



Annual Report

2020





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The present report constitutes the 12<sup>th</sup> annual report of the Concession Company “Attiki Odos S.A.”, and the Operation and Maintenance Company, “Attikes Diadromes S.A.”, and relates to the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2020. The annual report describes the activities relating to the operation of the motorway and includes all activities of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” in relation to the operation and maintenance of the Attica Tollway Project.

Photo credits: Nikos Daniilidis, Nikos Markou, Alexis Sofianopoulos, Panagiotis Voumvakis, Manos Ioannou, Alexandros Katsis, Christos Katsaounis.





## OUR VISION

Attica Tollway, being a pioneer in the field of modern motorways in Greece, aims at actively contributing to the reduction of road accidents in Greece, providing high quality services to its users while constantly promoting road safety culture in society.

Our goal is for Attica Tollway to continue to be a model of excellent maintenance and operation of infrastructure, making a substantial contribution to society, applying responsible Sustainable Development practices to benefit all parties involved and, of course, its employees.

## PAST & PRESENT

Attica Tollway is one of the major European urban motorways and the first big co-financed project in Greece which constituted a model in terms of construction and operation for subsequent road projects in Greece.

Within the 20 years of its uninterrupted operation, Attica Tollway changed road transportation in Greece by raising the standards provided in terms of safety and quality of service, while it remains an integral part of the daily routine of thousands of people, contributing to the improvement of their quality of life.





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# ATTICA TOLLWAY THE PROJECT

01

**Attica Tollway is a modern motorway, connecting 28 municipalities of the Athens Metropolitan Area and it meets the transportation needs of millions of people every year.**







It is an urban motorway bi-directionally separated by dual carriageways, each consisting for most of its length of three lanes and an emergency lane (hard shoulder). The suburban railway of Athens has been constructed and it operates in the central median of the motorway.

Attica Tollway constitutes a unique European infrastructure project, since it is essentially a limited access toll motorway within a metropolitan capital city, where traffic flow is dense. Attica Tollway is part of the PATHE road axis (Patras – Athens – Thessaloniki – Evzoni) and connects the Athens – Lamia National Road leading to Thessaloniki with the Athens – Corinth National Road leading to Patras, by-passing the centre of Athens.

Being a “closed type” motorway, it has full access control and it consists of two sections, which are perpendicular to each other:

- ▶ The Elefsina – Stavros – Spata Airport motorway (ESSM), extending for approximately 52 km, and
- ▶ The Imittos Western Peripheral Motorway (IWPM), extending for approximately 13 km.

*Attica Tollway incorporates part of the Egaleo Western Peripheral Motorway (EWPM), extending for approximately 5 km.*

The smooth and harmonious integration of the urban-type motorway into the environment, without causing any disruption to the natural environment through its operation, was a key priority in the construction of Attica Tollway.

In the Imittos Western Peripheral Motorway section, an attempt was made to fully restore the landscape using the technique of excavation and backfill (cut & cover) for the construction of tunnels and planting their cover for facilitating the passage of the local fauna. In order to harmonise the motorway with the natural environment, extended planting was carried out on both sides of the motorway, with plant species compatible with the existing flora, which acts as a filter, absorbing exhaust emissions from vehicular traffic. The initial planting, which included more than one million (1,000,000) trees and plants, was completed in the early years of the motorway’s operation with thousands of new species, while the existing underpasses were used for the crossing of farm animals. Additionally, the local fauna is protected by a high fence placed along the motorway right-of-way. A special arrangement of adhesive stickers were used to prevent birds from crashing into the glass noise barriers, a technique applied in compliance with international standards.



Attica Tollway vastly contributed to the flood protection works in the Athens Metropolitan area: during the construction phase, works were carried out in big streams, torrents and rivers crossing the motorway, in order to ensure the safety of traffic, as well as to improve the storm water flow within the Attica basin.

The extensive sewerage and flood control works were performed with respect to surrounding nature and constitute the middle part (due to the geographical location) of the layout of the road works of the complete and unified design of the flood protection works in Attica. "Attiki Odos S.A.", took advantage of the large amount of excavated material produced by the various construction sites during the construction phase of the project and in cooperation with the Athens Planning Organisation and the Forest Directorate of Athens, launched an effort for the regeneration (in terms of morphology and environment) of disturbed terrains of old quarries. Under the supervision of the Athens Planning Organization and the Forestry Services, over 15,000,000 m<sup>3</sup> of excavated material was used for the regeneration of the old quarries. At these sites, the Local Administrations have created walking and leisure areas, areas for holding cultural events, as well as providing sport facilities.

Total length	<b>70 km</b>
Service / side roads network	<b>150 km</b>
Interchanges	<b>29</b>
Motorway overpasses	<b>100</b>
Motorway underpasses	<b>25</b>
Rail bridges	<b>38</b>
River/Stream bridges	<b>21</b>
Pedestrian overpasses	<b>12</b>
Tunnel / cut & cover sections	<b>56</b>
Total length of tunnel / cut & cover sections	<b>12.6 km</b>
Flood protection works	<b>66.7 km</b>
Motorist Service Stations - M.S.S.	<b>4</b>
Operation & Maintenance Centre	<b>1</b>
Customer Service Centers - C.S.C.	<b>13</b>
Toll Stations	<b>39</b>
Total number of toll lanes (gates)	<b>195</b>
Toll Collection (T.C.) lanes with potential electronic function	<b>39-96</b>
Toll Collection (T.C.) lanes with potential manual function	<b>99-156</b>

## CHARACTERISTICS OF THE PROJECT

*In Attica Tollway, there are four (4) Motorist Service Stations (M.S.S.) which operate on a 24-hour basis and include petrol stations, vehicle repair centres, snack bars, ATMs/ Cash withdrawal machines, as well as Customer Service Centers.*







## PROJECT KEY DATES

-  **28/02/1995**  
Submission of tender for the construction of the project
-  **23/05/1996**  
Signing of the Concession Contract
-  **16/12/1996**  
Ratification of the Concession Contract
-  **06/03/2000**  
Financial close for debt financing
-  **19/03/2001**  
Operation commencement of first motorway section
-  **28/03/2001**  
Operation commencement of “Eleftherios Venizelos” Athens International Airport
-  **24/06/2004**  
Completion of the Main Concession Project
-  **13/08/2004**  
Opening of the Athens Olympic Games
-  **03/2008**  
e-PASS interoperability with Moreas Motorway
-  **11/2008**  
e-PASS interoperability with Olympia Odos Motorway
-  **12/2012**  
e-PASS interoperability with Aegean Motorway
-  **03/2013**  
e-PASS interoperability with Rio – Antirion Bridge
-  **12/2014**  
Founding member of HELLASTRON
-  **11/2020**  
e-Pass interoperability with Nea Odos, Kentriki Odos and Egnatia Odos Interoperability throughout the Greek Motorway Network





There are significant benefits resulting from the construction and operation of Attica Tollway, since the project:

- ▶ Forms the main backbone that links all modes of transportation and infrastructures of Attica, i.e. road (connection with the national road network), air (connection with the Athens International Airport “Eleftherios Venizelos”), rail (connection with metro and suburban rail stations) and sea (connection with Piraeus, Lavrio and Rafina ports);
- ▶ Reduces traffic volume within the capital, by absorbing a significant portion of the total daily crosstown traffic across the Athens metropolitan area;
- ▶ Promotes the strategic restructuring of the energy and telecommunication networks;
- ▶ Contributes to the physical planning and urban development in the Attica prefecture;
- ▶ Contributes to the residential and business development of the remote areas of Attica.

In the early 90’s, the Greek State held an international tender for the design, construction, co-financing and operation of the “Elefsina – Stavros – Spata A/P and Imittos Western Peripheral Motorway”, utilising the “concession contract” type. The Greek group of companies, named “Attiki Odos Joint Venture”, was the successful bidder of the tender, with the new motorway ultimately named after the corporate name of the winning group.

The Attica Tollway project was completed in time and its construction cost (EUR 1.3 billion) was financed by a 34% contribution by the Greek State, with funds drawn from the EU Community Support Framework, while the Concession Company, “Attiki Odos S.A.”, covered the remaining 66% by investing capital in terms of equity contribution and bank loans. The loans to the “Attiki Odos S.A.” Concession Company, were provided by the European Investment Bank (EIB) and Commercial Banks, whereby the “Attiki Odos S.A.” shareholders guaranteed all loans throughout the entire construction period.

## MAIN BENEFITS

## PROJECT COST AND FINANCING

### FINANCING BODIES

- ▶ The Greek State
- ▶ The European Union
- ▶ The European Investment Bank
- ▶ The Concession Company “Attiki Odos S.A.” (through its shareholders)
- ▶ A Group of Commercial Banks



### SUPERVISORY AUTHORITY

The GREEK STATE, represented by the DIRECTORATE D17 (OPERATION, MAINTENANCE & EXPLOITATION OF TRANSPORTATION INFRASTRUCTURES WITH CONCESSION AGREEMENTS) attached to the General Secretariat of Infrastructures / General Directorate of Transportation Infrastructures of the Ministry of Infrastructure and Transport, monitors and oversees the operation and maintenance of the motorway.

## ENTITIES OF THE PROJECT



**ATTIKI ODOS**

**CONCESSION COMPANY  
ATTIKI ODOS S.A.**

*41.9 km of Attiki Odos Motorway,  
190 02 Peania - GREECE,  
Tel.: +30 210 6682200,  
Fax: +30 210 6025060,  
e-mail: aosa@attiki-odos.gr*

“ATTIKI ODOS S.A.” is the company which has undertaken the design, construction, financing, operation and maintenance of the motorway, through the execution of a Concession Contract with the Greek State.



**ATTIKI ODOS J.V**

**ATTIKI ODOS  
CONSTRUCTION JOINT  
VENTURE**

*25 Ermou Street, 145 64  
Nea Kifissia - GREECE  
**Central Work Site:**  
41.9 km of Attiki Odos Motorway,  
190 02 Peania - GREECE,  
Tel.: +30 210 6632161,  
Fax: +30 210 6632694,  
e-mail: aojv@attikiodos.gr*

“ATTIKI ODOS JOINT VENTURE” was the construction company for the project, a joint venture consisting exclusively of Greek companies, led by AKTOR S.A., which successfully implemented a complex and difficult project, bringing together the greatest construction companies of Greece.



**ATTIKES DIADROMES**

**OPERATION &  
MAINTENANCE COMPANY  
ATTIKES  
DIADROMES S.A.**

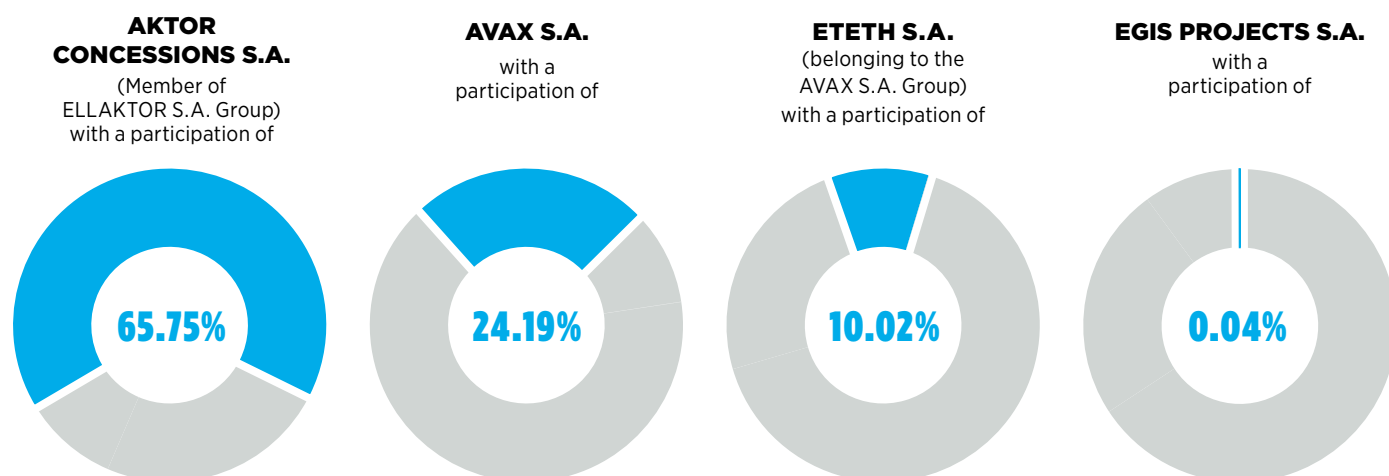
*41.9 km of Attiki Odos Motorway,  
190 02 Peania - GREECE,  
Tel.: +30 210 6682000,  
Fax: +30 210 6635578,  
e-mail: ad@attikesdiadromes.gr*

“ATTIKES DIADROMES S.A.” is the company which has undertaken the operation and routine maintenance of Attica Tollway. The companies “ATTIKA DIODIA S.A.” (the shareholders of which are the shareholders of the concession company), with a participation of 80%, and the French company “EGIS ROAD OPERATION S.A.” (former Transroute International) with a participation of 20% are the shareholders of “Attikes Diadromes S.A.”.

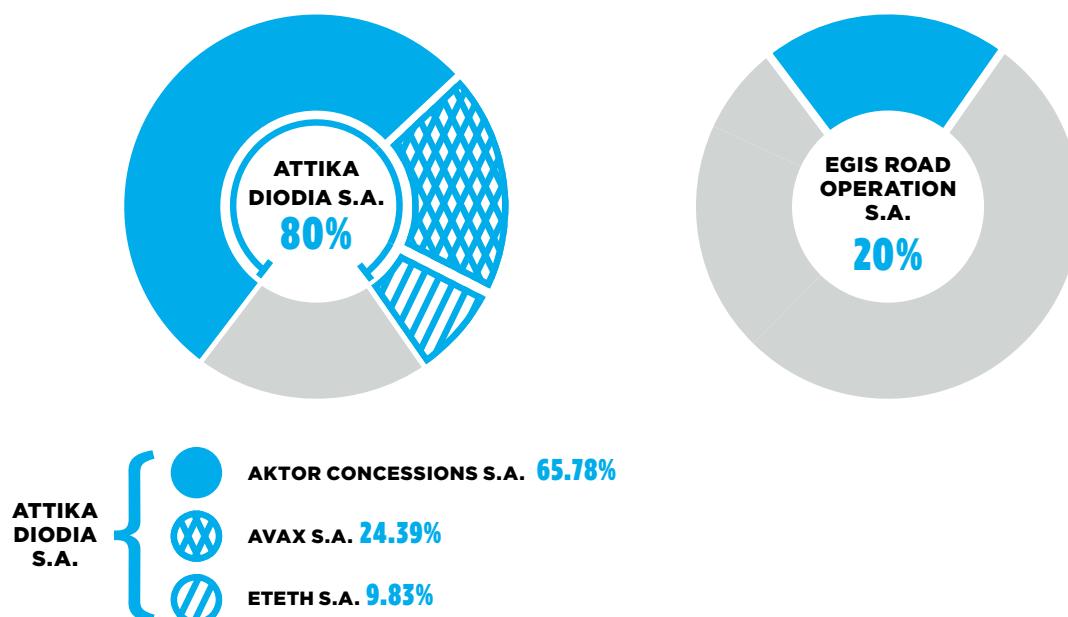




## SHAREHOLDING STRUCTURE OF “ATTIKI ODOS S.A.”



## SHAREHOLDING STRUCTURE OF “ATTIKES DIADROMES S.A.”





## COVID-19 PANDEMIC

### ATTICA TOLLWAY RESPONDS WITH A PLAN AND PREVENTIVE MEASURES

In 2020, the COVID-19 pandemic left an indelible mark on both Greece and the entire world. In this unprecedented and extremely difficult situation, Attica Tollway took all necessary measures from the very beginning to protect the Health and Safety of its employees and users, while ensuring that it continues to operate smoothly to the maximum.

In the context of dealing with the health crisis, the Greek State imposed restrictions on travel that resulted in a significant reduction in traffic on Attica Tollway. Entries to Attica Tollway decreased by 24% in 2020 (as a whole during the year) compared to 2019, while during the first lockdown (23/3/2020–3/5/2020) traffic was reduced by 73% compared to the corresponding period of the previous year.

At the outset of the pandemic, an Emergency Plan was developed to tackle the crisis of the coronavirus pandemic, which included an operational plan and preventive measures. This Plan is constantly evolving based on new data and the new legal framework.

#### a. Operational Plan

1 Creation of a backup Traffic Management Center (T.M.C.) that can cover the basic operations of the main Traffic Management Center, in case the main T.M.C. has to shut down for any reason and any period of time. The backup T.M.C. is located on the ground floor of the Koropi toll station building.

2 Creation of an additional Telephone Customer Service Center in the Messogia M.S.S., which operates in conjunction with the existing one at the central offices. A complete separation of the employees working in the two Call Centers is implemented.

3 Teleworking (remote working) of the Telephone Customer Service personnel, with the use of electronic and telephone systems for the uninterrupted operation of the Department 24/7.

4 Suspension of operation of the Customer Service Centers during the lockdown period. Subscribers are registered through the telephone and by signing contracts, and e-PASS transponders are sent by courier. To top up their transponders, users are required to use electronic means, not cash.

5 Inducement, through the Variable Message Signs (VMS) at all entrances of the motorway and the electronic signs at the toll stations, for drivers who do not have a transponder and use the manual lanes to make electronic payments or contactless card payments.

6 Teleworking (remote working) programme through remote access from home with the provision of laptops, as well as a mandatory “days off” programme, to ensure social distancing in the workplace. These programmes last one week (depending on the Department) and are constantly updated.





7 Provision of a special purpose leave to those employees who applied for it. Also, temporary suspension from work of employees identified as belonging to vulnerable groups, as well as pregnant women, in order to protect their health.

8 Temporary suspension from work applicable to employees.

9 About 50% of the personnel is available and works normally.

10 Postponement by the Construction Joint Venture of improvement works and replacements and maintenance works requiring lane closures and special machinery, during the first lockdown.

11 Use of electronic and telephone systems for teleconferences, available to all executives, as well as the possibility for mass text messaging to all staff, to update them immediately in case of emergency, COVID-19 cases among employees, or other work-related emergencies.

12 Daily teleconference of the Chief Executive Officer with all the Directors and Heads of Departments, including the Occupational Physician, in order to inform everyone and to formulate the company's operational and maintenance strategy.

13 Systematic teleconferences in all Directorates in order to coordinate actions.

14 Continuous exchange of information and coordination with the competent Ministry and Egnatia Odos.

## **b. Preventive Measures**

1 Daily contact of the Management with the Occupational Physician and the nursing staff of the Occupational Clinic for preventive guidelines against COVID-19.

2 Provision of personal protective equipment for the personnel, in accordance with the instructions of the Authorities, in all workplaces.

3 Disinfections and extensive cleaning.

4 Prohibition of business trips.

5 Restriction of third party visits to company premises.

6 COVID-19 tests.

7 Instructions from the Occupational Clinic in the event that cases are detected, to protect patients and their contacts.

8 Provision of psychological support to employees and their immediate family members through the establishment of a 24-hour Telephone Advice Line.

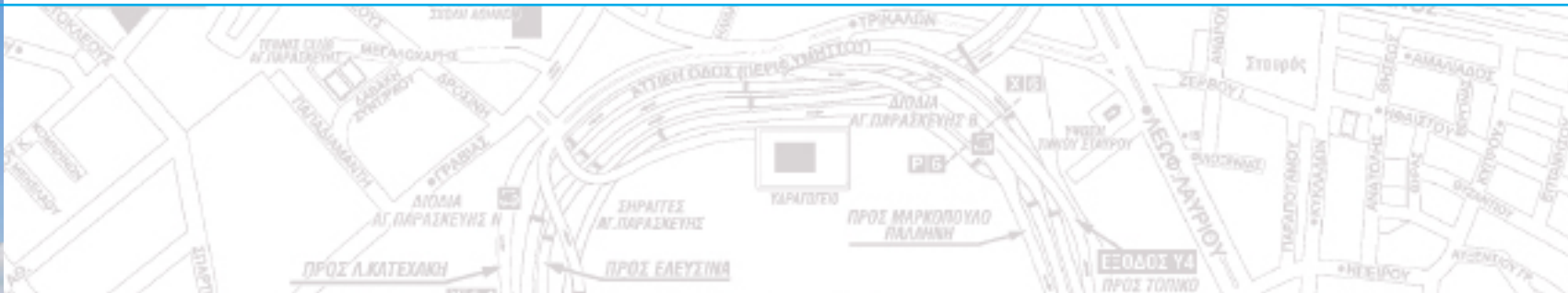


03

# ATTIKES DIADROMES: OPERATION & MAINTENANCE







**“Attikes Diadromes S.A.”** was founded in 1999 and has undertaken the operation and maintenance of Attica Tollway providing high-quality services to the users, 24 hours a day, 7 days a week, all year long.

The daily activities of “Attikes Diadromes S.A.” include the following:

- ▶ Traffic management;
- ▶ Detection, intervention and management of incidents and accidents;
- ▶ Road maintenance (preventive and corrective);
- ▶ Toll collection;
- ▶ Toll policy planning and management of subscription-commercial programmes;
- ▶ The implementation of high value-added actions for all parties involved and in every direction (e.g. information and training on road safety issues).

Please note that since 2014, “Attikes Diadromes S.A.” elaborates Sustainable Development Reports in line with the **Global Reporting Initiative** (GRI), while from 2018, the Sustainable Development Report also includes the actions of “Attiki Odos S.A.”.



## EMPLOYEES & KNOW-HOW

Being a large-scale project, Attica Tollway created many new jobs during the construction phase and while in operation. For “Attiki Odos S.A.” and “Attikes Diadromes S.A.” the human factor is the most important aspect for the development of the project, as well as for its smooth operation. The continuous development of the personnel remains a constant priority, and the recognition of the contribution of each employee is an essential performance motivator.

The Attica Tollway project engaged, during the construction phase, approximately 5,000 employees of various specialties, from construction workers to senior technical and administrative staff. Following the completion of the construction works and the commencement of the project’s operation, approximately 1,200 new permanent jobs were created, including subcontractors.

The specialised personnel that constantly ensures the optimal operation and maintenance of Attica Tollway is selected on the basis of strict criteria and undergoes continuous training.

The personnel employed in the Patrol and Intervention Teams participate in training sessions in relation to offering first aid, firefighting, providing safety in tunnels and undertake snow removal. The personnel employed in the Toll Plazas, at the Customer Service Centre and in the Telephone Customer Service attend seminars on managing special situations, while all employees are trained on workplace health and safety. Finally, in the course of this pioneering project, both companies have produced highly specialised executives who were later employed, in various senior capacities, in other Motorway projects in Greece.





During 2020, the entire workforce was trained for a total of **4,791 hours** in various matters pertinent to their professional scope, including:

- ▶ Safety at work, fire safety, firefighting and firefighting practices
- ▶ Basic knowledge for dealing with an indoor or vehicle fire
- ▶ Theoretical knowledge on the safe driving programme
- ▶ Crisis management in the time of the COVID-19 pandemic
- ▶ Good customer service practices
- ▶ Certified Sustainability CSR Practitioner Programme
- ▶ Snow removal drills

In the field of research, Attica Tollway project provides an excellent field for testing new technologies and systems relevant to traffic safety and security issues or matters related to the provision of better services to users, thanks to the motorway quality and its traffic management systems. The operation and maintenance company “Attikes Diadromes S.A.” monitors the technological developments and receives many proposals for collaboration in the framework of Greek and European research programmes, and it has actively participated in several programmes in the past. Please note that, in 2020, four (4) research projects were in progress.



## PARTICIPATION IN RESEARCH PROGRAMMES







TRAFFIC AND  
**MAINTENANCE**

04



The Attica Tollway Traffic and Maintenance Directorate (TMD) is responsible for the management and maintenance of the motorway and employs **187 highly qualified employees** who ensure smooth traffic on and safe use of the motorway, as well as the appropriate maintenance of the infrastructure. The main duties of the Department include:

- ▶ The traffic control and monitoring of flow;
- ▶ The management of incidents, accidents and planned activities;
- ▶ The inspection, maintenance and repairs, as required, to maintain the motorway in good condition (including the maintenance of the vehicle fleet and all facilities), as well as all routine works, such as the cleaning of the motorway.

The main control centre of the motorway is the **Traffic Management Centre (T.M.C.)**, which is located in Peania and operates on a **24-hour** basis.

Through the constant presence of specialised personnel and the use of high-tech equipment, the T.M.C. continuously monitors the traffic conditions along the entire motorway, is directly informed of the occurrence of any incidents and informs the competent departments, so that they can respond accordingly.

The Media Information Department is also located at the Traffic Management Centre of Attica Tollway. Every day, during business hours or when a notifiable incident occurs, the Media Information Officer communicates directly with television and radio stations in Attica, in order to provide vital traffic information about operations on Attica Tollway.



## TRAFFIC CONTROL & MONITORING





Attica Tollway features a high-quality skid-resistant asphalt pavement and it is protected by fencing along its entire length. Pedestrians can only cross the motorway using designated overpasses and underpasses, while there are special detectors embedded in the pavement, which enable the monitoring of incidents that affect the smooth operation of the motorway (e.g. stranded vehicles). Special care has been given to providing sufficient and effective lighting along the motorway. At the access points of the motorway and along its length, electronic variable message signs have been installed to inform the motorists about prevailing motorway conditions.

The equipment on the motorway includes closed-circuit TV cameras, variable message signs, inductive loops, variable speed limit signs, meteorological stations and over-height vehicle detectors. The T.M.C.'s equipment includes a video wall, consisting of 8 "natural cubes" of 70 inches and 8 workstations. Moreover, air pollution is monitored regularly through 8 stations, which are installed at key points along the motorway.

There are 56 tunnels and cut & cover sections on Attica Tollway, extending along 12.6 km, passing mainly through urban areas. To secure road safety of the users in these sections, Attica Tollway has adopted a series of special regulations and procedures in order, on the one hand to optimise prevention, and on the other hand to detect and manage incidents as quickly and efficiently as possible. Indicatively: creation of traffic management action plans, always in cooperation with the Competent Authorities, regular personnel training through drills and incident simulations, as well as continuous maintenance and upgrade of all systems and equipment.

The tunnels include:

- ▶ Emergency Road Telephones (ERT), located every 50 m inside the tunnels and at the entrances / exits;
- ▶ Closed Circuit TV (CCTV) - every 125 m and at the entrances / exits;

## MOTORWAY EQUIPMENT

## TUNNEL EQUIPMENT





- ▶ Traffic Measurement Sensors (inductive loops) – every 60 m;
- ▶ Lane Control Signs (LCS) – every 150 m. Double-faced signs bearing a green arrow / red “X”, inside tunnels;
- ▶ Variable Speed Limit Signs (VSLS) – every 150 m;
- ▶ Over-height Vehicle Detectors (OHVD) at all entrance points (5 m);
- ▶ FS – fire stations equipped with two fire extinguishers and an Emergency Road Telephone (ERT) every 50 m on the left side;
- ▶ FC – fire-fighting cabinets, equipped with a hose, a foam generator and two dry powder fire extinguishers, installed every 50 m on the right side;
- ▶ Fire-fighting network;
- ▶ Ventilation fans;
- ▶ CO and visibility detectors;
- ▶ Specialised photometers.



## VEHICLE FLEET

The company's vehicle fleet includes vans appropriately equipped for intervention purposes in the event of incidents and for the execution of routine maintenance works, mini vans for the maintenance of the electromechanical equipment, cranes, pick-up vehicles, passenger vehicles and motorcycles. “Attikes Diadromes S.A.” provides free of charge road assistance to the Attica Tollway users, through partnership with roadside assistance companies, the services of which are available on a 24-hour basis. Furthermore, the company possesses UNIMOG trucks of multiple functions, which are fitted with the appropriate equipment (blade, salt spreader), which can also operate as snow-ploughing machines, washing vehicles, sweepers (brushes), elevator bucket trucks and loaders.



## ATTICA TOLLWAY TRAFFIC DATA

In 2020, the average daily traffic decreased by **23.85%**, compared to the previous year, as a result of the restrictions imposed by the Greek State on travel to deal with the COVID-19 pandemic. More specifically, **65,797,277 vehicles** used Attica Tollway, which means an average of about **179,774 vehicles per day**. July was the busiest month, with a daily average of **240,659 vehicles**.

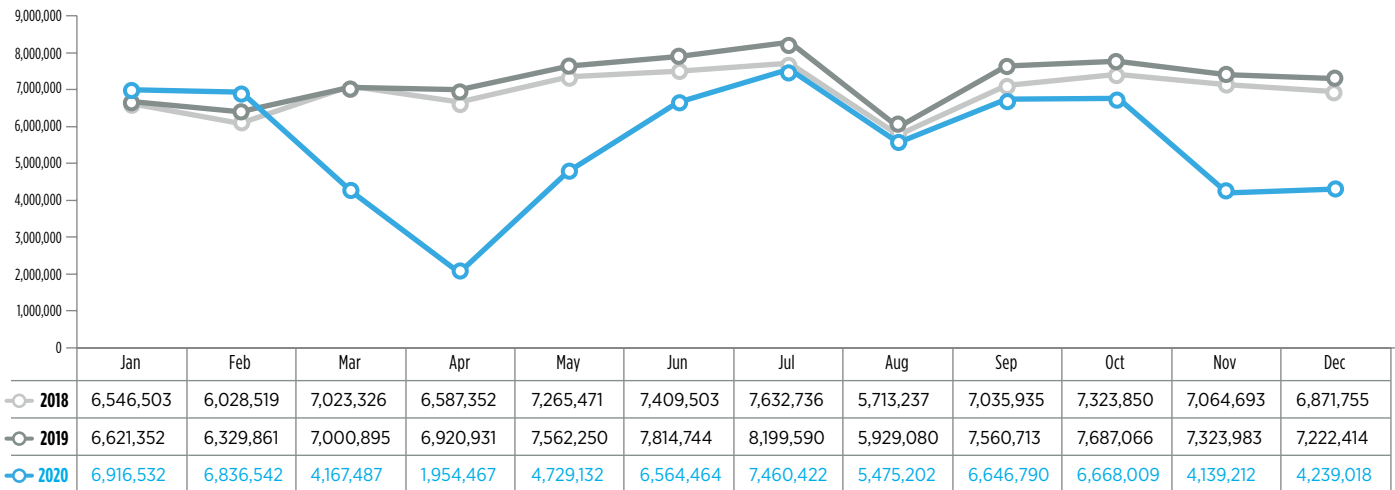
During 2020, the users of Attica Tollway covered **1,114,269,004 km** in total, while the heaviest traffic was reported in the sections between exits for Athens - Lamia National Highway (Metamorfossi) and D. Plakentias interchanges. The following chart and diagrams provide a summary description of the total traffic in Attica Tollway in 2020.

Change in Average Daily Traffic in Attica Tollway (2020 vs 2019)		<b>-23.85%</b>
Vehicle kilometres travelled (total for 2020)		<b>1,114,269,004</b>
Average distance covered per trip		<b>16.9 km</b>
<b>Section with the heaviest traffic:</b> Metamorfossi (I/C 8) - D. Plakentias (I/C 13)	Average daily traffic – working days (vehicles)	<b>55,500</b>
	Average daily traffic – weekends & holidays (vehicles)	<b>36,000</b>
	Rush hour traffic on working days 08:00-09:00	<b>4,600-5,500</b>





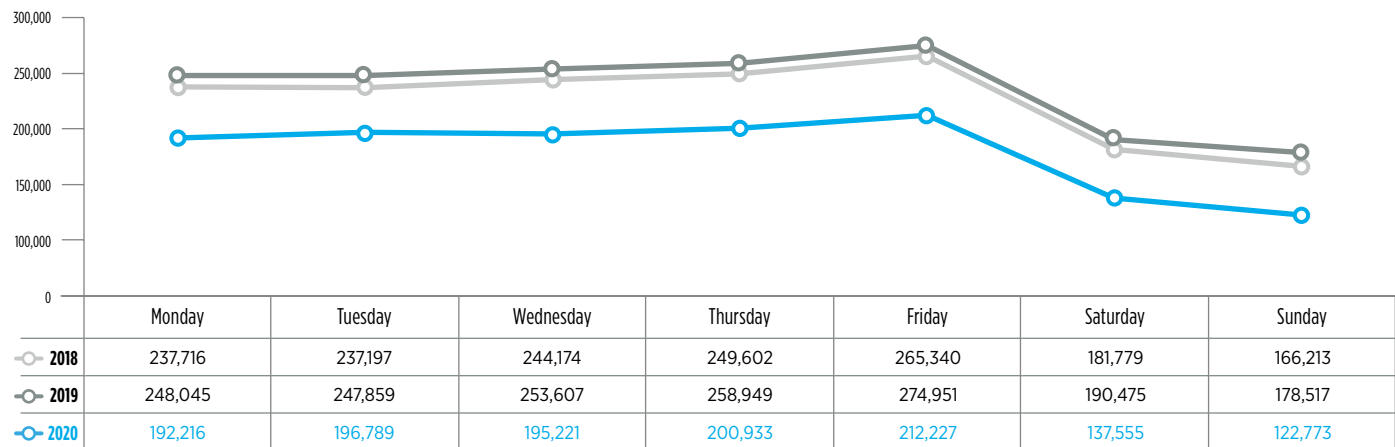
## TOTAL VEHICLE ENTRIES PER MONTH (2018-2020)



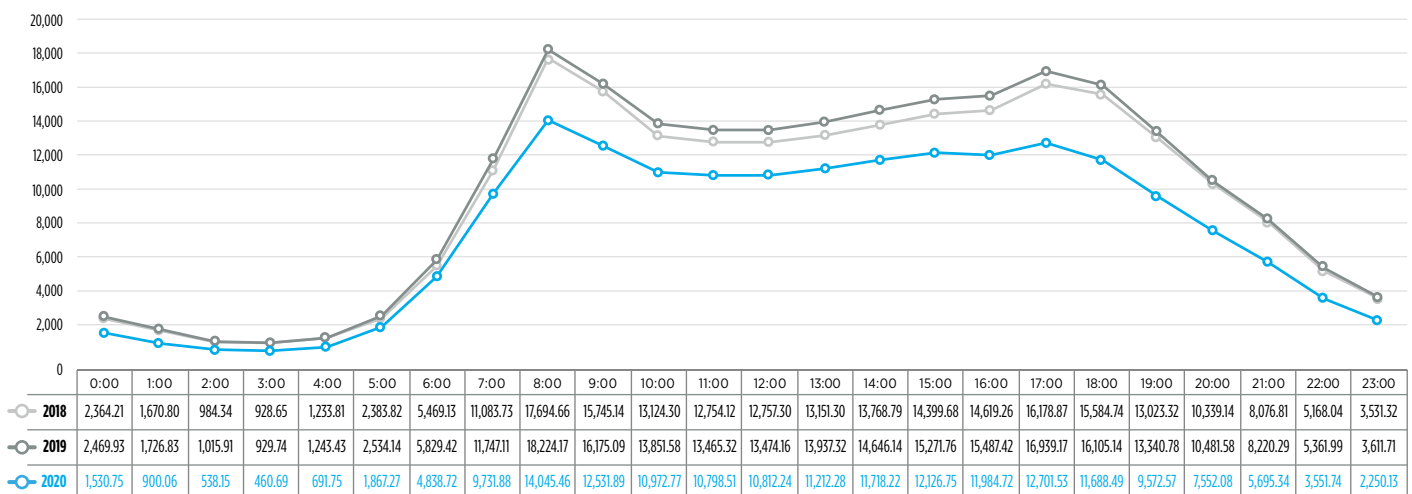
## DAILY AND HOURLY FLUCTUATION

Traffic on Attica Tollway during the week is clearly heavier than during the weekends, Friday being the day with the heaviest traffic. More specifically, on Fridays, traffic reaches **106%** as compared to average traffic on the rest of the weekday business days.

## AVERAGE DAILY TRAFFIC (VEHICLE ENTRIES) PER DAY (2018-2020)



## DISTRIBUTION OF AVERAGE DAILY TRAFFIC (VEHICLE ENTRIES) PER HOUR (2018-2020)

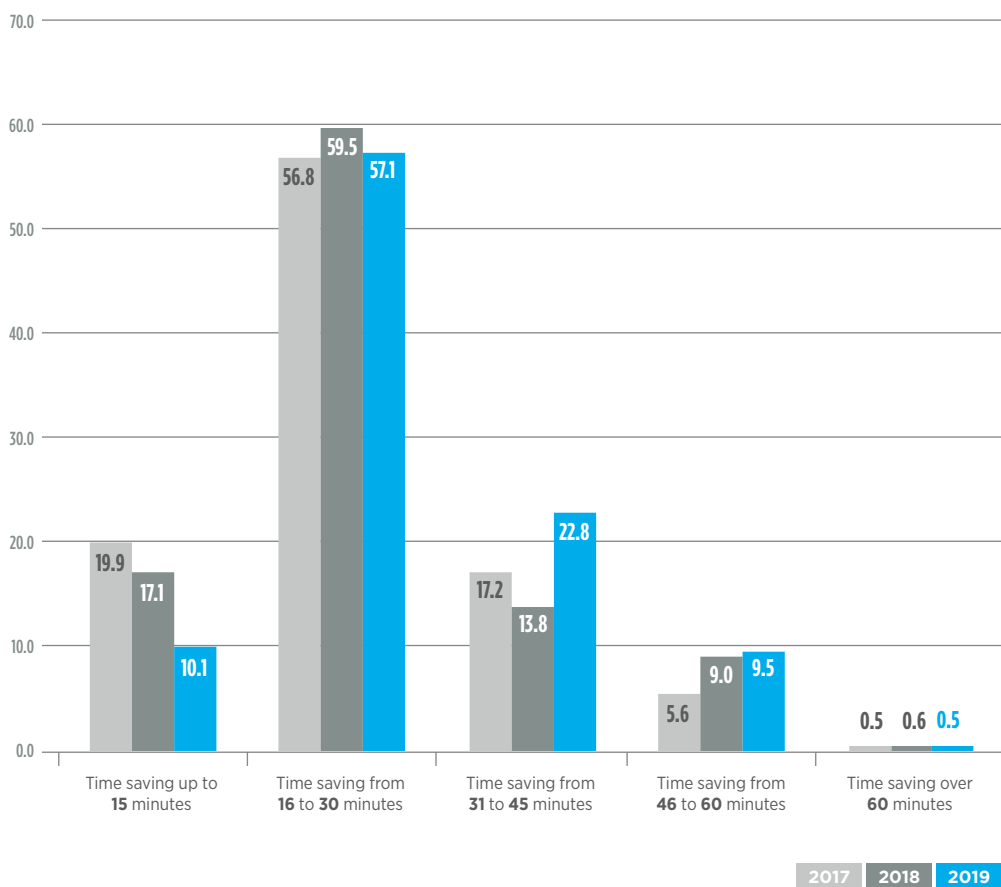


According to a survey conducted by Invision/Metron Analysis in 2019\*, Attica Tollway users **save 31 minutes** on average per trip, while **89.3%** of the users state that they save from fifteen minutes to an hour.

*\*In 2020, due to the exceptional circumstances created by the COVID-19 pandemic, the relevant survey was not carried out.*

# TRAVEL TIME SAVINGS WHEN USING ATTICA TOLLWAY

## USER PERCEPTION REGARDING TIME SAVINGS FROM USE OF THE MOTORWAY (%)





# INCIDENT MANAGEMENT



Traffic management constitutes a responsibility of the utmost importance for the staff of the operation and maintenance company, i.e. "Attikes Diadromes S.A."

The company's tasks include the following:

- 1 Continuous monitoring of the network and incident detection by specialised personnel, using the appropriate technological, on a 24-hour basis;
- 2 Mobilisation and notification of the competent authorities and support to their work;
- 3 Preliminary protection measures at the location of the incident;
- 4 Resolving, by own means, simple daily events before they evolve into traffic problems;
- 5 Availability of human and material resources, as well as specialised technical support for special types of incidents (machinery, snow-ploughing vehicles, cranes etc.);
- 6 Central coordination and provision of information to all parties involved through the Traffic Management Centre (T.M.C.), which operates as an information collection and diffusion hub.

The T.M.C. is informed of the traffic conditions and any incidents through:

- 1 The patrol vehicles, moving along the entire length of the Tollway, on a **24-hour basis**, so that the Patrol Employees can detect any incidents that may have occurred and promptly intervene by providing assistance free of charge;
- 2 The designated four-digit telephone number **1024**, which users may dial from their mobile phones;
- 3 The Emergency Road Telephones, located every 50 m inside the tunnels and every 2 km on the open motorway;
- 4 The technologically advanced equipment, such as Closed Circuit TV (CCTV) and inductive loops placed under the road surface.



04



The T.M.C., based on the information collected and in order to ensure the motorway's smooth operation, promptly activates the necessary procedures as follows:

- ▶ Communicates constantly with the patrol units that drive along the motorway and whose main task is to detect any emergency incidents and promptly intervene and restore traffic conditions;
- ▶ Notifies drivers of any problems they may encounter along their journey through the Electronic Variable Message Signs, which are located at the entrance points, as well as along the length of the motorway;
- ▶ Informs the Vehicle Recovery Units that operate under the control of the roadside assistance company, as well as the Heavy Vehicles Road Assistance Unit (HVRA). Both units intervene in cases of immobilised vehicles and transfer them to the nearest motorway exit, free of charge. In this way, assistance is immediately provided to the drivers of the immobilised vehicles and the consequences on the traffic flow of the motorway are minimised;
- ▶ Informs, as required, the competent Traffic Police Department, the National Emergency Aid Centre and the Fire Brigade, whose intervention is essential to the safe operation of the motorway;
- ▶ Coordinates the works which are executed on a daily basis by the maintenance-intervention teams.

*The T.M.C. and the support mechanism of the Patrol Employees and Intervention Teams have completed **20 years** of operation and, during this period, they have carried out more than **452,696 interventions** to incidents on the motorway.*

*In 2020, the personnel of the operation and maintenance company "Attikes Diadromes S.A." handled **20,065 incidents**, namely an average of about **55 incidents** per day.*

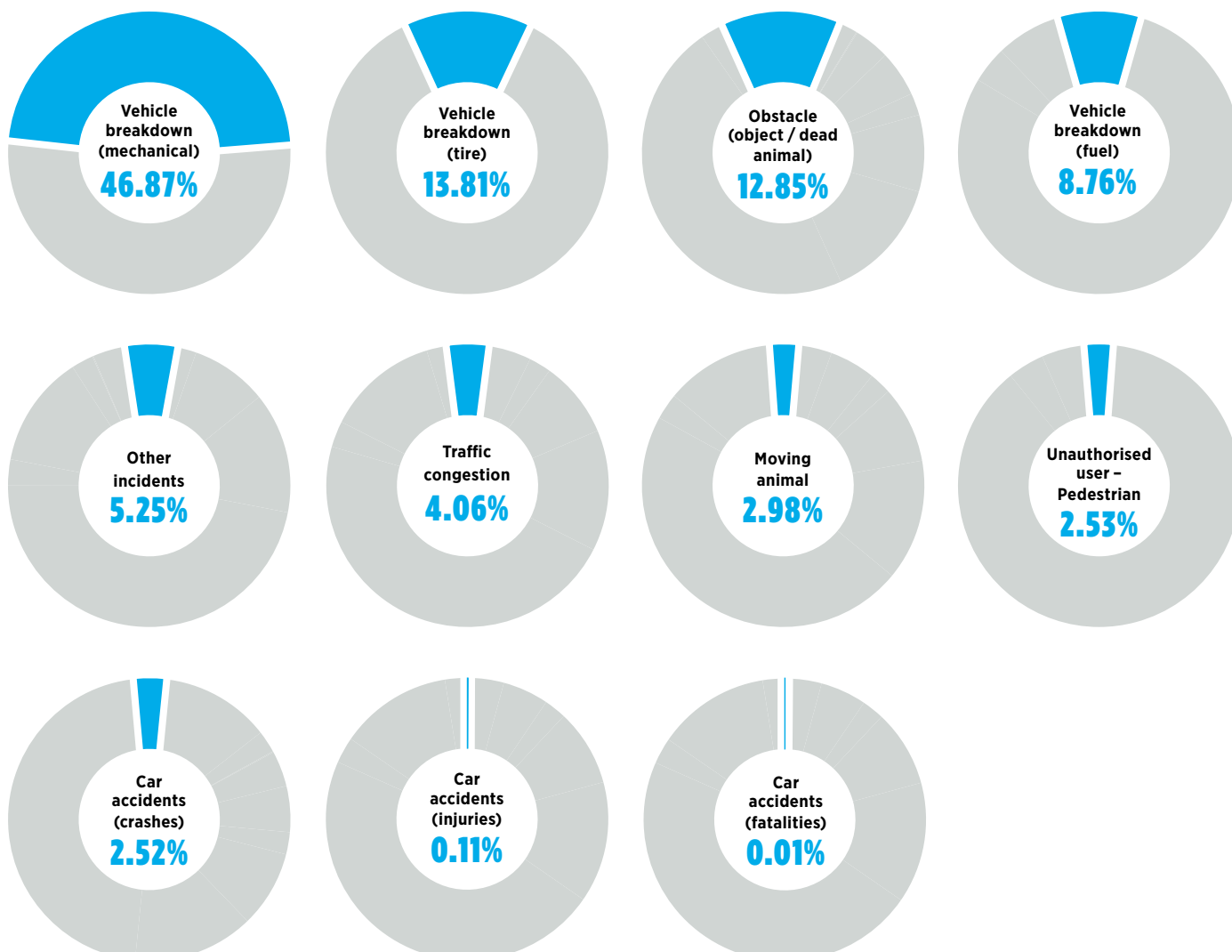






The average time required to efficiently handle such incidents is on average **22.67 minutes** (time spent on location to resolve/clear incident), while, as shown in the following diagram, most incidents involved vehicle breakdowns (fuel and mechanical problems).

## INCIDENTS PER TYPE (% , 2020)

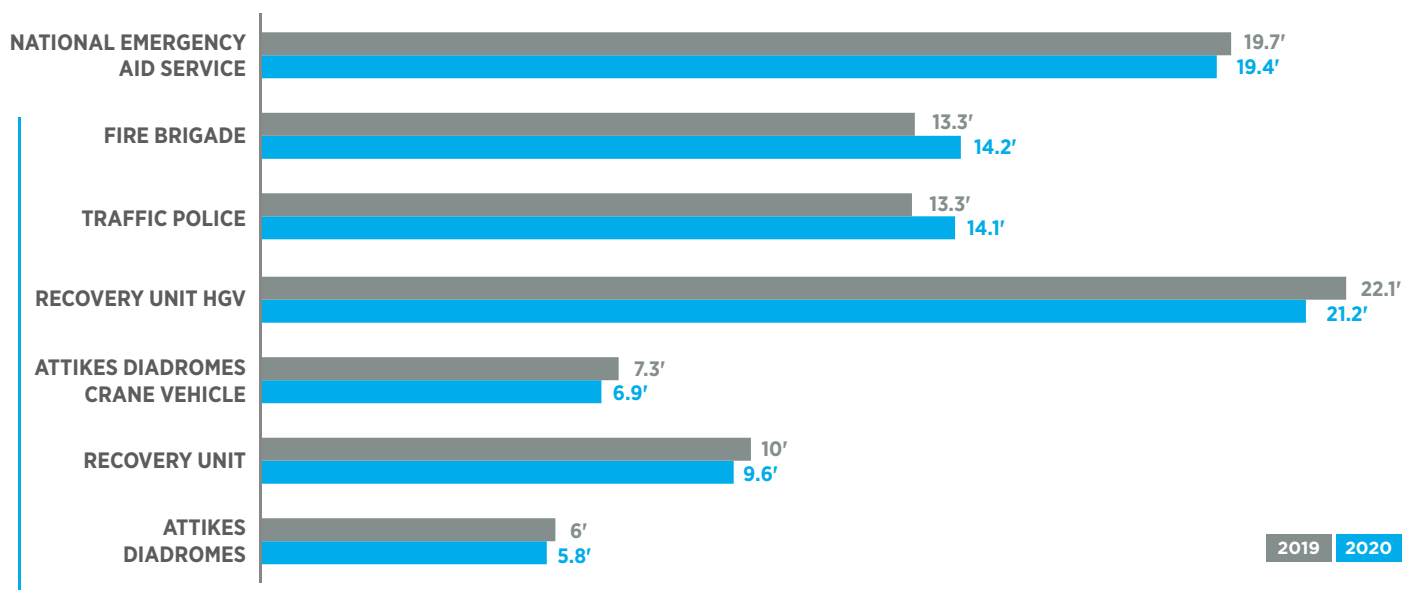


# 04



## RESPONSE TIMES

In 2020, the average response time of the operation and maintenance company, “Attikes Diadromes S.A.,” to incidents was **5.8 minutes**. This time frame is much less than the response time of all the other competent, state or not, Authorities intervening in Attica Tollway.



## ROAD SAFETY STATISTICS

Although, according to the relevant statistics, the rate of fatal road accidents is high in Greece, Attica Tollway is listed as one of the statistically safest roads in Europe.



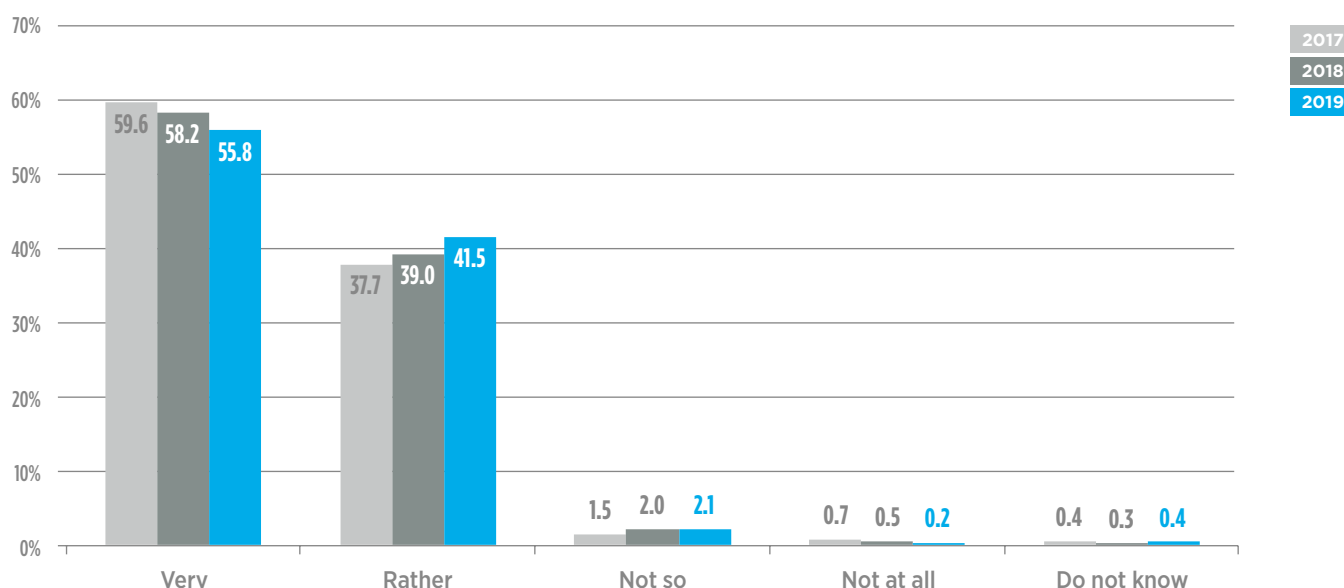




The quality and excellent maintenance of the infrastructure, in conjunction with the high level of services provided, are confirmed and appreciated by the motorway users. The Invision/Metron Analysis survey conducted on behalf of Attica Tollway in 2019\*, showed that **97.3%** of the users feel safe when driving on the motorway.

## USERS' FEELING OF SAFETY

**USERS' FEELING OF SAFETY WHEN DRIVING ON ATTICA TOLLWAY (%)**



\* In 2020, due to the exceptional circumstances created by the COVID-19 pandemic, the relevant survey was not carried out.

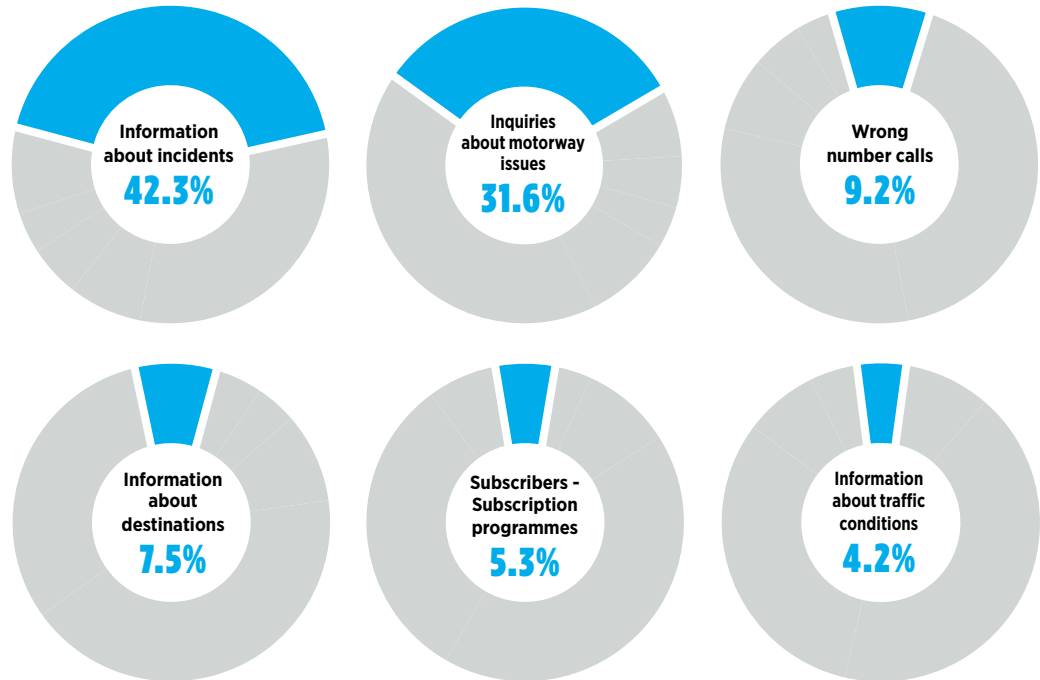
The call centre for the Emergency Telephone Number **1024** receives approximately **98 calls** on a daily basis from Attica Tollway users, who either require assistance or wish to report problems they encounter on the motorway. Many users also make inquiries about entry - exit interchanges, the shortest route to their destination, etc.

During 2020, **35,676 calls** were received. As shown in the graph below, out of the total number of calls, **42.3%** were made to notify about an incident having occurred, **31.6%** to ask about various motorway issues, **7.5%** to ask about destinations and **4.2%** to ask about traffic conditions. Of the total number of emergency calls received by the line in 2020, **59%** were answered in just **15"**, thus attaining the long-term goal of responding to all issues immediately.

## EMERGENCY TELEPHONE NUMBER 1024

Average number of calls to 1024: **98**

## ALLOCATION OF "1024" CALLS, BASED ON INFORMATION TYPE (2020)



## MAINTENANCE

In Attica Tollway, maintenance works are a primary concern and an integral part of the daily activities on the motorway and are divided into two main categories:

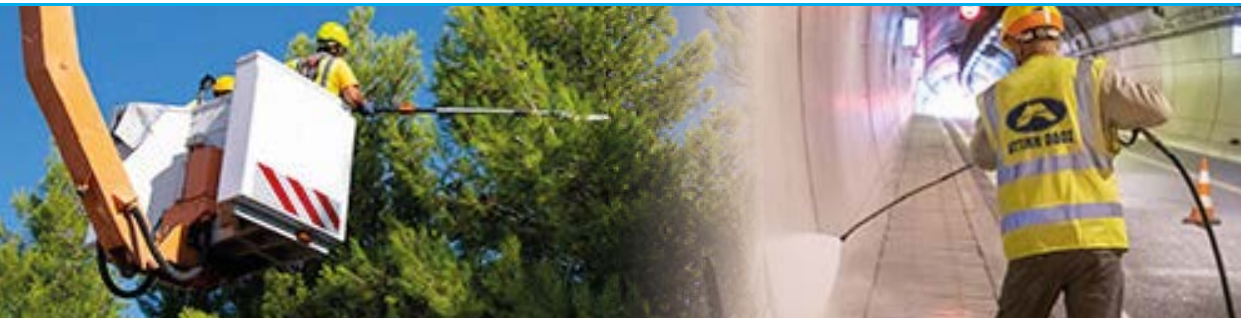
- ▶ Preventive maintenance, with regular inspections and continuous works.
- ▶ Corrective maintenance, with ad hoc inspections and reconstructions.

During 2020, **361,811** working hours were spent on maintenance works (preventive and corrective works) (**113,080** working hours for Civil Engineer works and road maintenance, **128,896** working hours for the maintenance of electrical & electromechanical equipment and **119,835** working hours for landscaping).

## LANDSCAPING

To maintain and expand the green areas of the motorway, specialised personnel is employed on a permanent basis. A green motorway such as Attica Tollway requires daily care with works that include **pruning, planting, grass cleaning, rubbish collection, plant disease monitoring, fertilising, spraying** and **watering**. Water for irrigation is supplied by borehole drilling regulated by a central electronic system, depending on the weather conditions, in order to reduce water consumption. For the irrigation of specially adapted grassed areas, water from the biological wastewater treatment plants of Attica Tollway is used, in order to prevent the exhaustion of the natural water resources. At the same time, the Greenery Maintenance Department applies a very rigorous programme of equipment recycling.





## DURING 2020

- ▶ 800,000 trees and bushes and 78,000 m<sup>2</sup> of lawn were maintained.
- ▶ Plants were replaced – an of 825 trees and 14,780 bushes were planted.
- ▶ For the plants in question to grow properly, 20,600 kg of inorganic fertilisers were used, as well as extremely small –considering the size of the project– quantities of pesticide (1.5 kg for biological control and 5 litres for chemical control), biological control (cutting and burning) always being a priority.

The goal of environmental protection being the driving force, the implementation of appropriate methods in this direction continued successfully through:

- ▶ the use of multi-purpose bags instead of plastic bags during the collection of plant residues and waste from the slopes;
- ▶ the transformation of the plant residues from pruning into sawdust. More precisely, from the products of plant pruning and cutting, a total of 10,400 cubic meters of sawdust was produced (using pruners, special machines for this purpose), which was then used as organic fertiliser, for soil cover as well as for the production of compost;
- ▶ the management of irrigation water to save as much as possible. In particular, regarding specific plants (mainly big trees), the amount of water used was reduced to a minimum, since the root system had expanded and therefore the trees do not require frequent watering.

## NOISE MONITORING

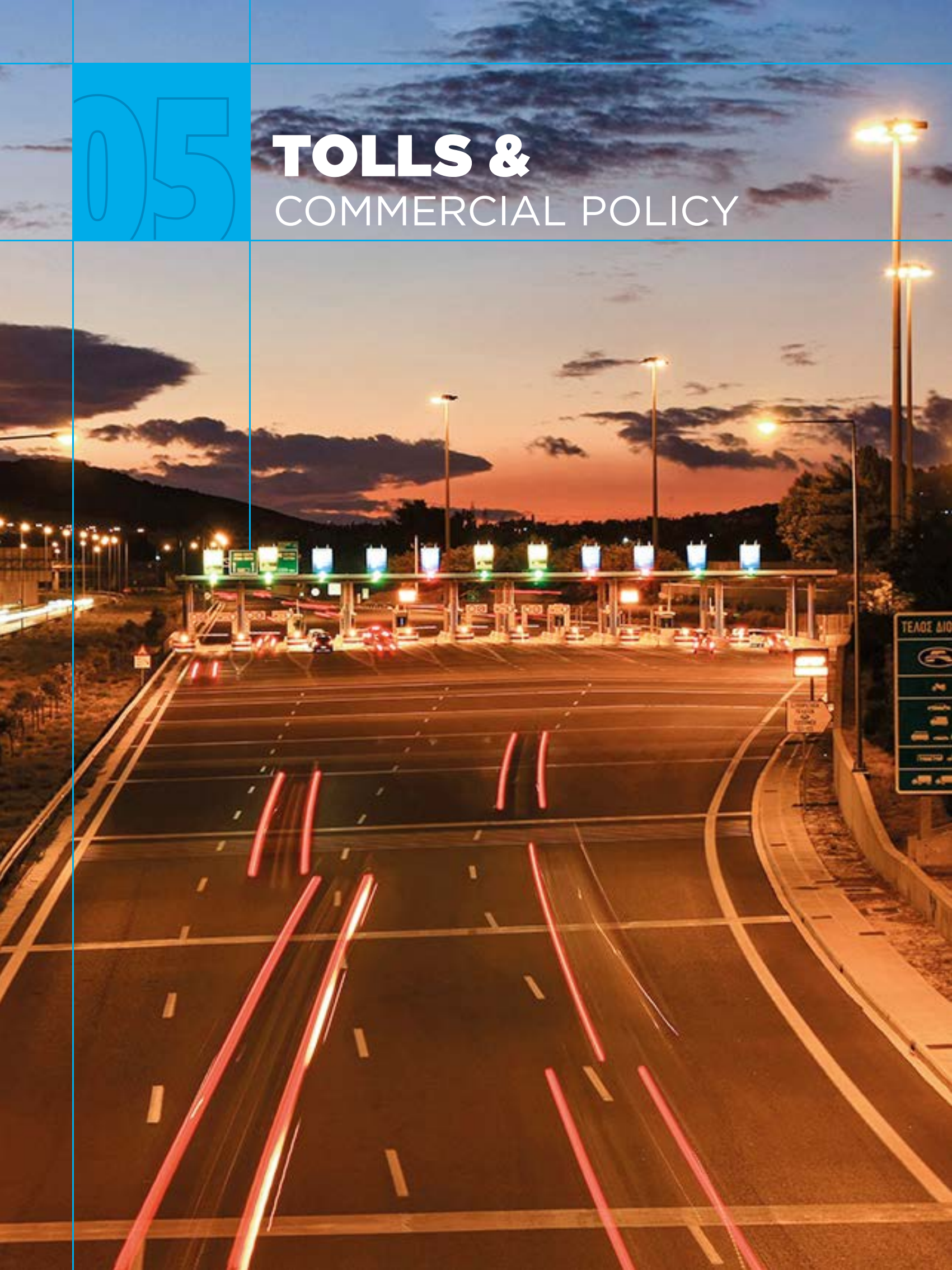
In order to constantly monitor the levels of noise pollution, **8 automatic noise pollution measurement stations** operate at key locations on Attica Tollway. In addition, noise measures are implemented so as to reduce noise levels in the Attica region, in conjunction with land configuration and the needs of each area.

*During 2020, **126 24-hour measurements** were conducted by mobile noise measurement units. Based on the results of the measurements, no additional noise barriers were installed.*



05

# TOLLS & COMMERCIAL POLICY







The planning of the commercial policy and the management of the commercial programmes, the operation and the collection of tolls from the motorway stations, as well as the management of all issues concerning subscribers through the Telephone Customer Service, compose a wide range of activities developed by the Attica Tollway Directorate of Tolls, Commercial Management and Telephone Customer Service.





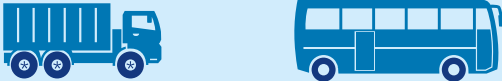

*The Toll Department employs **578** employees serving Attica Tollway. At the same time, **646** additional employees are deployed throughout the toll stations of Egnatia Odos Motorway in Northern Greece.*

In Attica Tollway, all toll booths are located at the motorway's entrance points, in specially configured layouts. Therefore users pay tolls only once, upon entering the motorway. The toll system used is open, with a flat toll rate for all trips. In this way short journeys are avoided, and the Tollway absorbs a large proportion of the through traffic, accomplishing therefore the objectives that were set before the construction of the project by the then Hellenic Ministry for the Environment, Physical Planning and Public Works. In total, there are **39 toll stations** with **195 toll lanes** (gates).

## TOLL COLLECTION

LANES	CAPACITY	TOLL LANES
Operation with Toll Collectors	300 vehicles/hour	from 99 to 156
Operation with e-PASS	840 vehicles/hour	from 39 to 96

## The toll rates depend on the vehicle categories:

CAT.	INDICATIVE ILLUSTRATION	DESCRIPTION OF VEHICLE CATEGORY <small>(according to the Concession Contract / Law 2445/96)</small>
1		Motorbikes and two-wheel motorcycles, one wheel per axle.
2		Private use passenger cars, including passenger cars with a small trailer and rack. Their height should not exceed 1.30 m high over the first axle of two axles, or over 1.30 m high over the third axle.
3		Light commercial vehicles more than 1.30 m high over the first axle and total height 2.70 m.
4		Cars with trailers up to 1.30 m high over the first axle and over 1.30 m high over 3 axles, as well as vans (under 15 seats).
5		Small and medium trucks with a total height over 2.70 m, with 2 or 3 axles and large buses (over 15 seats).
6		Large trucks, with a total height over 2.70 m, with 4 axles or more.

Attica Tollway was the first company in Greece to introduce the use of the electronic device **e-PASS**, which enables drivers to pass through the electronic toll lanes at the toll plazas quickly and easy, avoiding the cash payment process. After subscribing to a programme, the motorway users receive the e-PASS device, saving time and money.

For motorcycle or truck drivers\*, the use of special Account Cards is provided for safety reasons.

*\*provided that the interoperable road network is used, the use of e-PASS device is possible on other motorways.*







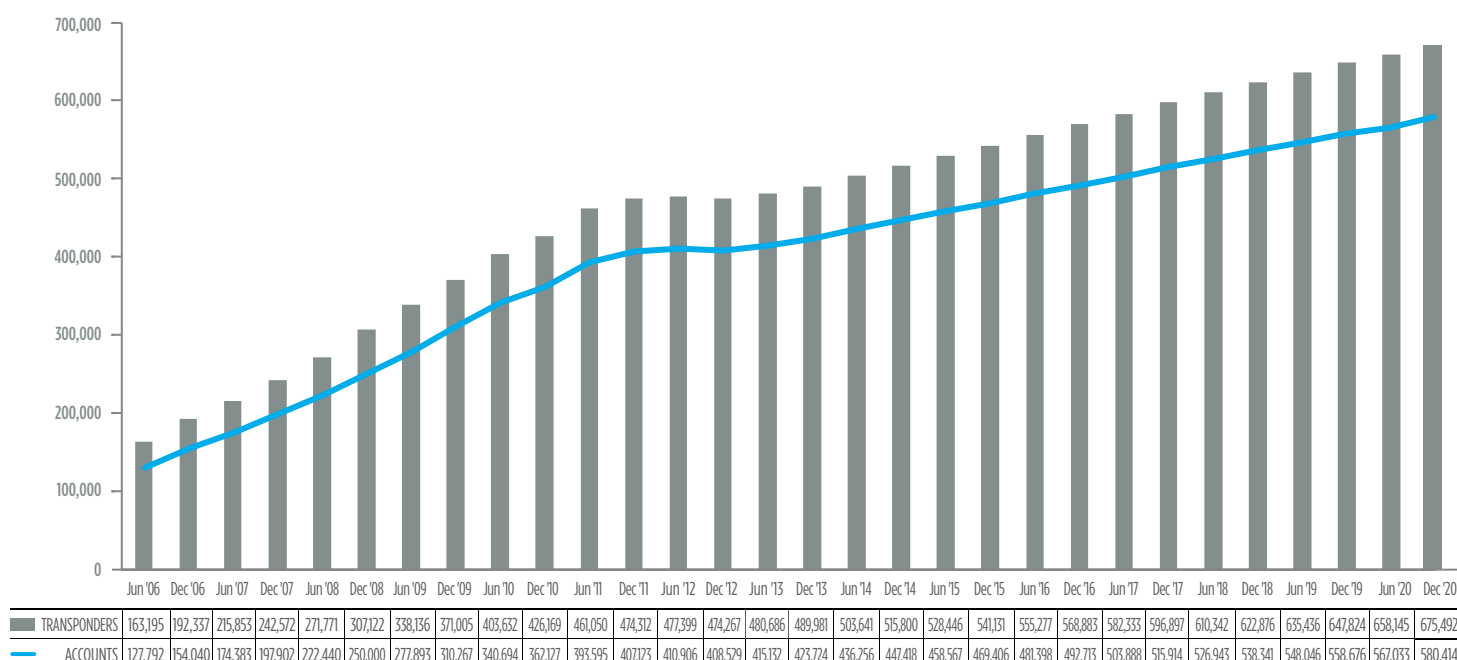
## SUBSCRIBERS & PROGRAMMES

The seven (7) different subscription programmes (EXPRESS, BONUS, FRIENDLY, MOTO, BUSINESS, EXPRESS TRUCK, FRIENDLY TRUCK) offered by Attica Tollway meet the needs of all drivers, since they are differentiated by the type of vehicle, frequency of motorway use and method of payment (pre-payment – post-payment).

Attica Tollway has an extended distribution network of the e-PASS electronic device and offers numerous ways of renewal of subscription accounts, including direct telephone renewal and network of cooperating banks and enterprises (detailed information on [www.aodos.gr](http://www.aodos.gr)). The efficient design of the Attica Tollway subscription programmes and the adopted pricing policy gained the interest of the motorway users from the very beginning. As shown in the following diagram, from the first day of operation of Attica Tollway up to the present day, the subscription rate of the company has showed a rapid growth rate.

*By the end of 2020,  
675,492 e-PASS  
electronic devices  
(transponders)  
were provided to  
580,414 subscribers.*

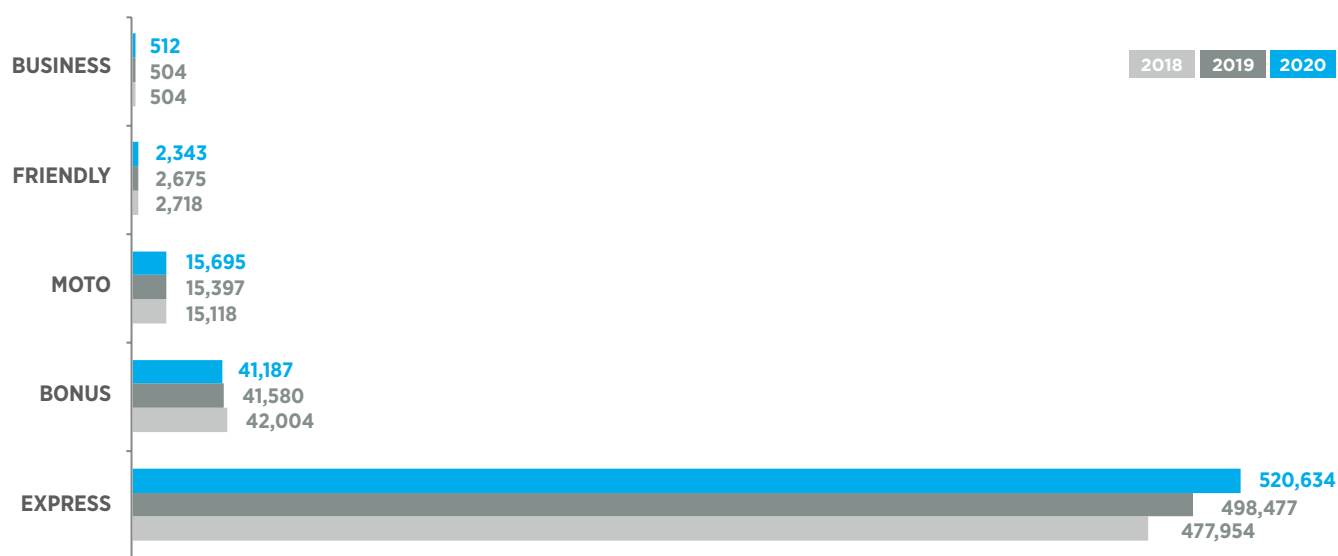
## ACCOUNTS & TRANSPONDERS





As shown in the diagram below, EXPRESS has proved to be by far the most popular subscription programme. For the last three years, there has been a subscribers' increase of **8,9%**.

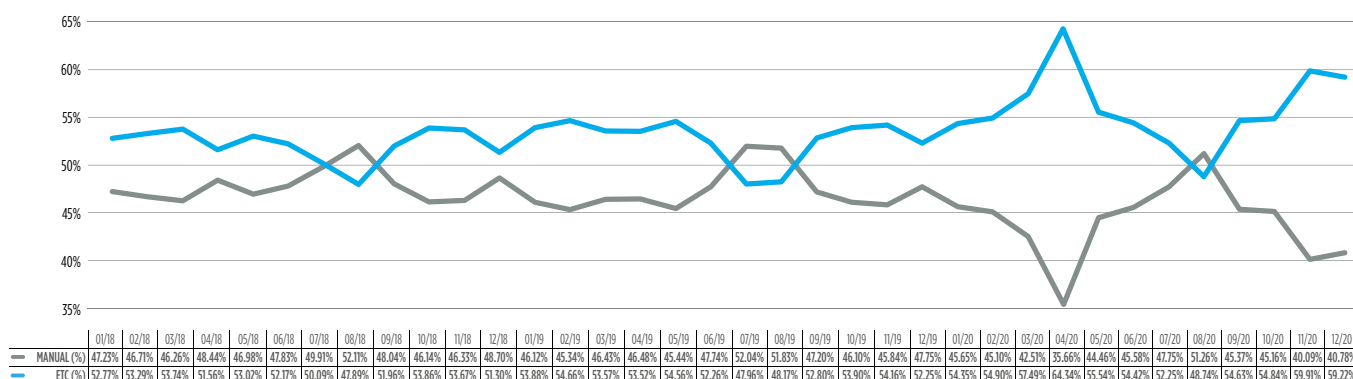
## EVOLUTION OF SUBSCRIPTION PROGRAMMES (2018-2020)



The continuous increase of Attica Tollway subscribers resulted in the increase of electronic transactions.

As shown in the following graph, in 2020, electronic transactions represented **55.03%** (compared to 52.63% in 2019) of the total, while the rate of e-PASS users was **64.34%** in April 2020, namely during the first lockdown, within the framework of dealing with the COVID-19 pandemic.

## EVOLUTION OF TRANSACTIONS (2018-2020)

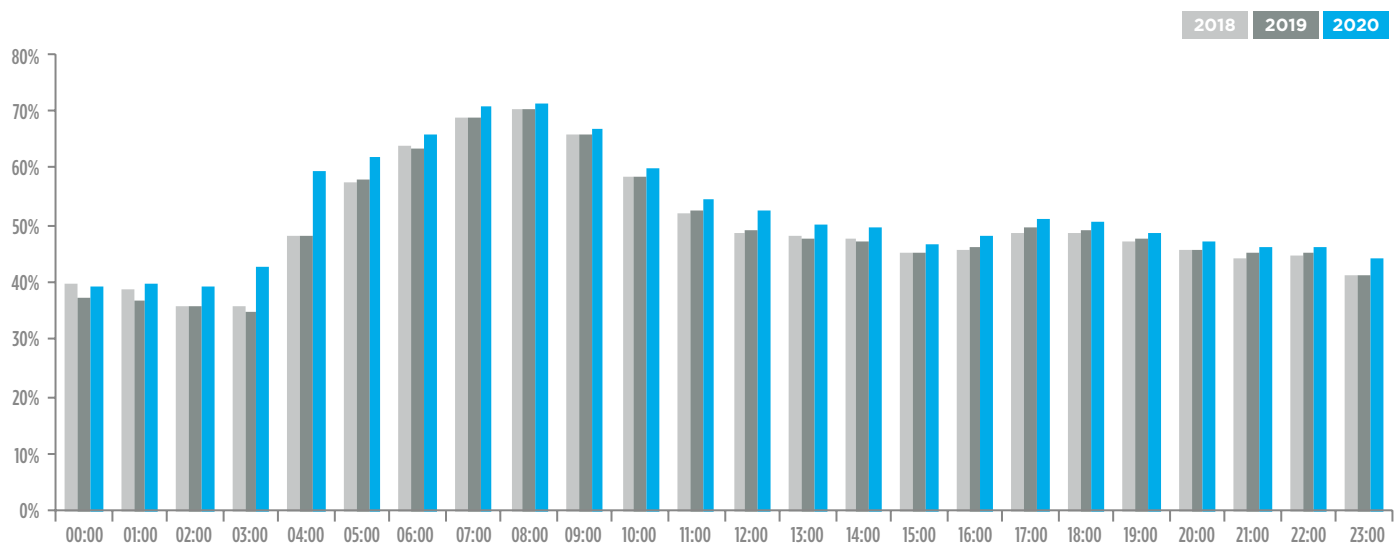




► In some cases, during rush hours, electronic transactions reached **71.10%** of the total transactions. For example, as shown in the following diagram, at the Penteli Toll Station towards Elefsina, between 7 and 9 am, the electronic transactions represented from **66.9%** up to **71.10%** of the total transactions (the increased number of electronic transactions at this station is proportional to the increase in traffic).

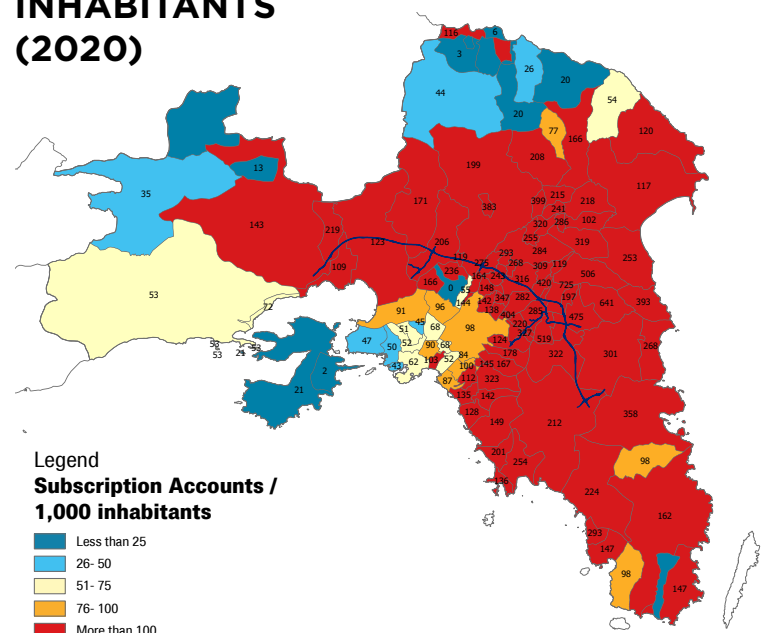


## HOURLY ELECTRONIC TRANSACTIONS VOLUME AT THE PENTELEI TOLL STATION (% , 2018-2020)

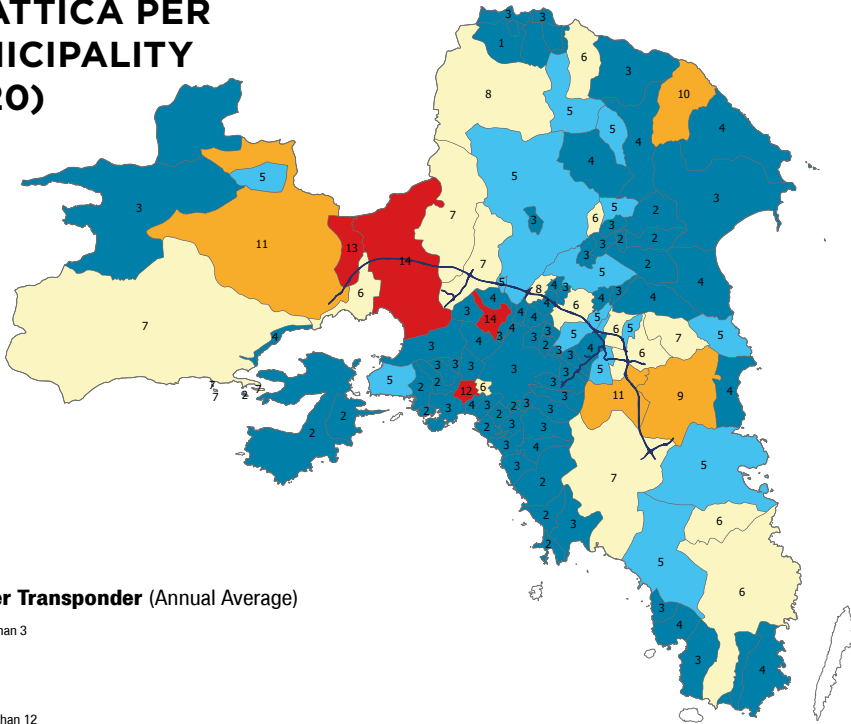


Currently, Attica Tollway serves all transport routes in Attica and, as the map on the right shows, it is clear that motorway subscribers come from all suburbs of Attica, but mainly from the north - eastern suburbs. At the same time, the number of subscriber journeys per month is also notable.

## e-PASS SUBSCRIBERS IN ATTICA PREFECTURE, PER 1,000 INHABITANTS (2020)

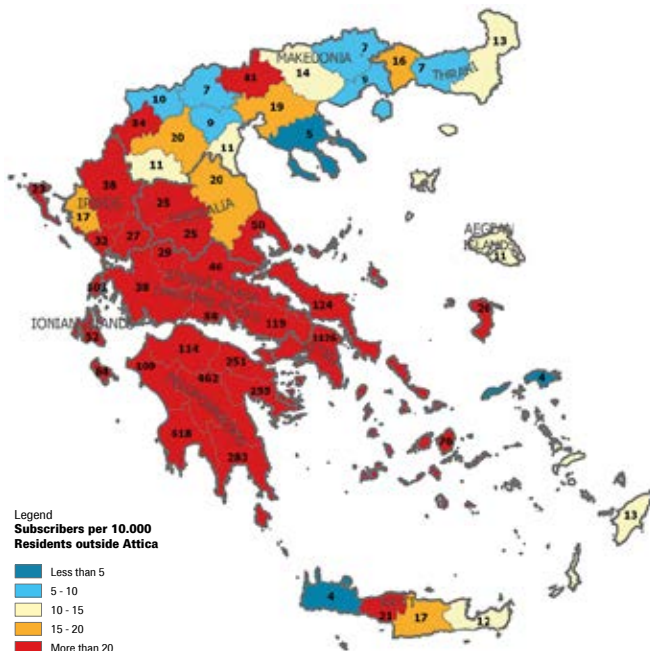


## AVERAGE MONTHLY e-PASS USE IN THE PREFECTURE OF ATTICA PER MUNICIPALITY (2020)

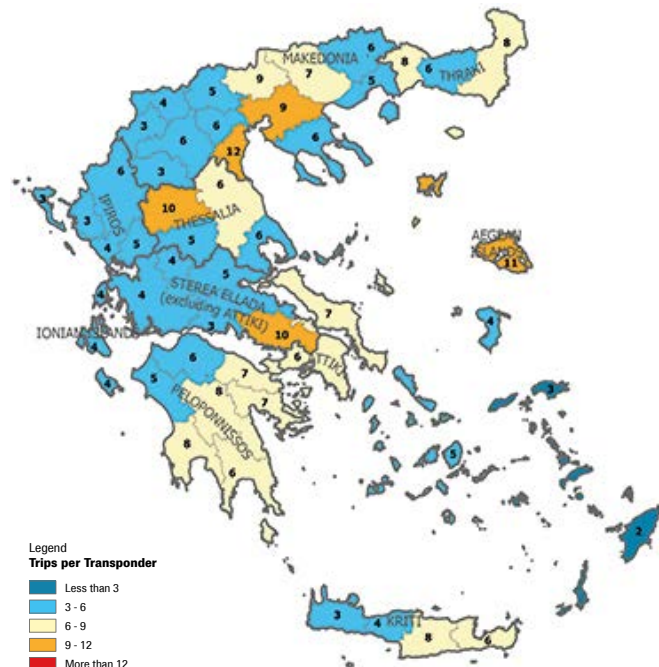


In addition, the Attica Tollway project is of key importance and this is confirmed, inter alia, by the fact that the users-subscribers come from almost all prefectures of our country, especially from Attica, the Peloponnese and Evia, representing a substantial number of entries on a monthly basis.

## e-PASS SUBSCRIBERS IN GREECE, PER PREFECTURE, PER 10,000 INHABITANTS - ATTICA IS EXCLUDED (2020)



## AVERAGE MONTHLY e-PASS USE, PER PREFECTURE IN GREECE (2020)





# INTEROPERABILITY

05



Back in 2008, Attica Tollway was the first company in Greece to implement e-PASS interoperability (Greek Interoperable Tolling Systems – GRITS), i.e. the ability to use the e-PASS in other toll operated motorways in Greece. What is more, as of November 2020 users have been able to travel with the Attica Tollway e-PASS all over the country, as now the interoperable road network includes all the highways of Greece:

- ▶ **Moreas Motorway** (Korinthos - Tripoli - Kalamata Motorway and Lefktro - Sparti branch);
- ▶ **Olympia Odos** (National Road of Elefsina - Korinthos - Patra);
- ▶ **Rio-Antirion Bridge;**
- ▶ **Aegean Motorway** (National Road of Athens - Thessaloniki, Maliakos - Kleidi Section);
- ▶ **Nea Odos** (Antirio to Ioannina, A.TH.E from Metamorfossi I/C to Skarfia, Prefecture of Fthiotida and P.A.TH.E. from Schimatari - Chalkida);
- ▶ **Kentriki Odos** (A.TH.E. from Thermopiles to Egnatia Odos and A.TH.E. from Skarfia to Raches of Fthiotida);
- ▶ **Egnatia Odos.**



# CUSTOMER SERVICE

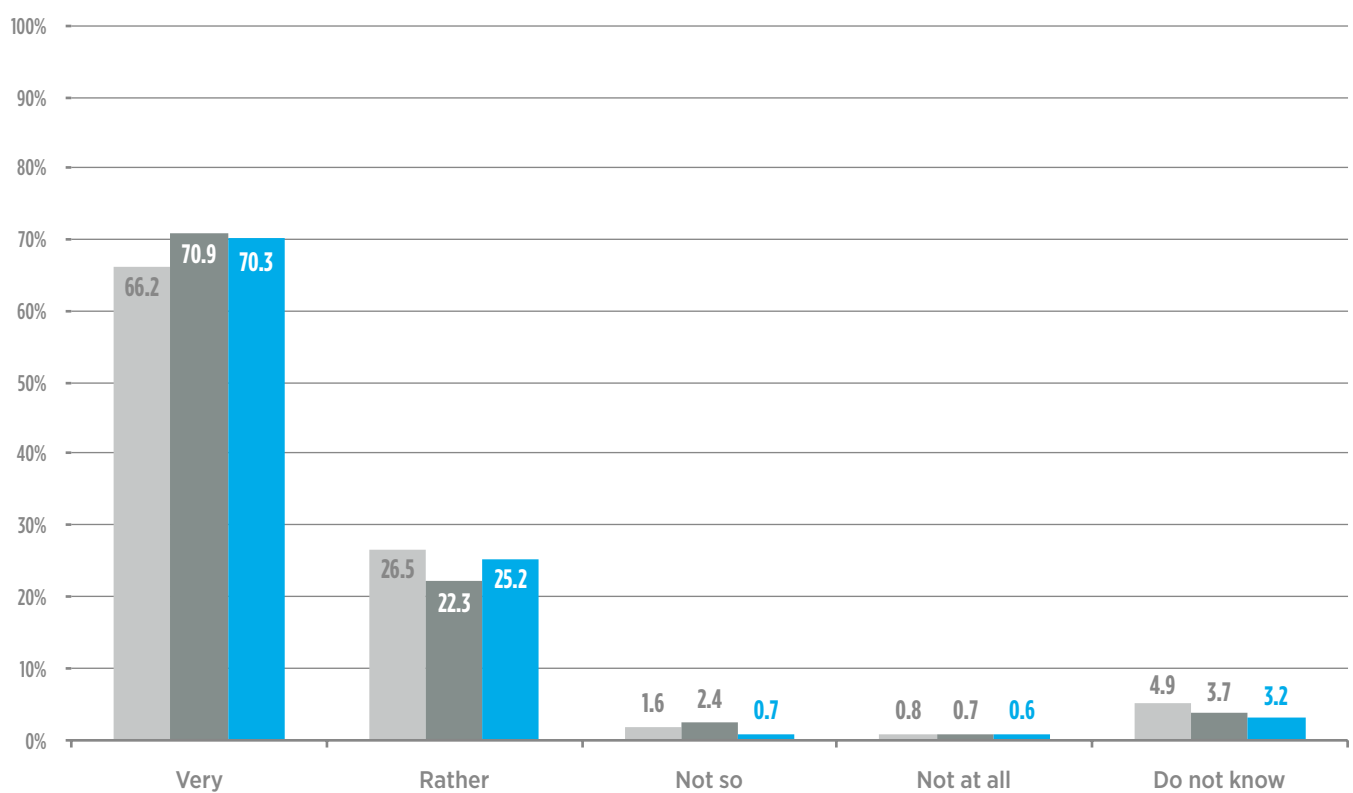
## TELEPHONE CUSTOMER SERVICE CENTER (T.C.S.)

The Telephone Customer Service (T.C.S.) can be reached by dialing **+30 210 668 2222**; it receives **1,300 calls** on average on a daily basis, while it handles emergencies in collaboration with the Traffic Management Centre. This highly efficient service has won the trust of its users, who increasingly refer to the Telephone Service for their queries.

In 2020, the T.C.S. received **338,339 calls**, with issues resolved within approximately **1' 50''**, dealing with **589,729 issues**, while **6,987 outgoing calls** were made. Moreover, the T.C.S. representatives replied to **48,399** requests by subscribers and users which were sent by e-mail. During this period and in accordance with the following diagram, the degree of satisfaction of the users based on the service level and staff contact at the T.C.S. exceeded **95.5%** during 2019\*.

2017 2018 2019

### DEGREE OF SATISFACTION WITH THE SERVICE AND THE CONDUCT OF THE TELEPHONE CUSTOMER SERVICE DEPARTMENT EMPLOYEES (%)



\* In 2020, due to the exceptional circumstances created by the COVID-19 pandemic, the relevant survey was not carried out.





## CORPORATE WEBSITE

The company's website ([www.aodos.gr](http://www.aodos.gr)) includes all information in relation to the project, the motorway operation, traffic information, etc. Moreover, thanks to the web service **"my e-PASS"**, a subscriber can get information about his/her account status and have a detailed transaction statement from the very first day of his/her subscription.

## MOBILE APP

The Attika Tollway **my e-PASS** application for mobile phones allows the subscriber to enjoy the features of the web service. Inter alia, the subscriber can easily renew his/her subscription account using a bank card.

## CUSTOMER SERVICE CENTERS (C.S.C.)

The company operates thirteen (**13**) Customer Service Centers (C.S.C.): nine (**9**) on Attika Tollway, three (**3**) on Moreas Motorway and one **new Customer Service Center** in the facilities of "I. KTEO Maroussi I/C" for which no entry on Attika Tollway is required. The C.S.C.'s personnel informs users about the subscription programmes available, as well as about any issue relevant to the motorway.

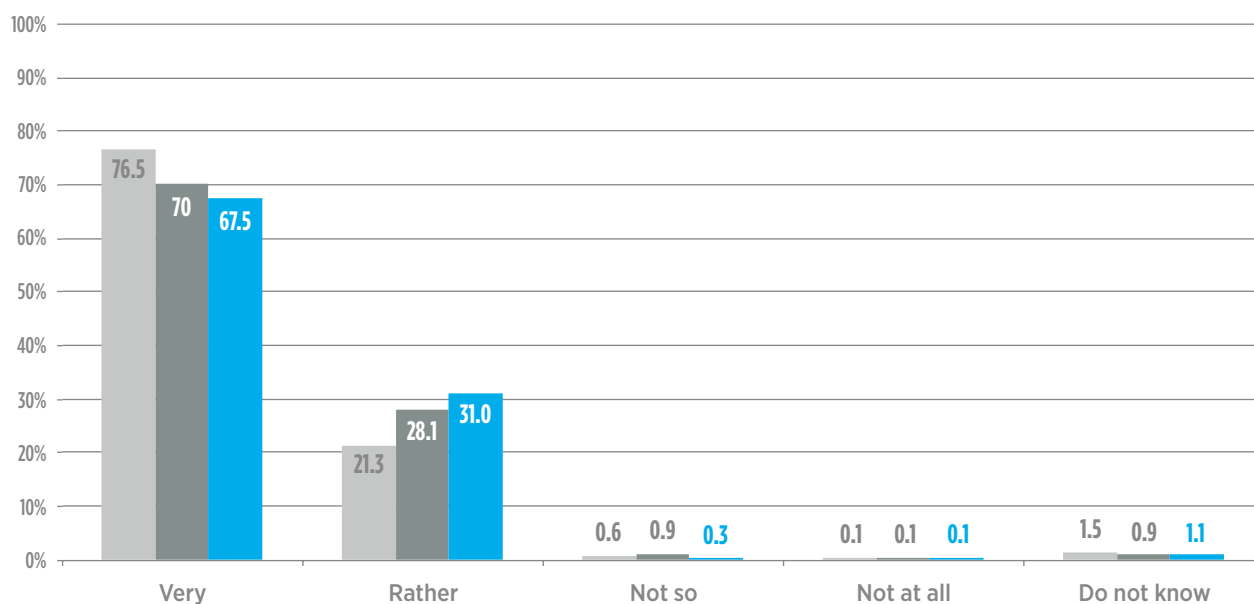




A survey, conducted by Invision/Metron Analysis in 2019\*, showed that the motorway users' satisfaction percentage by the services at the C.S.C. remains very high, since **98.5%** are very or quite satisfied with the service, provided at the Customer Service Centers.

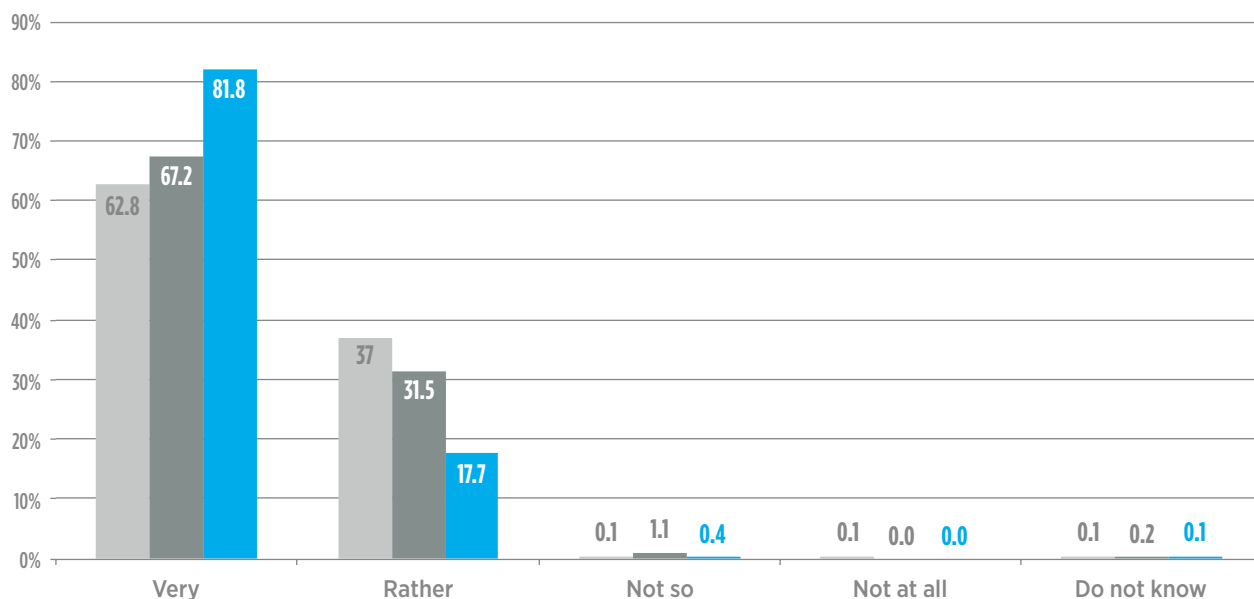
2019  
2018  
2017

### DEGREE OF SATISFACTION WITH THE SERVICE AND THE CONDUCT OF THE CUSTOMER SERVICE CENTERS EMPLOYEES (%)



As shown in the chart below, based on a survey on Attica Tollway users, the level of satisfaction of Attica Tollway users as regards the behaviour of toll employees reaches **99.5%**.

### DEGREE OF SATISFACTION WITH THE CONDUCT OF THE TOLL SERVICE EMPLOYEES (%)



\* In 2020, due to the exceptional circumstances created by the COVID-19 pandemic, the relevant survey was not carried out.



# SUSTAINABLE DEVELOPMENT

06







## SOCIETY

### Road safety awareness programmes & actions

**For the Concession Company “Attiki Odos S.A.” and the Operation and Maintenance Company “Attikes Diadromes S.A.”, Sustainable Development is an ever-present quest and a daily practice. More specifically, by focusing on the 4 pillars of sustainable development, namely **Employees, Society, Market, Environment**, the two companies demonstrate remarkable and, above all, measurable results that confirm their absolute commitment in this direction.**

► In 2020, more than 3,700 middle and high school students from 30 schools across the country had access to the e-Learning version of the programme “Eyes Open on the Road!”, approved by the the Institute of Educational Policy of the Ministry of Education and Religious Affairs. This is the evolution of the interactive seminar under the same name, created in order to meet the challenges of the digital age, with the aim of raising awareness around the important issue of road safety, in a modern and effective way, among students and teachers throughout Greece, and especially those in the most remote islands and villages.

► In 2020, the 6<sup>th</sup> scenario renewal of the experiential educational play “Attikoulis”, first presented in 2006, was completed. It is a two-hour theatrical play that aims to bring the children of nursery and primary schools in contact with the basic principles of road safety, in a creative and interactive way. By the end of 2019, 62,000 children had attended the play, but in 2020 the renewed show, entitled “Attikoulis and the kingdom of Clumsiness”, was not presented in schools and municipalities, due to the exceptional circumstances created by the COVID-19 pandemic.

► In July 2020, the interactive exhibit “Drive and walk safely”, which could be visited on the ground floor of the Hellenic Children’s Museum and made its pilot appearance in 2019 with the aim of promoting traffic education among children aged 3 to 12, was completed. In this space, through play, creation, collaboration and active participation, children interacting with each other, but also with the Museum facilitators and the adults who play with them, discover how to move on the street, the crossings and traffic lights and to recognise the signs they come across on the street. Although 28,000 children up to 12 years old, 15,000 adults and 550 teachers visit the Hellenic Children’s Museum every year, in the second half of 2020 the museum was closed to the public due to the COVID-19 pandemic.

► In 2020, a new experiential education programme was put together in order to raise awareness among primary school children on road safety issues:





the music and dance show “The Asphalt Troubadours”, featuring the Burger Project band, through which children become familiar with the basic rules of the Traffic Code, the correct conduct of pedestrians, cyclists and skaters, while learning about the importance of the safety belt, the helmet and the appropriate driving equipment.

▶ In 2020, the traffic education programme “In Traffic with Safety”, which is carried out in collaboration with the Road Safety Institute “Panos Mylonas”, continued to be implemented, albeit with restrictions, due to the extraordinary conditions created by the COVID-19 pandemic. In particular, the programme takes place in primary schools under the auspices of the Ministry of Education and Religious Affairs and has received the approval of the Pedagogical Institute. More than 74,340 children in total attended the programme by the end of 2020.

▶ In 2020, Attica Tollway reached out to young people through the Mad TV Channel, with the screening of three (3) one-minute videos entitled “Safety and the City by Attiki Odos”, which focused mainly on distracted driving.

▶ In 2020, the campaign entitled “Born to be Wild & Safe” was implemented, with the aim of raising awareness about the paramount significance of proper equipment and clothing when driving a motorcycle. The campaign was published in a specialised medium of the motor industry in order to reach specific audiences in the best possible way.

▶ The companies “Attiki Odos S.A.” and “Attikes Diadromes S.A.” donated five (5) ventilators to the “Attikon” General Hospital and three (3) ventilators to the “Thriassio” General Hospital of Elefsina worth a total of €28,000, to support hospitals in the difficult task of dealing with the COVID-19 pandemic.

▶ The companies “Attiki Odos S.A.” and “Attikes Diadromes S.A.” made donations to NGOs and other organisations, amounting to €16,200, to support their work. Specifically, the donations were made to the Association “Treatment of Child Trauma”, “Make-A-Wish” (Greece), the Association of Friends of Children with Cancer “Storgi”, “Center for Special Children – Agios Spyridon”, “SOS Children’s Villages”, “Chatzikiriakeio Childcare Institution”, “Ark of the World”, the Institution for the Care of the Elderly and Chronically Ill “Agios Leonidas”, the Association for the Protection and Care of Wildlife “ANIMA”, etc.

▶ The company “Attikes Diadromes S.A.” supported and contributed to the realisation of the Panhellenic Men-Women Half Marathon Championship, in collaboration with SEGAS (Association of Greek Gymnastics and Sports Clubs).

## **Donations & offers to NGOs and other agencies**





## Collaborations with various bodies

- ▶ Updates via Variable Message Signs (VMS), in collaboration with the association “The Smile of the Child”. The programme is implemented under the Amber Alert National Emergency Response Plan.
- ▶ As part of the continuous improvement of the services provided, the operation and maintenance company, “Attikes Diadromes S.A.”, is a member of the Hellenic Institute of Customer Service, the reputable organisation that promotes customer service in our country.
- ▶ Collaborations with agencies promoting road safety in our country and abroad. Some of them are: the Special Committee of Road Safety of the Hellenic Parliament, the Hellenic Federation of Transportation Engineers, the Road Safety Institute “Panos Mylonas” (RSI) and many more.
- ▶ Participation of company executives as members of committees in national and international bodies defining the international standards of transport and motorway operation, such as HELLASTRON (HELLenic AS-sociation of Toll ROad Network), the European Association of Operators of Toll Road infrastructures (Association Européenne des Concessionnaires d’ Autoroutes et d’ Ouvrages à Péage - ASECAP), the US Transportation Research Board of the National Academies (TRB), the International Road Federation (IRF) and the International Bridge, Tunnel and Turnpike Association (IBTTA).
- ▶ Partnerships and support of Universities and, generally, educational organisations.

## EMPLOYEES

The success of the two companies is largely due to their employees, who work daily, with dedication and conscientiousness, to provide high quality services to Attica Tollway users. In 2020:

- ▶ The two companies employed **1,536 employees** (**1,476** employed by “Attikes Diadromes S.A.” and **60** employed by “Attiki Odos S.A.”), of whom **698** males and **838** females.
- ▶ All employees were trained for a total of **4,970 hours** on various subjects related to their professional field.
- ▶ **311 blood units** from **177 volunteer blood donors** were offered to the Corporate Blood Bank.
- ▶ Additional benefits were offered to employees, related to medical coverage, summer camps, gift vouchers, events and training.



The two companies, since the beginning of their operation, have a responsible attitude towards their customers and suppliers. In 2020:

- ▶ The operation and maintenance company “Attikes Diadromes S.A.” handled **20,065 incidents** with an average response time of **5.8** minutes.
- ▶ The Telephone Customer Service department received **338,339** calls, which were answered within **1’ 50’’** in average and from which **589,729** issues resulted, while also **6,987** outgoing calls were made.
- ▶ The user satisfaction level for the relevant services provided and the behavior of the employees of the T.C.S. department exceeded **95.5%\***.
- ▶ The user satisfaction level as regards the behaviour of the toll employees reached **99.5%\***.
- ▶ The two companies have **5** ISO certifications since the beginning of their operation.

*\*In accordance with the survey conducted in 2019. In 2020, due to the exceptional circumstances created by the COVID-19 pandemic, the relevant survey was not carried out.*

Environmental protection continues to be a priority for both companies. In 2020:

- ▶ **800,000** trees and bushes and **78,000** m<sup>2</sup> of lawn were maintained.
- ▶ **4,540** kg of plastic, **1,190** kg of tires and **16,130** kg of iron were recycled.
- ▶ **126** 24-hour measurements were carried out by mobile noise measurement units. Based on the measurements, no supplementary noise barriers were installed.

## MARKET

## ENVIRON- MENT



# AWARDS & CERTIFICATIONS



**2003**

## **NOISE PROTECTION - CONSEIL NATIONAL DE BRUIT PRIZE**

A special study has been conducted and measures have been taken for the systematic noise management in Attica Tollway. Special noise barriers have been installed across the motorway covering many kilometres, effectively reducing noise. This effort was awarded the Prize “Décibel d’ Or” from the Conseil National de Bruit (CNB) of France, in the category “City and Road Transportation”, for the implementation of the programme “Noise pollution, management and reduction at Attica Tollway”.



**2004**

## **ARTISTIC LANDSCAPE DESIGN / PAN-EUROPEAN AWARD**

The construction of the motorway was combined with art, through the cooperation with the landscape sculptor, Nella Golanda, who created a unique aesthetic result, as the Western Peripheral Motorway of Imittos is characterized as a “sculpture road”. This artistic intervention won a significant award in the 2004 European Competition “European Urban Prize for Urban Public Space”, which was organized by the Centre of Contemporary Art of Barcelona and the Architecture Institutes of France, Denmark and Austria.



**2005**

## **CONTRIBUTION TO ROAD SAFETY / 1<sup>ST</sup> PRIZE FROM THE INTERNATIONAL ROAD FEDERATION**

Road safety determined the construction of Attica Tollway, which was completed based on high international standards, while it is constantly pursued as an objective of its operation. Attica Tollway introduced a new framework in the road safety sector, by providing high-quality services, and won international recognition as the International Road Federation awarded “Attikes Diadromes S.A.” the 1<sup>st</sup> European Prize for its contribution to road safety.



**2007**

**CONTRIBUTION TO ROAD SAFETY / GREEK ROAD FEDERATION PRIZE**

The Greek Road Federation, within the framework of the International Conference “Roads of the Future”, which was organised by the University of Patras and under the auspices of the Ministry of Transport and Communications, the Technical Chamber of Greece and the International Road Federation, awarded a prize to “Attikes Diadromes S.A.” for its contribution to road safety.



**2008, 2007, 2006**

**TOLL MANAGEMENT / CERTIFICATES OF MERIT FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)**

The basic goal of the Attica Tollway’s Commercial Department, which is responsible for the management of the toll stations and Customer Service, is the provision of high quality services. This resulted in successive awards (Certificate of Merit-Toll Excellence Award) by the International Bridge, Tunnel and Turnpike Association for the contribution in the progress of toll motorways management.



**2008**

**GIS TECHNOLOGY IMPLEMENTATION / 1<sup>ST</sup> ESRI PRIZE**

The GIS technology (Geographic Information Systems) is a basic parameter of the IT infrastructure of the company “Attikes Diadromes S.A.”. The use of this advanced GIS technology and the continuous integration of the technological developments in this sector, were acknowledged by the “Special Achievement in GIS” award.







**2008**  
**ENVIRONMENTAL MANAGEMENT / 1<sup>ST</sup> PRIZE OF THE INTERNATIONAL ROAD FEDERATION (IRF)**

The environmental-friendly procedures of operation and maintenance (flood control, restoration and reforestation of old quarries etc.) won the 1<sup>st</sup> Prize in the Environmental Mitigation category, awarded to “Attikes Diadromes S.A.” by the International Road Federation (IRF).



**2009**  
**SUSTAINABLE CONSTRUCTION: EUROPEAN AWARD TO “ELLAKTOR S.A.” FOR THE IMITTOS WESTERN PERIPHERAL MOTORWAY**

“ELLAKTOR”, the construction company leading the construction of Attica Tollway, won the “Sustainable Construction” award for the environmental management performed during the construction of the Imittos Western Peripheral Motorway in the Greek Business Awards for the Environment of the European Commission (EUROPEAN BUSINESS AWARDS FOR THE ENVIRONMENT).



**2009**  
**PROJECT MANAGEMENT / 1<sup>ST</sup> PRIZE FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)**

“Attiki Odos S.A.” and “Attikes Diadromes S.A.” were honored with the 1<sup>st</sup> Prize on the “Toll Excellence Award–Administration Category” from the International Bridge, Tunnel and Turnpike Association for Project Management. With this “Toll Excellence Award”, which is the capstone of awards and a special honour title for every company and entity being active in the motorway sector, the companies were awarded for the implementation of the innovative programme “Monitoring the Success”, which was set by the company’s Management, for recording and continuous monitoring of Performance Indices, aiming to improve the services provided.



**2010, 2009**  
**ROAD SAFETY CAMPAIGNS / 1<sup>ST</sup> PRIZE CEO & CSR MONEY CONFERENCE**

Attica Tollway is regularly conducting awareness campaigns to promote road safety culture in society. The campaign messages aim towards special groups, based on communication needs. The special campaign focused on motorcycle drivers (informational and awareness campaign on safe driving, publication and distribution of a guide with tips on safe motorcycle driving), within the wider framework of educational activities on road safety, was awarded the 1<sup>st</sup> Prize during the Convention “CEO & CSR 2009”, organized by Money Conference, in cooperation with Euro Charity. In the same event of 2010, the safe driving campaign for motorcycles and cars won the first prize for social campaign once again.



**2010**  
**SAFEST ROAD / 1<sup>ST</sup> AUTOMOTIVE PRIZE**

During the Automotive Awards, Attica Tollway won the 1<sup>st</sup> Prize for being the “Safest Road in Greece”, based on the low car accident indices and on the safety standards of construction and operation.



**2011**  
**CUSTOMER SERVICE AWARDS / 1<sup>ST</sup> PRIZE IN THE CATEGORY “BACK OFFICE” BY THE GREEK INSTITUTE OF CUSTOMER SERVICE**

“Attikes Diadromes S.A.”, the company operating Attica Tollway, was awarded the first prize in the category “Team of the Year: Back Office” for the year 2011. The National Customer Service Awards are awarded by the Greek Institute of Customer Service (EIEP), a nonprofit organisation founded in 2004. The Back Office teams of “Attikes Diadromes S.A.” support and contribute to the optimal service offered in the Toll Stations of the Motorway, the Customer Service Centres, the Telephone Customer Service, the on-line services, the Emergency Phone Number 1024 and the Patrol and Intervention Teams in case of incidents.





**2011**  
**RECOGNITION FOR THE MEASUREMENT / REDUCTION OF CARBON FOOTPRINT WITHIN THE FRAMEWORK OF MYCLIMATE AWARDS**

“Attikes Diadromes S.A.” excelled at My climate awards “Green Leader Calculation and Reduction of Carbon Footprint”, which was organised in Greece for the first time by the Centre for Sustainability and Excellence (CSE).



**2014**  
**ENVIRONMENTAL AWARDS**

The operation and maintenance company of Attica Tollway, “Attikes Diadromes S.A.”, was awarded a Silver Award in the category “Sustainable Infrastructure Development” at Environmental Awards established by the company Bousias Communications and Plant Management. “Attikes Diadromes S.A.” was awarded the silver prize for the best practices it implements for environmental protection, aiming at harmonising the operation of the motorway with the natural environment and stood out among enterprises, organisations and institutions that have implemented projects for renovation and modernisation of buildings or urban areas, and / or innovative urban solutions geared to improve their energy efficiency, protect the environment, reduce operating costs, improve the infrastructure and the lifestyle / service of the citizens, the governance and sustainability.



**2014**  
**WORKING ENVIRONMENT / DISTINCTION FOR THE LEVEL OF HEALTH AND SAFETY AT WORK**

The operation and maintenance company of Attica Tollway, “Attikes Diadromes S.A.”, was awarded during the Health & Safety Awards 2014 competition, organised under the auspices of the Hellenic Federation of Enterprises with the support of the Greek Institute for Occupational Health and Safety (ELINYAE). The company received the Silver Award in the category “Transportation and Transport Infrastructures”. This distinction rewards “Attikes Diadromes S.A.” for the implementation of coordinated and certified strategy aiming at the minimisation of labour accidents and the participation, information and ongoing training of human resources in occupational health and safety, as well as in environmental protection.





**2014**

**SAFER GREEK MOTORWAY UNDER INTERNATIONAL ASSESSMENT PROTOCOLS EURORAP AISBL**

The Attica Tollway demonstrated high performance during the measurements conducted by the European Road Assessment Programme EuroRAP AISBL on the basis of accredited methodology and protocols: very low concentration of fatal accidents in relation to the number of vehicles using the tollway and the distances covered; high rating up to 5stars during the inspection and surveying of the actual situation of the motorway through the evaluation of more than 50 characteristic elements of motorways.



**2015**

**ROAD SAFETY / “EXCELLENCE IN ROAD SAFETY AWARD 2015” / EUROPEAN COMMISSION**

The prize relates to two targeted actions performed by the companies in order to raise awareness among children and adolescents on road safety: the interactive educational programme for primary school children “Attikoulis”, and the programme for high school students “Eyes Open on the Road!” which has been approved by the Ministry of Education and Religious Affairs.



**2015**

Distinction at “The Protagonists Of Greek Economy”, organised by Direction Business Network.



**2015**

**CORPORATE SOCIAL RESPONSIBILITY: AWARD FOR CORPORATE SOCIAL RESPONSIBILITY CAMPAIGN / SUSTAINABILITY FORUM**

The operation company of Attica Tollway, “Attikes Diadromes S.A.”, was awarded the Silver Award in the category “Corporate Social Responsibility Campaign 2015” at the 9<sup>th</sup> Sustainability Forum & Awards 2015. The award relates to the road safety educational seminar, “Eyes Open on the Road!”.





**2015**  
**QUALITY MANAGEMENT: “THALES” TOLLWAY QUALITY MANAGEMENT SYSTEM / AWARDED BY THE INTERNATIONAL ROAD FEDERATION (IRF)**

The operation and maintenance company “Attikes Diadromes S.A.” was awarded the 1<sup>st</sup> prize in the category “Quality Management” by the International Road Federation (IRF), the leading international institution which promotes and rewards pioneering practices and people who contribute to transport and make it a key factor in global socio-economic development.



**2017, 2016, 2010**  
**LEADING BRAND NAME / “SUPERBRANDS”**

In 2010, the internationally recognised excellence of Attica Tollway led to the 1<sup>st</sup> Prize “Golden Sun” for the brand name “Attiki Odos” (Attica Tollway), awarded by the international organisation Superbrands, which evaluates and promotes leading brands. Attica Tollway took the lead in the category “Transportation – Telecommunications” (among 75 co-candidate brands) and, at the same time, was identified as a Top Company Name that gathers the highest overall score, regardless of category, among 3,000 companies, which are either based in Greece or their products are available in the Greek market. This top position is related to public recognition, as it emerged from a survey conducted in the general consumer public and 322 opinion leaders of the business community. In the years 2016 and 2017, the brand name “Attiki Odos” was once again awarded in the category “Transportation –Telecommunications”.



**2017, 2016**  
**CORPORATE SOCIAL RESPONSIBILITY**

“Attikes Diadromes S.A.” was honoured for two consecutive years by the Corporate Responsibility Institute with the CRI PASS Distinction, which is a diagnostic tool for assessing business performance in 4 key pillars: society, environment, employees and market. It is divided into five sections each of which has a different weighting in the overall score: (1) Corporate Commitment, (2) Commitment Implementation, (3) Management, (4) Performance and (5) Impact.

**2017**  
**CORPORATE SOCIAL RESPONSIBILITY / CONTRIBUTION TO ROAD SAFETY**

The company “Attikes Diadromes S.A.” was distinguished for “Road Safety Awareness” in the Annual Sustainability Summit 2017 organised by MBA International of the Athens University of Economics and Business in collaboration with the Centre for Sustainability and Excellence (CSE).



**2017**  
**CONTRIBUTION TO THE MISSION OF THE PANHELLENIC ASSOCIATION FOR THE PREVENTION AND SUPPORT OF CAR ACCIDENTS' MINOR VICTIMS**

Certificate of merit for the participation in the programme for the collection of plastic caps and distribution to the Panhellenic Association for the Prevention and Support of Minor Victims of Road Accidents for the purchase and donation of a wheelchair to a child with severe mobility problems.

**2018, 2017, 2016, 2015, 2012, 2011, 2010**  
**TRUE LEADER AWARD**

The operation and maintenance company of Attica Tollway, "Attikes Diadromes S.A.", once again received a distinction at the "True Leaders" event, an institution established in the Greek market by ICAP, which awards profitable companies with the largest number of staff increased during the last year, ranked in the top positions of their sector based on Revenues and having a high ICAP Score (credit rating).



**2018, 2016**  
**DIAMONDS OF THE GREEK ECONOMY - "ATTIKES DIADROMES S.A."**

"Attikes Diadromes S.A." was distinguished at the Diamonds of the Greek Economy event that awards large companies on the basis of specific economic indicators and criteria, among which are: profitability, debt burden, liquidity, equity to foreign capital, etc.



**2018 - 2017**  
**CR INDEX**

At the 10<sup>th</sup> CR Index Award Ceremony of the Corporate Responsibility Institute, the operation and maintenance company of Attica Tollway, "Attikes Diadromes S.A.", was awarded the Bronze Award 2017-2018. This is the 3<sup>rd</sup> prize received by the company, following two consecutive CRI Pass Awards. At the same event, "Attikes Diadromes S.A." was also honoured with the "Marketplace Award".



**2019, 2018, 2017, 2016, 2015**  
**DIAMONDS OF THE GREEK ECONOMY - "ATTIKI ODOS S.A."**

"Attiki Odos S.A." was distinguished at the Diamonds of the Greek Economy event that awards large companies on the basis of specific economic indicators and criteria, among which are: profitability, debt burden, liquidity, equity to foreign capital, etc.





## CERTIFICATIONS



### ISO 14001: 2015

#### CERTIFICATION ON ENVIRONMENTAL MANAGEMENT

This certification refers to the integrated system, based on which the companies implement their environmental management agenda and comply with current national and European legislation regulations. The certification of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” in accordance with ISO 14001: 2015 refers to the reduction of waste, noise and disturbance caused by the motorway’s operation, the protection of the ancient monuments found during construction, the conservation of green areas and the proper management of natural resources, all of which are necessary for the motorway’s operation, etc.



### ISO 50001: 2018

#### CERTIFICATION FOR ENERGY MANAGEMENT SYSTEMS

The Energy Management System is developed in accordance with the requirements of the International Standard ISO 50001: 2018 and constitutes the framework on the basis of which “Attiki Odos S.A.” and “Attikes Diadromes S.A.” manage energy-related issues.

The purpose of the development and implementation of the Energy Management System is the overall and unified energy planning, aiming at saving energy and contributing to the achievement of reduction in national energy consumption as well as to halting climate change.



### ISO 45001: 2018

#### CERTIFICATION ON EMPLOYEE HEALTH AND SAFETY MANAGEMENT

The ISO 45001: 2018 certification of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” relates to the implementation of the health and safety management system at work, with the integration of health and safety issues in all activities and with the active participation of all levels of employees to provide improved practices in the overall operation of the motorway. It is certified that the work environment improves continuously, that occupational hazards are prevented and minimised, that human resources are continuously informed and trained on health and safety at work, that the health of employees is continuously monitored by the occupational physician, etc. The Management of the companies undertakes an active role and is committed to the observance and continuous improvement of the health and safety management system at work and to compliance with the relevant legislative and regulatory requirements.



### **ISO 9001: 2015 CERTIFICATION ON QUALITY MANAGEMENT SYSTEM**

By implementing the Quality Management System according to ISO 9001: 2015, “Attikes Diadromes S.A.” achieves the effective management of the projects undertaken, through the implementation and observance of specific processes and procedures, fully responding to the rules of science and art. When designing the Quality Management System, the company takes into account the operating framework of the organisation, as well as the requirements of the stakeholders regarding the system. In this way, the company ensures a high level of customer service through processes that support its activities with transparency. The Management of the company is committed to the continuous improvement of the quality management system at all levels and to its compliance with the legal and regulatory requirements.



### **ISO 39001: 2012 CERTIFICATION FOR THE ROAD TRAFFIC SAFETY MANAGEMENT SYSTEM**

The Operation Company of Attica Tollway, “Attikes Diadromes S.A.”, with the implementation of the Road Safety Management System and the implementation of its activities based on the requirements of the standard ISO 39001: 2012, is committed to comply with specific processes and procedures for the safe circulation of its vehicles, reducing as much as possible the incidents involving its staff on the motorway, fully observing the rules of science and art. It also commits to continuously improving the Road Safety Management System at all levels. The Management of the company monitors and controls its objectives regarding road safety, in order to confirm the effectiveness of the Road Safety Management System and to launch the necessary actions in order to fulfill the system requirements.





## CONCLUSION

In 2020, in the midst of the global health crisis, Attica Tollway managed to respond to the challenges and preserve all those values that are inextricably linked to its existence and have made its name synonymous with safety, service and reliability.

Attica Tollway, a model project for the country, has once again paved the way, this time to ensure in every way a safe environment for all employees and users and, of course, to shield the uninterrupted operation of the motorway. In the shadow of the COVID-19 pandemic, an integrated operational plan was activated from the very first moment and all necessary measures were taken, strictly adhering to the framework set out by the Greek State, with an emphasis on prevention.

As expected, this unprecedented situation could not leave performance indicators unaffected, with restrictions on travel resulting in a significant reduction in traffic on the Attica Tollway. However, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” stayed on course and remained on the successful trajectory that they have pursued consistently for years, being present at all levels, applying responsible practices, with responsibility towards employees, the market, the environment and local communities. For instance, instead of corporate gifting at the end of the year, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” chose to assist the National Health System in the fight against the COVID-19 pandemic, by donating ventilators to two hospitals in Attica.

Today, both companies remain committed to their ultimate mission: Attica Tollway will continue to guarantee safe and comfortable trips and high level services for the thousands of people who choose it for their daily movement. But also it will continue to be at the forefront of technological development, to invest in its most valuable asset, its people, and to prove through actions that respect for the environment is a key component of its operation. At the same time, promoting road safety culture in our society will always be a determining aspect of the action of both companies, which are constantly taking new initiatives to contribute to this great cause.





41.9 km Attiki Odos Motorway,  
19002 - Peania, Attica,  
Tel.: +30 210 6682200, fax: +30 210 6025060,  
web: [www.aodos.gr](http://www.aodos.gr),  
e-mail: [aosa@attiki-odos.gr](mailto:aosa@attiki-odos.gr)



41.9 km Attiki Odos Motorway,  
19002 - Peania, Attica,  
Tel.: +30 210 6632161, fax: +30 210 6632694,  
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41.9 km Attiki Odos Motorway,  
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