



ATTIKI ODOS

ANNUAL
REPORT

2022



CONTENTS

	OUR VISION	04
	PAST & PRESENT	04
01	ATTICA TOLLWAY: THE PROJECT	05
	Characteristics of the project	07
	Project key dates	08
	Project cost and financing	09
02	ATTIKES DIADROMES: OPERATION & MAINTENANCE	12
03	TRAFFIC & MAINTENANCE	16
	Traffic Monitoring	17
	Incident management	23
	Maintenance	29
04	TOLLS & COMMERCIAL POLICY	31
	Toll collection	32
	Subscribers and programmes	34
	Customer service and information	39
05	SUSTAINABLE DEVELOPMENT	42
06	AWARDS & CERTIFICATIONS	48
	CONCLUSION	58

The present report constitutes the 14th 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 2022. 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, in accordance with the obligations undertaken by each one of them.

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



OUR VISION

— Attica Tollway, being a milestone project in the field of modern motorways in Greece, actively serves its vision by contributing to the reduction of road accidents in Greece, primarily by delivering a high level of services to tollway users and excellent maintenance and operation of the infrastructure, while at the same time continuously promoting a road safety culture in society.

Our goal is for Attica Tollway to continue to be a model of operation of infrastructure, making a substantial contribution to society, applying responsible Sustainable Development practices at all levels.

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.

During its 22 years of uninterrupted operation, Attica Tollway changed road transportation in Greece by raising the standards in the field of safety and quality of service, while it is still an integral part of the daily routine of thousands of people, thus contributing to the improvement of their quality of life.



ATTICA TOLLWAY THE PROJECT



05



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, consisting for most of its length of three lanes and an emergency lane (hard shoulder) per direction. The suburban railway of Athens in the specially arranged central median of the motorway. It constitutes a unique infrastructure project, even at a European level, since it is a closed-type toll motorway crossing a metropolitan capital, 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 with the Athens - Corinth National Road, by-passing the centre of Athens. Being a closed type motorway, it has fully controlled accesses and 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 Imittos Western Peripheral Motorway section, the landscape was fully restored using the cut & cover technique to construct the tunnels and plant 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 during the construction phase, using plant species compatible with the existing flora, such planting acting as a filter, absorbing exhaust emissions from traffic. The initial planting, with 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. Moreover, the local fauna is protected by a high fence while a special arrangement of adhesive stickers is used to prevent birds from crashing into the glass noise barriers, in compliance with international standards.

At the same time, flood protection works were carried out, since as early as the construction phase, large streams, torrents and rivers crossing the motorway were trained, in order to ensure the safety of traffic and to improve the storm water flow in the Attica basin. The extensive sewerage and flood protection works were performed with respect to nature and constitute the middle part (due to geographical location) of the general and unified planning of the flood protection works in Attica. "Attiki Odos S.A." taking 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 Attica Reforestation Directorate, 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 Organisation 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 create walking and leisure areas, and venues for cultural events and 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
Motorists Service Stations (MSS)	4
Operation & Maintenance Centre	1
Customer Service Centres (CSC)	12
Toll Stations	39
Total number of toll lanes (gates)	195
Toll Collection (TC) lanes allowing electronic payments	39-96
Toll Collection (TC) lanes with collectors	99-156

ATTICA TOLLWAY HAS 4 MOTORISTS SERVICE STATIONS WHICH OPERATE ON A 24-HOUR BASIS, EQUIPPED WITH GAS STATIONS, VEHICLE REPAIR CENTRES, SNACK BARS, ATMS (IN 3 OF THEM) AND CUSTOMER SERVICE CENTRES.



PROJECT KEY DATES

08

- 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 Rion-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



MAIN BENEFITS

— Significant benefits resulted from the construction and operation of Attica Tollway, since the project:

- ▶ Forms a main backbone linking 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”), track-guided (connection with metro and suburban rail stations) and sea (connection with Lavrio and Rafina ports);
- ▶ Reduces traffic volume within the capital, by absorbing a significant portion of the total daily through traffic in Attica basin;
- ▶ Promotes the strategic restructuring of the energy and telecommunication networks;
- ▶ Contributes to the physical planning and urban development in Attica prefecture;
- ▶ Contributes to the residential and business development of the remote areas of Attica prefecture.

PROJECT COST & FINANCING

— In the early 90’s, the Greek State announced an international tender to award the construction of the project of “Elefsina - Stavros - Spata Airport and Imittos Western Peripheral Motorway”, using the concession contract and co-financing method. The Greek group of companies named “Attiki Odos Joint Venture” was the successful bidder, with the new motorway ultimately being named after its corporate name.

The Attica Tollway project was completed in due 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% with equity and bank loans. The loans to “Attiki Odos S.A.” Concession Company were granted by the European Investment Bank (EIB) and various commercial banks, while the “Attiki Odos S.A.” shareholders guaranteed all loans throughout the construction period.

FINANCING BODIES

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



ENTITIES OF THE PROJECT

SUPERVISORY AUTHORITY

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

CONCESSION COMPANY

ATTIKI ODOS S.A.

41.9th km of Attiki Odos, 19002 Peania, Tel. +30 210 6682200, Fax: +30 210 6025060, e-mail: aosa@attiki-odos.gr, GEMI No: 002230901000

“ATTIKI ODOS S.A.” is the company which undertook the design, construction, financing, operation and maintenance of the motorway, through a contract entered into with the Greek State.

CONSTRUCTION JOINT VENTURE

ATTIKI ODOS JV

Head office: 25 Ermou St, 14564 Nea Kifissia **Central Worksite Office:** 41.9th km of Attiki Odos, 19002 Peania, Tel.: 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.

OPERATION & MAINTENANCE COMPANY

ATTIKES DIADROMES S.A.

41.9th km of Attiki Odos, 19002 Peania, Tel.: 210 6682000, Fax: +30 210 6635578, e-mail: ad@attikesdiadromes.gr, GEMI No: 003534001000

“ATTIKES DIADROMES S.A.” is the company which undertook the operation and routine maintenance of Attica Tollway, in which the holding company “ATTIKA DIODIA S.A.” participates with a total stake of 80% (the shareholders of which are also shareholders of the concessionaire), while the French company EGIS ROAD OPERATION S.A. (formerly “Transroute International”) participates with a stake of 20%.



ATTIKI ODOS



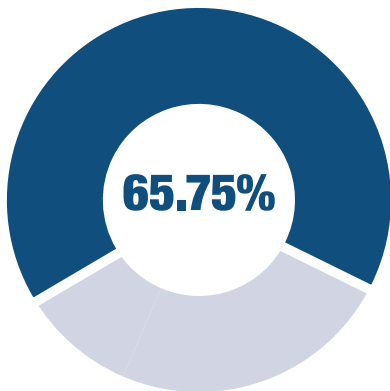
ATTIKI ODOS J.V



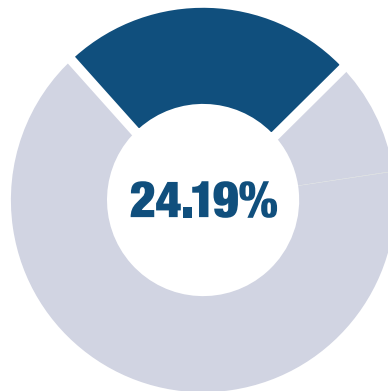
ATTIKES DIADROMES

SHAREHOLDING OF “ATTIKI ODOS S.A.”

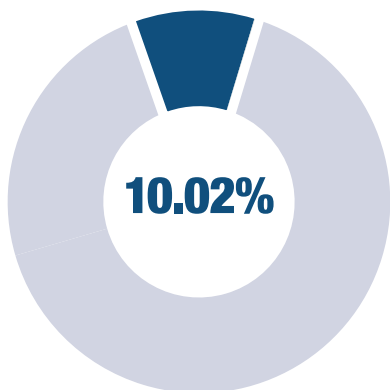
AKTOR CONCESSIONS S.A.
(Member of ELLAKTOR S.A. Group),
with a participation of



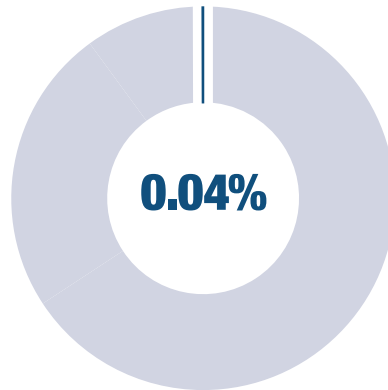
AVAX S.A.
with a participation of



ETETH S.A.
(member of AVAX S.A. Group)
with a participation of



EGIS PROJECTS S.A.
with a participation of



SHAREHOLDING OF “ATTIKES DIADROMES S.A.”



“Attiki Odos S.A.” and “Attikes Diadromes S.A.” are Legal Entities of Private Law and are subject to the supervision of the competent Ministry for Infrastructure and to the mandatory provisions of the Concession Agreement (ratified by Law 2445/1996) and its Appendixes.

ATTIKES DIADROMES: OPERATION & MAINTENANCE

12

“Attikes Diadromes S.A.” was founded in 1999 and has undertaken the operation and maintenance of Attica Tollway, delivering high-quality services, 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;
- ▶ Project maintenance (preventive and corrective);
- ▶ Toll collection;
- ▶ Toll policy planning and management of subscription - commercial toll programmes;
- ▶ Implementation of high value-added actions addressed to all stakeholders and covering many fields (e.g. information and training on road safety).

It is worth noting that since 2014, “Attikes Diadromes S.A.” compiles Sustainable Development Reports in line with the **Global Reporting Initiative (GRI)**, while from 2018, the said Report also includes the actions undertaken by “Attiki Odos S.A.”.





EMPLOYEES & KNOW-HOW

— Being a large-scale project, Attica Tollway created many new jobs during its construction phase and during its operation. For “Attiki Odos S.A.” and “Attikes Diadromes S.A.” people are the most important factor for the development and the proper operation of the project. The focus is always on the continuous development of the personnel, while the recognition of each employee’s contribution is an essential incentive for their performance.

During its construction phase, Attica Tollway project directly engaged 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 who constantly sees to the optimal operation and maintenance of Attica Tollway is selected on the basis of strict criteria and receives continuing training. The personnel employed in the Patrol and Intervention Teams participate in training sessions in relation to first aid care, firefighting, safety in tunnels and snow removal. The personnel employed in the Toll Plazas, the Customer Service Centre and the Telephone Customer Service attend training courses on managing special situations at work, while all employees are trained on health and safety at work. Finally, in the course of this pioneering project, both companies have produced highly specialised executives who were later employed in other Motorway projects in Greece.

In 2022, the entire workforce was trained for a total of **10,179.75 hours** in various subject matters pertinent to their occupational scope, such as:

- ▶ Safety at work, fire protection & firefighting, and firefighting drill;
- ▶ Basic knowledge for dealing with an indoor or vehicle fire;
- ▶ Theoretical safe driving programme;
- ▶ Anti-corruption policy;
- ▶ Principles of telephone service and complaint handling;
- ▶ Actions in case of earthquake, fire protection & fire-fighting, work in high temperatures (heat wave);
- ▶ Snow removal drill;
- ▶ Team building seminar.



PARTICIPATION IN RESEARCH PROGRAMMES

— In the research domain, the Attica Tollway project makes for an excellent field for testing new technologies and systems relevant to safety issues or even higher level of services to users, thanks to the motorway quality and its state-of-the-art traffic management systems. “Attikes Diadromes S.A.”, the operation and maintenance company, monitors the technological developments and receives many proposals for collaboration in the framework of Greek and European research programmes, and has actively participated in several programmes in the past. In 2022, five (5) research projects were in progress.



MANTIS
Multiservice
Capable Intelligent
Transportation
Systems



TRAFFIC & MAINTENANCE

16





— The Traffic and Maintenance Directorate (TMD) of “Attikes Diadromes S.A.” is responsible for traffic management and maintenance of the motorway and employs **184 highly qualified employees** who are constantly working to ensure smooth and safe trips for the motorway users, as well as the appropriate maintenance of the infrastructure. The main tasks of the Directorate are, among others, the following:

- ▶ Traffic monitoring;
- ▶ Management of emergencies, accidents and scheduled activities;
- ▶ Inspection, maintenance and repairs, where required, to keep 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 MONITORING

— The main traffic monitoring centre of the motorway is the **Traffic Management Centre (T.M.C.)** located at Peania and operating 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 and informs the competent departments and entities about the occurrence of any problems.

The Attica Media Information Department, providing information about the conditions prevailing on the motorway, is also housed at the Traffic Management Centre. Every day, on business days and hours, the Media Information Officer of the Centre directly informs the television and radio stations of Attica.





MOTORWAY EQUIPMENT

— Attica Tollway features the best 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 thanks to the special traffic load measurement detectors embedded in the pavement, it is possible to centrally detect and monitor incidents that affect the smooth operation of the motorway (e.g. traffic slowing down or stopped).

Special care has been given to providing sufficient and effective lighting along the motorway, while ahead of the motorway access points and along its length, electronic Variable Message Signs have been installed to inform the motorists about the conditions prevailing on the motorway. The equipment of the motorway includes closed-circuit TV cameras, variable speed limit and over-height vehicle detectors (OHVD) at all access points of the motorway. The T.M.C.'s equipment includes a video wall consisting of 8 "natural cubes" of 70" and 8 workstations.

Moreover, air pollution is regularly monitored along Attica Tollway by means of 8 stations, which are installed at key points of the motorway.



TUNNEL EQUIPMENT

— Attica Tollway features 56 tunnels and cut & cover sections, of a total length of 12.6 km, passing mainly through urban areas.

To ensure the safe passages of the users along these sections, Attica Tollway has adopted a series of special regulations and procedures in order, on the one hand to maximize prevention, and on the other hand to detect and manage incidents as quickly and efficiently as possible. Indicatively: elaboration and update of traffic management action plans, always in cooperation with the competent authorities of the State, regular personnel training through drills and incident simulations, as well as continuous maintenance and upgrading of all systems and equipment.

The tunnels include, among others, the following:

- ▶ Emergency Road Telephones (ERT) at every 50m and at entrances/exits;
- ▶ Closed Circuit TV (CCTV) at every 125m and at entrances/exits;
- ▶ Traffic Measurement Sensors (inductive loops) at every 60m;
- ▶ Lane Control Signs (LCS) at every 150m; Green arrow / red "X" signs, double-sided, inside the tunnels;
- ▶ Variable Speed Limit Signs (VSLS) at every 150m;
- ▶ Fire-fighting network supplying a Y-type hydrant and hose at the entrances/exits, and fire hose cabinets equipped with a hose, a foam generator and two dry powder fire extinguishers and an Emergency Road Telephone (ERT) at every 50m on the right side;
- ▶ Fire stations equipped with two dry powder fire extinguishers and an Emergency Road Telephone (ERT) at every 50m on the left side;
- ▶ Longitudinal ventilation fans;
- ▶ Air pollutants (CO, NOx) and visibility sensors;
- ▶ Special photometers to automatically set the lighting level inside the tunnels.



VEHICLE FLEET

— The project’s vehicle fleet includes vans appropriately equipped to intervene in case of incidents and to carry out routine maintenance works, mini vans for the maintenance of the electromechanical and electronic equipment, cranes, pick-up and passenger vehicles. “Attikes Diadromes S.A.” provides free of charge road assistance to the Attica Tollway users, through partnership with road assistance companies, the vehicles of which are available on a 24-hour basis. Furthermore, the company is equipped with sweepers (brushes), cherry pickers, loaders / project machinery, which can be fitted with the appropriate equipment and operate as washing and/ or as snow-plough vehicles.



ATTICA TOLLWAY TRAFFIC DATA*

— The number of vehicle entries on Attica Tollway increased by **0.3%** in 2022 compared to 2019, the last year of normal operation before the COVID-19 pandemic. Moreover, compared to 2021, the congested traffic sections increased by **12%** on weekdays and by **19%** on holidays. In particular, **86,434,574** vehicle entries were recorded, corresponding to an average of **236,807** daily vehicle entries. September was the busiest month, with a daily average of **268,644** entries.

In 2022, the users of Attica Tollway covered **1,420,279,400 km**, while the heaviest traffic load was reported on the section between the interchanges of Athens - Lamia National Road (Metamorfossi) and D. Plakentias.

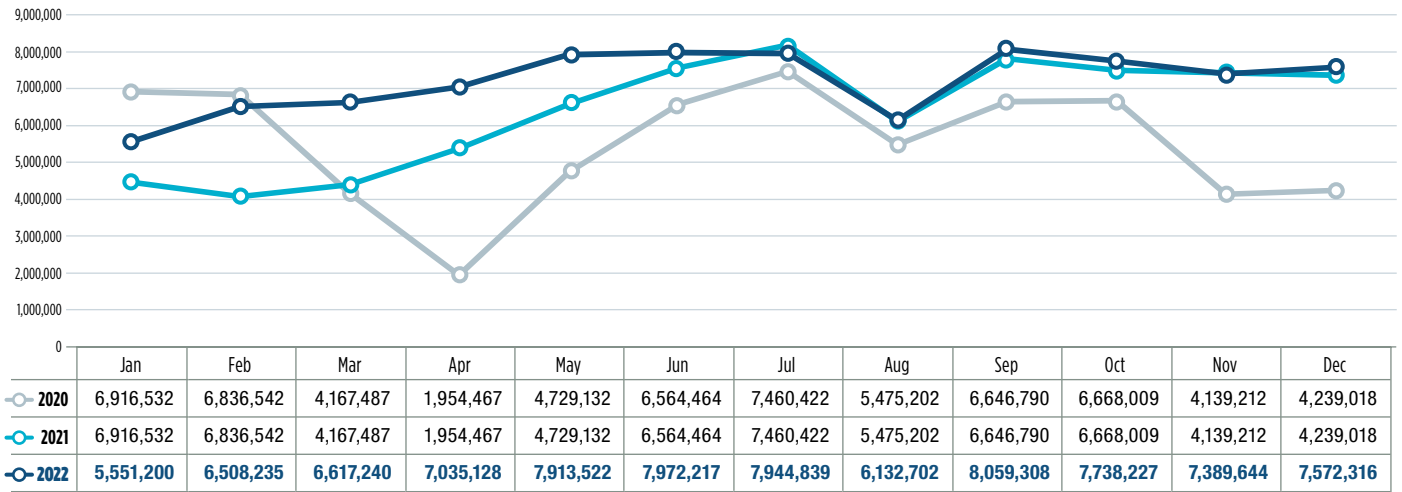
The following table and charts provide a summary description of the total traffic in Attica Tollway in 2022.

Change in Average Daily Traffic (2022 vs 2019)	+0.3%
Change in Average Daily Traffic (2022 vs 2021)	+12.5%

(*) The rate of change in traffic is rounded for the needs of this annual corporate report.

Vehicle kilometres (total for 2022)		1,420,279,400 km
Average distance traveled		16.4 km
Section with the heaviest traffic: Metamorfossi (I/C 8) - D. Plakentias (I/C 13) with the following average traffic loads:	Average daily traffic – weekdays (vehicles)	70,500
	Average daily traffic – holidays (vehicles)	50,500
	Average hourly traffic during the morning rush hour on weekdays 08:00-09:00 (vehicles)	4,400 - 5,700

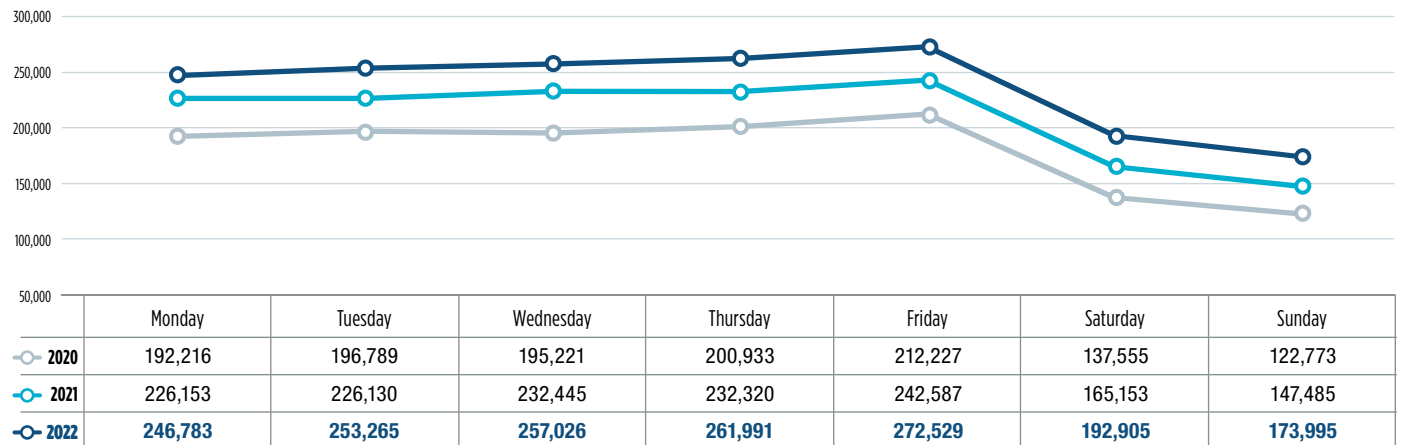
TOTAL VEHICLE ENTRIES PER MONTH (2020-2022)



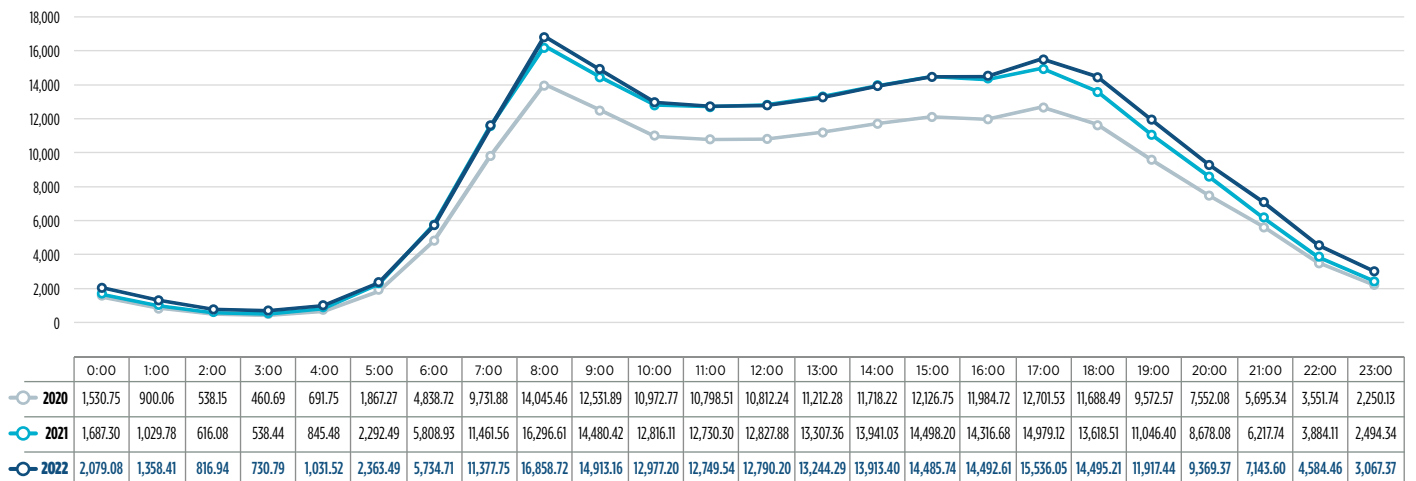
DAILY & HOURLY FLUCTUATION

— Traffic on Attica Tollway during the weekdays is clearly heavier than that on weekends, Friday being the day with the heaviest traffic. More specifically, on Fridays, traffic reaches **106%** of the average traffic on the other weekdays.

AVERAGE DAILY TRAFFIC (VEHICLE ENTRIES) PER DAY (2020-2022)



DISTRIBUTION OF AVERAGE DAILY TRAFFIC (VEHICLE ENTRIES) PER HOUR (2020-2022)

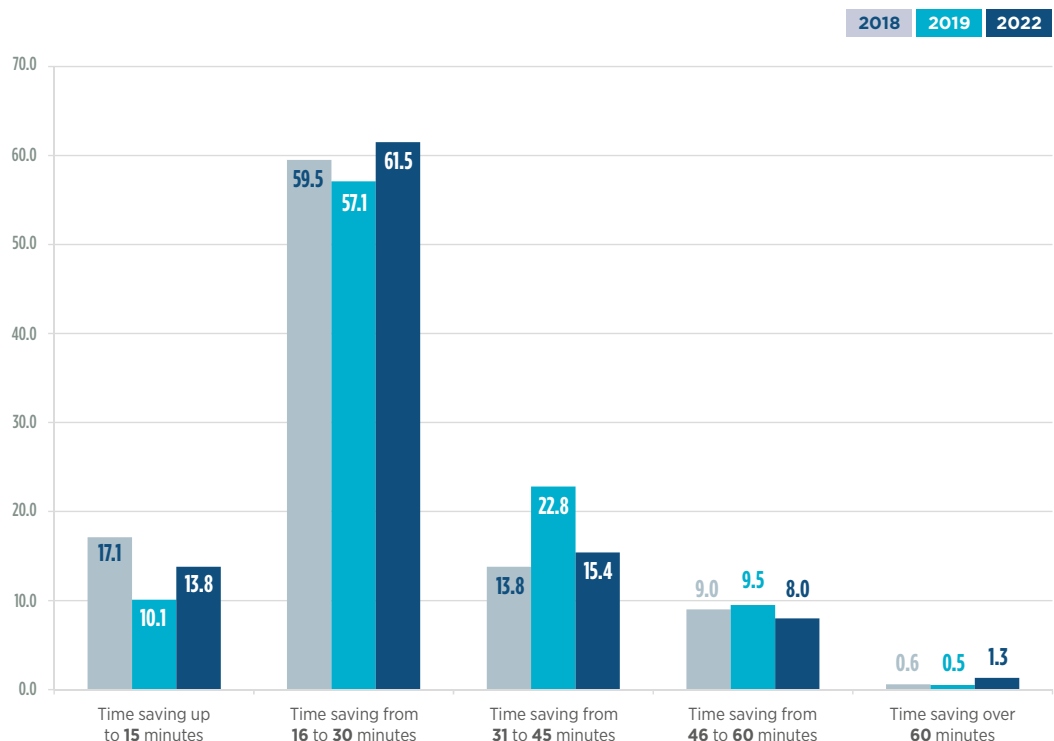




TRAVEL TIME SAVINGS WHEN USING ATTICA TOLLWAY

— According to a survey conducted by Invision and Metron Analysis in 2022, Attica Tollway users save **30 minutes** on average per trip, while **84.9%** of the users state that they save from fifteen minutes to an hour.

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





INCIDENT MANAGEMENT

— Traffic management is a responsibility of utmost importance for the staff of “Attikes Diadromes S.A.”. The company’s tasks include the following:

- ① Continuous monitoring of the network and incident detection using technical equipment and staff, on a 24-hour basis;
- ② Mobilisation and notification of the competent authorities and supporting their tasks;
- ③ First protection measures on the spot of the incident;
- ④ Solving, by own means, simple everyday events before they become traffic problems;
- ⑤ Availability of human and material resources, as well as specialised technical support for specific types of incidents (machinery, snow ploughs, cranes etc.);
- ⑥ Central coordination and provision of information to all involved parties through the Traffic Management Centre (T.M.C.), which also acts as a hub for the collection and appropriate distribution of information.

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

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



The T.M.C. and the support mechanism of the Patrol Employees and Intervention Teams have already completed 22 years of operation and in that time, they have carried out **500,500** interventions to assist in incidents on the motorway.

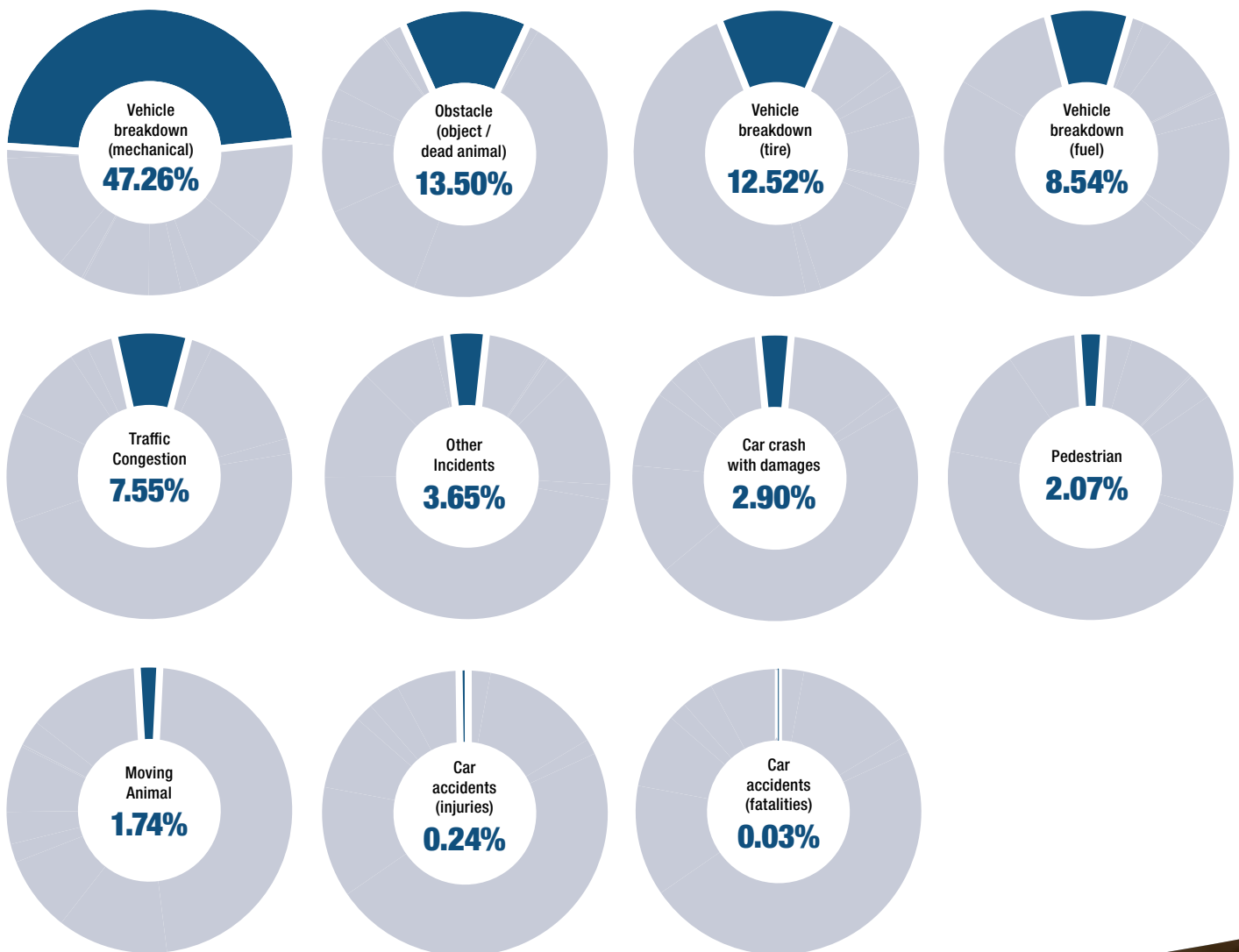
— The T.M.C., based on the information collected immediately activates procedures to ensure the smooth operation of the motorway in the following ways:

- ▶ Communicates continuously with the patrol units that operate along the motorway and whose main task is to detect any emergencies and promptly intervene and restore the traffic;
- ▶ Informs the drivers of any problems they may encounter on their route through the Electronic Variable Message Signs located at the entrances and along Attica Tollway;
- ▶ Notifies the road assistance companies for light and heavy vehicles with which the company cooperates and which intervene whenever there is a stranded vehicle, taking it, free of charge, to the nearest exit. In this way, assistance is immediately provided to the drivers of stranded vehicles and the consequences on the traffic flow of the motorway are minimised;
- ▶ Notifies, as required, the competent Traffic Police Department, the National Emergency Aid Centre and the Fire Brigade, in order for them to intervene within the framework of their competence, to ensure the safe operation of the motorway;
- ▶ Coordinates the works carried out daily by the maintenance-intervention teams.

In 2022, the personnel of “Attikes Diadromes S.A.” handled **24,478 incidents**, i.e. 67 incidents, on average, per day.

— The effective response time to these incidents is **23.49 minutes** on average (time spent on the spot to resolve/clear an incident), while, as shown in the following chart, most incidents involved vehicle breakdowns.

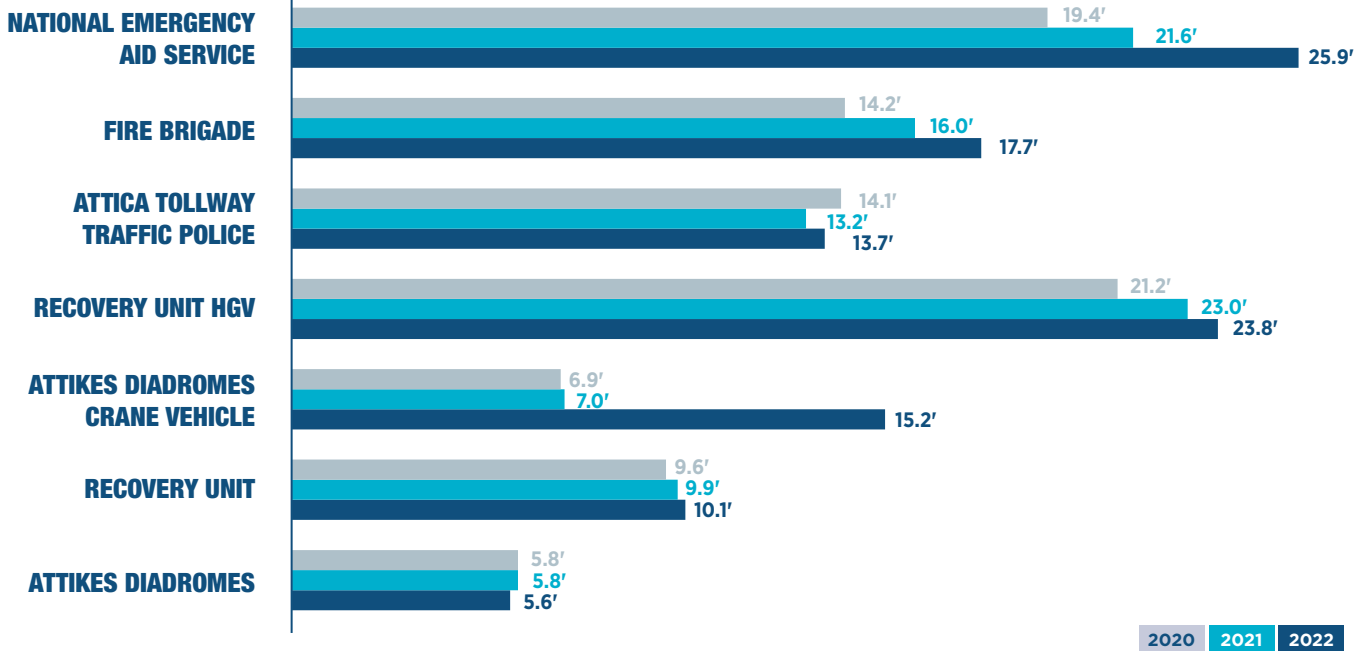
INCIDENTS PER TYPE (% , 2022)





RESPONSE TIMES

— In 2022, the average response time of “Attikes Diadromes S.A.” to incidents was of **5.6 minutes**. This is a very short time that perfectly meets the high standards of the motorway, as confirmed by the results of the surveys mentioned below, according to which more than 90% of users declare being satisfied with the level of safety and service of Attica Tollway.





CLIMATE CHANGE AND EXTREME WEATHER PHENOMENA

— In recent years, extreme weather phenomena such as heavy snowfall, floods, wild fires, etc. linked to climate change have been occurring around the world. In 2022, Attica was hit by two heavy snowfalls called “Elpida” and “Philip”, which affected the operation of the Attica Tollway and the road network of the whole of Attica prefecture.

During the “Elpida” storm which occurred in the morning hours of 24/1/2022, when the motorway has high traffic, there were problems mainly due to the failure of the Traffic Police to prohibit the circulation of heavy vehicles before the phenomenon made its appearance. In particular, the prohibition of traffic to heavy vehicles by the competent authorities on Nea Odos (north of Attica Tollway) without extending the prohibition to Attica Tollway, when the heavy snowfall had begun, combined with the sudden closure of all public services, an action which was extended also to the private sector, resulted in an increase in traffic, particularly of heavy vehicles, but also of all kind of vehicles in general, which entered Attica Tollway ‘in waves’. These events in turn contributed to traffic congestion at the exit points to the National Road (Nea Odos), gradually making it impossible for traffic to circulate and for effective action to be taken by snow removal machinery. This ultimately forced the competent Public Authorities to decide to close motorway.

In contrast to the above, during the “Philip” storm, which occurred on 10/3/2022, the competent Public Authorities took timely measures to prohibit the circulation of heavy vehicles and restrict traffic with the presence of the Traffic Police this time to supervise the measures, so there were no problems in the operation of the Attica Tollway.

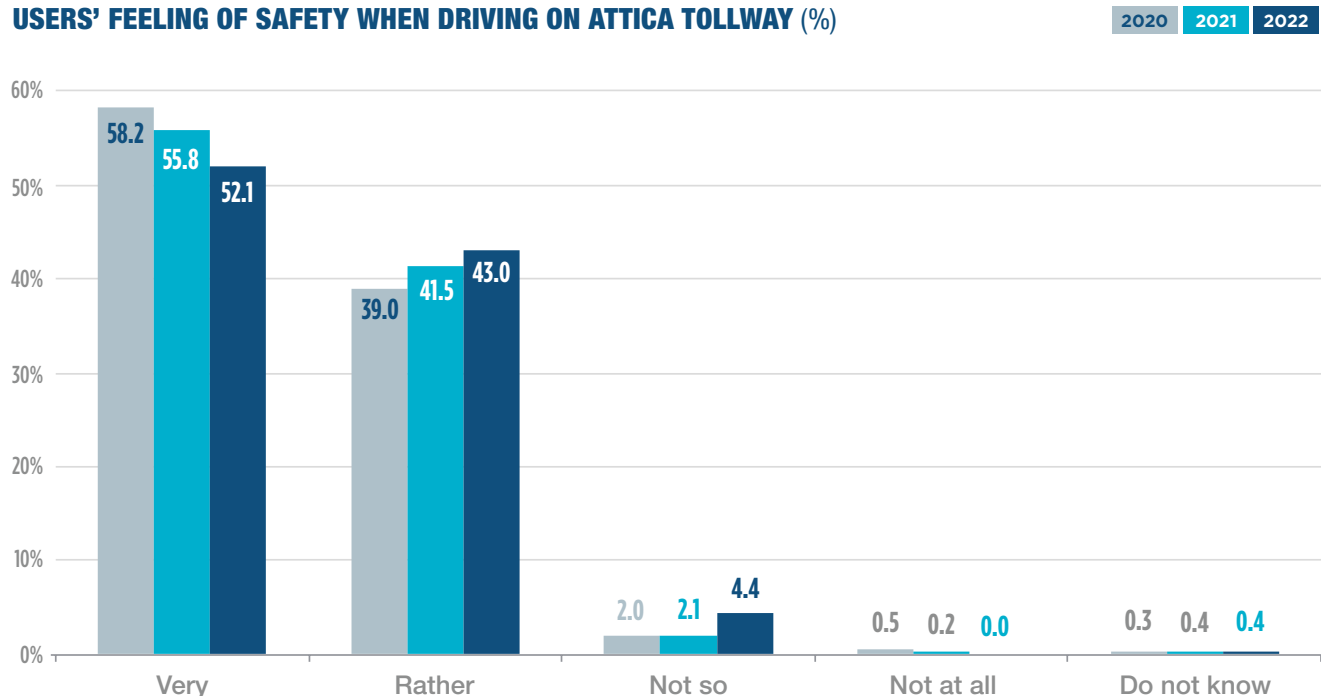
ROAD SAFETY STATISTICS

— Over the last decade, road safety performance indicators in Greece have improved significantly, largely due to the completion of the country's motorway network. Attica Tollway is among the safest road axes at European level. In 2022, the fatality rate on Attica Tollway was 4.9 fatalities per 1 billion vehicle kilometres travelled, which is in line with the average for other motorways in Greece.

USERS' FEELING OF SAFETY

— The quality and excellent maintenance of the infrastructure, in conjunction with the high level of service, are confirmed and appreciated by the motorway users. The Invision and Metron Analysis survey conducted on behalf of Attica Tollway in 2022, showed that **95.1%** of the users feel safe when driving on the motorway.

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

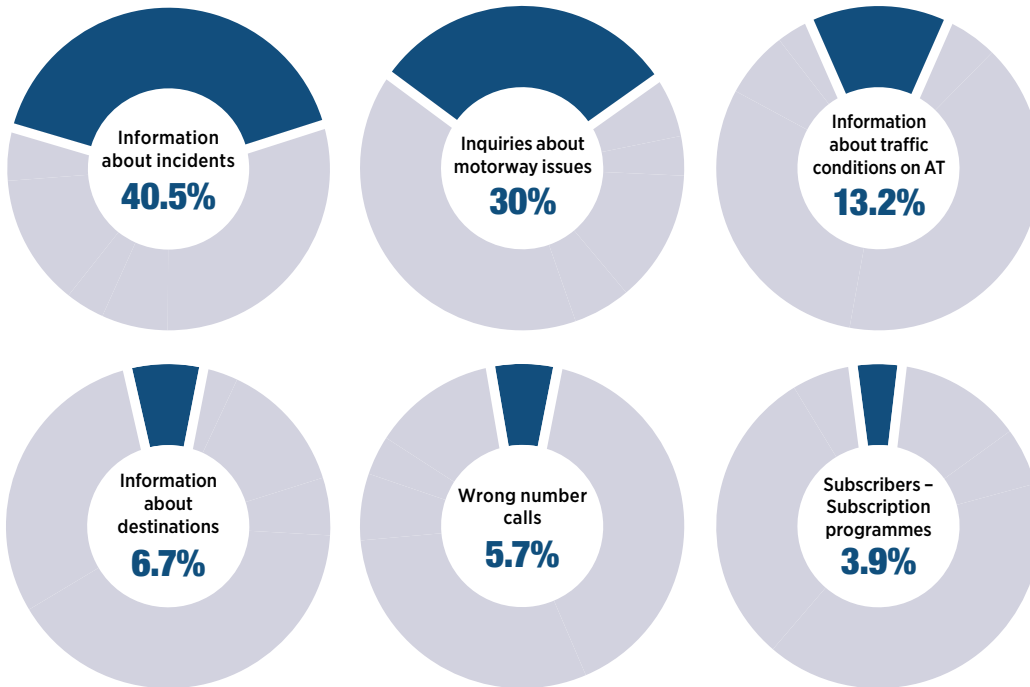


EMERGENCY TELEPHONE NUMBER 1024

— In 2022, the call centre of the Emergency Telephone Number **1024** received an average of **140** calls per day from Attica Tollway users, who either needed assistance or reported problems they encountered on the road, or asked for information on the entry-exit interchanges and the shortest route to their destination.

In 2022, the centre received a total of **51,089** calls. As shown in the graph below, out of the total calls, **40.5%** were incident reporting calls, **30%** were inquiries about various motorway issues, **6.7%** were inquiries about destination information and **13.2%** traffic information. While, out of all calls received by the emergency line in 2022, **62%** were answered in just **15"**, thus almost attaining the long-term goal of responding to all issues immediately.

ALLOCATION OF “1024” CALLS BASED ON INFORMATION TYPE



29

Average daily number of calls to 1024: **140**

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, and
- ▶ Corrective maintenance, with ad hoc inspections and remedial works.

In 2022, **373,166 man-hours** were spent on maintenance works (preventive and corrective works) (**129,654** man-hours for Civil Engineer and Road Maintenance works, **125,168** man-hours for the maintenance of E/M equipment and **118,344** man-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 tasks that include **pruning, planting, grass cleaning, litter 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 prevent wasting water. For the irrigation of specially designed lawn areas, water from the biological wastewater treatment plants of Attica Tollway is used, in order to prevent depleting natural water resources. At the same time, the Greenery Maintenance Department applies a very rigorous equipment recycling programme.



IN 2022

- ▶ **800,000** trees and bushes and **78,000 m²** of lawn were maintained;
- ▶ 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 (5 kg and 4.5 litres for biological and chemical control, respectively), with biological control (cutting and burning) always being a priority.

With a view to protecting the environment, the application of appropriate methods to this end has been successfully continued:

- ▶ the use of reusable bags rather than plastic bags when collecting plant residues from the cutting of plant material and waste from the slopes;
- ▶ the transformation of the plant residues from pruning into sawdust. In particular, a total of 10,810 cubic metres of sawdust were produced from the pruning and cutting products (using branch shredders, special machinery for this purpose), which was then used as organic fertiliser, for soil cover and for the production of compost;
- ▶ the management of irrigation water to maximize savings. In particular, for certain plants, mainly large trees, the amount of water used was reduced to a minimum, as the root system has expanded and they do not need frequent watering.

In 2022, an additional **127** 24-hour measurements using mobile noise measurement units were carried out. Based on these measurements, no additional noise barriers were installed.

NOISE MANAGEMENT

— To continuously monitoring noise levels, **8 fixed air quality and noise measurement stations are operating on Attica Tollway**. In addition, noise management measures are implemented so as to reduce noise levels in the neighbouring areas around the motorway, depending on the terrain and the needs of each area.



TOLLS & COMMERCIAL POLICY



The Directorate employs **587** employees serving Attica Tollway. At the same time, **868** additional employees are employed at the toll stations of Egnatia Odos Motorway.

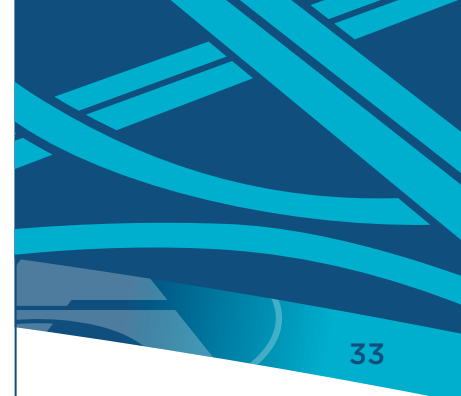


The planning of commercial policy and the management of commercial programmes, the operation and collection of tolls from the motorway toll stations, the operation of the Customer Service Centres in Attica Tollway and Moreas Motorway, as well as the management of all issues concerning subscribers through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







TOLL COLLECTION

— In Attica Tollway, all toll stations are located at the motorway's entrance points, in specially configured layouts. Thus, drivers pay tolls only once, when entering the motorway. The toll system used is an open toll system, with a flat toll rate for all trips. In this way short journeys are avoided, and the motorway absorbs a large part of the through traffic, thus fulfilling the purpose defined by the competent bodies of the then Ministry for the Environment, Physical Planning and Public Works, before its construction. In total, there are **39** toll stations with **195** toll lanes (gates).

LANES	CAPACITY (AVERAGE)	TOLL LANES (GATES)
Operation with Toll Collectors	200 vehicles / hour	99 to 156
Operation with e-PASS	536 vehicles / hour	39 to 96



The toll rate depends 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 in Greece to introduce the use of the **e-PASS** electronic device, which enables drivers to pass through the electronic toll lanes, 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 is possible on other motorways.*



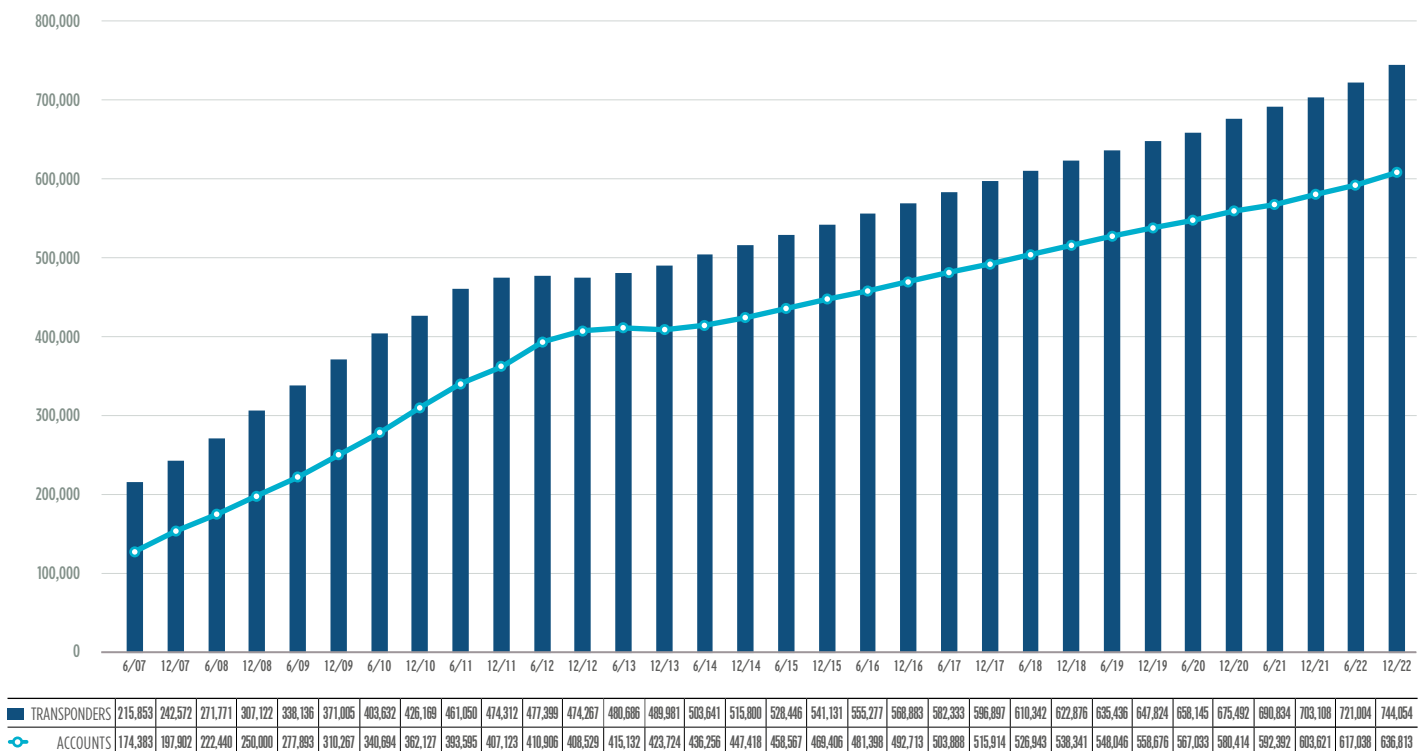
By the end of 2022, Attica Tollway has provided **744,054** e-PASS electronic devices (transponders) to **636,813** subscribers.

SUBSCRIBERS & PROGRAMMES

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

The distribution network of the e-PASS electronic device of Attica Tollway includes the 12 Customer Service Centres. It also offers a variety of ways to renew/top up the subscription accounts: through telephone communication with the Telephone Customer Service, through my e-PASS service or my e-PASS application for mobile phones, but also through the network of cooperating banks and companies (for detailed information see www.aodos.gr). The design of the Attica Tollway subscription programmes and the pricing policy it has adopted have won the interest of the motorway users from the outset. From the first day of operation of Attica Tollway until today, the subscriber base of the project has shown high growth rates.

ACCOUNTS & TRANSPONDERS





As the chart shows, EXPRESS is the most popular programme for Attica Tollway subscribers over time, with an increase of **10.9%** over the last 3 years.

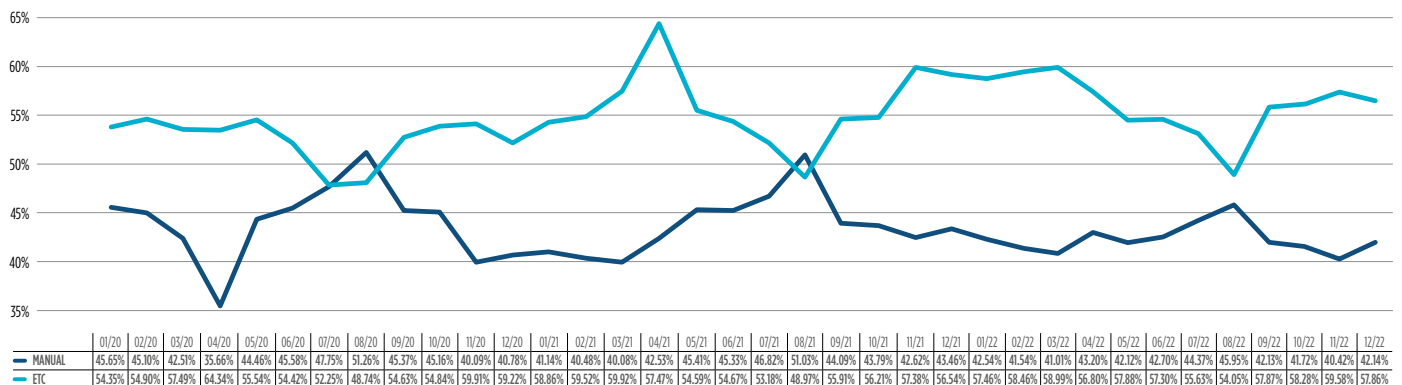
EVOLUTION OF SUBSCRIPTION PROGRAMMES (2020-2022)



— The constant increase in the number of Attica Tollway subscribers has resulted in an increase in electronic transactions.

As reflected in the chart below, with the evolution of Attica Tollway subscribers, throughout 2022, electronic transactions amounted, on average, to **57.54%** (compared to 55.77% in 2021), while e-PASS penetration approached **59.6%** in November 2022.

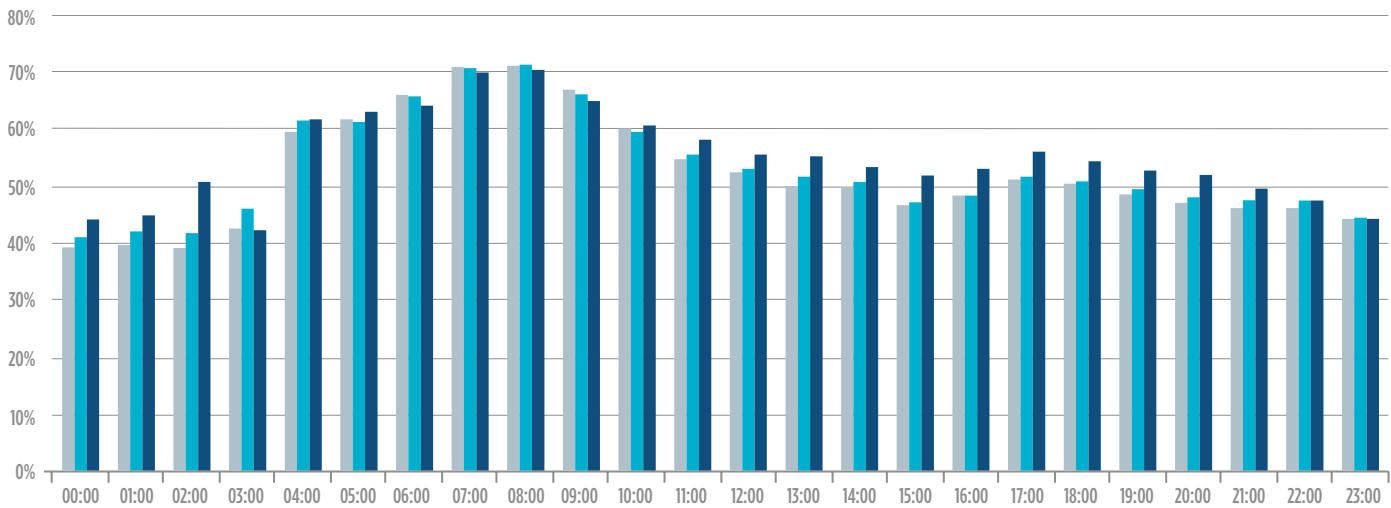
EVOLUTION OF TRANSACTIONS (2020-2022)



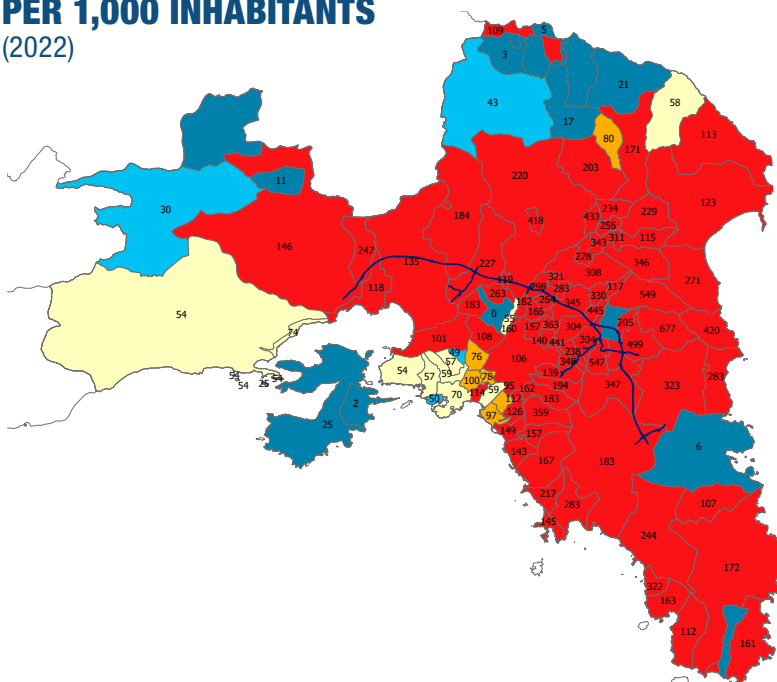
— During peak hours, in some cases, electronic transactions reached up to **70.4%** of the total transactions. For example, as shown in the graph below, at the Penteli toll station towards Elefsina, between 7:00 am and 9:00 am, the electronic transactions represented **64.9%** to **70.4%** of the total transactions (the increased number of electronic transactions at this station is proportional to the increase in traffic).

HOURLY ELECTRONIC TRANSACTIONS VOLUME AT PENTELE TOLL STATION (% , 2020-2022)

2020 2021 2022



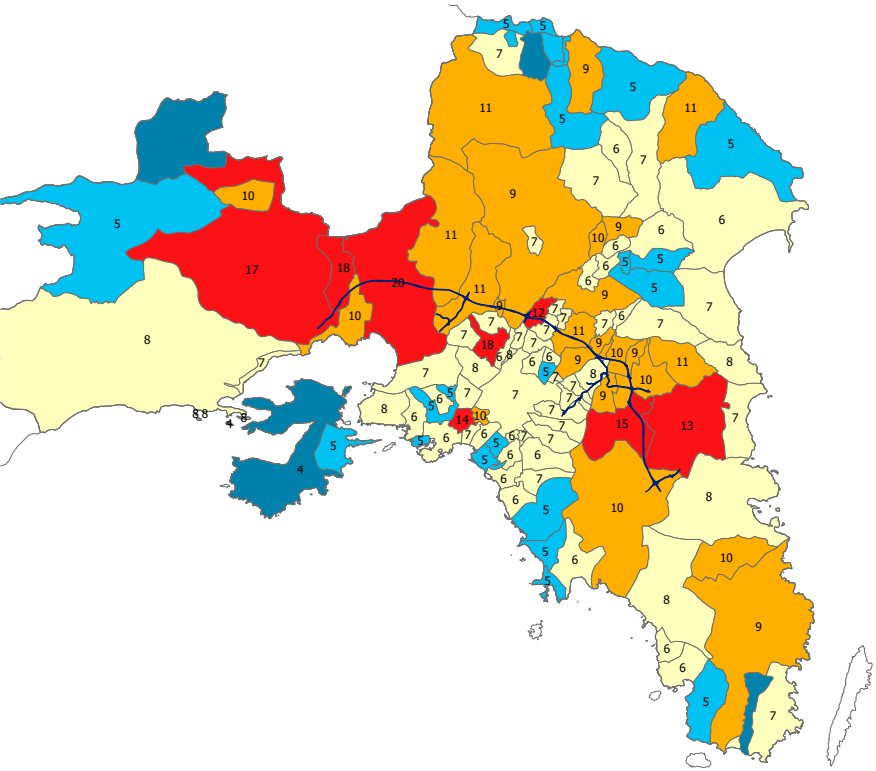
e-PASS SUBSCRIBERS IN ATTICA PREFECTURE, PER 1,000 INHABITANTS (2022)



— Currently, Attica Tollway serves all trips in Attica and, as shown on the map, it is evident that the motorway subscribers come from all areas of Attica, but mainly from the north-eastern suburbs. At the same time, the number of subscriber transactions per month is also important.

Legend Subscription Accounts / 1,000 inhabitants

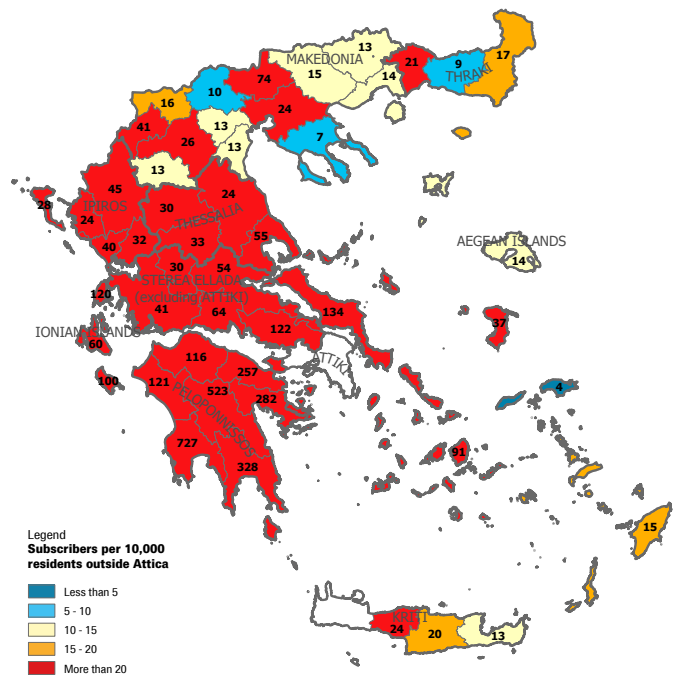
- Less than 25
- 26 - 50
- 51 - 75
- 76 - 100
- More than 100



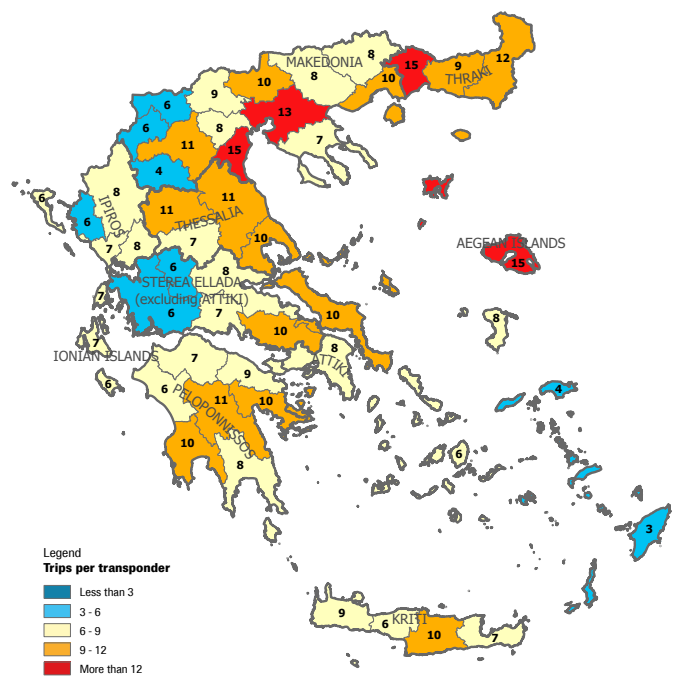
AVERAGE MONTHLY e-PASS USE IN THE PREFECTURE OF ATTICA PER MUNICIPALITY (2022)

In addition, the Attica Tollway project is of key importance and this is confirmed, among other things, by the fact that the users/subscribers come from almost all regions of Greece, especially from Attica, the Peloponnese and Evia, representing a substantial number of entries per month.

e-PASS SUBSCRIBERS IN GREECE, PER PREFECTURE, PER 10,000 INHABITANTS - EXCEPT ATTICA (2022)



AVERAGE MONTHLY e-PASS USE, PER PREFECTURE IN GREECE (2022)





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

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

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

— The Telephone Customer Service (T.C.S.) can be reached by dialing **+30 210 668 2222**, handling an average of **1,444** calls per day, while it also contributes to dealing with emergencies in cooperation with the Traffic Management Centre. This highly efficient service has won the trust of the users, who increasingly choose to contact the Telephone Customer Service for any queries.

In 2022, the T.C.S. received **375,398** calls, serviced in an average of **1** minute and **58** seconds. The main issues managed were related to customer service (**49%**), telephone service procedures (**23%**) and online services (**11%**), while other issues related to traffic and safety, transponder top-up information, interoperability, etc. To manage the issues, the T.C.S. made **12,410** outbound calls. Moreover, the T.C.S. representatives handled **61,362** subscriber and user requests sent by e-mail.

CLASSIFICATION OF ISSUES HANDLED BY THE T.C.S.

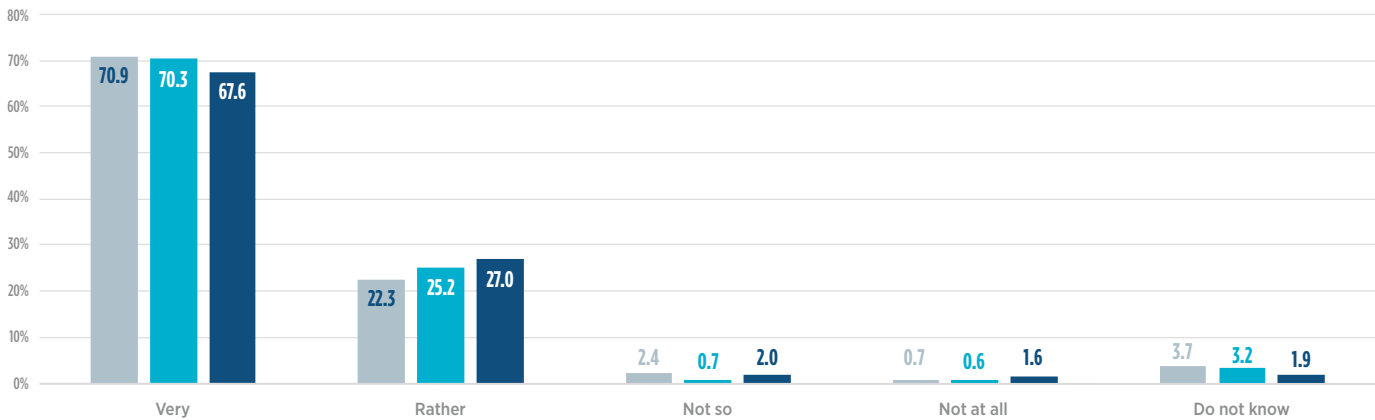


CATEGORY	PERCENTAGE	NUMBER OF ISSUES
Traffic and safety	5.10%	33,240
Toll operation	0.86%	5,624
Customer Care	49.34%	321,346
Commercial policy	0.14%	910
Most frequent T.C.S. procedures	23.01%	149,903
Toll payment / top-up (information)	4.72%	30,729
Toll payment / top-up - Technical issue (cancellation)	0.36%	2,282
Sending bills	1.12%	7,305
Incoming calls	0.00%	1
Online services	11.23%	73,128
Audit off (tolls)	0.03%	211
Payment to the wrong entity	0.05%	341
Technical issue - Motorways	0.03%	201
Technical issue - Activation of external partner	0.00%	5
Interoperability	2.08%	13,566
Comments / suggestions	0.67%	4,373
Other	1.26%	8,205
TOTAL T.C.S. ISSUES		651,370

— According to the chart below, the degree of user satisfaction with the service and the conduct of the T.C.S. employees exceeded **94.6%** in 2022.

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

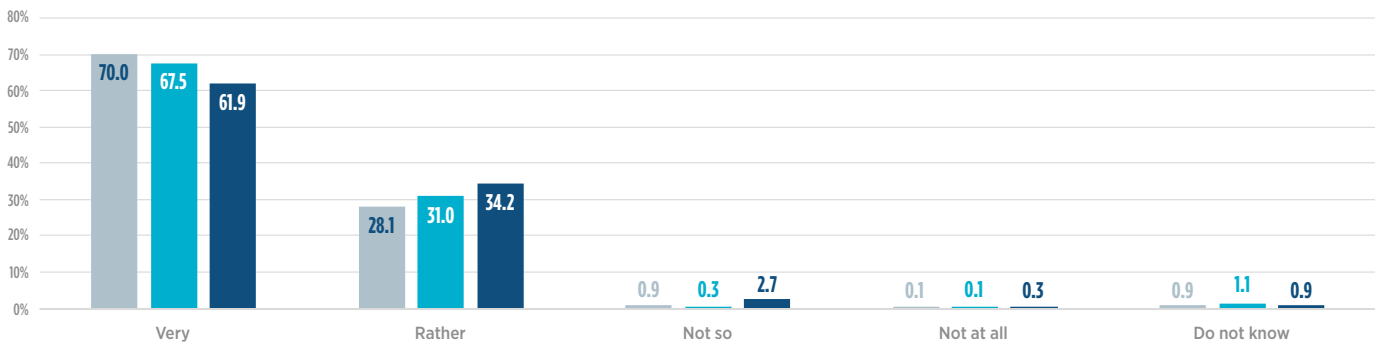
2018 2019 2022



— A survey conducted by Invision and Metron Analysis in 2022 showed that the satisfaction rate of motorway users with the service they receive at the CSCs is always at a very high level, with **96.1%** of respondents stating that they are very/quite satisfied with the service provided at the Customer Service Centres.

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

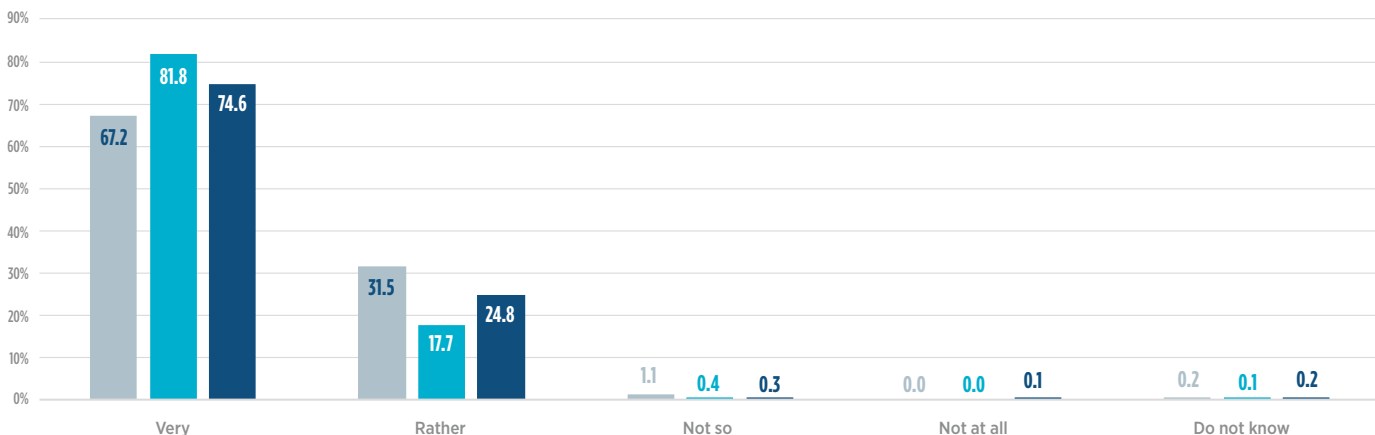
2018 2019 2022



— 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 conduct of toll employees reaches **99.4%**.

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

2018 2019 2022





CORPORATE WEBSITE

— The project's website www.aodos.gr, includes all information in relation to the project and the motorway operation, real-time information on traffic conditions on Attica Tollway, live map, etc., while using my e-PASS service subscribers can view the balance of their subscription account, as well as detailed transaction statements since the date of their subscription.

MOBILE APP

— The Attica Tollway **my e-PASS** application for mobile phones provides the subscribers with similar possibilities to the online service and can, among other things, easily top-up their subscription account using a bank card.

CUSTOMER SERVICE CENTRES (C.S.C.)

— There are **twelve** (12) Customer Service Centres (C.S.C.): **eight** (8) on Attica Tollway, **three** (3) on Moreas Motorway and the new Centre in the facilities of "I. KTEO Maroussi I/C" for which no entry on Attica Tollway is required; The C.S.C.'s personnel assist users on subscription issues, as well as on any issue relevant to the motorway.

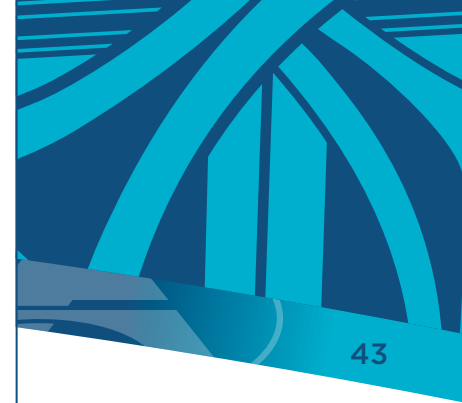


SUSTAINABLE DEVELOPMENT

42

For the “Attiki Odos S.A.” and “Attikes Diadromes S.A.”, Sustainable Development is an ever-present concern 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 firm commitment in this direction.





— All these years, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” choose to address tomorrow’s generation of drivers and have managed to convey the message of road safety to more than 160,000 children and teenagers.

In 2022, with the support of the companies, five (5) road safety and traffic education programmes designed with the assistance of qualified professionals were still ongoing. In addition, during the year, the collaboration between Attica Tollway and the Hellenic Children Museum was extended, this time with the creation of a Digital Portfolio for primary school teachers. In particular:

① The e-Learning programme **“Eyes Open on the Road”** for students of middle and high school, has received the approval of the Ministry of Education and Religious Affairs and the Institute of Educational Policy for the academic year 2021-2022. This is the evolution of the interactive seminar under the same name, and was created by “Attiki Odos S.A.” and “Attikes Diadromes S.A.” in order to meet the challenges of the digital era, approaching and raising awareness about the important issue of road safety among students and teachers throughout Greece, and especially those in the most remote islands and villages. In 2022, more than 2,800 students from 30 schools gained access to the online programme of Attica Tollway.

② The interactive exhibit entitled **“I Drive and Walk Safely”**, which can be visited on the ground floor of Athens Conservatoire, was designed by an interdisciplinary working group with the participation of educators and museologists from the Hellenic Children Museum and traffic engineers from “Attiki Odos S.A.” and “Attikes Diadromes S.A.” and was implemented after a six-month study aimed at promoting traffic education in children aged 3 to 12 years. In this space, through play, creation, collaboration and active participation, children interact with each other, but also with the Museum performers 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. In 2022, the Children Museum of Athens welcomed the public in specific time zones, with 2,852 children and 2,743 adult visitors.

③ The **Digital Activity Portfolio for Traffic Education** was designed in 2022 with the support of the two companies and the seal of the Hellenic Children Museum, aiming to become an important tool for every primary school teacher. It includes, among other things, suggestions about activities for primary school students, inspired by the “I drive and walk safely” exhibit at the Children Museum of Athens. Teachers can integrate the activities either in the interdisciplinary curriculum and timetable of their classroom, or in the context of thematic axes/workshops for the development/cultivation of skills. In 2022 the Digital Portfolio was sent, by electronic means, to 218 teachers from 139 schools that expressed interest.

SOCIETY

ROAD SAFETY AWARENESS PROGRAMMES AND ACTIONS



④ The experiential educational play **“Attikoulis”** was presented for the first time in 2006, and has now reached its 6th scenario renewal entitled “Attikoulis in the Kingdom of Clumsiness”. It is a two-hour theatrical game that aims to introduce children of nursery and primary schools to the basic principles of road safety, with creativity and imagination. Over 1,600 children and adults had the opportunity to travel with Attikoulis' new adventures in 2022, with the total impact of the show over the years amounting to approximately 63,000 children.

⑤ The musical theatre performance **“The Asphalt Troubadours”** featuring the Burger Project band, is a new initiative of the companies “Attiki Odos S.A.” and “Attikes Diadromes S.A.” addressed to nursery and primary school children. In the context of the performance, children become familiar with the basic rules of the Highway Code, the correct conduct of pedestrians, cyclists and skaters, while learning about the importance of the safety belt, the helmet and the appropriate equipment. In 2022, which was actually the year the action was launched, more than 4,600 children from 27 schools danced and sang along with the popular band to the rhythms of traffic education.

⑥ The educational programme **“In traffic with safety”**, which is implemented for over a decade in schools and other venues by specially trained animators, in cooperation with the Road Safety Institute “Panos Mylonas”, is approved by the Ministry of Education and Religious Affairs and the Institute of Educational Policy. In 2022, this experiential traffic education programme was implemented in 75 kindergartens and primary schools and about 3,900 children participated in it. In total, more than 80,000 children have attended the programme over the years, with the support of the two companies.

ACTIONS TO RAISE AWARENESS IN THE SOCIETY

— “Attiki Odos S.A.” and “Attikes Diadromes S.A.” regularly conduct information campaigns on road safety, addressed not only to the general public but also to vulnerable road users (cyclists, pedestrians, etc.).

More specifically, in 2022 the two companies undertook the following actions:

- ▶ They created three (3) more informative videos that have been posted on Attica Tollway's YouTube channel, in which, safe driving instructor Thanassis Choundras interacts with the protagonists and shares useful tips. Their topics touch on major aspects of everyday life, always aiming to raise awareness in society about: bicycle driving, baby in the car, dog in the car.
- ▶ They once again stood by the great effort of the rapid response motorcyclists' team of the National Emergency Aid Centre (EKAV), meeting their training needs in safe driving through a specialized programme under the guidance of the expert Thanassis Choundras. Specifically, 30 riders - rescuers of the National Emergency Aid Centre (EKAV) participated in a specialized programme of theoretical and practical training.
- ▶ They carried out an extensive advertising campaign using banners on news websites in order to further promote and advertise Attica Tollway's training programmes to promote road safety culture.



— “Attiki Odos S.A.” and “Attikes Diadromes S.A.” always stand by local communities, focusing on supporting organisations operating in areas affected by the motorway.

Among other things, they support NGOs and other organisations that offer multifaceted social work, making donations totalling more than € 35,000 in 2022. In particular:

- ▶ An amount of € 11,200 was allocated to “Diazoma” Association;
- ▶ An amount of € 6,875 was allocated to “SOTIRIA” General Hospital of Thoracic Diseases of Athens for the supply of necessary medical equipment;
- ▶ An amount of € 6,400 was allocated to the Hellenic Animal Welfare Society with the aim of supporting the organisation in the collection and protection of stray and abandoned animals and in the care of injured animals;
- ▶ An amount of € 3,600 was allocated to the Speech, Writing and Communication Rehabilitation Centre “Dynamai”;
- ▶ An amount of € 1,500 was allocated to Nistikakios Nursing Home;
- ▶ An amount of € 1,500 was allocated to SOS Children’s Villages Greece;
- ▶ An amount of € 1,000 was allocated to “Floga – Parents’ Association of Children with Cancer”;
- ▶ An amount of € 1,000 was allocated to the Association for the Protection and Care of Wildlife “ANIMA”;
- ▶ An amount of € 1,000 in vouchers was allocated to the Association of Lofos Kyrillou;
- ▶ An amount of € 620 in vouchers was allocated to the Greek Caravan of Solidarity;
- ▶ An amount of € 620 in vouchers was allocated to the Association “Friends of Child”.

In addition, the companies provided two (2) PCs for the needs of the Secondary School of Erythres, in the Municipality of Mandra-Idilia. Furthermore, in the context of their actions to promote road safety, such as educational performances in schools and cultural centres of municipalities, but also other requests from other bodies, they have provided more than 3,500 pieces of supporting equipment and auxiliary material (reflective vests, triangular reflective backpacks, reflective bicycle lanterns, etc.). They also responded to requests from organisations for a temporary availability of a total of 740 traffic cones for 4 sport events.

— Constantly present in events and happenings that promote the developments of the sector, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” supported the following events with sponsorships totalling € 6,500:

- ▶ Educational Excursion of the School of Civil Engineering of the National Technical University of Athens to Italy and France, to visit major engineering projects, from 14 to 23 April 2022;
- ▶ 3rd International Conference on Natural Hazards and Infrastructure organised by the Innovation Centre on Natural Hazards and Infrastructure (ICONHIC) from July 5 to 7, 2022;

DONATIONS & OFFERS TO NGOS AND OTHER ORGANISATIONS

SPONSORSHIPS TO SUPPORT BODIES & EDUCATIONAL INSTITUTIONS



- ▶ A seminar on road safety organised by the infokids.gr website aimed at parents, in collaboration with “laveris”, held on 15 October 2022;
- ▶ 8th Conference of the Greek Intelligent Transport Systems Organisation (ITS Hellas) on “Transportation & Logistics 2022: Research - Reshape - Innovate”, held on 7 and 8 December 2022.

Finally, it is noted that the administrative personnel of the Hellenic Institute of Customer Service (EIEP), which systematically contributes to the promotion of service culture in Greece, is hosted at the companies' premises. In 2022, the Institute held important events such as the Greek Excellence Awards (26 May 2022) and the National Customer Service Awards (15 December 2022).

COLLABORATIONS WITH VARIOUS BODIES

- ▶ Updates via the 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 rendered, the operation and maintenance company, “Attikes Diadromes S.A.”, is a member of the Hellenic Institute of Customer Service.
- ▶ Collaboration with most agencies promoting road safety in Greece and abroad. Some of them are the following: the Special Committee of Road Safety of the Hellenic Parliament, the Hellenic Federation of Transportation Engineers, the Road Safety Institute “Panos Mylonas” (RSI), etc.
- ▶ Participation of company executives as members of committees in national and international bodies setting international standards of transport and motorway operation, such as HELLASTRON (HELLenic ASSociation 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 offer high-quality services Attica Tollway users (and Egnatia Odos users, through the personnel employed at the toll stations). In 2022:

- ▶ The two companies employed **1,747** employees (1,694 employed by “Attikes Diadromes S.A.” and 53 employed by “Attiki Odos S.A.”), of whom **715** males and **1,032** females (active personnel as of 31/12/2022).



- ▶ The entire workforce was trained for a total of **10,179.75** hours in various subject matters pertinent to their occupational scope.
- ▶ **416** blood units from **237** volunteer blood donors were offered to the Corporate Blood Bank.
- ▶ Additional benefits were offered to employees, related to medical coverage, summer camps, monthly allowance for nursery school, gift vouchers, scholarships, meal cards (restaurant tickets), events and training.



— The two companies, since the beginning of their operation, have a responsible attitude towards their customers and suppliers. In 2022:

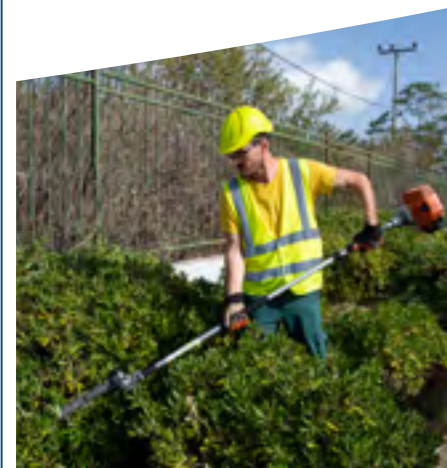
- ▶ The operation and maintenance company “Attikes Diadromes S.A.” handled **24,478** incidents with an average response time of **5.6** minutes.
- ▶ The Telephone Customer Service department received **375,398** calls, which were answered within **1min.** and **58sec.** on average and while **12,410** outbound calls were made.
- ▶ The degree of user satisfaction with the service and the conduct of the T.C.S. employees exceeded **94.6%**.
- ▶ The degree of satisfaction of the Attica Tollway users as regards the conduct of the toll employees reached **99.4%**.
- ▶ Both companies have **5 ISO certifications** since the beginning of their operation.

MARKET

— The protection of the environment is still a priority for both companies. In 2022:

- ▶ **800,000** trees and bushes and **78,000 m²** of lawn were maintained;
- ▶ **8,190 kg** of plastic, **1,200 kg** of tires and **23,910 kg** of iron were recycled;
- ▶ Diesel & generators oil consumption decreased by **16%** compared to 2021;
- ▶ **127** 24-hour measurements using mobile noise measurement units were carried out. Based on these measurements, no additional noise barriers were installed

ENVIRONMENT



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 “Décibel d’Or” Prize of the French Conseil National de Bruit (CNB), in the “City and Road Transportation” category, for the “Noise pollution, management and reduction at Attica Tollway” programme.

**2004****ARTISTIC LANDSCAPE DESIGN / EUROPEAN AWARD**

The construction of the modern 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 has been characterized as a “sculpture road”. This artistic intervention on this section of Attica Tollway won a significant award in the 2004 “European Urban Prize for Urban Public Space” Competition, which was organised 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 was crucial during the construction of Attica Tollway, which was implemented based on high international standards, while is a constant priority for the operation of the project. In particular, the motorway introduced new standards in this field, gaining international recognition as the International Road Federation (IRF) awarded “Attikes Diadromes S.A.” the 1st 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” 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 (IRF), 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 high level of service to users - subscribers is the key goal of the Commercial Department of "Attikes Diadromes S.A.", which is responsible for managing the toll stations and for the key area of delivering services. This resulted in successive awards (Certificate of Merit-Toll Excellence Award) by the International Bridge, Tunnel and Turnpike Association (IBTTA) for the contribution in the progress of toll motorways management.



2008

GIS TECHNOLOGY IMPLEMENTATION / 1ST ESRI PRIZE

The GIS technology (Geographic Information Systems) is a key parameter of the IT infrastructure of "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, rehabilitation and reforestation of old quarries etc.) won the 1st Prize in the Environmental Mitigation category, awarded to "Attikes Diadromes S.A." by the International Road Federation (IRF).



2009

PROJECT MANAGEMENT / 1ST PRIZE FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)

"Attiki Odos S.A." and "Attikes Diadromes S.A." were honoured to receive 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 in the motorway sector and the highest achievement for any company and entity active in the motorway operation sector, the two companies were distinguished for the implementation of the innovative "Monitoring the Success" programme, which was set by the company's Management for the recording and continuous monitoring of Performance Indicators, aiming to improve the services rendered.

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

The important “Sustainable Construction” award for the environmental management during the construction of Imittos Western Peripheral Motorway was awarded to “ELLAKTOR”, leader of the construction of Attica Tollway, at the ceremony to present the Greek awards of the European Commission’s European Business Awards for the Environment.

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

Attica Tollway is regularly conducting awareness campaigns to promote road safety culture in society. The integrated action targeted at motorcyclists (information and awareness campaign for motorcyclists on safe driving issues / publication and distribution of a printed guide with safe motorcycle driving tips), which is part of a wide range of educational actions for road safety, was awarded the 1st prize at the conference “CEO & CSR 2009”, organised by Money Conferences in cooperation with EuroCharity. At the same event in 2010, the road safety campaign for motorcycles and cars again won the 1st prize in its category.

**2010****SAFEST ROAD / 1ST AUTOMOTIVE PRIZE**

In the context of the Automotive Awards, Attica Tollway won the 1st prize for the safest road in Greece, based on the low car accident rates and safety standards adopted during the construction and operation of the motorway.

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

“Attikes Diadromes S.A.” won 1st prize in the category “Back Office Team of the Year” for 2011, in the framework of the National Customer Service Awards, which are awarded by the Hellenic Institute of Customer Service (EIEP). The Back Office teams of “Attikes Diadromes S.A.” support and contribute to the optimal service rendered at Toll Stations, Customer Service Centres, Telephone Customer Service, online services, the Call Centre of the Emergency Telephone Number 1024 and the Patrol and Intervention teams in case of an incident.





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

“Attikes Diadromes S.A.” was distinguished for its actions and practices for measuring and reducing the carbon footprint at its facilities, in the context of the Myclimate Awards “Green Leader Carbon Footprint Calculation & Reduction”, which was organised for the first time in Greece by the Centre for Sustainability and Excellence (CSE).



2014 **ENVIRONMENT / SUSTAINABLE INFRASTRUCTURE DEVELOPMENT /** **ENVIRONMENTAL AWARDS**

“Attikes Diadromes S.A.” was awarded the Silver Award in the category “Sustainable Infrastructure Development” in the context of the “Environmental Awards” established by the company “Boussias Communications” and Plant Management. The operation and maintenance company of Attica Tollway was awarded for its best practices in environmental protection, in the direction of harmonizing the operation of the motorway with the natural environment. It was distinguished among companies, organisations and institutions that have implemented renovation and modernisation projects of buildings or urban areas and/or innovative urban solutions, focusing on improving energy efficiency, environmental protection, reducing operating costs, improving infrastructure and the way of life/service of citizens, governance and sustainability.



2014 **SAFER GREEK MOTORWAY UNDER INTERNATIONAL** **ASSESSMENT PROTOCOLS - EURORAP AISBL**

The Attica Tollway achieved high performance during the measurements conducted by the European Road Assessment Programme EuroRAP AISBL on the basis of accredited methodology and protocols, recording a very low concentration of fatal accidents in relation to the number of vehicles and the routes it serves and obtaining a high rating up to five (5) stars during the inspection and surveying of the actual state of the motorway through the assessment of more than 50 road characteristics.



2015
Distinction at “The Protagonists of Greek Economy”, organised by the Direction Business Network.

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

“Attikes Diadromes S.A.” was awarded with the “Excellence in Road Safety Award 2015” by the European Commission in Brussels for two corporate actions aimed at raising awareness of children and adolescents on road safety issues, namely, the experiential educational programme for nursery and primary school children “Attikoulis” and the programme for high school students “Eyes open on the road!”.



2015
CORPORATE SOCIAL RESPONSIBILITY /
AWARD FOR CORPORATE SOCIAL RESPONSIBILITY CAMPAIGN

“Attikes Diadromes S.A.” won the Silver Award in the category “Corporate Social Responsibility Campaign 2015” at the 9th edition of the Sustainability Forum & Awards 2015. The award related to the road safety educational programme “Eyes Open on the Road!”.



2015
QUALITY MANAGEMENT / “THALES” TOLLWAY QUALITY MANAGEMENT SYSTEM /
1ST AWARD BY THE INTERNATIONAL ROAD FEDERATION (IRF)

“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 socioeconomic development.



2017, 2016, 2010
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 was the first in the category “Transportation – Telecommunications” (among 75 co-nominated brands) and, at the same time, was nominated as Top Corporate Name with the highest overall score of all, regardless of the category, among 3,000 corporate names, both Greek and international, that are either based in Greece or whose products are available on the Greek market. This first place is related to public recognition, as it resulted from a survey conducted among general consumers and 322 opinion leaders of the business community. In 2016 and 2017, the “Attiki Odos” brand name was once again distinguished in the “Transportation – Telecommunications” category.





2017, 2016 CORPORATE SOCIAL RESPONSIBILITY

For two consecutive years, the Corporate Social Responsibility Institute awarded “Attikes Diadromes S.A.” with the CRI PASS Distinction, a diagnostic tool for assessing business performance in 4 key pillars: Society, Environment, Employees and Market. It is divided into five sections each one of which has a different weighting coefficient 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

“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 PAN-HELLENIC 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 their distribution to the Pan-Hellenic Association for the Prevention and Support of Minor Victims of Road Accidents in order to purchase and donate a wheelchair to a child with severe mobility problems.

2018 - 2017 CR INDEX

At the 10th CR Index Award Ceremony of the Corporate Responsibility Institute (CRI), “Attikes Diadromes S.A.”, was awarded the Bronze Award 2017-2018. This is the 3rd prize the company has received, following two consecutive CRI Pass Distinctions. At the same event, “Attikes Diadromes S.A.” was also awarded the “Marketplace Award”.

2021, 2019, 2018, 2017, 2016, 2015
DIAMONDS OF THE GREEK ECONOMY - - "ATTIKI ODOS S.A."

"Attiki Odos S.A." was distinguished in the event that awards large companies based on specific financial indicators and criteria, among which profitability, debt burden, liquidity, equity to debt ratio, etc.



2021, 2018, 2016
DIAMONDS OF THE GREEK ECONOMY - "ATTIKES DIADROMES S.A."

"Attikes Diadromes S.A." was distinguished in the event that awards large companies based on specific financial indicators and criteria, among which profitability, debt burden, liquidity, equity to debt ratio, etc.



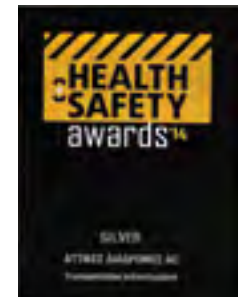
2021, 2018, 2017, 2016, 2015, 2012, 2011, 2010
ENTREPRENEURSHIP / "TRUE LEADER" DISTINCTION

"Attikes Diadromes S.A." has repeatedly won distinction in the "True Leaders" event, an institution established in the Greek market by ICAP CRIF. It rewards profitable companies with the largest number of employees that have grown during the last year, that are in the top positions in their industry based on turnover and have a high ICAP Score (Credit Rating).



2022, 2014
**WORKING ENVIRONMENT / DISTINCTION FOR OCCUPATIONAL
 HEALTH AND SAFETY PERFORMANCEΣ**

"Attikes Diadromes S.A." in cooperation with GEP, was distinguished at the Health and Safety Awards 2022, in the category "Service Providers" for the personalized occupational health and safety training it implemented. The initiative involved an extensive e-learning training programme for frontline workers at the Egnatia Odos toll stations during the demanding period of the COVID-19 pandemic, while the development of the training material was designed with illustrations of real workplaces. "Attikes Diadromes S.A." was awarded in the same competition in 2014 with a Silver Award in the category "Transport & Transport Infrastructure". The distinction concerned the implementation of a coordinated and certified strategy to minimize occupational accidents, as well as the participation, information and continuous training of human resources in occupational health and safety and environmental protection.



CERTIFICATIONS



ISO 14001: 2015 CERTIFICATION ON ENVIRONMENTAL MANAGEMENT

This environmental management certification refers to the integrated system under which companies manage the environment and comply with applicable national and European legislation requirements. In particular, the ISO 14001:2015 certification of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” concerns the minimization of waste, noise and disturbance caused by the motorway’s operation, the protection of antiquities and cultural heritage monuments uncovered during the construction period, the maintenance of green areas, the rational management of raw materials and natural resources required for the operation of the motorway, 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 uniform energy planning, with the ultimate goal of saving energy on Attica Tollway and contributing to the achievement of reduction in national energy consumption and to the mitigation of the deteriorating climate changes.



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.” concerns the implementation of the occupational health and safety management system, 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. The promotion of continuous improvement of the working environment, prevention and minimization of occupational hazards, continuous information and training of human resources on occupational health and safety issues, continuous monitoring of employee health by the occupational physician, etc. is certified. The Management of the companies takes an active role and is committed to observe and continuously improve the occupational health and safety management system and to comply with the relevant legislative and regulatory requirements.



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

By implementing the ISO 9001:2015 certified Quality Management System, “Attikes Diadromes S.A.” achieves the effective management of the projects undertaken, through the application and adherence to specific processes and procedures, fully complying with the rules of good industry practice. 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 service to users, through processes that support its activities with transparency. The company’s management is committed to continuously improving the quality management system at all levels and complying with the relevant legislative and regulatory requirements.



ISO 39001: 2012

CERTIFICATION FOR THE ROAD TRAFFIC SAFETY MANAGEMENT SYSTEM

“Attikes Diadromes S.A.”, by applying the Road Safety Management System and by implementing its activities in compliance with the requirements of ISO 39001:2012 standard, is committed to comply with specific processes and procedures for the safe circulation of its marked vehicles and to reduce to the extent possible the incidents involving its staff on the motorway, fully complying with the rules of good industry practice. It also committed to continuously improving the Road Safety Management System at all levels. The Management of the company monitors and controls its actions implemented in accordance with the road safety objectives, in order to confirm the effectiveness of the Road Safety Management System and to initiate the necessary actions in order to fulfill the system requirements.





CONCLUSION

— In 2022, Attica Tollway continued to evolve and serve its mission, aiming to be there for drivers supporting their needs, firmly standing by every employee, close to local communities, and of course, with respect for the environment.

In an admittedly extremely difficult year, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” remained united and determined to meet the challenges and to preserve all those values with which the motorway has inextricably linked its name, always having as their primary concern to honour the trust of the thousands of people who choose Attica Tollway for their daily trips.

In this context, with our firm belief that the continuous improvement of the level of service is a prerequisite in an ever-changing environment, the two companies look on technological developments and new standards and conditions, while at the same time they are in communication with the general public. It is particularly encouraging that a recent survey conducted by Invision and Metron Analysis, on behalf of Attica Tollway in 2022, showed that more than 9 out of 10 drivers feel safe when driving on the motorway, while the degree of satisfaction with the service was at a similar level.

This was also reflected in measurable results. For example, in 2022, the operation company handled 24,478 incidents, with an average response time of 5.6 minutes, while the Telephone Customer Service Department received more than 375,000 calls answered in less than 2 minutes on average. With regard to traffic flows on the Attica Tollway, this year the number of vehicle entries returned to pre-pandemic levels, with a marginal increase of 0.3% compared to 2019, the last year of normal operation before the pandemic.

Committed to their vision of reducing road accidents on Greek roads, the two companies, among other things, conveyed the great message of road safety to tomorrow's generation of drivers, with their educational programmes reaching more than 160,000 children and teenagers over these years. More specifically, in 2022 they reached around 15,000 students from more than 130 schools, while they launched a new action in collaboration with the Hellenic Children Museum, by creating a Digital Portfolio for young friends sent electronically to 218 teachers from 139 schools.

Moreover, recognising the great contribution of Human Resources, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” started offering additional benefits to their employees. In addition, specialised members of staff were employed on a permanent basis to care for the green motorway and its 800,000 trees and shrubs and 78,000 sq.m. of lawn, while diesel and generators' oil consumption was reduced by 16% compared to 2021.

In the coming days, Attica Tollway, a landmark project in Greece, will continue to create value within and beyond its boundaries, true to the principles of Sustainable Development and guided by its values, developing responsible practices across the entire range of its activities.



ATTIKI ODOS

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



ATTIKI ODOS J.V

41.9 km Attiki Odos Motorway,
19002 - Peania, Attica,
Tel.: +30 210 6632161, fax: +30 210 6632694,
e-mail: aojv@attikiodos.gr



ATTIKES DIADROMES

41.9 km Attiki Odos Motorway,
19002 - Peania, Attica,
Tel.: +30 210 6682000, fax: +30 210 6635578,
e-mail: ad@attikesdiadromes.gr



Project co-financed
by the European Union

