



HQ SUPPORT GROUP

NATO UNCLASSIFIED



HQ SUPPORT GROUP



- **Records Centre**
- **Conference Services**
- **HQ Internal Orders**
- **Security and Protocol**
- **Building Management – Health and Safety**
- **Stores Support**

[Click here for the DOS Organisation Chart](#)



HQ SUPPORT GROUP



Who are we?

- Focal point for support services, Northwood site liaison, and GBR Admin.
- 20ish Strong Staff – Mainly GBR Service and Civilian.
- HQ Support Commander –
Ext 56542.



RECORDS CENTRE



**COMMANDER HQ
SUPP**

**STAFF OFFICER
ADMIN**

**I/C RECORDS
CENTRE**

**CONFERENCE
SERVICES**

SECTION WORKER

SECTION WORKER
Waiting
Photo

ADDITIONAL



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RECORD CENTRE



- Purpose is the management of all HQ documentation / correspondence.
- Document Handling System (DHS) – online searchable “library” of all documents / correspondence:
 - Incoming:
 - Registered in incoming log (available on WISE) and forwarded via email to action addressees.
 - Outgoing:
 - Allocation of reference numbers prior to signature.
 - Registered in outgoing log and despatched once signed.
- Sorting of incoming and outgoing mail (post) including personal and Registered Mail and placed into Mail Room.



RECORDS CENTRE



...cont.

- CTSA Registry.
- MCN 1 Forms – Emergency Contact List.
- CD Burning, Scanning.
- Hand carry of documents (Confidential and above).
- Shredding of classified documents.
- Record Centre I/C, LWTR Ryder, should be your main point of contact by phone or E mail (ext 56781) Rm 3.15.
- Remember... all Divisions have Functional Administrators.



HQ INTERNAL ORDERS



NATO Northwood Standing Instructions (NNSIs) – Read Volume 1 ASAP.

- HQ Temporary Memorandum (HQTM) is for changes of policy and procedure.
- HQTMs should be passed to HQ Support Cdr for staffing (routed through DHS).
- NATO Staff Acquaint (NSA) is for one-off, or short-term tasks and visits.
- NSAs should be passed to the Protocol Manager for staffing (routed through DHS).
- Please use the WISE template.

HQ MC Northwood Home

NATO UNCLASSIFIED - MAY LINK TO INFO UP TO NATO SECRET

Points of Contact

- [Staff Chart \(Telephone List\)](#)
- [MANW Points of Contact](#)
- [CINC Address List](#)
- [Chief's of Naval Staff of All Member States](#)
- [HIGH READINESS FORCES \(MARITIME\)](#)
- [ALLIED COMMAND OPERATIONS \(ACO\) ADDRESS BOOKLET](#)

Security

Security Page

MCCN NORTHWOOD: BRAVO
JSU Northwood: HEIGHTEN

Document Handling System - Tasker Tracker



Click on logos to activate links

Headquarters Records Centre WISE Page NEW

- [Headquarters Records Centre WISE Page NEW](#)

Command Group Biographies (Currently Under Review)

- [COM - Adm Soar KCB OBE GBR N](#)
 - [DCOM - VAdm Withauer DEU N](#)
 - [COS - RAdm Ort NLD N](#)
 - [COM SUB NORTH - RAdm Corder GBR N](#)
 - [COM MAR AIR NORTH - RAdm De Solms FRA N](#)
 - [COMSNMG1 - RAdm Mattesi ITA N](#)
 - [DCOS OPS - Cdre Belliveau CAN N](#)
 - [DCOS SUPP - Cdre Heeren BEL N](#)
 - [DCOM COS CSN - Capt Dittmer USA N](#)
- >> more

MCN Outputs

- [COS 'TOP 5' List](#)

COM MC Northwood Key Priorities 2012



“Success Through Excellence”

Vision:

To deliver operational success through excellence as the NATO Maritime Command, employing Mission Command through an increasingly agile, responsive and flexible organisation.

The Role of the MC in Joint Operations

OPERATION OCEAN SHIELD EXECUTION PAGE

Project MARCOM

New Joiners Training - HQ Staff Induction Programme

New Joiners

- [Staff Officer Introduction Course](#)
- [New Joiners Information \(Northwood HQ Website\)](#)

Forthcoming Events

- [Forthcoming events slide](#)

Documents of Interest

- [COM's Direction & Guidance 2012](#)
- [COM MC Northwood CCIRs](#)
- [SACEUR's Strategic Plan 2008 - 2012](#)
- [SACEUR's Vision for ACO](#)
- [Documents Published By This HQ \(DHS\)](#)
- [Painless Presentations](#)
- [JFMCC Operational Concept](#)
- [DJSE](#)
- [Fact Sheets](#)

Links to Daily Tools

- [NEW Incoming Correspondence Log \(DHS\)](#)
- [Out Going Mail \(DHS\)](#)
- [Archived Incoming Correspondence Log](#)
- [Powerpoint Template NEW](#)
- [SHAPE ACO Forms and Directives](#)
- [CIS Requirements](#)
- [Trip Reports Folder](#)
- [Battle Watch Captain DHS Master Page](#)
- [MCN Forms](#)
- [HQ Correspondence Templates](#)
- [Conference Room Bookings](#)
- [Northwood Officer's Mess Function Request Form](#)
- [NSAs](#)
- [HOTMs](#)
- [INSIs Vol 1 & 2](#)
- [NOTIFICATION OF TEMPORARY/DETACHED DUTY](#)
- [Microsoft E-Learning Library](#)
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Personnel Issues

- [Emergency Contact List](#)
- [HQ Staff Induction Programme](#)
- [JSU Northwood Web \(Not Live\)](#)



CONFERENCE SERVICES



- Contact through the Records Centre Rm 3.15.
- Information available on the WISE Site through the Support link on home page.
- Bookings made using online form.
- NSA required for official visits does not guarantee conference room booking.
- Conference Room hard drives to be signed out from the Records Centre on the day of the booking.



Conference Services

NATO UNCLASSIFIED - MAY LINK TO INFO UP TO NATO SECRET

Room 3.11



[Facilities](#)

[AVAILABILITY](#)

Room 1.17



[Facilities](#)

[AVAILABILITY](#)

Room 1.18



[Facilities](#)

[AVAILABILITY](#)

POC

Name	Function	Phone	Email
Wtr Mike Paddock	Conference Services	56780	MANW.CG.HSG.POSTAL.C
Wtr Carl Bennett	Conference Services	56780	MANW.CG.HSG.POSTAL.C

Conference Booking

HARD DRIVES

All personnel requiring hard drives for conference rooms are to collect and sign for them from Conference Services in room 3.15. On completion of the conference they are to be returned to Conference Services.

VIDEO TELEPHONE CONFERENCES

Please note that Conference Services are not responsible for booking VTCs with Brunssum. We only book Room 2.63 here. You will need to log onto wise, go to the Brunssum site, under Conference Services and complete their booking form. Please be advised if you would like to book a VTC with a GBR Ship you also need to contact PJHQ ext: 58888 or The Bridge EXT: 58881/58882. Also please note no VTCs can be booked before 0830 Monday, Tuesday, Wednesday and Friday and can not be booked before 1000 on Thursday. This is due to the Morning Brief happening in the MOC and two VTCs can not happen at once.

BOOKING

After checking the room availability, please ensure that the booking form below is completed in full. All questions should be directed to Conference Services ext 56568 / 56780. Please be aware that it is each divisions own responsibility to leave the room as it was found.

Refreshments are only provided for Conferences with NATO Flag Officers in attendance.

Mobile Phones You are reminded that mobile phones are strictly prohibited within Atlantic Building

CONFERENCE ROOM BOOKING FORM

Clock

TUE 13 JUL 2012			
09:13	10:13	11:13	12:13
ZULU	NORTHWOOD	MCD	BAHRAIN

Room 2.63 (VTC suite)



[Facilities](#)

[AVAILABILITY](#)

Room 2.64 / 2.65



[Facilities](#)

[AVAILABILITY](#)

Room 2.66



[Facilities](#)

[AVAILABILITY](#)

NATO UNCLASSIFIED



PROTOCOL



- Team responsible for the
- co-ordination of VIP visits and conferences.
- Visitors of Flag Rank should be cleared through the CG MAs.
- POC for Draft NSAs.
- Responsible for the morning brief forthcoming events slide.
- Plan well in advance.

**ACTING
COMMANDER HQ
SUPP**

**SECURITY &
PROTOCOL
OFFICER**

**DEP SECURITY
& PROTOCOL
OFFICER**

**PROTOCOL
MANAGER**



SECURITY



- Team responsible for internal security matters, security passes and certificates.
- External inspection of Standing Naval Forces.
- Control the issue and muster of Secret Hard Drives.
- Counter Intelligence and Police Investigations.
- Security & Protocol Officer Ext 56561.

**ACTING
COMMANDER
HQ SUPP**

**SECURITY &
PROTOCOL
OFFICER**

**DEP SECURITY
& PROTOCOL
OFFICER**

**COUNTER
INTELLIGENCE**



TOP 5 SECURITY CONCERNS



1. Sending of classified material on NATO Unclassified computer system.
2. Release of classified material to non NATO countries.
3. Contact with non-NATO countries.
4. Visitor security clearance – MCN Form 8.
5. Building insecurities.

Contravention of NATO policy can result in the individual being removed from the organisation.

If you are not sure ask the question or report the incident.



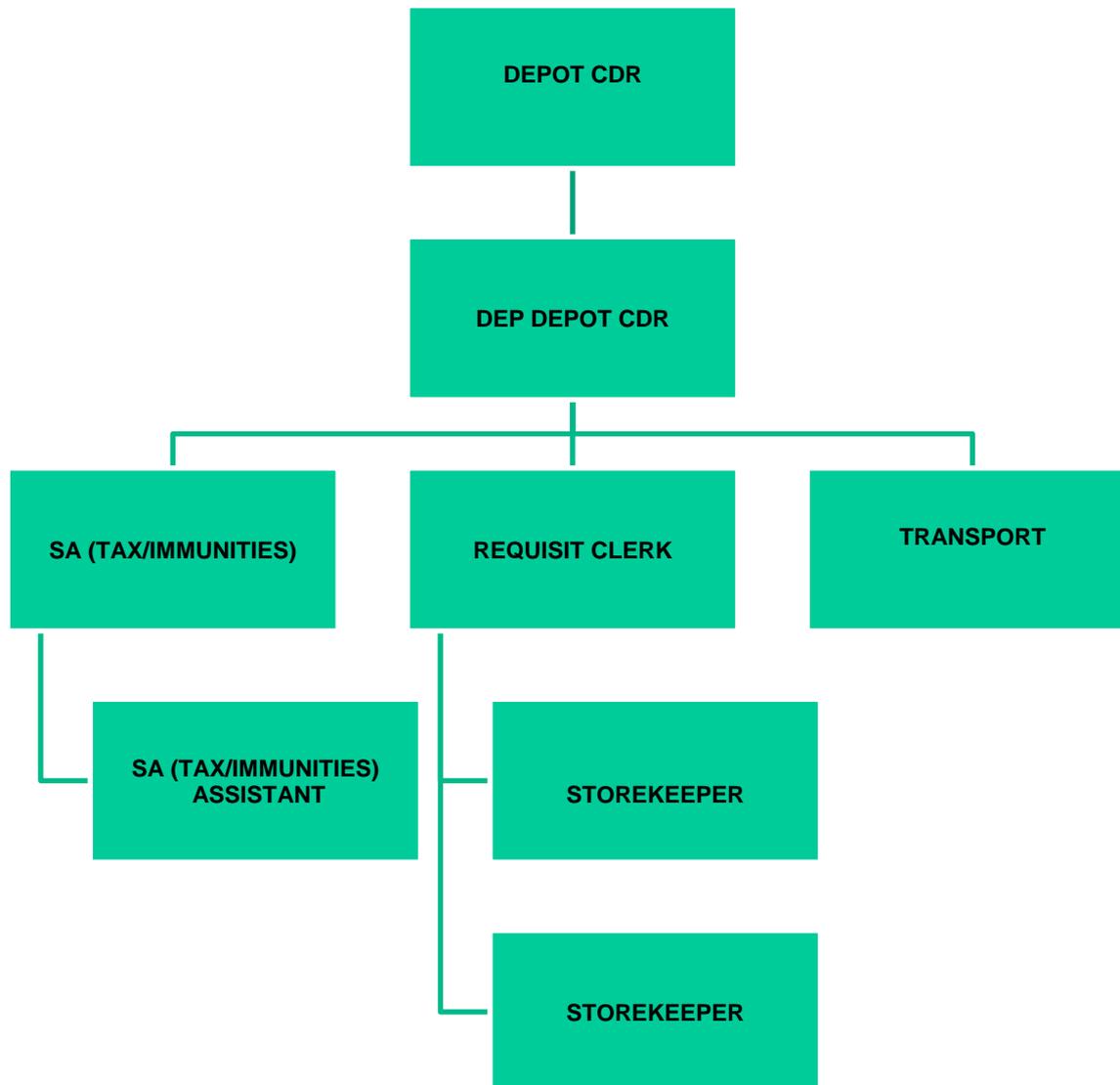
BUILDING MANAGEMENT



- For any building matters including:
 - Health & Safety.
 - Fittings and Office Furniture.
 - Defects (Carillion Help Desk ext 57000).
 - Waste collection (recycling).
 - Office Moves.
 - Cleaning Contract.
- All defects/requests should be reported via the Service Facilities Request form linked from the Building Manager WISE page.
- Building Manager ext 56664 Rm 3.16.



NATO SUPPORT DEPOT





STORES SUPPORT



- Logistics support to NATO HQ and NCSA including receipt and dispatch and office supplies.
- Stores organisation set-up in separate building (182 - other side of Bunker).
- Motor Transport and Tax & Immunities also run from the Stores Depot.
- Depot Commander phone Ext 57380.

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- Security**
 - Security Page

- Personnel & Manpower
- Depot
- Security
- Protocol
- Records Centre
- Conference Services
- CSM
- Building Manager
- Legal Advisor
- Finance & Travel
- Training
- Morale/Welfare
- ORRB

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Questions?