



# LIVING AND WORKING IN PORTUGAL



## **An Information Booklet**

To assist you in having a safe and enjoyable posting with JC Lisbon

## **INTRODUCTION**

To all concerned,

The Provost Marshal's Branch welcomes you to Joint Command Lisbon and hopes you enjoy your assignment here. This booklet is intended to provide some advice for your personal security, security in your house and advice when driving around Portugal.

Portugal is a relatively safe country with very few violent crimes, however, crimes against property are more frequent. Small bands of criminals may target certain areas looking for opportunities to steal cars, household goods and wallets or purses.

The aim of this advice booklet is assist you the serving person and you family with making your assignment enjoyable and more importantly safe whilst living and working in Portugal. As well as hard copies, the advice booklet can be found on the IMP Wise page as well as on you national support unit web sites on the www.

Finally, the main advice that you should always keep in mind is:

**BE AWARE OF YOUR SURROUNDINGS AT ALL TIMES**

**AND MOST OF ALL ENJOY YOUR TIME IN THIS WONDERFUL  
COUNTRY**

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# SECURITY AT HOME



➤ It is advisable to conduct a personal analysis of your own home security. Only you are aware of your personal living circumstances, your house, your surroundings, your habits and your preferences and by doing so you may highlight areas of vulnerability and take measures to improve your families security.

➤ Avoid keeping a spare 'hidden' key outside your house. If you must have a spare key give it to a trusted neighbour or friend in a signed, sealed envelope for use in emergencies.



➤ Ensure that you have sufficient property insurance and all contents and that it covers you here in Portugal.



for both your house

➤ Ensure that you keep a list of useful telephone numbers, including the police, fire and medical services near both your upstairs and downstairs telephones.

➤ Check the identity of all new visitors before allowing them access into your property and once in the property never leave them alone. Never allow unexpected visitors into your property without first confirming their credentials. If in doubt, keep them out.

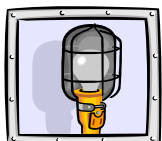
➤ Employ only workers and maids that have been or recommended by friends and never leave them alone ensure that you check their references before employing



sent by your landlord in the property. Also them.

➤ Ensure that you utilise all security measures available to your property, such as:

- Using any security alarm system fitted.
- Locking all doors, windows and shutters both at night or when you are going away.
- Securing your vehicle in a garage or secure driveway if available.
- Keeping any door, window or garage keys away from windows, when not in use.



- Using security lights, (if not already installed consider requesting them through your landlord or Support Unit).
- Consider using timers for lights whilst out for the night or away.

# SECURITY AT HOME - CONTINUED

➤ Check that your locks are all serviceable and strong enough and consider whether door chains would be worth installing.

➤ Assume a low profile and do not openly display anything that can readily identify your house as belonging to a NATO member, such as national flags or NATO paraphernalia, or uniforms left hanging in your car, etc.

➤ Encourage security awareness within your family and discuss what to do should a security threat or incident occur.



➤ Avoid letting mail pile up in your mail box, as this indicates to any potential criminals that the occupants are away. If you are going away ask a trusted neighbour to ensure that your mail box doesn't become full.

➤ Avoid leaving personal property out in the garden insecure overnight, such as bicycles and children's toys, as a thief needs only the slightest opportunity to take your property.

➤ Make attempts to get to know at least your immediate neighbours, as they will be an extra pair of eyes to watch your property whilst you are away and assist you if necessary.

➤ If you and your family are going away during the summer months of June, July or August, the Public Service Police run a vacant house security check program. This entails the police conducting security checks of your vacant house during their routine patrols. For further details of this program contact the International Military Police (IMP) Office.



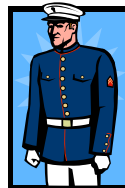
➤ The IMP Section has a property marking kit available for use. Property marking assists the police with the identification and subsequent recovery of any stolen property. Please contact the IMP office (tel: 214404414) should you wish to use property marking kit.



# PERSONAL SECURITY

➤ Always be alert to your surroundings and assume a low profile in public.

➤ Avoid travelling to and from work whilst wearing anything that identifies you as being a member of NATO. Vary your personal routines as often as possible, including from work, timings, physical training, walking your dog to predictable.



your uniform, or of NATO. Vary your route to and etc. Do not become

➤ Be alert to and encourage your family persons or activities and report all suspicious doubt as to whether such action really is anyway, better safe than sorry.



to be alert to any suspicious activity to the IMP. If in any suspicious, report it to the IMP

➤ Try and make yourself familiar with the locations of local safe areas, such as police stations and hospitals in areas in which your regularly travel.

➤ Never unnecessarily divulge your personal details, including your home address, phone number or family information.

➤ Try to avoid frequenting the same public houses or social locations at the same times and days each week, as this may set patterns and may make you or that location a potential terrorist target, particularly if it is regularly frequented by large number of NATO members.

➤ Avoid engaging in conversation about NATO or work related public areas, particularly bars and restaurants and be alert to strangers attempting to extract any information from you in casual



topics in any conversation.

➤ Avoid carrying excessive amounts of cash, or displaying your wealth openly in public and be careful when carrying purses, or cameras etc with shoulder straps to avoid them being snatched by thieves.

➤ Avoid walking alone around isolated areas or areas that you are unfamiliar with at night.

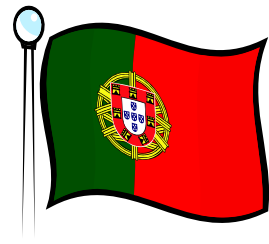
➤ Avoid allowing yourself to get into any compromising situations, which could be used against you by hostile agencies.

➤ Try to learn some basic Portuguese phrases, particularly for use in the case of emergencies.

➤ Try to avoid unsavoury areas, particularly at night. Check any new areas that you intend to visit with Portuguese colleagues who should be able to advise you.



# DRIVING IN PORTUGAL



## General Guidelines:

➤ Ensure that your vehicle is legal to drive in Portugal and that you are in possession of all the correct documentation.

➤ Wherever possible park your vehicle in a secured area, garage or driveway and never leave a vehicle insecure or with in the ignition. Always check your vehicle for any suspicious particularly underneath the vehicle and around the wheel arches before getting into it.



such as a the keys objects,

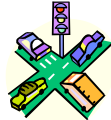
➤ Avoid leaving any valuables in your vehicle and if you have to, ensure that they are secured in the glove box compartment or boot/trunk. Never leave any valuables on display that may attract an opportune thief. Do not attempt to conceal valuables in the vehicles boot after parking, as many parking areas have experienced thieves loitering and watching parking areas.

➤ It is advisable to carry a list of emergency telephone numbers along with a list of useful phrases in Portuguese and a single-use camera for use in the event of a road traffic accident.



in the vehicle, disposable

➤ Be very cautious whilst driving at have right of way be wary of other



roundabouts and junctions and even if you motorists.

➤ It is advisable to lock all car doors whilst driving in built-up areas to prevent anyone being able get into your car and steal any property, particularly whilst stationary at traffic lights or in traffic.

➤ When out, try to park your car in well lit secure areas, such a car parks and avoid setting any patterns by regularly parking your vehicle in the same place at the same time.

➤ Avoid leaving any NATO paraphernalia either inside or attached to your vehicle, such as NATO stickers, that can readily identify your vehicle as belonging to a member of NATO.

➤ Never pick up hitchhikers.

➤ Always carry a map detailing any areas in which you may be travelling and a mobile telephone with credit.

➤ Carry a fuel jerry can in your vehicle at all times, along with a bottle of water and spare car fuses and light bulbs.

➤ Whilst on the road, always try and drive defensively. One of the most common causes of traffic accidents in Portugal is driving at excessive speed above the speed limits.

# Road Traffic Accident Procedures



➤ Stop at the scene if involved in an accident and put on your high visibility jacket, before securing the area using warning triangles and hazard lights. If necessary move the vehicle to a safe position, however, be cautious as moving your vehicle following an accident prior to the arrival of police in Portugal can be construed as admitting fault for the accident.

➤ Immediately telephone the police and ambulance service if required on 112. The Portuguese Police will always attend the scene in the case of serious accidents, accidents with injuries, or where there is dispute over fault and usually when requested. Although the International Military Police have no legal jurisdiction concerning traffic accidents on civilian roads, we are available to offer assistance over the telephone and assist in overcoming any language barriers with the emergency services or other parties involved. Where injuries are involved, or it is deemed desirable, a JCL IMP representative *may* be able to attend the scene to assist, (however, this is dependant on the severity of the accident, location, time and the availability of manpower and may take a period of time, even where available). **IMP Tel – Working Hours: 21440 4118 / 4414, Silent Hours: 919102546 / 912772690.**



➤ Record all details of the accident, including the date, time, location and how the accident occurred. Also obtain the full names, addresses, telephone numbers and vehicle details of all people involved, including any witnesses. The European Traffic Accident report forms available in most European languages from your insurance company are ideal for this use. It is also advisable to take photographs of the accident scene, (including the registration plates of any vehicles involved) and the general accident area. You are therefore advised to carry a disposable camera within your vehicle as part of your vehicle inventory.

➤ Ensure that you exchange insurance details with the other parties, but do not sign any paperwork that you do not understand or admitting fault.\



➤ You should report the accident to your insurance company as soon as possible. Under Portuguese law you have up to 8 days to report the accident. Do not be put off reporting the incident by the other party involved, as they may then go straight to the police or insurance company to file a complaint against you.



➤ If you or any of your passengers require hospital treatment, you should ensure that your National Support Unit are informed as soon as possible.

➤ Although rare, there have been incidents of criminals deliberately causing minor traffic accidents at night on quiet roads, with the intention of causing the other vehicle driver to stop and get out of their car, in order to either rob them or their car. Therefore if you suspect at any time that this may be the case, you should immediately lock your vehicle doors and if possible keep driving to the nearest police station or safe location and immediately report the incident.

# General Driving Regulations

➤ It is compulsory when driving in Portugal to carry a reflective high visibility vest within the vehicle, which is to be worn if alighting due to a break down or traffic accident. A reflective triangle is also to be carried and placed an adequate distance behind the vehicle in a visible position to warn approaching vehicles. Failure to comply with these regulations can result in a fine.

➤ It is prohibited for children under the age of 12 years to travel in the vehicle front seat except babies secured in appropriate baby seats facing the rear of the vehicle. Failure to comply with this regulation can result in a fine of up to It is also a serious offence for children not to wear seatbelts and can result in a fine. All children under 12 years and less than 1.50m tall must be transported on a child's car seat, suitable to their age, weight and size.



➤ The use of mobile telephones without hands-free kits whilst driving also prohibited and can result in the loss of your driving licence for up to year and / or a fine.



is one

➤ Illegal parking on pedestrian crossings can result in the loss of your driving licence for up to one year.

➤ Failing to obey a Stop sign, a red traffic light, policeman, or crossing a solid white line can result in you



signal from a traffic losing your driving licence for up to two years.

➤ Driving a vehicle without the correct vehicle insurance can result in a fine.



➤ Failing to carry out the statutory vehicle roadworthy inspection can result in a fine.

➤ The alcohol limit whilst driving in Portugal is 0.5 per mg one small beer). Being in control of a vehicle whilst in excess of the limit is a criminal offence and can result in a fine and imprisonment for up to two years.



(equivalent to of the limit is a

➤ The fines for speeding vary, according to the amount of excess speed and whether speeding in urban or non-urban areas.

➤ Fines are payable immediately at the time of the violation and where the driver cannot, or refuses to pay immediately, their driving documents can be seized and replaced with a temporary 15 day permit. A driver wishing to appeal against a fine must leave as deposit the established minimum value of the fine, i.e. the least they could be expected to pay for that particular violation. A request request may be made for payment of fines exceeding €160 to be paid in instalments.

# ADVICE ON COUNTERINTELLIGENCE

- Common sense and basic counterintelligence awareness can effectively protect you against attempts
- by hostile intelligence services to collect sensitive or classified information. The following are some
- security tips you should employ:
- Keep up to date with the threat assessment by attending threat assessment briefings by the JCL AC CI Detachment.
- Maintain control of sensitive documents and equipment. Do not leave such items unattended in hotel rooms, including hotel safes, or vehicles and unless absolutely necessary leave all such documentation secured at work.
- Do not have sensitive discussions or talk about work matters in public venues, or hotel rooms.
- Do not use computer or facsimile equipment at hotels or business centres for sensitive matters.
- Do not divulge information to anyone that is not authorized to hear it.
- Ignore or deflect any intrusive inquiries or conversations about NATO or personal matters.
- Keep sensitive, unwanted material until it can be disposed of securely. Burn or shred all paper and cut the magnetic media in floppy disks into small pieces.
- If possible keep your laptop/notebook computer with you at all times while travelling. Never check your computer as baggage on any flight.
- Always use secure communications for classified and sensitive conversations.
- Never use personal laptops, notebooks or PC's for any classified or work related information.

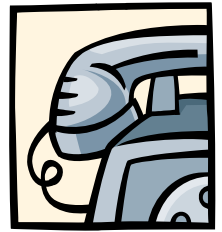
## **REPORT ALL CI INCIDENTS TO THE AC CI DETACHMENT AS SOON AS POSSIBLE**

- Do not discuss the particulars of any CI incident with anyone other than ACCI.
- You and your report of any CI activity will be kept completely confidential.
- Further information regarding CI measures can be obtained from the JCL AC CI Office.

# USEFUL PHRASES

Where is the Police Station -	Onde e a Esquadra da Policia "Onde e Squadra da Pulicia" – (Phonetic Pronunciation)
Call the Police	Chame a Policia "Cham a Pulicia"
I'd like to lodge a complaint	Quero apresentar uma queixa "Kero aprusentar uma caisha"
I'd like to notify the police of a theft	Quero participar um furto "Kero participar um fourtoo"
They stole my handbag/briefcase	Roubaram-me a minha bolsa/mala "Rowbarum-mue a minia bolsa / mala"
I was threatened with a gun/knife	Fui ameacado com uma pistola/faca "fooie er-measado con uma pistola / facker"
They've stolen my car and luggage	Roubaram-me o carro com toda a bagagem "Rowbarum-mue oo carro con toda er bagagen"
Call for help/first aid	Peca ajuda/primeiros socorros "Pessa erjuda / primerous sucorros"
Call an ambulance quickly!	Chame uma ambulancia depressa! "Cham uma ambulancia dupresser!"
Phone 122	Telefone para o 122 "Tuelefon para oo 112 (sentoo edoze)"
I need a doctor	Eu preciso de um medico "Eu pressizo de un medico"
Call for a doctor quickly!	Chame um medico depressa! "Cham un medico depresser"
Give me the address of the pharmacy on duty-	De-me a morada da farmacia de servico "digamma oo enderessu da fermasia de servicoo"
Call the fire brigade	Chame os bombeiros "Cham ooze bombayrous"
Telephone number	Numero de telefone "Numeroo de telefone"
Help!	Socorro! "Sucouroo"
My insurance company is...	A minha companhia de seguros e... "Er Minia compania de segurous eh..."
I'm British / American	Eu Sou Britanico / Americano "Eu so Britanic / Americano"
I'd like to speak to my Embassy / Consulate	Quero falar com a minha Embaixada/o meu Consulado "Kero falara con er minia Embaishada"
Can you show me the way to..street	Pode indicar-me o caminho para a rua... "Pod indicarmer oo carminio para er rua..."
I work in NATO	Eu trabalho na NATO "E-u trabalio ne NATO"

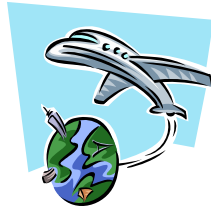
# USEFUL TELEPHONE NUMBERS



## EMERGENCY / JHQ LISBON

- Police / Ambulance / Fire Brigade 112
- JCL PBX Operator 21 440 4321(English Speaking)
- JCL Security Office 21 440 4117
- JCL International Military Police 21 440 4118 / 91 9537468
- JCL AC CI 21 440 5617 / 5626 / 4374
- BFPO 21 440 4445
- Library 21 440 4453
- Hive 21 440 4328
- IBER (Duty Free) Store 21 440 4440
- Sports Office 21 440 4441 / 4319

## AIRPORTS



- Lisbon 218 413 500
- Porto 229 432 400
- Faro 289 800 800

[www.ana-aeroportos.pt](http://www.ana-aeroportos.pt) (In English)

## TRANSPORT



- Railway 808 208 208 [www.cp.pt](http://www.cp.pt) (In English)
- Taxi 214 155 310 / 214 239 600 Oeiras based

## LOSS / THEFT OF PORTUGUESE BANK CARDS

- Millennium Bank 707 50 24 24
- Barclays Bank 217 911 100
- Citibank Portugal 808 220 333



## UTILITIES

- Water 213 221 111
- Gas 800 206 009
- Electric 800 505 505



# POLICE CONTACT DETAILS

## PUBLIC SERVICE POLICE (PSP) – Responsible for policing within built-up areas.

- **Lisbon** (Tourist Police – English speaking)      Pc. dos Restauradores  
1200-000 Lisboa  
Tel: 213421634
- **Cascais** (Tourist Police – English speaking)      Rua Visconde da Luz 14-D  
2754-326 Cascais  
Tel: 214863929
- **Estoril**      Av. De Portugal, 423  
2765-272 Estoril  
Tel: 214681396
- **Parede**      Rua de Timor, 40  
2775-291 Parede  
Tel: 214575978
- **Sintra**      Rua João de Deus, 6  
2710-579 Sintra  
Tel: 219230761
- **Oeiras**      Rua do Espargal, 18  
2780-012 Oeiras  
Tel: 214410935

## NATIONAL GUARD POLICE (GNR) – Responsible for Policing All Other Areas.

- **Oeiras**      Rua Antonio Roberto Baptista  
2780-814 Porto Salvo  
Tel: 214213401
- **Alcabideche** (Covers Cascais area)      Estrada das Tojas  
2645-091 Alcabideche  
Tel: 214603850
- **Sintra HQ**      Palácio Nacional de Sintra  
2710-616 Sintra  
Tel: 219234016



# USEFUL WEB SITES

A wealth of further information can be obtained from publically available sites via the www. Although designed for people living in their home countries, the information which they contain can be used or adapted for people living overseas.

## **Crime Reduction:**

[www2.army.mod.uk/crime\\_reduction/index.htm](http://www2.army.mod.uk/crime_reduction/index.htm)

[www.crimereduction.home.gov.uk](http://www.crimereduction.home.gov.uk)

The British Home Office have produced an excellent crime reduction booklet which can be printed in pdf:

[www.crimereduction.homeoffice.gov.uk/yp/ypgcp.htm](http://www.crimereduction.homeoffice.gov.uk/yp/ypgcp.htm)

## **Driving advice:**

[www.drivingabroad.co.uk/content.aspx?page=driving-in-portugal&navid=39](http://www.drivingabroad.co.uk/content.aspx?page=driving-in-portugal&navid=39)

[www.drivingabroad.co.uk/content.aspx?page=portuguese-road-signs&navid=40](http://www.drivingabroad.co.uk/content.aspx?page=portuguese-road-signs&navid=40)

[www.dgv.pt/dgv/index.asp](http://www.dgv.pt/dgv/index.asp) (in English)

## **Foreign Office:**

<http://www.fco.gov.uk/en/>