ENISA WELCOME GUIDE

Welcome to the European Union Agency for Network and Information Security

NOVEMBER 2018
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WELCOME TO ENISA

I am pleased to welcome you to The European Union Agency for Network and Information Security (ENISA) and I hope that you will find your work here enjoyable and productive.

This book will give you a brief introduction to the Organisation and information to prepare you for your arrival in Greece.

We are living in a connected world where every aspect of our life is associated with online services such as e-banking, e-health, e-commerce, e-education, including social networks. As ICT technologies and business opportunities in cyberspace present opportunities both for crime and misuse, it is important to support our core values set down in the EU Charter of fundamental rights for privacy, freedom of expression while ensuring the smooth operation of the EU single market. Everything are all now dependent on an open, safe and secure cyberspace, with ENISA well-suited for the role.

If as a new employee you have suggestions or comments, I would be very pleased to hear them. You can e-mail me at udo.helmbrecht@enisa.europa.eu.

Once again may I welcome you to our Organisation and I hope that you enjoy your work and strong and lasting friendships that extend beyond your stay here.

Prof. Dr. Udo Helmbrecht
Executive Director
1. A FEW FACTS ABOUT GREECE AND ENISA

Greece is considered the cradle of Western civilization, being the birthplace of democracy, Western philosophy, the Olympic Games, Western literature, historiography, political science, major scientific and mathematical principles, and Western drama.

Athens is the capital and largest city in Greece. It is one of the oldest cities, with its recorded history spanning over 3,400 years and its earliest human presence starting somewhere between the 11th and 7th millennium.

Athens is a global city and one of the biggest economic centers in southeastern Europe. It has a large financial sector, and its port Piraeus is both the largest passenger port in Europe, and the second largest in the world.
2. WORKING AT ENISA

ENISA is one of the EU decentralised Agencies and other bodies playing an important role in the European Union (EU). We help make Europe more competitive and a better place to live and work, thus serving the interests of EU citizens as a whole. More particularly, through its work in the field of cybersecurity, ENISA contributes to Smart Growth via its actions towards an efficient functioning of the Single Market and of the Digital Single Market. It strives to anticipate and support the EU in facing emerging network and information security challenges; to promote network and information security as an EU policy priority; to support the EU in maintaining state-of-the-art network and information security capacities, and to foster the emerging European network and information security community. Through its actions in the field of data protection, ENISA also contributes to the area of Justice and to citizens’ fundamental rights.

ENISA is committed to upholding values such as excellence in expertise, openness, innovation, cooperation in all areas of its work.

ENISA official headquarter is located in Greece, Crete, Heraklion with the main operational site in Athens.

To perform its mission, the Agency relies on around 90 highly qualified and engaged staff. The Agency’s staff is composed of Temporary Agents (TA) and Contract Agents (CA) who are subject to the EU Staff Regulations.

Figure 3: ENISA OFFICES

The Agency is also welcoming Seconded National Experts (SNEs) and Trainees under various Traineeship opportunities schemes. ENISA is a multicultural environment with experts from all over Europe.

2.1 OFFICE HOURS

The offices are open from 07:00 to 20:30 every day except weekends. The following core hours\(^1\) are applicable to your employment (staff needs to be present in the office):

Monday to Thursday: 10:00 - 12:30 and 14:30 - 16:00

Friday: 10:00 - 11:30 and 12:00 - 13:00

Therefore, flexitime\(^2\) runs from:

---


Monday to Thursday  
07:00 - 10:00  
12:30 - 14:30  
16:00 – 20:30  

Friday  
07:00 - 10:00  
11:30 - 12:30  
13:00 – 20:30  

2.2 FLEXITIME AND FLEXI LEAVE
The default target of working hours shall be 40 hours per week. Flexitime allows staff to vary the time at which they start and finish their assigned work. Flexi leave allows eligible staff to recuperate, as a secondary option and under certain conditions, additional hours worked in the form of full days or half days. Two days per month is the maximum allowed for recuperation in the following month only. Such recuperation is always subject to prior approval by the hierarchical superior.

2.3 TELEWORKING
Within the objective to allow flexibility for work organisation, better work-life balance and use of new information technology, ENISA is currently implementing a teleworking policy for its staff. There are two types of teleworking: structural (regular periods of teleworking) and occasional teleworking (on a temporary basis).³

2.4 LEAVE
The exact number of leave for each staff varies upon certain criteria but add up to an average of 5 weeks per year, without taking into account bank holidays. The Agency also closes between Christmas and New Year’s Eve. Staff members are allowed to choose between the Catholic or Orthodox bank holidays. Special leaves are also available for certain events such as relocation, wedding, birth, removal, elections, illness of family members, EPSO/EU competitions, etc.

Note that during the first 3 months of employment staff shall not take leave; exceptions need to be justified and remain under the discretion of the direct line manager and HR to accept.

2.5 LEARNING AND DEVELOPMENT (L&D) OPPORTUNITIES
ENISA strives for excellence in the approach of developing staff and to create a learning culture by valuing the impact of staff on ENISA’s ability to achieve its mission, to facilitate innovation and knowledge sharing across and beyond the Agency and to comply with EU regulatory requirements (such as the Ethics and Integrity’s mandatory training).⁴ The Agency also has a Service Level Agreement with the European Commission which enables staff to benefit from trainings organised by them.

2.6 LEISURE AND SPORTS ACTIVITIES/ “FIT@WORK”
ENISA is a dynamic place where multiple sports activities are organised by staff on a weekly basis. Additionally, there are plenty of public and private facilities around the office ranging from parks to basketball courts, gyms, swimming pools, indoor climbing walls, fencing clubs, horse courses, etc. Several staff members also cycle to work. Athens is also famous for its International Ultramarathon Festival.

³ See Decision No MB/2018/13 of the Management Board of the European Union Agency for Network and Information Security (ENISA) on the implementation of telework in ENISA.
2.7 IT FACILITIES
Staff members, upon their taking up duties at ENISA, are provided with IT support such as a business mobile phone, laptop, encrypted USB key, etc.

2.8 VOUCHERS
Subject to budgetary conditions and to compensate the absence of an in-house canteen, staff members are provided with monthly vouchers that can be used in restaurants and also for food shopping in certain supermarkets.

2.9 CHRISTMAS PARTY AND SUMMER GATHERING EVENT
The annual ENISA Christmas party and the annual summer gathering event are memorable social experiences with a lot of pictures!

2.10 STAFF COMMITTEE
The Staff Committee is the main body representing staff to the management. Don't hesitate to get in touch with them at StaffCom@enisa.europa.eu.

2.11 HUMAN RESOURCES UNIT
The HR Unit is a first point of contact to provide help and advice to colleagues in work-related matters. Newcomers are welcomed with an on-boarding programme and induction trainings over their first weeks.
3. BEFORE TAKING UP YOUR DUTIES

3.1 BANK ACCOUNT FOR YOUR SALARY
There is no obligation to open a Greek bank account as your salary can be paid to any bank account in an EU country. Should you wish to open a bank account in Greece you will need to wait until you have taken up employment at ENISA and you are resident in Greece. ENISA can also support you to open a Belgian bank account remotely, so as to receive your salary.

Due to the payroll cycle of the EU institutions, the first salary is usually received within two months of taking up duty.

3.2 TRAVELLING EXPENSES FOR TAKING UP DUTIES AT ENISA
ENISA may pay a flat-rate contribution towards travel expenses for you and your family to come to Greece. Make sure that you keep all original tickets, boarding passes or invoices. Reimbursement rates are defined in the Staff Regulations in Annex VII, Section 3, Article 7. Please contact the HR unit for details.
4. UPON ARRIVAL IN ATHENS

4.1 REGISTERING WITH THE LOCAL AUTHORITIES
ENISA will support you in liaising with local authorities, notably for the following matters:

4.1.1 Issuing a tax number
All staff members are required to register with the Greek authorities to obtain a Greek Tax Number (AFM number). The AFM (Αριθμός Φορολογικού Μητρώου, ΑΦΜ) is the personal Tax Identification Number (TIN) and can be obtained from the local Tax Office/Internal Revenue Services (Εφορία/ Eforia). The nine-digit number is unique to each individual. It is required when dealing with most Greek authorities and when completing almost any kind of paperwork, for example, opening a bank account or buying a car or motorcycle. A colleague from the Resources Department will help you with the administrative formalities (local “Eforia”).

4.1.2 Residence permit
In order to issue your residence permit you will need the AFM number and your residence contract.

Tip: Tax declaration is obligatory for all residents in Greek territory, ENISA employees do not pay taxes in the country however they need to make a zero income declaration.

4.1.3 Special ID from the Ministry of Foreign Affairs
As an ENISA Staff Member, you and all your family members are residents and are granted special diplomatic IDs issued by the Greek Ministry of Foreign Affairs.

The diplomatic status provides certain privileges (see “Moving around in Athens and Shopping”).

4.2 FOREIGN EMBASSIES IN ATHENS
ENISA strongly recommends newcomers to follow the rules of their country of origin on their duty to register at their embassy in Greece. Below you can find the list of foreign Embassies in Athens with their contact details.
<table>
<thead>
<tr>
<th>Country</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUSTRIA</td>
<td>Vassilissis Sofias 4 Syntagma Athens</td>
<td>Tel: (0030) 210 7257270</td>
</tr>
<tr>
<td>BELGIUM</td>
<td>Sekerstra 3 Syntagma Athens</td>
<td>Tel: (0030) 210 3617886</td>
</tr>
<tr>
<td>BULGARIA</td>
<td>Stratigou Kallari street 33A 154 52 P. Psychico</td>
<td>Tel: (+30) 210 6748 106</td>
</tr>
<tr>
<td>CYPRUS</td>
<td>Xenofontos Str, 2A Athens</td>
<td>Tel: (0030) 210 3734800</td>
</tr>
<tr>
<td>GERMANY</td>
<td>Karaoli &amp; Dimitriou Str, 3 Kolonaki Athens</td>
<td>Tel: (0030) 210 7285111</td>
</tr>
<tr>
<td>LUXEMBOURG</td>
<td>Vassilissis Sofias Ave, 23A Ampelokipi Athens</td>
<td>Tel: (0030) 210 7256400</td>
</tr>
<tr>
<td>CZECH REPUBLIC</td>
<td>6, rue Georgiou Seferi 154 52 P. Psychico Athens</td>
<td>Tel:(+30) 210 671 37 55</td>
</tr>
<tr>
<td>HUNGARY</td>
<td>Vas. Constantinou street 38 116 35 Athens</td>
<td>Tel:(+30) 210 725 68 00</td>
</tr>
<tr>
<td>MALTA</td>
<td>Vassilissis Sofias Ave, 96 Ampelokipi Athens</td>
<td>Tel: (0030) 210 7785138</td>
</tr>
<tr>
<td>DENMARK</td>
<td>Mourouzi 10, 4th floor 106 74 Athens</td>
<td>Tel(+30) (210) 725 6440</td>
</tr>
<tr>
<td>IRELAND</td>
<td>Vassileos Constantinou Ave, 7 Athens</td>
<td>Tel: (0030) 210 7232771-2</td>
</tr>
<tr>
<td>NETHERLANDS</td>
<td>Leoforos Vasileos Constantinou 5-7</td>
<td>Tel:(+30) 210-725-4900</td>
</tr>
<tr>
<td>ESTONIA</td>
<td>Messogion Ave. 2-4 Athens Tower, 23rd floor</td>
<td>Tel:(+30) 210 74 75 660</td>
</tr>
<tr>
<td>ITALY</td>
<td>Sekerstra, 2 Athens</td>
<td>Tel: (0030) 210 3617260-3 <a href="http://www.ambatene.esteri.it">www.ambatene.esteri.it</a></td>
</tr>
<tr>
<td>POLAND</td>
<td>Chryssanthenon street 22 154 52 Paleo Psychico</td>
<td>Tel(+30) 210 679 7700</td>
</tr>
<tr>
<td>FINLAND</td>
<td>Xatzianni Mexi str, 5 Ampelokipi Athens</td>
<td>Tel: (0030) 210 7255860</td>
</tr>
<tr>
<td>LATVIA</td>
<td>Vas.Konstantinou Ave., 38 11635 Athens</td>
<td>TEL (+30) 2 10 729 44 83</td>
</tr>
<tr>
<td>PORTUGAL</td>
<td>Vass. Sofias Str, 23 Athens, 106 74</td>
<td>Tel (+30) 210 729 00 61</td>
</tr>
<tr>
<td>FRANCE</td>
<td>Vassilissis Sofias Ave, 7 Syntagma Athens</td>
<td>Tel: (0030) 210 3391000</td>
</tr>
<tr>
<td>LITHUANIA</td>
<td>Vassilissis Sofias str, 49 Ampelokipi Athens</td>
<td>Tel: (0030) 210 7294356-7</td>
</tr>
<tr>
<td>ROMANIA</td>
<td>Emmanouili Benaki 7 Pale Psychico</td>
<td>Tel +30210 677 4035</td>
</tr>
<tr>
<td>SLOVAKIA</td>
<td>4, Georgiou Seferi 154 52 Paleo Psychico</td>
<td>Tel +30 210677198</td>
</tr>
<tr>
<td>SPAIN</td>
<td>Dionyssiou Areopagitou str, 21 Acropolis, 21</td>
<td>Tel: (0030) 210 9213123</td>
</tr>
<tr>
<td>SLOVENIA</td>
<td>280, ave Kifissias &amp; 1, Dimokratas st</td>
<td>Tel(+30) 210 672 00 90-1</td>
</tr>
<tr>
<td>SWEDEN</td>
<td>Vassileos Constantinou Ave, 7 Evangelismos , Athens</td>
<td>Tel: (0030) 210 7266100</td>
</tr>
<tr>
<td>UNITED KINGDOM</td>
<td>Ploutarchou str, 1 Athens</td>
<td>Tel: (0030) 210 7272600</td>
</tr>
</tbody>
</table>

**TABLE 1: Embassies in Athens**
5. FINDING A PLACE TO LIVE

As a common practice we can recommend short-term rentals first, so as to have enough time to discover the neighbourhoods in which you would want to settle. Please bear in mind that newly appointed staff members are subject to a 9-month probation period during which they may receive a subsistence allowance that helps cover the extra costs associated with short-term rentals.

5.1 HOUSING

There are multiple real estate agents in Athens easily found on the Internet; they tend to specialize in different products and areas so that ENISA cannot recommend one. Bear in mind that it is close to impossible to get the exact locations of rentals you might be interested in until an agent actually brings you in for a visit. Do not be surprised if you are asked to sign a document indicating that the agent has exclusivity, should you want to rent the place you are visiting.

Indicative list of websites (we recommend to search in Intranet as large number of companies operate in this area):

- https://housing.justlanded.com/en/Greece_Attica_Athens/For-Rent_Apartments
- http://allaboutproperty.gr/
- www.spitogatos.gr
- http://realestate24.gr/
- www.cityproperties.gr

For temporary solutions (weeks to months), there are plenty of options around the office from hotels to furnished flats. We suggest that you also have a look at expatriates’ websites and classified ads. You should get familiar with the Athens map and in particular with the Marousi area (where ENISA is located) as traffic is intense during rush hours.

Long-term rentals (one year and more) can be negotiated directly with the landlord or with the support of real estate agencies (the ads on the websites indicate who placed it, the owner or a real estate agency). Concerning agents’ fees, make sure that you negotiate them in advance. These tend to vary between one and two months for long-term rentals. For short-term rentals, if an agent helps you, the fee generally amounts for 10% of the monthly rent. We recommend that you avoid rental contracts of more than 3 years, as they are difficult to discontinue should you decide to change flat within the same area.

All in all, it takes time to settle and we recommend you not to bind yourself into a long-term contract without having taken the time to discover the areas and spend a few months living in Greece.

**Tips:** South orientation helps you save energy most of the year, but can require more air-conditioning during summer. Solar panels are often available, if not, you could discuss this with your landlord. Reversible A/C, double-blazed windows and good isolation are important to consider as it gets both very cold and very warm over the year. We advise that you consider modern constructions for seismic reasons. During summertime, mosquitos can be an issue in
Athens: look for flats with pre-installed mosquito nets on windows (recommended for families with kids) and stay away from wet areas!

5.2 MONTHLY EXPENSES
Common expenses associated with your accommodation vary greatly depending on size and location. Likewise, water and electricity rates may vary by usage and/or season. As an indicative price:

- For accommodation you can expect to pay between 5 and 7€ per square meter for large apartments, depending on the area.

5.2.1 Heating
Heating in Greece is rather expensive and we encourage you to look closely at the availability of gas, oil and solar panels. Most of the houses in the areas around the ENISA office have gas heating which is more economic. The bill is included in the monthly community expenses. For instance, heating a 200m² in plain winter can cost 100-200 of euros per month just in oil. Landlords are generally able to provide past bills as an indication.

5.2.2 Internet
In some cases the house offers also Internet services which are included in the monthly expenses (or in the rent). There are many companies that offer internet services and you can find a lot of information online. If the line already exists it will take them up to 15 days after contract signature to provide you with Internet.

5.3 NEIGHBOURHOODS AROUND THE OFFICE
The ENISA office is located in the Marousi neighbourhood in the Northern area of Athens. Marousi is a large prefecture and is considered as one of the best to live in Athens, together with all the areas surrounding it. Marousi is a residential area that recently developed into a hub for large international IT companies.

Marousi has many options for accommodation, as do the following nearby areas: Chalandri, Cholargos, Kifissia, Politia, Pefki, Penteli, Melissia and Vrilisia.

Chalandri and Cholargos are trendy and quite young with lots of restaurants, bars and Greek night life. Pefki and Melisia are great if you do not want to live next to the office but still come walking or cycling. Penteli is also quite residential and offers bigger houses and nice views from the Penteli mountain, just like Politia. Kifisia and Vrilisia are family friendly with schools and crèches, expats’ community and plenty of activities.

For more details on all the districts please visit here: [https://wikimapia.org](https://wikimapia.org)

5.4 HOME INSURANCES
Home insurances against fire and break-ins are available. There is no obligation to subscribe to one though.

5.5 LIFE WITH PETS
Athens is a pet-friendly city, especially in the northern suburbs. There are excellent veterinarians close to the Office (colleagues with pets can give you recommendations). Most of the tourist infrastructure is also pet-friendly, but do check beforehand to avoid surprises. We also recommend you to familiarise yourself with the European Regulations on Pet Travel.
6. FINDING THE RIGHT SCHOOL FOR YOUR CHILDREN

6.1 EDUCATIONAL SYSTEM IN GREECE
The education system in Greece is administered by the Ministry of Education and Religious Affairs. The Ministry exercises centralised control over state schools including dictating curriculum, appointing staff and controlling funding. Private schools also fall under the mandate of the Ministry. State-run education is free, including tuition and textbooks.

<table>
<thead>
<tr>
<th>Age</th>
<th>British System</th>
<th>French system</th>
<th>American system</th>
<th>Greek system</th>
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<tbody>
<tr>
<td>1-2 years</td>
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<td>2-3 years</td>
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<td>Pronipio</td>
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<td>3-4 years</td>
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<td>Nursery</td>
<td>Maternelle</td>
<td>Nipiagogio</td>
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<td>4-5 years</td>
<td>Reception</td>
<td>Maternelle</td>
<td>Elementary school</td>
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<td>5-6 years</td>
<td>Key stage 1</td>
<td>Ecole elementaire</td>
<td></td>
<td>Dimotiko</td>
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<tr>
<td>6-7 years</td>
<td>Key stage 2</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>7-8 years</td>
<td>Key stage 3</td>
<td>College</td>
<td>Middle school</td>
<td>Gymnasio</td>
</tr>
<tr>
<td>8-9 years</td>
<td>Key stage 4</td>
<td>Lyce</td>
<td>High school</td>
<td>Lykeio</td>
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<td>9-10 years</td>
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<td>Sixt Form/IB</td>
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<td>10-11 years</td>
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<td>19-20 years</td>
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</tbody>
</table>

Figure 4: Educational Systems Comparison
6.2 NURSERY SCHOOLS
There is a significant number of nursery schools around the office, several of them with English-speaking groups. Under certain conditions and budget availability, ENISA covers crèche costs for up to 600 EUR per month per child. Important factors to consider are accessibility, entry age requirements, and food. Indeed, some institutions do not offer cooked meals. All of them offer bus service.

Greek parents should have no difficulty finding Greek-speaking institutions. ENISA do not recommend any schools, however a non-exhaustive list of nursery schools is mentioned below:


Greek national nursery schools are free of charge for Greek speaking children. Have a look in the neighbourhood around your house or ask the landlord for more information. There are several Greek speaking private nursery schools:

- Leontieos Scholi (Lycee Leonin) nursery school: [https://www.leonteios.gr/](https://www.leonteios.gr/)
- Doukas nursery school: [http://www.doukas.gr/nipiagogeio](http://www.doukas.gr/nipiagogeio)
- Ionios Scholi nursery school: [https://ionios](https://ionios)
- Montessori school: [http://www.montessoriana.gr](http://www.montessoriana.gr)

More information can be found online.

6.3 PRIMARY-SECONDARY SCHOOLS
Below you can find an indicative list of primary and secondary foreign speaking schools. ENISA do not recommend any schools, however a non-exhaustive list of primary-secondary school is mentioned below:

<table>
<thead>
<tr>
<th>American Community Schools of Athens</th>
<th>Early Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>129 Aghias Paraskevis St, Chalandri</td>
<td>53 Ritzountos Street Ellinikon 167 77 Athens</td>
</tr>
<tr>
<td>0030 210 639 3200</td>
<td>0030 210 961 8763</td>
</tr>
<tr>
<td><a href="http://www.acs.gr">www.acs.gr</a></td>
<td><a href="http://www.earlylearning.gr">http://www.earlylearning.gr</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BYRON COLLEGE</th>
<th>Cottage Kindergarten</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Filolaou St</td>
<td>74 Psaron Street, Halandri 152 32 Athens</td>
</tr>
<tr>
<td>Gargitos, Gerakas</td>
<td>0030 210 6827629</td>
</tr>
<tr>
<td>0030 210 604 7722</td>
<td>Web: <a href="http://www.cottage.gr">www.cottage.gr</a></td>
</tr>
<tr>
<td><a href="http://www.byroncollege.gr">www.byroncollege.gr</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAMPION SCHOOL</th>
<th>Childrens College</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Box 67484</td>
<td>4 Leoforos Kalamakiou, Alimos 174 55 Athens</td>
</tr>
<tr>
<td>Pallini, Athens</td>
<td>0030 210 988 9833</td>
</tr>
<tr>
<td>0030 210 607 1700</td>
<td><a href="http://www.campion.edu.gr">www.campion.edu.gr</a></td>
</tr>
<tr>
<td>TASSIS HELLENIC INTERNATIONAL SCHOOL IN ATHENS</td>
<td>ABC Nursery School (pupils aged 2–6)</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>L. Tatoiou 10th Varymbobi 13671 Acharnes</td>
<td>11 Tyrtaioi Street Aghia Paraskevi 153 43</td>
</tr>
<tr>
<td>0030 2108169421</td>
<td>0030 210 601 9669</td>
</tr>
<tr>
<td><strong>GERMAN SCHOOL OF ATHENS</strong></td>
<td>3-4-5 British Nursery School</td>
</tr>
<tr>
<td>Ziridi &amp; Chomatianou 15123 Maroussi</td>
<td>27 Sofokleus Street and Dimela, Glyfada</td>
</tr>
<tr>
<td>00302106199261</td>
<td>0030 210 968 0465</td>
</tr>
<tr>
<td><a href="http://www.dsathen.gr">www.dsathen.gr</a></td>
<td><a href="http://www.345nursery.gr">www.345nursery.gr</a></td>
</tr>
<tr>
<td><strong>LYCEE FRANCO - HELLENIQUE</strong></td>
<td>ERASMIOS GREEK GERMAN SCHOOL</td>
</tr>
<tr>
<td>Chlois &amp; Trikalon Street Agia Paraskevi 15301</td>
<td>Nursery to Kindergarten</td>
</tr>
<tr>
<td>0030 210 601 2704</td>
<td>A Kapsala, Maroussi</td>
</tr>
<tr>
<td><a href="http://www.lfh.gr">www.lfh.gr</a></td>
<td>210 619 7320</td>
</tr>
<tr>
<td><strong>JACK &amp; JILL</strong></td>
<td><strong>Au Petit Bonheur</strong>, Franco-Greek</td>
</tr>
<tr>
<td>3, Lomvardou st., 153 44 Gerakas</td>
<td>50 Irakleiotou str, Ano Glyfada 16674</td>
</tr>
<tr>
<td>0030 210 661 0900</td>
<td>0030 2109658207</td>
</tr>
<tr>
<td><strong>MARY POPPINS</strong></td>
<td><strong>The Flopsy Bunnies Playgroup</strong></td>
</tr>
<tr>
<td>Kodrou 4, Philothei</td>
<td>70 Ethnikis Antistaseos, Chalandri 152 31</td>
</tr>
<tr>
<td>0030 210 682 5163</td>
<td>0030 210 674 2885</td>
</tr>
<tr>
<td><strong>POOH CORNER</strong></td>
<td><strong>IL MULINO MAGICO</strong></td>
</tr>
<tr>
<td>Kapodistriou 6/Karaskevouspoulou 2 60</td>
<td>Troados 23, Ag Paraskevi</td>
</tr>
<tr>
<td>Harilaou Trikouli Nea Eritheta 14671 Kefalari</td>
<td>0030 210 600 3148</td>
</tr>
<tr>
<td><a href="http://www.poohcorner.gr/">http://www.poohcorner.gr/</a></td>
<td><strong>GREEK GERMAN KINDERGARTEN O MIKROS ANTONIS</strong></td>
</tr>
<tr>
<td><strong>GREEN HILL INTERNATIONAL SCHOOL</strong></td>
<td>Pallini</td>
</tr>
<tr>
<td>Venezouelas 18</td>
<td>0030 210 603 2527</td>
</tr>
<tr>
<td>11674 Ano Glyfada</td>
<td><a href="http://www.omikrosantonis.gr">www.omikrosantonis.gr</a></td>
</tr>
<tr>
<td>0030 2108943221</td>
<td><strong>ST. LAWRENCE COLLEGE</strong></td>
</tr>
<tr>
<td><strong>THE COTTAGE KINDERGARTEN</strong></td>
<td>Delta 2, 16777, Ellinikon</td>
</tr>
<tr>
<td>0030 210943221</td>
<td>0030 210 682 7629</td>
</tr>
<tr>
<td><a href="http://www.slc.gr">www.slc.gr</a></td>
<td><a href="http://www.cottage.gr">www.cottage.gr</a></td>
</tr>
</tbody>
</table>

**TABLE 2: PRIMARY AND SECONDARY FOREIGN SPEAKING SCHOOLS**

Greek speaking colleagues can choose between sending their kids to the public school of the neighbourhood or to a private school. ENISA do not recommend any schools, however a non-exhaustive list of primary and secondary school is mentioned below:

- Leontios Scholi (Lycee Leonin) school: [https://www.leonteios.gr](https://www.leonteios.gr)
- Arsakeios Scholi school: [http://www.arsakeio.gr](http://www.arsakeio.gr)
- Doukas school: [http://www.doukas.gr](http://www.doukas.gr)
- Ionios Scholi school: [https://ionios.gr](https://ionios.gr)
- Montessori school: [http://www.montessoriana.gr](http://www.montessoriana.gr)
6.4 SPECIFIC INTERNATIONAL SCHOOLS
There are multiple international schools around ENISA. Under certain conditions and budget availability, ENISA may establish agreements with the schools and contributes to school fees up to a ceiling. ENISA do not recommend any schools, however a non-exhaustive list of international school is mentioned below:

<table>
<thead>
<tr>
<th>SCHOOL NAME</th>
<th>ADDRESS</th>
<th>PHONE NUMBER</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMPION SCHOOL</td>
<td>PO Box 67484, Pallini, Athens</td>
<td>0030 210 607 1700</td>
<td><a href="http://www.campion.edu.gr">www.campion.edu.gr</a></td>
</tr>
<tr>
<td>ST. CATHERINES</td>
<td>Sophocleous Venizelou St, Lykovrissi 14 123</td>
<td>0030 210 282 9750</td>
<td><a href="http://www.stcatherines.gr">www.stcatherines.gr</a></td>
</tr>
<tr>
<td>LYCEE FRANCO - HELLENIQUE</td>
<td>Chlois &amp; Trikalon Street, Agia Paraskevi 15301</td>
<td>0030 210 601 2704</td>
<td><a href="http://www.ifh.gr">www.ifh.gr</a></td>
</tr>
<tr>
<td>American Community Schools of Athens</td>
<td>129 Agias Paraskevi St, Chalandri</td>
<td>0030 210 639 3200</td>
<td><a href="http://www.acs.gr">www.acs.gr</a></td>
</tr>
<tr>
<td>BYRON COLLEGE</td>
<td>7 Filolaou St, Gargitos, Erakes</td>
<td>0030 210 604 7722</td>
<td><a href="http://www.byroncollege.gr">www.byroncollege.gr</a></td>
</tr>
<tr>
<td>COSTEA GEITONAS SCHOOL</td>
<td>Pallini, Attiki</td>
<td>210 603 0411 - 17 Fax: 210 603 0570</td>
<td><a href="http://www.cgs.gr">www.cgs.gr</a></td>
</tr>
<tr>
<td>GERMAN SCHOOL OF ATHENS</td>
<td>Ziridi &amp; Chomatianou, 15123 Marousi</td>
<td>0030 2106199261</td>
<td><a href="http://www.dsathen.gr">www.dsathen.gr</a></td>
</tr>
<tr>
<td>International School of Athens</td>
<td>Artemidos &amp; Xenias Sts, Kifissia</td>
<td>0030 210 623 3888</td>
<td><a href="http://www.isa.edu.gr">http://www.isa.edu.gr</a></td>
</tr>
<tr>
<td>ERASMIOS GREEK GERMAN SCHOOL</td>
<td>Aristidou, Kantza, Pallini</td>
<td>0030210 624 2720 / 2729</td>
<td><a href="http://www.erasmios.gr">www.erasmios.gr</a></td>
</tr>
<tr>
<td>GREEK GERMAN SCHOOL</td>
<td>25 Martiou &amp; Vernardou St, Vrilissia</td>
<td>0030210 682 0566</td>
<td></td>
</tr>
<tr>
<td>ITALIAN SCHOOL OF ATHENS</td>
<td>Mitsaki 18, 11141, Athens</td>
<td>00302102283258</td>
<td><a href="http://www.scuolaitalianatene.edu.gr">www.scuolaitalianatene.edu.gr</a></td>
</tr>
<tr>
<td>Doukas School</td>
<td>151, Messogion Street, Paradissos, 15125 Maroussi</td>
<td>0030 210 618 6000</td>
<td><a href="http://www.doukas.gr">www.doukas.gr</a></td>
</tr>
<tr>
<td>THE LIBYAN SCHOOL</td>
<td>25of March 2, Old Psichiko Athens</td>
<td>0030 210 6719493</td>
<td></td>
</tr>
<tr>
<td>Athener Schule</td>
<td>25. Martiou / Vernardou 9, GR-152 35</td>
<td>0030 210/6820 566</td>
<td><a href="http://www.athenerschule.gr">www.athenerschule.gr</a></td>
</tr>
</tbody>
</table>

You can also find more information online.
<table>
<thead>
<tr>
<th>GREEN HILL INTERNATIONAL SCHOOL</th>
<th>DEREE College, The American College of Greece, American University</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venezouelas 18, 11674</td>
<td>6 Gravias Street GR-153 42 Agia Paraskevi</td>
</tr>
<tr>
<td>Ano Glyfada Athens</td>
<td>Athens, Greece</td>
</tr>
<tr>
<td>0030 2108943221</td>
<td>Tel: 0030 210 600 9800</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.acg.edu">www.acg.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>ST. LAWRENCE COLLEGE</td>
<td></td>
</tr>
<tr>
<td>Delta 2, 16777, Ellinikon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0030 2108943221</td>
</tr>
<tr>
<td><a href="http://www.slc.gr">www.slc.gr</a></td>
<td></td>
</tr>
</tbody>
</table>
7. HEALTHCARE

7.1 JSIS - OUR HEALTHCARE INSURANCE (JOINT SICKNESS INSURANCE SCHEME)

You will be entitled to health insurance provided by the European Commission. It covers you and may cover your family members (provided some family conditions are met, for instance if your partner is unemployed or does not receive unemployment subsidy, but not in the case your partner earns more than specific amount that is determined every year) and supporting documents are recognised. In some cases, health insurance covers only staff members. For most common expenses, it covers 80% with a reimbursement ceiling applicable. Private optional top-up insurance packages are available as well. As a Staff member, you will have the opportunity to manage your health care activities/reimbursements via the European Commission online tools (“JSIS Online and PMO Portal”) where you can get plenty of information and updates on several health matters. ENISA HR will provide you with more details on this during your induction.

You are advised to bring a valid European Health Insurance Card (E111) with you. All residents of European Union countries who carry a valid E111 form, are entitled to receive free immediate, urgent medical care in Greece.

7.2 HOSPITALS

There are multiple public and private hospitals and medical centres around ENISA. JSIS has arrangements with certain hospitals in order to cover hospitalisation costs directly (direct billing), without the Staff member having to pay the hospital directly. Further information will be provided upon arrival. Athens has many hospitals, a directory of which are shown [here](#).

7.3 PREGNANCY

Several mothers (ENISA Staff/partners) have already given birth in Athens. Certain conditions apply but most costs related to pregnancy and confinement are reimbursed up to a ceiling based on the rules of JSIS. Although babies born in Greece do not hold the Greek nationality, they must be registered in the municipality registry days after the birth, where the birth certificate is issued for parents to claim the new-born’s identity documents from their respective consulates. The procedure requires the translation in Greek of official documents (marriage certificate for instance) so as for the Greek local authorities to be able to process the names of the baby and the parents and issue the birth certificate.
8. ACTIVITIES FOR PARTNERS AND SPOUSES

8.1 FINDING A JOB IN GREECE

8.2 STUDYING IN GREECE
University studies in Greece take place in Greek, however there are many international programs for Master degrees or even Bachelors. Here are some national universities in Athens that offer international programs (list is not exhaustive):

- Athens University of Economics and Business (AUEB)
- National and Kapodistrian University of Athens
- National Technical University of Athens (NTUA)
- European Public Law Organisation
- Hellenic American College
  Alba Graduate Business School
  http://www.mastersportal.eu/universities/727/alba-graduate-business-school.html

8.3 LANGUAGE COURSES
ENISA Staff Members are offered language courses every year. Languages typically taught are Greek, French, German, Spanish, and Italian.

Greek language courses are also available for ENISA staff and their spouses free of charge.
9. MOVING AROUND IN ATHENS

9.1 PRIVATE TRANSPORT

9.1.1 Car/Motorbikes
Athens is a city which often suffers from traffic jams. If you choose to move around with your car/motorbike. We advise you to check the traffic online for the specific route you want to follow. In view of the traffic, it is advised to be very cautious while driving around in Athens. Parking is also an issue (for cars) especially in the city center. If you choose to use your car it is advised to look for a secure parking instead of parking the car in a dangerous area. For motorbikes signified areas for parking can be found around the whole city. If you are driving during late hours, alcohol controls take place regularly especially in the city center, and the fines are very strict.

9.1.2 Taxi
Taxis (yellow in Athens) can be a more convenient mean of transportation. While many taxi drivers are excellent professionals, it may be helpful to make use of a GPS application in case the taxi driver is not familiar with the destination.

9.1.3 Cycling
Athens is not a cycling friendly city due to the heavy traffic during rush hours. It is advised to use a bike only for short distances and to be very careful. However, in north Athens where Marousi is located, the use of bicycle is better than downtown.

9.1.4 Rent a car
In addition to the well-known international car hire companies there are also many small local companies.

Some important points to note when hiring a car in Greece;

- Pay particular attention to the terms and conditions that apply to insurance.
- You must have held a valid driving license for at least 1 year.
- If your driving license is not in English or Greek, an International Driving License must also be produced.

Some recommended sites for more information:

- www.avis.gr
- www.rentalcars.gr
- http://www.autocubrental.gr/
- www.hertz.gr
- www.europcar-greece.gr/

9.1.5 Importing a car in Greece
Each ENISA staff member can import his/her car from their place of original residence or last working place without paying the importation tax in Greece. This has to take place within the 1st year of employment at ENISA. If a Staff member wants to buy a car in Greece, no benefits apply and the total amount of tax should be paid.
9.1.6 Insurances (REVISED UNTIL HERE)
Not all insurance companies cover cars with diplomatic plates. Whenever you buy insurance for your car (regardless of the type of plates), make sure that the following cases are included: theft, semi-theft, breaking glasses, terrorist attack, hit by uninsured vehicle.

9.1.7 Parking at ENISA
Parking spots at ENISA premises are limited and follow the rule “First come, first serve”.

9.2 PUBLIC TRANSPORT

9.2.1 Metro
There are two metro lines (Blue and Red lines) and one domestic (Green Line) rail line available in Athens. The lines run regularly (3-7 mins depending on the time). The ticket for all these means of transport is the same: it costs under 2,00 EUR for a 90 mins fare. You can buy tickets from the stations and from designated kiosks. Athens underground connects important landmarks of the Greek capital, such as the Acropolis, Athens Airport, Port of Piraeus, Central Railway Station and Olympic Stadium, in addition to connecting downtown Athens with the suburbs. All stations are fully accessible to disabled persons with elevators at every level and platform. Most of the trains are air-conditioned.

For operations and timetable, and to access online apps showing the public transport frequency etc. please visit the website: [http://oasa.gr/?id=ind3ex&lang=en](http://oasa.gr/?id=ind3ex&lang=en)

**Note:** ENISA’s building in Marousi is located about 15’ walk from the Marousi metro station and 20’ walk from the Kifisias metro station.
9.2.2 Suburban Railway
The Suburban Railway (yellow line), or “Proastiakos”, is part of the national railway network of Greece. Its main route is Athens Airport – Kiato, while other routes travel up to Ano Liosia. There is also a route that connects Ano Liosia with the Athens Central Station as well as a route that connects the town of Halkida (Chalkis) with the Acharnai Station (S.K.A.), the Athens Central Station and Piraeus Station.

For ENISA the most convenient stops near the office are Neratziotissa (on Green line and Suburban railway – about 20’ walk) and Kifisias (Suburban railway – about 20’ walk). The fare depends on the distance so you have to indicate your itinerary to the officer in the station.

9.2.3 City Bus
City buses and electrical trolley-buses serve Athens and its suburbs. Most vehicles are modern and air-conditioned. Special schedules apply during the summer months of July-September. Operating hours vary according to line/day/season, but generally they run between 5:00 a.m. – midnight. There are also five 24-hour lines, 4 airport lines and 8 Express lines. You can find all information you need here: [http://www.oasa.gr/?lang=en](http://www.oasa.gr/?lang=en)

Lines A7 and 550 have stops close to the office (3’ walk) and provide connection to Athens. Please note, during the rush hours, the transfer with buses takes longer than travelling by metro. However you may use the website to follow the presence of busses on the lines at: [http://telematics.oasa.gr/en/#main](http://telematics.oasa.gr/en/#main)

Keep in mind that historically strikes in Greece occur regularly and may affect transportation. Strike schedules are usually announced just 1-3 days in advance, so it’s essential to stay informed. For information about Athens transport routes, schedules and more, you can also call 11185 from a Greek phone.
10. GETTING SUPPORT AT HOME

10.1 CLEANING SERVICES
Cleaning services are very common in Greece, usually based on word of mouth referrals. Your land owner, neighbours, or colleagues might be able to assist you to find the right cleaning service.

10.2 BABY SITTING SERVICES
Babysitters in Greece are very common. We recommend that you pay nannies using vouchers issued at the post office, which guarantees them healthcare coverage, however the normal payment methods are also available. Both are generally recommended on word of mouth, ENISA colleagues will be able to provide more information when you arrive. You can also hire one online example: www.nannuka.com, etc.
11. SHOPPING AND EATING

For the first two years of your contract you are exempted from VAT on purchases over 310 EUR for all goods except consumables (gas, food, diapers…). Certain conditions apply (you cannot buy 10 TVs for instance…). ENISA offers staff with some privileges. More information will be given by CSU. Prior to any purchase please consult our Corporate Service Unit (CSU) as conditions may vary.

11.1 SHOPPING AND MALLS

The commercial shops in Athens follow a specific schedule: Monday and Wednesday 9:00-14:00, Tuesday, Thursday and Friday also open in the afternoon 17:00-20:00 (in summertime until 21:00). In the city center some shops stay open during lunchtime as well.

Athens has several shopping Malls, most of them located in the North part of the city. The largest one is The Mall located in Marousi (https://www.themallathens.gr/); The Golden Hall and Avenue mall can also be found in Marousi. There are outlet centres in Spata and near the airport.

Jumbo shops which can be found everywhere, and notably around the office, are an excellent choice to buy cheap products but not food. International brands (Zara, Nike, etc.) have shops in most neighbourhoods.

11.2 RESTAURANTS

Restaurants are relatively cheap in Athens. You will be able to find options for all tastes, Greek and international; traditional and fusion cuisines; for meat-lovers and vegans. Local restaurants are called tavernas (ταβερνα) where live music can sometimes be heard. Normally Greeks have lunch at 14:00-15:00 which can take up to 3-4 hours; dinner can be served as from 19:00 but Greeks eat around 21:00. It is advised to book a table, especially during the weekend. Tips are not included. You can find all information on restaurants in Athens here: www.athinorama.gr or www.ask4food.gr

Athens has a strong delivery culture; almost all cafeterias and restaurants deliver food/coffee at your place. For more information on what can be delivered visit: www.e-food.gr

There is no canteen at ENISA but a kitchen where you can store, heat food and eat. Most staff alternate between home-cooked meals they bring and dishes they order from local restaurants. Given core hours planning, you can break for up to 2 hours at lunch time in case you prefer to eat outside or go home.

11.3 SUPERMARKETS

Athens has large supermarket chains but also small markets supporting neighbourhoods. Some examples of supermarkets that can be found in Athens: Sklavenitis (Σκλαβενίτης), Vasilopoulos (Βασιλόπουλος), MyMarket, Thanopoulos (Θανόπουλος, has lots of international products), Alfa Beta, Lidl, etc. In many cases super markets deliver goods to your house. For more information check their website.
Flea market (Laiki agora- Λαϊκή αγορά) for groceries take place every day. Find the one close to you here: www.laikesagores.gr. Organic product flea markets also take place every day, find more information here: www.organiclife.gr or www.bioagores.gr.
12. LIFE IN GREECE

12.1 WHAT YOU CAN DO AROUND THE OFFICE
Marousi is a lively area. There is a pedestrian street full of shops, restaurants, bars and coffee places. Many playgrounds are located near the Metro station of Marousi. Marousi also has many cinemas; during summer time the prefecture organises a music/theatre festival featuring well-known plays and artists. Gyms are located around the area of Marousi, you find one close to your apartment.

12.2 INTERNATIONAL ASSOCIATIONS
There are plenty of international associations that your Embassy and ENISA Colleagues can recommend you. For instance: Athènes Accueil, for French speakers: http://www.athenesaccueil.com/

12.3 CHILDREN ACTIVITIES
Athens and in particular the neighbourhoods around the office, are kid-friendly, and feature lots of public and private parks with fun activities for your children. Kindergarten and schools generally offer extra-scholar activities such as cooking or music classes.

12.4 TOURISM RECOMMENDATIONS
- City of Athens – official website
- Breathtaking Athens – City of Athens’ official visitors’ website
- Visit Greece – Greek National Tourism Organisation
- Living In Greece – A practical guide to moving, working and travelling in Greece

12.5 ATHENS SIGHTSEEING
Athens was the ancient capital of the Greek civilization, making it a very interesting tourist attraction throughout the whole year. Archeological sites, museums, art spaces are dispersed in the city. Some of the most famous sites are: Akropolis and Parthenon, Akropolis Museum, Odeon of Herodes Atticus, Temple of Olympian Zeus, National Gardens and Constitution sq, Zappeion Palace, Doridis astronomical observatory, National Archeological Museum, Menaki museum and many more can be found here.
13. CONTACTING ENISA

ENISA Athens office: Vasilissis Sofias Str, Maroussi 151 24, Attiki, Greece, 0030 28 14 40 9711

See also: MAP & DRIVING DIRECTIONS to ENISA’s Athens Office.

**Figure 6 Directions to ENISA’s Athen’s Office**
Planning for personal safety is identifying and avoiding as many risks as possible. The primary purpose of this section is to highlight general risks or dangers associated with travelling abroad. A more detailed personal and organisational security briefing will form part of your induction.

**General Precautions**

- Personal Travel insurance is highly recommended
- Make photocopies of your passport, driver's license, medical insurance and airline tickets for reference in the event of losing the originals
- It is generally a good idea to add key telephone numbers (such as ENISA office, consulate, hotel, taxi etc.) before departure.
- Know the location and contact information for your consulate in your area of travel.
- Always carry your passport with you when travelling. Never place your passport or other important/sensitive documents in your checked luggage.
- Travel in casual dress and leave conspicuous items such as jewellery, gold watches and expensive luggage at home. Valuables tend to attract unwanted attention.
- Never take photos of anyone without their permission or of any military or official staff or buildings.
- Do not under any circumstances exchange money illegally – use a bank or official currency exchange.
- Do not carry more cash than you need for the moment.

**Airport Security**

- If being met at the airport, know the name(s) of the persons meeting you and get a rough physical description. Do not accompany anyone who does not fit the description or claims to have been sent in place of the person you expected unless this can be verified.
- Only engage with licensed service providers, for instance only use taxis from the airport taxi rank, and do not engage with private taxi providers or unmarked taxis.

**Vehicle Security**

- It is safer to keep windows closed and doors locked while driving. Always close and lock your vehicle when parked.
- Valuable items should not be visible from the outside of the vehicle. If you must travel with valuable items, lock them in the boot. Never leave your purse or wallet in the vehicle.

**Vehicle Travel**

- Do not use unmarked taxies.
- Keep the vehicle’s hood, boot and fuel cap secured.
- Keep doors and windows locked at all times.
- Never pick up hitchhikers or strangers.
• Park your vehicle in a well-lit area. Whenever approaching your vehicle, make sure that no one is near the vehicle, underneath or inside.

Street Security

• Always be mindful of your surroundings; trust your instincts.
• Remember, you may be a target for pickpockets or worse.
• Clutch briefcases or handbags tightly. Place wallets in your front trouser or inside jacket pocket.
• Keep a low profile in terms of behaviour, voice and dress.
• Avoid deserted streets or walking alone, especially at night.
• Shop in reputable, well-known stores and avoid street vendors.

Many EU countries consulates issue guidelines for travelling to abroad, below an indicative list of recommendations. Have a look in the online portals of the consulates of your country for advisories on Greece.

• Austria http://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/laender/
• Belgium http://diplomatie.belgium.be/fr/Services/voyager_a_letranger/conseils_par_destination/
• France http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/conseils-par-pays/
• Germany http://www.auswaertiges-amt.de/DE/Laenderinformationen/LaenderReiseinformationen_node.html
• Netherlands http://www.rijksoverheid.nl/onderwerpen/reisadviezen/inhoud
B ANNEX: GENERAL SECURITY NUMBERS IN GREECE

<table>
<thead>
<tr>
<th>Emergency Service</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medical Emergency</strong> (Αριθμός έκτακτης ανάγκης)</td>
<td>Tel: 112</td>
</tr>
<tr>
<td><strong>Fire Service</strong> (Πυροσβεστική Υπηρεσία)</td>
<td>Tel: 199</td>
</tr>
<tr>
<td><strong>Ambulance service</strong> (Εθνικό Κέντρο Άμεσης Βοήθειας)</td>
<td>Tel: 166</td>
</tr>
<tr>
<td><strong>Police</strong> (Άμεση Δράση Αστυνομίας)</td>
<td>Tel: 100</td>
</tr>
<tr>
<td><strong>Tourist Police</strong> (Τουριστική Αστυνομία)</td>
<td>Tel: 171</td>
</tr>
<tr>
<td><strong>Coast Guard</strong> (Άμεση Επέμβαση Λιμενικού Σώματος)</td>
<td>Tel: 108</td>
</tr>
<tr>
<td><strong>Special Violent Crime Squad</strong> (Αντιτρομοκρατική)</td>
<td>Tel: 10 14</td>
</tr>
</tbody>
</table>

**Figure 7 Emergency Numbers**

**B.1 EUROPEAN SOS 112**

The number 112 can be dialled to reach emergency services - medical, fire and police - from anywhere in Europe. This Pan-European emergency number 112 can be called from any telephone (landline, pay phone or mobile cellular phone). Calls are free. It can be used for any life-threatening situation, including:

- Serious medical problems (such as accident, unconscious person, severe injuries, chest pain, seizure)
- Any type of fire (house, car)
- Life-threatening situations (crimes)
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