

Sustainable Development Report



The best travel companion

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CEO MESSAGE

What were the opportunities and challenges in 2021 for Nea Odos?

2021 was another year of challenges and opportunities; challenges because the pandemic crisis continued to greatly affect our business operations and opportunities because in the difficult and changing environment in which we operate, we further strengthened the sustainable development strategy that we have been consistently implementing for years.

Despite the uncertainty of the times, we continued to act with flexibility and resilience in mind. We observed developments, and then we focused on areas of the highest priority for the sector and for our company, such as road safety, monitoring our environmental footprint, actions to protect the environment and promote circular economy, the energy efficiency of the concession project, promoting e-mobility, further integrating new technologies into our operation and creating value for both our people and local communities.

2021 was, for our company, a year of internal organizational and administrative change. Our goal as always is to improve efficiency for all stakeholders and strengthen our development path. Therefore, a separate corporate operations entity is now responsible for the Operation and Maintenance of the overall concession project, i.e. the motorways under our responsibility, which, among other things, is responsible for patrols, toll management and our call center.

What were the most iconic initiatives, actions and practices that you implemented as a company in 2021?

At Nea Odos we address sustainable development strategically and holistically in all areas of our actions.

Regarding **Road Safety and Quality of services**,

- We invested over 15 million euros in new infrastructure projects, installations and repairs as well as in integrating new technologies, aiming at upgrading, maintaining and restoring the road infrastructure to provide the highest levels of road safety.
- We adopted "Heat Map", a new technology, which through a color scale captures the time it takes each patrol vehicle to pass by each checkpoint of the motorway, and thus we are able to more efficiently manage the fleet and incidents.
- We further promoted the service of interoperability, digitally upgrading the services provided as well as all our equipment at the toll stations.
- We operated a prototype saline water unit in the Ionia Odos for the research and development of new tools to increase our operational capacity during winter maintenance.

As regards **the environment**:

- We developed the first pilot photovoltaic park on a motorway to cover part of our energy needs with clean energy from the sun.
- We built the first and largest hybrid electric car charging station where solar energy is used to charge electric vehicles.
- The installation of electric vehicle chargers was completed in all Motorist Service Areas to promote electric mobility, a strategic choice of the company.
- We increased our corporate fleet of electric and hybrid vehicles by 41%.
- We are the first motorway to have developed a pilot system of **Organic Waste Recycling** for the restaurants in the Motorist Service Areas in Atalanti that produce a soil fertilizer used in the roadside planting.
- We started a **study on the consolidation of irrigation** with the aim of further optimizing water savings.

As regards **corporate governance**:

- We renewed our strategy by strengthening our policies in managing sustainability topics, with actions, plans and manuals for managing risks and opportunities.
- We promoted policies and practices that strengthen our organizational foundation and corporate culture and reflect our company's fundamental principles.
- We continuously invest in business continuity by including in our operations management systems certified according to international standards.

As far as **human resources** are concerned, this year inclusive, we systematically invested over two hundred thousand euros in actions that safeguard the health and safety of our people, mainly in actions to protect our staff against Covid-19. At the same time, we demonstrated zero tolerance towards incidents of violence and harassment in the workplace, and we have made our policy for preventing and combating violence and harassment at work publicly available along with our policy on managing and dealing with internal reports related to such incidents.

Regarding **supporting the local communities**:

- We invested over twenty-six thousand euros in multiple, targeted welfare and social solidarity actions, with the aim of supporting organizations that care for vulnerable social groups.
- We contributed to the economic and social development of the country by distributing a social product of 91.7 million euros.

- Putting the basic principles of sustainability into action, we worked hard and now over 60% of our suppliers come from local communities.
- We launched the “Local and Traditional Products Market”, an initiative to strengthen local production and promote local traditional products that are sold safely in a specially designed parking area on the motorway.
- We supported the preparation of a study on the “Avenues of Nature and Culture” program with the aim of upgrading the signage and access to monuments of nature and culture, along the major motorways.
- The innovative mobile-accessible digital tool called “Routes”, with stories and images about the cultural and environmental richness of the areas around the motorways, provided travellers with 97,711 audio tours.

And as a last point, at Nea Odos, we focus on developing **strategic partnerships** in all areas of our interest, such as with the **Athens Observatory**, a partnership that further contributes to our effort to predict and manage extreme weather phenomena on the motorways under our responsibility, with the **“Panos Mylonas” Road Safety Institute** through the **“Cycling Safely”** program for the promotion of good driving behavior and road safety, with the **“Diazoma”** Association for the promotion of culture and tourism, as well as with the **“ELIZA”** Association for the protection of children.

Looking towards the future, what are the strategic priorities for Nea Odos in the field of sustainable development?

I believe that in the coming years, a big challenge for Nea Odos is the maintenance and operation of our infrastructure whilst promoting green investments, reducing the environmental footprint and promoting and integrating circular economy practices.

In the near future, we intend to focus on those areas that create value both for the sustainability of the company itself, as well as the environment and society at large.

True to our long-term commitment and our strategy to make Nea Odos the “greenest” motorway in the country, we will continue to invest in major energy saving and clean energy production initiatives. We are already exploring other suitable unexploited areas within the projects we manage to develop solar parks that will help us achieve energy autonomy for our buildings and motorways.

At the same time, the further promotion of e-mobility at the national level is an area of the highest priority for all of us, as we recognize the special role we play as an accelerator of the national effort in this direction. In this context, we have completed the installation of chargers in all our buildings, we are gradually completing the replacement of our corporate fleet of vehicles with electric and hybrid ones and we are planning the installation of additional and faster chargers in our Motorist Service Areas. We are also studying the installation of chargers

in other areas as well as the use of new energy storage technologies.

The integration of new and innovative technologies to enhance road safety, such as artificial intelligence in video analysis, as well as the digital transformation of our services, are areas in which we are expected to increasingly invest in the future.

Certainly, none of the above would have been possible without our own people and the kind cooperation with the local communities. Lastly, we are committed to continuous monitoring our overall impact on the economy, the environment and society through the publication of our Sustainability Reports and our data disclosures. So a big thank you goes to all Nea Odos employees for this 8th Report, which depicts in a coherent and systematic way all the commitments and goals we have set as a company to date, showing in the best possible manner the common result of our work.

Rodianos Antonakopoulos,
CEO



NEA ODOS AT A GLANCE

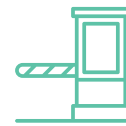
ECONOMY AND CORPORATE GOVERNANCE



€91,728.37
contributed to
social development
(social product)



**€124,506
thousand**
turnover



34,983,369
total
crossings



€101,079,128
spent on
local suppliers



Certifications

ISO 9001:2015
ISO 14001:2015
ISO 45001:2018
ISO 39001:2012
ISO 22301:2019

ROAD SAFETY AND QUALITY OF SERVICES



289,124
hours spent
for road
maintenance



4,200+
vehicles
safely towed



€15,909
invested for major
repairs and new
installations



"MyOdos app"
1st all-in-one
application
for highways



€3,278,274
invested in
subscription
plans/programs



4,574,667 km
of patrols



96,394
audible
tours at the
"Routes"

EMPLOYEES



534
employees



17 trainings
on building
evacuation at
12 facilities



3,805 hours
of training



€207,014
invested for
protection
against the
pandemic



€200,327
invested
to upgrade
workplaces



634
employees
received a
productivity
premium

ENVIRONMENT



22% reduction in
the production
of CO₂



150,000 new
plants along the
highway in the last
three years



M.S.S. Atalantis
pilot program
for recycling
organic waste



102 kW power
of the first pho-
tovoltaic park at
the Messolonghi
junction



Chargers
for electric
vehicles
in all M.S.S.
of our network



€2,336,973
i nvested on
environmental
protection



41% of the owned
corporate fleet
consists of electric
and hybrid vehicles

SOCIETY



"Cycling Safely"
education and
information
programme in
collaboration
with "Panos
Mylonas" Road
Safety Institute



€26,253
in welfare
and social
solidarity
actions



130,889
free toll
entries for
people with
disabilities



4,000+ children
1,000+ parents
have been informed
by the union's active
support against
child abuse "Eliza"



306
suppliers
from the local
community

WHO WE ARE

At Nea Odos we have undertaken the **study, design, construction, operation, management and maintenance** of the “Aftokinitodromos Ionia Odos from Antirrio to Ioannina, A.TH. E. Motorway Athens (Metamorphosis I/C) - Maliakos (Skarfia) and the connecting branch of the A.TH.E. Schimatari – Chalkida” **Concession Project**.

As a concessionaire company, we are responsible for:

1. The study and implementation of all necessary environmental, road construction, geotechnical and other studies
2. The design and construction of new highway sections
3. The execution of improvement works on the existing highway
4. The operation, control and monitoring of traffic, as well as the management of emergencies
5. routine tasks, such as street cleaning
6. The maintenance of all infrastructure, buildings, related equipment of vehicles
7. The collection and management of tolls
8. The management of Motorist Service Stations (M.S.S)

What is a “concessionaire company”?

The term “concessionaire” refers to a corporate partnership between the public sector and a (usually) private sector company which has proven its added value in a certain area, for example in the implementation and operation of infrastructure projects. Concessions are used in areas that affect the quality of life of citizens, such as road and rail transport, port and airport services, road maintenance and management, waste management, energy and heating supply, recreation facilities and car parks, etc.

The **concession project**, with a total length of **380 km**, consists of the following three sections:

- The “Ionia Odos” motorway of an approximate length of **196 km** from Antirrio to Ioannina (Egnatia Odos I/C)
- The section within the Athens - Thessaloniki - Evzoni motorway (A.Th.E.) of a length of **172 km** from the Metamorfosi I/C (area of Attiki Odos) to Skarfia, Prefecture of Fthiotida, after Kamena Vourla.
- The A.TH.E. connecting branch Schimatari – Chalkida of a total length of **11 km**.

IONIA ODOS



24

Bridges with a total length of approximately 7km



19

Interchanges



4

Frontal
Toll Stations

5

Lateral
Toll Stations



3

Operation and
Maintenance Centres



9

Motorist
Service
Stations



4

Two-way tunnels, with a total
length of 11.2km



24

Overpasses

77

Underpasses

A.Th.E. MOTORWAY



8

Bridges



30

Interchanges



3

Frontal
Toll Stations

5

Lateral
Toll Stations



13

Temporary
Parking Spaces



5

Motorist
Service Stations



1

Tunnel
Control Centre



84

Underpasses and overpasses



6

Tunnels with a total
length of 3.5km

The 172 km of the A.TH.E. motorway, managed by Nea Odos, and forms the whole A.TH.E. motorway is part of the European E75 Route. It is the main motorway of the country, crossing it vertically and connecting the Athens capital city with areas in Viotia, Fthiotida, Thessaly and Macedonia, and with the second largest city of the country, Thessaloniki. It is the main access route to many national and nature parks, World Heritage sites and resorts, especially along the northern and central Greek coast, and is of the utmost national significance.

The Ionia Odos Motorway is of paramount importance to the Greek regions, both from a social and growth perspective, since:

- It connects cities of the Western Greece region, significantly promoting urban and rural centres such as Ioannina, Arta and Agrinio
- It adequately serves and connects the ports of Patra, Astakos and Igoumenitsa, meeting a long-existing demand that impacts communities
- It improves the access to major tourist and archaeological sites

With the completion of the Ionia Odos motorway, the trip from Antirrio to Ioannina takes 1 hour and 40 minutes instead of 3 hours and 30 minutes before the project, thus contributing to the development of the Western Greece region and also making Ipiros more accessible.



RESPONSIBLE OPERATION & CORPORATE GOVERNANCE



Sustainable Development Goals



8. DECENT
WORK AND
ECONOMIC
GROWTH



9. INDUSTRY,
INNOVATION AND
INFRASTRUCTURE



11. SUSTAINABLE
CITIES AND
COMMUNITIES



16. PEACE, JUSTICE
AND STRONG
INSTITUTIONS



17. PARTNERSHIPS
FOR THE GOALS

At Nea Odos we apply an integrated Corporate Governance system, which is governed by the principles of transparency, integrity and reliability and consists of a suite of processes and policies, aiming at the most efficient and competitive operation of the company. The Corporate Governance system safeguards the integrity of the Board of Directors (BoD), builds relations of trust with its shareholders and all stakeholders and at the same time provides greater flexibility and efficiency in managing current challenges.

We can thus focus on our overall contribution, as a driver of growth of the national economy, on ensuring the protection of the environment and on enhancing the quality of life of communities through the operation of modern motorways of European standards.

04.01 | Organizational Structure and Management

The organizational structure of Nea Odos reflects the way we operate internally, while defining the relationships with key partners, associates and suppliers, enhancing the process of both internal and external communication. In addition, it contributes to the implementation of our corporate purpose and strategic objectives, as well as to the decision-making and implementation of all company policies, actions and initiatives. The Chief Executive Officer of Nea Odos is responsible for the implementation of the decisions of the Board of Directors (BoD) and for the company's business strategy. In 2021 there was no change in the shareholder structure of Nea Odos. GEK TERNA S.A. (GEK TERNA) remains the sole shareholder of the company.

The Board of Directors (BoD) is responsible for all actions relating to the management of the company, the management of its assets and the development of the business strategy. The composition of the Board of Directors is shaped aiming at its most possible effective operation, while the independent relationship of its members with the activities and operations of the company offers greater independence and objectivity regarding decision-making.

In December 2021 the composition of the Board was:

Composition of the Board of Directors (31.12.2021)

| Position | Name | Role |
|---------------|-------------------------------|----------------------|
| Chairman | Emmanouil Vrailas | Non-executive member |
| Vice Chairman | Emmanouil Moustakas | Non-executive member |
| CEO | Rodianos Antonakopoulos | Executive member |
| Member | Alexandros – Iosif Aligizakis | Non-executive member |
| Member | Vasileios Delikaterinis | Non-executive member |
| Member | Christos Zaribas | Non-executive member |
| Member | Andromachi Pasallidou | Non-executive member |
| Member | Pinelopi Lazaridou | Non-executive member |
| Member | Evangelos Kareklas | Non-executive member |
| Member | Vaia Chouchourelou | Non-executive member |

Gender Ratio and Age Distribution of the Board of Directors

| Gender | Members | <30 | 30-50 | 50+ |
|--------------|-----------|----------|----------|----------|
| Women | 3 | - | 1 | 2 |
| Men | 7 | - | 2 | 5 |
| Total | 10 | - | 3 | 7 |

04.02 | Compliance

Compliance with national and European legislation, regarding all issues related to the operation of our company, is the highest priority. We stay up to date as regards our legal and institutional commitments so as to address our legal commitments but, above all, we aim to meet the expectations of our social partners. We follow best practices, and we choose to go beyond our formal obligations, going one step further by setting goals to continuously improve our performance in all aspects of our operation.

In 2021:

- No corruption incident was recorded, nor was there any termination of any cooperation agreement due to corruption-related offenses
- No environment degradation issues due to the operation and maintenance of the motorway were recorded, and no financial penalty or any other sanction for violating the current environmental legislation was imposed
- No incident of non-compliance with the legislation or the regulations as regards driver safety was recorded
- No incident of manipulation or non-compliance with applicable regulations in the fields of communication, marketing, advertising and sponsorships was recorded
- No corruption incident was recorded, nor was there any termination of any cooperation agreement due to corruption-related offenses

The Operation and Maintenance Contract signed with the consent of the Greek State, according to which the entire operation and maintenance activity of the Concession Project is subcontracted to the parent company of GEK TERNA HOLDING REAL ESTATE CONSTRUCTION S.A., came into effect on 17 May 2021, following a letter from the Concessionaire. The operating company is henceforth responsible for the Operation and Maintenance of the Concession Project, including among others, patrols, management of toll collection and the call centre.

04.03 | Ethics and Corporate Communications

At Nea Odos we are committed to promoting both our services and our social and sponsorship initiatives, in compliance with the Greek Advertising - Communication Code of the Communication Control Council that defines the rules of business ethics and ethical behaviour as regards citizens - clients.

In 2021 there were no incidents of non-compliance during the implementation of our communication strategy. Respectively, no issues were raised regarding the communication of our services and our social-sponsorship initiatives.

Code of Ethics and Conduct

Nea Odos has adopted GEK TERNA's Code of Conduct. It is a handbook of acceptable conduct that defines the context in which we operate.

The Code depicts the fundamental principles of our company that must be respected by everyone - employees, subcontractors, suppliers, partners and other stakeholders. The Code protects us from adopting or being subjected to inappropriate or unlawful conduct and helps us realize that such conduct compromises the human values and interests of our company, employees and society. It fosters cooperation, mutual trust, and ensures integrity in the working environment. Harmonization on the part of everyone with the principles of the Code ensures the uninterrupted operation of the Company, the high-quality experience of our customers, and safeguards our reputation. The content of the Code is in accordance with the general principles set out in national Legislation, International Regulations and Conventions, as well as the following international certification standards: ISO 9001, ISO14001, ISO 45001, ISO 45001, ISO 19600, ISO 37001, ISO 22301 and SA 8000.



Policy on preventing and combating violence and harassment at work, as well as managing and dealing with internal complaints regarding incidents of violence and harassment

At Nea Odos we have zero tolerance towards incidents of violence and harassment in the workplace and to this end, we have adopted a policy in compliance with Articles 9 and 10 of the Greek legislation (Law 4808/19.06.2021), which ratified the International Labour Convention (190/21.06.2021) of the International Labour Organization (ILO).

The Policy includes, among other things, the following main issues:

- The scope of the specific Policy (i.e., whom it concerns and to whom it is addressed)
- Definitions including prohibited forms of conduct
- Measures to prevent incidents of violence and harassment
- Rights and responsibilities of employees
- Responsibilities of managers and supervisors
- Guidelines on preventing and dealing with incidents of violence and harassment for all staff
- Procedure for filing and managing internal complaints - reporting person
- Rights of persons affected, etc.



04.04 | Financial Performance

The 2021 Annual Financial Statements include all published financial data of the company. 2021 has been a year of soft recovery in terms of the company's financial performance, without, however, there being a return to the financial performance of the pre-pandemic era. In 2021 there were 15 incidents of non-compliance with regard to financial legislation, corresponding to fines amounting to €4,729.1.

Net sales (in th. €) (31/12)

| | 2021 IFRS | 2020 IFRS | 2019 IFRS |
|---|-------------------|-------------------|-------------------------|
| Exploitation segment of Ionia Odos – A.Th.E. Motorway | 124,505.78 | 113,805.39 | 134,901.98 |
| Construction segment of Ionia Odos Motorway | - | 2,021.67 | CONSTRUCTION COMPLETION |
| Total | 124,505.78 | 115,827.06 | 134,901.98 |

Financial Information (in th. €)

| | 2021 IFRS | 2020 IFRS | 2019 IFRS |
|---|------------|------------|------------|
| Net Sales | 124,505.78 | 115,827.06 | 134,901.98 |
| Other operating income | 35,802.25 | 48,223.82 | 22,583.71 |
| Revenue from financial investments | 732.19 | 518.99 | 574.70 |
| Total income | 161,040.22 | 164,569.87 | 158,060.40 |
| Operating cost | 84,428.14 | 66,390.89 | 60,680.05 |
| Employee salaries and benefits | 6,264.43 | 12,546.92 | 9,937.03 |
| Payments to providers of capital | 35,270.82 | 13,642.02 | 25,597.16 |
| Net profit / (loss) before taxes | 10,800.99 | 26,656.19 | 26,933.01 |
| Net profit / (loss) after taxes | 11,672.33 | 25,123.13 | 26,038.78 |
| Total payments to state bodies (taxes paid) | 12,117.24 | 13,456.33 | 19,958.56 |
| Company investments | 15,908.97 | 8,724.23 | 10,795.88 |
| Total capitalisation | 438,645.36 | 456,821.61 | 463,120.39 |
| Equity | 238,593.03 | 224,417.07 | 197,730.93 |
| Total liabilities | 279,770.25 | 305,203.88 | 339,626.61 |
| Total assets (in million €) | 518,363.28 | 529,620.95 | 537,357.55 |

Compensation for Loss of Revenue

In 2021, our company submitted compensation claims for loss of revenue to the State:

- The amount of €5,125,149.45, due to the untimely operation of Toll Stations for the first half of 2021
- The amount of €15,120,879.99, for the first half of 2021, due to the impact of the COVID-19 pandemic on the Concession Project


In 2021, the Greek State awarded compensation amounting to €20,318,265.71 to Nea Odos.

More specifically:

- The amount of €5,768,265.71 regarding compensation for loss of revenue for the second half of 2020, due to the untimely operation of Toll Stations
- The amount of €14,550,000.00 regarding compensation for loss of revenue due to the impact of the COVID-19 pandemic, again for the second half of 2020

Total Vehicle Passes

| | 2021 | | | 2020 | | | 2019 | | |
|--|----------------|------------|------------|----------------|------------|------------|----------------|------------|------------|
| Total vehicle passes and Electronic Toll Collection system (ETC) | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS |
| Total vehicle passes | 34,983,369 | 25,970,587 | 9,012,782 | 31,335,768 | 23,948,833 | 7,386,935 | 39,292,349 | 28,975,056 | 10,317,293 |
| Number of non-exempted electronic transactions performed in Nea Odos' Toll Stations (ETC) | 14,432,775 | 11,448,999 | 2,983,776 | 9,203,817 | 7,773,380 | 1,430,437 | 8,980,044 | 7,505,943 | 1,474,101 |
| Percentage | 41.3% | 44.1% | 33.1% | 29.4% | 19.4% | 29.4% | 22.9% | 25.9% | 14.3% |



34,983,369
Total Vehicle Passes

04.05 | Standards and Certifications

As a company, we are committed to providing quality services and to the continuous improvement of our performance aiming at the most effective and fastest management of quality, environment, safety, and health issues, as well as eliminating complex and time-consuming procedures and controls. We implement an integrated management system according to international standards and have been certified by external bodies.

Quality
Quality Management
System ISO 9001:2015



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



Environment
Environmental Management
System ISO 14001:2015



Health and Safety
Occupational Health and
Safety System ISO 45001:2018



Business Continuity
Social Security- Business
Continuity Management System
ISO 22301:2019

As regards the ISO 3900 international certification standard, since 2021 this has been certified exclusively by Operations, since the latter has been assigned the responsibility for the patrol fleet.

In 2021, the following were developed:

- 43 new processes and policies
- 88 new forms and work guidelines
- 24 new processes and 31 new forms and work guidelines are under development.

Over the same period, for the needs of the Management Systems of Nea Odos, specifically for the ISO 9001:2015, 14001:2015, 45001:2018, 22301:2019 standards, the following were developed:

- 4 new processes and policies
- 4 new forms and work guidelines.

The following were updated:

- 13 processes and policies
- 12 forms and work guidelines.

04.06 | Business Continuity Management System

We are the first concessionaire company to have received certification according to the ISO 22301:2019 international standard, for the Business Continuity Management System in order to ensure the uninterrupted operation of the company. This system is applied to the entirety of our activities, aiming at the immediate and effective handling of catastrophic events and unforeseen circumstances, such as fire incidents, extreme weather conditions, accidents, Covid-19 incidents, etc., and at preventing the disruption of providing critical services.

04.07 | Participation in Conferences

At Nea Odos we regularly participate in workshops, speeches and conferences, in order to contribute as a company to the public debate on pressing issues related to sustainable development, such as the promotion of safe driving, the protection of the environment and biodiversity, the development of quality and digital services, as well as to inform the public about our numerous initiatives at a national and local level.

“Regional Growth Conference” Annual Conference

The Chief Executive Officer, Mr. Rodianos Antonakopoulos, represented Nea Odos at the 10th Regional Growth Conference in Patras. During his presentation at the panel entitled “Beyond the present: Investing in Infrastructures for Change” he stressed, among other things, that infrastructure has been the main driver of development of the Greek Economy. During 2020-2030, the major challenge is to maintain our iconic infrastructures while promoting green investments, reducing our environmental footprint and enhancing the potential of circular economy.

“Corporate Responsibility in Action” 2021 Annual Conference

Nea Odos participated in the “Corporate Responsibility in Action” Annual Conference that was organized for the eighth consecutive year with the presentation “CSR in [digital] Action”, during which the emphasis our company places on the promotion of digitalization was developed, in order to inform the general public as regards the Corporate Responsibility actions of our company.

10th International Congress on Transportation Research

During the Congress on Transportation Research, which focused on the importance of integrating new technologies in order to promote friendlier and safer transport on motorways, Ms. Anastasia Pnevmatikou, Head of Traffic Planning and Design, represented Nea Odos with 3 presentations:

- “Towards Smartphone-based enhanced GNSS positioning for Eco Driving ITS services”
- “What is the Impact of Driving Behavior on Fuel Efficiency? Theoretical Aspects and Empirical Evidence”
- “Road safety Inspection: A case study of ATHE motorway”.



04.08 | Awards and Distinctions

The Awards and Distinctions we receive are not an end in themselves, but a reward for the efforts of our people, so that they continue to develop and implement programs and initiatives, with a view to Sustainable Development and contribution to society.

National Customer Service Awards

At the National Customer Service Awards 2021 -a leading institution, organized for the 12th consecutive year by the Hellenic Customer Service Institute, aiming at quality customer service by highlighting best practices-, Nea Odos was awarded the Customer Distinction Award in the "Customer Call Centre of the Year" category for the high levels of service and special personalized support offered to all drivers of the motorways under its responsibility. Consistent with the company's strategic goal of the highest quality services provision, our people at the Customer Call Centre are available to every driver, 365 days a year, for any information or query relating to all our services.



Two Gold Awards at the Hellenic Responsible Business Awards

In the context of the Hellenic Responsible Business Awards, Nea Odos received two new gold awards:

- A Gold Award in the "Technology and Environment" category for initiatives in the field of electromobility, as Ionia Odos remains till today the only highway in the country that offers the possibility of charging electric vehicles along its entire length.

- A Gold Award in the "Electronic Reporting" category for the creation of the CSR Scorecard, the microsite, in which all the company's main CSR indicators are collected and presented in an interactive way, on an annual basis, so that everyone can be informed at a glance about the actions implemented and participate in the annual online survey, which also serves as an open channel of communication with all stakeholders.



Two Gold and three Silver Awards at the Mobility Awards

At the **Mobility Awards 2021** - an initiative that promotes mobility and transport, under the academic support of the Traffic Engineering Laboratory of the National Technical University of Athens and the scientific support of the Hellenic Institute of Transportation Engineers - we received five awards:

- A **Gold Award** in the category **Motorways Customer Service**, for the action in the field of **electromobility**, as Ionia Odos remains till today the only highway in the country that offers the possibility of charging electric vehicles along its entire length.
- A **Silver Award** in the same category for MyOdos, the country's first all-in-one highway application for mobile phones.
- A **Gold Award** in the category **Motorway Safety**, for the "Cycling Safely" program implemented since 2015 in collaboration with the "Panos Mylonas" Hellenic Road Safety Institute for primary school students.
- A **Silver Award** in the category **Motorways Fleet Management** for the adoption of new technologies, such as the PowerFleet software, which contributes to better fleet and incident management and the use of information for improvement measures
- A **Silver Award** in the category **Motorways Environmental Management**, for its actions to promote and develop recycling on the motorways

The above distinctions are the evident recognition of the constant effort we make as a company to lead the way through innovative initiatives.



Bronze Award at the Green Awards

Nea Odos received the only award (Bronze Award) in the "Green Transportation Service" category for its actions to promote and develop recycling and electromobility.



Honorary distinction on the occasion of the International Day of Persons with Disabilities

On the International Day of Persons with Disabilities, the Hellenic Paralympic Committee awarded an honorary distinction to Nea Odos for its evident support, over the last five years, to athletes with disabilities during last summer's Olympic Games in Tokyo, Japan.

Bronze Award at the Mobile Excellence Awards

Nea Odos jointly with its partner, ATCOM, was awarded a Bronze Award in the "Improve Customer Service and Retention" category for the MyOdos application, through which every driver can enjoy a number of useful services, having the best driving companion on their mobile phone.

Connection to the Sustainable Development Goals and Goal Setting



| Topic | Goal 2021 | Progress 2021 | Goal 2022 |
|-------------------------------------|---|---|---|
| Participation in Global Initiatives | Further integration and communication through digital channels | Participation in research projects and co-financed programs | Implementation of research programs and co-financed European programs |
| | | Improve communication through digital channels | Improve communication |
| Annual Recertification | Annual Recertification: ISO 9001 | Completed | Annual Recertification: ISO 9001 |
| Business Continuity | Annual Recertification ISO22301 | Achieve certification with the latest version of the standard | Annual Recertification ISO22301 |
| | At least one Business Continuity drill in each critical operation | One drill was conducted | Conduct drills on at least two scenarios |
| | At least 20 hours of Business Continuity training | 24 hours of training | At least 25 hours of Business Continuity training |

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

Our strategic goal is to provide the highest levels of road safety, together with top quality and innovative services. At the same time, by ensuring the excellent operation and continuous maintenance of our highways, we seek to protect the environment, care for our people and promote sustainable development in the country. In 2021, we renewed our strategy by strengthening our policies in managing sustainability issues, with activities, plans and manuals on risk and opportunity management.

INFLOWS

Human Capital

29 employees at Nea Odos
505 employees in Operations
3,805 hours for training in Nea Odos and Operations



Financial Capital

€124.5 million turnover
34,983,369 toll passes



Industrial and Intellectual Capital

€15.9 million invested in infrastructure, new constructions
Automation in traffic management and incident prevention
Fleet of vehicles and patrols
MyOdos app
Certifications:
• ISO 9001:2015
• ISO 45001: 2018
• ISO 14001: 2015
• ISO 39001:2012
• ISO 22301:2019



Social Capital

€91.8 million towards social development (social product)
We have supported 306 suppliers from the local community



Natural Capital

Messolonghi Photovoltaic Park with a total capacity of 102kWp
€2.3 million invested for the protection of the environment
€22,000 for system installation of Organic Waste Recycling in Motorist Service Stations



VALUE CREATION

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.

Our mission

We offer the 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.

Our values

Efficiency and effectiveness:

- We work daily toward a goal of 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 all drivers
- 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 subscribers 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

Activity and Responsibility:

Design, Construction, Operation, Management and Maintenance of Motorways

Nea Odos "Go Green" is a strategic pillar of the company directly connected to our goal for the protection of the environment, which includes a number of actions such as:

- The practical promotion of electromobility
- The reduction of direct greenhouse gas emissions related to fuel consumption (diesel & petrol) for the movement of company fleet



OUTFLOWS



Human Capital

254 employees trained
€6.3 million spent on wages and benefits
65.4% of employees hires from the local community



Financial Capital

Investments in Innovation and Digitalization
€12.1 million in government taxes



Industrial and Intellectual Capital

Automatic Incident Detection cameras
6.1 minutes average response time for Nea Odos
34,864 incidents recorded
289,124 hours on road maintenance



Social Product

€26,253 in welfare and social solidarity activities
115 bottles of blood collected
130,889 free toll passes for people with disabilities
1,342 students from 37 primary schools trained on Road Safety
96,394 audio tours of cultural sites in the region



Natural Capital

22% reduction of CO2
150,000 new plants along the motorway
23,430 new planting in 2021
Strategic investment, with a total value of €100,000 for the installation of electric vehicle chargers

Green fleet:

30 hybrid vehicles
9 electric vehicles

05.01 | Our Strategic Priorities

Concession companies are required to manage huge infrastructure projects, for which more flexibility and time for planning was available in the past, due to limited social needs. Today, they must be in a state of continuous readiness to recognize and effectively manage a series of unpredictable factors, such as continued urbanization, technological developments, the impact of climate change, the need for connectivity of the motorways as a public good, and greater accessibility to innovative and safe services for the general public. Therefore, in formulating our strategy, we take into account that we operate in a rapidly evolving and uncertain environment, which involves both risks and opportunities.

For Nea Odos, Sustainable Development is a strategic commitment and a daily practice. Typical examples of innovative actions are the development of the first pilot photovoltaic park on a motorway, the promotion of electromobility by installing chargers at all Motorist Service Stations, the design and construction of the first and largest hybrid electric car charging station and the possibility of recycling at every parking station and Motorist Service Station along the motorways. At Nea Odos, we systematically measure our performance, set new goals and formulate a people-centred, long-term development strategy.

Mega Trends



Sustainability



Circular Economy



Green Energy



Climate Neutrality



Smart Infrastructure



Cybersecurity



Automation



Artificial Intelligence



Data Analytics



Embedded Sensors



Urbanization



Connectivity

05.02 | Our Focus on People

Being fully aware of our responsibility, since we manage a public good, we have created a strategic framework of sustainable development that places people right at the centre, considering the needs of the Greek economy, local communities, technological developments, road infrastructure, development policies and international trends. Our framework is based on the following 4 main pillars:

**Road safety and
quality services**

**Contribution
to society**

**Human
resources**

**Caring for the
environment**



Responding to the growing demands on the disclosure of our performance concerning environmental, social and governance issues, we decided to rename our Corporate Responsibility Report, which we have been publishing since 2014, to a "Sustainable Development Report". The content of the Report continues to concern our material topics: Road Safety, Driver and Visitor Service, Employees, Society and Environment.

The 2021 Sustainable Development Report, focuses on our strategy, on actions we have implemented, on our performance and results. Through the Report, we seek to convey the message that Sustainable Development is at the heart of Nea Odos.

SUSTAINABLE DEVELOPMENT PILLARS

Corporate Governance and Operations

- Governance and Operation Systems
- Strategy and Development
- Responsible Supply Chain



- Climate Change
- Physical environment and infrastructure interactions
- Management of pollution
- Resource management

- Training and awareness on Road Safety
- Development of local communities
- Social solidarity

BEING THERE FOR THE ENVIRONMENT



BEING THERE FOR THE SOCIETY



NeaOdos

BEING THERE FOR DRIVERS WITH SAFETY AND QUALITY SERVICES

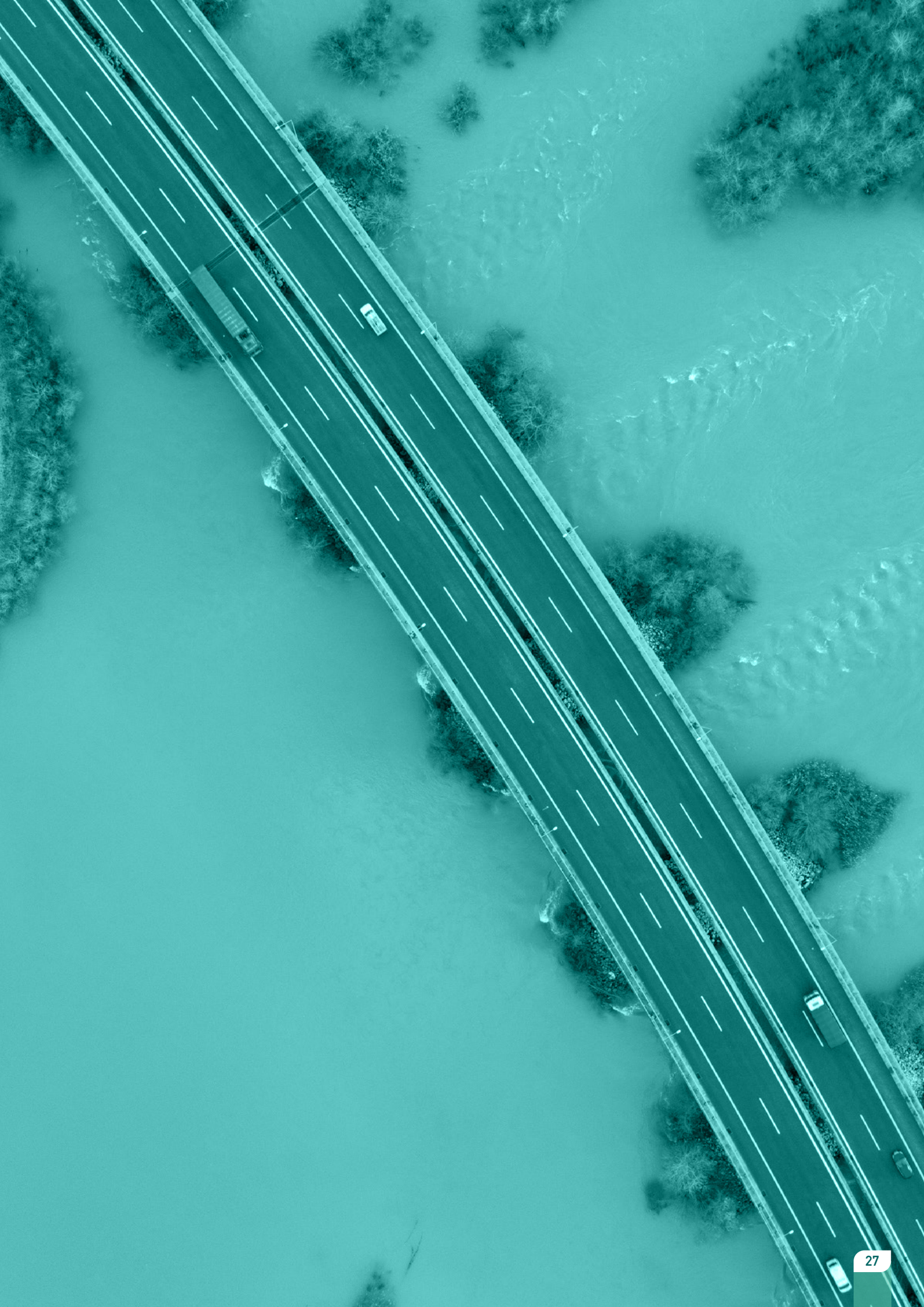


- Driver's Safety/Road Safety
- Quality of services
- Innovation

BEING THERE FOR OUR PEOPLE



- Health, Safety and well-being
- Continuous employee development and talent utilisation
- Contemporary working environment and corporate culture



| Pillars | Focus Area | Material Topics | Sustainable Development and Impact | | | Description | SDG | Stakeholder Group |
|--|--|--|------------------------------------|--|--|---|-----|-------------------|
| Being there for Drivers with Safety and Quality Services | Driver's Safety | Safety of drivers | | | | It relates to the smooth operation of the motorway, construction quality and efficient and safe traffic management. | | |
| | | Infrastructural maintenance and traffic management | | | | | | |
| | Quality of services/ customer service | Interoperability | | | | It refers to the general development and promotion of the quality of the products and services provided by motorways aiming at the convenience of the users, including interoperability, fair toll rates and improved communication with drivers. | | |
| | | Toll rates | | | | | | |
| | | Communication with drivers | | | | | | |
| | Innovation | Technology | | | | It refers to the adoption of technological innovations for the operation of the company and its services, as well as the integration of new technologies | | |
| | | Suitability of signage | | | | | | |
| | Health, Safety and well-being | Occupational Health and Safety | | | | It refers to the overall well-being of employees, with priority given to their health and safety, work-life balance, job satisfaction and the safeguarding of their mental health. | | |
| | | Well-being | | | | | | |
| | Continuous employee development and talent utilization | Development and performance management | | | | It refers to the development of human resources, their training, education and continuous retraining, the enhancement of their efficiency and the systematic and fair evaluation of their performance. It also refers to the company's policy on promotion and talent retention, including providing opportunities. | | |
| | | Training and education | | | | | | |

| Pillars | Focus Area | Material Topics | Sustainable Development and Impact | | | Description | SDG | Stakeholder Group |
|--|--|-------------------------------------|------------------------------------|----------|------------|---|-----|-------------------|
| Being there for Drivers with Safety and Quality Services | Contemporary work environment and corporate culture | Meritocratic recruitment procedures | Οικονομία | Κοινωνία | Περιβάλλον | It refers to the working environment which must be governed by the principles of respect, meritocracy, justice, equality and inclusion, with particular emphasis on working conditions, mechanisms, regulations, codes of ethics and compliance with the law. A working environment with no discrimination. | | |
| | | Diversity and equal opportunities | | | | | | |
| | | Non-discrimination | | | | | | |
| | | Provisions of employment | | | | | | |
| | | Benefits | | | | | | |
| Being there for the Environment | Climate Change | Electromobility | | | | It refers to the company's approach to the potential hazards related with climate change, and the measures it takes to reduce greenhouse gas emissions. It includes, among other things, air pollutants monitoring systems, energy saving measures and investments in clean and/or renewable energy sources. | | |
| | | Energy Consumption | | | | | | |
| | | Fuel Consumption | | | | | | |
| | | Management of emissions | | | | | | |
| | Interaction of infrastructure and physical environment | Protection of biodiversity | | | | It refers to the protection of biodiversity, the flora and fauna and the management of the impact of motorways on the natural ecosystems of the area through noise management, protection of Natura sites and the management of stray animals. | | |
| | | Noise management | | | | | | |
| | Pollution Management | Accidental pollution | | | | It refers to the overall responsible management of both air pollution and the solid and liquid waste generated by the company's activities. At the same time, it includes the management of emergencies such as an environmental accident with an impact on the environment and the local communities. | | |
| | | Management of effluents and waste | | | | | | |
| | | Management of air pollution | | | | | | |

| Pillars | Focus Area | Material Topics | Sustainable Development and Impact | | | Description | SDG | Stakeholder Group |
|-------------------------------------|---|--|------------------------------------|--|--|--|-----|-------------------|
| Being there for the Environment | Resource management | Natural resources (water) | | | | It refers to the development, protection and management of natural resources such as water as well as the supplies and the raw materials used by the company in order to ensure their sustainability. | | |
| | Resource management | Raw materials | | | | | | |
| Being there for Society | Education and training on Health and Safety | Training and education on road safety | | | | It refers to the company's investments aimed at promoting good driving behaviour and creating a well-informed and aware body of drivers and motorway users, through information campaigns, training and seminars. | | |
| | Development of local community | Supporting local initiatives | | | | This is the overall positive contribution to local economies and societies from the company's activities. It includes local investments, programs, employment opportunities and financial contributions. It also refers to actions and initiatives to support and promote local traditions, tourism, gastronomy and culture. | | |
| | | Presence in local community | | | | | | |
| | | Indirect economic impacts from the operation of Nea Odos | | | | | | |
| | Solidarity | Social solidarity | | | | It refers to Corporate Social Responsibility programs and actions aimed at strengthening social cohesion, addressing local social inequalities and ensuring overall social cohesion. | | |
| Corporate governance and operations | Governance and operation systems | Corruption and transparency | | | | It refers to the internal systems and management procedures aimed at ensuring the smooth and responsible operation of the company and enhancing transparency, the policies and practices that ensure compliance with the law, the relevant certifications that ensure quality and business continuity. | | |

| Pillars | Focus Area | Material Topics | Sustainable Development and Impact | | | Description | SDG | Stakeholder Group |
|-------------------------------------|----------------------------------|--|------------------------------------|----------|------------|--|-----|-------------------|
| Corporate governance and operations | Governance and operation systems | Ethical governance | Οικονομία | Κοινωνία | Περιβάλλον | It refers to the internal systems and management procedures aimed at ensuring the smooth and responsible operation of the company and enhancing transparency, the policies and practices that ensure compliance with the law, the relevant certifications that ensure quality and business continuity. | | |
| | | Management systems | | | | | | |
| | | Regulatory compliance | | | | | | |
| | | Business continuity | | | | | | |
| | | Private data protection | | | | | | |
| | Strategy and development | Financial performance of Nea Odos/ Market presence | | | | It refers to an integrated strategy and action plan regarding the company's position in the industry, financial performance and development opportunities. | | |
| | Responsible supply chain | Suppliers assessment (environmental and social) | | | | It refers to the company's criteria for selecting suppliers and partners based on criteria such as quality, environmental compliance, certifications and human rights. | | |

- Employees
- Motorway Drivers
- Local Communities
- Local Government
- Shareholders
- NGOs

- Activists
- Ministries and Structures of Public Administration
- Emergency Services
- Financial Institutions
- Partners, Suppliers and Subcontractors
- Associations, Universities, Academic Community

- Media
- Other Motorways
- Operator Company

Impact



05.03 | Stakeholder Engagement

For us at Nea Odos, the Sustainable Development Report is a valuable commitment tool that strengthens our relationship with stakeholders. For us, stakeholders are a driver for development in order to create value.

| Stakeholder Groups | Expectations/ Main issues | Communication Mechanisms | Communication Outcomes |
|--|--|--|---|
| Employees Communication Frequency: Continuous communication | Regular communication between Employees – management Informing employees about organizational changes and anything related to the company Emphasis on Health and Safety issues Rewards, additional benefits and remuneration system Respect, equality and meritocracy Training, evaluation and development opportunities Respect for personal and family life Retain a positive company profile | Meetings between employees and management representatives Email correspondence Newsletters HR Department Open door policy Personal communication Satisfaction survey Sustainable Development Report Commitment survey CSR Scorecard | Establishment of Development Centres Action to improve the working environment Recognise the company as a fair employer Increase efficiency Reduction of leaves |
| Motorway Drivers Communication Frequency: Daily | Safe and fast travel Infrastructure quality, quality of service, satisfaction and reliability Immediate response to incidents Immediate response to requests or complaints Immediate dissemination of information Private data protection Interoperability Upgrade commercial policy and rewards for frequent users New and innovative payment methods Kilometre-based tolling rates Toll rates, discount policy | Customer service department Customer satisfaction surveys Complaint handling department Awareness campaigns Company website Emergency number Variable Message Signs (VMS) Press Releases Employees at toll stations Media Sustainable Development Report CSR Scorecard and online engagement survey Email / contact forms Road Side Surveys (RSS) | Improvement of infrastructure Upgrading signage Stabilization of safety feeling in the motorway Quality and immediate customer service Provision of discount programs Greater understanding of future issues that may arise or potential price increases |
| Local communities Communication Frequency: On regular time intervals/ Daily | Stimulate the local economy, create jobs and develop the wider region Indirect positive financial effects Improve standard of living Recruitment from local communities Sponsorships - charity initiatives and social investments Respect and protection of local environmental wealth Retain high level of service | Meetings with representatives of local communities Consultation with local associations and bodies of residents Local media | Open dialogue and support of the local community Increasing revenue of local businesses Attractive working environment and improvement of the image of Nea Odos as an employer |
| Local Government Communication Frequency: On regular time intervals | Comprehensive information regarding impacts from the company's operation on a local level Accountability and taking measures where necessary Strengthen local agents' and local government's initiatives | Direct communication with administrative structures at local level | Collaboration for voluntary initiatives |
| Shareholders Communication Frequency: On regular time intervals | Financial performance, efficiency, dividend distribution Regular and correct information/reporting Effective governance mechanisms Leadership in the industry and positive reputation Provide high quality services and develop innovations Develop partnerships | Board of Directors meetings and General Assemblies Regular reporting Company website Balance Sheets and Financial Statements Sustainable Development Report Correspondence and business meetings | Detailed recording of the environmental and social impacts of company's operation and their disclosure through the Sustainable Development Report Adopt new practices, better resource management and improved crisis response |
| NGOs Communication Frequency: On regular time intervals | Support NGOs goals Economic support Public awareness | Company website Department of Public Relations Sustainable Development Report CSR Scorecard and online engagement survey | Develop joint awareness campaigns Strengthen the social profile of the company Link business operation with social causes |
| Activists Communication Frequency: When deemed necessary | Reduction of toll rates which are not subject to corporate decisions | According to company policies | Interventions where possible to ensure smooth driver service |

| Stakeholder Groups | Expectations/ Main issues | Communication Mechanisms | Communication Outcomes |
|---|---|---|--|
| Ministries and Structures of Public Administration Communication Frequency: On regular time intervals/ Daily | Good operation of the motorway Fully inform the supervisory authority on matters relating to the operation of the infrastructure. Compliance with the contractual obligations set out in the Concession Agreement Environmental performance Optimal management of road safety and zero accidents Extension of contracts / additional works Create new jobs Effective communication and cooperation | Correspondence, phone communication and work meetings Workshops / Representative meetings Official reports Visits, inspections Sustainable Development Report CSR Scorecard and online engagement survey | Fulfilment of the obligations arising from the Concession Agreement Carrying out readiness exercises at a more intensive pace Effective incident/crisis management |
| Emergency Services Communication Frequency: Daily | Compliance with laws Support to Emergency Services work (Traffic Police, Ambulances, Fire Department, Civil Protection etc.) Effective communication and cooperation Technical equipment | Scheduled and unscheduled meetings with Emergency Services representatives Correspondence, phone communication and work meetings | Carrying out readiness exercises at a more intensive pace Effective incident/crisis management |
| Financial Institutions Communication Frequency: On regular time intervals | Comprehensive information on company performance Financial effectiveness Consistency in its financial obligations and timely payment of interest and loans Compliance with legislative framework, contractual obligations, fair governance and financial audits Risk management and company growth prospects Budget keeping Access to information Positive publicity for a funded project | Correspondence, phone communication and work meetings 3 and 6-month reports Official reports Sustainable Development Report CSR Scorecard and online engagement survey | Study of social and environmental risks Project Financing/ Instalment Disbursement |
| Partners, Suppliers and Subcontractors Communication Frequency: On regular time intervals/ Daily | Transparency in procurements and in governance mechanisms Meritocracy in selecting suppliers and partners Compliance with agreed partnership terms Effective communication Responsible supplies Flexibility and availability Experience | Procurement department Ongoing communication with partners in the implementation of projects Correspondence, phone communication and work meetings | Compliance with terms of agreement and deadlines Improving relationships, quality and cooperation |
| Agencies, Associations, Academic Community Communication Frequency: On regular time intervals | Exchange of knowledge on issues of industry expertise | Participation in conferences and seminars | Re-evaluation and upgrade of practices |
| Media Communication Frequency: On regular time intervals/ Daily | Clear strategies and structured relationships with journalists and the Media Continuous updates and exclusive tributes Advertising budget | Department of Public Relations / Marketing Correspondence, phone communication Interviews / interventions Online press releases Personal communication Social media and video-sharing platforms | Communicate company's activities to the general public Positive publicity Fair distribution of advertising budget Zero news leaks Continuous updates |
| Other Motorways Communication Frequency: On regular time intervals | Optimal coordination in interchange areas Collaborate, share knowledge and tackle industry's issues Adopt best practices for managing, risks and opportunities Interoperability Healthy competition Promote industry issues | Mail correspondence Contact via phone HELLASTRON meetings | Completion of actions related to the operation of motorways Adopt common practices and exchange of know-how and information Effective management of road safety issues with emphasis on prevention |
| Operating Company Communication Frequency: Continuous communication | Collaborate, share knowledge and address common issues Immediate response to Health and Safety issues | Personal communication Email Contact via phone | Harmonization of systems Adoption of common practices Exchange of know-how and information More effective management of road safety issues with an emphasis on prevention |

05.04 | Sustainable Development Survey “εῦ”

Every year we conduct an extensive study on Sustainable Development issues that concern our stakeholders and the general public, with the aim of recording their perception of the company's performance. The survey “εῦ” covers a wide range of issues directly related to the priorities set by Nea Odos, such as Corporate Governance, Road Safety, Services provided, Human Resources, Natural Environment and the general contribution to society and local communities of the neighbouring municipalities.

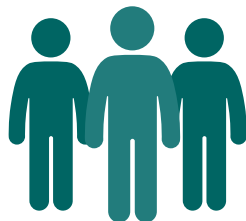
Survey Results

651
responses



Drivers/ Fast Pass
Nea Odos subscribers:

90.78%



Residents of
neighbouring municipalities:

2.92%



Nea Odos
personnel:

5.53%



Other
groups:

0.77%

Out of the 651 participants in the 2021 survey, 53.92% stated that they had read/been informed about either the CSR Scorecard or the entire Nea Odos Sustainable Development Report. Of these, 72.51% stated they found in the CSR Scorecard all the information they were looking for on the company performance on Sustainable Development. Participants also stated that they were particularly satisfied with the company performance in critical areas such as road safety, quality of offered services, the environment, and the integration of new technologies into the overall travel experience.

Indicative answers

Very
satisfied

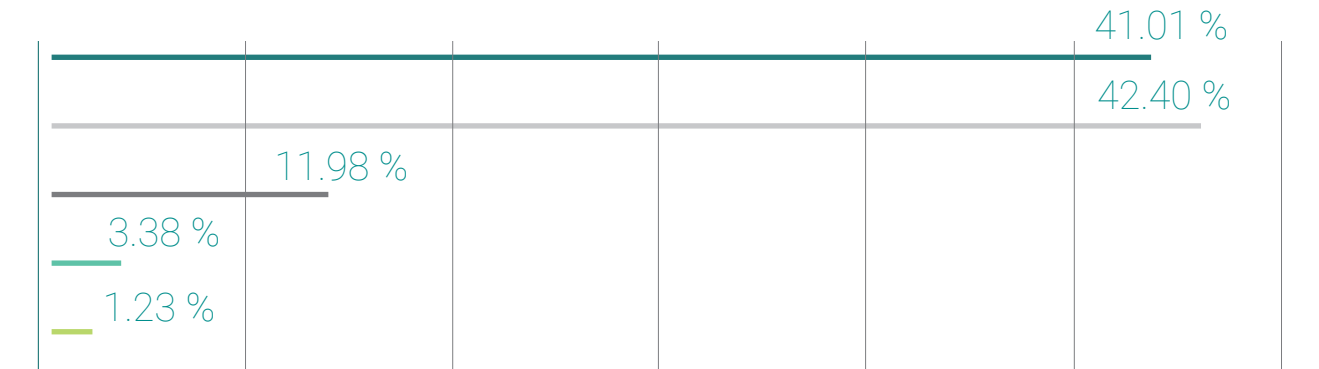
Fairly
satisfied

Satisfied

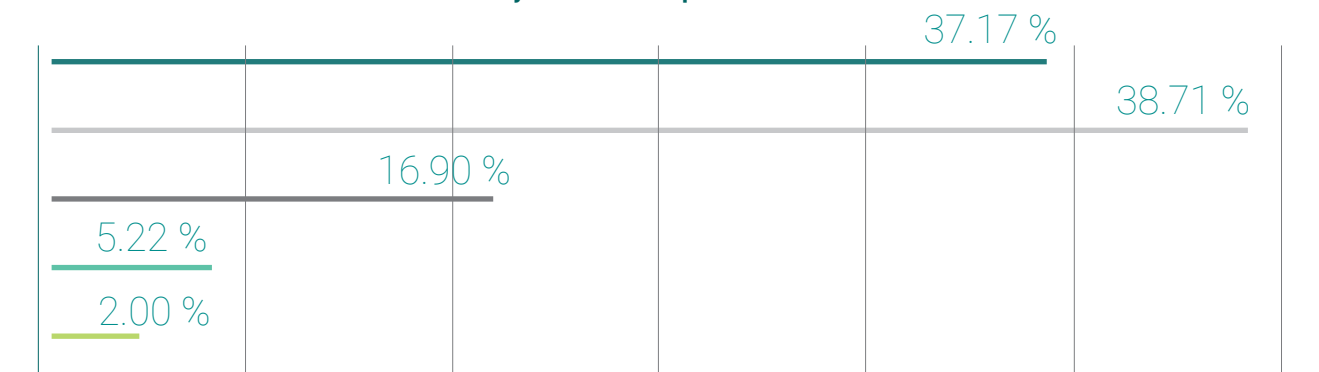
Nearly
satisfied

Not
Satisfied

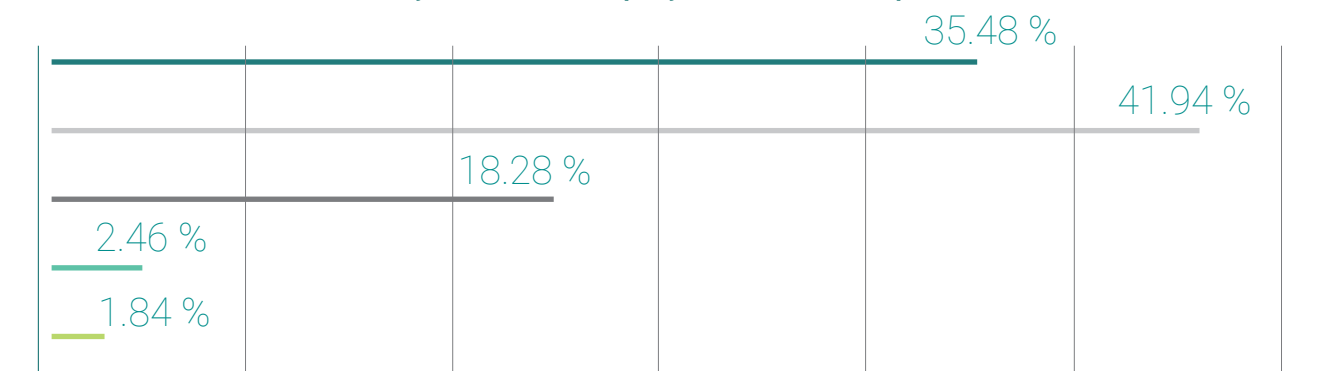
How satisfied are you overall with the company's performance on Road Safety matters?



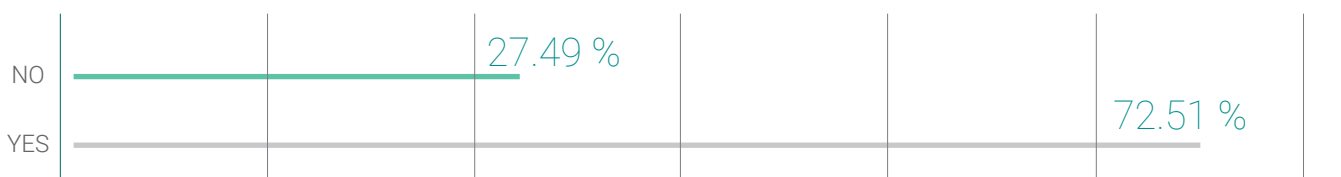
How satisfied are you with the integration of new technologies (MyOdos app, electric charging, routes) into your travel experience?



How satisfied are you with the company's environmental performance?

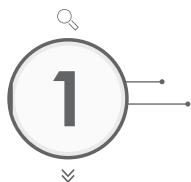


Did you find available, either in our Sustainable Development Report or in its short version ("CSR Scorecard"), all the information on the topics that interest you about our company?



05.05 | Identification of Material Topics

The results of the Corporate Responsibility survey «εὔ» were valuable material and contributed to the preparation of this Sustainable Development Report. In accordance with the company's methodology, which is based on internationally recognised standards, a process was followed which includes the identification, prioritisation and confirmation of the material issues that are part of the company's overall strategy.



Identification and recording of material topics that are deemed as the most important based on their impact on the company's business operations, and defining their impact boundaries.



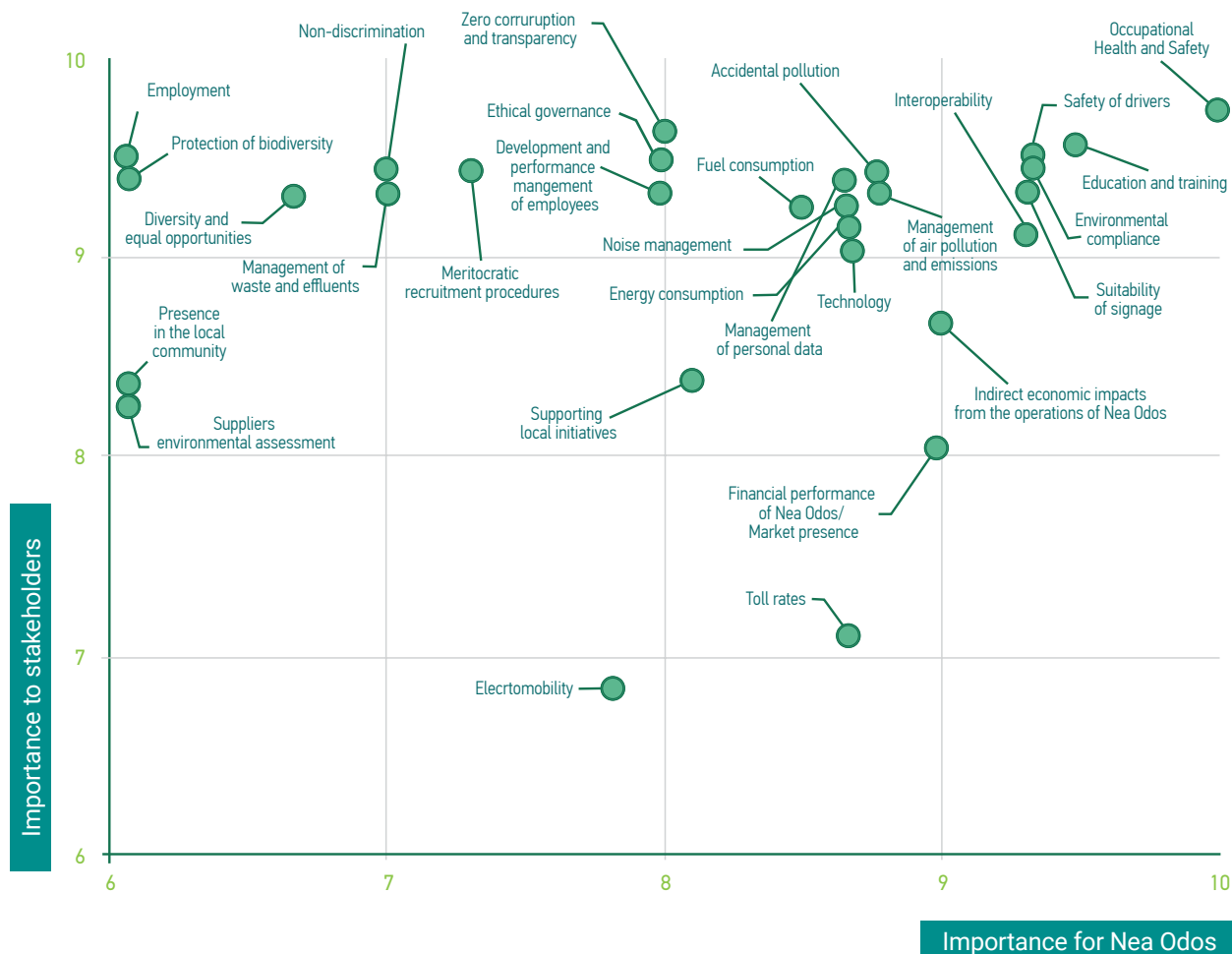
An assessment based on the importance of their impact both on the company and their impact on the evaluations and decisions of the stakeholders.



Validation as to their completeness so that the content of the Report reflects the company's significant economic, environmental and social impact in order to allow stakeholders to assess its performance and make decision-making easier. During the development of the Report, we proceeded to review and update our strategic approach, which also included changes to the material topics we identify. This report presents the materiality matrix that includes the material topics that were in force in 2021 as well as the new material topics. The changes and updates in our new strategic approach had not yet been completed during the materiality analysis survey for 2021.



Communicating with all stakeholders and requesting feedback through the Sustainable Development Report.



05.06 | Openness: National and International Partnerships

As a company, we enhance our openness by participating as members in important bodies such as sectoral associations and unions, chambers of commerce, citizens' organizations and universities. At the same time, we participate in European and international bodies that promote issues which are in line with our areas of activity as well as Responsible Entrepreneurship as a whole.

CSR HELLAS-
Hellenic Network for Corporate Social Responsibility

Global Reporting Initiative

The "HELLENIC ASSOCIATION of TOLL ROAD NETWORK"
also known as "HELLASTRON"

The Observatory of Roads of Western Greece
and Peloponnese (POADEP)

Road Safety Institute "Panos Mylonas"

Hellenic Institute of Customer Service

The "Diazoma" Association

Interamerican

Sustainable Development Goals



3. GOOD HEALTH
AND WELL-BEING



5. GENDER
EQUALITY



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



16. PEACE, JUSTICE AND
STRONG INSTITUTIONS



17. PARTNERSHIPS
FOR THE GOALS

Since 2017 we have linked our corporate goals with the 17 UN Sustainable Development Goals (SDGs) which form an important reference framework for setting our priorities and recognizing the degree to which these issues affect our operation and business activities. Out of a total of 17 Goals we have identified nine key Goals as the most important ones, to which Nea Odos can make a significant contribution as a company.

05.07 | Sustainable Development Management

Sustainable Development Team

Sustainable Development concerns the whole company and requires the active participation of all employees. The Sustainable Development Team has been set up and consists of representatives from all Divisions, who jointly undertake specific responsibilities and actions in order to make Sustainable Development an integral part of collective corporate culture.

The Team's responsibilities include:

- The collection of information and data for the annual Sustainable Development Report.
- Ensuring the quality and reliability of data collected and utilized
- Designing policies and procedures
- Informing employees about new policies and procedures
- Participation in the implementation of initiatives aimed at strengthening the culture of Sustainable Development

The general coordination and management of these issues is undertaken by the Public Relations and Corporate Responsibility department.

Sustainable Development Structures

In 2021 we invested a total of €384,634.85 in the following actions:

- Development of our corporate strategy
- Participation as members in national and international organizations
- Participation in partnerships and collaborations
- Communicating our actions and initiatives to our stakeholders and the general public

| Management of Sustainable Development (in €) | 2021 | 2020 | 2019 |
|--|-------------------|-------------------|-------------------|
| Corporate Strategy | 19,300 | 17,035 | 13,435 |
| Participations and Partnerships | 49,079.35 | 65,719.35 | 29,419.35 |
| Communication | 316,255.50 | 103,676.50 | 251,298 |
| Total | 384,634.85 | 186,430.85 | 294,152.35 |

Connection to the Sustainable Development Goals and Goal Setting



4. QUALITY EDUCATION



16. PEACE, JUSTICE AND STRONG INSTITUTIONS

| Topic | Goal 2021 | Progress 2021 | Goal 2022 |
|--|---|--|---|
| Stakeholder Engagement | Launch «ΕΥ» campaign for stakeholders and implement recommendations | Implemented with 651 responses | Implementation of a renewed Sustainable Development campaign for stakeholders |
| | | Renewal of material topics and strategic approach | |
| | Update CSR Scorecard | CSR Scorecard has been updated | Update CSR Scorecard Update corporate website |
| Employee training on Corporate responsibility and Sustainability | - | 195 hours of training in Corporate Social Responsibility and Communication | Continuous training |



BEING THERE FOR DRIVERS WITH SAFETY AND QUALITY SERVICES

Sustainable Development Goals



3. GOOD HEALTH
AND WELL-BEING



9. INDUSTRY, INNOVATION
AND INFRASTRUCTURE



11. SUSTAINABLE CITIES
AND COMMUNITIES



17. PARTNERSHIPS
FOR THE GOALS

At Nea Odos we always work towards offering the highest levels of road safety, while ensuring quality services to all drivers. Our strategic goal is the operation of modern motorways of European standards, ensuring safe movement and providing quality customer and management services that contribute to the development of the national economy, ensure the protection of the environment and enhance the quality of life in society. Responding to the growing needs of the areas adjacent to the motorways under our responsibility, the demands of the drivers themselves as well as the technological advancements, we constantly improve and enhance the level of the services we provide.

Therefore, we focus on the following priorities:

- Infrastructure security
- Immediate and effective incident management
- Providing a wide range of services to drivers - subscribers
- Provision of high-quality road safety services
- Interaction between infrastructure and users with the use of advanced technological means
- Provision of modern toll payment methods
- Responsibility in the supply chain.

At a Glance

In 2021 we carried out over:

10,331 hours for Road Infrastructure Repairs

4,216 vehicle tows, of which **573** were heavy vehicles.

We spent:

289.124,90 hours on road maintenance

We invested:








€199,346 in subscription programs and permanent resident programs

over €101 million in local and national suppliers.

The main challenges in road safety:

- Reducing the number of road accidents
- Limiting the impact of accidents
- Preventing secondary accidents

Through the experience and expertise of our staff, we carry out a number of actions aimed at ensuring the best possible conditions for safe movement. In addition to the Motorist Service Stations, the creation of safe temporary parking spaces and the constant patrols, drivers have at their disposal emergency response teams in case of an emergency, a customer call centre and up-to-date Traffic Management Centres. At the same time, at Nea Odos we monitor and review in real time the condition of the motorways we manage, carrying out both scheduled and non-scheduled maintenance work required to ensure the high quality of the entire infrastructure.

| Passes by Vehicle Category | 2021 | | |
|--|----------------|------------|-------------|
| | Total Nea Odos | A.Th.E. | Ionian Odos |
| Category 1  | 254,595 | 186,396 | 68,199 |
| Category 2     | 27,555,024 | 20,211,118 | 7,343,906 |
| Category 3     | 3,151,204 | 2,516,684 | 634,520 |
| Category 4   | 4,022,546 | 3,056,389 | 966,157 |

06.01 | Signage

The role of signage, whether digital or traditional, contributes decisively to the creation and continuous improvement of the road environment, providing a high level of safety in accordance with the specifications of a modern European motorway.

The signage categories are as follows:

- Emergency signage
- Mobile signage
- Short-term works signage
- Long term works signage.

Especially during preventive technical inspections, which we carry out on a daily basis, we place particular emphasis on monitoring signage, and we intervene where it is deemed necessary. Equally important are the **Variable Message Signs (VMS)**, which greatly contribute to informing drivers of the conditions prevailing on the motorways.

What are Variable Message Signs (VMS)

These are electronic variable message signs, made of LED screens, suitable for outdoor operation. Their purpose is to provide immediate information on traffic conditions and the condition of the road network, to set speed limits and to inform drivers of emergency incidents, bypasses, weather conditions, etc. This is achieved by displaying a text and selected images so that the driver can be informed quickly without being distracted.

During 2021:

- We completed the installation of 4 new **Variable Message Signs (VMS)**, an investment of €170,000
- We installed new security emergency bars in the tunnels of the Ionia Odos and of Agios Konstantinos at the A.Th.E, an investment of €180,000



06.02 | Safe and Modern Infrastructures: Road Infrastructure Management and Maintenance System

The **maintenance and management** of our motorways are 2 areas of fundamental importance to road safety and customer service. In this context, we implement an integrated maintenance program, based on the **Road Infrastructure Management and Maintenance System**, which has been developed specifically to meet the needs of Ionia Odos and the A.TH.E. motorway, through systematically mapping the road infrastructure, monitoring the performance of the road paving and the effectiveness of any interventions.

Types of Infrastructure Maintenance:

In Nea Odos, we conduct 2 types of maintenance works:



Preventive Maintenance:

includes pavement restoration work, maintenance of median strips, landscaping works and all technical maintenance, cleaning of the motorway and all maintenance in electromechanical installations, safety and security equipment, irrigation and fire-fighting systems, etc.



Improvement Maintenance:

includes pavement replacement, heavy interventions in engineering projects and building facilities, and modernizing all electromechanical infrastructure and electronic equipment. It also includes the re-designing of intersections, improvements in horizontal and vertical signage, constructions of works (sewerage, irrigation, etc.) in order to avoid accidents, replacement of safety barriers, etc.

The technical department of Nea Odos designed the main tool for planning maintenance works, the **Infrastructure Structural Adequacy Monitoring Program** for concrete structures, which is a comprehensive plan of regular inspections and systematic interventions in 350 large technical departments, bridges and crossings. Its purpose is to record the findings of visual inspections, to evaluate them, to identify the needs and to carry out interventions in the constructions as a priority in case these interventions are deemed necessary.

Case Study:

The Use of Drones in Nea Odos



The use of drones has created new data and new possibilities regarding the topographic mapping of motorways and the surrounding area, since they provide excellent advantages in terms of capture speed, accuracy, resolution, detail of measurements and zero nuisance to users. At the same time, no project signage is required and there is no need to occupy the road for on-site mapping by a surveyor.

By integrating this technologically advanced way of capturing motorways and the surrounding area, using drones, both the maintenance and the restoration and the improvement of the infrastructure are facilitated, with significant benefits for the users and the general public of the adjacent areas.

New constructions that were completed or started in 2021

E/M (electromechanical) heavy maintenance of the urban part of the infrastructure which includes:

- Replacement of streetlights with LED technology
- Replacement of lighting columns
- Installation of an ENERGY MANAGEMENT SYSTEM
- Installation of 4 new Variable Message Signs (VMS).

In the urban part of the A.Th.E. motorway:

- Installation of photovoltaics (PV) and highspeed chargers in the Motorist Service Stations of Malakasa
- Installation of thermal wires
- Construction of 4 Safe and Secure Parking Places for Trucks (SSTPA).

Reconstruction of the Motorist Service Stations in the surrounding area of Sirios, which concerns the installation of:

- Rooftop photovoltaics (p/v)
- Highspeed chargers and new pipeline networks
- New secondary irrigation network
- New street lighting masts and new streetlights with LED technology
- New lighting columns.

Manhours for Road Maintenance

| Road Maintenance by Category | 2021 | | | 2022 | | | 2023 | | |
|---|-------------------|-------------------|------------------|-------------------|-------------------|------------------|-------------------|-------------------|------------------|
| | Total Nea Odos | A.Th.E. | Ionía Odos | Total Nea Odos | A.Th.E. | Ionía Odos | Total Nea Odos | A.Th.E. | Ionía Odos |
| Green Areas and Trees | 81,511.40 | 61,020.78 | 20,490.62 | 49,026.22 | 24,410.35 | 24,615.87 | 61,331.37 | 29,764.12 | 31,567.25 |
| Cleanliness | 41,055.13 | 23,707.32 | 17,347.81 | 39,419.58 | 22,639.25 | 16,780.33 | 46,842.80 | 26,652.47 | 20,190.33 |
| Motorway Drainage System | 24,209.45 | 11,294.95 | 12,914.50 | 20,293.57 | 11,752.92 | 8,540.65 | 16,179.87 | 11,041.35 | 5,138.52 |
| Road Surface | 12,207.41 | 8,296.50 | 3,910.91 | 16,090.30 | 13,609.10 | 2,481.20 | 29,232.50 | 27,404.00 | 1,828.50 |
| Buildings | 4,868.91 | 3,646.91 | 1,222.00 | 10,372.20 | 9,539.20 | 833.00 | 9,490.50 | 8,348.50 | 1,142.00 |
| Other (material transportation, tidiness, training, etc.) | 10,448.40 | 8,748.21 | 1,700.19 | 11,250.59 | 9,377.13 | 1,873.47 | 14,512.08 | 12,658.62 | 1,853.46 |
| Tunnels, Cut and Cover, Landfills and Trenches | 3,536.84 | 2,731.07 | 805.77 | 6,012.48 | 5,177.08 | 835.40 | 7,501.98 | 6,810.68 | 691.30 |
| Motorway Signage | 11,103.35 | 8,747.13 | 2,356.22 | 17,813.10 | 10,864.87 | 6,948.23 | 11,789.99 | 7,331.27 | 4,458.72 |
| Shoulder, Traffic Islands, Kerbs-Gutters and Sidewalks | 10,932.88 | 10,000.00 | 932.88 | 11,407.68 | 10,575.18 | 832.50 | 17,604.15 | 17,013.47 | 590.68 |
| Motorway Safety and Protection Equipment | 18,582.05 | 12,737.88 | 5,844.17 | 24,211.92 | 22,704.40 | 1,507.52 | 11,889.80 | 10,932.15 | 957.65 |
| Common and Special Bridges | 310.57 | 285.52 | 25.05 | 371.32 | 353.45 | 17.87 | 448.02 | 290.02 | 158 |
| Support Walls and Avalanche Retaining Walls | 811.63 | 744.18 | 67.45 | 789.53 | 706.82 | 82.72 | 342.33 | 302.33 | 40 |
| Winter Maintenance | 69,362.74 | 56,155.75 | 13,206.99 | 26,523.07 | 21,851.50 | 4,671.57 | 23,909 | 12,568 | 11,341 |
| Firefighting | 3.14 | 2.82 | 0.32 | 4.45 | 4.15 | 0.30 | 6.95 | - | 6.95 |
| Signage Bridges | 181.00 | 3.00 | 178.00 | - | - | - | 12 | 12 | - |
| Total | 289,124.90 | 208,122.02 | 81,002.88 | 233,586.01 | 163,565.40 | 70,020.63 | 251,093.33 | 171,128.97 | 79,964.36 |

Manhours for Road Maintenance



2021

• 289,124.90



2020

• 233,586.01



2019

• 251,093.33



2018

• 221,269.75



2017

• 106,215.3

Manhours for Road Infrastructure Inspection

| | 2021 | | | 2020 | | | 2019 | | |
|---|------------------|-----------------|-----------------|------------------|-----------------|-----------------|------------------|------------------|-----------------|
| Road Infrastructure per Category | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos |
| Winter Maintenance | 5,259.45 | 2,542 | 2,717.45 | 1,777.50 | 1,085.50 | 692 | 31,015 | 28,839 | 2,176 |
| Tunnels, Cut and Cover, Landfills and Trenches | 1,217.38 | 510.95 | 706.43 | 751.48 | 301.78 | 449.70 | 777.12 | 440 | 337.12 |
| Motorway Safety and Protection Equipment | 4,441.45 | 1,386.79 | 3,054.66 | 2,559.73 | 1,016.40 | 1,543.33 | 2,445.64 | 1,003.28 | 1,442.36 |
| Road Surface | 1,236.99 | 405.92 | 831.07 | 1,421.72 | 1,223.87 | 197.85 | 1,356.66 | 1,035.88 | 320.78 |
| Motorway Drainage System | 2,798.48 | 1,863.47 | 935.01 | 2,506.40 | 1,717.60 | 788.80 | 1,843.36 | 1,398.38 | 444.98 |
| Motorway Signage | 999.56 | 325.03 | 674.53 | 720.78 | 379.48 | 341.30 | 1,039.23 | 512.11 | 527.12 |
| Cleanliness | - | - | - | 744 | - | 744 | 942 | 942 | - |
| Common and Special Bridges | 664.81 | 198.98 | 465.83 | 356.23 | 260.53 | 95.70 | 296.72 | 189.72 | 107 |
| Support Walls and Avalanche Retaining Walls | 351 | 241 | 110 | 484.50 | 389.50 | 95 | 351 | 260 | 91 |
| Shoulder, Traffic Islands, Kerbs-Gutters and Sidewalks | 932.39 | 633.72 | 298.67 | 515.88 | 370.98 | 144.90 | 1,022.23 | 910.23 | 112 |
| Buildings | - | - | - | - | - | - | 18.50 | - | 18.50 |
| Green Areas and Trees | 130 | 70 | 60 | 216 | 112 | 104 | 138 | 95 | 43 |
| Other (material transportation, tidiness, training, etc.) | 70 | 70 | - | - | - | - | 250.50 | 226.50 | 24 |
| Signage Bridges | 3.65 | 3.57 | 0.08 | 11.50 | 11.50 | - | 5.46 | 5.43 | 0.03 |
| Total | 18,105.15 | 8,251.43 | 9,853.72 | 12,065.72 | 6,869.14 | 5,196.58 | 41,501.42 | 35,857.54 | 5,643.89 |

Road Barriers Replacements 2021



A.Th.E.:
3,953 meters



Ionía Odos:
1,285 meters



Schimatari-Chalkida:
268 meters



Total Investment

- **€15,908.97 th.**
Renovation, major repairs,
new facilities, and
new equipment

Regarding the restoration of road infrastructure, every year we take into account the results of road inspections and the reports of the patrols and other specialized personnel as well as remarks by drivers, as communicated to us through the comments, suggestions and questions submitted to Customer Service.

As a result, in 2021 the following were recorded as regards road infrastructure:

A.Th.E.: 3,140 incidents (2,593 incidents in 2020)

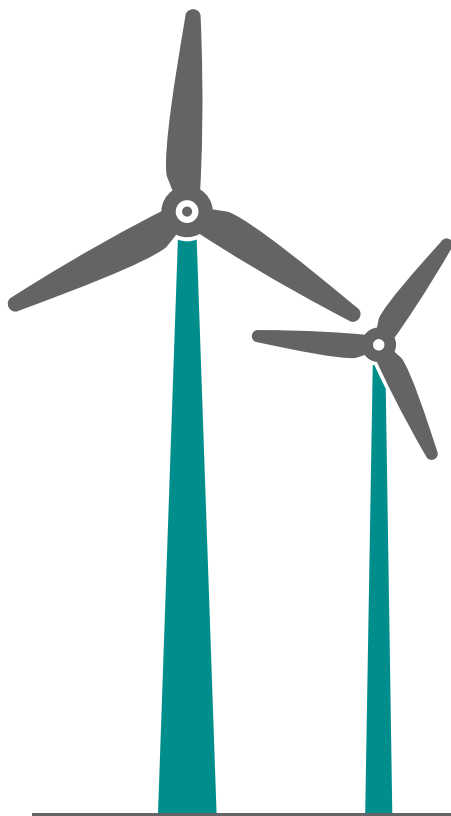
Ionía Odos: 2,508 incidents (2,080 incidents in 2020)

Manhours for Road Infrastructure Repairs

| Road Infrastructure per Category | 2021 | | | 2020 | | | 2019 | | |
|---|----------------------|-----------------|-----------------|----------------------|-----------------|-----------------|----------------------|------------------|------------------|
| | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos |
| Motorway Safety and Protection Equipment | 7,187.47 | 4,679.35 | 2,508.12 | 5,708.55 | 3,266.75 | 2,441.80 | 8,094.77 | 4,646.50 | 3,448.27 |
| Road Surface | 1,996.56 | 761.28 | 1,235.28 | 2,494.15 | 1,073.25 | 1,420.90 | 2,666.41 | 834.68 | 1,831.73 |
| Motorway Signage | 484.92 | 291.88 | 193.03 | 445.50 | 241.75 | 203.75 | 1,137.50 | 443.65 | 693.85 |
| Motorway Drainage System | 239.85 | 27.87 | 211.98 | 239.82 | 113.87 | 125.95 | 1,399.39 | 570.22 | 829.17 |
| Buildings | 311.85 | 59.08 | 252.77 | 385.98 | 92.65 | 293.33 | 489.42 | 91.60 | 397.82 |
| Shoulder, Traffic Islands, Kerbs- Gutters and Sidewalks | 62.82 | 3.15 | 59.67 | 76.65 | 14.83 | 61.82 | 446.90 | 46.37 | 400.53 |
| Other (material transportation, tidiness, training, etc.) | - | - | - | 112.50 | 112.50 | - | 2,908 | 2,857 | 51 |
| Common and Special Bridges | - | - | - | 69 | - | 69 | 50 | 24 | 26 |
| Tunnels, Cut and Cover, Landfills and Trenches | 45 | - | 45 | 601.50 | 572.00 | 29.50 | 4,258 | 1,824 | 2,434 |
| Green Areas and Trees | 3 | 3 | - | 24.50 | 16.50 | 8 | 55 | - | 55 |
| Total | 10,331.47 | 5,825.62 | 4,505.85 | 10,158.15 | 5,504.10 | 4,654.05 | 21,505.39 | 11,338.02 | 10,167.37 |

06.03 | Transporting Oversized Loads and Vehicles

To facilitate the traffic of vehicles carrying special loads (such as wind turbine parts), as well as to prevent accidents or other incidents, Nea Odos follows specific procedures:



- When the cargo enters the motorway
- When the cargo moves on the motorway
- When the cargo exits the motorway.

In recent years there has been a large increase in the transport of wind turbines through the highway. This is expected to intensify due to green transition and the general emphasis on decarbonization, such as the creation of a green economy based on renewable energy sources.

Total number of loads / trucks passing
wind turbines from the highway

A.Th.E.: 423

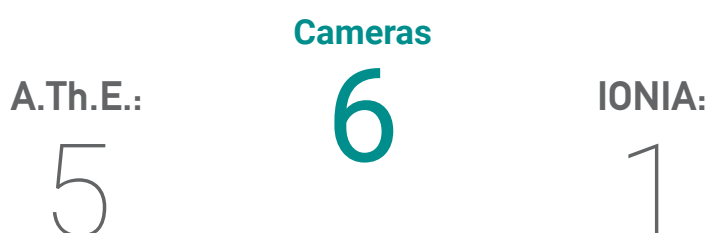
Ionía Odos: 81



Incident Detection Cameras

Automatic Incident Detection cameras constitute an important mechanism concerning the tracking of incidents related to road safety. The purpose of the system is to detect incidents regarding to the entry and movement of animals and people on the motorway, as well as vehicles moving in the opposite direction, in order to ensure the immediate response of the appropriate entity and the prevention of accidents.

The innovative AID (Automatic Incident Detection) camera system includes image analysis software, and all incidents are immediately reported to the Traffic Management Centres.



| Traffic Surveillance Cameras | 2021 | | 2020 | | 2019 | |
|------------------------------|---------|------------|---------|------------|---------|------------|
| | A.Th.E. | Ionia Odos | A.Th.E. | Ionia Odos | A.Th.E. | Ionia Odos |
| Open-air CCTV | 157 | 139 | 129 | 132 | 115 | 132 |
| Tunnel CCTV | 134 | 150 | 134 | 150 | 134 | 150 |

It Includes the Schimatari- Chalkida connecting branch

Traffic and Tunnel Management Centres

The Traffic Management Centres (T.M.Cs)and Tunnel Traffic Management Centres (T.T.M.Cs) operate 24 hours a day and are responsible for the effective management of traffic and various incidents. In addition, they are the main point of communication with the competent bodies in cases of emergencies, while contributing to the maximum as regards their effective management. For the reasons mentioned above, they are staffed with specialized scientists and specialized personnel and are equipped with the most advanced technical and technological equipment.

These centres:

- Receive emergency calls
- Collect and examine important information in each incident
- Analyse traffic data and, when necessary
- Mobilize the Road Safety Patrols and inform all emergency services such as the National First Aid Centre, the Civil Protection Agency, the Traffic Police, etc..

The works of the T.M.Cs and T.T.M.Cs are supported, supplemented and completed by:

- The Road Safety Patrol Cars
- The Free Road Assistance Service
- The SOS Phones installed along the entire motorway
- The 4-digit 1075 emergency number.

In addition to the above Centres, in Nea Odos there are also special Maintenance Centres which are usually the bases for the competent Fire and Police departments.

The T.M.Cs and T.T.M.Cs of Nea Odos are located at:

- **The central T.M.C.** in Schimatari, Viotia region (A.Th.E. motorway)
- **T.T.M.C. in Aghios Konstantinos – Kammaena Vourla** (A.Th.E. motorway)
- **The central T.M.C.** in Klokova Tunnel (Ionia Odos motorway)
- **T.T.M.C. in Episkopiko**, Ioannina region (Ionia Odos motorway)

The Maintenance Centres are mapped as follows:

A.Th.E. Motorway:

- **Markopoulo** (Maintenance Building) K.P. 38.700
- **Thiva** (Maintenance, Fire and Police Buildings) K.P. 89.835
- **Atalanti** (Maintenance, Fire and Police Buildings) K.P. 145.325

Ionia Odos Motorway:

- **Messolongi**
(Maintenance and Police Buildings) K.P. 31.500
- **Amfilochia**
(Maintenance and Police Buildings) K.P. 100.500
- **Filipiada**
(Maintenance and Police Buildings) K.P. 154.130



06.04 | Backup and “Smart” Traffic and Tunnel Management Centres

At Nea Odos, we have put in operation a system of specially designed backup and “smart” Traffic and Tunnel Management Centres, which can assist the work of the existing Centres in case of an emergency on the motorways. Their staffing and activation are immediate, thus ensuring business continuity and rapid management of emergencies on the motorways.

At Ionia Odos: 4 unmanned Traffic Management Centres in 4 tunnels on standby mode.

At the A.TH.E. motorway: 2 reserve unmanned substation buildings in the tunnels of Agios Konstantinos. In case of need, the Traffic Management Centre of Agios Konstantinos can also operate as a backup for the Sofades Traffic Management Centre of the E65 motorway.



06.05 | Road Safety Patrols

These are specially equipped vehicles which are on the motorway 24 hours a day. The specialized and trained employees undertake:

- Emergency patrols
- Event detection and management
- Inspecting damages to infrastructure and equipment (road, fencing, guardrails, lighting)
- Removal of objects from the road
- Assisting in the immobilization of vehicles and their removal
- Signage for emergencies
- Providing assistance to the competent state emergency services
- Escorting oversized vehicles if deemed necessary
- Escorting dangerous goods vehicles through tunnels
- Risk forecasting for drivers.



Our Road Safety Patrols are there for every driver in case of an emergency, 24 hours a day, 365 days a year.

Fleet Management Upgrade

In 2021 we upgraded our fleet management system with the addition of the "Heat Map". This is a new technology which includes a colour scale that depicts the time it takes each patrol-type vehicle to cross each checkpoint of the motorway. Through this map, all checkpoints are distinct, and it also records how many times each patrol vehicle crosses it, facilitating thus fleet management and recording the needs at any given time.



06.06 | Road Safety Patrol Cars Maintenance Process

The maintenance process of the Road Safety Patrols in Nea Odos includes the following steps:

1

Each vehicle has a unique enterprise resource planning (ERP) tab regarding the maintenance profile of the vehicle manufacturer

2

An automated maintenance notification email is sent

3

The car garage is informed about the vehicle's visit to the department as well as the technical actions to be taken as appropriate

4

The necessary technical work is carried out

5

The vehicle returns to traffic management centre and a relevant briefing follows

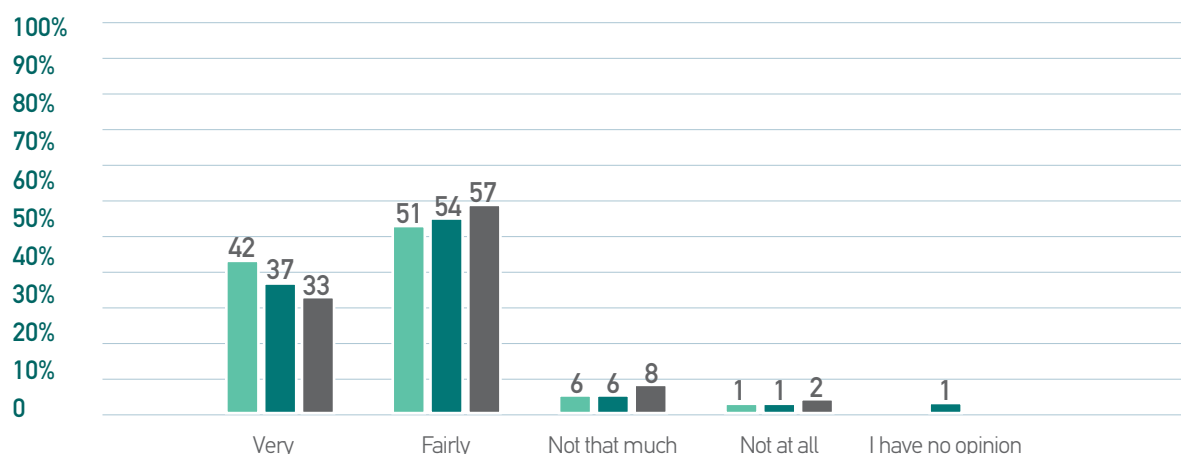
6

The vehicle tab is updated on the ERP system

Opinion Polls / Surveys

At Nea Odos we make every effort to listen carefully to the requests, views and opinions of the motorway drivers. To this end, we conduct regular surveys throughout the year in order to be able to adjust our current strategy and the actions we implement, always incorporating the concerns and opinions of our stakeholders. In 2021, we conducted the **"Subscriber Habits and Attitudes Survey"** on behalf of the Fast Pass Nea Odos service, with the aim of recording the habits and attitudes of subscribers who use our motorways. According to the survey, 93 out of 100 respondents say they feel very safe when using our motorways.

How safe would you say you feel when driving on Nea Odos?



93% say they feel very / fairly safe when driving on Nea Odos (91% in 2018)

06.07 | Event Management

In 2021, a series of special regulations and disruptions to traffic were implemented at various points along the motorways under our responsibility for various reasons, such as to deal with severe weather conditions, fires, landslides, demonstrations, as well as to hold events and competitions but also special drills that we periodically conduct as a company.

In all cases, the company's staff in cooperation with the competent Traffic Police Department moved immediately, applied the necessary traffic regulations by diverting or even stopping traffic and avoided or minimized traffic problems or potential accidents. In recent years there has been an increase in severe weather conditions and emergencies such as fires and landslides, a fact which has prompted us to integrate all these risks more dynamically into our business strategy, thus enhancing our readiness. The Business Continuity Management System, certified according to the ISO 22301:2012 international standard, has greatly contributed to our efforts.



Traffic Arrangements due to Events and Races

4-5 September: "Athens Flying Week" in Tanagra

4-6 June: "Panhellenic Cycling Races"

Special Arrangements due to weather conditions

The readiness mechanism was activated, and traffic was temporarily suspended, following an order from the Traffic Police Department, in order to deal with extreme weather phenomena, such as "Ballos" (October 2021) and "Medea" (February 2021), both of which caused extremely heavy rainfall and snowfall in many areas.

Demonstrations: On 6 July, demonstrations were held in the area of Chalkida. There was a short traffic interruption and minor traffic problems were recorded.

Traffic Arrangements due to Fires and other emergencies:

- traffic arrangements were made on 31 July, at the Antirrio I/C due to a large-scale forest fire
- on 3 August, at the A.TH.E. motorway from the Lykovrisi I/C (direction towards Lamia) and from the Kapandriti I/C (direction towards Athens) due to a fire in the area of Varybobi
- on 5 August, traffic was suspended from the Kaliftaki I/C to the Inofyta and Thebes I/C after the fire rekindled
- on 6 August, in the direction towards Ioannina due to a fire in a heavily forested area at the sides of the motorway which quickly spread to the guardrails
- on 3 December, due to damage and landslides caused to the shoulders by heavy rainfall.

Cleaning of the Motorway: From 3-13 December, in Ionia Odos, cleaning of the hydraulic system and restoration work of the shoulders was carried out due to heavy rainfall that affected the motorway.

| Towed Vehicles | A.Th.E. | | | Ionia Odos | | |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | 2021 | 2020 | 2019 | 2021 | 2020 | 2019 |
| Conventional Vehicle Recovery | 3,643 | 3,608 | 4,549 | 1,663 | 1,437 | 2,052 |
| Heavy Vehicle Recovery Unit | 573 | 500 | 624 | 241 | 190 | 187 |
| Total | 4,216 | 4,108 | 5,173 | 1,904 | 1,627 | 2,239 |

Total Incidents by Category

| | 2021 | 2020 | 2019 |
|--------------------------------------|---------------|---------------|---------------|
| Vehicles breakdown | 19,723 | 17,848 | 23,171 |
| Obstacles – spillage – moving hazard | 9,418 | 9,899 | 13,075 |
| Other incidents | 3,866 | 3,608 | 5,236 |
| Accidents and crashes | 1,457 | 1,188 | 1,640 |
| Abandoned vehicles | 400 | 372 | 429 |
| Total | 34,864 | 32,915 | 43,551 |

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

| | 2021 | 2020 | 2019 |
|--------------------------------------|------|------|------|
| Accidents and crashes | 10.0 | 9.5 | 10.1 |
| Vehicles breakdown | 6.1 | 6.6 | 7.2 |
| Abandoned vehicles | 3.8 | 2.7 | 2.9 |
| Obstacles – spillage – moving hazard | 5.9 | 8.2 | 8.3 |
| Other incidents | 3.8 | 5.2 | 4.4 |

Average Response Time by Agent (in minutes)

| Agent | 2021 | 2020 | 2019 |
|-----------------------------|------|------|------|
| Nea Odos | 6.0 | 7.0 | 7.4 |
| Fire Brigade | 10.6 | 9.9 | 9.9 |
| Vehicle Recovery Unit | 28.4 | 27.5 | 28.2 |
| Ambulances | 19.0 | 18.4 | 18.3 |
| Traffic Police | 22.2 | 20.1 | 21.4 |
| Heavy Vehicle Recovery Unit | 45.0 | 45.3 | 44.8 |

| Traffic Management Indicators | A.Th.E. | Ionía Odos | Schimatari- Chalkida |
|--|----------------|-------------------|-----------------------------|
| Vehicle kilometres travelled | 1,348,479,508 | 418,090,158 | - |
| Incidents identified by Patrol – Company employees | 13,837 | 9,989 | 777 |
| Incidents identified by the four-digit emergency number | 3,541 | 1,456 | 61 |
| Incident detected through ERT | 2 | 4 | 0 |
| Incident detected from CCTV and AID | 1,194 | 1,674 | 45 |
| Incidents detected by Police, Roadside assistance or third parties | 1,636 | 587 | 61 |
| Average incident clearing time (minutes) | 113.0 | 83.0 | 188.0 |

Management of Immobilized Vehicles

| Immobilized Vehicles Incidents | 2021 | | | 2020 | | 2019 | |
|--|---------------|--------------|-----------------------|---------------|--------------|---------------|--------------|
| | A.Th.E. | Ionía Odos | Schimatari - Chalkida | A.Th.E. | Ionía Odos | A.Th.E. | Ionía Odos |
| Flat tire | 2,470 | 864 | 97 | 2,465 | 739 | 2,965 | 1,034 |
| Mechanical failure | 7,349 | 3,736 | 304 | 7,151 | 2,987 | 8,352 | 3,907 |
| Fuel | 820 | 313 | 49 | 757 | 266 | 1,039 | 387 |
| Other | 1,024 | 1,353 | 37 | 1,023 | 835 | 1,599 | 1,687 |
| Unrecorded | 1,215 | 1,360 | 313 | 770 | 875 | 751 | 886 |
| Total | 12,878 | 7,626 | 800 | 12,166 | 5,702 | 14,706 | 7,901 |
| Driver sickness (it is a separate event and it is not included in the report of immobilised vehicles) | 70 | 38 | 1 | 53 | 20 | 88 | 28 |

06.08 | Winter Maintenance Management and Acute Weather Phenomena

The winter maintenance program requires high-level organization, impeccable coordination and adherence to specific certified procedures so that in case of extreme weather events, such as heavy snowfall or frost on the road, immediate intervention occurs.

The winter maintenance program focuses on the following points:

- supply of sufficient quantities of salt for the entire length of each motorway
- operation of refuelling stations at appropriate locations
- maintenance of snow removal vehicles
- maintaining clean wells and drainage infrastructure
- improving the reflectivity of horizontal and vertical signage
- carrying out preparedness exercises with the participation of all emergency response agencies
- close and honest cooperation of all stakeholders

The program takes place through the operation of the snow removal centres that are located in the following locations:

The A.Th.E. section:

Varympompi, Markopoulo, Schimatari, Thiva, Akraifnia, Martino, Tragana, Latomeio.

The Ionia Odos Motorway:

Messologhi, Amphilochia, Filippiada, Terovo and Episkopiko.

2021

A.Th.E.



58,698

hours of snow removal



66

contractor snow removal vehicles



8

small snow removal vehicles owned by the company

Ionia Odos



15,925

hours of snow removal



22

contractor snow removal vehicles



6

small snow removal vehicles owned by the company

During the first half of 2021:

- **At Ionia Odos** the creation of side openings for the reversing of the snow removal vehicles (K.P. 163+00) was completed.
- **At the A.TH.E. motorway** a study was carried out and then a license was given for a Heavy Vehicle/Snow removal Vehicle washing machine -which is being made- at the Malakasa Snow Removal Station.



What is Snow Removal?

This is work that involves removal of snow and clearing roads and motorways from snow. This work is absolutely essential for the uninterrupted operation of major road networks and the safe movement of drivers.

Collaboration with the Athens Observatory

The aim of the strategic collaboration with the Athens Observatory is to create a focused weather forecasting platform on the motorways Nea Odos is responsible for. In order for us to have better forecasting of weather phenomena, and thus manage emergencies faster and more efficiently, this platform provides targeted information on the weather conditions that prevail or are expected to prevail along the entire length of the motorway, such as the type of precipitation (rain, hail, snowfall, sleet, etc.), temperature, total rainfall, snow cover, wind speed and direction as well as barometric pressure.



Our collaboration with a prestigious scientific organisation, such as the Athens Observatory, will further contribute to our efforts to predict and manage exceptional weather conditions that may affect the motorways under our responsibility.

06.09 | Management Plan for Acute Weather Phenomena



Special Maintenance - Snow Removal Drills 2021

-On 28 November, a **winter maintenance - snow removal drill** called "**Malakasa 2021**" took place, aiming to maintain the safe operation of the motorway as well as to improve the communication between the Motorway Traffic Police and the winter maintenance subcontractor.

-On 8 and 16 December, the winter maintenance - snow removal drill was successfully completed in Ionia Odos, during which snow removal vehicles made use of the 2 new points for reversing the snow removal vehicles.

06.10 | SOS Phones and Emergency Number

SOS telephones

Along all motorways and/or at selected points, such as the areas for temporary parking, including inside tunnels. 646 SOS telephone devices have been installed in order for drivers to communicate for free with the Traffic and Tunnel Management Centres.

A.Th.E. motorway: 384

Ionía Odos: 262

1075 emergency number

Drivers are able to directly communicate with the Traffic and Tunnel Management Centres in order to provide information regarding emergency incidents, by calling the 1075 emergency number.



Emergency Call Centre Data

| | 2021 | | | 2020 | | | 2019 | | |
|-------------------------------------|----------------|---------|------------|----------------|---------|------------|----------------|---------|------------|
| | Total Nea Odos | A.Th.E. | Ionía Odos | Total Nea Odos | A.Th.E. | Ionía Odos | Total Nea Odos | A.Th.E. | Ionía Odos |
| Incoming calls | 99,323 | 80,268 | 19,055 | 74,040 | 59,296 | 14,741 | 84,467 | 64,061 | 20,406 |
| Answered calls | 98,889 | 79,906 | 18,983 | 73,842 | 59,125 | 14,717 | 83,739 | 63,865 | 19,874 |
| Percentage of answered calls | 99.6% | 99.6% | 99.6% | 99.7% | 99.7% | 99.8% | 99.1% | 99.7% | 97.4% |
| Average call durations (in seconds) | 42.04 | 42.02 | 42.12 | 53.08 | 53.03 | 53.29 | 56.00 | 56.29 | 55.06 |

Emergency Call Centre - Issues by Category

2021

| | Total Nea Odos | A.Th.E. | Ionía Odos |
|-------------|----------------|---------|------------|
| Safety | 1.4% | 2.1% | 0.7% |
| Traffic | 26.1% | 29.1% | 22.7% |
| Maintenance | 44.6% | 36.6% | 53.3% |
| Patrols | 21.8% | 22.4% | 21.2% |
| Other | 6.1% | 9.8% | 2.1% |

06.11 | People-Centred Service Model

At Nea Odos, we apply a people-centred service model, based on the principles of Corporate Responsibility and Sustainable Development. We seek to build long-term relationships with drivers passing through the motorways under our responsibility, based on trust, transparency and honesty. During 2021, we continued to focus on the digital transformation of the company, enhancing interoperability, using new and innovative technologies, and on upgrading our technology equipment and software, as well as further digitising our motorway systems. We adopt and apply horizontally to the whole suite of the services we offer, high standards such as ISO 9001, ISO 14000, ISO 45001, ISO 39001 and ISO 22301 throughout our service delivery system, with the aim of further improving the quality and efficiency of our services.

06.11.01 | Interoperability

The promotion of interoperability is an immediate priority for all of us as it ensures efficient services to drivers and the general public. We have already implemented a strategic investment which focuses on the software upgrade and the installation of new equipment at the toll stations.

What is Interoperability and why is it important for motorways?

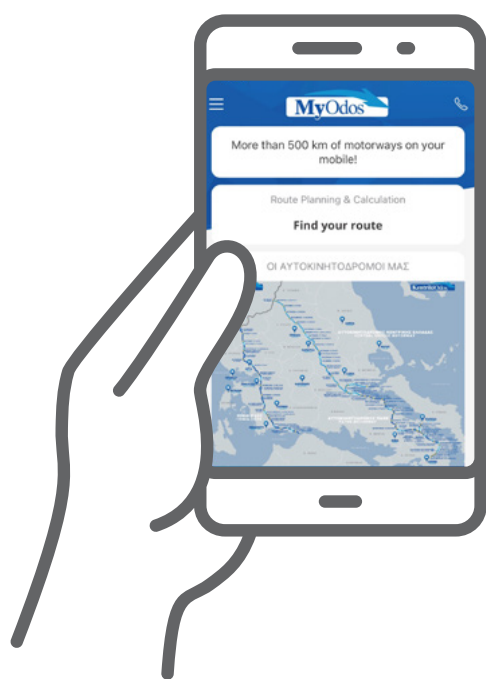
By the term “interoperability” we mean the design of an “intercom” system to enable drivers and users to use electronic payment lanes at all toll stations in our country with one account and one electronic transponder.



“MyOdos App”: The first “All-In-One” Motorway Application

“MyOdos App” is the first pioneering and innovative “all-in-one” motorway application for mobile phones and tablets (Android and iOS) in the country, a single portal that enables all drivers - not only subscribers - to find the best route or points of interest and to calculate the cost of their trip on all motorways in the country.

The application offers drivers:



Information concerning the motorways of Ionia Odos and A.TH. E. Motorway, 24 hours a day, 365 days a year.



Detailed maps with all the points of interest (Motorist Service Areas, parking spaces, flyovers, exits, etc.).



Calculating the best route and toll costs about all motorways of the country, and not only about the motorways of our responsibility.



Direct connection to the 1075 emergency telephone line as well as to the customer service telephone at the touch of a button.



Opportunity to subscribe to **Fast Pass Nea Odos** and obtain the Fast Pass e-transponder via courier service.



Full account control and the possibility of topping up the account for **Fast Pass Nea Odos** subscribers.

On the website www.myodos.gr visitors can be easily and quickly informed about all the services offered by the MyOdos application.

Survey on the MyOdos application

Following the official launch of the application, Nea Odos conducted a large-scale survey in order to look into the response of the public and users regarding the usability of the MyOdos application.

Number of transactions for payments of subscription accounts that took place through the app: € 130,190.
Total amount transferred through the application for payments of subscription accounts: €5,121,720.389.

06.11.02 | Tolls

Toll Zone System for Charging and Collecting Tolls

Based on the Concession Agreement which has been ratified by the Hellenic Parliament and is a Law of the State, it is strictly stated that in no case can the company unilaterally modify the toll rates without the prior consent of the State.

The toll rate for each station (frontal and lateral exit) 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.

Paying Tolls



Toll Collector

Payment in cash at a toll booth lane with an attendant



Fast Pass Nea Odos

The Fast Pass e-transponder is provided free of charge to the subscribers of Nea Odos



Automatic Payment

Automatic Payment Machines



POS

Credit Card Readers



MyOdos

Application through which drivers can, among other things:

- register for the Fast Pass and obtain a transceiver via courier
- have full control of their account and the possibility of topping up their balance if they are Fast Pass subscribers

The following have been defined:

- 3 toll payment zones at the A.TH.E. motorway section
- 4 toll payment zones in Ionia Odos

The toll rate for a single route depends on the category of the vehicle and the motorway zone within which the user moves.

Due to the discontinuity of the adjacent network between Thebes and the former municipal unit of Akraifnia, we implemented a program of free crossings from the frontal toll station of Thebes for vehicles of category 2 (private cars), exclusively for the permanent residents of Akraifnio, Kokkinos and Kastro of the Orchomenos Municipality, until the issue of the alternative route is resolved.

06.11.03 | Subscription and Discount Programs

The electronic toll payment service, named **Fast Pass Nea Odos**, has the following subscription and discount programs:



- **Basic:** for category 2, 3 and 4 vehicles



- **Frequent Local:** for category 2 vehicles and exclusively for the Afidnes, Kapandriti, Malakasa and Inofita Toll Stations



- **Frequent All 2, 3 & 4:** for all toll stations for category 2 vehicles (Frequent All 2), 3 and 4 (Frequent All 3 and 4)



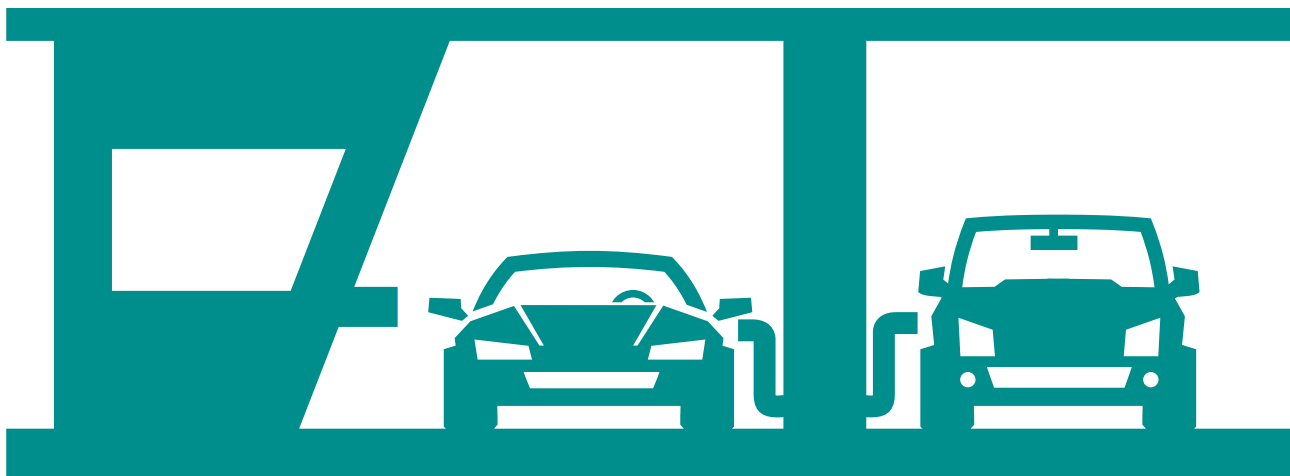
- **Fast Pass Oropos:** for the permanent residents of the Oropos Municipality and the Varnava Municipal Community of the Marathon Municipality

FAST PASS TRAGANA: for the KTEL crossings from the toll stations of Tragana.

More information about the available subscription programs is available on the special website:
www.fastpass.gr

| Nea Odos' investments in the subscription programmes | 2021 | 2020 | 2019 |
|--|---------------|---------------|---------------|
| Fast Pass Nea Odos Oropos | €2,797,688.79 | €2,941,261.41 | €2,079,495.90 |
| Fast Pass Nea Odos Frequent (all categories) | €259,340.17 | €264,815.52 | €272,347.97 |
| Fast Pass Nea Odos Tragana | €21,899.76 | €24,506.45 | €35,900.20 |
| Program for the permanent residents of Akraifnio, Kokkinos and Kastro of the Orchomenos Municipality | €199,346.00 | €213,305.97 | - |

| Evolution of ETC Transponders and Accounts for Fast Pass | 2021 | 2020 | 2019 |
|---|---------|---------|---------|
| Number of current accounts by the end of the month (average) | 107,577 | 93,327 | 77,473 |
| Total number of active Transponders by the end of the month (average) | 124,545 | 125,565 | 105,288 |

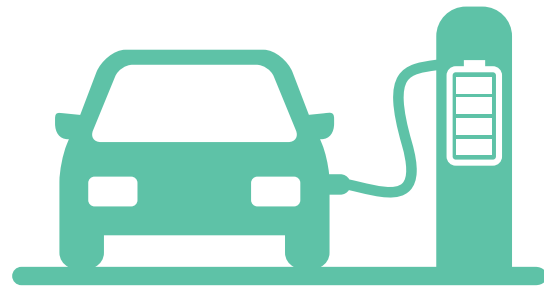
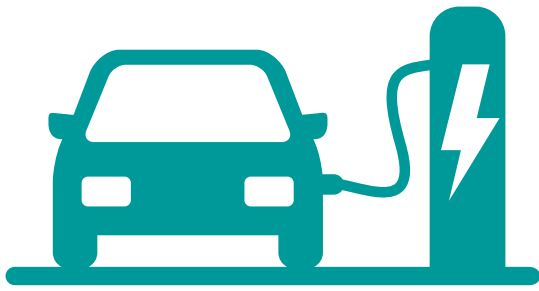


Motorist Service Stations

Along the A.Th.E. and Ionia Odos motorways there are Motorist Service Stations, serving mainly the refuelling and catering needs of users and the general public operating on a 24-hour basis.

The Motorist Service Stations have been designed and configured in accordance with a range of best practices so that:

- The facilities are safe and functional for travellers
- They harmoniously fit within the surroundings
- The buildings comply with the requirements of the Building Energy Performance Regulation
- They provide in their entirety the possibility of fast charging of electric vehicles
- They provide a variety of dining and leisure options such as restaurants and fast-food restaurants, Mini Markets, bookstores, ATMs, cafes.



The First Electromobility Friendly Motorway

Ionía Odos is the only motorway in Greece that offers the possibility of charging electric vehicles along its entire length, at all Motorist Service Stations, with each charger being able to charge up to 3 vehicles at a time, providing a unique service experience to electric vehicle owners, who can enjoy 196 kilometres of motorway with speed chargers at almost every 30km!

To date, a total of 10 speed chargers have been installed at all Motorist Service Stations of Ionía Odos and at the Atalanti Motorist Service Station at the A.TH.E. motorway.

In 2021, the supply and installation of electric vehicle chargers was completed.

This is a strategic investment with a total value of €100,000.

At Nea Odos we invest in electromobility on a long-term basis. Putting into practice our strategic aim to continuously protect the environment through innovation and with "Go Green" as our motto, we are the first company in the industry to implement a comprehensive plan to replace its fleet of vehicles with 100% hybrid and electric vehicles. At the same time, we equipped all the parking areas of our premises with chargers for electric vehicles, thus creating the appropriate infrastructure for the full electrification of the corporate fleet. In the near future, we are planning to install additional chargers made by TESLA, a company we have signed an agreement with, at the Atalanti Motorist Service Station. We also study the installation of chargers at the Malakassa Motorist Service Station which will operate through a hybrid system with photovoltaics, batteries and electricity from the HEDNO network, as well as the supply of 2 speed chargers (50kW) for the building of Varybobi, the Malakassa Tunnel Management Centre and 18 simple chargers (2x11kW) in 18 more buildings of Nea Odos.

06.11.04 | Partners, Subcontractors and Suppliers

Selection Process, Suppliers Assessment, Local Suppliers

We have identified a total of 200 important suppliers with whom we cooperate and trade. The results of the annual evaluation for 2021 showed an average of 4.2. With regard to critical supplies and major contractors, we have identified alternative suppliers with the ultimate goal of maintaining business continuity and the uninterrupted operation of the company.

| Suppliers by Category/Origin | | | | | | |
|------------------------------|---------------------|-----------------------|---------------------|----------------------|---------------------|----------------------|
| Supplier Category | 2021 | | 2020 | | 2019 | |
| | Number of suppliers | Investment (€) | Number of suppliers | Investment (€) | Number of suppliers | Investment (€) |
| Local | 306 | 1,279,318.24 | 391 | 1,139,495.25 | 428 | 1,251,110.79 |
| National* | 222 | 99,799,810.32 | 246 | 77,073,789.03 | 257 | 82,334,390.00 |
| International | 20 | 701,151.00 | 23 | 1,606,640.75 | 17 | 640,150.77 |
| Total | 548 | 101,780,279.56 | 660 | 79,819,925.03 | 702 | 84,225,651.56 |

*a) Includes the amount of €36,565,697 regarding Operation Support to the Central Greece highway and b) €52,540,511 for intra-group transactions

Tenders and Supplies of Materials

As regards the tenders for the supply of materials and services, the following were carried out:

6

tenders in the period 1/1/2021 - 17/5/2021 for Nea Odos and Kentriki Odos.

3

tenders for Nea Odos and 9 tenders for the Operation for the period 18/5/2021 to 31/12/2021.

In addition, an electronic tender was held for the long-term vehicle rental service.

Total Financial Profit from electronic tenders:
€20,000

06.11.05 | Communicating with Drivers

The basic channels of systematic communication with infrastructure drivers enable us to:

- Provide information on issues concerning the management and operation of the motorways as well as on strategic actions
- Be officially informed on the views of the public
- Collect comments and suggestions, encouraging the submission of ideas
- Detect possible omissions and resolve any issues that may arise.



Customer Care Call Centre

22950 26900
for A.Th.E. motorway

2641 306 306
for Ionia Odos motorway



The Customer Service Centre

- A.Th.E. motorway, right before the Afidnes Toll Station, towards Lamia
- Ionia Odos motorway, right before the Klokova Toll Station, towards Ioannina and also at the Motorist Service Station at Episkopiko, towards Antirrio



Dedicated Customer Service email

customercare@neaodos.gr



Corporate website

www.neaodos.gr

and Fast Pass
product website

www.fastpass.gr



MyOdos App



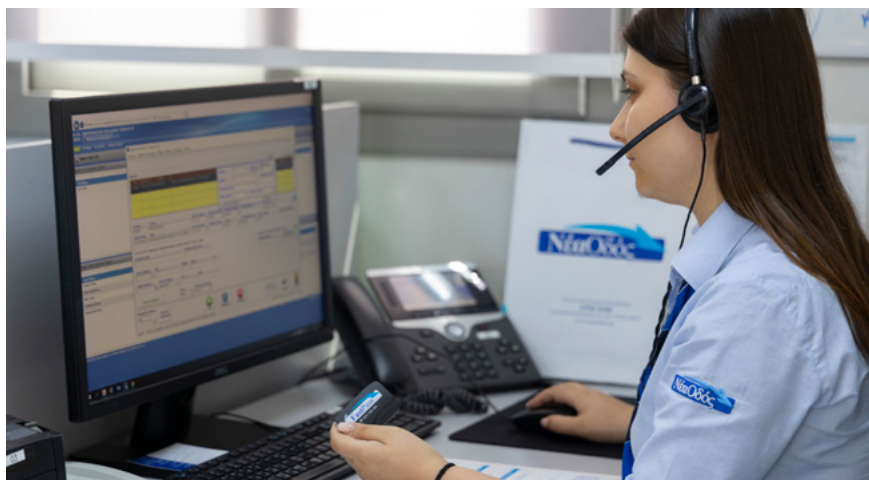
CSR Scorecard



1075 Emergency Phone Number

Telephone Customer Service

Our people at the Telephone Customer Service are always at the disposal of drivers, 365 days a year, for any information or queries regarding issues of safety, operation and all the services we provide.



| Customer Care Call Centre | 2021 | | | 2020 | | | 2019 | | |
|--|----------------|---------|------------|----------------|---------|------------|----------------|---------|------------|
| | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos |
| Incoming calls | 108,639 | 87,312 | 21,327 | 102,353 | 68,574 | 33,779 | 100,113 | 22,883 | 77,230 |
| Answered calls | 83,181 | 64,897 | 18,284 | 81,414 | 52,180 | 29,234 | 72,327 | 17,748 | 54,579 |
| Efficiency | 76.6% | 74.3% | 85.8% | 79.5% | 76.1% | 86.5% | 72.2% | 77.6% | 70.7% |
| Total complaints submitted by phone | | 2,061 | | | 2,287 | | | 3,670 | |
| Number of calls with complaints about noise barriers | | 7 | | | 0 | | | 2 | |

Out of the **104,049** calls handled by the Customer Service Department, only **2,287** calls (2.8%) concerned complaints (compared to 5.1% in 2020).

Overall, in 2021 we received, managed and settled a total of **2,523** complaints which, in accordance with our policies, are categorized into 9 main topics:



1,329

toll operation

448

traffic and safety

239

interoperability

183

negative comments

156

compensation requests

65

trade policy

42

signage

35

other

26

driver requests

| Complaints by Category | Total | | Customer Care Call Centre | | Written Communication | |
|------------------------|--------|--------|---------------------------|--------|-----------------------|--------|
| | Number | % | Number | % | Number | % |
| Toll Operation | 1,329 | 52.7% | 1,063 | 51.6% | 266 | 57.6% |
| Traffic and Safety | 448 | 17.8% | 399 | 19.4% | 49 | 10.6% |
| Interoperability | 239 | 9.5% | 185 | 9.0% | 54 | 11.7% |
| Negative Comments | 183 | 7.3% | 163 | 7.9% | 20 | 4.3% |
| Compensation Claims | 156 | 6.2% | 109 | 5.3% | 47 | 10.2% |
| Commercial Policy | 65 | 2.6% | 63 | 3.1% | 2 | 0.4% |
| Signage | 42 | 1.7% | 37 | 1.8% | 5 | 1.1% |
| Other | 35 | 1.4% | 28 | 1.4% | 7 | 1.5% |
| Driver's Requests | 26 | 1.0% | 14 | 0.7% | 12 | 2.6% |
| Total | 2,523 | 100.0% | 2,061 | 100.0% | 462 | 100.0% |

| Customer Care Call Centre - Issues by Category | Total Nea Odos | 2021 | |
|--|----------------|---------|------------|
| | | A.Th.E. | Ionia Odos |
| Electronic Toll Collection Operation | 85.6% | 84.5% | 89.6% |
| Safety | 4.5% | 5.6% | 0.7% |
| Other | 3.4% | 3.5% | 2.9% |
| Commercial Issues | 3.1% | 3.1% | 2.9% |
| Toll Operation | 2.4% | 2.5% | 2.0% |
| Traffic | 0.7% | 0.5% | 1.3% |
| Maintenance | 0.3% | 0.2% | 0.6% |

| Written Communication | 2021 | | | 2020 | | | 2019 | | |
|---|----------------|---------|------------|----------------|---------|------------|----------------|---------|------------|
| | Total Nea Odos | A.Th.E. | Ionía Odos | Total Nea Odos | A.Th.E. | Ionía Odos | Total Nea Odos | A.Th.E. | Ionía Odos |
| Total requests and complaints submitted | 23,107 | 13,679 | 9,428 | 24,796 | 12,770 | 12,026 | 18,584 | 12,218 | 6,366 |
| Average response time (days) | 0.57 | 0.59 | 0.53 | 0.89 | 1.09 | 0.68 | 0.79 | 1.02 | 0.35 |
| Requests and other issues | | 24,798 | | | 24,294 | | | 18,033 | |
| Complaints submitted | | 462 | | | 502 | | | 551 | |
| Complaints about noise barriers | | 3 | | | 4 | | | - | |

| Aggregate Request Analysis | Total | | Customer Care Call Centre | | Written Communication | |
|----------------------------|--------|--------|---------------------------|--------|-----------------------|--------|
| | Number | % | Number | % | Number | % |
| Signage | 150 | 0.5% | 145 | 0.5% | 5 | 0.1% |
| Traffic and Safety | 9,872 | 32.1% | 9,774 | 35.7% | 98 | 2.9% |
| Toll Operation | 6,544 | 21.3% | 4,244 | 15.5% | 2,300 | 67.9% |
| Trade policy | 5,991 | 19.5% | 5,319 | 19.5% | 672 | 19.8% |
| Project | 42 | 0.1% | 33 | 0.1% | 9 | 0.3% |
| Claims for compensation | 276 | 0.9% | 255 | 0.9% | 21 | 0.6% |
| User requests | 236 | 0.8% | 170 | 0.6% | 66 | 1.9% |
| Interoperability | 7,016 | 22.8% | 6,909 | 25.3% | 107 | 3.2% |
| Other | 601 | 2.0% | 493 | 1.8% | 108 | 3.2% |
| Total | 30,728 | 100.0% | 27,342 | 100.0% | 3,386 | 100.0% |

| Written Communication - Issues by Category | 2021 | | |
|--|----------------|---------|------------|
| | Total Nea Odos | A.Th.E. | Ionía Odos |
| Electronic Toll Collection Operation | 90.4% | 89.1% | 92.3% |
| Toll Operation | 6.4% | 7.1% | 5.4% |
| Commercial Issues | 1.7% | 2.0% | 1.4% |
| Other | 1.0% | 1.2% | 0.6% |
| Maintenance | 0.2% | 0.2% | 0.1% |
| Compensation Claims | 0.2% | 0.2% | 0.2% |
| Safety | 0.1% | 0.2% | 0.0% |
| Traffic | 0.0% | 0.0% | 0.0% |

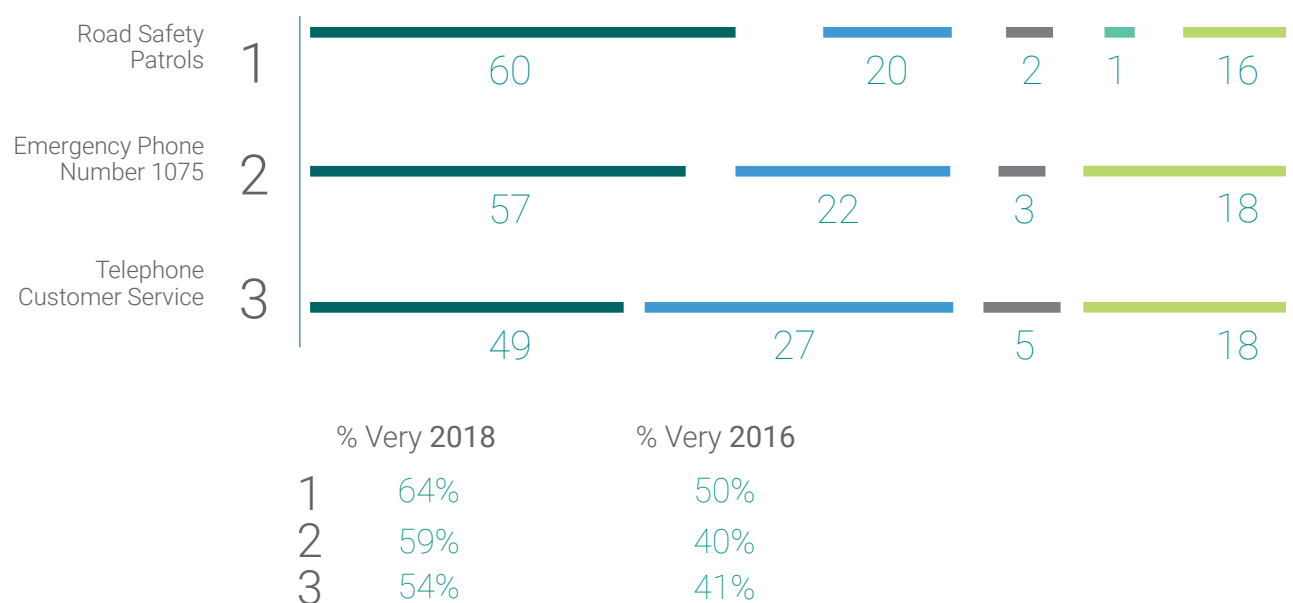
Satisfaction Survey as regards the Services of Nea Odos

At Nea Odos we conduct frequent surveys in order to capture and analyse the general satisfaction of our users in relation to the services offered and the actions taken to promote road safety.

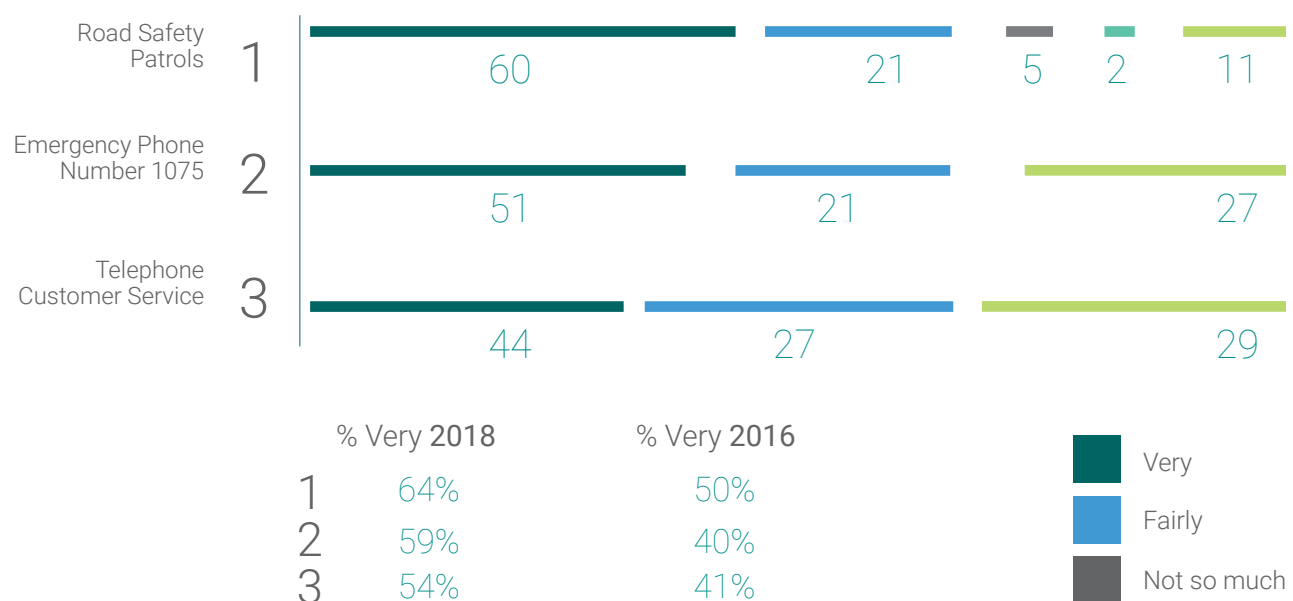
More specifically, during this period we conducted the **"2021 Roadside Survey"**. The following graphs illustrate customer satisfaction in relation to specific services such as road safety patrols, emergency phone numbers and telephone customer service, and they also show the evolution of this satisfaction, every year. Feedback is very important to all of us at Nea Odos, as long as we can monitor it in a systematic way and intervene in the necessary areas.

A.TH.E. Motorway

How satisfied are you with...



Ionia Odos Motorway



Based on participants who stated they knew the relevant service

06.11.06 | Personal Data Protection

At Nea Odos personal information is collected and data is recorded with the main purpose of continuously improving the services offered. In accordance with the requirements of the relevant "Closed Circuit Television Directive" of the Personal Data Protection Authority, we take all appropriate technical and operational measures to ensure the secure collection, storage, management and processing of personal data and to prevent accidental loss or destruction and unauthorized and/or illegal access to data, use, modification or disclosure of. Moreover, in order to ensure secure electronic transactions, we apply special procedures and security standards. You can find the corresponding **PRIVACY DECLARATION** regarding the Safety and Processing of Personal Data published on the company's website at www.neaodos.gr and at www.fastpass.gr. In the year 2021 there were no incidents related to breaches of customer privacy and in losses of customer data for Nea Odos SA customers.

Connection to the Sustainable Development Goals and Goal Setting



3. GOOD HEALTH AND WELL-BEING



9. INDUSTRY, INNOVATION AND INFRASTRUCTURE



11. SUSTAINABLE CITIES AND COMMUNITIES



17. PARTNERSHIPS FOR THE GOALS

| Topic | Goal 2021 | Progress 2021 | Goal 2022 |
|--|--|---|---|
| Accident related indicators | Zero accidents on motorway (refers to users and employees) | Users: 1.457 Employees: 16 Motorway Accidents Index: 82,50 | Zero accidents on motorway (refers to users and employees) |
| Motorway upgrades | Reinforcement of fencing | 2020-2021: 68,600 meters of fencing were reinforced | Ongoing |
| | Installation of wildlife repellent devices | 303 devices | Ongoing |
| Accident response time | Ongoing reduction of response time | Average response time reduction from 7.0 min to 6.0 min | Ongoing |
| Annual Recertification | Annual Recertification ISO39001 | Completed | Annual Recertification of ISO39001 |
| Customer Satisfaction Survey | Conduct a mystery survey for the assessment and further improvement of our services | Moved to 2022 | - |
| | Conduct surveys: • Road side Survey • Subscriber's habits and attitudes | 2 surveys conducted | Conduct an opinion survey on the motorway and its impacts |
| Customer Care Call Centres | Conduct a phone survey for customer satisfaction | 86% very/fairly satisfied customers | Maintain or improve results |
| Driver services upgrade and subscribers satisfaction | Continuous updating of the application and addition of new features | - | Developing new features |
| | Conduct a survey for satisfaction: • for FastPass subscribers • for Customer Service Centres' employees • for MyOdos application users • for Motorist Service Stations' users • for Toll Station services • for patrol services • for 1075 services | Close monitoring of satisfaction indicators through the surveys | Maintain or improve the indicators for the category of "very satisfied" customers |
| Electronic tender platform | Utilise platform for tenders | One tender was conducted | Utilise platform for tenders |

BEING THERE FOR THE ENVIRONMENT

Sustainable Development Goals



12. RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13. CLIMATE
ACTION

The harmonious integration of the motorways under our responsibility into the natural environment and the continuous effort to protect and promote the wealth of each region, in line with the environmental and social goals of sustainable development, as they have been developed at an international level, are firm commitments of Nea Odos. In this context, we recognise our influence on the natural environment and systematically work to reduce environmental impact and mitigate climate change by implementing an integrated environmental strategy. In recent years, we have become increasingly aware that the operation of our road network is directly affected by the very impact of climate change and the severity of weather phenomena, resulting in the need for invasive maintenance work, infrastructure inspections and more effective traffic congestion management.

Our priorities:

- Energy management
- Environmental management
- Holistic management and recycling of raw materials
- Water management
- Reduction of atmospheric pollution
- Measurement and reduction of greenhouse gas emissions
- Reduction of noise
- Protection of biodiversity
- Environmental awareness actions

At a Glance

In 2021:

We invested **€2,336,973** on environmental protection

We launched the **first photovoltaic park** to provide electricity

177 environmental audits were carried out at our facilities

We conducted **environmental trainings** of a total of 28 hours, regarding the operation of Pollution Retention Tanks

We have developed, certified and implemented an integrated Environmental Management System that is certified according to the ISO 14001 international standard.

In 2021 the following actions took place:

- 177 environmental inspections at all project facilities
- Continuing and monitoring the recycling program with the aim of gradually extending it to the parking areas of the A.TH.E. motorway that do not have toilets
- Cleaning and maintenance of the Pollution Control Units located along the A.Th.E. motorway, and more specifically at the Yliki and Viotikos Kifissos areas
- Elaboration of a water program which concerns sampling and analysis in sensitive water recipients (e.g. Yliki, , Evinos, Ambrakia, etc.)
- Annual Road Noise Monitoring programme
- Environmental training on the following international standard, EMSISO 14001:2015 Lead Auditor Training Course (45-hour seminar, attended by one employee)
- Continuous operation of permanent stations for measuring gaseous pollutants and preparation of an annual report.

During this period no environmental degradation issues due to the operation and maintenance of the motorways were identified, nor were relevant fines imposed.

07.01 | Environmental Management System

Nea Odos «Go Green» is a strategic pillar of the company directly connected to our goal for the protection of the environment, which includes a number of actions such as:

- The practical promotion of electromobility
- The reduction of direct greenhouse gas emissions related to fuel consumption (diesel & petrol) for the movement of company fleet
- Investing in Renewable Energy Sources to further reduce indirect greenhouse gas emissions
- Recycling



Investing in Environmental Protection



The protection of fauna and flora, the development of flood prevention works, the construction of special wildlife crossings, the restoration of vegetation, the implementation of important noise prevention measures by installing noise protection barriers, the creation of acoustic zones and embankments with special plantings, the continuous monitoring of air pollutants, vibrations, noise, traffic and numerous other measures ensure the harmonious integration of motorway axes into the environment.

2,336,973.29€
Total investment
in **2021** on
environmental
protection

Environmental Protection Projects (in €)

| | |
|---|---------------------|
| Environmental Studies (Recycling Studies, Approval of Environmental Terms, Environmental Licensing of Escorting projects and activities, etc) | 8,270 |
| Protection and maintenance of green spaces | 1,927,284.67 |
| Traffic Noise Monitoring Program | 16,000 |
| Environmental consultants and employees for monitoring the application of Environmental Terms | 38,975 |
| Operation of atmospheric pollution and meteorological data stations and monitoring atmospheric pollution | 99,161.96 |
| Certifications | 4,762.50 |
| Waste management and disposal | 157,754.16 |
| Installation of composters | 22,000 |
| Installation of noise barriers | 61,000 |
| Environmental education and training | 1,765 |
| Total | 2,336,973.29 |

Environmental Protection Investments



2021

€2,336,973.29



2020

€1,000,047



2019

€1,000,942



2018

€970,891

07.02 | Energy Consumption

Electricity is the main source of energy used for heating our buildings and lighting our company's facilities.

Energy Consumption (kWh)

| | 2021 | | 2020 | | 2019 | |
|---|---------------|------------|---------------|------------|---------------|------------|
| | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS |
| Electric energy for road lighting and buildings | 29,786,123.88 | | 30,902,216.48 | | 32,919,562.02 | |
| Solar energy (for ERT and irrigation) | 41,039 | 18,300 | 21,000 | 10,800 | 19,224 | 10,500 |

Fuel Consumption (Litres) Nea Odos

| | 2021 | 2020 | 2019 |
|---------|-----------|------------|-----------|
| Diesel* | 591,171 | 575,235.83 | 668,848.7 |
| Petrol | 34,286.09 | - | - |

* Includes Diesel from generators

Fuel Consumption (Litres) Subcontractors

| | 2021 | | 2020 | | 2019 | |
|---------|------------|------------|------------|------------|------------|------------|
| | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS |
| Petrol | 31,261.35 | 9,563.99 | 18,724.81 | 5,900.00 | 19,703.06 | 6,451.00 |
| Diesel* | 524,354.06 | 223,722.64 | 422,518.87 | 313,790 | 496,559.09 | 166,203.00 |
| LPG | 901 | 712.71 | 1,010 | - | 69,300 | - |

* Includes Diesel from generators

Energy Saving Actions

Energy saving is a strategic priority for our company and every year we try to direct our investments towards actions that promote this goal.

In this context:

- The irrigation system is automated and operated by solar panels
- ERT phones along the motorways are powered by solar panels
- Some of the motorway cameras are powered by solar panels
- Photovoltaic stations have been installed on Ionia Odos to meet the self-service electricity needs of the motorway
- Photovoltaic panels have been installed on the rooftop of the Nea Erythraea Administration building, the energy of which is fed into the national grid. However, the energy needs of the building are covered by the national grid.

At Ionia Odos we generate Energy from the Sun!

Demonstrating in practice the commitment of Nea Odos to transform Ionia Odos into the country's "greenest" motorway, we created the first pilot photovoltaic park on unused slopes of the motorway at the Messolonghi I/C in order to cover part of the project's energy needs with clean green energy from the sun. We are already exploring other suitable unused areas, within the projects we manage, in order to implement additional similar facilities.

The photovoltaic park of Messolonghi:

- 4 installations with a total capacity of: 102kWp
- Estimated annual production: 153,000 kWh
- Covers the annual energy needs of 245 streetlights of Led technology.

Hybrid photovoltaic park at Sirios:

- Total power 486kW
- Estimated annual production: 750,000 kWh.



With the creation of the first pilot photovoltaic park, we are one step closer to our goal, which is to become the greenest motorway in the country, covering our energy needs with energy from the sun, reducing our environmental footprint and protecting the environment.

Energy Management at the Motorist Service Stations

At Nea Odos we use the best available design and construction solutions with the aim of improving the energy efficiency of the Motorist Service Station buildings, ensuring that electricity from renewable energy sources covers to the maximum extent possible the needs of the Motorist Service Stations.

| Results of Building Energy Inspections | |
|--|--|
| Atalanti Motorist Service Station | Fuel Station Building: B+ Commercial and Catering Building: B |
| Episkopiko Motorist Service Station | Commercial and Catering Building: B |
| Evinochori Motorist Service Station | Fuel Station Building: B+ Commercial and Catering Building: B |
| Filippiada Motorist Service Station | Mixed-Use Building: B |
| Amvrakia Motorist Service Station | Mixed-Use Building: B |
| Amfilochia Motorist Service Station | Mixed-Use Building: B |

07.03 | Raw Materials and Equipment

As a company, we manage our raw materials and equipment as efficiently as possible, and we are constantly looking for ways to reduce our impact, both for ourselves and our subcontractors.

The main categories of raw materials and equipment necessary for the operation of our company are presented in the following table:

Use of Raw Materials and Supplies Nea Odos

| Categories of raw materials and supplies | Material | 2021 | | 2020 | | 2019 | |
|--|---------------------------------|---------|------------|---------|------------|---------|------------|
| | | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS |
| Raw Materials | Sawdust (Kg) | 1,700 | 830 | 3,850 | 400 | 3,890 | 400 |
| | Printing paper (Kg) | 1,935 | 1,320 | 5,120 | | 5,199 | |
| | Paper (paper thermal rolls)(Kg) | 13,438 | | 18,713 | | 27,248 | |
| | Ink/Toners (pcs) | 199 | | 198 | | 168 | |
| Other | Transponders (pcs) | 11,500 | 7,300 | 20,000 | | 21,050 | |



As regards paper, we make sure that we purchase environmentally friendly printing paper which is produced using an internationally certified process.

Use of Raw Materials and Suppliers Subcontractors

| Categories of raw materials and supplies | Material | 2021 | | 2020 | | 2019 | |
|--|---------------------|-----------|------------|-----------|------------|-----------|------------|
| | | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS |
| Raw Materials | Salt (Kg) | 16,354.83 | 1,470.16 | 5,708.170 | 623,940 | 8,775.480 | 4,230.000 |
| | Sawdust (Kg) | 20.00 | 1,000.00 | - | 2,200 | - | 1,650 |
| | Printing paper (Kg) | 245.80 | 255.00 | 594.58 | 15 | 328 | 2 |

07.04 | Waste Management

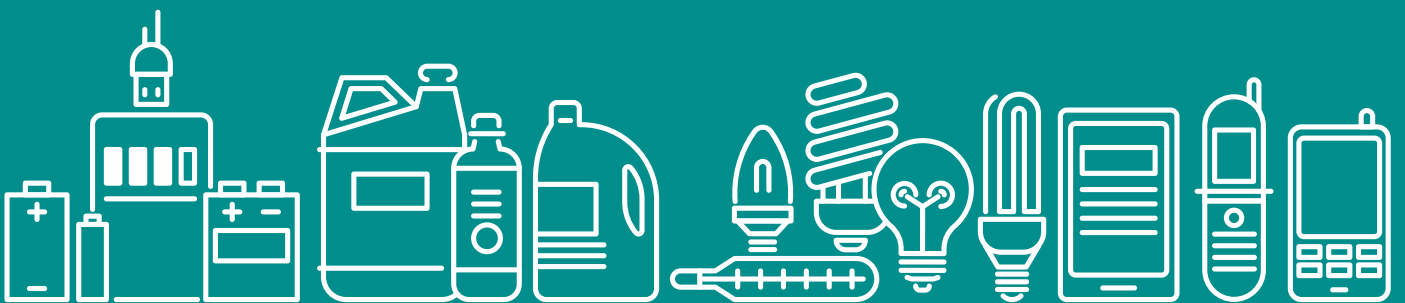
At Nea Odos, we systematically work for the efficient management of natural resources, materials, and waste according to current environmental terms. In this context, the exact quantities of waste are recorded and registered in the Hellenic Waste Management Registry through a process of regular inspections. Accordingly, the company's subcontractors are obliged to collect the waste generated during the Operation and Maintenance of the motorways and then transfer it to authorised locations or to specific waste collection points, as provided by the official Alternative Waste Management Systems. Our facilities have special bins for the recycling of paper and packaging materials, Electrical and Electronic Equipment Waste, mixed batteries, toner, and Pb-acid batteries.

Hazardous Waste

At Nea Odos we do not import, export or process waste that is deemed hazardous. We fully comply with the decisions of the Ioannina Region on municipal, non-hazardous, liquid wastewater and potential wastewater discharges in water bodies, regarding the management of water discharges. The management of water discharges resulting from our operation, and especially at the Filippiada Motorist Service Station of the Ionia Odos motorway, is subject to tertiary biological treatment according to the environmental regulations and conditions of the environmental permits. Treated wastewater resulting from biological treatment is used for irrigation, cleaning of the surrounding area and firefighting.

Waste Management Table

| Category of waste | Material | Dangerous (D) / Non-Dangerous (ND) | 2021 | | | 2020 | | | 2019 | | |
|----------------------------------|--|------------------------------------|----------------|---------|------------|----------------|---------|------------|------------------|------------------|------------|
| | | | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS |
| Semi-manufactured goods or parts | Lightbulbs (Kg) | D | 352 | 270 | 82 | 170 | 110 | 60 | 450 | 330 | 120 |
| | Mixed batteries (Kg) | D | 6,088 | 5,978 | 110 | 91 | 67 | 24 | 30 | 30 | - |
| | Batteries (Lead - Acid) (Kg) | D | 120 | - | 120 | 1,456 | 1,426 | 30 | 3,227 | 2,817 | 410 |
| | Computers/ Electrical appliances/ Equipment (Kg) | D | 2,310 | 1,462 | 848 | 2,032 | 1,832 | 200 | 2,509 | 2,411 | 98 |
| | Patrol Tires (Kg) | D | 5,376 | 3,336 | 2,040 | 5,224 | 3,744 | 1,480 | 5,128 | 3,838 | 1,290 |
| | Leased vehicles' tires (Kg) | D | 910 | 910 | | 920 | 920 | | 620 | 620 | |
| Mixed waste | Engine gear box and lubrication oils (Lt) | D | 2,008 | 1,303 | 705 | 2,475 | 1,720 | 755 | 3,201 | 1,729 | 1,472 |
| | Leased vehicles' lubrication oils (Lt) | D | 57 | 57 | | 40 | 40 | | 184 | 184 | |
| Other | Ink/Toner (pcs) | D | 95 | 80 | 15 | 86 | 47 | 39 | 87 pc. and 44 Kg | 87 pcs and 44 Kg | - |
| | Aluminium | D | 56 | 56 | - | 26.95 | 26.95 | - | | | |
| | Contaminated liquid and solid waste (kg) | D | 81,870 | 81,870 | - | - | - | - | - | - | - |



Waste Management Table Subcontractors

| | | | 2021 | | | 2020 | | | 2019 | | |
|----------------------------------|--|------------------------------------|----------------|-----------|------------|----------------|-----------|------------|----------------|----------|------------|
| Categories of waste | Material | Dangerous (D) / Non-Dangerous (ND) | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS |
| Raw Materials | Iron and steel (barriers, signs) (Kg) | D | 38,045 | 15,785 | 22,260 | 78,240 | 55,700 | 22,540 | 92,040 | 78,380 | 13,660 |
| | Plastic (barriers, signs) (Kg) | ND | 4,370 | 2,450 | 1,920 | 980 | - | 980 | - | - | - |
| Semi-manufactured goods or parts | Lightbulbs (Kg) | D | 61.40 | 1.40 | 60 | 65 | 65 | - | 60 | 60 | - |
| | Batteries (lead – Acid) and mixed (Kg) | D | 191 | 101 | 90 | 1 | 1 | - | 1,786 | 66 | 1,720 |
| | Tires (Kg) | D | 4,622 | 302 | 4,320 | 1,400 | 1,400 | - | 5,950 | 5,950 | - |
| | Wires (Kg) | D | 5 | 5 | - | 280 | 280 | - | - | - | - |
| | Computers / Electrical appliances / Equipment (tonnes) | D | 37.84 | 37.84 | - | - | - | - | - | - | - |
| Mixed waste | Engine gear box and lubrication oils (Lt) | D | 2,096.30 | 2,096.30 | - | 11,471.20 | 3,071.20 | 8,400 | 2,282.90 | 2,282.90 | - |
| | Animal tissue waste (Roadkill) (Kg) | ND | 4,693 | 2,053 | 2,640 | 5,735 | 3,575 | 2,160 | 4,050 | 1,770 | 2,280 |
| | Mixed municipal waste (Kg) | ND | 484,495 | 268,155 | 216,340 | 404,738 | 194,068 | 210,670 | 509,790 | 255,780 | 254,010 |
| Other | Cuts residues (Kg) | ND | 214,230 | 114,840 | 99,390 | 140,270 | 101,000 | 39,270 | 67,730 | 65,000 | 2,730 |
| | Rockfall (tonnes) | ND | - | - | - | - | - | - | 7,946.76 | - | 7,946.76 |
| | Concrete (tonnes) | ND | - | - | - | - | - | - | 4,866.29 | 4,866.29 | - |
| | Milled asphalt (tonnes) | ND | 54,046.50 | 54,046.50 | - | 10,790.83 | 10,790.83 | - | 4,486.35 | 4,486.35 | - |
| | Mixture of construction waste (tonnes) | ND | 14,353.55 | 14,093.71 | 259.84 | - | - | - | 161.71 | 161.71 | - |

“Boosting Recycling Initiative” Program

The “Boosting Recycling Initiative” is the main recycling program of Nea Odos. By placing recycling bins in each parking area and Motorist Service Station, the program aims to achieve the highest possible recycling rate for the company's materials as well as to divert materials from mixed waste, including new flows of recyclable material, by implementing a comprehensive recycling system for all materials resulting from the maintenance and operation of our motorways. At the same time, we aim - through the program - to raise awareness among drivers and users of our motorways, by offering them the possibility of recycling during their journey.

The first motorway in Greece to adopt an Organic Waste Recycling System!

At Nea Odos we initiated the pilot installation of the first mechanical composters for the recycling of organic waste produced by the operation of the Motorist Service Stations. The composters, with the capacity to handle up to 100 kg of organic waste per week, were installed on both sides of the Atalanti Motorist Service Station. The organic waste collected by the Motorist Service Station (e.g. coffee waste, food waste, green waste from the Motorist Service Station), are composted and the compost is used in the planting works on the motorway.

With this initiative, we are now the first motorway in Greece to adopt an Organic Waste Recycling System, while the extension of the Programme to the facilities of the rest of the Motorist Service Stations of the motorways under our responsibility is already under consideration.

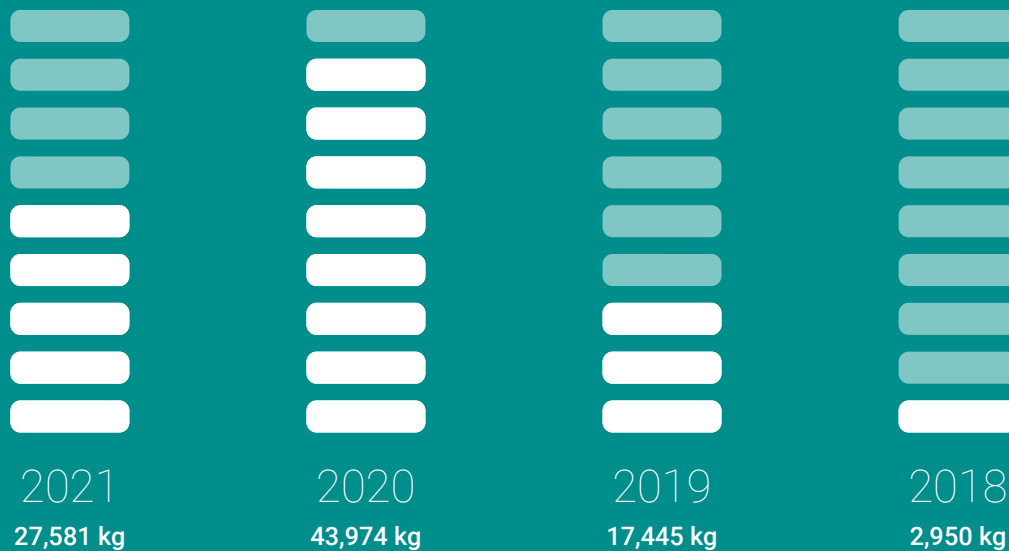
Investment



A sustainable motorway must allow for the maximum recycling of materials during its operation. Nea Odos is the only motorway to have recycling bins in all parking spaces with toilets and at the Motorist Service Stations, encouraging drivers to be an active part of this initiative. In 2021, as part of our Boosting Recycling Initiative, we decided to extend the installation of blue bins to parking spaces without toilets, with the aim of completing this extension in all motorways of our responsibility in 2022.

During this reporting period, a decrease in the amount of recycling was noted in all of our facilities. As a company, we make sure that this decrease is analysed, the causes are clarified and the appropriate measures are taken. To this end, the Sustainable Development Report is an important tool for systematically monitoring our initiatives in line with the objectives we have set, so that when an issue arises we can intervene effectively.

Recycling in all company facilities



Recycling (Kg)

| | 2021 | | | 2020 | | | 2019 | | |
|--|----------------|---------------|---------------|----------------|---------------|---------------|----------------|---------------|--------------|
| | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS | Total NEA ODOS | A.Th.E. | IONIA ODOS |
| Paper | 11,309 | 7,241 | 4,068 | 17,870 | 14,357 | 3,513 | 7,394 | 7,114 | 280 |
| Packaging materials (Plastic, glass, aluminium, tinplate) | 16,272 | 6,780 | 9,492 | 26,104 | 13,147 | 12,957 | 10,051 | 8,681 | 1,370 |
| Total | 27,581 | 14,021 | 13,560 | 43,974 | 27,504 | 16,470 | 17,445 | 15,795 | 1,650 |

07.05 | Initiatives for effective Water Management

Aiming at more efficient water management, we are implementing specific initiatives, such as:

- State of the art systems for the watering of the greenery
- Cooperation with ISO 14001 certified subcontractors for planting and maintenance of greenery at the facilities and along the motorway
- Installing automatic flow water taps in all parking and sanitary facilities of the Motorist Service Stations along Ionia Odos and the A.TH.E. motorways
- Reuse of treated wastewater from the Motorist Service Stations biological treatment plants as regards irrigation needs, cleaning of the surrounding area and firefighting.

In the summer of 2021, at the request of the Ioannina Basin Water Supply Association, water was granted from a borehole in Ionia Odos for the water supply - due to water scarcity - of 2 communities of the Ioannina Regional Unit, the communities of Episkopikos and Ambelia. In 2021, 743 m³ of water was granted in total. This quantity is included in the 198,111 m³ listed in the aggregated table of materials as water consumption from drilling in Ionia Odos.

Irrigation Consolidation Study

At Nea Odos, we have initiated the development of an irrigation consolidation study that includes remote monitoring of all actions in order to further optimize water management and savings. The work is expected to be completed by 2023 at the latest.

The investment for the study amounted to €80,000.

The total cost of the initiative is estimated at approximately €750,000.



Water Consumption Nea Odos (m³)

| | 2021 | | 2020 | | 2019 | |
|--|---------|------------|---------|------------|---------|------------|
| | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS |
| Water consumption (building & facilities- EYDAP) | 824 | | 1,789 | - | 1,938 | - |
| Drinking water (bottles) | 60.2 | 25.8 | 57.80 | 24.81 | 68.40 | 22.80 |
| Water from other sources (from drilling) | 353,235 | 198,111* | 342,455 | 185,217 | 150,000 | 220,000 |

* Includes 743m³ of water from the temporary water supply of the settlements of Ampelias and Episkopikou, from August to September.

Water Consumption Subcontractors (m³)

| | 2021 | | 2020 | | 2019 | |
|--------------------------|---------|------------|---------|------------|---------|------------|
| | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS | A.Th.E. | IONIA ODOS |
| Drinking water (bottles) | 146.14 | 14.90 | 123.17 | 5.00 | 6.00 | 2.16 |
| Other | 10 | - | - | - | - | - |

07.06 | Water Management at the Motorist Service Stations

At Nea Odos we follow the relevant directives for the protection and sustainable use of water¹, aiming at optimal water management at the Motorist Service Stations. In this context, we save water through:

- the use of treated wastewater (for irrigation, washing of the surrounding areas and firefighting) from other sources such as drilling, in order to ensure an overall balance between the groundwater aquifer pumping and replenishment. More specifically, at the Ionia Odos and Atalanti Motorist Service Stations, the treated wastewater from the biological treatment plants is reused for irrigation, washing the surrounding area and firefighting.
- The operation of taps with an automatic flow cut-off mechanism at all public toilets.

At the same time, we carry out winter and summer sampling measurements in order to ensure the quality of the operation of the wastewater treatment plants in the specific Motorist Service Stations.

Water Quality

At Nea Odos we have an annual water monitoring program. In 2021, measurements were distributed as follows:

- **10 sample measurements** in one stage at the IONIA motorway.
- **4 sample measurements** in one stage at the A.Th.E. motorway at the Yliki section.

In more detail, the following sample measurements were carried out:

AT IONIA ODOS

| IONIA ODOS | | Sampling 2021 |
|--------------------|---|---------------|
| A | Antirrio-Kefalovriso | 28/09/2021 |
| 1 | River Evinos | 2 |
| B | Bypass Agriniou | |
| 1 | River Achieloos | 2 |
| 2 | Lake Ozeros | 1 |
| Γ | Kouvaras – Kompoti, Filippiadas – Eleousa | |
| 1 | River Louros | 1 |
| 2 | Lake Avrakias | 1 |
| Δ | Artas Bypass | |
| 1 | River Louros | 1 |
| 2 | River Arachthos | 2 |
| Total Measurements | | 10 |



ON THE A.TH.E. MOTORWAY IN THE YLIKI SECTION

| A.Th.E. | | Sampling 2021 |
|--------------------|--------------------------------|---------------|
| A | Yliki | 29/09/2021 |
| 1 | Kifissos River (Viotia region) | 2 |
| 2 | Lake Yliki | 2 |
| Total Measurements | | 4 |

Summary Conclusions based on the above Measurements:

No significant change has been observed in terms of the seasonality of measurements. Taking into account the overall results of the analyses, the burden on water bodies due to the operation of Nea Odos, can be characterised as negligible, in relation to other anthropogenic activities, as the comparison of the results upstream and downstream of Nea Odos (both in Ionia and the A.Th.E. motorways), for each water body, does not show any significant change. The full report includes detailed measurement locations and parameter values and is available to any interested party upon request.



07.07 | Air Pollution Management

At Nea Odos we carry out systematic air pollution measurements on a 24-hour basis. With the use of a special recording system, we immediately calculate possible exceedances of the limits set by the legislation on average primary pollutant emission values and parameters [CO, CO₂, NO, NO₂, SO₂, O₃, TSP, PM₁₀, PM_{2.5}, C₆ H₆ (Benzene), C₇ H₈ (toluene) and xylene].

The table below shows the values from the air pollution measurement network. The detailed measurements and the main conclusions are presented in a specific section in the Environmental Report.

| Air Pollution Measurements | Average Annual Rates 2021 | | | | | | Limits |
|---|---------------------------|------------|---------|------------|-----------|------------|---|
| | A.Th.E. | | | Ionia Odos | | | |
| | Varibobi | Schimatari | Arkitsa | Evinochori | Filipiada | Episkopiko | |
| NO ₂ | 39.13 | 29.88 | 23.60 | 6.81 | 15.69 | 10.27 | 40 µg/m³ |
| C ₆ H ₆ (benzene) | 0.39 | 1.04 | 0.23 | 0.20 | 0.47 | 0.50 | 5 µg/m³ |
| CO | 0.31 | 0.20 | 0.18 | 0.09 | 0.20 | 0.18 | There was no exceeding the maximum daily eight-hour rate (10 mg / m³) at any station |
| SO ₂ | 2.27 | 3.62 | 2.29 | 1.99 | 2.16 | 2.29 | 125 µg/m³ average daily value should not be exceeded more than 3 times per year |
| Particulate matters PM2,5 | 12.01 | 11.23 | 8.84 | 9.03 | 8.52 | 10.85 | 25 µg/m³ |
| Particulate matters PM10 | 22.88 | 18.18 | 13.55 | 13.96 | 12.47 | 17.76 | 40 µg/m³ |
| O ₃ | 19.42 | 43.05 | 36.79 | - | - | - | There was no exceedance of the maximum daily eight hourly rate (120 µg/m³) and no exceedance > 25 times per year at any station |

"Go Green" Initiative

With the "Go Green" initiative, which was launched at the beginning of the year, we put into operation the first green, 100% electric vans, which will initially be used as vehicles for maintenance and execution of works, thus putting into practice our strategic goal of protecting the environment through innovation. We are now the first company to operate, maintain and manage motorways in the country to have put in practice a comprehensive plan to replace our fleet of vehicles with 100% electric ones, while equipping all of our premises with 18 chargers for electric vehicles.

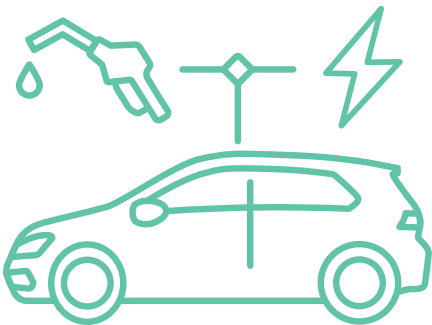
The goal is to replace at least 20% of the company vehicles with electric and hybrid vehicles by the end of 2021, thus creating the appropriate infrastructure for the full electrification of the company fleet.

In terms of our electric fleet, in 2021:

- 30 hybrid vehicles
- 9 vehicles which are 100% electric (1 e-van)

TOTAL
HYBRID

30



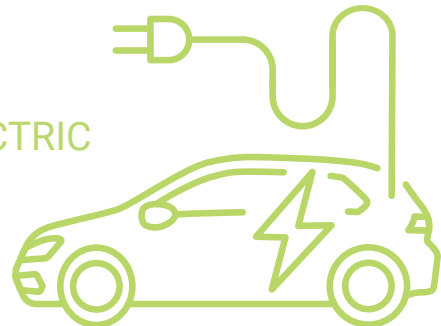
We are planning to purchase 2 additional e-vans.

Energy consumed to charge electric vehicles:

1,059.23 kWh

TOTAL
100% ELECTRIC

9



Nea Odos Greenhouse Gas Emissions (in tn CO2e)

| | 2021 | 2020 | 2019 |
|---|--------------------------|-------------------------|-------------------------|
| Direct emissions from fuel consumption (scope 1) | 1,589.6 | 1,534.7 | 1,784.5 |
| Indirect emissions from electricity consumption (scope 2) | 14,607.1 | 15,154.4 | 18,994.6 |
| Total | 16,196.7 | 16,689.1 | 20,779.1 |
| Emissions intensity (tn CO2e/number of employees) | 30.3 (534 employees*) | 31.1 (536 employees) | 38.7 (537 employees) |
| Emissions intensity (tn CO2e/motorway km) | 42.6 | 43.9 | 54.7 |

Emission factors:

- Revised IPCC Guidelines for National Greenhouse Gas Inventories. IPCC (2006)
- European Residual Mixes 2020. Association of Issuing Bodies (AIB).

*For comparability reasons, all employees from Nea Odos and Operations have been included.

Nea Odos Vehicle Mobility*

| | 2021 | | 2020 | | 2019 | |
|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Own | Leased | Own | Leases | Own | Leased |
| Corporate vehicles | 60 | 75 | 56 | 71 | 51 | 66 |
| Kilometres covered | 4,052,726 | 2,138,944 | 4,560,852 | 1,827,180 | 4,633,044 | 2,358,413 |

* Operator's vehicles included

2021

| Corporate Fleet Mobility | A.Th.E. | Ionia Odos | Total |
|--|-----------|------------|------------------|
| Corporate fleet vehicles | 34 | 23 | 57 |
| Kilometres covered by the corporate fleet | 3,094,164 | 2,623,096 | 5,717,260 |
| Patrol vehicles | 20 | 12 | 32 |
| Kilometres covered by patrol vehicles | 2,600,790 | 1,973,877 | 4,574,667 |
| Intervention teams' vehicles | 13 | 11 | 24 |
| Kilometres covered by intervention teams' vehicles | 493,374 | 649,219 | 1,142,593 |
| Total number of electric cars in fleet | 1 | - | 1 |

07.08 | Road Traffic Noise Management

At Nea Odos we have developed and implement an annual **Road Traffic Noise Monitoring Program**, through noise measurements along the motorway, in noise sensitive locations that have been approved by the competent Public Service Department. On the basis of the results report of the programme, which is approved by the competent Department of the Ministry of the Environment, further noise measurements are carried out where necessary or appropriate protection measures are implemented.

Table of measurements

In 2021, we carried out the following measurements:

- **5** 24hr acoustic measurement on the A.Th.E motorway , Metaformosis section - Longos
- **14** 24hr acoustic measurements on A.Th.E motorway, section Longos-Skarfia
- **3** 24hr acoustic measurements in the connecting branch of A.Th.E, Schimatari-Chalkida
- **52** 24hr acoustic measurements in IONIA ODOS motorway, section Antirrio-Ioannina



At the same time, in 2021, the replacement of the sound barriers was completed, from the K.P. 21+596 to the K.P. 21+743 of the A.TH.E. motorway, towards Athens, at the 3rd General High School of Kifissia, with new modern and high-quality ecological materials (PHONOBLOC type wood-concrete), which have better acoustic properties.

07.09 | Protecting Biodiversity

Our motorways are adjacent to areas of high value in terms of flora and fauna and rich ecosystems. The protection and restoration of ecosystems and habitats is a priority for all of us at Nea Odos, and to this end, we implement prevention and early response measures to address impacts in sensitive areas.

Wetlands and rivers are part of the Natura 2000 network, and form larger areas of special interest, such as:

- Wetlands of Messolonghi-Aitoliko
- Ozeros Lake
- Acheloos River
- Arachthos River
- Louros River
- Yliki and Paralimni Lakes
- Voiotikos Kifissos System
- Wetland and islands of Atalanti Bay.

We strictly apply the environmental terms related to biodiversity and fauna protection, through a series of actions which include:

- Fauna passages
- Plantings with native species
- Maintenance and increase of greenery in motorways
- Fencing maintenance, as well as improvement (e.g., height increase) where necessary.

The Approved Environmental Terms of the Concession project specify the necessary protection measures in all phases of the project implementation. The same applies at the Operation and Maintenance level, provided that all necessary preventive measures are taken to protect these areas and that adequate controls are carried out to regularly monitor their effectiveness. In 2021, there was no incident with negative impacts on these areas. At the same time, according to the annual Water Monitoring Programme, it is concluded that there is no burden on water bodies by the operation of the company.

Tree planting on the "greenest" Motorway of the country

More specifically, 23,430 new plantings of a wide variety of plants and trees were successfully carried out, including planting of wild olive trees, almond trees, cypresses, oleanders, perennial clovers, etc. At Nea Odos we aim at the harmonious integration of the motorways under our responsibility into the natural environment.



Connection to the Sustainable Development Goals and Goal Setting



| Topic | Goal 2021 | Progress 2021 | Goal 2022 |
|--|--|---|--|
| Annual Recertification | Annual Recertification: ISO 14001 | Completed | Annual Recertification: ISO 14001 |
| Electromobility | 20% of the company fleet to consist of electric or hybrid electric vehicles (concerns NO and KO) | 23% of the corporate fleet consists of electric and hybrid vehicles | Gradual change of the corporate fleet vehicles to electric or hybrid |
| Measurement of CO ₂ emissions (Offices) | Measurement of CO ₂ emissions | Completed | Continue measuring CO ₂ emissions |
| Operation and maintenance activities | Maintaining zero environmental fines | Achieved | Maintaining zero environmental fines |
| Recycling | Continuous monitoring of the quantities that are recycled | 27,581 kg of materials recycled | Continuous monitoring of the quantities that are recycled |
| Wildlife management | - | Reinforcement of fencing Installation of special sound devices | Ongoing |
| Environmental protection | Inspect more than 10 premises per month on average | Operation: 20 premises were inspected per month on average* | Inspect more than 10 premises per month on average |
| | Inspect more than 3 premises per month on average | 5 premises were inspected per month on average* | Inspect more than 3 premises per month on average |
| | Conduct at least 10 hours of environmental training | Operation: 78 hours | Conduct at least 10 hours of environmental training |
| | Conduct at least 50 hours of environmental training *It concerns shared premises of Nea Odos and Kentriki Odos. | 126 hours Concerns Nea Odos and Kentriki Odos. | Conduct at least 50 hours of environmental training |

BEING THERE FOR OUR PEOPLE

Sustainable Development Goals



8. DECENT WORK AND
ECONOMIC GROWTH

The people-centred character of Nea Odos becomes a reality by our employees themselves, who are the driving force and the factor of our success. At Nea Odos we actively support our people, offering a working environment characterised by respect, transparency, equal opportunities, fairness, development and safety to all employees without exception. At the same time, opportunities for continuous development are provided, supported by policies, procedures and long-term programs that contribute to the development of their skills.

Our priorities:

- Equal opportunities
- Health and Safety at work
- Benefits and employee satisfaction
- Continuous employee development and talent utilisation

At a Glance

During the reporting period:
We employed, as a company,

534 employees, 223 of whom were women

We invested:

over €182,000 in employee benefits

€665,637 in the Health and Safety of our employees

3,805 hours in training and lifelong learning programs

Employees include:

- the permanent personnel
- seasonal personnel
- staff working for the company through third parties

In total, in 2021 (until 16/5/2021) the company employed 534 people, 307 of whom were men and 227 women.
As of December 31, 2021,
Nea Odos employed 29 people, while 505 employees were transferred to the Operations department.

In order to cover the temporary or seasonal needs of the company, such as maternity leaves, seasonal workers are employed in Nea Odos through other companies, with which there is constant cooperation.

58.2%

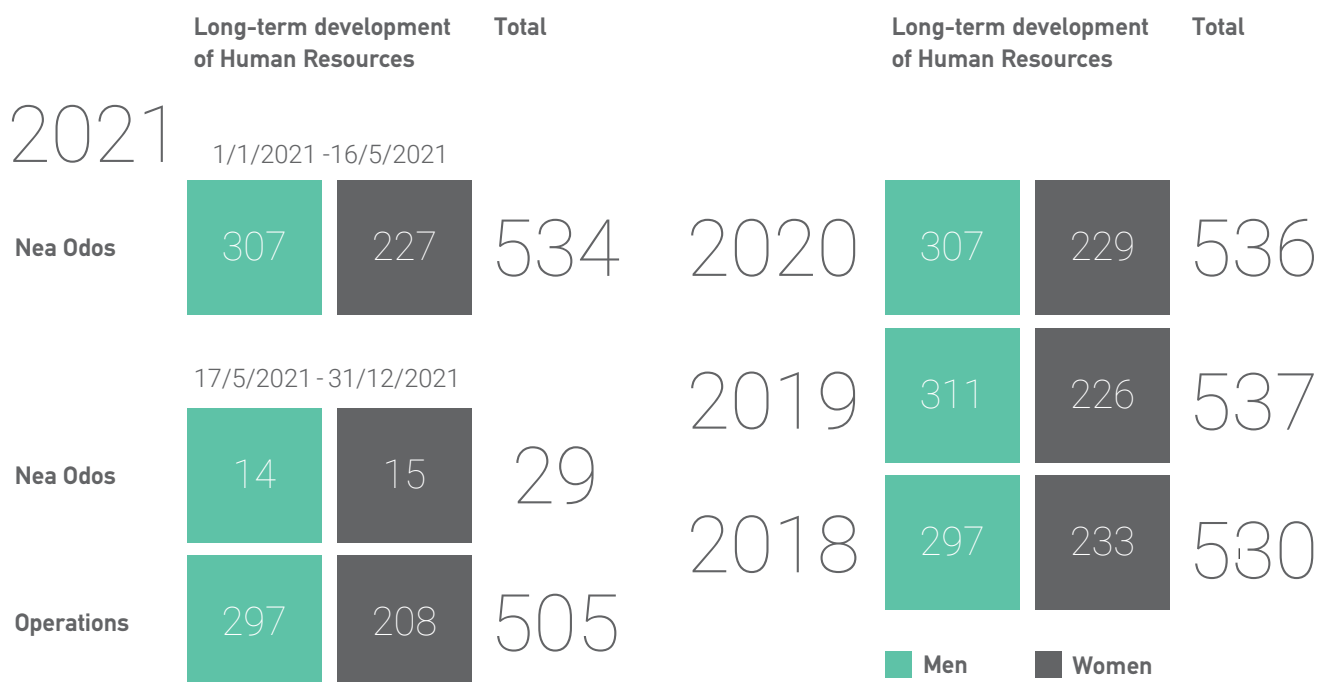
311

Men

41.8%

223

Women



Human Resources by Geographical Area, Gender, and Age

| | | Nea Odos 1/1/2021 - 16/5/2021 | | | | | | Nea Odos 17/5/2021 - 31/12/2021 | | | | | |
|-------------------|--|-------------------------------|-------|-------|-------|-----|-------|---------------------------------|-------|-------|-------|-----|-------|
| | | <30 | | 30-50 | | 50+ | | <30 | | 30-50 | | 50+ | |
| | | Men | Women | Men | Women | Men | Women | Men | Women | Men | Women | Men | Women |
| Attica | | 5 | 2 | 79 | 69 | 11 | 15 | 1 | 0 | 9 | 15 | 3 | 0 |
| Viotia | | 1 | 0 | 33 | 25 | 1 | 11 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fthiotida | | 1 | 2 | 40 | 11 | 3 | 9 | 0 | 0 | 1 | 0 | 0 | 0 |
| Aetolia-Acarnania | | 1 | 2 | 80 | 56 | 4 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ioannina | | 1 | 1 | 34 | 18 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Arta | | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 9 | 7 | 278 | 179 | 20 | 41 | 1 | 0 | 10 | 15 | 3 | 0 |

Operations 17/5/2021 - 31/12/2021

| | | <30 | | 30-50 | | 50+ | |
|-------------------|--|-----|-------|-------|-------|-----|-------|
| | | Men | Women | Men | Women | Men | Women |
| Attica | | 6 | 4 | 71 | 52 | 8 | 16 |
| Viotia | | 2 | 0 | 33 | 28 | 1 | 8 |
| Fthiotida | | 1 | 2 | 40 | 11 | 3 | 8 |
| Aetolia-Acarnania | | 1 | 3 | 81 | 53 | 4 | 5 |
| Ioannina | | 2 | 1 | 31 | 16 | 1 | 1 |
| Arta | | 0 | 0 | 12 | 0 | 0 | 0 |
| Total | | 12 | 10 | 268 | 160 | 17 | 38 |

Human Resources by type of Employment, Employment Contract and Gender



















| | 1/1/2021 - 16/5/2021 | | | | 17/5/2021 - 31/12/2021 | | | |
|--|----------------------|-------|----------|-------|------------------------|-------|--|--|
| | Nea Odos | | Nea Odos | | Operations | | | |
| | Men | Women | Men | Women | Men | Women | | |
| Indefinite term employment contract | 299 | 221 | 12 | 14 | 279 | 205 | | |
| Definite term employment contract | 6 | 5 | 0 | 0 | 15 | 2 | | |
| Employees with a project-based contract (fixed term) | 2 | 1 | 2 | 1 | 3 | 1 | | |
| Full time employees | 307 | 227 | 14 | 15 | 297 | 208 | | |
| Part-time employees | 0 | 0 | 0 | 0 | 0 | 0 | | |
| With a collective labour agreement (%) | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Seasonal workers through third parties | 13 | 17 | 0 | 0 | 13 | 17 | | |

New Employee Hires by Age and Geographical Area (Nea Odos)










| 1/1/2021 - 16/5/2021 | | | | | | | | | 17/5/2021 - 31/12/2021 | | | | | | | | | |
|---|-----|-------|-------|-----|-------|-------|-----|-------|------------------------|-----|-------|-------|-----|-------|-------|-----|-------|-------|
| <30 | | | 30-50 | | | 50+ | | | <30 | | | 30-50 | | | 50+ | | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Attica | 1 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 0 | 0 |
| Viotia | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fthiotida | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aetolia-Acarnania | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ioannina | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Arta | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 0 | 1 | 3 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 0 | 0 |
| <div><div>Men</div><div>Women</div><div>Total</div></div> | | | | | | | | | | | | | | | | | | |

Men Women Total

Employee Turnover by Age and Geographical Area (Nea Odos)










| 1/1/2021 - 16/5/2021 | | | | | | | | | 17/5/2021 - 31/12/2021 | | | | | | | | | |
|----------------------|---|---|---|---|---|---|---|---|---|---|---|--|---|---|---|---|---|---|
| | <30 | | | 30-50 | | | 50+ | | | <30 | | | 30-50 | | | 50+ | | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Attica | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 3 | 4 | 0 | 1 | 1 |
| Viotia | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Fthiotida | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aetolia-Acarnania | 0 | 1 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 4 | 0 | 0 | 0 |
| Ioannina | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 4 | 0 | 0 | 0 |
| Arta | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 1 | 2 | 3 | 3 | 6 | 1 | 0 | 1 | 0 | 0 | 0 | 4 | 8 | 12 | 0 | 2 | 2 |

Total Hires by Age and Geographical Area (Operations 17/5/2021 - 31/12/2021)

| <30 | | | 30-50 | | | 50+ | | | |
|-------------------|---|---|---|---|---|---|---|---|---|
| |  |  |  |  |  |  |  |  |  |
| Attica | 8 | 4 | 12 | 77 | 54 | 131 | 8 | 15 | 23 |
| Viotia | 2 | 0 | 2 | 37 | 28 | 65 | 1 | 10 | 11 |
| Fthiotida | 1 | 2 | 3 | 41 | 11 | 52 | 3 | 9 | 12 |
| Aetolia-Acarnania | 1 | 3 | 4 | 83 | 53 | 136 | 4 | 5 | 9 |
| Ioannina | 2 | 1 | 3 | 33 | 16 | 49 | 1 | 1 | 2 |
| Arta | 0 | 0 | 0 | 12 | 0 | 12 | 0 | 0 | 0 |
| Total | 14 | 10 | 24 | 283 | 162 | 445 | 17 | 40 | 57 |

Men Women Total

Total Employee Turnover by Age and Geographical Area (Operations 17/5/2021 - 31/12/2021)

| <30 | | | 30-50 | | | 50+ | | |
|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |
| 2 | 0 | 2 | 8 | 2 | 10 | 1 | 0 | 1 |
| 0 | 0 | 0 | 4 | 0 | 4 | 0 | 2 | 2 |
| 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 |
| 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | 0 | 2 | 17 | 2 | 19 | 1 | 3 | 4 |

Men Women Total

08.01 | Equitable, Inclusive and Fair Working Environment

At Nea Odos we work every day to create an equitable, inclusive and fair working environment that promotes personal and professional development while improving the quality of life of our people. To this end, decisions regarding issues such as recruitment, evaluations, remuneration, vacation time, promotions, training, retirement, as well as termination of contracts are defined by non-discriminatory criteria and are not related to any form of discrimination. All employees receive equal pay for work of equal value. We have adopted and implement the "Open Door" policy, which gives all employees the opportunity to informally discuss corporate issues with management representatives, managers, and supervisors, with the ultimate goal of improving and developing the working environment, without discriminations.

In 2021, no incidents of discrimination in the workplace were recorded, nor were there any reports or complaints from employees and/or third parties.

Gender Ratio by Employees Category/Rank

| | 1/1/2021 - 16/5/2021 | | | 17/5/2021 - 31/12/2021 | | | | | |
|----------------------|----------------------|-------|-------|------------------------|-------|-------|------------|-------|-------|
| | Nea Odos | | | Nea Odos | | | Operations | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Top Executives | 3 | 0 | 3 | 3 | 0 | 3 | 1 | 0 | 1 |
| Managers | 7 | 6 | 13 | 2 | 4 | 6 | 6 | 2 | 8 |
| Administrative Staff | 57 | 37 | 94 | 8 | 11 | 19 | 48 | 27 | 75 |
| Labour Staff | 240 | 184 | 424 | 1 | 0 | 1 | 242 | 179 | 421 |
| Total | 307 | 227 | 534 | 14 | 15 | 29 | 297 | 208 | 505 |

08.02 | Employee Benefits

At Nea Odos we offer:

- A group life insurance program
- A Group Health and Medical Care Program for all employees and their dependent members

In accordance with the current law, the company covers the employee social contributions but there is no additional pension plan.

Depending on the job position, the company also provides:

- vouchers and productivity bonuses
- mobile phone
- company car

In 2021:

23 female employees received paid maternity leave.



Productivity bonus

27 Employees



€64,096.64



Nea Odos

607 Employees



€118,078.36



Operations

08.03 | Health and Safety at Work

At Nea Odos we continue to care for and take the appropriate measures to prevent and contain the COVID-19 pandemic, with the aim of protecting all our employees.



Supporting employees during the pandemic

- €44,932 for conducting a COVID-19 test on employees
- 964 PCR and rapid tests



Partnership with a diagnostic centre to carry out COVID-19 test on employees

- Total Investment to protect against COVID-19 €207,014



Disinfections

- 311 disinfections at 12 Customer Service Points and Toll Stations, of which 114 were internal
- 435 disinfections in Control and Maintenance Centres, and Traffic and Fire Management Centres, of which 209 were internal
- 36 disinfections in WCs along highways



Investments for the Protection of Employees and Customers

• €207,014

Indicative Protective Actions

- Supply of antiseptics and personal protective equipment (masks, visors, disposable gloves)
- Supply of infrared thermometers and oximeters
- IT equipment
- Conducting COVID-19 Self Tests
- Placement of protective structures at points of contact
- Expansion of Customer Service Point
- Supply of special air cleaning and disinfection devices in the company's facilities

Our Goal is Zero Accidents

At Nea Odos we have set a strategic goal to promote health and safety at work and, in particular, to eliminate occupational accidents. To this end, we implement a process of reporting and investigating accidents at work, with particular emphasis on the causes of the accident, on taking measures to prevent similar accidents and the way the accident is investigated by the Safety Technician.

Training on Health and Safety at workplace

| | 1/1/2021 - 16/5/2021 | | 17/5/2021 - 31/12/2021 | | | |
|-------------------------------------|----------------------|-------------|------------------------|-------------|----------------|-------------|
| | Nea Odos | | Nea Odos | | Operations | |
| | Participations | Total hours | Participations | Total hours | Participations | Total hours |
| Training on Safe Motorcycle Driving | 1 | 24 | 1 | 16 | - | - |
| Training on Fire Safety | - | - | 5 | 5 | 10 | 10 |
| Conference on Tunnel Safety | - | - | 1 | 3 | 1 | 3 |
| Training on Safe Driving | - | - | - | - | 10 | 30 |
| Total | 1 | 1 | 7 | 24 | 21 | 43 |

Programs and Actions for Health and Safety at Work implemented in 2021

- Weekly measurements of noise levels in the busiest traffic-wise cabins at the Toll Stations of Afidnes and Tragana
- Weekly measurements of the detection of hazardous chemical agents during work in the cabins at the Toll Station of Afidnes
- 17 building evacuation exercises in 12 facilities
- Revision and re-issue of the Written Occupational Risk Assessment of all the facilities (as part of the addition of the Operator to the concession project)
- Regular internal Health & Safety inspections at the company's facilities as well as at motorway works
- Sharing information material on Health and Safety issues
- Fire Safety trainings by Safety Technicians during their on-site visits to project facilities
- Preparation and distribution of new Health and Safety guidelines (e.g., new guidelines on safe commuting to/from work).

In 2021, **76 Health and Safety inspections** and Operation and Maintenance activities were carried out at the project's facilities by the Health and Safety consultant.



During the reporting period, the Health and Safety Committee carried out:

- **2 Health and Safety meetings** on toll station issues
- **1 meeting** on maintenance and traffic management.

Total Man Hours 2021

Nea Odos



1/1/2021 - 16/5/2021

- 380,938.9

Nea Odos



17/5/2021 - 31/12/2021

- 29,915.0

Operations



17/5/2021 - 31/12/2021

- 606,361.8

| Health and Safety Indices | 2021 | | | 2020 | 2019 | 2018 |
|---|----------------------|------------------------|------------|--------|-------|--------|
| | 1/1/2021 - 16/5/2021 | 17/5/2021 - 31/12/2021 | | | | |
| | Nea Odos | Nea Odos | Operations | | | |
| Injury or accident rate of total staff (%) | 0.38% | 0% | 1.20% | 0.37% | 1.12% | 1.51% |
| Hours of absence/total work hours (%) | 0.09% | 0% | 0.03% | 0.06% | 0.03% | 0.07% |
| Accident frequency indicator | 10.50 | 0 | 19.79 | 9.54 | 14.82 | 8.20 |
| Accident severity indicator | 84.00 | 0 | 51.12 | 124.97 | 39.53 | 108.63 |
| Number of fatal accidents | 0 | 0 | 0 | 0 | 0 | 0 |
| Lost work days due to accident | 32 | 0 | 31 | 131 | 40 | 106 |
| Incidents without days of absence | 2 | 0 | 6 | 8 | 9 | 0 |
| Injury Rate (IR) | 1.05 | 0 | 1.97 | 0.38 | 1.19 | 1.64 |
| Lost Day Rate (LDR) | 16.80 | 0 | 10.22 | 24.99 | 7.91 | 21.73 |
| Absence rate (AR) | 112.06 | 0 | 68.20 | 166.72 | 52.74 | 144.91 |
| Total work accidents | 4 | 0 | 12 | 10 | 15 | 8 |
| Work accidents with days of absence from work | 2 | 0 | 6 | 2 | 6 | 8 |

Health and Safety Investment Categories (in €)

2021

| | |
|---|------------------|
| Maintenance of the Administration Building Fire Safety System | 1,932 |
| Workplace Upgrades | 200,327.98 |
| Application and Upgrade of Personal Protective Equipment | 43,532.55 |
| Certifications (ISO 45001:2018, ISO 39001:2012) | 6,092.5 |
| Health and Safety Monitoring Program through Internal Inspections | 15,770 |
| Program for Measurement of Occupational Noise | 5,600 |
| Employees Medical Insurance | 290,795 |
| Occupational Physician/Safety Technician | 16,970.07 |
| Pharmacy Expenses/Medical Supplies | 84,617 |
| Total | 665,637.1 |

08.04 | Employee Training and Education

The continuous training and lifelong learning and education of our employees is a priority for us. We continue to consistently invest in our personnel training through implementing educational programs, in line with the needs of our employees.

Development and Talent Management Centres

At Nea Odos, we successfully operate Development Centres for all employees, with the main goal of training and empowering those executives who are about to take on positions of responsibility and management of larger teams. During the pandemic, we decided to temporarily suspend the operation of the Development Centres since we realised that groups being in the same room together would be impossible and that the quality of the results would be rather dramatically reduced in case the whole process took place online.



Employee Training and Skills Development

| Number of Participants | 1/1/2021 - 16/5/2021 | | | 17/5/2021 - 31/12/2021 | | | | | |
|------------------------|----------------------|-------|-------|------------------------|-------|-------|------------|-------|-------|
| | Nea Odos | | | Nea Odos | | | Operations | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Top executives | 3 | 0 | 3 | 3 | 0 | 3 | 1 | 0 | 1 |
| Managers | 7 | 6 | 13 | 2 | 5 | 7 | 6 | 2 | 8 |
| Administrative Staff | 49 | 36 | 85 | 8 | 11 | 19 | 46 | 28 | 74 |
| Labour Staff | 111 | 42 | 153 | 0 | 0 | 0 | 127 | 47 | 174 |
| Total | 170 | 84 | 254 | 13 | 16 | 29 | 180 | 77 | 257 |

| Training Hours | 1/1/2021 - 16/5/2021 | | | 17/5/2021 - 31/12/2021 | | | | | |
|----------------------|----------------------|-------|-------|------------------------|-------|-------|------------|-------|-------|
| | Nea Odos | | | Nea Odos | | | Operations | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Top executives | 5 | 0 | 5 | 66 | 0 | 66 | 34 | 0 | 34 |
| Managers | 10 | 106 | 116 | 24 | 46 | 70 | 177 | 22 | 199 |
| Administrative Staff | 107 | 100 | 207 | 289 | 147 | 436 | 573 | 454 | 1,027 |
| Labour Staff | 111 | 42 | 153 | 0 | 0 | 0 | 1,210 | 282 | 1,492 |
| Total | 233 | 248 | 481 | 379 | 193 | 572 | 1,994 | 758 | 2,752 |

Average Training Hours by Category

| | 1/1/2021 - 16/5/2021 | | | 17/5/2021 - 31/12/2021 | | | | | |
|----------------------|----------------------|-------|-------|------------------------|-------|-------|------------|-------|-------|
| | Nea Odos | | | Nea Odos | | | Operations | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Top executives | 0.60 | - | 0.60 | 0.05 | - | 0.05 | 0.03 | - | 0.03 |
| Managers | 0.70 | 0.06 | 0.11 | 0.08 | 0.09 | 0.09 | 0.03 | 0.09 | 0.04 |
| Administrative Staff | 0.53 | 0.37 | 0.45 | 0.03 | 0.07 | 0.04 | 0.08 | 0.06 | 0.07 |
| Labour Staff | 2.16 | 4.38 | 2.77 | - | - | - | 0.20 | 0.63 | 0.28 |
| Total | 1.32 | 0.92 | 1.11 | 0.04 | 0.08 | 0.05 | 0.15 | 0.27 | 0.18 |

| | Training Hours by Topic | | | | | |
|---|-------------------------|-------------|------------------------|-------------|----------------|-------------|
| | 1/1/2021 - 16/5/2021 | | 17/5/2021 - 31/12/2021 | | | |
| | Nea Odos | | Nea Odos | | Operations | |
| | Participations | Total hours | Participations | Total hours | Participations | Total hours |
| Health and Safety | 1 | 24 | 7 | 24 | 21 | 43 |
| Environmental Issues | 0 | 0 | 2 | 48 | 0 | 0 |
| IT/PC Operation/ Systems | 253 | 253 | 0 | 0 | 8 | 150 |
| Human Resource Management and Leadership | 1 | 100 | 2 | 110 | 4 | 87 |
| Financial-Accounting Issues | 0 | 0 | 2 | 57 | 5 | 162 |
| Corporate Social Responsibility and Marketing | 0 | 0 | 1 | 25 | 1 | 170 |
| Technical Issues | 11 | 104 | 11 | 118 | 60 | 602 |
| Business Continuity Issues | 0 | 0 | 11 | 22 | 8 | 16 |
| Legal Issues | 0 | 0 | 28 | 168 | 247 | 1,482 |
| Certifications | 0 | 0 | 0 | 0 | 1 | 40 |
| Total | 266 | 481 | 64 | 572 | 355 | 2,752 |

08.05 | Employee Evaluation Process

Due to the pandemic crisis, we have launched a process of reviewing and adapting the overall Program for Talent and Skills Development as regards our employees, taking into account the challenges, technological developments and new data brought about in the workplace by the pandemic.

Annual Employee Performance Evaluation Process

The employee performance evaluation process is carried out annually in order to contribute to the creation of an integrated corporate culture emphasizing performance and creates a common understanding of corporate goals and how to achieve them. In addition, it aims at binding supervisors and employees to make joint decisions on steps needed to be followed. Due to the pandemic, the evaluation process is being reviewed in order to be enhanced with new data arising from the workplace.



*During the implementation period of the evaluation process

08.06 | Corporate Volunteering/Blood Donation

Nea Odos Blood Donation Program

In 2021, 5 voluntary blood donations took place in the regions of Fthiotida, Attica, Ioannina, Klokovas and Karditsa.

This program was carried out in collaboration with 5 Hospitals:

- Red Cross in Attica
- University Hospital of Ioannina
- University Hospital of Patra (Klokova)
- General Hospital of Karditsa
- General Hospital of Lamia

Blood Donation Results:

- 137 employees from Nea Odos participated, of which 152 donated blood
- A total of 169 bottles of blood were collected from Central and Nea Odos, and from 115 bottles from Nea Odos
- 16 bottles were collected from other employee initiatives.



Connection to
the Sustainable
Development Goals and
Goal Setting



| Topic | Goal 2021 | Progress 2021 | Goal 2022 |
|---|---|---|---|
| Employee training | Total training hours/ total employees>3 (adjusted due to COVID-19) | Nea Odos: Total training hours/ total employees: 1.96 Operation: Total training hours/ total employees: 4.83 | Nea Odos: Total training hours/ total employees > 4 Operation: Total training hours/ total employees > 5 |
| Integrate Corporate Responsibility questions in the employee survey | Conduct survey | Commitment & Satisfaction Survey conducted with 90% participation | Conduct annual survey |
| Health & Safety | Participation in Health and Safety training | 22 participations | Ongoing |
| | One emergency evacuation drill at all premises | Nea Odos: Conducted in November 2021 Operation: 17 of the 23 premises of Nea Odos and Kentriki Odos | Nea Odos: Conduct one annual emergency drill at the Head Office Operation: Conduct one annual emergency drill in all premises with employee's presence |
| Annual Recertification | Renewal of ISO45001 certificate | Completed | Renewal of ISO45001 certificate |



BEING THERE FOR SOCIETY

Sustainable Development Goals



17. PARTNERSHIPS FOR
THE GOALS

Reliable, safe and faster transportation significantly boosts local economies, positively affecting local business activity and improving the living standards of the wider community. At Nea Odos, being aware of our role as an active corporate citizen, we treat with respect the local communities that contribute to the quality and safe operation of the motorways under our responsibility and to the success of our overall project. We consider it our responsibility and obligation to support local communities in practice and on an ongoing basis through long-term programs and actions.

And this year, we focused on the following priority areas:

- Education and awareness
- Welfare and social solidarity
- Environment
- Sports
- Culture
- Care for stray animals
- In-kind donations

At a Glance

In 2021, we invested:

€26,252.80 in welfare and social solidarity actions

€54,679.57 in training and information actions for road safety

We offered:

343,456.60 free toll passes for people with special needs

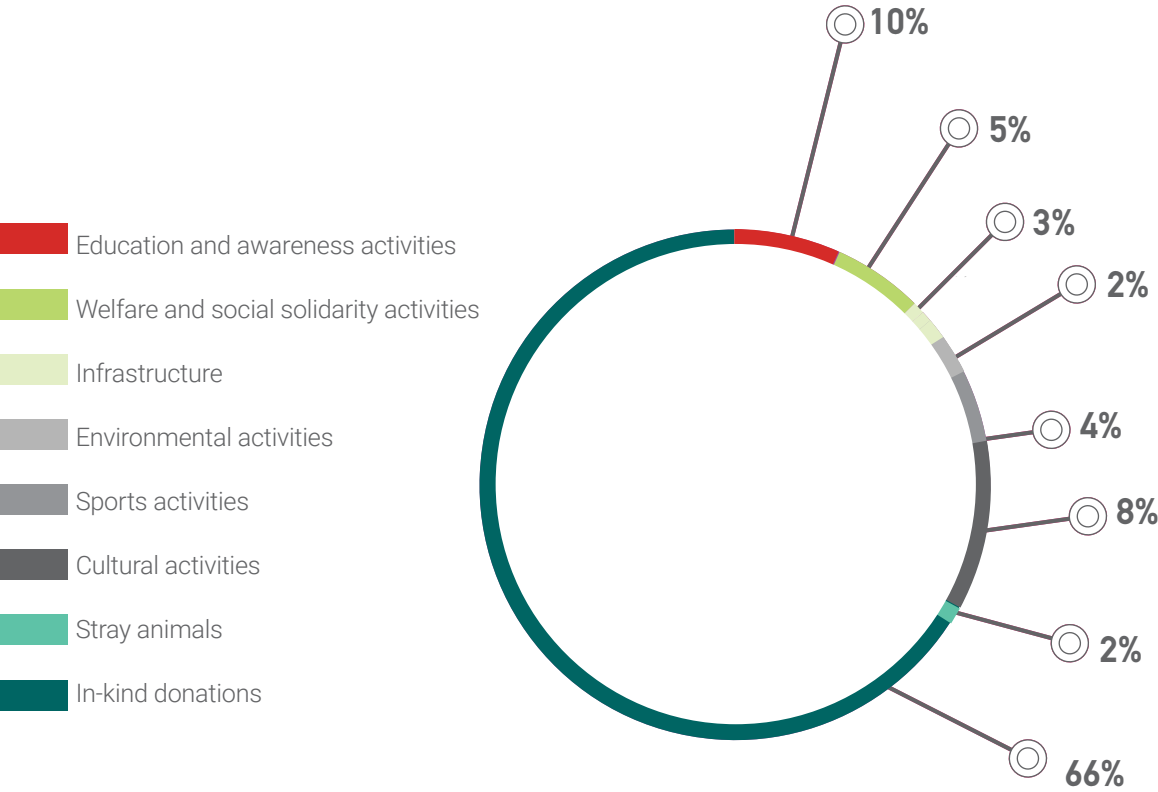
We trained: 1,342 Primary School students and teachers on road safety topics

Given that contributing to social development is an integral part of our philosophy, we give priority to local government, NGOs and other important strategic partners for the development of initiatives and the continuation of programs that add measurable value, both locally and nationally.

09.01 | Social Product

The following table depicts the total annual contribution of Nea Odos to social development as a total social product we produce annually as a company:

| Annual contribution to Social Development - Social Product (in th. €) | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|------------------|------------------|------------------|-------------------|------------------|
| Payments to suppliers (except materials and intercompany transactions) | 49,239.77 | 57,786.67 | 62,292.52 | 63,841.57 | 65,973.53 |
| Employee salaries and benefits (including insurance contributions) | 6,264.43 | 12,430.42 | 12,355.93 | 12,119.37 | 8,906.90 |
| Payments to providers of capital | 35,270.82 | 13,642.02 | 25,597.16 | 33,275.28 | 8,488.48 |
| Actions, financial support, donations and Corporate Social Responsibility Structures | 953.35 | 861.55 | 922.09 | 631.93 | 467.82 |
| Total | 91,728.37 | 84,720.66 | 101,167.7 | 109,868.15 | 83,836.73 |



Total Investments in Social Actions

Education and awareness activities



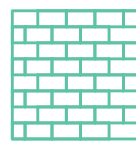
€ 54,679.57

Welfare and social solidarity activities



€ 26,252.80

Infrastructure (cash grants for infrastructure)



€ 16,107.40

Environmental activities



€ 12,070.00

Sports activities



€ 24,000.00

Cultural activities



€ 47,574.78

Stray animals



€ 11,541.00

Toll passes



€ 376,493.37

Creation of the “Local & Traditional Products Marketplace” of Ionia Odos

This is an innovative action with the main objective of strengthening the commercial activity of the local communities of the neighbouring areas. The initiative takes place in the parking lot in the area of Amvrakia Lake, at the 86th km of the Ionia Odos Highway, in the direction towards Antirrio (direction to Patras and to Athens from Epirus).

In this area we have created six elegant kiosks/stores which we offer to local producers of the neighbouring areas on a rotating basis and without fee in order to present and highlight the wealth of the primary production sector of Etoloakarnania and Epirus. We started with the operation of the first 2 stores with honey products (honey with honeycomb, honeycomb, pollen, propolis, royal jelly, bees wax, bees wax ointments) and olive oil products (olive oil and edible olives of various kinds). All products for sale are certified and standardized according to the current legislation on food and fresh products.

We hope that the action to strengthen Local Marketplaces, through the operation of the stores, will stimulate local development, and at the same time it will bring more and more motorway drivers into contact with the traditional products of the wider region.



09.02 | Educational, Awareness and Information Activities on Driving Behaviour and Road Safety

Improving driving behaviour and promoting road safety with the aim of achieving zero accidents remain the main objectives for Nea Odos and thus we continue to implement awareness and information actions. Throughout the year, we implement awareness campaigns for drivers by creating commercial spots, special tributes and by distributing information leaflets at toll stations. The main topics we focus on are driving in difficult weather conditions, proper driving behaviour on the motorway, special road safety parameters when driving in tunnels, the correct use of child seats, non-aggressive and ecological driving, etc.

Collaboration with the “Panos Mylonas” Hellenic Road Safety Institute

For the last 7 years we have been collaborating with the “Panos Mylonas” Hellenic Road Safety Institute to implement innovative programs with an emphasis on young people and vulnerable social groups, supporting relevant actions and initiatives across the country, such as the “Cycling Safely” Program, which is addressed to schoolchildren in the country.



"Cycling Safely" Program

Road Safety Educational and Awareness Activities

The "Cycling Safely" program has been implemented since 2015 in cooperation with the "Panos Mylonas" Hellenic Road Safety Institute and is addressed to Primary School students. Through the program, children are introduced to safe cycling, learn about the essential safety equipment and come in contact with examples and good practices that eventually lead to the adoption of proper driving behaviour, laying, thus, the foundations for them to become the responsible drivers of the future.

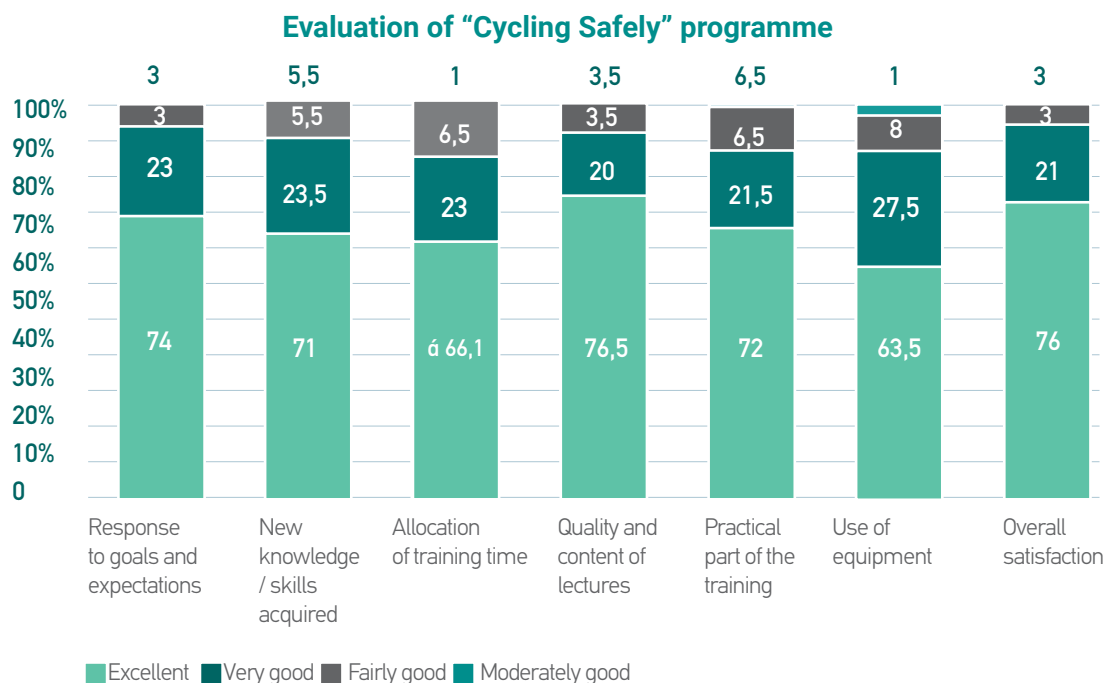
This year, the program ran from January to December 2021

Of the total number of students, 52.4% were girls and 47.6% boys.

In 2021 the program trained,



The results of the program concern the total of Nea Odos and Kentriki Odos.



Evaluation of the Program by Students and Teachers

- When asked about the effectiveness of the program, the majority of the students reported that they had the opportunity to learn more about the right equipment of the bicycle (76%) as well as how to ride safely (68.8%). In addition, the majority of them stated that they were adequately informed about the dangers that lurk during the use of the bicycle (67.5%) and about the rules that must be followed when riding one (64%).
- The overall satisfaction of teachers with the program amounts to 97% (Excellent and Very Satisfactory) and the majority of them felt that the program met the goals and expectations they had prior to the training.

Comments from students who participated in the "Cycling Safely" program:

"I liked everything about the program"
(8th Primary School of Kifissia)

"I learned how to ride my bike safely"
(14th Primary School of Karditsa)

"I liked the question game and learning about the equipment of the bicycle"
(5th Primary School of Nafpaktos)

Nea Odos and Kentriki Odos support actions that promote Road Safety and Environmental Protection in the context of the Acropolis Rally

The spotlight of the world's motor sport turned to Greece in September, as the historic and iconic Acropolis Rally, the "Rally of the Gods" as it is internationally known, was included in the FIA World Rally Championship (WRC) program after 8 years of absence from the event.

Nea Odos and Kentriki Odos, in addition to being the "motorways of the race" that provided for the fast and safe transportation of spectators and racing crews, became the official and exclusive Sponsors of a series of Road Safety and Environmental Protection actions with increased added value for society as a whole. In cooperation with the organizing authority, Nea Odos and Kentriki Odos carried out awareness activities on road safety and environmental protection.

On Wednesday, September 8, two unique videos featuring road safety messages from our Tokyo Olympic medallists, Stefanos Douskos and Giannis Fountoulis, were presented to the public for the first time, while the "Panos Mylonas" Hellenic Road Safety Institute and its mobile unit offered the possibility of a simulated vehicle rollover and collision.

At the same time, in Lamia, in cooperation with the "Panos Mylonas" Hellenic Road Safety Institute, Nea Odos and Kentriki Odos trained visitors / Primary School students in the proper use of bicycles! As leading companies in the management, operation and maintenance of motorways, in terms of promoting road safety as well as protecting the environment and the country's transition to the new era of electromobility, Nea Odos and Kentriki Odos could not be absent from this important event.

Total Investments

• **€54,679.57**

Information and
Awareness Actions

09.03 | Welfare and Social Solidarity Activities

Upgrading the quality of life for residents of areas adjacent to the motorways under our responsibility is a key priority for all of us at Nea Odos. Therefore, this year we have continued to support associations, organizations, charities, associations and non-profit organizations by covering specific or permanent needs with financial donations.

Here is an indicative list of the organizations supported in 2021:

- Social grocery stores (e.g., Nicolaou Skoufa, Thermou, Arta, Messolonghi)
- Volunteer fire brigades' groups of Rodopoli, Agios Stefanos, and Kryoneri
- ELEPAP of Agrinio
- The "Eliza" association against child abuse
- The Atalantis Health Centre
- Lara-Non-Profit Organization that offers free guide dogs to visually impaired people
- The "Ark of the Word" organisation
- The "Together for the child" organisation
- The "Smile of the child" organisation
- Social grocery store of the Municipality of Skoufa
- Pan-European Association of abused women and children "the Good Samaritan"
- Municipality of Zirou

Additionally, Nea Odos in collaboration with "The Smile of the Child" organization has installed piggy banks at the Motorist Service Stations for anonymous donations.

Our long-lasting cooperation with the "ELIZA" Association

Nea Odos actively supports the work of the "ELIZA" association against child abuse. This year, we participated as supporters of the "Safe Touch" program for the Prevention of Sexual Abuse of Children.

To date with the "Safe Touch" program:

- More than 4,000 children have already learned how to protect their bodies.
- More than 1,000 parents and teachers have been informed about the need to recognize the signs.

We stand by children and send a strong message against the painful phenomenon of child sexual abuse.

In 2021, a total of

- €26,252.80 (€20,937.47 in 2020)

was invested in welfare and social solidarity activities to support organizations that care for vulnerable social groups.

09.04 | In-Kind Donations

Nea Odos continues to support People with Special Needs and vulnerable groups through in-kind donations. More specifically, Nea Odos offers:

- Toll free passes to specific vulnerable groups
- Toll free passes to special vehicles of associations that do social work.

Specifically, in 2021 we supported:

- The Smile of the Child organisation
- The Greek National Public Health Organization
- Volos General Hospital "ACHILLOPOULIO"
- General Hospital of Etoloakarnania
- General hospital of Lamia
- The selected special missions team of Athens municipality
- Region of Attica
- Road Safety Institute
- Hellenic Animal Welfare organisation
- Association of Parents and Guardians of Persons with Disabilities N. Fthiotida
- Association of Volunteers for the protection of Forests and
- Evia Firefighting teams



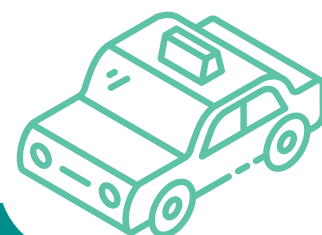
| | 2021 | | | 2020 | | | 2019 | | |
|---|----------------|------------|------------|----------------|------------|------------|----------------|------------|------------|
| Evident support for the Disabled | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos | Total Nea Odos | A.Th.E. | Ionia Odos |
| Free of charge passes of special needs vehicles | 130,889 | 88,344 | 42,545 | 126,248 | 88,891 | 37,357 | 165,065 | 116,003 | 49,062 |
| Investment (€) | 343,456.60 | 241,189.60 | 102,267.00 | 335,663.55 | 244,434.35 | 91,229.19 | 443,500 | 323,126.73 | 120,373.27 |

In 2021 Nea Odos offered **130,889 toll free passes** for vehicles that belong to People with Special Needs with a total value of **€343,456.60**.

At the same time, in 2021, we continued to support organizations, vulnerable groups and associations in need, offering a total of **9,968 toll free passes (a €33,036.77 investment)** to vehicles that belong to associations that offer social work.

Specifically, we supported:

- The Smile Of The Child Organisation
- The Greek National Public Health Organization
- Volos General Hospital "Achilopoulos"
- General Hospital Of Etoloakarnania
- General Hospital Of Lamia
- The Selected Special Missions Team Of Athens Municipality
- The Greek Red Cross
- Region Of Attica
- Road Safety Institute
- Hellenic Animal Welfare Organisation
- Association Of Parents And Guardians Of Persons With Disabilities N. Fthiotida
- Association Of Volunteers For The Protection Of Forests And
- Evia Firefighting Teams



The Hellenic Police was supported with 28 new vehicles following a donation from Nea Odos

A total of 28 service vehicles of various types have been donated to the Hellenic Police to meet the policing needs of the A.TH.E. motorway section as part of the systematic renewal of our fleet. These are 24 Mazda 3 Skyactiv G150 Plus passenger vehicles and 4 Mazda CX-30 Sedan Skyactiv G150 AWDPlus SUVs, which will be given to the local Departments of the Motorway Traffic Police, based on their operational needs.

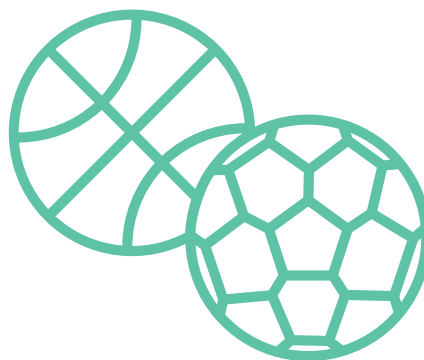
The donation was made jointly with Kentriki Odos.

09.05 | Activities for the Promotion of Sports

In 2021 we continued supporting activities that promote the social role of sports, at a local level, and enhance the active support of young athletes in local communities. with a total investment of €24,000 (€22,000 in 2020).

The activities and local sports clubs that received our support are the following:

- The cycling races of mountainous Nafpaktia
- Greek Gymnastic Sports Associations Unit of Ipeiros
- Panetolikos FC
- The “Messolonghi 2008” Women's Football Club
- The Amazons Women's Volleyball Team of Nea Erythrea
- The Keravnos of Thesprotikos Football Sports Club
- The “Agrotis Traganas” Sports Club
- The Nautical Club of Messologhi
- The Greek Paralympic Committee



09.06 | Activities for the Promotion of Culture

Every year we actively participate in initiatives that promote and protect local cultural heritage, thus supporting the harmonious integration of motorways in the natural environment and the development potential of local communities.

In 2021 we supported cultural activities of private entities and local government bodies with a total investment worth €47,574.78 (€106,609 in 2020).

A Strategic Cooperation with social impact on Local Communities

Our cooperation with the “Diazoma” association is a strategically important cooperation as it creates strong social impact on the environment, culture, education and the living standards of citizens.

“Tours”: Development of a Digital Tool in Collaboration with the “Diazoma” Association

The “Tours” initiative is the first pan-European attempt to create a comprehensive cultural map of motorways. It is a pioneering digital tool through which stories are presented with images and sound about the cultural and environmental wealth of each area that crosses the motorways of Nea Odos. The cultural audio tours include 200 tourist attractions, organized in 20 routes, and 538 stories, highlighting the significant wealth of each area that Ionia Odos crosses through. As a tool, the “Tours” support the areas and local communities adjacent to our motorways, highlighting the local wealth of the area and contributing to the economic development of the neighbouring areas. The Tours microsite received acclaim by the public, the media and the local communities, while its important contribution to the daily life of travellers as well as to our country was unanimously recognized

By September 2021, the “Tours” had already offered travellers:

- **97,711 audio tours**
(96,394 for Nea Odos and 317 for Kentriki Odos)



The investment in the “Tours” communication amounted to €60,930.

Nea Odos supports the Strategic Study for the “Avenues of Nature and Culture” Program

The “Avenues of Nature and Culture” program, designed by the “Diazoma” association, is about upgrading the access and the uniform directions signage to the monuments of nature and culture located along the major motorways in Greece.

In an attempt to formulate a new philosophy for the design and implementation of development programs in our country, the program aims at upgrading the role of motorways so that, in addition to transporting people and goods, they become catalysts for the accessibility, promotion and continuous care of the monuments surrounding them.

Nea Odos sponsored:

- The cost of the strategic planning study (Master Plan) for the project (€20,000)
- Covering part of the cost of the 7th Meeting of the Corporate Members of the “Diazoma” Association and the live web-streaming (€10,000).

Integrated Cultural Tourism Program

- At Nea Odos we actively participate in the work of the “Diazoma” association regarding the creation of “integrated cultural tourism programs”, aiming at the quality upgrade of the tourist product.
 - 2 institutions, the “Business Cluster” and the “Destination Management/Marketing Organization”, through a mutually acceptable Local Support and Development Pact, promote in an integrated way the Cultural Routes program as a whole, as well as all the individual entities that contribute to their successful operation.
1. The business clusters that are developed for the first time in our country are innovative new models of participatory governance in the field of cultural heritage. Their goal is to promote sustainable development, improve the daily lives of citizens, increase employment and protect the environment.
 2. The Local Support and Development Pact acts as a link between the productive sectors of a region's economy and as a vehicle for the development of cultural and wider tourism in the region.
- As a first step, the first two clusters have been created for the Cultural Routes of Epirus and Central Greece and the entities managing these routes have been appointed. Given the need for proper management and sustainability of these programs, special legislation has already been drafted by the Ministry of Tourism to institutionalize those entities and their responsibilities. The institution of clusters enhances the tourist and Sustainable Development of the country, as it contributes to the increase in the number of domestic and foreign visitors to the monuments, but also to the development of the local economies and communities that surround them.



Support for Environmental Organizations

At Nea Odos we support the important work of various environmental organizations and bodies that are active in the wider area of the motorways under our responsibility, such as the following:

- Forest Firefighting Volunteers of Afidnes
- Forest Firefighting Volunteer Forces of Rhodopolis Dionysos
- Civil Protection Volunteer Association of Kryoneri
- Civil Protection Volunteer Association of Agios Stefanos
- Volunteer Group of Kapandriti-Polydendri

The total amount of the 2021 contribution is €12,070.00



09.07 | Activities for the Protection of Stray Animals and Drivers

On the motorways under our responsibility, we track stray animals which are in danger due to vehicles and compromise the smooth and safe traffic flow.

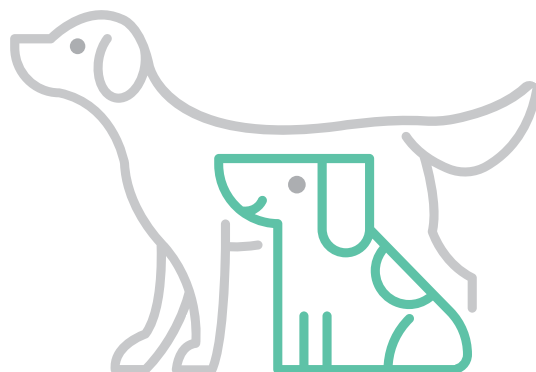
In 2021, 3,398 incidents involving animals were recorded (3,222 in 2020), such as animal entry on a motorway, information from users, tracking or non-movement of an animal, collision with an animal, tracking and collecting a dead animal. For this reason, we continue to take relevant measures by placing fencing along the motorway using special wire netting for the protection of both animals and drivers. Every year we make sure to reinforce the fencing that has been destroyed and install additional fencing to prevent fauna from entering the motorway.

- **From 2020 to the end of 2021, we added over 68,600 metres of fencing**
- **Total cost to date: €289,285**
- **At the same time, in 2021, at the motorway entry and exit intersections, we installed devices that, when they detect movement, emit a loud sound to prevent animals from entering. The devices are powered by small solar panels and are energy autonomous.**
- **303 new devices** (by the end of 2021)

Total installation and maintenance costs: €12,122

We have developed a steady and long-term collaboration with the Greek Animal Welfare Society, and we undertake covering the cost of collecting and transporting stray pet dogs, of vet care, vaccinations, monitoring, stays and the medical expenses of stray dogs that have been collected from the motorway. The animals are accommodated in specially designed hospitality and recovery areas before being transferred or adopted.

This year our activities amounted to €11,541.00



Connection to
the Sustainable
Development Goals
and Goal Setting



1. NO POVERTY



3. GOOD HEALTH
AND WELL-BEING



4. QUALITY
EDUCATION



17. PARTNERSHIPS
FOR THE GOALS

| Topic | Goal 2021 | Progress 2021 | Goal 2022 |
|----------------------------|--|--|---|
| Blood bank | Repeat blood collection drives | 137 Nea Odos' employees participated | Repeat blood collection drives |
| Stray animal management | Maintain and strengthen collaboration with the Greek animal welfare society | Ongoing | Maintain and strengthen collaboration with the Greek animal welfare society |
| Strengthening partnerships | Utilize the NEA ODOS' TOURS platform for engagement with the local community | 97,711 audio tours for platform visitors | Utilize the platform for engagement with the local community |



RESPONSIBLE OPERATION AND CORPORATE GOVERNANCE



8. 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.



9. INDUSTRY, INNOVATION
AND INFRASTRUCTURE

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.



11. SUSTAINABLE CITIES
AND COMMUNITIES

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.



16. PEACE, JUSTICE AND STRONG
INSTITUTIONS

16.5 Substantially reduce corruption and bribery in all their forms.

16.6 Develop effective, accountable and transparent institutions at all levels.



17. PARTNERSHIPS
FOR THE GOALS

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

BEING THERE FOR DRIVERS WITH SAFETY AND QUALITY SERVICES



3. GOOD HEALTH AND
WELL-BEING

3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.



9. INDUSTRY, INNOVATION
AND INFRASTRUCTURE

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.



11. SUSTAINABLE CITIES
AND COMMUNITIES

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.



17. PARTNERSHIPS
FOR THE GOALS

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

BEING THERE FOR OUR PEOPLE



8. 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.

BEING THERE FOR THE ENVIRONMENT



12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

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.

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

BEING THERE FOR SOCIETY



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



REPORT PROFILE

The Nea Odos Sustainable Development Report for 2021 is the company's 8th Annual Report.

In 2021, Nea Odos decided to rename its Corporate Responsibility Report to Sustainable Development Report. Responding to the ever-increasing demands regarding the disclosure of data and information on Sustainable Development and the company's performance in Environmental, Social and Governance matters, it has renewed/updated its strategy and framework, which are presented in the current Report.

The 2021 Nea Odos Sustainable Development Report, presents social, economic, environmental and governance issues in a transparent, concise and consistent manner. It focuses on the material issues, which the company has identified and manages, and explains how the company is responding to current challenges, sets out goals for the future and presents its performance. Through the Report, the company publicizes its priorities, risks, opportunities, and plans for the future, thus strengthening the channel of communication with the interested parties. The company has committed to publish a Sustainable Development Report on an annual basis.

The annual Report covers the period from 1/1/2021 to 31/12/2021. The 2021 Sustainable Development Report is available on the company website www.neaodos.gr, and more specifically, in the Corporate Social Responsibility section. Corporate Responsibility information is available on the company website and through the CSR Scorecard, which is updated on an annual basis.

Clarifications: New structure

On May 17th, 2021, the Concessionaire by letter No. 49087 to Directorate D17 informed that, in regard to the Operation and Maintenance Agreement signed after the approval of the Greek State, according to which the entire activity of the operation and maintenance of the Concession Project to the parent company of the GEK TERNA Group, REAL ESTATE CONSTRUCTION HOLDINGS COMPANY, the effective date of the said Agreement is May 17, 2021. The operating company is henceforth, responsible for the operation and maintenance of the concession project, which includes, among other things, patrols, toll management and the call centre.

Scope of Sustainable Development Report

The Report covers data concerning Nea Odos. Where it is considered important, information on the operating company is listed with a clear distinction between the concession company and the operating company, with reference to the time period the reported information covers. It covers information and data concerning the operation of the highways, with a clear distinction of responsibilities between Nea Odos and the new company that has taken over the management and operation of the highways.

The Report does not cover the construction of the project (which was officially completed in 2017), which was implemented by the EUROIONIA consortium (TERNA – TERNA Energy) which undertook the construction of the project on behalf of Nea Odos.

Occupational Accidents

The number of accidents excludes accidents involving seasonal employees who operate through an external company providing employment 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, E/M facilities maintenance, etc.).

Financial Information

The company in accordance with article 2 of N. 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 suppliers also include operating support to of the Central Greece Motorway, worth €36,565,697 and €52,540,511 for intra-company transactions.

The net sales of the motorway sector of Ionia Odos – A.Th.E. include the MTC and ETC toll revenues, revenues from other services and revenues from the lease of Motorist Service Stations.

External Assurance

For the 2021 Sustainable Development Report, we proceeded to the 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 2021 Sustainable Development 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, Sofia Papageorgiou
- **Representatives of Departments/Divisions – Content Managers:** Nikos Katapodis, Eygenia Soufi, Konstantinos Sideris, Foteini Lamprou, Natalia Manara, Giannis Marinopoulos, Eleni Nianiou, Anastasia Pnevmatikou, Panagiota Stasinou, Panagiota Tsousi, Giorgos Mavrikos, Eleni Kordolaimi, Christoforos Kotzageorgiou, Alexandra Delli, Christina Nikolaou, Maria Zografini, Mixalis Lagoudakis, Magdalini Mparouxou, Giannis Sioutis, Stelios Simopoulos, Panagiotis Galanopoulos, Giannis Orfanotis, Natalia Dasiou, Christos Bakaras, Sofia Papageorgiou, Nikos Gotsoulas, Anastasia Strouza and Antigoni Kazaneli.

Contact Point

You can contact us for comments, questions or suggestions.

Public Relations & Marketing Department

Address: 19, Nea Erythraias Avenue, Varibobi, 146 71

Headquarters: 87 Themistokleous Str., Athens

E-mail: pr@neaodos.gr

Tel.: (+30) 210-3447300

Fax: (+30) 210-6100301

GRI CONTENT INDEX

Statement of use

Nea Odos has reported the information cited in this GRI content index for the period 1st of January 2021 to 31st of December 2021 with reference to the GRI Standards.

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| | 302-2 Energy consumption outside of the organization | 77 |
| | 302-4 Reduction of energy consumption | 77, 78 |
| Water and Effluents | | |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | 76, 85, 86 |
| | 303-2 Management of water discharge-related impacts | 86, 87 |
| | 303-5 Water consumption | 86 |
| Biodiversity | | |
| GRI 303: Biodiversity 2016 | 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | 92 |
| | 304-2 Significant impacts of activities, products and services on biodiversity | 92 |
| | 304-3 Habitats protected or restored | 92, 93 |
| Emissions | | |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | 90 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | 90 |
| | 305-4 GHG emissions intensity | 90 |
| | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | 88 |
| Waste | | |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | 81, 82 |
| | 306-2 Management of significant waste-related impacts | 83, 84 |
| | 306-3 Waste generated | 81, 82 |
| | 306-4 Waste diverted from disposal | 84 |
| Supplier Environmental Assessment | | |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | 67 |

| Employment | | |
|---|---|---|
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | 97 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 98 |
| | 401-3 Parental leave | 98 |
| Occupational Health and Safety | | |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | 16, 102 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | 100, 101 |
| | 403-3 Occupational health services | 99-102 |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | 100, 101 |
| | 403-5 Worker training on occupational health and safety | 100 |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 99-101 |
| | 403-9 Work-related injuries | 102 |
| Training and Education | | |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | 104 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | 104 |
| Diversity and Equal Opportunity | | |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | 12, 96, 98 |
| Non-discrimination | | |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | No incidents of discrimination were recorded. |
| Local Communities | | |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | 34, 108-118 |
| | 413-2 Operations with significant actual and potential negative impacts on local communities | 108-118 |
| Customer Health and Safety | | |
| GRI 416: Customer Health and Safety 2016 | 416-1 Assessment of the health and safety impacts of product and service categories | 40-44, 55, 56 |
| | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | No incident of non-compliance were recorded. |
| Marketing and Labelling | | |
| GRI 417: Marketing and Labelling | 417-2 Incidents of non-compliance concerning product and service information and labelling | 13, 42 No incidents of non-compliance were recorded. |
| | 417-3 Incidents of non-compliance concerning marketing communications | No incidents of non-compliance were recorded. |
| Customer Privacy | | |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | 73 No incidents of substantiated complaints were recorded. |
| Technology | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | 44, 50, 62 |

| Interoperability | | |
|-----------------------------|-----------------------------------|--------|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | 61 |
| Toll rates | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | 63 |
| Electromobility | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | 66, 89 |
| Accidental Pollution | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | 80 |

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 2021 Corporate Responsibility Report of Nea Odos S.A. for the fiscal year ended on December 31st, 2021 (“selected data”), with reference to the Global Reporting Initiative (GRI) Standards (“GRI-Standards”).

Scope

We performed our engagement in accordance with the provisions of “International Standard on Assurance Engagements 3000 (Revised) - 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 2021 Corporate Responsibility Report, with regard to:

- The completeness and accuracy of quantitative data and the plausibility of qualitative information related to the GRI General Disclosures that are required as a minimum prerequisite for the “With reference” option, according to the GRI 102 Standard.
- The completeness and accuracy of quantitative data and the plausibility of qualitative information against the requirements of the respective GRI Standards for the Topic Specific Disclosures 201-1, 302-1, 305-1, 305-2, 401-1, 404-1, 404-3, 416-1, 418-1) meeting the GRI Standards “With reference” option requirements, in relevance with the following seven (7) material issues: “Economic Performance”, “Energy”, “Emissions”, “Employment”, “Training and Education”, “Local Communities” and “Customer Health and Safety”.

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 2021 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 by 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, 2021, as these were included in the 2021 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 2021 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:

- Performed interviews with personnel of the Company responsible for managing, collecting and processing data in order to obtain an understanding of key structures, systems, policies and relevant procedures applied.
- Applied audit procedures, on a sample basis, in order to collect and review audit evidence.
- Reviewing the GRI Content Index found on pages 124 to 127 of the 2021 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 ethical 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 2021 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 causes us to believe that the 2021 Corporate Responsibility Report does not meet the GRI Standards’ requirements of the “With reference” option.
- Nothing has come to our attention that causes us to believe that the Topic Specific Disclosures included in the 2021 Corporate Responsibility Report, as described in section “Scope”, are materially misstated.

Athens, 24/1/2023

The Chartered Accountant



Grant Thornton

Chartered Accountants Management Consultants
58, Katehaki Av., 115 25 Athens, Greece
Registry Number SOEL 127

Athina Moustaki

CPA (GR) Reg. No.28871

The best travel companion

