

**2019 - 2020**

## Sustainable Development Report



Kilometer-based tolling for the first time in Greece

## Our aim

is to **connect places** and **people**,  
**by carrying** goods, ideas, dreams,  
culture and opportunities



## Our ambition

is that Olympia Odos **lifts**  
all kinds of **exclusion**

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# 1. MESSAGE FROM THE MANAGEMENT



“We are breaking ground having in mind our vision that is to ensure a future interwoven with innovative technologies, sustainable practices in the field of transports, but always focusing on the people. We develop innovative practices that help upgrade our infrastructure and services, improve the quality of life of the local communities in which we are active and of the society in general.”



**The second Sustainable Development Report of Olympia Odos** is issued in a critical period where the health crisis creates uncertainty and concerns about the future, while it clearly appears that this crisis will have long-term impacts on both social and economic levels. Emphasis placed on Sustainability, our vision and our long-term strategic planning drive us to show more flexibility, resilience and adaptability to the new circumstances that arose from this health crisis. Acknowledging our role as managers of an extremely important public infrastructure and a material public good, such as Olympia Odos Motorway, we believe that Sustainable Development is the trigger for generating long-term value for both the company and all our stakeholders.

Within this context, **our strategic approach**, as presented in the Sustainable Development Report, focuses on specific axes among which Travel Experience and Service, Road Safety and Infrastructure, Working Environment, Environmental Protection, by means of innovation and digital shift, Social cohesion and empowerment.

We are particularly proud because in 2020 we really **revolutionized the trips in Greece**, since we introduced, for the first time in Greece, the distance-based tolling thanks to an innovative Hybrid tolling system that contributes to promoting sustainable mobility and upgrading the quality of life of the people. This is a large social investment that dramatically changes the operation of motorways in Greece, changes the current approach to travel experience and service, and creates the appropriate conditions for developing road tourism, while it also offers important benefits to local trips of the residents of the Peloponnese.

At the same time, **we continue investing in the protection of human life and road safety**, by introducing innovative technologies such as the Smart Tunnel software to improve the maintenance of the Motorway, the implementation of a new Infrastructure Monitoring method and the pavement monitoring tool called MIRANDA.

**The introduction of new technologies and innovation** also helps us achieve our strategic environmental goals and commitments. Within this context, in 2019-2020 we invested in important actions aiming at reducing our carbon footprint. We constantly upgrade the Motorists Service Stations and we are proud of the fact that our facilities at Psathopyrgos are the only ones in Greece offering all type of fuels available on the market.

**The “social product” of Olympia Odos amounted to €260 million euros.** In 2019-2020 we invested more than €250 million euros in education and information actions, as well as in cultural, social, sports and environmental activities. At the same time, we are particularly proud that we also contribute to the national efforts expended to prevent the spread of the coronavirus thanks to our participation in the activities of VINCI ASSOCIATION with a €166k sponsorship.

**Our commitment to Sustainable Development is based on our values and corporate scope**, as these are described in our internal policies and business mentality. Our priority has always been to ensure the safety and protection of human life as well as quality in the work environment. We see to constantly improve our systems to contribute to the development of the employees and to ensure a healthy and safe work environment.

The second Sustainable Development Report proves our actual commitment in development having in mind our corporate responsibility, environmental awareness and social sensitivity.

**We commit** to continue serving our long-term objectives, to elaborate programs and implement policies and actions that incorporate Sustainability and innovation, to build relations of trust with our stakeholders, to improve travel experience, to protect the natural environment and to contribute to the continuous transformation of the Regions, emphasizing on sustainable mobility and on the construction of smart infrastructure.

**Panayiotis Papanikolas**  
Chairman and Chief Executive Officer  
OLYMPIA ODOS S.A.

## 2. OUR RESPONSE TO COVID-19

### HYGIENE AND SAFETY



- Formation of the Olympia Odos Covid-19 Crisis Team
- Monitoring over the implementation of protection measures
- Emphasis on daily cleaning of the workplace

**€5,525**

in molecular  
COVID-19 tests for  
our employees

**€6,738**

our investment for  
protective equipment



**9,400**

masks



**3,000**

litres antiseptics



**101,000**  
gloves

### TELEWORKING, WORKING HOURS AND MEANS OF WORK



**100+** new  
licenses for private  
networks (VPNs)



**28,840**  
hours of teleworking

**168**



man-hours of technical  
support per week for  
teleworking purposes



**€11,143**

in teleworking equipment  
and systems

**35+**

new laptops



- Initiate procedures for the smooth operation of the company
- Flexible working hours to avoid overcrowding
- Restriction of visits and live meetings
- Suspension of travel

## ALONG THE MOTORWAY



**71%**

of transactions with drivers were carried out in a contactless manner



**50%**

reduction in physical presence in the workplace



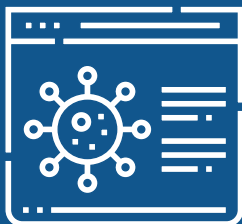
### BACKUP SOLUTIONS

at Traffic Management Centres, both at technical and employees level



- Plexy-glass protection in toll booths
- Limited working hours at Customer Service Stations and Call Centre
- Provision of the required Personal Protection Equipment to all employees

## INFORMATION-COMMUNICATION-SPONSORSHIPS



- Posters in toll booths, Customer Service Stations and Motorists Service Stations
- Posting of informative and promotional material on the company's website [www.olympiaodos.gr](http://www.olympiaodos.gr)
- Active participation at the VINCI Group initiative, and at the programmes for the relief of vulnerable groups

**€166,000**

in sponsorships

**€5,000**

for the feeding needs of stray animals of Patras



Supported the campaign of the Region of Western Greece **"YOU WENT ON HOLIDAY AND MAYBE FORGOT COVID-19"**



Created a video with the message **"WE RETURN, BUT WE STILL STAY ALERT!"**

**50**



Granted €5,000 worth of free transactions to 50 doctors and nurses from three (3) Public Hospitals of Patras to support their work

### 3. MILESTONES 2019-2020

## 2019

#### SECOND YEAR

during which the concession project is in full operation



### 4.2%

traffic increase compared to last year

#### TOLL TRANSACTIONS

### 55%

of transactions from toll lanes with no toll collector

### 35%

from electronic lanes

### 20%

from Automatic Toll Payment Machines

**HYBRID**

Commencement of the works for the construction of gantries for the new Hybrid Toll System



Commencement of the heavy maintenance of bridges and large structures on the existing Sections of Elefsina - Korinthos & Patras Bypass.



#### DECREASE

of fatal accidents from seven (7) to four (4) accidents For the first time, zero fatal accidents on Elefsina - Korinthos section

#### SMART TUNNEL

Pilot installation and implementation of the Smart Tunnel program

#### “EU IN MY REGION”

Olympia Odos, as a national project, is part of the European Union campaign “EU in my Region”



# 2020



## LYKOPORIA INTERCHANGE

is opened to traffic

## DECREASE

of fatal accidents  
from four (4)  
to two (2) accidents

## HYBRID

Pilot operation of the  
distance-based Hybrid  
Toll System (December  
2020)



## THE COMPRESSED NATURAL GAS STATION

started its operation at Psathopyrgos  
Motorists Service Stations (MSS) (November  
2020)

## EXTENSION

and completion of the  
interoperability system  
(November 2020)



## 92 NEW POS

Installed at Frontal and  
Side Toll Stations

Large scale/heavy  
maintenance works  
on bridges

**71.6%** transactions from lanes  
without collector

**40.7%** from electronic lanes

**30.9%** from Automatic  
Toll Payment Machines



## EUROPEAN BUSINESS AWARDS

Olympia Odos is named National  
Winner & Ones to watch at the  
European Business Awards

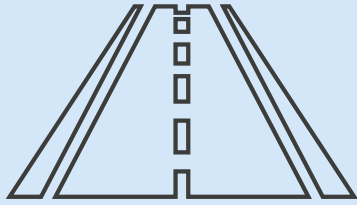
## OUR RESPONSE TO COVID-19





## 4. THE PROJECT

Olympia Odos, a 201.5km motorway, consists of two (2) sections, according to its design and construction: First, the 64km Elefsina - Korinthos section and the 18km Patras Bypass and second the 120km Korinthos - Patras section.



**201.5 km**  
of modern and safe  
motorway

**11**

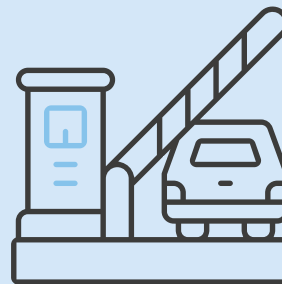
Motorist Service  
Stations

**5**

Frontal Toll  
Stations

**29**

Interchanges



**9**

Ramp Toll  
Stations

### Total transactions in the Toll Stations

2020

**40,604,388**

2019

**51,913,818**

2018

**49,573,761**



**242**

Overpasses  
and  
Underpasses

**29**

Tunnels with a  
total length of  
26.5km

**80**

Bridges



## 4.1 The National Dimension of the Project

Olympia Odos implements its business plan with great success. It cooperates with various bodies, supports the sector by providing innovative solutions, invests in innovation, contributes to the local development and supports Sustainable Development at national level.

The completion and constant upgrading of the Project contribute to:



### UPGRADED

services to the drivers



### A SAFER

operation of the road network and the improvement of the safety



### REDUCING

the environmental impacts



### GROWTH

employment



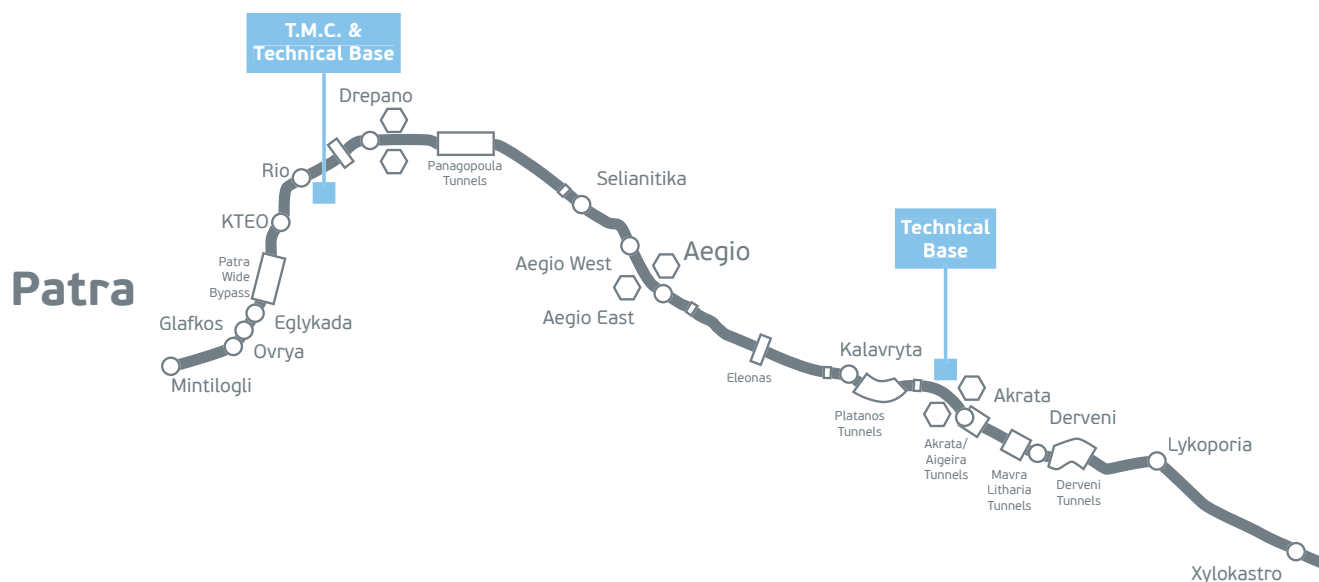
### HIGH-QUALITY

trips  
Shortening of distances



### BOOSTING

the economy of local markets



## 4.2 National and Local Development Prospects

Since December 2019 and until January 2020, the Observatory of Road Networks in Western Greece and Peloponnese (POADEP) conducted a survey about how people conceive the operation and the impacts of the operation of Olympia Odos. The survey has been implemented by the Division of Economic, Social and

Quantitative Research of the Management Information Systems & Business Intelligence Laboratory (MISBILAB) of the Department of Business Administration of the University of Patras. The data collection has been based on a sample of 1,157 persons from Attica, Achaia, and Korinthia.

### According to the answers given:

**85%**

of the people questioned claim that Olympia Odos favors the economic activity of big cities, while only 8% of them disagrees.

**80%**

As regards the impact of Olympia Odos on tourism in their relevant municipalities, 80% of the people consider that such impact is more or less positive.

**63%**

of those surveyed agree that Olympia Odos contributes to people traveling more frequently.

**91%**

of those surveyed agree that Olympia Odos contributes to safer trips.

**76%**

of those surveyed said that they more or less agree that Olympia Odos has a positive impact on the trade activity at a municipal level.

**86%**

of those surveyed said that travel time cuts are important and very important.



# OLYMPIA ODOS – Development prospects in numbers

**201.5** km  
of modern and  
safe motorway



**25,601**  
metres of tunnels



## HYBRID – KILOMETER-BASED TOLLING SYSTEM

**OLYMPIA PASS**  
active O-pass transponders

**93%**  
decrease of the fatal  
accidents compared  
to 2008



**ROAD SAFETY**  
man-hours

2020  
**114,297**

2019  
**119,142**

≈ **€300,000**  
investment in rockfall  
protection barriers  
maintenance

**129**  
Bridges inspected during  
2019-2020



**ISO 9001:2015:** Quality Management System  
**OHSAS 18001:2007 and ISO 45001:** 2018 Occupational  
Health and Safety Management System  
**ISO 14001:2015:** Environmental Management System  
**ISO 39001:2012:** Road Safety Management System

“Social Product”

2020: **€118 million**  
2019: **€142 million**

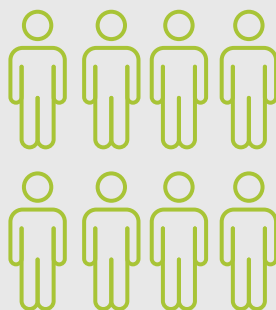


**242**

Overpasses and Underpasses

**11**

Motorist Service Stations (M.S.S.)



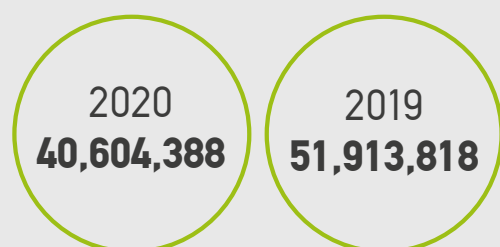
**30**

employees  
Olympia Odos S.A.

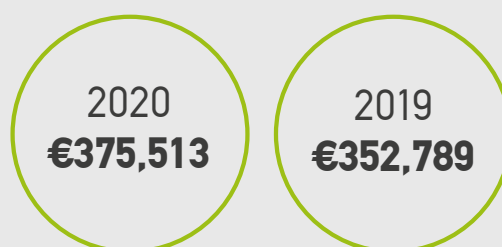
**466**

employees  
Olympia Odos Operation S.A.

## TRANSACTIONS



## INVESTED IN HEALTH AND SAFETY PROJECTS



Kilometres covered by patrol vehicles

2020: **4,007,500**

2019: **4,537,704**



## ROAD MAINTENANCE

124,779 man-hours

## ELECTROMECHANICAL MAINTENANCE

80,203 man-hours

**28,338 MWH**

Certified supply of green energy for the needs of the motorway



**3,144**

students experiential road safety educational program



## OFFICIAL SUPPORTER

of the Hellenic Paralympic Committee

**91%**



POADEP Survey of those surveyed agree that Olympia Odos contributes to safer trips.

**13,315**

people participated in the Sustainable Development Opinion Survey



## 5. CORPORATE GOVERNANCE & STRUCTURE

The second Sustainable Development Report of OLYMPIA ODOS SA. Concession Company that focuses on 2019 and 2020 is the result of our commitment to Sustainable Development. The administrative structure and the organizational composition contribute to the adoption of principles and strategies towards Sustainable Development. Our corporate purpose, values and vision define the implementation of our objectives. Our responsible administration practices ensure the constant improvement of our performance.





**12 MEMBERS  
OF THE BOD**



**< 50 YEARS  
OF AGE**

1 out of 3

Scheduled Internal Audits  
to the Divisions of  
the Company



**10 AWARDS &  
DISTINCTIONS  
INTERNATIONAL  
AND NATIONAL**



**ISO 9001:2015:** Quality management system  
**OHSAS 18001:2007 and ISO 45001:2018:** Occupational Health  
and Safety Management System  
**ISO 14001:2015:** Environmental Management System  
**ISO 39001:2012:** Road Safety Management System

## 5.1 Organization and Management

Observing the principles of Corporate Governance is a major commitment for Olympia Odos in order to ensure the integrity of its Board of Directors (BoD) and to build relations of trust with its shareholders and all stakeholders. Loyal to its principles, the company acts responsibly in the fields of organization, operation, management and audit.

### Shareholding

The paid up share capital of Olympia Odos is divided into 1,000,000 registered shares of a nominal value of one hundred (100) Euro each, which in late December 2020 was held by the companies VINCI CONCESSIONS S.A. (29.90%), J&P – AVAX S.A. (19.10%), HOCHTIEF PPP SOLUTIONS GmbH (17%), AKTOR CONCESSIONS S.A. (17%) and GEK TERNA (17%).

For more information about the shareholders, please visit our corporate website at <https://www.olympiaodos.gr/en/>.

### Organizational Structure

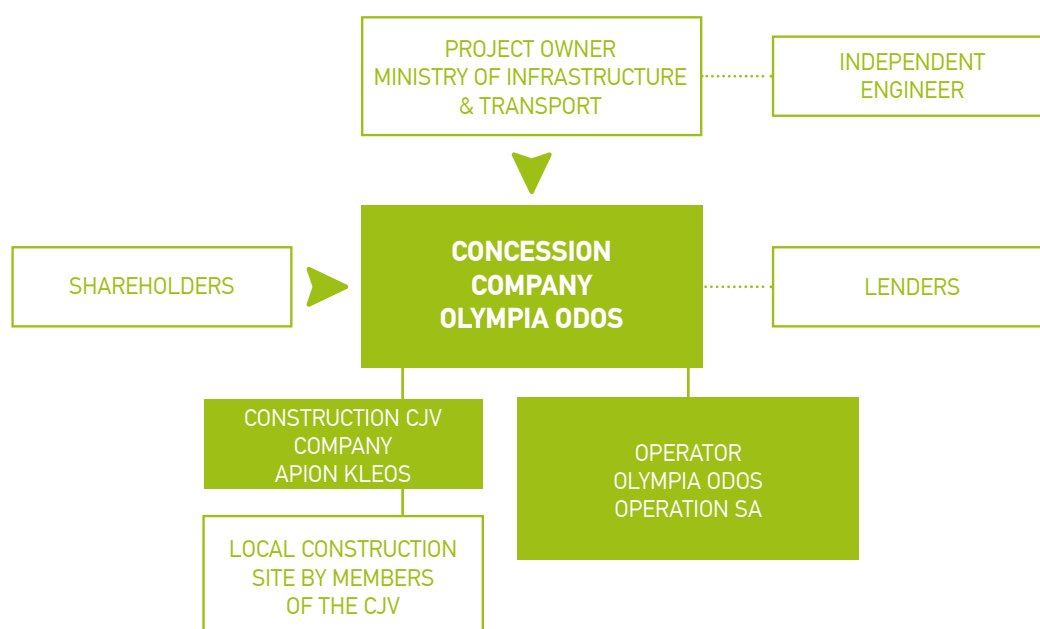
The organizational structure of Olympia Odos reflects the way the company manages all its resources. The selected structure delimits and facilitates the decision making process regarding the implementation of its corporate objectives and of its policies, while at the same

time it serves the vision, the goals and the principles of the company. Moreover, it ensures the smooth operation of the company and serves as liaison between its key partners.

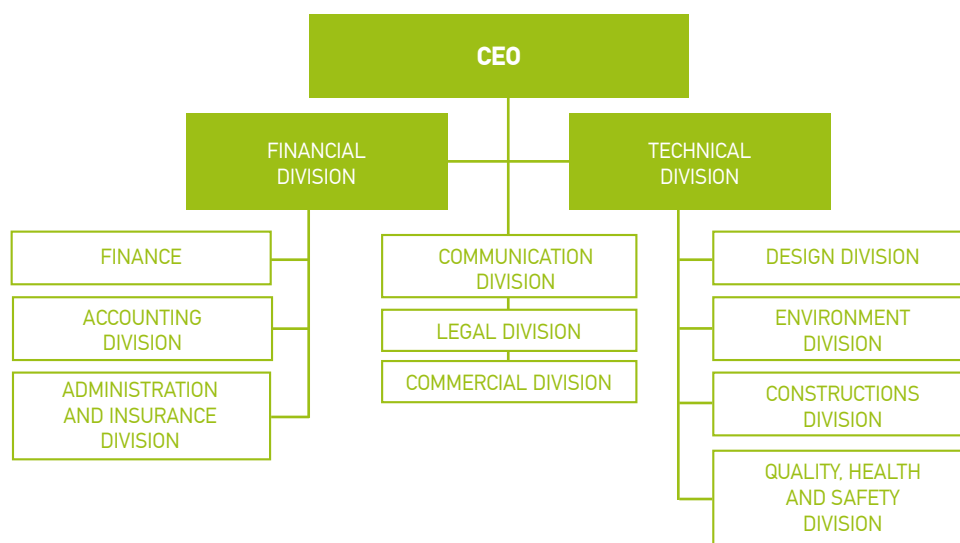
### Management

The Board of Directors (BoD) is the ultimate administrative body of Olympia Odos. The BoD shapes the corporate development strategy and policy and is assessed by the ultimate governing body of the company, i.e. the General Meeting of the Shareholders. The BoD composition is as follows:

**Panayiotis Papanikolas** - Chairman of the Board of Directors & Chief Executive Officer  
**Georgios Demetriou** - Vice chairman of the Board of Directors  
**George Syrianos** - Executive/Managing Director  
**Christophe Pelissie Du Rausas** - Member  
**Bélén Marcos-Cortes** - Member  
**Chivoine Rem** - Member  
**Peter Coenen** - Member  
**Oliver Wagner** - Member  
**Stelios Georgallides** - Member  
**Antonios Chadjiioannou** - Member  
**Emmanouel Moustakas** - Member  
**Emmanouel Vrailas** - Member







## Board of Directors by Gender and Age



Woman 1	Men 11	Total 12
<30 / -	<30 / -	<30 / -
30-50 / 1	30-50 / 3	30-50 / 4
50+ / -	50+ / 8	50+ / 8

## 5.2 Financial Data

The turnover of 2019 amounted to €118,155,846.34 euros. An amount of €108,647,042.67 euros pertains to revenues from the exploitation of tolls, while an amount of €8,130,847.97 pertains to revenues from the construction of the motorway. The revenues from ancillary activities (rents, concession of rights, etc.) amounted to €1,377,955.70 euros.

On December 23, 2020 it was decided to approve the payment of €13,500,000 euros as loss of revenue compensation because of a State Intervention and State Responsible Events pertaining to the first semester of 2020 consisting in the restrictions and prohibitions imposed by the Greek State to trips in order to limit the spread of the pandemic (Covid-19), in application of Articles 20 and 26.5 of the Concession Agreement.

### Financial Data

	2020 (in th. €)*	2019 (in th. €)	2018 (in th. €)
Net sales/turnover	88,434.24	108,647.04	138,198.35
Operating cost	46,679.59	83,684.00	(117,584.15)
Employee salaries and benefits	1,801.57	1,867.68	2,578.56
Payments to providers of capital	8,323.51	10,285.25	52,962.76
Net profit/(loss) before taxes	N/A	(22,495.15)	(36,759.78)
Net profit/(loss) after taxes	N/A	(22,495.15)	(36,759.78)
Total payments to state bodies (taxes paid)	18,171.99	20,699.81	10,735.09
Total capitalisation	0.00	0.00	93,884.01
Equity	100,000.00	100,000.00	93,884.01
Total liabilities	N/A	788,738.20	822,571.03
Total assets	N/A	876,552.88	924,051.96

The amounts for 2020 are estimates. The financial statements can be found on our corporate website and are also available here: <https://www.olympiaodos.gr/en/project/Oikonomikes-Katastaseis/>.

## 5.3 Management System

Since 2019, Olympia Odos S.A. has developed and implements a Comprehensive Management System which ensures the “Management of OLYMPIA ODOS Concession Motorway”. This system has been certified by the international firm TÜV HELLAS (TÜV NORD). This Comprehensive Management System complies with the culture of our company and commits it to:

- Provide qualitative services to all motorway users, in accordance with the ISO 9001:2015 standard;
- Create an effective environmental management system for the motorway and to protect the environment in accordance with the ISO 14001:2015 standard;
- Provide a high level Health and Safety system to its employees and all the people employed in the infrastructure project in accordance with the OHSAS 18001:2007 standard.

Olympia Odos Operation S.A. has been certified for the Motorway Operation and Maintenance according to the ISO 9001:2015, OHSAS 18001:2007, ISO 14001:2015, for the Olympia Odos Operation and Maintenance Fleet according to ISO 39001:2012, while for the Protection of the Health and Safety of the Employees of the Motorway it applies the ISO 45000:2018 international Standard.

Olympia Odos project implements an Integrated Management System (IMS) certified by TÜV HELLAS (TÜV NORD) in the following fields:

- Motorway concession management which includes the financing of the Project, the operation and maintenance of the motorway and the management of the Motorists Service Stations;
- Motorway operation and maintenance which includes the traffic and incidents management, the road and E/M maintenance, the customers' and subscribers' service.

### Risk Management

Olympia Odos keeps a risk record for the management of its various projects in order to identify and monitor any possible issues that may put at risk the intended outcome. This risk record includes, among others, risks from natural disasters, contractual obligations (acts of the State that unilaterally amend the Concession Agreement or the termination of the loan agreements by the lenders, etc.), risks from operational, business acts (failure of infrastructure works, systems malfunction, road accidents, etc.), cybersecurity threats (piracy or blackmailing), acts of terrorism or vandalism, such as environmental risks (insufficient waste management practices at the MSSs or impact of the traffic noise, etc.).

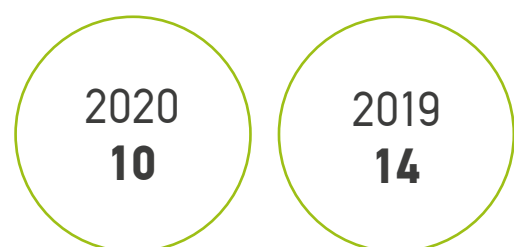
### Quality Management

For Olympia Odos, quality is a working culture through which we may implement our vision and fulfill our mission. The high quality that governs our operation reflects the expectations of our stakeholders and fully complies with our values and principles.

Within this context, the company defines the various indexes to assess the quality of the motorway and the services it provides through the various types of inspection and the feedback to its human resources. Olympia Odos systematically invest in constant improvement thanks to

- The implementation of international quality assurance standards;
- The close examination by the competent personnel who have the necessary skills and the appropriate training;
- The constant improvement of the existing procedures;
- The investment in new infrastructure and equipment of state-of-the-art technology.

## Scheduled Internal Audits in Company's Departments



## Quality Audits (Olympia Odos S.A.)

	2020	2019	2018
Internal Audits	1	1	1
Audits by the Certification Body	0	1	1

## Training Hours on Quality Topics by Employee Category (Olympia Odos S.A.)

	2020						2019					
	Participants Number			Training Hours			Participants Number			Training Hours		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Top Executives	6	0	6	6	0	6	18	0	18	18	0	18
Managers	8	6	14	8	6	14	24	18	42	24	18	42
<b>Total</b>	14	6	20	14	6	20	42	18	60	42	18	60

## Investments in Quality

	2020 (in €)		2019 (in €)	
	Olympia Odos S.A.	Olympia Odos Operation S.A.	Olympia Odos S.A.	Olympia Odos Operation S.A.
Certifications	-	915	950	915
Training & Education	-	400	-	815
<b>Total</b>	-	1,315	950	1,730



The motorway project implements an Integrated Management System (IMS) certified by TÜV HELLAS (TÜV NORD)

## 5.4 Distinctions and Awards

2019

### CORPORATE AFFAIRS EXCELLENCE AWARDS

Distinction at the Corporate Affairs Excellence Awards of the Hellenic Management Association (EEDE) in the category of "Corporate Sustainability Report".



### HEALTH & SAFETY AWARDS

Olympia Odos Operation S.A. received a golden award at the Health & Safety Awards in the Road Safety category.



### ENERGY MASTERING AWARDS

Three (3) golden awards at the Energy Mastering Awards for the power consumption cut program regarding the tunnel lighting (LED).

### CRI PASS

Distinction awarded from CRI Pass for its high performance in matters of Corporate Social Responsibility.



### BRAVO AWARDS

The Cultural Route of Olympia Odos received a distinction at the BRAVO AWARDS.

### EUROPEAN BUSINESS AWARDS:

#### OLYMPIA ODOS IS NAMED "NATIONAL WINNER"

Olympia Odos is named National Winner at the 2019 European Business Awards, one of the greater and long-lasting business awards in the world. Initially, the company was included in the list of business excellence Ones to Watch, since it had an excellent performance in the large companies Innovation category and promotes the fundamental principles of ethics and success. Then, it was named National Winner among 300 companies for its innovative traffic prediction application.

“

This is an important distinction and Olympia Odos is undeniably breaking ground in its sector. The fact that you have been named "National Winner" proves that you are one of the most inspiring, successful and dynamic companies in Europe. Congratulations for this distinction!

Adrian Tripp, CEO of the European Business Awards



2020

### FACILITIES MANAGEMENT AWARDS 2020

Gold and Silver awards in Facilities Management Awards 2020 for the innovative “Smart Tunnel” program in the categories: Services: Motorways and Toll Infrastructures Services, and Transportation Infrastructure (Ports, Airports, Motorways, Railways) respectively.



### GREEN AWARDS

Silver award at the Green Awards in the category Green Business Model of the Year regarding the “Strategy for developing a Green Road Infrastructure”.



### HEALTH & SAFETY AWARDS

Golden and silver awards at the Health & Safety Awards in the category “New H&S Risks Analysis & Assessment” and in the special category focusing on the Environment, respectively.





## European Union Campaign on Olympia Odos “A road out of this world”

As a project co-financed by the European Union, Olympia Odos was part of the “EU in my Region” Campaign launched by the European Union.

Olympia Odos was the only motorway selected among the Greek projects.

Modern visual means have been exploited and the projects were promoted via the social media channels.

Within the context of this campaign, interactive electronic boards have been installed at the Psathopyrgos MSS showing information that aimed at informing the visitors about the project and its contribution.

Electronic board statistics  
October 7 - November 7, 2019

**352**  
users

**300**  
photos

**ΕΥΡΩΠΑΪΚΗ ΕΝΩΣΗ**

**ΠΕΡΙΦΕΡΕΙΑ  
ΑΤΤΙΚΗΣ  
ΕΛΛΑΔΑΣ**



**ΟΛΥΜΠΙΑ ΟΔΟΣ**

**ΔΡΟΜΟΣ ΑΠΟ  
ΑΛΛΟ ΠΛΑΝΗΤΗ!**



Η κατασκευή της Ολυμπίας Οδού, του αυτοκινητόδρομου που συνδέει την Ελευσίνα με την Κόρινθο και την Πάτρα, ολοκληρώθηκε με τη στήριξη της Ευρώπης. Πλέον, οι οδηγοί απολαμβάνουν σύντομες, ασφαλείς διαδρομές και παροχή υπηρεσιών 24 ώρες/μέρα.

**#EUinmyRegion**

**Η ΕΥΡΩΠΗ ΣΤΗΝ ΠΕΡΙΦΕΡΕΙΑ ΜΟΥ**



## 5.5 Participation in Scientific Conferences & Congresses

Olympia Odos aims at contributing to further develop the business sector by communicating and sharing the best practices it implements. In 2019-2020, we actively participated in congresses and events to promote the principles of Sustainability:

- **Motorwest 2019. "Road Safety on a modern motorway"**  
Presentation: George Paterakis
- **5th Congress on Customer Service Best Practices.**  
Presentation: Sofia Stamou
- **3rd Pan-Hellenic Congress of Students in Civil Engineering.** Presentation: Michalis Bartzis, Xenophon Sotirchopoulos
- **ICONHIC 2 (2nd International Conference on Natural Hazards & Infrastructure).**  
Presentation: Panayiotis Papanikolas
- **"Smart weather- sensitive industries and smart cities".** Presentation: Grigoris Chassanis
- **ASECAP Days.** Presentation: Panayiotis Papanikolas, Kostas Papandreou, Christos Karadimas, Konstantinos Antiochos
- **FOUNDATION VINCI AUTOROUTES:**  
Eurobarometer presentation day Presentation: Panayiotis Papanikolas
- **4th JISDM 2019 symposium.**  
Presentation: Alexandra Mavroidi, Michalis Bartzis
- **Panorama of Entrepreneurship.**  
Presentation by all company's Managers
- **Regional Conference on Geomorphology.**  
Presentation: Alexandra Mavroidi
- **7th Regional Development Congress.**  
Presentation: Panayiotis Papanikolas
- **2019 International Safety Week of VINCI Highways.**  
Presentation: Panayiotis Papanikolas, Xenophon Sotirchopoulos
- **3rd Auto Forum "The Automotive Industry at a Crossroads".** Presentation: Alexandros Archontidis
- **Presentation of Olympia Odos project to graduate students of the University of Piraeus.**  
Presentation: Sofia Stamou, George Paterakis
- **10th Environmental Event for Third-parties of the Airport.** Presentation: Giorgos Kazatzopoulos
- **Corporate Responsibility in Action VIII.**  
Presentation: Sofia Stamou
- **8th Regional Development Congress.**  
Presentation: Panayiotis Papanikolas, Sofia Stamou
- **E-Forum.** Presentation: Grigoris Chassanis
- **"PITSTOP" SmartCities in Structures, European Project.** Presentation: Grigoris Chassanis
- **Route Lab.** Presentation: Alexandros Archontidis
- **2020 International Safety Week of VINCI Highways.**  
Presentation: Panayiotis Papanikolas, Kostas Papandreou
- **Environment Day 2020.**  
Presentation: Panayiotis Papanikolas, Giorgos Kazatzopoulos





## 5.6 Value Generating Synergies

### **Observatory of Road Networks in Western Greece and Peloponnese**

Olympia Odos supports the operation of the Observatory of Road Networks in Western Greece and Peloponnese (POADEP) to collect data and to provide services of systematic and valid information about the social and economic impacts of the major infrastructure projects on the economy of the regions.

### **HELLASTRON (HELLENIC ASSOCIATION of TOLL ROAD NETWORK)**

Olympia Odos is a member of the body “Hellenic Association of Toll Road Network” (with the distinctive title “HELLASTRON”) established to promote road transport in Greece and to constantly improve the road infrastructure and the services provided to the users.

### **“Panos Mylonas” Road Safety Institute**

Olympia Odos closely cooperates with the RSI to support and promote issues that foster road safety, driving behavior, surveys, studies, awareness raising and training aiming mainly at preventing and decreasing the number of road accidents.

### **VINCI Autoroutes Foundation for Responsible Driving**

Olympia Odos is a member of the VINCI Group Foundation for Responsible Driving (Fondation VINCI AUTOROUTES) which systematically organizes information campaigns to foster responsible driving and finances surveys on road safety.

### **DIAZOMA**

Since 2014, Olympia Odos cooperates with Diazoma Association which aims at preserving and promoting ancient theaters and sites (stadiums, hippodromes etc.) in cooperation with the Greek Ministry of Culture and the Ephorates of Antiquities. The main axis of cooperation with DIAZOMA Association is the connection of a branded tourist/cultural product -the Cultural Route of Olympia Odos- with the Sustainable Development of all areas along the motorway.

### **Kilometers of Solidarity**

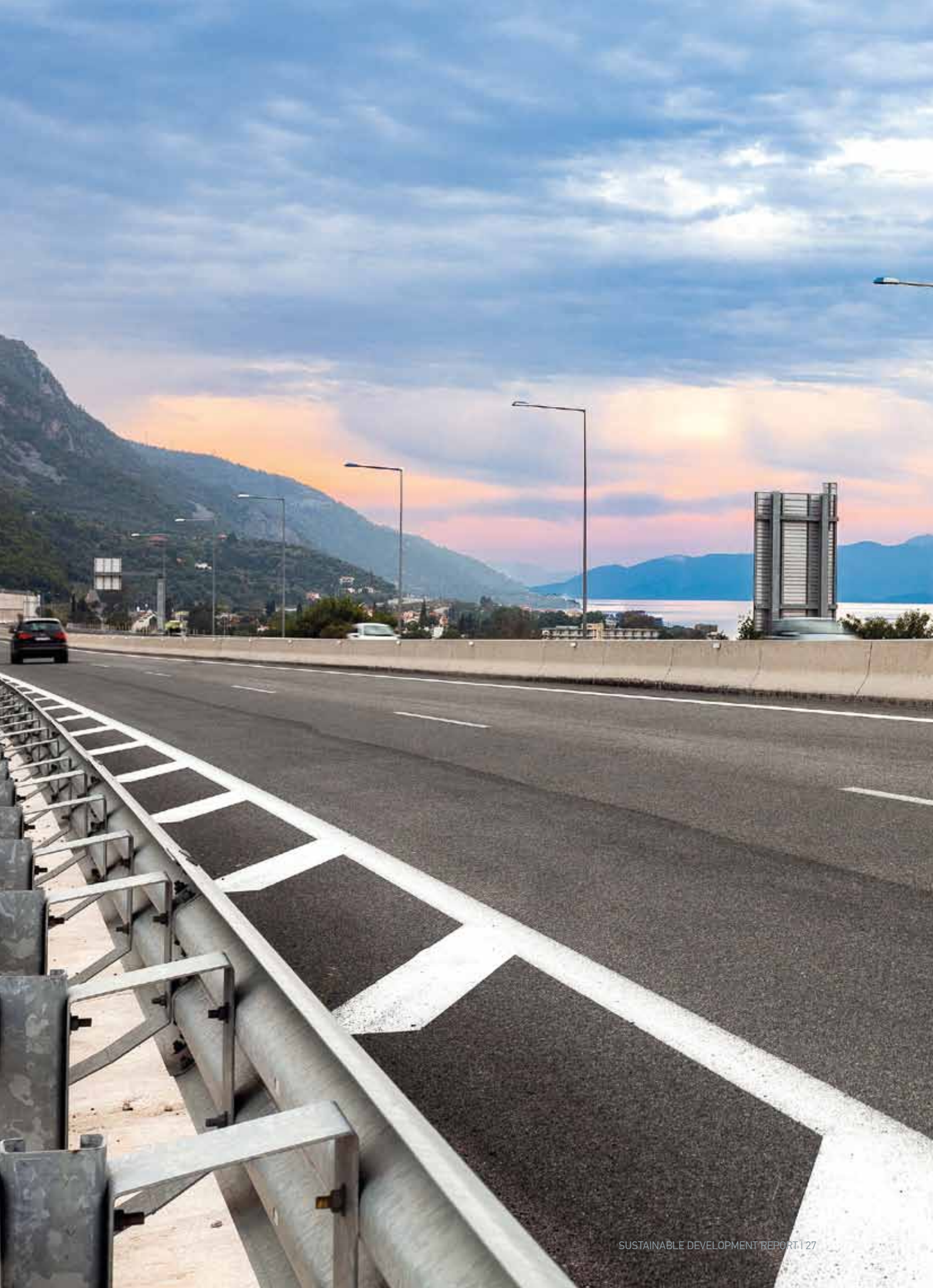
In 2016, Olympia Odos together with the Rion-Antirion Bridge and Nea Odos set up the Association of Social Actors “KILOMETERS OF SOLIDARITY”. Through the actions of the Association KILOMETERS OF SOLIDARITY, associations, clubs and organizations in Western Greece are actively supported.

### **Hellenic Institute of Customer Service (EIEP)**

The non-profit organization “Hellenic Institute of Customer Service” (EIEP) was founded in 2004 to promote a business framework supporting personal skills in customer service and recognizing and awarding all those who implement them successfully. Olympia Odos supports the activities of the Institute and participates in the National Customer Service Week with a series of activities since 2017.

### **Hellenic Network for Corporate Social Responsibility (CSR Hellas)**

CSR HELLAS was founded in 2000 to promote and implement Corporate Social Responsibility (CSR) in the strategies and operations of businesses and organizations. In 2020, Olympia Odos became a core member of the network.







## 6. OUR APPROACH TOWARDS SUSTAINABLE DEVELOPMENT

The principles of Sustainability systematically and comprehensively drive our daily business decisions and activities. We are committed to observe high standards in our operation, to serve the people and to protect the environment. We meet our commitment to always do responsible business, while at the same time we promote national and local development. In 2020, we contacted 13,315 stakeholders and asked for their opinion about our approach to Sustainable Development. Thanks to our strategic approach to sustainable mobility we became an example in our sector at European level.





Large-scale Sustainable Development survey among Olympia Odos stakeholders

**13,315**  
**PERSONS**

**93%**

of respondents from local communities consider that Olympia Odos behaves responsibly towards local communities

**67%**

of the subscribers consider that Olympia Odos behaves responsibly towards the community

**73%**

of respondents from local communities consider that Olympia Odos behaves responsibly towards the environment



**FOCUSING ON 13 GOALS**

Sustainable Development



**24 TOPICS**

Sustainable Development

## 6.1 Sustainable Development Management by Olympia Odos

### Strategic Approach

The adhesion of Olympia Odos to Sustainable Development is proven by its structure, its policies and priorities, as well as by the results of its decisions and activities. The operation of the company has direct and indirect positive as well as negative impacts. Its governance and organization system aims at maximizing the positive impact of its operation and minimize the negative effects to the extent possible.

The company's strategic approach is based on five (5) distinct axes: Road Safety, Travel Experience, Human Resources, Community and Environment. The focal point of the company's strategic approach and the reference point of its operation is the Corporate Governance & Structure.

Our business and social responsibility focuses on the following key axes:

- road safety as our top priority in view of our responsible business activity and our respect to human life;
- confidence built in our social partners as our top priority for fair corporate governance, for our social responsibility, reputation and sustainability;
- innovation, knowhow and experience as key factors marking the quality of our services;
- human-centered work environment as key factor of our business performance, our competitive advantage, collective responsibility and effective cooperation;
- protection of the environment as key factor of the sustainable mobility we envision;  
protection of the environment as key factor of the identification and reduction of our environmental footprint;

- Social cohesion as top priority for the development of local communities.

Adopting the principles of Sustainable Development, we set a series of key directions in order to properly and effectively manage it:

- Observe the legislation at all our levels and activities;
- Strengthen the governance system by generating value throughout our operational chain;
- Consult and cooperate with our stakeholders on a regular basis;
- Improve non-stop the work environment;
- Undertake initiatives that boost the presence of the company in local communities;

Adopt responsible business practices aiming at reducing our environmental footprint;

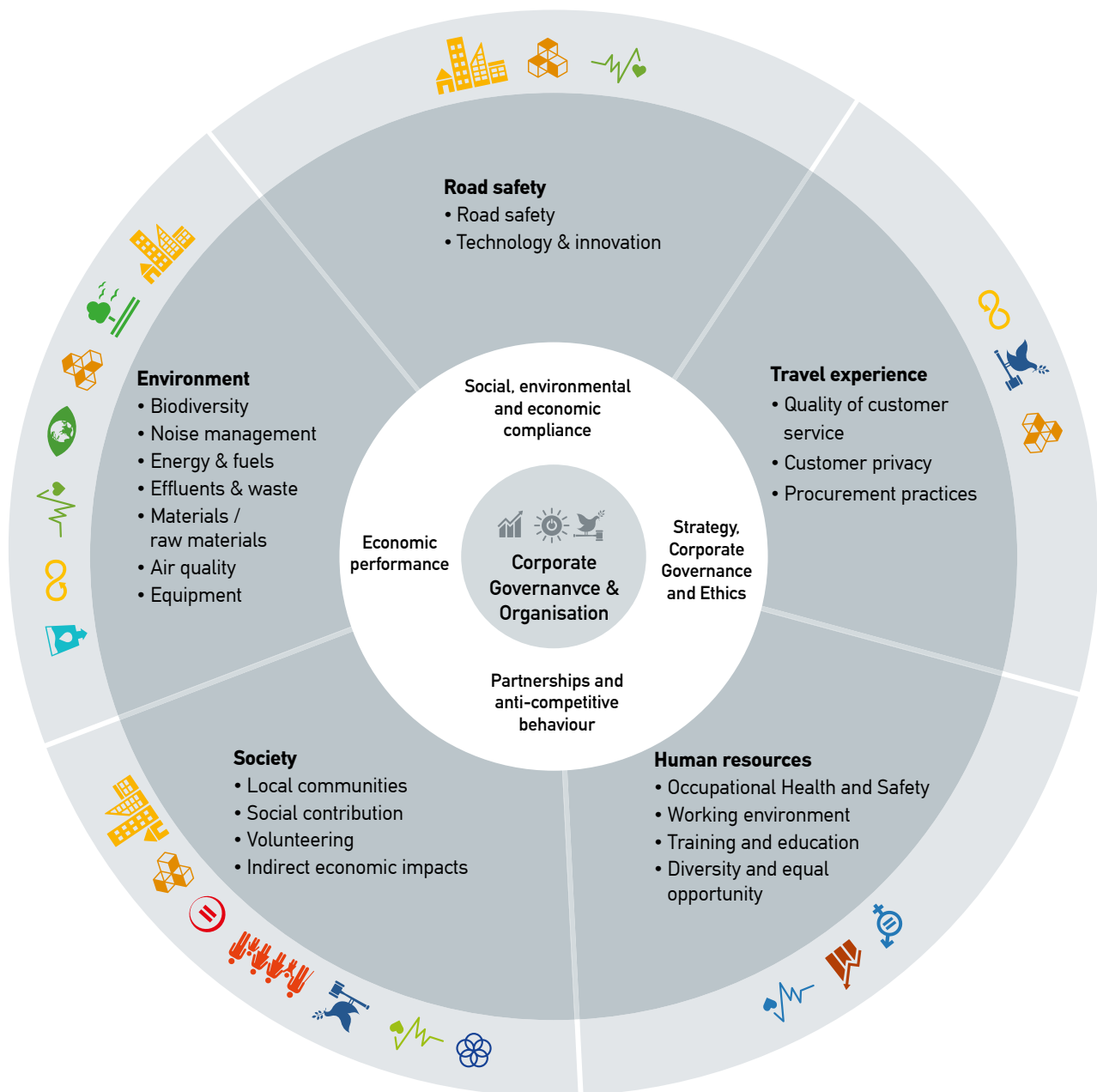
- Promote our Corporate Responsibility on our scope of influence;
- Participate in Corporate Responsibility international ratios and standards to achieve constant improvement and progress at all levels of our operation.

### Management Structure and Tools

Corporate Responsibility has been incorporated in the company's management and organization system thanks to specific structures and tools:

- Sustainable Development Team;
- Appointment of a Sustainable Development Report officer at the Communication Division;
- Consultation with our stakeholders;
- Criteria pertaining to the supply chain;
- Special committees/working groups, certifications;
- Synergies;
- Annual and ex post reports

## Strategic Approach for Sustainable Development



## 6.2 Standards and Initiatives

### Connection with the Sustainable Development Goals

The 2030 Agenda is an agreement between the United Nations Member States responsible for implementing the Sustainable Development Goals (SDGs). However, their achievement requires actions by all stakeholders, including businesses, governments and civil society.

Among the 17 SDGs, Olympia Odos has identified 13 goals relevant to its activity. The selection of these SDGs was made in accordance with a specific procedure so that the selected SDG would correspond with the areas affected by the operation of the Company. Then, the said goals, as early as our first Report, were matched with the axes of our strategy. Now, the SDGs are a point of reference regarding both the prioritization of our tasks and their impact on our business operation.

### GRI Standards of Global Reporting Initiative

The GRI Standards of the Global Reporting Initiative (GRI) is a worldwide guide for drafting Sustainable Development Reports. It operates as an independent international organization aiming at encouraging and supporting businesses and governments to understand and communicate the impacts they have on key issues, such as corporate governance, climate change, human rights and social welfare. Within this context, we adopt the relevant guidelines of the GRI Standard and we organize our structures in order to ensure the validity of the collection, reporting, monitoring and communication of our data.

## 6.3 Dialogue Forum

The dialogue with our stakeholders is the core of the Olympia Odos policy on Sustainable Development and responsible business operation. It improves the way we understand the impacts of our activities and drives our decision making process, while at the same time it provides with feedback and new data the material topics definition procedure.

### Stakeholders

Since 2018, in our first Sustainable Development Report, Olympia Odos defined sixteen (16) key groups of stakeholders. This procedure took into consideration the representativeness of the stakeholders, the various incentives for dialogue, the topics covered by the dialogue and its relevant procedures.

We present a summary list of stakeholders. A detailed presentation of the stakeholders, depending on their expectations and the communication frequency is available on page 112-115.





## Material Topics Survey

The materiality analysis is an important part of the Olympia Odos corporate responsibility assessment and this is why we place particular importance on the examination of the opinions and expectations of our stakeholders. In particular, Olympia Odos held a dialogue with the stakeholders by means of a special opinion poll conducted in February 2020 with on-line questionnaires. 13,315 questionnaires in total have been sent to 13,315 people while 1,515 answers have been received (11.4%).

On the one hand, the importance given by the specific groups of stakeholders on specific topics and the expectations they have regarding them and on the other hand the degree to which such topics affect the capacity of the company to fulfill its business objectives shape the content of the present 2019-2020 Sustainable Development Report.

In more details, representatives from all stakeholder groups participated in the procedure to identify and prioritize the material topics:

## 6.4 Material Topics

The special survey has been conducted to confirm that the specific material topics remained material. This procedure took into consideration: The business strategy and the goals, the specific policies and the key axes of Sustainable Development, the impact of the company, the policies, the procedures and the practices of all divisions, current affairs, issues that arise from the stakeholders, special concerns of our sector. Moreover, international standards and European guidelines were taken into account such as: ISO 26000, United Nations Global Compact, United Nations Sustainable Development Goals at national level and relevant ratios.

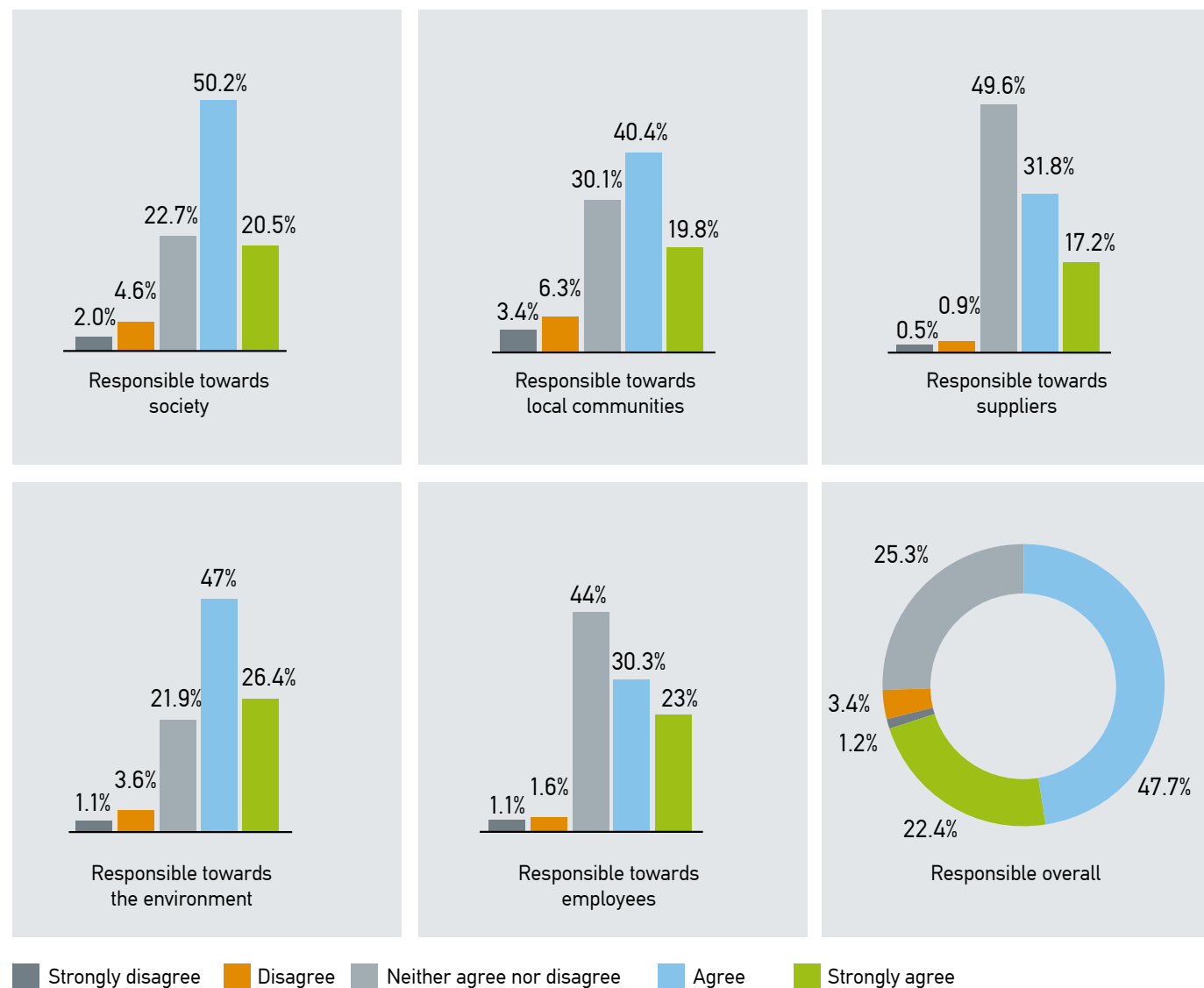
The 2019-2020 material topics remain the same as for 2018. There were some changes in how material the stakeholders consider some of them, such as Air Quality, Technology and Innovation, which were prioritized as more important and are ranked higher among the material topics. The results of the material topics identification and prioritization procedure are shown on the 2019-2020 Materiality Matrix.

## Survey Participation

Stakeholders	Responses
Subscribers	1,348
Olympia Odos Operation S.A.	37
Suppliers	27
Employees	17
Local Communities	14
Construction Joint Venture	12
Society	11
Other Motorways	9
Media	9
Educational Institutions	7
NGOs & Pressure groups	3
Banks and Financing Institutions	5
State	5
Shareholders and Management	5
Other	3
Emergency Intervention Bodies	2
Local Authorities	1
<b>Total responses</b>	<b>1,515</b>

## Overall results of the survey

### Olympia Odos is:



## Important findings of the survey:

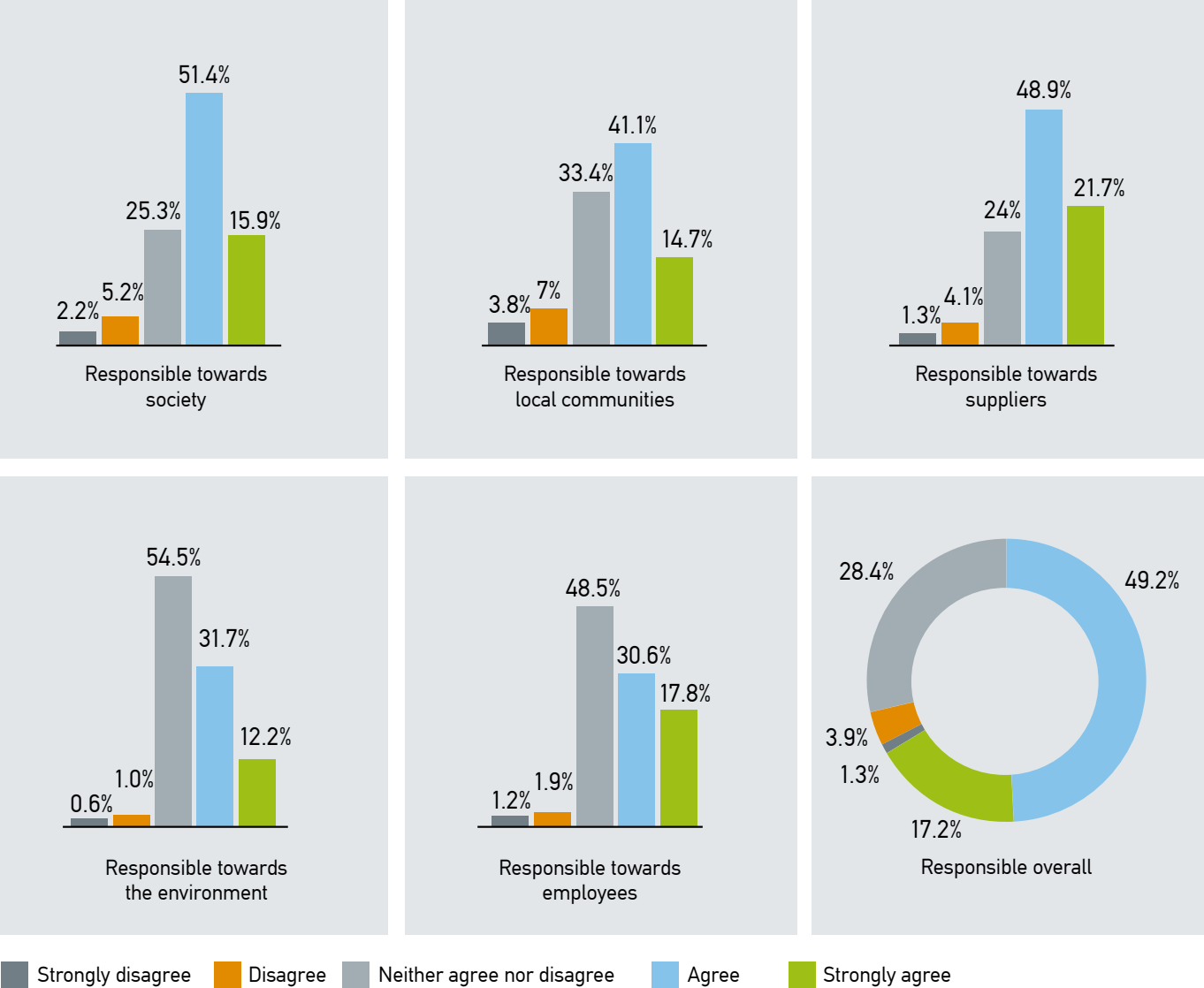
**100%**

of the employees of Olympia Odos SA and Olympia Odos Operation S.A. consider that Olympia Odos is a responsible company in all its activities.

**93%**

of the respondents from the local communities consider that Olympia Odos behaves responsibly towards local communities while 7% gives a neutral answer.

**Subscribers results**  
**Olympia Odos is:**



93%

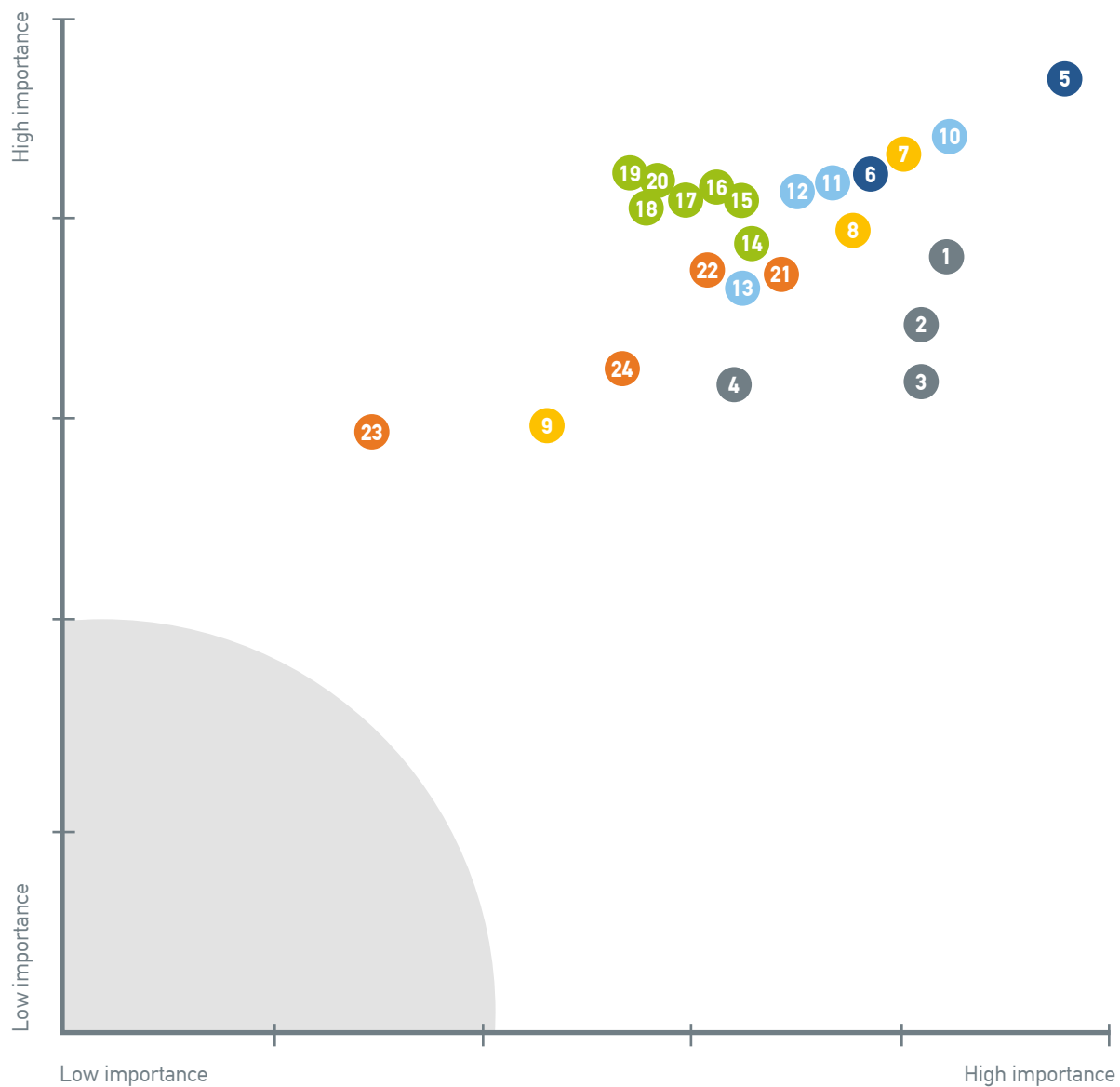
of the suppliers consider that Olympia Odos behaves responsibly towards them, while 7% gives a neutral answer.



the sweeping majority gave a positive and a very positive answer to the entire survey on responsible behavior.

<b>Identification</b> Material topics identification Criteria relevant to the impacts of the topics on the business activity of the company have been assessed.	<b>Questionnaire</b> given to internal and external stakeholders. In-depth discussion with internal stakeholders.	<b>Assessment</b> of topics and definition of their limits	<b>Confirmation</b> by the Chief Executive Officer. Confirmation that the content of the Report reflects the important economic, environmental and social impacts of the company and allows the stakeholders to evaluate its performance during the period of reference.
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## Materiality Matrix 2019-2020



## Material topics as assessed by the stakeholders

Material Topics		Employees	Olympia Odos Operation S.A.	Local Communities	Other Motorways	Suppliers	NGOS & Pressure Groups	Educational Institutions	Banks and Financing Institutions	Construction Joint Venture	Society	State	Shareholders and Management	Emergency Intervention Bodies	Media	Subscribers	Local Authorities
CORPORATE GOVERNANCE & ORGANISATION																	
1	Social, Environmental and Economic Compliance	●	○	○	●	○	●	●	○	●	○	○	○	●	○	○	●
2	Strategy, Corporate Governance and Ethics	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
3	Economic Performance	●	●	●	○	○	●	●	●	●	●	●	○	●	○	●	●
4	Partnerships and Anti-Competitive Behaviour	●	●	●	●	●	●	●	○	●	●	●	○	●	●	●	●
ROAD SAFETY																	
5	Road Safety	●	●	●	●	●	●	●	●	●	●	○	●	●	●	●	●
6	Technology & Innovation	●	○	●	●	●	●	●	●	●	●	●	○	●	●	○	●
TRAVEL EXPERIENCE																	
7	Quality of Customer Service	●	●	○	●	○	●	●	●	●	●	○	○	●	○	○	●
8	Customer Privacy	●	●	●	●	●	●	●	●	●	●	●	○	●	○	●	●
9	Procurement Practices	●	●	●	●	●	●	●	●	●	●	●	○	●	●	●	●
HUMAN RESOURCES																	
10	Occupational Health and Safety	●	○	●	●	●	●	●	●	●	○	●	○	●	○	○	●
11	Working Environment	●	●	○	●	●	●	○	●	●	○	●	○	●	●	○	●
12	Training and Education	●	●	○	●	○	●	●	●	●	●	○	○	●	●	○	●
13	Diversity and Equal Opportunity	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
ENVIRONMENT																	
14	Biodiversity	●	●	●	●	●	●	●	●	●	●	●	●	●	○	●	●
15	Noise Management	●	●	●	●	●	●	●	●	●	●	●	●	●	●	○	●
16	Energy and Fuels	●	●	○	●	○	●	●	●	●	●	●	●	●	●	○	●
17	Effluents and Waste	●	●	○	●	○	●	●	○	●	●	●	○	●	○	●	●
18	Materials/ Raw Materials	●	●	●	●	●	●	●	●	●	●	○	●	●	●	●	●
19	Air Quality	●	●	○	●	○	●	●	●	●	●	●	●	●	●	●	●
20	Equipment	●	●	○	●	○	●	●	●	●	●	●	○	●	●	●	●
SOCIETY																	
21	Local Communities	●	●	○	●	○	●	●	●	●	○	●	○	●	○	○	●
22	Social Contribution	○	○	○	○	○	●	○	○	○	○	●	○	●	○	○	●
23	Volunteering	●	●	●	●	●	●	●	●	●	●	●	○	●	●	○	●
24	Indirect Economic Impacts	●	○	○	○	○	●	●	○	●	○	○	○	●	○	○	●

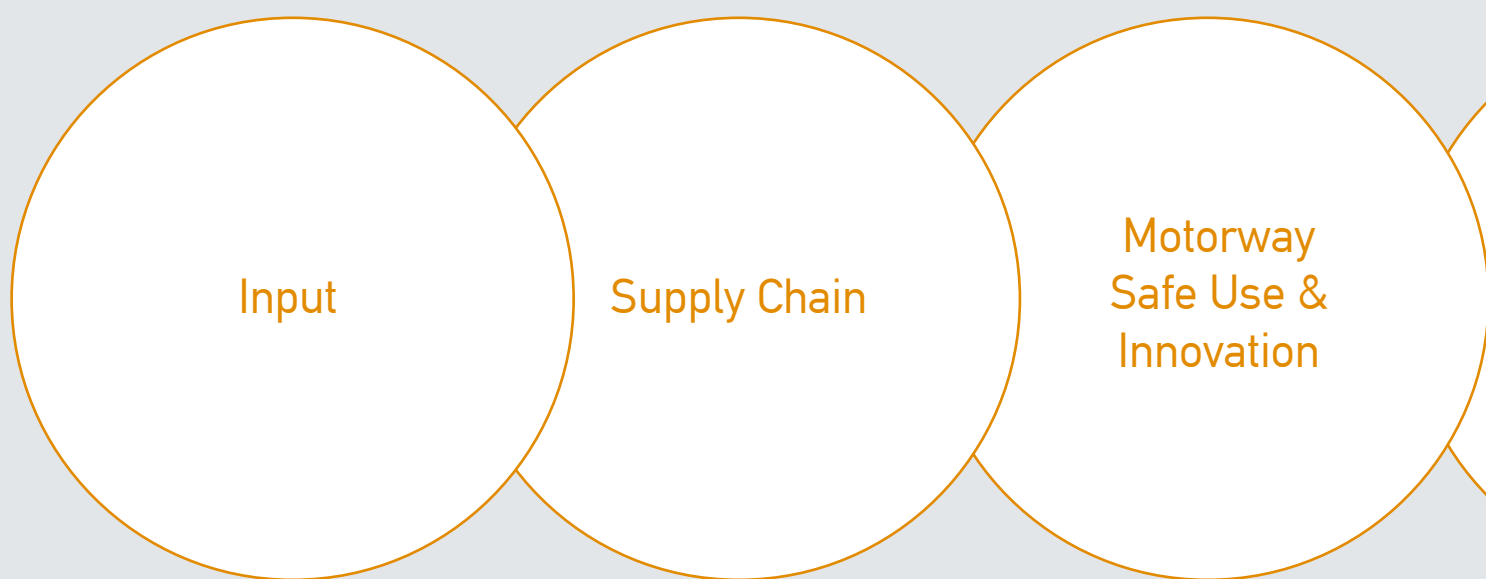
●: High Importance, ○: Moderate Importance

## 6.5 Value Chain

### Creating value for all!

Our aspiration is to build a better future, based on insight, business innovation and creation of value. Social sensitivity is our lodestar along this route. We acknowledge that to create value for the community and our company we shall directly respond to environmental changes and social crises, such as the pandemic, regardless of their size, intensity and duration.

Our value chain is an organizational model based in our overall performance taking into consideration indicators relevant to the safety of the employees and the users, the environment, the corporate social responsibility, in addition to the various financial indexes. Important additional parameters taken into account are the development of all areas crossed by the motorway and the profound, strong and mutual relations with our stakeholders.



- Optimal management of the resources required for our operation
- Visionary policy to utilise the financial, natural, human, technological resources we manage

- Integration of Social and environmental responsibilities in supplier and subcontractors agreements
- Supporting local economies
- Completion of projects that meet the new needs of residents and users
- Manage the impact of the Project on local communities and citizens
- Spatial arrangement and organization

- Access to fast and safe transport networks
- Training of the motorway users
- Technology utilisation for the safe and pleasant use of the motorway network
- Optimum management and transfer of know-how
- Reduction of the environmental footprint by utilising technology





## Infrastructure, Services & Customer Service

## Motorway Integration, Quality of Life & Growth Prospects

- Developing existing employees and attract new talents
- Investing in new skills sets (mainly environmental and digital transition) to better serve users
- Career Management at local scale
- Ongoing communication with motorway users

- Positive impact on the spatial organization of the Greek national road network
- Promotion of local heritage and strengthening of the local fabric thanks to employment policies
- Engagement and consultation sessions with local stakeholders in view of effective co-existence
- Developing volunteering activities to ensure social cohesion and lift all kinds of exclusion
- Contribution to the national regional development (economic, social, environmental) policy
- National development and international prospects





## 7. TRAVEL EXPERIENCE & SERVICE

Olympia Odos continues its tasks strongly oriented to the safety and comfort of drivers and travelers, and is committed to provide high level services, lending a listening ear to their needs. We constantly develop new solutions that improve our performance and increase the safety of our infrastructure. In particular, in 2020 we put into operation the Hybrid - Kilometer-Based Tolling System and we completed the installation of POS in all lanes equipped with Automatic Payment Machines (APM), two (2) initiatives exclusively implemented by Olympia Odos.





## INNOVATION JUSTICE RESPONSIBILITY



**1<sup>ST</sup>** Kilometer-Based  
Tolling system in Greece.

Up to **76%**  
lower charges

**26**  
electronic gantries  
for money refunds

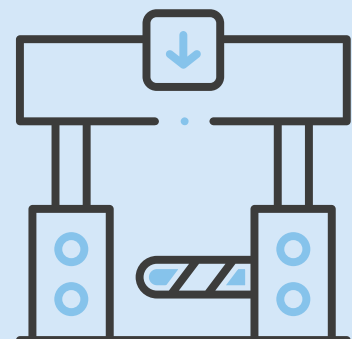


Up to **93%**  
contactless transactions using  
the POS at the Automatic  
Payment Machines

**11**

Motorists Service  
Stations

- **NEW GENERATION DISTANCE-BASED TOLLING SYSTEM**
- Fairer charges exclusively with **OLYMPIA-PASS**
- VALUE scheme still applicable
- **POSSIBILITY TO TOP-UP** the transponder using a debit or credit card
- **ON-LINE** account management
- **INTEROPERABILITY**
- **ENSURE COMFORTABLE AND QUICK TRANSACTIONS** from all Greek motorways



# Distance-based tolling for the first time in Greece

At the end of 2020, Olympia Odos introduced, for the first time in Greece, the distance-based tolling thanks to its innovative HYBRID tolling system. It's a modern toll calculation system in real time that operates through the OLYMPIA PASS transponder. The new innovative technological system calculates the kilometers traveled by a vehicle and automatically refunds the difference to the OLYMPIA PASS subscriber account.

### Fair Charging Method

For the first time in Greece, the HYBRID system dealt with the proportional charging issue, thus ensuring that the users will pay only for the distance they have traveled.

It is a project with social benefit within the context of sustainable mobility promoted by the Greek State. Moreover, it's a large social and financial investment that dramatically changes local trips as well as the overall operation of the Greek motorways, thus offering significant benefits to as many as possible people.

### System Operation

The HYBRID system is a technologically advanced system. It enhances the existing zone-based system thanks to the installation of 26 Electronic Gantries at selected entrances and exits of the motorway.

Its operation is based on the principle of debit/credit operations:

The drivers pass the tolls by using the OLYMPIA PASS and are charged with the rate corresponding to the specific zone. When exiting Olympia Odos, the HYBRID System recognizes the transponder and refunds the

difference corresponding to the distance up to the end of the zone, and therefore the users are charged only for the kilometers they have traveled and enjoy discounts that reach up to 76%.

The HYBRID System operates exclusively with the OLYMPIA PASS transponder. The drivers who opt to pay cash or with a card, continue to be charged in accordance with the existing zone-based system.

### Technology and Design

The HYBRID System uses sensors, cameras and intercom systems installed at the entrance and exit interchanges of the motorway. It is based on the creation of Electronic Gates by installing gantries (i.e. steel bridges) and the necessary E/M technical buildings at the existing toll stations. To ensure its operation, technical equipment (sensors, cameras and DSRC antennas) has been installed, including the following:

- DSRC-technology ETC antennas to read the transponders
- Cameras to record the vehicle license plates
- Wide shot video cameras
- Electronic Gate Controller
- Power supply and telecommunications equipment
- Steel bridge to fix all equipment, so that no lane closures are required for any maintenance works

The HYBRID Toll System is intended to vehicles of all categories, except motorcycles which, for safety reasons, do not use any transponder but only the Moto Card.



At the end of 2020, Olympia Odos introduced, for the first time in Greece, the distance-based tolling thanks to its innovative HYBRID tolling system.



**1<sup>st</sup>**  
kilometric tolling  
system in Greece



**26**  
electronic gantries  
for money refunds



New generation  
distance-based tolling  
system



**ONLINE**  
account  
management

### Contactless transactions using POSs along the entire length of the Motorway

In early 2020, the installation of POSs on all lanes with Automatic Payment Machines (APM) of Olympia Odos was completed. In particular, 92 POSs were installed at the five (5) frontal and nine (9) Side Toll Stations. The large range of choices offered by the Automatic Payment Machines aims at improving the services provided to the drivers/users of the motorway.

Olympia Odos is the only motorway along which the driver/user may make fully contactless transactions, using a card at the Automatic Payment Machines. Thanks to this new service, passing from the toll stations is even more comfortable and easy.

### COGITO

Olympia Odos participates in the program "Horizon 2020: Research and Innovation Actions (Horizon 2020 RIA)", with the project CONstruction-phase diGital Twin mOdel (COGITO). COGITO aims at accelerating the digitalization in lean construction as a steppingstone to achieve the industrialization of the construction sector, by taking advantage of the Digital Twins standard and creating virtual copies of the various procedures and simulating various project progress scenarios. Thanks to real-time data collection tools it is possible to make valid predictions relevant to the prevention of accidents, structural tests and identification of problems. The COGITO toolkit introduces a new concept regarding the management of complex systems/ecosystems to be used in the construction and management of infrastructure projects. The program was launched in November 2020 and will last for 36 months.



### Safe and Secure Truck Parking Area (SSTPA) in Akrata

Olympia Odos participates in the action "Development of nine Safe and Secure Truck Parking Areas in Greece" together with the Innovation and Networks Executive Agency (INEA) within the framework of the funding instrument Connecting Europe Facility (CEF) for Transport. It aims at dealing with the current lack of safe truck parkings and at improving the safety along the national road network.

Within the context of this initiative, an existing truck parking area in Akrata will be upgraded, thanks to the installation of cameras and guarding systems, up to the Silver level and will have a capacity of 45 trucks. Sanitary infrastructure (WC and showers) will be installed in this parking area, as well as a resting area, an Internet room and a control room. At the same time, an web platform will be developed to optimize the use of these areas by making reservations for the parking lots. The project, of a total worth of €2.5 million euros, started in August 2020 and is expected to be completed by the end of 2022.




### Water from the air

In a parking area of the Motorway, in the area of Kakia Skala (50.8th km, in the direction to Athens), we developed a pilot and ambitious program to upgrade the travel experience with a positive environmental impact. Thanks to the "Water from the air" program, we offer to travelers fresh, clean drinking water produced by the air humidity. The system is equipped with a solar powered drinking water cooler to cool water during the hot summer months. The machine does not dispense any single-use bottles or cups, in order to minimize wastes.

- Significant decrease of plastic wastes:
- 10-12 liters of fresh cool water per day  
~30 plastic bottles less per day  
~11,000 bottles less in a year
- Easy to install, since it is fully independent and solar-powered.
- It can also be used in worksites, where the access to fresh drinking water is limited.





Olympia Odos is the only motorway along which the user can make completely contactless transactions.

## 7.1 Communication with Drivers

Olympia Odos has set the objective to quickly and effectively meet the needs of its customers and deal with the problems that may arise when traveling or using the motorway. In particular, during the period of the COVID-19 pandemic, contactless transactions were our key priority.

The following operate on a daily basis along the Motorway:











- 4 Customer Service Centers (CSC) at the Toll Stations of Elefsina and Kiato as well as those of Isthmos and Rion. They provide information and services to the users of Olympia Odos about all matters relevant to the operation of the Motorway.
- 21 modern WC (men/women/disabled people) and parking areas.

- Emergency Phone Number “1025” operating 24 hours a day.
- Call center to be called at 22960 95555 five days a week.
- Motorists Service Stations (MSS).

### Motorists Service Stations

There are 11 Motorists Service Stations (MSS) along the Motorway with restaurants and refueling with petrol, diesel, LPG, CNG and EV chargers. All Stations are accessible to disabled people, while on weekdays and during working hours they may offer other commercial services. The MSS are located at Megara in Attiki, Zevgolatio and Velo in Korinthia, and Akrata, Aigion and Psathopyrgos in Achaia.

### Motorists Service Stations

	MEGARA 39.7 KP	ZEVGOLATIO 92.6 KP (only to Athens)	VELO 101.9 KP	AKRATA 151 KP	AIGIO 172.8 KP	PSATHOPYRGOS 196 KP
FUEL		-				
LPG	YES	-	-	YES	YES	YES
CNG	-	-	-	-	-	YES
EV CHARGING	-	-	YES	-	-	YES
EATING FACILITIES		YES (home cooked food and desserts)			YES (skewers, sandwich, etc.)	
MINI MARKET	YES	-	YES	YES	YES	YES
ACCESSIBILITY FOR THE DISABLED	YES	-	YES	YES	YES	YES
ATM		-	-	-	-	-
OTHER	Bookstore, Fun Park	-	Bookstore NAKAS GROUP	Newspapers, local products, mini Fun Park	Newspapers, local products	Bookstore, Newspapers

Communicating with the drivers and understanding their requests aims at effectively and quickly meeting their needs. It allows us to feed our business procedures back in order to constantly improve ourselves.

In 2020, 47,823 calls were made (2019, 55,923), i.e. about 131 calls per day, out of which:

- 32,352 calls (88/day) to the call center
- 15,471 calls (42/day) to 1025





## Written Communication

2020  
**551**

2019  
**658**

2018  
**678**

2020

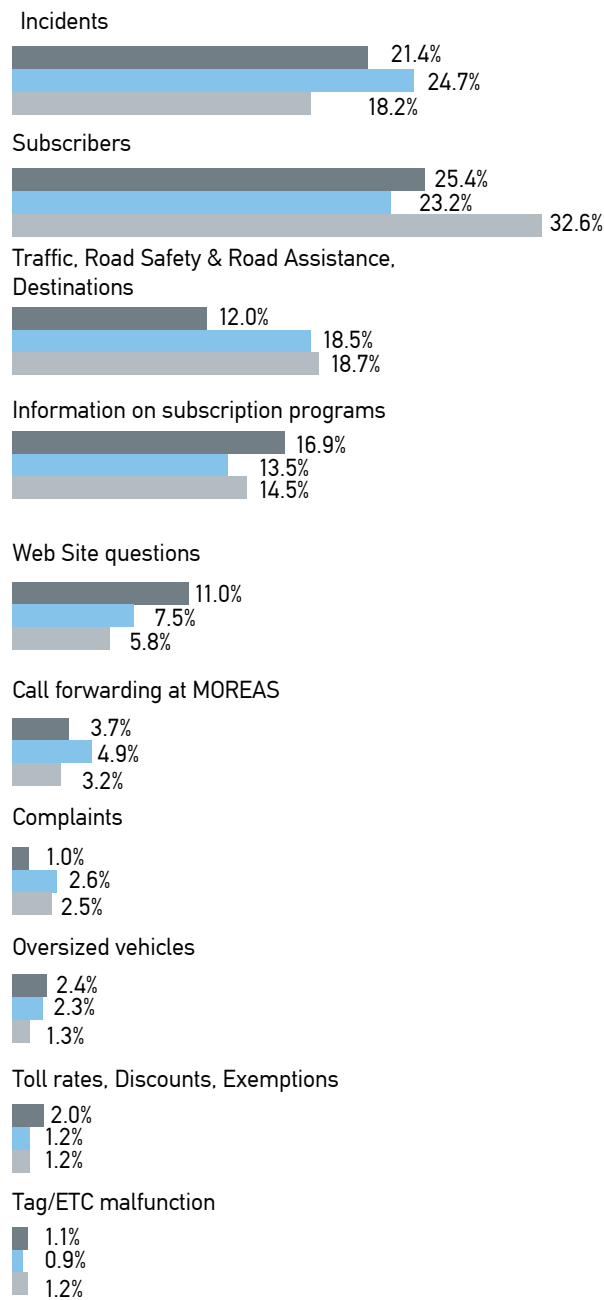
**551** written requests/inquiries/proposals were received

which have been answered within five (5) business days on average, but in any case no later than 10 business days.

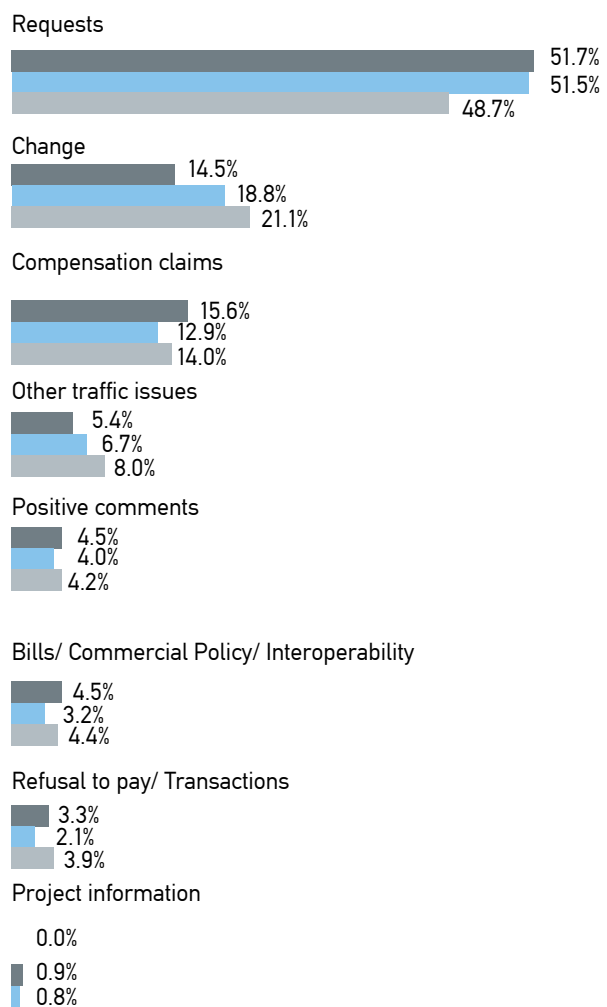
### Call Centre Data

	2020	2019	2018
Call Centre	32,352	33,511	47,383
Emergency Number 1025	15,471	22,412	24,986
<b>Total</b>	<b>47,823</b>	<b>55,923</b>	<b>72,369</b>

## Incoming calls per issue



## Letters received per issue



■ 2018 ■ 2019 ■ 2020



## 7.2 Toll Payment

### Toll rates payment

- Manned toll lanes: Manual Toll Collection System (cash or credit/debit card payment);
- Automatic toll payment lanes: Toll collection by means of Automatic Payment Machines (cash or credit/debit card)
- Electronic Toll Collection System: (Payment by means of OLYMPIA PASS and/or any other interoperable transponder).

### Electronic Toll Payment: OLYMPIA PASS

OLYMPIA PASS is the Olympia Odos tolls electronic payment service. This service achieves and facilitates the transaction of the driver/user from all Olympia Odos toll stations. The OLYMPIA PASS penetration is particularly positive over the period of 2018-2020.

In total, the penetration percentage of the electronic tolls is constantly increasing, reaching 39.1% in 2020 and 34.3% in 2019, compared to 33.0% in 2018. Moreover, following the implementation of the interoperability service in all Greek motorways, Olympia Odos allows the holders of transponders issued by other motorways to use them along its network.

### Electronic toll transactions in 2020:

- The transactions using the OLYMPIA PASS transponder correspond to 14.3%
- The transactions using the E-pass transponder (ATTIKI ODOS) correspond to 21.4%
- The transactions using the E-way transponder (AEGEAN Motorway) and e-Pass transponder (Rion-Antirion Bridge) correspond to 3.2%
- The transactions using the EgnatiaPass (EGNATIA ODOS), Fast Pass (Nea Odos) and Kentriki Pass (Kentriki Odos) transponders correspond to 0.2%.

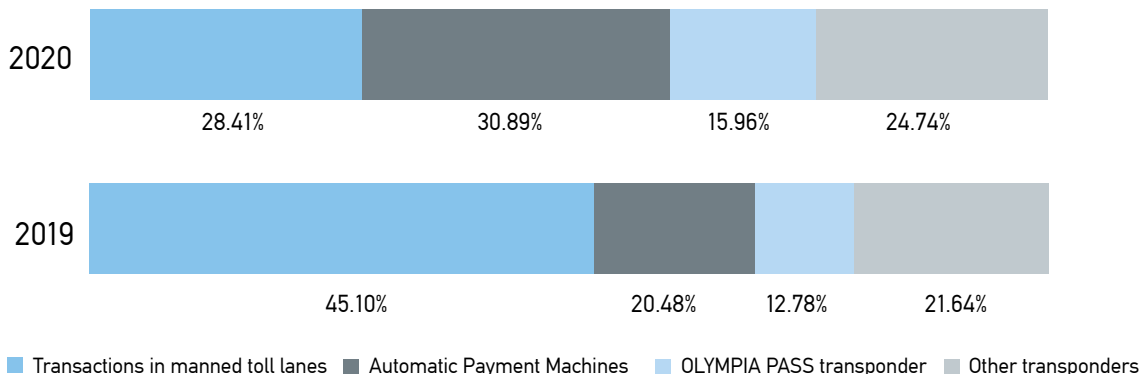
Olympia Odos has developed discount schemes for the users of OLYMPIA PASS for category 1 (motorcycles) and category 2 (private cars) vehicles.

### Automatic Payment Machines (APM)

The following methods of payment are available:

1. Payment with card (POS)
2. Payment with coins (except coins of €0.01, €0.02 and €0.05)
3. Payment with banknotes of €5, €10 and €20
4. Payment with moto card for motorcycles.

### Distribution of Payment Methods



## 7.3 Protection of Personal Data

The data collected by Olympia Odos Operation S.A. When communicating with the users of the motorway or the data collected from the cameras installed along the motorway and at the Traffic Management Center are exclusively used for serving the customers, for smoothly managing the traffic and effectively respond to traffic incidents. Over the reference period of the 2019-2020 Sustainable Development Report there were no complaints relevant to the legality of the specific processing or the way the relevant legislation is applied by the Company.

OLYMPIA ODOS S.A. and OLYMPIA ODOS OPERATION S.A. have appointed their own Data Protection Officer (Mr. Ioannis Gianakakis, lawyer, and Mr. Philippos Mitletton, lawyer, respectively). OLYMPIA ODOS S.A. has organized various training sessions for its personnel on cybersecurity and digital information management, while OLYMPIA ODOS OPERATION S.A. has conducted internal audits and information training for its personnel.

## 7.4 Relations with Suppliers and Subcontractors

### Adding value to the entire supply chain

Olympia Odos lays great emphasis on the safety and quality of the services it provides and this is why the role of its key associates and suppliers is particularly important since it constitutes integral part of this effort. Acting so, we adopt specific rules relevant to the management of our supply chain. Within this context, we take into consideration the economic, qualitative and time credibility of our supplies, the cost of the services provided, their capacity to respond to the required specifications set by the legislation and to our expectations regarding the less possible environmental burden.

### Suppliers Selection and Evaluation

The management of supplies is mainly the responsibility of the Financial Division which is staffed by specialized members in order to evaluate and choose the appropriate suppliers, define the selection criteria and acknowledge the need of supporting the local economies.

Depending on the nature of each project, Olympia Odos drafts a binding agreement including special clauses that cover the relevant Quality, Health & Safety requirements at an extensive or not level.

In a spirit of good cooperation, all subcontractors shall be aware of their obligations and comply with all legislative and regulatory requirements in force, as well as the instructions pertaining to:

- The health and safety of their personnel throughout the implementation of the works;
- The maximum possible care regarding the quality in accordance with the quality requirements, specifications and quality control systems.

### Supplier Selection Criteria

- Quality
- Safety
- Contact
- Experience in the same sector (knowhow)
- Financial status
- Efficiency compared to cost and time
- Available resources
- Guarantees (financial or technical)
- Time Schedule
- Compliance with the time schedule
- Cost
- After sales support
- Terms of payment
- Distance from the project site
- Degree of subcontractor's involvement
- Environmental policy/behavior
- Quality of the materials/equipment supplied
- Quality of the technical proposal
- Compliance with the tender requirements



### Supplier Evaluation Criteria

- Cost
- Equipment specifications & performance
- Terms of payment
- Prior cooperation
- After sales support and level of service

Olympia Odos Operation S.A. and the Construction Joint Venture are among our suppliers.

### Quality Assurance criteria

As regards the maintenance or construction works, Olympia Odos defines the level of quality for the specific works each time based on specific criteria such as:

- the scope of the works in direct correlation with the safety of the users;
- the technical complexity of the works;
- the price of the agreement;
- the term of the agreement;
- the number of the personnel involved;
- the possible impact of the works on the traffic.

### Emphasis is laid on Local Communities and Local Suppliers

Number of Suppliers per Category/Origin	2020		2019		2018	
	Number of Suppliers	Investment (th. €)	Number of Suppliers	Investment (th. €)	Number of Suppliers	Investment (th. €)
National Suppliers	74	55,867	81	62,415	560	116,092
International Suppliers	18	32,707	16	45,876	29	2,338
<b>Total</b>	<b>92</b>	<b>88,574</b>	<b>97</b>	<b>108,291</b>	<b>589</b>	<b>118,330</b>

## Supplies procedure

**1**

Invitation for expression of interest

**2**

Invitation to submit offers

**3**

Formation of the offers committee

**4**

Evaluation of the offers

**5**

Selection of the supplier

**6**

Conclusion of the agreement

**7**

Provision of services

**8**

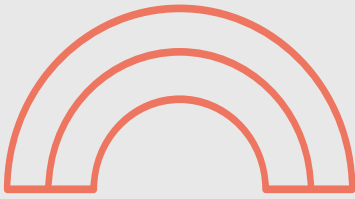
Control & Evaluation



## 8. ROAD SAFETY AND INFRASTRUCTURE

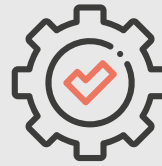
A large infrastructure project is not finished just upon the completion of its construction. Heavy maintenance as well as the integration of technological innovations in strategic aspects of the project ensure that the project will be properly maintained at the end of its concession period. Innovative techniques, such as the Smart Tunnel program to improve the maintenance of the Motorway, the Pavement Management Plan Tool and MIRANDA settlement monitoring tool contribute to the prevention of dangerous incidents and accidents and ensure road safety. The company constantly invests, above and beyond its contractual obligations, in a series of extensive programs with significant and measurable results.





## SMART TUNNEL

Internet of Things at the service of the management of the infrastructure.



## MIRANDA TOOL

Innovative tool to monitor the pavement

### LED lighting in 17 Tunnels

**60%**

energy consumption cuts at Kakia Skala;

**75%**

energy consumption cuts at Patras Bypass

**60%**

cut of the carbon footprint



Automatic Warning Signs about Strong Winds in cooperation with the Rion-Antirion Bridge

## PAVEMENT

## MANAGEMENT PLAN TOOL

Innovative infrastructure management software

# Leading-edge Technology and Innovation in Infrastructure Management

### Smart Tunnel: Innovative Idea at European Level

Olympia Odos invests in new solutions based on leading-edge technology. In 2017, it started designing the Smart Tunnel program in order to improve the motorway maintenance strategies. Smart Tunnel is an worldwide innovative approach. It is a comprehensive and standalone technological procedure installed on the existing E/M infrastructure of the tunnels and providing real-time monitoring and preventive maintenance data about the tunnel infrastructure.

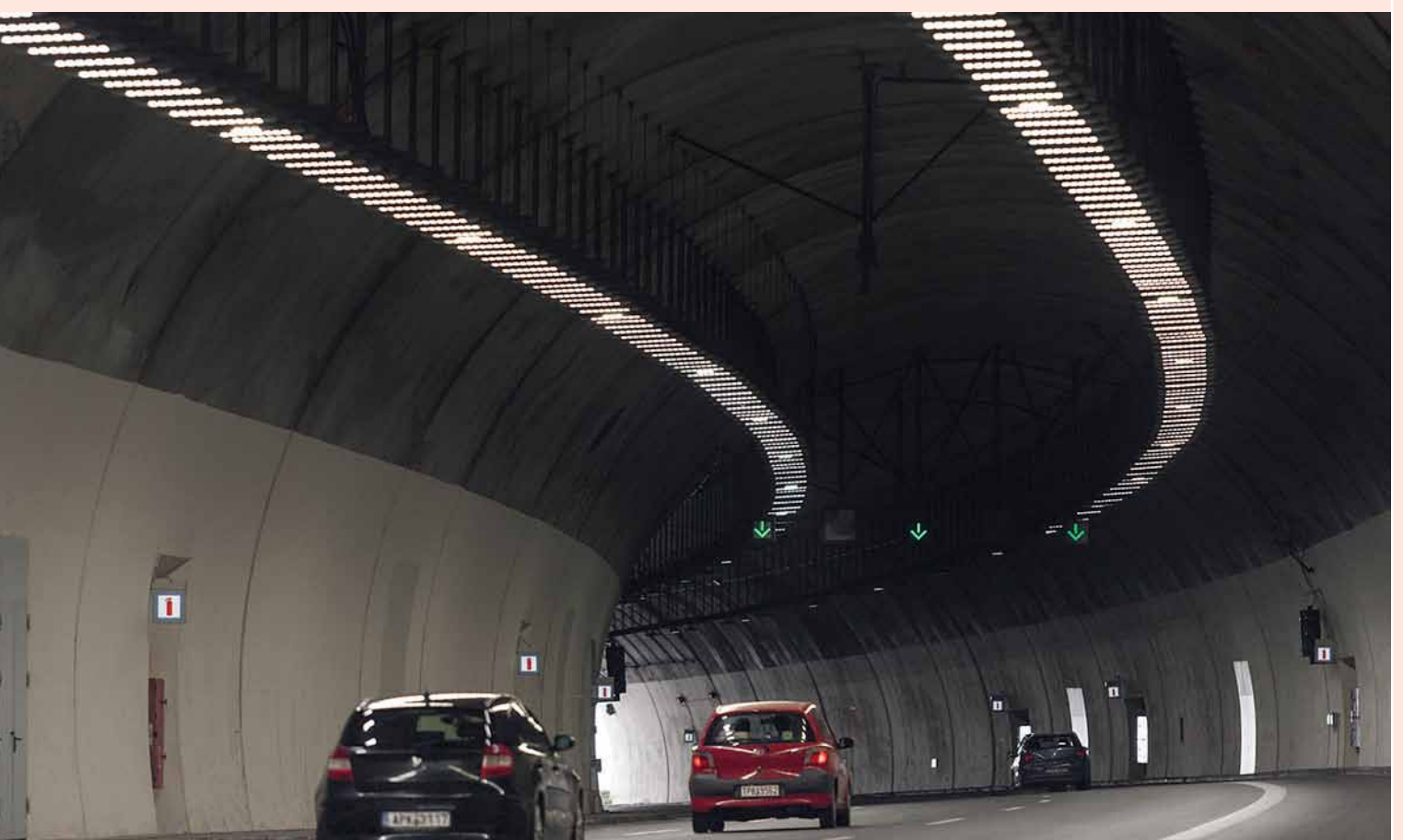
Smart Tunnel is constantly upgraded in order to successfully respond to the enormous challenges of maintaining large-scale infrastructure projects: acquire the necessary data, by achieving economies of scale, minimize maintenance (maintenance free), operate in challenging environments with high levels of noise, dust, pollutants and corrosion. Thanks to Smart Tunnel we significantly improve the maintenance of the equipment since it allows us not only to be better aware of the condition of the equipment at any time but also to develop a detailed maintenance time schedule.

Upon completion of the project, Smart Tunnel will remotely monitor the following:

- 56 fans;
- 4 diesel power generators (up to 1600KVA);
- 5 pump stations with 3 monitored pumps each;
- 4 UPS systems with 32 batteries. Each battery will be independently monitored;
- 4 transformers using thermography;
- 4 sensors for environmental measures to constantly monitor the environment of the tunnels;
- 3 weather stations;
- many Internet of Things (IoT) gateways and access points.

The first pilot phase, worth of €70,000 euros, has already been initiated at various locations along the tunnels of Patras Bypass.





# Pavement Protection and Management

The motorway guarantees safe, comfortable and quick trips to the population for their social and commercial activities. As soon as a part of the new asphalt pavement is opened to traffic, its wear and tear starts since many factors affect its “performance”, such as the traffic volume, the environmental conditions, the users behavior, the subsoil, etc. This is why we have developed a series of tools that help us manage the pavement thanks to its timely maintenance and repair.

### **Breakthrough Method to Monitor the Infrastructure: Pavement Management Plan Tool**

To efficiently manage the structures, Olympia Odos has developed, since 2018, a comprehensive infrastructure monitoring and assessment system based on state-of-the-art methodologies. The system includes traditional visual inspections and measurements of the functional features carried out every three (3) years, as well as special monitoring of the structural behavior of the sections, instrumentation and detailed inspections every five (5) years.

In particular, as regards the monitoring of the pavement quality, after years of research Olympia Odos has developed the specialized software called Pavement Management Plan Tool. This innovative software allows Olympia Odos to anticipate the functional and structural condition of the pavement and to elaborate a technical interventions plan. It is a detailed database which includes the results of the inspections carried out every three years, quality documents and measurements particularly important for making decisions to better plan the maintenance campaigns.

### **Innovative Pavement Monitoring Tool: MIRANDA**

Olympia Odos disposes of another innovative diagnosis and recording tool called MIRANDA, specializing in monitoring and recording “settlements” and other pavement defects. Its concept is based on the principle of a timely diagnosis of the pavement defects and their most efficient and quick management at the lowest cost and impact. The tool is implemented in cooperation with the French Institute of Science and Technology for Transport, Development and Networks IFSTTAR. It uses the motion sensors (accelerometers) of mobile phones to record the settlements in association with the mobile phone’s GPS to record the location of the findings.

Twice a month, the Technical Division of Olympia Odos collects data from the motorway using MIRANDA software and analyses any pavement roughness deviations (IRI). Useful information about the condition of the pavement and the future Heavy Maintenance interventions do arise from these analyses at an early stage, while using this Tool we timely assess the structural integrity of the pavement and the underlying layers. Moreover, it minimizes the frequency of using other measurement tools that would require a larger mobilization and would affect the traffic and the safety along the motorway. Data collection is effected as follows: Two (2) patrols, equipped with mobile telephones where MIRANDA software has been installed, record and send data to the server during their scheduled tasks and therefore without using any additional resources.





## 8.1 Heavy Maintenance of Structures

### Project's Infrastructure Management Platform

Olympia Odos has implemented a digital platform to manage the fixed assets of the Motorway; such platform is constantly upgraded and is a database pertaining to all large structures of the Motorway (e.g. bridges, underpasses, retaining walls, traffic lanes, pavement, etc.) including all their geometric and other features. Moreover, the database includes records about all technical inspections of the large structures of the Project and constitutes a recording tool for all possible defects identified during the inspections as well as a tool for planning the inspections. Similarly, as regards the pavements, it includes all inspections/measurements and is used to analyze data in view of the best possible maintenance intervention, where necessary, as well as the optimization of the planning of the relevant works. At the same time, the various infrastructure of the Motorway are digitally shown on a web-based map through the platform, as well as on an orthophoto mosaic, i.e. thanks to the operation of a geographical information system.

### Inspections

#### Infrastructure Inspection on the sections of Elefsina-Korinthos and Patras Bypass

##### Bridges

From 2018 to 2020, 87 out of the 111 structures of the existing Sections Elefsina - Korinthos & Patras Bypass have been inspected. The remaining 20 structures had been inspected from the Concessionaire/Constructor in 2015-2016, while one structure in 2017. Three (3) ERGOSE crossing structures were inspected during the last quarter of 2020. All inspected structures have been assessed as being functional and fully effectual.

##### Tunnels

All 17 tunnels of the Existing Sections of the Concession Project have been inspected in 2019. All tunnels were found functional and rated with a minimum score of six (6) out of ten (10). The inspection started and was completed in 2018-2020.

##### Retaining Walls

In 2019, all 102 existing structures/retaining walls of a height >1.5 m have been inspected. All retaining walls have been assessed as being functional and fully effectual. The inspection started and was completed in 2018-2020.

## INSPECTION OF STRUCTURES

### Elefsina-Korinthos and Patras Bypass Sections

Started in 2018 and ended in 2020

Inspected:

**87** out of **111** bridges.

**5** Kakia Skala tunnels

**12** Patras Bypass tunnels

**102** retaining walls

### Korinthos-Patras Section

**42** bridges

**20** overpasses

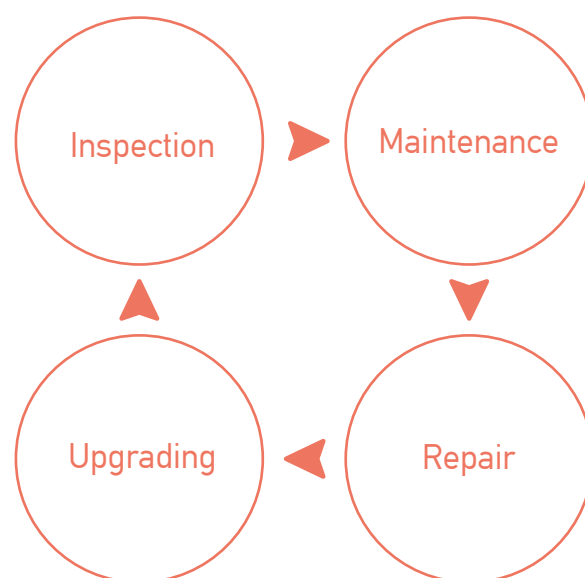
**121** underpasses

Major, long bridges

- Panagopoula
- Mavra Litharia
- Platanos

All remaining tunnels were examined by the Independent Engineer in 2017.

**58** key retaining structures (>8m height)





### **Maintenance, Upgrading, Repair of Structures**

#### **Bridges and Tunnels of Elefsina - Korinthos and Patras Bypass sections**

Maintenance works on 76 structures along the Existing Sections of the Concession Project, focusing on the removal of weak parts, protection of reinforcement, repair of the concrete surfaces, local waterproofing, maintenance and replacement of joints, additional checks/investigations to assess the prestressing status. These works are interventions that the Concessionaire considers necessary to counterbalance the negative effects of construction omissions made on the existing infrastructure delivered to the Concessionaire at the commencement of the Concession, thus ensuring the integrity of this infrastructure.

#### **Noise protection interventions on the splice plates of the bridges**

In August 2020 an important pilot project has been completed; it was typical of the works undertaken by the company above and beyond its contractual obligations set in the Concession Agreement. On Krios Bridge in Akrotira Olympia Odos carried out works to improve the noise impact of the splice plates, aiming at minimizing the noise caused by the vehicles passing on them. The bridge is located close to a residential area and was chosen as a pilot project due to its complex geomorphology. Due to the amphitheatrical distribution of the houses, concerns were risen regarding the acoustic impact, which however has been measured and resulted within contractual limits. Despite the results, Olympia Odos achieved further noise reduction by applying acoustic insulation methods.

### **Maintenance, Upgrading and Repair of the Bridges of the Existing Sections of the Concession Project**

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#### **A. Works in progress or to start soon**

**12 bridges:** Repair/Reconstruction

**76 bridges:** Maintenance

**5 technical infrastructure:** Maintenance of bearings

- Isthmos Bridge
- Thiva Interchange
- 3 viaducts of Patras Bypass

#### **B. Proposed works - under the responsibility of the State - to ensure the long-term durability and performativity of the structures**

Waterproofing works on 24 structures and Structural Interventions to ensure the proper operation of the Bearings of the non-monolithic Structures/Bridges in 6 Structures/Viaducts of Patras Bypass

### **Maintenance, Upgrading and Repair of Tunnels**

**17 tunnels**

Repair and maintenance works

---

## Road Lighting Works

### LED Lighting in 17 Tunnels

The emblematic project of replacing the conventional bulbs with LED high performance luminaires in 17 tunnels at Kakia Skala and Patra Bypass started in 2017 at Skiron Tunnel of Kakia Skala, which was a pilot, and was completed at the end of 2018 with the other tunnels. The project aimed at achieving uniform levels of brightness almost similar to the daylight, and at increasing the level of safety for the users and the employees of the motorway. After two successive years of operation, the historic data confirm that the replacement of the conventional bulbs with LED ones had the following spectacular results:

- 60% energy consumption cuts at Kakia Skala;
- 75% energy consumption cuts at Patras Bypass;
- 60% reduction of the carbon footprint with approximately 5.717 tons of carbon dioxide equivalent less per year.
- Annual savings of approximately 10 GWh, which correspond to a 6 GWh decrease on Patras Bypass and 4 GWh at Kakia Skala.

The overall financial benefits is estimated to approximately 80% and 70% for Patras Bypass and Kakia Skala respectively, which includes the commercial part of the charges that varies from year to year.

The system controlling of the LED luminaires controls each luminaire separately thus allowing their best management and maintenance. Moreover, the LED luminaires use the dimming mode to increase or decrease the luminance in the tunnel and not the on-off mode of the circuits, thus allowing a more uniform lighting and less disturbance to the drivers. The above were enhanced by the coating of the tunnels, both inside the tunnels to increase the performance of the luminaires thanks to the increased reflectivity of the white side walls, and outside thanks to the dark paint on the facades to help the operation of the exterior photometers that define the level of brightness inside the tunnel.

### Road Lighting Poles Assessment

Within the context of ensuring the safety of the motorway users, the Concessionaire started the structural assessment of 1,150 road lighting poles on Elefsina - Korinthos section and of 50 poles on KO-PA section, at Rion I/C. This specific area has been selected because of the strong winds that prevail in the area and the behavior of the poles to date. The structural assessment has been conducted by using a non-invasive system. In 2021, maintenance works will be carried out while the replacement of sodium (NaHP) bulbs with LED ones will also start. Approximately 1% of the poles along the Project will be replaced.

## Inspections: Elefsina - Korinthos Section

**750 poles**

**69 high masts at the toll stations and interchanges**

**85% of the poles are in good structural condition**

**14% of them requires maintenance works**

### Energy autonomous off-grid Variable Message Signs (VMS) - Warning Signs about Strong Winds in cooperation with the Rion-Antirion Bridge

Among the obligations set in the Concession Agreement was the installation of warning signs about the strong winds that hit the area of the Rion-Antirion Bridge, in order to close the bridge to category 3 and 1 vehicles (trucks and motorcycles) in case of strong winds. The initial solution examined focused on manual variable signs that entailed risks to the personnel of the Bridge and required many man-hours to change the relevant messages. Then, a non-contractual solution has been examined which achieves the best balance between a high-level technological solution and the requirements of the Project. In particular, the system consist in a frame with prismatic elements, the rotation of which offers three different faces. These signs are solar powered and are energy autonomous, while they require the minimum possible maintenance and man-hours, since they are remotely controlled via the Internet by a computer or any mobile phone device.

The project was implemented by Olympia Odos and was delivered to GEFYRA S.A. who is responsible for managing it.

### 4 Automatic Signs at Rion Interchange

**Total cost of €37,700**

**Remotely controlled and solar powered**

**Improved feeling of safety**

**Cooperation with GEFYRA S.A.**

**December 2019-July 2020**

### Signage Upgrading

In 2020, the upgrading of the signage has been completed thanks to the addition of 78 information signs relevant to various destinations (archaeological sites, geographical destinations), the addition of signs on Interchanges and sites of religious interest along the motorway.

**78**  
new signs

**Completion in 2020**  
**Signage Upgrading in**  
**Korinthos-Patra Section**



## Rockfall Protection Works at Kakia Skala

The motorway crosses the foothills of the steep rocky area known also as Kakia Skala. The larger part of this rocky area is located outside the boundaries of the Concession Project. However, Olympia Odos, over and above its contractual obligation, preventively and in view of a comprehensive strategy for the protection from possible rockfalls, elaborated an action plan to minimize such a risk. The plan took into consideration the results of the 2015 Survey and the field inspections conducted in 2018 and 2020 in the area of Kakia Skala.

During the detailed inspection of the 35 existing rock traps, the elements of the rockfall fences (posts, cables, rings, nets, etc.) have been assessed in detail in order to ensure the performance of the rock traps and to assess any possible defects caused by impacts or corrosion. In 2020, cleaning and maintenance works were carried out on the fences.

At the same time, we examine new technologies that will allow for the remote monitoring of the area, with the use of cameras and drones, while we have entered into an agreement with specialized rope-access technicians who perform scheduled and emergency inspections.

## Inspection of Rock Traps

**35** rock traps in the area of Kakia Skala

**160** works included in the maintenance and repair plan

Investment:

≈ **€300,000** for the maintenance of the rock traps

≈ **€30,000** for annual on-foot inspections

## Lykoporia Interchange opened to traffic

In June 2020 Lykoporia Interchange has been opened to traffic; it's a project that serves more than 8,000 residents of the greater area of the Municipality of Xylokastro - Evrostini. To put the interchange in operation additional works were required for arranging the proper connection of the Motorway with the Old National Road of Korinthos-Patras, as well as the construction of an additional roundabout and a new bridge over Skoupeiko Stream. Thanks to the opening to traffic of Lykoporia Interchange, the access to many coastal and mountainous destinations in the area is quicker, since the circumvention of the Old National Road is not necessary anymore, while at the same time road safety is enhanced since the distance traveled outside the motorway is reduced.



## 8.2 Assignment of Additional Works

### Flood protection systems and works

Upon relevant instruction given by the Greek State under Article 18.6 of the Concession Agreement, Olympia Odos has undertaken the following:

- Flood protection works upstream and outside the boundaries of Elefsina – Korinthos Motorway (from 23rd to 70th km) Korinthos – Tripoli, over an extensive area to prevent the recurrence of large-scale flood phenomena (similar to those of 2018 and 2019) that could affect both the motorway and the areas upstream and downstream to it.

These works include:

A. Linear/longitudinal works carried out inside the EL-KO Motorway expropriation zone.

EL-KO at the following locations/areas:

- Thiva I/C:
- Elefsina Toll Station
- Kineta, from Panorama I/C to Aghii Theodori I/C:

B. Transverse works to increase the capacity mainly along the major water streams that cross the EL-KO Motorway and arrangement of flood protection networks outside the CP/motorway (upstream and downstream to the motorway) at the following areas/locations:

- Industrial Zone (VIPE) of Mandra:
- Giorgos Stream (Nea Peramos);
- “Koulouriotiko Monopati” Stream (Nea Peramos/Megara).

C. Works to prevent erosion phenomena and disastrous floods in the forested areas of Kineta /Ag. Theodori upstream to the Project, affected by the destructive wildfire of 2018.

## 8.3 Operation and Routine Maintenance

One of the major pylons relevant to the proper operation of the Project is the maintenance of the machinery, the vehicles and the other equipment (cameras, telephone devices, signs, gantries, fences). Maintenance is compulsory and includes regular checks in order to have a clear image about any defects, failures or disadjustment of the machinery and other equipment. It also includes the necessary works to reinstate their safe operation in accordance with the rules and instructions of the technical division and the relevant safety provisions.

Depending on the needs, external subcontractors provide additional equipment. In particular as regards the winter maintenance, the Operator uses both privately-owned and leased equipment.

## Winter Maintenance Equipment and Machinery

### Privately-owned vehicles

6 Trucks, 3 UNIMOGs, 5 Loaders

### Leased vehicles:

21 Trucks, 4 Loaders

### Hours of operation:

2020: 7,385

2019: 9,243

### 18 Project Machinery items

3 UNIMOGs

2 Mechanical broom sweepers

2 Aerial work platforms

3 Large loaders

2 Small loaders

6 Trucks

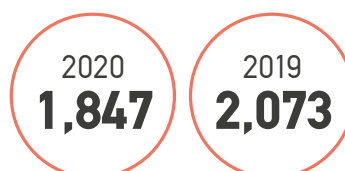
### 20 Maintenance Mobile Equipment machines/ vehicles

10 trailer FLR

6 trailer VMS

4 trailer Signs

### Steel safety barriers repaired (metres)





## 8.4 Incident Management and Intervention Teams

In March 2020, following a relevant instruction by the Traffic Police, we installed two (2) cameras for monitoring and policing the Emergency Lanes (EM). The expenses were covered by Olympia Odos. The cameras

were installed at Kineta and N. Peramos Interchanges, in the direction to Athens and are at the disposal of the Motorway Traffic Police.

### Number of Incidents by Category

	2020	2019	2018
Immobilised vehicle (mechanical failure, flat tire, abandoned, lack of fuel)	9,843	12,560	12,245
Obstacle on the pavement	4,152	4,792	5,253
Accidents	677	881	932
Problems with users (pedestrians, moving to the opposite direction, unauthorized users, dangerous traffic violations)	502	546	598
Traffic congestion	50	57	71
Other emergency incidents (fires, bad weather conditions etc.)	185	265	360
<b>Total</b>	<b>15,409</b>	<b>19,101</b>	<b>19,459</b>

### Road Accidents

	Number 2020	Number 2019	Number 2018
Fatal	2	4	7
Heavy Injuries	2	5	3
Light Injuries	30	37	44
Property Damage	643	835	878
<b>Total</b>	<b>677</b>	<b>881</b>	<b>932</b>

### Response Times

	Time (minutes) 2020	Time (minutes) 2019	Time (minutes) 2018
Olympia Odos Operation	14'	13'	13'
Vehicle Recovery Units	27'	27'	20'
Heavy Vehicle Recovery Units	45'	42'	37'
Traffic Police	19'	20'	20'
Fire Brigade	20'	19'	20'
EKAV Ambulances	23'	23'	24'

### Patrols and Intervention Teams

	Number 2020	Number 2019	Number 2018
Number of vehicles	43	43	43
Kilometers covered	4,007,500	4,537,704	5,151,513

### Vehicle Recoveries

	Number 2020	Number 2019	Number 2018
Conventional Vehicles	2,139	3,043	4,147
Heavy Vehicles	256	346	324

## Distribution of Man-hours by Key Areas of Activity

(Leave hours included)

	Man-hours 2020	Man-hours 2019	Man-hours 2018
Road Safety	138,412	138,669	131,755
Road Maintenance	149,712	151,752	133,140
Electromechanical Maintenance	96,034	97,446	94,220
IT Works	12,346	12,196	12,297
Vehicle Maintenance	12,045	11,104	9,601
<b>Total</b>	<b>408,549</b>	<b>411,167</b>	<b>381,013</b>

## Distribution of Man-hours for Road Safety

	Man-hours 2020	Man-hours 2019	Man-hours 2018
Traffic Management Centres	45,585	45,973	53,277
Patrolling	68,054	72,712	78,128
Training	658	457	350
<b>Total</b>	<b>114,297</b>	<b>119,142</b>	<b>131,755</b>

## 8.5 Regular Large-scale Drills

Within the framework of the preparation to deal with serious incidents in case of fire in the tunnels of the Project, the company conducted two (2) drills with intervention in a tunnel with the participation of all involved parties. In particular:

- On November 27, 2019, a large-scale drill was conducted in the 840m Girokomio Tunnel of Patras Bypass. Representatives of the Ministry for Infrastructure, Transport and Networks, of the Civil Protection and the Regional Administrations of the Emergency Services attended the drill (crash of two vehicles and burst of fire in the tunnel) in live streaming at a specially arranged room of Rion EMC.
- On November 3, 2020 a similar drill was conducted in the 1.800m Platanos Tunnel of Korinthos - Patras NNR. The involved parties run a scenario according to which a fire burst after the crash of a private car on a truck. In cooperation with the competent Authorities it was decided to implement the program for Drills in Tunnels despite the extraordinary health crisis due to the COVID-19 pandemic, by observing strict health protection measures.
- In March 2020 a drill to rescue and evacuate an injured rope access technician has been conducted in the area of Kakia Skala.

## 8.6 Road Safety Awareness Campaigns

Olympia Odos operates having in mind an anthropocentric culture focusing on the benefits the Project offers to its users: Safety, comfort, rapidity and qualitative services. This is why it has developed a program to raise the awareness of people regarding their driving behavior and how to change it.

Within this context:

- The personnel of the Project conveys the message of safe driving and participates in the training of students who visit the Traffic Management Center, in the distribution of information leaflets at the toll stations and in ad hoc activities. In particular, from 28/12/2018 to 20/01/2019, they distributed 100,000 leaflets on driving in snowy conditions and 40,000 leaflets on safe driving in tunnels.
- The Company organizes experiential workshops on driving and drowsy driving and produces special videos in its YouTube channel regarding dangerous driving behaviors such as driving along the Emergency Lane, crashes in a tunnel, U-turn ahead of a toll station, etc.

2019

**100,000**

leaflets on driving in snowy conditions

**40,000**

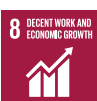
leaflets on safe driving in tunnels





## 9. THE PROJECT'S HUMAN RESOURCES

Since the beginning of our business activity, we focused on safety and protection of human life and on ensuring quality in the work environment. The Company sets goals and provides all necessary resources to create and keep a healthy and safe work environment to the benefit of all its employees, visitors and associates. It sees to constantly improve systems and practices that contribute to the development of the employees and focuses on creating an anthropocentric work environment. In 2020, we invested €375,513 euros in Health and Safety and we offered to our personnel 108 hours of training.



Olympia Odos S.A.

**18** Men

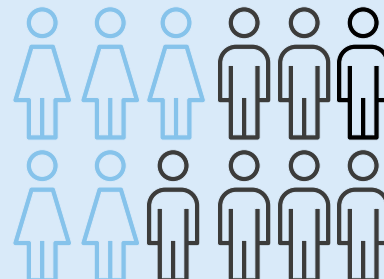
**12** Women

**40% WOMEN**

Olympia Odos Operation S.A.

**279** Men

**187** Women



**100%**

of the Company's employees consider that Olympia Odos is a responsible company in all its activities.

## **"SAFE TOGETHER"**

Participation in the "Safety Week" of VINCI Concessions, with many different training activities.

Training hours

**458**  
2020

**5,788**  
2019



## 9.1 Employment

In Olympia Odos we acknowledge that employment is a major parameter of the sustainability of the organization itself as well as of the economic and social development of all regions along the motorway. This is why we constantly upgrade our Sustainable Development strategy by:

- Contributing to the improvement of the standard of living;
- Ensuring decent working conditions;
- Elaborating responsible practices for all employees;
- Maintaining a stable work environment;
- Encouraging personal and professional development.

By the end of 2020, Olympia Odos had 30 employees, while Olympia Odos Operation S.A. 466, the sweeping majority of whom employed under collective agreements.

For a period of three (3) months, the Technical Direction of the Company employed one trainee. After the end of the traineeship period the said person left the company.

### Overall Human Resources Data

	2020		2019	
	Olympia Odos S.A.	Olympia Odos Operation S.A.	Olympia Odos S.A.	Olympia Odos Operation S.A.
Men	18	279	17	284
Women	12	187	11	203
Total	30	466	28	487

### Human Resources by Age and Gender

	2020								2019							
	Olympia Odos S.A.				Olympia Odos Operation S.A.				Olympia Odos S.A.				Olympia Odos Operation S.A.			
	18-25	26-40	41-50	51+	18-25	26-40	41-50	51+	18-25	26-40	41-50	51+	18-25	26-40	41-50	51+
Men	0	5	5	8	3	105	125	46	0	4	5	8	2	128	110	44
Women	1	2	7	2	1	79	72	35	0	2	7	2	1	100	72	30
Total	1	7	12	10	4	184	197	81	0	6	12	10	3	228	182	74

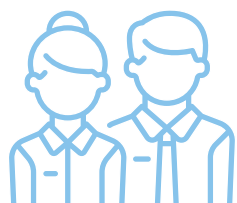


## Human Resources by Type of Employment and Employment Contract

		Olympia Odos S.A.				Olympia Odos Operation S.A.			
		Men	Women	Total	Percentage	Men	Women	Total	Percentage
2020	Total employees	18	12	30		279	187	466	
	Collective agreement	18	12	30	100%	277	187	464	99.6%
	Without collective agreement	-	-	-	0%	2	0	2	0.4%
	Indefinite term employment contract	15	9	24	80%	255	167	422	90.6%
	Definite term employment contract	1	2	3	10%	24	20	44	9.4%
	Third-party employees	2	1	3	10%	-	-	-	-
	Full-time employees	18	12	30	100%	248	122	370	79.4%
	Part-time employees	-	-	-	0%	31	65	96	20.6%
2019	Total employees	17	11	28		284	203	487	
	Collective agreement	17	11	28	100%	282	203	485	99.6%
	Without collective agreement	-	-	-	0%	2	0	2	0.4%
	Indefinite term employment contract	15	10	25	89.3%	247	152	399	81.9%
	Definite term employment contract	-	-	-	-	37	51	88	18.1%
	Third-party employees	2	1	3	10.7%	-	-	-	-
	Full-time employees	17	11	28	100%	248	127	375	77.0%
	Part-time employees	-	-	-	0%	36	76	112	23.0%

## Human Resources by Geographical Area and Gender

Human Resources by Geographical Area and Gender	2020				2019			
	Olympia Odos S.A.		Olympia Odos Operation S.A.		Olympia Odos S.A.		Olympia Odos Operation S.A.	
	Men	Women	Men	Women	Men	Women	Men	Women
Attica	18	12	113	79	17	11	114	84
Korinthos	-	-	42	64	-	-	47	71
Achaia	-	-	124	44	-	-	123	48
Total	18	12	279	187	17	11	284	203



The employment contracts as well as the working time comply with the labor legislation, while particular attention is given to the employment of people from the local communities adjacent to the motorway. Those entitled to pensions from the pension funds retire upon meeting the retirement conditions. In the event of dismissal, a severance pay is offered in accordance with the legislation.

## 9.2 Fair Working Environment

Being responsible, Olympia Odos as a responsible employer guarantees equality and meritocracy. It undertakes to fight against all forms of discrimination for recruitment, employment conditions, promotions, fees, access to vocational training, professional pensions and dismissals, while it supports professional equality.

It applies the principle of equal opportunities in all its internal procedures. Both Olympia Odos S.A. and Olympia Odos Operation S.A. lay great emphasis on the capacity to attract employees by communicating its

offers and using networks that maximize the potential of discovering talents and skills. At the same time it adopts initiatives such as recognition plans, fair fees, special and unique benefits, investments in training and development.

We at Olympia Odos believe that diversity is a factor of progress and wealth. The company employs 40.2% of women, out of whom 3% are senior and managing officials.

### Gender Ratio by Employees Category/Rank

		Olympia Odos S.A.					Olympia Odos Operation S.A.				
		Number			%		Number			%	
		Men	Women	Total	Men	Women	Men	Women	Total	Men	Women
2020	Top Executives	4	0	4	100.0%	0.0%	2	1	3	66.7%	33.3%
	Managers	10	5	15	66.7%	33.3%	6	2	8	75%	25%
	Administrative staff	4	7	11	36.4%	63.6%	49	23	72	68.1%	31.9%
	Technical Staff	-	-	-	-	-	37	0	37	100%	0%
	Blue Collar (tolls / road operation)	-	-	-	-	-	185	161	346	53.5%	46.5%
	<b>Total</b>	18	12	30	60.0%	40.0%	279	187	466	59.9%	40.1%
2019	Top Executives	4	0	4	100.0%	0.0%	2	1	3	66.7%	33.3%
	Managers	10	5	15	66.7%	33.3%	6	2	8	75.0%	25.0%
	Administrative staff	3	6	9	33.3%	66.7%	49	24	73	67.1%	32.9%
	Technical Staff	-	-	-	-	-	38	0	38	100.0%	0.0%
	Blue Collar (tolls / road operation)	-	-	-	-	-	189	176	365	51.8%	48.2%
	<b>Total</b>	17	11	28	60.7%	39.3%	284	203	487	58.3%	41.7%



Olympia Odos implements various benefit schemes for its full-time employees, that are governed by the principles of equal treatment and transparency. These benefits, depending on the job, include medical care, life insurance, free-passage cards for Olympia Odos tolls and E-pass (Attiki Odos), vouchers, car and mobile phone.

## 9.3 Skill Management and Development

We at Olympia Odos believe that it is necessary to foster professional development of our employees. Our approach aims at best managing their career, a goal achieved by developing their skills, by providing them with training adapted to their jobs and by developing new qualifications.

In particular, because of the nature of the Project, we focus on:

- Keeping the posts;
- The selective recruitment of new talents;
- Better managing professional development and mobility;

- Developing new skills emphasizing on innovation, environmental sustainability and digital transition;
- Improving the framework of continuing vocational training.

In 2019-2020 we focused on training issues relevant to Taxation, Internal Audits, ICA, Customer Service, Corporate Responsibility, Digital Marketing, Time and Stress Management, IT, Corporate Communication, Crisis Management. In 2019-2020 we offered more than 6,220 hours of training, almost 8.5 hours per employee.

Additional information on the organization's human resources can be found at the Report appendix, pages 118-119.

### Employees' Performance Evaluation

Evaluation Data	2020				2019			
	Olympia Odos S.A.		Olympia Odos Operation S.A.		Olympia Odos S.A.		Olympia Odos Operation S.A.	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Total employees	30		466		28		487	
Total employees evaluated	0	0%	444	95.3%	24	85.7%	465	95.5%
Men	0	0%	269	60.6%	13	54.2%	274	58.9%
Women	0	0%	175	39.4%	11	45.8%	191	41.1%

### Training and Education by Topic

	2020				2019			
	Olympia Odos S.A.		Olympia Odos Operation S.A.		Olympia Odos S.A.		Olympia Odos Operation S.A.	
	Entries	Training Hours	Entries	Training Hours	Entries	Training Hours	Entries	Training Hours
Occupational Health And Safety	25	100	1	8	20	60	906	3,624
Quality	20	20	-	-	20	60	3	48
Technical Issues	-	-	-	-	4	32	21	336
Human Resources Management & Leadership	20	100	-	-	1	8	4	32
Financial - Accounting	-	-	1	16	6	74	11	110
Customer Service	-	-	-	-	3	24	113	1,356
Legal Issues	2	38	1	16	1	8	-	-
Communication	20	160	-	-	2	16	-	-
<b>Total</b>	<b>87</b>	<b>418</b>	<b>3</b>	<b>40</b>	<b>57</b>	<b>282</b>	<b>1,058</b>	<b>5,506</b>

## 9.4 Health & Safety at Work

Olympia Odos invests significant resources to ensure the best working conditions, and it applies special procedures to ensure the protection of all employees. The company's concern is to prevent accidents and occupational diseases, as well as to observe the procedures to protect Health and Safety in the place of work.

In its offices, the Company observes the principles of ergonomics as regards the equipment of the workplace and provides regular training about Health and Safety.

Both the offices and the MSSs guarantee the best possible operation and safety to the employees (lighting, fire protection, maintenance of the structure and technical facilities, access), while the materials are selected having in mind the health and safety of both the employees and the users.

In particular as regards the employees at the worksites, health and safety are significant parameters of the overall design of the project. The Technical Division of Olympia Odos has elaborated and implements a recruitment strategy that provides for special procedures. At the worksites, an intolerant policy on the protection and safety of all employees is implemented. This policy is based on their education and training on Health and Safety issues.

By way of example, we quote the following:

- The initial Health and Safety training of the subcontractors is defined depending on the object of the work to be carried out by the subcontractor and includes the following topics: Health and Safety policy, report/investigation of accidents, fire-fighting, worksite/site evacuation, manual tools, load lifting.
- We ensure that all employees, members of our personnel or of the subcontractors, at the worksites and the crews make proper use of the personal protection equipment (PPE);
- We conduct on-site inspections and provide guidance where necessary;
- We comply with the key safety rules during the construction and maintenance works, we observe the Greek legislation and comply with the OHSAS 18001:2007 international standard for our business operation;
- We do not just comply with the law but we also undertake all costs to provide all organizational resources to protect the employees who are mainly members of the subcontractors.

Olympia Odos S.A. ensures all necessary resources to achieve a series of goals:

### Health and Safety Management System



- Timely identification, assessment and minimization of risks relevant to the company's activities;
- Application of a management system based on the relevant international standards (ISO) on health and safety and observance of all procedures and practices for safe working by the personnel of the company and its subcontractors. The aim is the broader participation of the employees in identifying the working risks within the framework of the Integrated Management.
- Establishing procedures to analyze and assess all accidents and incidents relevant to the safety in the place of work, as part of an Integrated Management Program.
- In-depth training of the employees about the importance of observing the safety procedures and protocols;
- Information and understanding by all employees, visitors and associates of how important it is to apply the health and safety standards, regulations and policy in the place of work;
- Constant improvement of the health and safety policy to increase its effectiveness and comply with the updated standards and best practices.

### Inspections (Olympia Odos S.A.)

	2020	2019	2018
Internal Health and Safety inspections	1	1	1
Inspections by a certification body	0	1	1
Inspections by a Safety Technician (hours)	50	50	50

### Total Man-hours

	2020						2019					
	Olympia Odos S.A.			Olympia Odos Operation S.A.			Olympia Odos S.A.			Olympia Odos Operation S.A.		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Company	27,200	18,200	45,400	477,613	293,258	770,871	30,500	20,300	50,800	523,552	346,284	869,836
Subcontractors	306,400	76,600	383,000	-	-	-	422,000	106,000	528,000	-	-	-

### Response to COVID-19

Since February 2020 we experience a very difficult period in which unprecedented conditions prevail due to the COVID-19 pandemic. Considering the health and safety of our employees to be a first priority, we take the necessary actions to keep the motorway in full operation to serve the supply chain and to contribute to the efforts of the State to prevent the spread of the pandemic. In particular, Olympia Odos has taken a series of actions.

- Detailed information and application of the Guidelines of the Greek National Public Health Organization (EODY) on personal hygiene and protection measures.
- Specific instructions to employees with symptoms of the virus, suspected contamination, or have recently returned from an area with documented and ongoing spread of Covid-19 or belong to vulnerable groups;
- Setting up an Olympia Odos Covid-19 Risk Team responsible to monitor the implementation of the protection measures, to evaluate the efficiency of the proposed measures, to ensure the availability of the resources, to provide any possible support to the employees regarding the implementation of the measures.
- Emphasis given to the daily cleanliness of the places of work using disinfectants, and distribution of antiseptics, protection masks and gloves to all our business units.
- Flexible working hours to prevent the gathering of crowds in the communal areas.
- Where possible, organization of teleconferences or videoconferences.
- Teleworking.
- For every construction/maintenance project, regardless of its size, the supplier/subcontractor is required to assess the health conditions in order to ensure that the additional measures can be observed. Within this context, the supplier/subcontractor shall appoint a person responsible for the measures to be implemented.



## Safety Week

Health and safety at work is a priority for Olympia Odos and a long-term commitment of its majority shareholder VINCI Concessions. Olympia Odos participate in the Safety Week 2019 (7-11 October) and 2020 (2-6 November). Within the context of this event, a series of training activities were organized with presentations, videos and experiential workshops with scenarios based on the everyday routine. In 2020, the event was international, for the first time. It was marked by the simultaneous presence of all members of VINCI Concessions network and focused on the motto "Safe together".



## Health and Safety Indicators

	Olympia Odos S.A.						Olympia Odos Operation S.A.					
	2020		2019		2018		2020		2019		2018	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Hours of absence / total work hours (%)	0	0	0	0	0	0	2.72%	3.30%	0.42%	0.49%	3.7%	
Number of fatal accidents	0	0	0	0	0	0	0	0	0	0	0	
Incidents without days of absence	0	0	0	0	0	0	0	0	0	0	0	
Lost Day Rate (LDR)	0	0	0	0	0	0	17	43	44	29	120	
Absence rate (AR)	0	0	0	0	0	0	136	344	352	232	960	
Total work accidents	0	0	0	0	0	0	2	3	3	2	11	
Work accidents with days of absence from work	0	0	0	0	0	0	2	3	2	2	11	



## 9.5 Human Resources Training on Health and Safety Issues

Fostering a culture of prevention is particularly important for our company. The protection of health and safety thanks to the prevention of labor accidents and occupational diseases and by fostering the relevant culture is our characteristics.

### Training on Occupational Health and Safety Issues by Employees Category

	2020						2019					
	Number of Participants			Training Hours			Number of Participants			Training Hours		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>Olympia Odos S.A.</b>												
Top Executives	2	0	2	8	0	8	2	0	2	6	0	6
Managers	7	3	10	28	12	40	6	3	9	18	9	27
Administrative staff	6	7	13	24	28	52	4	5	9	12	15	27
<b>Total</b>	15	10	25	60	40	100	12	8	20	36	24	60
Subcontractors	72	0	72	72	0	72	98	0	98	98	0	98
<b>Olympia Odos Operation S.A.</b>												
Top Executives	0	0	0	0	0	0	2	1	3	16	8	24
Managers	0	0	0	0	0	0	6	2	8	48	16	64
Administrative staff	1	0	1	8	0	8	50	23	73	392	184	576
Technical Staff	0	0	0	0	0	0	37	0	37	288	0	288
Blue Collar (tolls / road operation)	0	0	0	0	0	0	192	169	361	1,436	1,236	2,672
<b>Total</b>	1	0	1	8	0	8	287	195	482	2,180	1,444	3,624

### Health and Safety Training Topics

	Olympia Odos S.A.				Olympia Odos Operation S.A.			
	2020		2019		2020		2019	
	Entries	Training Hours	Entries	Training Hours	Entries	Training Hours	Entries	Training Hours
Ergonomics	25	50	-	-	-	-	-	-
Protection Against COVID-19	25	50	-	-	-	-	-	-
Earthquake	-	-	20	20	-	-	-	-
Emergency - Evacuation	-	-	20	20	-	-	-	-
Fire Safety	-	-	20	20	-	-	-	-
First Aid	-	-	-	-	-	-	424	1,696
Healthy Diet	-	-	-	-	-	-	482	1,928
Proper Use of Protective Equipment	-	-	-	-	1	8	-	-
<b>Total</b>	50	100	60	60	1	8	906	3,624
"10 Non-negotiable Rules" (Subcontractors)	72	72	98	98	-	-	-	-

## 9.6 Investing in Health and Safety

In 2020, the total expenses planned and incurred to apply our Health and Safety policy amounted to €375,513.

### Health and Safety Investment Categories

	Olympia Odos S.A. and Olympia Odos Operation S.A.		
	2020	2019	2018
Maintenance of the fire safety system for the management building	9,902	7,165	6,908
Workspace upgrade	1,600	1,600	7,480
Employee medical coverage plan	269,162	246,950	270,597
Implementation - upgrading of Personal Protective Equipment	75,590	67,285	53,834
Certifications	1,900	4,150	2,940
Training and education	-	13,564	12,756
Occupational physician/safety technician	5,853	5,703	6,779
Pharmacy expenses/medical supplies	5,006	6,372	35,111
External consultant	6,500	-	-
<b>Total</b>	<b>375,513</b>	<b>352,789</b>	<b>396,405</b>

## 9.7 Activities during the Customer Service Week

In 2019, Olympia Odos celebrated three (3) years of participation in the National Customer Service Week organized under the auspices of the Greek Customer Service Institute (EIEP). Within the context of the National Customer Service Week special activities were organized for the drivers and the OLYMPIA PASS subscribers, as well as internal activities to recognize and award our employees.

In 2019-2020, we organized a series of activities:

- Nutrition and Health seminars for our employees;
- Return on the field thanks to "Managers back to the floor" program;
- Family Day and Street Art training for the children of our employees;
- Distribution of First Aid Kits at the CSC.

# Διατροφή και εργασία σε βάρδιες

**DON'T**

- ΑΛΛΑΓΗ ΣΥΝΗΘΕΙΩΝ
- Περιορισμός τσιμπολογήματος
- Αποφυγή γρήγορων και τυποποιημένων σνακ
- Αποφυγή λιπαρών και πικάντικων φαγητών ιδιαίτερα σε βραδυνές βάρδιες
- Προσοχή σε ροφήματα που περιέχουν καφεΐνη ή γλυκαντικές ουσίες
- Αποφυγή αλκοολούχων ροφημάτων

Υγεία







## 10. PRESERVING THE ENVIRONMENTAL WEALTH

Olympia Odos aims at operating the Motorway in an innovative and environmentally-friendly manner. The use of modern technologies to protect the environment is part of the strategy of Olympia Odos for environmentally sustainable road infrastructures. Thus, the quality of life of the users and residents of the adjacent areas is not put at risk. By applying this strategy, the Company invests in the Motorists Service Stations (MSS) and this is why Psathopyrgos MSSs were the first sites along a motorway offering all types of fuels available on the market.





## COMPRESSED NATURAL GAS STATION

(FISIKON-CNG) at Psathopyrgos  
Motorists Service Stations  
Investment of €500,000 euros



**160**

24hours/day  
measurements  
of the Road  
Traffic Noise

**128,000 m<sup>2</sup>**

of marking using an innovative  
and environmentally-friendly  
marking material

**82%**

less emissions of volatile  
organic compounds



## SUPPLY OF CERTIFIED GREEN ENERGY

28,338 MWh to meet the needs of the motorway

# Energy innovation at the Motorists Service Stations

### Psathopyrgos Motorists Service Stations

In November 2020, the Compressed Natural Gas Station (FISIKON-CNG) started its operation at Psathopyrgos Motorists Service Stations (MSS) making them the first site along the motorway offering this specific fuel which is more environmentally-friendly.

Moreover, Psathopyrgos MSSs are the first in Greece to offer all types of fuel -petrol, diesel, autogas (LPG), natural gas (CNG), EV charge- available on the market.

At Psathopyrgos MSSs, on both traffic directions, two (2) similar and standalone systems for the supply of Compressed Natural Gas (CNG) have been installed. The gas stations are supplied with mobile tanks (mother-daughter) fuel trucks.

The various parts of the gas stations are the following:

- 1 compact compression unit with a flow rate of up to 2,500 Nm<sup>3</sup>/h;
- plaza for the mobile tanks / tank trucks;
- 2 Compressed Natural Gas dispensers, 1 for cars and light vehicles and 1 for trucks.

The CNG system (equipment and refueling and controlling infrastructure) is designed in accordance with the Ministerial Decision ref. 93067/1083 and the European Standard EN 16923. All materials and equipment are certified by the relevant manufacturers, while the CNG facility has been certified, as for the observance of the specifications, in its entirety by an independent certification agent, thus offering maximum safety during its operation.

## FISIKON CNG SYSTEM

An investment of more than  
€500,000 euros.





### **Velo Motorists Service Stations**

In accordance with the European Directive 31/2010 which settles the building energy consumption to reduce the total greenhouse gas emissions, we continued to upgrade the MSSs. In particular, in 2019 we proceeded with the energy upgrading of the Velo MSS restaurant to a B+ EPC rating. This is an important initiative added to the energy rating of the MSSs of Psathopyrgos in 2017.

Two (2) direct current fast charging stations were installed at Velo MSSs. The charging stations are equipped with operating functionalities that make them user-friendly, such as the touch screen with a multilingual menu giving instructions and information

about the vehicle charging, lighting of the spot by activating motion sensors, canopies and protection systems. Access is easy and flexible and is offered through the CHARGING (FORTIZO) network in various ways offering the possibility to the users to use the infrastructure 24 hours a day 7 days a week. Both charging stations are 100% powered by “clean” energy produced in its entirety by renewable sources, with official certificates of origin, thus contributing to the sustainability of the trips made by those charging their EV at Velo MSSs.

The EV quick charging infrastructure at the MSSs of the motorway are a typical but limited example of the actions we take.

# New generation of materials for the Marking of Elefsina-Korinthos Section

In June-August 2020, the new marking along the Elefsina - Korinthos section, of a total surface of 128,000 m<sup>2</sup> has been completed using a new generation groundbreaking material. This material is non-toxic, water-soluble and therefore harmless, while it has been designed to offer high yield. Although it is 50% more

expensive than the conventional materials, it presents better functional features which justify its increased cost. The marking works have been completed ahead of schedule thanks to the high quality of the material, thus causing less discomfort to and increasing the safety of the drivers.

Extensive Marking Works performed responsibly  
and in the light of Innovation

### MARKING MATERIAL

**20%**

better  
brightness

**100%**

better  
reflectivity

**30%**

less man-hours  
required.

### SAFETY

**82%**

less VOCs

**92%**

less ODS



Less traffic  
arrangements;



Safe for the employees  
and environmentally  
neutral

### FROM JUNE TO AUGUST 2020

**118,959 m<sup>2</sup>**

longitudinal markings;

**8,183 m<sup>2</sup>**

zebra markings

**1,000**

safety symbols  
(arrows, stops, etc.)

**3,500**

man-hours

## 10.1 Our Environmental Footprint

An important parameter that shall be taken into consideration for the integrated management of the motorway is its natural environment. The construction and operation of the Project affect the ecosystem and the natural resources. Traffic noise, wastes, emissions and consumption of the resources affect the natural environment. The policy of Olympia Odos is to minimize the impact of these factors by systematically monitoring new technology applications and implementing available best practices. The Environmental Management System, certified according to ISO 14001 for all our activities, contributes to that purpose. All environmental management initiatives are presented in detail in the environmental reports drafted and released by our Company according to the terms of the Concession Agreement.

### Adjustment of the Road Lighting in Lane Covers and Cut & Covers

A design has been elaborated for the Lane Covers and Cut & Covers shorter than 200 m to examine if it is possible to cut the energy consumption for the lighting of the road during the day, in accordance with the legal provisions in force. It is founded on the proportion of the area covered by the field of view of a driver while exiting a structure compared to the entrance of the structure, expressed as a percentage - Look Through Percentage (LTP) method. In the six (6) structures that have been examined, it was possible to decrease the "day lighting" and/or to eliminate it, thus entailing additional energy and cost savings without making any additional investment.

### Electric Power

The consumption of electric power in the tunnels, the buildings and the facilities as well as for meeting the road lighting needs, has a significant environmental impact. Our initiatives to cut the energy consumption and to improve our energy performance pertain to the entire motorway.

### Tunnel Lighting Optimization

Moreover, measurements were conducted in three different KO-PA tunnels and the existing photometers were set to use all lighting levels in order to prevent the over-illumination of the tunnels.

### Green Certificate

Since November 2019, Olympia Odos is supplied with power of a certified origin from 100% renewable sources (Green Certificate), in compliance with the European Directives 2003/54/EC and 2009/72/EC and the Greek legislation, pertaining to all energy needs of the motorway. This corresponds to almost 16,300 tons (tCO<sub>2</sub>) of carbon dioxide equivalent less per year.

### Energy Consumption for Road Lighting and Facilities (kWh)

	2020	2019	2018
Tunnels	14,608,714	14,916,101	19,024,128
Road lighting	8,734,764	8,432,786	7,917,452
Buildings/ Facilities	5,327,057	5,394,010	6,717,981
<b>Total</b>	<b>28,670,535</b>	<b>28,742,897</b>	<b>33,659,561</b>

### Energy Consumption for Olympia Odos S.A. Offices (kWh)

Source	2020	2019	2018	2017
Grid	52,231	42,383	42,655	42,151



## Emissions and Air Quality

The environmental impacts of the motorway operation include emissions, mainly carbon oxide (CO, CO<sub>2</sub>), sulphur oxides (SO<sub>2</sub>) and nitrogen oxides (NO<sub>x</sub>) generated by the traffic. The emissions are monitored by three permanent air quality measurement stations that operate

24 hours a day according to the Greek legislation and the Directive 2008/50/EC of the European Parliament and of the Council on ambient air quality and cleaner air for Europe. The data are notified to the competent services which confirm compliance with the permissible limits.

## Emissions

Semester	Station	SO <sub>2</sub> (µg/m <sup>3</sup> )	NO <sub>2</sub> (µg/m <sup>3</sup> )	O <sub>3</sub> (µg/m <sup>3</sup> )	CO (mg/m <sup>3</sup> )	Exceedances of limits PM <sub>10</sub>	PM <sub>2.5</sub> (µg/m <sup>3</sup> )	C <sub>6</sub> H <sub>6</sub> (µg/m <sup>3</sup> )
A´ 2019	Korinthos	96.0	73.0	98.0	0.58	0	11.6	0.9
	Aigio	35.0	67.0	96.0	0.37	1	12.6	0.6
	Patras	12.9	65.9	86.1	0.69	2	11.3	0.9
B´ 2019	Korinthos	78.0	80.0	116.0	0.52	0	10.8	0.8
	Aigio	20.0	118.0	85.0	0.50	1	9.9	0.2
	Patras	11.0	71.1	87.6	1.07	1	8.7	0.5
A´ 2020	Korinthos	28.0	74.0	127.0	1.93	4	11.2	0.8
	Aigio	250.0	174.0	143.0	0.78	5	11.6	0.9
	Patras	25.5	74.0	126.7	1.23	4	11.2	0.8
B´ 2020	Korinthos	140.0	102.0	6.0	13.23	0	11.2	1.0
	Aigio	23.0	139.0	99.0	0.30	0	9.4	0.5
	Patras	12.8	74.5	124.8	0.45	0	8.7	0.6
<b>Maximum hourly rate:</b>		<b>Maximum daily average of 8 hours</b>		<b>Average daily rate:</b>		<b>Average hourly rate:</b>		
SO <sub>2</sub> : limit 350 µg/m <sup>3</sup>		CO: limit 10mg/m <sup>3</sup>		PM <sub>10</sub> : limit 50 µg/m <sup>3</sup> (maximum 35 times per year)		PM <sub>2.5</sub> : limit 25 µg/m <sup>3</sup>		
NO <sub>2</sub> : limit 200 µg/m <sup>3</sup>						C <sub>6</sub> H <sub>6</sub> : limit 5 µg/m <sup>3</sup>		
O <sub>3</sub> : alert threshold 180 µg/m <sup>3</sup>								

During the 2nd semester of 2020, the limit value of CO has been exceeded twice at Korinthos station.

## Monitoring the Road Traffic Noise

The effects relevant to the noise are particularly important to the health of the employees and the quality of life of the local communities. The Road Traffic Noise Monitoring Plan includes specific procedures for the measurement and recording of the traffic volume in accordance with the specifications and the requirements of the legislation in force. The data are notified to the competent services which verify compliance with the permissible limits.

Within the context of the plan for recording the noise level at the various road sections, 160 24-hour measurements have been made in 2019 and 160 in 2020.

More specifically, for both years:

**45**

measurements  
on Elefsina - Korinthos  
section

**17**

measurements  
on Patras Bypass.

**98**

measurements  
on Korinthos - Patras  
section

**48**

Corporate Fleet vehicles  
Kilometres covered:  
2019: 1,355,710 km  
2020: 1,183,992 km

## Waste Management

Olympia Odos tries to improve the way we manage the wastes that we produce by focusing on reducing their quantity and properly dispose them. Waste is classified into hazardous and non-hazardous and sorted into municipal waste and special waste. Municipal waste is produced at the offices and facilities. Special waste is mainly produced by the operation of the motorway

and the maintenance of the infrastructure. Waste is collected, sorted and stored in specific closed sites from where is transported to third parties authorized to recycle or dispose it. A special storage and management procedure is foreseen for hazardous waste, according to the legislation. The waste produced is shown on the following table:

### Waste Management in the Motorway

Waste Category	Hazardous / Non-Hazardous	Waste	Olympia Odos S.A. and Olympia Odos Operation S.A.			Management through Certified Partners
			2020	2019	2018	
Urban waste	Non-Hazardous	Household waste (parking lots) (tonnes)	-	162.28	138	Disposal in landfills
	Non-Hazardous	Household waste (cleaning works) (m³)	-	833	1,437	
Raw materials and semi-manufactured goods	Hazardous	Battery packs (Kg)	334	251	467	Recycling / Recovery
	Hazardous	Batteries (Accumulators) (Kg)	720	2,933	1,083	
	Hazardous	Light bulbs (Kg)	290	310	2,590	
	Hazardous	Toners (pcs)	124	225	166	
	Non-Hazardous	Tires (pcs)	-	-	49	
	Non-Hazardous	Metal (Kg)	20,775	71,000	59,932	
	Non-Hazardous	Plastic (Kg)	4,320	740	1,795	
	Hazardous	Electric and electronic waste (Kg)	636	1,853	982	Re-Refining
	Hazardous	Lubricating oils waste (litres)	1,360	3,070	1,400	
	Hazardous	Oil filters (Kg)	-	213	-	
	Hazardous	Antifreeze liquids (litres)	1,490	2,730	-	
Mixed waste	Non-Hazardous	Wastewater (urban wastewater) (m³)	-	777	1,082	Wastewater treatment
	Non-Hazardous	Animal tissue waste (Kg)	3,319	3,981.5	3,566	Incineration
	Non-Hazardous	Clothes (Kg)	-	-	637	Recycling / Recovery

## Biodiversity

The works for the construction and maintenance of the infrastructure require the implementation of special protection measures when the Project crosses sites of particular natural, cultural or archaeological interest or when it is adjacent to them, so that our activities could affect the existing ecosystem as less as possible. The protection measures implemented in accordance with the instructions of the local authorities and the legislation in force have been designed to protect and preserve the ecosystem, the fauna and the flora, the biodiversity and the cultural/archaeological heritage of these specific areas.

In particular as regards the fauna, Olympia Odos participates, as end user, in the activities of the actions the EU LIFE- Nature program, within the framework of which In 2019, the LIFE GRECABAT project and the Helmos-Vouraikos Management Body teams made a joint information visit with officials of Olympia Odos to the drainage tunnels of Panagopoula, within the framework of the LIFE GRECABAT project preparatory activities. Olympia Odos is the only Greek motorway where wildlife species find refuge. Any man-made intervention in the area is implemented with great attention in order to protect the environment where these bats dwell.



## New Irrigation System

Within the context of preserving the natural landscape of the Project, Olympia Odos is responsible for its irrigation effected by means of the installed irrigation network covering part of the Project or by means of water tank trucks. The water used comes from the irrigation network of Attiki Odos, the municipal network of N. Peramos and ten (10) boreholes.

## Environmental Investments

According to the certified expenses for the period of 2019-2020, the expenses incurred for works and initiatives to protect the environment amount to €2,523,208 and pertain to the construction, heavy maintenance and operation of the motorway.

## Environmental Management Investments

	Olympia Odos S.A. and Olympia Odos Operation S.A. (in €)		
	2020	2019	2018
Planting, restoration, protection and maintenance of green areas	451,580	504,175	519,530
Traffic noise monitoring program	45,000	27,000	28,960
Environmental consultants and employees for monitoring the application of Environmental Terms	300,000	255,000	100,859
Operation of atmospheric pollution and meteorological data stations	38,342	40,561	33,000
Certifications	1,900	1,900	3,829
Environmental protection studies and projects	209,350	153,400	85,748
Waste management	265,000	230,000	177,786
Upgrading tunnels' lighting with LED	-	-	9,629,059
Environmental training and education	-	-	1,890
<b>Total</b>	<b>1,311,172</b>	<b>1,212,036</b>	<b>10,580,661</b>









## 11. OUR SOCIAL FOOTPRINT

A major priority for Olympia Odos is to support, develop and promote the communities adjacent to the motorway. This is why we encourage initiatives that focus on road safety, education, culture, sports and the environment, and we create added value through our synergies with local bodies and our relations with the local communities. Through our initiatives we intend to promote the real headliners of the Project: all communities along the motorway, all those who use it and all those who work for it or along it.





Free of charge transactions  
for disabled people

2020  
**169,538**

2019  
**219,948**

Social Product

2020  
**€118**  
MILLION

2019  
**€142**  
MILLION

## “IN REAL LIFE THERE IS NO UNDO”

Road Safety Plan

**31 SCHOOLS - 3,144 STUDENTS**

## 510 CHILDREN & 507 PARENTS

“Do Greek parents-drivers set a good example  
for their children?”

Survey conducted by the Fondation VINCI  
Autoroutes



## 300,000 VIEWS

for the videos on the Gastronomic  
Destinations of Olympia Odos



**35,000**

biodegradable and compostable bags  
were distributed within the context of  
“Let’s do it Greece”

## “OLOI MAZI BOROUME KAI STO PERIVALLON”

8th Year of SKAI TV campaign

## Social Investments

Olympia Odos focuses its efforts in the communities with which it shares natural and historical resources and aspires at remaining their strategic ally for the economic and social development of the Greek regions.

The effects of our activities, such as the development of infrastructures, the strengthening of the cultural and historical heritage, the contribution to employment and social integration policies and the effort to minimize any negative impacts, form our social footprint which we always try to improve by lending a listening ear to the needs and concerns of our stakeholders.

This is why we commit to contribute to:

- The economic growth and support of the local heritage of the region;
- The social cohesion of the local communities by means of employment policies and boosting their social features;
- The consultation with the residents of adjacent areas to efficiently manage the impacts of our operation on the economy, the development, the health and the environment;
- Volunteering initiatives to support the most vulnerable groups.



## Annual contribution to Social Development – “Social Product” (in th. €)

	2020	2019	2018
Payments to suppliers (incl. VAT)	88,574	108,291	118,429.6
Employee salaries and benefits (incl. insurance contributions)	2,060.6	2,217.7	2,578.6
Payments to providers of capital	8,323.5	10,285.3	52,962.8
Taxes paid	18,172.0	20,699.8	10,101.5
Social Investment and Strategic Management	454.3	706.9	727.5
<b>Total «Social Product»</b>	<b>117,584.4</b>	<b>142,200.7</b>	<b>184,800</b>

## Social Investments (in €)

	2020	2019	2018
Free of charge passages (people with disabilities etc.)	371,691	481,834	437,415
Support for social causes	30,033	28,201	59,489
Training and awareness activities	3,600	55,703	40,457
Sport activities	26,200	40,680	41,852
Cultural activities	2,000	38,972	32,436
Environmental activities	6,610	11,312	8,800
Other	900	6,989	20,990
<b>Total</b>	<b>441,034</b>	<b>663,691</b>	<b>641,439</b>

### Free of charge transactions for Disabled People

Acknowledging that both disabled people and their families are excluded from services and goods existing in the natural and built environment and that they may

face financial difficulties, Olympia Odos offers free of charge transactions from the toll stations of the motorway.

## Support for People with Disabilities

	2020	2019	2018
<b>Free of charge transactions</b>	<b>169,538</b>	<b>219,948</b>	<b>202,198</b>
Investment (in €)	371,691	481,834	437,315

## ROAD SAFETY

Road safety relates with various factors such as the infrastructure, the means, the user and the conditions under which the road environment is perceived. This is why Olympia Odos aims at developing, through training, the capacity to safely meet the requirements of the road environment and at informing about the rules that govern it. The training of students, parents and drivers aims at informing them about the major causes of accidents and at encouraging them to adopt the “proper driving behavior”.

Objectives:

- Raise the awareness of the public on responsible driving issues.
- Improve the driving culture in Greece, by fostering synergies with competent bodies and taking advantage of our international experience and knowledge on this issue.

The Corporate Social Responsibility program pertaining to the Road Safety in schools is called “In real life there is no Undo”. The program was designed in 2019 and will be implemented for three years minimum. The objective is to inform more than 12,000 students of High School and of the 3rd grade of secondary school. The activities of 2020 were canceled because of the imposed lockdown due to the Covid-19 pandemic.



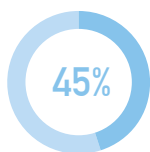
### Fondation VINCI Autoroutes: “Do Greek parents-drivers set a good example for their children?”

In November 2019, Fondation VINCI Autoroutes published the results of an innovative survey about the Greek parents in their capacity as drivers which investigates the opinion of children about how their parents drive. 510 children of 8 to 16 years of age were questioned as well as 507 parents of children of the same age,

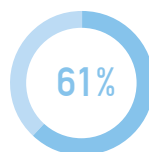
covering a representative range of these groups of population in terms of gender, age, area, city category and profession (only for parents).

Some of the key conclusions that arise from the said survey are the following:

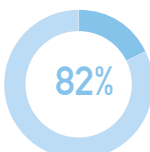
#### According to the children:



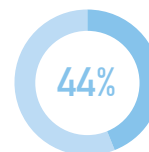
of the parents do not buckle up the seatbelt of their children for short routes, although just 27% of the parents admit doing so;



of the children hear their parents honk the horn impolitely, but only 52% of parents admit doing so.



8 out of 10 children state that their parents answer their mobile phone and 6 out of 10 parents (59%) call someone while driving. However, only 68% of the parents admit doing so.



Children state that their parents do not stop for pedestrians to pass (44%), a behavior admitted only by 38% of the parents and 44% of the fathers.

The program “In real life there is no Undo” consists of two axes:

### 1) Hellenic Road Safety Institute (RSI) “Panos Mylonas” Road Safety Program “Do it right” for schools

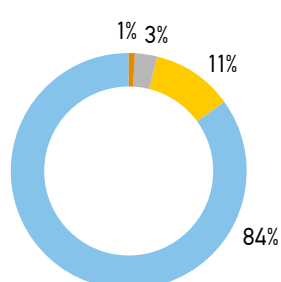
The Hellenic Road Safety Institute (RSI) “Panos Mylonas” and Olympia Odos S.A. cooperate to train students of the Secondary Schools on important road safety issues. In 2019, more than 3,000 students and their teachers attended the innovative experiential educational program elaborated by the RSI where they used the state-of-the-art simulators of the Institute. The scientifically documented program aims at raising the awareness about crucial traffic education and road safety issues and is implemented in areas crossed by the Motorway.

### 2) Visits of Schools to the Motorway Facilities

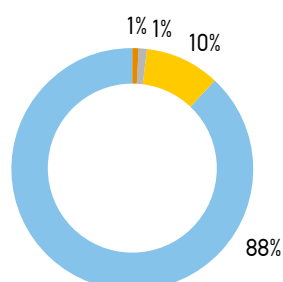
Children can understand the concept of concession projects, how the road is operated as well as the ultimate purpose of the Project, i.e. to improve road safety. In 2019, 100 students of the Vocational High School (EPAL) of Kiato visited the Traffic Management Centers and were informed about the operation of the motorway, the tunnel systems and other issues regarding their vocational orientation.

### RSI Road Safety Program “Do It Right” for Schools

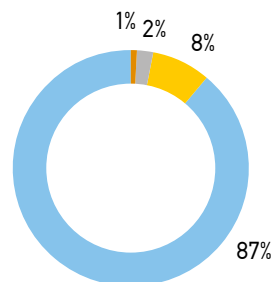
#### The training helped me



To become a more conscious motorway user



To understand the causes and consequences of motorway accidents



To understand the importance of safe driving

Definitely yes Probably yes Probably no Definitely no

#### Comments made by teachers:

“The presentation was very nice and I believe that the children got answers to their questions, while the specialists informed them in the best possible way. Congratulations for your efforts. Continue with what you are doing!”

#### Comments made by students:

“Proper and useful information. Theoretical and practical part. Perfect! Nice, interactive and useful.”  
 “Now I can understand how important is to abide by the driving behavior rules.”

#### “Do it right”

	Patras	Rio	Aigio	Kalavrita	Derveni	Kiato	Akrata	Total
Schools	3	2	2	7	3	10	4	31 Schools
Students	630	267	529	272	159	1.117	170	3,144 Students





The core motto of DIAZOMA Association is “Monuments are the core of life, sustainability and sustainable development”. One of our best fellow travelers in this visionary trip is OLYMPIA ODOS S.A. Together we watch our dreams unfold so that motorways could become a new growth model for our country.

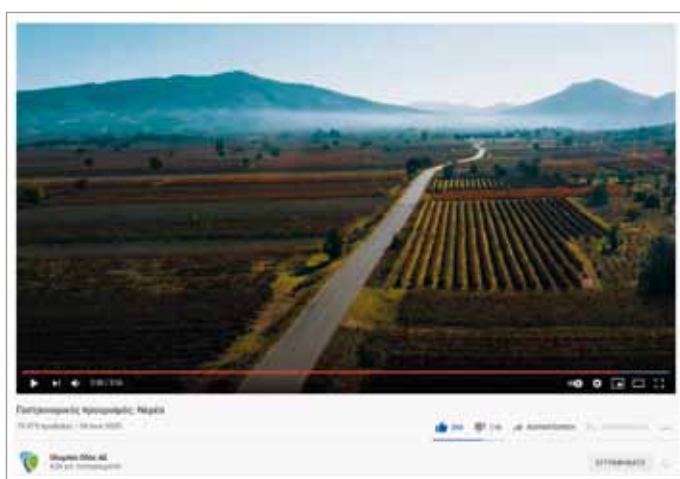
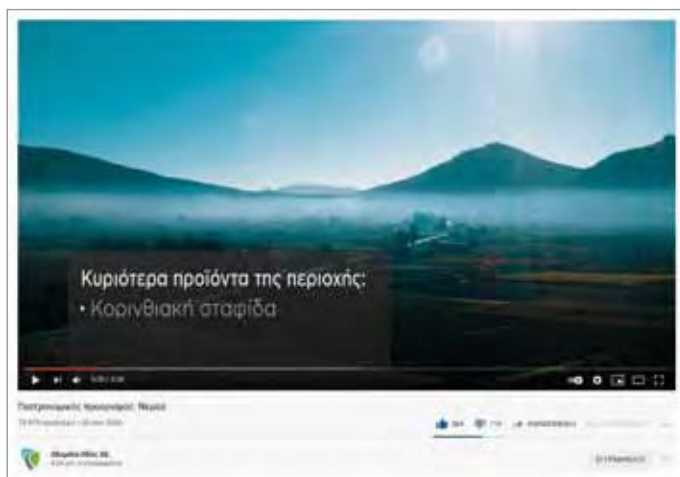
**Stavros Benos, former Minister of Culture, President of DIAZOMA Association**



**Through the multifaceted initiatives we implement, we aim at:**

- highlighting the cultural and environmental monuments;
- creating synergies between all local productive agents (restaurants, hotels, farmers, shops, etc.);
- triggering a development potential in all areas along the motorway;
- re-introducing monuments of great beauty;
- supporting the drivers to easily and quickly plan their trip;
- creating safe travel experiences.

Our flagship initiative is the “Olympia Odos Cultural & Environmental Route” which we promote jointly with DIAZOMA Association since 2016. In 2019-2020, we continued our initiatives with bodies with which we cooperate during these last years, and we also expanded our contribution to new areas, such as gastronomic tourism.



## Gastronomic Destinations

Olympia Odos is a route of outstanding natural beauty which combines, among others, archaeological monuments, historic villages, local feasts, wine explorations, small manufactures of local products, associated with a rich culinary tradition.

Thanks to a unique cooperation with Mr. Giorgos Pitas and the Greek Gastronomy Guide, that started in 2019, we promote in the best possible way these various destinations as alternative tourist and gastronomic

routes. On the occasion of the great culinary wealth of the Peloponnese, this important initiative contributes to supporting the local economies, since it strengthens local economies and encourages and boosts small businesses, producers and local associations to preserve age-old traditions.

The following gastronomic destinations are currently available: Patras, Nemea, Aigialia and Kalavryta. The impressive videos produced to that purpose have attracted more than 300,000 viewers on the YouTube channel of Olympia Odos.

## 4 GASTRONOMIC DESTINATIONS

Patra, Nemea, Aigialeia, Kalavryta

## 300,000 VIEWERS

on Olympia Odos' YouTube channel





### **“Students guide students at ancient theaters”**

For the fourth year, Olympia Odos supported the program “Students guide students at ancient theaters”, approved by the Ministry of Education and implemented in cooperation with the American College of Greece - Pierce College, the Museum of Ancient Corinth, the American School of Classical Studies and Diazoma Association. In 2019, the topic was Beauty and included a webinar and then interactive presentations made by archaeologists and teachers of the Museum and the American School of Classical Studies. More than 300 students have participated in this program to date.

### **Cooperation with the Ephorates of Antiquities of Achaia and Korinthia**

Olympia Odos has a long lasting cooperation with the Ephorates of Antiquities. This cooperation started during the construction period of Korinthos-Patras section when the construction of Olympia Odos generated huge archaeological investigations. However, this cooperation is still continuing for communication and promotion activities. In 2019:

- Supported the events organized by the Ephorate of Antiquities of Achaia to celebrate the 10 years of the Archaeological Museum of Patras and in particular the periodic archaeological exhibition titled “Mediterranean Patras”.
- Sponsored the design and printing of 50,000 copies of the new information brochure about the Museum of Ancient Corinth.



### Archaeological Investigations at Ancient Ripiki

Since 2017 Olympia Odos sponsors the archaeological investigations at Trapeza, Aigion, a Mycenaean village very well preserved. The temple of Athena is located in the center of the ancient acropolis which coincides with ancient Rhypes, the metropolis of Croton in Magna Graecia during the settlement of 8th century BC. According to Archeology professors, it is one of the most important archaeological excavations all over Greece.

### Primarolia

In 2019, Olympia Odos was the Golden Sponsor of the synergy between the Municipality of Aigialia, the Municipal Social Welfare Company of Aigialia and Primarolia non-profit civil company to organize the 1st Primarolia Festival in Aigio, in October 2019. This was a festival dedicated to the history and culture of the black Corinth currant. Within the context of the Festival, an emblematic listed building housing a currant warehouse dated from 1900 was inaugurated on the beach of Aigion. The core event of the Festival was the modern art exhibition titled "Into my garden come" in which participated artists from Greece and Great Britain. At the same time many educational programs for students and youth were organized, dedicated to the cultivation, history and culture of black currant.





## EDUCATION AND INNOVATION



Through a number of actions and initiatives, Olympia Odos supports education and innovation in our country, promoting knowledge, research and cutting-edge technologies, both in the sector in which it operates and in general. The company's contribution to these aspects in its years of operation had a positive impact on the overall development of the country.

**Athanasios P. Bellas, Emeritus Professor, University of Patras, President-CEO of the Observatory of Roads of Western Greece and Peloponnese**

### University of Piraeus Olympia Odos as a case study at the Department of Tourism Studies

In 2019, Olympia Odos had an interesting cooperation with the Department of Business Administration of the University of Piraeus, first for their postgraduate curriculum and then for the undergraduate one. The topic of the cooperation was Olympia Odos as a case study for the students of the Department of Tourism Studies. Two presentations of Olympia Odos project were made to 95 undergraduate students and 50 postgraduate students of the Tourism Department. This resulted in the elaboration of relevant papers and proposals made by the students regarding either the development of new products or the improvement of the existing services.

### PATRAS IQ

For the sixth successive year Olympia Odos supported the Know-how Transfer Exhibition - Patras Innovation Quest (Patras IQ) jointly organized by the University of Patras, the Ministry of Education, Research and Religions, of the Ministry of the Economy and Development, the Chamber of Achaia, the Region of Western Greece, the Greek Open University and the Technological Educational Institute of Western Greece. Patras Innovation Quest – Patras IQ Exhibition aims at developing and strengthening the cooperation between the community of researchers and the producers.



### Panorama of Entrepreneurship and Career Development & Business Days at Olympia Odos

Olympia Odos strongly invests in young people and constantly extends its cooperation with the educational world both on road safety and professional orientation topics. Therefore, in 2019 it participated in the Panorama of Entrepreneurship and Career Development.

Within the context of the Panorama, Dr. Panayiotis Papanikolas, Chief Executive Officer of Olympia Odos shared the challenges and the experiences from his professional career with more than 400 students during the panel discussion "Discussion with five CEOs: the route to professional success".

Within the context of the Business Days, more than 30 students from the National Technical University and Schools of Finance participated in the presentation of Olympia Odos and had the opportunity to be informed about how the concession project operates, discuss with the managers of the Project on career issues and visit spots and facilities of the Project.

**2** presentations of Olympia Odos project were made to:

**50** postgraduate students of the Tourism Department

**95** undergraduate students





## ENVIRONMENT



The LIFE GRECABAT project aims in promoting the integrated management of caves and others bat shelters and informing the public about life in them. Two of the LIFE GRECABAT shelters are in at the Panagopoula drainage galleries. Olympia Odos SA supports and promotes its initiatives, contributing in this way in their maintenance.

**Dr George Papamichael, Environmental Scientist, Project Manager LIFE GRECABAT**

### **National Supporter of the Voluntary Environmental Campaign “Let’s do it Greece”**

In 2020, for the fifth year, Olympia Odos was the national supporter of “Let’s do it Greece”, the largest Pan-Hellenic environmental campaign.

35,000 biodegradable and compostable environmentally-friendly bags were distributed (as every year) at the Frontal Toll Stations of Elefsina, Isthmos, Kiato, Eleonas and Rion.

For three (3) days, messages to raise the awareness for the environment were posted on the Variable Message Signs of the motorway and on the displays at the Motorists Service Stations.

The offices of Olympia Odos were one of the way points of the first voluntary “Tour of Greece in 100 days” made by the volunteers participating in the campaign in order to bring people and organizations with whom they share the same vision together. The Company received a special honorary distinction since in its capacity as National Supporter cooperates with the organization.



### **Skai TV Campaign “All Together We Can and for the Environment”**

In 2020, for the eight consecutive year, Olympia Odos participated in the environmental campaign of Skai TV “All Together We Can and for the Environment” by distributing 20,000 eco-bags to the drivers during the massive holiday departures of Easter and August 15th.





### Upcycling “LET THEM RUN AGAIN” program

In cooperation with the environmental Institute Team for the World, within the context of “PICK Patras” circuit Olympia Odos gives life to materials that cannot be recycled thus sending a particularly strong environmental and social message. Promotional materials (posters and banners) are transformed by a group of refugees who master the art of cutting and sewing into multi-use bags, and thus they make a decent living.



### Tree Plantation in Mandra

The first way points of the tree plantation program initiated in 2019 was Mandra, Attica, an area hit by destructive floods in November 2017. Students of the American College of Greece - Pierce, with the support of Olympia Odos and the cooperation of the Forest Service of Egaleo and the Municipality of Mandra, organized a voluntary tree plantation in the area in April 2019.

The students planted and watered about 200 saplings. Volunteers from the campaign “Let’s do it Greece” participated in the activity and spoke to the children about the values of volunteering and the protection of the environment.

## YOUTH AND SPORTS



“In the Greek Paralympic Committee we launched our award-winning Sponsoring program in 2014 starting our cooperation with Olympia Odos. We feel lucky but also blessed for the initiatives we implement together in schools and not only schools of the areas linked by Olympia Odos, for the support we can offer to disabled athletes, the hope we may offer to these “different” children and the opportunities we have to educate the Greek society. One of the goals set by the people of Olympia Odos is to eliminate all exclusions and unite people and they manage to do so in the best possible way. We thank them warmly!”

**Gianis Chadjibeis, Ironman, Marketing-Sponsoring Advisor**

### Cycling Club of Patras

Olympia Odos is constantly a sponsor of the long standing initiative of the Cycling Club of Patras. The Tour of “Sacrifice” Race is organized regularly for 43 years and is the only tour dedicated to the fighters of 1821. Since 1978, the tour follows exactly the same route. It is a great pleasure for Olympia Odos to support this important event which boosts sports and specifically cycling and develops the area thanks to alternative tourism.

In 2019-2020 we supported sport clubs, associations and sport events at national and local levels:

- “PICK Patras” - 11th and 12th International karting circuit of Patras
- Safe Water Sports
- Annual Seminar for the Selection of Referees (Hellenic Basketball Referees Federation)
- Kalavryta Association for hiking, skiing, climbing and Environmental Protection
- J/24 European Championship (Patras Sailing Club)
- DIRT GAMES '19 Megara
- Wind & Water Festival 2019
- ATHLOS PATREON Sport Club







### Official Supporter of the Hellenic Paralympic Committee

Since 2015, Olympia Odos is the Official Supporter of the Hellenic Paralympic Committee. The actual commitment of Olympia Odos in sports and especially in standing by children and disabled people is translated in its long-standing sponsorship to the Hellenic Paralympic Committee.





## SUPPORTING SOCIAL CAUSES



“



### Digital Race for the Cure®

Since 2014, Olympia Odos supports the Hellenic Association of Women with Breast Cancer "Alma Zois". Every year the company and its employees are present in this event to communicate the message of prevention of breast cancer and to honor their beloved. In 2020, Olympia Odos participated in the digital Race for the Cure®, organized on the Web due to the circumstances. The objective was to allow women suffering from cancer to celebrate, to increase people's awareness and collect resources to support patients with breast cancer and health care employees.

### Aigion Christmas Park

In 2019 Olympia Odos supported the initiative of the Municipal Social Welfare Company of Aigialia to organize the Christmas Park to entertain the citizens of the Municipality thanks to interactive free of charge activities for children and adults. The Park was dedicated to the general recycling campaign of the Municipality. More than 30 schools visited the Park and participated in the specially designed group activities. 45,000 visitors enjoyed the friendly and festive ambiance of the Park, while the contribution of the local bodies, businesses and associations was particularly important, since they contributed to the success of the event.

Among the social bodies supported in 2019-2020 are the following:

- SOS Children's Villages
- The Smile of the Child, Ancient Korinthos
- The Smile of the Child, Patras
- Efthimeio Centre of Corinth
- Lighting Star
- Patras Social Grocery
- Bridges Café Social Cooperative Enterprise for Insertion FIGHTERS day-care center
- Merimna, Therapeutic Pedagogical Center of Patras for people with intellectual disabilities
- Kivotos Agapis charitable association
- Polyphonic choir of Patras
- Association of Friends of Music of the Municipality of Loutraki, Perachora, Ag. Theodori
- Derveni Philharmonic Orchestra
- Municipal Museum of Kalavryta
- Hellenic Association of Volunteer Blood Donors POSEA
- Aegean Team

## Responsible Communication

Acknowledging the use of self-regulation codes to build trust with the users of the Motorway and with all stakeholders, Olympia Odos adopts, implements and complies with the revisions of the international Advertising and Marketing Communications Code of the International Chamber of Commerce (ICC). Therefore, we guarantee that our messages are honest, legal and decent. We minimize any violations and we adopt new practices and guidelines that comply with the changes that arise from the ongoing digital revolution. In particular, we emphasize on the ethics standards of the Code pertaining to advertising, communication and marketing on digital and telephone means as well as on the sponsorships relevant to our corporate image, activities and the events we organize.


























# 12 .GOALS PER SUSTAINABLE DEVELOPMENT STRATEGY PILLAR

PILLARS	GOAL 2019	ACTION & IMPLEMENTATION RATE	GOAL 2021-2022	SDGs
<b>Corporate Governance &amp; Structure</b>	Issue of the 2nd Sustainable Development Report	Issue of the 2nd Sustainable Development Report 2020 Revision of the goal and new commitment for the issue of a Sustainable Development Report every 2 years.	Preparation of the issue of the 3rd Sustainable Development Report in 2022.	  
	Assessment of important topics based on the significance of their impact on all stakeholder groups	Extensive Sustainable Development survey of all stakeholder groups (13,315 persons)	Repetition of the survey to selected stakeholder groups	
	Setting up of a framework for the elaboration of a statutory dialog	The setting up of a dialog framework is transferred to a next stage.	Dialog framework adapted to the Sustainable Development pylons at the level of local community	
	Keep the ISO 9001:2015 certification for the Quality Management System	Re-certification of the Quality Management System according to ISO 9001:2015:	Keep the ISO 9001:2015 certification for the Quality Management System	
	NEW GOAL: Installation of an ERP software	Completion of the installation	Confirm that the new software is fully functional	
<b>Travel Experience</b>	Implementation of an hybrid tolling system	Launching for the O-pass holders in December 2020	Communication of the Service	  
	Customer Service Goals: Calls answered > 90% and average response time: < 0:40"	Percentage of answered calls (2020): 84.3% Average response time (2020): 42"	Management & Improvement of people experience	
	NEW GOAL: Develop a smartphone application	Postponed to next stage	-	
	EV charge at Motorists Service Stations	Installation of new fast charging station at Velo MSS	Further development of the network	
	NEW GOAL: Installation of POS on all Automatic Toll Payment Machines	92 POS were installed Completion of the installation	-	
	European program CROCODILE II	Completion of a pilot parking space for trucks	Commencement of operation	

PILLARS	GOAL 2019	ACTION & IMPLEMENTATION RATE	GOAL 2021-2022	SDGs
Road Safety	Further examination of the condition of the motorway slope materials; elaboration of a plan for their possible maintenance	Drafting of a Slope Inspection and Maintenance Manual Completion rate: 20%	100% completion	  
	Initiation of further investigations and elaboration of a plan for the required bridge maintenance activities Notification of the plan to the Service of the State being contractually responsible for the relevant technical issues	The following has been inspected according to the schedule: Elefsina-Korinthos: 87 out of 111 bridges  Korinthos-Patra: 42 bridges, 20 overpasses and 121 underpasses	Ongoing inspection of structures and maintenance interventions	
	Elaboration and pricing of the program regarding the tunnels heavy maintenance works that arose from the inspection	The following has been inspected according to the schedule: Elefsina-Korinthos: 5 Kakia Skala and 12 Patras Bypass Tunnels	Ongoing inspection of structures and maintenance interventions	
	Ongoing landslides retaining walls inspection and assessment program	The following has been inspected according to the schedule: Elefsina-Korinthos: 102 retaining walls Korinthos-Patra: 58 key supporting structures	Ongoing inspection of structures and maintenance interventions	
	NEW GOAL: Inspection and assessment of 1,200 road lighting poles	750 poles and 69 high masts have been inspected	Completion of the inspection	
	Infrastructure Monitoring Management Software	The pilot operation of the software is postponed to a future stage.	-	
	NEW GOAL: Installation of an integrated Smart Tunnel system	Implementation and completion of the installation of the pilot software	Planning of the next phase and full implementation	
	Permanent monitoring and accidents and incidents number decrease	Road accidents 2020: 677 2019: 881 Incidents 2020: 15,409 2019: 19,101	Permanent monitoring and accidents and incidents number decrease	
	Keeping the certification of the Road Safety Management System according to ISO 39001:2012	Re-certification of the Road Safety Management System according to ISO 39001:2012	Keeping the certification of the Road Safety Management System according to ISO 39001:2012	
	Road Safety Awareness campaigns	3,144 students attended an educational program on road safety	Continue the educational programs and visits	
	Launching of the program regarding the visits of children to our facilities Goal: At least 2,000/year	100 students visited our facilities	-	

PILLARS	GOAL 2019	ACTION & IMPLEMENTATION RATE	GOAL 2021-2022	SDGs
Human Resources	Health & Safety at Work OLYMPIA ODOS S.A.: • Zero labor accidents Olympia Odos Operation S.A.: • Zero serious labor accidents • <5 non-serious labor accidents	Accidents • Olympia Odos S.A.: 0 • Olympia Odos S.A. subcontractors: 0 • Olympia Odos Operation S.A.: 5	Ongoing • Olympia Odos S.A.: • Zero labor accidents Olympia Odos Operation S.A.: • Zero serious labor accidents • <5 non-serious labor accidents	  
	NEW GOAL Internal communication about our corporate vision and values	Participation of the personnel in the Sustainable Development Survey 100% of the Company's employees consider that Olympia Odos is a responsible company in all its activities. Personnel survey about our corporate vision and values	Repeat the survey of the personnel	
	Personnel training	Average training hours per employee of Olympia Odos S.A.: 13.9	Improvement of the average training hours per employee	
	Personnel development	Percentage of the employees who have been evaluated 2019: Olympia Odos S.A. : 85.7% Olympia Odos Operation S.A.: 95.5%	Continuing and improving the procedure	
	Transition from OHSAS 18001 to ISO 45000	Postponed until 2021	-	
Community	Strategic synergies Keeping and extending synergies at local and national levels	Extend strategic synergies Conclusion of three new partnerships	Maintain and strengthen	     
	Social investments at national and local levels Goal: €150,000	2020: €69,343 2019: €181,857	Return to pre-pandemic amounts of investments	
	NEW GOAL Customer satisfaction survey	Completion during 2019 and distribution of the results to the competent divisions	Conduct quality research / focus groups	
	NEW GOAL Strategic upgrade of the Road Safety program "In real life there is no Undo"	Trained in: 2020: 0 2019: 3,285	Return to pre-pandemic levels	

PILLARS	GOAL 2019	ACTION & IMPLEMENTATION RATE	GOAL 2021-2022	SDGs
Environment	"Green certificate" for 80% of the electricity supplied	Within 2020, the company obtained "Green certificate" amounting for 85% of its needs	Meet all electric power needs from environmentally friendly sources	      
	Energy consumption cuts in buildings NEW GOAL: Renovation of the existing MSS buildings to become "green" buildings	Upgrading of Velo MSS to B+ EPC rating	Completion of upgrading of Velo MSS to B+ EPC rating	
	Carbon footprint measurement	The activities Scope 1 and Scope were measured	Postponed until 2021 Measure Scope 3 activities	
	NEW GOAL Minimize the impact on the air quality	Achieved	Maintain	
	NEW GOAL: Limit excesses lower than 15 days/year	Achieved	Maintain	
	Environmental compliance Zero fines	Achieved	Maintain	
	Keeping the certification of the Environmental Management System according to ISO 14001:2015	Re-certification of the Environmental Management System according to 14001:2015	Keeping the certification of the Environmental Management System according to ISO 14001:2015	



## 13. ANNEX

STAKEHOLDERS	KEY ISSUES & EXPECTATIONS	COMMUNICATION FREQUENCY
EMPLOYEES	<ul style="list-style-type: none"> <li>• Friendly working environment</li> <li>• Incentives &amp; benefits</li> <li>• Safety at work</li> <li>• Meritocracy</li> <li>• Fair and competitive pay</li> <li>• Personal and professional development</li> </ul>	Daily
OLYMPIA ODOS OPERATION	<ul style="list-style-type: none"> <li>• Strategic direction, procedures &amp; operation policies</li> <li>• Information about the concession agreement</li> <li>• Contractual issues</li> </ul>	Daily
USERS	<ul style="list-style-type: none"> <li>• Safe trips</li> <li>• Quick trips</li> <li>• Toll fees</li> <li>• Pricing policy</li> <li>• New &amp; innovative services</li> <li>• Comfort</li> </ul>	Daily
SHAREHOLDERS AND MANAGEMENT	<ul style="list-style-type: none"> <li>• Sustainability and economic effectiveness</li> <li>• Health &amp; Safety for users &amp; employees</li> <li>• Optimum environmental management</li> </ul>	Regularly
CONSTRUCTION JOINT VENTURE	<ul style="list-style-type: none"> <li>• Supporting regarding state claims</li> <li>• Autonomy</li> <li>• Financial performance</li> </ul>	When necessary
LOCAL COMMUNITIES	<ul style="list-style-type: none"> <li>• Reduced traffic disturbance</li> <li>• Pricing policy</li> <li>• Sponsoring</li> <li>• Enhance local employment</li> <li>• Corrective interventions on infrastructures beyond the motorway boundaries</li> <li>• Flood protection</li> </ul>	Daily Weekly
SUPPLIERS	<ul style="list-style-type: none"> <li>• Communication / good cooperation</li> <li>• Observance of the agreement terms &amp; time schedules</li> <li>• Fair practices in supply chain management</li> <li>• Good reputation</li> </ul>	Depending on the case & department

## COMMUNICATION METHODS

## COMMUNICATION OUTCOMES

- Official policies and procedures
- Initiatives enhancing synergies & teamwork
- Annual performance evaluation
- Organisational value system
- Training courses
- Blogs (technical department)
- Internal communication

- Employee commitment
- Job Satisfaction
- Smooth operation & high quality of services
- Good working environment
- Team spirit

- Telephone communication
- e-mails
- Personal meetings

- Smooth operation of the motorway

- Toll personnel
- Safety patrols & emergency personnel
- Corporate website
- Press Releases
- Advertisements
- Corporate responsibility programs
- Customer Service call center
- Offers and discount schemes

- Revenue increase
- Positive publicity
- Recognizable corporate identity
- High volume traffic to corporate website
- Comprehensive knowledge of the customers' needs
- Understanding of the motorway operation

- Integrated Management System
- Organisational strategy & governance system
- Annual financial statements
- Sustainable Development Report
- Shareholders general meeting

- Continuous monitoring of motorway
- Improvement of the financial, social and environmental performance

- Ordinary and extraordinary meetings with representatives
- Correspondence

- Smooth completion of the motorway project
- Ensuring high quality of construction

- e-mails
- Focus groups - opinion polls
- Participation in social programs
- Sponsorships
- Local Media
- Personal meetings
- Offers and discount schemes

- "Thank you" letters
- Positive feedback
- Hosting in local media
- Solutions for local social issues
- Mitigation of any negative impacts caused by the operation of the motorway

- Financial offers
- Invitations to submit financial offers/tenders
- After sales support
- Agreements monitoring
- Meetings with representatives of various departments

- Local market development
- Mutually beneficial collaborations
- Upgrade of the services offered to end users

STAKEHOLDERS	KEY ISSUES & EXPECTATIONS	COMMUNICATION FREQUENCY
STATE	<ul style="list-style-type: none"> <li>• High standards and safe motorway</li> <li>• Compliance with the concession terms</li> <li>• Liaison with Ministries and public administration services</li> </ul>	Continuous
NGOS & PRESSURE GROUPS	<ul style="list-style-type: none"> <li>• Social &amp; environmental performance beyond laws &amp; regulatory frameworks</li> <li>• Consultation and setting common objectives</li> <li>• Financial support</li> <li>• Supporting their mission and vision</li> </ul>	Systematically When necessary
OTHER MOTORWAYS	<ul style="list-style-type: none"> <li>• Interoperability</li> <li>• Common approach to sectorial issues</li> <li>• Joint implementation of awareness campaigns</li> <li>• Synergies</li> </ul>	Monthly When necessary
MEDIA	<ul style="list-style-type: none"> <li>• Direct contact with representatives of the company</li> <li>• Reliable and timely information</li> <li>• Exclusivity in news</li> <li>• Advertisement</li> </ul>	Daily
SOCIETY	<ul style="list-style-type: none"> <li>• Promotion &amp; accessibility for points of interest</li> <li>• Linking services and people</li> <li>• Modern and safe infrastructures complying with EU standards</li> </ul>	On-going
EMERGENCY INTERVENTION BODIES	<ul style="list-style-type: none"> <li>• Enhancing Road Safety</li> <li>• Ongoing communication</li> <li>• Joint training activities</li> <li>• Observance of the legislative framework</li> </ul>	Systematically
BANKS AND FINANCING INSTITUTIONS	<ul style="list-style-type: none"> <li>• Good governance</li> <li>• Risk &amp; opportunity management</li> <li>• Observance of financial terms</li> </ul>	On-going
LOCAL AUTHORITIES	<ul style="list-style-type: none"> <li>• Complaints from motorway users and residents</li> <li>• High standards and safe motorway</li> <li>• Local economy growth</li> <li>• Supporting local actions</li> </ul>	On-going
EDUCATIONAL INSTITUTIONS	<ul style="list-style-type: none"> <li>• Exchange of know-how</li> <li>• Visits to the motorway facilities</li> <li>• Education / training</li> </ul>	Systematically

## COMMUNICATION METHODS

## COMMUNICATION OUTCOMES

- Official meetings with representatives
- e-mails
- Visits to the Project
- Personal communication

- Good and reliable relations
- Observance of the concession agreement

- Synergies for programs and activities
- Financing initiatives
- Focus groups - opinion polls

- Joint activities to better achieve common objectives
- Unbiased and transparent relations
- Honest collaboration
- Recommendations for innovative programs

- Through HELLASTRON
- Printed and electronic material
- Personal communication
- e-mails

- Memoranda of understanding
- Synergies at local & national level
- Awareness videos on Road Safety
- Awareness leaflets
- Promotional material

- Telephone communication
- Press Releases
- Promotional campaigns
- Corporate website
- Meetings
- Press conferences / Events

- Positive corporate image
- Coverage of corporate events
- Two-way communication
- Reliable information about the company and the Project

- Press Releases
- Corporate website
- Toll personnel
- Sustainable Development Report
- Awareness campaigns
- Social, cultural & environmental programs
- Conferences

- Upgrading national infrastructure
- Acknowledgement of the role of Olympia Odos in ensuring safe motorways
- Contribution to improving driving behaviour

- Meetings with representatives
- Telephone communication
- e-mails

- Reduced number of road accidents & their impacts

- Meetings with representatives
- e-mails
- Sustainable Development Report

- Smooth operation of the Project

- Personal meetings with representatives
- Official correspondence
- Participate in local initiatives
- Conferences

- Contribution to the improvement of social prosperity

- Conferences
- Academic/ scientific fora
- Training programs and events

- Development of new technologies
- Application of best practices
- Fostering a Road Safety culture



## ROAD SAFETY AND INFRASTRUCTURE

### Road Infrastructure Defects

	Number of Defects 2020	Number of Defects 2019	Number of Defects 2018
Vertical Signage	88	477	761
Fencing	575	515	631
Horizontal Signage	52	198	309
Safety Barriers	424	307	295
Cleanliness	7	59	167
Building Works	104	150	150
Pavements	111	112	109
Toll Booths	667	334	51
Tunnels and Cut and Cover	11	14	46
Drainage System	89	72	44
Technical Works	48	32	44
Greenery	0	17	39
Shoulders - Sidewalks	0	1	10
Other	21	29	32
Noise Barriers	9	2	-
Fire Traps	6	1	-
Traffic Management	2	5	-
<b>Total</b>	<b>2,214</b>	<b>2,325</b>	<b>2,688</b>

During the year 2019, 2,073 meters of metal safety barriers were restored and 1,847 meters for 2020 respectively.

### Distribution of Man-hours for Road Maintenance

Distribution of Man-hours for Road Maintenance	Man-hours 2020
Training	1,454.83
Winter Maintenance	2,199.33
Traffic Management	30,966.19
Signage Installation	20,790.83
Cleaning	6,206.79
Inspection & Maintenance	39,126.39
Repairing	4,362.67
Electromechanical Maintenance	4,792.76
Other Works	7,490.81
Managerial Activities (Manager)	7,388
<b>Total</b>	<b>124,778.6</b>

## Distribution of Man-hours for Electromechanical Maintenance

Distribution of Man-hours for Electromechanical Maintenance	Man-hours 2020
Training	1,201.33
Inspection & Maintenance	37,696.19
Repairing	26,190.06
Other Works	8,714.05
Other Works	71.67
Managerial Activities (Manager)	6,328
Signage Installation	1.5
<b>Total</b>	<b>80,202.8</b>

## Cameras

Open-air CCTV	71
Tunnel CCTV	553
<b>Total</b>	<b>624</b>

## SOS Phone Devices

Open road	284
Tunnels	371
<b>Total</b>	<b>655</b>

## Variable Message Signs (VMS) on the Motorway and in Tunnels

Open road	35
Tunnels	9
<b>Total</b>	<b>44</b>

## Steel Safety Barriers Repaired

2020	1,847
2019	2,073
<b>Total</b>	<b>3,920</b>

## Road Infrastructure and Equipment Defects

	2020		2019		2018	
	Recorded	Repaired	Recorded	Repaired	Recorded	Repaired
Road Infrastructure	2,214	2,066	2,325	2,086	2,688	2,475
Electromechanical	5,325	4,520	5,605	4,622	5,180	4,286
<b>Total</b>	<b>7,539</b>	<b>6,586</b>	<b>7,930</b>	<b>6,708</b>	<b>7,868</b>	<b>6,761</b>

# THE PROJECT'S HUMAN RESOURCES

## Employee Mobility by Age and Gender

		2020								2019							
		Olympia Odos S.A.				Olympia Odos Operation S.A.				Olympia Odos S.A.				Olympia Odos Operation S.A.			
		18-25	26-40	41-50	51+	18-25	26-40	41-50	51+	18-25	26-40	41-50	51+	18-25	26-40	41-50	51+
Hires	Men	0	1	0	0	3	12	4	1	0	0	0	0	2	6	8	0
	Women	1	0	0	0	0	0	0	0	0	0	0	0	0	5	7	0
	Total	1	1	0	0	3	12	4	1	0	0	0	0	2	11	15	0
	Incoming (Total number of incoming / total employees)	7,7%				4,3%				0%				5,8%			
Leaves	Men	0	0	0	0	1	11	7	4	0	0	0	0	0	10	10	4
	Women	0	0	0	0	0	7	4	3	0	0	0	0	0	8	6	2
	Total	0	0	0	0	1	18	11	7	0	0	0	0	0	18	16	6
	Outgoing (Total number of outgoing / total employees)	0%				7,9%				0%				8,2%			

## Employee Mobility by Geographical Area and Age

Hires	Attica	1	1	0	0	1	6	1	1	0	0	0	0	1	5	6	0
	Korinthos	0	0	0	0	2	2	1	0	0	0	0	0	0	2	1	0
	Achaia	0	0	0	0	0	4	2	0	0	0	0	0	1	4	8	0
	Total	1	1	0	0	3	12	4	1	0	0	0	0	2	11	15	0
Leaves	Attica	0	0	0	0	0	5	4	5	0	0	0	0	0	5	8	2
	Korinthos	0	0	0	0	1	10	3	2	0	0	0	0	0	5	3	0
	Achaia	0	0	0	0	0	3	4	0	0	0	0	0	0	8	5	4
	Total	0	0	0	0	1	18	11	7	0	0	0	0	0	18	16	6

## Turnover Analysis

	2020				2019			
	Olympia Odos S.A.		Olympia Odos Operation S.A.		Olympia Odos S.A.		Olympia Odos Operation S.A.	
Layoffs	0		10		0		4	
Resignations	0		19		0		28	
End of contract	0		8		0		5	
Retirements	0		0		0		3	
Total	0		37		0		40	

## Human Resources Training

Number of Participants by Employees		Olympia Odos S.A.			Olympia Odos Operation S.A.		
		Men	Women	Total	Men	Women	Total
2020	Top Executives	4	0	4	0	0	0
	Managers	10	5	15	0	0	0
	Administrative staff	4	6	10	2	1	3
	Technical Staff	-	-	-	0	0	0
	Blue Collar (tolls / road operation)	-	-	-	0	0	0
	<b>Total</b>	18	11	29	2	1	3
	Subcontractors	72	0	72	-	-	-
2019	Top Executives	0	0	0	2	1	3
	Managers	1	2	3	6	2	8
	Administrative staff	4	6	10	50	23	73
	Technical Staff	-	-	-	37	0	37
	Blue Collar (tolls / road operation)	-	-	-	192	169	361
	<b>Total</b>	5	8	13	287	195	482
	Subcontractors	98	0	98	-	-	-

## Training and Education by Employees Category

		Olympia Odos S.A.						Olympia Odos Operation S.A.					
		Training Hours			Average Training Hours			Training Hours			Average Training Hours		
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
2020	Top Executives	32	0	32	8,0	-	8,0	0	0	0	-	-	-
	Managers	98	159	257	9,8	31,8	17,1	0	0	0	-	-	-
	Administrative staff	53	76	129	13,3	10,9	11,7	32	8	40	0,7	0,3	0,6
	Technical Staff	-	-	-	-	-	-	0	0	0	-	-	-
	Blue Collar (tolls / road operation)	-	-	-	-	-	-	0	0	0	-	-	-
	<b>Total</b>	183	235	418	10,2	19,6	13,9	32	8	40	0,1	0,0	0,1
	Subcontractors (all ranks)	72						-					
2019	Top Executives	18	0	18	4,5	4,5	4,5	16	8	24	8,0	8,0	8,0
	Managers	75	45	120	7,5	7,5	8,0	97	29	126	16,2	14,5	15,8
	Administrative staff	36	108	144	12,0	12,0	16,0	669	329	998	13,7	13,7	13,7
	Technical Staff	-	-	-	-	-	-	528	0	528	13,9	-	13,9
	Blue Collar (tolls / road operation)	-	-	-	-	-	-	2.048	1.764	3.812	10,8	10,0	10,4
	<b>Total</b>	129	153	282	7,6	7,6	10,1	3.358	2.130	5.488	11,8	10,5	11,3
	Subcontractors (all ranks)	98						-					



## 14. ABOUT THE REPORT

The 2019-2020 Sustainable Development Report of OLYMPIA ODOS S.A. Concession Company is the second Report of the company. The Report focuses on all material issues that concern and affect our stakeholders. The Report focuses on the strategic pillars identified by the company:

- environmental protection
- road safety
- Travel experience
- social empowerment and cohesion
- working environment

The Sustainable Development Report aims to be an active platform for dialogue with all stakeholders and essentially to contribute to a joint effort to build a better future.

### Reporting Period

The Sustainable Development Report of OLYMPIA ODOS S.A. is covering the period from 1/1/2019 to 31/12/2020. Unless otherwise specified, all data presented in the Report pertain to 2019 and 2020. The previous Report covered the year 2018 from 1/1/2018 to 31/12/2018.

### Standards and Initiatives

The present Report has been compiled in accordance with the GRI Standards: Core option. To develop the content and the structure of the Report the following initiatives have also been taken into consideration:

- The international Social Responsibility ISO 26000 standard
- The United Nations Sustainable Development Goals
- The Ten Principles of the United Nations Global Compact
- Best practices of the sector at national and international level

### Olympia Odos

The company "OLYMPIA ODOS CONCESSION COMPANY S.A. FOR THE ELEFSINA - KORINTHOS - PATRAS - PYRGOS - TSAKONA MOTORWAY" with the distinctive title "OLYMPIA ODOS S.A." (referred in this Report as Olympia Odos S.A. or Olympia Odos or Olympia Odos Concession or the Company) was incorporated in 2007 with the objective to design, construct, finance, operate and maintain the Elefsina - Korinthos- Patras motorway and to undertake all ancillary works and relevant activities. Olympia Odos is one of the most important national strategic projects for the development of the Peloponnese, Western Greece, and Epirus.

### Clarifications regarding the Report

The present report includes all activities of OLYMPIA ODOS S.A. Concession Company. OLYMPIA ODOS S.A. has undertaken the design, financing, construction and operation of the motorway over a 30-year period, starting in 2008. The Report includes material data regarding the motorway operation contributed by OLYMPIA ODOS OPERATION S.A. (referred in this Report as Olympia Odos Operation S.A. or Olympia Odos Operation) which is a separate business entity, responsible for the operation and the daily maintenance of the motorway. The activities of OLYMPIA ODOS OPERATION S.A. are detailed in the Operation and Maintenance Agreement concluded on 24/7/2007, forming an appendix of the Concession Agreement signed between OLYMPIA ODOS S.A. and the Greek State. The Report does not cover the activities of APION KLEOS Construction Joint Venture nor does it include any data regarding the construction activity which has been completed in 2017.

### Sustainable Development Team

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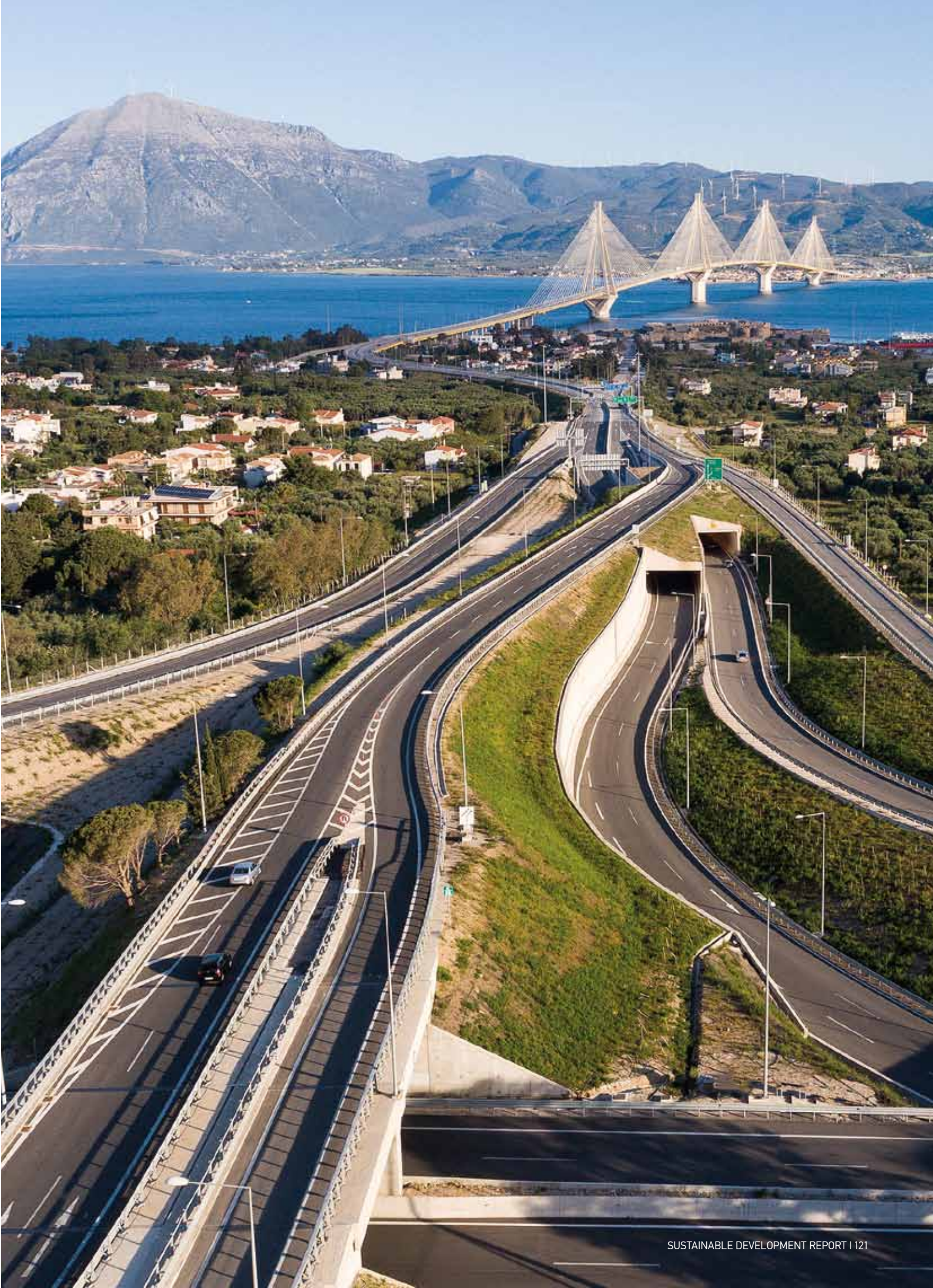
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# 15. GRI CONTENT INDEX

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission
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All greenhouse gas emissions for this publication have been voluntarily offset



The present Report is certified as climate neutral. OLYMPIA ODOS S.A. has voluntarily offset the 1,108 kg CO<sub>2</sub> eq that resulted from this publication. The carbon footprint calculation, was conducted by CLIMATEPARTNER a company specializing in climate protection, and is based on the ISO 16759.

For the offsetting, OLYMPIA ODOS S.A. has financially supported the project "Clean oceans Plastic Bank, Worldwide", which is a VERIFIED CARBON STANDARD (VCS) CCBS GOLD LEVEL project.

## Our values

## Commitment

We work with **dedication** and **persistence**, shaping **different ideas, skills, opinions** and **perceptions** to achieve our goals

## Social responsibility

We focus on **improving our social and environmental footprint** and **we aim at positively contributing to the development of local communities** along the motorway



## Reliability

We work to ensure the **infrastructure is maintained according** to the **highest standards** and **we want everyone to feel confident** that any unforeseen or challenging situation, will be handled in the best possible way

## Cooperation

We believe that **every individual adds value to our team** and **we invest in communicating openly** and in **building constructive cooperation** with local authorities and stakeholders

