

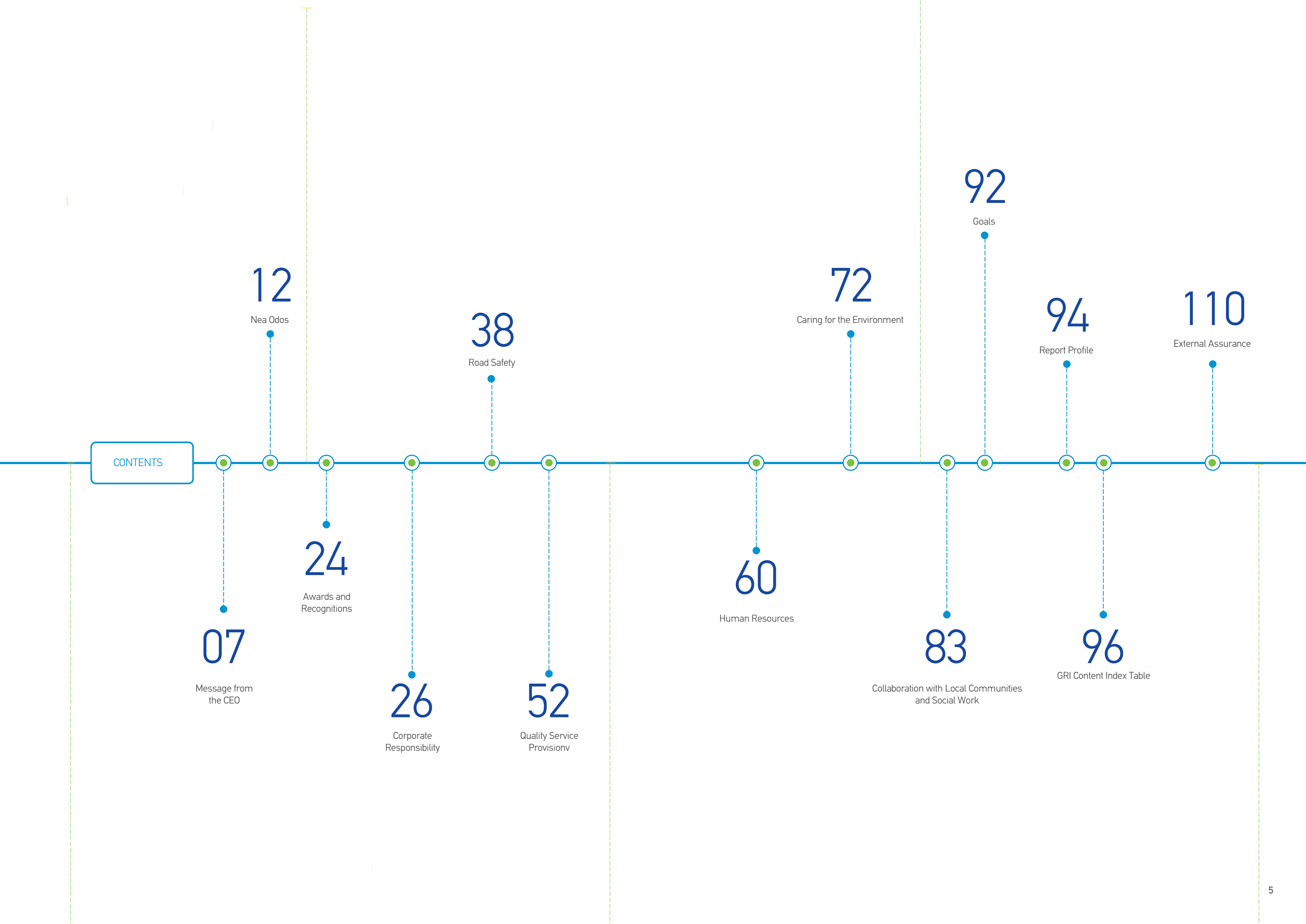


**corporate
responsibility
report**

#2017









1. Message from the CEO



Dear stakeholders,

We are delighted to share with you the 4th Annual Corporate Responsibility Report of Nea Odos.

2017 is a landmark year for our company as it marks the completion of the construction and the full operation of the Ionia Odos motorway, the project that joins 2 Regions, 4 Prefectures and 10 Municipalities, and thus creates new development potential not only for Western Greece and Epirus, but for the whole country. The motorway materializes our vision by changing the map of Greece!

The 196 kilometres of Ionia Odos, constructed in compliance with the most modern international standards, have a huge social and economic impact.

With the operation of the Ionia Odos motorway, the long journey from Antirrio to Ioannina has turned into a safe and relaxing journey of 1 hour and 40 minutes! The Ionia Odos motorway alignment, led to the upgrade of important urban and rural centers of the country, such as Ioannina, Agrinio, and Arta, and offers a better connection to the ports of Patras, Astakos and Igoumenitsa. At the same time, it improves accessibility to areas with high tourist and archaeological interest and thus contributes to the utmost to local economies. It is noteworthy that the total financial and social contribution of the project is estimated to exceed €3 billion over the entire duration of the concession!

The operation of the Ionia Odos motorway itself created more than 250 new jobs and with our expanded team, our goal remains to offer to each driver the highest possible levels of road safety, 365 days and nights, across the year, combined with high quality customer services. Undoubtedly, the most important contribution of the Ionia Odos motorway is the improvement of the road safety levels, improvement which brings the value of the economic and social contribution of the motorway project to over €500 million during the whole concession period.

However, we should also mention our project running in parallel, the section of the Athens-Thessaloniki-Evzoni motorway from Metamorfosi in Attica to Scarfia. Following the completion of major interventions and infrastructure upgrades, this section ensures the easy movement of people and goods, actively contributing to the development of the primary production sector, as well as tourism,

services and culture. A total of 25,441,900 toll passes were registered in 2017. The 172 kilometres of the motorway, crossing 3 prefectures, namely the prefectures of Attica, Viotia and Fthiotida, are constantly improved with widenings, replacements of safety barriers, and redevelopment of parking spaces in order to ensure high quality and safety in transits.

In Nea Odos, since the first day of our operation, our strategic goal has been to create modern highways which meet European standards, and contribute to the development of the national economy, ensure the protection of the environment and improve the quality of life of the wider community.

Furthermore, with the totality of our projects in operation and given our contribution to value creation for the country, the local communities, the wider community, our people, and our shareholders, we will strengthen our investments in reliable organizational systems, innovative solutions and customer service quality standards, for the creation of value is in line with our goal of being an active, socially responsible citizen.

We will therefore continue our work, making sure that:

- We place particular emphasis on local communities in the adjacent to the motorway areas, aiming at a better quality of life through targeted actions and responsibility.
- We protect the environment and highlight the wealth of every neighbouring area.
- We honour the trust of our people and use modern tools to support and maximize their talents.
- We provide high quality services that increase the confidence of drivers and all our stakeholders.
- We ensure the maximum possible levels of road safety and consistently invest in developing a new generation of responsible drivers.

Stelios Pentheroudakis,
CEO

Corporate Responsibility 2017

At a Glance

Road Safety

€ 32,243 invested in training and awareness campaigns on safe driving

8.7 minutes Nea Odos' average response time for incidents

106,215 manhours on Road Maintenance 68% more hours compared to 2016

41,281 manhours invested in Road Infrastructure Repairs

29,596 manhours invested in Road Infrastructure Inspections

Our patrol vehicles covered a distance of:
2,824,264 km

Quality in Services

Completed the installation of the wireless POS Credit Card Readers at all toll stations

29,910,886 total passes from Nea Odos' toll stations



69,336 answered calls from the Customer Service Department

63,423 active FAST PASS users on average by the end of each month - 28.5% increase from 2016

from the Customer Service Department **3,080 recommendations and complaints**

Over **€ 673,590** invested in Fast Pass OROPOS and Fast Pass Frequent programmes

Caring for the Environment

Over **€ 1,082,657** invested in Environmental protection and Health & Safety 32% increase from 2016



2nd **CO₂** emissions' measurement **19,837 tonnes**

Increase by **122kg** of materials recycled compared to 2016

522 employees

Human Resources

44.6% women



69.3% up to 40 years old

248 new hires in 2017!

9 people took on a new role in the company, following the results of the Development Centers

215 participations in training programs in 2017

4,615 total training hours 40% increase from 2016



3,154 training hours on Health and Safety

Cooperation with Local Communities and Social Contribution

96.3% of our suppliers are national and local Suppliers

99.3% of our supplier payments are aimed at local and national suppliers

56% increase in the number of local suppliers

74% increase in total investments to local suppliers

Our Social Product reached € 83 millions

Total € 5,698 of investments for stray animal control in the motorway

€ 467,818 invested in local communities

106,158 free passes to disabled people with a total value of €353,759 - 50% increase from 2016

82 bottles collected from the annual blood donation programme

ZERO incidents Organisation and Management

-of non-compliance with user safety legislation
-of non-compliance with motorway signage
-of non-compliance with responsible communication principles
-of corruption

For the 3rd consecutive year, we have been recognised at the **Hellenic Responsible Business Awards**

Active member of social organizations

Solid synergies with the business world

Mission



“ We offer highest levels of safety, together with top quality services. We pursue excellence in the operation and maintenance of our motorways. We recognize the absolute need to protect the environment; we take care of our people and we contribute to the country's sustainable development.

Vision

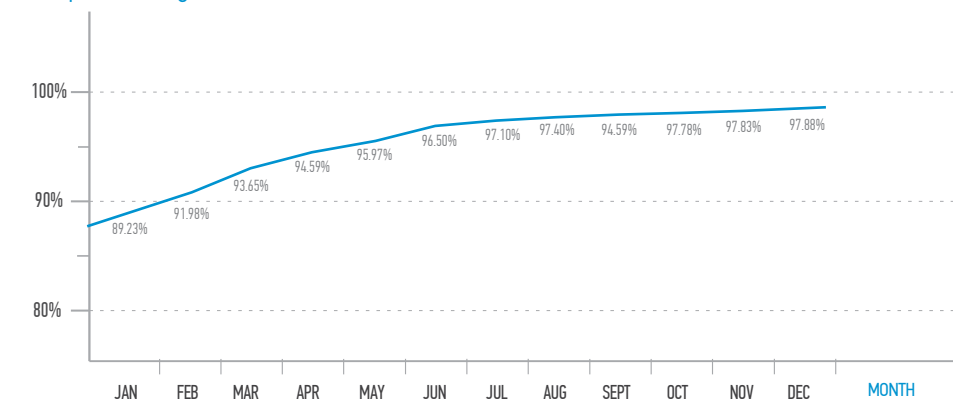


“ We are determined to change the map of Greece and to become a model for our industry. We create value for the country, our local communities and shareholders, a primary means being our people's commitment, expertise and knowledge.

Project progress 2017

Milestones	Delivery of Ionian Odos
27/12/2016	Kouvaras - Amfilochia section in operation
22/02/2017	Kambi - Perdika section in operation
12/04/2017	Klokova tunnel entrance - Kefalovriso section in operation
01/06/2017	Nea Odos motorway start - Klokova tunnel Frontal Toll Station section in operation
26/07/2017	Amfilochia - Sellades section in operation
03/08/2017	Perdika - Egnatia Odos Bridge section in operation
05/09/2017	Formal handing-over ceremony of Ionian Odos motorway

Completion stage



1. Nea Odos

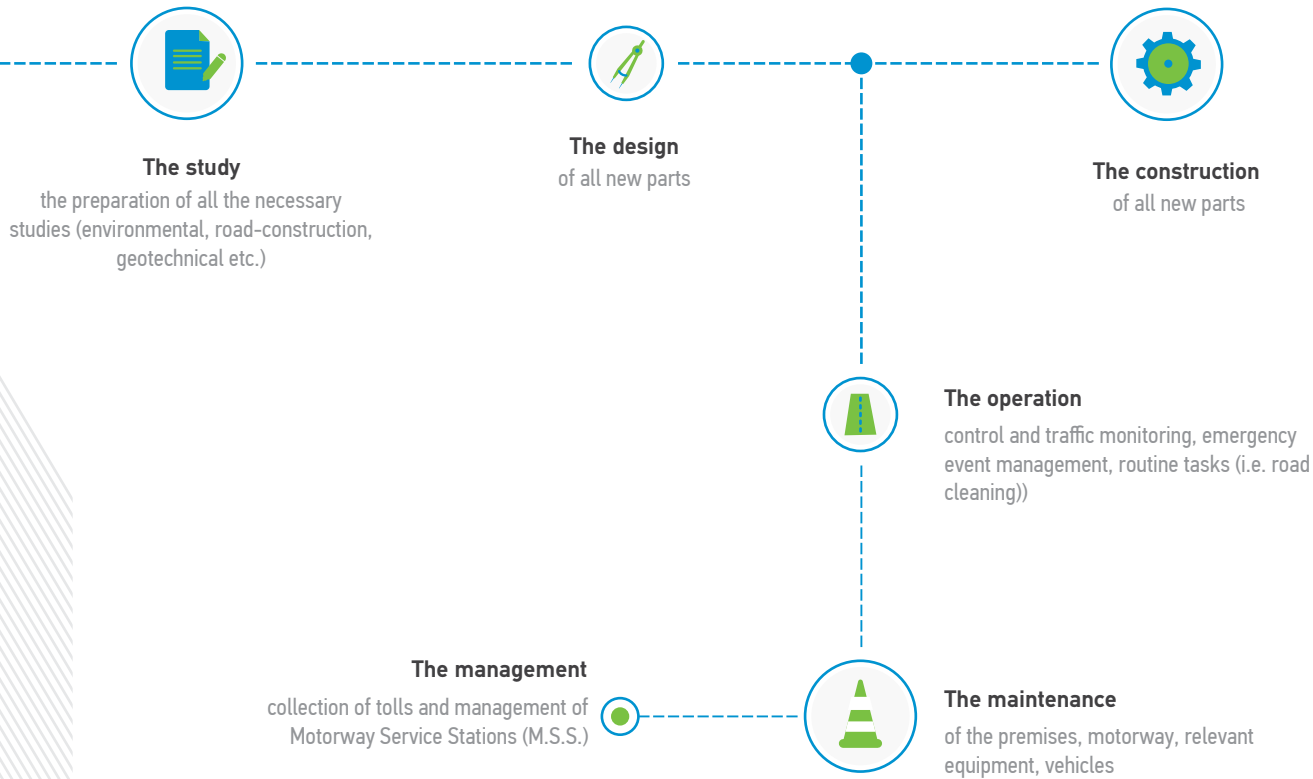
The Scope of our Work

At the end of 2006, after an international tender offer, “NEA ODOS CONCESSION SOCIETE ANONYME” (Nea Odos S.A.) undertook the study, design, construction, operation, commercial exploitation and maintenance of the “Ionia Odos” Concession project, with a total budget of 1.1 billion euros.

The scope of Nea Odos’s activities comprises the construction, maintenance and operation of modern toll motorways. Being one of the most important infrastructure project for Greece, our toll motorways follow European standards and contribute to the economic and social development of the country, but also provide for the protection of the environment.

Our primary commitment is the fast and safe commute for all Greek citizens along with the provision of high quality services. Operating 24 hours a day and 365 days a year, Nea Odos has created a secure road environment that significantly reduces travel distances and guarantees prominent road safety and customer service processes.

Nea Odos is responsible directly or through its partners for:

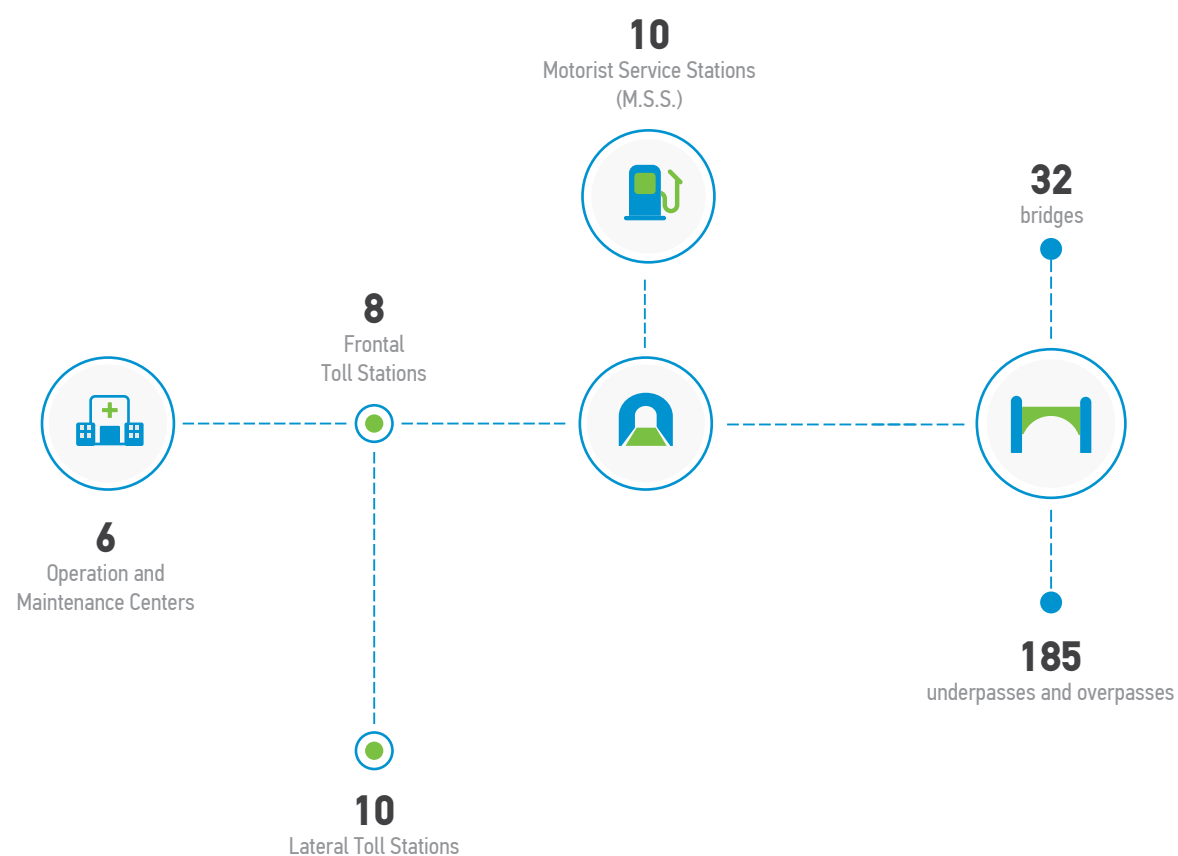


The total length of the concession project is 380 km and consists of three parts:

- 01.** The Athens – Thessaloniki – Evzonoi motorway section of 172 km length that commences at the Metamorfossi interchange and ends at the Skafria interchange in Fthiotis. In the context of enhancing infrastructure projects following international standards, a great number of works, such as road widening, guardrail replacement, interchange reconstruction, redesigning of existing parking spaces and the creation of new ones have taken place along this part of the motorway that runs through the prefectures of Attica, Viotia and Fthiotida.
- 02.** The "Ionia Odos" motorway of 196 km in length running from Antirrio to Ioannina where it intercepts with Egnatia Odos. The motorway that crosses 4 prefectures (Aetolia-Acarnania, Preveza, Arta and Ioannina) significantly reduces travel time, contributing decisively to the upgrading of the geographical area of Western Greece.

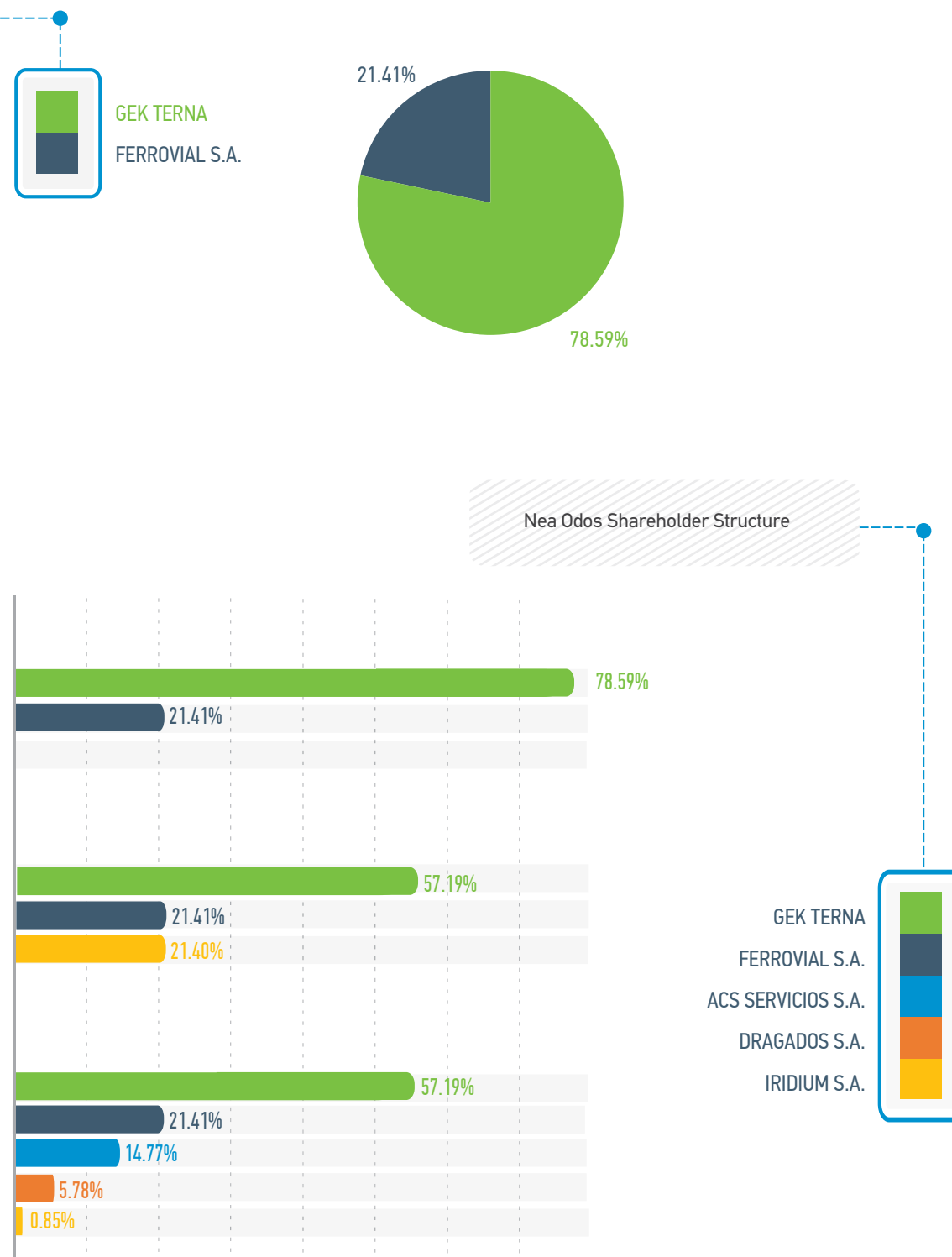
03. The Schimatari – Chalkida connecting branch of a length of 11 km, which is under construction.

THE CONCESSION PROJECT IN NUMBERS



Shareholding Structure

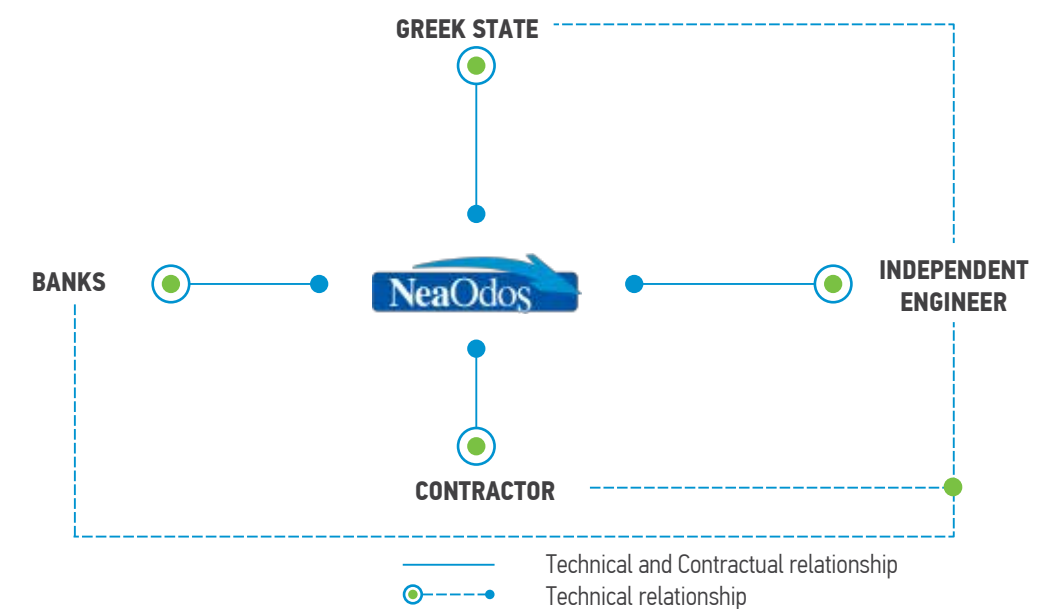
During 2017, there were significant changes in the company's shareholding structure. At the end of 2017, ACS SERVICIOS S.A., DRAGADOS S.A., and IRIDIUM S.A. left the consortium, and the share composition of GEK TERNA was strongly augmented, standing now at 78.59%. FERROVIAL S.A. continues to hold 21.41% of the company shares.



Contractual Relationships

Organizational structure of the project

The organizational structure of the project is presented in the following chart::



The Greek State: The Project owner is the Greek State and specifically the Ministry of Infrastructure and Transport.

Constructor: The Constructor carries out almost all tasks related to the Construction, as described in the Construction Agreement, signed by the Concession Company and the Constructor.

Concession Company (Concessionaire): Nea Odos is in charge of carrying out the project.

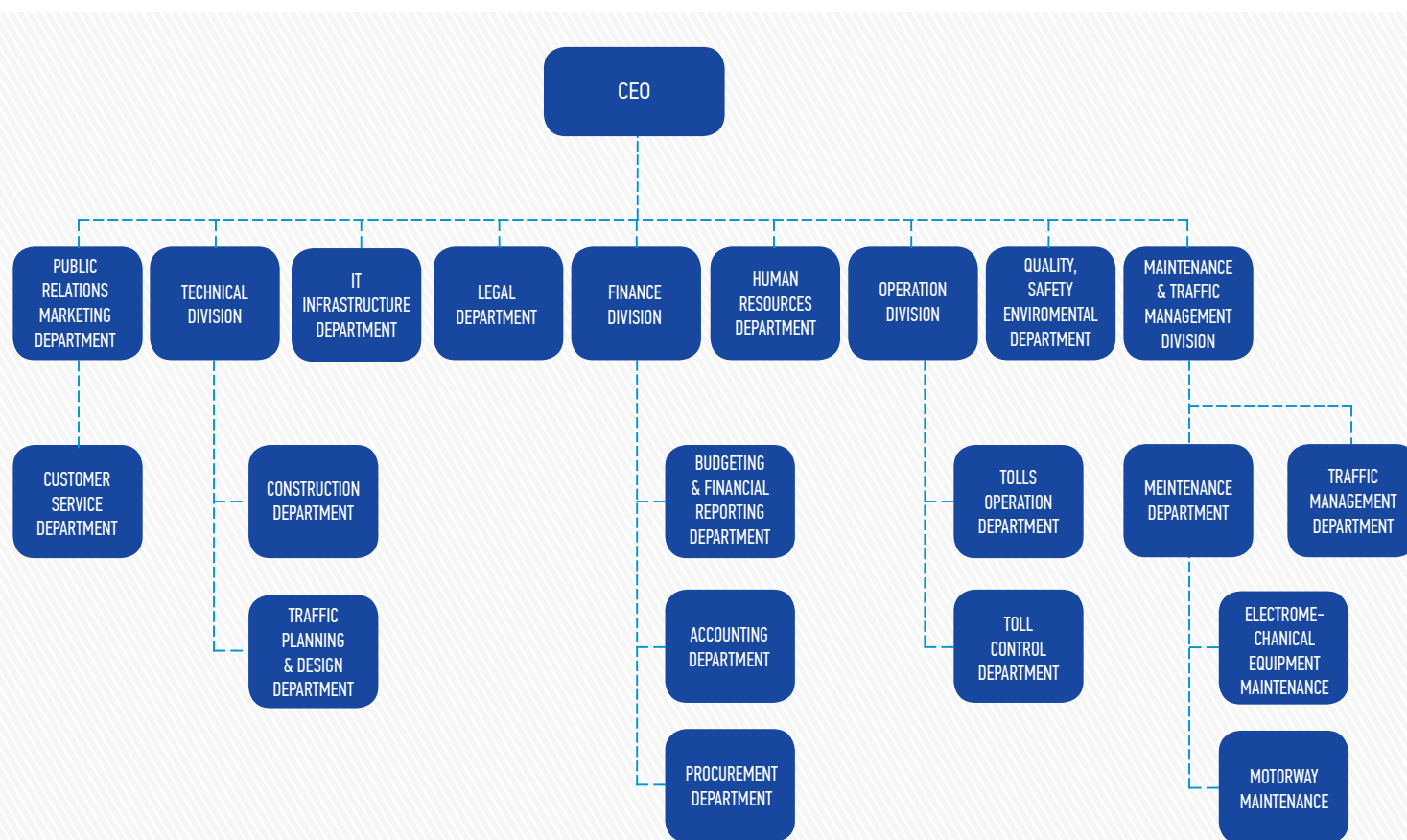
Independent Engineer: The Independent Engineer is in charge of monitoring the studies and the operation and maintenance manuals, as well as ensuring that construction works are carried out according to the company Quality System and the legislation in force.

Lending Banks: ALPHA BANK AE, EUROBANK ERGASIAS S.A., NATIONAL BANK OF GREECE, PIRAEUS BANK S.A., ATTICA BANK S.A., BANCO BILBAO VIZCAYA ARGENTARIA S.A., BANCO SANTANDER S.A. LONDON BRANCH, BNP PARIBAS FORTIS S.A. SUCURSAL EN ESPANA, INSTITUTO DE CREDITO OFICIAL, BANKIA S.A. MADRID, ESPIRITO SANTO PLC, CAIXA GERAL DE DEPOSITOS S.A.

The project's financing comes from a combination of equity, bank loans, EU funds, Greek State funds and the project users' contribution.

Structure and Operation of the Company

Nea Odos is supported by a flexible and contemporary organisational structure that takes into consideration the entire range of company activities and has been structured so that executive roles and responsibilities are clearly defined. Team effort as well as effective and responsible entrepreneurship are the essence of the company's philosophy. The aim of the company is to enhance its structure in such manner so that the legal benefits of its shareholders are safeguarded and its vital contribution to society and the economy is maximized.



Financial Information (in th. €)	2017 ^{IFRS}	2016 ^{IFRS}	2015	2014
Net Sales	236,156.82	354,999.58	306,624.86	340,773.85
Other operating income	15,669.85	20,919.63	323.56	50.07
Revenue from financial investments	2,419.05	1,298.14	1,947.09	764.55
Total income	254,245.72	377,217.35	308,895.51	341,588.47
Operating cost	189,859.08	317,425.23	279,714.02	308,909.13
Employee salaries and benefits	8,906.90	6,619.37	7,648.36	6,162.73
Payments to providers of capital	8,488.48	6,798.66	6,984.83	6,331.45
Net profit / (loss) before taxes	1,453.13	-2,826.77	14,582.72	18,851.41
Net profit / (loss) after taxes	6,766.47	4,276.36	17,067.87	19,174.32
Net profit / (loss) per share (in €)	-	-	0.23	0.26
Total payments to state bodies (taxes paid)	10,008.56	9,977.93	9,977.93	11,644.92
Company investments	144,975.83	272,557.19	259,709.19	229,521.68
Total capitalisation	532,786.47	583,290.09	589,411.76	589,394.64
Equity	242,162.41	232,936.42	205,207.14	188,091.16
Total liabilities	400,785.70	426,794.45	690,934.66	913,347.12
Total assets (in million €)	642,948.11	659,730.87	898,460.72	1,103,406.70

In 2017, Nea Odos made the transition from previously used Greek Accounting Principles (GAAP) to currently used International Financial Reporting Standards (IFRS) in order to align with the practices of the GEK TERNA Group.

Financial Performance

Net sales (in th. €) (31/12)	2017 ^{IFRS}	2016 ^{IFRS}	2015	2014
Exploitation segment of Nea Odos Motorway	96,609.22	76,823.62	75,133.22	72,665.90
Construction segment of Nea Odos Motorway	139,547.60	278,175.96	231,491.63	268,107.95
Total	236,156.82	354,999.58	306,624.86	340,773.85

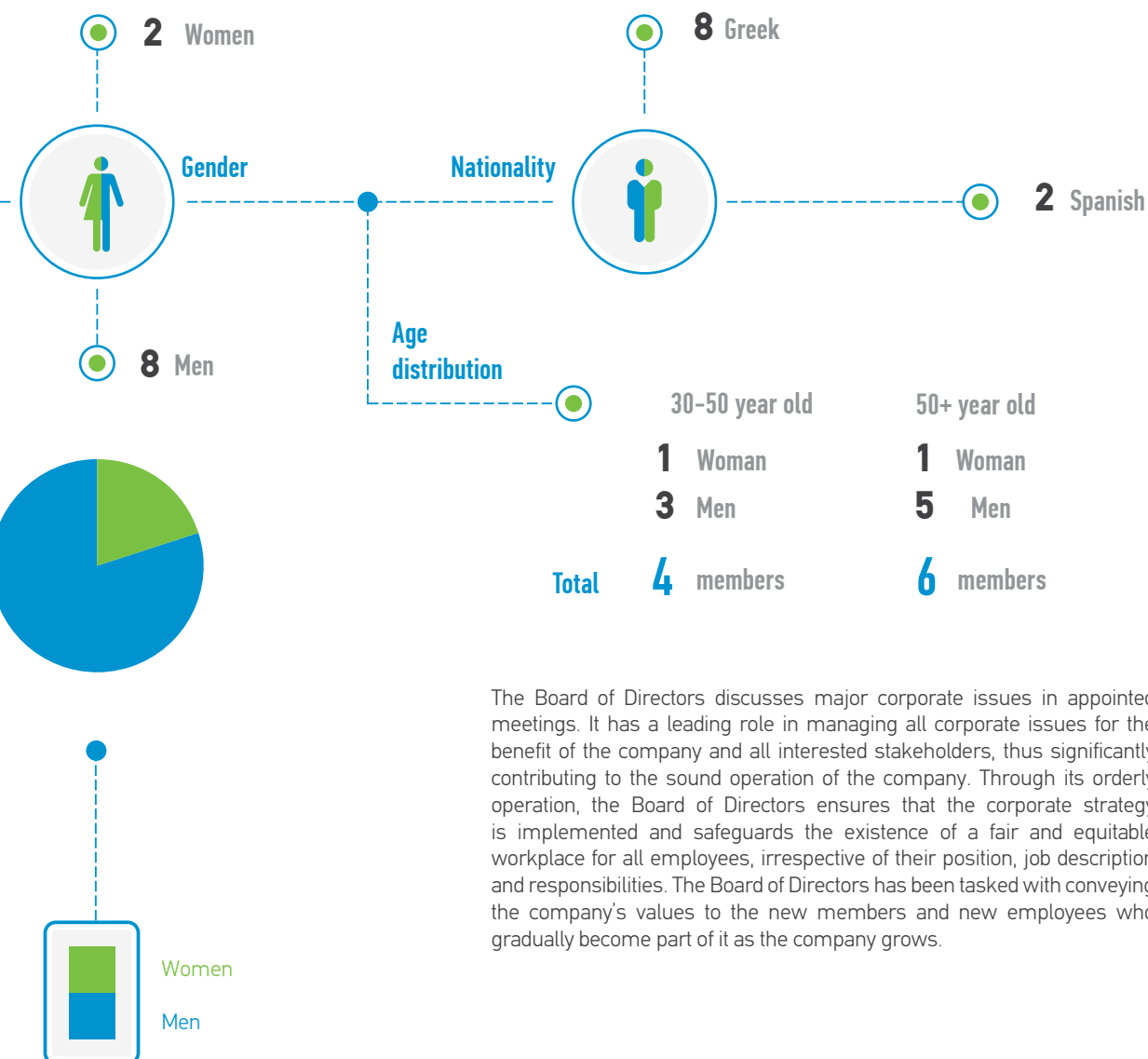
Increase of total passages by 23.3% compared to 2016

	2017	2016
Total vehicle entries	29,910,886	24,249,238
Number of non-exempted electronic transactions performed in Nea Odos' Toll Stations (ETC)	5,189,455	4,012,491
Percentage	17.3%	16.5%

Corporate Governance

Following the changes in the company's shareholding structure, Andres Sarcistan Martin, Maria Isabel Hernandez and Antonio de la Llama left the Board of Directors. Gabriel Gutierrez Arnaiz, Andromachi Passalidou and Alexandros Karyotakis are the new Board Members. Emmanouil Moustakas has been appointed Vice-Chairman (he was until recently a Non-Executive Member), replacing Andres Sarcistan Martin. The Board of Directors of Nea Odos is now composed of the following members:

- Emmanouil Vrailas - CEO (non-executive member)
- Emmanouil Moustakas - Vice Chairman (non-executive member)
- Sofia Dimitrakopoulou - Member (non-executive member)
- Alexandros Aligizakis - Member (non-executive member)
- Vasileios Delikaterinis - Member (non-executive member)
- Christos Zaribas - Member (non-executive member)
- Juan Ramon Perez - Member (non-executive member)
- Gabriel Gutierrez Arnaiz - Member (non-executive member)
- Andromachi Pasallidou - Member (non-executive member)
- Alexandros Karyotakis - Member (non-executive Member)



The Board of Directors discusses major corporate issues in appointed meetings. It has a leading role in managing all corporate issues for the benefit of the company and all interested stakeholders, thus significantly contributing to the sound operation of the company. Through its orderly operation, the Board of Directors ensures that the corporate strategy is implemented and safeguards the existence of a fair and equitable workplace for all employees, irrespective of their position, job description and responsibilities. The Board of Directors has been tasked with conveying the company's values to the new members and new employees who gradually become part of it as the company grows.

Our Values

Efficiency and effectiveness:

- We work daily toward development, balancing risks with opportunities.
- We strive for innovation and the continuous improvement of our performance.
- We optimize the use of our resources, providing value to shareholders and stakeholders.

Responsibility:

- We work in the interest of public well-being and environmental protection
- We are fully committed to meeting our responsibilities towards our customers.
- We encourage our people to take on responsibilities to further our organization's success.

The strength of our people:

- We acknowledge effort, recognize talents and support their development.
- We operate as a team, united with common goals.
- We appreciate different viewpoints and support constructive arguments as a means of effective cooperation
- We respect, care about and support our team members.

Integrity:

- We focus on building and maintaining bonds of trust with our customers and partners.
- We encourage sincere cooperation and communication with all our partners.
- We operate in a fair and transparent way with a focus on business ethics.

Abiding by our Commitments

Our business ethics is based both on the harmonization with the Greek and European legislation and on our founding values. Nea Odos has always followed best practices that respect its vision, mission and values and has never limited itself to just following legal obligations.

Nea Odos staunchly follows the requirements of the environmental legislation and fully implements all regulations relevant to the entirety of its operations. The company effectively responds to its legal and institutional commitments, given that it systematically and continuously addresses the content of its legal and moral obligations. In this context, **no penalty or any other form of financial penalty** for violating the environmental legislation occurred in 2017. **No incidents of non-compliance** regarding legislation and user safety related legislation were observed either. During 2017, **there was no corruption incident and there was no partnership cessation** with a partner/subcontractor due to a corruption-related violation. At the same time, **there was no case of non-compliance with regulations regarding communications**, marketing, advertising and sponsorships.

At the heart of the company's collaboration with its suppliers and subcontractors stands the mutual understanding of the importance of the project and compliance with the agreed terms. To conclude a cooperation agreement with subcontractors so that they perform works within the company's premises requires that a subcontractor signs a declaration of compliance with the environmental requirements of the project. Thus, subcontractors are formally bound to comply with the environmental protection requirements and to take precautionary measures to avoid negative environmental impacts. To this end, subcontractors are obliged to provide the relevant certifications and permits. The main subcontractors of the company are subject to regular environmental inspections, especially on operation and maintenance issues. Additionally, subcontractors are audited by external quality assurance agencies to guarantee that they comply with and implement the ISO 14001: 2004 system. During 2017, no inspection regarding the environmental performance issues of new company suppliers was carried out. No negative environmental performance by any supplier was recorded.

Certification as a Strategic Priority

All activities and operations of the company are regulated by certified procedures that significantly contribute to the high quality of the services provided to the users, as well as to the healthcare of employees and to the protection of the environment.

Providing high-quality services stands at the core of the Nea Odos strategy and to safeguard their quality the company relies on implementing certification according to international standards.

ISO 9001:2008 Quality Management System

Certified by the distinguished international certification group Bureau Veritas, the Quality Management System is continuously updated, so as to effectively meet the increasing needs for high quality infrastructure operations, within the framework of the Concession Agreement.

ISO 39001:2012 Road Traffic Safety (RTS) Management System

Accredited by TUV HELLAS, this standard takes into consideration and covers all aspects of road safety, including corporate vehicle speed, company fleet status, training of the company drivers, risk assessment and management, and methods for investigating road accidents.

ISO 14001: 2004 Environmental Management System

Certified by the international recognized organization, Bureau Veritas.

OHSAS 18001: 2007 Health and Safety System

Certified by the international recognized organization, Bureau Veritas.



2. Awards and Recognitions

Hellenic Responsible Business Awards 2017 (Boussias Communications)

Nea Odos earned a distinction for the third consecutive year for its ERMIS Project that it has been implementing in recent years in collaboration with the "Panos Mylonas" Road Safety Institute in Greek juvenile detention centers.

This distinction was given within the framework of the Hellenic Responsible Business Awards, an institution that rewards and highlights investments that promote excellence, sustainability, corporate responsibility and sustainable social growth. More specifically, Nea Odos was awarded the only award (Bronze Award) in the "Short-Term Local/ Regional Investment" category, proving the social impact of the project, its strategic importance, its acceptance and its innovative character.



Active Memberships in Prestigious Associations

Hellastron

Nea Odos actively participates in the "HELLASTRON" association ("Hellenic Association of Toll Road Network"). This association was established at the end of 2014 with the participation of all modern motorways and toll infrastructure companies operating in Greece.

Hellenic Institute for Customer Service

The initiative for establishing the Hellenic Institute for Customer Service in 2004 was based on the necessity to upgrade and support the role of those who, both directly and indirectly, come into contact with customers. This initiative belongs to 37 multinational and leading Greek companies and scientific bodies operating in Greece. Through the support of its rapidly increasing members, the Hellenic Institute for Customer Service aims at continuously improving the services that customers, citizens and people receive.

Global Reporting Initiative (GRI)

Nea Odos has been a member of the GRI GOLD COMMUNITY since 2016. The GRI GOLD COMMUNITY is open to organisations from every corner of the planet Earth and offers unique opportunities for participation in an international collaborative network of prominent institutions. As a member of the GRI GOLD COMMUNITY, Nea Odos has an active role in shaping the future of Sustainability and its depiction through Corporate Responsibility Reports whilst enhancing the decision making process towards a more sustainable economy and society.



Long Lasting Synergies and Partnerships

"Panos Mylonas" Road Safety Institute.

The public awareness and education initiatives Nea Odos undertakes in collaboration with "Panos Mylonas" Road Safety Institute. It is a Non-Profit Organisation that aims at preventing and decreasing the number of road accidents through supporting and promoting activities and actions regarding road safety. As a member of the Road Safety Institute, we take part in the annual General Assembly of the organisation and we have undertaken an active role in planning and implementing actions that are related to the impact of our business activities.

Diazoma

Diazoma was founded after the initiative of the former Minister of Culture, Mr. Stavros Benos, and the decisive participation of the archaeological community, the artists and intellectuals of the country, and local communities to preserve and promote our country's ancient theatres and our cultural heritage. Nea Odos actively participates in the Diazoma Association as a corporate member.

Interamerican

Nea Odos signed a strategic collaboration agreement on road assistance with INTERAMERICAN, on the occasion of the inauguration of Ionia Odos. The agreement concerns the project of towing and removing vehicles of all types, light, heavy, two-wheelers, etc. that have been immobilized on the Ionia Odos due to a car damage or a road accident. This specific roadside assistance service to all drivers is an extension of the successful cooperation between the two companies that already covers the Athens-Thessaloniki-Evzonoï Motorway (A1) from Metamorfossi in Attica to Skarfia in Fthiotida and is offered to drivers free of charge.

3. Corporate Responsibility

Our Approach

By guarantying the smooth operation of two very important motorways of the country, our company has naturally established its social responsibility mentality. In order to promptly address the needs of Greek society, Nea Odos has provisions in its strategic planning that include policies and practices that contribute not only to the economic development of the local and extensive communities, but also to the protection and regeneration of the environment. Thus, it becomes clear that we incessantly endeavour to designate, organize, record and communicate our approach so that all the parameters constituting our Corporate Responsibility be made clear. Based on internationally recognised practices, the Corporate Responsibility Strategy is founded on the following five pillars that have a specific and clear goal:



The outcome of this planning is the preparation of an integrated action plan in which primarily objectives are set and integrated approaches and methodologies for achieving them are described.

Handling Corporate Responsibility Issues

The need for a systematic approach to Corporate Responsibility issues and the strategic implementation of key principles have been made clear since the beginning of our endeavour with the organized management of Corporate Responsibility.

The Corporate Responsibility Team that has been set up is responsible for effectively managing the issues and priorities that the company has identified. The team consists of specialized executives that come from all the company's different main sections.

The Team is responsible for:

- the collection of data required for the annual Corporate Responsibility Report
- the quality and reliability of data and information collected
- the mobilization of employees to implement initiatives that fall into the realm of managing Corporate Responsibility issues policies and procedures related to environmental, social, labour and supply chain issues

The Public Relations & Marketing Division is responsible for coordinating and managing Corporate Responsibility issues and:

- informs top management at regular intervals
- recommends the necessary procedures for managing Corporate Responsibility actions and initiatives
- proposes and implements the strategic direction of the company
- coordinates and is the leader in preparing the Annual Corporate Responsibility Report

Integrating the Sustainable Development Goals in our Strategy

The 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development were officially put in force on January 1st, 2016.

These 17 goals relate to the biggest and most pressing economic, social and environmental challenges of humanity. They provide a framework of reference and a direction towards a sustainable development model that is universally accepted, calling on member states to develop National Implementation Strategies, on the business world to contribute to their realization and on civil society to actively assist in addressing the economic, social and environmental challenges.

These goals have been an important reference framework for prioritizing our material topics and for recognizing the impact of these issues on our responsible growth. The 17 SDGs and the 169 specific targets are directly related to our business activities.

Nea Odos acknowledges the role that the private sector must take so as to implement each of these goals, and considers it an obligation for businesses to specifically adopt a stance on existent material topics. During 2017, Nea Odos already formally recognised the goals that are directly related to its business activity and analytically describes them in order to officially integrate them in its business strategy.

Keeping pace with the initiative we launched in 2016, we look closely at our strategic approach regarding Corporate Responsibility with the goal of effectively covering all areas our business activities touch upon. The impact of our activity on society and the environment determines the quality of our services and our ability to continuously guarantee safe transport for all users of the motorways. At the same time, the impact is related to our role in the development of local communities and in the contribution to the social groups at large that take advantage of the social value we produce and distribute.

On September 25, 2015, at the United Nations General Assembly, the resolution of the 70th UN General Assembly entitled "Transforming Our World: The 2030 Agenda for Sustainable Development" was adopted.



The 17 Sustainable Development Goals are included in the 2030 Agenda for Sustainable Development and have to be implemented by 2030.

The preamble of the resolution refers to the focus of this initiative, to the major challenges including eliminating extreme poverty, inequality and tackling climate change. The 17 Goals are now a driving force for moving to new business models and establishing world-renowned universal values.

17 SUSTAINABLE DEVELOPMENT GOALS

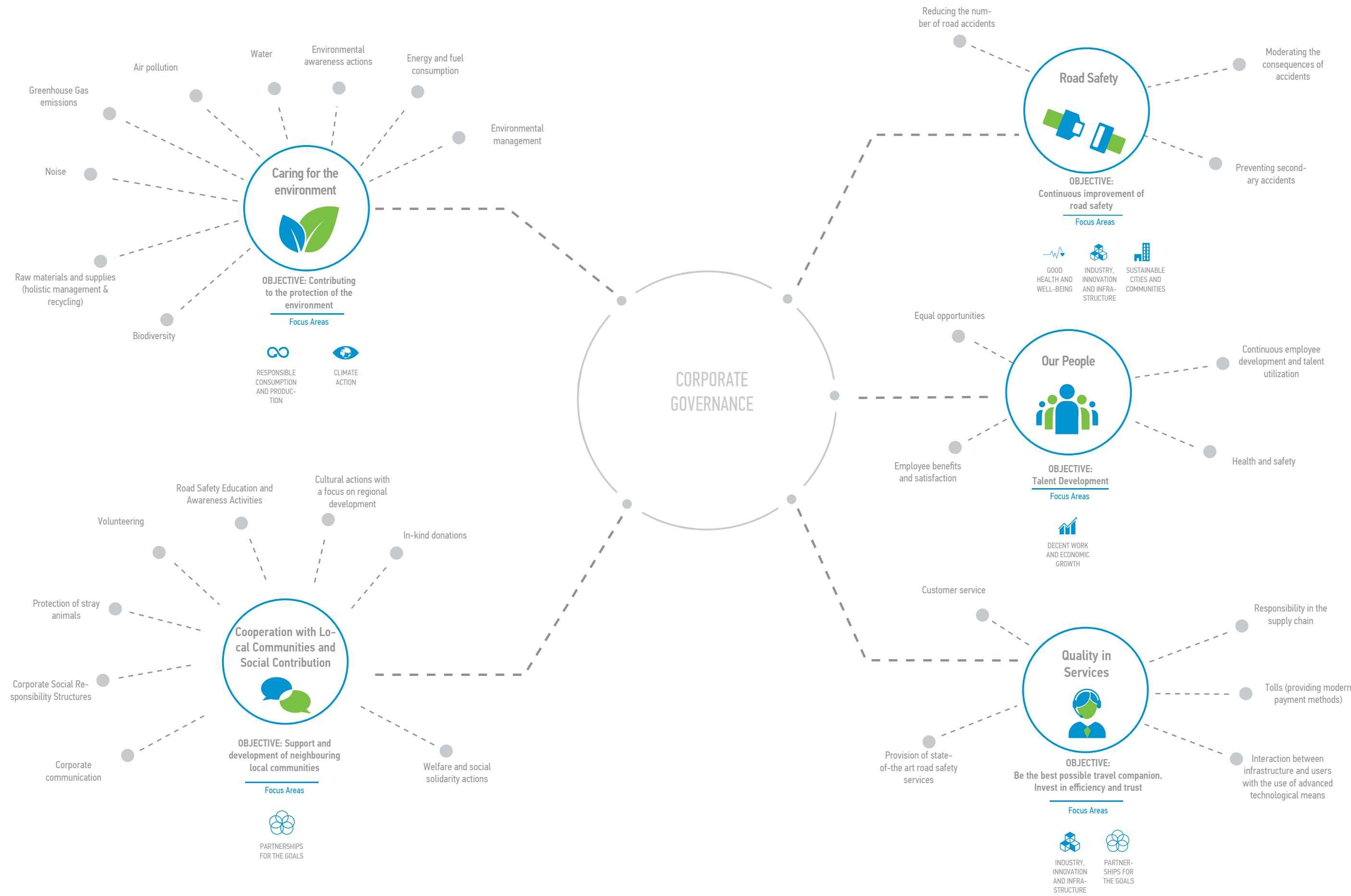


1. NO POVERTY
2. ZERO HUNGER
3. GOOD HEALTH AND WELL-BEING
4. QUALITY EDUCATION
5. GENDER EQUALITY
6. CLEAN WATER AND SANITATION

7. AFFORDABLE AND CLEAN ENERGY
8. DECENT WORK AND ECONOMIC GROWTH
9. INDUSTRY, INNOVATION AND INFRASTRUCTURE
10. REDUCED INEQUALITIES
11. SUSTAINABLE CITIES AND COMMUNITIES
12. RESPONSIBLE CONSUMPTION AND PRODUCTION

13. CLIMATE ACTION
14. LIFE BELOW WATER
15. LIFE ON LAND
16. PEACE, JUSTICE AND STRONG INSTITUTIONS
17. PARTNERSHIPS FOR THE GOALS

Corporate Responsibility Strategy

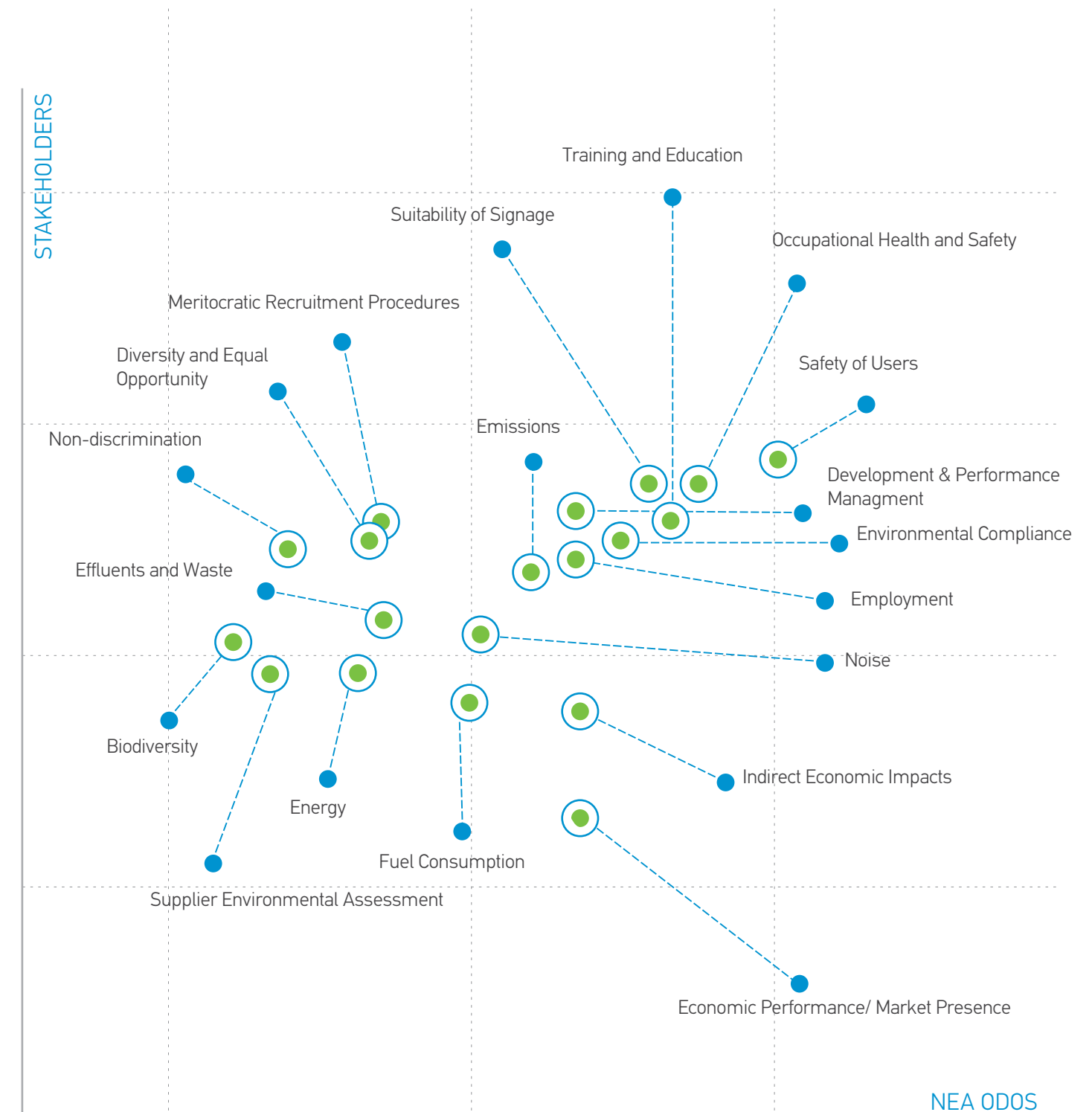


Material Topics

Our priority is the need to focus on actions that are related to our stakeholders and that minimize the negative impact of the entire range of our activities. We constantly redefine our methodology to respond to the ever-changing needs of society, without ever being complacent. Moreover, we are always on the alert to identify potential risks and opportunities across the entire range of our activities, but also to look into the potential impact on our stakeholders.

According to the materiality principle, a central element in managing Sustainability is to identify those topics and issues that have the power to influence the organisation's decisions and actions and its stakeholders as well as its performance. Based on this principle, every year, within and outside the context of the Corporate Responsibility Report, we continue to look at the material topics that affect us and our stakeholders and affect our social and environmental role.

Material topics as the basis of our strategy



NEA ODOS



Corporate Responsibility Pillars

Our Values
Efficiency and effectiveness, Responsibility, The strength of our people, Integrity

Corporate Governance

Road Safety	Quality in Services	Our People	Caring for the environment	Cooperation with Local Communities and Social Contribution
<ul style="list-style-type: none">• Safety of Users• Suitability of Signage	<ul style="list-style-type: none">• Financial Performance/ Market Presence• Suppliers Environmental Assessment	<ul style="list-style-type: none">• Employment• Meritocratic Recruitment Procedures• Training and Education• Development and Performance Management• Equal Opportunities and Diversity• Non-discrimination• Occupational Health and Safety	<ul style="list-style-type: none">• Fuel consumption• Energy• Effluents and Waste• Noise Management• Emissions• Biodiversity• Environmental Compliance	<ul style="list-style-type: none">• Indirect Economic Impacts

Nea Odos Corporate Responsibility Material topics	Stakeholder Groups									Boundary of material topics	
	Employees	Users	Local Communities – Municipalities	Shareholders & Management	Ministry of Infrastructure	NGOs / Activists/ Lobbies	Motorway Traffic Police	Financial Institutions	Suppliers and Associates	Inside Nea Odos	Outside Nea Odos
FINANCIAL ISSUES											
Financial Performance/ Market Presence	✓	✓	✓	✓	✓			✓	✓	✓	
Indirect financial impacts from Nea Odos operations	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
ENVIRONMENTAL ISSUES											
Fuel consumption	✓	✓	✓	✓	✓	✓			✓	✓	
Energy consumption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Effluents and waste management	✓	✓	✓	✓	✓	✓			✓	✓	✓
Noise management	✓	✓	✓	✓	✓	✓		✓	✓	✓	
Air pollution and emissions management	✓	✓	✓	✓	✓	✓		✓	✓	✓	
Protecting biodiversity	✓	✓	✓	✓	✓	✓		✓	✓	✓	
Environmental compliance	✓	✓		✓	✓	✓		✓	✓	✓	✓
Suppliers environmental assessment	✓	✓		✓					✓	✓	
SOCIAL ISSUES											
Employment	✓	✓	✓	✓				✓	✓	✓	
Meritocratic recruitment procedures	✓	✓	✓	✓				✓	✓	✓	
Training and education	✓	✓	✓	✓				✓	✓	✓	
Development and performance management	✓	✓	✓	✓				✓	✓	✓	
Equal opportunities and diversity	✓	✓	✓	✓				✓	✓	✓	
Non-discrimination	✓	✓	✓	✓				✓	✓	✓	
Occupational Health and Safety	✓	✓	✓	✓	✓	✓			✓	✓	
Safety of users	✓	✓	✓	✓	✓	✓	✓		✓	✓	
Suitability of signage	✓	✓	✓	✓	✓	✓	✓		✓	✓	



Nea Odos Stakeholders

The significance of mapping stakeholders

According to the principles of Corporate Responsibility, we are committed to having a complete description and thorough understanding of the needs of the stakeholder groups. The stakeholder groups consist of groups that are directly and indirectly related to the company, and are affected by the company as regards its initiatives, policies and business decisions. This mapping process of these groups allows us to better grasp the important issues that concern those groups and have significant impact. The aim of this process is to evaluate in a timely fashion our actions regarding their needs so as to detect the issues that will need to be taken into consideration in our future initiatives. Moreover, assessing our policies and strategies is a vital part of this process so that we can manage our business impact and maximize the value we provide to internal and external partners.

The company's approach towards both main and secondary stakeholders are of significant importance to us so that we have a better picture in regard how our stakeholders perceive our performance, and our efficiency on whether our goals are achieved and cater to their needs.

Primary stakeholders	Communication Mechanisms	Expectations/Main issues	Communication Frequency	Communication Outcomes
Employees	Meetings between staff and management representatives Satisfaction surveys Email correspondence Prospectuses	Regular communication between Employees - management Informing employees about organizational changes and anything related to the company Emphasis on Health and Safety issues Additional benefits and remuneration system	Daily	Improvement of employees' development process through the establishment of Development Centers Initiatives for the improvement of the working environment
Users	Customer service department Customer satisfaction surveys Complaint handling department Awareness campaigns Company website Emergency number	Safe passage Quality, satisfaction and reliability Immediate response to incidents Immediate response to requests or complaints Private data protection	Daily	Interventions on the road network Improvement of signage
Local Communities – Municipalities	Meetings with representatives of local communities Consultation with local associations and bodies of residents	Comprehensive information regarding effects from the company's operation on a local level and measures to address them Support for the local economy – indirect financial effects Sponsorships - charity actions and social investments	On regular time intervals/ Daily	More targeted support for the local economy
Shareholders & Management	Monthly Board of Directors meetings Regular reporting Company website	Financial performance Regular and correct information/reporting Effective governance mechanisms	On regular time intervals/ Daily	Mapping of environmental and social impacts of the company Communication through the Corporate Responsibility Report
NGOs / Activists/ Pressure groups	According to company policies	Reduction of toll rates as described in the Concession Agreement, which is ratified by the Greek Parliament and constitutes a State Law.	When deemed necessary	Interventions where possible to ensure smooth user service
Ministry of Infrastructure	Communication and meeting	Good operation of the motorway Fully inform the supervisory authority on matters relating to the operation of the infrastructure.	Daily	Compliance with the contractual obligations set out in the Concession Agreement
Motorway Traffic Police	Scheduled and unscheduled meetings with Traffic Police representatives	Compliance with laws Support to Traffic Police work Cooperation and consultation	When deemed necessary	Intensification of readiness exercises
Financial Institutions	Ongoing communication Meetings 3 and 6-month reports	Comprehensive information on company performance Financial effectiveness Consistency in its financial obligations Compliance with laws and good governance Risk management and company growth prospects	On regular time intervals	Full compliance with the law Analysis of social and environmental risks
Suppliers and Associates	Procurement department Ongoing communication with partners in the implementation of projects	Transparency in procurements Meritocracy in selecting suppliers and partners Compliance with agreed partnership terms Transparent governance mechanisms	Daily	Compliance with deadlines Application of supplies' manuals
Secondary Stakeholders	Communication Mechanisms	Expectations/Main issues	Communication Frequency	Communication Outcomes
Other State Agencies (Fire Brigade, National First Aid Center, Police, and Civil Protection)	Meetings Mail Correspondence Contact via Phone	Maintaining good relations and regular communication with the Traffic Police, the National First Aid Center, the Fire Department and the General Secretariat for Civil Protection, etc. plays a very important role in maintaining safety and smooth traffic flow.	Daily	High level of traffic conditions, 24 hours a day, 365 days a year
Agencies, Associations, Academic Community	Participation in conferences and seminars	Two-way knowledge, experience and practice transfer	When necessary	Re-evaluation and upgrade of practices
Media	Mail correspondence and Contact via Phone	Clear strategies and structured relationships with journalists and the Media. Timely and accurate information	When necessary	Disclosure of the company's activities to the general public
Other Motorways	Mail correspondence, Contact via Phone and HELLASTRON meetings	Optimal coordination in interchange areas (Metamorfossi interchange) and exchange of views	When necessary	Optimisation of operation – related actions

Is important for our users:

74%

of our users deem as important the economic growth and the indirect economic impact resulting from our operations

88%

of our users believe that Nea Odos operates with responsibility towards the market, the environment and society

89%

of users have not read or been informed about the Corporate Responsibility Report

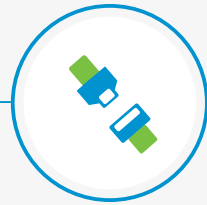
The data presented here has been derived from the motorway users' survey that was conducted in 2016.

How we respond and our priorities for 2018:

In order, to improve relationships with stakeholders, Nea Odos implements a series of actions related to:

- participation in international initiatives (GRI GOLD Community)
- presence in Greek initiatives (open conferences and presentations)
- strengthening partnerships with networks, associations and businesses
- implementation of suggestions by users and local communities
- strengthening internal structures that safeguard better communication on Sustainability issues with the public





4. Road Safety

Primary Sustainable Development Goals



3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.
3.6.1 Death rate due to road traffic injuries



9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.
9.1.1 Proportion of the rural population who live within 2 km of an all-season road.
9.1.2 Passenger and freight volumes, by mode of transport.



11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.
11.2.1 Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities.

Secondary Sustainable Development Goals



17.17 Encourage and promote effective public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.
17.17.1 Amount of United States dollars committed to (a) public-private partnerships and (b) civil society partnerships.

In 2017, Nea Odos dedicated:

106,215.3
hours to road maintenance

41,280.6
hours to road infrastructure repairs

29,596.2
hours to road infrastructure inspections

Road Safety is a Priority

Road safety remains a matter of great importance for our country with very significant social and economic impact. On 10 April 2018, while this Report was being developed, the European Commission announced its preliminary road safety statistics for 2017.

According to the data presented, in 2017 in the European Union, 25,300 people died in road accidents (300 fewer than in 2016 and 6,200 fewer than in 2010 (decrease of 20% compared to 2010). More than that, in the same year, it is estimated that 135,000 people were seriously injured, including a large percentage of vulnerable users: pedestrians, cyclists and motorcyclists.

In Greece, the deaths recorded in 2017 amounted to 69 per million citizens (compared to 76 in 2016 and to 112 in 2010), recording a total reduction of 41% compared to 2010.

It is understood and expected that deaths and injuries from road accidents have an enormous socio-economic cost for Greece, which is estimated to the amount of €120 billion per year. However, due to its specific features, the issue of road safety cannot be approached one-dimensionally. Road safety, as a multidimensional issue, must be examined taking all its parameters into account. These parameters include human beings (the driver, passenger, cyclist, pedestrian), the vehicle, the road infrastructure (road, signage, signalling, lighting), supervision (surveillance, policing, prevention, care, maintenance) and the weather conditions. Because of the complexity of resolving road safety issues, we need many, concurrent and totally coordinated actions to undertake in order to substantially improve road safety.



The Valletta Declaration on Road Safety (March 2017)

The Valletta Declaration is an important step towards undertaking actions on Road Safety.

It recognizes the major causes of road accidents (speeding, driving under the influence of alcohol or drugs, loss of concentration or fatigue while driving) as well as factors that increase the severity of injuries, such as the non-use of protective equipment.

It stresses the importance of taking initiatives for a safe transport on cooperative, connected and automated mobility (CAAM).

The need for more detailed and measurable goals was identified, focusing on three key themes:

- vehicle safety
- infrastructure security
- user behaviour.

Nea Odos takes seriously into account the proposals and suggestions of the Valletta Declaration on road safety actions, the forthcoming review of the European vehicle safety legislation, the crucial role of road infrastructure and the holistic management of safety (post-crash care).



We are constantly striving to safeguard people's lives

In Nea Odos, we focus on promoting road safety and take responsibility for controlling, closely monitoring and upgrading every parameter that falls within our scope of responsibility. Our work starts with the construction part of the infrastructure. We effectively respond to any difficulty and deliver safe, modern highways.

Given that a motorway operates 24 hours a day, 365 days a year, we have thus designed an integrated Road Infrastructure Management and Maintenance System. This system includes a depiction of the infrastructure, various systems for monitoring the behaviour of the motorway pavement and the effectiveness of our actions, as well as a comprehensive programme for preventive and improving maintenance of the entire infrastructure project. Apart from that, the specialised staff of our company conduct regular and meticulous inspections along the entire length of the motorway, while being fully alert to handle emergencies lest emergencies should occur. Moreover, having as a goal the measuring, recording and monitoring of road safety conditions, we conduct a statistical analysis of the road accidents data. We also conduct a study of the risk assessment of various locations in both the urban and suburban network and implement additional improvement measures. We also systematically monitor the evolution of various specialised indicators that are relevant to road safety.

Regarding promoting a road safety culture, and having as a profound belief that traffic education and road safety are related to education issues, Nea Odos collaborates with the Hellenic Road Safety Institute to implement innovative programmes for young people and sensitive social groups. At the same time, the company undertakes a number of actions in order to inform and sensitize all citizens on road safety issues.

In Nea Odos, our goal to minimize road accidents and to contribute to the maximum extent to the safe transport of every driver is at the core of our strategic approach and our daily operations. Our priorities have three key pillars:

- 01. Reduction of the number of road accidents
- 02. Reduction of the impact of road accidents
- 03. Taking measures to prevent secondary accidents

Ensuring Safety

As soon as we undertake the project construction our efforts to provide a high level of road safety commence. Our motorways are constructed according to the highest possible standards, while particular importance is given to geometrical design, traffic studies and safety signage studies. Regardless of the geotechnical challenges, the reliefs of each region, the particular geological conditions, we construct and inaugurate safe and modern motorways. Indeed, when necessary, we go beyond our contractual obligations.

The Importance of Signage

We focus on signage that is the significant parameter for preserving high road safety levels, and we carry out relevant studies fully in line with the national and European legislations, approved by the Independent Engineer (DAC0596B certification number). Special provisions are applied for traffic diversion as well as for traffic signage during the execution of various construction and/or maintenance works.

More specifically, we have the following signage categories:

- Emergency signage: used for immediate intervention in the event of an incident.
- Mobile signage: used during movable works such as sweeping, road surface marking as well as in cases of "mobile events", i.e. escort of a special load.
- Short-term works signage: temporary signage used during short-term works, as well as for important incidents (updating of emergency signage).
- Long-term works signage:

Concluding, we should point out that, during the daily, technical inspections, great importance is placed on supervising signage. Immediate interventions are planned when deemed necessary.

The Maintenance Parameter

A motorway is like a living organism operating 24 hours a day, 365 days a year and thus needs maintenance. The demands for maintenance are huge and are key to road safety and to catering to the customer services. Hence, in order to address this, Nea Odos composes and implements a wide range of preventive and improving maintenance programme.

This preventive maintenance programme covers the largest part of the entire maintenance programme. The wide range of the actions identified as preventive maintenance include pavement restoration work, maintenance of median strips, landscaping works and all technical elements, cleaning of the motorway and all maintenance in electromechanical installations, safety and security equipment, irrigation and fire-fighting systems, etc.

Regarding the improving maintenance programme, this includes large scale works such as pavement replacement, heavy interventions in engineering projects and building facilities, and the totality of the investment for modernising all electromechanical infrastructure and electronic equipment. The above includes the re-designing of intersections, improvements in horizontal and vertical signage, replacement of safety barriers, construction of sewerage and irrigation systems in order to avoid accidents.

During the 5-11 of December and the 12-21 of December the works to enhance the quality of the motorway were conducted in the Aghios Konstantinos tunnels. At the same time, relevant traffic regulations were implemented to facilitate works.

Man Hours for Road Maintenance

Road Maintenance by Category	2017	2016	2015
Green Areas and Trees	51,860.5	24,830.0	24,909.0
Cleanliness	19,966.4	10,077.8	8,507.3
Motorway drainage system	11,106.3	13,743.2	11,019.2
Road Surface	6,121.8	2,418.2	2,638.8
Buildings	4,299.5	1,968.1	242.5
Other (material transportation, tidiness, training,etc)	3,649.6	1,548.1	635.0
Tunnels, Cut and Cover, Landfills and Trenches	3,015.7	1,545.4	3,036.1
Motorway Signage	1,789.0	3,112.4	2,183.6
Shoulder, traffic islands, kerbs-gutters and sidewalks	1,652.4	1,530.2	2,536.5
Motorway Safety and Protection Equipment	1,495.0	1,341.5	2,370.4
Common and Special Bridges	657.3	407.4	867.3
Support walls and avalanche retaining walls	340.6	458.6	778.7
Winter Maintenance	253.0	0.0	193.0
Firefighting	8.4	32.3	11.5
Signage bridges	0.0	6.3	0.0
Total	106,215.3	63,019.4	59,928.7

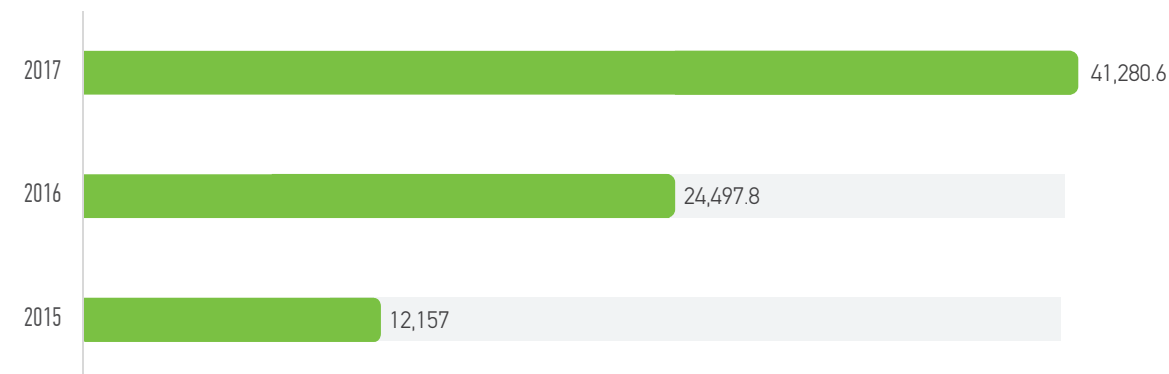
Electromechanical Equipment Maintenance 2017



Man Hours for Road Infrastructure Repairs

Categories of Road Infrastructure	2017	2016	2015
Motorway Safety and Protection Equipment	16,977.8	11,196	8,429.2
Road Surface	14,771	4,606	2,724.5
Motorway Signage	3,307.9	548.4	651.1
Motorway drainage system	3,157.2	876.7	150.5
Buildings	1,356.8	0	14.8
Shoulder, traffic islands, kerbs-gutters and sidewalks	755.4	3,564.4	84
Other (material transportation, tidiness, training, etc)	466	976.0	16
Common and Special Bridges	228.5	1	6
Tunnels, Cut and Cover, Landfills and Trenches	196	2,025.5	4
Cleaning	55	254	8
Winter Maintenance	9	0	8
Support walls and avalanche retaining walls	0	42.5	40
Signage bridges	0	407.4	0
Firefighting	0	0	21
Total	41,280.6	24,497.8	12,157

Man Hours for Road Infrastructure Repairs



Structural Adequacy



Infrastructure maintenance plays a key role in road safety. In order to ensure the structural adequacy of the concrete constructions, the technical management of the company designed and implements a programme that has become the main tool of planning maintenance works on the motorways of our responsibility.

Through the integrated planning of regular inspections and interventions, the aim of the programme is to maintain at the highest possible level the structural adequacy of the project constructions. This programme includes a total of 350 large technical sections, bridges and upper and lower crossings.

More specifically, through a specific application that has been developed, the findings of visual inspections carried out in the field are evaluated, according to international standards, and finally needs are identified and priorities are set. Where necessary, additional audits with special equipment are carried out. With this data, we plan the overall maintenance and repair programme of the constructions following specific requirements and modern practices.



Winter Maintenance and Acute Weather Phenomena Management

We should highlight the winter maintenance programme implemented by Nea Odos for efficiently addressing acute weather phenomena and ensuring the safe operation of the motorways it manages.

The efficient response to acute weather phenomena, such as heavy snowfall or frost on the pavement, requires full coordination and compliance with the specific, certified procedures. The above enables us to achieve and guarantee effective prevention, response and repair of potential problems.

The winter maintenance programme includes the following:

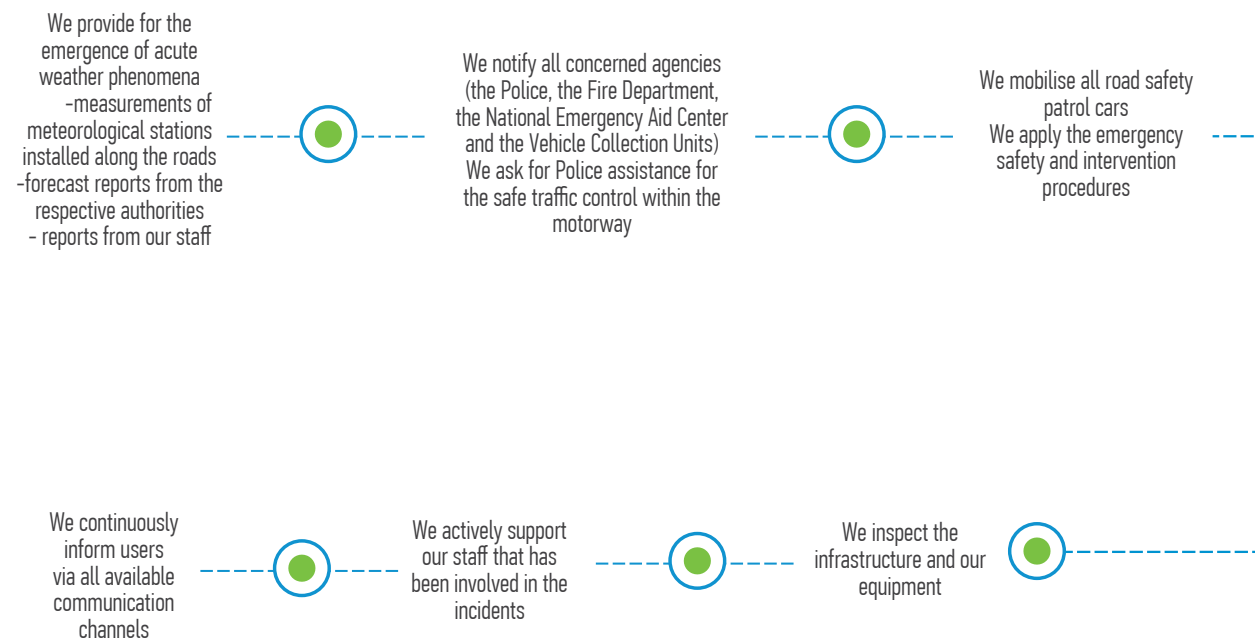
- supply of sufficient quantities of salt for the entirety of each motorway
- setting up service stations at appropriate points
- maintenance of snow removal machines
- continuous cleaning of manholes and the drainage systems
- improvement of horizontal and vertical reflective signage
- organising and implementing drills with the participation of all stakeholders

In the vast range of preventive measures we take, we have a close and honest collaboration with the Police, the Fire Department, the National Emergency Aid Center and the General Secretariat for Civil Protection.

We provide for the timely provision of the necessary human resources and materials as well as for the continuous training of the staff involved. We continuously assess and enhance the safety and intervention procedures during emergencies, always in collaboration with the staff involved.

In December, the winter maintenance/snow clearance drill of the company was successfully completed, aiming at maintaining the safe operation of the motorway as well as improving the communication between the motorway traffic police and the winter maintenance subcontractor.

Winter Maintenance Action Plan



Traffic and Incident Management

The smooth operation of motorways has a key role in ensuring excellent quality levels of road safety, that is safeguarded with accurate and efficient traffic management. The Traffic Management and Tunnel Traffic Management Centers are responsible for this and are equipped with the most advanced technical means, continuously operating 24 hours a day, all year round. In the Athens-Thessaloniki-Evzonoï motorway, which is in full operation, the traffic and incident management in the open motorway is the responsibility of the Traffic Management Center in Schimatari, whereas for the tunnels in Aghios Konstantinos the competent center is the specially designed Tunnel Management Center.

Respectively, for the traffic management of Ionia Odos' southern section, as well as the Makynia, Klokova and Kalydona tunnels, the Traffic Management Center in charge is located next to Klokova toll station, while for the traffic management of the northern section of the motorway. The Episkopikon Traffic Management Center, located next to the Episkopikon Motorway Service Station, is responsible for the surveillance of the tunnels of Ambelia.

It must be highlighted that all Nea Odos' Traffic Management Centers are now connected, so that regardless of the responsibility of each one, there is the possibility of supervising the concession project as a whole, while at the same time it provides an alternative management plan if one of the centers faces any issues.

All Management Centers are manned with experts and specialised employees. Armed with state – of – the – art equipment, they manage emergency calls, collect and study crucial intelligence, analyse traffic data and on the basis of actual conditions (i.e. the weather conditions), intervene on the highway, in real time, via the 24 – hour Road Safety Patrols. In addition, when necessary, they inform all emergency agencies, such as the National First Aid Center, the Civil Protection, etc.

The works of the Traffic and the Tunnel Management Centers are supported, supplemented and completed by

The Road Safety Patrol Cars: Specially equipped vehicles with specialised and trained staff, are on the move round the clock along the entire motorway in order to intervene and help any vehicle in need.

The SOS Phones: 277 SOS Phones have been installed along the entire motorway. 192 of them are on the motorway and 85 in tunnels for the immediate, free-of-charge communication with both the Traffic and Tunnel Management Centers. Specifically, in Ionia Odos, the number of SOS phones installed reached 22. From our experience of limited use on the Athens-Thessaloniki-Evzonoï motorway, it was decided to install them only within the parking areas and the Motorists Service Stations of the motorway.

The 4-digit 1075 emergency number: Users are able to directly communicate with the Traffic and Tunnel Management Centers in order to provide information regarding emergency incidents, by calling the 1075 emergency number on their mobile phone.

The Free Road Assistance Service: Nea Odos provides immobilised vehicles with free of charge transport to a safe place so that there is no traffic obstruction and the protection of both the driver and the passengers in the immobilised vehicle is ensured.

Emergency Call Center data

55,512

Incoming calls

54,558

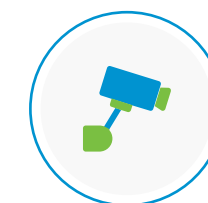
Answered calls

98.3%

Efficiency

57.05

Average call duration (in seconds)

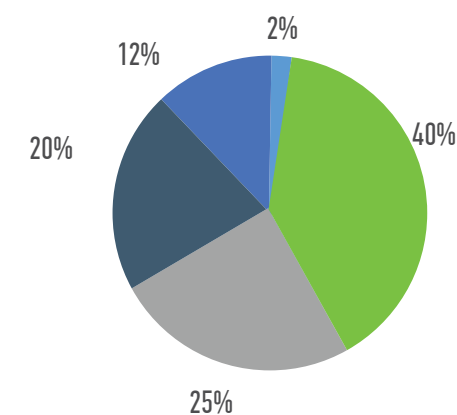


IONIA ODOS

150 Tunnel CCTV cameras

138 Open-air CCTV cameras

Traffic Management Center Issues by Category



SAFETY
TRAFFIC
MAINTENANCE
PATROLS
OTHER



The Role of Road Safety Patrols

The role of Road Safety Patrols is crucial for road safety as their aim is to be as soon as possible on the side of each driver in case of need. Their role includes:

A) Inspecting the equipment, pointing out damage that might have occurred and spotting potential hazardous situations for commuters on a daily 24-hour basis.

B) Directly handling incidents and providing assistance to immobilised vehicles.

Their main responsibilities include:

- Locating and managing incidents
- Instant intervention patrolling
- Inspecting the infrastructure and equipment (the road pavement, fencing, guardrails, road lights) for potential damage
- Removing objects from the pavement
- Providing assistance to immobilised vehicles and removing them
- Installing emergency signage
- Assisting the competent emergency state authorities
- Ancillary escorting of oversized vehicles if deemed necessary
- Escorting vehicles carrying hazardous loads through tunnels, in accordance with the relevant European Directive
- Identifying imminent risks for the motorway users

It has to be noted at this point that apart from the contribution of the Road Safety Patrols in Nea Odos, the engineers of the maintenance department regularly carry out specialised technical inspections in the context of infrastructure and equipment audits.

Total Incidents by Category

Incidents per Category	2017	2016	2015
Vehicles breakdown	19,092	12,340	12,405
Obstacles – Spillage – Moving Hazard	12,171	6,513	6,975
Other incidents	2,859	1,264	1,203
Accidents and Crashes	1,358	1,096	1,092
Abandoned Vehicles	401	278	325
Total	35,881	21,491	22,000



Immobilised Vehicle Management

Within the boundaries of the Concession project, Nea Odos offers the service of collecting and transporting to a safe spot vehicles immobilized on the motorway that are obstructing the smooth and safe operation of the motorway.

The duty of the company's collection units is the free of charge transport of immobilised vehicles to the nearest safe point outside of the motorway at some other areas of the road network or at a secure location within the Concession Project, such as the Motorist Service Stations.

In 2017, more than 6,300 vehicles were safely towed away out of which 663 were heavy vehicles.

IONIA ODOS

Conventional Vehicle Recovery: 1,239

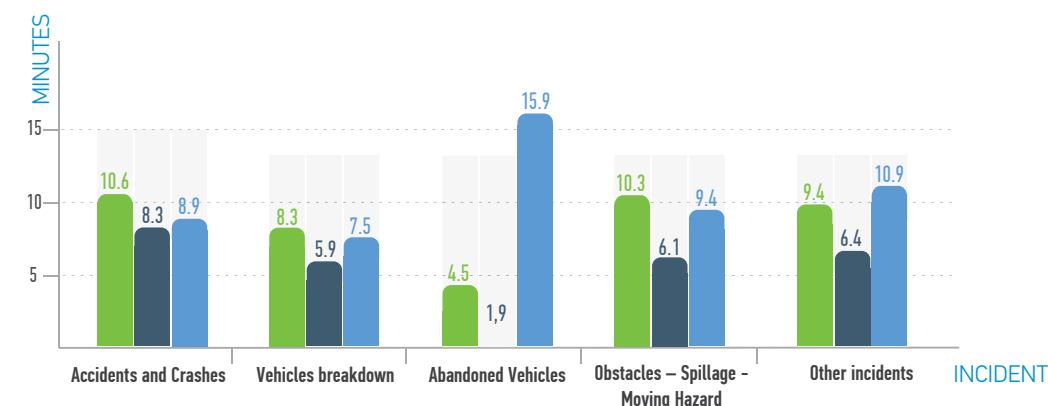
Heavy Vehicle Recovery Unit: 108

A.T.H.F

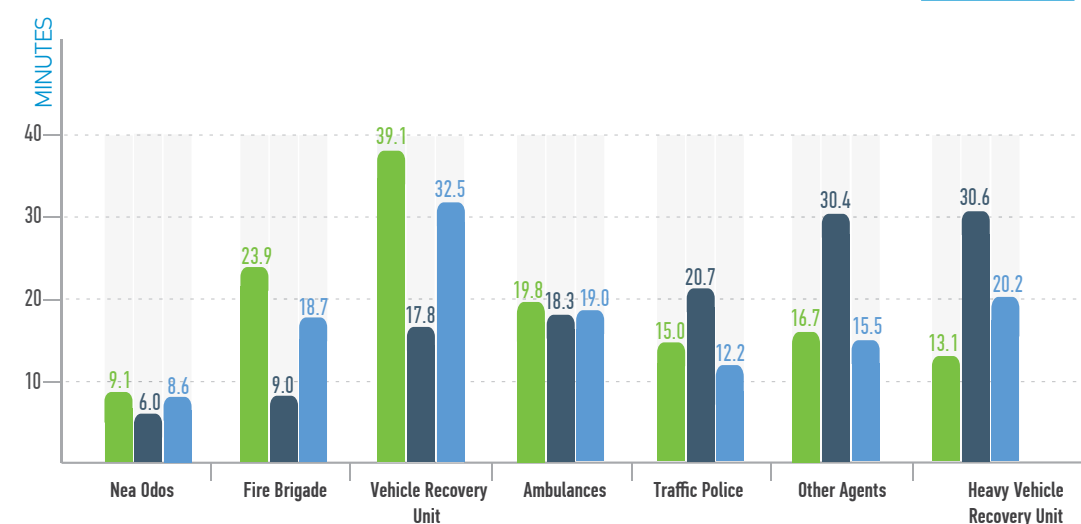
Conventional Vehicle Recovery: 4,485

Heavy Vehicle Recovery Unit: 555

Nea Odos Average Response Time by Incident Type (in minutes)



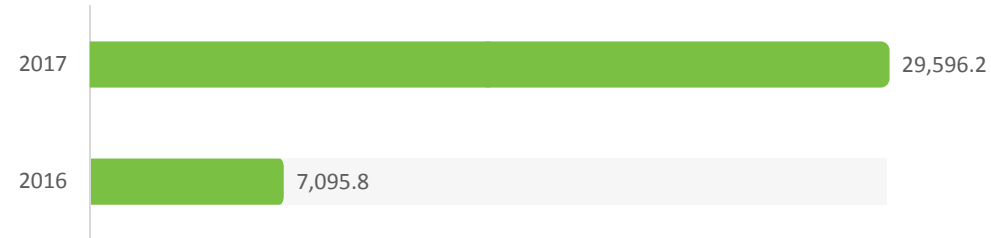
Average Response Time per Agent (in minutes)



Man Hours Spent in
Road Infrastructure
Inspections per Category

Road Infrastructure per Category	2017	2016
Winter Maintenance	14,147	6,912
Tunnels, Cut and Cover, Landfills and Trenches	4,700.4	16
Motorway Safety and Protection Equipment	3,676.3	23.8
Road Surface	2,324.5	134.9
Motorway drainage system	1,386.9	1.7
Motorway Signage	1,366.6	7.4
Cleanliness	620	0
Common and Special Bridges	501.2	0
Support walls and avalanche retaining walls	333	0
Shoulder, traffic islands, kerbs-gutters and sidewalks	244.5	0
Buildings	154	0
Green areas and trees	100	0
Other (material transportation, tidiness, training, etc)	37	0
Signage bridges	4.8	0
Total	29,596.2	7,095.8

Man Hours in Road Infrastructure Inspections



Weight-In-Motion System

Since 2015, Nea Odos has installed a Weight-In-Motion system at the Malakassa Motorist Service Station. This is a Nea Odos' initiative regarding heavy duty vehicles in the context of more efficient traffic management. The technology mentioned above collects information regarding weight exceedance of vehicles with a height of over 2.2 m. This technology aims at managing traffic more efficiently, given that heavy duty vehicles require special handling and attention for two essential reasons:

1. The potential involvement of heavy-duty vehicles in traffic accidents has detrimental effects.
2. The aforementioned vehicles affect the infrastructure to a great extent, entailing the readjustment of the maintenance programme.

Collecting information relevant to weight exceedance enables us to analyse and design more clearly and efficiently incident management actions involving heavy-duty vehicles as well as the maintenance of our infrastructure.

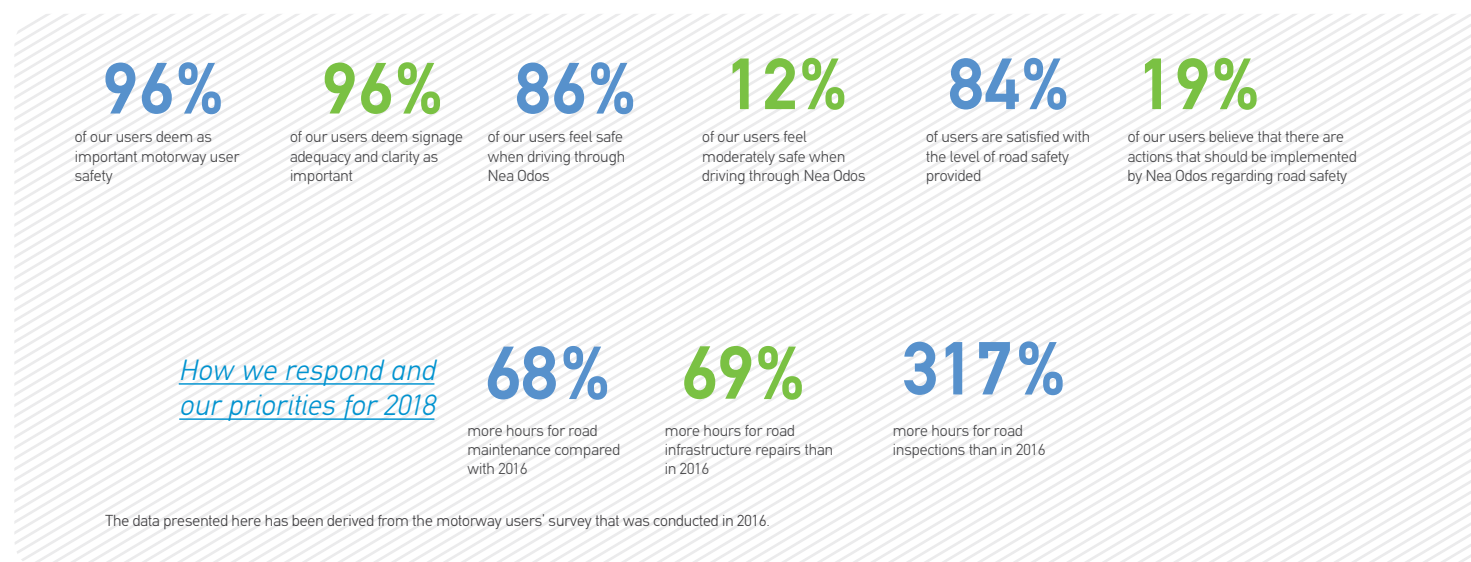
Awareness Campaigns

Taking into account the crucial role of the human factor in road safety, we do not limit our activities in providing safety and in guaranteeing a high quality road environment, but we also aim at improving the driving behaviour of citizens.

In the context of creating and enhancing a safe driving culture:

- A. We pursue strategic partnerships with organisations specialising in this field, such as the "Panos Mylonas" Hellenic Road Safety.
- B. We organise campaigns to raise awareness among our motorway users. These campaigns include special reports that are communicated on our website or are distributed in the form of special leaflets to drivers. These leaflets distributed at the toll stations focus on driving during acute weather conditions, on sound driving behaviour on high-speed motorways, on special road safety parameters in tunnels, on the proper use of child seats, on non-aggressive and eco-friendly driving, etc. In 2017, we distributed approximately 1.6 million information leaflets on several road safety issues.
- C. We take part in lectures and conferences in order to inform the public on our actions and their results, to raise awareness in the business world and build alliances for the benefit of all stakeholders.

What is important for our users:

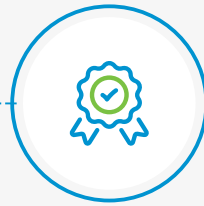


Nea Odos:

- responded at least 30% faster than the next aiding agent (9.1 minutes compared to 13.1 minutes for Heavy Vehicle Recovery Unit) in emergency situations
- answered over 98% of total incoming calls (Emergency Call Center)
- carried out extensive upgrading works in the Aghios Konstantinos tunnels during December

Also, in order to improve road safety, Nea Odos will soon announce an e-learning platform dedicated to road safety





5. Quality Service Provision

Primary Sustainable Development Goals



9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.

9.1.1 Proportion of the rural population who live within 2 km of an all-season road.

9.1.2 Passenger and freight volumes, by mode of transport.

Secondary Sustainable Development Goals



17.17 Encourage and promote effective public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

17.17.1 Amount of United States dollars committed to (a) public-private partnerships and (b) civil society partnerships

In 2017, Nea Odos invested:

€278,904,542.5

to local and national suppliers

€370,350.60

for Fast Pass OROPOS (discount programme for Oropos Municipality permanent residents)

€303,242.83

for Fast Pass Frequent (discount programme for frequent users)

Quality as a Top Priority

In Nea Odos, we are constantly on the alert and look into ways to further enhance the provided services. We faithfully adhere to our corporate processes in force and are strictly in line with the Greek and European legislation requirements. At the same time, however, we do not restrict ourselves only to our contractual obligations, and we choose to advance beyond them, aiming at ensuring high quality in our services.

Since 2009, we have been incessantly implementing certified ISO systems, constantly improving and readjusting our procedures in order to be successful as regards the growing needs of the motorway operation and of local communities. In this way, we achieve the following:

- Constant improvement of corporate process performance
- Constant improvement of our quality and performance
- Absolute compliance with the requirements of the Concession Agreement

Customer-Centred Model

Our first priority is the safety of the infrastructure users and the high quality service provision across the motorway, covering the entire range of the Nea Odos operation and services. Satisfying our customers is of paramount importance to us and therefore all our actions aim at keeping our customers happy. Our approach is based on implementing a customer-centred system of services which respects Corporate Responsibility principles.

Our main concern is to make each user feel that we are their best travel companion.

Direct Communication with Drivers

We prioritize communication with motorway drivers as we recognize their own contribution to the smooth operation of the motorway. Undoubtedly, the expression of their opinion contributes to our effort to provide prompt, responsible and reliable services. The company essentially communicates with users in order to:

Officially receive the opinion of stakeholders affected by the company's activities

Cover all stakeholders

Regularly collect opinions with a view to recognize trends

Thoroughly record all issues that arise and seek solutions

Resolve issues promptly

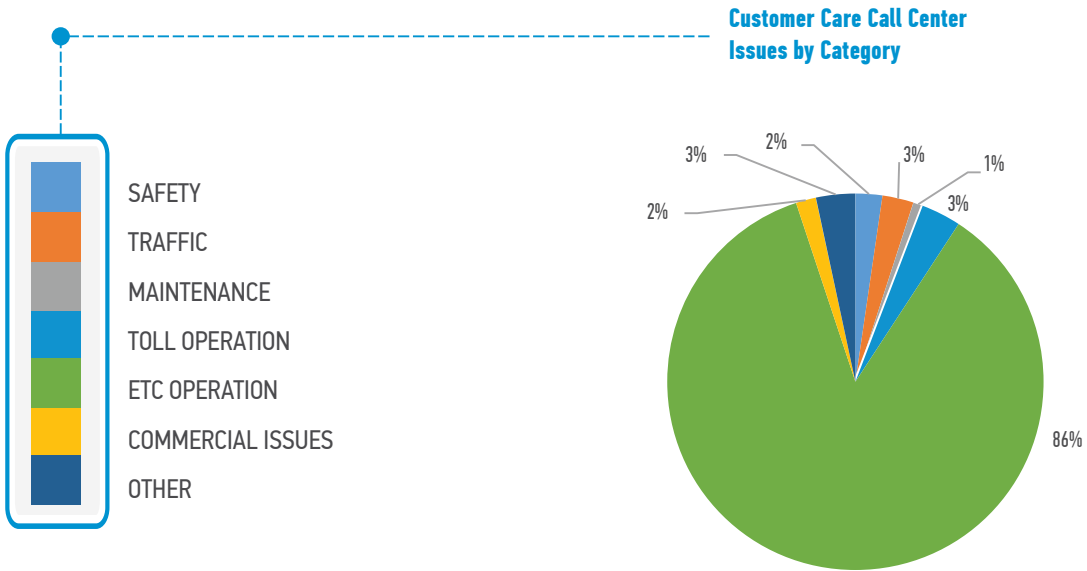
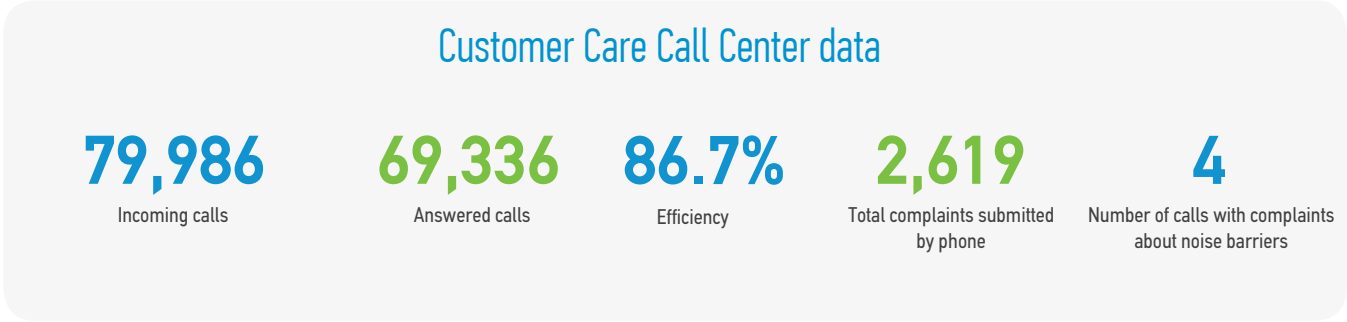
Urge stakeholders to point out possible gaps

Provide information about its strategic actions and their outcome

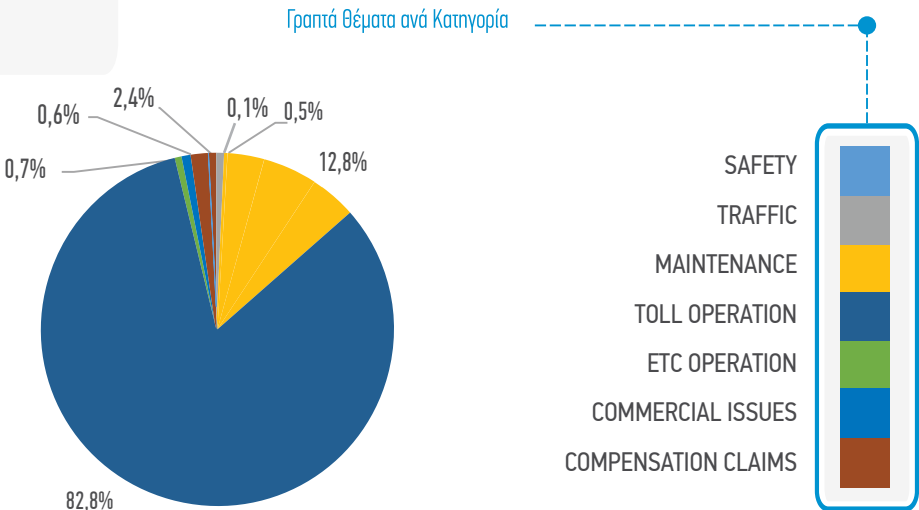
Our company uses the following channels of communication with drivers and our partners:

- Opinion surveys** which help us collect significant information about our users' satisfaction level. The company has established a relevant process and thus conducts an opinion survey every 18 months, concerning the extent to which the demands and expectations of users are met.
- The Customer Care Call Center** which provides responsible and comprehensive information about our services. It also gives the opportunity to our customers to submit complaints and suggestions. Users can call the 222950 – 26900 number.
- The Customer Service Email Address** customer@neaodos.gr, which exists solely for the direct communication of motorway users with the company.
- The Customer Service Center:** Users can be informed about the totality of the services we provide, and make suggestions, at the specially designed Customer Service Centers located in:
 - A.TH.E. motorway, right before the Afidnes Toll Station, towards Lamia.
 - Ionian Odos motorway, right before the Klokova Toll Station, towards Ioannina and also at the Motorist Service Station at Episkopiko, towards Antirrio.All C.S.C. operate from Monday to Saturday, 08:00 – 20:00 and on Sundays, 10:00 – 18:00.
- The corporate website** www.neaodos.gr for the provision of immediate information.

Out of the 69,336 calls handled by the Customer Service Department, 2,619 calls were about complaints. In 2017, we did not receive any reports or complaints about major environmental issues, and this is a great reward for our efforts to harmonize motorways with the environment.



In total, in 2017, we received, handled and resolved a total of 3,080 complaints (2,619 by phone and 461 written), which are categorized and classified according to our policies in the following 5 basic sections: Tolls (1,250), Traffic and Safety (679), Commercial Policy (385), Interoperability (309) and Signage (91). The most common and essential issues are related to: Toll payment, Short change, Transactions with users, Maintenance and Vehicle Categorisation.



Complaints analysis by category	Customer Care Call Center		Written communication		Total	
	Number	%	Number	%	Number	%
Toll Operation	908	34.7%	342	74.2%	1,250	40.6%
Traffic and Safety	632	24.1%	47	10.2%	679	22.1%
Commercial Policy	376	14.4%	9	2.0%	385	12.5%
Other	308	11.8%	14	3.0%	322	10.5%
Interoperability	305	11.6%	4	0.9%	309	10.0%
Signage	54	2.1%	37	8.0%	91	3.0%
Constructions	29	1.1%	7	1.5%	36	1.2%
User Requests	7	0.3%	1	0.2%	8	0.3%
Total	2,619	100%	461	100%	3,080	100%

Additional Services to our Users

Motorist Service Stations (M.S.S.):

Along the Athens-Thessaloniki-Evzonoï motorway, there are 4 Motorist Service Stations, operating 24 hours a day and offering services, such as refuelling, food service facilities and other services. The Motorist Service Stations are located at:

- M.S.S. Varympompi (Kilometric Position 24+355) road traffic direction to Athens
- M.S.S. Kapandriti (Kilometric Position 34+455) road traffic direction to Lamia
- M.S.S. Malakassa (Kilometric Position 47+875) road traffic direction to Athens and Lamia
- M.S.S. Schimatari (Kilometric 70+700) road traffic direction to Athens and Lamia

Personal Data Management

Ensuring the protection of our users' personal data and their private lives is an issue of great importance for Nea Odos. Our policies and processes adhere to the Hellenic Data Protection Authority (HDPA) regulations and the legislation in force.

- All telephone conversations with users regarding customer service issues are recorded with the sole view to continuously improve the quality of the services provided. All data is retained for 15 days.
- The cameras on the motorways have been exclusively placed for the smooth traffic management and the efficient handling of traffic incidents.
- In the Traffic Management Center, the images coming from the CCTV system are collected and managed in accordance with the relevant "Directive on Closed Circuit Television Systems" of the Hellenic Data Protection Authority.
- The safety of electronic transactions is subject to specific security procedures and standards.

In 2017 an incident where personal data was leaked was reported. It concerned an incident that occurred on a motorway under our jurisdiction. This is an isolated incident in which all necessary internal procedures have been followed, new preventive measures to avoid such incidents in the future have been planned, the relevant penalties have been immediately imposed, and all the necessary information has been provided to the competent supervisory and independent authorities.

Toll Zone System for Charging and Collecting Toll Rates

Toll rates as well as their potential modifications are expressly defined in the Concession Agreement which has been ratified by the Hellenic Parliament and is a law of the State. In no case can the company unilaterally modify the toll rates.

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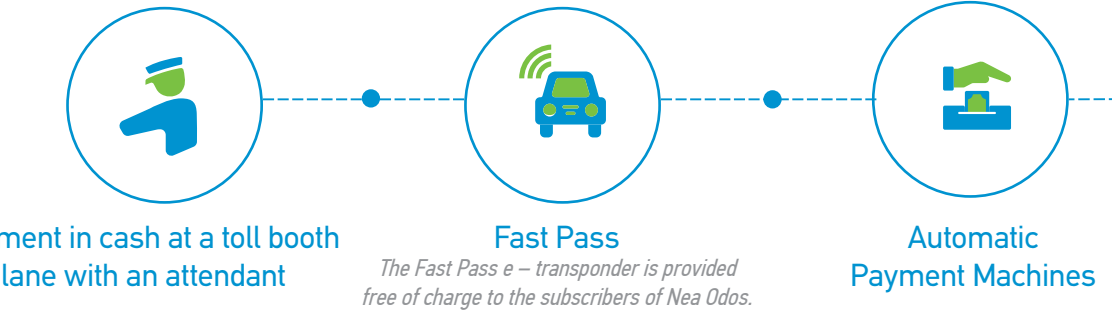
- The **first toll zone** includes Metamorfossi I/C to Schimatari I/C with a total length of 51km. The following stations are included within this zone: Afidnes Frontal Toll Station and Kapandriti, Malakassa & Inofyta Lateral Toll Stations (Entrance towards Athens – Lamia/ Exit towards Lamia – Athens).
- The **second zone** includes Schimatari I/C to Martino I/C with a total length of 59,6 km. The following stations are included within this zone: Thiva Frontal Toll Station and Thiva Lateral Toll Station (Exit towards Athens – Lamia/ Entrance towards Lamia – Athens).
- The **third zone** includes Martino I/C to the End of the motorway in Skarfia. The following stations are included within this zone: Tragana Frontal Toll Station and Tragana Lateral Toll Station (Entrance towards Athens – Lamia/ Exit towards Lamia – Athens).

In accordance with the institutional framework of Ionia Odos, the zone billing system has been adopted and currently, the four toll zones are identified

- The **first toll zone** includes Antirrio I/C (km 5.499) to Chaliki I/C (km 51.464) with a total length of 45.96km. The following stations are included within this zone: Frontal Toll station of Klokova at km 15.335 Lateral Toll station of Gavrolimni at km 18.507 (Exit towards Ioannina – Antirrio / Entrance towards Antirrio – Ioannina) Lateral Toll station of Mesologgi at km 31.822 (Exit towards Ioannina – Antirrio / Entrance towards Antirrio – Ioannina)
- The **second zone** includes Chaliki I/C to Amfilochia I/C (km 106.197) with a total length of 54.7km. The following stations are included within this zone: Lateral Toll station of Kouvaras at km 80.781 (Entrance towards Antirrio – Ioannina / Exit towards Ioannina – Antirrio)
- The **third zone** includes Amfilochia I/C to Filippiada I/C (km 152.819) with a total length of 46.6km. The following stations are included within this zone: Frontal Toll station of Menidi at km 116.147 Lateral Toll station of Arta at km 140.891 (Entrance towards Antirrio – Ioannina / Exit towards Ioannina – Antirrio)
- The **fourth zone** includes Filippiada I/C to Egnatia I/C (end of project) with a total length of 48.2km. The following stations are included within this zone: Frontal Toll station of Terovo at km 179.769 Lateral Toll station of Gorgomilos at km 168.649 (Entrance towards Antirrio – Ioannina / Exit towards Ioannina – Antirrio)

*The toll rate for each station is determined as follows:
At the frontal station and per road traffic direction, it is based on the total length of the zone it belongs to.
At the lateral exit stations, it is based on the length covered from the beginning of the zone to which the station belongs till the station, whereas
at the lateral entrance stations it is based on the length the user will cover from the toll station till the end of the zone.*

Under no circumstances can any user who has paid the toll fee at the frontal station pay again at a lateral station in the same zone, during the same journey. Respectively, under no circumstances can any user who has paid the toll fee at the lateral station pay again at a frontal station in the same zone, during the same journey.



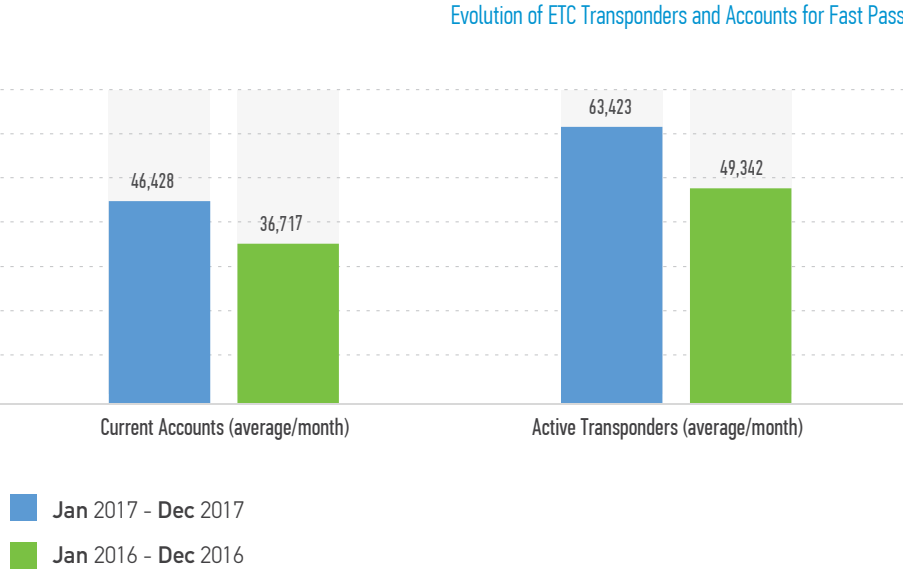
During 2017, the installation of the wireless POS Credit Card Readers was completed at all toll stations. Furthermore, a trial software version was installed and successfully operated at the Afidnes toll station for the people with special needs card project, while the planning of the new software version bulk installation is in progress.

Subscription Programmes for Permanent Residents and Frequent Users

In 2017, we invested €370,350.60 in Fast Pass OROPOS (discount programme for Oropos Municipality permanent residents).

Respectively, the Fast Pass Frequent subscription programme offers discounts of up to 50%, and is open to all frequent users.

In 2017, the Fast Pass Frequent Programme (discount programme for frequent users) investment reached €303,242.83.



The Responsible Role of our Partners

The high quality of our services requires a demanding process when choosing our partners that have to adopt the same principles we have. Moreover, our suppliers are bound to meet the requirements and implement the rules defined by the framework of their operations.

The Quality Management System applied by the company sets a number of requirements to the suppliers. Indicatively:

- Selection after an open market survey
- Submission of at least 3 different offers
- The requirements are predefined by our company
- Responsible business activity of the suppliers and the quality features of the service / product are taken into account
- Annual evaluation of existing suppliers' performance

In addition to the criteria for the selection of its suppliers defined by Nea Odos, the company records the official certifications they have received to ensure the quality of their services and products. In their majority, our primary suppliers are certified with one or more of the following systems, depending on their sector:

- ISO 9001:2008
- ISO 14001:2004
- ISO 22000:2005
- EN 361:2002
- EN 358:1999



The main categories of Nea Odos suppliers are as follows:

- The construction consortium
- Engineering companies
- Suppliers exclusively working on the construction works of Nea Odos
- Subcontractors for the maintenance of civil engineering works, snow-clearing and equipment maintenance
- Suppliers for consumables
- External collaborators providing support for operating issues (attorneys, certified auditors, etc.)

When it comes to suppliers that are directly related to infrastructure operation and maintenance issues, regular and meticulous inspections regarding compliance with environmental legislation take place. Issues that involve compliance with fundamental human rights have not been included in the company's criteria of selection or evaluation of its suppliers, but issues concerning safety and health in the workplace are taken into account.

On a yearly basis, suppliers and subcontractors are assessed based on particular criteria which include:

- Meeting deadlines
- Transaction quality
- Response potential
- Product/services availability
- Product/services compliance with the predefined by the company requirements
- Compliance with safety and health regulations
- Cost
- After-sales service

Nea Odos has analysed potential risk areas such as incidents of child, forced or compulsory labour. However, the nature and demands of the project, of our company and of our suppliers, limit the possibility of such potential incidents.

During 2017, no incident of low quality provision from our suppliers was recorded, thus there was no reason to end any collaboration agreement. Important procedures, which have been introduced or redesigned in recent years, increase the level of quality of the services we provide.

- Meetings with major suppliers were established so that any problems arising during the ordering process be systematically resolved.
- The procurement department pre-authorises any purchase orders, before they reach the company CFO for approval, thus warranting the validity of data and successful completion of the required process.
- The amount in procurements where it is a prerequisite to receive three offers and draft a comparative table has been increased. Thus processes become more flexible and concise.
- Progressively, all provisions and tenders are undertaken by the procurement department so that there is coordination from a unified Center on issues concerning provisions, thus augmenting the efficiency of the company's purchases.



Local Suppliers

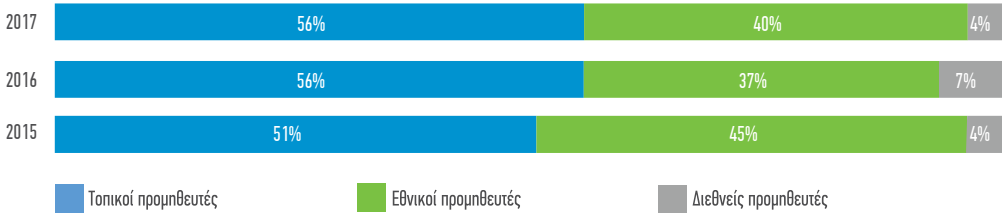
We remain committed to the duty we have undertaken to substantially contribute to the growth of local communities that are affected by our motorways. Especially supporting small suppliers constitutes our fundamental practice which we deliberately pursue, being fully aware of its beneficial impact. Due to the exceptional relationship we have built with local suppliers, we often bypass our payment policy.

Suppliers by Category / Origin

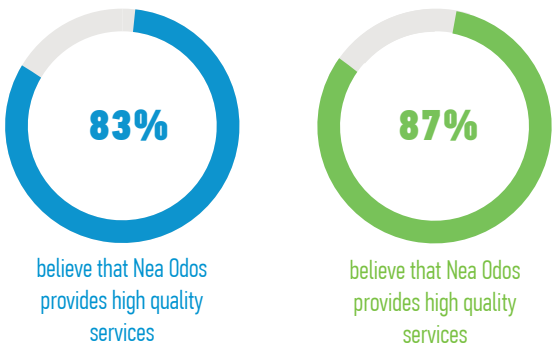
Suppliers Categories	2017		2016		2015	
	Number of Suppliers	Investment (€)	Number of Suppliers	Investment (€)	Number of Suppliers	Investment (€)
Local	470	3,806,213.48	301	2,184,664	236	2,085.539
National	341	275,098,329.04	202	450,987,325.30	211	280,931.984
International	32	1,900,846.91	37	986,703.49	18	2,235.606
Total	843	280,805,389.43	540	454,158,692.79	465	285,253.129

Committed to this policy, in 2017, we significantly increased our spending as regards local suppliers and maintained big budgets for purchasing from national suppliers as well. Therefore we practically demonstrate the importance of supporting Greek local and national businesses.

Suppliers by category / origin



What is important for our users:



How we respond and our priorities for 2018

By 2017, Nea Odos increased by:

- ✓ 56% the number of local suppliers
- ✓ 74% the total amount of purchases from local suppliers, although the total amount of transactions to suppliers decreased by 38%

Nea Odos aims at:

- ✓ installing POS at all toll stations to better serve users
- ✓ improving customer service by handling 90% of issues within 2 minutes of call receipt
- ✓ Improving / retaining key indicator rating of the Customer Satisfaction Survey

The data presented here has been derived from the motorway users' survey that was conducted in 2016.



6. Human Resources

Primary Sustainable Development Goals



DECENT WORK
AND ECONOMIC
GROWTH

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young.
8.5.1 Average hourly earnings of female and male employees, by occupation, age and persons with disabilities.

Secondary Sustainable Development Goals



GOOD HEALTH
AND WELL-BEING

3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all. 3.8.1 Coverage of essential health services (defined as the average coverage of essential services based on tracer interventions that include reproductive, maternal, new-born and child health, infectious diseases, non-communicable diseases and service capacity and access, among the general and the most disadvantaged population). 3.8.2 Proportion of population with large household expenditures on health as a share of total household expenditure or income.



QUALITY
EDUCATION

4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.



GENDER
EQUALITY

5.1 End all forms of discrimination against all women and girls everywhere.
5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.
5.5.1 Proportion of seats held by women in (a) national parliaments and (b) local governments.
5.5.2 Proportion of women in managerial positions.



REDUCED
INEQUALITIES

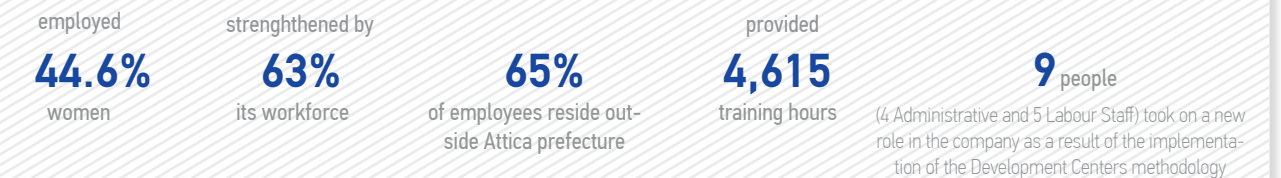
10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
10.2.1 Proportion of people living below 50 per cent of median income, by sex, age and persons with disabilities.
10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.
10.3.1 Proportion of population reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law.



PEACE, JUSTICE
AND STRONG
INSTITUTIONS

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.
16.7.1 Proportions of positions (by sex, age, persons with disabilities and population groups) in public institutions (national and local legislatures, public service, and judiciary) compared to national distributions.
16.B Promote and enforce non-discriminatory laws and policies for sustainable development.
16.B.1 Proportion of population reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law.

During 2017 Nea Odos



Our People

In Nea Odos, it is our conviction that employees constitute a fundamental factor in the effective operation of the company. The Nea Odos workforce consists of a great number of employees of different specialties. We continuously aim to provide them with a safe workplace, to treat them with fairness and offer to all of them opportunities to constantly grow as professionals.

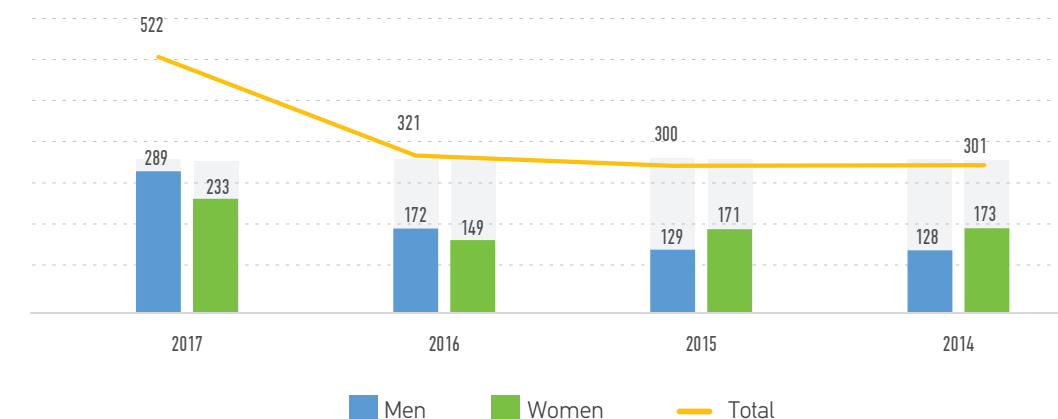
Every 18 months, we internally conduct the Employee Commitment and Satisfaction Survey that is an important tool for the open and honest communication between the company and its staff and allows us to record in a formal and structured way their views so that we can improve and more effectively support our employees, but also other stakeholders and society. The most recent (5th) survey took place in November 2016 and the next one is already scheduled for 2018.

In 2017, Nea Odos employed 522 employees in total, 289 of whom were men and 233 were women. Out of these employees, 4 (2 men and 2 women) belong to national or other minorities.

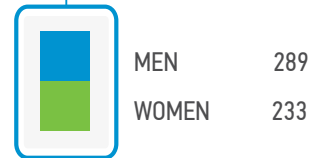
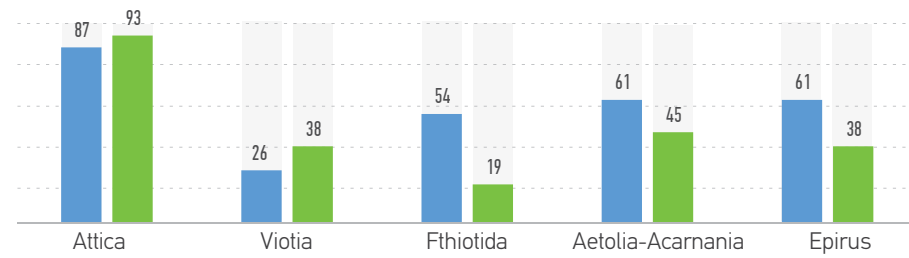


We support people living in the Greek rural areas, since almost 66% of our employees come from regions outside Attica. As we expand our activities, we will be increasingly endeavouring to recruit more people from regions other than Attica.

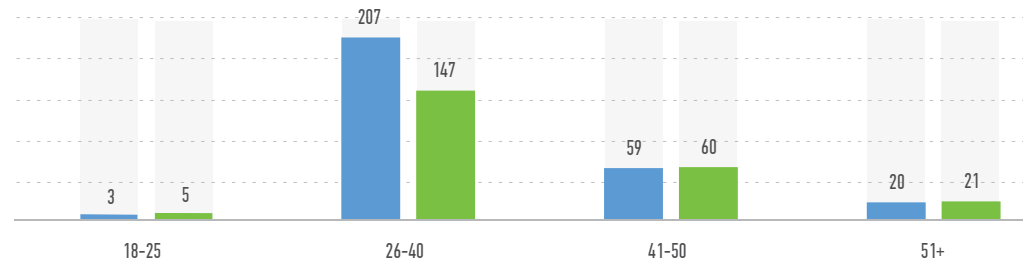
Human Resources Data



Human Resources by Geographical Area and Gender



Human Resources by Age and Gender



The massive majority of our employees have individual contracts of indefinite duration, whereas 52 employees have individual contracts of definite duration.

Human Resources by type of Employment and Employment Contract

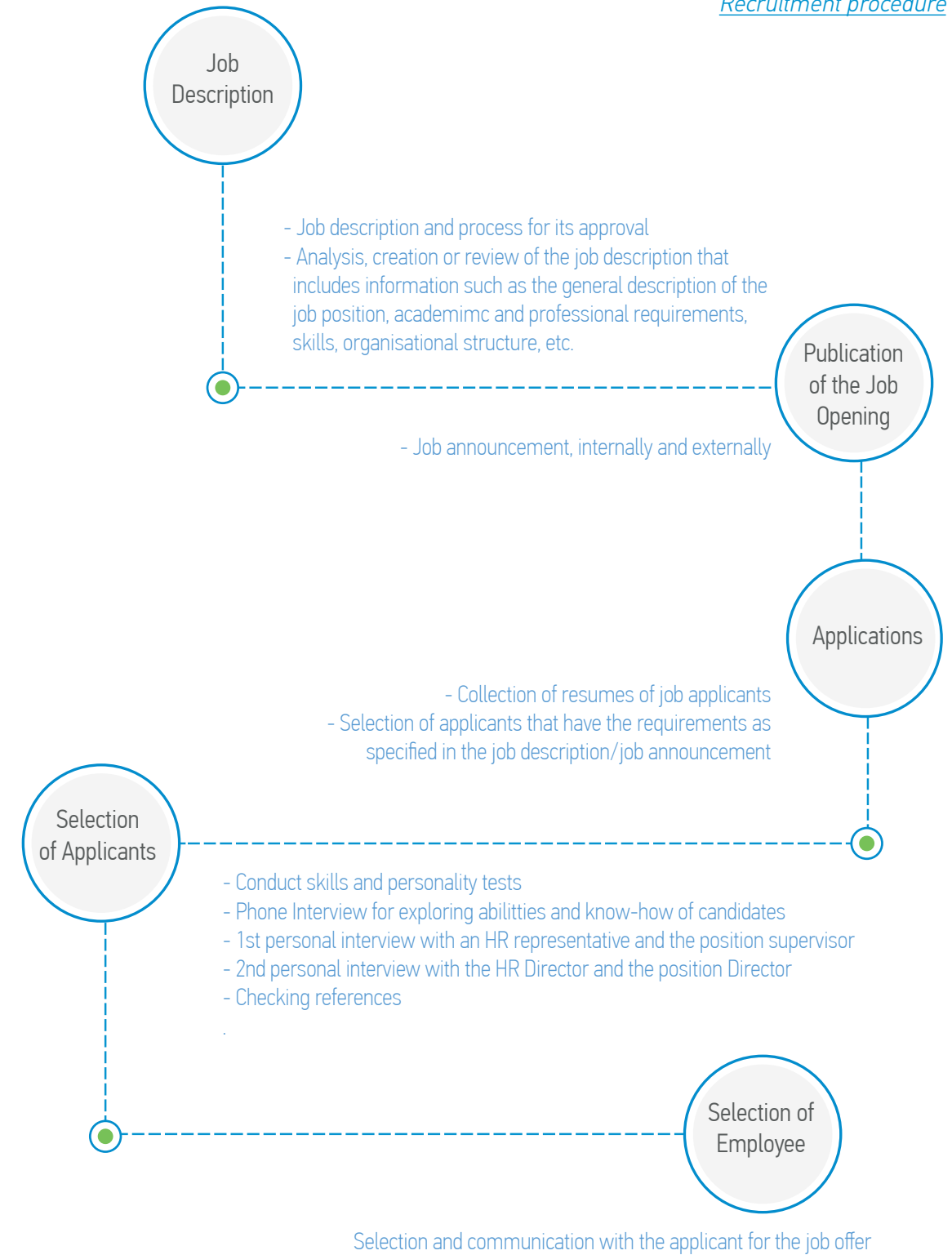
	Men	Women	Total
Total staff	289	233	522
Individual contract of employment	289	233	522
Indefinite term employment contract	268	202	470
Definite term employment contract	21	31	52
Full-time employees	289	233	522
Seasonal workers through third parties	6	11	17

In Nea Odos, we employ an additional category of employees, those being seasonal workers, recruited for us by companies, with which we cooperate on a permanent basis. The aforementioned staff covers emerging or seasonal needs of the company, such as maternity leaves.

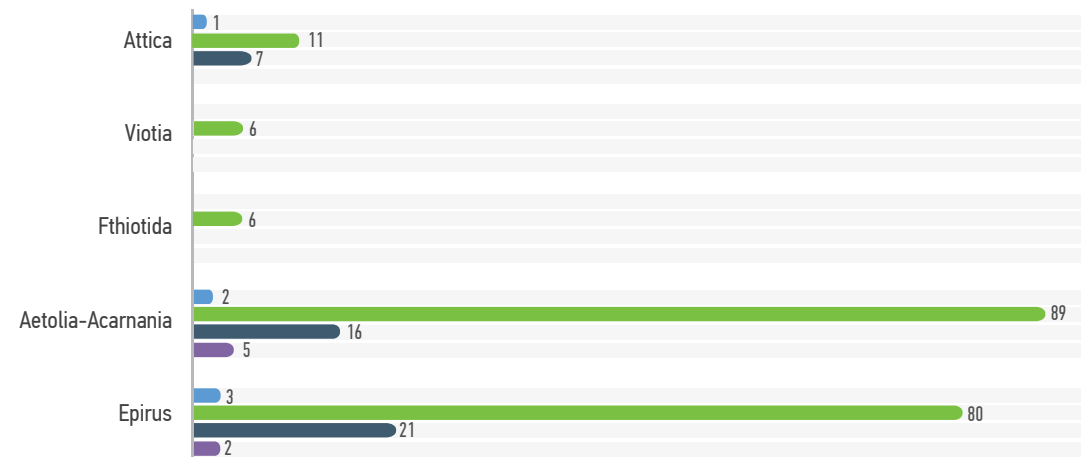
Employee Mobility

We take care that a balance between hiring and departures is kept, and that emphasis is placed especially in Greek regions other than Attica. The company selection and recruitment process applies to all work positions so that the company attracts, selects and maintains the right staff with the skills and abilities needed to meet its strategic goals.

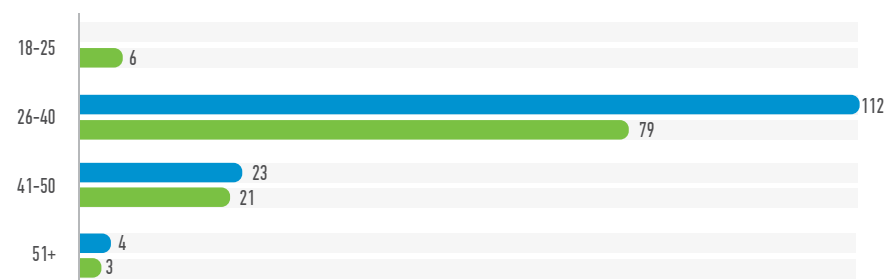
Recruitment procedure



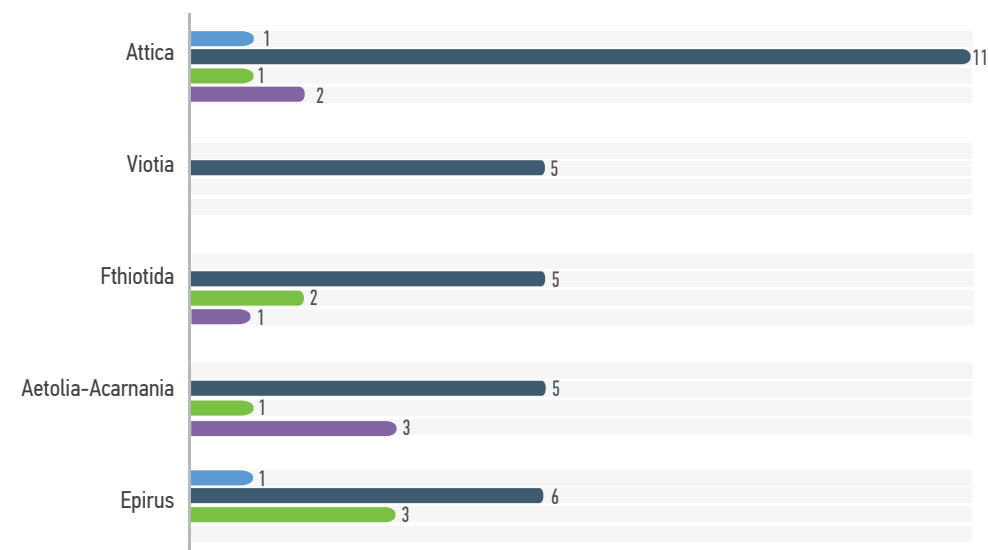
New Employee Hires by Age and Geographical Area



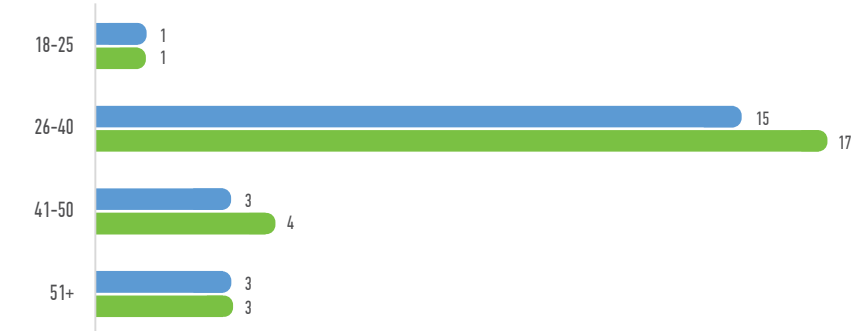
New Employee Hires by Age and Gender



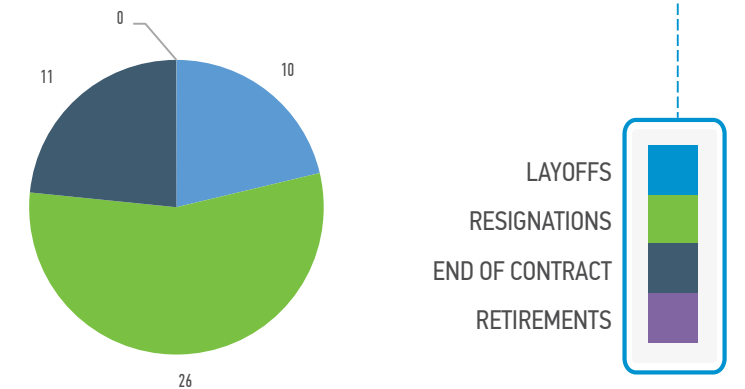
Employee Turnover by Age and Geographical Area



Employee Turnover by Age and Gender



Employee Turnover



Equal Opportunities for all Employees

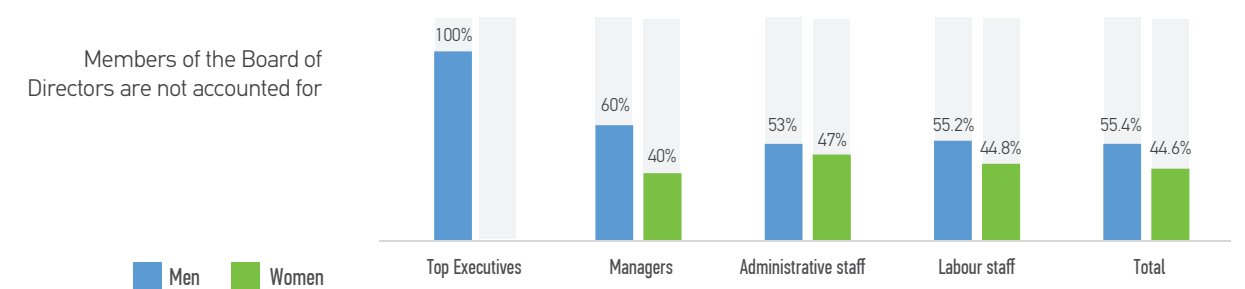
Our human resource management philosophy is based on the protection of human rights and equal opportunities. Our principles and policies form a framework that has no place for any discrimination, based on race, colour, gender, language, religion, political or any other beliefs, national or social origin, financial or any other status.

Our corporate culture is based on respect, on diversity and on individuality. Our aim is to faithfully apply the principle of gender equality. Knowledge, skills, performance and alignment with the company values are the sole criteria for promotions in the Nea Odos work environment that promotes equality and equity. Hiring and assessments are based on meritocracy and policies established by the company. There is no form of discrimination whatsoever regarding employees' remunerations. All employees are entitled to equal pay for work of equal value.

During 2017, there was no discrimination incident, nor was there a report or complaint on behalf of employees and/or third parties as regards discrimination incidents at the workplace.

Additionally, the company endorses an Open Door policy, according to which employees can provide informal suggestions, guidelines or recommendations to the senior management, managers, supervisors, etc.

Gender Ratio by Employees Category / Rank



Benefits

Nea Odos acknowledges the employees' vital contribution to its work, and offers benefits, which by far exceed those defined by the collective agreements and the law. In particular, the following benefits are offered:

- A collective life insurance and medical expenses plan for all employees
- Mobile phones based on employee positions
- Company cars based on employee positions
- Productivity bonuses based on employee positions

The company pays the employee social contributions, as required by law, but there is no additional pension plan. Employees who retire receive a pension from the competent state institution.

Our company encourages its employees to lead a balanced everyday life so that their time is harmoniously divided between their work and their personal, family life. We appreciate their efforts and reward them and their families.

In 2017, 9 women applied for and were granted maternity leaves and the entirety of the staff who took maternity leaves remained in the company, even 18 months after the end of their maternity leaves.

Staff Development

Staff Performance Evaluation Process

The annual performance management process of Nea Odos aims at the establishment of a common mentality on the content of corporate goals, the method for achieving them and personnel development. Through the annual performance evaluation, employees' accomplishments during the previous year are discussed and at the same time expectations and objective goals are set for the future. The way to accomplish the desired outcomes is defined by the employee skills as displayed in their daily work. Each employee and the respective manager agree on the general development sectors, as well as on the initiatives and responsibilities required for this to take place.

Employees Performance Evaluation

321
Total employees at the end of 2016 (the employees performance evaluation for the year 2016 took place in 2017)



82.24%

of our employees completed their performance evaluation process

100%

of the evaluated employees have access to the results of their evaluation

146
MEN

118
WOMEN

264

Total employees evaluated in 2017 for their performance in 2016

Exempt from this evaluation process are individuals employed for less than 4 months, as well as the ones on maternity leave or the ones that have a long-term health issue during the period the performance evaluation process takes place.

Development Centers Methodology

In 2015 the company adopted the internationally accepted methodology of development centers for the evaluation of its employees in order to create a pool of people armed with talent and leadership skills to implement our vision and "change the map of Greece, setting an example in their field". In the previous Report, we have extensively elaborated on the process of the development centers.

Although no development center was set up in 2017, following the results of development centers that took place in 2016, during 2017, 9 people (4 management staff and 5 base staff) assumed a new role in the company and expanded their responsibilities through roles with more leading features. In this way, the organisational structure of the operations, maintenance and traffic management departments is strengthened.

Investing in Knowledge

The company has undertaken the commitment to take care of the continuous training and professional development of employees. The training policy we follow applies to the entire personnel of all levels and consists of 6 distinct stages:

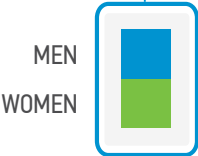
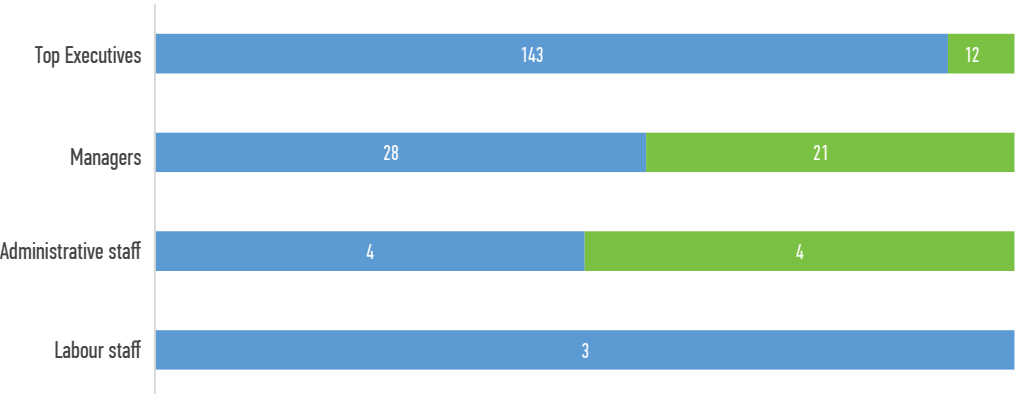
1. Training needs analysis
2. Training plan design
3. Training plan development
4. Training plan implementation
5. Training programme evaluation
6. Training programme performance evaluation

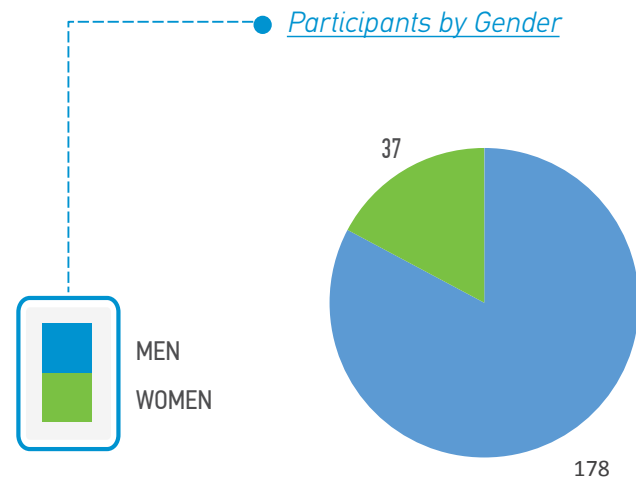
The goal of the training process is to:

- Support the strategy of the company
- Prepare employees for their career path
- Provide employees with tools and skills necessary for effectively carrying out their duties

In 2017, 33 training programmes took place (in-house and externally) in which 215 employees in total participated.

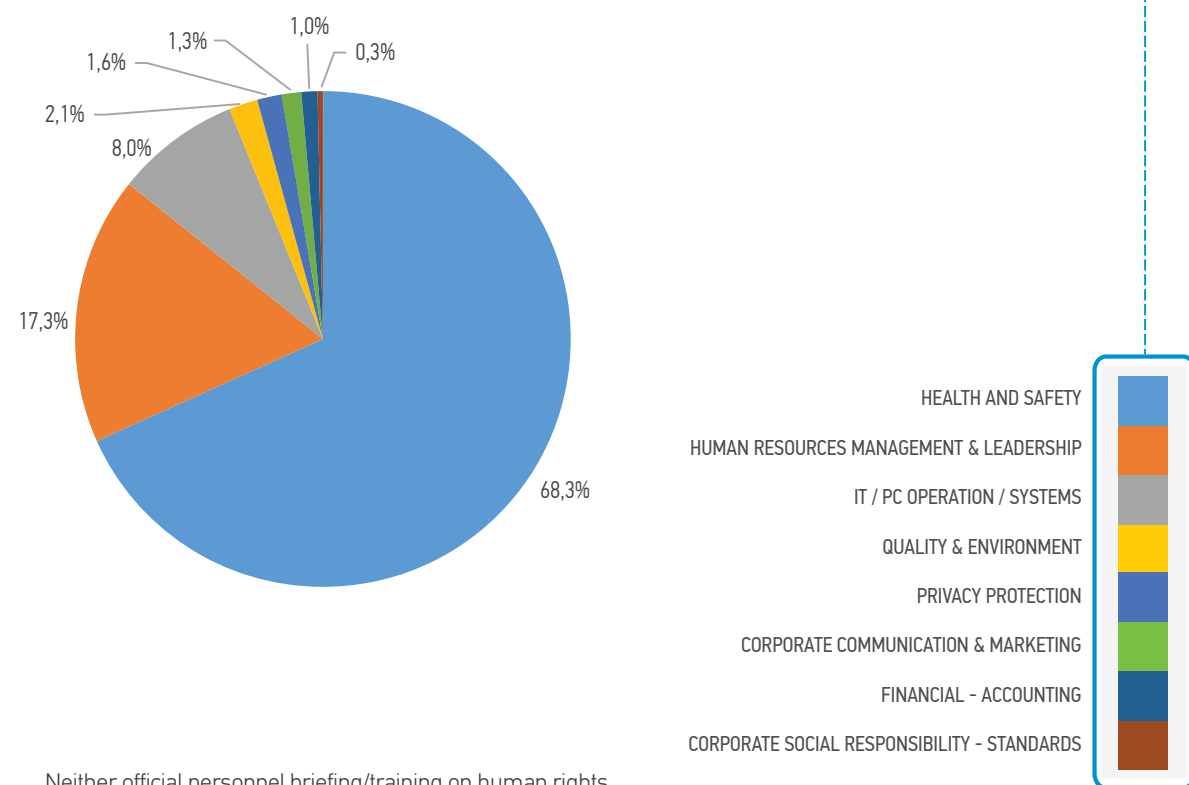
Employee Training and Skills Development





Average Training Hours by Gender and Human Resources Category

	Men	Women	Total
Top Executives	4.25	0.00	4.25
Managers	16.50	23.75	19.40
Administrative staff	26.44	15.94	21.51
Labour staff	11.31	1.14	6.75
Total	13.15	3.50	88.4



Neither official personnel briefing/training on human rights issues has been included in the designed training syllabus yet, nor have topics on corruption and corporate governance been included.

Caring for Health and Safety

Safeguarding the Health and Safety of all employees is a top priority for Nea Odos. It is also a determining factor that defines the effective, daily operations of the company. The company's continuous commitment is to create a safe and healthy workplace, in which our intention is to minimise workplace accidents. Health and Safety management is implemented in accordance with the provisions designated by the Greek and European legislations in force.

With the OHSAS 18001:2007 International Standard, by which the company was certified in 2013, Nea Odos aims to drastically minimise, if not to eradicate, any risks potentially affecting employees, motorway users or third parties relevant to any of its activities. In the context of the OHSAS 18001:2007 International Standard, the company sets priorities and implements programmes for implementing its policy and achieving its goals as regards Health and Safety.

Nea Odos continuously cares for the health and work conditions of all its employees, providing them with all the necessary services of independent Health and Safety Consultants, such as Safety Technicians and Occupational Doctors. For the prevention and protection of employees from any form of occupational hazards, both the Safety Technicians and Occupational Doctors regularly visit all our premises. Our partners assess the situation, and then make proposals on issues that need to be improved. At the same time, they inform and guide employees on how to safely do their job.

In the event of severe medical conditions, the company tangibly supports employees and their families. Such support may include:

- psychological support by certified psychologists and therapists
- medical treatment by specialists
- purchase of specialised medical equipment
- provision of financial aid and paid leave during illness or during recovery

The company provides all employees with free medical examinations based on their position and the risk categories as defined by the Occupational Risk Assessment Study. When it comes to serious illnesses of our employees or their dependents, the company supports them through the Health and Medical Expenses Collective Plan. Additionally, in the context of protecting the maintenance department employees that work on the motorways we carry out Tetanus, Hepatitis A and B vaccinations.

Health and Safety Indices

Indices	2017	2016	2015	2014	2013
Injury or accident rate of total staff (%)	3.07%	3.43%	3.67%	0.85%	1.53%
Hours of absence / total work hours (%)	0.14%	0.14%	0.42%	0.06%	0.33%
Accident frequency indicator	19.58	19.40	20.13	4.76	8.18
Accident severity indicator	216.56	215.13	636.94	88.76	505.52
Number of fatal accidents	0	0	0	0	0
Lost work days due to accident	177	122	348	56	309
Incidents without days of absence	6	3	4	0	1
Injury Rate (IR)	3.92	3.88	4.03	0.95	1.64
Lost Day Rate (LDR)	43.31	43.03	849.68	17.75	101.10
Absence rate (AR)	288.88	286.99	127.39	118.56	662.90
Total work accidents	16	11	13	3	5
Work accidents with days of absence from work	10	8	9	3	4

The main concern as regards the whole range of each of our activities is to provide a safe workplace. The health and safety of all our employees is our fundamental commitment and this is why we continuously strive to avoid injuries and accidents.

There is the official representation of employees through their supervisors in the Health and Safety committee with a representation rate of over 75%. The following personnel participate in the committee as representatives:

- Toll Station Manager
- Head of Tunnel Safety
- Toll Systems Director
- Head of the Maintenance Department

The department heads share the information with the senior management that is responsible for Health and Safety matters, while at the same time, they update their subordinates about management decisions.

Health and Safety issues covered by agreements include the following:

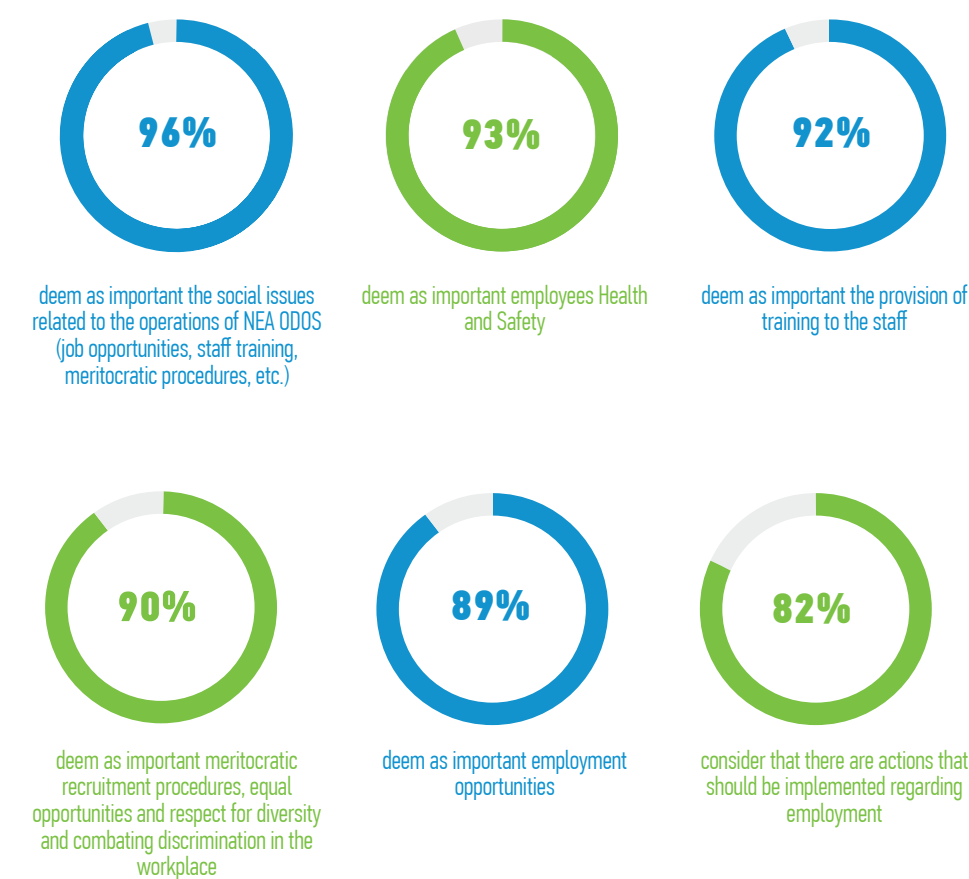
- Personal protective gearing
- Committees handling Health and Safety issues in which representatives of the management and the employees participate
- Participation of employee representatives in Health and Safety inspections, audits and accident investigations
- Training and education
- Complaint submission system
- Prerogative to refuse to do unsafe work
- Occasional inspections
- Compliance with the Conventions of the International Labour Organisation (ILO)
- Settlements or committees to resolve problems
- Commitments on standards for performance goals or the kind of practice applied

It must be highlighted that, in 2017, a total of 3,154 hours of employee training on Health and Safety issues took place, with an emphasis on first aid and firefighting.

Training on Health and Safety at Work

Topic	Training hours	Entries	Training hours/ employee
Working Safely at Height	232	29	8
IONIA ODOS – First Aid Training and Health & Safety Policy and Procedures for new employees (Roles: Toll Shift Supervisor, Shift Technician & Traffic Management Center Operator)	312	22	16
IONIA ODOS – First Aid Training and Health & Safety Policy and Procedures for new employees (Roles: Patrol Driver & Intervention Team Worker)	672	28	24
Basics of Self-Protection and Fire Extinction on an open motorway	448	56	8
Basics of Self-Protection and Fire Extinction on open motorway and tunnels	1,088	68	16
Managing incidents in tunnels	378	21	18
First Aid Basics – Evacuation of Buildings and Use of Fire Extinguishing Equipment	24	12	2
Total	3,154	236	-

What is important for our users



How we respond and our priorities for 2018

- Nea Odos has scheduled:
- ✓ Expansion of the development centers methodology with the participation of 25 team supervisors
 - ✓ Upgrade of the performance evaluation system and its alignment with the development centers methodology

Nea Odos offers opportunities for education in the fields of: Health and Safety, Management and Leadership, Information Technology, Quality and Environment, Corporate Communication and Marketing, Finance / Accounting, Corporate Social Responsibility

The data presented here has been derived from the motorway users' survey that was conducted in 2016.





7. Caring for the Environment

Primary Sustainable Development Goals



12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.
12.5.1 National recycling rate, tons of material recycled.
12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.



13.1 Strengthen resilience and adaptive capacity to climate related hazards and natural disasters in all countries.
13.2 Integrate climate change measures into national policies, strategies and planning.
13.2.1 Number of countries that have communicated the establishment or operationalization of an integrated policy/strategy/plan which increases their ability to adapt to the adverse impacts of climate change, and foster climate resilience and low greenhouse gas emissions development in a manner that does not threaten food production (including a national adaptation plan, nationally determined contribution, national communication, biennial update report or other).
13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.
13.3.1 Number of countries that have integrated mitigation, adaptation, impact reduction and early warning into primary, secondary and tertiary curricula.
13.3.2 Number of countries that have communicated the strengthening of institutional, systemic and individual capacity-building to implement adaptation, mitigation and technology transfer, and development actions.



11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.
11.6.1 Proportion of urban solid waste regularly collected and with adequate final discharge out of total urban solid waste generated, by cities.



15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.
15.1.2 Proportion of important sites for terrestrial and freshwater biodiversity that are covered by protected areas, by ecosystem type.
15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.
15.9 By 2020, integrate ecosystem and biodiversity values into national and local planning, development processes, poverty reduction strategies and accounts.



17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.
17.17.1 Amount of United States dollars committed to (a) public-private partnerships and (b) civil society partnerships.

Secondary Sustainable Development Goals



3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.
3.9.1 Mortality rate attributed to household and ambient air pollution.



6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.
6.B Support and strengthen the participation of local communities in improving water and sanitation management.
6.4.1 Change in water-use efficiency over time.
6.4.2 Level of water stress: freshwater withdrawal as a proportion of available freshwater resources.



7.3 By 2030, double the global rate of improvement in energy efficiency.
7.3.1 Energy intensity measured in terms of primary energy and GDP.

In 2017

€1,082,656.83

invested in Environmental and Health and Safety projects



Ambient air pollutants values recorded were within limits

24

patrol vehicles covered a distance of 2,824,264 km



Concluded the installation study of a noise barrier in the area of Kifissia on the PATHE Motorway

For all of us working at Nea Odos, caring for the environment has been a primary goal since the planning of the project construction. Our company demonstrates in practice that a motorway can coexist in harmony with the environment without causing any disorder. It is the principal commitment of the company to protect the environment, thus all our activities are absolutely in accordance with the environmental legislation. The potential impact on the environment has been forecast and thoroughly looked into and we aim to minimise and eliminate any potential negative impact. At the same time, we aim to raise awareness among our employees and partners on environmental protection and management issues through actions.

Nea Odos recognises that it has impacts on the natural environment and abides to a comprehensive strategy to reduce its environmental impacts and tackle climate change. As expected, the effects of climate change and the severity of weather events affect the operation of the road network. There is a growing need for invasive maintenance and infrastructure inspections, congestion management, while the company is burdened by the temporary suspension of toll stations and the collection of toll charges.

According to the Environmental Policy of the company, priority is given to the continuous improvement of our environmental performance.

Nea Odos implements a complete environment protection programme that includes:

- Internal inspections to monitor compliance with the Authorised Environmental Terms
- Assessment of environmental hazards and elaboration of action plans
- Implementation of the annual traffic noise programme
- Implementation of the annual ambient air quality monitoring programme through permanent measuring stations installed along the infrastructure project
- Regular briefings of employees on environmental issues
- Internal proposals for improving the environmental management system and for policies implemented for the protection of the environment. Special monthly reports regarding relevant findings, and
- cooperation with external associates, contractors and relevant departments of Nea Odos contribute to this process.
- Annual and semi-annual report on compliance with the Authorised Environmental Terms and other contractual obligations for the protection of the environment

Environmental Management System

Since 2015, the company has been implementing the ISO 14001:2004 international standard regarding its Environmental Management System. This system makes provisions for the following:

- Monitoring of compliance with the environmental legislation
- Programme of monthly inspections to guarantee compliance with environmental terms
- Monitoring of environmental targets
- Wide range recycling programme
- Environmental aspect and impact analysis
- Material and waste management programme

During 2017, 12 environmental internal audits were conducted.

45 hours in Environmental training & education

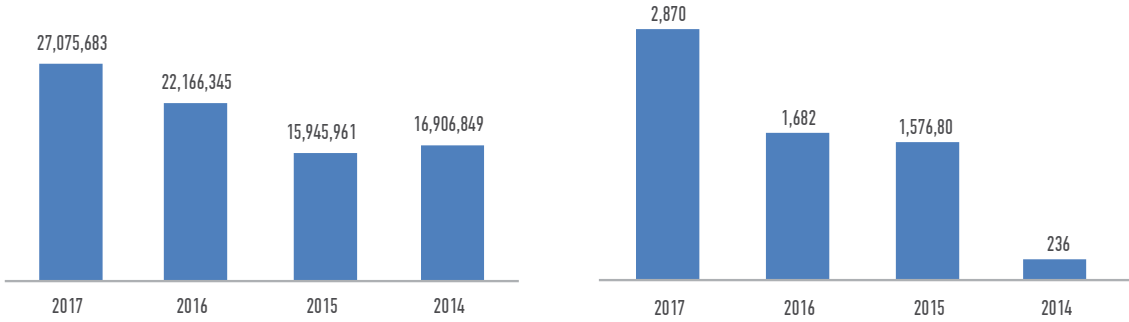
Our Impact

Energy Consumption

The main energy source used for heating our buildings and our facilities is electricity.

Energy Consumption (Buildings, Toll Stations, Road Lighting) (KWh)	2017	2016	2015	2014
Electric energy for road lighting and buildings	27,075,683	22,166,345	15,945,961	16,906,849
Solar energy for Emergency Telephones (ERT)	2,870	1,682	1,576,80	236

Conversion coefficients: diesel fuel: 36.4 MJ/litre, gasoline: 44 MJ/ litre, LPG: 46 MJ/litre, natural gas: 47.2 MJ/litre



Electric Energy Consumption (KWh)

Solar Energy (ERT) (KWh)

The company's fleet of vehicles consumes mainly fuel for the Nea Odos operational needs. The company's fleet uses Diesel engines for optimal fuel usage.

FUEL CONSUMPTION (LT)	2017	2016	2015
Diesel (fleet)	525,932	369,490	298,737
Diesel (generators)			7,590 (Nea Odos and subcontractors)
Gasoline	5,743	2,687	150
LPG	-	85	-

FUEL CONSUMPTION (SUBCONTRACTORS) (LT)	2017	2016	2015
Diesel (fleet)	593,010	291,003	336,904
Diesel (generators)	1,880	1,380	7,590 (Nea Odos and subcontractors)
Gasoline	27,783	96,340	65,145
LPG	111,000	16,870	840

Raw Materials and Equipment

Regarding the preservation, protection and saving of natural resources, Nea Odos adheres to the Authorised Environmental Terms of the Concession Project. The motorway operational needs require limited amounts of raw materials. Concerning printing paper needs, we purchase eco-friendly printing paper made through a certified production process that is internationally certified. In this way, the company practically contributes to reducing its environmental impact.

USE OF RAW MATERIALS AND SUPPLIES

Categories of raw materials and supplies	Material	2017		2016		2015	
		NEA ODOS	SUBCONTRACTORS	NEA ODOS	SUBCONTRACTORS	NEA ODOS	SUBCONTRACTORS
Raw materials (Kg)	Salt	-	4,988,238	-	5,572,350	-	6,503,700
	Sawdust	4,350	200	4,400	2,800	-	2,794
	Printing paper	10,875	290	4,642	242	1,213	24,000
	Paper (paper thermal rolls)	12,256	-	12,635	-	-	-

Waste Management

Through a process of regular inspections, Nea Odos ensures compliance with environmental terms, regarding raw materials, equipment and waste management. Nea Odos writes an annual report on waste production with absolute transparency, according to the legislation in force. The amounts of waste and its distribution methods to each authorised Alternative Waste Management System are recorded in the present Responsibility Report in detail and there is a distinction between Nea Odos and the company’s subcontractors.

Nea Odos has to record and to register its waste and submit the records that officially document it in the Hellenic Waste Management Registry, the e – service of the Greek Ministry of Environment and Energy. Electronic data on the type and quantity of generated waste, and on the implemented management method are submitted in the Hellenic Waste Management Registry.

The subcontractors are responsible for using and recycling material used on the motorways and for any works performed at them. The company’s subcontractors collect any waste generated during the operation and maintenance of the motorway, and transfer it to appropriately authorised locations or specific waste collection points provided by the official alternative waste management systems.

Official partners manage the waste relevant to Nea Odos. The quantities of this waste are registered in the Hellenic Waste Management Registry, unless otherwise mentioned.

WASTE MANAGEMENT TABLE	Type	2017		2016		2015	
		Nea Odos	Subcontractors	Nea Odos	Subcontractors	Nea Odos	Subcontractors
Raw materials	Iron and steel (barriers, signs) (Kg)	-	74,740	-	72,320	-	75,958
	Plastic (barriers, signs) (Kg)	-	140	-	1,270	-	473
Semi-manufactured goods or parts	Lightbulbs (Kg)	167	-	1,150 (pieces)	-	800 (pieces)	7 (pieces)
	Mixed Batteries (Kg)	7	-	-	-	620	-
	Batteries (Lead -Acid) (Kg)	1,510	960	840	-	-	-
	Spare parts (cables) (Kg)	242	-	800 (metres)	-	2,850 (metres)	-
	Computers / Electrical Appliances / Equipment (Kg)	843	-	3,033 (pieces)	-	50 (pieces)	-
	Tires (Kg)	9,315	6,600	4,480 (approximately)	-	-	10,650
	Engine gear box and lubrication oils (Lt)	2,441	3,934	1,897	2,517	-	3,830
Other Waste	Animal tissue waste (Road Kill) (Kg)	-	940	-	1,732	-	2,080
	Mixed municipal waste (Kg)	-	278,879	-	22,420	-	134,589
Packaging Material	Timber (m³)	-	-	-	-	9	-
Other	Cuts residues (kg)	-	65,000	-	79,000	-	450,000

Nea Odos does not import, export or process waste that is deemed hazardous. It should be pointed out that the company does not dump liquid waste in waterbodies nor has it ever damaged the environment with leaks.

Water Consumption and Savings

Optimal water management in the entirety of the Nea Odos activities is a matter of crucial importance for the company and that is why a series of relevant actions has been taken.

Aiming at the maximum water savings, cutting-edge watering systems have been installed for watering plantings within the Concession Project. Furthermore, the company works with a subcontractor, certified with an Environmental Management System (ISO 14001:2004), for the planting and preservation of the green areas both on the company’s premises and along the motorway.

Taps with automatic water flow systems targeted at water savings have been installed in all parking areas of the Athens-Thessaloniki-Evzonoï Motorway, and in the public toilets of the Motorist Service Stations of Ionia Odos. The reuse of processed waste from the biological wastewater treatment in the Motorist Service Stations for irrigation, cleaning the surrounding areas and fire-fighting has also been planned

Water Consumption NEA ODOS (m³)	2017	2016	2015
Water Consumption (Buildings & Facilities – EYDAP)	2,987	2,523	300
Drinking water (bottles)	79	50	43
Water from other sources (from drilling)	85	580	10
Water Consumption Subcontractors (m³)	2017	2016	2015
Water Consumption (Buildings & Facilities – EYDAP)	-	0.3	300
Drinking water (bottles)	1	10	-
Washing water (from drilling) (litres)	-	100,000	100,900

Since 2016, Nea Odos keeps track of water consumption in all its buildings through the Athens Water Supply and Sewerage Company bills. The “Water for washing” consumption was already incorporated in the water consumption bill (buildings and Premises - Athens Water Supply and Sewerage Company) in the 2016 Responsibility Report.

Combating Ambient Air Pollution

The constant pursuit of our company is measurements aiming at ambient air pollution management in an effective manner. Our goal is to minimise the negative environmental impact, always in accordance with the terms in the relevant environmental impact study and the Concession Agreement. Air pollution is systematically monitored in collaboration with specialized Environmental Consultants.

Since 2012, 3 ambient air measuring stations have been set up in the areas of Varympompi, Schimatari and Arkitsa. The measurements are performed on a 24-hour basis. The recording system is linked to analysers allowing for the estimation of, within 5 minutes, the exceedance of emission limits, according to the provisions of the legislation in force on the median primary values of pollutants and parameters [CO, CO2, NO, NO2, SO2, O3, TSP, PM10, PM2.5, C6H6 (benzene), C7H8 (toluene) and xylene].

According to the measuring station recordings, there has not been significant atmospheric pollution and emissions due to the project. Henceforth, measures to decrease pollution have not been taken.

Air Pollution Measurements	Arkitsa	Schimatari	Varibobi	Limit values
NO2 (µg/m³)	35.58	31.51	40.42	200 µg/m³
C6H6 (Benzene) (µg/m³)	1.09	0.66	0.45	5 µg/m³
CO (µg/m³)	0.32	0.23	0.35	10 mg/m3
SO2 (µg/m³)	2.82	5.05	4.48	350 µg/m³
Particulate Matter PM10 (µg/m³)	13.15	16.76	26.41	40 µg/m³
Particulate Matter PM2.5 (µg/m³)	8.94	11.87	13.34	25 µg/m³

Direct sources of CO2 emission include: fuel usage (petrol, diesel fuel) for the transportation of the company’s vehicles.

Indirect sources of electricity generation emissions for Nea Odos purchase of electricity supply from third parties, which is consumed in all company activities (buildings, toll stations, road lights).

Greenhouse Gas Emissions (GHG)

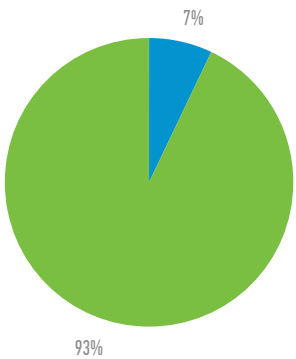
In 2017, Nea Odos continued measuring its greenhouse gas emissions.

Steps for the evaluation, measuring, and monitoring of the greenhouse gas emissions that are relevant to the construction and operation of Nea Odos.

1. Identification of direct and indirect sources of CO₂
2. Development of tools to calculate the carbon footprint
3. Data collection - Calculation of carbon footprint
4. Assessment of Results - Taking Action

Emission sources	2017	2016
Direct emissions from fuel consumption from own fleet (scope 1)	1,406.1	984.8
Indirect emissions from electricity consumption (scope 2) <small>In 2017, indirect emissions have been calculated based on the national residual mix (source: European Residual Mixed 2015, AIB, Greece).</small>	18,430.7	7,659.3
Total	19,836.8	8,644.1

Intensity = 19,836.8/522=38 tCO₂/employee

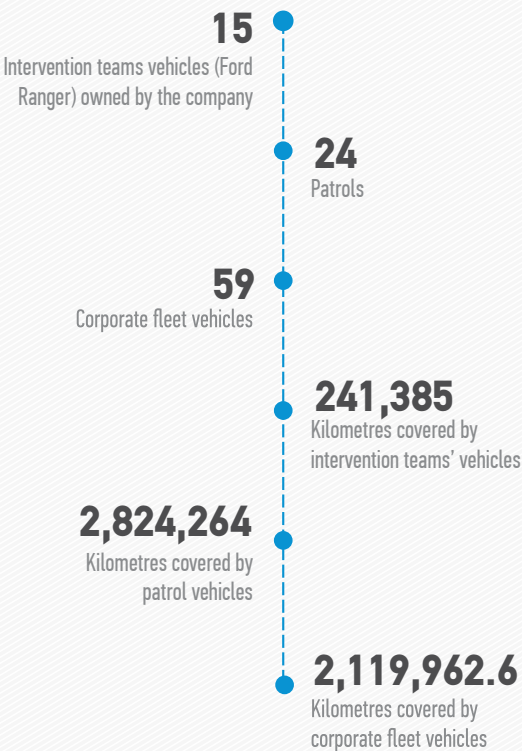


93%: Indirect emissions from electricity consumption (scope 2)

7%: Direct emissions from fuel consumption from own fleet (scope 1)

EMISSION FACTOR (t CO₂ / unit):
HEATING OIL: 0.00284 tCO₂ / litre, DIESEL: 0.00265 tCO₂ / litre, GASOLINE: 0.00234 tCO₂ / litre, LPG: 0.0015 tCO₂ / litre,ELECTRICITY: 0.68071 tCO₂ / MWh

Vehicles and Patrols



Road Traffic Noise Management

As with ambient air pollution, a motorway operation can cause noise pollution in the areas neighbouring the motorway. Taking this fact into consideration, Nea Odos runs an Annual Road Traffic Noise Monitoring Programme. This programme includes noise measurements on the motorway in noise sensitive areas that have been approved by the competent state agency. The noise measurements are concluded in collaboration with the University of Thessaly.

The annual Road Traffic Noise Monitoring programme for 2017 demonstrated the need to place a noise barrier in the area of Kifissia on the Patras – Athens – Thessaloniki -- Evzonoi Motorway and to conduct a Special Acoustic Study for the Assessment and Application of Noise Barriers. This study has already been commissioned and will be completed in 2018.

Protection of Biodiversity

Nea Odos has taken all the necessary measures to protect biodiversity. The Concession project was based on Environmental Impact Studies for the location and layout of the motorway that focused on biodiversity issues for every area the motorway passes through. The environmental terms that are in force constitute the framework for the protection and effective management of ecosystems and habitats.

More specifically, there are provisions for the following: :

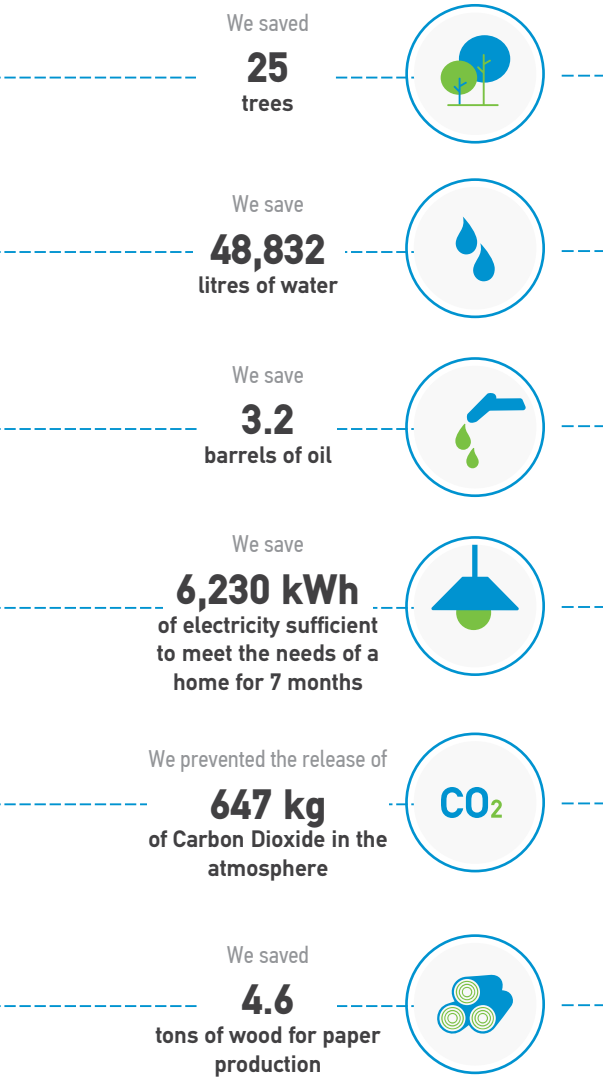
- Construction of wildlife crossings in habitat areas
- Motorway fencing to prevent wildlife entering
- Construction of closed sewerage systems for the protection of sensitive areas (e .g. Yliki lake and surrounding environmental habitats, and natural sources)
- Planting of indigenous species for their preservation and harmonisation of the project with the natural environment
- Construction of pollutant retention tanks
- Implementation of action plans to prevent any accidental pollution
- Implementation of noise-protection actions
- Planning of pilot programmes to record and monitor the growth of microfauna

The Mesologgi – Aitolikos wetland, the Ozeros lake, the Acheloos river, the Arachthos river, the Louros river, the "Yliki Lake and Paralimni – Kifissos river system of Viotia", the "Wetland and islands of the Atalanti bay", "the Lower Reach and estuary of the Spercheios river" are included in the Natura 2000 Network and constitute areas the motorway neighbours with or crosses.

The protection of the aforementioned sensitive areas has been taken into consideration in the design stage of the Concession project so that its construction would not cause any negative impact upon them. At the operation phase of the project, precautionary measures are taken and the designated inspections for the prevention and timely handling of impacts on sensitive areas as regards biodiversity take place. Up to now, there has been no incident that has had a negative impact on the aforementioned areas.

During 2017, the company commenced a collaboration with public institutions relevant to wildlife management (Forestry Agencies, Greek Ministry of Agricultural Development and Food, etc.) in the context of planning a monitoring and management programme for the wildlife that is present in the motorway. The planning of the programme is underway and its completion and implementation is slated to take place in 2018.

According to data received from the recycling company, our contribution is calculated in equivalents as follows:



Investments on Environmental Protection, Health and Safety

We care for the protection of the environment in practice. In the next table, we briefly present only a part of our actions for the environment, and the health and safety of our employees, to the extent they can be quantified.

The Benefits of Recycling

The company places recycling in a high position in its list of priorities. The actions implemented by the company aim not only at increasing the amount of materials recycled, but also at preventing waste generation and creating an environmental-friendly culture. Nea Odos collaborates with accredited companies that undertake the recycling of paper, plastic, batteries, and used/damaged electric and electronic devices.

“

In 2017, we recycled 1,526 kg. (as opposed to 1,404 in 2016) of materials, such as paper, plastic and aluminium, that did not end up in waste disposal sites.

Environment Protection and Health and Safety Projects	Investment€
Protection and maintenance of green spaces	738,000
Equipment for air pollution monitoring	176,493
Environmental consultants and staff for monitoring the application of Environmental Terms	45,000
Operation of atmospheric pollution and meteorological data stations	43,275.16
Environmental Studies (MPE, TEPEM, Recycling Studies EPO, Environmental Licensing of Escorting projects and activities, etc)	37,210
Traffic Noise Monitoring Program	16,000
Occupational Physician/Safety Technician	10,210.20
Health and Safety Monitoring Program	6,858.32
Annual Report on Air Pollution Monitoring	4,650
Maintenance of the company building's fire safety system (N. Erythraia)	2,510
Certifications ISO 39001:2012, OHSAS 18001:2007, ISO 9001:2008, ISO 14001:2004	2,450
Total	1,082,656.68

Environmental Awareness Actions



The infrastructure we create with the construction of motorways is of vital significance and creates huge value. With the project completion, crucial traffic issues are solved and, thus important environmental benefits are acquired. However, our role in raising the drivers' environmental awareness is certainly equally significant in our endeavour that a different driving mentality emerges and an environmental consciousness is built.

• Distribution of bio-degradable bags: For the third consecutive year, in cooperation with SKAI TV and SKAI radio station, we distributed 10,000 biodegradable bags during the peak season during Greek Easter. At the toll station of Afidnes, drivers were given special bags made from 100% recycled material for their litter during their trip.

Bioclimatic Headquarters

In April 2017, the Nea Odos headquarters moved from Maroussi to Nea Erythraia.

The new headquarter building is characterized by prominent bioclimatic features that are in tandem with the Nea Odos culture and ensure the best possible work environment.

The basic architectural approach and the design criteria of the building take into consideration high energy efficiency and environmental impact issues. The building takes maximum advantage of modern RES technologies and high energy efficiency equipment.

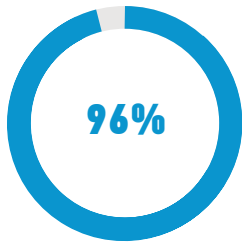
More specifically:

- The bioclimatic design of the building shell makes use of an external thermal insulation system, as well as low thermal transmittance window frames and windows with a built-in remote-controlled blind system.
- It is provision that a green roof at the biggest part of the building's roof will be installed.
- The installation of a photovoltaic system in a suitable part of the building's roof is also planned. In combination with choosing suitable electromechanical systems, the use of energy-efficient equipment and the application of automatic control system for the operation of all equipment aim at achieving the minimum possible energy consumption.

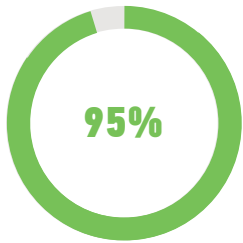


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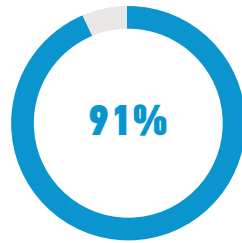
What is important for our users:



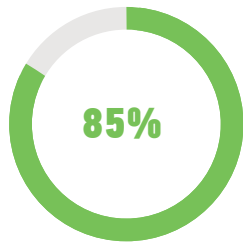
deem environmental protection as important



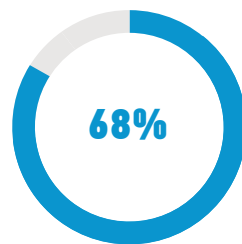
deem as important the management of environmental issues related to the operation of Nea Odos (energy, fuel, waste management, noise etc.)



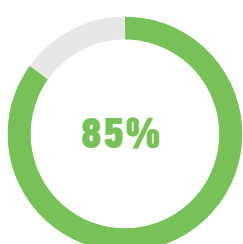
deem company's environmental compliance as important



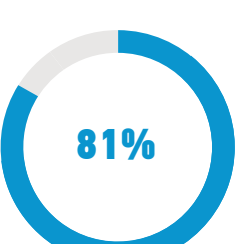
deem our waste management as important



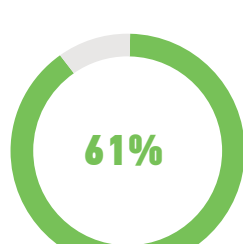
deem as important Nea Odos' energy consumption



deem air pollution as important



deem noise management on our motorways as important



deem air pollution as important

How we respond and our priorities for 2018

- ✓ Installation, within 2018, of three ambient air measuring stations as per the Authorised Environmental Terms Agreement
- ✓ Monthly Environmental and Health & Safety audits
- ✓ Recycled 1,526 kg of materials
- ✓ Zero penalties for non-compliance with environmental legislation

The data presented here has been derived from the motorway users' survey that was conducted in 2016.

8. Collaboration with Local Communities and Social Work



Primary Sustainable Development Goals



17.17 Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.
17.17.1 Amount of United States dollars committed to (a) public-private partnerships and (b) civil society partnerships.

Secondary Sustainable Development Goals



1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.
1.2.1 Proportion of population living below the national poverty line, by sex and age.
1.2.2 Proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.



3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.
3.6.1 Death rate due to road traffic injuries



4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.
4.5.1 Parity indices (female/male, rural/urban, bottom/top wealth quintile and others such as disability status, indigenous peoples and conflict-affected, as data become available) for all education indicators on this list that can be disaggregated.
4.A Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.



11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.
11.4.1 Total expenditure (public and private) per capita spent on the preservation, protection and conservation of all cultural and natural heritage, by type of heritage (cultural, natural, mixed and World Heritage Center designation), level of government (national, regional and local/municipal), type of expenditure (operating expenditure/investment) and type of private funding (donations in kind, private non-profit sector and sponsorship).
11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.
11.7.1 Average share of the built-up area of cities that is open space for public use for all, by sex, age and persons with disabilities.



16.5 Substantially reduce corruption and bribery in all their forms.
16.6 Develop effective, accountable and transparent institutions at all levels.
16.6.1 Primary government expenditures as a proportion of original approved budget, by sector (or by budget codes or similar).
16.6.2 Proportion of population satisfied with their last experience of public services.



In 2017

€230 million

were invested in the Greek economy in 2017

470

local Greek suppliers we do business with

99.3%

of our expenses support Greek businesses (both at a local and at a national level)

65.5%

of our workforce (322 permanent jobs) outside Attica

Our Contribution to Social Development

Ever since its establishment, Nea Odos has been supportive towards local communities and their residents through special programmes. To this end, in 2017, we organised and participated in numerous actions of social value. With our participation in such actions, we proved in practice that the company is an active social participant. The company cares for the needs of the communities it operates in and contributes to the development of communities and society.

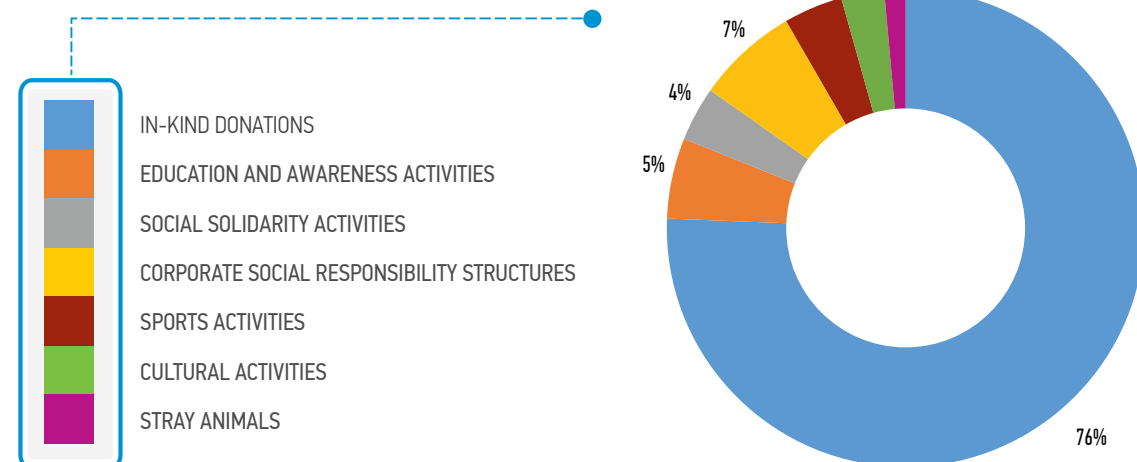
As a responsible corporate citizen, we consciously have a positive impact on society.

Annual contribution to Social Development - "Social Product" (in th. €)	2017 ^{IFRS}	2016 ^{IFRS}	2015	2014
Payments to suppliers (except materials and intercompany transactions)	65,973.53	66,644.03	27,661.34	46,125.87
Employee salaries and benefits (including insurance contributions)	8,906.90	6,619.37	7,648.36	6,162.73
Payments to providers of capital	8,488.48	6,798.66	6,984.83	6,331.45
In-kind support, financial support and donations	467.82	272.56	259.71	229.52
TOTAL	83,836.73	80,334.62	42,554.24	58,849.57

Total investment in the local communities through our initiatives amounted to €467,818.09

Nea Odos's initiatives are divided as follows:

- In-kind donations
- Education and Awareness Activities
- Social Solidarity Activities
- Corporate Social Responsibility Structures
- Sports Activities
- Cultural Activities
- Stray Animals



Protection and Social Solidarity Activities

Social solidarity actions, that have been incorporated in our strategic approach towards corporate responsibility, support organisations which care for vulnerable social groups. We recognise that through welfare actions, vulnerable groups of our society will receive support and access to social structures. This change will help them improve the quality of life for themselves and their families.

During 2017, we continued supporting organisations, charities, associations and NGOs at the areas neighbouring the motorway. At the core of our endeavour was our aim to support children, youngsters, people with special needs and disadvantaged people with a view to upgrading and safeguarding their quality of life. We contributed to the needs of the following organisations, addressing either specific needs or their standard needs through cash donations.

- ELEPAP of Agrinio
- HALKYON – Association of people with special needs in Nafpaktia and Dorida
- Together for Children (Mazi gia to Paidi)
- Special Primary School of Agrinio
- Iliatida – Non-profit Association Providing Moral, Material, Psychological assistance and support to children suffering from cancer
- 4th "Magic Village" of the Ziros Municipality
- Lakeside Entertainment Park of Ioannina

Other actions we implemented:

Money box – anonymous donations for "The Smile of the Child" by motorway users at service points, amounting €40.39

The value of our actions and activities amounted to €17,313

Road Safety Education and Awareness Activities

In 2017, our investment in road safety education and awareness actions amounted to €32,243.

Examples of programmes we have implemented:

- The Hellenic Road Safety Institute "Cycling Safely" programme
- The Hellenic Road Safety Institute, Road Safety Week
- The Hellenic Road Safety Institute, "ERMIS" training programme
- Road Safety information leaflets

We collaborate with the Hellenic Road Safety Institute "Panos Mylonas" on the interactive awareness and education actions we organize. The Hellenic Road Safety Institute has been certified in accordance with the following standards: ISO 9001:2008 for quality, ISO14001:2004 for environmental management, OHSAS 18001:2007 for hygiene and safety, ISO 39001:2012 for road safety and ISO 29990:2010 for quality management in training services.

"Cycling Safely"

The "Cycling Safely" programme contributes to shaping the road culture and the behaviour of the future drivers. The programme aims at children acquiring a responsible driving behaviour which will stay with them in their future trips as adults. It has been approved both by the Ministry of Education and the Institute of Educational Policy, while it is always implemented with the cooperation of the competent Directorates of Primary Education.

619 students participated in the “Cycling Safely” programme in 2017

Aetolia-Acarmania Prefecture: **382 students**
 Arta Prefecture: **113 students**
 Ioannina Prefecture: **124 students**

“ERMIS”

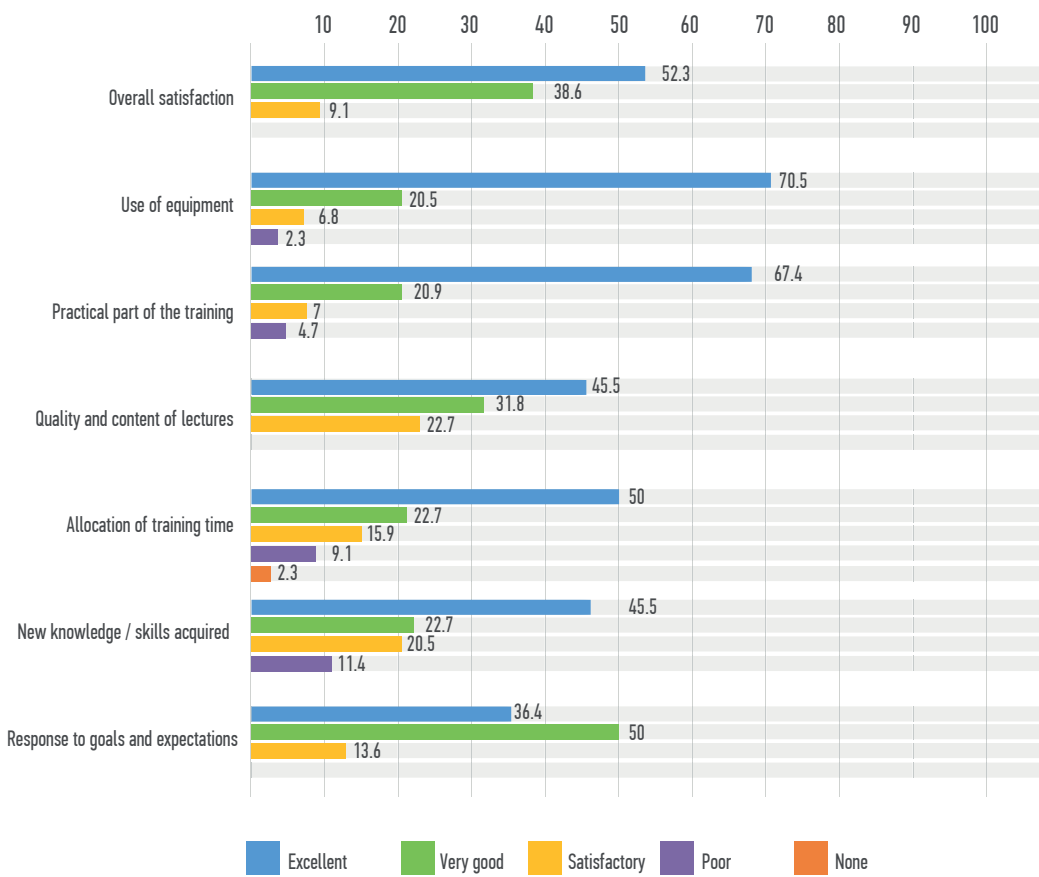
The “ERMIS” action, the training programme for the Juvenile Detention Centers, took place this year at the Drug Addicted Prisoners Rehabilitation Centers of Eleonas - Thiva, with 55 participants.

The road safety training seminar of the ERMIS innovative programme that was organized by the Hellenic Road Safety Institute on 10.07.2017 aimed at explaining to the trainees how to protect themselves and other users of the motorways. Both the theoretical and practical parts of the seminar kept the participants interested. In the presentation, all the dangers of the wrong use of a car or motorcycle were analysed, young prisoners participated in the practical part of the training, which included a simulator of overturning, collision, drunkenness, distraction, and driving.

The seminar was implemented within the framework of the Institute’s programme agreement with the Greek Ministry of Justice, Transparency and Human Rights.



Evaluation of Educational Program «HERMIS»

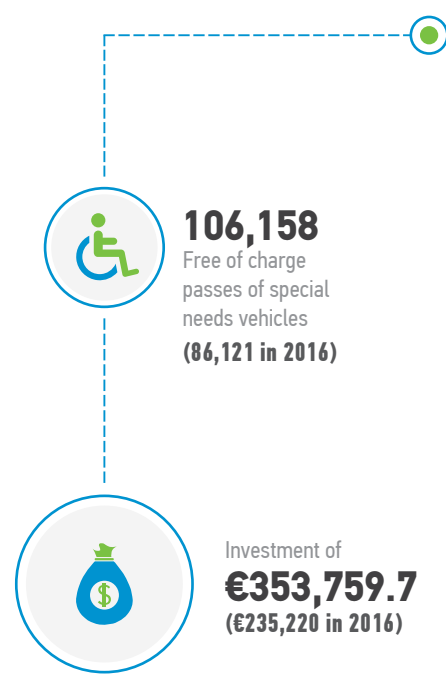


“
 Congratulations! I wish you
 always had the courage and
 strength to continue your work

Participant Statements

“
 Good seminar and
 dedicated staff, bravo!

“
 As a professional driver I knew
 most of the content, but I can say
 that the training and briefing were
 impeccable and I learned some
 new things



In Kind Donations

Nea Odos in practice supports people with special needs and this is proven with the toll free transits of special needs vehicles.

EVIDENT SUPPORT FOR THE DISABLED	2017	2016	2015
Free of charge passes of special needs vehicles	106,158	86,121	72,592
Investment (€)	353,759.7	235,220	€202,905.41

In the context of solidary contributions, apart from supporting citizens with special needs, the company grants toll free transits to organisations, groups and associations in need of assistance.

In 2017, Nea Odos granted toll free transits to the following:

- Vehicles of the voluntary organisation "The Smile of the Child"
- School teachers of the 1st Second Chance School of Eleona, Thiva
- Vehicles of the disabled sports club "THE ARGONAUTS"

Cultural Activities

The prefecture of Epirus constitutes a priority for Nea Odos and thus the company supports the Cultural Route of Ancient Theatres of Epirus programme in multiple ways.

Both Nea Odos and the "Diazoma " association share the same philosophy as regards the need to protect and enhance the environmental and cultural heritage in each region. This is proven on the one hand by the strategic goal of Nea Odos for the harmonious integration of the motorways into the environment and on the other hand by the actions "Diazoma" undertakes.

The "Cultural Route of Epirus", the development programme run by "Diazoma", is the first organised endeavour on sustainable development focused on the monuments of Epirus. It includes 4 regional sections, 5 archaeological sites (Dodoni, Nicopolis, Kassopi, Amvrakia and Gitanas), and 8 ancient theatres. It runs through 344 km of a motorway route and 2,300 years of history.

More specifically, the company has undertaken the following initiatives:

- Highlighting sites of cultural and environmental interest with the creation of a digital panorama for the Athens-Thessaloniki-Evzonoi and the Ionia Odos motorways
- The creation and installation of Interactive Digital Info kiosks that will provide audiovisual information, and the pilot application will be installed at the Sirios Motorist Service Station
- Funding the study "organization of the participation of the local economy of Epirus in the Cultural Route of Ancient Theaters of Epirus". The mobilization of the local business community has the potential to take advantage of the development potential offered by this specific initiative.

In 2017, the study on the "Organization of the participation of the local economy of Epirus in the Cultural Route of Ancient Theaters of Epirus" was completed.

The Nea Odos investment on the "Diazoma" programme amounts to €13,000.

Additional actions supported by Nea Odos include:

- NOSTOS EXPO, the tourist exhibition of alternative tourism of the Municipality of Nafpaktia
- Summer Festival of the Municipality of Dodoni
- Adventure Film Festival, the only Greek film festival dedicated to adventure sports activities and to friends of outdoor activities, who make use of the opportunities offered in the mountainous regions of Greece through our motorways.
- Festival of the Lake Trichonida Friends

The total Nea Odos investment on cultural actions in 2017 amounted to €25,500.

Sports Activities

In the recent user survey conducted by Nea Odos, it became clear that the motorway users would like us to support and fund sports programmes in the areas the motorways run through. As a result, we showed great interest in actions that promote the social role of sports, support local institutions and actively support young athletes in local communities.

At the local level, we supported the following sports associations:

- Molos Football Academy
- Marathon run of Nafpaktos – Marathon Association of Nafpaktos
- Pan-Hellenic Dart Championship
- Cycling races of Nafpaktos
- Marathon run of Kastro-Viotia (Medal Sponsorship)
- Running race in Akraifnio of Viotia (Medal sponsorship)
- Greek Paralympic Committee

Our investment amounted to €13,600



Taking Care of Stray Animals

Nea Odos ensures the safe, and smooth unobstructed traffic flow and to this end has installed a fencing along the entire motorway, with special wire netting suitable for use on motorways.

In 2017, the company intensified its efforts to collect and manage stray animals. In collaboration with the Animal Welfare Society, Nea Odos provided vet care and tests that included Kala-azar tests, Ehrlichia and scabies treatments, anti-rabies vaccinations, orthopedic surgeries/minor surgeries, x-rays, neutering, assessing/implanting tracking chips.

Almost all animals were hosted during their recovery in a specially constructed area before they were transported or adopted.

In 2017, the company treated and covered the medical expenses of 56 stray animals with the investment exceeding € 5,690 and the average cost per animal amounting to €102.

7 of the animals the company cared for have now been adopted.



Blood Donation Bank: "ODOS ZOIS"

In 2017, the company organised and implemented a series of voluntary blood donations for the whole staff. In total, three voluntary blood donations were organised, which were realised with the contribution and support of the Korgialenio – Benakio General Hospital of Athens (Red Cross) and of the General Hospital of Lamia. The results of this activity are reflected in the following facts and figures:

- 82 blood bottles were collected (in comparison to 71 bottles in 2016)
- 19% of all the employees (of the Nea Odos and Kentriki Odos companies) participated

Acknowledging the value of blood donation as a selfless life offering and tangible social contribution, our company will continue with dedication implementing this action. In fact, voluntary blood donation is the first action towards the fulfilment of our strategic goal that is the creation of a Blood Donation Bank called "Life Road" ("Odos Zois").



Strengthening Corporate Social Responsibility

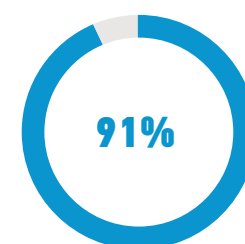
Strengthening our internal structures, and participating in international organisations and informational conferences are requirements for implementing our Corporate Social Responsibility actions. Targeted communication actions are also included in this context. We invested €18,650 to this end in 2017.

Ethics and Corporate Communications

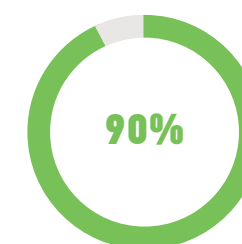


As in all aspects of our business activities, with regard to our corporate communications, we follow standards and ethics that respect the principles and ethics of Nea Odos. The Greek Advertising/ Communications Code of the Communications Control Council regulates at a professional ethics level our corporate communications for commercial and social purposes. The quality of our corporate communications reflects our business ethics which is a vital prerequisite for a socially responsible company.

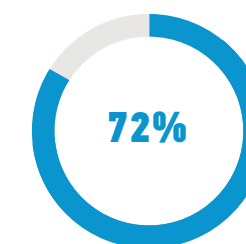
What is important for our users:



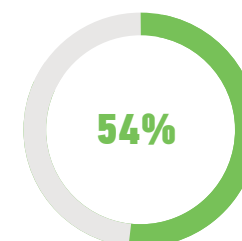
believes Nea Odos should take actions regarding sports



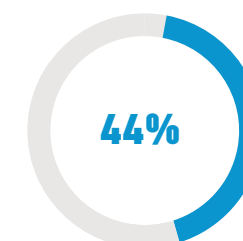
believes Nea Odos should take actions regarding cultural issues



deem company's indirect financial impacts as important

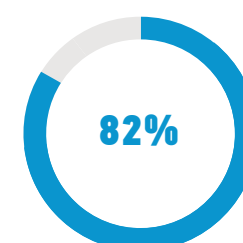


believes our impact on society is neutral (neither positive nor negative)

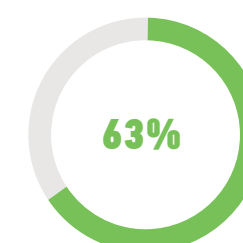


believes our impact on society is very positive and positive

But



are not aware about the Corporate Responsibility actions taken by our company



hasn't received informational material regarding Corporate Responsibility actions taken by Nea Odos

How we respond and our priorities for 2018

- ✓ We continue our active engagement in the Association of Social Actors "Kilometres of Solidarity" in partnership with Gefyra SA and Olympia Odos
- ✓ We collected 82 blood bottles (71 in 2016)
- ✓ We continued our holistic management approach towards stray animals entering the motorway
- ✓ We support the "Cultural Route of Epirus", through our strategic partnership with "Diazoma"

The data presented here has been derived from the motorway users' survey that was conducted in 2016.

9. Goals

Road Safety – Quality in Services

Topic	Goal 2017	Progress 2017	Goal 2018
Variable Message Signs (VMS)	Complete study and install new VMS	In progress	Complete study and install new ones if required
Weight–In–Motion System	Complete system installation and maintain permanent operation	Completed	-
Customer Satisfaction Survey	Improvement/retention of customer service ranking results	Achieved retention	Satisfaction (%) from services offered: > 90%
Customer Care Call Centres	Customer service (phone): 90% of issues handled within 2 minutes of call receipt	Exceeded 90%	Retain or exceed 2017 performance
Accident related indicators	Zero accidents on motorway (refers to users and employees)	Users: 1,358 Employees: 16	Zero accidents on motorway

Human Resources

Topic	Goal 2017	Progress 2017	Goal 2018
Integrate Corporate Responsibility questions in the employee's survey	The most recent survey was conducted in December 2016	-	The next survey is scheduled for the first half of 2019
Development centres	Further support and development of the employees participating in the development centres	9 people assumed a new role in the company	49 additional employees to take part in the process.
Training on Road Safety	According to the training plan, the next training on Road Safety is scheduled for 2018	-	Train 210 employees on Road Safety
Training on stray animal management	According to the training plan, the next training on stray animal management is scheduled for 2018/2019	-	According to the training plan, the next training on stray animal management is scheduled for 2019
Employees training	Total training hours/ total employees>5	Achieved. Total training hours/ total employees: 8.84	Total training hours/ total number of employees>5
	First Aid Training and Health & Safety Policy and Procedures for new employees: Goal is to train 108 employees	50 employees trained	The goal was partially achieved in 2017 and will be attained during 2018 by training 77 employees
	Training on Working Safely at Height for new employees: Goal is to train 29 employees	Achieved	Goal is to train 28 additional employees
	Training on managing fire incidents (inside and outside tunnels): Goal is to train 125 employees	Achieved	Training has been completed for all workforce. Training will be conducted for new employees in 2019, if required
	Training on "Managing incidents in tunnels": Goal is to train 21 employees	Achieved	Goal is to train 39 additional employees
Training on Health & Safety	Conduct at least 150 training hours on Health & Safety for middle and high-ranking employees: Goals was moved to 2017	Conducted 292 training hours for Top Executives, Managers and Administrative staff	The goal remains for 2018

Caring for the Environment

Topic	Goal 2017	Progress 2017	Goal 2018
Monthly audit plan for compliance with Environmental requirements	>=12	Completed	>10
Monthly audit plan for Health & Safety during operation and maintenance activities	>=12	Completed	>10
Motorway operation and maintenance	Maintain zero environmental fines	Achieved	Maintain zero environmental fines
Procedure for the Identification and evaluation of environmental aspects and impacts procedure	Zero non-compliances with policies and procedures	Achieved	Zero non-compliances with policies and procedures
Environmental Emergencies Management Procedure	Zero non-compliances with policies and procedures	Achieved	Zero non-compliances with policies and procedures
Natural resources, materials and waste management procedure	Zero non-compliances with policies and procedures	Achieved	Zero non-compliances with policies and procedures
Environmental fines	Zero fines	Achieved	Zero fines
Employee training	Conduct training on environmental issues, aimed at middle and high ranks (pending 2016)	Conducted 45 hours of training	-
Measurement of CO2 emissions (Offices)	Measurement of CO2 emissions (Offices)	Completed	Measurement of CO2 emissions (Offices)
Certifications renewal	Certifications renewal: ISO 9001:2008 OHSAS 18001:2007 ISO 39001:2012 ISO 14001:2004	Completed	Certification renewal
Recycling	Extension to the new stations of Ionia Odos	Completed	Ongoing
Green Toll Stations		New goal	Design and construction according to the Regulation of Energy Efficiency in Buildings, for Motorist Service Stations (MSS) in Ionia Odos and ATHE

Strategy, Partnerships and Social Contribution

Topic	Goal 2017	Progress 2017	Goal 2018
"Kilometres of Solidarity"	Expand the number of supported bodies of the Association of Social Actors "Kilometres of Solidarity"	Achieved	Expand the number of supported bodies
Blood bank	Repeat blood collection for employees in the sections of the ATHE motorway	Completed	Repeat blood collection for employees of the ATHE motorway, including the new motorway sections
Stakeholder Engagement	Implementation of users' recommendations as captured in the motorway user survey on Corporate Responsibility	Survey repeated biannually	Implementation of users' recommendations Repeat survey in 2019
Participation in Global Initiatives	Renew our GRI GOLD Community membership	Completed	Implementation of the Sustainable Development Goals
Stray animal management	Maintain cooperation with the Greek animal welfare company	Completed	Maintain cooperation with the Greek animal welfare company
Strengthening partnerships	Establish partnerships which support the Corporate Responsibility pillars of Nea Odos	Completed	Support the social initiative: "Eliza" Support the Observatory of Road Networks in Western Greece and Peloponnese (POADEP)
Reinforcement of internal structures	Development of Code of Conduct	Moved to 2019	2019 Goal
E-Learning platform dedicated to Road Safety	Tender call, supplier selection and development of basic website structure	Completed	Establish suitable synergies to enrich the educational content of the platform

10. Report Profile



The 2017 Nea Odos' Corporate Responsibility Report, is based on the Global Reporting Initiative (GRI) Standards. This report has been prepared in accordance with the GRI Standards: Core option.

Reporting Year

The report refers to year 2017, from 01/01/2017 to 31/12/2017 and covers all key and material aspects which Nea Odos has recognized and focuses on. Our previous Report concerned 2016 from 1/1/2016 to 31/12/2016. Our reports are issued on an annual basis. We are committed to issue a Corporate Responsibility Report on an annual basis.

Report Structure

Report content has been organized according to the five Corporate Responsibility pillars on which we rely to structure our strategy and develop our initiatives:

- **Road Safety**
- **Quality in Services**
- **Human Resources**
- **Caring for the Environment**
- **Local Communities and Social Contribution**

Our fourth Corporate Responsibility Report aims to present and communicate the Corporate Responsibility Strategy and its practical implementation. Therefore we are expanding the range of the information we disclose, in order to keep our stakeholders informed about our priorities, risks, opportunities and plans for the future.

This Report covers the operation and maintenance of the motorways and not their construction which is carried out by the EUROIONIA (TERNA - TERNA Energy) joint venture, on behalf of Nea Odos.

Clarifications

Accidents

The number of accidents excludes accidents involving seasonal employees who operate through an external company providing personnel and payroll services. We do not record data on absenteeism.

Suppliers

Local suppliers do not relate exclusively to the maintenance and operation of the motorway. National suppliers include suppliers from related parties, most important of which is the manufacturer EUROIONIA. The remaining related suppliers focus on the maintenance and operation of the motorway (power supply, maintenance E/U installations, etc.).

Financial Information

The financial statements for the year ended 31st December 2017 (01.01.2015-31.12.2015) are the first made by the company in accordance with the New Greek Accounting Standards. For the Accounting year up to and including that ended 31st December 2014, the company kept the accounting books and records and was drawing up its financial statements in accordance with the provisions of 2190/1920, taking into account the provisions of the applicable tax legislation if and where this was required. The company has prepared the financial statements fully in line with the New Greek Accounting Standards, as they apply to financial years beginning on or after 1st January 2015, together with comparative data period and for the year ending 31 December 2014, as described in accounting principles.

The variations observed from 2015 to 2016, resulting in operating support from NEA ODOS to KENTRIKI ODOS which is considered a cost for NEA ODOS. The company in accordance with article 2 of 4308/2014 is considered to be a large enterprise.

Salaries and employees' benefits include employer contributions. Payments to the capital providers have been interpreted as interest payments to banks for loans taken and repaid. Payments to suppliers (other than materials and intercompany transactions) include all payments made to suppliers other than related parties (including VAT and withholding taxes). All other payments include consumables and services provision. Payments to the suppliers include the support to the Central Greece motorway amount of €33,331,109.00. Payments to capital providers have not included loan repayments which for 2017 was €96,791.65 and for 2016 the corresponding amount was €91,764.32.

Drivers

Data referring to our users' opinions have been derived from the motorway users' survey conducted in 2016.

External Assurance

For the 2017 report we decided to proceed to External Assurance of specific parts of the content in order to improve the reliability of the information provided and the structures that allow us to collect and process information. In the last section of this report, we present the Assurance letter of the independent assurer, Grant Thornton who carried out the assessment of the specific data, in accordance with the international standard of verification ISAE 3000.

Support

The 2017 Corporate Responsibility Report was developed with the guidance and scientific support of Sustainability Knowledge Group. (www.sustainabilityknowledgegroup.com).



CSR TEAM

A number of executives from different Departments and Divisions of the company cooperated for the collection of data, in particular:

- Content Coordinators: Foteini Lamprou, Gerasimos Monokrousos
- Representatives of Departments/Divisions – Content Managers: Baso Boulgaraki, Panagiotis Galanopoulos, Giannis Orfanotis, Nikos Katapodis, Foteini Lamprou, Natalia Manara, Giannis Marinopoulos, Gerasimos Monokrousos, Eleni Nianiou, Magdalini Mparouxou, Mixalis Lagoudakis, Despoina Potamianou, Natali Kedikoglou, Katerina Katexi, Giorgos Mayrikos, Maria Zografini, Antonis Giannopoulos, Eygenia Soufi, Panagiota Stasinou, Ioanna Tsakatoura, Konstantinos Sideris and Vassiliki Zoulomitaki.

Contact Point

You can contact us for comments, questions or suggestions.

Gerasimos Monokrousos

Public Relations, Marketing & C.S.R. Associate

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Headquarters: 87 Themistokleous Str. Athens

E-mail: gmonokrousos@neaosdos.gr

Tel.: (+30) 210-3447300

Fax: (+30) 210-6100301

GRI CONTENT INDEX

For the SDG Mapping Service, GRI Services reviewed that the disclosures included in the content index are appropriately mapped against the SDGs.



GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
GRI 101: Foundation 2016				
General Disclosures				
Organizational Profile				
GRI 102: General Disclosures 2016	102-1 Name of the organization	12	8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	
	102-2 Activities, brands, products, and services	12, 14, 15		
	102-3 Location of headquarters	95		
	102-4 Location of operations	12, 14, 15		
	102-5 Ownership and legal form	12, 17		
	102-6 Markets served	14, 15		
	102-7 Scale of the organization	14, 18, 19, 61		
	102-8 Information on employees and other workers	61, 62		
	102-9 Supply chain	57-59		
	102-10 Significant changes to the organization and its supply chain	16, 19		
	102-11 Precautionary Principle or approach	20-23, 26-29		
	102-12 External initiatives	25, 27		
	102-13 Membership of associations	24-25		
Strategy				
	102-14 Statement from senior decision-maker	7		
	102-15 Key impacts, risks, and opportunities	7, 16, 22, 33, 39, 40, 41, 53, 69, 84		
Ethics and Integrity				
	102-16 Values, principles, standards, and norms of behaviour	10, 21	16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	
Governance				
	102-18 Governance structure	16-18		
Stakeholder Engagement				
	102-40 List of stakeholder groups	35	8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	
	102-41 Collective bargaining agreements	62		
	102-42 Identifying and selecting stakeholders	34, 35		
	102-43 Approach to stakeholder engagement	33-35, 95		
	102-44 Key topics and concerns raised	35-37, 51, 59, 71, 82, 91		
GRI 102-55				

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
Reporting Practice				
Material topics ECONOMIC	102-45 Entities included in the consolidated financial statements	https://www.neaodos.gr/οικονομικές-καταστάσεις/		
	1102-46 Defining report content and topic Boundaries	26-35		
	102-47 List of material topics	31, 33		
	102-48 Restatements of information	18, 19, 84		
	102-49 Changes in reporting	-		
	102-50 Reporting period	94		
	102-51 Date of most recent report	94		
	102-52 Reporting cycle	94		
	102-53 Contact point for questions regarding the report	95		
	102-54 Claims of reporting in accordance with the GRI Standards	94		
	102-55 GRI content index	96		
	102-56 External assurance	110		
Economic Performance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	16, 18, 20-23		
	103-3 Evaluation of the management approach	92, 93, 95		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	18,19		2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture; 5. Achieve gender equality and empower all women and girls; 7. Ensure access to affordable, reliable, sustainable and modern energy for all; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation;

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
	201-2 Financial implications and other risks and opportunities due to climate change	73		13. Take urgent action to combat climate change and its impacts
	201-3 Defined benefit plan obligations and other retirement plans	66		
	201-4 Financial assistance received from government	17, 19		
Indirect Economic Impacts				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	21, 26-33, 91		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 92, 93		
	103-3 Evaluation of the management approach	91-93, 95		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	84-91		2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture 5. Achieve gender equality and empower all women and girls; 7. Ensure access to affordable, reliable, sustainable and modern energy for all; 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation; 11. Make cities and human settlements inclusive, safe, resilient and sustainable;
	203-2 Significant indirect economic impacts	84		1. End poverty in all its forms everywhere; 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture 3. Ensure healthy lives and promote wellbeing for all at all ages; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 10. Reduce inequality within and among countries; 17. Strengthen the means of implementation and revitalize the global partnership for sustainable development

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
ENVIRONMENTAL				
Materials				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 82		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 73, 92, 93		
	103-3 Evaluation of the management approach	82, 92, 93, 95		
GRI 301: Materials 2016	301-1 Materials used by weight or volume	75, 76		8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 12. Ensure sustainable consumption and production patterns;
Energy				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 82		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 74, 81, 82, 92, 93		
	103-3 Evaluation of the management approach	81, 92, 93, 95		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	74, 75, 81		7. Ensure access to affordable, reliable, sustainable and modern energy for all; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 12. Ensure sustainable consumption and production patterns; 13. Take urgent action to combat climate change and its impacts
	302-2 Energy consumption outside of the organization	74, 75, 81		7. Ensure access to affordable, reliable, sustainable and modern energy for all; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 12. Ensure sustainable consumption and production patterns; 13. Take urgent action to combat climate change and its impacts

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
	302-4 Reduction of energy consumption	74, 75, 81		7. Ensure access to affordable, reliable, sustainable and modern energy for all; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 12. Ensure sustainable consumption and production patterns; 13. Take urgent action to combat climate change and its impacts
Biodiversity				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 82		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 74, 82, 92, 93		
	103-3 Evaluation of the management approach	92, 93, 95		
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	79		6. Ensure availability and sustainable management of water and sanitation for all; 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development; 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
	304-2 Significant impacts of activities, products, and services on biodiversity	79		
	304-3 Habitats protected or restored	79		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
Emissions				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 82		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 74, 79, 82, 92, 93		
	103-3 Evaluation of the management approach	92, 93, 95		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	78		3. Ensure healthy lives and promote wellbeing for all at all ages; 12. Ensure sustainable consumption and production patterns; 13. Take urgent action to combat climate change and its impacts;14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development; 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
	305-2 Energy indirect (Scope 2) GHG emissions	78		
	305-4 GHG emissions intensity	78		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	77		3. Ensure healthy lives and promote wellbeing for all at all ages; 12. Ensure sustainable consumption and production patterns; 13. Take urgent action to combat climate change and its impacts;14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development; 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
Effluents and Waste				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 82		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 74, 82, 92, 931		
	103-3 Evaluation of the management approach	82, 92, 93, 95		
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination	77		3. Ensure healthy lives and promote wellbeing for all at all ages; 6. Ensure availability and sustainable management of water and sanitation for all; 12. Ensure sustainable consumption and production patterns; 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development
	306-2 Waste by type and disposal method	76		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
	306-3 Significant spills	76		3. Ensure healthy lives and promote wellbeing for all at all ages; 6. Ensure availability and sustainable management of water and sanitation for all; 12. Ensure sustainable consumption and production patterns; 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development; 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
	306-4 Transport of hazardous waste	76		3. Ensure healthy lives and promote wellbeing for all at all ages; 12. Ensure sustainable consumption and production patterns;
	306-5 Water bodies affected by water discharges and/or runoff	76		6. Ensure availability and sustainable management of water and sanitation for all; 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
Environmental Compliance				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 92, 93		
	103-3 Evaluation of the management approach	92, 93, 95		
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	22		16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
Supplier Environmental Assessment				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 57-59, 92, 93		
	103-3 Evaluation of the management approach	92, 93, 95		
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	22		
	308-2 Negative environmental impacts in the supply chain and actions taken	22		

SOCIAL
Employment

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 71		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 61, 63, 71, 92, 93		
	103-3 Evaluation of the management approach	71, 92, 93, 95		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	64, 65		5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	66		
	401-3 Parental leave	66		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 71		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 69, 71, 92, 93		
	103-3 Evaluation of the management approach	69, 71, 92, 93, 95		
GRI 403:Occupational Health and Safety 2016	403-1 Workers representation in formal joint management–worker health and safety committees	69-70		8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	69-70		
	403-3 Workers with high incidence or high risk of diseases related to their occupation	69-70		

Training and Education

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 716		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 66, 67, 70, 71, 92, 93		
	103-3 Evaluation of the management approach	66, 67, 71, 92, 93, 95		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	67, 68, 70		4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
	404-3 Percentage of employees receiving regular performance and career development reviews	69-70		5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Diversity and Equal Opportunity				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	21, 26-33, 71		
	103-2 The management approach and its components	20-23, 65, 71, 92, 93		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-3 Evaluation of the management approach	66, 67, 71, 92, 93, 95		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	20, 61, 62		5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
	405-2 Ratio of basic salary and remuneration of women to men	65		5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 10. Reduce inequality within and among countries

Non-discrimination				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	21, 26-33, 71		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
	103-2 The management approach and its components	20-23, 65, 92, 93		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-3 Evaluation of the management approach	65, 92, 93, 95		
GRI 406: : Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	65		5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Local Communities				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	21, 26-33, 84		
	103-2 The management approach and its components	7, 20-23, 84, 90, 92, 93		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-3 Evaluation of the management approach	84, 92, 93, 95		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	84-91		
	413-2 Operations with significant actual and potential negative impacts on local communities	84-91		1. End poverty in all its forms everywhere; 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) AND/OR URL(S)	OMISSION	SDG LINKAGE TO DISCLOSURE
Customer Health and Safety				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	21, 26-33, 51		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 51, 92, 93		
	103-3 Evaluation of the management approach	51, 92, 93, 95		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	38-50		16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	9, 22		
Marketing and Labelling				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	26-33, 51, 54		1. End poverty in all its forms everywhere; 5. Achieve gender equality and empower all women and girls; 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	103-2 The management approach and its components	20-23, 38, 51, 90-93		
	103-3 Evaluation of the management approach	92, 93, 95		
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	40, 41, 44		12. Ensure sustainable consumption and production patterns; 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	417-2 Incidents of non-compliance concerning product and service information and labelling	9		
	417-3 Incidents of non-compliance concerning marketing communications	9, 91		

Independent Limited Assurance Report

To the Board of Directors of NEA ODOS CONCESSION SOCIETE ANONYME

The Board of Directors of “NEA ODOS CONCESSION SOCIETE ANONYME” (Nea Odos S.A.) (the “Company”) engaged “GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS” (“Grant Thornton”) to review selected data included in the 2017 Corporate Responsibility Report of Nea Odos S.A. for the fiscal year ended on December 31st, 2017 (“selected data”), in accordance with the Global Reporting Initiative (GRI) Standards (“GRI-Standards”).

Scope

We performed our engagement in accordance with International Standard on Assurance Engagements 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information (“ISAE 3000”), in order to provide limited level assurance opinion on selected data of the 2017 Corporate Responsibility Report, with regard to:

- The completeness and accuracy of quantitative data and the plausibility of statements related to GRI 102: General Disclosures.
- The “In accordance” – Core adherence related to GRI Standards.
- The completeness and accuracy of Disclosures on Management Approach, which correspond to seven (7) material issues: “Economic Performance”, “Energy”, “Emissions”, “Employment”, “Training and Education”, “Local Communities” and “Customer Health and Safety”.
- The completeness and accuracy of the GRI - Topic specific Standards on the previous seven material issues (**Disclosures 201-1, 302-1, 305-1, 305-2, 401-1, 404-1, 404-3, 413-2, 416-1**).

Management Responsibility

The Management of Nea Odos S.A. is responsible for the preparation and presentation of the selected data provided to us, as incorporated in the 2017 Corporate Responsibility Report of the Company, as well as for the completeness and accuracy of the selected data. Furthermore, the Management is responsible for maintaining records and adequate internal controls that are designed to support the reporting process.

Grant Thornton Responsibility

Our responsibility is to carry out a limited assurance engagement and to express our conclusions based on the procedures carried out for the selected data, as described in the “Scope” section. The procedures we carried out were designed to provide limited assurance, as specified in ISAE 3000, based on which we shaped the conclusion to our engagement.

These procedures are not as extensive as those required for providing reasonable assurance; consequently, a lower level of assurance is obtained. Our responsibility is limited to the information related to the fiscal year that ended on December 31, 2017, as these were included in the 2017 Corporate Responsibility Report of the Company. To the extent it is permitted by the legislation in force, we neither accept nor assume any responsibility for our engagement or this report towards anyone other than the Company, unless the terms have been agreed explicitly in writing, with our prior consent.

Limitations

- To conduct our work, we relied exclusively on the information provided to us by the Company’s executives, which we accepted in good faith as being complete, accurate, real and not misleading. Therefore, we did not submit it to any verification procedures, apart from the procedures explicitly stated in our Report and which arise from our mutually agreed methodology.
- Our engagement was limited to the Greek version of the 2017 Corporate Responsibility Report. Therefore, in the event of any inconsistency in translation between the Greek and English versions, as far as our conclusions are concerned, the Greek version of the Report prevails.
- No work has been conducted on data for previous reporting periods, as well as on data related to forecasts and targets.
- No work has been conducted on anything other than the agreed scope and consequently, our opinion is limited to that scope.

Work conducted

We conducted our work so as to collect all the data, relevant documentation, information and explanations we considered necessary as to the selected data described in the “Scope” section. The procedures followed with regard to the selected data included:

- Interviews with executives and key personnel responsible for the relevant information and assumptions.
- Visits to the Company premises.
- Review and assessment of the processes and controls used to collect, aggregate, validate and report the data;
- Sample tests on collected data, conversion factors and formulas, where required.
- Review of the GRI Content Index found on pages 96-108 of the Corporate Responsibility Report, as well as the relevant references included therein, against our scope of work.

Independence

Grant Thornton implements the requirements of International Standard on Quality Control 1. Based on this, it maintains an integrated quality control system that includes policies and procedures for compliance with moral principles, professional standards and relevant legal and regulatory requirements. We comply with the independence requirements and other ethical standards of the IFAC Code of Ethics for Professional Accountants of the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, impartiality, professional adequacy, confidentiality and professional conduct. In this context, the assurance team is independent from the Company and has not participated in the preparation of the Company’s 2017 Corporate Responsibility Report.

Conclusion

We report the following conclusions based on the scope and the limitations of our engagement. Our conclusions are based on the procedures we carried out, as described in the “Work Conducted” section:

- Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that the quantitative data of the Report that relates to the GRI 102: General Disclosures is incomplete. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that errors or inaccuracies exist both in the collation of the quantitative data and in the transposition of this data to the Report.

- Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that errors or inaccuracies exist in the GRI 102: General Disclosures that would significantly affect the ability of stakeholders to extract suitable and valid conclusions for the Company's performance.
- Nothing has come to our attention that would cause us to believe that the Report does not meet the requirements of the "In accordance" – Core option.
- Nothing has come to our attention regarding inaccuracies as to the completeness and accuracy of the Disclosures on Management to the seven (7) material aspects under the scope of our engagement.
- Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that the quantitative data of the Report that relates to the 201-1, 302-1, 305-1, 305-2, 401-1, 404-1, 404-3, 413-2 and 416-1, disclosures on seven (7) material aspects of GRI Standards, is incomplete. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that errors or inaccuracies exist with regard to the aforementioned disclosures both in the collation of the quantitative data and in the transposition of this data to the Report. Nothing has come to our attention that, under the scope of our engagement, would cause us to believe that inaccuracies exist in the aforementioned disclosures that would significantly affect the ability of interested parties to extract suitable and valid conclusions for the Company's performance.

Athens, 07/12/2018

The Chartered Accountant

Panagiotis Christopoulos

CPA (GR) Reg. No.28481



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