands are eligible for exemption.

Exemptions can be granted from payment of the following municipal taxes:

- property tax on property owned by the international organisation and head of an International Organization (*onroerende zaakbelasting*);
- municipal tax on second homes (*forensenbelasting*);
- dog licences (*hondenbelasting*);
- advertising tax (*reclamebelasting*);
- tax for installations on public land or water (*precariobelasting*).

NB: These assessments may sometimes be sent by the municipal tax authorities even though you are exempted from municipal taxes. In such cases, you can lodge an objection with the municipality within six weeks of the date of the assessment.

Charges for services rendered

It should be noted that no exemptions are granted in respect of charges levied for specific services rendered. No exemption is therefore granted in respect of administrative charges (*leges*), betterment levy (*baatbelasting*), sewerage charges (*rioolrechten*), waste disposal charges (*afvalstoffenheffing*) and waste collection charges (*reinigingsrechten*). An example of a betterment levy is a charge for the construction of a new sewerage system to which the property in question is connected.

Water authority charges

These charges consist of :

- waterboard charges paid by the owner of the premises (*watersysteemheffing gebouw* (paid by the owner and user of the premises)
- Waterboard charges paid by occupier (*watersysteemheffing ingezetenen*) (paid by the occupier)
- the water treatment tax chargers (*zuiveringsheffing*).

Exemption from the waterboard charges may be granted if the headquarters agreement has a provision to this effect. This does not apply to persons who are permanent residents of the Netherlands or have Dutch nationality.

1. Exemption from the *watersysteemheffing gebouwd/eigenaren* is granted to the international organisation and the head of an International Organization.
2. Exemption from the *watersysteemheffing ingezetenen* is granted to international organisations and their staff (only for their main residence, not for any second homes) unless they are permanently resident in the Netherlands or have Dutch nationality.
3. The water authority tax for the treatment of wastewater (*zuiveringsheffing*) has to be paid by everyone residing in a particular district (no exemption), as it is a charge for a specific service rendered.

Tap water

Organisations and staff members eligible for exemption from VAT on the delivery of water for official purposes are also exempt from VAT on tap water. A request can be submitted together with the request for the VAT refund using the OB 100 form.

10 Cars

10.1 Tax exemption and special registration certificate

The Ministry of Foreign Affairs would advise privileged persons to consult the tax authorities about exemptions before purchasing a car in the Netherlands. Exemption from tax may be granted when purchasing or importing a car, depending on the headquarters agreement and the status of the person concerned. Exemption may be granted from the following taxes:

- customs duties and VAT when importing a car into the European Union;
- VAT on the purchase of a new car in the EU;
- car and motorcycle tax (*belasting op personenauto's en motorrijwielen*, BPM) when registering a car in the Netherlands;
- motor vehicle tax (MRB).

Staff members of embassies or consulates based in the Netherlands may purchase a motor vehicle tax free for personal use and to perform their work in the Netherlands.⁵ Exemption from BPM may be granted on condition that the vehicle has CD plates or registration plates in the BN/GN series. This privilege applies from the moment they take up their position in the Netherlands, i.e. from the date on which diplomats posted to the Netherlands enter Dutch territory with a view to performing their duties here, until the date on which their position comes to an end.⁶ The tax-free purchase of a motor vehicle is deemed to be an exemption from import duties on goods released for free circulation that are intended for personal use in the Netherlands (and not outside it).⁷ The exemption is granted in advance and is subject to conditions.⁸ Goods released for free circulation under the exemption may not be lent out, pledged, hired out, transferred or used in a manner or for purposes not covered by the exemption. If a motor vehicle purchased subject to the diplomatic exemption is exported without the diplomat leaving the Netherlands to perform their duties elsewhere, this means that the vehicle is being used for purposes other than those for which the exemption was granted.⁹ Exemption from tax is always granted subject to the condition that the exemption ends when the car is disposed of. If the applicable conditions are no longer met, the exemption immediately ceases to apply and the taxes for which it was granted must then be paid.¹⁰

This tax exemption is always granted in advance and never in the form of a tax refund. Applications for tax exemption and the issue of a special registration certificate should be supported by the employer and addressed to:

Belastingdienst kantoor Den Haag

⁵ IFZ02/1208M, 5.2.1.

⁶ Article 39, Vienna Convention on Diplomatic Relations, Vienna, 18 April 1961.

⁷ Article 7:8, General Customs Order.

⁸ IFZ02/1208M, 5.3.1 and 7.1.

⁹ Article 7:10, paragraph 4, General Customs Regulation.

¹⁰ Article 32, paragraph 3, State Taxes Act Implementation Order 1994.

Team Internationale Fiscale Behandeling
Afdeling Motorrijtuigen
Postbus 30509
2500 GM Den Haag

The application should include the following information:

- name and full address of the person concerned;
- BSN;
- nationality;
- place of residence at the time of recruitment;
- date on which employment with the international organisation commenced.

The following documents should be enclosed with the application:

- a completed *Douane 39* form;
- a copy of the sales contract;
- the RDW 137 special registration certificate application form;
- a copy of the certificate of conformity (*certificaat van overeenstemming*, CVO);
- a document demonstrating that the car has been or will be insured;
- a registration certificate for the car, if one has already been issued.

Questions concerning customs regulations on cars – non-recurring issues such as tax exemptions or waiving exemptions and the consequent additional tax assessments and applications for a special registration number – should be addressed to Mr R.W.J. Strang at +31 (0)88 152 2443 or RWJ.Strang@belastingdienst.nl, or Ms S. Greeve-van Heel at +31(0)881522811 or Mr J.P. Tuijt at +31(0)881522587 or emailed to Haaglanden.CB_IFB@belastingdienst.nl.

10.1.1 Importing or purchasing a car

When importing or purchasing a car, the following situations may occur.

- a new car is purchased in the Netherlands;
- a new car is imported from abroad;
- a used car is imported into the Netherlands;
- a car is purchased within the international organisation.

These situations will be explained in turn. Please note that the above-mentioned documents must always be enclosed with the application.

Please note that third-party motor vehicle insurance is compulsory.

10.1.2 Purchasing a new car in or importing one into the Netherlands

When a new and unused car is purchased in the Netherlands, the organisation applies to the Central Bureau for International Tax Treatment (*Centraal Bureau Internationale Fiscale Behandeling*, Team IFB)

for exemption from tax and the issue of a special registration certificate. Exemption is granted from customs duties (if the car originates outside the EU), VAT and BPM.

The car dealer should request an RDW 137 special registration certificate application form and the CVO from the official importer.

NB: These exemptions are not applicable when purchasing a used car in the Netherlands.

10.1.3 Purchasing a new car outside or importing one from outside the Netherlands

If a new and unused car is purchased outside the Netherlands, the procedure for obtaining exemption from tax and applying for a special registration certificate is the same as described in section 10.1.2. Please note that the car must be physically present in the Netherlands. A copy of the foreign registration certificate should be enclosed with the above-mentioned documents. Applicants should complete the RDW 137 special registration certificate themselves. Blank forms are available from the Road Transport Agency (RDW) in Veendam, tel. +31 (0)598 699 242.

10.1.4 Purchasing a used car outside the Netherlands

If a used car is purchased outside the Netherlands but within the EU, BPM must be paid when registering it. VAT is paid in the country where it was purchased. A used car means a car older than six months and/or with more than 6,000 km on the odometer. Exemption from BPM is granted on the basis of a *Douane 39* form. Any exemption ends when the car is sold or otherwise disposed of.

10.1.5 Purchasing a car within the organisation

If a car already covered by a tax exemption is bought from a member of the same organisation, it is only necessary to submit the *Douane 39* form, an RDW 137 special registration certificate application form, the original special registration certificate, the APK report (proof of annual vehicle inspection as required by law) and an insurance certificate. The exemption will apply to the new special registration certificate under the same conditions.

10.1.6 Motor vehicles without European type approval

These motor vehicles will be temporarily approved for use on public roads if they have a special registration plate (CD/CDJ/BN/GN).

In converting a special registration into a regular Dutch registration, you should take account of the fact that European type approval and possibly modifications to the vehicle are needed to obtain a regular registration. The costs of European type approval and modifications to the vehicle (if necessary) may be very high. Before submitting a request to waive temporary exemption and an application to convert a special registration (CD/CDJ/BN/GN) into a regular Dutch registration to the Tax and Customs Administration in The Hague (Team IFB), it is therefore advisable to contact the Road Transport Agency in Veendam at +31 (0)598 699 242.

10.2 Selling a tax-free car and waiving exemption

If a car is no longer used for the purpose for which the exemption was granted, the taxes for which the exemption was granted must, as a rule, be paid.

The car must not be given away, hired out or in any other way put at the disposal of third parties.

If you wish to sell a tax-free car to a non-privileged person, you should submit a written request to Team IFB to waive the exemption. Team IFB will calculate the tax and send the person concerned a request for payment stating the amount of tax due. Once the tax has been paid, Team IFB will agree to issue an ordinary Dutch license plate. To apply for a Dutch registration certificate, the following documents should be submitted to Team IFB in The Hague:

- an RDW 134 registration certificate application form;
- the original special registration certificate;
- the APK report;
- a copy of the passport of the person concerned;
- the request to waive exemption.

If the above mentioned tax has not been paid (yet) Team IFB cannot approve the exempted purchase of a new motor vehicle with a special license plate either.

After you submit the above-mentioned documents, the RDW will send you a letter to arrange an appointment at one of the RDW offices so that you can identify yourself in person, as required by Dutch law. Your appointment and identification at an RDW office complete the application process for a Dutch registration certificate.

10.3 Scrapping cars

If a car has to be scrapped, it is first necessary to obtain written permission from Team IFB by submitting a request to that effect. Team IFB will then send a written notice stating whether it will grant permission and under what conditions.

10.4 Exporting a tax-free car

If a tax-free car is exported, the following situations may occur:

10.4.1 Person with exemption leaves organisation and takes car to country of destination

In this case, the registration certificate should be returned to Team IFB, and there are no tax consequences. On request, Team IFB will send a certified copy of the registration certificate, which can

be used for transportation and registration purposes. The certified copy is valid for three months. After receiving the registration certificate, Team IFB will inform the RDW in Veendam and the Central Bureau of Motor Vehicle Tax (*Centraal Bureau Motorrijtuigenbelasting*, CBM) in Apeldoorn that the car has been exported. Failure to return the registration certificate means that CBM will continue to send the customer motor vehicle tax bills.

10.4.2 Person with exemption continues working at organisation and car is exported

If the car is exported **outside the EU**, a copy of the registration certificate should be returned to Team IFB. After receiving a copy of the registration certificate, Team IFB will inform RDW in Veendam and CBM in Apeldoorn that the car has been exported. Failure to return the registration certificate means that CBM will continue to send the customer motor vehicle tax bills (if applicable). If the car is exported **outside the Netherlands but remains within the EU**, VAT and possibly customs duties are payable since the car is no longer being used for the purpose for which exemption was granted. In this case, Team IFB should be informed in writing that the car is to be exported to an EU member state. A request should be submitted to waive exemption from tax. Team IFB will calculate the VAT and possibly the customs duty and send the person concerned a giro collection slip stating the amount of tax due. The registration certificate should be enclosed with the request. After receiving the registration certificate, Team IFB will inform RDW in Veendam and CBM in Apeldoorn that the car has been exported. Failure to return the registration certificate means that CBM will continue to send the customer motor vehicle tax bills (if applicable).

10.5 Change of address

The Road Transport Agency (RDW) in Veendam uses the data registered in the personal records database of the Ministry of Foreign Affairs (PROBAS) for the registration and issuing of a special registration number. For proper registration of your vehicle, it is important to notify the Ministry of Foreign Affairs as soon as possible of any changes in your home address. If the address on your registration certificate is not correct it is not necessary to apply for a new registration certificate. When your address is correct in PROBAS, it will be changed in the vehicle registration database.

10.6 Driving licences

Driving in the Netherlands is only permitted with a valid driving licence. Driving without a driving licence is a criminal offence. Privileged persons with a valid driving licence are allowed to drive with their foreign driving licence in the Netherlands only in combination with a valid privileged person's identity card issued by the Ministry of Foreign Affairs. It is not necessary to show your Ministry ID though you are strongly advised to keep it on hand at all times. Privileged persons may exchange their foreign driving licence for a Dutch driving licence by following the procedure a or b (below).

10.6.1 Exchanging a foreign driving licence¹¹

In order to exchange a foreign driving licence for a Dutch driving licence, the applicant can follow either one of the following procedures:

- a. Submit the application to the RDW directly (Non-EU/EEA licenses or no BRP registration).
- b. Submit the application to the municipality, which will then forward it to the Road Transport Agency (RDW). This procedure is only applicable when the person in question is the holder of an EU/EEA driving licence **AND** is also registered in the BRP.

When submitting an application directly to the RDW the application form 'Aanvraag rijbewijs (niet woonachtig in Nederland)' (driving licence application (not) resident in the Netherlands) can be requested from the RDW by sending the privileged person's personal details (as specified below) to rijbewijsmailing@rdw.nl:

Personal details

- Citizen Service Number (BSN)
- Name (i.e. first name, up to five initials, surname)
- Foreign address (including postcode and country)
- Date of birth
- Place of birth
- Telephone number
- Dutch postal address (including postcode)

As soon as the above information has been received, the form 'Aanvraag rijbewijs (niet) woonachtig in Nederland', along with instructions for filling it out, will be mailed to the person in question at the Dutch postal address provided. The RDW cannot send the application form by email. The instructions accompanying the application form will explain what documents must be submitted with the completed and signed form, in order to exchange the foreign driving licence for a Dutch driving licence. The completed application form, accompanied by the required documents, can be addressed to:

RDW
Unit Rijbewijzen
Postbus 9000
9640 HA Veendam

Processing applications

Applications are generally processed in about 10 working days. If everything is in order, the privileged person will receive a new Dutch driving licence at the Dutch postal address provided in the application.

¹¹ Please note that some International Organizations have met arrangements with regard to exemption from exchanging driving licenses in their respective seat- or headquarters agreements or exchange of notes.

For more information on exchanging a foreign driving license please consult the [user guide](#) “driving licence application (non) resident in the Netherlands (3 E 0395)” by the RDW. For any questions regarding licences please contact the RDW at rijbewijsmailing@rdw.nl or Christien Jonker at cjonker@rdw.nl.

Competency certificate

Sometimes in order to renew a Dutch driving licence, it is necessary to submit a certificate declaring you competent to drive (*Verklaring van Geschiktheid*). This can be requested from the Central Office for Motor Vehicle Driver Testing (*Centraal Bureau Rijvaardigheid*, CBR). The instructions explain who needs to submit such a certificate.

When your licence expires

If your Dutch driving licence expires, you are entitled to renew it. You are not permitted to drive with an expired licence.

10.7 Annual Vehicle Inspection (APK)

By law all vehicles with a petrol engine and all hybrid and electric vehicles manufactured after 1 January 2005 have to undergo a technical inspection in the interests of road safety. The first APK should take place within four years, the second within two years of the first, and the third within two years of the second. After eight years an annual technical inspection is required.

For vehicles with a diesel or gas engine, manufactured after 1 January 2005, the first APK must take place within three years, after which annual inspections are required. This applies to all vehicles weighing up to 3,500 kg and to motorcycles. Once a vehicle has been passed, a certificate of approval is issued. Information on which garages can perform this inspection can be obtained from garages, car dealers and RDW.

When new or second-hand motor vehicles imported from abroad (which fall into categories B and D) are **sold** in the Netherlands to a person who does not possess privileged status, the vehicle will first have to be inspected in order to obtain ordinary Dutch registration documents. The new owner will in principle be responsible for paying the costs of the inspection.

10.8 Parking

10.8.1 Parking near the Ministry of Foreign Affairs

General

The nearest parking facility to the Ministry of Foreign Affairs is the [Q-Park Rijnstraat](#).

Using a chauffeur-driven car

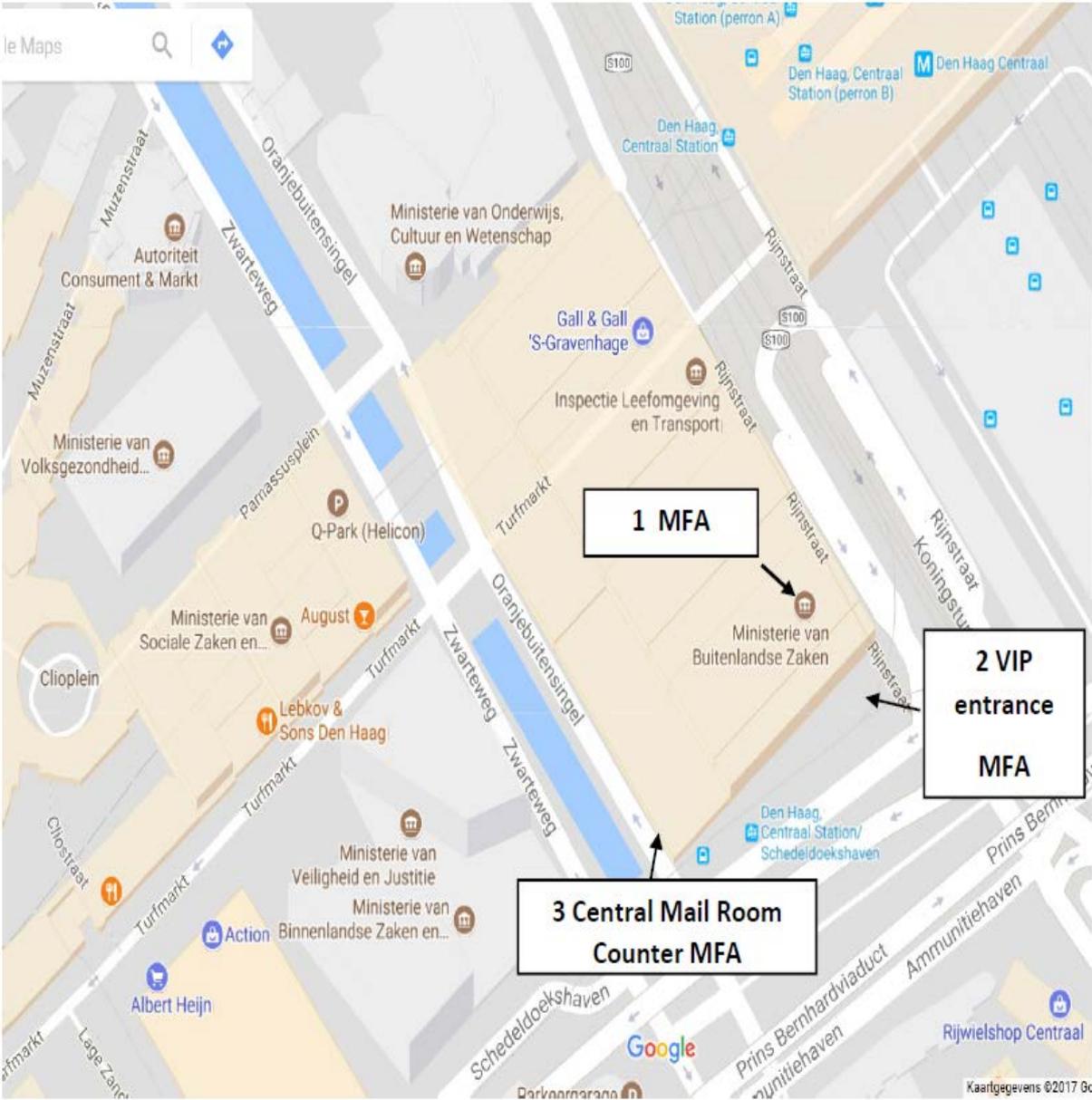
Staff of an international organisation using a chauffeur-driven car to visit the Ministry (*see map below, text box No. 1*) may use the VIP entrance at “Schedeldoekshaven (*see map below, text box No. 2*)” after making an appointment with the Ministry. You are advised to make arrangements well in advance with

the secretariat of the Protocol Department, tel. +31 (0)70 348 4905. After passing through the vehicle gate the chauffeur should leave the passenger at the entrance to the building, where the latter should identify him/herself to the security officer on duty and state the reason for the visit. The security officer will then contact the ministry official with whom the visitor has the appointment. In the meantime the chauffeur can park the car in the VIP garage and await the passenger's return.

Delivery of documents

Visitors coming by car (chauffeur-driven or otherwise) wishing to deliver large documents for specific departments or officials should report to "Oranjevuitensingel 8" (via the transport official), while those with chauffeur-driven cars wishing to deliver other documents should report to the Central Mail Room counter at "Oranjevuitensingel 8" (see map below, text box No. 3).

10.8.2 Map



Source: Google Maps

11 Amsterdam Airport Schiphol

11.1 Entry passes to Schiphol Airport

Eligible persons from international organisations can obtain access to protected areas by means of an airport pass carrying electronic information.

At present two types of entry passes are available for persons who have to be present in the protected area by reason of their position:

- the Schiphol pass, for persons who have to be present several times a week;
- the Schiphol day pass, for persons who do not have to be present on a regular basis.

The entry passes are for specific individuals and should be applied for and collected from Schiphol airport directly, i.e. without the Ministry's intervention.

Website: <http://www.schiphol.nl/Vacancies/SchipholPass/ForBusinesses.htm>

Due to Schiphol security regulations:

- it will not be possible to exempt International Organisations from the short test that must be passed in order to obtain a Schiphol Pass;
- aimed at limiting the number of versions of Schiphol passes, so as to make them easy to recognize and verify, it will not be possible to create a distinctively coloured Schiphol pass for International Organisations and/or Embassies.

Study materials (in nine languages) for the Schiphol pass test can be found at:

<https://www.schiphol.nl/en/work-at-schiphol/page/which-tests-must-you-take/>

Persons entering or exiting the restricted section of the arrivals hall have to pass through a special staff entrance and not through the normal passengers' entrance.

11.2 VIP Lounge

The following persons may use the VIP Lounge at the Ministry's expense if they are coming to this country on a state, official or working visit:

- heads of state and vice-presidents (only when replacing the head of state while paying a visit to the Dutch head of state);
- prime ministers, deputy prime ministers (only when replacing the prime minister while paying a visit to the Dutch prime minister) and foreign ministers, if they are meeting their Dutch counterparts;

- the President and judges of the International Court of Justice and International Criminal Court, on their first arrival and final departure;
- ambassadors accredited to the Netherlands on their first arrival and final departure;
- heads of international organisations based in the Netherlands and persons with head of an International Organization status on their first arrival and final departure;
- (in random order) the Secretary-General of the United Nations, UN Representatives at USG-level, the Secretary-General of NATO, the Secretary-General of the Organization for Security and Cooperation in Europe, the President of the European Council, the President and Commissioners of the European Commission, the High Representative of the EU, the President of the European Parliament, the President of the World Bank, the Managing Director of the International Monetary Fund, the Chairman of the Committee of Ministers of the Council of Europe, the Secretary-General of the League of Arab States, the Secretary-General of the Organisation of the Islamic Conference, the President of the African Union, the President of the European Central Bank, and the highest spiritual authority of a religion.

NB: These rules do not apply if the persons mentioned above are on a private visit or in transit.

International organisations receiving any of the persons listed above and wishing to use the VIP Lounge at Schiphol are advised to make arrangements well in advance. They should address their requests to the Protocol Department of the Ministry of Foreign Affairs in the form of a Note Verbale. The Protocol Department will then make the reservation and the costs will be borne by the Ministry.

In all other cases, international organisations must make reservations through the VIP Lounge by email to VIP_centrum@schiphol.nl and bear the costs themselves.

Please note that the use of the VIP Lounge does not exempt the security check at Schiphol Airport.

Security procedures at Schiphol Airport

Amsterdam Airport Schiphol uses both walk-through metal detectors and security scanners at their security checkpoints.

If anything suspicious is observed when a person is scanned, a partial pat-down body search is normally done. The Netherlands considers that such body searches are contrary to the inviolability of the person of a diplomatic agent as guaranteed by article 29 of the Vienna Convention, and that a privileged person may therefore refuse to undergo them. This may however cause the airline to refuse to transport the person concerned if the occasion for the suspicion cannot be removed.

At the VIP Lounge, a security scanner has replaced the walk-through metal detector.

The following persons are exempt from security checks at Dutch airports:

- a. heads of state, prime ministers and ministers of foreign affairs;
- b. the Secretary-General of NATO;
- c. the Secretary-General of the United Nations;
- d. the President of the World Bank;

- e. diplomatic officials posted to the Netherlands who have a diplomatic passport and a Ministry of Foreign Affairs identity card with the code AD or AC;
- f. family members who form part of the household of the diplomatic officials referred to under e, provided that they are not Dutch nationals and that they have a diplomatic passport and a Ministry of Foreign Affairs identity card with the code AD or AC;
- g. officials employed by international organisations who have a diplomatic passport and a Ministry of Foreign Affairs identity card with the code AO;
- h. family members who form part of the household of the officials referred under g, provided that they are not Dutch nationals and that they have a diplomatic passport and a Ministry of Foreign Affairs identity card with the code AO;
- i. armed bodyguards of persons in any of these categories.

Persons in any of these categories will be requested to pass through a security scanner or a walk-through metal detector (depending on the location), but should not be subjected to a body search. Their baggage may be scanned but may not be searched without serious grounds, such as a suspicion that it contains a prohibited article. Their baggage may only be searched with the consent and in the presence of the owner.

11.3 Passage through security checkpoints at Schiphol Airport and other security concerns

Privileged persons who are exempted from a security check must show their privileged pass before entering the checkpoint to avoid a security check.

As of 25 May 2011, privileged persons and members of their families who are nationals of countries outside the EEA or Switzerland and who have a privileged person's identity card issued by the Ministry of Foreign Affairs bearing the code AD, AO or AC will have the option of joining Schiphol Airport's Privium programme (for a fee). Following a biometric scan, travellers registered with Privium are given fast-track entry to or exit from the Netherlands via a separate channel. This is possible because the thorough inspection required by the Schengen Agreement will already have been performed as part of the Privium application process, at which point the traveller's personal details are registered (see: <https://www.schiphol.nl/en/privium/>).

Although extra security measures are taken (including camera and live surveillance) to detect pickpockets, passengers should be careful with their luggage and personal belongings.

For other security concerns at Schiphol, please contact the Royal Military and Border Police at 0800 1814.

11.4 Incoming flights

The latest flight information is available at the yellow Schiphol information desks at the airport or through the special Schiphol Amsterdam Airport app:

<http://www.schiphol.nl/Travellers/FlightInformation/SchipholAppAndMobileWebsite.htm>

Information on arrival gates, when known, may be obtained by telephone (for a charge): on 0900 0141 (press 2 for English and an operator will inform you of the arrival gate) or from abroad on +31 20 794 0800. Arrival gates may be subject to last-minute changes.

11.5 Incoming and departing delegations

The standard procedure for holders of a Schiphol Pass is for them to enter and depart through the special lanes for Schiphol staff. However, if the holder of the Pass needs to remain with a delegation at all times, please inform the coordinator of the Special Security Operations Brigade of the Royal Military and Border Police beforehand (email: sao@mindef.nl; tel.: +31 (0)20 603 9472; fax: +31 (0)20 603 9473).

11.6 Parking

If CD parking is unavailable due to illegal parking by non-diplomats, please contact the Royal Military and Border Police at 0800 1814 and request to be connected to Schiphol landside operations. Schiphol Airport Operations has promised to be more vigilant to ensure that CD parking spots are available only to diplomats.

Public parking is also available next to Departure Hall 3 (see <https://www.schiphol.nl/en/parking/>)

12 Security and protection

12.1 General information

The Netherlands is aware of its special duty towards international organisations and has customised its security policy to take that responsibility into account. The Protocol Department is the front office for requests and questions concerning security issues.

The office of the National Coordinator for Counterterrorism and Security (NCTV), through its Surveillance and Protection Department, is responsible for security policy and security matters concerning international organisations and maintains direct contact with some of these organisations.

12.2 Protection of persons

In exceptional circumstances, it may be necessary to implement specific protection measures for specific persons. The initiative for such protection will normally come from the Dutch authorities. International organisations themselves can play a role in providing the host country authorities with up-to-date information on any possible threats or other relevant developments. However, final responsibility for protection measures always rests with the Dutch authorities. Cooperation of protected persons with the security agencies is of the utmost importance.

12.3 Protections of buildings

If an international organisation has information that its peace is likely to be disturbed, it should inform the Ministry's Protocol Department at +31 (0)70 348 6490 during office hours (09.00 – 17.00), or through the Ministry's Front Office (*centrale meldkamer*) outside office hours at +31 (0)70 348 4278.

If police assistance is required, the following procedures are suggested:

- in the event of an **emergency (including accidents)**, international organisations can always dial the national emergency number **112** (ask for the police, medical assistance or the fire brigade, as required);
- for **less urgent matters** requiring police assistance, please call **0900 8844**.

The Haaglanden regional police have a special surveillance unit for diplomatic premises and international organisations, the Mobile Diplomatic Protection Squad (*Dynamische Diplomatieke Surveillance*, DDS). It can be reached via the national police telephone number 0900 8844 or via the Diplomatic Front Office of the Haaglanden police force at +31 (0)88 964 9649.

12.4 Measures to prevent burglary, vandalism and fire

Naturally, international organisations should take all the measures necessary for the protection of their premises and for the basic protection of the homes of their staff members against burglary, vandalism and fire, such as any careful householder would. Staff members should ensure adequate insurance coverage against fire and burglary. The regional police force is prepared to provide advice on protective measures in response to a request from an international organisation received through the Ministry of Foreign Affairs. Damage to the premises or vehicles of the international organisation or its staff members, as a result of a burglary or vandalism, should be immediately reported to the Ministry. If the damage was demonstrably politically motivated or occurred during a demonstration, the international organisation can apply to the Ministry for compensation. Damage to flags and coats of arms will always be compensated.

12.5 Demonstrations

The freedom to hold demonstrations is a long-standing tradition and a constitutional right in the Netherlands. The Netherlands has clearly defined limits within which these rights may be exercised and within which the competent authorities may impose restrictions on demonstrations. The municipal authorities must be notified in writing, in advance, of plans to hold demonstrations.

Once a demonstration has been announced, the police are responsible for ensuring that it proceeds in an orderly manner. Impeding the normal course of business of international organisations is prohibited. The mayor is therefore empowered to issue instructions, which demonstrators must obey, and may if necessary give orders to terminate a demonstration if these instructions are not complied with. The police will contact the international organisation to make security arrangements and ensure that it can continue to operate.

Diplomatic Front Office, Haaglanden police force: +31 (0)88 964 9649

General police phone numbers: 0900 8844 // 112

12.6 Firearms

Permission

The possession of firearms without a permit is forbidden in the Netherlands. The Dutch authorities are responsible for protecting the staff of international organisations. Applications for firearms permits should be made to the local police.

Foreign security personnel

Separate regulations apply to foreign visitors wishing to be accompanied during their stay in the Netherlands by their own armed security personnel. These regulations state the categories of persons (or posts) eligible for a firearm permit and the maximum number of firearms that may be carried. Separate permission for each armed security officer and for each weapon must be obtained from the NCTV. Each

request for permission must be made in writing via the Protocol Department at least two weeks before the arrival of the visitor(s). Only heads of state and government, foreign ministers and military officers whose visit is covered by the NATO Status of Forces Agreement can obtain permission at shorter notice through a streamlined procedure.

Annexe A - Specimen declaration for travel purposes on termination of employment (see [section 2.1](#))

This letter, together with a certified copy of the privileged person's identity card mentioned below, serves as proof of the bearer's legal stay in the Netherlands.

Mr/Mrs/Ms

national of

was employed in the Netherlands by the international organisation

.....

from until the day of his/her departure from the Netherlands.

During this period he/she was officially registered with the Ministry of Foreign Affairs of the Netherlands and the holder of privileged person's identity card no.

Upon completion of his/her duties with the aforementioned international organisation, the original identity card was returned to the Ministry of Foreign Affairs of the Netherlands.

In case of questions, information or assistance may be sought from the Host Nation Division (DPG/NG) of the Protocol Department of the Ministry of Foreign Affairs, tel.: +31 (0)70 348 4905 (outside office hours +31 (0)70 751 7070, fax: +31 (0)70 348 5268, email: DPG@minbuza.nl).

The Hague,

[Date and stamp of the international organisation]

Annexe B - Specimen Note Verbale for privileged persons and members of their family forming part of the household applying for a visa (see [section 1.3](#))

The [name of international organisation] presents its compliments to the Ministry of Foreign Affairs of the Kingdom of the Netherlands and has the honour to inform the Ministry that [name of visa applicant], a national of [country of origin], will be working for the [name of international organisation] as [position] in the [name of department/office/division] as from [date], for a period of [duration of the employment contract].

In cases of family reunification:

... has the honour to inform the Ministry that the spouse/child of [name of employee], who is working for the [name of international organisation] as [position], will apply for a visa for the Netherlands for the purpose of joining [his/her husband/wife/father/mother]. The [name of international organisation] requests the Ministry of Foreign Affairs to assist in the issue of a visa for [name(s) of visa applicant(s)]. The visa application(s) will be submitted to the [Embassy/Consulate] of the Kingdom of the Netherlands in [place and country]:

Name of staff member/spouse/child:

Address:

Date and place of birth:

Passport number:

Date and place of issue:

Expiry date:

[include this information for each person applying for a visa]

The [name of international organisation] avails itself of this opportunity to renew to the Ministry of Foreign Affairs of the Kingdom of the Netherlands the assurances of its highest consideration.

The Hague, [date]

Ministry of Foreign Affairs
of the Kingdom of the Netherlands

Attn. DPG/NG

Cc: [visa applicant(s)]

[official stamp of the international organisation]

**Annexe C - Specimen request for assistance with a visa for a private visit to privileged staff
(see section [1.4](#) and [4.3](#))**

The undersigned, [name], [position at the international organisation] at the [international organisation], holder of identity card [number] issued by the Protocol Department of the Dutch Ministry of Foreign Affairs in The Hague and valid until [date], intends to invite the following family member: [name], born on [date] in [place], a national of [country], with passport [number], [relation] of the undersigned, to the Kingdom of the Netherlands for a period of [...] as from [date of entry].

I assume full responsibility for all expenses associated with [name]'s stay in the Kingdom of the Netherlands, including medical expenses. I also guarantee that [name] will leave the Netherlands before [his/her] visa expires.

I request the assistance of the [Embassy/Consulate] of the Kingdom of the Netherlands in the issuance of an entry visa for [name of guest].

[signature]

The Hague, [date]

To the visa applicant

Annexe D - Specimen Note Verbale for partners of privileged persons applying for visa (without marriage certificate or registered partnership recognised by the Netherlands) (see [section 4.1](#))

The [name of international organisation] presents its compliments to the Embassy of the Kingdom of the Netherlands in [country] and has the honour to inform the Embassy that the partner of [name of staff member], who is working for the [name of international organisation] in the Netherlands as [position], will apply for a visa for the Netherlands for the purpose of joining [name of staff member].

Name of partner:

Address:

Date and place of birth:

Passport number:

Date and place of issue:

Expiry date:

The [name of the international organisation] and [name of staff member] hereby declare that [name of partner]:

- will form part of the household of [name of staff member] in the Netherlands;
- has an exclusive relationship with [name of staff member];
- is of age (older than 18);
- is not under any legal constraint;
- is not a relative of [name of staff member].

In addition, the [name of the international organisation] and [name of staff member] declare that [name of staff member] and [name of partner] will conclude a cohabitation agreement (*samenlevingsovereenkomst*) or enter into a registered partnership (*geregistreerd partnerschap*) in the Netherlands within the period of validity of the visa (three months). [Name of staff member] and [name of partner] are aware that registration with the Ministry of Foreign Affairs (DPG) and issuance of a Ministry of Foreign Affairs identity card for the partner must also take place within the period of validity of the visa; that registration with the Ministry of Foreign Affairs and issuance of an identity card cannot take place without a cohabitation agreement or registered partnership; and that failure to comply within three months will result in illegal stay through expiration of the visa and possible expulsion. Signed:

Signed

Name of staff member:

Place:

Date:

Countersigned by a representative of the international organisation and marked with the official stamp of the organisation:

Name of representative:

Place:

Date:

The [name of international organisation] avails itself of this opportunity to renew to the Ministry of Foreign Affairs of the Kingdom of the Netherlands the assurances of its highest consideration.

The Hague, [date]

Embassy of the Kingdom
of the Netherlands in [place]

[official stamp of the international organisation]

Cc: DPG

Annexe E - Addresses (see [Introduction](#), page 5)

Diplomatic missions and consular posts

<https://www.government.nl/topics/embassies-consulates-and-other-representations>

International organisations

<https://www.government.nl/topics/international-organisations>

Ministry of Foreign Affairs

Ministerie van Buitenlandse Zaken

Postbus 20061

2500 EB Den Haag

Tel.: +31 (0)70 348 6486 (inside en outside office hours)

Fax: +31 (0)70 348 4848

www.minbuza.nl

see also map on [page 41](#)

Address for visitors	: Rijnstraat 8, 2515 XP The Hague
VIP entrance	: Schedeldoekshaven, The Hague. Tel.: + 31 (0)70 311 8627
Front Office	: Rijnstraat 8, The Hague
Central Mail Room Counter	: Oranjevuitensingel 8, 2511 VE The Hague

Protocol and Host Country Affairs Department:

Directie Protocol en Gastlandzaken (DPG)

Postbus 20061

2500 EB Den Haag

Tel.: +31 (0)70 348 4905

Fax: +31 (0)70 348 5268

Email: DPG@minbuza.nl

Host Nation Division

Tel.: +31 (0)70 348 4905

Aliens and Visas Division:

Directie Consulaire Zaken en Visumbeleid

Afdeling Vreemdelingen- en Visumbeleid (DCV/VV)

Postbus 20061

2500 EB Den Haag

Tel.: +31 (0)70 348 5622

Fax: + 31 (0)70 348 4583

Email: dcv-vv@minbuza.nl

Ministry of Justice and Security

Ministerie van Justitie en Veiligheid

Postbus 20301

2500 EH Den Haag

Tel.: +31 (0)70 370 7911

<https://www.government.nl/ministries/ministry-of-justice-and-security>

Central Organisation for Certificates of Good Conduct (COVOG)

Postbus 16115

2500 BC Den Haag

Tel.: +31 (0)70 370 7234

Fax: +31 (0)70 370 4631

<https://www.government.nl/topics/identification-documents/question-and-answer/how-do-i-apply-for-a-certificate-of-conduct-vog>

Immigration and Naturalisation Service

[Contact](#)

<https://ind.nl/en>

Ministry of Social Affairs and Employment

Ministerie van Sociale Zaken en Werkgelegenheid

Postbus 90801

2509 LV Den Haag

Tel.: +31 (0)70 333 4444

<https://www.government.nl/ministries/ministry-of-social-affairs-and-employment>

Address for visitors: Anna van Hannoverstraat 4, The Hague

UWV WERKbedrijf

Tel.: 0800 8001

https://www.werk.nl/werk_nl/werknemer/eu/working-netherlands

Social Insurance Bank

Sociale Verzekeringsbank

Postbus 9104

2300 PC Leiden

Tel.: +31 (0)71 512 9610

<http://svb.nl/int/en/index.jsp>

Address for visitors: Stationsplein 1, Leiden

Ministry of Finance

Ministerie van Financiën

Postbus 20201

2500 EE Den Haag

Tel.: +31 (0)70 342 8000

<https://www.government.nl/ministries/ministry-of-finance>

Directie Internationale Fiscale Zaken (IFZ)

Korte Voorhout 7

2511 CW Den Haag

Tel.: +31 (0)70 342 8366

Email: secretariat.ifz@minfin.nl

Tax and Customs Administration

Belastingdienst kantoor Den Haag

Team Internationale Fiscale Behandeling (Team IFB)

Postbus 30509

2500 GM Den Haag

Tel.: + 31 (0)88 152 2546

Email: Haaglanden.CB_IFB@belastingdienst.nl

Address for visitors: Prinses Beatrixlaan 512, The Hague

Tax authorities in Heerlen:

Postbus 2865

6401 DJ Heerlen

Tel.: 0800 0543

Tel.: +31 (0)55 538 5385

Address for visitors: Schakelweg 5, Heerlen

Benefits (*toeslagen*):

Tel.: +31 (0)88 152 3306/2474

Road Transport Agency

RDW Centrum voor Voertuigtechniek en Informatie

Customer Service

Postbus 30 000

9640 RA Veendam

Tel.: 0900 0739

Tel.: +31 (0)598 393 330

<https://www.rdw.nl/englishinformation/paginas/default.aspx>

Central Office for Motor Vehicle Driving Testing

Centraal Bureau Rijvaardigheidsbewijzen (CBR)

Postbus 5301

2280 HH Rijswijk

Tel.: 0900 0210

<https://www.cbr.nl/11092.pp>

Haaglanden police force

Politie Haaglanden (call centre)

Postbus 264

2501 CG Den Haag

Tel.: 0900 8844

Emergencies: 112

City of The Hague

Municipal Contact Centre: expatservice@denhaag.nl

Tel.: +31 (0)70 353 3000

<http://www.denhaag.nl/en.htm>

Expat Service of The Hague International Centre:

Tel.: +31 (0)70 353 5043

<http://www.denhaag.nl/en/residents/to/The-Hague-International-Centre.htm>

Postbus 12 600

2500 DJ Den Haag

Address for visitors: City Hall (Atrium), Spui 70, The Hague

Annexe F - Question form – social security (see [section 7.4](#))

Question form – Good employment: rights and duties

Please provide for a clear description of your concern and make sure all fields are filled in properly. The completed form may be send to socialsecurity@minbuza.nl.

Should the Ministry, Tax Authority (Belastingdienst), Institute for Employee Benefit Schemes (UWV) or Social Insurance Bank (SVB) have any further questions about your concern, the relevant authority would like to be able to contact the author of the request directly.

Please provide your contact details hereunder.

Name of the contact person: _____

Phone number: _____

Email: _____

Name of the diplomatic mission or international organization: _____

Select one of the following options. The question concerns:

- Employee benefit schemes
- National Insurance schemes
- Other, namely _____

Description of the question:

Before filling in this form I tried to find an answer to my question by:

Information box

The Employee benefit schemes includes:

- Sickness Benefits Act
- Disability Benefits Act
- Unemployment Benefits Act
- Disablement Assistance Act for handicapped young persons
- Act on Income According to labour capacity
- Improved Gate Keepers Act

The National Insurance schemes includes:

- General Old Age Pension Act
- General Surviving Relatives Act
- General Child Benefit Act
- Long-term care Act

Annexe G - Applicable quota's for alcoholic beverages, fuel and tobacco (see [section 9.4](#))

Applicable quota for alcoholic beverages, cigarettes and fuel		
Liquids/tobacco	AO staff	BO staff
Alcoholic beverages (22% and over)	90 litres	No
Cigarettes (or equivalent in other tobacco products)	12.000 cigarettes	No
Fuel	AO staff	BO staff
1st exempted car	300 litres per month	200 litres per month
2nd exempted car	200 litres per month	No

* Quota are applied on a yearly basis.

<p>Import duties (<i>invoerrechten</i>)</p> <ul style="list-style-type: none"> - for durable goods only (no exemption for non-durable goods or items, such as food and beverages, tobacco products and alcoholic beverages); - for personal use. 	<p>Yes</p>	<p>Yes (only during the first ten years after taking up employment with the IO in the Netherlands)</p>
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<p>Tax on cars and motorcycles (<i>belasting van personenauto's en motorrijwielen – BPM</i>)</p> <ul style="list-style-type: none"> - for personal use; - for cars and motorcycles provided with a special number plate. 	<p>Yes (2 cars at the same time)</p>	<p>Yes (1 car during the first ten years after taking up employment with the international organisation in the Netherlands)</p>
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<p>Motor vehicle tax (<i>motorrijtuigenbelasting – MRB</i>)</p> <ul style="list-style-type: none"> - for personal use; - for cars and motorcycles provided with a special number plate. 	<p>Yes (2 cars at the same time)</p>	<p>Yes (1 car during the first ten years after taking up employment with the international organisation in the Netherlands)</p>
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Tax on games of chance <i>(kansspelbelasting)</i> <input type="checkbox"/> domestic games of chance <input type="checkbox"/> foreign games of chance	No Yes	No Yes (only during the first ten years after taking up employment with the international organisation in the Netherlands)
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Transfer tax <i>(overdrachtsbelasting)</i>	No	No
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Energy tax <i>energiebelasting</i> (exemption applies only to the organisation)	No	No
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Tax on tap water <i>(belasting op leidingwater)</i> (exemption applies only to the organisation)	No	No
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Disclaimer:

- As a rule, staff members of these organisations who are Dutch nationals or permanent residents of the Netherlands are not entitled to these exemptions.
- The fiscal privileges in this overview are granted subject to certain conditions. These conditions are not fully spelled out in this overview. The actual fiscal regime for these staff members is laid down in the founding document (statute or treaty) of the international organisation, the headquarters (or seat) agreement or other legally binding instruments, such as legislation.
- Finally, this overview describes the fiscal privileges that currently apply. Future policy changes may therefore affect this overview.