

# news

Issue 16 | August 2019

## The Road Never Sleeps

[www.olympiaodos.gr](http://www.olympiaodos.gr)

EMERGENCY TELEPHONE NUMBER



**1025**

## Editorial

Olympia Odos is part of a modern motorway network linking the biggest Greek cities and ensuring quick, safe and comfortable trips.

It is typical that the **road operation staff** who form the patrols and the intervention teams manages to reach the drivers, in case of emergency, in 13 minutes in average, i.e. far quicker than the contractual obligation and the time provided for in the international manuals and experience.

This of course is not by chance. It is the result of the meticulous **organization of the motorway**, of systematic procedures and what is more of the vital care to the drivers and travelers.

Many times, you the users of the motorway have underlined in your letters and messages your positive comments regarding the quick dealing with an incident. The **customer satisfaction surveys** we conducted recently also highlight this fact.

Every living organism as the **motorway that never sleeps** has **many stories to tell**. Some are humorous, other terrifying and other particularly important, such as the birth of a child, while some others are human. In this volume we will share with you some of these stories, since you are our inspiration and our motivation for every new day that starts.

Our relation through the Motorway communication channels is an interactive, dynamic and continually evolving relationship.

The 550 employees of Olympia Odos SA Concession Company and Olympia Odos Operation SA thank you for placing your trust and confidence in us and we commit ourselves to continue to provide all travelers with high level services, reliably, devotedly, responsibly and in a spirit of cooperation!

We wish you comfortable and safe trips!



Plan a  
**comfortable** and  
**safe trip!**

Visit  
[www.olympiaodos.gr](http://www.olympiaodos.gr)  
and **be informed**  
about **traffic**  
on the road.



### The Toll Stations of Olympia Odos are equipped with POS!

In particular, the manned toll lanes of the frontal Toll Stations are equipped with POS. At the side toll stations, the POS are fixed on the automatic toll machines.

## OLYMPIA ODOS upcycles and “speeds up” at P.I.C.K. Patras 2019

Thanks to the action “**LET THEM RUN AGAIN**” initiated by the environmental organization “**INSTITUTE TEAM FOR THE WORLD**” we give life to materials that cannot be recycled and we send a particularly strong environmental and social message.

For the second consecutive year, within the framework of **P.I.C.K. Patras**, we transform promotional materials used in the events sponsored by Olympia Odos (such as posters and banners) into multi-use bags. The materials are transformed by a group of refugees who master the art of cutting and sewing and thus they can make a decent living.



PICK PATRAS .GR  
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14-15  
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PATRAS

11<sup>0</sup>  
PICK  
EKO Racing 100



Kart Racing

at the center of Patras



# Motorway Operation Services



**Kostas Papandreou**  
Chief Executive Officer  
Olympia Odos Operation S.A..

The mission of the Operation Company is to ensure the operation of the motorway and to offer high level services to the motorway users 24 hours a day, 365 days a year.

This is achieved thanks to the staff of the Traffic Management Center, the “heart” of the operation, which coordinates the whole staff employed on the field, the patrols that supervise the motorway and assist the users in any incident, the intervention teams, the blue-collar workers and the electrician and electronic engineers who supervise and maintain the motorway on a daily basis, the people employed at the toll stations to serve the travelers and to collect the tolls and the people at the Customer Service and the Call Center.



2 Exploitation and Maintenance Centers at Nea Peramos and Rion, and Technical Bases at Kiato and Akrata



5 frontal Toll Stations at Elefsina, Isthmos, Kiato, Eleonas and Rion



2 modern Traffic Management Centers at Nea Peramos and Rion



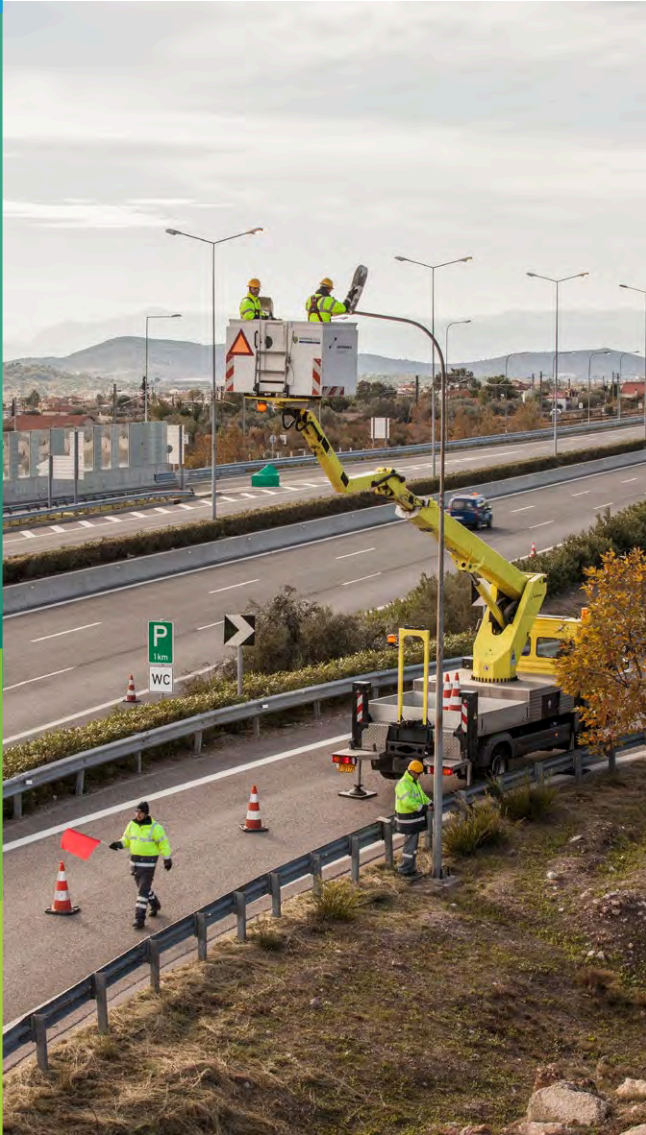
Emergency Phone Number



Patrols and road assistance 24 hours a day



4 Customer Service Centers at Elefsina, Isthmos, Kiato and Rion



Inspection and maintenance works carried out on a daily basis

A motorway such as Olympia Odos is of course equipped with the most modern systems and state-of-the-art equipment.

However, at the end of the day, our force in operating the motorway is our people: the women and men who work with devotion and reliability 24 hours a day, 365 days a year to ensure that our trips are not solitary anymore. That we will not be alone in dealing with any incident. That there is someone out there to take care of us.

We are sure that whatever it happens along our route will be promptly and efficiently dealt; this is what vindicates us and fills us with the will to continue.

We hope for your respect and courtesy towards our staff who are at your service.



21 parking areas with WCs along the motorway

# MOTORWAY STORIES



## Oranges

*A few days before Christmas, it is late in the afternoon and it's getting dark. At the 62nd kilometer in the direction to Athens, I see a vehicle immobilized on the EL with its hazard lights on. I stop 50 m ahead of the vehicle, to protect it, I approach and see its driver who has opened its boot and throws oranges on the slopes. I wish him Merry Christmas and ask him what happened. He tells me, while swearing and cursing the day, that he had a flat tire and now, to repair it, he shall throw away all the unpacked oranges from the boot to reach the spare wheel, because when we went to his village to prepare the house for the holidays he forgot to take bags and now he must throw the oranges away. I reassure him, give him 5-6 bags and help him put the oranges in. We found the spare wheel, put it out from the boot and I changed the flat tire. While changing the flat tire, he does not stop thanking me and wishing me all the best for the holidays, and says "the tolls were worth it!". Finally, we put the bags with the oranges in the car, except one since he insisted that I should take it as a gift for helping him. I said him that I just did my job, but he remained resolute and closed the boot saying that if I do not want the oranges I could throw them away; he gets in his car and leaves thanking me once again. I shared the oranges with the other crew of the shift when I got back to the base.*

**Sotiris Tsigaras**  
Foreman at Nea Peramos Technical Base

## New Year's Eve Cake

*The schedule for December has been released. We all were very anxious to know our shifts during the holidays. I work during the night shift. I work the New Year's Eve. I do not care much, since I will work together with my friend Dimitra. Indeed, it was a very nice New Year's Eve that I will never forget. I am in the booth in the direction to Patras. Everyone is traveling to Patras to have fun. Dressed in my positive energy and with a Santa Claus sticker on my jacket, I see a white car entering the toll lane at about 02:00 a.m. We exchange wishes for a Happy New Year and the lady driver says to me: "We were cutting the New Year's Eve cake at home and my daughter told me 'mama, let's cut a piece also for the collector at the toll station'". She gives me a piece of the cake wrapped in aluminum foil saying "... and if I told you that you won the gold coin!" I looked at them stunned and thanked them for inviting me in their household and their thoughts. It's one of the most beautiful stories that I will never forget.*

**Vassiliki Mitsou**  
Toll Collector at Elefsina Toll Station

## { INTERVIEW }

## “Our work is imbued with humanity and solidarity”

*What do the people working on the motorway experience every day? Is this a difficult job or a routine with no diversity? In fact, in this job which is directly linked with a basic instinct, that of safety, what kind of relationships are created between colleagues, as well as between the employees and the drivers?*

*We met Anastassia Korossis, Head of Kiato Technical Base, and asked her to share with us some snapshots of her daily routine, and to describe to us a profession not often chosen by women. .*

### Please describe your daily routine.

My daily routine as head of the road operation at a Technical Base is particularly complex. I have to smoothly coordinate the daily tasks carried out in my sector, deal with any possible incidents that may arise during the day, communicate with the emergency services whenever necessary, taking always into consideration the traffic volume, the weather conditions and the particularities of the road infrastructure. Usually my day starts before even reaching my office, for example by a telephone call during the night. There are very difficult moments, with increased stress for choosing the quickest solution when the safety of the drivers and passengers is at stake. There are also moments when we feel very proud of the team, even moments for laughter. The efforts made by a colleague to prevent the suicide of a fellow citizen, the organization of unofficial horse races along the motorway, the traffic slowdowns for example to remove a turtle from the road, people who for various reasons have been lost and are found walking on the motorway are some incidents of our daily routine.

### How do you feel being the head of a team of men?

It is very interesting. Men due to their nature and to the way they have been raised have learned to cooperate and coexist in teams, follow rules and respect them. Of course, there are disagreements



**ANASTASSIA KOROSSIS**  
Head of Kiato Technical Base



and conflicts that are eventually settled more easily when the “referee” is a woman. To be able to understand the others you shall listen to them, lend an ear to their problems and if possible help them resolve these problems. This “relation” has taught me that when there is mutual respect for the job of each other, then you can overcome sexual difference and diversity. I feel very lucky about the quality of the people who form “my” team.

### How is your job satisfying?

Our job, except the training for protocols and procedures, is imbued with humanity and solidarity. Thus, every time an incident is dealt with, the feeling of satisfaction is ultimate. When an animal is saved, when you help people in a difficult situation, when you protect them from other vehicles or obstacles, when you transfer them to a safe spot, when you see in the eyes of a traveler his gratitude for having helped him in the night the only feeling you may have is satisfaction. However, I get satisfaction also from my team whom I see evolving every day as professionals and becoming better also at a personal level.



# WIND & WATER FESTIVAL

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30/8 - 31/8 - 1/9

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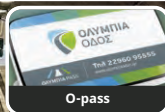
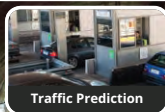
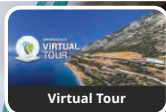
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Olympia Odos AE

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