

# Open

## CPF SHAPE - Brussels - Brunssum



### Measures in place:

1. Customer service by appointment only
2. All customers are required to wash hands before entering the office. If available, customers will use hand sanitizer immediately before touching shared surfaces (such as keypads, fingerprint scanners, or pens.)
3. Facemask covering MANDATORY for staff and customers
4. CPF personnel will wear surgical gloves while handling customers' cards and documents. Gloves will be disposed of at the end of each appointment
5. One customer per workstation. Exception: customers with small children or disabilities requiring assistance may have two family members per workstation
6. 6-foot physical distancing and Plexiglas barriers when accepting or issuing documents. 6-foot distance between waiting area seats
7. Doors closed/locked or Safety Office/DPW approved barriers in place to prevent unauthorized customer movement into/through office
8. All surfaces disinfected during 15-min. break between customer appointments

### Contact

Commercial:  
065 326292/6294 (SHAPE) – 02 717 9847  
(Brussels) – 045 534 0260/0261  
(Brunssum)

### DSN:

366 6292/6293 (SHAPE) – 368 9847  
(Brussels) – 597 4260/4261 (Brunssum)

### Schedule

COVID-19 Customer  
Service Hours

M-F 0900-1600