



ENISA WELCOME GUIDE

Welcome to the European Union Agency
for Cybersecurity

MAY 2020

ABOUT ENISA

The mission of the European Union Agency for Cybersecurity (ENISA) is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, Union institutions, bodies, offices and agencies in improving cybersecurity. We contribute to policy development and implementation, support capacity building and preparedness, facilitate operational cooperation at Union level, enhance the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enable knowledge sharing, research, innovation and awareness building, whilst developing cross-border communities. Our goal is to strengthen trust in the connected economy, boost resilience of the Union's infrastructure and services and keep our society cyber secure. More information about ENISA and its work can be found www.enisa.europa.eu.

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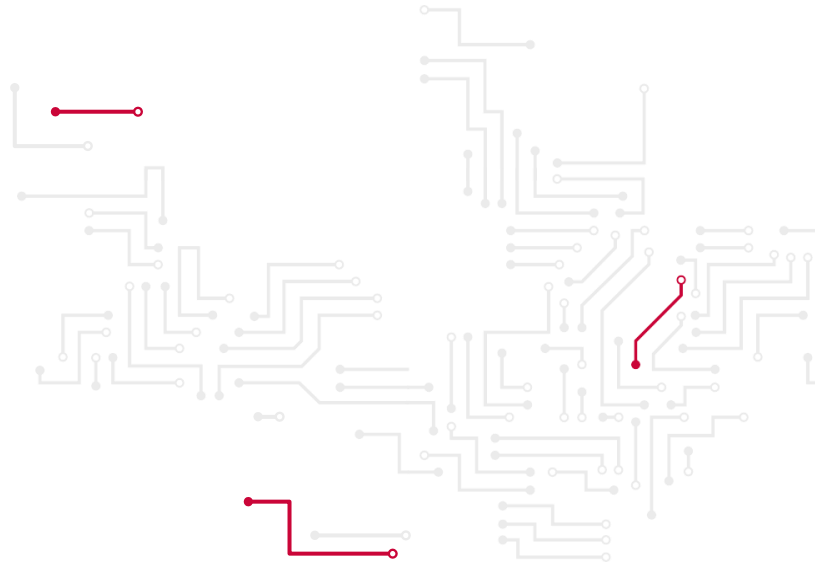


Working
at ENISA

WELCOME TO ENISA



JUHAN LEPASSAAR
ENISA EXECUTIVE DIRECTOR



Dear new colleague,

A warm welcome to the ENISA team and community.

As an organisation, ENISA strives to accomplish its mission and meet the cybersecurity stakeholders' expectations by being an open, innovative and agile Agency with strong social and environmental responsibility. ENISA relies on every single team member; and I count on you to keep these values close to your heart when exercising your functions.

I encourage you to share with us your experience and unique sides. This is, after all, why we selected you and are so happy that you chose us. We strive to work together with open minds and a great respect of each other's differences, as we strongly believe diversity enriches us as an organisation. Our wide range of backgrounds, and the various ways we can perceive and observe things is what makes ENISA unique. This is our joint strength.

Please take time to enjoy the rich history, nature and social fabric of our host country, Greece. If you are Greek and hence blessed with this knowledge already, now is the time to dwell into the cultural, culinary and linguistic richness of Europe by getting to know your colleagues from across the Union.

I personally welcome you to this new journey at ENISA and look forward to working with you. We are a team and are all here to help you along this new road of discovery.

Best wishes,

Juhan Lepassaar
Executive Director

1. WORKING CONDITIONS

ENISA is all about its people. The people who work at ENISA are key to its success. To deliver on its mission, the Agency relies on highly qualified and engaged staff.

The Agency's staff is composed of Temporary Agents (TA) and Contract Agents (CA) who are subject to the European Union Staff Regulations (SR) and Conditions of Employment of Other Servants (CEOS), as well as a range of Seconded National Experts (SNEs), trainees and Interim Agents.

Accepting a job at ENISA means not only adjusting to a new working environment but in most of the cases also to a new country, culture and language. ENISA has prepared this welcome guide to support new staff make a swift transition to their new environment.



1.1 THE ROLE OF ENISA

ENISA is actively contributing to European cybersecurity policy, supporting Member States and European Union stakeholders to respond to large-scale cyber incidents that may take place across borders in cases where two or more EU Member States have been affected. This work also contributes to the proper functioning of the Digital Single Market.

The European Union Agency for Cybersecurity holds a unique and enhanced role under the mandate of the Cybersecurity Act Regulation by contributing to a wide range of activities, pursuant to Chapter II of Regulation (EU) 2019/881 – Cybersecurity Act (CSA).

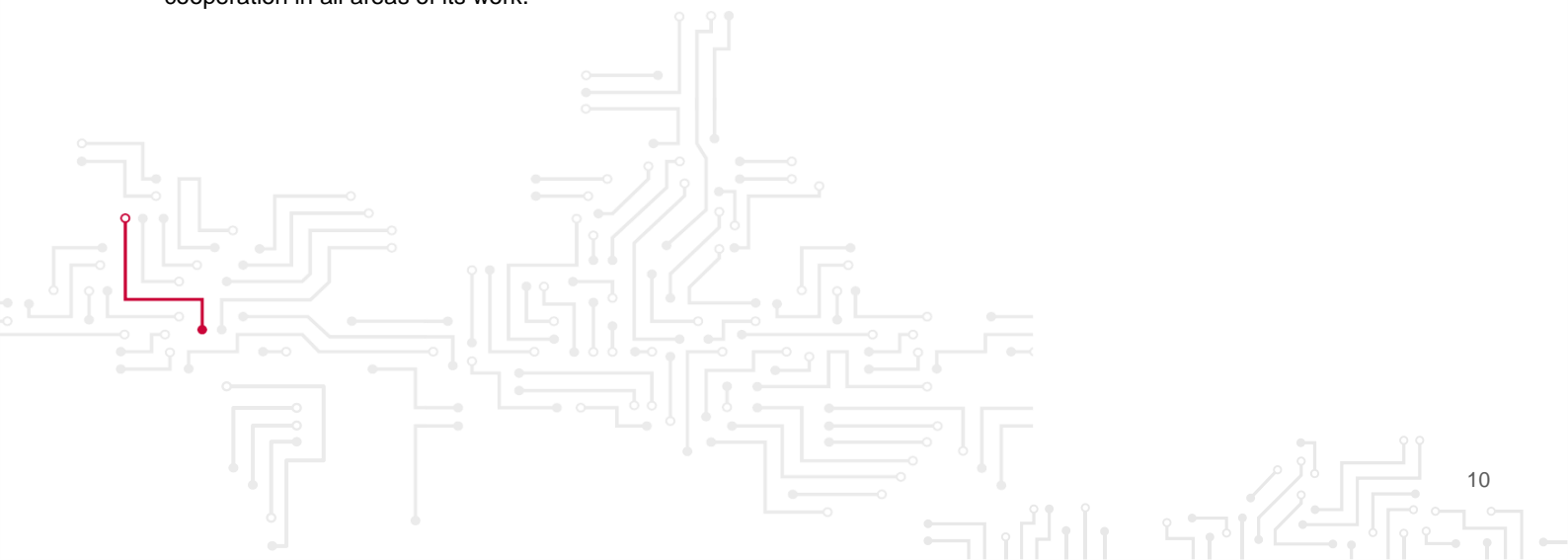
Chapter II of Regulation (EU) 2019/881 – Cybersecurity Act (CSA)

- **Article 6: Capacity-building**
- **Article 7: Operational cooperation at Union level**
- **Article 8: Market, cybersecurity certification and standardisation**
- **Article 9: Knowledge and information**
- **Article 10: Awareness-raising and education**
- **Article 11: Research and innovation**
- **Article 12: International cooperation**

ENISA also supports the development and implementation of the European Union's policy and law on matters relating to network and information security (NIS) and assists Member States and European Union institutions, bodies and agencies in establishing and implementing vulnerability disclosure policies on a voluntary basis.

Since 2019, following the bringing into force of the Cybersecurity Act (Regulation (EU) 2019/881), ENISA has been tasked to prepare the 'European cybersecurity certification schemes' that serve as the basis for certification of products, processes and services that support the delivery of the Digital Single Market.

The European Cybersecurity Act introduces processes that support the cybersecurity certification of ICT products, processes and services. In particular, it establishes EU wide rules and European schemes for cybersecurity certification of such ICT products, processes and services. ENISA is committed to upholding values such as excellence in expertise, openness, innovation, cooperation in all areas of its work.



1.2 ENISA OFFICES IN GREECE

The Agency is located in Athens, Greece and it features an office in Heraklion, Greece, which has been the original seat of the Agency.

1.2.1 ENISA Athens office

- Vasilissis Sofias Str 1
- Maroussi 151 24
- Attiki, Greece
- Tel: +30 28 14 40 9711

Please find the detailed description to the ENISA's premises in Athens, [Map - Location of ENISA](#)

See also: [MAP & DRIVING DIRECTIONS to ENISA's Athens Office](#).

1.2.2 ENISA Heraklion office in Crete

- Nikolaou Plastira 95
- Vassilika Vouton, 700 13 Heraklion, Greece



1.3 OFFICE HOURS¹

The offices are open from 07:00 to 20:30 every day except weekends.

1.3.1 Core hours

The following core hours² 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

1.3.2 Flexi hours

Therefore, flexitime³ runs from:

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

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

1.4 FLEXTIME AND FLEXI LEAVE

The default target of working hours is 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. A maximum of two days per month are allowed for recuperation in the following month (staff in a management function is not eligible for flexi leave). Such recuperation is always subject to prior approval by the designated line manager.

1.5 TELEWORKING

Within the objective to allow flexibility for work arrangements, promote work-life balance and use of new information technology, ENISA has a teleworking policy for its staff in place. There are two types of teleworking: structural (regular periods of teleworking) and occasional teleworking (on a temporary basis).⁴

1.6 LEAVE

The exact number of leave for each staff member varies according to certain criteria but roughly adds up to an average of 5 weeks per year, without taking into account bank holidays. The Agency is closed 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.

¹ During teleworking the new core hours are Monday to Thursday: 10.30 to 12.30 and 14.30 to 16.30 (CET+1, Athens time)
Friday: 10.30 to 12.00 and 12.30 to 13.30 (CET+1, Athens time)

² See Article 4(2) of Decision No MB/2018/15 of the Management Board of the European Union Agency for Network and Information Security (ENISA) on Working Time.

³ See Article 4(3) of Decision No MB/2018/15 of the Management Board of the European Union Agency for Network and Information Security (ENISA) on Working Time.

⁴ 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.

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

1.7 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).⁵ The Agency also has a Service Level Agreement with the European Commission which enables staff to benefit from trainings organised by them.

1.8 LANGUAGE COURSES

ENISA staff members can subscribe to language courses in all 24 official EU languages every semester at a school of their choice. Language courses are subject to reimbursement, further to provision of supporting documents.

1.9 LEISURE AND SPORTS ACTIVITIES/ "FIT@WORK"

ENISA has adopted a Fit@work policy of its own as of January 2020 and strives to motivate staff to stay fit and healthy, whereby reimbursement of some sports activities may be allowed. 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-riding courses, etc. Several staff members also cycle to work. Athens is also famous for its [International Ultramarathon Festival](#).

1.10 IT FACILITIES

Upon their taking up duties at ENISA, staff members are provided with IT support such as a business mobile phone, laptop, encrypted USB key, etc.

1.11 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.

1.12 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!

1.13 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.

1.14 PREVENTION OF HARASSMENT AND CONFIDENTIAL COUNSELLOR(S)

ENISA is strongly committed to the prevention of harassment, promoting the policy and procedures of anti-harassment at work and condemning inappropriate behaviour. To this end, ENISA organises regularly awareness sessions for its staff and has created a dedicated Intranet page on this topic.

⁵ See Decision No MB/2018/9 of the Management Board of the European Union Agency for Network and Information Security (ENISA) on the Framework for learning and development.

In addition, ENISA's staff avails of Confidential Counsellor(s) support. Confidential counsellor's role and mandate is to listen, help, provide information, and accompany persons seeking their assistance in situations perceived to involve psychological or sexual harassment. You may contact ENISA's confidential counsellor at AntiHarassment.Counsellors@enisa.europa.eu

1.15 CODE OF CONDUCT

In line with the Conditions of Employment of other servants of the European Union, notably Article 11, statutory staff are bound by Title II, Articles 11 to 26a of the Staff Regulations ([Rights and obligations](#)), which refer to the provisions to ethics, conduct, integrity, sexual and psychological harassment.

In addition within the context of ethics, ENISA abides by the European Commission Code of Good Administrative Behaviour. Lastly ENISA avails of a framework policy on whistleblowing and protecting the dignity of the person and preventing psychological harassment and sexual harassment.

1.16 HUMAN RESOURCES UNIT

The HR Unit is the 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 at the Agency.



2. BEFORE TAKING UP YOUR DUTIES

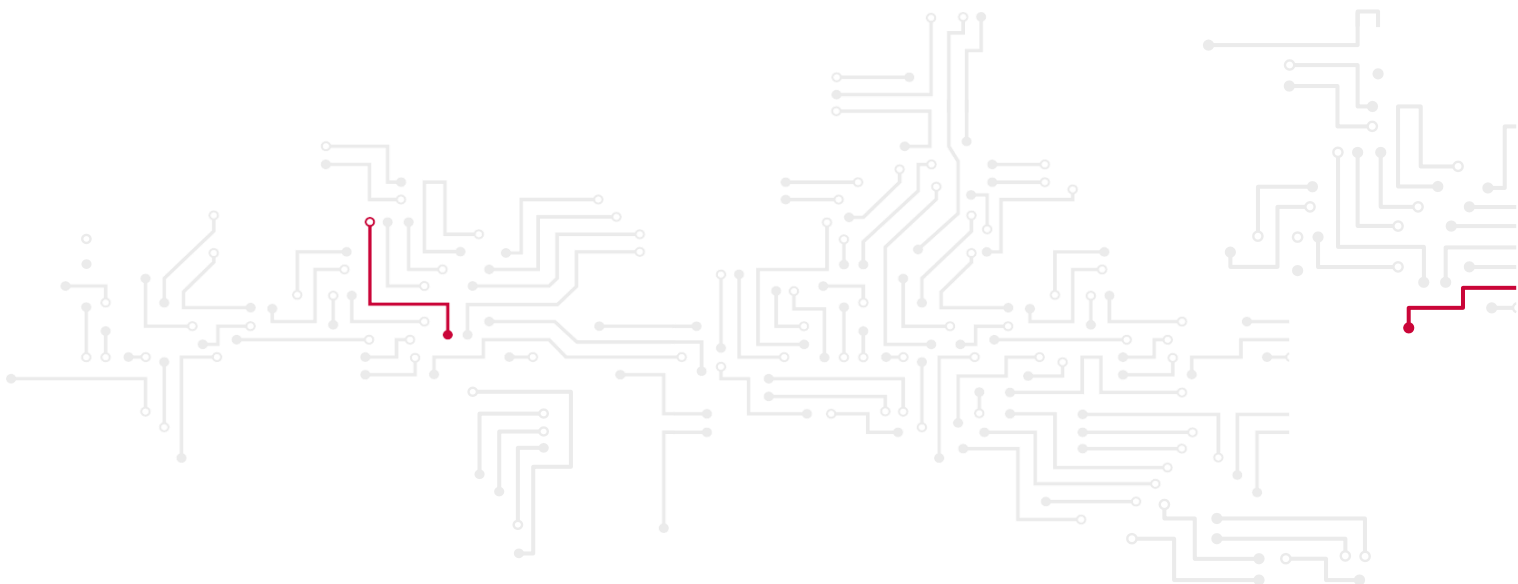
2.1 BANK ACCOUNT FOR YOUR SALARY

While recommended, there is no obligation, as such, to open a bank account in Greece as your salary can be paid to any bank account in an EU Member State. If you wish to open a bank account in Greece, you will need to firstly take up employment at ENISA and find a fix address in Greece.

Due to the payroll cycle of the EU institutions, the first salary is usually received within two months of taking up duty. The salary is paid by the 15th day of the month for the current month.

2.2 TRAVELLING EXPENSES FOR TAKING UP DUTIES AT ENISA

ENISA may pay a flat-rate contribution towards travel expenses for you and your family to move to Greece. The flat rate is based on the distance and is calculated from where you were recruited to the place of work. 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.







Living in Athens

3. UPON ARRIVAL IN ATHENS

3.1 REGISTERING WITH THE LOCAL AUTHORITIES

ENISA will support you in liaising with local authorities, notably for the following matters:

3.1.1 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”).

3.1.2 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.

3.1.3 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 benefits (see “Moving around in Athens and Shopping”).

3.2 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 1: Embassies in Athens

AUSTRIA Vassilissis Sofias 4 Syntagma Athens Tel: (0030) 210 7257270	BELGIUM Sekeri str 3 Syntagma Athens Tel: (0030) 210 3617886	BULGARIA Stratigou Kallari street 33A 154 52 P. Psychico Tel: (+30) 210 6748 106
CYPRUS Xenofontos Str, 2A Athens Tel: (0030) 210 3734800	GERMANY Karaoli & Dimitriou Str, 3 Kolonaki Athens Tel: (0030) 210 7285111	LUXEMBOURG Vassilissis Sofias Ave, 23A Ampelokipi Athens Tel: (0030) 210 7256400
CZECH REPUBLIC Georgiou Seferi 6, 154 52 P. Psychico Athens Tel:(+30) 210 671 37 55	HUNGARY Vas. Constantinou street 38 116 35 Athens Tel:(+30) 210 725 68 00	MALTA Vassilissis Sofias Ave, 96 Ampelokipi Athens Tel: (0030) 210 7785138

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

DENMARK Mourouzi 10, 4th floor 106 74 Athens Tel:(+30) (210) 725 6440	IRELAND Vassileos Constantinou Ave, 7 Athens Tel: (0030) 210 7232771-2	NETHERLANDS Leoforos Vasileos Konstantinou 5-7 Tel:(+30) 210-725 4900
ESTONIA Messogion Ave. 2-4 Athens Tower, 23rd floor Tel:(+30) 210 74 75 660	ITALY Sekeris st, 2 Athens Tel: (0030) 210 3617260-3 www.ambatene.esteri.it	POLAND Chryssanthemon street 22 154 52 Paleo Psychiko Tel(+30) 210 679 7700
FINLAND Xatziagianni Mexi str, 5 Ampelokipi Athens Tel: (0030) 210 7255860	LATVIA Vas.Konstantinou Ave., 38 11635 Athens TEL (+30) 2 10 729 44 83	PORTUGAL Vass. Sofias Str, 23 Athens, 106 74 Tel (+30) 210 729 00 61
FRANCE Vassilissis Sofias Ave, 7 Syntagma Athens Tel: (0030) 210 3391000	LITHUANIA Vassilissis Sofias str, 49 Ampelokipi Athens Tel: (0030) 210 7294356-7	ROMANIA Emmanouil Benaki 7 Paleo Psychiko Tel +30210 677 4035
SLOVAKIA 4, Georgiou Seferi 154 52 Paleo Psychiko Tel +30 210677198	SPAIN Dionyssiou Areopagitou str, 21 Acropolis, Athens Tel: (0030) 210 9213123	SLOVENIA 280, ave Kifissias & 1, Dimokratias st N. Psych. Tel(+30) 210 672 00 90-1
SWEDEN Vassileos Constantinou Ave, 7 Evangelismos , Athens Tel: (0030) 210 7266100	UNITED KINGDOM Ploutarchou str, 1 Athens Tel: (0030) 210 7272600	

4. FINDING A PLACE TO LIVE

Short-term rentals can be recommended for the first few weeks upon taking up duty, 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 daily subsistence allowance payable per day to compensate you for the costs and inconveniences of settling in at the place of work on a provisional basis. The period which the daily allowance can be granted depends on your situation but ends in any case on the date of your removal. The daily allowance may be granted for up to 10 months or 120 days if no dependents

In addition, staff may avail of the installation allowance. The installation allowance is paid to temporary or contract agents who provide proof that they had change their place of residence to meet the requirements of Article 20 of the Staff Regulations.

You may be entitled for reimbursement of removal costs. The reimbursement of removal costs is subject of prior authorisation and we recommend you contact HR for the process clarification.

4.1 HOUSING

There are multiple real estate agents in Athens easily found on the Internet; they tend to specialize in different products and areas. 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):

- <http://www.xe.gr/property/en/>
- <http://www.expatriates.com/classifieds/ath/housingavailable/>
- 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 can be dense 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 to 10% of the monthly rent. We recommend that you avoid rental contracts of longer than 3 years, as they are difficult to discontinue should you decide to change flat within the same area.

We recommend short-term rentals first, to have enough time to discover the neighbourhoods in which you would want to settle. Long-term rentals (one year and more) can be negotiated directly or through real estate agencies

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-glazed 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 window screens (recommended for families with kids) and stay away from humid areas!

4.2 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. It should be noted that a seat agreement between ENISA and the Hellenic Authorities further gives privileges for the employees of the Agency within the context of the above expenses. Relevant information shall be provided upon your in-boarding process.

4.2.1 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. 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. It should be noted that a seat agreement between ENISA and the Hellenic Authorities further gives privileges for the employees of the Agency within the context of the above expenses. Relevant information shall be provided upon your in-boarding process.

4.2.2 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 may take up to 15 days after contract signature to provide you with Internet.

4.3 NEIGHBOURHOODS AROUND THE ATHEN'S 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, Chologargos, Kifissia, Politia, Pefki, Penteli, Melissia and Vrilisia.

Chalandri and Chologargos are trendy 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 a residential area and offers spacious houses and nice views from the Penteli Mountain, just like Politia. Kifissia 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>

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.

4.4 HOME INSURANCES

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

4.5 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.



5. FINDING THE RIGHT SCHOOL FOR YOUR CHILDREN

5.1 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.

FIGURE 1: EDUCATIONAL SYSTEMS COMPARISON

Age	British System	French system	American system	Greek system	
1-2 years					
2-3 years				Pronipio	
3-4 years	Nursery	Maternelle	Elementary school	Nipiagogio	
4-5 years	Reception				
5-6 years	Key stage 1				
6-7 years					
7-8 years	Key stage 2	Ecole elementaire		Elementary school	Dimotiko
8-9 years					
9-10 years					
10-11 years					
11-12 years	Key stage 3	College	Middle school	Gymnasio	
12-13 years					
13-14 years					
14-15 years	Key stage 4		High school	Lykeio	
15-16 years					
16-17 years	Sixt Form/IB	Lycee			
17-18 years					
18-19 years					
19-20 years					

5.2 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:

- Natasha babyland and wonderland: Kifisia. English group as from 1-year-old. Daily cooked meals. About 500€ per month. Closes during holidays.
<http://www.natashaswonderland.gr/default.asp>
- Melina's kindergarten, in cooperation with the International School of Athens (American college). Kifisia, English group as from 2,5-year-old. Open all year.
<http://www.isa.edu.gr/melina>
- Learning steps, Montessori kindergarten in Kifisia. English group as from 2.5 years old. No cooked meals. http://www.learningsteps.gr/montessori-education/?page_id=8&lang=en

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:

- Leonteios Scholi (Lycee Leonin) nursery school: <https://www.leonteios.gr/>
- Arsakeios Scholi nursery school: <http://www.arsakeio.gr/gr/psychico/psychico-kindergarten/nipiagogio-psychikou>
- Doukas nursery school: <http://www.doukas.gr/nipiagogeio>
- Ionios Scholi nursery school: <https://ionios.gr>
- Montessori school: <http://www.montessoriana.gr>

More information can be found online.

5.3 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 2: Primary and secondary foreign speaking schools

AMERICAN COMMUNITY SCHOOLS OF ATHENS 129 Aghias Paraskevis St, Chalandri 0030 210 639 3200 www.acs.gr	EARLY LEARNING 53 Ritzountos Street Ellinikon 167 77 thens 0030 210 961 8763 www.earlylearning.gr
BYRON COLLEGE 7 Filolaou St, Gargitos, Gerakas 0030 210 604 7722 www.byroncollege.gr	COTTAGE KINDERGARTEN 74 Psaron Street, Halandri 152 32 Athens 0030 210 6827629 www.cottage.gr

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.

CAMPION SCHOOL PO Box 67484 Pallini, Athens 0030 210 607 1700 www.campion.edu.gr	CHILDRENS COLLEGE 4 Leoforos Kalamakiou, Alimos 174 55 Athens 0030 210 988 9833
TASSIS HELLENIC INTERNATIONAL SCHOOL IN ATHENS L. Tatoiou 10th Varymbobi 13671 Acharnes 0030 2108169421 http://www.isa.edu.gr	ABC NURSERY SCHOOL (PUPILS AGED 2–6) 11 Tyrtaiou Street Aghia Paraskevi 153 43 0030 210 601 9669 www.abcschool.gr
3-4-5 BRITISH NURSERY SCHOOL 27 Sofokleus Street and Dimela, Glyfada 0030 210 968 0465 www.345nursery.gr	THE FLOPSY BUNNIES PLAYGROUP 70 Ethnikis Antistaseos, Chalandri 152 31 0030 210 674 2885 http://www.flopsybunnies.gr/
JACK & JILL 3, Lomvardou st., 153 44 Gerakas 0030 210 661 0900 http://www.jackjill.gr	MARY POPPINS Kodrou 4, Philothei 0030 210 682 5163 http://www.marypoppins.gr/
POOH CORNER Kapodistriou 6/Karaskevopoulou 2 60 Harilaou Trikoupi Nea Erithrea 14671 Kefalari 0030 210 620 7481 http://www.poohcorner.gr/	GREEN HILL INTERNATIONAL SCHOOL Venezouelas 18 11674 Ano Glyfada 0030 2108943221
THE COTTAGE KINDERGARTEN Psaron 74, Chalandri Tel: 0030 210 682 7629 www.cottage.gr	ST. LAWRENCE COLLEGE Delta 2, 16777, Ellinikon 0030 2108943221 www.slc.gr
IL MULINO MAGICO Troados 23, Ag Paraskevi 0030 210 600 3148 http://www.mulinomagico.com/	GREEK GERMAN KINDERGARTEN O MIKROS ANTONIS Pallini 0030 210 603 2527 www.omikrosantonis.gr
GERMAN SCHOOL OF ATHENS Ziridi & Chomatianou 15123 Marousi 00302106199261 www.dsathen.gr	ERASMOS GREEK GERMAN SCHOOL Nursery to Kindergarten A Kapsala, Maroussi 210 619 7320 www.erasmios.gr
LYCEE FRANCO – HELLENIQUE Chlois & Trikalon Street Agia Paraskevi 15301 0030 210 601 2704 www.lfh.gr	AU PETIT BONHEUR, FRANCO-GREEK 50 Irakleitou str, Ano Glyfada 16674 0030 2109658207 www.aupetitbonheurmaternelle.com

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:

- Leonteios Scholi (Lycee Leonin) school: <https://www.leonteios.gr/>
- Arsakeios Scholi school: <http://www.arsakeio.gr>
- Doukas school: <http://www.doukas.gr>
- Ionios Scholi school: <https://ionios.gr>
- Montessori school: <http://www.montessoriana.gr>
- Moraitis school: www.moraitis-school.com
- Athens College: <https://www.haef.gr/>

You can also find more information online.

5.4 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 3: INTERNATIONAL SCHOOLS

CAMPION SCHOOL PO Box 67484 Pallini, Athens 0030 210 607 1700 www.campion.edu.gr	ST. CATHERINES British School Sophocleous Venizelou St Lykovrissi 14 123 0030 210 282 9750 www.stcatherines.gr
LYCEE FRANCO - HELLENIQUE Chlois & Trikalon Street Agia Paraskevi 15301 Tel: 0030 210 601 2704 www.lfh.gr	AMERICAN COMMUNITY SCHOOLS OF ATHENS 129 Agias Paraskevis St, Chalandri 0030 210 639 3200 www.acs.gr
BYRON COLLEGE 7 Filolaou St Gargitos, Gerakas 0030 210 604 7722 www.byroncollege.gr	COSTEA GEITONAS SCHOOL Pallini, Attiki Tel: 210 603 0411 - 17 Fax: 210 603 0570 www.cgs.gr
GERMAN SCHOOL OF ATHENS Ziridi & Chomatianou 15123 Marousi 0030 2106199261 www.dsathen.gr	ERASMOS GREEK GERMAN SCHOOL Aristidou Kantza, Pallini 0030210 604 2720 / 2729 www.erasmos.gr
INTERNATIONAL SCHOOL OF ATHENS Artemidos & Xenias Sts Kifissia 0030 210 623 3888 http://www.isa.edu.gr	GREEK GERMAN SCHOOL 25 Martiou & Vernardou St Vrilissia 0030210 682 0566

ITALIAN SCHOOL OF ATHENS Mitsaki 18, 11141 Athens 0030 2102283258 www.scuolaitalianatene.edu.gr	DOUKAS SCHOOL 151, Messogion Street, Paradissos, 15125 Maroussi 0030 210-618-6000 www.doukas.gr
THE LIBYAN SCHOOL 25of March 2 Old Psichiko Athens 0030 210 6719493	ATHENER SCHULE 25. Martiou / Vernardou 9, GR-152 35 Vrilissia 0030 210/6820 566 www.athenerschule.gr
GREEN HILL INTERNATIONAL SCHOOL Venezouelas 18, 11674 Ano Glyfada Athens 0030 2108943221	DEREE COLLEGE, THE AMERICAN COLLEGE OF GREECE, AMERICAN UNIVERSITY 6 Gravias Street GR-153 42 Agia Paraskevi Athens, Greece Tel: 0030 210 600 9800 www.acg.edu
ST. LAWRENCE COLLEGE Delta 2, 16777 , Ellinikon 0030 2108943221 www.slc.gr	



6. HEALTHCARE

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

Upon taking up duties you become eligible 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 a specific amount, which is determined every year) and supporting documents are accepted. In some cases, health insurance covers only staff members. For most common expenses, it covers 85% 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.

JSIS covers 80-85 % of common expenses with a reimbursement ceiling applicable. Private optional top-up insurance packages are also available.

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.

6.2 HOSPITALS

There are multiple public and private hospitals and medical centres around ENISA. JSIS is in the process of negotiating 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](#). In addition, you may consult the following link for a doctor database that covers different specialities, <https://www.doctoranytime.gr/en>.

6.3 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.

6.4 MEDICAL ADVISOR

ENISA avails of a medical advisor, whom provides medical guidance and conducts the annual medical examination of staff. The medical advisor can also give advice on finding a family doctor, dentist and any other local medical service.

7. ACTIVITIES FOR PARTNERS AND SPOUSES

7.1 FINDING A JOB IN GREECE

Depending on the background and professional activities, partners and spouses of ENISA Staff can find a job through many websites with ads like:

- www.kariera.gr
- www.jobstoday.gr
- <http://ergasia.gr>

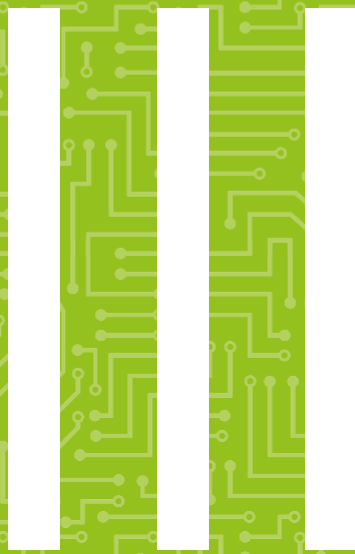
7.2 STUDYING IN GREECE

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):

TABLE 4: LIST OF UNIVERSITIES IN ATHENS

Athens University of Economics and Business (AUEB) http://www.mastersportal.eu/universities/383/athens-university-of-economics-and-business.html	National and Kapodistrian University of Athens http://www.mastersportal.eu/universities/385/national-and-kapodistrian-university-of-athens.html
National Technical University of Athens (NTUA) http://www.mastersportal.eu/universities/28/national-technical-university-of-athens.html	European Public Law Organisation http://www.mastersportal.eu/universities/11251/european-public-law-organization.html
Hellenic American College http://www.mastersportal.eu/universities/13108/hellenic-american-college.html Alba Graduate Business School	Alba Graduate Business School http://www.mastersportal.eu/universities/727/alba-graduate-business-school.html





Leisure time

8. FEW FACTS ABOUT GREECE

The host Member State, 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 centres in South-eastern 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.



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, designated 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 high.

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.autoclubrental.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. Upon your take up duty, the Corporate Service Unit

DRIVING YOUR CAR IN ATHENS

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. Parking spots at ENISA's premises are limited and follow the rule "First come, first served".

will explain your rights under the seat agreement, as well as processes and procedures to be followed.

9.1.6 Insurance

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 served”.

9.2 PUBLIC TRANSPORT

FIGURE 2 ATHENS METRO MAP



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 min 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>

Note: ENISA's building in Marousi is located about 15' walk from the Marousi (Μαρούσι) metro station (green line) and 20' walk from the Kifisias (Κηφισίας) metro station (yellow line), or Neratziotissa (on Green line and Suburban railway). The fare depends on the distance so you have to indicate your itinerary to the officer in the 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.

9.2.3 City Bus

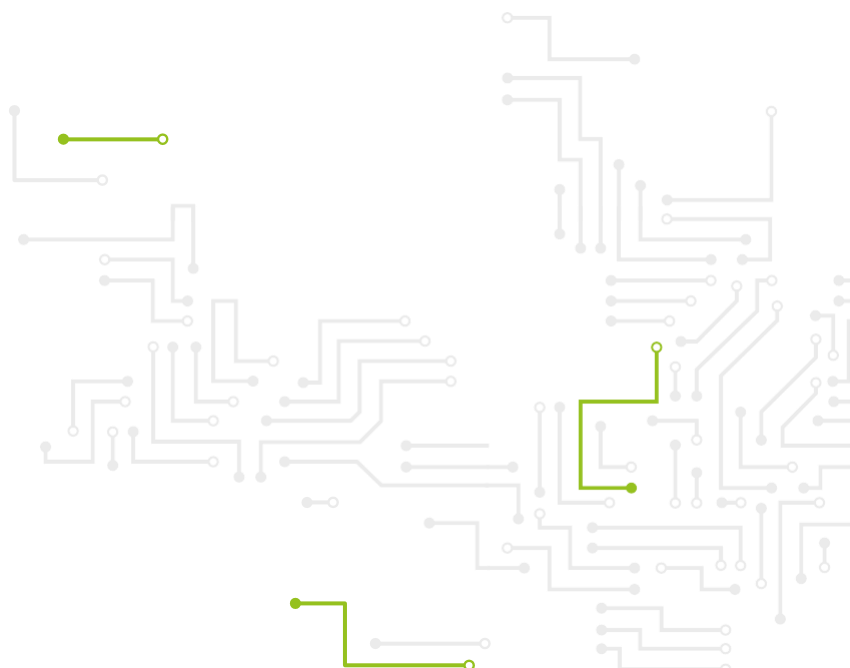
City buses and electrical trolley-buses serve Athens and its suburbs. Most vehicles are modern and air-conditioned. Special schedules apply during the summer months of July-September. Operating hours vary according to line/day/season, but generally they run between 5:00 a.m. – midnight. There are also 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>

Note: 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>

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.

Consider downloading the GR public transport app OASA telematics.

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).



10. GETTING SUPPORT AT HOME

10.1 CLEANING SERVICES

Cleaning services are very common in Greece, usually based on word of mouth referrals. Your landlord, 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 for 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...). 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 centre 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 [Sparta](#) 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

While there is no canteen available at ENISA premises, there is 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 supermarket brands in Athens include: [Sklavenitis](#) (Σκλαβενιτης), [Vasilopoulos](#) (Βασιλοπουλος), [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.

Open airmarkets (Laiki agora- Λαϊκή αγορά) for fresh produce take place every day, albeit in varying locations. Find the one close to you here: www.laikesagores.gr. Organic product markets also take place every day, find more information here: www.organiclife.gr or www.bioagores.gr.

DINING IN ATHENS

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. Athens has a strong delivery culture, almost all cafeterias and restaurants deliver food/coffee at your place.

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. It 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. 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.

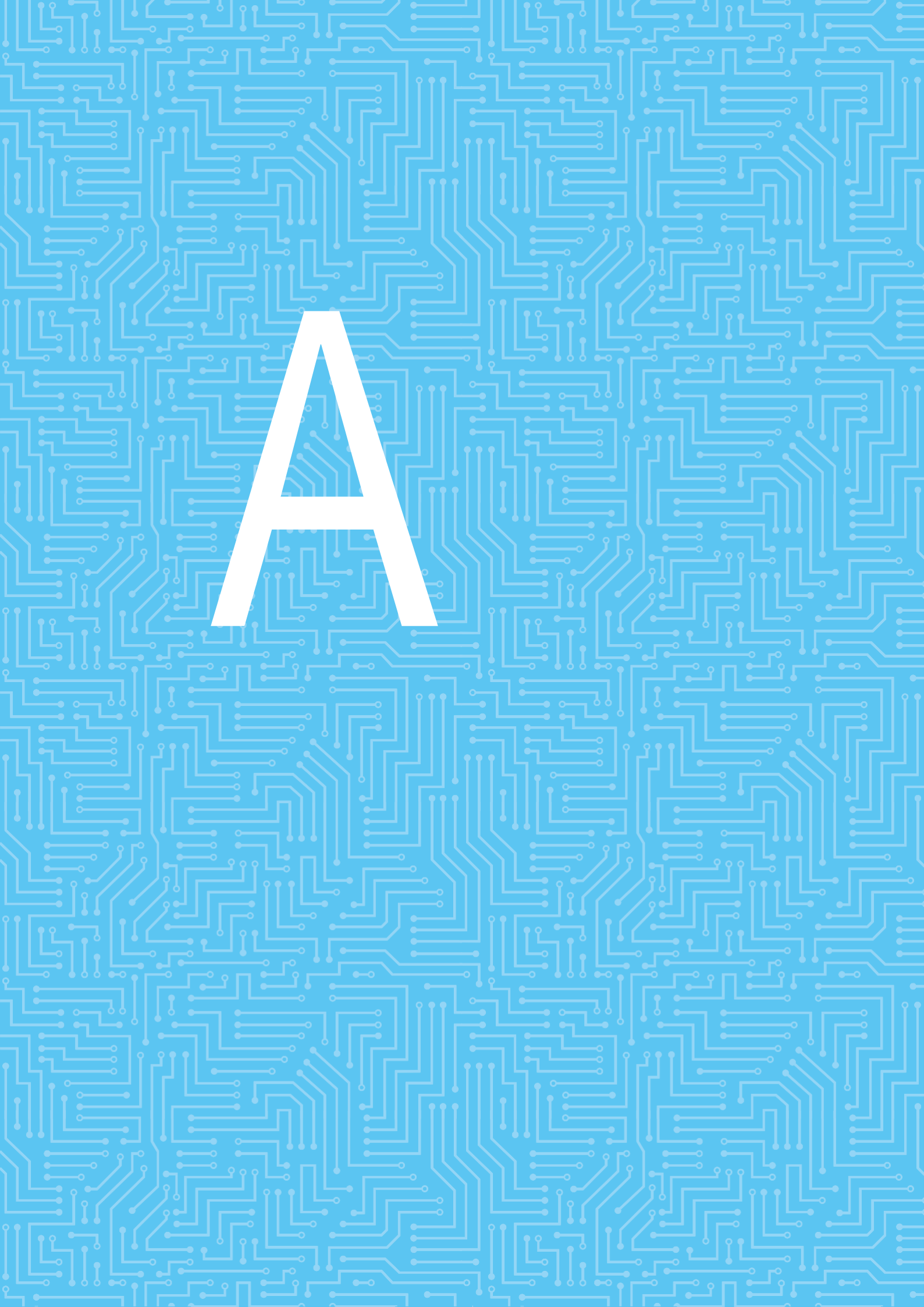
12.4 TOURISM RECOMMENDATIONS

- [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 astronomic observatory, National Archeological Museum, Mpenaki museum and many more can be found [here](#).



The image features a large, bold, white capital letter 'A' centered on a blue background. The background is covered in a dense, repeating pattern of white lines that resemble a circuit board or a complex network diagram. The lines are thin and form a grid-like structure with various angles and connections, creating a sense of depth and complexity. The letter 'A' is a simple, sans-serif font, standing out prominently against the intricate background.

A

A ANNEX: SECURITY AND PERSONAL SAFETY

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 taxis.
- Keep the vehicle's hood, boot and fuel cap secured.
- Keep doors and windows locked at all times.
- Never pick up hitchhikers or strangers.

SECURITY & PERSONAL SAFETY

Planning for personal safety is identifying and avoiding as many risks as possible.

- Always be mindful of your surroundings; trust your instincts.
- It is safer to keep windows closed and doors locked while driving. Always close and lock your vehicle when parked.

- 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 5: EMERGENCY NUMBERS

Emergency Service	Telephone
Medical Emergency (Αριθμός έκτακτης ανάγκης)	Tel: 112
Fire Service (Πυροσβεστική Υπηρεσία)	Tel: 199
Ambulance service (Εθνικό Κέντρο Αμεσης Βοήθειας)	Tel: 166
Police (Άμεση Δράση Αστυνομίας)	Tel: 100
Tourist Police (Τουριστική Αστυνομία)	Tel: 171
Coast Guard (Άμεση Επέμβαση Λιμενικού Σώματος)	Tel: 108
Special Violent Crime Squad (Αντιτρομοκρατική)	Tel: 10 14

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)



ABOUT ENISA

The mission of the European Union Agency for Cybersecurity (ENISA) is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, Union institutions, bodies, offices and agencies in improving cybersecurity. We contribute to policy development and implementation, support capacity building and preparedness, facilitate operational cooperation at Union level, enhance the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enable knowledge sharing, research, innovation and awareness building, whilst developing cross-border communities. Our goal is to strengthen trust in the connected economy, boost resilience of the Union's infrastructure and services and keep our society cyber secure. More information about ENISA and its work can be found www.enisa.europa.eu.

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