



SUSTAINABLE **DEVELOPMENT** REPORT

20 22





SUSTAINABLE
DEVELOPMENT
REPORT
2022



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MESSAGE FROM THE CEO

Rodianos Antonakopoulos
CEO



It is with great pleasure that we present to you the **9th Nea Odos Sustainable Development Report**, which reflects our vision and commitment to be the “**best travel companion**”, operating modern “green” motorways, of European standards, which contribute to the development of the national economy, ensure the protection of the environment and improve people’s quality of life.

In 2022 we are back on track for economic recovery with 40,669,227 passes, €178.7 million recorded revenue, and total investments of €1.4 million. Demonstrating flexibility and resilience, we focus on projects and initiatives that enhance road safety, reduce our environmental footprint, protect the environment, ensure energy efficiency of the overall concession project, promote electromobility while further integrating new technologies into our operation, strengthening local and national development, as well as creating value, both for our people as well as for the local communities.

More in detail, during this reporting period:

In the areas of **Road Safety and Quality of Services**,

- We invested €1.4 million in new construction and infrastructures and spent 227,306 hours on road maintenance.
- We initiated the construction of 4 Safe and Secure Truck Parking Areas (SSTPA) in M.S.S. Atalantis (A.Th.E.) and to M.S.S. Episkopikou (Ionia Odos).
- We restored the toll booths and installed new booths at the Afidnon Toll Station (A.Th.E.).
- We installed Energy Absorbing Systems for crashes, at interchanges, parking lots, M.S.S. and at the toll stations of the A.Th.E.
- We further enhanced automation in traffic management and incident prevention by utilising, for the first time on Greek motorways, artificial intelligence (AI) systems.

Regarding the **digitization of our services**, we are particularly happy as we have now reached 50,000 users of the all-in-one MyOdos motorway application, while at the same time we invested a total of €4,031,711 in **subscription programmes**, always aiming for the most efficient and faster service to users and drivers.

As far as the environment is concerned, we are working to create an increasingly “green” motorway following the roadmap of the 10-year CO2 emission reduction plan. We systematically monitor our environmental impacts and take measures to address climate change. In 2022, we made total investments of €2,042,129 for the protection of the environment. In the field of waste management, we recycled 39,320 kg of waste and 690 kg of compost from the first organic waste recycling programme in M.S.S.

Consistently and responsibly, we invest in major initiatives that save and produce clean energy, with the aim to gradually achieve energy autonomy of our infrastructures. We have completed the first pilot photovoltaic park on unexploited motorway slopes in Messolonghi, with a total capacity of 102 kWp, and we are in the process of investigating other unexploited land where we can implement similar projects.

At the same time, our role as an **accelerator of electric mobility** remains particularly important, since:

- We launched the operation of 8 V3 Tesla Superchargers at the Atalanti Motorist Service Station (M.S.S.) (4 per traffic stream).
- We put into trial operation in M.S.S. Malakasa (Sirios) the first and largest hybrid charging station for electric vehicles with photovoltaics in the parking canopies, after the supply and installation of the appropriate chargers. Its technical characteristics make it a pioneering project at the European level, of which we are particularly proud. It is one of the few fast charging stations in the world that is powered directly by the installed photovoltaics reducing losses by up to 10%.

At the same time, our primary concern remains the Health and Safety **of our people**, their continuous education and training, as well as creating a workplace free from all forms of violence, harassment, and injustice. We feel particularly satisfied as 63% of our employees are directly recruited from the Greek countryside, underscoring our commitment to becoming a catalyst for regional development in the country. In parallel, we ensure that we operate under ISO certified systems not only for compliance but also for the protection of our people.

With regards to **supporting local communities**, we continue to foster strategic partnerships with reputable agencies and organisations, investing €81.4 million to boost the development of the neighbouring regions, providing 7,004 free vehicle passes for vehicles travelling through the motorway in order to provide social work and €439,580 in free passes for vehicles of Persons with Disabilities (PWD).

To raise awareness amongst the general public about the importance of road safety, we trained 1,497 students through the flagship training and information programme “**Cycling Safely**” in collaboration with the Institute of Road Safety (I.O.A.S.) “Panos Mylonas”.

This year we also celebrated the opening of the **Traffic Training Park in M.S.S. Sirios built with the sponsorship of Nea Odos, as it is one of the most modern parks in Greece.**

We take great pride in our active role as a “Road Safety and Environment Sponsor” during the **Rally Acropolis 2022** initiative. In addition, we consistently lend our support to cultural, sporting and social initiatives promoted by over 40 organizations. Additionally, we collaborate with, and source from, 147 local suppliers as part of our commitment to support the local society and economy.

Our commitment to excellence is reflected in the growing number of awards we garner annually. A testament to this is our 2022 achievement of being honoured with the prestigious ‘Motorway of the Year’ title. This recognition underscores our dedication to delivering innovative services that cater to the needs of drivers.

The Annual Sustainable Development Report of Nea Odos each year mirrors the collaborative effort of the people of Nea Odos.

Therefore, I would like to extend my gratitude and congratulate everyone who contributed to this significant undertaking of documenting our work and actions

Rodianos Antonakopoulos
CEO

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NEA ODOS AT A GLANCE

CORPORATE GOVERNANCE AND OPERATIONS

€81.4 million

CONTRIBUTED TO SOCIAL DEVELOPMENT (SOCIAL PRODUCT)

€142,713 thousand

TURNOVER

40,669,227

TOTAL TOLL PASSES

DEVELOPMENT OF POLICY TO PREVENT AND COMBAT VIOLENCE AND HARASSMENT AT WORK

€124,130,727

SPENT ON NATIONAL AND LOCAL SUPPLIERS

CERTIFICATIONS

ISO 9001:2015

ISO 14001:2018

ISO 45001:2018

ISO 39001:2012

ISO 22301:2019

ROAD SAFETY AND QUALITY OF SERVICES

4

SAFE AND SECURE TRUCK PARKING AREAS UNDER CONSTRUCTION

227,306

HOURS SPENT ON ROAD MAINTENANCE

4,576

VEHICLES SAFELY TOWED

23,298

INCIDENTS IDENTIFIED AND MANAGED BY COMPANY PATROLS

43,746

METERS OF SAFETY BARRIERS REPLACED

€4,031,711

INVESTED IN SUBSCRIPTION PLANS/PROGRAMMES

4,014,358 km

TRAVELED BY OUR PATROLS

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EMPLOYEES		
24HR SUPPORT LINE FOR EMPLOYEES AND THEIR FAMILIES.	533 EMPLOYEES	€290,000+ IN HEALTH BENEFITS TO EMPLOYEES
1,850 HOURS OF TRAINING	€490,000 INVESTED ON EMPLOYEE HEALTH AND SAFETY	418 EMPLOYEES RECEIVED A PRODUCTIVITY PREMIUM
CARING FOR THE ENVIRONMENT		
1 ST AND LARGEST HYBRID ELECTRIC CAR CHARGING STATION IN GREECE AT M.S.S. MALAKASA (SIRIOS)	REPLACEMENT OF CONVENTIONAL STREET LIGHTING LAMPS WITH LED TECHNOLOGY IN A SECTION OF THE A.Th.E	ANNUAL WATER QUALITY MONITORING PROGRAM
39,320 kg OF WASTE RECYCLED	690 kg OF COMPOST FROM THE ORGANIC WASTE RECYCLING PILOT PROGRAM	€2,042,129 INVESTED ON ENVIRONMENTAL PROTECTION
PLAN TO REPLACE VEHICLE FLEET WITH 100% ELECTRIC VEHICLES		
SOCIETY		
1,497 STUDENTS TRAINED BY THE "CYCLING SAFELY" EDUCATION AND AWARENESS PROGRAMME ON ROAD SAFETY	7,004 FREE PASSES FOR VEHICLES PROVIDING SOCIAL WORK	€439,580 FREE TOLL PASSES FOR PEOPLE WITH DISABILITIES
4,000+ children 1,000+ PARENTS HAVE BEEN INFORMED BY THE UNION'S ACTIVE SUPPORT AGAINST CHILD ABUSE "ELIZA"	285 NATIONAL AND LOCAL SUPPLIERS	86 EMPLOYEE PARTICIPATIONS IN VOLUNTARY BLOOD DONATIONS

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ABOUT US



Nea Odos has undertaken the responsibility for the study, design, construction, operation, management, and maintenance of the Ionia Odos concession project, which spans a total length of 380 km and includes:

- The Ionia Odos motorway which stretches 196 km from Antirrio to Ioannina, (interchange with Egnatia Odos)
- The A.Th.E. motorway that is approximately 172 km long, extending from the Metamorphosis interchange in Attica to Skarfia in Fthiotida, passing through Kamena Vourla
- The connecting section of the A.Th.E. motorway, Schimatari – Chalkida, 11 km long

AS A CONCESSIONAIRE, WE ARE RESPONSIBLE FOR:

- The study and implementation of all necessary environmental, geotechnical and other road construction studies
- The design and construction of new motorway sections
- The implementation of improvement works on the existing motorway
- Traffic operation, control and monitoring, as well as emergency management
- Routine tasks, such as road cleaning.
- Maintenance of the entire infrastructure, buildings, and relevant vehicle equipment
- The collection and management of tolls
- The management of Motorist Service Stations (M.S.S.)

AT A GLANCE



196 km
KM MOTORWAY IONIA ODOS

172 km
MOTORWAY A.TH.E

11 km
SCHIMATARI - CHALKIDA

14

IONIA ODOS			
24 BRIDGES with a total length of approximately 7km	19 INTERCHANGES	4 FRONTAL TOLL STATIONS	5 LATERAL TOLL STATIONS
9 MOTORIST SERVICE STATIONS (M.S.S)	3 OPERATION AND MAINTENANCE CENTRES		
<p>The Ionia Odos motorway has a key role in the development of the Greek regional area, since it:</p> <ul style="list-style-type: none">• Connects the entirety of Western Greece, significantly upgrading major urban and rural centres like Ioannina, Arta, and Agrinio.• Provides vital links between the ports of Patras, Astakos, and Igoumenitsa, fulfilling a longstanding social demand• Improves accessibility to areas of high touristic and archaeological interest• Brings Epirus out of isolation			
A.Th.E MOTORWAY			
8 BRIDGES	19 INTERCHANGES	3 FRONTAL TOLL STATIONS	5 LATERAL TOLL STATIONS
5 5 MOTORIST SERVICE STATIONS (M.S.S)	1 TUNNEL CONTROL CENTRE		

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<p>The A.Th.E. serves as the country’s primary motorway, running from north to south and connecting Athens with regions such as Viotia, Fthiotida, Thessaly, and Macedonia. It also provides a link to Thessaloniki, the second-largest city in Greece. This motorway is the primary gateway to numerous national and natural parks, world heritage sites and resorts, holding undeniable national significance. The 172 km stretch of the A.Th.E. motorway managed, maintained and operated by Nea Odos is of utmost importance due to its proximity to the capital.</p>		
<h3>1.1. RESPONSIBLE OPERATION AND CORPORATE GOVERNANCE</h3>		
<p>The Corporate Governance system is a pivotal instrument in securing the company’s effective and competitive performance. It helps safeguard the integrity of the Board of Directors and fosters trusting relationships with shareholders and stakeholders. At the same time, it allows greater flexibility in managing new challenges.</p>		<p>At Nea Odos, our comprehensive Corporate Governance system, combined with our policies and procedures, emphasises transparency, integrity, and credibility. These core principles steer our role as a catalyst for growth and our commitment to enhancing both the environment and citizens’ quality of life through modern motorways.</p>
<h3>1.2. ORGANIZATIONAL STRUCTURE AND MANAGEMENT</h3>		
<p>The Board of Directors hold responsibility for all decisions concerning the management of the company, the management of its assets, the formulation of the business strategy and the fulfilment of the corporate mission. The members’ independent relationship with the company’s activities and operations provides greater impartiality and validity in decision-making. The CEO is responsible for executing the decisions of the Board of Directors, as well as overseeing the implementation of the company’s business strategy. Our organizational structure plays a pivotal role in achieving our strategic objectives, as well as</p>		<p>in carrying out company policies and initiatives. It also defines our relationships with key partners, collaborators and suppliers, enhancing our internal and external communication and ensuring our overall effectiveness.</p>

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In December 2022, the composition of the Board of Directors was:

COMPOSITION OF THE BOARD OF DIRECTORS (31.12.2022)	
POSITION	NAME
1. Chairman	Emmanouil Vrailas
2. Vice Chairman	Emmanoul Moustakas
3. CEO	Rodianos Antonakopoulos
4. Member	Alexandros – Iosif Aligizakis
5. Member	Vasileios Delikaterinis
6. Member	Christos Zaribas
7. Member	Andromachi Pasallidou
8. Member	Pinelopi Lazaridou
9. Member	Evangelos Kareklas
10.Member	Vaia Chouchourelou

GENDER RATION AND AGE DISTRIBUTION OF THE BOARD OF DIRECTORS			
GENDER	MEMBERS	<30	30-50
Women	3	-	1
Men	7	-	2
Total	10	-	3

1.3. REGULATORY COMPLIANCE

At Nea Odos, exceeding our formal obligations is a common practice while, setting targets to continually enhance our performance across all operational aspects. Compliance with national and European legislation is a top priority. We stay informed about legal and institutional changes to ensure we fulfil our legal obligations and meet the expectations of our social partners.

In 2022:

- No incidents of corruption were reported, nor was any cooperation terminated due to corruption-related violations
- There were no identified incidents of non-compliance with driver safety laws or regulations
- No incidents of manipulation or breaches of regulations in the areas of communication, marketing, advertising, and sponsorships were identified
- No incidents of environmental degradation due to the operation and maintenance of the motorways were identified

- There have been cases of imposition of monetary fines related to non-compliance with the timetables in relation to environmental legislation. More specifically, monetary fines were imposed based on the provisions in paragraph 1 a) of Article 13 of JMD 146896/2014, which pertains to drilling in the Menidi and Amfilochia areas. Due to the tight schedules for the motorway’s completion, the exact timelines related to drilling were not adhered to. These are 2 fines for a total amount of €3,072.

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1.4. ETHICS AND CORPORATE COMMUNICATION		
In 2022, there were no incidents of non-compliance regarding the communication of our services or the sponsorship initiatives that we implemented. We adhered to the standards of professional ethics and ethical behaviour towards our citizen-clients, as clearly outlined in the Greek Advertising-Communication Code set by the Communication Control Council (C.C.C.).		
CODE OF ETHICS AND CONDUCT		
The Code sets out the fundamental principles that must be respected by all: employees, subcontractors, suppliers, partners and any other interested party. It strengthens cooperation, mutual trust, ensures integrity in the working environment, but also the reputation of the company. Its content aligns with national legislation, international regulations and treaties, as well as international standards such as ISO 9001, ISO 14001, ISO 45001, ISO 19600, ISO 37001, ISO 22301, and SA 8000.		
POLICY ON PREVENTING AND COMBATING VIOLENCE AND HARASSMENT AT WORK AND MANAGING AND RESPONDING TO INTERNAL COMPLAINTS CONCERNING INCIDENTS OF VIOLENCE AND HARASSMENT		
At Nea Odos we have zero tolerance for incidents of violence and harassment in the workplace. We have adopted a policy that emphasises acceptable behaviour, preventative measures against violence and harassment, the rights and obligations of all employees regardless of their position, and guidelines for addressing incidents of violence and harassment. This policy also outlines the process for submitting and managing complaints and ensures the protection and rights of victims.		
1.5. FINANCIAL PERFORMANCE		
The Financial Statements for the fiscal year 2022 were developed in accordance with the International Financial Reporting Standards, based on the relevant legislative provisions. In 2022, the company embarked on a path of economic recovery, as evidenced in the annual Financial Statements. The full reports are posted on our website		
(https://www.neaodos.gr/about/finance)		

In 2022 there were 15 incidents of non-compliance with financial legislation, corresponding to fines of €4,729.1.

NET SALES (IN TH. €) (31/12)	2022 IFRS	2021 IFRS	2020 IFRS
Exploitation segment of Ionia Odos - A.Th.E. Motorway	141,566.2	124,505.78	113,805.39
Construction segment of Ionia Odos Motorway	1,147.0	-	2,021.67
FINANCIAL INFORMATION (IN TH. €)	2022 IFRS	2021 IFRS	2020 IFRS
Net Sales	142,713.2	124,505.78	115,827.06
Other operating income	35,561.0	35,802.25	48,223.82
Revenue from financial investments	416.0	732.19	518.99
Total income	178,690.2	161,040.22	164,569.87
Operating cost	109,228.0	84,428.14	66,594.31
Employee salaries and benefits	1,506.0	6,264.43	12,430.42
Payments to providers of capital	34,139.8	35,270.82	13,642.02
Net profit / (loss) before taxes	11,045.0	10,800.99	26,442.17
Net profit / (loss) after taxes	20,670.0	11,672.33	24,960.48
Total payments to state bodies (taxes paid)	11,180.9	12,117.24	13,456.33
Company investments	1,359.0	15,908.97	8,663.06
Total capitalisation	417,504.8	438,645.36	457,136.11
Equity	259,293.0	238,593.03	223,421.15
Total liabilities	243,495.0	279,770.25	306,514.29
Total assets (in million €)	502,787.0	518,363.28	529,935.44

COMPENSATION FOR LOSS OF EARNINGS

In 2021, the Greek State issued compensations totalling €28,033,410.63, including:

- a) A sum of €5,125,149.45 compensated for the revenue loss during the first half of 2021, attributed to the delayed operation of toll stations
- b) A sum of €9,448,261.18 compensated for the revenue loss during the second half of 2021, due to the delayed operation of toll stations
- c) A sum of €13,460,000.00 served as compensation for the revenue loss in the first half of 2021, mainly due to the impacts of the Covid-19 pandemic

Within 2022 the company submitted to the State requests for compensation for loss of revenue:

- a) €21,654,497.45, due to non-timely operation of the toll stations for the first and second half of 2022 (€9,585,474.09 and €12,069,023.36).
- b) €1,757,684.12, due to the suspension of toll collection at the Gavrolimni side toll station for the first and second halves of 2022 (€854,400.97 and €903,283.15).

TOTAL PASSES AND ELECTRONIC TOLL COLLECTION SYSTEM (ETC)

	2022			2021			2020		
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	40,669,227	29,423,866	11,245,361	34,983,369	25,970,587	9,012,782	31,335,768	23,948,833	7,386,935
Number of non-exempted electronic transactions performed in Nea Odos' Toll Stations (ETC)	18,245,927	14,179,923	4,066,004	14,432,775	11,448,999	2,983,776	9,203,817	7,773,380	1,430,437
Percentage	44.9%	48.2%	36.2%	41.3%	44.1%	33.1%	29.4%	19.4%	29.4%

1.6. INTEGRATED MANAGEMENT SYSTEM

As a company we implement an integrated quality management system according to international standards, which has been certified and inspected by independent external bodies. As the first concessionaire company certified with ISO 22301:2019, we are committed to the concept of Business Continuity, taking into account the assessment and effective response to serious and unforeseen emergencies, such as fire disaster, extreme weather events, accidents, pandemic consequences, etc., as well as the prevention of interruption of critical services. The key objective of Business Continuity Management is to ensure that the company is prepared to resume normal

operations, prioritizing the safety of our employees, users, and infrastructure. Regarding ISO 3900, starting from 2021, it is solely certified by the operating company since it has taken over the responsibility of the patrol fleet.

In 2022, three new procedures were integrated into Nea Odos' Management Systems (ISO 9001:2015, 14001:2018, 45001:2018, 22301:2019), and six were updated. The operating company introduced a new procedure and revised two others, in addition to updating the snow removal plan for the Athens-Thessaloniki Motorway and the Ionia Odos.

1.7. ATTENDANCE AT CONFERENCES

To address issues directly related to Sustainable Development, we actively participate in workshops, speeches and conferences. Our contribution to the public dialogue centres on topics such as:

- Promoting safe driving
- Protecting the environment and biodiversity
- Developing quality and digital services
- Update on the range of actions we implement at both national and local levels

1.8. AWARDS

Our contribution to Sustainable Development - and to society at large- is recognized and rewarded by bodies that closely monitor the activities of organisations that implement relevant policies and carry out targeted actions with long-term impact. The prizes and awards we garner are not merely objectives in themselves; therefore, we take special pride in the recognition of the unwavering dedication our team by independent entities.

Nea Odos:

Winner of the Bronze Award in the category “Responsible Action for Climate” at the Hellenic Responsible Business Awards 2022, for its innovative environmental initiatives



Received the “Winner” award in the framework of the Health & Safety Awards 2022, organised by BOUSSIAS and the Manufacturing magazine, for the Business Continuity Management System



Received the Green Award in the “Best Green Project” category, as part of the Green Awards 2022, for its initiatives in the fields of recycling, electrification, and solar energy



CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING

SUSTAINABLE DEVELOPMENT GOALS	TOPIC	GOAL 2022	PROGRESS 2022	GOAL 2023
 	Participation in Global initiatives and communication	Implementation of research and co-financed European programmes	4 safe and secure truck parking areas under construction	Completion of studies, construction, and possible pilot operation
			Continued participation in ECODRIVE research project	Completion of research programme
		Improving communication	Improving communication through digital channels and promotional campaigns	Improving the communication of commitments
	Renewal of certifications	Annual Recertification: ISO 9001	Completed	Annual Recertification: ISO 9001
	Business Continuity	Annual Recertification: ISO 22301	Completed	Annual Recertification: ISO 22301
		Training on at least 2 seminars on Business Continuity	NO/KO: All (3) planned exercises were implemented	100% implementation of the readiness and business continuity exercise programme
		Training on at least 2 seminars on Business Continuity	Operations: 31 out of the 35 planned exercises were carried out	100% implementation of the readiness and business continuity exercise programme
		At least 25 hours of Business Continuity training	NO/KO and Operations: 1 general training was implemented	NO/KO: trainings in 2 departments 1.Technical 2.QSE Operations: trainings in 4 departments 1.Maintenance 2.Toll operations 3.IT 4.QSE

02

OUR APPROACH TO SUSTAINABLE DEVELOPMENT



Sustainable Development stands as a paramount priority and guiding principle for our operational approach. Our emphasis is on delivering services that seamlessly integrate the highest standards of road safety with people centric, high-quality, and innovative solutions.

The recently renewed Sustainable Development framework, established in 2022, enables us to further enhance and reinforce our approach and actions, and improve our performance.

Our goal is to generate value.

Through each of our actions and initiatives, we are committed to support the:



Human



Financial



Social



Industrial and Intellectual



Natural capital

AT A GLANCE



1,049

RESPONSES TO THE SUSTAINABLE DEVELOPMENT SURVEY



EXTENSIVE SUSTAINABLE DEVELOPMENT SURVEY FOR THE 7TH YEAR IN A ROW

4

SUSTAINABLE DEVELOPMENT PILLARS

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FOCUS AREAS

40

SUSTAINABLE DEVELOPMENT MATERIAL TOPICS

HOW WE CREATE VALUE

HUMAN CAPITAL

- 533 employees
- 3,805 hours for employee training
- 44 new hires

FINANCIAL CAPITAL

- €142,713.2 th. turnover
- 40,669,227 toll passes
- €1,359 th. in investments

INDUSTRIAL AND INTELLECTUAL CAPITAL

- €1,359 th. invested in infrastructure and new constructions
- Automation in traffic management and incident prevention
- 66 vehicles in company fleet
- 32 patrol vehicles
- ~50.000 subscribers on MyOdos all-in-one App

Certifications:

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

SOCIAL PRODUCT

- € 81.4 million social product
- We have supported 147 suppliers from the local community
- Traffic management park in M.S.S Sirios

NATURAL CAPITAL

- Road traffic noise monitoring programme
- 27 hybrid and electric vehicles
- 14 sampling and laboratory tests for the water quality monitoring programme
- €2,042,129 invested for the protection of the environment
- €900,000 invested in the first and largest hybrid electric car charging station in Greece



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 recognise 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
Responsibility
The strength of our people
Integrity



ACTIVITY AND RESPONSIBILITY

Design, Construction, Operation, Management and Maintenance of Motorways

HUMAN CAPITAL

- 137 employees trained
- €1,506,0 th. spent on wages and benefits
- 63% th. spent on wages and benefits

FINANCIAL CAPITAL

- €178,690,2 th. income
- €11,180.9 th. in state agencies
- €124 million in suppliers

INDUSTRIAL AND INTELLECTUAL CAPITAL

- €8.9 million through the MyOdos App for subscriber account feedback
- Replacement of 43,746 meters of safety parapets
- 35,531 incidents handled
- 4 heavy vehicle safe parking areas under construction
- 50,677 hours of snow removal
- 4,014,358 km covered by the patrols

SOCIAL PRODUCT

- 154,893 free toll passes for people with disabilities
- Rally Acropolis 2022 "Road Safety and Environment Sponsor"
- We collaborated and supported more than 40 agencies
- € 51,800 in sports support initiatives
- 105,343 audio tours of Nea Odos by December 2022
- 56 bottles of blood collected

NATURAL CAPITAL

- Environmental Strategy Go Green
- 10-year plan for CO₂ reduction
- 278 environmental inspections in our facilities
- The first photovoltaic park on a motorway
- 690 kg of compost from the organic waste recycling system
- Completion of the hybrid station for the charging of electric vehicles
- Comprehensive plan to replace our vehicle fleet with 100% electric vehicles
- 1,200 bushes were planted in the urban part of A.Th.E

INFLOWS

VALUE CREATION

OUTFLOWS



2.1. THE PILLARS OF OUR STRATEGIC FRAMEWORK FOR SUSTAINABLE DEVELOPMENT

Sustainable Development represents a strategic priority and a long-term commitment for us. It is an integral part of our operational ethos, guiding our adaptability in the face of rapid changes in our surroundings.

Our perception, and the actions we formulate to address social and environmental challenges, such as urbanisation, technological advancements climate change, harmonizing motorways with natural landscapes, accessibility, equitable economic and social development, innovation, and the provision of safe services for the general public, all constitute

vital components of our strategy. We are diligent in objectively assessing our performance and continually setting new objectives. Our growth aligns with the integration of emerging technologies and innovative capabilities. Simultaneously, we design our development strategy with a human-centric and long-term perspective.

OUR FRAMEWORK IS BASED ON 4 PILLARS:



Road safety and
service quality



Human
resources



Contribution to
society



Care for the
environment

The Sustainable Development Report enables us to share with all stakeholders the ways in which Sustainability permeates all our activities and operations, along with the outcomes of our efforts. The Report primarily centres on our strategy, future goals and performance.

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SUSTAINABLE DEVELOPMENT PILLARS

CORPORATE GOVERNANCE AND OPERATIONS

8

DECENT WORK AND ECONOMIC GROWTH

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

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SUSTAINABLE CITIES AND COMMUNITIES

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PEACE AND JUSTICE STRONG INSTITUTIONS

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PARTNERSHIPS FOR THE GOALS

Governance and Operation Systems
Strategy and Development
Responsible Supply Chain

Being there for drivers with Safety and Quality Services

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

3

GOOD HEALTH AND WELL-BEING

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

11

SUSTAINABLE CITIES AND COMMUNITIES

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PARTNERSHIPS FOR THE GOALS

Being there for our People

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

8

DECENT WORK AND ECONOMIC GROWTH

Being there for the Environment

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

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RESPONSIBLE CONSUMPTION AND PRODUCTION

13














































CLIMATE ACTION

Being there for Society







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

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PARTNERSHIPS FOR THE GOALS

SUSTAINABLE DEVELOPMENT REPORT 2022							29
PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKE-HOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
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.	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
		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					
	Modern work environment and corporate culture	Meritocratic recruitment procedures				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					

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKE-HOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
Being there for the Environment	Climate Change	Electromobility	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	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.	<div><div>12</div><div>CLIMATE ACTION</div></div> <div><div>13</div><div>CONSUMERS</div></div>
		Energy Consumption	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		
		Fuel consumption	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		
		Management of emissions	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		
	Interaction of infrastructure and physical environment	Protection of biodiversity	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	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	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		
	Pollution Management	Accidental pollution	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	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	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		
		Management of air pollution	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		
	Resource management	Natural resources (water)	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	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.	
	Raw materials	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>			

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKE-HOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
Being there for Society	Education and training on Health and Safety	Training and education on road safety	<div></div>	<div></div>	<div></div>	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.	<div></div>
	Development of local community	Supporting local initiatives	<div></div>	<div></div>	<div></div>	This is the overall positive contribution to local economies and societies from the company's activities. It includes local investments, programmes, 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	<div></div>	<div></div>	<div></div>		
	Social solidarity	Indirect economic impacts from the operation of Nea Odos	<div></div>	<div></div>	<div></div>	It refers to Corporate Social Responsibility programmes and actions aimed at strengthening social cohesion, addressing local social inequalities and ensuring overall social cohesion.	
		Social solidarity	<div></div>	<div></div>			
Corporate governance and operations	Governance and operation systems	Corruption and transparency	<div></div>	<div></div>		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	<div></div>
		Ethical governance	<div></div>	<div></div>			
		Management systems	<div></div>	<div></div>	<div></div>		
		Regulatory compliance	<div></div>	<div></div>	<div></div>		
		Business continuity	<div></div>	<div></div>	<div></div>		
		Private data protection	<div></div>	<div></div>			
	Strategy and development	Financial performance of Nea Odos/ Market presence	<div></div>	<div></div>	<div></div>	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)	<div></div>	<div></div>	<div></div>	It refers to the company's criteria for selecting suppliers and partners based on criteria such as quality, environmental compliance, certifications and human rights.	

ΜεγάλοΜεσαίοΜικρό

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2.2. STAKEHOLDER ENGAGEMENT

At Nea Odos, the Sustainable Development Report is a valuable tool that reinforces our commitment and strengthens our relationship with stakeholders. We view stakeholders as key drivers for development, contributing to the creation of value.

STAKEHOLDER GROUPS	EXPECTATIONS/MAIN ISSUES	COMMUNICATION MECHANISMS	COMMUNICATION FREQUENCY	COMMUNICATION OUTCOMES
Employees	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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• Online and social media presence	Continuous	<ul style="list-style-type: none">• Establishment of Development Centres• Action to improve the working environment• Recognize the company as a fair employer• Increase efficiency• Reduction of leaves
Motorway Drivers	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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)• MyOdos App	Daily	<ul style="list-style-type: none">• Improvement of infrastructure• Upgrading signage• Stabilization of safety feeling in the motorway• Quality and immediate customer service• Provision of discount programmes• Greater understanding of future issues that may arise or potential price increases
Local Communities	<ul style="list-style-type: none">• Stimulate the local economy by creating new jobs• Indirect positive financial effects and development of the wider region• Improve standard of living• Sponsorships - charity initiatives and social investments• Respect and protection of local environmental wealth• Retain high level of service	<ul style="list-style-type: none">• Meetings with representatives of local communities• Consultation with local associations and bodies of residents• Local media	On regular time intervals/ Daily	<ul style="list-style-type: none">• 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

SUSTAINABLE DEVELOPMENT REPORT 2022				33
STAKEHOLDER GROUPS	EXPECTATIONS/MAIN ISSUES	COMMUNICATION MECHANISMS	COMMUNICATION FREQUENCY	COMMUNICATION OUTCOMES
Local Government	<ul style="list-style-type: none">Comprehensive information regarding impacts from the company's operation on a local levelAccountability and taking measures where necessaryStrengthen local agents' and local government's initiatives	<ul style="list-style-type: none">Direct communication with administrative structures at local level	On regular time intervals	<ul style="list-style-type: none">Collaboration for voluntary initiatives
Shareholders	<ul style="list-style-type: none">Financial performance, efficiency, dividend distributionRegular and correct information/reportingEffective governance mechanismsLeadership in the industry and positive reputationProvide high quality services and develop innovationsDevelop partnerships	<ul style="list-style-type: none">Board of Directors meetings and General AssembliesRegular reportingCompany websiteBalance Sheets and Financial StatementsSustainable Development ReportCSR Scorecard and online engagement surveyCorrespondence and business meetingsCertifications	On regular time intervals	<ul style="list-style-type: none">Detailed recording of the environmental and social impacts of company's operation and their disclosure through the Sustainable Development ReportAdopt new practices, better resource management and improved crisis response
NGOs	<ul style="list-style-type: none">Support NGOs goalsEconomic supportPublic awareness	<ul style="list-style-type: none">Company websiteDepartment of Public RelationsSustainable Development ReportCSR Scorecard and online engagement survey	On regular time intervals	<ul style="list-style-type: none">Develop joint awareness campaignsStrengthen the social profile of the companyLink business operation with social causes
Activists	Reduction of toll rates which are not subject to corporate decisions	According to company policies	When deemed necessary	Interventions where possible to ensure smooth driver service
Ministries and Structures of Public Administration	<ul style="list-style-type: none">Good operation of the motorwayFully inform the supervisory authority on matters relating to the operation of the infrastructure.Compliance with the contractual obligations set out in the Concession AgreementEnvironmental performanceOptimal management of road safety and zero accidentsExtension of contracts / additional worksCreate new jobsEffective communication and cooperation	<ul style="list-style-type: none">Correspondence, phone communication and work meetingsWorkshops / Representative meetingsOfficial reportsVisits, inspectionsSustainable Development ReportCSR Scorecard and online engagement survey	On regular time intervals/ Daily	Fulfilment of the obligations arising from the Concession Agreement
Emergency Services	<ul style="list-style-type: none">Compliance with lawsSupport to Emergency Services work (Traffic Police, Ambulances, Fire Department, Civil Protection etc.)Effective communication and cooperationTechnical equipment	<ul style="list-style-type: none">Scheduled and unscheduled meetings with Emergency Services representativesCorrespondence, phone communication and work meetings	Daily	<ul style="list-style-type: none">Carrying out readiness exercises at a more intensive paceEffective incident/crisis management

34				
STAKEHOLDER GROUPS	EXPECTATIONS/MAIN ISSUES	COMMUNICATION MECHANISMS	COMMUNICATION FREQUENCY	COMMUNICATION OUTCOMES
Financial Institutions	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Correspondence, phone communication and work meetings 3 and 6-month reports Official reports Sustainable Development Report CSR Scorecard and online engagement survey 	On regular time intervals	<ul style="list-style-type: none"> Study of social and environmental risks Project Financing/ Instalment Disbursement
Partners, Suppliers and Subcontractors	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Procurement department Ongoing communication with partners in the implementation of projects Correspondence, phone communication and work meetings 	On regular time intervals/ Daily	<ul style="list-style-type: none"> Compliance with terms of agreement and deadlines Improving relationships, quality and cooperation
Institutions, Associations, Academic Community	Exchange of knowledge and know-how	Participation in conferences and seminars	On regular time intervals	Review and re-adjustment of practices
Media	<ul style="list-style-type: none"> Clear strategic plan, which includes relations with journalists and mass media Constant updates and exclusives Advertising costs 	<ul style="list-style-type: none"> Public Relations/Marketing Department Correspondence and telephone communication Interviews/interventions Online press releases Personal communication Social media and video distribution platforms 	On regular time intervals/ Daily	<ul style="list-style-type: none"> Informing the public Effective corporate reputation management
Other motorways	<ul style="list-style-type: none"> Perfect coordination at the interface points Collaboration, sharing of knowledge and addressing common issues "at the sector level" Adoption of common good risk and opportunity management practices Interoperability Healthy competition Promotion of sectoral issues 	<ul style="list-style-type: none"> Email Telephone communication Hellastron meetings 	On regular time intervals	<ul style="list-style-type: none"> Adoption of common practices and exchange of know-how and information More effective management of road safety issues with an emphasis on prevention
Operations	<ul style="list-style-type: none"> Collaborate, share knowledge and address common issues Immediate response to Health and Safety issues 	<ul style="list-style-type: none"> Personal communication Email Telephone communication 	Continuous	<ul style="list-style-type: none"> 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





2.3. SUSTAINABLE DEVELOPMENT SURVEY

Each year we conduct comprehensive research that yields measurable insights into our stakeholders' perceptions of Sustainable Development and our performance. The survey covers a wide range of topics closely linked to our priorities, including corporate governance, road safety, the services delivery, human resources, the natural environment, and our overarching contribution to society and the local communities of adjacent municipalities.

1,049

RESPONSES

94.23%

DRIVERS/FAST
PASS NEA ODOS
SUBSCRIBERS

3.85%

NEA ODOS PERSONNEL

1.92%

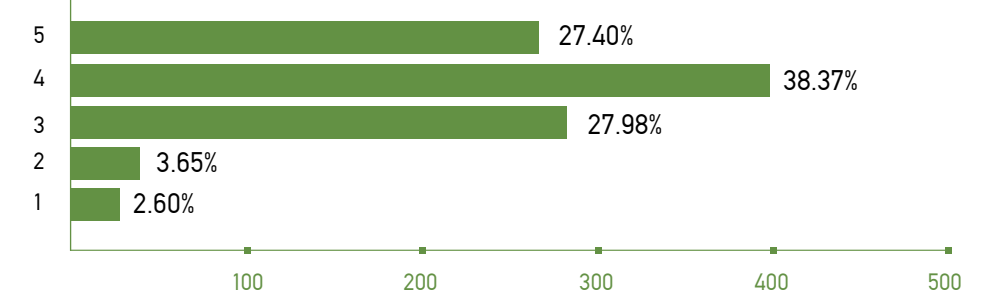
OTHER

- Out of 1,049 participants in the 2022 survey, 65.9 % stated that they had read/been informed about the online "Sustainable Development-At a Glance" scorecard.

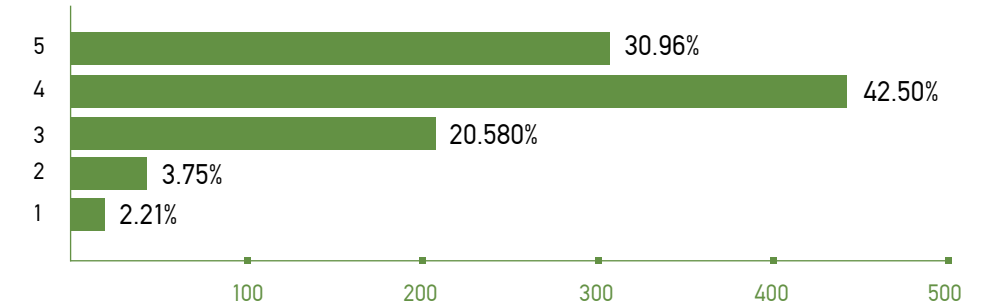
- Of these, 80.8% stated that they had found all the information they were looking for on the company's performance on Sustainable Development.

INDICATIVE ANSWERS

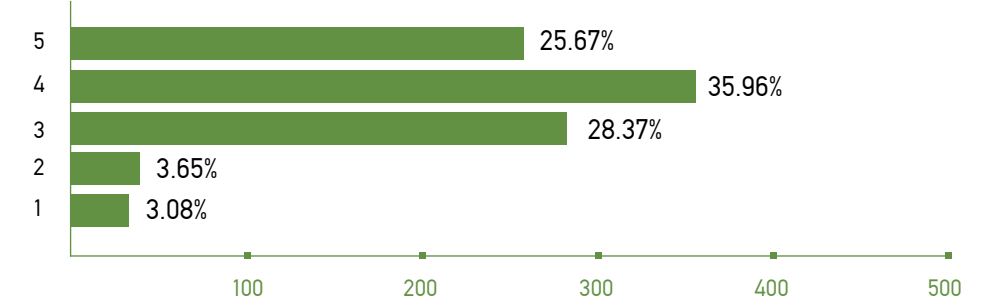
How satisfied are you overall with the company's performance on Human Resources-related matters?



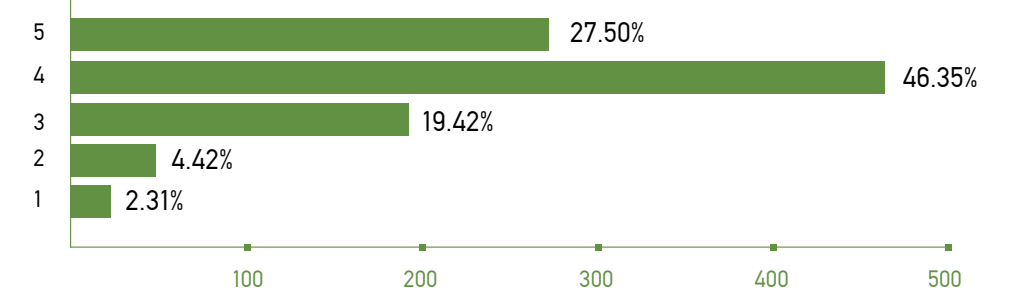
How satisfied are you overall with the company's performance on corporate governance and operational matters?



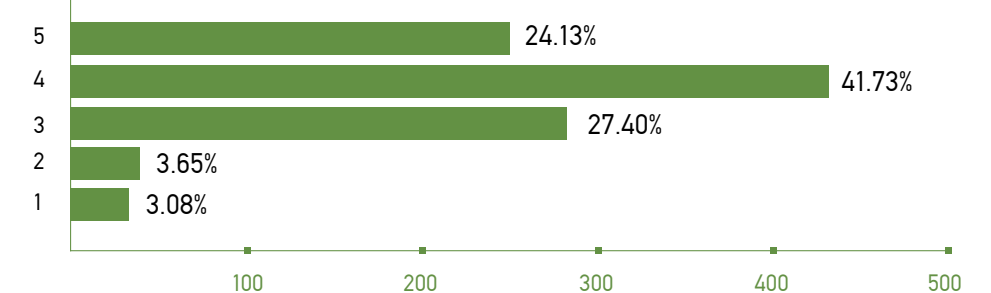
How satisfied are you with the company's overall performance on social responsibility matters?

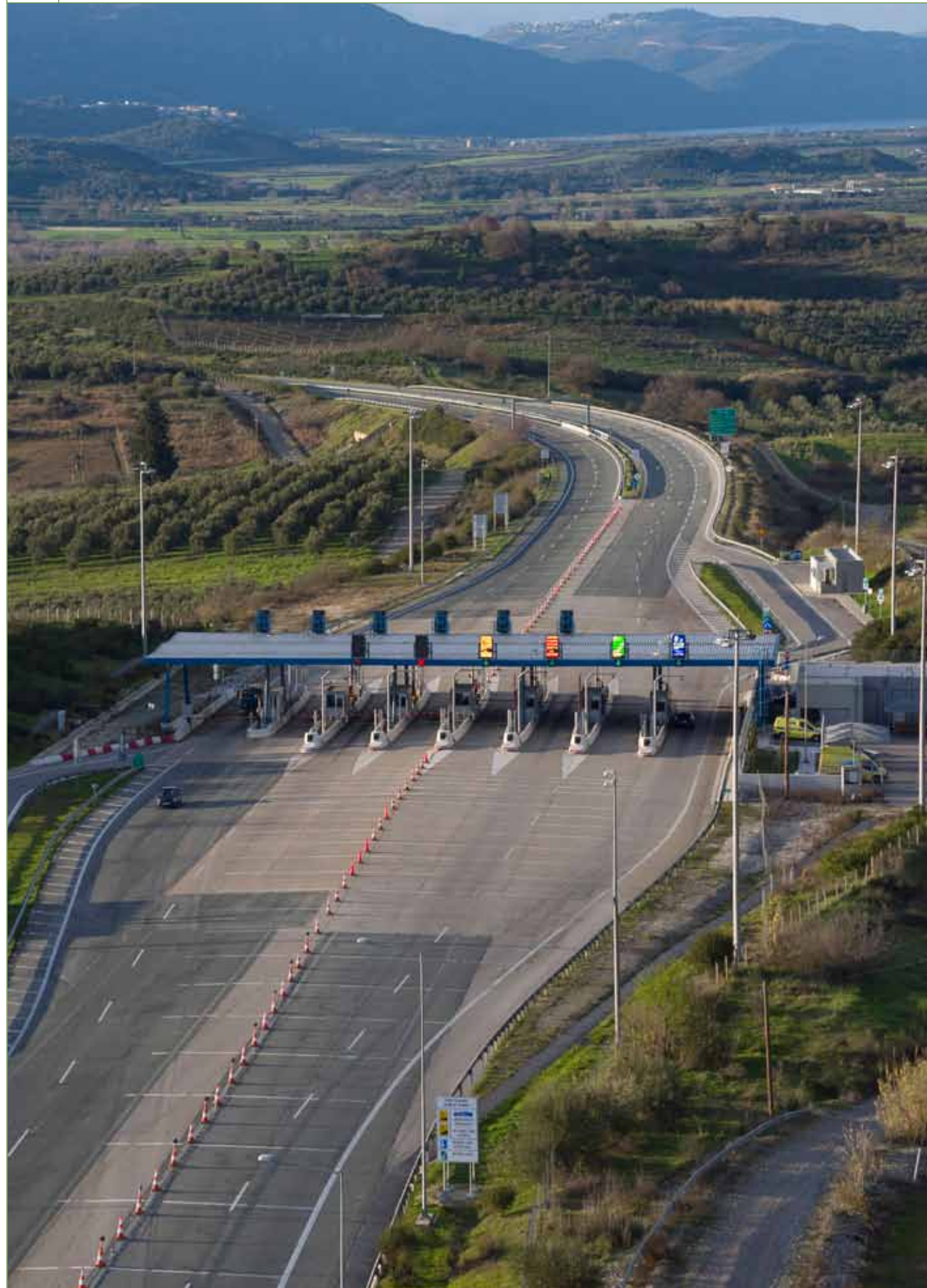


How satisfied are you with the company's overall performance on road safety and quality of services?



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





2.4. IDENTIFICATION OF MATERIAL TOPICS

In 2022, we initiated a review and enhancement of our strategic approach, resulting in modifications to the company's material topics. The Report now introduces our updated materiality matrix and our integrated strategic approach.

The insights derived from the annual survey proved to be invaluable, helping us identify the priorities of the stakeholders, and subsequently, refining our strategy and compiling this Sustainable Development Report.

OUR METHODOLOGY:

01

STEP ONE

Identification and documentation of topics considered as most significant, based on their impact on the sectors where the company operates, and defining the magnitude of their impact.

02

STEP TWO

Assessment with an emphasis on the severity of their impact on the company, and their influence on stakeholder evaluations and decisions

03

STEP THREE

Validation of the topics to ensure the content of the Report encompasses the company's significant economic, environmental, and social impacts.

04

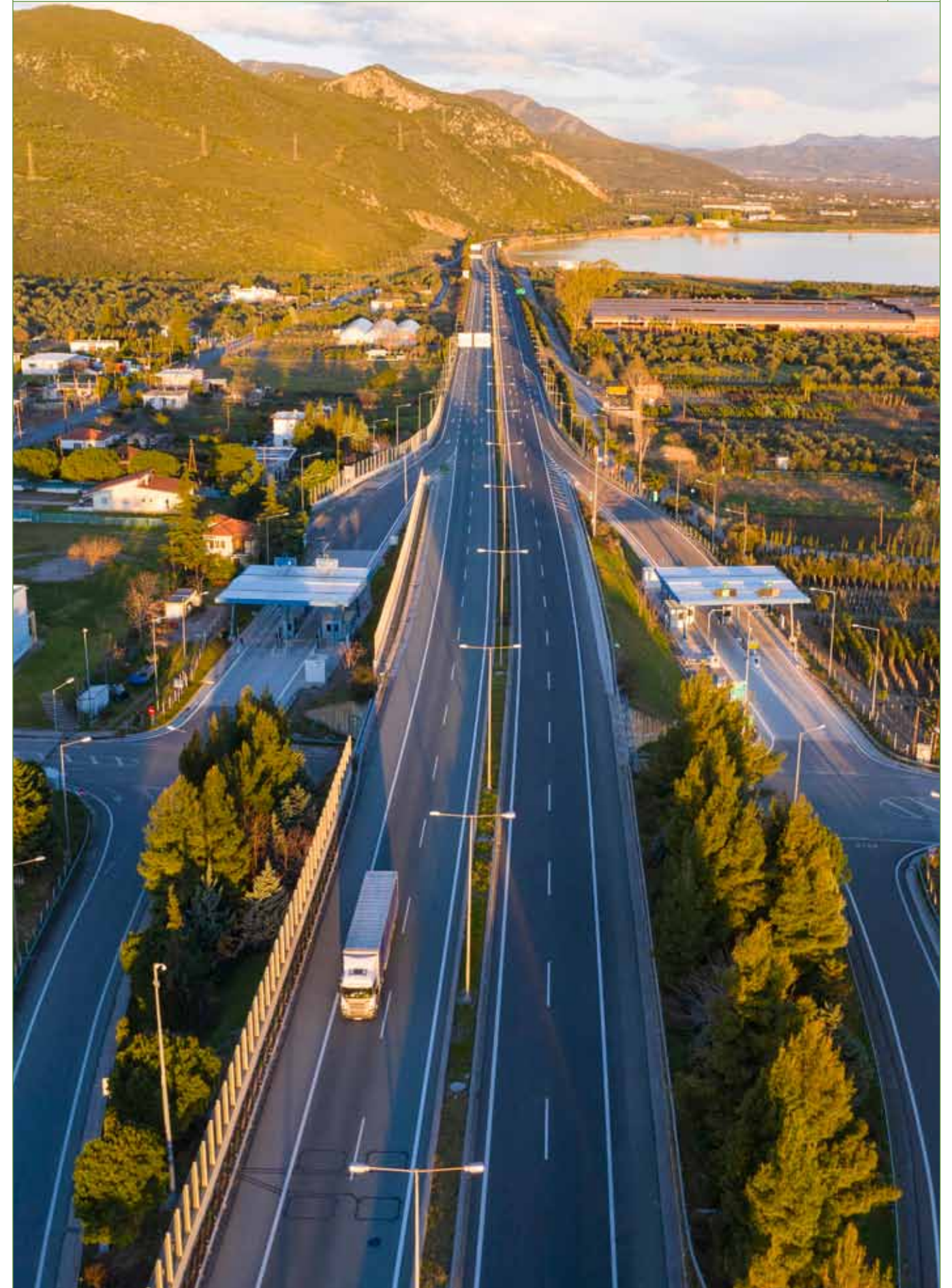
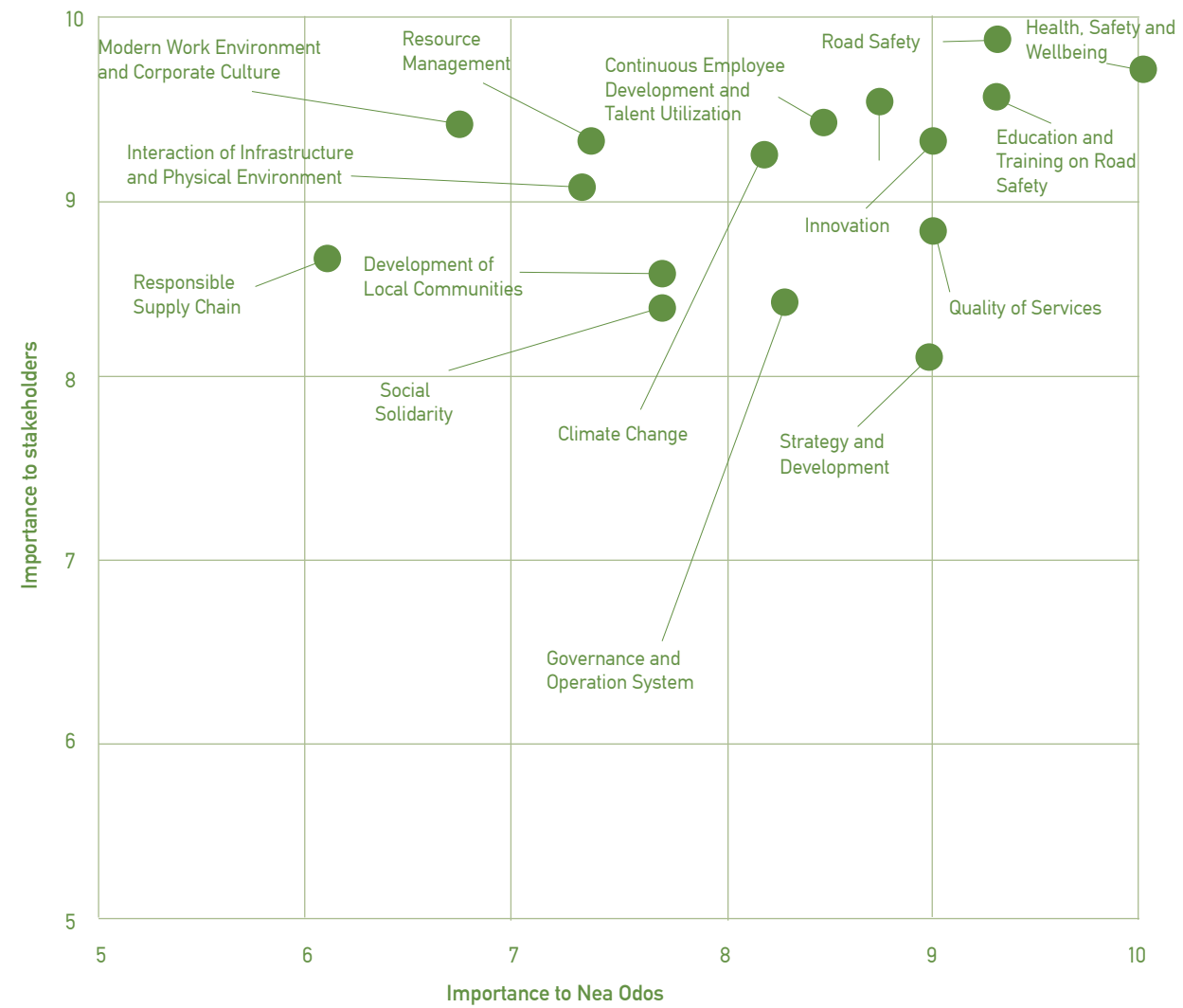
STEP FOUR

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

2.5. PARTICIPATION IN BODIES

We are members and actively partake in notable Greek, European, and international bodies that champion causes aligned with our operational areas, responsible entrepreneurship, and Sustainable Development. Our aim is to foster dialogue, social cohesion, and collaborations while also enhancing the company's reach and its role in society

- HELLASTRON
- IOAS
- HICS
- CSR Hellas
- POADEP OBSERVATORY
- DIAZOMA



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2.6. SUSTAINABLE DEVELOPMENT MANAGEMENT

In 2022 we invested a total of €137,254.50 in the following actions::

- Development of corporate strategy
- Engagement, as a member, in national and international bodies
- Participation in partnerships and collaborations
- Communicating our actions and initiatives to our stakeholders and the wider public

MANAGEMENT OF SUSTAINABLE DEVELOPMENT (IN €)	2022	2021	2020
Corporate Strategy	2,200	19,300	17,035
Participations and Partnerships	37,750	49,079.35	65,719.35
Communication	97,304.50	316,255.50	103,676.50
Total	137,254.50	384,634.85	186,430.85

SUSTAINABLE DEVELOPMENT TEAM


The Sustainable Development Team is comprised of representatives from all departments, who have taken on specific responsibilities and execute actions in line with the company's plan and priorities. As an integral part of the corporate culture, Sustainable Development requires the active participation of all employees.

The team's responsibilities include:

- Overseeing the process for the preparation of the annual Sustainable Development Report
- Gathering, assessing, and ensuring the quality of collected data
- Drafting policies and procedures and informing employees
- Suggestions for enhancing the culture of sustainable development, including educational initiatives

- Participation in the implementation of initiatives and actions

The overall coordination and management of these issues is undertaken by the Public Relations & Marketing department.

SUSTAINABLE DEVELOPMENT REPORT 2022				43
<h2>CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING</h2>				
SUSTAINABLE DEVELOPMENT GOALS	TOPIC	GOAL 2022	PROGRESS 2022	GOAL 2023
 	Stakeholder Engagement	Implementation of the renewed Sustainable Development campaign to stakeholders	Achieved with 1,049 responses	Implementation of the renewed Sustainable Development campaign to stakeholders
			Integrating survey results into the depiction of material topics	Integration of survey results in our company's strategy
		Update of the CSR Scorecard	CSR Scorecard has been updated	Update of the CSR Scorecard content
		Update of the company website	Work in progress	Publication of our new company website
		Strengthening the company's presence on digital media	Addition of Instagram as a new communication channel	Continuous
	Employee training on Corporate responsibility and Sustainability	Continuous training	Hours of training on Sustainable Development NO/KO: 2 Operations: 2	Continuous training

03

BEING THERE FOR DRIVER WITH SAFETY AND QUALITY SERVICES



We dedicate a thoughtfully curated combination of processes, actions, human and material resources to ensure the safety and quality of the services we offer.

Our commitment involves maintaining modern motorways that adhere to European standards, ensuring the secure transit of citizens and delivering high quality services. Our aspiration is for our services to contribute to the national economy, promote environmental protection, and enhance the quality of life in society. In response to the growing needs of the regions surrounding our motorways, driver requirements and technological advancements, we continuously enhance both the quality and range of our services.

OUR MAIN PRIORITIES ARE:

- Infrastructure security
- Prompt and effective incident management
- Servicing drivers - subscribers by offering a wide range of services
- Providing a high standard of road safety services
- Enhancing driver-infrastructure interaction through advanced technology
- Offering modern toll payment alternatives
- Responsibility within the supply chain

AT A GLANCE



40,669,227

TOLL PASSES

227,306

HOURS FOR ROAD MAINTENANCE

43,746

METERS OF SAFETY BARRIERS

165

PASSES WITH LOADS OF WIND TURBINES FROM THE MOTORWAY

93%

STATE THAT THEY FEEL VERY/ FAIRLY SAFE WHEN DRIVING ON NEA ODOS

6,670

VEHICLE TOWING, OF WHICH 966 WERE HEAVY VEHICLES

102,207


INCOMING CALLS TO THE EMERGENCY CALL CENTRE

€8.9 million


THROUGH THE MYODOS APP FOR SUBSCRIBER ACCOUNT TOP-UPS

46


THE BIGGEST CHALLENGES IN THE FIELD OF ROAD SAFETY:



Reduction of traffic accidents







Limiting the effects of accidents



Prevention of secondary accidents

The combined experience and expertise of our team ensure the highest level of safety for travellers. In addition to Motorist Service Stations, the establishment of secure temporary parking areas, and ongoing patrols, we have emergency response teams, a dedicated emergency number (1075), SOS phones along the motorways, Traffic Management Centres, and a customer service call centre available to drivers. Concurrently, at Nea Odos, we continuously monitor and assess the condition of the motorways we manage in real time, conducting both scheduled and unscheduled maintenance to maintain their high quality.


PASSES BY VEHICLE CATEGORY

VEHICLE CATEGORY	TOTAL NEA ODOS	A.TH.E	IONIA ODOS
Category 1 	310,122	215,685	94,437
Category 2 	32,779,067	23,489,206	9,289,861
Category 3 	3,390,056	2,588,327	801,729
Category 4 	4,189,982	3,130,648	1,059,334


3.1. SIGNAGE

Comprehensive signage is a significant factor in the modern motorway. Timely and accurate information, conveyed through both conventional and variable message signs, plays a pivotal role in enhancing the driving experience and, most importantly, ensuring safety.


WE DISTINGUISH THE FOLLOWING SIGNAGE CATEGORIES:




Emergency signage



Mobile signage



Signage for short-term work



Signage for long-term works

SUSTAINABLE DEVELOPMENT REPORT 2022		47
<p>During daily preventive technical inspections, signage is meticulously examined, and any necessary interventions are carried out. Variable Message Signs (VMS) hold equal significance, as they provide comprehensive information about the prevailing conditions on the motorways, any traffic regulations, and emergency incidents.</p> <p>At the same time, road safety messages are displayed through the VMS.</p> <p>During 2022:</p> <ul style="list-style-type: none">• We installed 1 new Variable Message Sign (VMS) in the Schimatari – Chalkida section, an investment of a total value of €120,000. <h3>3.2. INFRASTRUCTURE MANAGEMENT AND MAINTENANCE SYSTEM</h3> <p>Systematic documentation of the infrastructure, road surface monitoring, planning of necessary interventions, and assessing their effectiveness are all part of our comprehensive motorway maintenance and management program. We take pride in our Road Infrastructure Management and Maintenance System, designed to meet the requirements of both the Ionia Odos and the A.Th.E. section.</p>		
<p>TYPES OF INFRASTRUCTURE MAINTENANCE:</p> <ul style="list-style-type: none">• Preventive maintenance• Improvement Maintenance		
<p>The technical department of Nea Odos has developed the Structural Adequacy Monitoring Program for Concrete Structures as a vital tool for planning maintenance work. This program involves a comprehensive schedule of routine inspections and systematic interventions across 350 major technical sections, bridges and crossings. The aim is to record the results of the visual inspections, evaluate them,</p>		<p>identify needs and carry out priority interventions in the structures, if necessary.</p> <p>37 km OF THE MOTORWAY WERE PAVED IN THE SECTION OF A.Th.E METAMORPHOSIS-SKARFIA</p>
STRUCTURAL ADEQUACY MONITORING PROGRAM		
 The bridges, overpasses and underpasses of the Schimatari – Chalkida connecting branch were inspected.	 The findings were examined and included in the next years' heavy maintenance planning.	

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 numerous advantages in terms of capture speed, accuracy, resolution, detail of measurements and minimal disruption to users. Furthermore, this approach eliminates the need for project signage and the occupation of 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 CONSTRUCTION AND RENOVATIONS COMPLETED OR STARTED IN 2022

- Restoration of toll plazas and new booths of the middle toll lanes of Afidnes (A.Th.E.)
- Construction of electric charging points (Tesla) in the M.S.S. of Atalanti (A.Th.E.)
- Arrangement of waters of the Helidonou stream
- Installation of Energy Absorbing Systems at interchanges, parking areas, M.S.S. and at the toll stations of the A.Th.E. motorway.
- Construction of 4 Safe & Secure Truck Parking Areas (SSTPA) in the M.S.S. of Atalanti (A.Th.E.) and in the M.S.S. of Episkopiko (Ionia Odos)
- Landscaping in the M.S.S. of Malakasa (A.Th.E.) and construction of a Traffic Training Park

50									
MANHOURS FOR ROAD MAINTENANCE									
Road Maintenance by Category	2022			2021			2020		
	Total Nea Odos	A.Th.E.	Ionia Odos	Total Nea Odos	A.Th.E.	Ionia Odos	Total Nea Odos	A.Th.E.	Ionia Odos
Green Areas and Trees	49,992.38	24,651.82	25,340.57	81,511.40	61,020.78	20,490.62	49,026.22	24,410.35	24,615.87
Cleanliness	42,243.97	22,034.03	20,209.94	41,055.13	23,707.32	17,347.81	39,419.58	22,639.25	16,780.33
Motorway Drainage System	15,465.35	9,365.95	6,099.40	24,209.45	11,294.95	12,914.50	20,293.57	11,752.92	8,540.65
Road Surface	11,254.10	6,316.00	4,938.10	12,207.41	8,296.50	3,910.91	16,090.30	13,609.10	2,481.20
Buildings	5,451.41	4,231.41	1,220.00	4,868.91	3,646.91	1,222.00	10,372.20	9,539.20	833.00
Other (transportation, materials, tidiness etc.)	9,797.37	8,463.32	1,334.05	10,448.40	8,748.21	1,700.19	11,250.59	9,377.13	1,873.47
Tunnels, Cut and Cover, Landfills and Trenches	2,912.08	2,200.98	711.10	3,536.84	2,731.07	805.77	6,012.48	5,177.08	835.40
Motorway Signage	11,208.00	9,187.70	2,020.30	11,103.35	8,747.13	2,356.22	17,813.10	10,864.87	6,948.23
Shoulder, Traffic Islands, Kerbs-Gutters and Sidewalks	7,124.90	6,539.37	585.53	10,932.88	10,000.00	932.88	11,407.68	10,575.18	832.50
Motorway Safety and Protection Equipment	14,514.48	10,119.72	4,394.77	18,582.05	12,737.88	5,844.17	24,211.92	22,704.40	1,507.52
Common and Special Bridges	306.10	280.62	25.48	310.57	285.52	25.05	371.32	353.45	17.87
Support Walls and Avalanche Retaining Walls	243.42	148.90	94.52	811.63	744.18	67.45	789.53	706.82	82.72
Winter Maintenance	56,792.99	48,648.70	8,144.29	69,362.74	56,155.75	13,206.99	26,523.07	21,851.50	4,671.57
Firefighting	0.27	0.07	0.20	3.14	2.82	0.32	4.45	4.15	0.30
Signage Bridges	-	-	-	181.00	3.00	178.00	-	-	-
Total	227,306.82	152,188.58	75,118.24	289,124.90	208,122.02	81,002.88	233,586.01	163,565.40	70,020.63
MANHOURS FOR ROAD MAINTENANCE									
2022	<div></div> 227,306.82								
2021	<div></div> 289,124.90								
2020	<div></div> 233,586.01								
2019	<div></div> 251,093.33								
2018	<div></div> 221,269.75								

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MANHOURS FOR ROAD INFRASTRUCTURE INSPECTION									
Road Infrastructure per Category	2022			2021			2020		
	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	3,937	3,797	140	5,259.45	2,542	2,717.45	1,777.50	1,085.50	692
Tunnels, Cut and Cover, Landfills and Trenches	875.27	286.03	589.23	1,217.38	510.95	706.43	751.48	301.78	449.70
Motorway Safety and Protection Equipment	4,315.39	1,028.39	3,287	4,441.45	1,386.79	3,054.66	2,559.73	1,016.40	1,543.33
Road Surface	1,703.40	961.77	741.63	1,236.99	405.92	831.07	1,4291.72	1,223.87	197.85
Motorway Drainage System	1,590.65	756.42	834.23	2,798.48	1,863.47	935.01	2,506.40	1,717.60	788.80
Motorway Signage	619.22	325.45	293.77	999.56	325.03	674.53	720.78	379.48	341.30
Cleanliness	-	-	-	-	-	-	744	-	744
Common and Special Bridges	800.02	119.60	680.42	664.81	198.98	465.83	356.23	260.53	95.70
Support Walls and Avalanche Retaining Walls	336	177	159	351	241	110	484.50	389.50	95
Shoulder, Traffic Islands, Kerbs-Gutters and Sidewalks	1,257.90	900.85	357.05	932.39	633.72	298.67	515.88	370.98	144.90
Buildings	70	-	70	-	-	-	-	-	-
Green Areas and Trees	147	62	85	130	70	60	216	112	104
Other (transportation, materials, tidiness, etc.)	-	-	-	70	70	-	-	-	-
Signage Bridges	7.32	2.80	4.52	3.65	3.57	0.08	11.50	11.50	-
Total	15,659.16	8,417.31	7,241.85	18,105.15	8,251.43	9,853.72	12,065.72	6,869.14	5,196.58
SAFETY BARRIERS REPLACEMENTS 2022									
A.Th.E.: Length 40,983.7 metres (3,546.9 due to damage, 37,436.8 in the context of upgrading)			Ionia Odos: Length 2,590.5 metres (1,240,5 due to damage, 1,350 in the context of upgrading)			Schimatari-Chalkida: Length 172.0 metres (due to damage)			

In the process of road infrastructure restoration, we take into account the results of road inspections, observations made by patrols and other specialised personnel, as well as feedback and comments received from drivers through our Customer Service Department.

IN 2022, THE FOLLOWING DATA WERE RECORDED ON MOTORWAY INFRASTRUCTURE:

A.Th.E.: 2,171 breakdowns (3,140 breakdowns in 2021)	Ionia Odos: 1,937 breakdowns (2,508 breakdowns in 2021).
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MANHOURS FOR ROAD INFRASTRUCTURE REPAIRS

Road Infrastructure per Category	2022			2021			2020		
	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	5,937.40	4,034.27	1,903.13	7,187.47	4,679.35	2,508.12	5,708.55	3,266.75	2,441.80
Road Surface	1,898.55	1,156.62	741.93	1,996.56	761.28	1,235.28	2,494.15	1,073.25	1,420.90
Motorway Signage	386.37	152.59	233.78	484.92	291.88	193.03	445.50	241.75	203.75
Motorway Drainage System	230.35	13.40	216.95	239.85	27.87	211.98	239.82	113.87	125.95
Buildings	325.93	80.23	245.70	311.85	59.08	252.77	385.98	92.65	293.33
Shoulder, Traffic Islands, Kerbs-Gutters and Sidewalks	168.67	16.53	152.13	62.82	3.15	59.67	76.65	14.83	61.82
Other (transportation, materials, tidiness etc.)	45.50	-	45.50	-	-	-	112.50	112.50	-
Common and Special Bridges	-	-	-	-	-	-	69	-	69
Tunnels, Cut and Cover, Landfills and Trenches	93.20	6.50	86.70	45	-	45	601.50	572.00	29.50
Green Areas and Trees	13.00	-	13.00	3	3	-	24.50	16.50	8
Support Walls and Avalanche Retaining Walls	8.70	-	8.70	-	-	-	-	-	-
Total	3,170.27	1,425.88	1,744.40	10,331.47	5,825.62	4,505.85	10,158.15	5,504.10	4,654.05

OVERSIZED VEHICLES AND SPECIAL LOADS

With a strong emphasis on safety, and to facilitate the movement of vehicles carrying special loads (such as wind turbine sections, which have seen a significant increase in transportation recently and are expected to grow further due to the green transition), at Nea Odos, we adhere to specific procedures:

- When entering cargo into the motorway
- When moving cargo on a motorway artery
- When exiting cargo from the motorway

	TOTAL NUMBER OF LOADS / TRUCKS PASSING WIND TURBINES FROM THE MOTORWAY A.Th.E.: 36 Ionia Odos: 129
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INCIDENT DETECTION CAMERAS – AID (AUTOMATIC INCIDENT DETECTION)

Since the inception of motorway operations, incident detection cameras were installed in the tunnels as a mandated by the concession contract. However, it was decided to extend this network of cameras to all the interchanges and cover the entry and exit points of the motorways.

The system’s objective is to detect the entry of animals and individuals onto the motorway, as well as vehicles moving in the opposite direction, ensuring immediate response from the responsible entities and averting accidents. The groundbreaking system equipped with AID (Automatic Incident Detection) cameras incorporates image analysis software, with all incidents promptly reported to the Traffic Management Centres (T.M.C.).

By the end of 2021, the pilot installation of 9 total AID cameras had been completed: 8 cameras in the section of the A.Th.E. motorway plus 1 on Ionia Odos.

In 2022, it was decided to expand the system to additional interchanges and the installation of cameras was completed as follows:

A.Th.E.: 10

Ionia Odos: 24



TRAFFIC SURVEILLANCE CAMERAS

Open-air CCTV

A.Th.E.: 150 Ionia Odos: 139 Schimatari – Chalkida: 8

Tunnel CCTV

A.Th.E.: 134 Ionia Odos: 150 Schimatari – Chalkida: 0



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. They are staffed with specialised scientists and personnel and are equipped with the most advanced technical and technological equipment.

THESE CENTRES RECEIVE:

- Emergency calls through SOS phones
- Collect and examine important information in each incident
- Analyse traffic data and, when necessary
- Mobilise 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, at Nea Odos there are also special Maintenance Centres which are usually the bases for the competent Fire and Police departments.

BACKUP AND “SMART” TRAFFIC MANAGEMENT CENTRES AND TUNNEL CONTROL CENTRES

Technology promotes sustainability and enables high levels of efficiency and effectiveness. A system of backup and “smart” Traffic Management Centres (T.M.C.) and Tunnel Control Centres (T.C.C.) operates and complements the work of existing Centres in case of emergency. Their staffing and activation are immediate, thus ensuring business continuity and speedy incident management on motorways.

Specifically, they have:

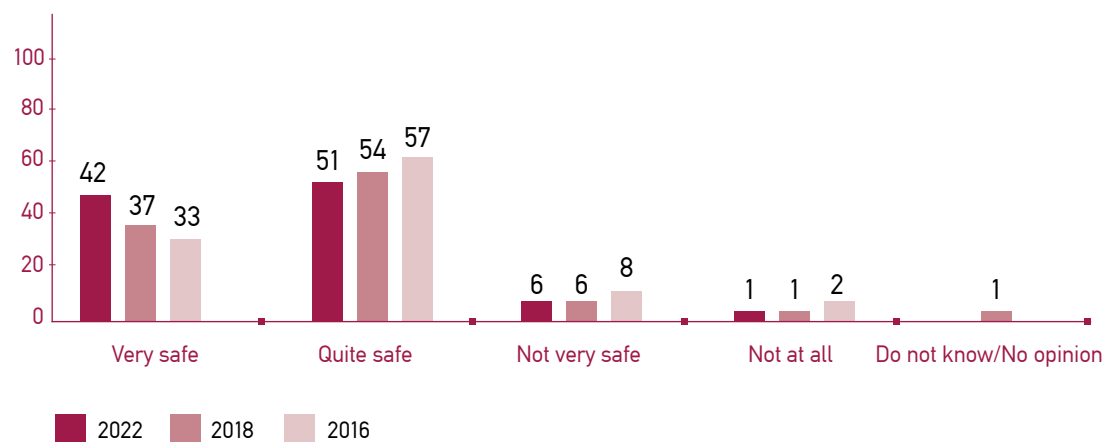
Ionia Odos: 4 “on standby”, unmanned Traffic Management Centres in 4 tunnels

A.Th.E.: 2 backup, unmanned substation buildings in the tunnels of Agios Konstantinos. In case of emergency, the Traffic Management Centre for the tunnels of Agios Konstantinos can act as a backup for the Traffic Management Centre of Sofades on the E65 motorway.

ROAD SAFETY PATROLS

These are specially equipped vehicles with trained personnel, which operate on a 24-hour basis along motorways, 365 days a year, with the ultimate goal of ensuring motorway safety and the protection of human life. Appropriately trained personnel identify and handle incidents, inspect the entirety of the infrastructure, remove any objects from the roadway, manage signage during emergencies, and escort vehicles when deemed necessary. For each vehicle belonging to the fleet, a unique Enterprise Resource Planning (ERP) record is kept in which maintenance and technical work is recorded, according to the profile defined by its manufacturer.

HOW SAFE DO YOU FEEL TRAVELLING ON NEA ODOS?



PUBLIC OPINION MAPPING

Opinion Surveys

The evaluation of our services by drivers and insight into their expectations from our company serves as a valuable source of information for pinpointing areas of improvement and shaping our strategy. At Nea Odos, we systematically consider the requests and opinions of drivers who use our motorways. In this context, we carry out surveys throughout the year in order to be able to adjust our strategy and the actions we implement, taking into account the views of our stakeholders. In 2022, a **Survey on the Habits and Attitudes of Individual Subscribers** was conducted on behalf of the Fast Pass Nea Odos service, aiming to document the habits and attitudes of subscribers utilizing our motorways.

INCIDENT MANAGEMENT

Anthropogenic climate change has led to the intensification of weather phenomena and extreme events such as fires and landslides. As a result, climate change considerations hold a significant role in our operational strategy, aimed at enhancing our preparedness. Our certification according to the Business Continuity Management System ISO 22301:2019 enables the immediate implementation of necessary traffic regulations, always in cooperation with the Traffic Police, to avoid issues or potential accidents. The same approach applies during demonstrations, races, or special exercises that occur periodically.

Traffic Arrangement due to Mobilizations

- February: Due to demonstrations at various points along the motorway (A.Th.E)
- April 10th : At the Gavrolimni motorway, on the way towards Ioannina, due to mobilisations caused by the resident (Ionia Odos)

Readiness Exercises

- April 12th: Readiness exercise “Knimida 2022” at S2A Tunnel, with the cooperation of the Fire Services, the Motorway Traffic Management Services and the National Emergency Centre (A.Th.E.)
- November 1st, 2022: Readiness exercise at “Klokova 2022” Tunnel, with the cooperation of the Fire Services, the Motorway Traffic Management Services, and the National Emergency Centre for the preparation of involved parties in the event of an emergency (Ionia Odos).

Winter Maintenance Exercises

- November 1st: Winter maintenance exercise- snow removal (under the name “Kaliftaki 022”). The exercise included a scenario of immobilization of vehicles in the Kaliftaki area, due to extreme weather conditions and diversion of traffic (A.Th.E)
- November 15th: Winter maintenance- snow removal exercise (under the name “Theologos 2022”) for the maintenance and safe operation of the motorway, as well as to improve communication between the Motorway Traffic Maintenance Authority and the winter maintenance subcontractors (A.Th.E).
- November 22nd: Winter maintenance exercise with a scenario of immobilised truck due to extreme weather conditions and diversion of Traffic (Ionia Odos).

State of High Readiness

- March 9-13th and 19-22nd: According to the weather forecast from the Meteorological Centre and the report published by the Civil Protection, the company’s emergency response mechanisms were elevated to a high state of readiness due to extreme weather phenomena (A.Th.E).
- January 11-13th and 21-26th: According to the weather forecast from the Meteorological Centre and the report published by the Civil Protection, the company’s emergency response mechanisms were elevated to a high state of readiness. (A.Th.E).

LANDSLIDES

January: For precautionary reasons, The Emergency Lane remained closed due to landslides observed in K.P. 167+300. (A.Th.E.).

TOWED VEHICLES	A.Th.E			IONIA ODOS		
	2022	2021	2020	2022	2021	2020
Conventional Vehicle Recovery	3,900	3,643	3,608	1,804	1,663	1,437
Heavy Vehicle Recovery Unit	676	573	500	290	241	190
Total	4,576	4,216	4,108	2,094	1,904	1,627
TOTAL INCIDENTS BY CATEGORY						
	2022		2021		2020	
Vehicles breakdown	20,511		19,723		17,848	
Obstacles – spillage – moving hazard	9,193		9,418		9,899	
Other incidents	3,985		3,866		3,608	
Accidents and crashes	1,430		1,457		1,188	
Abandoned vehicles	412		400		372	
Total	35,531		34,864		32,915	
NEA ODOS AVERAGE RESPONSE TIME BY INCIDENT TYPE (IN MINUTES)						
	2022		2021		2020	
Accidents and crashes	9.2		10.0		9.5	
Vehicles breakdown	6.9		6.1		6.6	
Abandoned vehicles	4.8		3.8		2.7	
Obstacles – spillage - moving hazard	6.8		5.9		8.2	
Other incidents	3.7		3.8		5.2	
AVERAGE RESPONSE TIME BY AGENT (IN MINUTES)						
Agent	2022		2021		2020	
Nea Odos	6.7		6.0		7.0	
Fire Brigade	7.5		10.6		9.9	
Vehicle Recovery Unit	28.2		28.4		27.5	
Ambulances	16.0		19.0		18.4	
Traffic Police	19.7		22.2		20.1	
Heavy Vehicle Recovery Unit	45.3		45.0		45.3	

TRAFFIC MANAGEMENT INDICATORS				A.TH.E.		IONIA ODOS		SCHIMATARI-CHALKIDA	
Vehicle kilometres travelled (million km)				1,533		514		*	
Incidents identified by Patrol – Company employees				13,304		9,252		742	
Incidents identified by the four-digit emergency number				4,035		1,863		85	
Incident detected though ERT				1		7		0	
Incident detected from CCTV and AID				1,035		2,566		31	
Incidents detected by Police, Roadside assistance or third parties				1,795		735		80	
Average incident clearing time (minutes)				106.0		74.6		185.6	
*There are no data from toll stations in this section									
MANAGEMENT OF IMMOBILISED VEHICLES									
IMMOBILISED VEHICLES INCIDENTS	2022			2021			2020		
	A.Th.E.	Ionía Odos	Schimatari-Chalkída	A.Th.E.	Ionía Odos	Schimatari-Chalkída	A.Th.E.	Ionía Odos	
Flat tire	2,729	1,100	85	2,470	864	97	2,465	739	
Mechanical failure	7,295	4,235	325	7,349	3,736	304	7,151	2,987	
Fuel	978	404	57	820	313	49	757	266	
Other	957	1,314	37	1,024	1,353	37	1,023	835	
Unrecorded	955	653	33	1,215	1,360	313	770	875	
Total	12,914	7,706	537	12,878	7,626	800	12,166	5,702	
Driver sickness (it is a separate event and it is not included in the report of immobilized vehicles)	74	33	4	70	38	1	53	20	

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EXTREME WEATHER RESPONSE AND WINTER MAINTENANCE

The ensure adequate preparation for extreme weather conditions., such as heavy snowfall or frost on the road surface, our winter maintenance program adheres to best practices and the stringent specifications.

In collaboration with the Athens Observatory, we have established a weather forecasting platform focused on the motorways. This platform provides us with precise weather forecasts, enabling quicker and more effective responses to emergencies.

Additionally, throughout the year, we plan and execute a multitude of targeted actions, focusing on the following points:

- Procurement of sufficient quantities of salt for the entire length of each motorway
- Operation of refuelling stations at strategic locations
- Efficient arrangement of snow removal machines
- Keeping manholes and drainage infrastructure clean

- Improved reflectivity of horizontal and vertical markings
- Carrying out preparedness exercises with the participation of all emergency response actors
- Close cooperation of all parties involved

The winter maintenance program is carried out through the operation of the Snow Removal Centres, which are located in the following locations:

- **Section of the A.Th.E. motorway:** Varibobi, Markopoulo, Schimatari, Thiva, Akrefnia, Martino, Tragana, Latomio.
- **Ionia Odos Motorway:** Messolonghi, Amfilochia, Philippiada, Terovo and Episkopiko.

2022		
A.Th.E		
12 snow removal vehicles owned by the company	68 contractors snow removal vehicles	50,677.6 hours of snow removal
IONIA ODOS		
6 snow removal vehicles owned by the company	22 contractors snow removal vehicles	8,284.3 hours of snow removal
SCHIMATARI – CHALKIDA		
1 snow removal vehicle owned by the company	2 contractors snow removal vehicles	1,768.1 hours of snow removal

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EXTREME WEATHER MANAGEMENT PLAN

- **Preparedness** to deal with extreme weather phenomena with continuous monitoring of forecasts and measurements from meteorological stations along the motorways
- **Informing** competent bodies and requesting their assistance where deemed necessary
- **Mobilisation** of road safety patrols and implementation of the predefined procedure
- **Inspection** of infrastructure and equipment after the end of the weather phenomena
- **Continuous** information and support of drivers and employees

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SOS PHONES AND EMERGENCY NUMBER

646

SOS telephone devices have been installed along the motorway, in tunnels and temporary parking areas to communicate for free with the Traffic and Tunnel Management Centres.

A.TH.E.: 384 IONIA 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	2022			2021			2020		
	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	102,207	79,062	23,145	99,323	80,268	19,055	74,040	59,296	14,741
Answered calls	101,782	78,719	23,063	98,889	79,906	18,983	73,842	59,125	14,717
Percentage of answered calls	99.58%	99.57%	99.65%	99.6%	99.6%	99.6%	99.7%	99.7%	99.8%
Average call durations (in seconds)	42.64	42.57	42.90	42.04	42.02	42.12	53.08	53.03	53.29

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EMERGENCY CALL CENTRE-ISSUES BY CATEGORY	2022		
	Total Nea Odos	A.Th.E.	Ionía Odos
Safety	1.6%	2.2%	0.8%
Traffic	30.9%	30.9%	31.1%
Maintenance	35.9%	32.9%	40.0%
Patrols	23.4%	22.9%	24.0%
Other	8.2%	11.1%	4.1%
 A photograph of a roadside emergency call sign. The sign is green with a white border and features the 'Nea Odos' logo at the top. Below the logo, it reads 'ΤΗΛΕΦΩΝΟ ΕΚΤΑΚΤΗΣ ΑΝΑΓΚΗΣ' (Emergency Telephone Number) and '1075' in large white digits on a black background. At the bottom, it says 'EMERGENCY TELEPHONE NUMBER'. To the left of the sign, there is a green directional sign for the A5 highway, listing destinations: Πάτρα (Patra), Αργείο (Arginio), Αγρινίο (Agrinio), Αστακός (Astakos), and Αγ. Ηλίας (Ag. Ilias), with a distance of 500 m indicated.			

3.3. HUMAN-CENTRED SERVICE MODEL

The human-centred design of our infrastructure places people at the heart of our operations, motivating us to develop processes and design services that resonate with and cater to the needs of the public. At Nea Odos we apply a service model built on trust, transparency and honesty, all centred around people. Our focus is on the digital transformation of the company, enhancing the adoption of innovations, further digitizing our systems and continually upgrading our equipment, all with the goal the of improving the quality and efficiency of the services we provide.

3.4. INTEROPERABILITY

Interoperability stands as a key priority for our company and we have already implemented a major strategic investment aimed at serving citizens. With a transceiver, any driver can travel across the country. Through continuous software upgrades and the installation of new equipment at toll stations, we are committed to ensuring that every action we take results in the best and more efficient service.



3.5. “MYODOS APP”

It is a ground-breaking and innovative “all-in-one” motorway application for mobile phones and tablets (Android and iOS). Every driver, whether or not they are subscribers to the Fast Pass electronic toll payment service, can use this app to identify the best route, explore points of interest and calculate the cost of their journey on all motorways in the country.



- The app offers:**
- **Information** on the Ionia Odos and A.Th.E motorways, on a 24-hour basis, 365 days a year, detailed maps with all points of interest (M.S.S., parking areas, interchanges, exits, etc.) of the motorways under our responsibility
 - **Calculation mechanism of the optimal route and toll cost** for all the country’s motorways
 - **Direct connection** to the 1075 Emergency telephone line, as well as to Customer Service at the touch of a button
 - **Ability to subscribe** to Fast Pass Nea Odos and acquire a transceiver via courier
 - **Account control** and balance renewal for Fast Pass Nea Odos subscribers

WWW.MYODOS.GR		
On the microsite www.myodos.gr visitors can be easily and quickly informed about all the services offered by the MyOdos application		50,000 downloads of the app
NEA ODOS		
230,089 Top-ups	€ 8,870,885.22 Total Amount	€ 38.55 Average top-up
TRANSPONDER ACQUISITION REQUESTS		
1,499 Fast Pass Nea Odos & Fast Pass Kentriki Odos		

3.6. TOLLS

SYSTEM OF CHARGING AND TOLL COLLECTION ZONES

The Concession Agreement, which hold that status of state law, specifies that Nea Odos as a company, does not have the unilateral authority to adjust toll fees, without the prior approval of the State.

Owing to the interruption of the connecting network between Thivas and the former municipal unit of Akrefnia, we have implemented a program of free passages from the frontal toll station of Thiva for category 2 vehicles (passenger car). This program is exclusively available to the permanent residents

of Akrefnia, Kokkinos and Kastro Municipality of Orchomenos, until the issue of an alternative route is resolved.

In addition, following collapse of the main bridge of Evinos on the old national road of Antirrio - Ioannina at the end of 2021, we offered free passage to vehicles of all categories from the side of Gavrolimani throughout 2022. This was done to serve the adjacent communities ensure that all their travels could take place via the Ionia Odos motorway.

SUBSCRIPTION AND DISCOUNT PROGRAMS

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

- **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 και 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 passes from the toll stations of Tragana.

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



NEA ODOS INVESTMENTS IN THE SUBSCRIPTION PROGRAMMES (IN €)	2022	2021	2020
Fast Pass Nea Odos Oropos	3,142,499.5	2,797,688.79	2,941,261.41
Fast Pass Nea Odos Frequent (all categories)	650,126.1	259,340.17	264,815.52
Fast Pass Nea Odos Tragana	30,850.7	21,899.76	24,506.45
Program for the permanent residents of Akrefnio, Kokkinos and Kastro of the Orchomenos Municipality	208,234.8	199,346.00	213,305.97

EVOLUTION OF ETC TRANSPONDERS AND ACCOUNTS FOR FAST PASS	2022	2021	2020
Number of current accounts by the end of the month (average)	121,192	107,577	93,327
Total number of active Transponders by the end of the month (average)	131,764	124,545	125,565

3.7. MOTORIST SERVICE STATIONS (M.S.S.)

Along our motorways, we have 24-hour M.S.S. offering catering and refuelling services. These facilities are designed to be safe and functional, integrate harmoniously into the environment and meet the requirements of the Energy Performance of Buildings Regulation. Our M.S.S. collectively offer a range of amenities, including fast charging of electric vehicles and various dining and leisure options, such as restaurants and fast-food outlets, mini markets, bookstores, ATMs and coffee shops.



3.8. THE FIRST ELECTROMOBILITY FRIENDLY MOTORWAY

By promoting clean and environmentally friendly transportation, Nea Odos actively supports the movement of electric vehicle mobility. Since 2018, through Ionia Odos, we have been the Only company to provide electric vehicle charging along the entire length of the motorway at all our M.S.S. Ionia Odos was the first motorway in the country to provide a complete service to electric vehicle owners, offering fast chargers approximately every 30km across its 196km stretch.

The initiative continues to expand, with a total of 8 fast chargers now available at all the M.S.S. along Ionia Odos and 18 at the M.S.S. within the section of A.Th.E. In addition, we are collaborating with service station owners to explore the installation of additional chargers

At 2022 was a particularly important year regarding electromobility since:

- The operation of 8 V3 Tesla Superchargers was inaugurated at the Atalanti M.S.S. (4 per traffic stream). According to Tesla, these fast chargers are capable of providing up to 250 kW of power each to charge the company's models, making them among the most powerful electric car fast chargers in the country. It is indicative that a Model3 running at maximum efficiency will be able to charge in just 5 minutes for a 120 km journey.
- The first and largest hybrid charging station for electric vehicles with photovoltaic panels in the car park canopies was put into trial operation at the M.S.S of Malakasa (Sirios), after the supply and installation of the relevant chargers was

completed. It is a strategic investment with a total value of around €1,000,000 and a truly innovative "service" for the electric car driver, which puts into practice the commitment of Nea Odos to be the best possible "co-driver"! By the end of 2022, the project featured photovoltaics with a total output of about 500kWp, 2 high-power DC chargers in each section, i.e., a total of 4 chargers with a power output of 120kW each, and hybrid inverters. The ensuing steps of this unique project involve conducting studies for the expansion of the hybrid charging station towards Athens, accompanied by the installation of an energy storage system. The aim is to achieve 100% coverage of the electric charging needs from the energy harnessed by the rooftop photovoltaic panels. In this manner, the hybrid charging station will be capable of operating independently from the Hellenic Electricity Distribution Network Operator's network.



3.9. COMMUNICATING WITH THE DRIVER

The basic channels for systematic communication with drivers enable us to:

- Provide information on motorway management and operation issues
- Take into account the views of the public
- Collect comments and suggestions
- Identify any omissions and resolve any issues that arise, consistently encouraging their active participation.

BASIC COMMUNICATION CHANNELS

Customer Care Call Centre: 222950 – 26900 22950 26900 (A.Th.E) and 2641 306 306 (Ionia Odos)	The Customer Service Centre on A.Th.E. and Ionia Odos	customer care@neaodos.gr Dedicated Customer Service email	https://www.neaodos.gr/ Corporate website and Fast pass product website	Opinion surveys conducted every 24 months	MyOdos App
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CUSTOMER CARE CALL CENTRE

Our well-trained Customer Service representatives are always available to drivers, 365 days a year, ready to provide information or answer queries regarding safety, operational issues, and all our provided services.

CUSTOMER CARE CALL CENTRE	2022			2021			2020		
	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	106,944	60,098	46,846	108,639	87,312	21,327	102,353	68,574	33,779
Answered calls	71,532	29,215	42,317	83,181	64,897	18,284	81,414	52,180	29,234
Efficiency	68.5%	50.0%	91.9%	76.6%	74.3%	85.8%	79.5%	76.1%	86.5%
Total complaints submitted by phone	2,138			2,061			2,287		
Number of calls with complaints about noise barriers	3			7			0		

Of the 106,944 calls handled by the Customer Service Department, only 2,138 (2.0%) were complaints (2.8% in 2021).

In total, in 2022 we received, managed and resolved 2,613 complaints which, according to our policies, fall into 9 main categories:

COMPLAINTS BY CATEGORY	TOTAL		CUSTOMER CARE CALL CENTRE		WRITTEN COMMUNICATION	
	Number	%	Number	%	Number	%
Toll Operation	1,551	59.3%	1,257	58.8%	293	61.8%
Traffic and Safety	357	13.7%	305	14.3%	52	11.0%
Interoperability	294	11.3%	234	10.9%	60	12.7%
Negative Comments	91	3.5%	87	4.1%	4	0.8%
Compensation Claims	177	6.8%	139	6.5%	38	8.0%
Commercial Policy	39	1.5%	33	1.5%	6	1.3%
Signage	57	2.2%	44	2.1%	13	2.7%
Other	33	1.3%	30	1.4%	3	0.6%
Driver's Requests	14	0.5%	9	0.4%	5	1.1%
Total	2,613	100.0%	2,138	100.0%	474	100.0%

CUSTOMER CARE CALL CENTRE - ISSUES BY CATEGORY	2022		
	Total Nea Odos	A.Th.E.	Ionia Odos
Safety	6.4%	5.6%	9.2%
Traffic	1.2%	0.9%	2.1%
Maintenance	0.4%	0.3%	0.8%
Toll Operation	3.4%	3.5%	3.1%
Electronic Toll Collection Operation	80.7%	81.9%	76.7%
Commercial Policy	4.4%	4.5%	4.2%
Other	3.6%	3.4%	4.0%

WRITTEN COMMUNICATION	2022			2021			2020		
	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 requests and complaints submitted	19,114	12,954	6,160	23,107	13,679	9,428	24,796	12,770	12,026
Average response time (days)	0.76	0.77	0.73	0.57	0.59	0.53	0.89	1.09	0.68
Requests and other issues	19,085			24,798			24,294		
Complaints submitted	474			462			502		
Complaints about noise barriers	0			3			4		

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AGGREGATE REQUEST ANALYSIS	TOTAL		CALL CENTRE		WRITTEN COMMUNICATION	
	Number	%	Number	%	Number	%
Signage	183	0.7%	169	0.8%	14	0.4%
Traffic and Safety	10,456	40.4%	10,371	47.1%	85	2.2%
Toll Operation	6,537	25.3%	3,777	17.1%	2,760	71.7%
Trade policy	5,820	22.5%	5,043	22.9%	777	20.2%
Project	36	0.1%	30	0.1%	6	0.2%
Claims for compensation	251	1.0%	232	1.1%	19	0.5%
User requests	217	0.8%	164	0.7%	53	1.4%
Interoperability	1,745	6.7%	1,705	7.7%	40	1.0%
Other	630	2.4%	537	2.4%	93	2.4%
Total	25,875	100.0%	22,028	100.0%	3,847	100.0%
WRITTEN COMMUNICATION - ISSUES BY CATEGORY		2022				
		Total Nea Odos	A.Th.E.	Ionia Odos		
Safety		0.1%	0.1%	0.0%		
Traffic		0.0%	0.0%	0.0%		
Maintenance		0.2%	0.2%	0.2%		
Toll operation		9.5%	9.1%	10.4%		
Electronic Toll Collection Operation		86.6%	86.9%	85.7%		
Commercial Issues		2.5%	2.4%	2.7%		
Compensation Claims		0.2%	0.2%	0.1%		
Other		1.0%	1.0%	0.7%		

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3.10. SECURITY OF PERSONAL DATA

At Nea Odos we dedicate significant efforts to safeguard the personal data we collect. We invest in suitable technologies and processes to maintain resilient systems against malicious behaviour and/or cyber-attacks. This commitment is not only an obligation to our customers but also essential for the smooth operation of our company. We primarily collect personal information and data to continuously improve the services we offer.

In line with the General Data Protection Regulation (GDPR) and the stipulations of the “Closed Circuit Television Directive” from the Personal Data Protection Authority, we implement all suitable technical and organizational measures to ensure the secure collection, storage, management and processing of personal data. This includes measures to prevent accidental loss or destruction and unauthorised and/or unlawful access, use, modification or disclosure. For electronic transactions, specific security procedures and standards are enforced. Detailed information regarding security, processing of personal data and the rights of individuals can be found in the posted PRIVACY STATEMENT on the website www.neaodos.gr and www.fastpass.gr.

We remain committed to our strategic goal of continuously reducing greenhouse gas emissions from our operations. By embracing the “Go Green” initiative, we are proud to be the first company in the industry to enact a comprehensive plan to transition our vehicle fleet to 100% hybrid and electric. As part of this effort, we have installed electric vehicle chargers in our company premises’ parking spaces to cater to our fleet’s needs.



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3.11. PARTNERS, SUBCONTRACTORS AND SUPPLIERS

SELECTION PROCESS, SUPPLIER EVALUATION, LOCAL SUPPLIERS

We select and assess our partnerships based on specific criteria to ensure they align with our operational needs. The aim is to establish a portfolio of reliable and high-quality suppliers, with each considered the top in their category. We have identified a total of 200 major suppliers. The results of the annual assessment for 2022 revealed an average rating of 4.2. Concerning critical supplies and major contracts, we have designated alternative suppliers to ensure business continuity and the seamless operation of the company.

SUPPLIERS BY CATEGORY/ORIGIN						
SUPPLIER CATEGORY	2022		2021		2020	
	Number of suppliers	Investment (€)	Number of suppliers	Investment (€)	Number of suppliers	Investment (€)
Local	147	398,577.1	306	1,279,318.24	391	1,139,495.25
National	138*	123,732,150.1	222	99,799,810.32	246	77,073,789.03
International	9	194,961.0	20	701,151.00	23	1,606,640.75
Total	294	124,325,688.23	548	101,780,279.56	660	79,819,925.03

*National suppliers also include intra-group suppliers whose expenditure reaches the amount of €79,264,133.85 as well as the State through operating support amounting €41,417,972.

TENDER AND SUPPLIERS OF MATERIALS

AS REGARDS THE TENDERS FOR THE SUPPLY OF MATERIALS AND SERVICES, THE FOLLOWING WERE CARRIED OUT:

<div>7</div> <div>tenders for Nea Odos and Kentriki Odos</div>	<div>13</div> <div>tenders for Nea Odos Operations.</div>	<div>€90,306.8</div> <div>All tenders (20) were carried out grouped, providing a total benefit of</div>
<div>2</div> <div>electronic tenders were held in Nea Odos</div>	<div>€8,950</div> <div>with total benefit reaching</div>	<div>In 2022, the operating company severed ties with one supplier due to product quality, service, failure to adhere to environmental regulations, or violations of human rights.</div>

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CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING				
SUSTAINABLE DEVELOPMENT GOALS	TOPIC	GOAL 2022	PROGRESS 2022	GOAL 2023
<div><div>3</div><div>SAFER PEOPLE AND COMMUNITIES</div></div> <div><div>9</div><div>INDUSTRIAL, CONSTRUCTION AND INFRASTRUCTURE</div></div> <div><div>11</div><div>CLIMATE ACTION</div></div> <div><div>17</div><div>CIRCULAR ECONOMY</div></div>	Accident related indicators	Zero accidents regardless of motorway type for both drivers and employees	Drivers: 1,430 Employees: 27 Motorway Accident Index: 69.9	Zero accidents regardless of motorway type for both drivers and employees
	Motorway upgrades	Continuous	Installation of impact energy absorption systems at points on the A.Th.E	Utilization of new asphalt paving techniques
			Construction of electric charging points (Tesla) on M.S.S Atlantis and launch of operation	Installation of new fast chargers on M.S.S and installation of special machines accessible by persons with disabilities
			Completion of the pilot installation of thermal cables	Start of operation and utilization of the traffic management park
			Completion of the hybrid electric car charging station	
			Completion of the construction of the traffic management park on M.S.S Sirios	
	Accident response time	Continuous improvement	Average response time: 6.7 mins	Continuous
	Annual recertification	Annual recertification: ISO 39001	Completed	Annual recertification: ISO 39001
	Customer Satisfaction Survey	Conduct a mystery survey for the assessment and further improvement of our services	Moved to 2023	-
		Conduct an opinion survey on the motorway and its extensions	Fast Pass subscriber renewal survey conducted (91% very/fairly satisfied)	Maintain or improve results Conduct surveys: on the motorway
	Customer Care Call Centres	Conduct a survey on satisfaction with telephone communication	86% very/fairly satisfied customers	Maintain or improve results
	Driver services upgrade and subscribers satisfaction	Development of new features of MyOdos App	Development of the 2nd version of the application	Under development
		Close monitoring of satisfaction indicators through the survey	Continuous	Maintain or improve results for “very satisfied” customer category
	Electronic tender platform	Utilisation of the platform	2 electronic tenders	Utilisation of the platform

04

BEING THERE FOR THE ENVIRONMENT



Nea Odos proves daily and in practice that protecting the environment is a strategic choice and permanent commitment of the company.

We acknowledge the influence of our managed motorways on the natural environment and diligently work not only to mitigate our environmental footprint but also to harmoniously blend our projects into adjacent areas. Our paramount goal is to contribute to mitigating climate change, with our primary tool being the implementation of an integrated environmental strategy.

With “Go Green” as our motto, we are actively planning and executing initiatives and innovations, including the promotion of electromobility along motorways, the creation of photovoltaic parks in undeveloped areas of our projects, such as motorway slopes, the installation of ecological and fully recyclable sound barriers, the design and implementation of an extensive recycling system. Our ongoing commitment is to ensure that our future actions will further minimise the impact of our activities, securing a long-term and sustainable benefit for both the environment and the communities we serve.

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



GO GREEN

ENVIRONMENTAL STRATEGY



WE LAUNCHED THE FIRST EVER PHOTOVOLTAIC PARK ON A MOTORWAY

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ENVIRONMENTAL AUDITS WERE CARRIED OUT AT OUR FACILITIES

690 KG

OF COMPOST FROM THE ORGANIC WASTE RECYCLING SYSTEM

€2,042,129

INVESTED ON ENVIRONMENTAL PROTECTION

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HYBRID AND ELECTRIC VEHICLES IN OUR COMPANY FLEET

4.1. CLIMATE CRISIS AND MOTORWAYS

The transport sector, including motorways - contributes to climate change. Acknowledging this reality, t, our aim is to implement measures to reduce this impact.

Additionally, we have observed that the operation of our road network is directly affected by the consequences of the climate crisis and weather events. This has led to a significant rise in the requirements for extensive maintenance work, infrastructure inspections, and the management of traffic disruptions caused by severe weather events. Our recognition of our environmental impact and our

committed efforts to minimise it are integral to our contribution to combat climate change through our comprehensive environmental strategy.

4.2. ENVIRONMENTAL MANAGEMENT SYSTEM

We have established an Environmental Management System to assist our efforts in in monitoring, controlling, and continually enhancing our environmental performance. This system developed and implemented in accordance with ISO 14001 certification standards.

Regarding the implementation of this system, the following actions were carried out in 2022:

- 82 environmental inspections at the concession's facilities and 196 at the operator's facilities

- Creation of an environmental booklet detailing the company's actions and obligations, distributed to all employees accompanied by a multi-purpose eco-friendly bag



4.2.1. INVESTMENTS FOR THE PROTECTION OF THE ENVIRONMENT

The harmonious melding of the motorways with the environment is secured through a spectrum of measures. These include the safeguarding of fauna and flora, flood protection initiatives, the construction of dedicated wildlife crossings, the restoration of vegetation, the installation of sound barriers to mitigate noise, the creation of acoustic zones, and embankments with specialised plantings, and the continuous monitoring of air pollutants, vibrations, noise, and traffic.

€2,042,129

TOTAL INVESTMENT IN 2022 FOR THE PROTECTION OF THE ENVIRONMENT

ENVIRONMENTAL PROTECTION PROJECTS (IN €)

Environmental Studies (Recycling Studies, Approval of Environmental Terms, Environmental Licensing of Escorting projects and activities, etc)	10,170
Protection and maintenance of green spaces	1,120,175
Traffic Noise Monitoring Program	16,000
Environmental consultants and employees for monitoring the application of Environmental Terms	41,750
Operation of atmospheric pollution and meteorological data stations and monitoring atmospheric pollution	76,534
Water monitoring	5,000
Certifications	3,430
Waste management and disposal	133,552
Strategic noise maps	49,500
Environmental education and training	940
Replacement of lighting with LED lamps	502,783
Installation of photovoltaic systems and replacement of generators	82,295
TOTAL	2,042,129

ENVIRONMENTAL PROTECTION INVESTMENTS

€2,042,129

2022

€2,336,973.29

2021

€1,000,047

2020

€1,000,942

2019

80

4.2.2. ENERGY MANAGEMENT

We record the total amount of energy required for our buildings and facilities in order to better manage and save energy, especially electricity, which is the main source of energy.

ENERGY CONSUMPTION (KWH)	2022		2021		2020	
	A.Th.E.	Ionia Odos	A.Th.E.	Ionia Odos	A.Th.E.	Ionia Odos
Electric energy for road lighting and buildings	29,271,652.77		29,786,123.88		30,902,216.48	
Solar energy (for ERT, irrigation and detection cameras)	41,000	187,272	41,039	18,300	21,000	10,800

FUEL CONSUMPTION (LITRES) NEA ODOS	2022		2021		2020	
Diesel*	679,291.5		591,171		575,235.83	
Petrol	30,063.5		34,286.09		-	

*Includes diesel from generators

FUEL CONSUMPTION (LITRES) SUBCONTRACTORS	2022			2021		2020	
	A.Th.E.	Ionia Odos	Schimatari – Chalkida	A.Th.E.	Ionia Odos	A.Th.E.	Ionia Odos
Petrol	21,199.76	13,682.1	2,871.54	31,261.35	9,563.99	18,724.81	5,900.00
Diesel*	567,798.2	259,557.8	47,506.93	524,354.06	223,722.64	422,518.87	313,790
LPG	400	2,254.1	-	901	712.71	1,010	-

*Includes diesel from generators

ENERGY SAVING

Indicative energy saving actions:

- The irrigation system is automated and works with solar panels
- ERT phones along motorways are powered by solar panels
- Some of the motorway’s cameras operate with solar panels

- Photovoltaic stations were installed on Ionia Odos to self-serve the motorway’s electricity needs
- Photovoltaic panels are installed on the roof of the administration building of Nea Erythrea, whose energy is fed into the national network. However, the energy needs of the building are covered by the national network

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Photovoltaic panels were installed at the Malakasa M.S.S. for electricity charging and partial coverage of the needs of the M.S.S.



In a section of A.Th.E. the existing street lighting lamps were replaced with new LED technology.



CASE STUDY

THE FIRST PHOTOVOLTAIC PARK ON A MOTORWAY

Nea Odos developed on Ionia Odos the first pilot photovoltaic park on unexploited slopes of the motorway and now covers part of the project's energy needs with clean, "green" energy from the sun. The photovoltaic park was developed in the Messolonghi interchange. Ionia Odos is the "greenest" motorway in the country.

The photovoltaic park at a glance:

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

Hybrid photovoltaic park in Sirios:

- Total power: 486kW
- Estimated annual production: 750,000 kWh. Nea Odos is also investigating other suitable, unexploited lands within the concession projects, in order to implement additional similar facilities, which will contribute to the reduction of our environmental footprint.



MALAKASA (SIRIOS) M.S.S.

THE FIRST AND LARGEST HYBRID ELECTRIC CAR CHARGING STATION IN GREECE

The creation of the first and largest hybrid electric car charging station in Greece was completed from Nea Odos in the Malakasa (Sirios) M.S.S. With the installation of photovoltaic panels on the canopies of the parking lots, the production of "green" energy and the charging of electric cars are combined. This ground-breaking move upgraded the Sirios, as the self-contained dual-use structure provides protection for parked vehicles while generating clean, renewable energy from the sun.

Features of the project:

- Total investment of more than €900,000
- Construction of canopies for the car parks
- Placement of photovoltaic panels on them, with a total power of about 500kWp
- 4 chargers of 120kW each
- Hybrid inverters. The electricity generated by the photovoltaics will be directed to the charger whenever a car is being charged. Any surplus energy, not utilised for vehicle charging, will be harnessed directly to meet the energy requirements of the building

Our overarching aim is to fulfil the energy demands of electric charging solely through renewable sources, whilst actively engaging in research to pioneer energy storage solutions. This initiative was conceived and funded entirely by the company, aligning with our "Go Green" strategic initiative, encompassing both the promotion of electrification and the generation of green energy.



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WASTE MANAGEMENT TABLE NEA ODOS

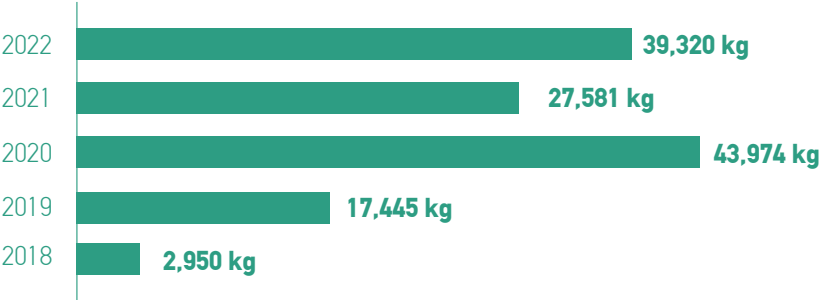
CATEGORY OF WASTE	MATERIAL	DANGEROUS (D) / NON-DANGEROUS (ND)	2022			2021			2020		
			Total Nea Odos	A.Th.E.	Ionia Odos	Total Nea Odos	A.Th.E.	Ionia Odos	Total Nea Odos	A.Th.E.	Ionia Odos
Semi-manufactured goods or parts	Lightbulbs (Kg)	D	170	117	53	352	270	82	170	110	60
	Mixed batteries (Kg)	D	66	31	35	6,088	5,978	110	91	67	24
	Batteries (Lead - Acid) (Kg)	D	1,785	413	1,372	120	-	120	1,456	1,426	30
	Computers/ Electrical appliances/Equipment (Kg)	D	2,668	2,196	472	2,310	1,462	848	2,032	1,832	200
	Patrol Tires (Kg)	ND	7,798	4,374	3,424	5,376	3,336	2,040	5,224	3,744	1,480
	Leased vehicles' tires (Kg)	ND	-	-	910	910	-		-	-	-
Mixed waste	Engine gear box and lubrication oils (Lt)	D	6,448.5	2,701.5	3,747	2,008	1,303	705	2,475	1,720	755
	Leased vehicles' lubrication oils (Lt)	D	40	40	-	57	57		-	-	-
Other	Ink/Toner (pcs)	D	287	271	16	95	80	15	86	47	39
	Aluminium	ND	195.7	195.7	-	56	56	-	26.95	26.95	-
	Contaminated liquid and solid waste (kg)	D	186	186	-	81,870	81,870	-	-	-	-
	Compost (kg)	ND	690	690	-	-	-	-	-	-	-
	Clothing (kg)	ND	265	265	-	-	-	-	-	-	-

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Waste Management Table Subcontractors												
Categories of Waste	Material	Dangerous(D) / Non-Dangerous (ND)	2022			Schimatari - Chalkida	2021			2020		
			Total Nea Odos	A.Th.E.	Ionía Odos		Total Nea Odos	A.Th.E.	Ionía Odos	Total Nea Odos	A.Th.E.	Ionía Odos
Raw materials	Iron and steel (barriers, signs) (Kg)	D	128,785	91,821	35,090	1,874	38,045	15,785	22,260	78,240	55,700	22,540
	Plastic (barriers, signs) (Kg)	ND	14,147	13,097	1,050	-	4,370	2,450	1,920	980	-	980
Semi-manufactured good or parts	Lightbulbs (Kg)	D	43	-	43	-	61.40	1.40	60	65	65	-
	Batteries (lead – Acid) and mixed (Kg)	D	2,880	25	2,855	-	191	101	90	1	1	-
	Tires (Kg)	D	2,580	-	2,580	-	4,622	302	4,320	1,400	1,400	-
	Wires (Kg)	D	300	300	-	-	5	5	-	280	280	-
	Computers / Electrical appliances / Equipment (tonnes)	D	15.25	15.25	-	-	37.84	37.84	-	-	-	-
Mixed waste	Engine gear box and lubrication oils (Lt)	D	4,696 kg	2,401 kg	2,295 kg	-	2,096.30	2,096.30	-	11,471.20	3,071.20	8,400
	Animal tissue waste (Roadkill) * (Kg)	ND	4,011	2,331	1,680	-	4,693	2,053	2,640	5,735	3,575	2,160
	Mixed municipal waste* (Kg)	ND	551,932	267,942	283,720	270	484,495	268,155	216,340	404,738	194,068	210,670
Other	Cuts residues (Kg)	ND	66,060	59,940	3,020	3,100	214,230	114,840	99,390	140,270	101,000	39,270
	Milled asphalt (tonnes)	ND	62,940.98	62,940.98	-	-	54,046.50	54,046.50	-	10,790.83	10,790.83	-
	Mixture of construction waste (tonnes)	ND	4,443.51	3,141.25	1,302.26	-	14,353.55	14,093.71	259.84	-	-	-
* Waste that is not diverted from disposal (landfill, incineration, etc.). All waste recorded for the company and subcontractors is diverted from disposal.												



In 2022, under the umbrella of the “Boosting Recycling Initiative,” we made the decision to expand the deployment of blue bins in parking areas lacking restrooms, with the goal of including all our facilities and access zones for drivers on the motorways under our supervision. In this way, we encourage drivers and passengers to adopt or continue good recycling practices. A sustainable motorway should offer recycling opportunities along its entire length. Nea Odos stands as the only motorway to have recycling bins in all parking areas with restrooms in the M.S.S., making it easier for drivers to be an active part of this initiative.

RECYCLING IN ALL COMPANY FACILITIES



RECYCLING (KG)	2022			2021			2020		
	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	15,033	9,363	5,670	11,309	7,241	4,068	17,870	14,357	3,513
Packaging materials (Plastic, glass, aluminium, tinplate)	24,287	11,057	13,230	16,272	6,780	9,492	26,104	13,147	12,957
Total	39,320	20,420	18,900	27,581	14,021	13,560	43,974	27,504	16,470

CASE STUDY

THE FIRST MOTORWAY WITH AN ORGANIC WASTE RECYCLING SYSTEM

Nea Odos is the first motorway in Greece to install composters for the recycling of organic waste produced by the operation of the Motorists’ Service Stations (M.S.S).

The inaugural mechanical composters, with a capacity to manage up to 100 kilos of organic waste weekly, were installed at the M.S.S. of Atalanti. The organic waste collected (e.g., coffee and food waste, green waste) is turned into compost, which is subsequently utilised in landscaping projects along our motorway. We are actively expanding the possibility of extending this recycling system to the facilities of the other M.S.S. on the motorways under our responsibility.

In 2022

- We collected 690 kg of compost
- We installed home composters in the kitchens of our headquarters



4.2.6. AIR POLLUTION MANAGEMENT

Maintaining air quality is crucial for safeguarding human health and the environment against the harmful impacts of air pollution. With systematic measurements of air pollution on a 24-hour basis, through a special recording system, possible exceedances of the limits set by legislation for the average primary emission values of pollutants and parameters [CO, CO₂, NO, NO₂, SO₂, O₃, TSP, PM₁₀, PM_{2.5}, C₆H₆ (benzene), C₇ H₈ (toluene) and xylene (or xylene)] are calculated directly.

The table below shows the values from the air pollution measurement network. Analytical measurements and key conclusions are presented in a special section in the Environmental Report.

AIR POLLUTION MEASUREMENTS	AVERAGE ANNUAL RATES 2022					
	A.Th.E.			Ionia Odos		
	Varibobi	Schimatari	Arkitsa	Evinochori	Filipiada	Episkopiko
NO ₂	39.62	16.56	22.14	7.03	14.51	8.40
C ₆ H ₆ (benzene)	0.23	0.61	0.22	0.12	0.43	0.53
CO	0.13	0.20	0.12	0.14	0.15	0.15
SO ₂	3.05	3.10	2.18	2.04	2.11	2.26
Particulate matters PM _{2.5}	10.42	10.15	5.62	6.59	11.72	11.47
Particulate matters PM ₁₀	16.86	14.45	6.39	9.75	17.72	16.96
O ₃	28.79	10.53	44.61	-	-	-



COMPREHENSIVE PLAN TO REPLACE THE VEHICLE FLEET WITH 100% ELECTRIC VEHICLES

In 2022, we continued to implement the target to replace the fleet with 100% electric vehicles. Nea Odos is the first motorway operation, maintenance and management company in Greece to implement a comprehensive plan to replace its fleet with 100% electric and hybrid vehicles, while equipping all its facilities with 18 electric vehicle chargers.

Total hybrid and electric cars: 27 in our total fleet (145), which is 18.6%.

According to our plan, in 2023 we will reach 30.8% of hybrid and electric cars in the entire fleet.

9	TOTAL 100% ELECTRICAL	18	TOTAL HYBRIDS
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NEA ODOS GREENHOUSE GAS EMISSIONS (IN TN CO2E)	2022	2021	2020
Direct emissions from fuel consumption (scope 1)	1,885.4	1,589.6	1,534.7
Indirect emissions from electricity consumption (scope 2)	15,554.4	14,607.1	15,154.4
Total	17,439.7	16,196.7	16,689.1
Emissions intensity (tn CO ₂ e/number of employees)	32.7 (533 employees*)	30.3 (534 employees*)	31.1 (536 employees)
Emissions intensity (tn CO ₂ e/motorway km)	45.9	42.6	43.9

Emission factors:

- Revised IPCC Guidelines for National Greenhouse Gas Inventories. IPCC (2006)
- * European Residual Mixes 2022 (Association of Issuing Bodies)
- *For comparability reasons, all employees from Nea Odos and Operations have been included.

NEA ODOS VEHICLE MOBILITY*	2022		2021		2020	
	Own	Leased	Own	Leased	Own	Leased
Corporate vehicles	67	78	60	75	56	71
Kilometres covered	5,101,738	2,200,102	4,052,726	2,138,944	4,560,852	1,827,180

*Operator's vehicles included

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CORPORATE FLEET MOBILITY	2022				
	Total	A.Th.E.	Ionia Odos	Schimatari - Chalkida	
	Corporate fleet vehicles	66	40	24	2
	Kilometres covered by the corporate fleet	5,101,738	2,273,585	2,580,805	247,348
	Patrol vehicles	32	19	12	1
	Kilometres covered by patrol vehicles	4,014,358	1,828,884	1,994,474	191,000
	Intervention teams' vehicles	34	21	12	1
	Kilometres covered by intervention teams' vehicles	1,087,380	444,701	586,331	56,348

4.2.7. TRAFFIC NOISE MANAGEMENT

Road traffic stand as the predominant contributor to environmental noise with research indicating that millions of people are exposed to traffic noise levels that exceed the European Union’s noise nuisance index. To tackle this issue, we persist in implementing the annual Road Traffic Noise Monitoring Program, involving sound measurements conducted along the motorways, at sites with sensitive uses approved by the relevant State agency. Based on the program results report, additional sound measurements are carried out where deemed necessary and appropriate protection measures are applied.

TABLE OF MEASUREMENTS

IN 2022 THE FOLLOWING MEASUREMENTS WERE PERFORMED:

<div>56</div> <div>24-hour acoustic measurements on the A.Th.E. motorway, Metamorphosi – Logos section</div>	<div>14</div> <div>24-hour acoustic measurements on the A.Th.E. motorway, Loggos – Skarfia section</div>
<div>3</div> <div>24-hour acoustic measurements in the connecting branch of A.Th.E., Schimatari – Chalkida</div>	<div>52</div> <div>24-hour acoustic measurements on the Ionia Odos motorway Antirrio – Ioannina section</div>

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<p>4.2.8. PROTECTION OF BIODIVERSITY</p> <p>Nature and biodiversity empower life, provide health and social benefits and drive our economy. Nature is also our best ally in tackling the climate crisis. Our motorways are adjacent to areas of high value in terms of flora, fauna and rich ecosystems. The protection and restoration of habitats and biotopes is our priority, therefore we are taking measures to prevent and address impacts on these sensitive areas in a timely manner. The 6-monthly reports on environmental management and the implementation of environmental conditions include detailed information on sites of special interest, such as wetlands and rivers included in the Natura 2000 network.</p>		
<p>Indicative actions:</p> <ul style="list-style-type: none"> • Fauna passages • Plantings with indigenous species • Maintenance and increase of greenery on motorways 		<ul style="list-style-type: none"> • Maintenance of fencing as well as its improvement (e.g., increase in height) where deemed necessary <p>Detailed information is included on the company's website www.neaodos.gr</p>
<p>The Approved Environmental Terms of the Concession project specify the necessary protection measures in all phases of project implementation. In 2022 no incident were recorded that negatively impacted these areas. According to the annual Water Monitoring Program, it is concluded that no water bodies were impacted by the company's operations.</p>		
<p>THE “GREENEST” MOTORWAY IN THE COUNTRY</p> <p>Planting trees, shrubs and other greenery supports biodiversity, as plants act as carbon sinks and remove harmful pollutants from the air, acting as a natural air filter.</p> <p>In 2022 we continued the green plantings along our motorways. Specifically, in the urban section of the A.Th.E. motorway 1,200 bushes were planted on the central islet and on the Pyrna interchange.</p>		
		



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CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING				
SUSTAINABLE DEVELOP- MENT GOALS	TOPIC	GOAL 2022	PROGRESS 2022	GOAL 2023
<div><div>12</div><div>ENVIRONMENTAL RESPONSIBILITY</div></div> <div><div>13</div><div>CLIMATE ACTION</div></div> <div><div>15</div><div>GREEN ECONOMY</div></div>	Annual Recertification	Annual Recertification: ISO14001	Completed	Annual Recertification: ISO14001
	Electromobility and climate change	Gradual conversion of corporate fleet to electric or hybrid electric vehicles	27 out of 145 vehicles in the corporate fleet (18.6%)	30% of corporate fleet to consist of hybrid and electric vehicles
				Avoided emissions of approximately 1,400 tnCO ₂ e from various activities
	Measurement of CO ₂ emissions (Offices)	Continuous measurement of carbon dioxide (CO ₂) emissions	Completed	Continue measuring CO ₂ emissions
	Operation and maintenance activities	Maintaining zero environmental fines	1 fine was imposed	Maintaining zero environmental fines
	Recycling	Continuous monitoring of the quantities that are recycled	39,320 kg of materials recycled	Continuous monitoring of the quantities that are recycled
	Wildlife management	Maintenance of fencing and soundproofing devices	Ongoing	Ongoing
	Environmental protection	Operation: Inspection of more than 10 facilities per month on average	24 inspections/month 196 total inspections	Inspect more than 10 premises per month on average
		Nea Odos: Inspection of more than 3 premises per month on average	5 inspections/month 35 total inspections	Inspect more than 3 premises per month on average
		Operations: Minimum 50 hours of training on environmental topics	4	Minimum of 50 hours of training on environmental topics
		NO/KO: Minimum 10 hours of training on environmental topics*	2	Minimum of 10 hours of training on environmental topics

*Concerns Nea Odos and Kentriki Odos

05

BEING THERE
FOR OUR PEOPLE

Our people are at the heart of our organisation, serving as our core, driving force and the key factor in our success. The safety and well-being of our team is of utmost importance. Each employee holds a unique position and adds value to the organization. We actively support our people, offering a working environment marked by respect, transparency, equal opportunities, fairness, development and safety for every employee without exception. At the same time, we provide continuous development opportunities supported by policies, procedures and programmes that contribute to the development of their skills.

OUR PRIORITIES:

- Equal opportunities
- Health and Safety at workplace
- Benefits and employee satisfaction
- Continuous employee development and utilization of talent

AT A GLANCE



During the reporting period:

533

EMPLOYEES, OF WHICH

220

WOMEN

€290,000IN HEALTH BENEFITS
FOR EMPLOYEES**€490,000**FOR THE HEALTH
AND SAFETY OF OUR
EMPLOYEES**1.850**HOURS OF TRAINING
AND LIFELONG
LEARNING
PROGRAMMES


MEN 313, 58.7%
WOMEN 220, 41.3%

Operations involves: 503 employees of which 203 are women and 998 hours of training

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5.1 OUR EMPLOYEES

Employees include both the permanent workforce and individuals employed through third party agreements. In order to meet the company’s extraordinary or seasonal needs, such as maternity leaves, Nea Odos employs seasonal workers through established partnerships with other companies.



In total, in 2022 Nea Odos employed 30 people and 503 in the Operation company

In 2022, across the GEK TERNA Group, a new policy was introduced to enhance employee benefits by issuing AB Vassilopoulos meal cards. This card is given to employees of the company based on their level of remuneration. In addition, in 2022, a collaboration with Hellas EAP was launched, providing a 24-hour Counselling Support Line for employees and their families.

LONG-TERM DEVELOPMENT OF HUMAN RESOURCES

	2022		2021		2020	2019
	Nea Odos	Operations	Nea Odos	Operations	Nea Odos	Nea Odos
Men	13	300	14	297	307	311
Women	17	203	15	208	229	226
Total employees	30	503	29	505	536	537

Includes contract worker

HUMAN RESOURCES BY GEOGRAPHICAL AREA, GENDER, AND AGE

	NEA ODOS						OPERATIONS					
	<30		30-50		50+		<30		30-50		50+	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Attica	1	0	8	16	3	1	3	1	77	51	12	22
Viotia	0	0	0	0	0	0	1	0	29	25	5	9
Fthiotida	0	0	0	0	0	0	0	1	40	12	5	8
Aetolia-Acarmania	0	0	1	0	0	0	1	2	71	49	9	6
Ioannina	0	0	0	0	0	0	2	1	29	13	3	3
Arta	0	0	0	0	0	0	0	0	12	0	1	0
Total	1	0	9	16	3	1	7	5	258	150	35	48


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HUMAN RESOURCES BY TYPE OF EMPLOYMENT, EMPLOYMENT CONTRACT AND GENDER																		
										NEA ODOS			OPERATIONS					
										Men	Women		Men	Women				
Indefinite term employment contract										11	17		280	191				
Definite term employment contract										0	0		16	11				
Employees with a project-based contract (fixed term)										2	0		4	1				
Full time employees										11	17		296	196				
Part-time employees										0	0		0	6				
No fixed working hours (project contract)										2	0		4	1				
With a collective labour agreement (%)										0	0		0	0				
Seasonal workers through third parties										0	0		6	14				
NEW EMPLOYEE HIRES BY AGE AND GEOGRAPHICAL AREA																		
	NEA ODOS									OPERATIONS								
	<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	0	0	0	1	3	4	0	1	1	2	0	2	11	7	18	1	2	3
Viotia	0	0	0	0	0	0	0	0	0	0	0	0	4	2	6	1	0	1
Fthiotida	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0
Aetolia-Acarmania	0	0	0	1	0	1	0	0	0	0	0	0	3	1	4	0	0	0
Ioannina	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Arta	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Total	0	0	0	2	3	5	0	1	1	2	0	2	22	10	32	2	2	4
EMPLOYEE TURNOVER BY AGE AND GEOGRAPHICAL AREA																		
	NEA ODOS									OPERATIONS								
	<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	3	1	4	0	0	0	4	1	5	6	5	11	0	1	1
Viotia	0	0	0	0	0	0	0	0	0	0	0	0	6	3	9	0	0	0
Fthiotida	0	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0
Aetolia-Acarmania	0	0	0	0	0	0	0	0	0	0	1	1	9	4	13	0	2	2
Ioannina	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	4	1	5	0	0	0	4	2	6	22	13	35	0	3	3

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5.2 EQUAL, INCLUSIVE AND FAIR WORK ENVIRONMENT

In line with the corresponding Sustainable Development Goal established by the United Nations General Assembly on “decent work and economic growth”, we are moving towards achieving full, productive employment and decent work for all women and men, ensuring equal pay for work of equal value. Creating an equal, inclusive and fair working environment is a daily challenge to which, as a company, we respond positively, promoting personal and professional development, improving the quality of life of our people. Decisions concerning recruitment, evaluations, remuneration, leaves, promotions, training, retirement, as well as termination of contracts, are made

with objective criteria and are not linked to any form of discrimination. We have adopted and implement an “Open Door” policy, giving employees the opportunity to informally discuss company issues with management representatives, managers and supervisors, with the ultimate goal of providing useful feedback for the continuous improvement and development of the working environment.



In 2022, no incidents of discrimination in the workplace were recorded and no complaints or grievances were made by employees and/or third parties.

GENDER RATIO BY EMPLOYEES CATEGORY/RANK						
	NEA ODOS			OPERATIONS		
	Men	Women	Total	Men	Women	Total
Top Executives	3	0	3	1	0	1
Managers	2	5	7	6	1	7
Administrative Staff	8	12	20	49	26	75
Labour Staff	0	0	0	244	176	420
Total	13	17	30	300	203	503

BENEFITS TO EMPLOYEES

As a company we provide:

- Group Life and Medical Insurance Plan for 533 employees and for all dependent members
- Performance bonus schemes to 395 employees and productivity bonuses to 23 employees

- 24-hour Counselling Support Line for Employees and their Families to all employees

Under current law, we cover employees’ insurance obligations, but we do not provide an additional pension plan.

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PARENTAL LEAVE	NEA ODOS			OPERATIONS		
	Men	Women	Total	Men	Women	Total
Maternity Leave (Pregnancy – maternity leave)	0	0	0	0	10	10
Special maternity protection provision	0	0	0	0	5	5
Child care leave (reduced hours)	0	2	2	1	10	11
Paternity leave	0	0	0	15	0	15
Parental leave	0	0	0	5	10	15
Total number of employees who are entitled to parental leave	0	2	2	21	35	56

In 2022, a total of 5 women received special maternity protection leave, 3 women returned to their normal duties, while 2 left the company.

5.3 HEALTH AND SAFETY AT WORK

OUR GOAL IS ZERO ACCIDENTS

The way we operate at Nea Odos is governed by a set of regulations and procedures designed to prevent accidents or injuries in the work environment or in public places. The enhancement of Health and Safety at work and the elimination of occupational accidents is our constant pursuit. The procedure for reporting and investigating occupational accidents by the Safety Technician is strictly applied, with particular emphasis on the causes of the accident and on taking measures to prevent similar incidents.

This year in particular, re-training was provided for patrol drivers and emergency response workers in the application of approved traffic regulations to Incident Management and Maintenance Work. A training course on safe intervention methods and the use of PPE when working with materials was also implemented.

TRAINING ON HEALTH AND SAFETY AT WORKPLACE				
	NEA ODOS		OPERATIONS	
	Participations	Total hours	Participations	Total hours
Training in the use of fire extinguishers & building evacuation	4	4	4	4
Seminar on disinfection methods against Covid-19	-	-	7	14
ISO 39001:2012 – Road Traffic Safety Management System	-	-	22	66
Safe work at height	-	-	44	176
Total	4	4	77	260

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OCCUPATIONAL HEALTH AND SAFETY ACTIONS IMPLEMENTED IN 2022

- Health and Safety monitoring program at the project facilities, through internal inspections
- Measurement program of harmful health and safety factors during work (air pollutants, noise, etc.)
- Actions to raise awareness among employees on Health and Safety issues
- Scheduled and unscheduled disinfection against Covid-19 in all building facilities of the motorways and partner services of the Traffic Police and Fire Brigade, as well as vehicles
- Installation of an access control system in all the cabins of the Toll Stations (front and side)
- Installation of additional protective plexiglass windows of the cabins
- Repairs/replacements of Klokova plexiglass due to strong winds
- Cabin repairs/insulations (Tragana and Afidnes)
- Ergonomic reconstruction of cabin windows (Angelokastro)
- Installation of an access control system with entry barriers to parking and gatekeeping to monitor the access of door vehicles (Afidnes)
- Maintenance of the mobile signage of all front toll stations
- Solar films in service cabins
- Replacement of the entrance doors of the Tragana building
- Mobile signage handling (investigation for new winch, maintenance/parts, new metal moving weight reduction mounts, new manual/moving safety instructions)

IN 2022, WE CARRIED OUT:

77

Health and Safety inspections (18 in Concessions and 59 in Operations) at project facilities and operation and maintenance activities by the Health and Safety consultant.

1

meeting on matters concerning the employee of Customer Service Points

1

meeting on Health and Safety, jointly held for the Concession and Operations, which dealt with toll station issues

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TOTAL MAN HOURS 2022

63,519

Nea Odos

1,140,520

Operations

HEALTH AND SAFETY INDICES

	2022		2021		2020	2019
	Nea Odos	Operations	Nea Odos	Operations	Nea Odos	Nea Odos
Total work accidents	0	27	0	12	10	15
Work accidents with days of absence from work	0	9	0	6	2	6
Number of fatal accidents	0	0	0	0	0	0
Lost work days due to accident	0	84	0	31	131	40
Incidents without days of absence	0	18	0	6	8	9
Lost Day Rate (LDR)	0	14.73	0	10.22	24.99	7.91
Absence rate (AR)	0	98.25	0	68.20	166.72	52.74
Accident frequency indicator	0	23.67	0	19.79	9.54	14.82
Accident severity indicator	0	73.65	0	51.12	124.97	39.53
Injury or accident rate of total staff (%)	0%	1.79%	0%	1.20%	0.37%	1.12%
Hours of absence/total work hours (%)	0%	0.05%	0%	0.03%	0.06%	0.03%

HEALTH AND SAFETY INVESTMENT CATEGORIES (IN €)

Upgrading the workplace (toll booths, protective plexiglass)	32,835.35
Application and Upgrade of Personal Protective Equipment	59,788.29
Certifications (ISO 45001:2018, ISO 39001:2012)	6,250
Health and Safety Monitoring Program through Internal Inspections	20,335
Program for the measurement of harmful Health and Safety factors during work (air pollutants, noise, etc.)	8,800
Employees Medical Insurance	298,028
Occupational Physician/Safety Technician	17,547
Pharmacy Expenses/Medical Supplies	43,775
Employee awareness on Health and Safety matters	150
Total	487,508.64

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5.4 EMPLOYEE TRAINING AND EDUCATION

We invest in employee education and training programmes and provide opportunities for everyone in the company to develop their skills. The training programmes are designed according to the needs of our employees, the company and the personal plan of each employee.

EMPLOYEE TRAINING AND SKILLS DEVELOPMENT

NUMBER OF PARTICIPANTS	NEA ODOS			OPERATIONS		
	Men	Women	Total	Men	Women	Total
Top executives	3	0	3	1	0	1
Managers	2	5	7	5	1	6
Administrative Staff	6	13	19	32	15	47
Labour Staff	0	0	0	54	0	54
Total	11	18	29	92	16	108
TRAINING HOURS	Men	Women	Total	Men	Women	Total
Top executives	86	0	86	22	0	22
Managers	16	100	116	166	23	189
Administrative Staff	344	306	650	312	127	439
Labour Staff	0	0	0	348	0	348
Total	446	406	852	848	150	998

AVERAGE TRAINING HOURS BY CATEGORY	NEA ODOS			OPERATIONS		
	Men	Women	Total	Men	Women	Total
Top executives	28.7	-	28.7	22	-	22
Managers	8	20	16.6	27.7	23	27
Administrative Staff	43	25.5	32.5	6.4	4.9	5.9
Labour Staff	-	-	-	1.4	-	0.8
Total	34.3	23.9	28.4	2.8	0.7	2

TRAINING HOURS BY TOPIC				
	NEA ODOS		OPERATIONS	
	Participants	Total hours	Participants	Total hours
Health and Safety	4	4	77	260
Environmental Issues	1	2	1	1
IT/PC Operation/Systems	24	162	31	174
Human Resource Management and Leadership	6	291	3	99
Financial-Accounting Issues	2	143	-	-
Technical Issues	11	170	35	424
Customer service	-	-	1	28
Legal issues	4	48	1	12
Regulatory Compliance	16	32	-	-
Total	68	852	149	998

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EMPLOYEE ASSESSMENT

An employee’s job performance plays a key role in their development. The HR Talent and Skills Development Program takes into account upcoming technological advancements, trends and new data in the workplace.

ANNUAL EMPLOYEE PERFORMANCE EVALUATION

The periodic evaluation of employee performance is an opportunity to assess their progress, recognise their achievements and work together to determine their personal improvement goals, but also to achieve the company’s goals. The evaluation process is implemented every year, contributing to the formation of a unified corporate culture, with an emphasis on performance, and creating a common understanding of corporate goals and how to achieve them.

EMPLOYEE EVALUATION INDICATORS	NEA ODOS			OPERATIONS		
	Men	Women	Total	Men	Women	Total
Total number of employees evaluated	7	16	23	279	187	466
Total number of employees excluded from the evaluation	2	1	3	19	17	36
Evaluated employees with access to the results of their evaluation (%)	100%					

EMPLOYEE FEEDBACK SURVEY

In an ongoing effort to better understand and address the needs and concerns of our employees, we initiated our first employee feedback survey in July 2021 This survey involved the distribution of paper questionnaires and was conducted in collaboration with an independent consulting firm. Remarkably, we achieved an impressive 90% participation rate from our dedicated employees.

Looking ahead, our strategic action plan for the upcoming years encompasses several key initiatives. We are committed to elevating the training and benefits provided to our employees, including the introduction of a meal card program aligned with our company’s policy, tailored to individual salary scales. Furthermore, we are devoted to bolstering the financial rewards available to our employees as part of our ongoing efforts to enhance compensation and benefits.

In addition to these enhancements, we are proud to announce the inclusion of counselling and psychological support services for our employees and their families within our comprehensive benefits package. Our next employee survey is scheduled for the second semester of 2024.

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5.5 CORPORATE VOLUNTEERING/BLOOD DONATION

NEA ODOS BLOOD DONATION PROGRAM

Voluntary participation in the “Next to People” program helps build high employee morale and camaraderie as they work together knowing they are making a difference for a worthy cause. In 2016 it was decided and created a depository of blood units to provide immediate access to them in case of an emergency for any of us or our family members. 7 years later, we consistently encourage voluntary blood donation, charting our own “Path of Life”.

BLOOD DONATION RESULTS:

5

voluntary blood donations were carried out (Fthiotida, Attiki, Ioannina, Klokova, Karditsa)

156

people participated (Nea Odos: 86 people, Kentriki Odos: 70 people) of which 132 donated blood

132

bottles were collected from the company’s event. (Nea Odos: 77 bottles, Kentriki Odos: 55 bottles)

34

bottles were collected from other employee initiatives (Nea Odos: 26 bottles, Kentriki Odos: 8 bottles)

The company cooperated with 5 Hospitals. Attica: Red Cross, Ioannina: University Hospital of Ioannina, Klokova: University Hospital of Patras, Karditsa: General Hospital Karditsa, Fthiotida: General Hospital Lamia

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<h2>CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING</h2>				
SUSTAINABLE DEVELOPMENT GOALS	TOPIC	GOAL 2022	PROGRESS 2022	GOAL 2023
<div> <div>3</div> <div>HEALTHY PEOPLE</div> </div> <div> <div>4</div> <div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> </div> <div> <div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> </div>	Employee training	Operation: Total training hours /total employees >5	2	Operations: Total training hours/ total employees >5
		Nea Odos: Total hours of training/ total employees >4	28.4	Nea Odos: Total training hours/ total employees >4
	Communication and initiatives with the human resources	Conducting our stakeholder engagement and satisfaction survey	Completed	Conduct annual survey 2024 Creation of corporate newsletter
	Health & Safety	Participation in Health and Safety trainings	81 participations*	Ongoing
		Nea Odos: 1 emergency evacuation drill at headquarters	Completed at headquarters	1 emergency evacuation exercise at headquarters
		Operation: 1 emergency evacuation exercise in all facilities with presence of employees from Nea Odos and Kentriki Odos	18 out of 22 premises	1 emergency evacuation exercise in all facilities with the presence of employees from Nea Odos and Kentriki Odos
	Annual Recertification	Annual Recertification: ISO 45001	Completed	Annual Recertification: ISO 45001
*Concerns Nea Odos and Operations				

06

BEING THERE FOR SOCIETY



Contribution to social development is a key pillar of our philosophy. As a responsible corporate citizen, we consider it our duty to support local communities, local government, NGOs and key strategic partners in developing new initiatives and continuing long-term programmes and actions. Our purpose is to achieve positive, meaningful and measurable results together with society.

IN 2022, WE CONTINUED TO FOCUS 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



€81.4 million
IN "SOCIAL PRODUCT"

€22,851
IN TRAINING AND
AWARENESS
PROGRAMS ON ROAD
SAFETY

€51,800
IN SPORTS SUPPORT
INITIATIVES

"CYCLING SAFELY"
1,497
STUDENTS TRAINED ON
ROAD SAFETY TOPICS

161,897
FREE TOLL PASSES
FOR PEOPLE WITH
DISABILITIES AND
ASSOCIATES AGENCIES

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6.1. SOCIAL PRODUCT

Nea Odos’ annual contribution to social development, as a total social product we produce as a company, is reflected in the table below:

ANNUAL CONTRIBUTION TO SOCIAL DEVELOPMENT - SOCIAL PRODUCT (IN TH. €)	2022	2021	2020	2019	2018	2017
Payments to suppliers (except materials and intercompany transactions)	45,062.0	49,239.77	57,786.67	62,292.52	63,841.57	65,973.53
Employee salaries and benefits (including insurance contributions)	1,506.0	6,264.43	12,430.42	12,355.93	12,119.37	8,906.90
Payments to providers of capital	34,139.8	35,270.82	13,642.02	25,597.16	33,275.28	8,488.48
Actions, financial support, donations and Corporate Social Responsibility Structures	686.60	953.35	861.55	922.09	631.93	467.82
Total	81,394.4	91,728.37	84,720.66	101,167.7	109,868.15	83,836.73

TOTAL INVESTMENTS AND ACTIONS	AMOUNT (IN €)
Education and awareness activities	22,851.50
Welfare and social solidarity activities	2,869.34
Infrastructure	1,059.34
Environmental activities	12,535.51
Sports activities	51,800.00
Cultural activities	6,350.00
Stray animals	12,303.00
Toll passes	439,580.45
Total	549,349.14

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6.2. EDUCATION, AWARENESS AND INFORMATION ACTIONS FOR DRIVING BEHAVIOUR AND ROAD SAFETY

Achieving zero accidents is our ultimate goal. To achieve this, we run awareness-raising and information campaigns for drivers and educational activities for children throughout the year. We focus on a number of topics related to the improvement of driving behaviour and the promotion of road safety, such as driving in difficult weather conditions, appropriate driving behaviour on a motorway, special safety measures in tunnels, the correct use of child seats, non-aggressive and eco-friendly driving, etc.

COOPERATION WITH THE “PANOS MYLONAS” ROAD SAFETY INSTITUTE - R.S.I.

Our collaboration with the “Panos Mylonas” Road Safety Institute - R.S.I. it already counts 8 years and a number of programmes throughout the territory that are aimed mainly at young people and vulnerable social groups.

“CYCLING SAFELY”

“Cycling Safely” has been implemented since 2015 in collaboration with R.S.I. and is aimed at primary school students. Children are trained in the safe use of bicycles, acquiring the right foundations to become tomorrow’s responsible drivers.

In 2022 actions were implemented throughout the year (for 11 months, January – November 2022).

OF THE TOTAL NUMBER OF STUDENTS

53%

Girls

47%

Boys

IN 2022 THEY WERE TRAINED:

1,497

Students

38

primary schools in the prefectures of Attica, Fthiotida, Etoloakarnania, Ioannina, Karditsa and Trikala

The results of the program concern Nea Odos and Kentriki Odos as a whole.

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<p>UPDATE ON ROAD SAFETY ISSUES IN THE MUNICIPALITY OF THERMOS</p> <p>In order to raise awareness on road safety issues, Nea Odos supported the open event held on August 16th in the Municipality of Thermos by the R.S.I., on the subject of safe cycling.</p> <p>The event lasted about 7 hours and the participants had the opportunity to be informed by the instructor of the institute about important issues related to cycling. About 50 children participated.</p>	
<p>“CYCLING SAFELY” AT THE SIRIOS TRAFFIC TRAINING PARK</p> <p>Within the framework of the ERASMUS+ “Cycling Safely” program, which was implemented in September, we hosted the two-day program coordinated by the R.S.I. The young people who participated were trained in road safety, sustainable mobility, safe cycling, while at the same time they also practiced on the bike track of the Sirios Traffic Training Park.</p>	
<p>€22,851.50</p> <p>(€54,679.57 in 2021)</p>	<p>TOTAL INVESTMENT IN EDUCATION, INFORMATION AND AWARENESS ACTIONS</p>
	

SUSTAINABLE DEVELOPMENT REPORT 2022		115
<p>6.3. WELFARE AND SOCIAL SOLIDARITY ACTIONS</p> <p>The active support of associations, institutions, charitable foundations, associations and NGOs active in areas adjacent to the motorways under our responsibility continued in 2022, covering specific new or permanent needs with financial donations.</p> <div> <p>Indicative institutions that were supported:</p> <ul style="list-style-type: none"> • The Smile of the Child • Community Pharmacy of the Municipality of Artea • Social Grocery of Parga • Social Grocery of Thermos • Municipality of Ziros </div> <p>In addition to these, to support the organization “The Smile of the Child”, Nea Odos has installed piggy banks for anonymous donations at the Customer Service Points.</p>		
<p>WE SUPPORT THE ASSOCIATION “ELIZA” AGAINST CHILD ABUSE</p> <p>Since 2016, we have been supporting the work of the association “ELIZA” and the “Safe Touch” Child Sexual Abuse Prevention program. We consider it important that until today:</p>		
<p>>4,000</p> <p>children have already learned how to protect their bodies</p>	<p>>1000</p> <p>parents and teachers have been informed about the need to recognise the signs</p>	
<p>That’s why we continue to stand by children, as an active supporter of the Safe Touch program.</p>		

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TOGETHER, WE TAKE CARE OF THEIR NUTRITION

As part of its social solidarity actions, Nea Odos participated as a supporter of the “Together, We Care for Their Food” campaign, ensuring the inclusion of 400 of our fellow human beings experiencing poverty and social exclusion in a feeding program.

NEXT TO “THE SMILE OF THE CHILD”

We continue to support the “The Smile of the Child” by donating school supplies to cover part of the school year’s needs.

RECONSTRUCTION OF THE CHILDREN’S PLAYGROUND IN OROPOS

True to our commitments to support neighbouring Municipalities, in 2022 we proceeded with a special study and then reconstructed 1 playground in the Municipality of Oropos, making it modern and safe for children.



€2,869.34

(€26,252.80 in 2021)

IN 2022, A TOTAL OF WAS DEDICATED TO WELFARE AND SOCIAL SOLIDARITY ACTIONS, WITH THE AIM OF SUPPORTING ORGANIZATIONS THAT TAKE CARE OF VULNERABLE SOCIAL GROUPS.

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6.4. OFFERS IN KIND

We support People with Disabilities (PWDs) and vulnerable social groups through benefits that include:

- Free passes for specific vulnerable groups of the population
- Free pass permits for vehicles that perform social work

EVIDENT SUPPORT FOR THE DISABLED	2022			2021			2020		
	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	154,893	101,206	53,687	130,889	88,344	42,545	126,248	88,891	37,357
Investment (€)	413,657.3	282,150.8	131,506.5	343,456.60	241,189.60	102,267.00	335,663.55	244,434.35	91,229.19

IN 2022 NEA ODOS OFFERED A TOTAL OF

130,889

free passes for vehicles of Persons with Disabilities (PWD) with a total value of €343,456.60.

7,004

(9,968 to 2021)

free transit permits (worth €25,923 (€33,036.77 in 2021) were offered to vehicles moving to provide social work, facilitating the permanent needs of associations of vulnerable social groups and entities.

Specifically, we supported:

- The Smile of the Child organisation
- The Greek National Public Health Organization
- General Hospital of Etoloakarnania
- Volos General Hospital “ACHILLOPOULIO”
- General hospital of Lamia

- Region of Attica
- Hellenic Animal Welfare organisation
- Association of Parents and Guardians of Persons with Disabilities N. Fthiotida
- The Special Missions team from then Municipality of Athens

€439,580.45

IN 2022, ACTIONS FOCUSED ON FREE PASSES AMOUNTED TO

6.5. SPORTS PROMOTION ACTIONS

Sports and sporting events have a positive effect both on an individual and on a socio-political level. In 2022 we supported actions that enhance and promote the active participation of young people in sporting activities, allocating a total of €51,800 (€24,000 in 2022).



RALLY ACROPOLIS 2022

As “Sponsor of Road Safety and Environment”, we supported together with Kentriki Odos, for the second year, the most historic motor sport event, the emblematic EKO ACROPOLIS RALLY 2022, as “Motorways of the Race” and as Sponsors of Road Safety and Environment.

In the context of the legendary superspecial route, which was attended by more than 64,500 visitors, Nea Odos and Kentriki Odos implemented a series of road safety awareness actions. In particular, in collaboration with the R.S.I., they offered a unique VR-Virtual Reality road safety training experience in the exclusive space created for the occasion at the OAKA stadium. More than 130 adults and 63 children were educated through hands-on training on important road safety issues. At the same time, people from the company and partners distributed special material on safety and eco-friendly driving to every visitor.



12TH MOUNTAIN BIKE RACES OF NAFPAKTIA

Nea Odos actively supports the development of local communities and local actions. In 2022 we sponsored the 12th Mountain Bike Races of Nafpaktia.

THE BEST “CO-DRIVER” OF THE GREEK ATHLETES AT THE BEIJING WINTER PARALYMPIC GAMES

Our long-term support for the work of the Hellenic Paralympic Committee was reaffirmed in 2022. The Greek athletes delivered remarkable results: Eva Nikou competed in Alpine Skiing together with accompanying athlete-guide Dimitris Profentzas, winning the 6th place in the Super G category, while Konstantinos Petrakis competed in Snowboarding, winning the 16th place. We remain committed to being active, socially responsible corporate citizens contributing to the wider society through targeted actions and responsibility to contribute to a better and more inclusive quality of life.

*The best
co-driver*

€51,800

IN 2022 WE SUPPORTED SPORT ACTIONS, WITH TOTAL RESOURCES OF



120	
<h2>6.6. PROMOTING LOCAL CULTURE</h2> <p>Our initiatives aim to showcase local cultural heritage, and our motorways contribute to the development of surrounding communities with unique cultural characteristics.</p>	
<h3>CREATION OF A “LOCAL AND TRADITIONAL PRODUCTS MARKET” IN AMVRAKIA - IONIA ODOS</h3> <p>The initiative takes place in the parking area in the region of Amvrakia Lake, at the 86th km of the Ionia Odos motorway, in the direction of Antirrio, with the main objective of boosting commercial activity of the local society of the neighbouring communities.</p> <p>Six kiosks offered free of charge on a rotating basis, have been set up to support local producers from Eto-loakarnania and Epirus. The first 2 shops started with products containing honey as main ingredient (honey with honeycomb, honeycomb, pollen, propolis, royal jelly, wax, wax salves) and olive-based products (olive oil and edible olives of various kinds). All the products for sale (olive oil, honey and honey derivatives) adhere to certification and standardised based on the existing legislation governing food and fresh products.</p>	
<h3>“DIAZOMA” ASSOCIATION: A STRATEGIC PARTNERSHIP WITH A POSITIVE IMPACT ON LOCAL COMMUNITIES AT THE ENVIRONMENTAL, CULTURAL AND EDUCATIONAL LEVEL.</h3>	
<h3>“ROUTES”: “ROUTES” DIGITAL TOOL</h3> <p>“Routes” is a pioneering European initiative for the creation of an integrated digital map, through which stories about the cultural and environmental wealth of each area crossed by the Neas Odos motorways are presented - with images and sound. The audio guided tours include 200 sights organised in 20 routes and 538 stories highlighting the unique richness of each region crossed by the Ionia Odos motorway.</p>	
105,343	AUDIO TOURS OF NEA ODOS WERE CARRIED OUT BY DECEMBER 2022 WWW.NEAODOS.GR/TOURS

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<h2>AVENUES OF NATURE AND CULTURE</h2> <p>The “Nature and Culture Boulevards” program, designed by the association “Diazoma”, focuses on enhancing access and implementing uniform signage for nature and cultural sites situated along motorways. The program aims to elevate the role of motorways as catalysts for facilitating access and ensuring the continuous preservation of monuments.</p>		
<h2>HOLISTIC CULTURAL TOURISM PROGRAMMES</h2> <p>We are actively participating in the initiatives of the association “Diazoma” regarding the creation of “holistic cultural tourism programmes”, for the creation of 2 institutions:</p> <ol style="list-style-type: none"> 1. The “business cluster”. It is essentially a “cluster” of competing businesses and is a relatively new model of participatory governance in the field of cultural heritage. 2. The “Destination Management and Marketing Organization”. Through a commonly agreed Local Support and Development Pact, cultural routes are now promoted holistically, enhancing the tourism and Sustainable Development of the country, as they contribute to increasing the number of domestic and foreign visitors to the monuments. The Local Support and Development Pact functions as a connecting link between the productive sectors of a region’s economy and as a vehicle for the development of cultural and broader tourism in the region. 		
<h3>Support for Environmental Organizations</h3> <p>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:</p> <ul style="list-style-type: none"> • Forest Firefighting Volunteers of Afidnes • Forest Firefighting Volunteer Forces of Rhodopolis Dionysos 	<ul style="list-style-type: none"> • Volunteer Group of Kapandriti-Polydendri • Civil Protection Volunteer Association of Kryoneri • Civil Protection Volunteer Association of Agios Stefanos • The total amount of the 2022 contribution is €12,535.51 (€12,07000 in 2021) 	
€18,885.51	IN 2022 WE STRENGTHENED CULTURAL AND ENVIRONMENTAL ACTIONS WITH TOTAL RESOURCES OF €18,885.51	

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<h2>6.7. ACTIONS FOR THE PROTECTION OF STRAY ANIMALS AND DRIVERS</h2> <p>In 2022, 1,108 events involving animals were recorded (3,398 in 2021), such as animal entering a motorway, animal detection, animal collision, dead animal collection.</p> <div> <div> <p>To protect animals from passing vehicles, ensure driver safety and prevent accidents, we install additional fences along the motorways. Fences play a crucial role in maintaining the smooth and safe flow of traffic. Each year, we reinforce damaged fences and install additional fences to prevent wildlife from entering the motorway.</p> <p>Collaborating with the Hellenic Philanthropic Society, we benefit from their expertise to optimise management of incidents involving stray animals. As part of our commitment, we cover the expenses for collecting and transporting stray dogs for veterinary inspection, vaccination, monitoring, accommodation and medical treatment The animals</p> </div> <div> <p>are accommodated in specially designed daycare and recovery areas before their transport or adoption.</p> <p>In 2022, we collected 43 stray animals from the motorways and took care of all their needs (veterinary procedures, feeding, etc.). Of the 43 animals we hosted, 12 were adopted while another 6 of them returned to their owners.</p> </div> </div>	
<div> <div> <div>€12,303</div> <div>IN 2022, OUR ACTIONS AMOUNTED TO</div> </div> </div>	

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<h2>CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING</h2>				
SUSTAINABLE DEVELOPMENT GOALS	TOPIC	GOAL 2022	PROGRESS 2022	GOAL 2023
<div> <div>1 PEOPLE WITH QUALITY OF LIFE</div> <div>3 GOOD HEALTH AND WELL-BEING</div> <div>4 QUALITY EDUCATION</div> <div>17 PARTNERSHIPS FOR THE GOALS</div> </div>	Blood bank	Repeat blood collection drives	86 employees from Nea Odos participated	Repeat blood collection drives
	Stray animal management	Maintain and strengthen collaboration with the Greek animal welfare society	Protection of stay animals found on the motorway	Maintain and strengthen collaboration with the Greek animal welfare society
	Strengthening partnerships	Utilise the “Tours” platform to engage the local community	105,343 audio tours to platform visitors	Utilise the platform for engagement with the local community
		Road safety training and awareness programs	“Cycling Safely” programs in collaboration with I.O.AS.	Utilisation of the traffic management park in M.S.S Sirios

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<h2>ABOUT THE REPORT</h2> <p>THE NEA ODOS SUSTAINABLE DEVELOPMENT REPORT FOR 2022 IS COMPANY’S 9TH ANNUAL REPORT.</p> <p>The Sustainable Development Report of Nea Odos for the year 2022 highlights social, economic, environmental, and governance issues through a transparent, concise and consistent presentation. It focuses on critical issues that the company has recognized and manages as well as describing its current challenges, performance and future goals. Through the Report, the company publicises its priorities, risks, opportunities and plans for future thereby strengthening this channel of communication with its stakeholders.</p> <p>The annual Report covers the period from 1/1/2022 to 31/12/2022. The 2022 Sustainable Development Report is available on the website www.neaodos.gr and, specifically, in the Corporate Social Responsibility section. Information on Corporate Responsibility is available on the company’s website and through the special “Sustainable Development at a Glance” section, which is renewed annually.</p> <h3>CLARIFICATIONS</h3> <p>Scope of Sustainable Development Report The Report covers data concerning Nea Odos. Where relevant, information is provided for the operating company with a clear distinction between the concession company and the operating company, and with reference to the time period covered by the specific information. The Report does not cover the construction of the project (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.</p> <p>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.</p> <p>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.).</p> <p>Financial information According to article 2 of Law 4308/2014 the company is considered to be a large enterprise.</p> <p>Employee wages and benefits include employer contributions. Payments to providers of capital have been interpreted as interest payments to banks for loans taken. The same also applies to loan repayments. Payments to suppliers (except materials and intercompany transactions) include all payments made to non-affiliated suppliers parties (including VAT and other withholding taxes). All other payments include consumables and service provision.</p> <p>National suppliers also include intra-group suppliers, whose expenditure reaches the amount of €79,264,133.85, as well as the State through operating support, reaching the amount of €41,417,972.</p> <p>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.</p>	

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<p>External Assurance For the 2022 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.</p> <p>Support The 2022 Sustainability Report was developed with the guidance and scientific support of Sustainability Knowledge Group (www.sustainabilityknowledgegroup.com).</p> <p>CSR team A number of executives from different Departments and Divisions of the company cooperated for the collection of data, in particular:</p> <ul style="list-style-type: none"> • Content Coordinators: Fotini Lambrou, Georgina Kanavou. • Representative of Departments/Divisions- Content Managers: Panagiotis Galanopoulos, Antonis Giannopoulos, Irini Garoufalia, Alexandra Delli, Maria Zografini, Antigoni Kazaneli, Pavlos Karanatsis, Nikos Katapodis, Eleni Kordolaimi, Michalis Lagoudakis, Fotini Lambrou, Sofia Papageorgiou, Natalia Manara, Yiannis Marinopoulos, George Mavrikos, Christos Bakaras, Magdalení Barouchou, Eleni Nianiou, Christina Nikolaou, Natalia Dassiou, Yannis Orfanotis, Anastasia Pneumatikou, Konstantinos Sideris, Stelios Simopoulos, Yannis Sioutis, Eugenia Soufi, Panagiota Stasinou, Anastasia Struza, Panagiota Tsaousi. <p>Contact Point Contact us for comments, clarifications and suggestions.</p> <p>Public Relations & Marketing Department Address: 19 Nea Erythrea Ave., Varibobi, P.O. 146 71 Legal seat: Themistokleous 87, Athens Email: pr@neaodos.gr Tel.: (+30) 210 3447300 Fax: (+30) 210 6100301</p>		

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GRI CONTENT INDEX		
Statement of use	Nea Odos has reported the information cited in this GRI content index for the period 1st of January 2022 to 31st of December 2022 with reference to the GRI Standards.	
GRI 1 USED	GRI 1: Foundation 2021	
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	13, 15, 124, 125
	2-2 Entities included in the organization’s sustainability reporting	13, 14, 124, 125
	2-3 Reporting period, frequency and contact point	124, 125 October 2023
	2-4 Restatements of information	No restatements
	2-5 External assurance	125
	2-6 Activities, value chain and other business relationships	13-15, 46, 64-67, 70, 74, 124, 125
	2-7 Employees	100, 101
	2-8 Workers who are not employees	101
	2-9 Governance structure and composition	15, 16
	2-11 Chair of the highest governance body	16
	2-13 Delegation of responsibility for managing impacts	42
	2-15 Conflicts of interest	17 https://www.gekterna.com/el/the-group/code-of-conduct/
	2-22 Statement on sustainable development strategy	8, 9
	2-23 Policy commitments	6, 17, 19 https://www.neaodos.gr/wp-content/uploads/2021/07/%CE%A0%CE%BF%CE%B-B%CE%B9%CF%84%CE%B9%CE%BA%CE%AE-%CE%95%CE%A3%CE%94_NO_rev01_17.05.2021.pdf
	2-24 Embedding policy commitments	16, 17, 19
	2-26 Mechanisms for seeking advice and raising concerns	62, 70-72
	2-27 Compliance with laws and regulations	16, 18, 78
	2-28 Membership associations	39
	2-29 Approach to stakeholder engagement	29-40
	2-30 Collective bargaining agreements	101
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GRI 3: Material Topics 2021	3-1 Process to determine material topics	36-40
	3-2 List of material topics	40
	3-3 Management of material topics	17-19, 44-63, 74, 77-97, 99-109, 111-121
Economic Performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	18, 112
	201-4 Financial assistance received from government	18

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GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	110-122
	203-2 Significant indirect economic impacts	24, 25, 110-122
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GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	74
Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	80
	302-2 Energy consumption outside of the organization	80
	302-4 Reduction of energy consumption	80-83
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GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	79, 90, 91
	303-2 Management of water discharge-related impacts	90, 91
	303-5 Water consumption	90
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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	95
	304-2 Significant impacts of activities, products and services on biodiversity	95
	304-3 Habitats protected or restored	95
Emissions		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	93
	305-2 Energy indirect (Scope 2) GHG emissions	93
	305-4 GHG emissions intensity	93
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	92
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	85-87
	306-2 Management of significant waste-related impacts	85
	306-3 Waste generated	86, 87
	306-4 Waste diverted from disposal	86-89
Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	74
Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	101
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	102
	401-3 Parental leave	103

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GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	19, 103
	403-2 Hazard identification, risk assessment, and incident investigation	103, 104
	403-3 Occupational health services	103-105
	403-4 Worker participation, consultation, and communication on occupational health and safety	103, 104
	403-5 Worker training on occupational health and safety	103
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	103, 104
	403-9 Work-related injuries	105
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GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	106
	404-2 Programs for upgrading employee skills and transition assistance programs	106
	404-3 Percentage of employees receiving regular performance and career development reviews	107
Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	16, 100, 102
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	36, 110-122
	413-2 Operations with significant actual and potential negative impacts on local communities	110-122
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	45-48, 58, 59
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents 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	17, 46, 47 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



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 2022 Corporate Responsibility Report of Nea Odos S.A. for the fiscal year ended on December 31st, 2022 (“selected data”), with reference to the Global Reporting Initiative (GRI) Standards (“GRI-Standards”), version 2021.

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 2022 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 for the “With reference” option of the GRI Standards.
- 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”, “Corporate Governance” 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 2022 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, 2022, as these were included in the 2022 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 2022 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 126 to 128 of the 2022 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 2022 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 2022 Corporate Responsibility Report does not meet the GRI Standards’ 2021 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 2022 Corporate Responsibility Report, as described in section “Scope”, are materially misstated.

Restricted use

This report is intended solely for the information and use of the Company in accordance with the terms of reference agreed between us and is not intended to be and should not be used by anyone other than the Company.

Athens, 6/12/2023

The Chartered Accountant



Athina Moustaki
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