



**SUSTAINABLE
DEVELOPMENT REPORT**

20
23



**SUSTAINABLE
DEVELOPMENT REPORT**

20
23

Contents

08

Message from the CEO

10

Nea Odos at a glance

12

Who We Are

16

Responsible Operation and
Corporate Governance

28

Our Approach to Sustainable
Development

44

Being There For Drivers with
Road Safety and Quality
Services

78

Being there for the
Environment

106

Being there for our People

122

Being there
for the Society

150

ANNEX

168

About the Report

170

GRI Content Index

ΝέαΟδός
Κεντρική Οδός



Message from the CEO



This year marks a significant milestone for all of us at Nea Odos as we celebrate 10 years since publishing our first Sustainable Development Report. This journey has not only documented our impact on both the environment and society but also underscored our ongoing commitment to accountability and transparency. Over the course of these 10 reports, we have focused on the practices, policies, and initiatives we design and implement to operate modern motorways that contribute to national economic growth, protect the environment, and enhance quality of life.

This 10th Sustainable Development Report reflects our strategy and overall progress on critical focus areas, including road safety, reducing our environmental footprint, environmental protection, energy efficiency in the concession project, e-mobility, integration of new technologies, local economic support, national development, and value creation for both our people and local communities.

As we continue on our growth path, this year we recorded 44,227,561 toll passes, a 9% increase over last year, and made significant investments, demonstrating resilience and our focus on long-term development. Our ultimate goal remains to provide people-centred services that combine innovation and new technologies with the highest possible levels of road safety and environmental protection.

To improve safety and efficiency for users and drivers, we dedicated 175,353 hours this year to road maintenance. We also continue to leverage innovative technologies like artificial intelligence to enhance user safety and reduce incidents and accidents on our motorways, using drones to monitor infrastructure conditions and installing AID (Automatic Incident Detection) “smart” cameras. We are rapidly expanding our digital services, investing over €4.23 million in subscription services, and the MyOdos all-in-one motorway application now has over 45,000 users.

Our people drive every innovation, so we continue to invest in our employees, with a total investment of €453,110 to ensure occupational health and safety, providing opportunities for training and professional development and dedicating 2,909 hours to training. From this year, we are utilising a new digital training platform, granting each employee access to a knowledge centre for professional growth. We are also committed to creating a healthy work environment free from harassment and discrimination, continuously improving our ISO-certified systems to safeguard our people. We supported 161 national and local suppliers with investments exceeding €257 million, contributing to our broader goal of fostering regional growth in Greece.

In terms of environmental responsibility, we systematically monitor our environmental impact and take measures to combat climate change. We manage energy-related issues optimally through an innovative system and have updated our CO₂ emissions measurement methodology. We have expanded our clean energy initiatives, aiming for gradual energy autonomy of our infrastructure through the installation of a 250 kW photovoltaic park at the Afidnes toll station. Recognising Nea Odos’s important role in supporting e-mobility at a national level, we are focused on expanding the installation and operation of charging stations and fast chargers along the motorway and enhancing our fleet with electric vehicles. We now have 66 EV charging points across our facilities and have integrated 37 hybrid and electric vehicles into our fleet. In 2023, we invested nearly €5.23 million in environmental protection projects and planted 17,594 new shrubs and trees. In waste management, we recycled 63,224 kilograms of waste and 1,700 kilograms of compost through the first organic waste recycling programme at Motorists Service Station (M.S.S.).

Finally, we contribute to the development of local communities and support the social initiatives of reputable organisations, entering strategic partnerships with a social focus. In this reporting period, we distributed €100.5 million of value and €698,894 in social initiatives, providing 196,540 toll-free passes for vehicles of persons with disabilities (PWDs) and organisations offering social services. This year, 721 students were trained on road safety topics through the «Safe Cycling» education and awareness programme, in partnership with the Road Safety Institute (RSI) «Panos Mylonas». We are particularly proud of the first year of operation of the Driver Training Park at the Sirios M.S.S., constructed with Nea Odos’s support, demonstrating our ongoing commitment to public awareness on road safety. Additionally, for the third consecutive year, we sponsored the EKO Acropolis Rally, promoting through the event, road safety and environmental protection.

As always, I want to acknowledge the contributions of everyone involved in Nea Odos’s work and in the development of this annual report, gathering data and documenting our initiatives. This collective effort by Nea Odos’s people and partners is vital to achieving our vision.

A heartfelt thank you to everyone!

Rodianos Antonakopoulos
Chief Executive Officer

Nea Odos at a Glance

OPERATIONS AND CORPORATE GOVERNANCE

€100.5 million

worth of Social Contribution
(Social Product)

9%

increase in total toll passes

44,227,561

total toll passes

€160,196,403

spend on national and local
suppliers

ISO 37301:2021

Regulatory Compliance Management System, certified
to the international standard

BEING THERE FOR DRIVERS WITH ROAD SAFETY AND QUALITY SERVICES

109

inspection, repair and upgrading of
technical project tasks

112,576

incoming calls to the Emergency
Call Centre - 1075

6,689

vehicles safely towed

3,996,733 km

covered by patrol vehicles

€4,233,635

investment in subscription
programmes

BEING THERE FOR OUR PEOPLE



New digital
training
platform

2,909

hours in training
programmes

514

employees

€450,000+

spent on the Health and Safety
of our employees

BEING THERE FOR THE ENVIRONMENT

€5 million

in Environmental Protection
projects

17,594

new plantings of shrubs
and trees

63,224 kg

of recycled waste



Innovative energy
management system

BEING THERE FOR THE SOCIETY

193,600

toll-free passes for vehicles of
persons with disabilities (PWD)

308

national and local
suppliers

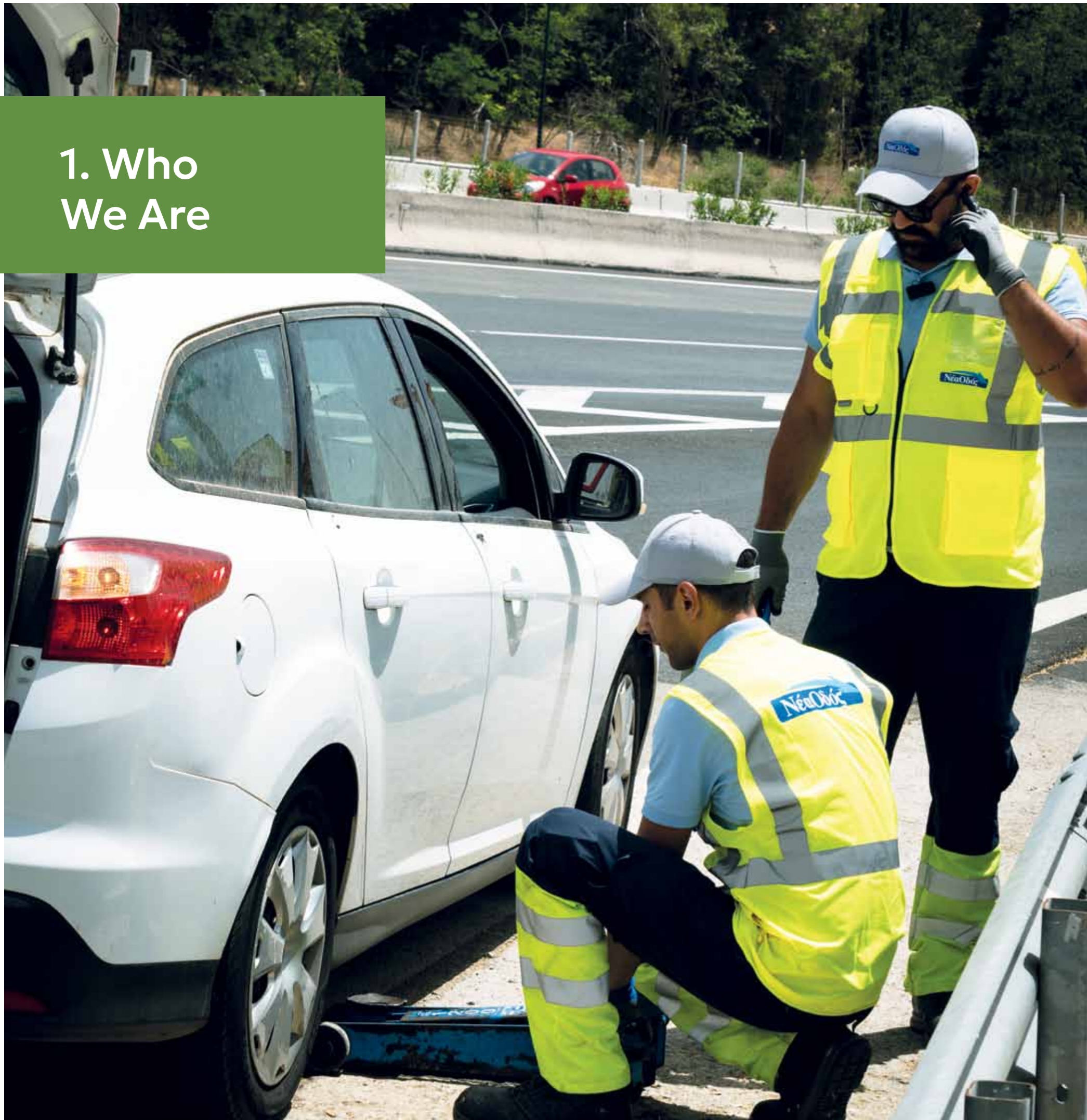
4

voluntary blood
donations



Sirios Driver
Training Park

1. Who We Are



Nea Odos Concession Societe Anonyme based in Greece (87 Themistokleous Street, Athens) has undertaken the study, design and construction of the Ionia Odos concession project, which it has successfully operated, managed and maintained to this day.

The project, which has a total length of 380 km, includes: the like-named motorway Ionia Odos, 196 km long, from Antirrio to Ioannina (interchange with Egnatia Odos), part of the A.Th.E. motorway, approximately 172 km long, from the interchange at Metamorfosi, Attica, to Skarfia, Fthiotida, after Kamena Vourla, and the connecting branch of the A.Th.E. motorway Schimatari-Chalkida, with a length of 11 km.

380_{km}
total length

196_{km}
Ionia Odos motorway

172_{km}
A.Th.E. motorway

11_{km}
Schimatari-Chalkida
connecting branch





As a concessionaire, Nea Odos is responsible for:

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

IONIA ODOS IN NUMBERS



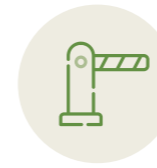
26 bridges, with a total length of approximately 7 km



3 Operation and maintenance centres



19 Interchanges & Semi-interchanges



4 Frontal toll stations



8 Motorist Service Stations (MSSs)



6 Two-way tunnels & Cut and Covers

The Ionia Odos Motorway drives the development of the Greek rural region and overcomes the isolation of Epirus as:

- It connects the entirety of Western Greece, upgrading important urban and rural centres, such as Ioannina, Arta and Agrinio.
- It provides a road connection between the ports of Patras, Astakos and Igoumenitsa, fulfilling a long-standing social demand.
- It improves accessibility in areas of high tourist and archaeological interest.

A.TH.E. MOTORWAY IN NUMBERS



14 Bridges



8 Motorist Service Stations (MSSs)



30 Interchanges & Semi-interchanges



2 Traffic Management Centres



3 Frontal toll stations



6 Two-way Tunnels & Cut and Covers

The A.Th.E. is the backbone motorway of Greece, as it connects its two largest urban centres, Athens and Thessaloniki, not only with each other, but also with the areas of Viotia, Fthiotida, Thessaly and Macedonia. Of unquestionable national importance, it offers road access to health and education

infrastructure, national and natural parks, world heritage sites and resorts. Due to its proximity to the capital city, the 172 km section of the A.Th.E. motorway, which is managed, maintained and operated by Nea Odos, is of utmost importance to the entire Greek road network.

2. Responsible Operation and Corporate Governance

As a responsible corporate citizen, Nea Odos operates under a robust Corporate Governance framework, following policies and procedures that guarantee transparency, integrity and credibility.

The Corporate Governance system plays a key role in ensuring the smooth operation of the company:



Effective governance and operations for the safety and quality of infrastructure and services.



Continuous growth through innovation and strategic planning ensuring sustainability and resilience.



Responsible supply chain management ensuring transparency, ethics and sustainability in all business activities.



2.1 ORGANISATIONAL STRUCTURE AND MANAGEMENT

The organisational structure of the company ensures its long-term success: from the fulfilment of strategic objectives and the implementation of policies and actions to the strengthening of internal and external communication and the building of trustful relationships with partners and suppliers. The Board of Directors holds responsibility for all decisions concerning the management of the company, the fulfilment of the company’s purpose, the management of its assets and the

formulation of its business strategy. The CEO is responsible for the execution of the Board’s decisions and the company’s business strategy, while the non-dependent relationship of the Board members with the company’s activities promotes impartiality and validity in decision-making.

In December 2023, the composition of the Board was:

COMPOSITION OF THE BOARD OF DIRECTORS (31.12.2023)



Tenure 4 years

GENDER RATIO AND AGE DISTRIBUTION OF THE BOARD OF DIRECTORS



3 members
30-50: 1
50+: 2



7 members
30-50: 2
50+: 5

2.2 REGULATORY COMPLIANCE

Regulatory compliance goes beyond formal obligations and sets targets for continuous performance improvement in all aspects of its operations. Strict compliance with national and

European legislation is a top priority, which is why the company’s employees are informed in a timely manner of any legal and institutional changes affecting their work.

As a result, in 2023:

- No corruption incident was recorded, nor was there any termination of any cooperation agreement due to a corruption-related offence.
- No incidence of non-compliance with the legislation or the regulations as regards driver safety was recorded.
- No incident of manipulation or non-compliance with applicable regulations in the areas of communication, marketing, advertising and sponsorships was recorded.
- No environmental degradation problems due to the operation and maintenance of motorways were ascertained.
- No incidents occurred that required payment of a fine.

2.3 COMMITMENT TO ETHICAL OPERATION

Nea Odos has adopted a Code of Ethics and Conduct, which sets out the fundamental principles that employees, subcontractors, suppliers, partners and all other stakeholders must adhere to. The Code complies with national legislation, international regulations and conventions, as well as international quality and safety standards, thus enhancing integrity in the work environment. The company has zero tolerance for incidents of violence and harassment in the workplace. It has proactively recorded in its respective policies guidelines for preventing and dealing with

incidents of violence and harassment, the rights and obligations of all employees, regardless of their position, as well as the procedure for filing and handling complaints. In accordance with the rules of professional ethics and ethical conduct towards the citizen-customer and taking into account the Greek Advertising and Communication Code of the Advertising Self-Regulation Council (SEE), in 2023, no incidents of non-compliance were recorded in relation to the communication of our services or sponsorships that we implemented.

2.4 FINANCIAL PERFORMANCE

The financial statements for the fiscal year 2023 have been prepared in accordance with the International Financial Reporting Standards and have been posted on the company’s website (www.neaodos.gr).

NET SALES (IN THOUSANDS OF EUROS) (31/12)	2023 IFRS	2022 IFRS	2021 IFRS
Exploitation segment of Ionia Odos– A.Th.E. Motorway	150,469	141,566.2	124,505.78
Sector for the construction of the Ionia Odos motorway	0	1,147	-
TOTAL	150,469	142.713,2	124.505,78

FINANCIAL INFORMATION (IN TH. €)	2023 IFRS	2022 IFRS	2021IFRS
Net Sales	150,469	142,713.2	124,505.78
Other operating income	69,537.4	35,561	35,802.25
Revenue from financial investments	1,584.6	416	732.19
Total income	221,591	178,690.2	161,040.22
Operating cost	102,686	109,228	84,428.14
Employee salaries and benefits	1,539.1	1,506	6,264.43
Payments to providers of capital	44,229.67	34,139.8	35,270.82
Net profit / (loss) before taxes	(14,617.2)	11,045	10,800.99
Net profit / (loss) after taxes	(1,500.3)	20,670	11,672.33
Total payments to state bodies (taxes paid)	9,823.7	11,180.9	12,117.24
Company investments	2,069	1,359	15,908.97
Total capitalisation	397,628.9	417,504.8	438,645.36
Equity	276,305.9	259,293	238,593.03
Total liabilities	243.909,3	243,495	279,770.25
Total assets (in million €)	520.215,2	502,787	518,363.28

2.5 TOTAL TOLL PASSES

Total Toll Passes and Electronic Toll Collection (ETC) System	2023			2022			2021		
	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS
Total toll passes	44,227,561	31,671,248	12,556,313	40,669,227	29,423,866	11,245,361	34,983,369	25,970,587	9,012,782
Total non-exempted passes at the Nea Odos tolls using the electronic toll collection system (ETC)	20,538,467	15,722,727	4,815,740	18,245,927	14,179,923	4,066,004	14,432,775	11,448,999	2,983,776
Percentage	46.4%	49.6%	38.4%	44.9%	48.2%	36.2%	41.3%	44.1%	33.1%

2.6 INTEGRATED MANAGEMENT SYSTEM

Nea Odos has designed and implements a integrated Management System (IMS), which consists of the following standards:

- ISO 9001:2015 Quality Management System
- ISO 45001:2018 Health & Safety Management System
- ISO 14001:2015 Environmental Management System
- ISO 39001:2012 Road Safety Management System
- ISO 22301:2019 Business Continuity Management System
- ISO 37301:2021 Regulatory Compliance Management System

The IMS is certified and reviewed annually by independent, accredited bodies.

As the first concessionaire company certified according to ISO 22301:2019, we are committed to the idea of Business Continuity, taking into account the assessment and effective response to serious and unforeseen emergencies, such

as disasters caused by fire or extreme weather events, accidents, etc., as well as preventing any interruption of critical services. The key objective of Business Continuity Management is to ensure the readiness to restore the company to normal operations, with the safety of our employees, users and infrastructure as the main focus.

In addition, understanding the need for the effective recognition and monitoring of the broader regulatory framework that governs all its activities, Nea Odos in 2023 designed the Regulatory Compliance Management System, which was certified according to the international standard ISO 37301:2021 by the certification body Bureau Veritas.

As regards ISO 39001 (road safety), since 2021, it has been implemented by the operating company responsible for managing the patrol fleet.

In 2023, 5 new procedures were added to the Nea Odos IMS and 10 were updated. The operating company incorporated 1 new procedure and revised 26, as well as the snow clearance plan for A.Th.E. and Ionia Odos.

2.7 ATTENDANCE AT CONFERENCES, WORKSHOPS AND SPEECHES

Highlighting issues directly linked to sustainable development, Nea Odos is actively present in the public debate expressing its opinions on issues such as:

- Promoting safe driving.
- Increased protection of the environment and biodiversity.
- Developing quality and digital services.
- Information on important actions implemented at national and local level.

REPRESENTATION OF THE COMPANY AT CONFERENCES AND EVENTS



CONFERENCE

IBTTA’S GLOBAL TOLLING SUMMIT

Participation of Mr Rodianos Antonakopoulos, CEO, with a presentation of the hybrid electric car charging station at the Malakassa (Sirios) MSS, and Mr Asterios Simopoulos, Motorway Heavy Maintenance, Traffic Planning & Design Manager, with a presentation of the structural adequacy monitoring programme for concrete structures.

EVENT

«SAFE AND SECURE TRUCK PARKING AREAS FOR ROAD FREIGHT TRANSPORT»

Participation of Mr Ioannis Sioutis, Head of EM Projects and Tunnel Safety Officer, with a speech on «SSTPAs at the MSSs in Atalanti and Episkopiko».



2nd CONFERENCE

«LAW OF SPACE, PUBLIC SECTOR - INFRASTRUCTURE - REAL ESTATE - INVESTMENTS»

«Law of Space, Public Sector - Infrastructure - Real Estate - Investments». Participation of Ms Alexandra Delli, Legal Advisor, with a speech on «The Concession Contract as a Contract for the Utilisation of Public Property».



MEETING

9TH MEETING OF CORPORATE MEMBERS OF THE “DIAZOMA” ASSOCIATION

Participation of Mr Rodianos Antonakopoulos, CEO, with a speech on «Nea Odos and the ‘Diazoma’ association».

DAY

ECODRIVE

Programme presentation workshop. Participation of Ms Anastasia Pnevmatikou, Head of Traffic and Design.

CONFERENCE

REGIONAL GROWTH CONFERENCE

Participation of Mr Rodianos Antonakopoulos, CEO, with a speech on «Sustainability in motorways».



EVENT

EVENT OF THE NTUA POSTGRADUATE PROGRAMME «PROJECT, INFRASTRUCTURE AND CONSTRUCTION MANAGEMENT»

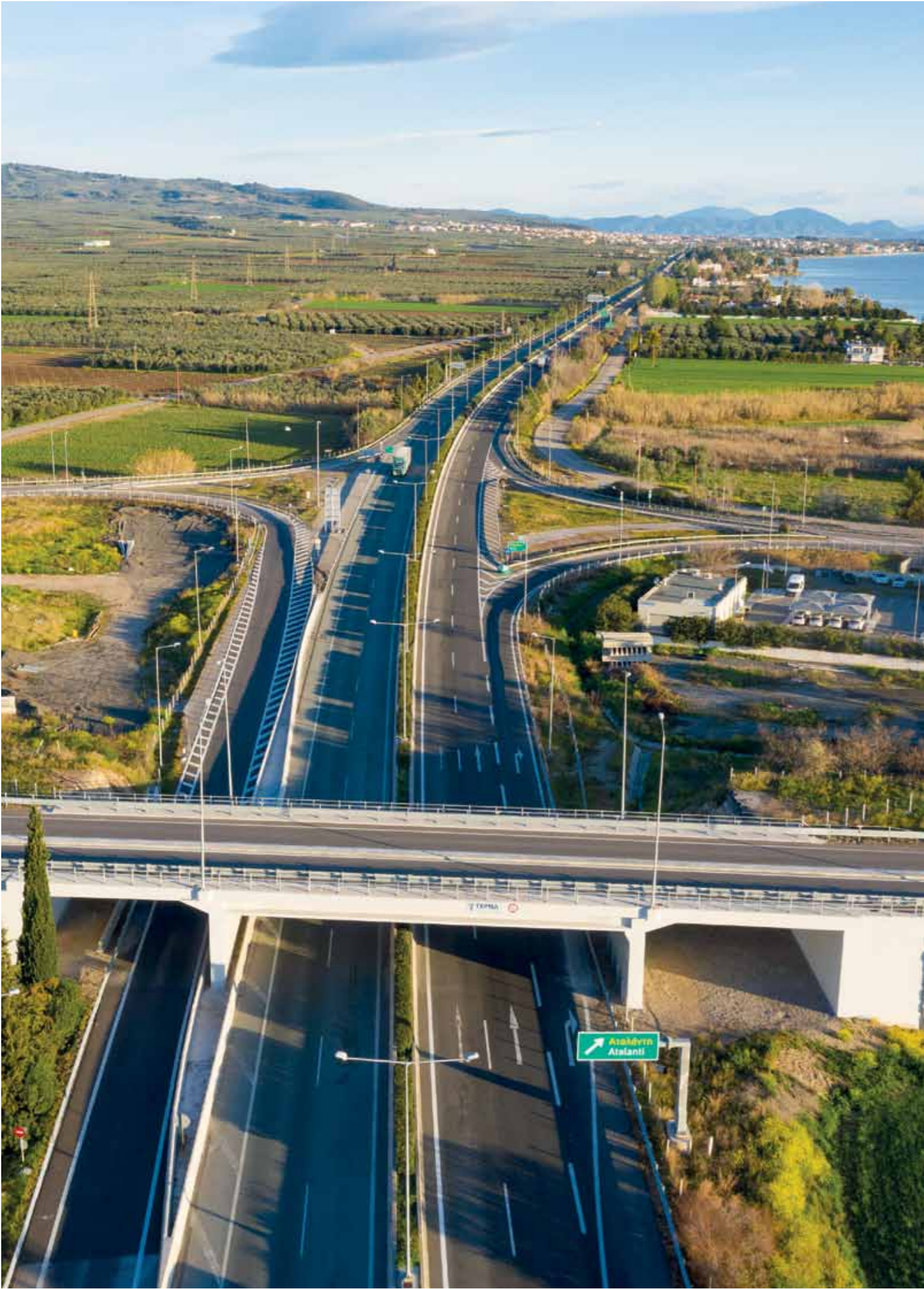
Participation of Mr Ioannis Sioutis, Head of EM Projects and Tunnel Safety, with a presentation on «Road Tunnel Safety», as well as Ms Anastasia Pnevmatikou, Head of Traffic and Design, and Mr Nikos Katapodis, Maintenance and Traffic Operations Manager, with a presentation on «Road Safety».

2.8 AWARDS AND DISTINCTIONS

Nea Odos designs and implements actions with a long-term impact on sustainable development, and on society in general. This is why independent bodies and market organisations reward the initiatives and the commendable efforts of the company’s employees.

	WINNER	
MOTORWAY OF THE YEAR		«Motorway of the Year» at the Mobility Awards 2023 for all its innovative actions.
	WINNER	
TRANSPORT INFRASTRUCTURE		Winner in the «Transport Infrastructure» category at the Energy Mastering Awards 2023 for all «green» actions.
	WINNER	
TRANSPORT INFRASTRUCTURE		Winner in the «Transport Infrastructure» category at the Health & Safety Awards 2023 for all the actions and activities it designs and implements around the Health and Safety of employees.
	WINNER	
PARKING FACILITIES		Winner for the unique investment in the Malakassa (Sirios) MSS at the Energy Mastering Awards 2023 for the 1st and largest hybrid electric vehicle charging station with photovoltaic panels on car park canopies.
	GOLD AWARD	
RESPONSIBLE ACTION FOR THE CLIMATE		Gold Award in the category «Responsible Action for the Climate», in the context of the Hellenic Responsible Business Awards 2023, for the innovative initiatives implemented in line with the environmental objectives of sustainable development.
	GOLD AWARD	
MOTORWAYS CUSTOMER SERVICE		Gold Award in the category «Motorways Customer Service», at the Mobility Awards 2023 for the investment in the field of electromobility at the Malakassa (Sirios) Motorist Service Station, for the microsites on the “Tours” platform, as well as for the electronic card for persons with disabilities.

	GOLD AWARD	
TRANSPORTATION/ MOTORWAYS		Gold award in the «Transportation/Motorways» category at the IoT Awards 2023 for the use of IoT technologies on motorways.
	GOLD AWARD	
4 WHEELS PRODUCT		Gold award in the «4 wheels product» category at the Green Brand Awards for the innovative hybrid electric vehicle charging station with «green» energy from the sun, which has been implemented at the Malakassa (Sirios) MSS.
	GOLD AWARD	
MOTORWAYS ENVIRONMENTAL MANAGEMENT		Gold Award in the category «Motorways Environmental Management» at the Mobility Awards 2023 for all the «green» actions that aim to protect and showcase the environment, as well as the harmonious integration of motorways into it.
	SILVER AWARD	
GREEN FLEET		Silver award in the «Green Fleet» category at the Mobility Awards 2023 for the replacement of the fleet with electric/hybrid vehicles.
	BRONZE AWARD	
GREEN HOLISTIC APPROACH		Bronze Award in the category «Green Holistic Approach» at the Green Brand Awards for all environmental actions.
	BRONZE AWARD	
EV CHARGING INFRASTRUCTURE		Bronze Award in the «EV Charging Infrastructure» category at the Mobility Awards 2023 for the hybrid electric vehicle charging station at the Malakassa (Sirios) MSS.
	BRONZE AWARD	
BEHAVIOURAL RISK INITIATIVE		Bronze Award in the category «Behavioural Risk Initiative» at the Health & Safety Awards 2023 for its employee counselling activities.



CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Participation in Global Initiatives and Communication	Completion of studies, construction and possible pilot operation of 4 safe and secure truck parking areas Improving communication of commitments	Completion of studies and construction	Commence operation Improving communication through digital channels and promotional campaigns
Annual recertification	Annual recertification: ISO 9001Completed	Completed	Improving communication through digital channels and promotional campaigns
Business Continuity	Annual recertification: ISO 22301	Completed	Annual recertification: ISO 9001
	100% implementation of the readiness and business continuity drills programme	NO/KO: All (3) planned drills were completed	At least 1 drill in each category <ul style="list-style-type: none">• 1 evacuation drill• 1 IT drill (server crash)• 1 IT drill (teleworking)
	100% implementation of the readiness and business continuity drills programme	Operator: 28 of the 39 planned drills were carried out (72%)	100% implementation of the readiness and business continuity drills programme
	Trainings on business continuity topics NO/KO: 2 trainings Operator: 4 trainings	NO/KO: 2 trainings Operator: 4 trainings	Implementation of business continuity training in the departments involved

3. Our Approach to Sustainable Development

Since the launch of the Nea Odos, sustainable development has been a fundamental and strategic priority for the provision of services that combine the highest possible levels of road safety with people-centred, quality and innovative services. Our sustainable development framework further strengthens our company's approach, actions and performance for the benefit of future generations.

16

Focus Areas

225

Answers to the Sustainable Development Survey

40

Sustainable Development Material Issues

4

Sustainable Development Pillars



Creating Value

INPUTS

HUMAN CAPITAL

- 514 employees
- €1,539 thousand in salaries and benefits
- €453,110 for the Health and Safety of our employees
- 69 new recruitments

FINANCIAL CAPITAL

- €2,069 thousand in company investments
- €740,000+ investment for safe and secure truck parking areas
- 44,227,561 toll passes

INDUSTRIAL AND INTELLECTUAL CAPITAL

- 380 km of modern motorways
- 19 company-owned snow ploughs and 82 contractor-owned snow ploughs
- 2,909 hours of employee training
- 77 privately owned vehicles
- 83 leased vehicles
- 109 inspection and instrumentation work, repair, maintenance and upgrading
- 8,834 hours of work to repair damage to road infrastructure
- 65 installed automatic incident detection (AID) cameras

SOCIAL CAPITAL

- €100.5 million worth of social product
- We supported 161 suppliers from local communities
- Driver Training Park at Sirios MSS
- €698,894 total investments in social actions

NATURAL CAPITAL

- €5,290,980 environmental protection investments
- 254 on-site environmental inspections
- Innovative energy management system
- Review of the methodology for measuring CO2 emissions

VALUE CREATION



VISION

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



OUR MISSION

We offer the highest levels of safety, together with top quality services. We pursue excellence in the operation and maintenance of our motorways. We 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

OUTPUTS

HUMAN CAPITAL

- New digital training platform
- 24-hour Counselling Support Line
- 163 participants in Occupational Health and Safety trainings
- 64% employees from the region

FINANCIAL CAPITAL

- €221,591 thousand in revenue
- €9,823.7 thousand to state bodies
- €160+ million to local and national suppliers

INDUSTRIAL AND INTELLECTUAL CAPITAL

- 81,010 incoming calls to Customer Service
- 272 oversize loads of wind turbines travelled on the motorways
- 112,576 incoming calls to the Emergency Call Centre
- 4 safe and secure truck parking areas
- 6,689 vehicles towed
- 3,996,733 km covered by company patrol vehicles
- +48% increase in revenue through the MyOdos App for subscriber accounts feedback
- Company present at more than 7 conferences and events

SOCIAL CAPITAL

- 196,540 free passes for people with disabilities and for institutions
- €75,122 in sports activities support actions
- 721 students trained in road safety through «Safe Cycling»
- 120,103 audio guided tours of the Nea Odos through the digital «Tours» tool:
- 4 voluntary blood donations

NATURAL CAPITAL

- 66 EV charging points along motorways
- 37 hybrid and electric vehicles
- Installation of a photovoltaic park at the Afidnes toll station, capacity of 250 kW
- 63,224 kg of recycled waste
- 17,594 new plantings of shrubs and trees

3.1 STRATEGIC FRAMEWORK FOR SUSTAINABLE DEVELOPMENT

For Nea Odos, the long-term commitment to sustainable development is an integral part of how it operates and its strategy. At the same time, it is a compass for decision-making on a wide range of social and environmental issues, including intense urbanisation, the adoption of technology, climate change, the integration of motorways into the natural environment, accessibility, equitable economic and social development, innovation and the provision of safe services for the general public. The company’s growth strategy is people-centred and long-term, while prudent target setting, systematic measurement of our performance and the integration of new technologies and innovations play a key role.

Our framework is based on 4 pillars:

- Road safety and quality of service
- Human Resources
- Contribution to society
- Care for the environment

The Sustainable Development Report communicates the company’s corporate strategy, future goals and performance to all stakeholders, providing extensive information on the social and environmental footprint of the company’s activities.



Sustainable Development Pillars



CORPORATE GOVERNANCE AND OPERATIONS

Governance and Operation Systems
Strategy and Development
Responsible Supply Chain

BEING THERE FOR DRIVERS WITH SAFETY AND QUALITY SERVICES	BEING THERE FOR OUR PEOPLE	BEING THERE FOR THE ENVIRONMENT	BEING THERE FOR SOCIETY
<ul style="list-style-type: none">• Driver’s Safety/Road Safety• Quality of services• Innovation	<ul style="list-style-type: none">• Health, Safety and well-being• Continuous employee development and talent utilisation• Contemporary working environment and corporate culture	<ul style="list-style-type: none">• Climate Change• Physical environment and infrastructure interactions• Management of pollution• Resource management	<ul style="list-style-type: none">• Training and awareness on Road Safety• Development of local communities• Social solidarity

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKEHOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
Being there for Drivers with Safety and Quality Services	Driver's Safety	Safety of drivers	<div></div>	<div></div>		It relates to the smooth operation of the motorway, construction quality and efficient and safe traffic management.	<div><div>3</div><div>GOOD HEALTH & WELL-BEING</div></div> <div><div>8</div><div>DECENT WORK AND ECONOMIC GROWTH</div></div> <div><div>9</div><div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div></div> <div><div>11</div><div>SUSTAINABLE CITIES AND COMMUNITIES</div></div> <div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div></div>
		Infrastructural maintenance and traffic management	<div></div>	<div></div>	<div></div>		
	Quality of services/ customer service	Interoperability	<div></div>	<div></div>		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	<div></div>	<div></div>			
		Communication with drivers	<div></div>	<div></div>			
	Innovation	Technology	<div></div>	<div></div>	<div></div>	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		<div></div>	<div></div>		
	Health, Safety and well-being	Occupational Health and Safety	<div></div>	<div></div>		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	<div></div>	<div></div>	<div></div>		
	Continuous employee development and talent utilization	Development and performance management	<div></div>	<div></div>	<div></div>	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	<div></div>	<div></div>	<div></div>		
	Modern work environment and corporate culture	Meritocratic recruitment procedures	<div></div>	<div></div>		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	<div></div>	<div></div>			
		Non-discrimination	<div></div>	<div></div>			
		Provisions of employment	<div></div>	<div></div>	<div></div>		
		benefits	<div></div>	<div></div>	<div></div>		

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

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKEHOLDER 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>	<div></div>		
Corporate governance and operations	Governance and operation systems	Corruption and transparency	<div></div>	<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>	<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>	<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.	

○ High ○ Medium ○ Low

3.2 STAKEHOLDER ENGAGEMENT

In order to optimally manage stakeholder relations and to identify material topics, risks and opportunities in a timely manner, Nea Odos is in ongoing consultation with them. For more information see pages 164-165.

STAKEHOLDERS

Employees	Emergency response agencies
Motorway drivers	Financial institutions
Local communities	Partners, suppliers and subcontractors
Local government	Agencies, associations, university community
Shareholders	Mass media
Non-Profit Organisations (NGOs)	Other motorways
Activists	Operator
Ministries	



3.3 SUSTAINABLE DEVELOPMENT SURVEY

In addition to the communication mechanisms, Nea Odos systematically monitors the perceptions of its stakeholders regarding sustainable development and its performance. On an annual basis, the company conducts extensive research on corporate governance, road safety, services provided, human resources, the natural environment and the overall contribution to society and local communities in neighbouring municipalities, using the measurable results it collects.

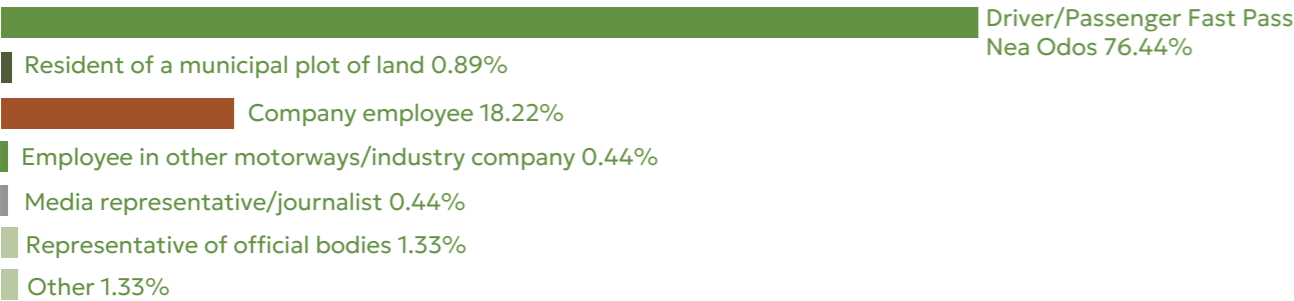
SURVEY RESULTS

70.7%

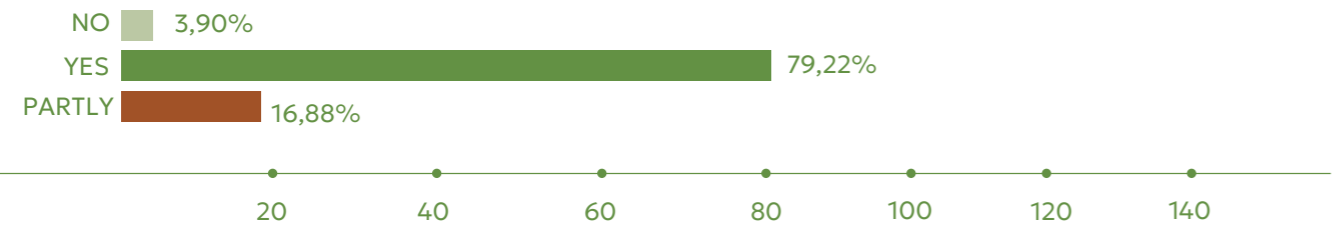
Of the 225 participants in the 2023 survey, 70.7% said they had read/ been informed about the Nea Odos online scorecard «Sustainable Development at a Glance».

96.1%

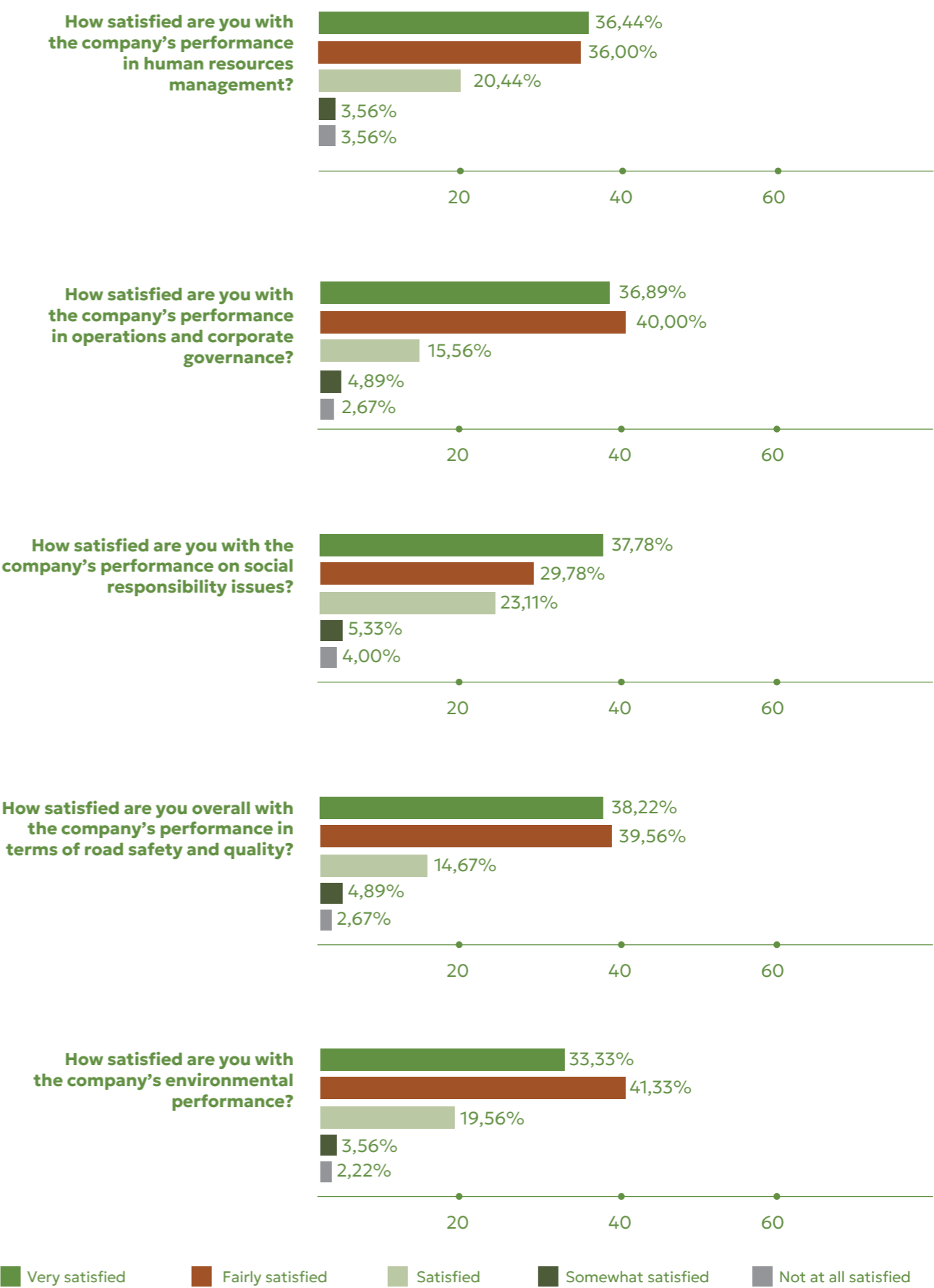
Of this percentage, 96.1% said that they found available information they were looking for on the company’s sustainability performance.



Did you find available, either in our company’s Sustainable Development Report or in its short version, «Sustainable Development at a Glance», information on the issues that interested you about our company?



INDICATIVE ANSWERS



3.4 MATERIAL TOPICS

The company revisited its material topics for 2023, taking into account its stakeholder communication and annual survey. This survey, which is conducted through the online CSR

Scorecard platform, is a valuable input for the preparation of the Sustainable Development Report and the adjustment of our strategic directions and objectives.

METHODOLOGY FOR APPROACHING MATERIAL TOPICS

1

Redefine the topics with the strongest impact on the sectors in which the company operates, and determine their impact thresholds.

2

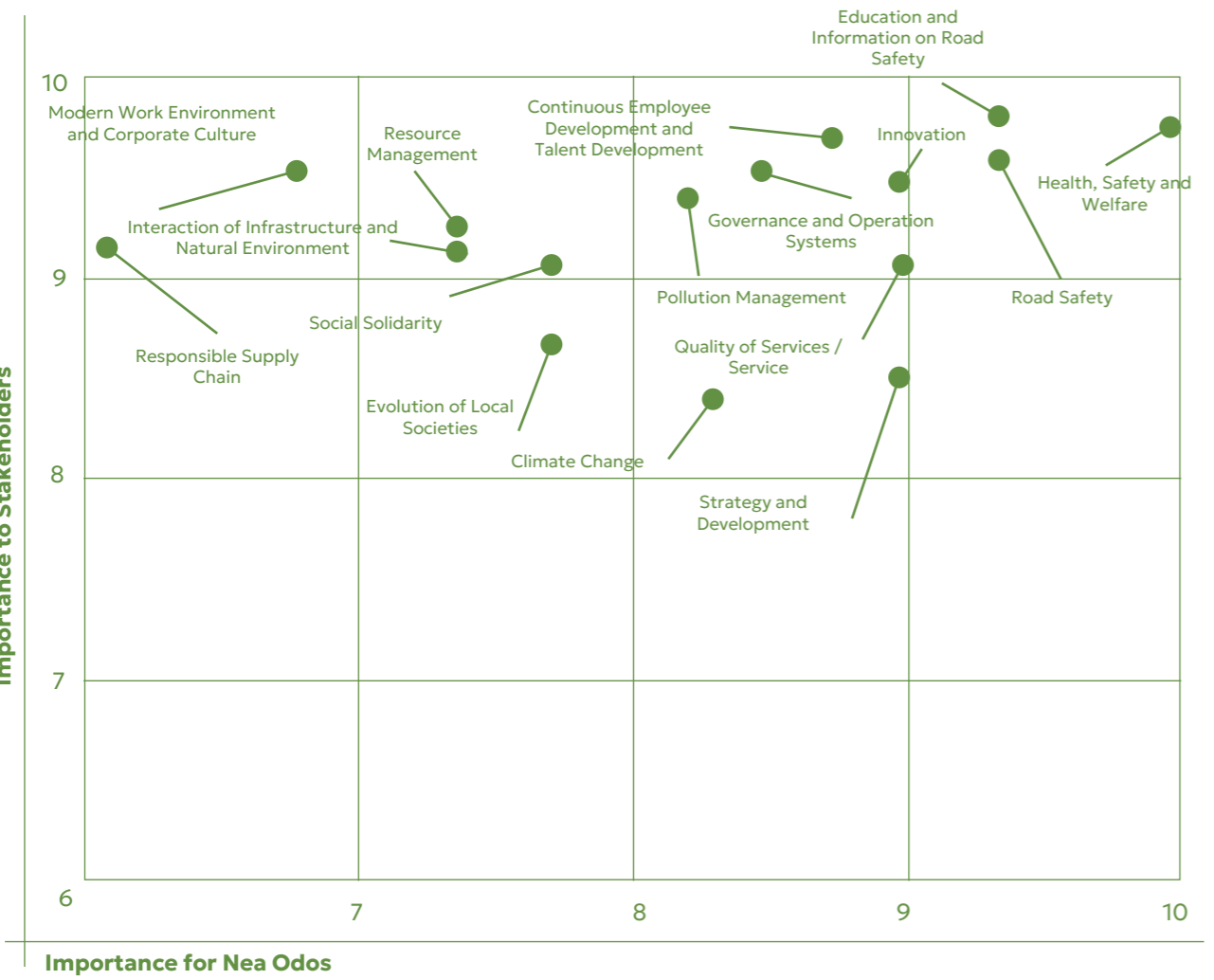
Assessment based on the significance of their impact on the company and their influence on the stakeholders' assessments and decisions.

3

Validation of the topics so that the content of the Report includes the company's significant economic, environmental and social impacts.

4

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



3.5 PARTICIPATION IN OFFICIAL BODIES

Nea Odos strengthens its extroversion by actively participating in important Greek, European and international bodies that focus on topics related to its activities, as well as responsible entrepreneurship and sustainable development. In this way, the company increases synergies, shares its best practices and promotes dialogue.

- HELLASTRON
 - Panos Mylonas Road Safety Institute
- HICS
 - CSR Hellas
 - POADEP
 - Diazoma

3.6 SUSTAINABLE DEVELOPMENT MANAGEMENT

In 2023, we invested a total of €280,380 in the following actions:

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

SUSTAINABLE DEVELOPMENT MANAGEMENT (IN €)	2023	2022	2021
Corporate strategy	50,315	2,200	19,300
Participations and partnerships	43,050	37,750	49,079.35
Communication	187,015	97,304.50	316,255.50
Total	280,380	137,254.50	384,634.85

Sustainable Development Team

- In order to increase employee participation in sustainable development, the company has created the Sustainable Development Team, which consists of representatives from all departments with clear responsibilities:
- Managing the process for preparing the annual Sustainable Development Report.
 - Collection, evaluation and quality assurance of collected data.

- Designing policies and procedures and informing employees.
 - Recommendations to improve the culture of sustainable development, including training.
 - Participation in the implementation of initiatives and actions.
- The overall coordination and management of these issues has been undertaken by the Public Relations & Marketing Department.



CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Stakeholder engagement	Implementation of a renewed sustainable development campaign for stakeholders	Achieved with 225 responses	Implementation of a campaign to stakeholders
	Integration of the survey results into the company's strategy	Ongoing	-
	Update of the CSR Scorecard platform	CSR Scorecard content updated	Update of the CSR Scorecard platform
	Publication of the new corporate website	Completed	-
	Strengthening the corporate presence in digital media	Ongoing	Ongoing
Employee training on corporate responsibility and sustainable development topics	Continuous training	Hours of training on sustainable development topics NO: 8 Operator: 8	Continuous training

4. Being There For Drivers with Road Safety and Quality Services

With a sense of responsibility for every driver and passenger, Nea Odos plans strategically and implements, with the aim of maximum efficiency, a combination of procedures, actions, human and material resources to enhance the safety and quality of its services.



Infrastructure safety



Provision of high-quality road safety services



Prompt and effective incident management



Serving drivers/subscribers with targeted services



Interaction between infrastructure and drivers using advanced technological means

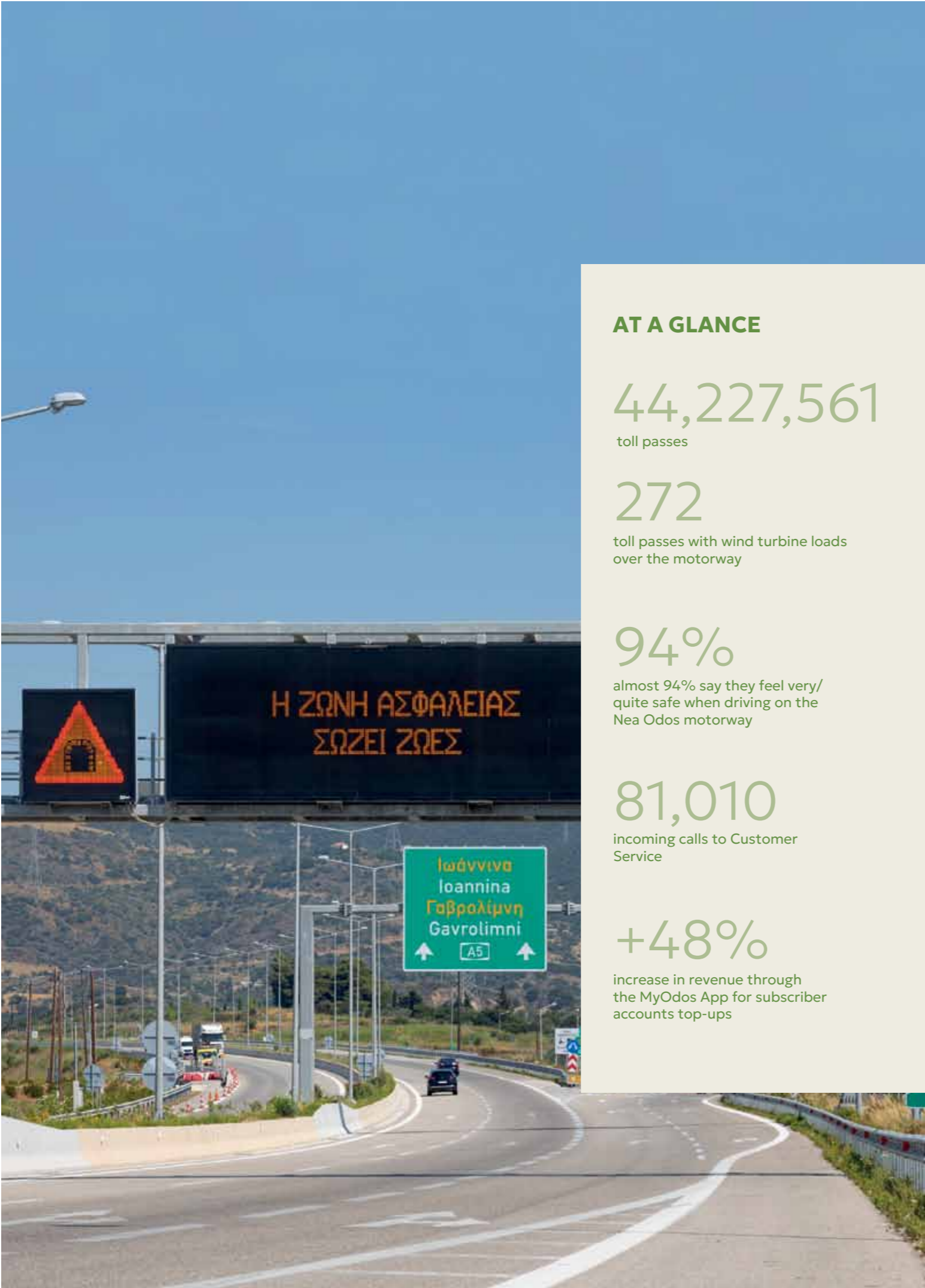


Provision of modern toll payment methods



Responsibility in the supply chain





AT A GLANCE

44,227,561
toll passes

272
toll passes with wind turbine loads
over the motorway

94%
almost 94% say they feel very/
quite safe when driving on the
Nea Odos motorway

81,010
incoming calls to Customer
Service










+48%
increase in revenue through
the MyOdos App for subscriber
accounts top-ups

The company focuses on the uninterrupted operation of modern motorways meeting European standards, on safe travel for all and on the provision of targeted quality services. Realising that its corporate operation contributes to the improvement of the quality of life, the quality of the natural environment and the development of the national economy, Nea Odos adopts technological advancements and constantly upgrades the level, the range and the manner of implementation of its services.

The Greatest Challenges in Road Safety:

- Reduction of road accidents
- Limiting the impact of accidents
- Prevention of secondary accidents

The employees of Nea Odos, with their many years of experience and expertise, contribute to ensuring the best possible conditions for the safe toll pass of vehicles and, consequently, for passenger travel. In addition to the Motorist Service Stations, the company has safe temporary parking areas and conducts regular patrols. In case of an emergency, drivers can call the 4-digit emergency number (1075) or use the SOS phones along motorways. The company’s road safety patrols will immediately respond to provide assistance. It is worth noting that Nea Odos, with state-of-the-art Traffic Management Centres and telephone service, monitors in real time the condition of the motorways it oversees and diligently carries out emergency and scheduled maintenance work.

TOLL PASSES BY VEHICLE CATEGORY		TOTAL NEA ODOS	A.TH.E.	IONIA ODOS
Category 1		358,446	247,383	111,063
Category 2	  	35,927,328	25,561,734	10,365,594
Category 3	  	3,545,831	2,679,793	866,038
Category 4	 	4,395,956	3,182,338	1,213,618

4.1 SIGNAGE

Timely and accurate information for drivers with conventional and variable-message signs (VMS) enhances safe driving and the quality of the overall driving experience.

Sign categories:

- Emergency signage
- Mobile signage
- Signage for short-term roadworks
- Signage for long-term roadworks

During the daily preventive technical inspections of the motorways managed by Nea Odos, the condition of roadworks, emergency signs and VMS is checked.

4.2 INFRASTRUCTURE MANAGEMENT AND MAINTENANCE SYSTEM

In order to maintain the quality of its infrastructure and the smooth operation of its motorways, Nea Odos implements a comprehensive programme that includes maintenance and management tasks, such as systematic infrastructure recording, monitoring of road surface behaviour, as

well as planning relevant interventions and evaluating their effectiveness. The company’s Road Infrastructure Management and Maintenance System is a cutting-edge programme designed specifically to meet the needs of both the Ionia Odos and the section of the A.TH.E.

TYPES OF INFRASTRUCTURE MAINTENANCE:



Preventive Maintenance



Corrective Maintenance



Nea Odos has designed and implements a wide-ranging preventive and corrective maintenance programme.

THE PREVENTIVE MAINTENANCE PROGRAMME INCLUDES



Road surface damage restoration works



Maintenance of median strips, greenery and all technical elements



Cleaning of the motorway



Maintenance of electromechanical installations, safety and security equipment, irrigation and fire-fighting systems, etc.

THE CORRECTIVE MAINTENANCE PROGRAMME INCLUDES



Road surface replacement



Major interventions in technical works and buildings



Investments in modernisation of all electromechanical installations and electronic equipment.

Recognising structural integrity as a prerequisite for road safety, the Nea Odos technical department has designed the Structural Integrity Monitoring Programme for Concrete Structures, a comprehensive

plan of regular inspections and systematic interventions on 350 major technical sections, bridges and crossings. The ultimate goal is the timely and targeted undertaking of construction interventions.

INSPECTION, REPAIR AND UPGRADING OF TECHNICAL WORKS IN 2023

109
Total

Use of Drones on Nea Odos

The use of drones to monitor the condition of the Nea Odos infrastructure redefines the topographic mapping of the motorways and the surrounding area. Benefits for drivers and

residents of neighbouring areas include faster survey and repair time, accurate and detailed measurements, and minimisation of unnecessary road surface intervention and nuisance.

TOTAL MANHOURS FOR ROAD MAINTENANCE

Categories of Road Maintenance	2023			2022			2021		
	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS
Total	175,353.44	100,232.13	75,121.31	227,306.82	152,188.58	75,118.24	289,124.90	208,122.02	81,002.88

TOTAL MANHOURS OF ROAD INFRASTRUCTURE INSPECTIONS

Categories of Road Maintenance	2023			2022			2021		
	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS
Total	13,619.99	4,748.72	8,871.27	15,659.16	8,417.31	7,241.85	18,105.15	8,251.43	9,853.72

PARAPET REPLACEMENT 2023

- A.Th.E.: Length 38,989.65 meters (2,801.66 due to damage, 36,187.99 as part of upgrading)
- Ionia Odos: Length 1,349.60 metres (due to damage)
- Schimatari-Chalkida: Length 344 metres (due to damage)

To restore the road infrastructure, Nea Odos also takes into account the results of road inspections, the observations of patrols and other specialised personnel, as well as the comments of drivers that we receive through Customer Service.

In 2023, the following data were recorded on road infrastructure:

- A.Th.E.: 2,015 faults
- Ionia Odos: 1,929 faults
- Schimatari-Chalkida: 78 faults

And the following data for the electromechanical and IT equipment:

- A.TH.E.: 6,124 faults
- Ionia Odos: 3,445 faults

TOTAL MANHOURS FOR REPAIRS OF ROAD INFRASTRUCTURE DAMAGE

Categories of Road Maintenance	2023			2022			2021		
	NEA ODOS	A.TH.E.	IONIA ODOS	NEA ODOS	A.TH.E.	IONIA ODOS	NEA ODOS	A.TH.E.	IONIA ODOS
Total	8,834.94	4,264.72	4,570.22	3,170.27	1,425.88	1,744.40	10,331.47	5,825.62	4,505.85

OVERSIZE VEHICLES AND SPECIAL CARGO

For the safe movement and facilitation of all vehicles, Nea Odos has designed special traffic procedures for vehicles with special cargo (e.g. wind turbine sections) that apply:

- When the cargo enters the motorway.
- When cargo is moved within a motorway artery.
- When the cargo exits the motorway.

In recent years, a large increase has been noted in these cargoes due to the «green» transition.

TOTAL NUMBER OF WIND TURBINE CARGO/TRUCKS PASSING THROUGH THE MOTORWAY



AI-Powered Motorway Safety System

On the Nea Odos and the Kentriki Odos, a well-thought-out combination of processes, systems, human and material resources is dedicated to road safety. We aim every day to improve our operational capacity with new technologies and we want to serve as a model for our industry. As part of this effort, we designed and implemented an integrated maintenance, surveillance, management and driver information system to address 3 issues known to all motorway operators. Animals entering from entrance/ exit ramps, vehicles entering against oncoming traffic, entrance of pedestrians. All of the above events create significant road safety issues and carry high management requirements in terms of human and material capital. To that end, we have revamped our procedures, upgraded our ramp surveillance with AI cameras and added sound repellent devices, trained our staff and developed a new app that is key to keeping drivers informed in real time. We call it virtual

VMS and it automatically sends an alert that appears as a push notification on our mobile app (MyOdos), only to the drivers who are within a predetermined range, about 10 km from the point of entry of the animal (geolocation). Messages are sent through the VMS management platform already used by the Traffic Management Centre operators and this allows us to achieve maximum efficiency with the least possible burden on colleagues. The combination of the AI cameras with the virtual VMS application through Geolocation is being implemented for the first time in Greece and the results are promising. Across our 3 projects in 2019, we recorded 188 accidents involving animals, while for the first half of 2024 the number came to 62. This is because we have managed to achieve early detection, better surveillance-more immediate management and to-the-point information for drivers. A simple description of the overall project is as follows:



In the system with the remote-controlled cameras at the interchanges (Closed-Circuit Television - CCTV), we added special fixed cameras with AI technology. These cameras allow us to configure smart areas and detection type, so that we can automatically detect:

- 1. Animals moving in the area.
- 2. Pedestrians crossing the ramp.
- 3. Vehicles that are stopped or travelling against traffic.

Whenever one of the above rules (1,2,3) is activated, an audible alarm, a short clip of the detection and the appearance of the live image are displayed at the Traffic Management Centres. The actions of the operators are then completely predetermined:

- Message forwarded to the electronic VMS.
- Message forward to MyOdos via the virtual VMS application.
- Notification of the nearest Toll Stations, the relevant road safety patrol and the relevant Motorway Traffic Police.

A detail of great operational importance is that the TMC operator can now confirm whether or not patrol assistance will actually be needed in the area.

In addition to the above, we installed «green» sound repellent devices on each ramp that are 100% solar powered. These have a motion sensor and emit ultrasonic sound waves which, without posing a danger to the animal, drives it away from the ramp. Finally, we reinforced the fencing in places where large animals capable of digging through the existing fencing were observed. Currently, 117 AI cameras have been installed on ramps on the motorway under our responsibility, 622 sound repellent devices and fencing has been reinforced at points along a total length of 123.7 km. The work continues, and significant investment is being made to develop and improve detection algorithms to minimise false alarms. Finally, at a later stage, the push notification will be accompanied by voice reading, in order to make the use of MyOdos safer.

Total AI cameras



CCTV TRAFFIC SURVEILLANCE CAMERAS	A.TH.E.	IONIA ODOS	CHIMATARI-CHALKIDA
Open-air CCTV cameras	150	139	8
Tunnel CCTV cameras	134	150	0

TRAFFIC MANAGEMENT CENTRES (TMCS) AND TUNNEL TRAFFIC MANAGEMENT CENTRES (TTMCS)

The Traffic Management Centres and Tunnel Traffic Management Centres hubs with the competent authorities. The Traffic Management Centres and Tunnel Traffic Management Centres have state-of-the-art technological equipment and highly trained employees who are on standby 24 hours a day.

The Centres:

- Receive emergency calls via the SOS phones.
- Collect and review important information about each incident.
- Process traffic data.
- Mobilise Road Safety Patrols when necessary.
- Inform all emergency services, such as the National First Aid Centre, the Civil Protection

Agency, the Traffic Police, etc.

The work of the TMCs and TTMCS is complemented and supported by a range of specialised security services such as:

- The Road Safety Patrols Cars
- The Free Roadside Assistance Service
- The SOS phones installed along the entire motorway
- The 4-digit 1075 emergency number

Apart from these Centres, there are also special Maintenance Centres along the Nea Odos, which usually serve as bases for the competent Fire and Police departments.

BACK-UP TMCS AND TTMCS

To reinforce the work of the existing Centres, in case of an emergency, Nea Odos deploys an additional system of backup and «smart» TMCs and TTMCS. According to the plan, they are staffed and activated immediately, thus ensuring business continuity and rapid incident management on motorways. Specifically, they have:

IONIA ODOS

4 stand-by, unmanned TMCs in 4 tunnels

A.TH.E.

2 stand-by, unmanned substation buildings in the Agios Konstantinos tunnels.

In case of emergency, the TMCs in the Agios Konstantinos tunnels can also serve as a backup for the Sofades TMC on the E65 motorway.

ROAD SAFETY PATROLS

Nea Odos guarantees safety with specially equipped vehicles with trained personnel operating on a 24-hour basis along the motorways, 365 days a year. The work of the Road Safety Patrols includes:

- Rapid intervention patrols and emergency signalling.
- Incident detection and management.
- Assisting immobilised vehicles and transporting them to a safe place.
- Removing objects from the roadway.
- Contacting the relevant state emergency services.

- Inspecting damage to infrastructure and equipment.
- Providing auxiliary escort of oversize vehicles if necessary.
- Escorting vehicles carrying hazardous cargo when passing through tunnels.
- Anticipating risks for drivers.

Each vehicle in the Road Safety Patrol fleet has a unique Enterprise Resource Planning (ERP) record, in which maintenance and technical tasks are recorded, according to the profile defined by the manufacturer.



MAPPING PUBLIC OPINION

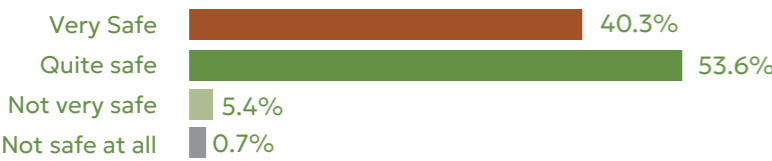
Opinion Surveys

Drivers’ needs and expectations when using the motorways are of particular importance for Nea Odos. In this context, we conduct surveys throughout the year to collect data that will help us to further improve our services. These surveys include an evaluation of our services, but also record expectations, and are an important source of information for identifying areas for improvement in our strategy and actions.

Telephone Survey of Nea Odos Fast Pass Subscribers: Survey of Individual Subscriber Habits and Attitudes

1,000 persons

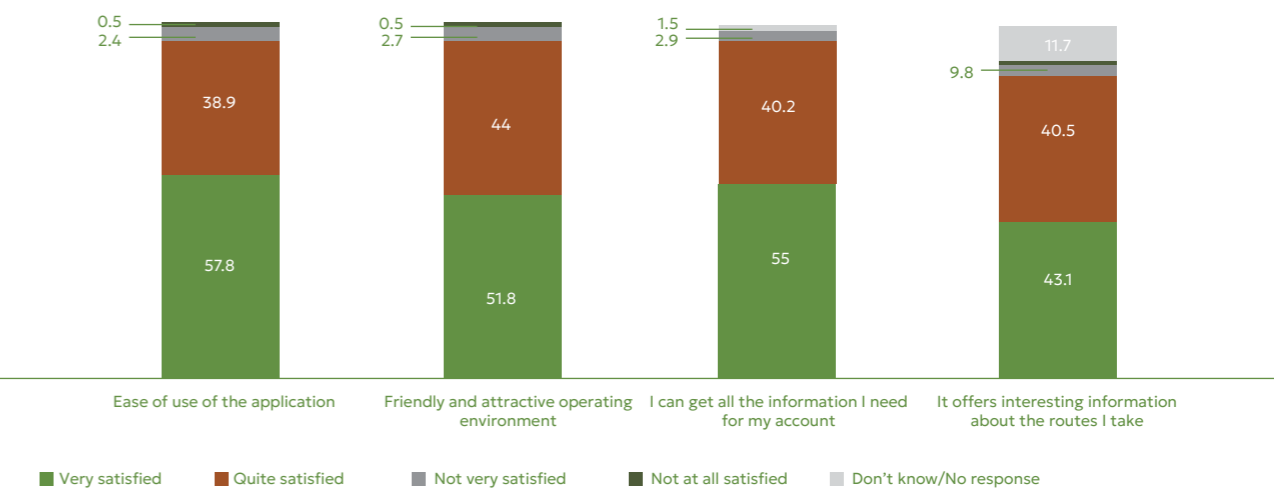
How safe would you say you feel when driving on the Nea Odos motorway?



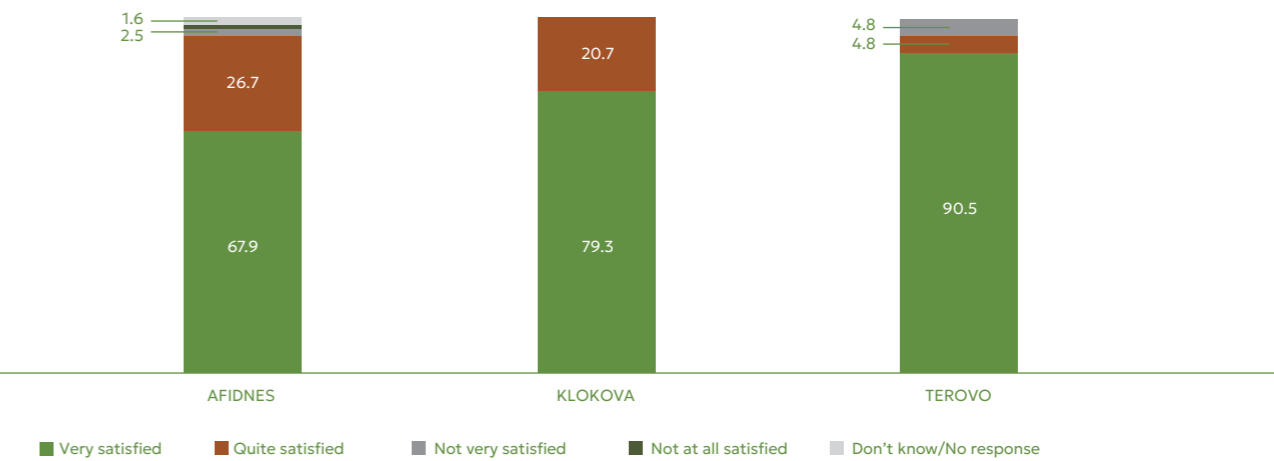
How satisfied are you with the service provided by the safety-roadside assistance teams?



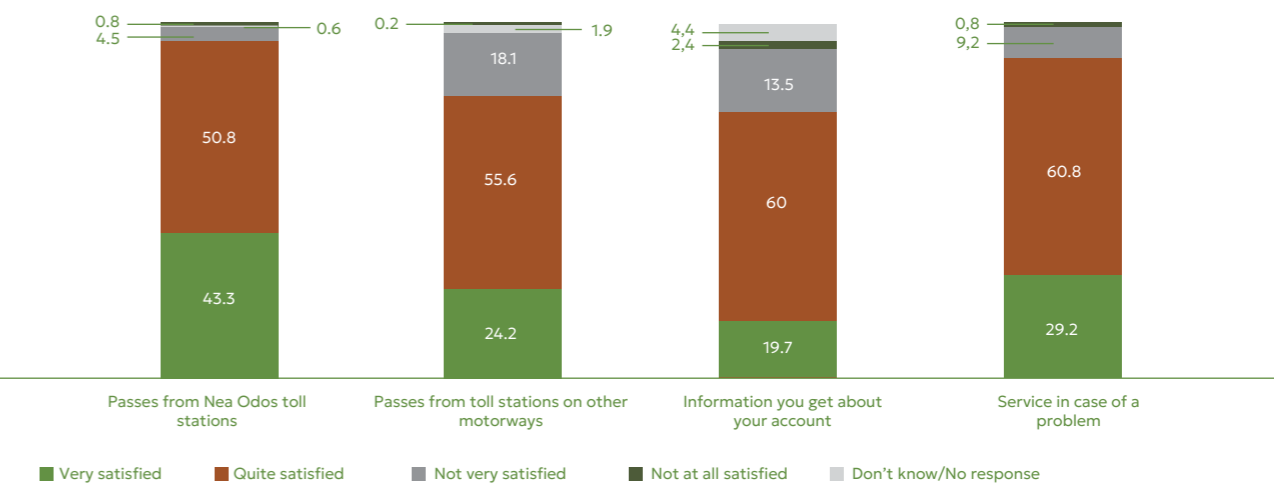
We would like your opinion on the operation of the MyOdos application by answering to what extent each of the following is true:



How satisfied are you with the overall attitude and service provided by Nea Odos employees at the subscriber service point at:

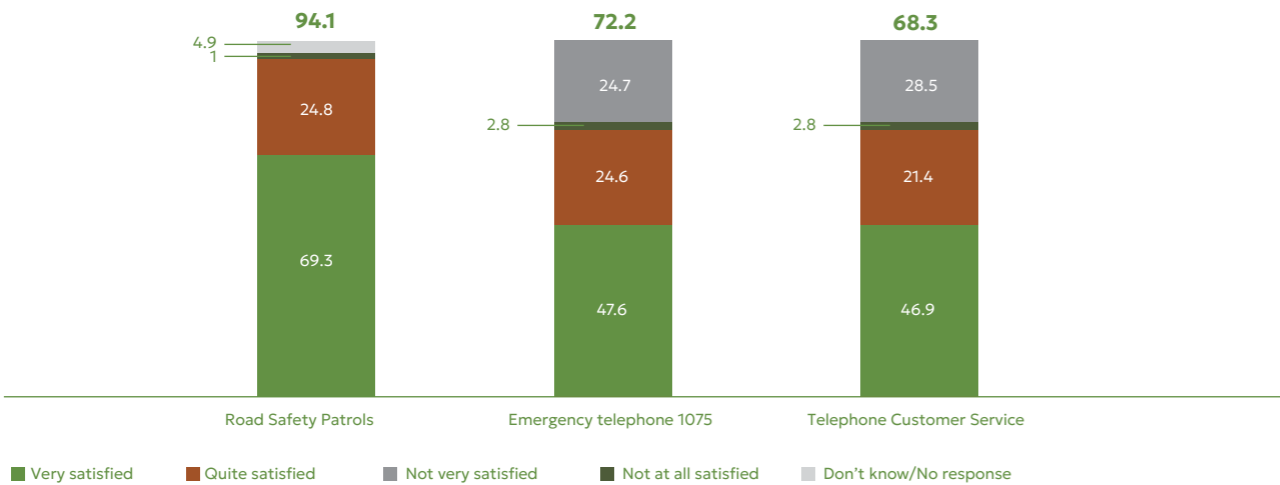


How satisfied are you with the result of the effort of the Nea Odos staff involved in:

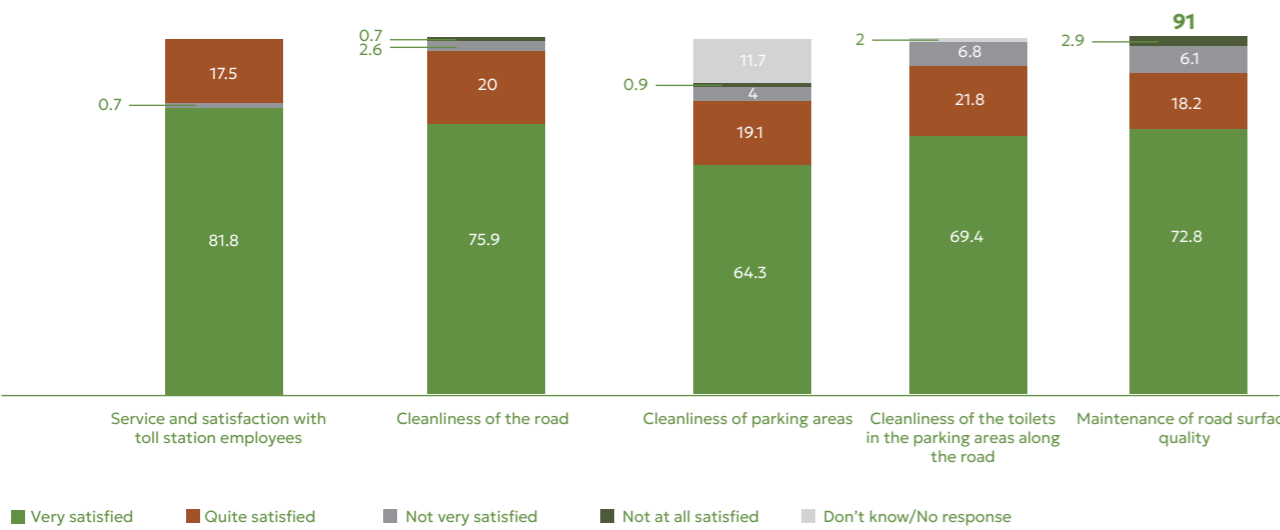


ROADSIDE SURVEYS IONIA ODOS
2,200 interviews

How satisfied are you with the:



How satisfied are you with the:

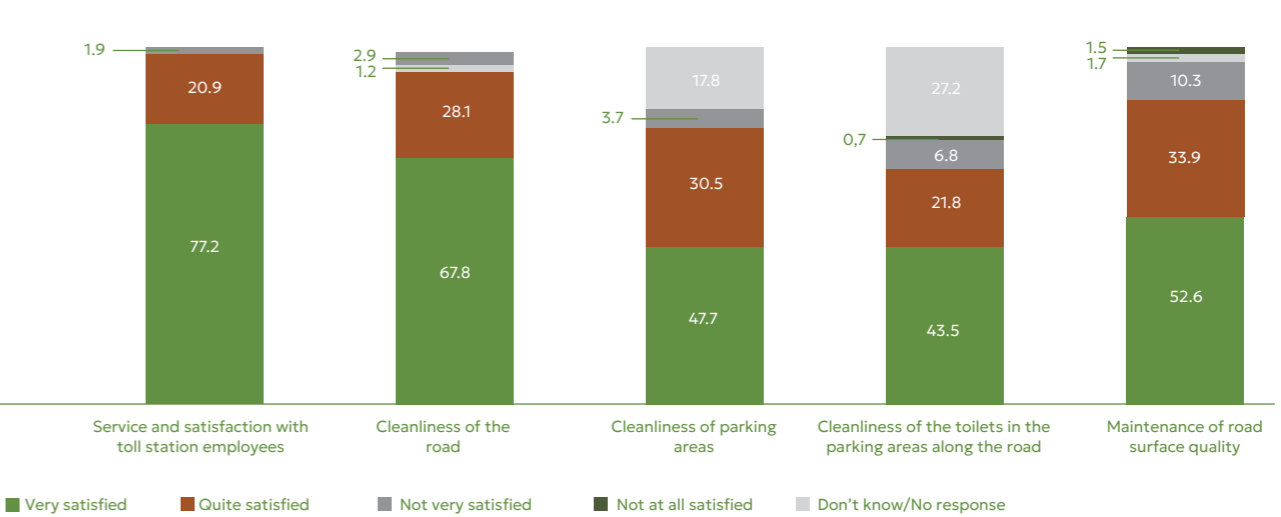


How safe would you say you feel when driving on the Ionia Odos?

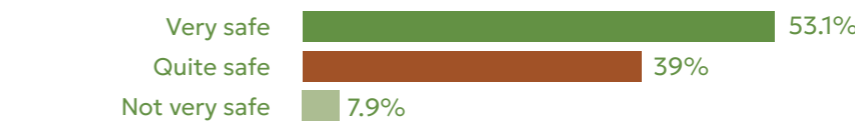


ROADSIDE SURVEY A.TH.E.
3,000 interviews

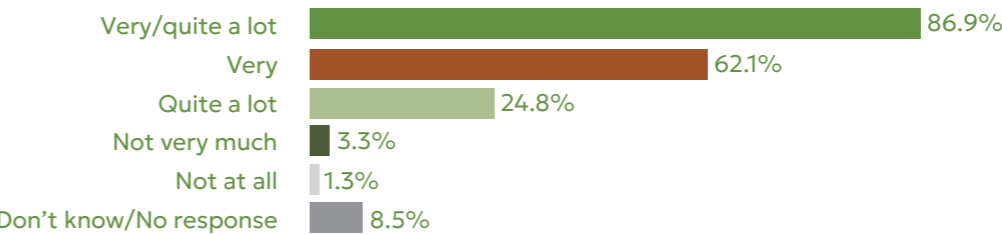
How satisfied are you with the:



How safe would you say you feel when you drive on the A.Th.E. Metamorfosi-Skarfia section?



If you ever needed help while driving on the A.Th.E. Metamorfosi-Skarfia section, how satisfied are you with the service provided by the safety-roadside assistance teams?



4.3 INCIDENT MANAGEMENT

The readiness of Nea Odos in incident management and the immediate implementation of traffic control measures is certified by the ISO 22301:2019 Business Continuity Management System.

Severe weather events and emergencies, such as fires and landslides, have intensified in recent years, mainly due to climate change, which is clearly affecting our operations, exponentially increasing the number of incidents we are called upon to manage and a focal point of our operational strategy.

In cooperation with the Traffic Police, in order to avoid problems or any accidents, the company intervenes immediately to manage incidents arising from climate change, but also during demonstrations, foot races or special drills that take place at regular intervals.

Traffic Arrangements Due to Demonstrations

On 14 February, traffic restrictions were applied due to the agricultural demonstrations that took place at various points along the motorway. In cooperation with the Motorway Traffic Police, the necessary measures were taken to safeguard motorway users, without any incident being recorded (A.Th.E.).

On July 18, 2023, traffic regulations were implemented as the Charilaos Trikoupis Bridge and Olympia Odos were closed, due to a severe wildfire in Epidaurus (Ionia Odos).

Winter Maintenance Drills

19 November 2023: Drill by the winter maintenance-snow removal company (called «Avlonas 2023») to maintain the safe operation of the motorway and to improve communication between the Motorway Traffic Police, the winter maintenance subcontractor and the Red Cross. The drill included a vehicle immobilisation scenario in the area of Avlonas due to extreme weather conditions, traffic diversion and first aid provided by the Red Cross team (A.Th.E.).

Preventive Works

Preventive Works
On 17 December 2023, preventive anti-icing work due to prevalent low temperatures (Ionia Odos) was performed from the 168.3rd km to the 200.99th km.

High State of Readiness and Emergencies

In cases of severe weather conditions, as anticipated based on the forecasts of the National Meteorological Service (EMY) and reports from Civil Protection, the company’s mechanism is placed in a high state of readiness. Conditions often encountered include rainfall, low and high temperatures, hail and fire risk. Through appropriate preparation, immediate interventions and instructions from the coordination teams, all necessary measures are taken to ensure smooth traffic flow and user safety. Thanks to these actions, incidents and serious traffic problems are prevented.

The high readiness mechanism was activated on the A.TH.E. for 31 days and on the Ionia Odos for 13 days.

On 23 August 2023, a fire broke out at the 118.9th km of the A.TH.E. motorway. Company staff, in cooperation with the competent department of the Motorway Traffic Police, immediately took all necessary measures to ensure user safety. Traffic was diverted and vehicles were removed from the scene.

The fire caused extensive damage, mainly to fencing, green areas and signposts, which was repaired after the incident.

HIGH READINESS MECHANISM ACTIVATION



Cooperation with the Hellenic Red Cross

Increasing its emergency management preparedness, Nea Odos collaborated with the Hellenic Red Cross for the joint implementation of an emergency simulation drill during severe weather events in the urban section of the motorway. This groundbreaking initiative by the company included – for the first time in Greece – the design and implementation of a simulation of an emergency incident on the motorway in the area of Kaliftaki, theoretical lessons and familiarisation with special equipment at the facilities of the Nea Odos in the area of Malakassa. Volunteer rescuers of the Hellenic Red Cross and competent officers from our company participated in the drill.

This launched a bridge of cooperation with the Hellenic Red Cross with the primary objective of ensuring optimal preparation and emergency management preparedness.



VEHICLES TOWED	A.TH.E.			IONIA ODOS			SCHIMATARI - CHALKIDA
	2023	2022	2021	2023	2022	2021	2023
	4,363	4,576	4,216	2,188	2,094	1,904	138

TOTAL NUMBER OF INCIDENTS



AVERAGE NEA ODOS RESPONSE TIME PER TYPE OF INCIDENT (IN MINUTES)

	2023	2022	2021
Accident – Collision	10.1	9.2	10
Vehicle with breakdown	7.6	6.9	6.1
Abandoned vehicle	4.2	4.8	3.8
Obstacle - Spill - Moving Hazard	8	6.8	5.9
Other event	7.1	3.7	3.8

AVERAGE NEA ODOS RESPONSE TIME PER ASSISTANCE AGENCY (IN MINUTES)

Agency	2023	2022	2021
Nea Odos	7.7	6.7	6.0
Fire Department	10.1	7.5	10.6
Vehicle roadside assistance	29.8	28.4	27.5
Ambulance service	17.7	19.0	18.4
Traffic Police	30.2	22.2	20.1
Roadside assistance for heavy vehicles	46.2	45.0	45.3

Management of Immobilised Vehicles

2023			2022			2021		
A.TH.E.	IONIA ODOS	SCHIMATARI - CHALKIDA	A.TH.E.	IONIA ODOS	ΣΧΗΜΑΤΑΡΙ - ΧΑΛΚΙΔΑ	A.TH.E.	IONIA ODOS	SCHIMATARI - CHALKIDA
13,600	7,694	516	12,914	7,706	537	12,878	7,626	800

Extreme Weather Response and Winter Maintenance

Nea Odos implements a winter maintenance programme in accordance with best practices and the strictest specifications to ensure that the motorways are adequately prepared for extreme weather phenomena in Greece, such as heavy snowfall or frost on the road surface.

In cooperation with the National Observatory of Athens, the company has developed a platform for forecasting weather conditions on the motorways under its responsibility, so that the response to emergencies is more immediate and effective. Meanwhile, Nea Odos ensures the following throughout the year:

- Procurement of sufficient quantities of salt for the entire length of each motorway.
- Operation of refuelling stations at appropriate locations.
- Efficient placement of snow ploughs.

- Clearance of manholes and drainage infrastructure.
- Improving the reflectivity of horizontal and vertical markings.
- Carrying out preparedness drills involving all rapid response agencies.
- Close cooperation between all stakeholders.

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

- Section of the A.Th.E. motorway: Varibobi, Markopoulo, Schimatari, Thiva, Akraifnio, Martino, Tragana, Latomio.
- Ionia Odos motorway: Mesologgi, Amfilochia, Filippiada, Teroovo and Episkopiko.

Extreme Weather Event Management Plan

- Preparedness to deal with extraordinary weather events with continuous monitoring of forecasts and measurements from weather stations along the motorways.
- Coordination with competent bodies and requesting their assistance were deemed necessary.
- Mobilisation of road safety patrols and implementation of the predefined procedure.
- Inspection of infrastructure and equipment after the end of the weather events.
- Ongoing information and support for drivers and employees.

2023

A.Th.E.

- 12 snow ploughs owned by the company
- 68 snow removal vehicles owned by the contractor
- **23,326 manhours of snow removal**

23,326
manhours of snow removal

Ionia Odos

- 6 snow ploughs owned by the company
- 22 snow removal vehicles owned by the contractor
- **6,614 manhours of snow removal**

6,614
manhours of snow removal

Schimatari-Chalkida

- 1 snow plough owned by the company
- 2 snow removal vehicles owned by the contractor
- **3,063 manhours of snow removal**

3,063
manhours of snow removal



SOS Phones and the 4-digit Emergency Number

384 262
A.Th.E. Ionia Odos

646
SOS telephone devices have been installed along the motorway, in tunnels and temporary parking areas, aiming at direct communication with the TMC and TTMC, free of charge.

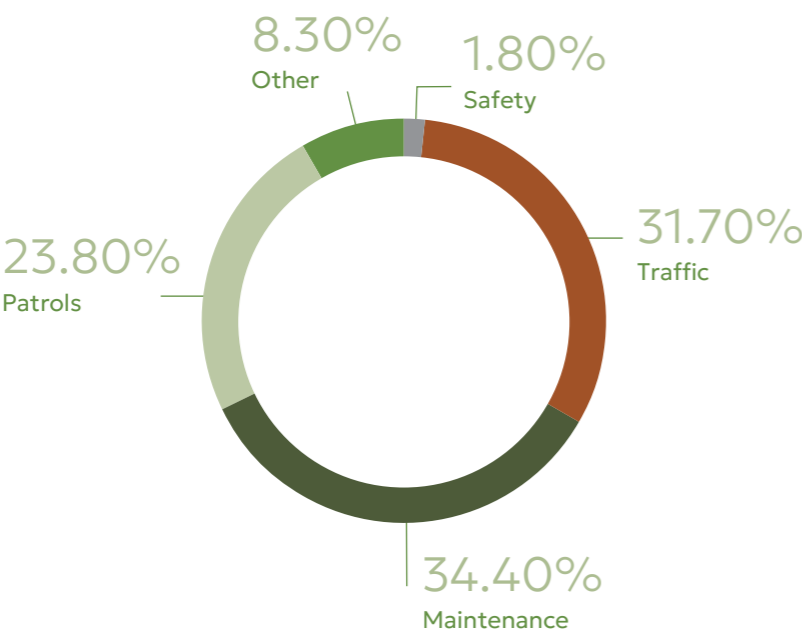


1075

Emergency number Drivers and passengers of vehicles are able to contact the TMC and TTMC directly by calling 1075 and reporting any emergencies.

EMERGENCY CALL CENTRE OPERATION DATA	2023	2022	2021
Number of incoming calls	112,576	102,207	99,323
Number of calls answered	111,819	101,782	98,889
Percentage of calls answered	99.33%	99.58%	99.6%
Average call duration (in seconds)	42.65	42.64	42.04

EMERGENCY CALL CENTRE TOPICS 2023



4.4 PEOPLE-CENTRED SERVICE MODEL

Nea Odos has put people at the centre of its operation and therefore designs its infrastructure and its entire operation by prioritising human needs. This people -centred service model is characterised by trust, transparency and

honesty. The company is constantly investing in innovation, digital transformation and equipment upgrades across its operations, with the aim of further improving the quality and efficiency of the services provided.

Interoperability

With a major strategic investment in the interoperability of transit systems, Nea Odos facilitates mobility on domestic roads. Thanks

to the single transponder, every driver can move around the country more easily and comfortably.

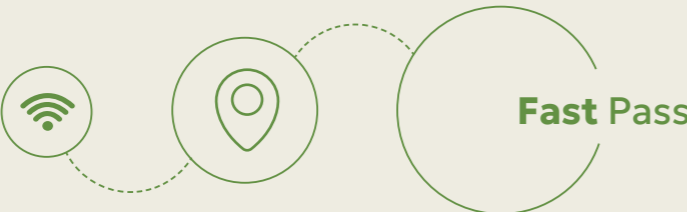


“MyOdos App”

The «all-in-one» motorway app for mobile phones and tablets (Android and iOS), MyOdos App, communicates the optimal route, points of interest and transit costs of every motorway in Greece to all drivers, even if they are not subscribers of the Nea Odos’ Fast Pass electronic toll payment service.

This application offers drivers:

- Information about the Ionia Odos and A.Th.E. motorways on a 24-hour basis, 365 days a year, detailed maps with all intermediate points of interest (MSS, parking areas, interchanges, exits, etc.) of the motorways under our responsibility.
- A tool for calculating the optimal route and toll costs on all motorways in the country.
- Direct connection to the 1075 Emergency Hotline as well as to the Customer Service hotline at the touch of a button
- Option to subscribe to Nea Odos Fast Pass and to obtain the e-transponder via courier service.
- Full account control and top-up option for Nea Odos Fast Pass subscribers.



USERS

45,096

(combined Nea Odos and Kentriki Odos Fast Pass from Play Store)

REQUESTS FOR TRANSPONDERS

1,835

TOP UP ACCOUNTS TOTAL AMOUNT

€13,174,064.48

Tolls

Toll Zone Rates and Toll Collection System

Under Greek law, the Concession Agreement stipulates that Nea Odos does not have the authority to adjust the toll fee unilaterally, without the prior approval of the State.

Ensuring uninterrupted road travel due to the discontinuity of the side network between Thiva and the former municipal unit of

Akraifnia, the company offered permanent residents of Akraifnio, Kokkino and Kastro of the Municipality of Orchomenos free passage of category 2 vehicles (passenger cars) through the frontal toll station at Thiva. The same approach was applied for the passage of vehicles of all categories through the lateral tolls of Gavrolimni after the collapse of the main road bridge of the Evinos River on the old Antirrio-loannina national road.

Subscription and Discount Plans



The Nea Odos Fast Pass electronic toll payment service is convenient for drivers with the following subscription and discount programmes:

- Basic Plan for category 2, 3 and 4 vehicles.
- Frequent Local Plan for category 2 vehicles and exclusively for the toll stations at Afidnes, Kapandriti, Malakassa and Inofita.
- Frequent All 2 Plan for all toll stations for category 2 vehicles and Frequent All 3 and 4 Plan for category 3 and 4 vehicles.

- Fast Pass Oropos Plan for the permanent residents of the Municipality of Oropos and the community of Varnavas, Municipality of Marathonas.
- Fast Pass Tragana exclusively for KTEL intercity buses and for passing through the Tragana toll stations.

For available subscription plans, see the dedicated website, www.fastpass.gr

NEA ODOS’ INVESTMENT IN SUBSCRIPTION PLANS (IN €)	2023	2022	2021
Fast Pass Nea Odos Oropos	3,229,803.39	3,142,499.5	2,797,688.79
Fast Pass Nea Odos Frequent (all categories)	768,083	650,126.1	259,340.17
Fast Pass Nea Odos Tragana	34,388.23	30,850.7	21,899.76
Plan for permanent residents of the communities of Akraifnio, Kokkino and Kastro of the Municipality of Orchomenos	201,360.73	208,234.8	199,346

EVOLUTION OF FAST PASS NEA ODOS SUBSCRIBERS AND TRANSCEIVERS	2023	2022	2021
Number of open accounts at the end of each month (average)	133,148	121,192	107,577
Total number of active transceivers at the end of each month (average)	142,870	131,764	124,545

Motorist Service Stations (MSSs)

There are 24-hour service stations along the Nea Odos motorways with dining services, fuel supply and fast-charging capability for electric vehicles. The facilities include restaurants and fast-food outlets, mini-markets, bookstores, ATMs and coffee shops which are harmoniously integrated into the environment and meet the requirements of the Energy Performance of Buildings Directive.



In 2023, upgrade projects were implemented at the Sirios MSS which involved the installation of electromechanical equipment, replacement of lighting fixtures, replacement of active fire protection equipment, air conditioner repair and cleaning of air ducts. The total investment amounts to €80,000.

It is worth noting that since 2018, Nea Odos, through the Ionia Odos motorway, has offered the ability to charge electric vehicles along all 196 km of the motorway. With fast chargers located almost every 30 km, the Ionia Odos was the first


motorway in Greece to provide comprehensive service to electric vehicle owners at all Motorist Service Stations (MSSs). At the same time, with the strategic objective of continuously reducing greenhouse gas emissions from our operations and with the motto «Go Green», we are the first company in the industry to implement a comprehensive plan to replace our fleet of vehicles with 100% hybrid and electric vehicles. We have also equipped the car parks on our premises with electric vehicle chargers to service our corporate fleet.

Communication with Drivers


The main channels of systematic communication between Nea Odos and drivers offer the following possibilities:

- Informing drivers about motorway management and operational issues.
- Informing the company about the suggestions and comments of passers-by, residents of neighbouring areas and all stakeholders.
- Identify any omissions, resolve issues and provide ongoing oversight.


KEY COMMUNICATION CHANNELS




Telephone Customer Service:
+30 22950 26900 (A.Th.E.) and
+30 2641 306 306 (Ionia Odos)




Customer Service email:
customer@neaodos.gr




Customer Service Points on
the A.Th.E. and Ionia Odos
motorways



Corporate website: www.neaodos.gr
and the Fast Pass website



Opinion survey/24 months



MyOdos application

Telephone Customer Service

The expertly trained Nea Odos Customer Service employees are available to drivers 365 days a year and are ready to offer guidance on all safety and operational issues for all our services.

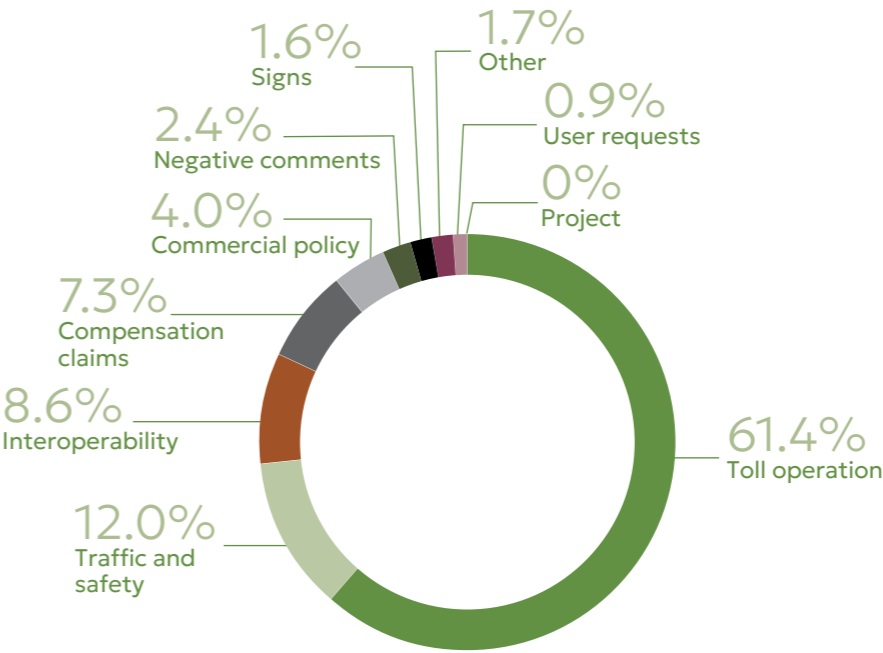
Telephone Customer Service	2023			2022			2021		
	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS
Number of incoming calls	81,010	62,831	18,179	106,944	60,098	46,846	108,639	87,312	21,327
Number of calls answered	70,057	54,039	16,018	71,532	29,215	42,317	83,181	64,897	18,284
Percentage of calls answered	86.48%	86.01%	88.11%	68.5%	50.0%	91.9%	76.6%	74.3%	85.8%
Total number of telephone complaints	2,611			2,138			2,061		
Number of calls with requests/questions about noise barriers	1			3			7		

81.010 Of the 81,010 calls handled by the Customer Service Department, only 2,611 (3.2%) involved complaints (2% in 2022).



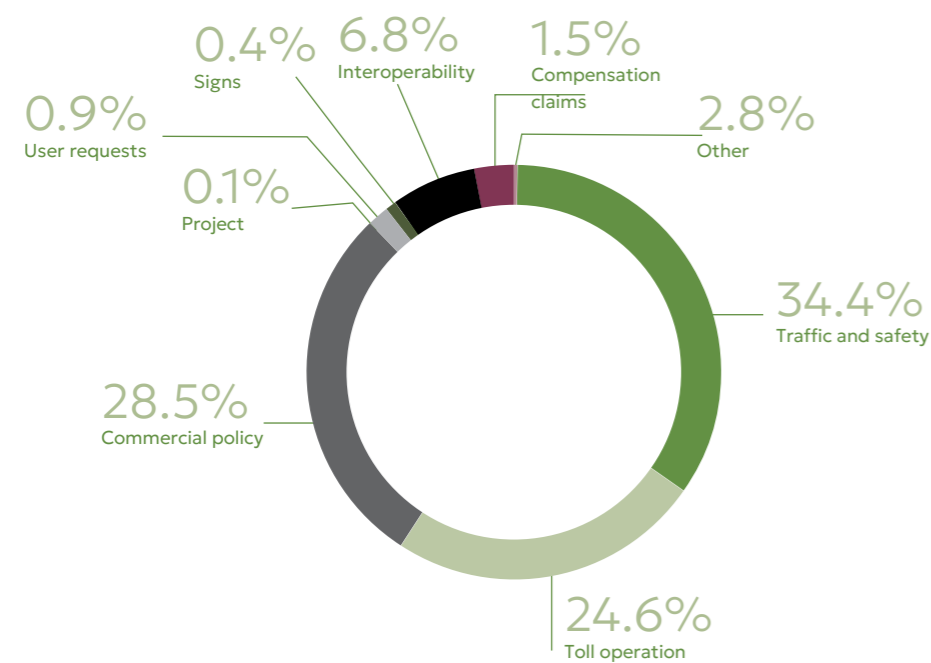
In 2023, the company received, managed and resolved a total of 3,049 complaints which, in accordance with our policies, are classified into 9 main categories:

AGGREGATED ANALYSIS OF COMPLAINT TOPICS

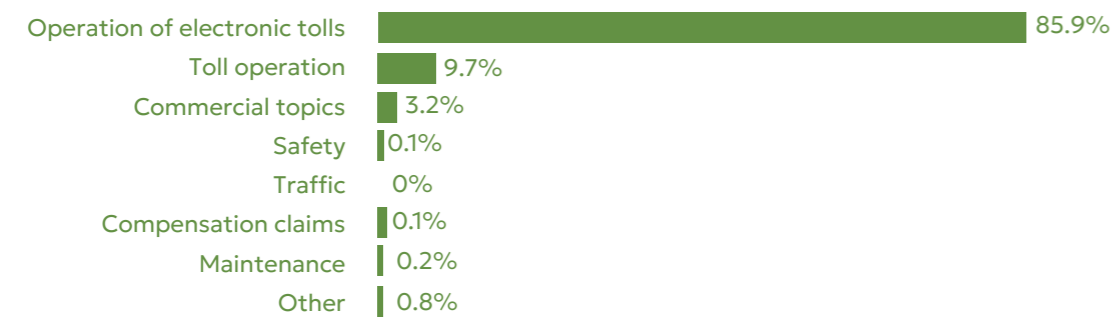


Written Customer Contact	2023			2022			2021		
	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS	TOTAL	A.TH.E.	IONIA ODOS
Total written customer reports	19,859	11,026	8,833	19,114	12,954	6,160	23,107	13,679	9,428
Average response time (days)	0.77	0.81	0.74	0.76	0.77	0.73	0.57	0.59	0.53
Number of written requests and other issues	32,707			19,085			24,798		
Total written complaints	438			474			462		
Number of written requests/questions about noise barriers	1			-			3		

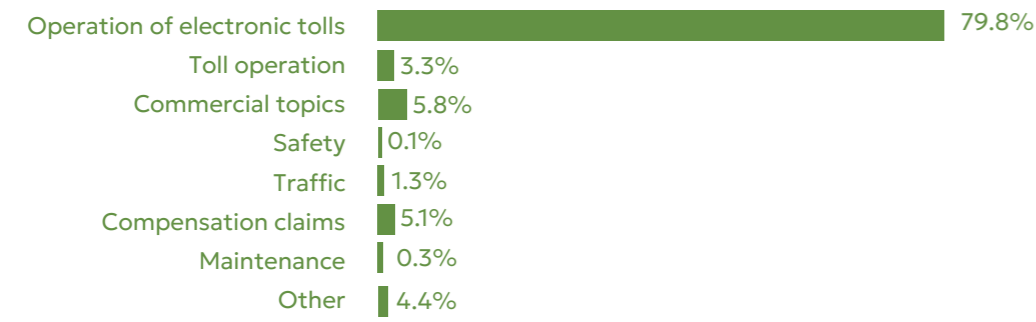
AGGREGATED ANALYSIS OF REQUESTS (%)



CUSTOMER WRITTEN COMMUNICATION TOPICS



TELEPHONE CUSTOMER SERVICE TOPICS



Awareness-raising initiatives

With the aim of raising awareness among the public and its employees, in 2023 Nea Odos used social media to focus on safety with posts and informational campaigns. The occasions and themes of the information initiatives were:

- World Day for Health & Safety at Work.
- First aid training by the Hellenic Red Cross.
- Special advice for working in heat waves.
- Global awareness day for motorway field workers.
- Tips for increased safety ahead of the Easter getaway rush.
- Motorway driving tips ahead of the May Day getaway rush.
- World Road Safety Week.
- Panhellenic Road Safety Week.
- Tips for increased safety ahead of the Christmas getaway rush.

- Advice on wearing a seatbelt and using a mobile phone while driving on Father’s Day.
- Breast cancer prevention information post.
- Tips for driving in a heatwave.

Especially for workers, the actions included:

- Poster on protection against seasonal risks at work for all workers.
- World Health & Safety Day poster, posted at all motorway facilities.
- Anti-smoking campaign through internal communication to all employees and poster display in all facilities.
- Communication to team leaders focusing on potentially dangerous situations (near misses), with the aim of taking measures to prevent incidents that could lead to an accident at work.

Personal Data Protection

At Nea Odos, we prioritise the security of personal data collected for the proper performance of its work and the continuous improvement of the services offered. We invest in appropriate technologies and processes and maintain resilient systems against malicious behaviour and/or cyberattacks, both because it is our obligation to our customers and to ensure the smooth operation of the company. In accordance with the General Data Protection Regulation (GDPR) and the requirements of the «Closed Circuit Television Directive» of the Personal Data Protection

Authority, all appropriate technical and organisational measures are taken to ensure the secure collection, storage, management and processing of personal data and to prevent accidental loss or destruction and unauthorised and/or unlawful access, use, modification or disclosure. At the same time, we apply strict procedures and security protocols to safeguard electronic transactions. Detailed information regarding security, processing of personal data and the rights of natural persons can be found at PRIVACY STATEMENT on the website www.neaodos.gr and on www.fastpass.gr.

4.5 PARTNERS, SUBCONTRACTORS AND SUPPLIERS

Selection Process, Supplier Evaluation, Local Suppliers

Nea Odos selects and evaluates its partners based on strict criteria. By gradually building a portfolio of available, reliable and high-quality suppliers, the company has identified a total of 200 major suppliers.

The results of the annual assessment for 2023 showed an average of 4.3. For business continuity purposes and to ensure the uninterrupted operation of the company, alternative suppliers have also been pre-approved for critical supplies and major contracts.

NUMBER OF SUPPLIERS PER CATEGORY/ORIGIN						
	2023		2022		2021	
Categorisation of Suppliers	Number of Suppliers	Investment (euro)	Number of Suppliers	Investment (euro)	Number of Suppliers	Investment (euro)
Local suppliers	161	257,507.2	147	398,577.1	306	1,279,318.24
National suppliers	147	159,938,896	138*	123,732,150.1	222	99,799,810.32
International suppliers	11	172,694	9	194,961	20	701,151
Total	319	160,369,097.23	294	124,325,688.23	548	101,780,279.56



The 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 to €41,417,972

Tenders and Procurement of Materials

The following were carried out for the procurement of materials and services in 2023:

- 7 tenders for Nea Odos
- 29 tenders for the Operator

In addition, an electronic tender was conducted for the Operator (jointly for Nea Odos and Kentriki Odos), with a benefit of €14,000.

CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 204
Accident related indicators	Zero accidents on motorway (refers to users)	Drivers: 1,660 Employees: 22 Motorway Accidents Index: 74.50	Zero accidents on motorway (refers to users and employees)
Motorway upgrades	Utilisation of new asphalt paving techniques	14 additional chargers are installed, 4 of which are for persons with disabilities	Ongoing
	Installation of new speed chargers at the MSSs and installation of special machines accessible by persons with disabilities	4 new, safe and secure truck parking areas at the Atalanti and Episkopiko MSSs Full operation of the driver training park	Full operation of the new stations -
	Opening and use of the driver training park	65 installed automatic incident detection (AID) cameras	Installation of an additional 55 cameras
Incident response time	Ongoing improvement	Average response time: 7.7'	Ongoing improvement
Annual recertification	Annual recertification: ISO 39001	Completed	Annual recertification: ISO 39001
Drivers' Satisfaction Survey	Conduct a mystery survey for the further assessment and improvement of our services	Completed surveys: • Survey of Private Subscriber Habits and Attitudes • Roadside surveys along the Nea Odos motorway Maintain or improve results	Maintain or improve results
	Conduct an opinion survey on the motorway and its impacts		
	Maintain or improve results		
Telephone Customer Service	Satisfaction surveys: Roadside Survey		
	Survey on Telephone Customer Service satisfaction	89.7% very/quite satisfied customers	Maintain or improve results
	Maintain or improve results		
Service upgrades and subscriber satisfaction	Development of new features of the MyOdos App	45,096 Users €13,174,064.48 total revenue from purchases/renewals through the application	In progress
	Follow up closely on satisfaction indicators through the survey	Ongoing	Close monitoring of satisfaction indicators through surveys
	Maintain or improve results for the "very satisfied" category		
Electronic tender platform	Utilise platform for tenders	1 electronic tender was conducted	Utilise platform for tenders

5. Being there for the Environment



For many years, Nea Odos has demonstrated its commitment to environmental protection through investments and innovative initiatives. Recognising the impact of the motorways under our responsibility on the broader ecosystem, we endeavour to minimise the effects as far as possible, with the ultimate goal of harmoniously integrating our projects into neighbouring areas. Our comprehensive environmental strategy serves as a compass for our business, which aims to make a substantial contribution to the necessary mitigation of climate change.



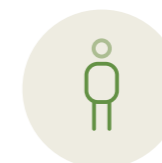
Climate Change



Interaction between
Infrastructure and the
Natural Environment



Air Pollution
Management



Resource Management



This commitment is reflected in our «Go Green» strategic axis and includes the design and implementation of projects to promote electromobility along motorways, the creation of photovoltaic (solar) parks in undeveloped sections of our projects (e.g. on motorway embankments), the installation of environmentally friendly (ecological and fully recyclable) noise barriers and the implementation of an extensive and comprehensive environmental management programme. We work consistently for a long-term and sustainable benefit to the environment and the communities we serve.

5.1 CLIMATE CRISIS AND MOTORWAYS

Nea Odos has a deep understanding of the contribution of its motorway operations to climate change. In addition to the environmental protection measures against extreme weather events, which have already been taken into account at the stage of environmental studies and detailed design for the project, the actions we plan lead to the mitigation of this impact in all possible ways. At the same time, however, it has been observed that the operation of our road network is also directly affected by the impacts of the climate crisis, particularly by the severity of the weather conditions. As a result, there has been a proliferation of requirements for interventional maintenance work, preventive and regular infrastructure inspections, as well as for the management of traffic congestion caused during severe weather events. Recognising this interdependency, we ensure that we make a substantial contribution to halting climate change through our integrated environmental approach.



AT A GLANCE

254

on-site environmental inspections

€5,290,980

environmental protection investments



Innovative energy management system

66

EV charging points along motorways

37

hybrid and electric vehicles in our fleet



ENVIRONMENTAL MANAGEMENT SYSTEM

Nea Odos has developed and implements an integrated Environmental Management System, certified according to ISO 14001, which continuously monitors and improves its environmental performance.

With the primary objective of protecting the environment, we have created a comprehensive environmental monitoring programme that includes:

- Monthly internal inspections of project facilities.
- Sampling for water quality.
- Traffic noise monitoring programme.
- Monitoring of air pollution levels.
- Ongoing maintenance of green space.
- Reducing the CO2 footprint and using energy-efficient lamps.
- Training of the company officers on environmental issues and implementing large-scale preparedness drills.
- Construction and maintenance of special pollutant retention tanks and implementation of emergency response plans for environmental pollution incidents.
- Monitoring and updating environmental policies.

The following actions took place in 2023 as part of the Environmental Management System:

- Environmental internal audits of all project facilities, with particular emphasis on the Operator’s facilities and activities and the MSSs.
- Monitoring and implementation of the corporate recycling project.
- Operation and maintenance of 6 permanent air quality measurement stations on a continuous basis.
- Development of a water programme. It involves sampling and analysis in sensitive water bodies (e.g. Yliki Lake, Evinos River, Amvrakia Lake, etc.).
- Regular sampling of the wastewater treatment plant effluent and of drinking water at the MSSs. Preparation and submission of the annual air pollution report to the competent Ministry of the Environment and Energy Directorate.

As regards the implementation of the system, 97 environmental inspections were carried out in 2023 at the concession facilities and 157 at the Operator’s facilities.



For the year 2023, no environmental degradation problems have been identified from the operation and maintenance of the motorway and no fines have been imposed on Nea Odos SA.

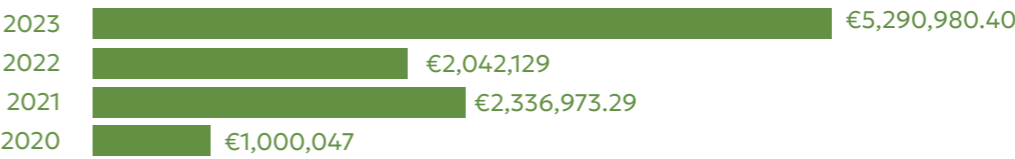
5.2 ENVIRONMENTAL PROTECTION INVESTMENTS

The harmonious integration of the road axes into the environment is ensured by a series of projects that include the protection of fauna and flora, the creation of flood protection works, the maintenance of special crossings for wildlife, the restoration of vegetation, the implementation of important anti-noise measures through the installation of noise barriers, the creation of acoustic zones and embankments with special plantings. The use of technology allows continuous monitoring of air pollutants, vibrations, noise and traffic and the use of the most effective tools to reduce our carbon footprint and environmental impacts.

ENVIRONMENTAL PROTECTION PROJECTS (IN €)

Environmental studies (Environmental Impact Studies, Technical Environmental Studies, Environmental Conditions Approval renewal studies, environmental permitting of accompanying projects and activities, etc.)	45,900
Protection, maintenance of greenery and new planting	617,056.70
Traffic noise monitoring programme	16,000
Environmental consultants and staff to monitor the implementation of environmental conditions	41,750
Operation of air pollution and meteorological data stations and monitoring of air pollution	75,076
Certifications	2,100
Waste management and disposal	17,563.90
Environmental education, training and awareness raising	5,197.80
Upgrades and new projects	4,470,336
Total	5,290,980.40

ENVIRONMENTAL PROTECTION INVESTMENTS



“Green” Motorist Service Stations

Every day we demonstrate our environmental consciousness and strategy in practice by operating «green» MSSs. The construction and day-to-day operation of MSSs takes into account in all buildings:

- Principles and good practices of bioclimatic architecture.
- Renewable Energy Source (RES) technologies, such as solar heating systems, heat pumps, solar panels, etc.
- Biological wastewater treatment systems. The treated water is used to irrigate the greenery in their common areas and the motorway.
- Electric vehicle charging.
- Recycling of paper and plastic, while the first mechanical composters for recycling of organic waste are operating in Atalanti.

All of the above lead to a significant reduction in energy consumption and carbon dioxide (CO₂) emissions, they harmoniously integrate the buildings into the natural environment and prove in practice that we are the greenest motorways in Greece.



5.3 ENERGY MANAGEMENT

We record the total amount of energy required for our buildings and facilities so that we can take measures to better manage and save energy.

Energy Management System

energy management system that monitors, predicts and issues alerts about potential problems that have an impact on the financial management of the project and its functionality.

More specifically, there are power supplies along our motorways that power lighting fixtures and electronic devices, such as cameras, weather stations, traffic lights, etc. To ensure their optimal operation, we replaced all the panels with new ones which, apart from supplying power, also perform many «smart» functions at the same time, such as:

- Measurement of power consumption at the panel input. Through energy measurement, we can confirm the correct operation of our loads.
- Wireless connection of the panels to a central surveillance system.
- Remote health monitoring of the system. Through the dedicated SCADA system, the Operator is notified of anything that happens on the new boards live.
- Monitoring of power generated by the company’s solar parks.

The energy generation indications of the solar panels at the Mesologgi and Varibobi interchanges have been added to the Energy Management System, while the interconnection of the hybrid park in Sirios is in progress, where, along with the production and storage of electricity from the solar panels, the energy provided to electric vehicle chargers will be recorded.



The First Photovoltaic Park on a Motorway



Nea Odos has developed the first pilot photovoltaic park at the Mesologgi Interchange on the Ionia Odos to cover part of the project’s energy needs with solar energy.

Demonstrating in practice its commitment to transform the Ionia Odos into the country’s «greenest» motorway, we created the first pilot photovoltaic park on unused embankments along parts of the motorway at the Mesologgi Interchange to cover part of the project’s energy needs with clean, «green» energy from the sun.

Features:

- 4 installations with a total capacity of 102 kWp
- Estimated annual production: 153,000 kWh
- Coverage of the annual energy needs of 245 LED street lighting systems

In 2023, Nea Odos continued to implement similar infrastructure on the motorways under its responsibility, with the aim of reducing its environmental footprint.

1. Installation of a photovoltaic park at the Afidnes Toll Station: Power of at least 250 kW, saving around 350,000 kWh
2. New standalone VMW: Power about 20 kW, energy savings about 7,000 kWh

The company’s largest investment remains the hybrid photovoltaic park in Sirios, with a total capacity of 486 kW and an estimated annual production of 750,000 kWh.

- In 2023, the company implemented a series of energy-saving projects. For example:**
1. Completion of a hybrid charging station at Sirios

2. Installation of solar panels and chargers in the Varibobi parking area

3. Installation of LED lighting along almost all of the PATHE

4. Completed procurement of LED lighting for the PATHE tunnels

5. Development of an energy management platform

6. Instructions for saving energy in the building

7. Design and installation of batteries and generators at the Sirios hybrid station

8. Completion of the design of a new cooling/heating facility for the Malakassa MSS.

9. Procurement of 2 new fast chargers and completion of installation studies

5.5 million kWh/year energy savings from the completed projects

ENERGY CONSUMPTION (KWH)	2023		2022		2021	
	A.Th.E.	Ionia Odos	A.Th.E.	Ionia Odos	A.Th.E.	Ionia Odos
Electricity for street lighting and buildings	24,214,295.40		29,271,652.77		29,786,123.88	
Solar energy (for ERT, irrigation and surveillance cameras)	40,860	145,000	41,000	187,272	41,039	18,300

FUEL CONSUMPTION (LITRES) FOR NEA ODOS	2023		2022		2021	
Diesel oil*	674,537.80		679,291.5		591,171	
Petrol	47,508.90		30,063.5		34,286.09	

*Includes diesel from generators

FUEL CONSUMPTION (LITRES) FOR SUBCONTRACTORS	2023			2022			2021	
	A.Th.E.	Ionia Odos	Schimatari-Chalkida	A.Th.E.	Ionia Odos	Schimatari-Chalkida	A.Th.E.	Ionia Odos
Petrol	39,738.3	13,650	1,905.3	21,199.76	13,682.1	2,871.54	31,261.35	9,563.99
Diesel oil*	540,678.8	282,317	18,720.8	567,798.2	259,557.8	47,506.93	524,354.06	223,722.64
LPG	400	3.1	403.1	400	2,254.1	-	901	712.71

*Includes diesel from generators

5.4 ENERGY SAVINGS

We reduce electricity consumption by utilising solar energy in the following infrastructures:

- Automated irrigation system
- Emergency Roadside Telephones along motorways
- Some of the motorway surveillance cameras

It is worth noting that photovoltaic stations have been installed on the Ionia Odos to cover the energy needs of the motorway. At the same time, photovoltaic panels are installed on the roof of the Nea Erythrea administration building, and the energy they produce is fed into the national grid and covers the energy needs of the building.

5.5 PIONEERS IN ELECTROMOBILITY

With the promotion of electromobility, innovation and new technologies in mind, all of our MSSs currently have electrical charging capability. The Ionia Odos was the first motorway in Greece to offer electric vehicle charging at each of its MSSs starting in 2018. Each charger, at each station, has the ability to charge up to 2 cars simultaneously, providing a unique service experience for electric vehicle owners. Our goal is to cover the energy needs of the charging system exclusively from renewable energy sources to the chargers we manage.

Nea Odos is well prepared to provide the highest possible levels of service to electric vehicle owners as well. With the most advanced and fastest chargers in Europe, capable of fast charging an electric vehicle with sufficient autonomy, at 80% of its capacity and within only 20 minutes, we can say with certainty that we are the motorway of electromobility!



Nea Odos is well prepared to provide the highest possible levels of service to electric vehicle owners as well.

ON THE A.TH.E.

Electric vehicle chargers at all MSSs since 2020.

- Varibombi
- Kapandriti
- Malakassa (Sirios)
- Schimatari
- Atalanti

ON THE IONIA ODOS

Electric vehicle chargers at all MSSs since 2018.

- Evinochori
- Amvrakia
- Amfilochia
- Filippiada
- Episkopiko

FAST CHARGERS

A total of 28 fast chargers have been installed at the Ionia Odos and A.Th.E. MSSs.

Ionia Odos
At all MSSs

A.TH.E.
At the Atalanti and Malakassa MSSs

8

V3 Tesla Superchargers at the Atalanti Motorist Service Station in operation.

250 kW

The fast chargers are capable of providing up to 250 kW of charging power each to charge the company’s models.



Among the most powerful electric vehicle fast chargers in the country.



Malakassa (Sirios) MSS: The First and Largest Hybrid Electric Car Charging Station in Greece

Guided by our environmental awareness, the promotion of electromobility, innovation, and new technologies, we proceeded with the design and implementation of the 1st and largest hybrid charging station in Greece, at the Malakassa (Sirios MSS) with photovoltaic panels on car park canopies, combining the production of «green» energy and charging of electric cars.

The Malakassa (Sirios) MSS is a model of optimal use of solar energy for charging electric cars and energy supply of the building. With a total investment of more than €900,000, we proceeded with the construction of canopies for the car parks, which also serve as photovoltaic panel supports, with a total capacity of about 500 kWp. Giving priority to car charging, the photovoltaic panels power 4 hybrid inverter chargers of 120 kW each, while the surplus energy covers the energy needs of the building infrastructure.

This project includes:

- Construction of canopies for car parks
- Placement of photovoltaic panels, with a total capacity of about 500 kWp
- 2 high power DC chargers on each branch, i.e. a total of 4 chargers with a capacity of 120 kW each
- Hybrid inverters.

Our long-term goal is to cover the energy needs of charging exclusively from RES, while we are exploring the development of energy storage solutions. The action was designed and financed entirely by the company and is part of the Go Green strategic axis.



The First Electric Vehicle (Investigation Patrol Car) on a Greek Motorway

To strengthen and support the role of the Motorway Traffic Police, we invested in 2023 in the purchase of an electric vehicle for the 2nd Department of the PATHE Motorway Traffic Police of Attica. In order to cover all the needs of the Traffic Police, we undertook a special configuration of the vehicle's infrastructure. All the chargers operated by the company are at the disposal of the Traffic Police. The vehicle was received in January 2023.



Completion of the EcoDrive Research Programme

The aim of the EcoDrive project was to create a toolbox to promote green driving policies. To collect the required data, a physical driving experiment was carried out, involving more than 50 drivers.

As part of the project, a fuel consumption and emission prediction model were developed taking into account driving behaviour, road characteristics and traffic. To further enhance eco-driving, an «eco-routing» algorithm was developed for both individual drivers and fleets of vehicles, which evaluates alternative routes while also taking into account fuel consumption.

The EcoDrive service was developed in collaboration with the technology company OSeven, the Department of Transportation Planning and Engineering at the National Technical University of Athens (Metsovio Polytechnic) School of Civil Engineering and the NTUA Geodesy Laboratory.

5.6 AIR POLLUTION MANAGEMENT

With systematic measurements of air pollution on a 24-hour basis, through special recording systems located at the 6 permanent Air Quality Measurement Stations installed on the Ionia Odos, the A.Th.E. and E65, Nea Odos promptly calculates 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, PM2.5,C₆H₆ (benzene), C₇H₈ (toluene) and xylol (or xylene)].

The following table shows the values from the air pollution measurement network, while the detailed measurements and the main conclusions are presented in a special section of the annual Environmental Report that the company prepares and submits to the State every year.

Comprehensive Plan to Replace Fleet with 100% Electric Vehicles

At Nea Odos, we invest in electromobility by putting into practice our strategic goal of continuous environmental protection through innovation. With the motto «Go Green», we put the first «green», 100% electric vans into operation, which were initially used as maintenance and work vehicles. We are the first highway operation, maintenance and management company in Greece to implement a comprehensive plan to replace our fleet with 100% electric vehicles, while equipping all of our facilities with electric vehicle chargers.

28
Electric vehicle charging stations at all our facilities

37
Hybrid and electric cars (23.2% of the total fleet)

15
100% ELECTRIC

22
HYBRID

At Nea Odos, we are committed to operating responsibly, promoting sustainable practices that reduce our environmental footprint. Each year, we work to improve our performance in the field of sustainable development, and transparent reporting is a key element of this effort. For this reason, we continuously upgrade the methods we use to calculate greenhouse gas emissions, following the best international practices.

In this year’s report, we adopted an updated methodology for calculating greenhouse gas emissions, which aligns with the GHG Protocol Corporate Accounting and Reporting Standard. This new approach ensures the accuracy and reliability of our data, providing a more comprehensive and harmonised framework for recording emissions. Due to these methodological changes, the emission results presented in this report are not entirely comparable with those of previous years. However, our continuous improvement in practices demonstrates our commitment to transparency and reducing our environmental impact.



GREENHOUSE GAS EMISSION		NEA ODOS (mtCO ₂ e)
Direct emissions (Scope 1)		
Fleet vehicles		0.8
Refrigerant gases		31.3
Stationary combustion		35
Total		67.1
Indirect emissions from energy consumption (Scope 2)		
Electricity		11,908.10*
		7,761.9**
Other indirect emissions (Scope 3) - Selected Sources		
Paper consumption		18
Category 3: Fuel & energy-related activities (subcontractors)	Stationary combustion	77
Category 4: Upstream transportation (subcontractors)	GEK TERNA vehicles	1,773.1
	Lubricant oil	8.3
	Other vehicles	1,864.3
Category 5: Waste generated in operations		9.1
Category 8: Leased vehicles		1,855.8
Total		5,605.6
TOTAL GHG EMISSIONS IN 2023		17,580.7*
		13,434.5**

GHG emissions were calculated following the Operational Control approach. Conversion factors according to:
1.IPCC AR5
2.European Environment Agency (EEA)
3.GHG Protocol for fleet
4.European Residual Mixes 2023 Association of Issuing Bodies

* Market-based approach
** Location-based approach

GREENHOUSE GAS EMISSION INTENSITY	PER KILOMETRE OF MOTORWAY (377.1 km)	PER MILLION VEHICLE KILOMETRES (2,227.87 MILLION km)
Scope 1	0.18	0.03
Scope 2	31.58	5.35
Scope 3	14.87	2.52

NEA ODOS VEHICLE MOVEMENT*	2023		2022		2021	
	Privately owned	Leased	Privately owned	Leased	Privately owned	Leased
Total Nea Odos vehicles	77	83	67	78	60	75
Kilometres travelled	5,113,280	2,538,465	5,101,738	2,200,102	4,052,726	2,138,944

* The vehicles include those of the Operator

Traffic Noise Management

Programme implemented by Nea Odos records the environmental noise from road traffic with sound measurements along the motorways. The sound measurements are carried out at sensitive use sites that have been approved by the competent public authority, while based on the reported results of the programme, further sound measurements are carried out where necessary or appropriate protection measures are applied.

In 2023, in order to reduce the noise level, the company:

- Constructed a 130 m long and 4.5 m high noise barrier in the 660 km Schimatari area as a result of acoustic measurements, which had shown legal limits were being systematically exceeded, and following complaints about noise in this section.

Table of Measurements

In 2023, the following measurements were carried out:

53 24-hour acoustic measurements on the A.Th.E. motorway, Metamorfosi-Longos section

52 24-hour acoustic measurements on the Ionia Odos motorway, Antirrio-Ioannina section

16 24-hour acoustic measurements on the A.Th.E. motorway, Longos-Skarfia section



5.7 RAW MATERIALS AND EQUIPMENT

As a company, we make continuous efforts for the optimal management of raw materials and equipment, aiming at their maximum use and reuse in the most productive way throughout their life cycle. We focus on ways to reduce not only our own impact, but also that of our subcontractors.

The table below presents the main categories of raw materials and equipment necessary for the operation of the company:

TABLE OF NEA ODOS CONSUMPTION OF RAW MATERIALS AND EQUIPMENT

Categories of Materials	Type of Material	2023		2022		2021	
		A.TH.E.	Ionia Odos	A.TH.E.	Ionia Odos	A.TH.E.	Ionia Odos
Raw materials	Sawdust (kg)	4,000	410	1,100	600	1,700	830
	Salt (tonnes)	11,838.9	232.7	-	-	-	-
	Printing paper (kg)	2,528	1,644	2,589	3,181	1,935	1,320
	Paper (thermal rolls) (kg)	10,527.9	4,438.7	13,963.12	4,472.55	13,438	
	Ink/toner (pcs)	72	34	91	55	199	
Other	Transceivers (pcs.)	19,900		19,900	-	11,500	7,300



For our printing paper needs, we make sure to purchase paper from organisations that are certified for their production process and proper forest management

TABLE OF CONSUMPTION OF RAW MATERIALS AND EQUIPMENT - SUBCONTRACTORS

Categories of Materials	Type of Material	2023			2022			2021	
		A.Th.E.	Ionia Odos	Schimatari-Chalkida	A.Th.E.	Ionia Odos	Schimatari-Chalkida	A.Th.E.	Ionia Odos
Raw materials	Salt (kg)	-	-	-	-	-	-	16,354.83	1,470.16
	Sawdust (kg)	175	-	-	900	500	100	20	1.000
	Printing paper (kg)	750.2	533.9	-	752.20	250	0.60	245.80	255

5.8 WASTE MANAGEMENT

Environmentally sound management of natural resources, materials and waste is our priority. In full compliance with the legislation and relevant regulations, we maintain an annual record in the Electronic Waste Register (EWR) of the Ministry of Environment and carry out the necessary controls, while ensuring that the company’s subcontractors also transport the waste

generated from the operation and maintenance of motorways to approved sites. At the company’s facilities, collection bins for recycling have been placed for various types of waste, such as paper and packaging, Waste Electrical and Electronic Equipment (WEEE), mixed batteries, lead-acid batteries and toner. Nea Odos does not import, export or process hazardous waste.

WASTE MANAGEMENT TABLE	NEA ODOS	OPERATOR	SUBCONTRACTORS	TOTAL
Hazardous waste diverted (kg)	255.2	24,253	57,854.7	82,362.9
Hazardous waste that is NOT diverted (kg)	-	3,380	-	3,380
Non-hazardous waste diverted (kg)	1,335.7	680,243	61,792,115	62,473,693.7
Non-hazardous waste that is NOT diverted (kg)	-	-	587,461.7	587,461.7
TOTAL WASTE	1,590.9	707,876	62,437,431.4	63,146,898.3

“Boosting Recycling Initiative”

The Boosting Recycling Initiative is the company’s recycling business model. We have implemented a comprehensive recycling system for materials resulting from the maintenance and operation of our motorways, including new streams of recyclable materials, as well as diversion of materials from composite waste. Nea Odos is the only motorway that has recycling infrastructure in every parking area, with the aim of covering all our facilities and driver access areas on the motorways under our responsibility. In this way, we put the circular economy into practice and encourage passing drivers to adopt or not to abandon the good recycling practices they already follow.

RECYCLING AT ALL COMPANY FACILITIES



RECYCLING (KG)

	2023			2022			2021		
	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos
Paper	25,857	19,413	6,444	15,033	9,363	5,670	11,309	7,241	4,068
Packaging (plastic, glass, aluminium, tinplate)	37,367	22,331	15,036	24,287	11,057	13,230	16,272	6,780	9,492
Total	63,224	41,744	21,480	39,320	20,420	18,900	27,581	14,021	13,560

The First Motorway with an Organic Waste Recycling System

The First Motorway with an Organic Waste Recycling System environmentally sound utilisation of organic waste generated by the operation of the Motorist Service Stations (MSS). Specifically, there are mechanical composters on both sides of the Atalanti MSS with the capacity to handle up to 100 kg of organic waste per week. The food and coffee waste, together with waste from green areas, is composted and turned into fertiliser, which is used in planting work on the motorway. At the same time, household composters were installed in the kitchens of the company’s headquarters, so that food and coffee waste can be converted into a soil conditioner that is used in grounds of our building.

In December 2023, a composter was procured for the Malakassa MSS and will be operational within 2024, while composters will gradually be installed at other MSSs.

1,700 In 2023
• We collected 1,700 kg of compost



5.9 WATER MANAGEMENT

Nea Odos attaches particular importance to the most effective management of water, systematically ensuring the following:

- Installation of new generation systems for controlled watering of plants.
- Placement of taps with an automatic flow cut-off mechanism in all parking areas, in all public sanitary facilities and the MSSs along the Ionia Odos and A.TH.E. motorways.

- Preparation of a study to integrate irrigation systems with remote monitoring capability, for better management and water conservation.
- Cooperation with ISO 14001-certified subcontractors for the planting and maintenance of the greenery at our facilities and along the motorway.

Liquid Waste Management

There is integrated use of treated wastewater generated by the activities of serving passing drivers at MSSs (restaurants, WC), to ensure that new groundwater pumping is minimised, in order to maximise water savings. Specifically, at the Ionia Odos and Atalanti MSSs, we divert the wastewater from the biological treatment plants, treated in accordance with the requirements of the environmental conditions, for reuse for

irrigation and washing of the grounds, as well as for maintaining water reserves in the fire-fighting tanks. Specifically, at the Filippiada MSS, the treated waste is diverted to an adjacent recipient, in accordance with the approved environmental conditions. For all of the above biological wastewater treatment plants, regular spot checks are carried out to ensure the necessary level of quality of the wastewater to be disposed of.

Annual Water Quality Monitoring Programme

In compliance with the requirements of the approved environmental conditions of the project, we carry out water quality monitoring in water receivers adjacent to the motorway which may be affected by its operation.

Distribution of measurements for 2023:

- 10 samplings on the Ionia Odos motorway
- 4 samplings on the A.TH.E. motorway, in the Yliki section
- 2 samplings on the A.TH.E. motorway, in the Kamena Vourla -Mendenitsa section

Summary Conclusions from the Measurements

Taking into account the overall results of all the analyses, the pollution of water bodies from the operation of the Nea Odos can be considered negligible compared to other anthropogenic activities, as the comparison of the results upstream and downstream of the Nea Odos (both in the Ionia Odos and the A.TH.E.) for each water body does not show any significant change. The full report includes detailed measurement sites and parameter values and is available to any interested party on request.

WATER CONSUMPTION NEA ODOS (M3)

	2023		2022		2021	
	A.TH.E.	Ionia Odos	A.TH.E.	Ionia Odos	A.TH.E.	Ionia Odos
Water consumption (buildings and facilities)	3,045.47	-	8,261	-	824	-
Drinking water consumption (from bottles)	55.95	41.42	51.8	40.93	60.2	25.8
Water from other sources (boreholes)	329,806	239,190	55,660.5	198,592	353,235	198,111*

*It includes 743 m3 of water from temporary water supply to the settlements of Abelia and Episkopiko, for the period August to September.

WATER CONSUMPTION BY SUBCONTRACTORS (M3)

	2023		2022		2021	
	A.TH.E.	Ionia Odos	A.TH.E.	Ionia Odos	A.TH.E.	Ionia Odos
Drinking water consumption (from bottles)	39.8	0.5	142.65	0.7	146.14	14.90
Other	-	-	-	-	10	-

5.10 PROTECTION OF BIODIVERSITY

The motorways under our responsibility are adjacent to areas of high value in terms of flora, fauna and rich ecosystems.

include detailed information on sites of special interest, such as wetlands and rivers included in the Natura 2000 network.

Indicative actions:

- Crossings for animal species
- Planting with native species
- Maintenance and greening of motorways
- Fencing maintenance and improvement (e.g. increase in height) where necessary

The Mesologgi-Aitoliko lagoons, Ozeros Lake, Acheloos River, Arachthos River, Louros River, Yliki and Paralimni Lakes - the Viotikos Kifisos System, and the Atalanti Bay wetlands and islands, included in the Natura 2000 Network, are areas where the company operates.

We are committed to habitat conservation and restoration and to that end we are taking measures to prevent and address impacts on these sensitive areas in a timely manner. The approved environmental conditions of the concession project specify the necessary protection measures in all phases of the project implementation. The biannual reports on environmental management and the implementation of environmental conditions

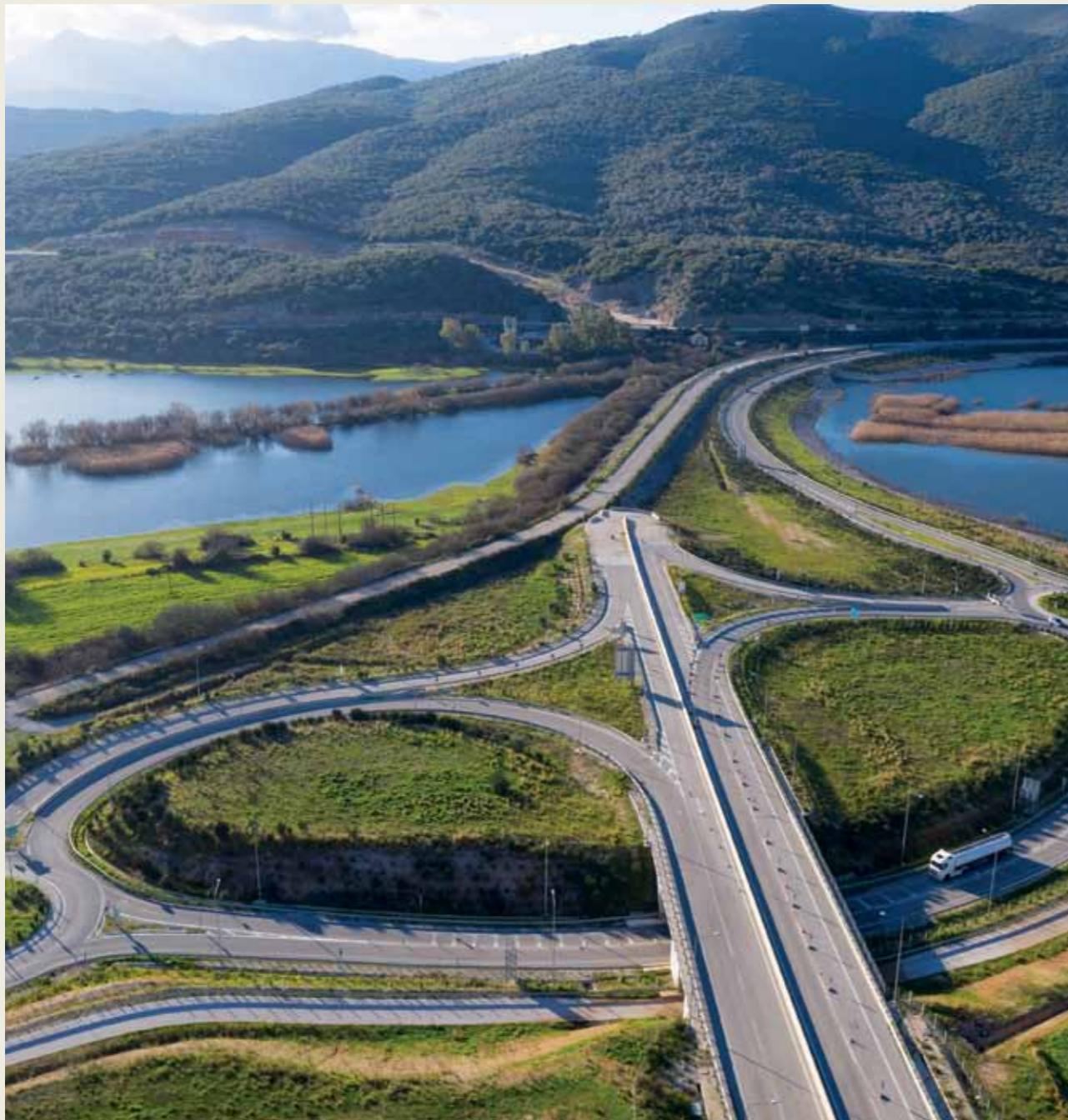
The water monitoring programme for the year concludes that there was no impact on adjacent water bodies (protected areas or areas adjacent to protected areas, areas of high biodiversity value outside protected areas) from the company’s operation. Detailed information is included on the company’s website.



The Greenest Motorway in Greece

Planting trees, shrubs and other greenery supports biodiversity, as plants act as carbon sinks and remove harmful pollutants from the air.

In 2023, we continued our green plantings along our motorways. Specifically, 17,594 shrubs and trees were planted along the A.TH.E.



COMMUNICATION AND IN-HOUSE INFORMATION CAMPAIGNS

In 2023, we carried out a series of in-house actions to inform, raise awareness and mobilise our employees on environmental issues. Indicative actions:

- Combating environmental pollution from plastics: "Beat Plastic Pollution" on World Environment Day (June 5th).
- «Together for Clean Air», in combination with a poster which was displayed throughout the facilities on the International Day of Clean Air for Blue Skies. Poster with energy saving actions, sent to all employees and displayed throughout the facilities.
- Communication on the correct use of the composters at the Nea Erythra building during their 6-month operation.
- Multi-use stainless steel bottles were distributed to all employees in order to reduce the consumption of disposable bottles and plastic cups.
- Plastic cooler cups were replaced with recyclable paper cups at the Nea Erythra headquarters, with the ultimate goal of extending this action to the rest of our facilities.





CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Annual recertification	Annual recertification: ISO14001 Completed	Completed	Annual recertification: ISO14001
Electromobility and climate change	Gradual conversion of the corporate fleet vehicles to electric or hybrid	37 vehicles out of a total fleet number of 160 (23.1%)	Gradual conversion of the corporate fleet vehicles to electric or hybrid
	30% of the total fleet to consist of hybrid and electric vehicles	-	Ongoing
	Preventing emissions of about 1,400 tnCO ₂ -eq through various actions	-	Ongoing
Measurement of CO ₂ emissions (Offices)	Continue measuring CO ₂ emissions	Overall review of the methodology in accordance with the GHG Protocol Corporate Accounting and Reporting Standard	Further improvement of the process
Motorway Operation and Maintenance Activities	Zero environmental fines	Zero environmental fines	Zero environmental fines
Recycling	Continuous monitoring of the quantities recycled	63,224 kg of materials recycled	Continuous monitoring of the quantities recycled
Wildlife management	Maintenance of fencing and sound repellent devices	Maintenance work on fencing and sound repellent devices	Ongoing
Environmental protection	Operator: Inspection of more than 10 facilities per month on average	22 inspections per month at the facilities (on average)	Inspection of more than 20 facilities per month on average
	Nea Odos: Inspection of more than 3 facilities per month on average	total of 157 inspections 8 inspections per month at the facilities (on average)	Inspection of more than 6 facilities per month on average
	Operator: At least 50 hours of environmental training	total of 62 inspections Operator: 112	At least 50 hours of environmental training
	NO/KO: At least 10 hours of environmental training	NO/KO: 40	At least 20 hours of environmental training

*Refers to both Nea Odos and Kentriki Odos together

6. Being there for our People



At Nea Odos, every employee has a special position and contributes to the company's success on many levels. Seeking to ensure the safety and well-being of all employees, the company has created a working environment characterised by respect, transparency, equal opportunities, fairness and growth. In culmination, policies, procedures and programmes have been designed to develop employee skills and support their progress.



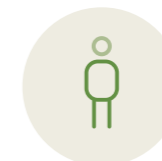
Equal opportunities



Health and Safety at work



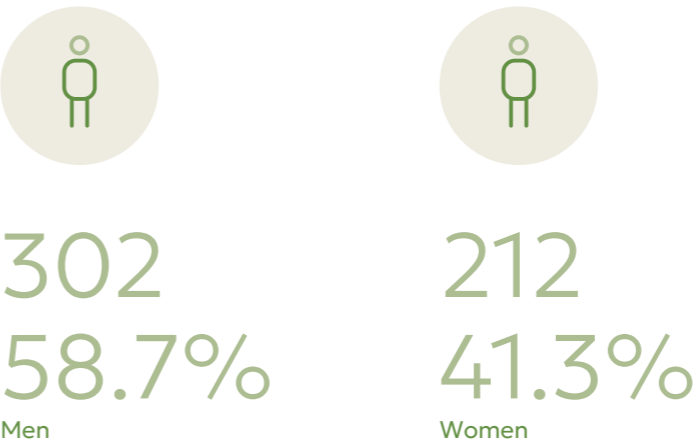
Benefits and employee satisfaction



Continuous employee development and talent utilisation



At Nea Odos, we strive to create a work environment that promotes equality, inclusion, and fairness. Every decision and action we take is focused on ensuring equal opportunities for all employees, regardless of gender, with respect and meritocracy in the processes of recruitment, promotions, and evaluations.



In total, in 2023, 29 people were employed at Nea Odos and 485 at the Operator.

LONG TERM DEVELOPMENT OF HUMAN RESOURCES

	2023		2022		2021	
	Nea Odos	Operator	Nea Odos	Operator	Nea Odos	Operator
Men	13	289	13	300	14	297
Women	16	196	17	203	15	208
Total staff	29	485	30	503	29	505

Includes contract workers


Apart from the permanent workforce, the company employs seasonal workers through third-party companies (1 at Nea Odos and 27 at the Operator) with which there is ongoing cooperation to cover exceptional or seasonal needs (e.g. maternity leaves).

AT A GLANCE

During the reporting period:

514
We employed 514 people throughout the company

212
212 of whom were women

 We introduced a new digital training platform

2,909
We spent 2,909 hours on education and lifelong learning programmes

€450,000
We invested more than €450,000 in the Health and Safety of our employees

TOTAL HIRES

NEA ODOS						OPERATOR					
<30		30-50		50+		<30		30-50		50+	
Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
0	1	1	1	0	0	7	0	31	24	2	2

TOTAL TURNOVER

NEA ODOS						OPERATOR					
<30		30-50		50+		<30		30-50		50+	
Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
0	0	0	3	0	0	1	0	43	25	7	4

6.1 EQUITABLE, INCLUSIVE AND FAIR WORKING ENVIRONMENT

Guided by the UN Sustainable Development Goal 8 on decent work and economic growth, Nea Odos seeks to achieve full, productive employment and decent jobs for all women and men, offering equal pay for work of equal value. Ensuring an equal, inclusive and fair working environment is a daily challenge and the company makes decisions related to hiring,

appraisals, remuneration, leave, promotions, training, retirement and termination of contracts based on objective criteria and without any form of discrimination. The company’s «open door» policy empowers employees and becomes a starting point for the further development of the working environment.



No incidents of discrimination in the workplace were recorded in 2023, nor was any complaint or grievance made by employees and/or third parties

GENDER RATIO BY HUMAN RESOURCES CATEGORY/LEVEL

	NEA ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Senior executives	3	0	3	1	0	1
Managers	3	5	8	6	1	7
Administrative staff	7	11	18	44	25	69
Base staff	0	0	0	238	170	408
Total	13	16	29	289	196	485

6.2 EMPLOYEE BENEFITS

Nea Odos offers its employees:

- Group Life and Medical Insurance Plan for all employees and their dependents.
- Productivity bonus to 25 employees, in accordance with the Corporate Performance Evaluation System and the company’s policies.
- 24-hour Counselling Support Line for all employees and their families.

The company does not offer an additional pension plan but covers the employees’ insurance obligations as specified by law.

In 2023, a total of 12 women received paid maternity leave and 2 of them left the company.

PARENTAL LEAVE	NEA ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Maternity leave	0	1	1	0	10	10
Special maternity protection benefit	0	0	0	0	12	12
Childcare leave (reduced hours)	0	2	2	3	10	13
Paternity leave	2	0	2	15	0	15
Parental leave	0	0	0	15	11	26
Total employees entitled to parental leave	2	3	5	33	43	76

Additional Benefits

In order to improve the quality of life and boost the morale of its employees, Nea Odos offers additional benefits, which are:

- 24-hour Counselling Support Line: Employees and their family members have access to confidential telephone communication to address issues related to their mental health, personal and professional development, and managing family issues.

- Meal card: This supportive initiative applies to all companies of the GEK TERNA Group and covers food purchases. To make employees’ lives easier, the card is offered based on their salary scale.

6.3 OCCUPATIONAL HEALTH AND SAFETY

With a commitment to prevention, the operation of the Nea Odos is framed by a clearly defined set of regulations and procedures to identify any dangerous situations and to prevent accidents or injuries in the work environment or in public places. The promotion of Occupational Health and Safety and the elimination of on-the-job accidents is an ongoing objective of the company. The procedure for reporting and investigating workplace accidents by the Safety Technician is strictly applied, with particular emphasis on the causes of the incident and on taking measures to avoid similar incidents. In 2023, the company implemented a

comprehensive first aid training programme for all employees. The training was designed in collaboration with Emergency First Response and included, among other things, techniques for Cardiopulmonary Resuscitation (CPR), the use of an automatic external defibrillator, techniques for managing adult choking and the management of unforeseen incidents, such as burns, bleeding, fractures and other injuries. Providing this valuable knowledge that enhances Health and Safety enables workers to deal with emergencies, helping to protect the lives and well-being of both their colleagues and the wider environment.



In 2023, the company implemented a comprehensive first aid training programme for all employees.

OCCUPATIONAL HEALTH AND SAFETY TRAINING

NEA ODOS

10

Participations

80

Total hours

OPERATOR

153

Participations

1,300

Total hours

Occupational Health and Safety actions implemented in 2023:

- Retraining of Patrol Teams and Emergency Response Workers in the implementation of approved traffic control measures to manage incidents and maintenance operations.
- Since late 2022, an in-house vehicle repair centre went into operation in Malakassa, and we procured our own snow removal machines. Health and Safety instructions were issued.
- Training of emergency workers and project machine operators/assistant operators on snow removal.
- Placing special signage on the toll lanes.
- Repair of damage to underground crossings.
- Replacement of windows and doors.
- Purchase of new seats at toll booths and offices.
- Training of toll station shift supervisors in first aid.
- Procurement and upgrade of personal protective equipment.



In 2023, the Health and Safety consultant conducted 80 Health and Safety inspections at project facilities and operation and maintenance activities.

During the reporting period, 2 meetings were held on Health and Safety and environment issues:

- 1 meeting with the Division of Maintenance and Traffic Management
- 1 meeting with the Toll Operations Division

Both meetings were attended by Nea Odos and Operator executives.

TOTAL WORKING HOURS 2023



HEALTH AND SAFETY INDICES

	2023		2022		2021	
	NEA ODOS	OPERATOR	NEA ODOS	OPERATOR	NEA ODOS	OPERATOR
Total work accidents	0	22	0	27	0	12
Work accidents with days of absence from work	0	5	0	9	0	6
Number of fatal accidents	0	0	0	0	0	0
Lost work days due to accident	0	156	0	84	0	31
Incidents without days of absence	0	17	0	18	0	6
Lost Day Rate (LDR)	0	27.64	0	14.73	0	10.22
Absence rate (AR)	0	184.38	0	98.25	0	68.20
Accident frequency indicator	0	19.49	0	23.67	0	19.79
Accident severity indicator	0	138.22	0	73.65	0	51.12
Injury or accident rate of total staff (%)	0	4.3%	0%	1.79%	0%	1.20%
Hours of absence/total work hours (%)	0%	0.02%	0%	0.05%	0%	0.03%

€453,109.98

Investing in Health and Safety

Aiming at the safety and well-being of all, Nea Odos remains true to its mission to maintain a safe and healthy working environment for all job types. Protective measures and equipment, regular monitoring of Health and Safety conditions, targeted training programmes and preventive actions to avoid high-risk situations are part of the culture and everyday routine of all employees.

6.4 PERSONNEL EDUCATION AND TRAINING

Recognising the value of its human resources, Nea Odos adopts a strategy of continuous education and training of its employees and cultivates a fertile ground for the development of their talents. Training programmes are designed

based on the corporate development strategy, the requirements of the jobs and the personal development plan that has been prepared for each employee.

Online Training Platform

In 2023, the GEK TERNA Group, Nea Odos’ parent company, introduced a new digital training tool – a Learning Management System (LMS) platform for the training and education of the employees at its companies. The platform is designed to cover induction training, mandatory regulatory and compliance

training, training by knowledge level (basic, intermediate, advanced) by job role, interactive activities, as well as educational quizzes and games. Through the platform, each employee has access to a knowledge hub for their professional development.

EMPLOYEE TRAINING AND SKILLS BUILDING

	NEA ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Number of participants	11	18	29	140	34	174
Hours of training in	324	542	866	1,650	393	2,043

TRAINING BY TOPIC

	NEA ODOS		OPERATOR	
	Participations	Total hours	Participations	Total hours
Health and Safety at work	10	80	153	1,300
Environmental topics	2	56	1	16
Informatics/Computer use/Systems	13	168	22	176
Human Resources development and leadership	7	147	17	314
Financial - accounting topics	1	195	-	-
Technical topics	4	118	6	158
Corporate Social Responsibility	1	8	1	8
Legal topics	19	56	3	11
Quality management	-	-	1	40
Labour topics	1	5	-	-
Business Continuity	10	20	10	20
Marketing and communication	2	13	-	-
Total	70	866	214	2,043

Employee Evaluation

An employee’s job performance is a key factor in his or her development. The Talent and Skills Development Programme takes into account modern trends, technological advancements

and the new data of the working environment, ensuring the adaptation and competitiveness of human resources. A review of the staff appraisal system is planned for 2024.

Annual Staff Performance Evaluation

Employee performance appraisals are implemented on an annual basis, promoting open communication and feedback for the benefit of the organisation and employees as they achieve:

- Assessment of progress and recognition of employee achievements.
- Collaboration to identify personal improvement goals in relation to corporate goals.
- Strengthened corporate culture with a focus on performance.

STAFF EVALUATION DATA

	NEA ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Employees evaluated	9	16	25	268	182	450
Employees excluded from evaluation	3	1	4	21	14	35
Employees with access to the results of their appraisal (%)	100%					



Employee performance appraisals are implemented on an annual basis, promoting open communication and feedback for the benefit of the organisation and employees

6.5 CORPORATE VOLUNTEERING

Nea Odos Blood Donation Programme

Voluntary participation in the «Being There for our People» programme promotes solidarity and fraternity and helps build morale. In 2016, a stockpile of blood units was created to provide immediate access in case of emergency for employees and their families, while voluntary blood donation continues consistently to create a «Path of Life».

Blood Donation Results:

- 4 voluntary blood donations (Fthiotida, Ioannina, Klokova, Karditsa)
- Cooperation with 4 hospitals: Ioannina: University Hospital of Ioannina, Klokova: University Hospital of Patras, Karditsa: General Hospital of Karditsa, Fthiotida: General Hospital of Lamia
- 85 people participated (Nea Odos: 35 people, Kentriki Odos: 50 people), of which 77 donated
- A total of 106 units were collected:
- 77 units were collected from the company’s event (Nea Odos: 32 units, Kentriki Odos: 45 units)
- 29 units were collected from other employee initiatives (Nea Odos: 23 units, Kentriki Odos: 6 units)



106
units were collected

85
people participated

Sports

Encouraging employees to adopt a more active lifestyle, in 2023 Nea Odos laid the groundwork for team participation in major running events:

- **15th Greece Race for the Cure:** Nea Odos made a strong appearance at the most important Greek sports event for a social purpose, organised by the Hellenic Association of Women with Breast Cancer «Alma Zois». In addition to the athletic participation, the company was a donor to the event.
- **B2Run Athens:** The Nea Odos and Kentriki Odos Running Team participated in the largest corporate running event in Greece, promoting teamwork and sports activity.

Awareness-raising Actions

Recognising that its employees are also active citizens in society, in 2023, Nea Odos for the first time hosted activities to raise awareness of important issues among its staff:

- In cooperation with ELIZA - Association Against Child Abuse, a presentation was held on the action «Safe Touch», an effective programme for the prevention of sexual abuse for children aged 5-9 years old.



In 2023 Nea Odos laid the groundwork for team participation in major running events

CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Employee training	Operator: Total training hours / total employees >5	3,93	Operator: Total training hours / total employees >5
	Nea Odos: Total training hours / total employees >15	26,24	Nea Odos: Total training hours / total employees >15
Communication and initiatives with human resources	Conduct annual survey Create company newsletter	12 newsletters distributed in-house	Conducting the annual engagement and satisfaction survey
Health and Safety	Participation in Health and Safety trainings	163 participations*	Participation in Health and Safety trainings
	NO: 1 emergency evacuation drill at headquarters	Conducted at headquarters	1 emergency evacuation drill at headquarters
	Operator: 1 emergency evacuation drill at all facilities with permanent staff presence for Nea Odos and Kentriki Odos	12 of the 23 facilities	1 emergency evacuation drill at all facilities with permanent staff presence for Nea Odos and Kentriki Odos
Annual recertification	Annual recertification: ISO 45001	Completed	Annual recertification: ISO 45001

*Refers to both Nea Odos and Operator together

7. Being there for the Society

As a responsible corporate citizen, Nea Odos supports in practice actions and initiatives with a positive social footprint. For this reason, the company works consistently with local communities, local government, NGOs and other strategic partners to achieve long-term, meaningful and measurable results.



Education and information, mainly on road safety topics



Welfare and social solidarity



Environment



Sports



Culture



Care for the stray animals



In-Kind Donations



7.1 SOCIAL PRODUCT

The total social product generated by Nea Odos in 2023 is shown in the table below:

ANNUAL CONTRIBUTION TO SOCIAL DEVELOPMENT – SOCIAL PRODUCT (IN TH. €)	2023	2022	2021	2020
Payments to suppliers (except materials and intercompany transactions)	53,793	45,062.0	49,239.77	57,786.67
Employee salaries and benefits (including insurance contributions)	1,539.1	1,506.0	6,264.43	12,430.42
Payments to providers of capital	44,229.7	34,139.8	35,270.82	13,642.02
Actions, financial support, donations and Corporate Social Responsibility Structures	979.3	686.60	953.35	861.55
Σύνολο	100,541.1	81,394.4	91,728.37	84,720.66

AT A GLANCE

In 2023 we invested:

€100.5million

million in social development (Social Product)

€75,122

in sports activities support actions

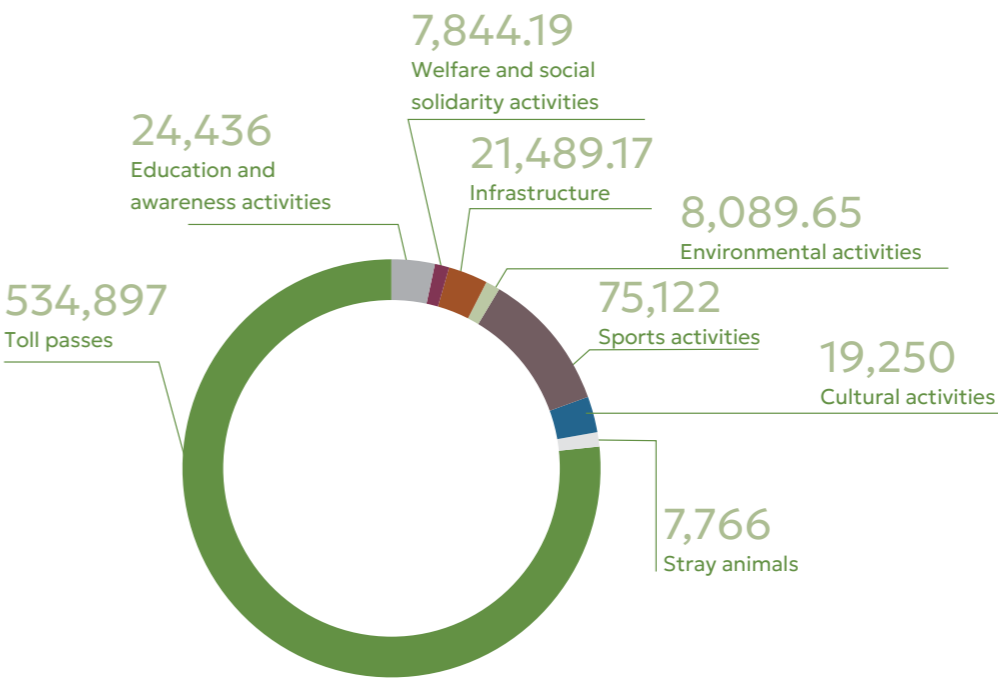
196,540

free passes for vehicles carrying persons with disabilities and for institutions

721

students trained in road safety through «Safe Cycling»

TOTAL INVESTMENTS AND ACTIONS (IN €)



698,894.01

Total

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

For Nea Odos, minimising road accidents is a key and non-negotiable objective. To that end, the company conducts road safety awareness and information campaigns for drivers throughout the year, as well as educational activities aimed at children. Among others,

the topics covered include driving behaviour, driving in severe weather conditions, proper driving behaviour on motorways, special road safety factors in tunnels, proper use of child car seats, non-aggressive and environmentally conscious driving, and others.



COLLABORATION WITH THE PANOS MYLONAS ROAD SAFETY INSTITUTE - IOAS

Our cooperation with the Panos Mylonas Road Safety Institute - IOAS has already been in effect for 9 years and involves a number of programmes throughout the country, mainly targeting young people and vulnerable social groups.

«SAFE CYCLING» PROGRAMME

«Safe Cycling in Action»

The «Safe Cycling» programme, which has been active since 2015 in collaboration with Panos Mylonas Road Safety Institute - IOAS, is aimed at primary school students and aims to raise their awareness regarding the safe use of bicycles. Through this initiative, children acquire the necessary skills and knowledge that will help them to become responsible drivers in the future.

This initiative is fully consistent with Nea Odos' long-standing commitment to promote road safety by investing in the new generation, in all regions of Greece (Central Greece, Thessaly, Epirus and Western Greece) transected by the motorways we operate and manage.

In 2023:

- 721 students (455 in Attica and 266 in Aitolokarnania) learned the rules of the road for cycling
- 13 primary schools (8 in Attica and 5 in Aitolokarnania) participated in the programme

«Safe Cycling» Programme 2015-2023

- 10,000 primary school pupils
- 4 regions (Central Greece, Thessaly, Epirus and Western Greece)



EDUCATIONAL ACTION «I RIDE MY BIKE AND SCOOTER SAFELY»

The educational road safety action «I ride my bike and scooter safely» took place from 27 to 29 March 2023 in the city of Ioannina. The Panos Mylonas Road Safety Institute - IOAS, in cooperation with the Ioannina Traffic Police and with the full support of Nea Odos and Kentriki Odos, raised awareness among the students on safely travelling by bicycle and scooter.

In a specially designed experiential learning station, students were informed about the traffic rules they must follow and were trained in the use of safety equipment for cyclists/riders and bicycles. The action was completed with the distribution of informational materials to the students and the parallel implementation of an educational programme by the Ioannina Traffic Police with topics related to safe cycling in the city.

- 3 days
- 15 hours of educational activity
- 300+ 4th, 5th and 6th grade students
- 17 classes from 10 primary schools
- 1 trainer
- 4 representatives of the Panos Mylonas Road Safety Institute - IOAS
- Location: Indoor gym Limnopoula-Ioannina



SIRIOS DRIVER TRAINING PARK

Nea Odos designed, built and manages the state-of-the-art Sirios Driver Education Park, at the Malakassa (Sirios) Motorist Service Station.

The purpose of the Driver Education Park is the implementation of educational and informative programmes focusing on the promotion of road safety.

The creation of the park is an initiative fully integrated into our firm commitment to promote road safety by investing in the new generation and is a continuation of our long-term cooperation with the Panos Mylonas Road Safety Institute - IOAS.

The investment had a budget of €1,000,000 and complies with the Road Traffic Code, the standard designs of the Model Driver Education Park (Ministry of Infrastructure and Transport, 2008), the Road Design Guidelines (vertical and horizontal road markings), and the Project Design Regulation.

TWO-DAY WORKSHOP «CYCLING IN SAFETY (C.I.S)» AT THE SIRIOS DRIVER EDUCATION PARK

As part of the ERASMUS+ programme «Cycling in Safety» and in cooperation with the Panos Mylonas Institute of Road Safety - IOAS, Nea Odos hosted the two-day workshop «Cycling in Safety (C.i.S)» at the Sirios Driver Education Park. The participants were trained in road safety, sustainable mobility and safe cycling, while also had a practical training on a bicycle track of the Sirios Driver Education Park.



SIRIOS DRIVER EDUCATION PARK: SAFE CYCLING WORKSHOP FOR PRIMARY SCHOOL STUDENTS

On the occasion of Panhellenic Road Safety Week, Nea Odos and the Panos Mylonas Road Safety Institute - IOAS extended their cooperation by implementing the «Safe Cycling in Action» programme at the state-of-the-art Sirios Driver Education Park at the Malakassa MSS. This innovative experiential educational programme for primary school students is part of the company's ongoing commitment to promoting road safety for the younger generation.

On Monday 20 March 2023, the «Safe Cycling in Action» project embarked on its mission by welcoming the students from the 1st Primary School of Skala Oropou and Nea Palatia.

The participants understood and put into practice safety measures to observe when cycling, through interactive educational activities that combine collaborative learning, the use of digital applications, as well as practical training in road conditions in the safe environment of Nea Odos' Sirios Driver Education Park. The trainings continued throughout the year and were positively evaluated by teachers and students.



6th PANHELLENIC STUDENT DIGITAL CREATION CONTEST ON ROAD SAFETY

Giving priority to promoting responsible driving behaviour in childhood, Nea Odos was present at the award ceremony of the 6th Panhellenic Student Digital Creation Contest for Road Safety, as company CEO Rodianos Antonakopoulos awarded the first prize.

The competition with the thematic axes «Road Safety: everywhere and always» and «Road Safety: Shared Responsibility» was co-organised by the Panos Mylonas Road Safety Institute - IOAS and the Department of Educational Broadcasting and Digital Media of the Ministry of Education, Religious Affairs and Sports-Directorate of Support for Programmes and Education for Sustainability.



EUROPEAN ROAD SAFETY CHARTER

The European Road Safety Charter, supported by Nea Odos and Kentriki Odos, is another important initiative demonstrating the commitment of the two companies to road safety. Through the Charter, its members adopt innovative practices, exchange know-how and evaluate their progress in order to continuously improve road safety at a pan-European level.



Total investment in information and awareness-raising actions: €24,436 (€22,851.50 in 2022)

Welfare and Social Solidarity Actions

During 2023, the company continued its practical support of associations, institutions, charitable foundations, clubs and NGOs active in areas adjacent to the motorways under its responsibility.

Among others, it supported the work of the following organisations:

- Social Grocery. Municipality of Mesologgi
- Social Grocery of the Municipality of Nikolaos Skoufas
- «Lara» School of Guide Dogs for the Blind
- «ELPIDA» Foundation
- The “Smile of the Child” organisation
- Children First
- Red Cross

To support the “Smile of the Child” organisation, Nea Odos has additionally installed fundraising collection boxes for anonymous donations at the Customer Service Points.



FACILITATING THE DELIVERY OF HUMANITARIAN AID TO TURKEY

In early 2023, two deadly earthquakes struck the region of southern Turkey and northern Syria, triggering a major humanitarian crisis, with millions of people in need of basic necessities for their survival. Nea Odos, participating in the initiative of the Hellenic Chambers & Business Transport Association and the Hellenic Federation of Road Transports, arranged for the exemption of toll payments for trucks carrying humanitarian aid for the needs of earthquake-affected areas.

DONATION OF EQUIPMENT TO THE NATIONAL VOLUNTEER COORDINATION CENTRE

The “HELPELLAS” National Volunteer Coordination Centre is an initiative that aims to manage natural and anthropogenic disasters more effectively by coordinating volunteers of all specialities and encouraging active participation. For the effort to fight forest fires, the company donated 5,000 protective masks to HELPELLAS.



SPONSORSHIP OF IMPORTANT EVENTS FOR THE DEVELOPMENT OF CENTRAL GREECE

In March 2023, Nea Odos reaffirmed its commitment to supporting initiatives that benefit development in the Region of Central Greece, by sponsoring 2 important conferences: The THERMOPYLAE FORUM 2023, organised by the LamiaReport News Organisation and the Hellenic Institute of Entrepreneurship and Sustainable Development, and the STAR FORUM 2023, staged by STAR Central Greece.

SUPPORT FOR “CHILDREN FIRST”

By empowering the least privileged children, Nea Odos supports the work of the «Children First» organisation, which responds to the ongoing and emergency needs of children and provides meals, lessons and extracurricular activities, medical support and counselling to children and their families.

SUPPORT FOR THE SOCIAL GROCERY OF THE MUNICIPALITY OF NIKOLAOS SKOUFAS

Strengthening the effort to tackle poverty and social exclusion in the region of Epirus, Nea Odos made a solidarity donation to the Social Grocery of the Municipality of Nikolaos Skoufas.



Nea Odos supports the work of the “Children First” organisation

SUPPORT FOR THE «ELIZA» ASSOCIATION AGAINST CHILD ABUSE

Nea Odos has been actively supporting the work of the «ELIZA» association since 2016, with an emphasis on the Child Sexual Abuse Prevention Programme «Safe Touches». It is worth noting that to date:

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

STANDING BY «SMILE OF THE CHILD»

Nea Odos has always supported «Smile of the Child» by donating school supplies to cover part of the needs of the school year.

HUMANITARIAN AID TO THE AREAS OF THESSALY AFFECTED BY STORM DANIEL

Demonstrating humanity and solidarity, Nea Odos and Kentriki Odos responded immediately to the call for practical support of those affected by the devastating consequences of Storm Daniel in Thessaly.

In cooperation with the Hellenic Red Cross and the National Volunteer Coordination Centre (HELPHELLAS), the companies organised the collection and shipping of large quantities of basic necessities. At the same time, in the first weeks after the storm, the companies offered more than 1,686 free passes on all the motorways under their responsibility to vehicles heading for the affected areas to provide assistance.



In 2023, the total support for welfare and social solidarity actions amounted to €7,844.19 (€2,869.34 in 2022)

In-Kind Donations

Nea Odos facilitates the road transport of persons with disabilities (PWD) and contributes to the support of vulnerable social groups by offering:

- Free passes for specific vulnerable population groups
- Free pass permits for vehicles performing social work

PRACTICAL SUPPORT TO PERSONS WITH DISABILITIES (PWD)	2023			2022			2021		
	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos
Free passes for Persons with Disabilities	193,600	126,243	67,357	154,893	101,206	53,687	130,889	88,344	42,545
Investment (€)	519,565	353,422.10	166,142.70	413,657.3	282,150.8	131,506.5	343,456.60	241,189.60	102,267



193,600

In 2023, Nea Odos offered a total of 193,600 (in 2022: 130,889) toll-free passes for vehicles belonging to persons with disabilities (PWD) for a total value of €519,565 (2022: €413,657.30).

2,940

In 2023, a total of 2,940 (7,004 in 2022) free pass permits worth €15,332 (€25,923 in 2022) were offered to vehicles travelling for social work, as a result of dialogue with bodies representing vulnerable social groups.

Bodies representing vulnerable social groups:

- Friends of the Forest Club
- Oloi Mazi Boroume (Together we can)
- Panhellenic Association of Volunteer Blood Donors
- Doctors of the World
- Region of Attica
- City of Athens Select Special Missions Team
- General Secretariat for Civil Protection
- IOAS Panos Mylonas
- KETHEA
- Thiva General Hospital
- Social Kitchen «The Other Human»
- «Elpida Zois» Supported Living Homes
- Association of Parents and Friends of Children with Special Needs of N. Arta «Agia Theodora»
- Agrinio General Hospital
- Preveza General Hospital
- Volunteers and volunteer groups
- Forest Firefighting Forces

PREPAREDNESS IN THE MANAGEMENT OF STORM BARBARA

Nea Odos and Kentriki Odos, with the safety of road users as their top priority, worked in coordination to respond to the Barbara storm front that hit mainland Greece in early February 2023. With preventive measures that included continuous monitoring of weather conditions, mass alertness of workers and readiness of equipment, smooth traffic on the road network was ensured, without areas of traffic congestion.



In 2023, actions focusing on free passes amounted to €534,897

Sports Activities Promotion Actions

Our commitment to supporting sport is manifested through our participation in long-term programmes and the sponsorship of sporting activities that encourage active youth participation and have a positive impact at both an individual and socio-political level

Actions and local sports clubs that received our support:

- The Hellenic Paralympic Committee
- AMAZONES of Nea Erythra
- Acheloos Run 2023
- Athletic Association of Doxa-Pyrrhos Arta
- Athletic Club AGROTIS of Tragana
- Athletic Association Hermes of Schimatari
- Athletic Club of Thiva
- Football Athletic Club of Kokkino
- Panerythraikos Athletic Association
- Athletic Association of Kapandriti-Polydendri
- BEACH VOLLEY LEFKADA
- Athletic Club of Anoixi
- 10th Gla Foot Race - Kopea 2023
- NGO Green+Blue



70th EKO ACROPOLIS RALLY

For the third consecutive year, Nea Odos and Kentriki Odos supported the EKO Acropolis Rally, as sponsors of Road Safety and Environmental Protection.

At the opening event, which took place at Water Square in Faliro, Nea Odos and Kentriki Odos, in cooperation with the Panos Mylonas Road Safety Institute - IOAS, reminded young and old alike of the necessity of prudent driving. With 3 experiential road safety awareness activities, about 370 adults and 50 children had the opportunity to experience, under controlled conditions and under the guidance of 4 expert instructors, the consequences of not following road safety rules, so that they can take responsible decisions related to their road travel.

Focus on seat belt use

Participants experienced a simulated car rollover, fully understanding the undeniable importance of seat belts for all passengers. In addition, they were informed about their correct use and the dangers of loose objects in the vehicle.

Preventing driving under the influence of alcohol

Wearing special headsets to simulate inebriation, participants experienced the perceptual difficulties that a driver under the influence faces. Then, using the Wrong Side of the Road app, they were informed about the tragic consequences of drunk driving.

The experiential actions were a great success, raising public awareness of road safety and emphasising individual responsibility for the prevention of road accidents.



THE HELLENIC PARALYMPIC COMMITTEE

With close sponsorship cooperation for more than 10 years, Nea Odos and Kentriki Odos support the work of the Hellenic Paralympic Committee and inclusion in sports. In a special ceremony for the top Greek athletes with disabilities, a representative of the companies presented an award to Paralympic Weightlifting Champion Dimitris Bakochristos. Nea Odos and Kentriki Odos received an honorary plaque in recognition of their contribution, which was presented by judo athlete Theodora Paschalidou.



Last 10 years, Nea Odos and Kentriki Odos support the work of the Hellenic Paralympic Committee and inclusion in sports

13th NAFPAKTIA MOUNTAIN BIKE RACES

Promoting the benefits of cycling, Nea Odos sponsored the 13th Nafpaktia Mountain Cycling Races for another year.



In 2023, we supported sports activities with total resources of €75,122 (€51,800 in 2022)

Actions to Promote Culture

As a central access artery to rural communities, our motorways play a catalytic role in local development. Through our actions, we try to highlight the local cultural heritage and the special features of these areas.

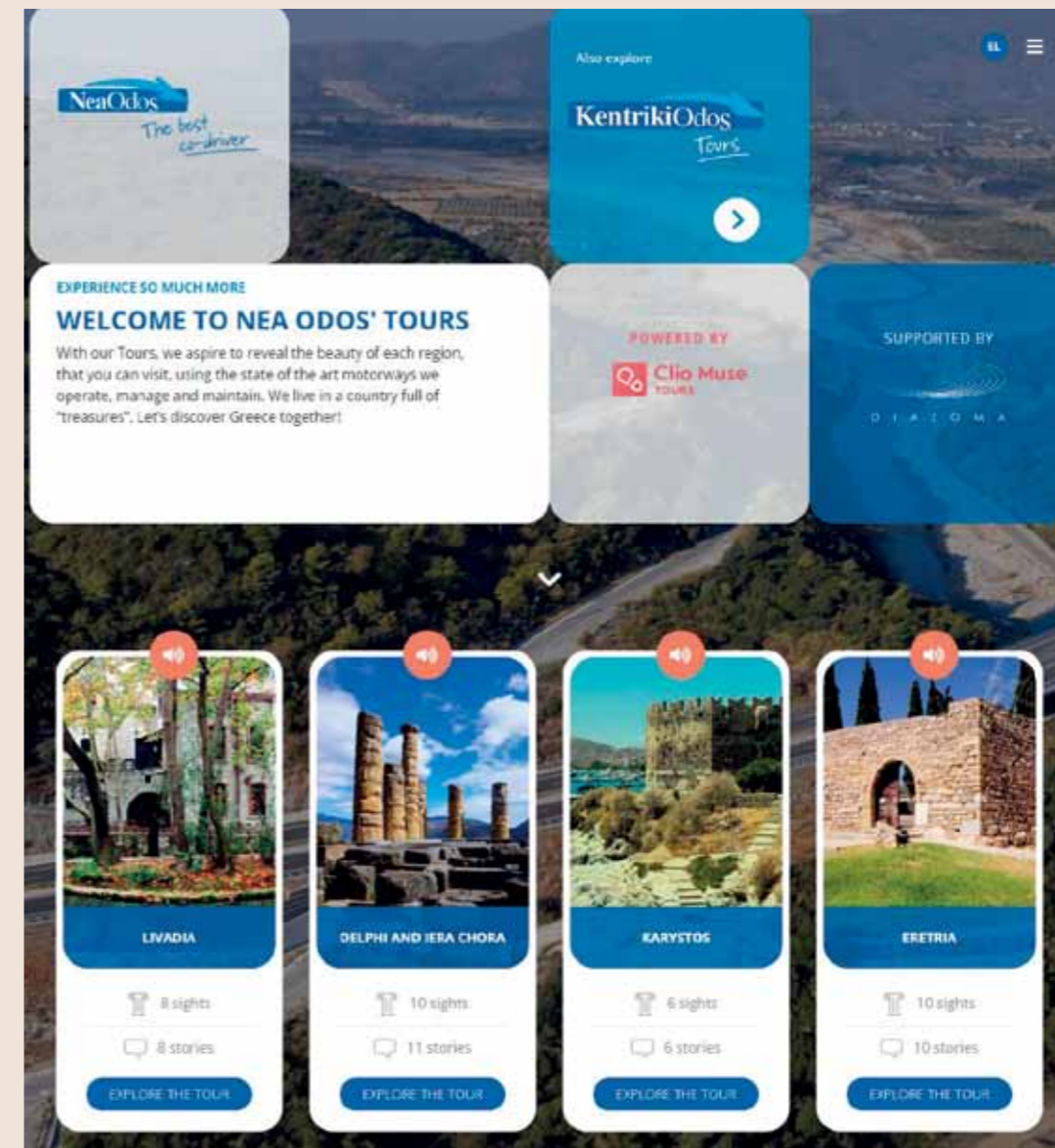


STRATEGIC COOPERATION WITH THE «DIAZOMA» ASSOCIATION: FOCUS ON ENVIRONMENT, CULTURE AND EDUCATION

«Routes»: Digital Touring Tool

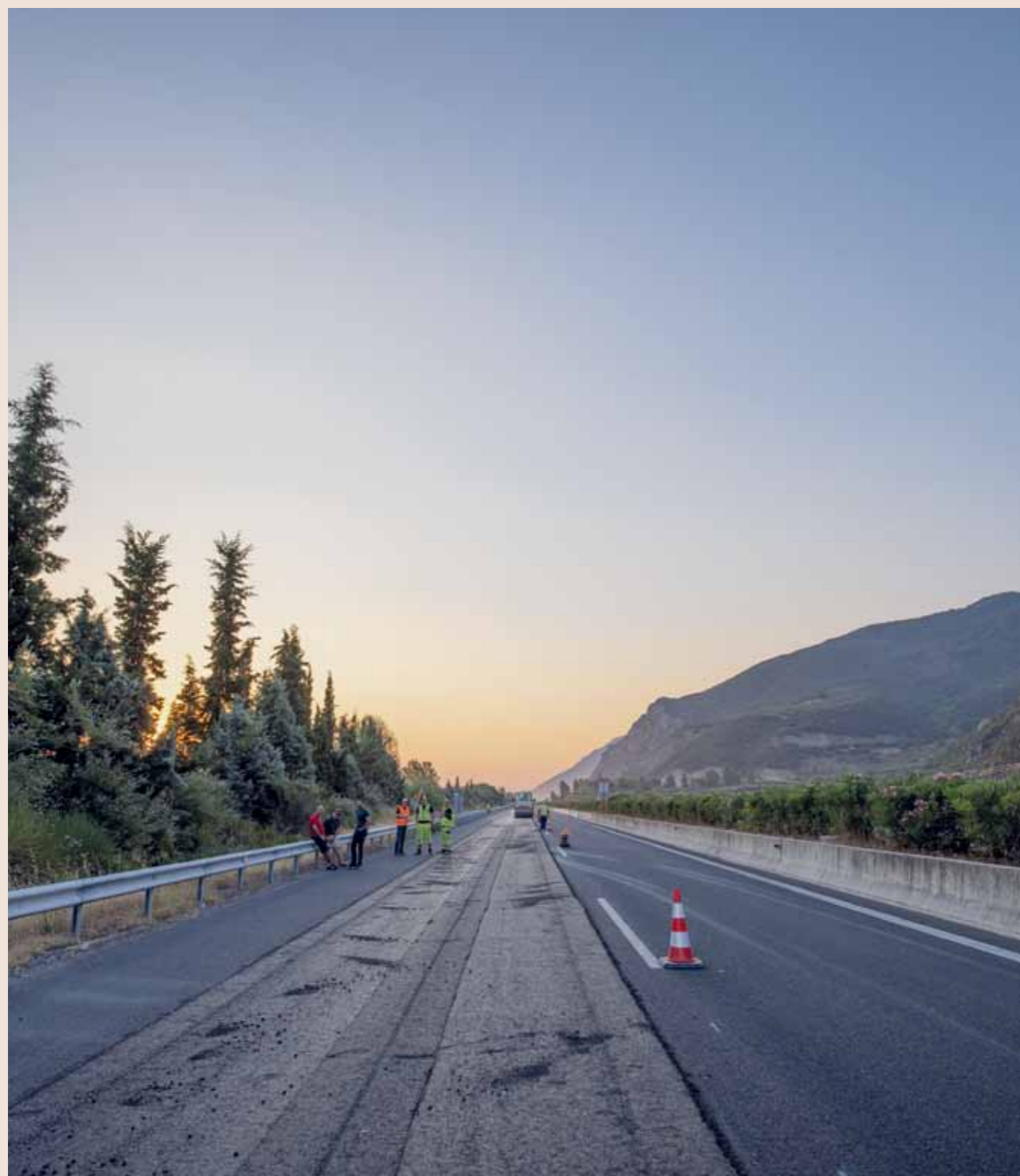
The promotion of the cultural and environmental wealth of the areas through which the Nea Odos motorways pass is of great importance to the company. To that end, the digital tool «Routes», created by the «Diazoma» association, offers users of mobile and fixed technological devices the opportunity to listen to audio guided tours on demand of 200 points of interest. «Routes» is the first pan-European effort to create cultural maps of motorways with sound, images, guided tours and a wealth of information on customs, traditions, myths and «secrets». With «Routes», young and old learn about the nature, history and traditions of the areas they visit, easily and enjoyably.

120,103 audio tours for the Nea Odos were conducted up to December 2023



AVENUES OF NATURE AND CULTURE

Seeking to make motorways a catalyst for accessibility, promotion and ongoing care of monuments, the “Diazoma” association designed the “Avenues of Nature and Culture” programme, through which uniform signage is placed to guide visitors to monuments of nature and culture to improve access to them. Nea Odos is a long-standing supporter of the initiative.



HOLISTIC CULTURAL TOURISM PROGRAMMES

Nea Odos supports the following Holistic Cultural Tourism Programmes designed and implemented by the “Diazoma” association:

- «Business cluster»: It is a group of companies in the same sector and a relatively new model of participatory governance in the cultural heritage sector.
- «Destination Management/Marketing Organisation»: Through a commonly agreed Local Support and Development Agreement, cultural routes are now promoted holistically, enhancing the country’s tourism and sustainable development. The Local Support and Development Agreement acts as a link between the productive sectors of a region’s economy and as a vehicle for the development of cultural and wider tourism in the region, by increasing the number of visitors to the monuments.

«THE ATTICA TRILOGY»

The 9th Meeting of the “Diazoma» association took place on 22 April 2023, at the Acropolis Museum, titled «Athens - Elefsina - Lavrio: A journey from the past to the future». The meeting focused on the contribution of the association’s corporate members to the major programmes for the promotion of monuments and the implementation of cultural routes, with emphasis on the «Attica Trilogy».

«The Attica Trilogy» initiative aims to highlight the cultural wealth and archaeological connections of Athens with Elefsina and Lavrio, enhancing the tourist value and cultural identity of Attica. The main axis of the project is the implementation of a single cultural route that restores the connection between ancient Athens and the Sanctuary of Elefsina, Lavrio and the silver mines, as well as the port of Piraeus. The programme aspires to holistically highlight the ancient city of Athens (i.e. the city of Athens and its municipalities). «The Attica Trilogy» has been included in the new NSRF 2021-2027 as an Integrated Territorial Investment (ITI) programme. To implement the programme, an innovative scheme is being implemented for the first time with the Ministry of Culture and Sports being appointed as the intermediate programme management agency and New Metropolitan Attica as the operating body.

The cooperation of Nea Odos and Kentriki Odos with the “Diazoma” association dates back more than 13 years and is fully in line with our goal to protect and highlight cultural heritage and the environment along the motorways under our responsibility. The CEO of the two companies, Rodianos Antonakopoulos, praised the results of the long-standing cooperation and emphasised the hope that the «Attica Trilogy» programme, which puts into practice the idea of transforming Athens into an expanded, branded and durable tourist product, will make Athens a destination city and not just a transit city.

Environmental Protection Actions

Support for Environmental Agencies

Nea Odos works closely with environmental organisations and agencies and supports the important work they do, especially in the wider area of the motorways under its responsibility:

- Kapandriti-Polydendri Volunteer Group
- Volunteer Fire Safety Team of Nea Politia Oropou
- Agios Stefanos Volunteer Civil Protection Association
- Volunteer Forest Firefighting Association of Afidnes
- Forest Firefighting Volunteers of Rodopoli



SPONSORSHIP OF RECYCLING BINS AT THE ANOIXI MIDDLE SCHOOL

In order to optimise waste management and raise awareness of recycling among the younger generation, Nea Odos donated 5 new recycling bins to the students of Anoixi middle school to encourage the development of an environmental culture.

€27,339.65 In 2023, we supported cultural and environmental actions with total resources of €27,339.65 (€18,885.51 in 2022)



ACTIONS FOR THE PROTECTION OF STRAY ANIMALS AND DRIVERS

For Nea Odos, the protection of stray animals entering a motorway under its responsibility, combined with the safety of drivers, is a matter of major importance. The company takes the following protective measures to enhance animal and driver safety and prevent hazards:

- Installation of additional fencing along motorways: The installation and maintenance of fencing is a key measure for the smooth and safe flow of traffic. On an annual basis, we reinforce damaged fencing and install new fencing to prevent wildlife from entering the motorway.
- Installation of devices which, by means of an acoustic signal, repel animals and stop them from entering the motorway. The repellent devices are placed at the motorway entry and exit junctions.

COOPERATION WITH THE HELLENIC ANIMAL WELFARE SOCIETY

The Hellenic Animal Welfare Society (Elliniki Filozoiki Etaireia) is a constant partner of Nea Odos, offering documented guidance for the optimal management of stray animal incidents. Nea Odos covers the costs for the pick-up and transport, veterinary control, vaccination, monitoring, hospitality, and the general medical care of the stray dogs collected from our motorways. It is noted that animals are accommodated in dedicated day-care and convalescence areas before being transported or adopted.

With the ultimate goal of providing relief and caring for stray animals, Nea Odos fosters a culture of volunteerism for the protection of animals. The fundraising collection box of the Hellenic Animal Welfare Society in our company’s premises collected €509 from colleagues.



In 2023, the economic value of our actions amounted to €7,766 (€12,303 in 2022)

CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Blood Bank	Repetition of blood donation	Participation of 55 Nea Odos employees	Repetition of blood donation
Stray animals management system	Maintaining and reinforcing cooperation with the Hellenic Animal Welfare Society	Protection of strays found on the motorway	Maintaining and reinforcing cooperation with the Hellenic Animal Welfare Society
Strengthening partnerships	Using the platform to engage the local community	120,103 audio tours for platform visitors	Using the platform to engage the local community
	Utilisation of the Driver Education Park at the Sirios MSS	Multiple actions at the Driver Education Park	Continuing education and awareness-raising actions on road safety

8. ANNEX

HUMAN RESOURCES BY GEOGRAPHICAL AREA, GENDER AND AGE

	NEA ODOS						OPERATOR					
	<30		30-50		50+		<30		30-50		50+	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Attica	1	1	8	14	3	1	5	0	71	51	9	21
Viotia	0	0	0	0	0	0	2	0	30	20	5	9
Fthiotida	0	0	0	0	0	0	0	0	40	13	5	8
Aetolia-Acarnania	0	0	1	0	0	0	0	1	69	52	8	5
Ioannina	0	0	0	0	0	0	0	1	31	13	2	2
Arta	0	0	0	0	0	0	0	0	11	0	1	0
Total	1	1	9	14	3	1	7	2	252	149	30	45

NEW EMPLOYEE HIRES AND GEOGRAPHICAL AREA

	NEA ODOS									OPERATOR								
	<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	1	1	1	1	2	0	0	0	4	0	4	12	7	19	1	0	1
Viotia	0	0	0	0	0	0	0	0	0	2	0	2	6	5	11	0	0	0
Fthiotida	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Aetolia-Acarnania	0	0	0	0	0	0	0	0	0	1	0	1	6	8	14	1	0	1
Ioannina	0	0	0	0	0	0	0	0	0	0	0	0	7	4	11	0	1	1
Arta	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	1	1	1	2	0	0	0	7	0	7	31	24	55	2	2	4

HUMAN RESOURCES BY TYPE OF EMPLOYMENT, EMPLOYMENT CONTRACT AND GENDER

	NEA ODOS		OPERATOR	
	Men	Women	Men	Women
Indefinite term employment contract	11	16	266	186
Definite term employment contract	0	0	22	9
Employees with a project-based contract (fixed term)	2	0	1	1
Full time employees	13	16	289	185
Part-time employees	0	0	0	11
With a collective labour agreement (%)	0	0	0	0
Seasonal workers through third parties	1	0	5	22

EMPLOYEE TURNOVER BY AGE AND GEOGRAPHICAL AREA

	NEA ODOS									OPERATOR								
	<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	0	3	3	0	0	0	0	0	0	20	7	27	4	1	5
Viotia	0	0	0	0	0	0	0	0	0	0	0	0	6	9	15	0	0	0
Fthiotida	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Aetolia-Acarnania	0	0	0	0	0	0	0	0	0	1	0	1	10	4	14	2	0	2
Ioannina	0	0	0	0	0	0	0	0	0	0	0	0	6	5	11	1	2	3
Arta	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Total	0	0	0	0	3	3	0	0	0	1	0	1	43	25	68	7	4	11

TRAINING ON HEALTH AND SAFETY AT THE WORKPLACE

Topics	Nea Odos		Operator	
	Participations	Total hours	Participations	Total hours
Safe Diagnosis of Failures in Trucks and Construction Machinery	0	0	4	128
Occupational Safety in Construction Conference	0	0	2	16
First Aid Training	10	80	136	1,088
Safe work at height	0	0	11	68
Total	10	80	153	1,300

HEALTH AND SAFETY INVESTMENT CATEGORIES (IN €)

Maintenance of the Fire Safety System for the Administration Building	€26,500
Upgrading the workplace (seating, interventions in spaces)	€27,000
Application and Upgrade of Personal Protective Equipment	€18,000
Certifications (ISO 45001:2018, ISO 39001:2012)	€5,673
Health and Safety Monitoring Program through Internal Inspections	€20,750
Program for the measurement of harmful Health and Safety factors during work (air pollutants, noise, etc.)	€8,800
Employees Medical Insurance	€305,841.80
Occupational Physician/Safety Technician	€18,904.18
Pharmacy Expenses/Medical Supplies	€21,231
Employee awareness on Health and Safety topics	€410
Total	€453,109.98

EMPLOYEE TRAINING AND SKILLS DEVELOPMENT

Number of participants	Nea Odos			Operator		
	Men	Women	Total	Men	Women	Total
Top executives	1	0	1	1	0	1
Managers	3	5	8	6	0	6
Administrative Staff	7	13	20	35	20	55
Labour Staff	0	0	0	98	14	112
Total	11	18	29	140	34	174
Training Hours	Men	Women	Total	Men	Women	Total
Top executives	24	0	24	2	0	2
Managers	30	117	147	234	0	234
Administrative Staff	270	425	695	480	281	761
Labour Staff	0	0	0	934	112	1,046
Total	324	542	866	1,650	393	2,043

AVERAGE TRAINING HOURS BY CATEGORY

	Nea Odos			Operator		
	Men	Women	Total	Men	Women	Total
Top executives	8	0	8	2	0	2
Managers	10	23.4	18.4	39	0	33.4
Administrative Staff	38.6	38.6	38.6	10.9	11.2	11
Labour Staff	0	0	0	3.9	0.7	2.6
Total	24.9	33.9	29.9	5.7	2	4.2

TRAINING HOURS BY TOPIC

	Nea Odos		Operator	
	Participants	Total hours	Participants	Total hours
Health and Safety	10	80	153	1,300
Environmental Topics	2	56	1	16
IT/PC Operation/Systems	13	168	22	176
Human Resource Management and Leadership	7	147	17	314
Financial-Accounting Topics	1	195	0	0
Technical Topics	4	118	6	158
Corporate Social Responsibility Standards	1	8	1	8
Legal Topics	19	56	3	11
Quality Management Standard	0	0	1	40
Labor Topics	1	5	0	0
Business Continuity	10	20	10	20
Marketing & Communication	2	13	0	0
Total	70	866	214	2,043

INJURIES

	NEA ODOS	OPERATOR	TOTAL
Total man hours	63,792	1,128,639.91	1,192,431.91
Number of fatal work accidents	0	0	0
Rate of Deaths as a Result of Work-Related Injuries	0	0	0
Number of serious injuries (excluding fatalities)	0	1	1
Rate of serious injuries (excluding fatalities)	0	0.177	0.18
Number of Recordable Work-Related Injuries	0	22	22
Rate of Recordable Work-Related Injuries	0	3.898	3.90

WASTE MANAGEMENT TABLE

	NEA ODOS	OPERATOR			TOTAL
	Varibobi	A.TH.E.	IONIA	Total	

HAZARDOUS WASTE DIVERTED (KG)					
Computers/Electrical Devices/Equipment	109	930	356	1,286	1,395
Lamps	-	190	40	230	230
Mixed batteries (AFIS)	16	99	-	99	115
Lead-acid, nickel-cadmium batteries	-	11,995	2,808	14,803	14,803
Vehicle lubricants	107.2	1,091	1,233	2,324	2,431.2
Generator lubricants	-	300	775	1,075	1,075
Antifreeze fluids	-	415	-	415	415
Contaminated liquid waste	-	-	2,800	2,800	2,800
Contaminated solid waste	-	1,215	-	1,215	1,215
Ink/toner	23	6	-	6	29
Total	255.2	16,241	8,012	24,253	24,508.2

HAZARDOUS WASTE THAT IS NOT DIVERTED (KG)

Contaminated solid waste	-	3,380	-	3,380	3,380
Total	-	3,380	-	3,380	3,380
Total hazardous waste	255.2	19,621	8,012	27,633	27,888.2

NON-HAZARDOUS WASTE DIVERTED (KG)					
Metals (parapets, signs)	-	661,430	-	661,430	661,430
Paper & cardboard	-	7,390	-	7,390	7,390
Vehicle tyres	1,063	5,186	4,537	9,723	10,786
Compost	-	1,700	-	1,700	1,700
Aluminium	272.7	-	-	-	272.7
Total non-hazardous waste	1,335.7	675,706	4,537	680,243	681,578.7
GRAND TOTAL (kg)	1,590.9	695,327	12,549	707,876	709,466.9

WASTE MANAGEMENT TABLE (SUBCONTRACTORS)

COMPUTERS/ELECTRICAL DEVICES/EQUIPMENT	
Lamps	574
Vehicle lubricants	54,020
Generator lubricants	2,934.7
Contaminated solid waste	261
Total	65
Σύνολο	57,854.7

NON-HAZARDOUS WASTE DIVERTED (KG)	
Metals	99,070
Plastics	12,136
Cables	660
Scrap wood, paper, etc.	7,750
Construction & demolition waste (CDW)	2,835,660
Asphalt pavement millings (CDW)	57,241,310
Mixture of construction waste (CDW)	1,483,690
Plant clippings	53,100
Paper & cardboard	18,467
Packaging	37,367
Total	61,792,115

NON-HAZARDOUS WASTE THAT IS NOT DIVERTED (KG)	
Mixed municipal waste	587,461.7
Total	587,461.7
GRAND TOTAL (kg)	62,437,431.4

AIR POLLUTION MEASUREMENTS

	AVERAGE ANNUAL RATES 2023					
	A.Th.E.			Ionia Odos		
	Varibobi	Schimatari	Arkitsa	Evinochori	Filipiada	Episkopiko
NO ₂	34.56	33.57	26.81	7.32	11.18	9.52
C6H6 (benzene)	0.20	0.43	0.17	0.08	0.29	0.50
CO	0.26	0.17	0.18	0.13	0.13	0.14
SO ₂	2.82	2.97	2.17	2.06	1.96	2.39
Particulate matters PM2,5	9.31	10.81	10.12	9.02	9.10	7.44
Particulate matters PM10	15.26	14.61	13.73	11.81	11.77	14.06
O ₃	36.88	7.99	37.26	-	-	-

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 PM2,5	10.42	10.15	5.62	6.59	11.72	11.47
Particulate matters PM10	16.86	14.45	6.39	9.75	17.72	16.96
O ₃	28.79	10.53	44.61	-	-	-

CORPORATE FLEET MOBILITY

	2023				2022			
	Total	A.Th.E.	Ionia Odos	Schimatari - Chalkida	Total	A.Th.E.	Ionia Odos	Schimatari - Chalkida
Corporate Fleet Vehicles	65	36	27	2	66	40	24	2
Kilometres covered by the corporate fleet	5,113,280	2,307,111	2,515,465	290,704	5,101,738	2,273,585	2,580,805	247,348
Patrol vehicles	36	20	15	1	32	19	12	1
Kilometres covered by patrol vehicles	3,996,733	1,865,341	1,930,559	200,833	4,014,358	1,828,884	1,994,474	191,000
Intervention teams' vehicles	29	16	12	1	34	21	12	1
Kilometres covered by intervention teams' vehicles	1,116,547	441,770	584,906	89,871	1,087,380	444,701	586,331	56,348



MANHOURS FOR ROAD MAINTENANCE

Road Maintenance by Category	2023			2022			2021		
	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos
Green Areas and Trees	41,220.02	19,525.72	21,694.30	49,992.38	24,651.82	25,340.57	81,511.40	61,020.78	20,490.62
Cleanliness	47,719.21	19,499.42	28,219.79	42,243.97	22,034.03	20,209.94	41,055.13	23,707.32	17,347.81
Motorway Drainage System	10,874.83	6,168.93	4,705.90	15,465.35	9,365.95	6,099.40	24,209.45	11,294.95	12,914.50
Road Surface	9,333.65	3,299.75	6,033.90	11,254.10	6,316	4,938.10	12,207.41	8,296.50	3,910.91
Buildings	3,604.93	2,126.43	1,478.50	5,451.41	4,231.41	1,220	4,868.91	3,646.91	1,222
Other (transportation, materials, tidiness etc.)	11,166.63	10,232.33	934.30	9,797.37	8,463.32	1,334.05	10,448.40	8,748.21	1,700.19
Tunnels, Cut and Cover, Landfills and Trenches	1,089.98	833.35	256.63	2,912.08	2,200.98	711.10	3,536.84	2,731.07	805.77
Motorway Signage	5,956.40	4,879.18	1,077.22	11.208	9,187.70	2,020.30	11,103.35	8,747.13	2,356.22
Shoulder, Traffic Islands, Kerbs- Gutters and Sidewalks	3,238.80	2,845.35	393.45	7,124.90	6,539.37	585.53	10,932.88	10,000	932.88
Motorway Safety and Protection Equipment	8,507.32	4,833.57	3,673.75	14,514.48	10,119.72	4,394.77	18,582.05	12,737.88	5,844.17
Common and Special Bridges	324.74	283.62	41.12	306.10	280.62	25.48	310.57	285.52	25.05
Support Walls and Avalanche Retaining Walls	212.40	145.28	67.12	243.42	148.90	94.52	811.63	744.18	67.45
Winter Maintenance	31,720.50	25,248.50	6,472	56,792.99	48,648.70	8,144.29	69,362.74	56,155.75	13,206.99
Firefighting	1.03	0.70	0.33	0.27	0.07	0.20	3.14	2.82	0.32
Signage Bridges	383	310	73	-	-	-	181	3	178
Total	175,353.44	100,232.13	75,121.31	227,306.82	152,188.58	75,118.24	289,124.90	208,122.02	81,002.88

MANHOURS FOR ROAD INFRASTRUCTURE INSPECTION

Road Infrastructure per Category	2023			2022			2021		
	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos	Total	A.Th.E.	Ionia Odos
Winter Maintenance	1,284	1,142	142	3,937	3,797	140	5,259.45	2,542	2,717.45
Tunnels, Cut and Cover, Landfills and Trenches	1,165.40	208.37	957.03	875.27	286.03	589.23	1,217.38	510.95	706.43
Motorway Safety and Protection Equipment	2,665.20	1,015.92	1,649.28	4,315.39	1,028.39	3,287	4,441.45	1,386.79	3,054.66
Road Surface	871.48	171.45	700.03	1,703.40	961.77	741.63	1,236.99	405.92	831.07
Motorway Drainage System	2,173.83	595.70	1,578.13	1,590.65	756.42	834.23	2,798.48	1,863.47	935.01
Motorway Signage	1,732.30	255.57	1,476.73	619.22	325.45	293.77	999.56	325.03	674.53
Cleanliness	956.92	149.37	807.55	800.02	119.60	680.42	664.81	198.98	465.83
Common and Special Bridges	407	173	234	336	177	159	351	241	110
Support Walls and Avalanche Retaining Walls	1,483.40	835.90	647.50	1,257.90	900.85	357.05	932.39	633.72	298.67
Shoulder, Traffic Islands, Kerbs- Gutters and Sidewalks	-	-	-	70	-	70	-	-	
Buildings	665	201	464	147	62	85	130	70	60
Green Areas and Trees	-	-	-	-	-	-	70	70	-
Other (transportation, materials, tidiness, etc.)	215.45	0.45	215	7.32	2.80	4.52	3.65	3.57	0.08
Signage Bridges	13,619.99	4,748.72	8,871.27	15,659.16	8,417.31	7,241.85	18,105.15	8,251.43	9,853.72
Total	1,284	1,142	142	3,937	3,797	140	5,259.45	2,542	2,717.45

MANHOURS FOR ROAD INFRASTRUCTURE REPAIRS

Road Infrastructure per Category	2023			2022			2021		
	Total	A.Th.E	Ionia Odos	Total	A.Th.E	Ionia Odos	Total	A.Th.E	Ionia Odos
Motorway Safety and Protection Equipment	5,368.35	3,131.25	2,237.10	5,937.40	4,034.27	1,903.13	7,187.47	4,679.35	2,508.12
Road Surface	2,273.61	743.20	1,530.41	1,898.55	1,156.62	741.93	1,996.56	761.28	1,235.28
Motorway Signage	608.68	174.20	434.48	386.37	152.59	233.78	484.92	291.88	193.03
Motorway Drainage System	86.89	23.22	63.67	230.35	13.40	216.95	239.85	27.87	211.98
Buildings	334.68	126.55	208.13	325.93	80.23	245.70	311.85	59.08	252.77
Shoulder, Traffic Islands, Kerbs-Gutters and Sidewalks	107.73	21.30	86.43	168.67	16.53	152.13	62.82	3.15	59.67
Other (transportation, materials, tidiness etc.)	32	22	10	45.50	-	45.50	-	-	-
Common and Special Bridges	12	12	-	-	-	-	-	-	-
Tunnels, Cut and Cover, Landfills and Trenches	-	-	-	93.20	6.50	86.70	45	-	45
Green Areas and Trees	11	11	-	13	-	13	3	3	-
Support Walls and Avalanche Retaining Walls	-	-	-	8.70	-	8.70			
Total	8,834.94	4,264.72	4,570.22	3,170.27	1,425.88	1,744.40	10,331.47	5,825.62	4,505.85

TOWED VEHICLES	A.TH.E.			IONIA ODOS			SCHIMATARI - CHALKIDA		
	2023	2022	2021	2023	2022	2021	2023	2022	2021
Conventional Vehicle Recovery	3,809	3,900	3,643	1,913	1,804	1,663	128	3,809	3,900
Heavy Vehicle Recovery Unit	554	676	573	275	290	241	10	554	676
Total	4,363	4,576	4,216	2,188	2,094	1,904	138	4,363	4,576

TOTAL INCIDENTS BY CATEGORY

	2023	2022	2021
Vehicles breakdown	20,782	20,511	19,723
Obstacles – spillage – moving hazard	8,931	9,193	9,418
Other incidents	3,860	3,985	3,866
Accidents and crashes	1,660	1,430	1,457
Abandoned vehicles	362	412	400
Total	35,595	35,531	34,864

TRAFFIC MANAGEMENT INDICATORS	A.TH.E.	IONIA ODOS	SCHIMATARI-CHALKIDA
Vehicle kilometres travelled (million km)	1,651,18	576.69	*
Incidents identified by Patrol – Company employees	14,137	7,773	715
Incidents identified by the four-digit emergency number	4,241	2,118	98
Incident detected though ERT	2	7	-
Incident detected from CCTV and AID	1,210	2,173	45
Incidents detected by Police, Roadside assistance or third parties	2,136	847	93
Average incident clearing time (minutes)	100.50	92.10	226.20

*There are no data from toll stations in this specific section.

IMMOBILISED VEHICLES INCIDENTS	2023			2022			2021		
	A.Th.E.	Ionia Odos	Schimatari-Chalkida	A.Th.E.	Ionia Odos	Schimatari-Chalkida	A.Th.E.	Ionia Odos	Schimatari-Chalkida
Flat tire	2,945	1,158	91	2,729	1,100	85	2,470	864	97
Mechanical failure	7,768	4,274	340	7,295	4,235	325	7,349	3,736	304
Fuel	839	421	25	978	404	57	820	313	49
Other	942	870	24	957	1,314	37	1,024	1,353	37
Unrecorded	1,106	971	36	955	653	33	1,215	1,360	313
Total	13,600	7,694	516	12,914	7,706	537	12,878	7,626	800
Driver sickness (it is a separate event and it is not included in the report of immobilized vehicles)	69	33	2	74	33	4	70	38	1

EMERGENCY CALL CENTRE DATA	2023			2022			2021		
	Nea Odos	A.Th.E.	Ionia Odos	Nea Odos	A.Th.E.	Ionia Odos	Nea Odos	A.Th.E.	Ionia Odos
Incoming calls	112,576	85,064	27,512	102,207	79,062	23,145	99,323	80,268	19,055
Answered calls	111,819	84,380	27,439	101,782	78,719	23,063	98,889	79,906	18,983
Percentage of answered calls	99.33%	99.20%	99.73%	99.58%	99.57%	99.65%	99.6%	99.6%	99.6%
Average call durations (in seconds)	42.65	42.65	42.66	42.64	42.57	42.90	42.04	42.02	42.12

EMERGENCY CALL CENTRE TOPICS BY CATEGORY	2023			2022		
	Nea Odos	A.Th.E.	Ionia Odos	Nea Odos	A.Th.E.	Ionia Odos
Safety	1.80%	2.30%	1.10%	1.6%	2.2%	0.8%
Traffic	31.70%	32%	31.30%	30.9%	30.9%	31.1%
Maintenance	34.40%	32.30%	37.80%	35.9%	32.9%	40.0%
Patrols	23.80%	22.80%	25.50%	23.4%	22.9%	24.0%
Other	8.30%	10.60%	4.30%	8.2%	11.1%	4.1%

AGGREGATE ANALYSIS OF COMPLAINT TOPICS BY CATEGORY	TOTAL		CALL CENTRE		WRITTEN COMMUNICATION	
	Number	%	Number	%	Number	%
Toll Operation	1,872	61.4%	1,589	60.9%	283	64.6%
Traffic and Safety	365	12.0%	323	12.4%	42	9.6%
Interoperability	263	8.6%	235	9.0%	28	6.4%
Claims for compensation	223	7.3%	193	7.4%	30	6.8%
Trade policy	123	4.0%	108	4.1%	15	3.4%
Negative comments	74	2.4%	69	2.6%	5	1.1%
Other	53	1.7%	44	1.7%	9	2.1%
Signage	48	1.6%	29	1.1%	19	4.3%
User requests	27	0.9%	20	0.8%	7	1.6%
Project	1	0.0%	1	0.0%	0	0.0%
Total	3,049	100%	2,611	100%	438	100%

CUSTOMER CARE CALL CENTRE – TOPICS BY CATEGORY	2023		
	Total	A.Th.E.	Ionia Odos
Safety	5.1%	5.1%	5.1%
Traffic	1.3%	1.1%	1.8%
Maintenance	0.3%	0.2%	0.6%
Toll Operation	3.3%	3.5%	2.4%
Electronic Toll Collection Operation	79.8%	79.8%	80.0%
Commercial Policy	5.8%	5.8%	5.9%
Other	4.4%	4.4%	4.3%

AGGREGATE REQUEST ANALYSIS	TOTAL		CALL CENTRE		WRITTEN COMMUNICATION	
	Number	%	Number	%	Number	%
Signage	116	0.4%	114	0.5%	2	0.0%
Traffic and Safety	9,731	34.4%	9,671	40.3%	60	1.4%
Toll operation	6,959	24.6%	4,011	16.7%	2,948	68.9%
Trade policy	8,052	28.5%	7,008	29.2%	1,044	24.4%
Project	19	0.1%	17	0.1%	2	0.0%
Claims for compensation	421	1.5%	406	1.7%	15	0.4%
User requests	250	0.9%	179	0.7%	71	1.7%
Interoperability	1,913	6.8%	1,858	7.7%	55	1.3%
Other	799	2.8%	720	3.0%	79	1.8%
Total	28,260	100%	23,984	100%	4,276	100%

WRITTEN COMMUNICATION – TOPICS BY CATEGORY	2023		
	Total	A.Th.E.	Ionia Odos
Safety	0.1%	0.1%	0.1%
Traffic	0.0%	0.0%	0.0%
Maintenance	0.2%	0.2%	0.2%
Toll operation	9.7%	10.5%	8.5%
Electronic Toll Collection Operation	85.9%	84.3%	88.3%
Commercial Topics	3.2%	3.8%	2.4%
Compensation Claims	0.1%	0.1%	0.2%
Other	0.8%	1.0%	0.4%

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
Local Government	<ul style="list-style-type: none">• Comprehensive information regarding impacts from the company’s operation on a local level• Accountability and taking measures where necessary• Strengthen local agents’ and local government’s initiatives	<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 distribution• Regular and correct information/reporting• Effective governance mechanisms• Leadership in the industry and positive reputation• Provide high quality services and develop innovations• Develop partnerships	<ul style="list-style-type: none">• Board of Directors meetings and General Assemblies• Regular reporting• Company website• Balance Sheets and Financial Statements• Sustainable Development Report• CSR Scorecard and online engagement survey• Correspondence and business meetings• Certifications	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 Report• Adopt new practices, better resource management and improved crisis response
NGOs	<ul style="list-style-type: none">• Support NGOs goals• Economic support• Public awareness	<ul style="list-style-type: none">• Company website• Department of Public Relations• Sustainable Development Report• CSR Scorecard and online engagement survey	On regular time intervals	<ul style="list-style-type: none">• Develop joint awareness campaigns• Strengthen the social profile of the company• Link business operation with social causes
Activists	<ul style="list-style-type: none">• Reduction of toll rates which are not subject to corporate decisions	<ul style="list-style-type: none">• According to company policies	When deemed necessary	<ul style="list-style-type: none">• Interventions where possible to ensure smooth driver service

STAKEHOLDER GROUPS	EXPECTATIONS/MAIN ISSUES	COMMUNICATION MECHANISMS	COMMUNICATION FREQUENCY	COMMUNICATION OUTCOMES
Ministries and Structures of Public Administration	<ul style="list-style-type: none">• Good operation of the motorway• Fully inform the supervisory authority on matters relating to the operation of the infrastructure• Compliance with the contractual obligations set out in the Concession Agreement• Environmental performance• Optimal management of road safety and zero accidents• Extension of contracts / additional works• Create new jobs• Effective communication and cooperation	<ul style="list-style-type: none">• Correspondence, phone communication and work meetings• Workshops / Representative meetings• Official reports• Visits, inspections• Sustainable Development Report• CSR Scorecard and online engagement survey	On regular time intervals/ Daily	<ul style="list-style-type: none">• Fulfilment of the obligations arising from the Concession Agreement
Emergency Services	<ul style="list-style-type: none">• Compliance with laws• Support to Emergency Services work (Traffic Police, Ambulances, Fire Department, Civil Protection etc.)• Effective communication and cooperation• Technical equipment	<ul style="list-style-type: none">• Scheduled and unscheduled meetings with Emergency Services representatives• Correspondence, phone communication and work meetings	Daily	<ul style="list-style-type: none">• Carrying out readiness exercises at a more intensive pace• Effective incident/crisis management
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	<ul style="list-style-type: none">• 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

ABOUT THE REPORT

The Nea Odos Sustainable Development Report for 2023 is company’s 10th Annual Report.

The Sustainable Development Report of Nea Odos for the year 2023 highlights social, economic, environmental, and governance topics through a transparent, concise and consistent presentation. It focuses on critical topics 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.

The annual Report covers the period from 1/1/2023 to 31/12/2023. The 2023 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.

Clarifications

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. No additional entities included for the period from 1/1/2023 to 31/12/2023.

Occupational accidents

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

Suppliers

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

Financial information

According to article 2 of Law 4308/2014 the company is considered to be a large enterprise.

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.

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

External Assurance

For the 2023 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. The final section of this Report includes the statement by the independent body Deloitte, which performed limited assurance services on specific data in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised).

Support

The 2023 Sustainability Report was developed with the guidance and scientific support of Sustainability Knowledge Group (www.sustainabilityknowledgegroup.com).

CSR team

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

- Content Coordinators: Fotini Lambrou, Georgina Kanavou, Angeliki Avramopoulou.
- Representative of Departments/Divisions- Content Managers:
Nikos Katapodis, Eugenia Soufi, Konstantinos Sideris, Fotini Lamprou, Natalia Manara, Yiannis Marinopoulos, Eleni Naniou, Anastasia Pneumatikou, Panagiota Stasinou, Panagiota Tsaousi, Giorgos Mavrikos, Eleni Kordolaimi, Michalis Lagoudakis, Magdalini Barouchou, Yiannis Sioutis, Stelios Simopoulos, Panagiotis Galanopoulos, Yiannis Orfaniotis, Christos Bakaras, Andreas Kouretas, Lefteris Polakis, Panagiota Tsaousi, Christoforos Kotzageorgiou, Pavlos Karanatsis, Giorgos Stavroulakis, Marialena Papandreou, Anastasia Strouza and Antigoni Kazaneli.

Contact Point

Contact us for comments, clarifications and suggestions.

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

GRI CONTENT INDEX

Statement of use	Nea Odos has reported the information cited in this GRI content index for the period 1st of January 2023 to 31st of December 2023 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, 168, 169
	2-2 Entities included in the organization’s sustainability reporting	13-15, 168, 169 No additional entities are included in the report of Nea Odos for the period 1/1/2023 to 31/12/2023
	2-3 Reporting period, frequency and contact point	168, 169 November 2024
	2-4 Restatements of information	No restatements
	2-5 External assurance	169
	2-6 Activities, value chain and other business relationships	13-15, 69, 76, 168, 169
	2-7 Employees	150
	2-8 Workers who are not employees	109, 150
	2-9 Governance structure and composition	18, 41
	2-11 Chair of the highest governance body	18
	2-13 Delegation of responsibility for managing impacts	41
	2-15 Conflicts of interest	19 https://www.gekterna.com/el/the-group/code-of-conduct/
	2-22 Statement on sustainable development strategy	8, 9
	2-23 Policy commitments	19, 21 https://www.neaodos.gr/about/quality/
	2-24 Embedding policy commitments	19, 21
	2-26 Mechanisms for seeking advice and raising concerns	22, 37-39, 41, 56-59 In the period 1/1/2023 until 31/12/2023 not recorded complaints concerning Whistleblowing issues.
	2-27 Compliance with laws and regulations	19-21, 82
	2-28 Membership associations	41
	2-29 Approach to stakeholder engagement	37-40
	2-30 Collective bargaining agreements	150
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	37-40
	3-2 List of material topics	40
	3-3 Management of material topics	20, 46-55, 60-66, 76, 81, 85, 92, 94-96, 101, 110-120, 125-148
Economic Performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	20
	201-4 Financial assistance received from government	20

Indirect Economic Impacts		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	125-148
	203-2 Significant indirect economic impacts	125-148
Procurement Practices		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	76
Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	87
	302-2 Energy consumption outside of the organization	87
	302-4 Reduction of energy consumption	84-91
Water and Effluents		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	82, 99, 100
	303-2 Management of water discharge-related impacts	99, 100
	303-5 Water consumption	100
Biodiversity		
GRI 303: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	101
	304-2 Significant impacts of activities, products and services on biodiversity	101
	304-3 Habitats protected or restored	101, 102
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	155
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	96-98
	306-2 Management of significant waste-related impacts	96-98
	306-3 Waste generated	96, 154
	306-4 Waste diverted from disposal	96, 154
Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	76
Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	151
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	111
	401-3 Parental leave	111

Occupational Health and Safety		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	21, 112
	403-2 Hazard identification, risk assessment, and incident investigation	112
	403-3 Occupational health services	113, 114, 152
	403-4 Worker participation, consultation, and communication on occupational health and safety	112-114
	403-5 Worker training on occupational health and safety	112, 113, 152
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	112, 113, 152
	403-9 Work-related injuries	115, 154
Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	153
	404-2 Programs for upgrading employee skills and transition assistance programs	153
	404-3 Percentage of employees receiving regular performance and career development reviews	118
Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	18, 110
Non-discrimination		
GRI 406: Non-discrimination 2016	06-1 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	38, 39, 56-59, 125-148
	413-2 Operations with significant actual and potential negative impacts on local communities	125-148
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	46-55, 60-66
	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	19, 48 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	75 No incidents of substantiated complaints were recorded





Deloitte Certified Public Accountants S.A.
3a Fragkokklisias & Granikou str.
Marousi Athens GR 151-25
Greece

Tel: +30 210 6781 100
www.deloitte.gr

Independent limited Assurance Report to the Management of Nea Odos Concession Company S.A.

Independent limited Assurance Report by Deloitte Certified Public Accountants S.A. (“Deloitte” or “us”) to the Management of Nea Odos Concession Company S.A. (“Nea Odos” or “Company” or “you”) on the Selected Information, as defined in section “Scope of our work”, within the Sustainable Development Report 2023 (hereinafter “the Report”) of Nea Odos Concession Company S.A. which has been prepared by the Management of the Company based on the GRI Sustainability Reporting Standards (GRI Standards) for the reporting period 01 January 2023 - 31 December 2023.

Our assurance conclusion

Based on our procedures described in this report, and evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information within the Report for the period 01 January 2023 - 31 December 2023 has not been prepared, in all material respects, in accordance with the Applicable Criteria defined by the Management as set out in the section “Scope of our work”.

Scope of our work

Nea Odos has engaged us to perform an independent limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* (“ISAE 3000” (Revised)), issued by the International Auditing and Assurance Standards Board (“IAASB”) and our agreed terms of engagement.

The Selected Information in scope of our engagement for the period 01 January 2023 - 31 December 2023, is as follows:

Selected Information	Applicable Criteria
Assurance Services on the Sustainable Development Report 2023	
The adherence of the Sustainable Development Report 2023, reporting with reference to the Global Reporting Initiative (“GRI”) Standards.	- GRI 1: Foundation 2021, Reporting with reference to the GRI Standards
The accuracy and completeness of quantitative data and the plausibility of qualitative information related to the GRI General Disclosures.	-GRI 2 General Disclosures (2021)
The accuracy and completeness of quantitative data and the plausibility of qualitative information against the requirements of the respective GRI Standards for nine (9) Topic Disclosures (listed to the right-hand column of this table).	Topic Disclosures: <ul style="list-style-type: none">– Disclosure 201-1,– Disclosure 302-1,– Disclosure 305-1,– Disclosure 305-2,– Disclosure 401-1,– Disclosure 401-3– Disclosure 404-1,– Disclosure 404-3,– Disclosure 418-1.



Scope of our work - Continued

Our work related to assurance on data and information for the period 1 January 2023 – 31 December 2023 and we did not provide assurance over any prior reporting period data or information presented in the Report.

Inherent limitations of the Selected Information

We obtained limited assurance over the preparation of the Selected Information in accordance with the Applicable Criteria. Inherent limitations exist in all assurance engagements.

Any internal control structure, no matter how effective, cannot eliminate the possibility that fraud, errors or irregularities may occur and remain undetected and because we use selective testing in our engagement, we cannot guarantee that errors or irregularities, if present, will be detected.

The self-defined Applicable Criteria, the nature of the Selected Information, and absence of consistent external standards allow for different, but acceptable, measurement methodologies to be adopted which may result in variances between entities. The adopted measurement methodologies may also impact comparability of the Selected Information reported by different organisations and from year to year within an organisation as methodologies develop.

We did not evaluate the design of particular internal control activities, nor obtained evidence about their implementation or tested their operating effectiveness. Our assurance procedures did not include testing the Information Technology systems from which data was extracted and aggregated by Nea Odos for the Report. We did not provide any assurance relating to future performance, such as estimates, expectations or targets, or their achievability.

Our assurance services were performed to the English and Greek version of the Report. .

Managements’ responsibilities

The Management is responsible for:

- Selecting the Applicable Criteria.
- Preparing, measuring, presenting and reporting the Selected Information in accordance with the Applicable Criteria.
- Designing, implementing, and maintaining internal processes and controls over information relevant to the preparation of the Selected Information to ensure that they are free from material misstatement, including whether due to fraud or error.
- Providing sufficient access and making available all necessary records, correspondence, information and explanations to allow the successful completion of our limited assurance engagement.
- Confirming to us through written representations that you have provided us with all information relevant to our services of which you are aware, and that the measurement or evaluation of the underlying subject matter against the Applicable Criteria, including that all relevant matters, are reflected in the Selected Information.



Our responsibilities

We are responsible for:

- Planning and performing procedures to obtain sufficient appropriate evidence in order to express an independent limited assurance conclusion on the Selected Information.
- Communicating matters that may be relevant to the Selected Information to the appropriate party including identified or suspected non-compliance with laws and regulations, fraud or suspected fraud, and bias in the preparation of the Selected Information.
- Reporting our conclusion in the form of an independent limited Assurance Report to the Nea Odos’ Management.

Our independence and competence

We conduct our engagement in accordance with the International Ethics Standards Board of Accountants “International Code of Ethics for Professional Accountants (including International Independence Standards)” (IESBA Code), the related provisions of L. 4449/2017.

Our audit firm applies the International Standard on Quality Management (ISQM) 1, “Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements” and accordingly, maintains a comprehensive system of quality management including documented policies and procedures regarding compliance and ethical requirements, professional standards and applicable legal and regulatory requirements.

Key procedures performed

We are required to plan and perform our work to address the areas where we have identified that a material misstatement in respect of the Selected Information is likely to arise. The procedures we performed were based on our professional judgment.

In carrying out our limited assurance engagement in respect of the Selected Information, we performed the following procedures:

- Assessment of the Applicable Criteria selected by you to determine whether they were suitable for the engagement circumstances, and, where necessary, discussed with the Management the need for the basis of reporting.
- Analytical review procedures to understand the underlying subject matter and identify areas where a material misstatement of the Selected Information is likely to arise.
- Through inquiries of employees from various organizational levels and Management of Nea Odos, obtain an understanding of the Company, its environment, processes and information systems relevant to the preparation of the Selected Information sufficient to identify and further assess risks of material misstatement in the Selected Information and provide a basis for designing and performing procedures to respond to assessed risks and to obtain limited assurance to support a conclusion.



Key procedures performed - Continued

- Through inquiries of employees from various organizational levels and Management, document whether an external expert has been used in the preparation of the Selected Information, then evaluate the competence, capabilities and objectivity of that expert in the context of the work performed and also the appropriateness of that work as evidence.
- Through inquiries of employees from various organizational levels and Management of Nea Odos, obtain an understanding of internal controls relevant to the Selected Information, the quantification process and data used in preparing the Selected Information, the methodology for gathering qualitative information, and the process for preparing and reporting the Selected Information. We do not evaluate the design of particular internal control activities, obtain evidence about their implementation or test their operating effectiveness.
- Considered the risks of material misstatements of the Selected Information.
- Procedures over the Selected Information, including recalculation of relevant formulae used in manual calculations and assessment whether the data had been appropriately consolidated.
- Procedures over the Selected Information including assessing management’s assumptions and estimates.
- Accumulated misstatements and control deficiencies identified, assessing whether material.
- Interviews with the relevant personnel in order to obtain an understanding of the statements related to the GRI General Disclosures, under the scope of our engagement. We also assessed the reasonability of the statements related to the GRI General Disclosures, under the scope of our engagement, by obtaining for a sample of statements, corresponding supporting documentation.
- Reviewed the Report for the appropriate presentation of the GRI General and Topic Disclosures, under the scope of our engagement, including discussions with the relevant personnel about limitations and assumptions relating to the way these data are presented;

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



Use of our report

This report is made solely to the Management of Nea Odos in accordance with ISAE 3000 (Revised) and our agreed terms of engagement. Our work has been undertaken so that we might state to the Management of Nea Odos those matters we have agreed to state to them in this report and for no other purpose.

Without assuming or accepting any responsibility or liability in respect of this report to any party other than Nea Odos and the Management of Nea Odos, we acknowledge that the Management may choose to make this report publicly available for others wishing to have access to it, which does not and will not affect or extend for any purpose or on any basis our responsibilities. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Nea Odos and the Management of the Company as a body, for our work, for this report, or for the conclusions we have formed.

Athens, 26 November 2024

The Certified Public Accountant

Konstantinos Kakoliris
Reg. No. SOEL: 42931
Deloitte Certified Public Accountants S.A.
3a Fragokklissias & Granikou Str.
15125 Maroussi
Reg. No. SOEL: E120



This document has been prepared by Deloitte Certified Public Accountants Societe Anonyme.
Deloitte Certified Public Accountants Societe Anonyme, a Greek company, registered in Greece with registered number 0001223601000 and its registered office at Marousi, Attica, 3a Fragkokklissias & Granikou str., 151 25, is one of the Deloitte Central Mediterranean S.r.l. ("DCM") countries. DCM, a company limited by guarantee registered in Italy with registered number 09599600963 and its registered office at Via Tortona no. 25, 20144, Milan, Italy is one of the Deloitte NSE LLP geographies. Deloitte NSE LLP is a UK limited liability partnership and member firm of DTTL, a UK private company limited by guarantee.
DTTL and each of its member firms are legally separate and independent entities. DTTL, Deloitte NSE LLP and Deloitte Central Mediterranean S.r.l. do not provide services to clients. Please see www.deloitte.com/about to learn more about our global network of member firms.



SUSTAINABLE
DEVELOPMENT REPORT

20
23



www.neaodos.gr