



ATTIKI ODOS

Annual Report

2019



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The present report constitutes the 11th 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 1st to December 31st 2019. 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.

ATTICA TOLLWAY: THE PROJECT

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.

OUR VISION

Attica Tollway, being a pioneer Motorway Project in Greece, aims at actively contributing to the reduction of road accidents in Greece, providing high level services to its users and educating all drivers.

The Attica Tollway entities hope that they can continue to be models for excellence in the maintenance and operation of the road infrastructures, with substantial social contribution of implementing responsible practices of Corporate Social Responsibility to all parties involved, including its dedicated 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 19 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.

The smooth and harmonious integration of the urban-type motorway into the environment, was a key priority in the construction of Attica Tollway.

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.

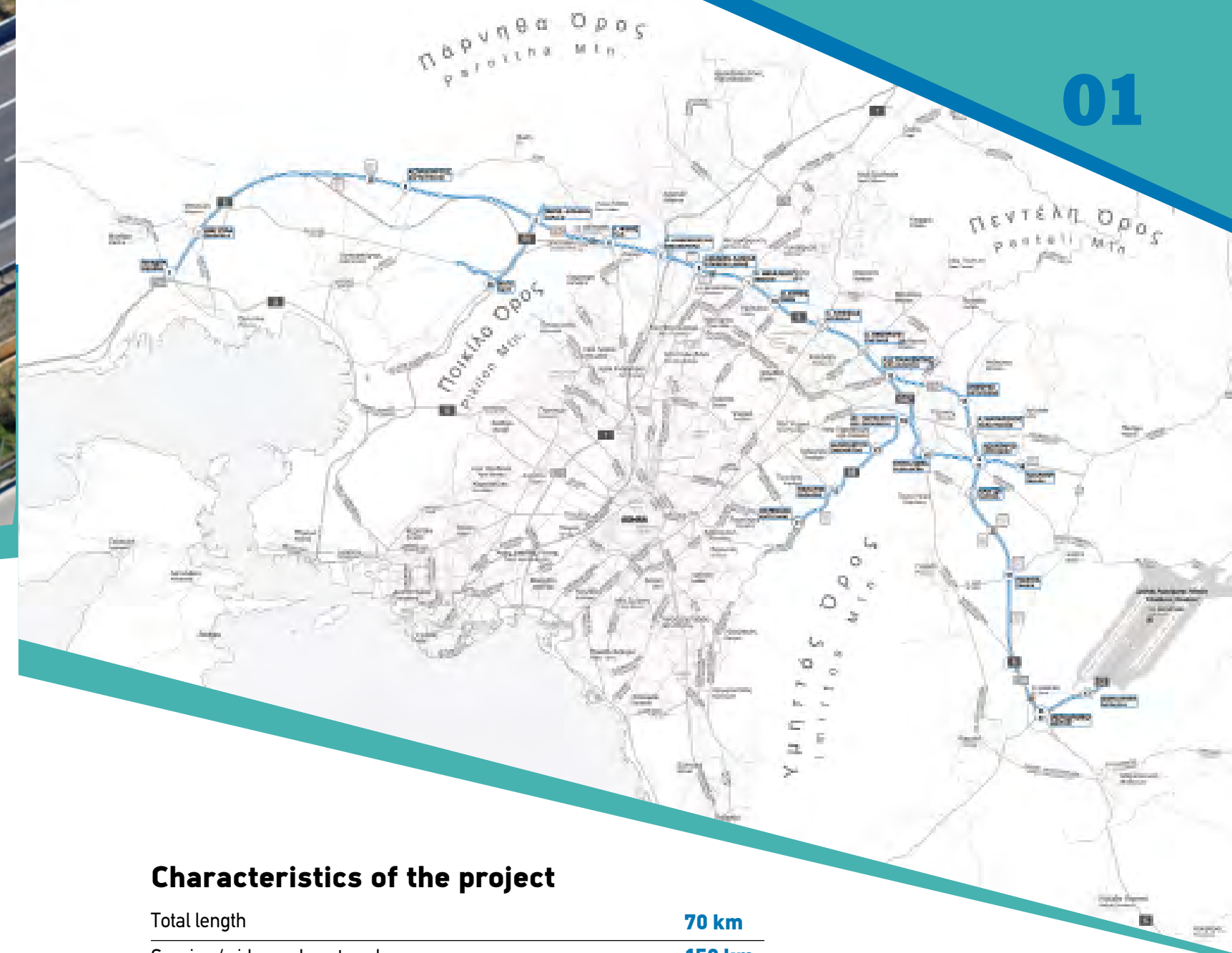
In the Imittos Western Peripheral Motorway section, an attempt was made to fully restore the landscape using the technique of excavation and backfill (cut & cover) for the construction of tunnels and planting their cover for facilitating the passage of the local fauna. In order to harmonise the motorway 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 sur-

rounding 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 m³ 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.



Characteristics of the project

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

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 (in three of them), 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

MAIN BENEFITS

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.

PROJECT COST AND FINANCING

In the early 90's, the Greek State held an international tender for the design, co-financing, construction and operation of the Attica Tollway project, utilising the "concession contract" type. The Greek group of companies, named "Attiki Odos S.A.", 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.

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

ENTITIES OF THE PROJECT



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.

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 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: aajv@attiki-odos.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.

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.".

SHAREHOLDERS OF "ATTIKI ODOS S.A."

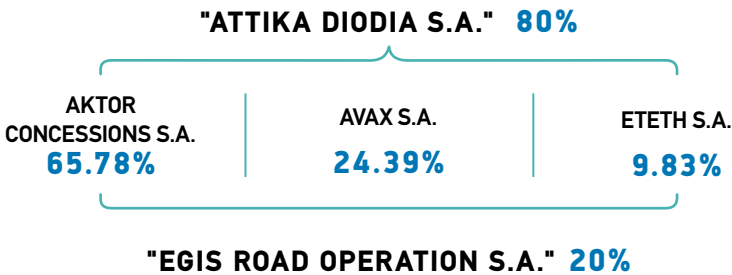
AKTOR CONCESSIONS S.A.
(Member of ELLAKTOR S.A. Group),
with a participation of
65.75%

AVAX S.A.
with a participation of
24.19%

ETETH S.A.
(belonging to the AVAX S.A. Group)
with a participation of
10.02%

EGIS ROAD OPERATION S.A.
with a participation of
0.04%

SHAREHOLDING STRUCTURE OF "ATTIKES DIADROMES S.A."





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;
- ▶ Provision of added-value services to all our stakeholders through the operation of Attica Tollway (such as information and training on road safety issues).

It should be noted that since 2014, “Attikes Diadromes S.A.” is publishing a Corporate Social Responsibility Report in line with the **Global Reporting Initiative (GRI)**.





EMPLOYEES & KNOW-HOW

Attica Tollway, being a major project, created many new job positions during its construction, as well as, during its operation. For "Attiki Odos S.A." and "Attikes Diadromes S.A." the human factor is the most important parameter contributing to the quality of operation of the project and the professional development of employees, recognizing the team work and each and every person's contribution constituting a substantial motive for notable performance.

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 per-

manent jobs were created, including subcontractors. Specialised personnel, selected on the basis of strict criteria, receiving a continuous training, contribute to the optimal operation and maintenance of Attica Tollway.

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, both companies created highly specialised executives, who were later employed in various senior capacities in other Motorway projects in Greece.

During 2019, the entire workforce was trained on various issues concerning their professional scope for a total of **6,950 hours**:

- ▶ Crisis communication management
- ▶ Managing difficult customers
- ▶ Appropriate communication with users
- ▶ Conflicts in the workplace and personal conflicts
- ▶ Emotional Intelligence
- ▶ Road safety training
- ▶ Safety at work "Fire Safety & Firefighting"
- ▶ Snow removal exercises
- ▶ Greek Accounting Standards
- ▶ Implementation of law 4342:2015 through the Energy Management System, pursuant to ISO 50001.

PARTICIPATION IN RESEARCH PROGRAMMES

In the field of research, the Attica Tollway project is an excellent field to test new technologies and systems relevant to traffic safety and security issues or issues 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.", has received and responded to many invitations to collaborate in Greek and European research programmes and has been actively involved in several successful research projects.



TRAFFIC & MAINTENANCE

The Traffic and Maintenance Department (TMD) of Attica Tollway employs 182 highly skilled employees, who ensure the smooth and safe movement on the motorway, as well as undertaking the appropriate maintenance of the infrastructure. The TMD is fully responsible for the traffic management and maintenance of the motorway. 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.

TRAFFIC CONTROL & MONITORING

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.

MOTORWAY EQUIPMENT

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 attention 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.





TUNNEL EQUIPMENT



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 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, frequent 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;
- ▶ 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.



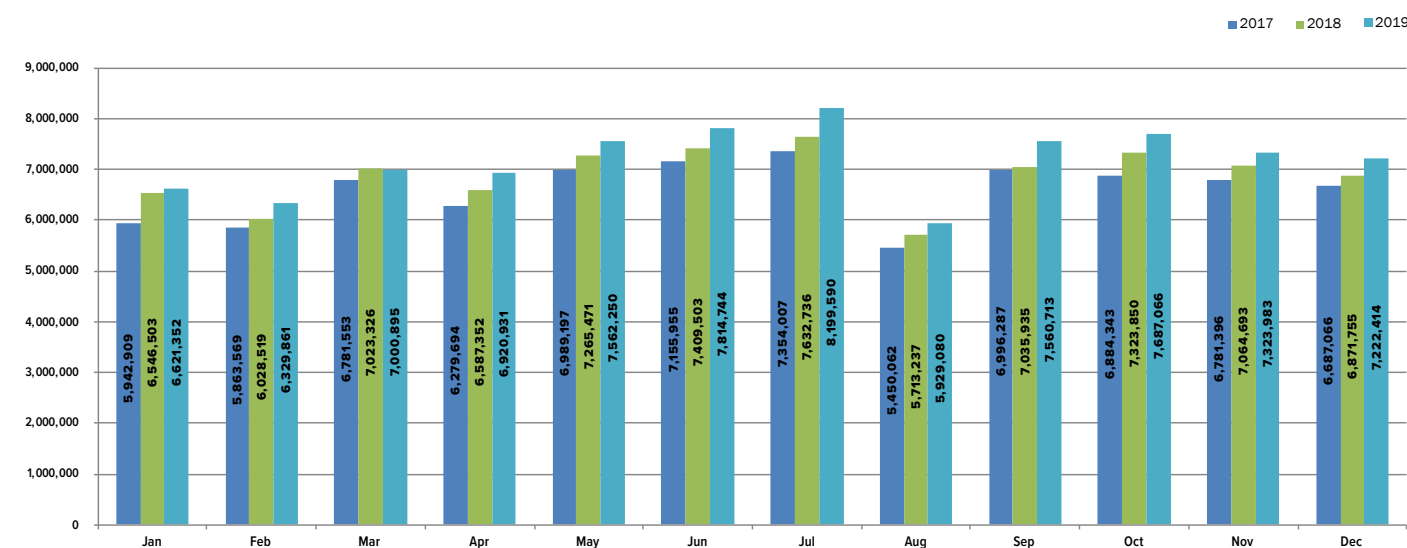
ATTICA TOLLWAY TRAFFIC DATA

In 2019, the average daily traffic was increased by **4.45 %**, compared to the previous year. More specifically, **86,172,879 vehicles** used Attica Tollway, which means an average of about **236,090 vehicles per day**. July was the busiest month, with a daily average of 264,503 vehicles. During 2019, the users of Attica Tollway covered

1,412,044,482 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 2019.

Change in Average Daily Traffic in Attica Tollway (2019 vs 2018)		4.45 %
Vehicle kilometres travelled (total for 2019)		1,412,044,482
Average distance covered per trip		16.4 km
Section with the heaviest traffic: Metamorfossi (I/C 8) - D. Plakentias (I/C 13)	Average daily traffic - working days (vehicles)	69,000
	Average daily traffic - weekends & holidays (vehicles)	52,000
	Rush hour traffic on working days 08:00-09:00	5,400-6,100

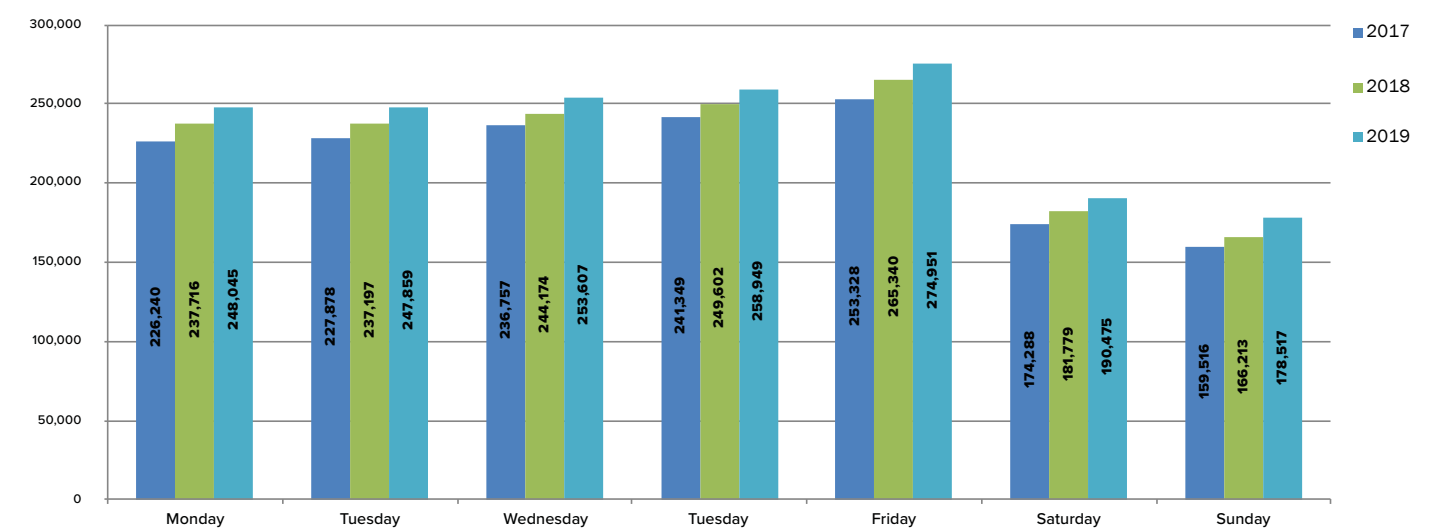
Total vehicle entries per month (2017-2019)



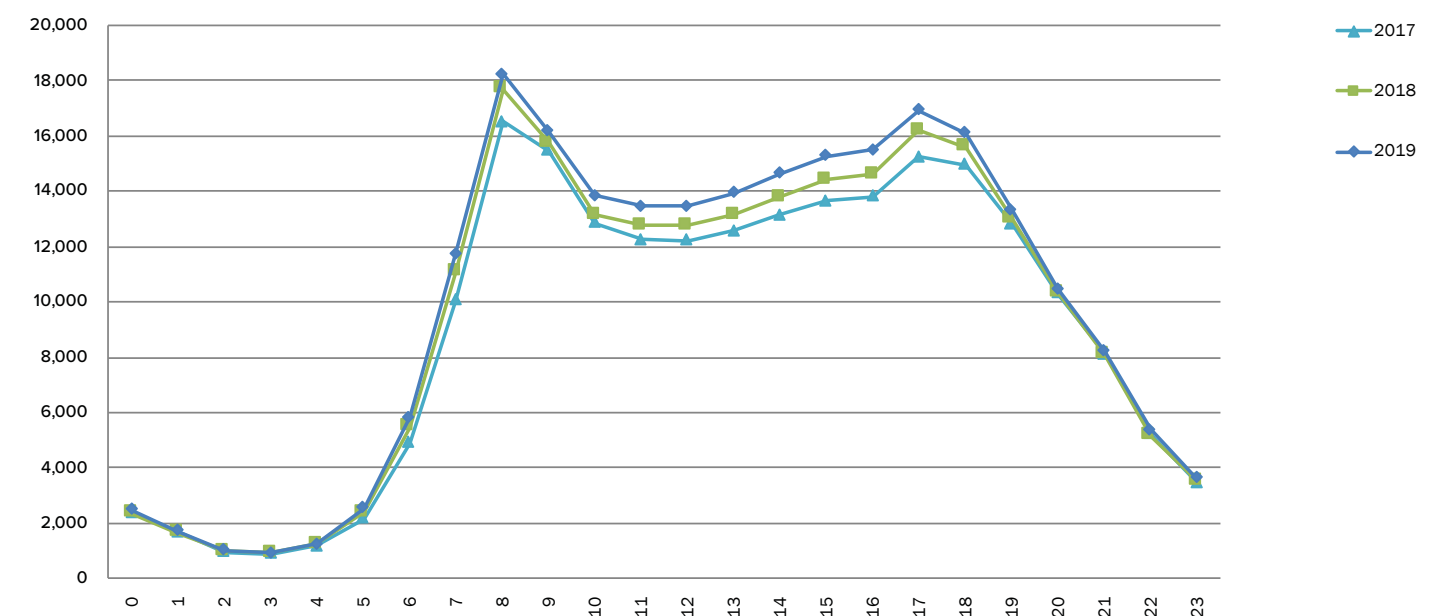
Daily and hourly fluctuation

Traffic on Attica Tollway during the week is clearly heavier than during the weekends. The day with the heaviest traffic is Friday. More specifically, on Fridays, traffic is **107%** of the average traffic for the rest of the weekday business days.

Average daily traffic (vehicle entries) per day (2017-2019)



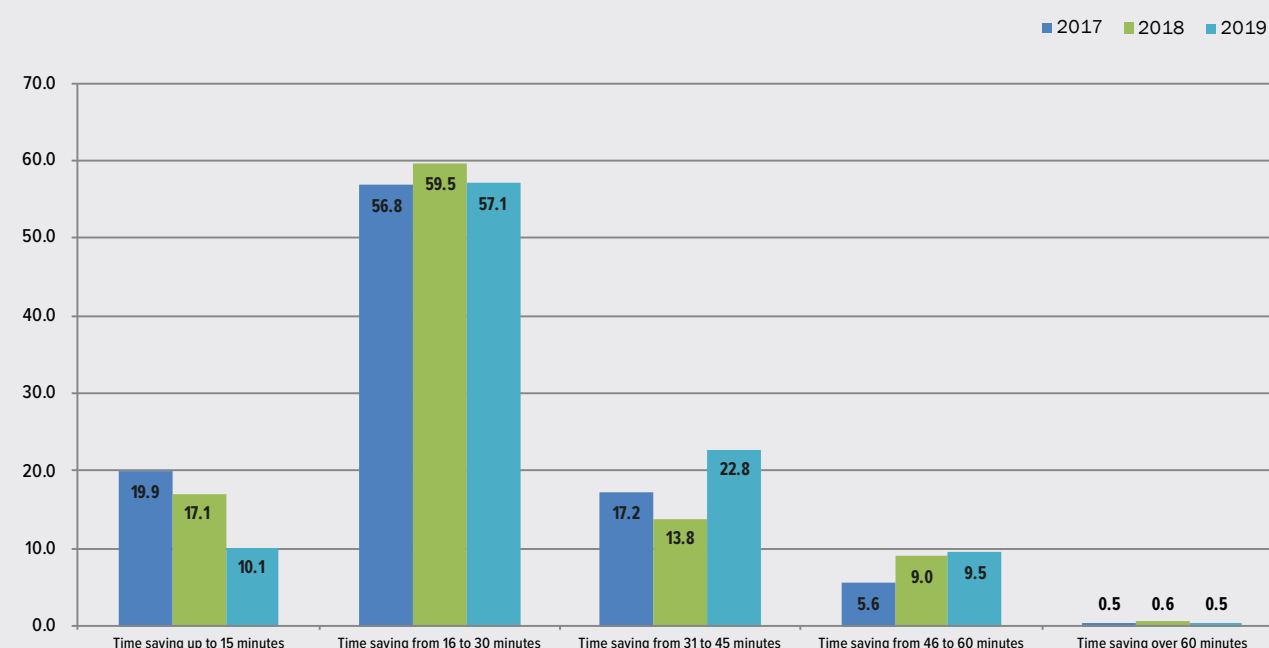
Distribution of average daily traffic (vehicle entries) per hour (2017-2019)





TRAVEL TIME SAVING WHEN USING THE ATTICA TOLLWAY

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



INCIDENT MANAGEMENT

Traffic management is the main focus of the people of the operation and maintenance company, "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:

- 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;
- The designated four-digit telephone number **1024**, which users may dial from their mobile phones;
- The Emergency Road Telephones, located every 50 m inside the tunnels and every 2 km on the open motorway;
- The technologically advanced equipment, such as Closed Circuit TV (CCTV) and inductive loops placed under the road surface.

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 **19 years** of operation and, during this period, they have carried out more than **432,631** interventions to incidents on the motorway.

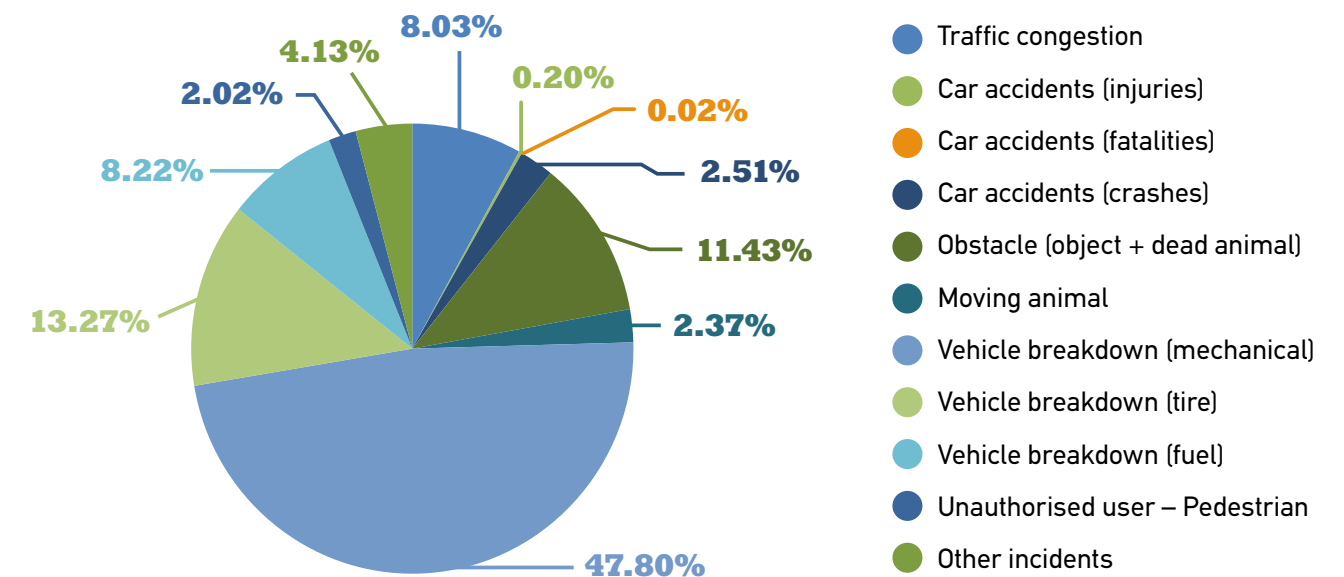


In 2019, the personnel of the operation and maintenance company "Attikes Diadromes S.A." handled **25,613** incidents, namely an average of about **70 incidents per day**.



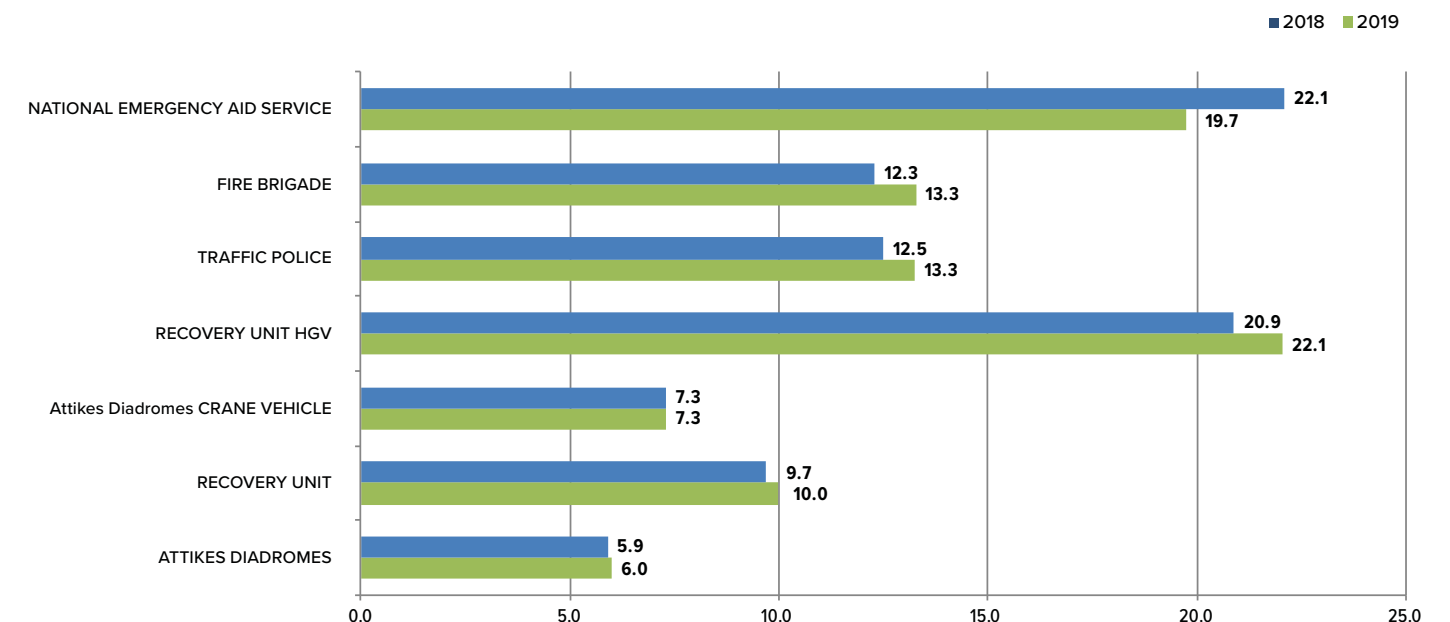
The average time required to efficiently handle such incidents is **23.12 minutes** (time spent on location to resolve/clear incident), while, as shown in the following diagram, most incidents involved vehicle breakdowns (fuel, tires and mechanical problems).

INCIDENTS PER TYPE (%, 2019)



RESPONSE TIMES

In 2019, the average response time of the operation and maintenance company, "Attikes Diadromes S.A.", to incidents was **6.0 minutes**. This time frame is much less than the response time of all the other competent, state or not, Authorities intervening in Attica Tollway.

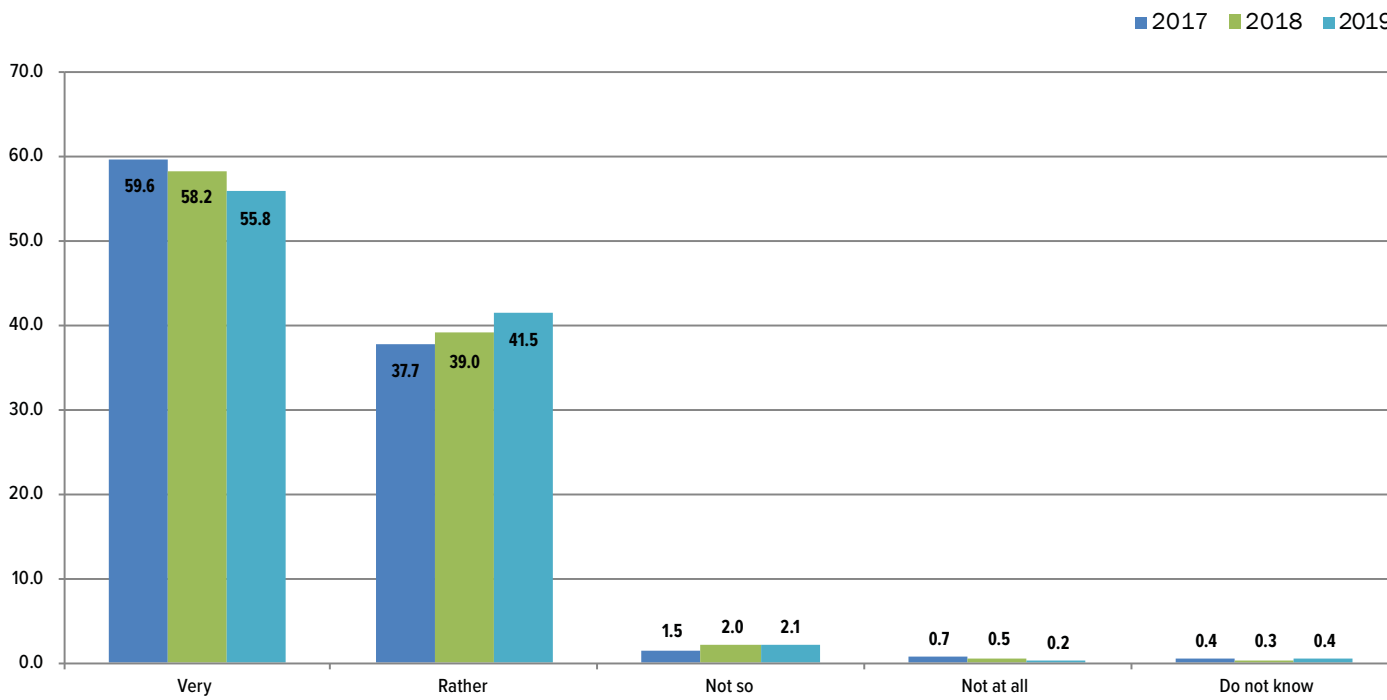


ROAD SAFETY STATISTICS

Even though Greece, according to the statistics, has a high rate of fatal road accidents, Attica Tollway has lower accident indices compared to any other similar motorway in Greece, while it is on the list of the statistically safer road axes at a pan-European level.

USERS' FEELING OF SAFETY

The quality of the infrastructure and the provision of a high-level service are confirmed and appreciated by the motorway users. A recent survey by Invision/Metron Analysis, conducted on behalf of Attica Tollway, showed that **97.3%** of the users feel safe when driving on the motorway.



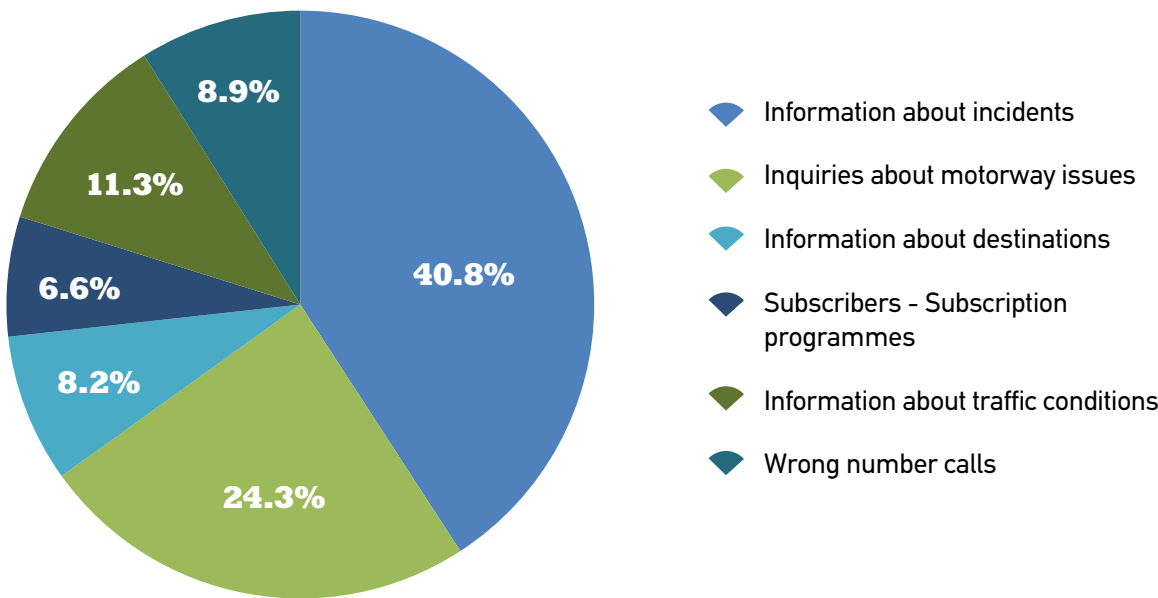
EMERGENCY TELEPHONE NUMBER

The call centre for the Emergency Telephone Number **1024** receives approximately 136 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.

Daily average number of calls to 1024: **136**

During 2019, **49,669** calls were received. As shown in the diagram below, **40.8%** of such calls referred to the notification of an incident, **8.2%** referred to inquiries about destinations and **11.3%** referred to inquiries about traffic conditions. **63%** of the total calls to the telephone number 1024 during 2019 were answered within **15 seconds**, thereby achieving the objective of promptly addressing all issues.

Allocation of "1024" calls, based on information type (2019)





MAINTENANCE

In Attica Tollway, maintenance works form 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 2019, **379,730** working hours were spent on maintenance works (preventive and corrective works) (**126,307** working hours for Civil Engineer works and road maintenance, **137,767** working hours for the maintenance of electrical & electromechanical equipment and **115,656** working hours for landscaping).

For the maintenance and expansion of the green areas of the motorway, the company employs specialised personnel on a permanent basis. All works take place on a daily basis and 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 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 2019

- ▶ 800,000 trees and bushes and 78,000 m² of lawn were maintained;
- ▶ The implementation of the following methods within the framework of the environmental protection 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;
 - ◆ The management of irrigation water for as much saving as possible. In particular, regarding specific plants (mainly big trees), the amount of water is reduced to a minimum, since the root system has expanded and the trees do not require frequent watering.

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 2019, **126** 24-hour measurements were conducted by mobile noise measurement units. Based on the results of the measurements, additional noise barriers of a total length of **918 m** were installed.



TOLLS & COMMERCIAL POLICY

The mission of the Department of Tolls, Commercial Management and Telephone Customer Service of Attica Tollway is the planning of the commercial policy, the management of commercial programmes, the operation of toll stations and the collection of tolls, as well as the management of other issues, which interests the subscribers, through the Telephone Customer Service. The Toll Department employs **574 employees** serving Attica Tollway. At the same time, **481** additional employees are deployed throughout the toll stations of Egnatia Odos Motorway in Northern Greece, though a Service contract of "Attikes Diadromes S.A." with "Egnatia Odos S.A.".





TOLL COLLECTION

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).

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 (according to the Concession Contract / law 2445/96)
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 road safety reasons.

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



SUBSCRIBERS & PROGRAMMES

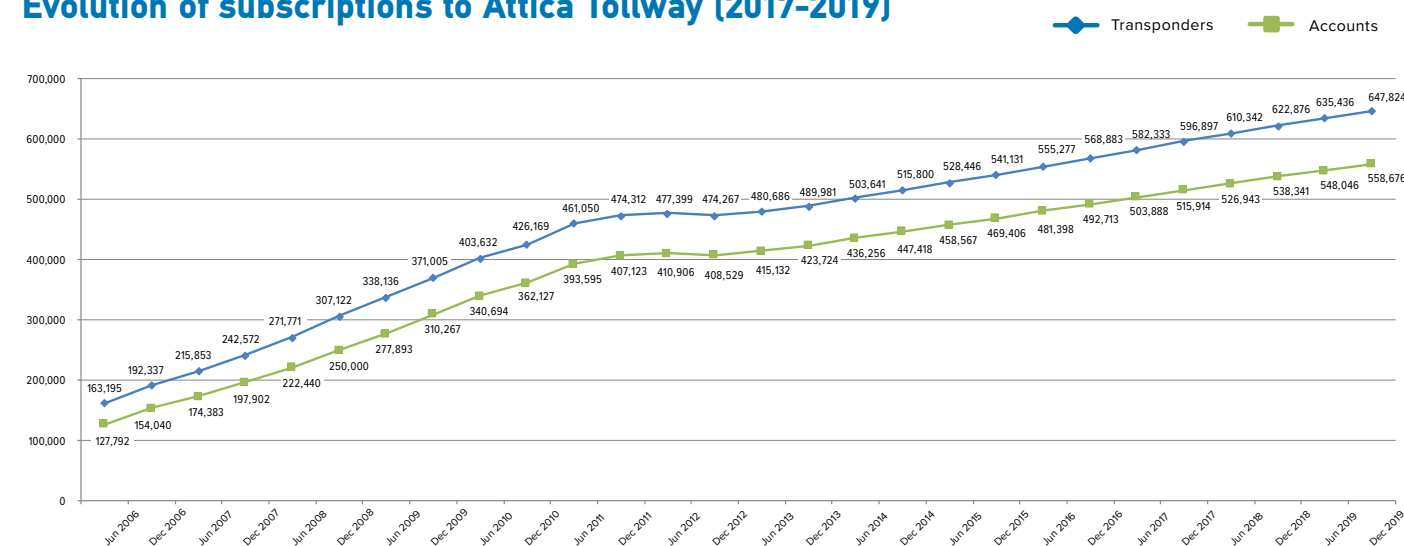
The seven (7) different subscription programmes (EXPRESS, BONUS, FRIENDLY, MOTO, BUSINESS, EXPRESS TRUCK, FRIENDLY TRUCK) offered by Attica Tollway meet the needs of all drivers, since they are differentiated by the type of vehicle, frequency of motorway use and method of payment (pre-payment – post-payment).

The company has a large 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). 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 2019, **647,824** e-PASS electronic devices (transponders) were provided to **558,676** subscribers.

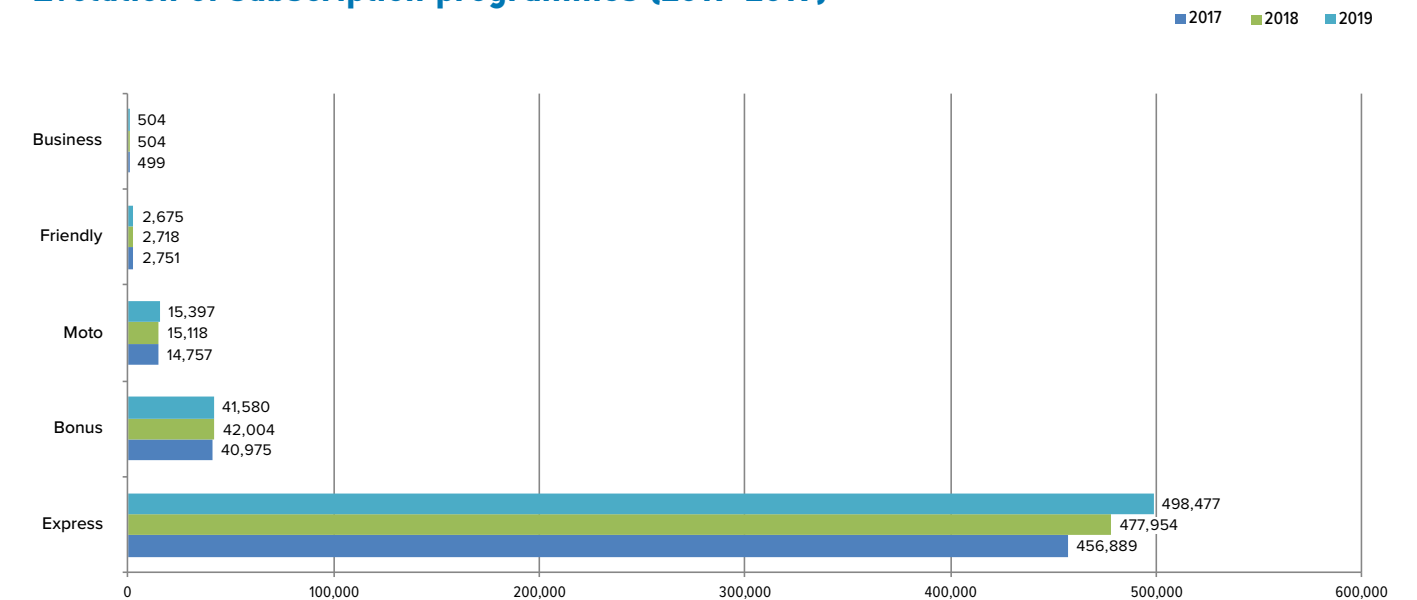


Evolution of subscriptions to Attica Tollway (2017-2019)



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 **9,1%**.

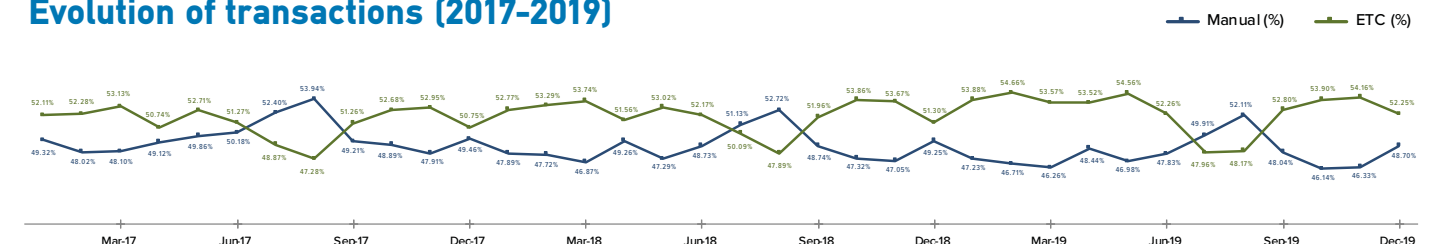
Evolution of subscription programmes (2017-2019)



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

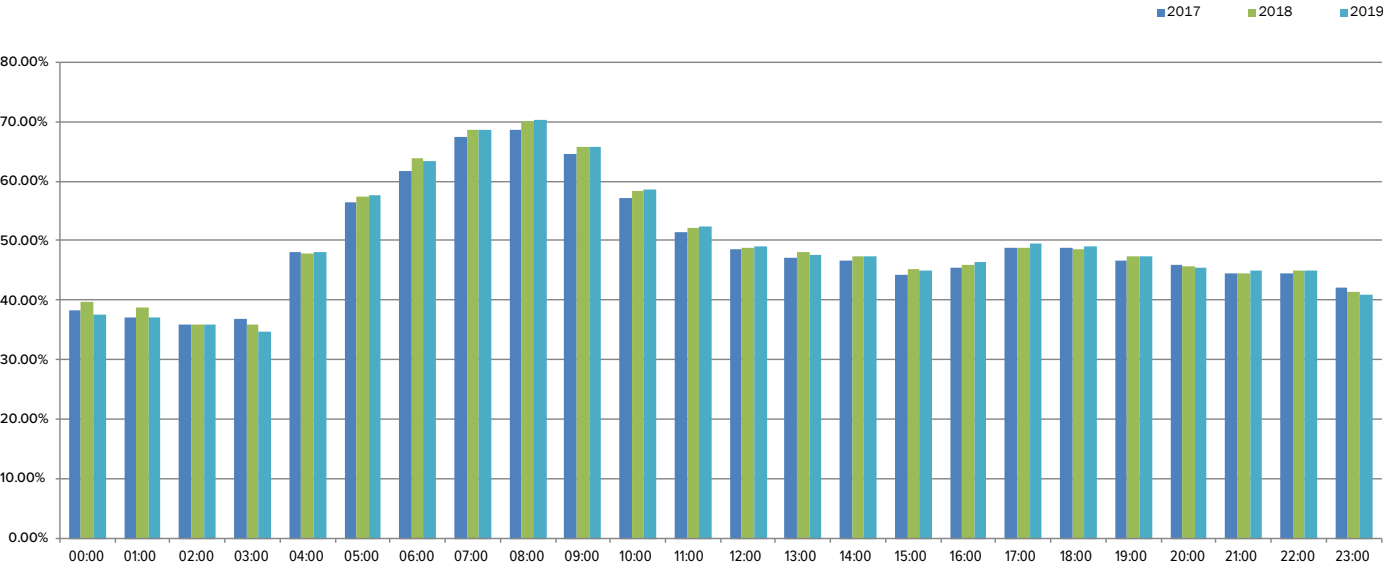
As shown in the following diagram, during 2019, electronic transactions represented **52.63%** (against 52.16% in 2018) of the total, while the rate of e-PASS users approached **54.66%** for 1 month, in February 2019.

Evolution of transactions (2017-2019)



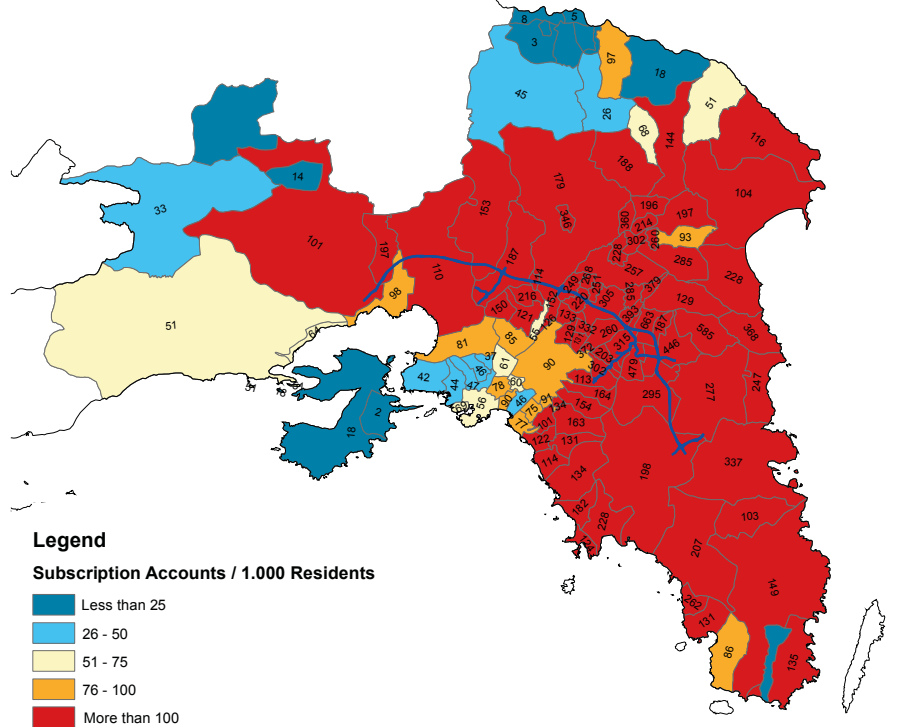
► In some cases, during rush hours, electronic transactions reached **70.20%** of the total transactions. For example, as shown in the following diagram, at the Penteli Toll Station towards Elefsina, between 7 and 9 am, the electronic transactions represented from **65.7%** up to **70.20%** of the total transactions (the increased number of electronic transactions at this station is proportional to the increase in traffic).

**Hourly electronic transactions volume at the Penteli Toll Station
(%, 2017- 2019)**

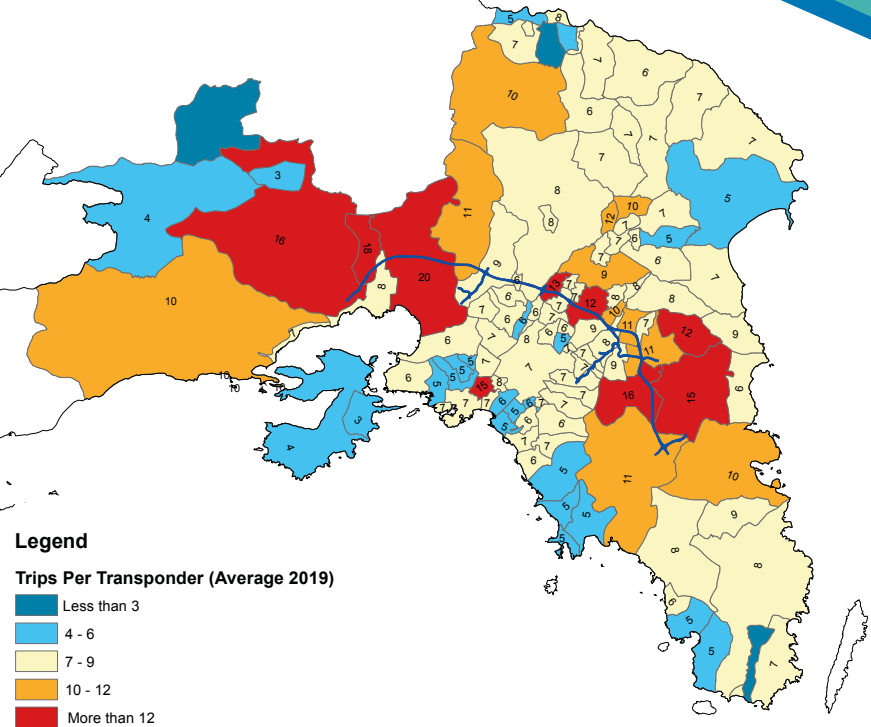


Currently, Attica Tollway serves all transport routes in Attica and, as the map below shows, it is clear that motorway subscribers come from all suburbs of Attica, but mainly from the north - eastern suburbs. At the same time, the number of subscriber journeys per month is also notable.

**e-PASS subscribers
in Attica prefecture,
per 1,000 inhabitants
(2019)**

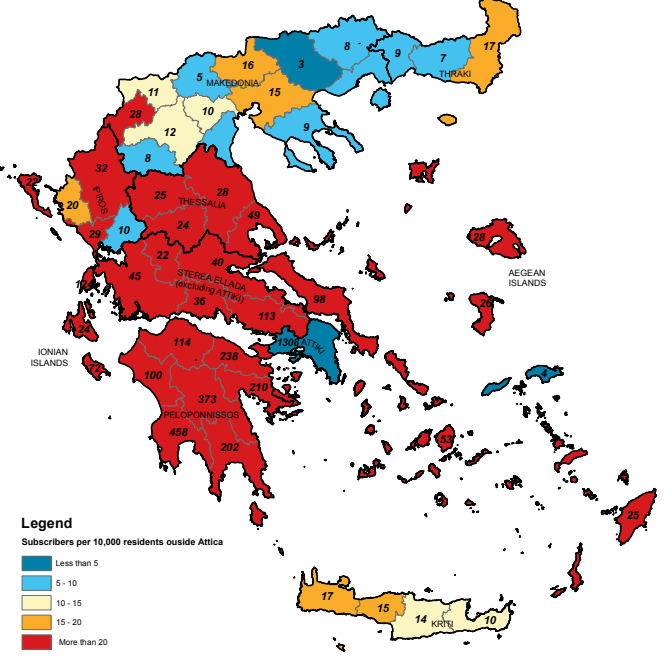


**Average monthly
e-PASS use in
Attica prefecture per
municipality (2019)**

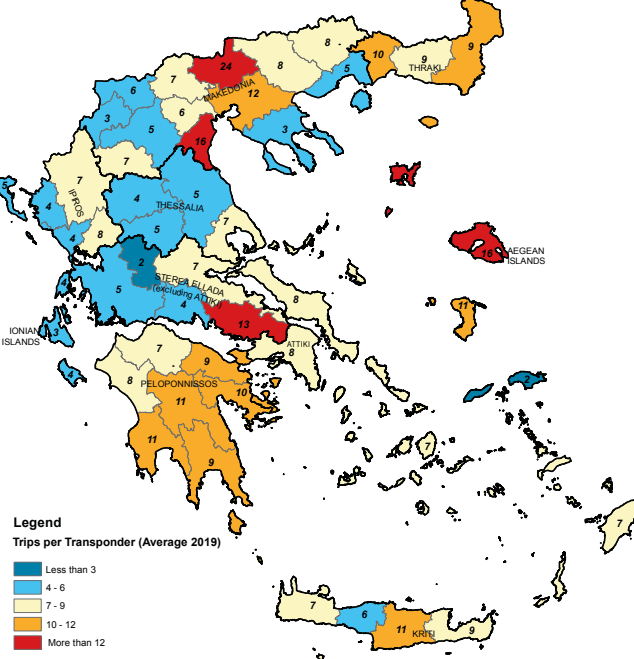


Moreover, Attica Tollway has been proved useful as its users-subscribers come from all over the country, especially Attica, Peloponnesus and Evia, choosing the motorway for a notable number of routes on a monthly basis.

**e-PASS subscribers in Greece,
per prefecture, per 10,000 inhabitants
- Attica is excluded (2019)**



**Average monthly e-Pass use,
per prefecture in Greece (2019)**





INTEROPERABILITY

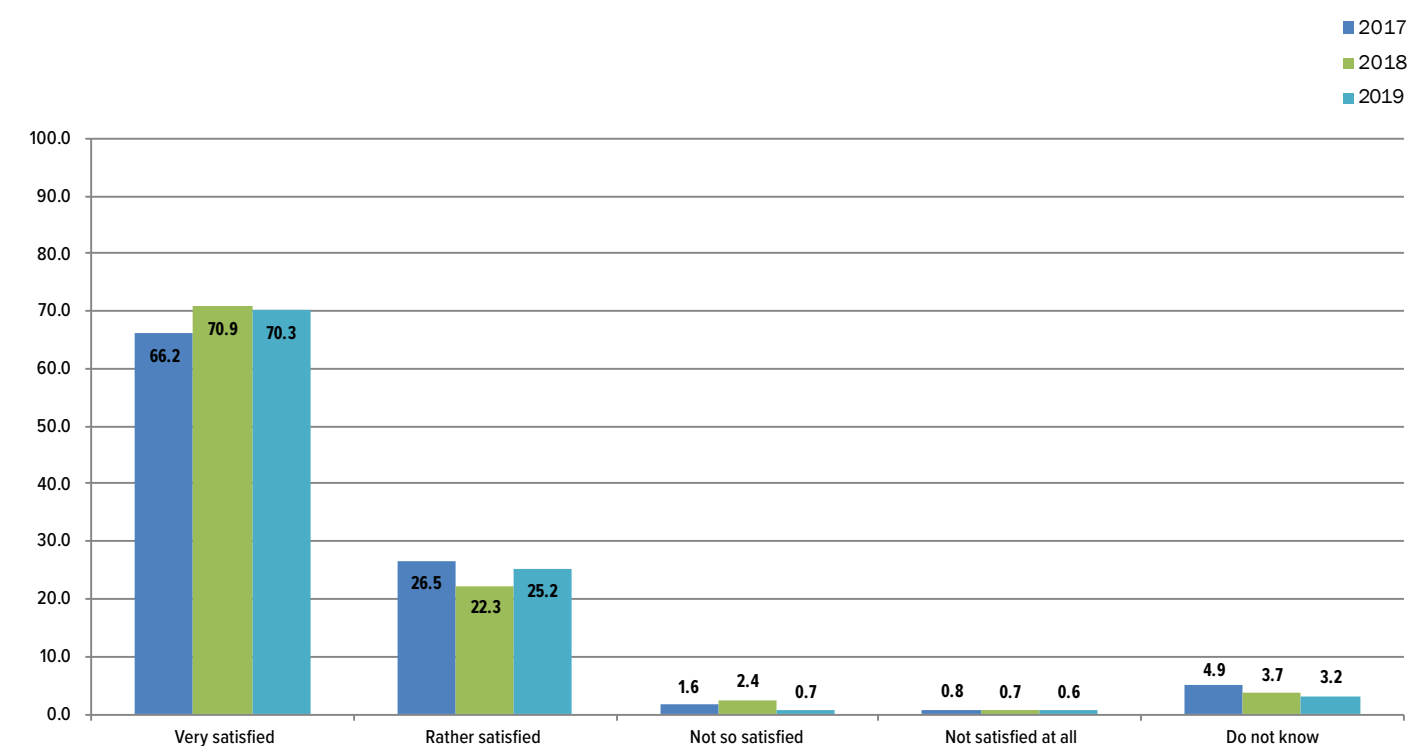
Attica Tollway was the first company in Greece to implement the interoperability of e-PASS (Greek Interoperable Tolling Systems – GRITS), i.e. the ability to use the e-PASS in other toll operated motorways in Greece, back in 2008. Today the interoperable road network includes the following:

- ▶ The Moreas Motorway (Korinthos-Tripoli-Kalamata Motorway and Lefktro-Sparti branch);
- ▶ The Olympia Odos Motorway (National Road of Elefsina - Korinthos - Patra);
- ▶ The Rio - Antirion Bridge;
- ▶ The Aegean Motorway (National Road of Athens-Thessaloniki, Maliakos - Kleidi Section).

TELEPHONE CUSTOMER SERVICE CENTERS (T.C.S.)

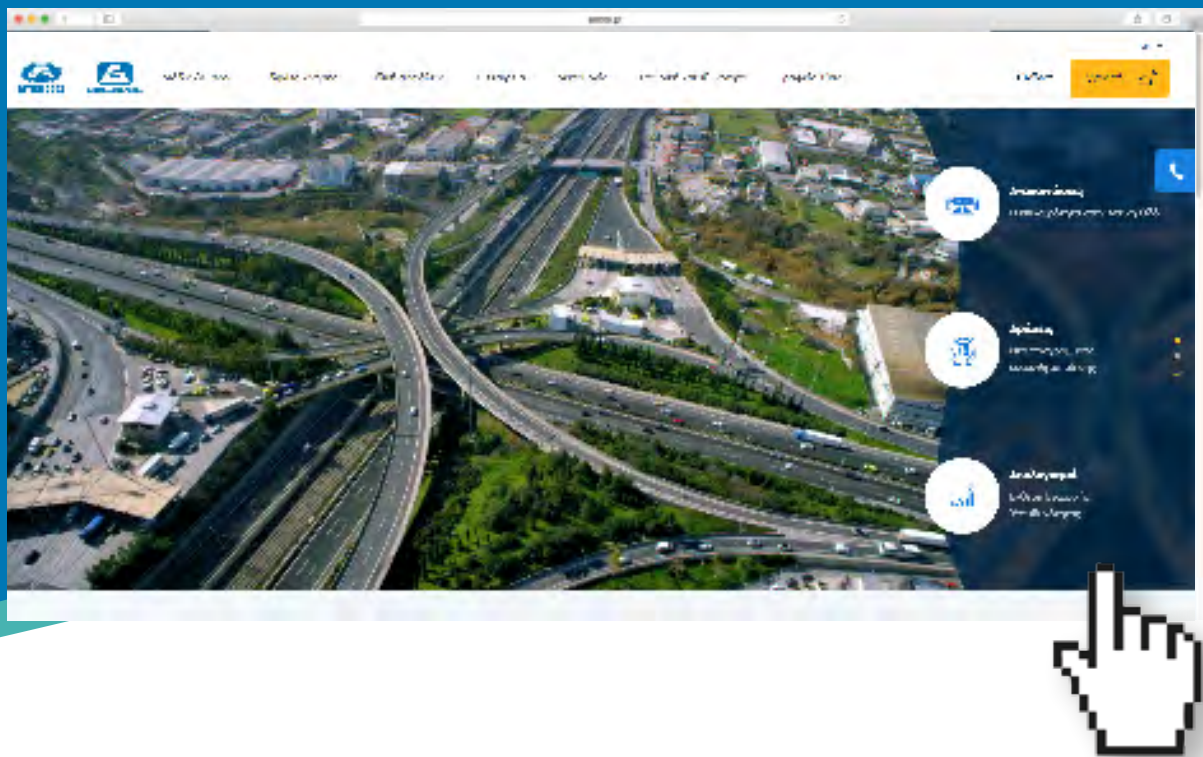
The Telephone Customer Service (T.C.S.) can be reached by dialing **210 668 2222**; it receives **1,400 calls** on average on a daily basis, while it handles emergencies in collaboration with the T.M.C. This highly efficient service became the first choice of users, who increasingly refer to it for their queries.

In 2019, the T.C.S. received **324,982 calls**, with issues resolved within approximately **1.42 minutes**, dealing with **616,191 issues**, while **6,634** outgoing calls were made. Moreover, the T.C.S. representatives replied to **47,395** 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%**.



Corporate website

The company's website (www.aodos.gr) includes all information in relation to the project, the motorway operation, traffic information, etc. Moreover, thanks to the on-line 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.

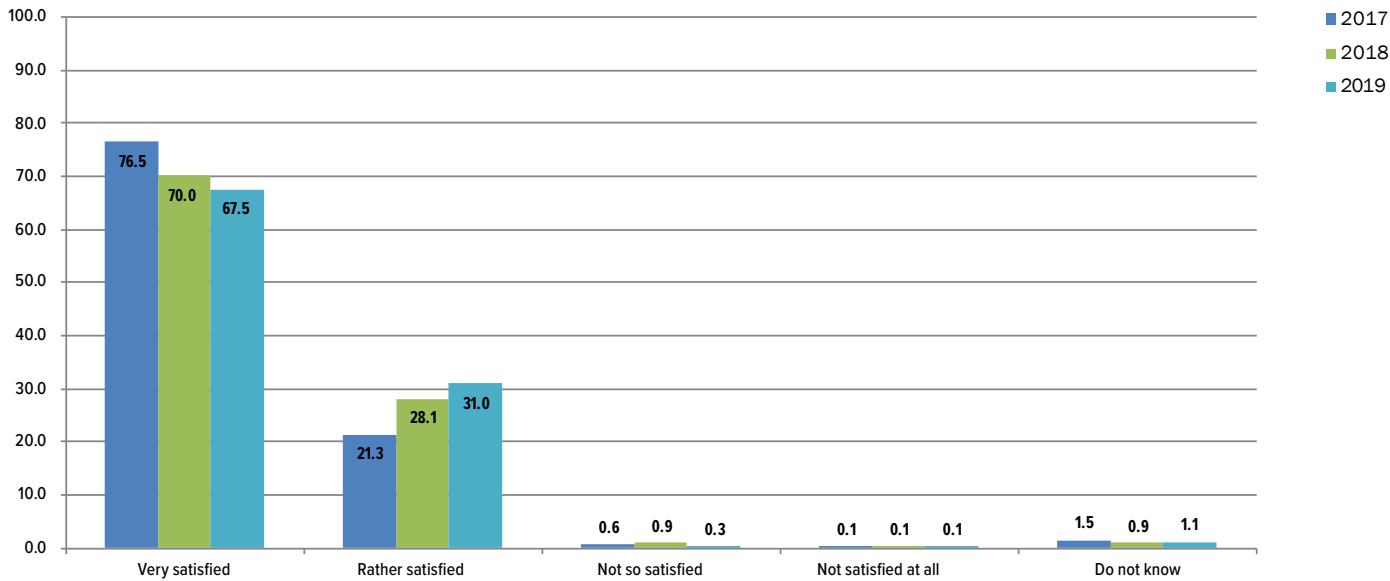


Customer Service Centers (C.S.C.)

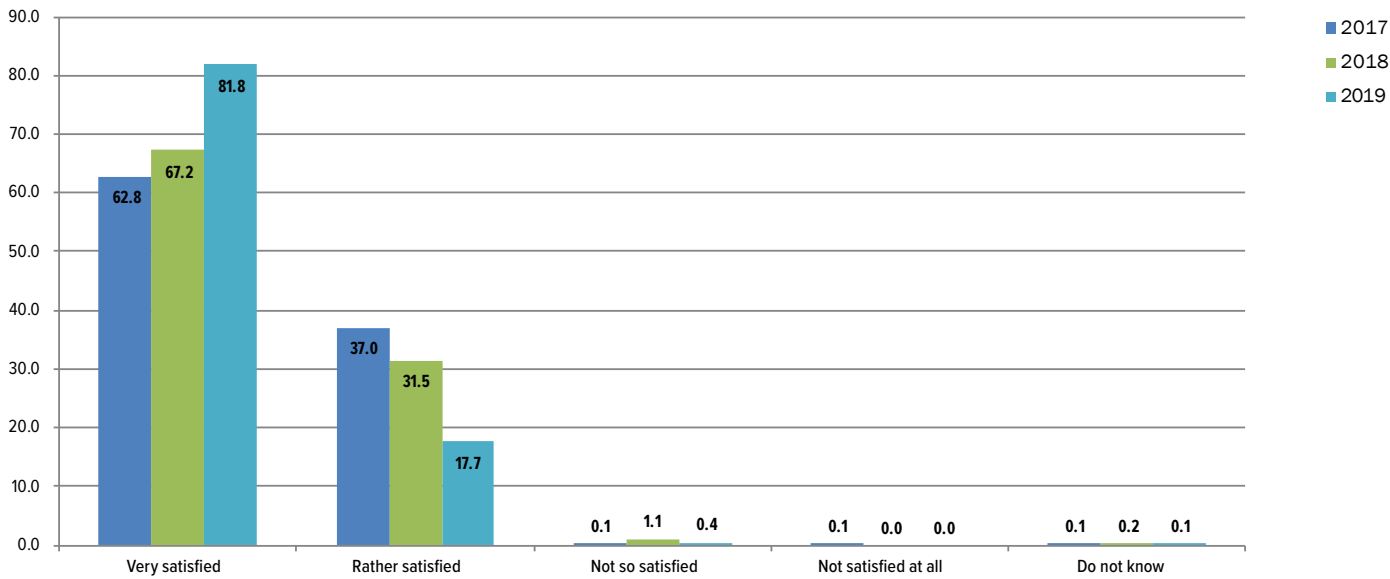
The company operates twelve (12) Customer Service Centers (C.S.C.); nine (9) on Attica Tollway and three (3) on Moreas Motorway. The C.S.C.'s personnel inform the users about the subscription programmes available, as well as about any issue relevant to the motorway.



A recent survey, conducted by Invision/ Metron Analysis, showed that the motorway users' satisfaction percentage by the level of service 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.



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%**.



CORPORATE RESPONSIBILITY

The Concession Company, "Attiki Odos S.A.", and the Operation and Maintenance Company, "Attikes Diadromes S.A.", have proved that Corporate Responsibility is part of their daily practices and a constant concern. More specifically, by focusing on the 4 pillars of sustainable development - **Employees, Society, Market, Environment** -, the two companies demonstrate remarkable and, above all, measurable results.



SOCIETY

Road safety awareness programmes & actions:

- ▶ In 2019, the **e-Learning** version of the programme "**Eyes Open on the Road!**" was created and approved by the **Institute of Educational Policy of the Ministry of Education in December 2019**. This adaptation to the e-Learning version was made in order to approach and raise awareness among students and teachers across the country, and especially to those on isolated islands and villages, on the important issue of road safety, in a modern and efficient way.
- ▶ In 2019, the traffic education programme, "In Traffic with Safety", which is carried out in collaboration with the Road Safety Institute "Panos Mylonas", was attended by **3,718** children. A total of **72,600** primary school children from all over Greece have attended the programme from 2006 until the end of 2019.
- ▶ In 2019, the programme "**Eyes Open on the Road!**", in collaboration with the Motorcycle Riding Academy "Riding School", was extended to the training of special audiences and, in particular, motorcycle rescuers of the National Emergency Aid Centre. In 2019, a total of 18 motorcycle drivers were trained.
- ▶ In 2019, the new collaboration with the Hellenic Children's Museum made its pilot appearance. It is an interactive exhibit that runs through the museum's ground floor space and navigates visitors to its various exhibits using road signs. In this space, through play, creation, collaboration and active participation, children form on their own – always, of course, with the contribution of specialised facilitators - the way they move within the space, while learning to

recognise signs, signals, crossings and traffic lights along the way. The exhibit is a product of cooperation between an interdisciplinary team of psychologists-educators, transport specialists and the companies "Attikes Diadromes S.A." and "Attiki Odos S.A.".

- ▶ In 2019, Attica Tollway approached young people through Mad TV Channel by creating and promoting four one-minute videos, entitled "**Safety & the City by Attiki Odos**", which focused mainly on distracted driving.

Donations & offers to NGOs and other agencies:

- ▶ Donations to NGOs and other agencies, amounting to EUR 14,000: Make a Wish, ANIMA, Animal Welfare Agency, Association "Treatment of Child Trauma", Association "Friends of Social Pediatrics and Medicine – Open Arms Hug", Association of Parents of Deaf and Hard of Hearing Children of the Special Public School of Argyroupolis, Association "Child and Creation", "Emfasis Foundation", Association of Lofos Kyrillou, Panhellenic Association for the Prevention and Support of Adult Victims of Traffic Accidents.
- ▶ Donation of a FORD TRANSIT VAN (YNT 9342) to the IONAS Institution, to the Department of Treatment of People with Special Needs.
- ▶ Supply of food and basic necessities by the companies' workers to the charitable, non-profit association for the protection and rehabilitation of disabled people "ELEPAP", which provides rehabilitation services to children since 1937. Also, during Easter 2019, workers voluntarily made and bought 93 candles, the revenues from which were also given to "ELEPAP".
- ▶ Computer donations to 3 schools in Attica.

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 **National Road Safety Committee**, the **Hellenic Federation of Transportation**

Engineers, the **Children's Trauma Association**, the **EFTHYTA**, 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 **RO**ad **NE**twork), the **European Association of Operators of Toll Road infrastructures** (Association Européenne des Concessionnaires d'Autoroutes et d'Ouvrages à Péage - ASECAP), the **US National Transport Research Board Committee** (TRB) 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 2019:

- The two companies employed **1,359 employees**, of whom **638** were men and **721** were women.
- All employees were trained for a total of **6,950 hours** on various subjects related to their professional field.
- **444 blood units** from **228** 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.

MARKET

The two companies, since the beginning of their operation, have a responsible attitude towards their customers and suppliers. In 2019:

- The operation and maintenance company "Attikes Diadromes S.A." handled **25,613 incidents** with an average response time of **6.0 minutes**.
- The Telephone Customer Service (T.C.S.) department received **324,982 calls**, which were answered within **1:42** minutes in average and from which **616,191** issues resulted, while also **6,634** 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.

ENVIRONMENT

Environmental protection continues to be a priority for both companies. In 2019:

- **800,000** trees and bushes and **78,000 m²** of lawn were maintained.
- **2,460 kg** of plastic, **515 kg** of aluminum, **1,540 kg** of tires and **26,850 kg** of iron were recycled.
- **126** 24-hour measurements were carried out by mobile noise measurement units. Based on the measurements, supplementary noise barriers, with a total length of **918 m.** were installed.



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 / 1ST 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 1st European Prize for its contribution to road safety.



2006, 2007, 2008

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.



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

GIS TECHNOLOGY IMPLEMENTATION / 1ST 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 / 1ST 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 1st Prize in the 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 / 1ST PRIZE FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)

"Attiki Odos S.A." and "Attikes Diadromes S.A." were honored with the 1st 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.



2009 & 2010

ROAD SAFETY CAMPAIGNS / 1ST PRIZE CEO & CSR MONEY CONFERENCE

Attica Tollway is regularly conducting social campaigns on road safety. 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 1st 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 – 2016 - 2017

LEADING BRAND NAME / "SUPERBRANDS"

In 2010, the internationally recognised excellence of Attica Tollway led to the 1st 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".



2010

SAFEST ROAD / 1ST AUTOMOTIVE PRIZE

During the Automotive Awards, Attica Tollway won the 1st 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 / 1ST 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 Myclimate 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).



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

The operation and maintenance company of Attica Tollway, "Attikes Diadromes S.A.", repeatedly 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).



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 Boussias 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

DISTINCTION AT "THE PROTAGONISTS OF GREEK ECONOMY", ORGANISED BY DIRECTION BUSINESS NETWORK.



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 "Little Atticus", and the programme for high school students "Eyes Open on the Road!" which has been approved by the Ministry of Education.



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 9th 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 1st 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.



2016 - 2017

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 Association for the purchase and donation of a wheelchair to a child with severe mobility problems.



2015, 2016, 2017, 2018, 2019

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.



2016, 2018

**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.



2017, 2018

CR INDEX

At the 10th 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 3rd 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".

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 50001:2011 CERTIFICATION FOR ENERGY MANAGEMENT SYSTEMS

The Energy Management System is developed in accordance with the requirements of the International Standard ISO 50001: 2011 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.



OHSAS 18001: 2007 CERTIFICATION ON EMPLOYEE HEALTH AND SAFETY MANAGEMENT

The certification of "Attiki Odos S.A." and "Attikes Diadromes S.A." in accordance with OHSAS 18001: 2007 refers to the implementation of the employee health and safety management system and certifies the promotion of continuous improvement of the work environment, the prevention and minimization of occupational hazards, the continuous information and training of human resources on health issues and their safety during work, continuous monitoring of the health of employees by the occupational physician, etc. The Management of the two companies is committed to the observance and continuous improvement of the health and safety management system at work and to their compliance with the 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 2019, Attica Tollway continued consistently and dynamically to serve its core value: the continuous road safety improvement for motorway users. By investing in effective employee training, Attica Tollway is constantly improving in the field of services provided, while at the same time is meeting the needs of its users for quality and comfort, ensuring the greatest possible safety in their daily journeys.

In addition, by applying modern methods of management and project monitoring, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” create a reliable operating framework and develop innovative services, remaining at the forefront of technological development.

The strategic goal for Attica Tollway is to continue to be a model project for all domestic motorways that are to follow, maintaining but also further improving the high quality it offers in the field of transport, taking into consideration reviews and feedback by experts, the general public and, of course, its users.

“Attiki Odos S.A.” and “Attikes Diadromes S.A.” goals for 2020 focus primarily on social contribution, through continuous support and cooperation with agencies that promote road safety culture, by creating new awareness programmes for pre-school and school children. In addition, the two companies care for environmental protection through targeted actions and for the reward and support of all employees, the pillars of the motorway, who have been “writing the story” of Attica Tollway with reliability and respect for the nineteen years.



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