

# Sustainable Development Report 2023

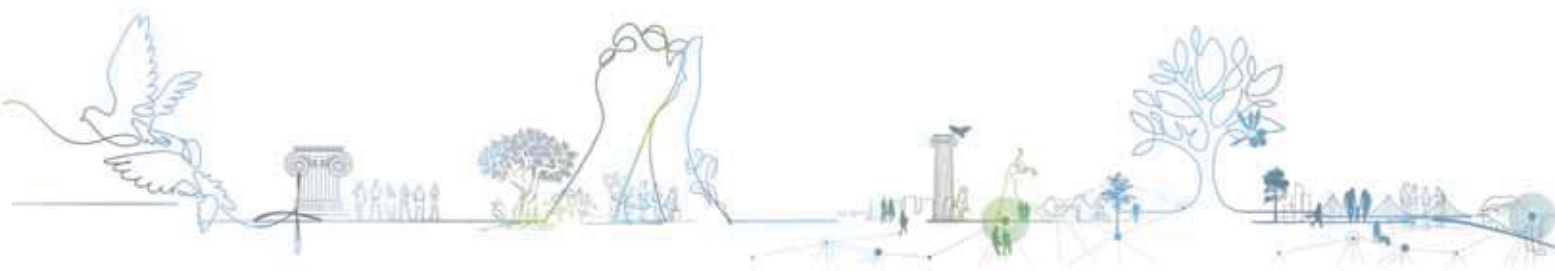
15  
YEARS



OLYMPIA  
ODOS

## 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**

15 YEARS







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# MESSAGE TO OUR STAKEHOLDERS

## 15 years of progress

2023 is a milestone year for all of us, as it marked 15 years of operation and management of the Olympia Odos Motorway. With a total length of 277 km (Elefsina - Korinthos - Patras - Pyrgos) -of which 75 km are under construction- Olympia Odos Motorway, which meets the European standards, connects three regions and Athens with the port of Patras, Greece’s main gateway to Europe. Over the last 15 years, the motorway has evolved with continuous investments, upgrades and improvements, always in line with the principles of corporate responsibility, environmental awareness and social sensitivity. With 2.2 million square meters of road pavement already reconstructed, the Project has so far employed a total of 6,000 people and contributed to both an 88% reduction in accidents and a 41% reduction in carbon dioxide emissions. At the same time, €78 million have already been invested in environmental protection, significantly improving the living standards of the neighboring communities.

The publication of the Olympia Odos Sustainable Development Report for the sixth year reflects our overall approach to sustainable development and the progress we have made during the current reporting period in line with the long-term strategic goals we have set and our corporate commitments in relation to the following axes: Road Safety, Travel Experience, Human Resources, Society and Environment, focusing on Corporate Governance and Organization.

## A forward-looking Motorway

In 2023, we continued to invest in our strategic priority areas of road safety, environmental innovation, integration of new technologies and promotion of travel experience. In this context, during the current reporting period, traffic on Olympia Odos Motorway recorded an increase of 8.7% compared to 2022, reaching 57,493,000 passages in 2023.

## Innovation, New Technologies and Digitization in the service of the drivers

The integration of new and innovative technologies, as well as our emphasis on digitalization, are the basis for creating a series of extensive programs and investments, such as the Smart Tunnel infrastructure monitoring program, the MIRANDA settlement monitoring tool, and the innovative CoMo App software for a more efficient monitoring of construction and maintenance operations, which we are improving and upgrading in order to increase road safety, improve the infrastructure and enhance the travel experience.

At the same time, the distance-based tolling system continues to be an important social investment and, in this direction, through the OLYMPIA PASS Hybrid transponder, 5.19 million euros have been refunded to drivers by the end of 2023. At the same time, we are monitoring the results of the «Olympia Odos App», a tool to facilitate travelers and increase their safety.

## Focusing on People and Society

Health and safety, as well as the professional training and development of our employees, continues to be a priority for all of us working on this important Project, with over 2,176 hours invested in training during the current reporting period, with a focus on system upgrades and certifications. At the same time, we are committed to dialog and cooperation with local communities. In this context, the «social product» exceeded €264 million euros to support the activities of important bodies and carry out a variety of social actions.

## Environmental investments

In the current reporting period, we made total investments of approximately €2.8 million to protect the environment and continued to focus on efforts to save energy and reduce our carbon footprint, in line with our strategic goal of zero emissions by 2030. Using new technologies and innovative systems, we continue to expand our electrification infrastructure by installing EV chargers and increasing our fleet of electric vehicles.

At the same time, we are continuing to implement the adaptive lighting system and to replace the conventional luminaires with LED luminaires equipped with an intelligent control system, investments that have already resulted in an energy reduction of more than 60%, while we look forward to the expansion of the strategic electro-mobility program.

I would like to thank the colleagues who contributed to the publication of this Report. I also would like to emphasize that since the beginning of this major Project, we have been guided by our vision to continuously promote safety and customer service, continuously improve infrastructure and services, always with respect to the environment and the society.

**Panayiotis Papanikolas**  
Chairman & Chief Executive Officer,  
OLYMPIA ODOS SA

# AT A GLANCE 2023

## Corporate Governance & Structure

€119,4million

Turnover

57,493,000

passages from the toll stations




## Travel Experience & Service

€5,186,000

total amount refunded to the drivers from the Hybrid system over the 3-year period of 2021-2023

82,869

calls to the call center



Awarded "Water from the air" program



## Road Safety and Infrastructure

600+

structures have been inspected

5,232

LED Luminaires were installed

287,719

road safety and maintenance hours worked

3,250

vehicle towing

4,344,173

kilometers traveled by the patrol and intervention vehicles

## Environment

Net zero by 2030



Innovative Adaptive Lighting program



Electric power of a certified origin from 100% renewable sources

## Human Resources

2,176

hours of training

286

men

204

women



## Society

€264million

of social product

237,532

free passages for Disabled People

4,577

students attended the experiential educational program «Do it right»

Sponsor of ELEUSIS 2023

European Capital of Culture

# 15 YEARS



## Road Safety

### 88%

reduction in road accidents

### 306,000

interventions of the Olympia Odos teams to provide assistance

### 57 million

km travelled by the patrol and intervention teams

## Environment

### 41%

reduction in CO<sub>2</sub> to date



Zero carbon footprint by 2030

### 78 million

invested in the protection of the environment



Adaptive lighting depending on the traffic

### 75%

reduction in energy consumption thanks to LED lighting

## Society

### €5.2 million

savings by our customers thanks to the distance-based tolling

### €1,125,066<sup>th.</sup>

of social product generated only over the past five years (2018-2022)

### 6,000

people have worked for Olympia Odos to date

## Heavy maintenance

### 2.2 million

square meters of pavement have been rehabilitated



Smart tunnels



Inspections using drones and photogrammetry

## Digital transformation & Service



"Water from the air" in 11 parking areas from Elefsina to Patras



Traffic Prediction for 2 spots on Elefsina-Korinthos section



Olympia Odos mobile app with smart services for all users



EV charging infrastructure at 6 Motorist Service Stations

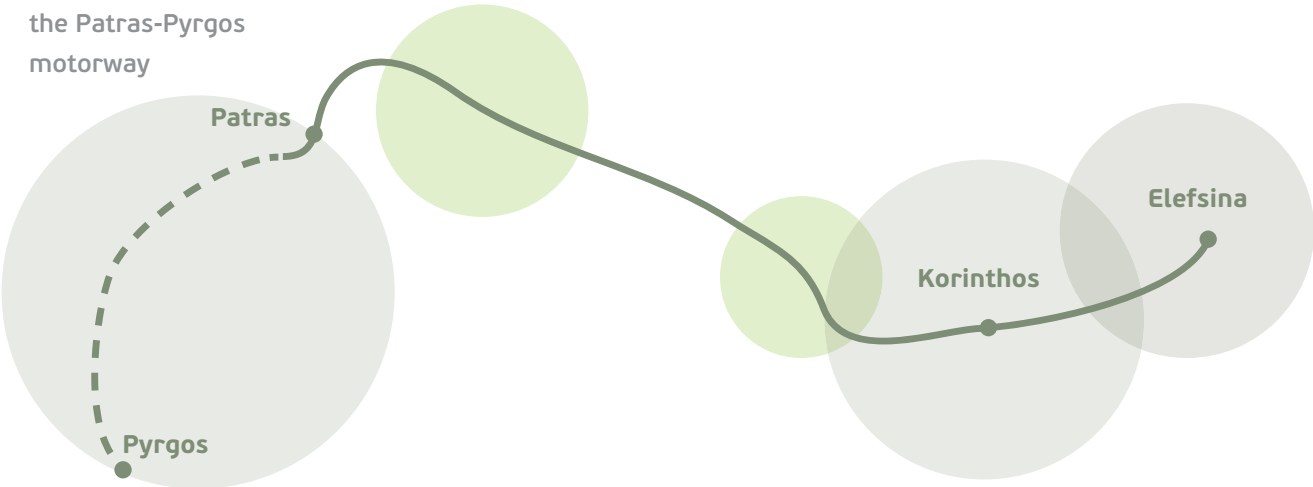


# 1. ABOUT US

Olympia Odos is one of the most important Greek national and strategic projects for the development of Greek regions, namely the Peloponnese, Western Greece and Epirus. This 277 km modern motorway (Elefsina-Korinthos-Patras) -75 km out of which are under construction- complies with the European standards and connects these three regions and the Greek capital with the most important gate of Greece to Europe, i.e. the port of Patras.

75 km

construction of  
the Patras-Pyrgos  
motorway



201.5 km

of modern motorway

## OLYMPIA ODOS

Being aware of our role as a company managing a project of national range, we implement our business plan putting emphasis on people, on the protection of the environment, on encouraging synergies with the local communities, on promoting innovation and constantly integrating new technologies.

For more information:  
<https://www.olympiaodos.gr/scorecard/>



To construct the Project, OLYMPIA ODOS S.A., the Concession Company, implements the agreement entered into with the Greek State, and OLYMPIA ODOS OPERATION S.A. is responsible for the daily operation of the motorway.

Our Business Model	The Project Overall Benefits
<ul style="list-style-type: none"><li>• Road safety and responsibility towards human life;</li><li>• Ensuring a high-level travel experience to the users of the Motorway;</li><li>• Environmental protection, by means of innovation and digital shift;</li><li>• Support, development and promotion of the local communities;</li><li>• Constantly investing in a human-centered work environment.</li></ul>	<ul style="list-style-type: none"><li>• A safer operation of the road network and improvement of safety;</li><li>• Employment growth;</li><li>• Boosting the economy of the local markets;</li><li>• High-quality trips;</li><li>• Upgraded services to the drivers;</li><li>• Shortening of distances;</li><li>• Contribute to reducing the environmental impacts.</li></ul>

Technical Features of ELEFSINA-KORINTHOS MOTORWAY

TECHNICAL FEATURES

201.5km  
of modern motorway

- 29 interchanges
- 242 Overpasses and Underpasses
- 29 tunnels of a total length of 26.5 km
- 11 Motorists Service Stations
- 5 Frontal Toll Stations

Passages

During the current reporting period, traffic along the Olympia Odos Motorway recorded an 8.7% increase compared to 2022, and 10.5% compared to 2019 (before the Covid-19 period).

MORE SPECIFICALLY:

64%

out of the total passages are made on Elefsina-Korinthos section

36%

out of the total passages are made on Korinthos-Patras Section

89%

Light vehicles (categories 1 & 2) correspond to 89% of the total passages made on Elefsina-Korinthos section and to 84% of the total passages made on Korinthos-Patras Section

11%

Heavy vehicles (categories 3 & 4) correspond to 11% of the total passages made on Elefsina-Korinthos section and to 16% of the total passages made on Korinthos-Patras Section

Passages per Vehicle Category 2023

Category 1: 1%	Category 2: 86%	Category 3: 6%	Category 4: 7%
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TOTAL NUMBER OF PASSAGES FROM THE TOLL STATIONS

57,493,000  
2023

52,877,000  
2022





The Patras-Pyrgos Motorway under construction, with a total budget of € 331 million, 35% of which is covered by equity and bank loans, is a very important project, since it connects Athens with Ancient Olympia, and has significant beneficial impacts on the economic, social and cultural development of Western Peloponnese in its entirety.

Patras-Pyrgos Motorway

TECHNICAL FEATURES

75km

of modern motorway  
13 km constructed along the existing alignment  
62 km in new engraving

- 8 interchanges
- 64 Overpasses and Underpasses
- 15 Bridges
- 150 culverts
- 2 Customer Service Centers
- 7.250m of retaining walls
- 2 frontal toll stations and 2 ramp toll stations

Construction milestones

MARCH 2022

Construction commencement



MARCH 2025

Operational Use of  
the section of Kato  
Achaia - Pyrgos

JULY 2025

Commencement of  
the operation of the  
section of Midilogli -  
Kato Achaia

FOR THE CONSTRUCTION OF THE PATRAS – PYRGOS MOTORWAY:

800

people

~2,000

jobs of indirect work

CONSTRUCTION PERIOD AND WORKS (DECEMBER 2023)

Section A (k.p. 0 = 21)

€28,477,223

(27.01%)

Section B (k.p. 21– 54.5)

€21,786,821

(20.91%)

Section C (k.p. 54.5 - 74.5)

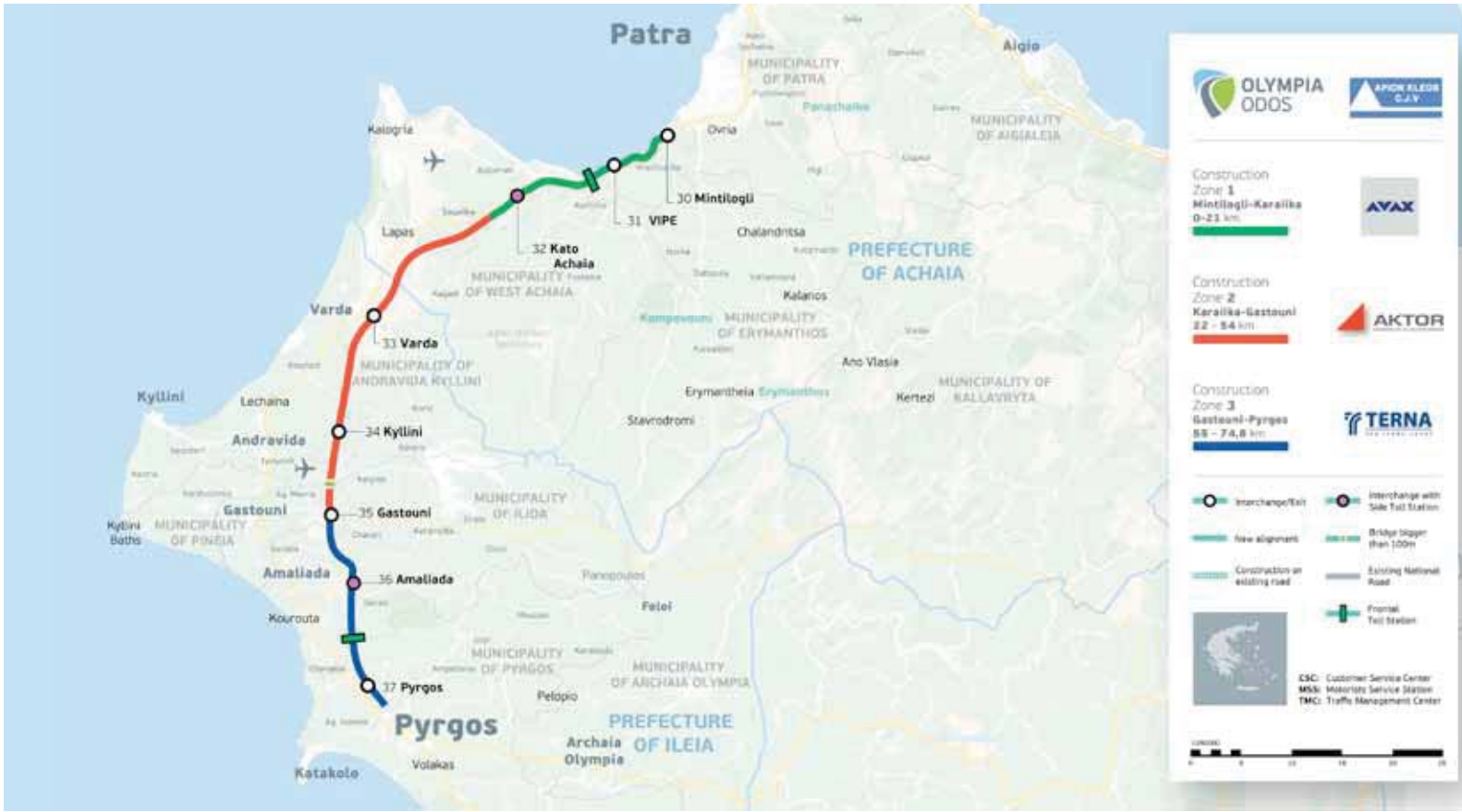
€39,502,129

(46.26%)

TOTAL

€89,766,172

(30.43%)





## 2. CORPORATE GOVERNANCE & STRUCTURE

The corporate governance system of Olympia Odos promotes the sound and effective organization, operation and management of the company, ensuring the integrity of the Board of Directors (BoD) and strengthening the relations of trust with all stakeholders, in accordance with the principles of transparency, integrity and reliability.

Board composition:

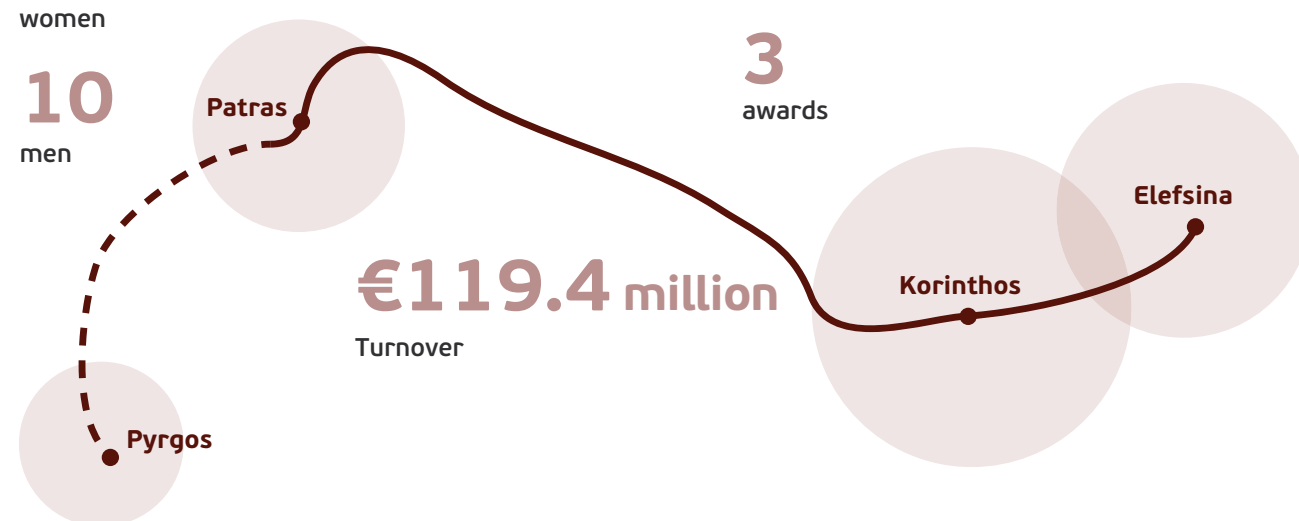
**2**  
women

**10**  
men

**57,493,000**  
passages from the toll stations

**3**  
awards

**€119.4 million**  
Turnover



### GOVERNANCE & ORGANIZATION MODEL

Olympia Odos is based on a modern and effective system of governance and organization aimed at sustainable development and responsible operation.



2.1 Organization and Management

The organization and management system of our Company aims at identifying and managing potential risks, minimizing their negative impact and ensuring our proper operation through our strong organizational structures, management systems, quality assurance systems and all relevant certifications.

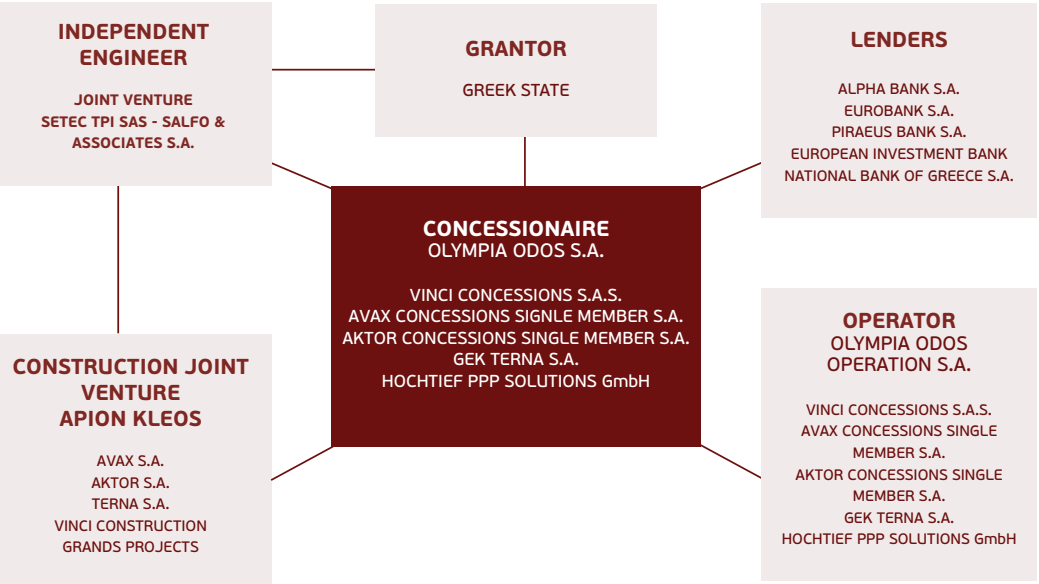
Shareholding of the Concession Company

Shareholding (31.12.2023)	%
VINCI CONCESSIONS S.A.S	29.9%
AVAX CONCESSIONS SINGLE MEMBER S.A.	19.1%
HOCHTIEF PPP SOLUTIONS GmbH	17%
AKTOR CONCESSIONS SINGLE MEMBER S.A.	17%
GEK TERNA S.A..	17%
The shares held by AVAX S.A. have been transferred to AVAX CONCESSIONS SINGLE MEMBER S.A. on 21.03.2023	

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

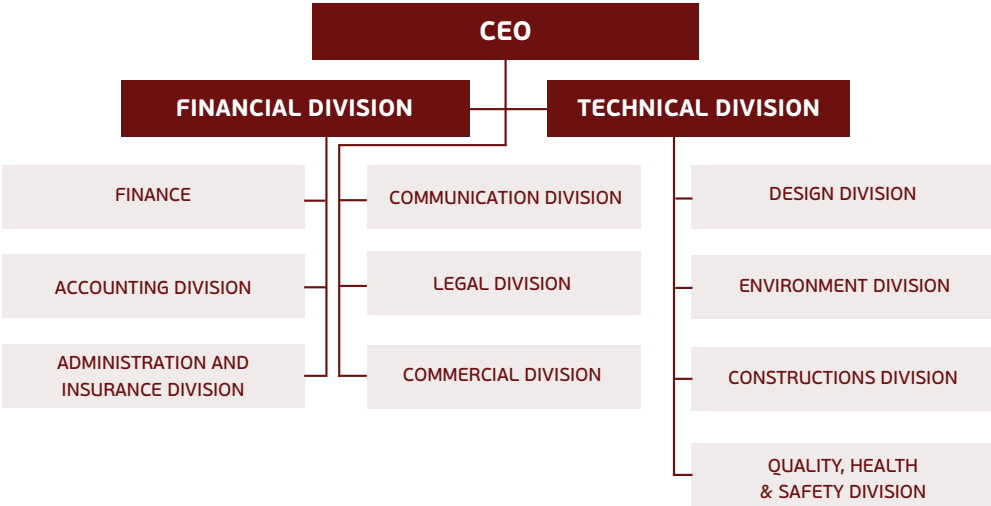
Constructor's Members for Patras-Pyrgos Section

AVAX S.A.	35.7%
AKTOR S.A.	35.7%
TERNA S.A.	28.6%
VINCI CONSTRUCTION GRANDS PROJETS	0. 010%



Organizational structure and Management

- Our organizational structure reflects the way we manage all our resources, aiming at facilitating the decision making.
- The Board of Directors (BoD), during its three-year mandate, elaborates the strategy and the development policy of the company.
- The Board of Directors accounts to the General Meeting.



Composition of the BoD\*

	2023
Chairman of the BoD and Chief Executive Officer	Panayiotis Papanikolas
Vice-chairman of the BoD	Georgios Papageorgiou
Executive Managing Director	George Syrianos
Members	Belen Marcos Cortes
	Antoine Cogez
	Mathieu Lisbonis
	Peter Coenen
	Oliver Wagner
	Stelios Georgallides
	Maria Eleni Nitsopoulou
	Emmanuel Moustakas
	Emmanuel Vrailas

\* there is no distinction between executive and non-executive directors

Gender Ratio and Age Distribution of the Board of Directors

Gender	<30	30-50	50+
Women	0	1	1
Men	0	3	7
Total	0	4	8

2.2 Financial Data

The turnover of 2023 amounted to €119,372.56 thousand. The financial statements can be found on our corporate website and are also available here: <https://www.olympiaodos.gr/project/Oikonomikes-Katastaseis/>

Financial data (in 000 €)\*

	2023	2022	2021
Turnover	119,373	112,415	97,525
Operating cost	66,941	60,671	57,003
Employee Wages and Benefits	2,716	2,654	2,131
Payments to sponsors	11,339	31,319	82,230
Profit/loss before tax	14,101	25,576	15,336
Profit/loss after tax	12,280	25,576	15,336
Total payments to State bodies (paid taxes) (incl. VAT)	10,142	14,806	18,841
Equity	110,000	110,000	100,000
Total liabilities	852,793	830,845	818,544
Total assets	1,014,880	971,858	921,440

Fines and non-compliance events

During the current reporting period, an administrative fine was inflicted (pursuant to Article 65 of Law 4663/2020):

- €1 million to Olympia Odos;
- €1 million to Olympia Odos Operation

Following the closure to traffic of the motorway due to the rockfall in the area of Kakia Skala on December 1, 2022. Both OLYMPIA ODOS S.A. and OLYMPIA ODOS OPERATION S.A. have resorted before the administrative courts to annul the administrative acts imposing the fine.

2.3 Management Systems & Certifications

At Olympia Odos we are committed to provide quality services to our customers and drivers, to ensure high levels of health and safety and to protect the environment. We have developed and implement an Integrated Management System (IMS) certified by TÜV HELLAS (TÜV NORD), in the following fields:

motorway concession management (financing of the Project, operation and maintenance of the motorway, management of the Motorists Service Stations [MSS]);	motorway operation (traffic and incident management, road and E/M maintenance, customer and subscribers service).
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Certifications of OLYMPIA ODOS S.A.

ISO9001:2015	ISO14001:2015	ISO45001:2018
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Certifications of OLYMPIA ODOS OPERATION S.A.

ISO9001:2015	ISO14001:2015	ISO45001:2018	ISO39001:2012
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We systematically invest in continuous improvement through:

- The implementation of international standards;
- The strict audits effected by qualified and experienced staff;
- The constant improvement of the existing procedures;
- The investments in new infrastructure and modern technological equipment.





## Quality Assurance

Ensuring quality across the entire Project and the services we provide is Olympia Odos' first priority. To this end, we are promoting:

The continuous monitoring of indicators to assess the quality of the motorway and of the services provided;	The continuous feedback from our employees;	The conduct of systematic checks and inspections of our processes and systems.	Training and Information
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For more information: <https://www.olympiaodos.gr/en/project/Pistopoihsis-Politikes/>

### Quality Inspections (OLYMPIA ODOS S.A.)

	2023	2022	2021
Internal Quality Inspections	1	1	1
Inspections by a Certification Body	1	1	2

### Quality Training per Position / Hierarchy Level (OLYMPIA ODOS S.A.)

	2023					
	Number of participants			Hours of training		
	Men	Women	Total	Men	Women	Total
Senior management	3	0	3	12	0	12
Managers	4	2	6	24	24	48
Administrative personnel	0	0	0	0	0	0
Total	7	2	9	36	24	60

### Investments in Quality (in €) 2023

€6,200

OLYMPIA ODOS S.A.

€900

OLYMPIA ODOS OPERATION S.A.

## Risk management

The accurate and timely identification of and response to various risks affecting the operation of the motorway is our major priority at Olympia Odos. The Risk Register is a useful tool that helps us to manage the entire Project in a more efficient way, by identifying and dealing with all potential risks and issues that arise from the operation of the motorway.

### Acknowledged Risks Register

Natural disasters (severe weather phenomena, earthquakes, landslides, etc.)
Contractual obligations (acts of the State that unilaterally amend the Concession Agreement or termination of loan agreements by the lenders, etc.)
Risks from operational and business actions (failure of infrastructure works, systems dysfunction, road accidents, etc.)
Cyber threats (piracy or blackmailing)
Acts of terrorism or vandalism
Environmental risks (insufficient waste management practices at the MSSs or impact of the road traffic noise, etc.).

## Framework for dealing with Violence, Harassment and Corruption

At Olympia Odos we operate in a responsible and ethical manner, safeguarding the interests, the principles and the values of our company and showing zero tolerance for violence, harassment, corruption and conflicts of interest. To that end, we have adopted a specific policy to prevent and avoid violence and harassment in the workplace.

At the same time, since 2023, we have developed and implement a specific framework for tackling corruption and conflicts of interest, including procedures, mechanisms and policies to facilitate the achievement of the objectives set. Finally, we still invest in training and awareness programs on these issues within our organization.

### Training and Information on corruption and corporate governance issues

		OLYMPIA ODOS OPERATION S.A.			
		Men (number)	Men (duration/ participant)	Women (number)	Women (duration/ participant)
2023	Senior management	1	16	0	0
	Managers	0	0	1	16
	Administrative personnel	0	0	0	0
	Total	1	16	1	16

## 2.4 Value generating synergies

Olympia Odos consistently invests in long-term partnerships with organizations and bodies of the sector that promote sustainability, aiming at maximizing the effect of the actions and initiatives it supports.

- Observatory of Road Networks in Western Greece and Peloponnese
- HELLASTRON (HELLENIC ASSOCIATION of TOLL ROAD NETWORK)
- Road Safety Institute (RSI) “Panos Mylonas”
- Vinci Autoroutes Foundation for Responsible Driving
- DIAZOMA Association
- Kilometers of Solidarity
- Hellenic Institute of Customer Service (EIEP)
- Hellenic Network for Corporate Social Responsibility (CSR Hellas)
- Sustainable Building Council (SBC Greece), member of the World Green Building Council

### Participation in Congresses and Daily Conferences

In 2023, we participated in more than 36 conferences and workshops on issues related to sustainable mobility, technology and road safety.

### Distinctions and Awards

The awards and distinctions highlight the efforts and achievements of the entire Olympia Odos team and encourage us to continue implementing innovative initiatives and activities with environmental and social impact.



#### HEALTH & SAFETY AWARDS 2023

BRONZE Award in the category Use of Technology for the Inspection of Technical Infrastructure of Olympia Odos using Drones



#### FUTURE READY BUSINESS AWARDS

In the category «Future Readiness», distinction as one of the 12 «Future Ready Businesses», first among the SMEs depending on the number of employees.



#### HEALTH & SAFETY AWARDS 2023

BRONZE Award in the category Fleet Safety for the Safe Management of our Corporate Fleet and Training of the Drivers



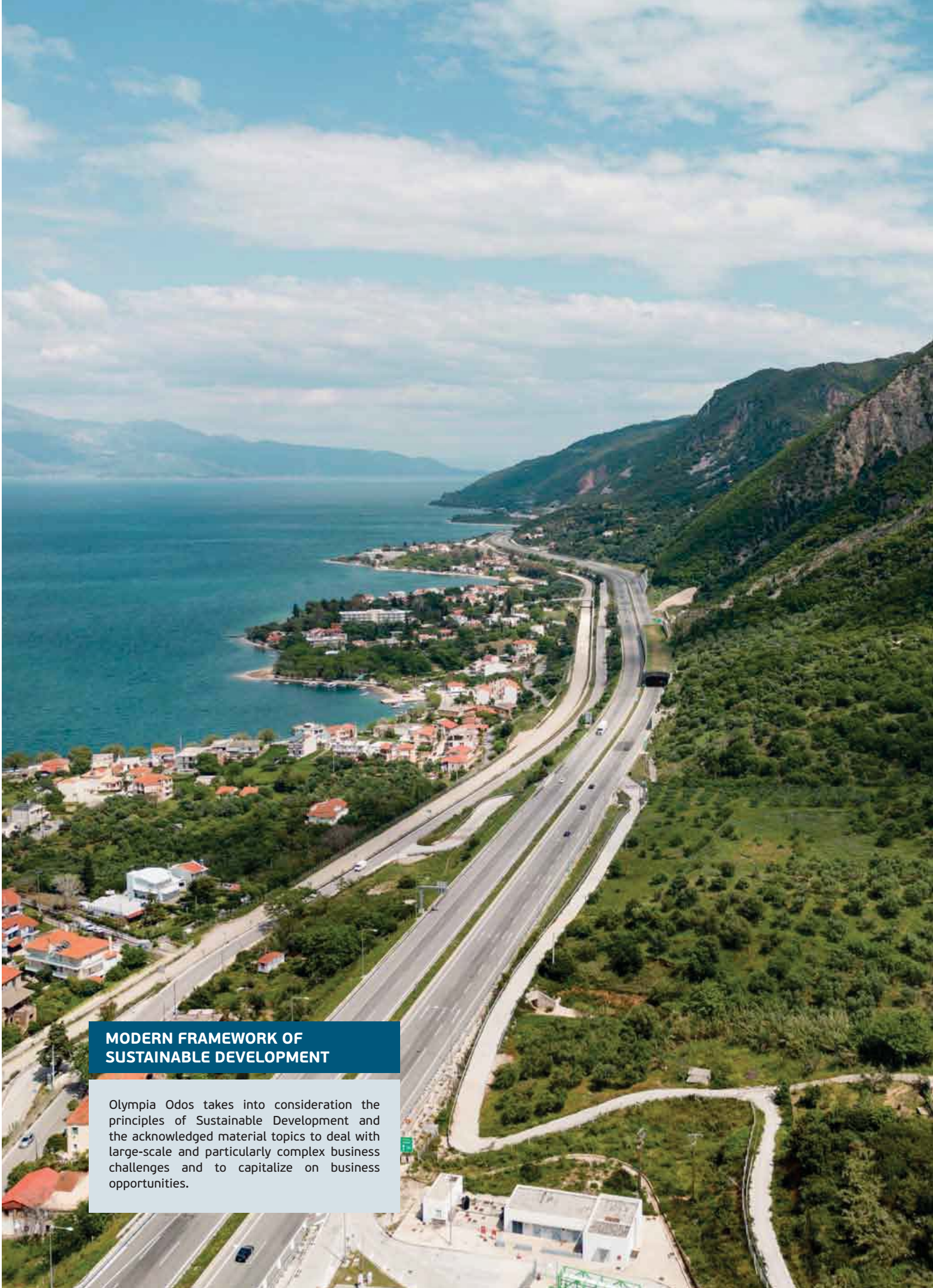
During the current reporting period, no incidents or occurrences related to corruption or conflicts of interest at the level of senior governance bodies were recorded.





### 3. OUR APPROACH TOWARDS SUSTAINABLE DEVELOPMENT

At Olympia Odos, the principles of sustainability that govern all our decisions and activities, as well as our commitment to sustainable mobility, have made us a model at European level. We continue to operate focusing on people, responsibly promoting national and local development and protecting the environment.



**MODERN FRAMEWORK OF SUSTAINABLE DEVELOPMENT**

Olympia Odos takes into consideration the principles of Sustainable Development and the acknowledged material topics to deal with large-scale and particularly complex business challenges and to capitalize on business opportunities.

### 3.1 Strategic Approach to Sustainable Development

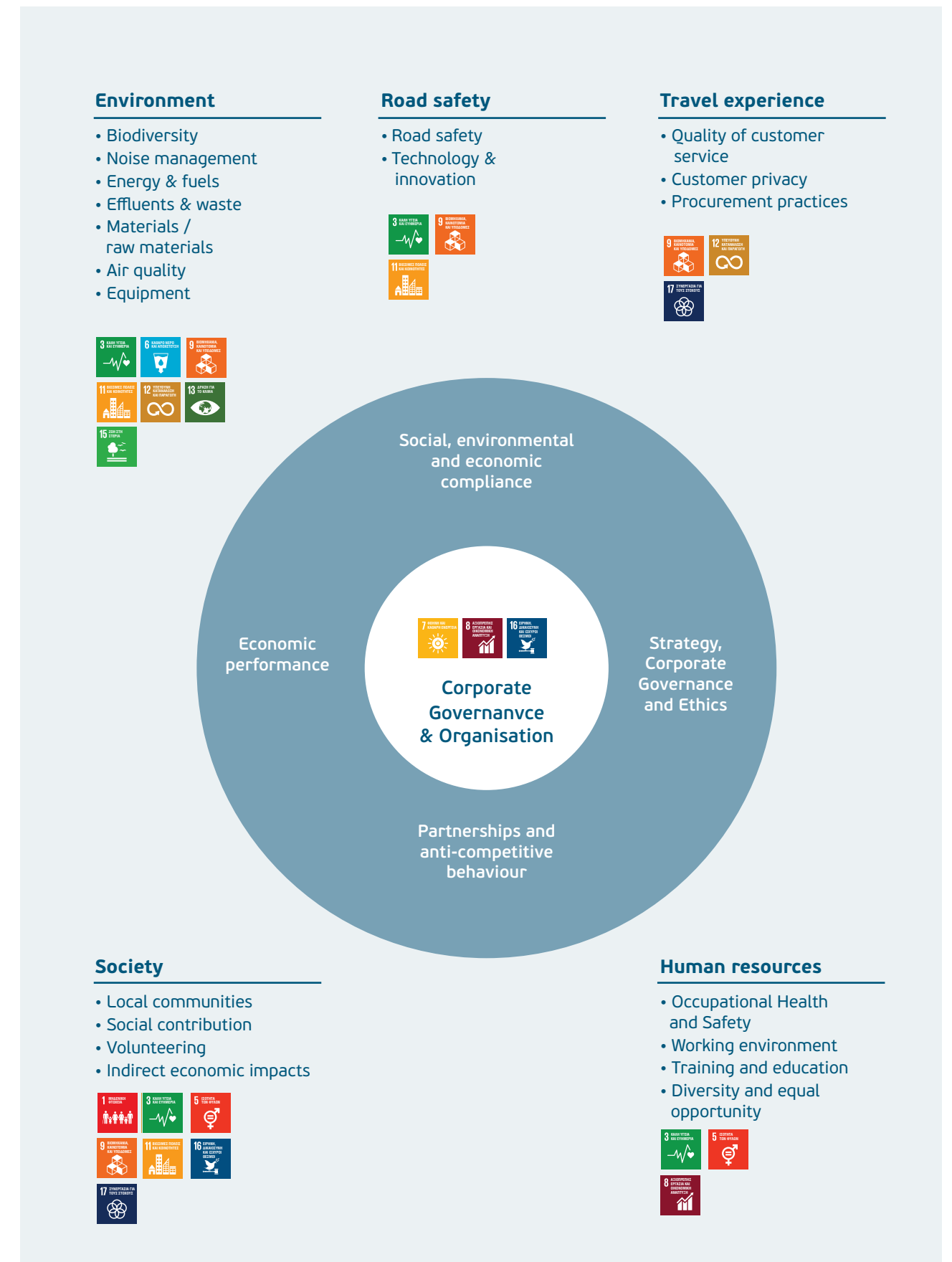
Our commitment to promote sustainable development is reflected in all aspects of our corporate operation: Our strategic approach, our organization and managerial structure, our initiatives and our activities.

**Thanks to our sustainability strategy, we prioritize the following:**

- Responsible business activity and respect to human life;
- Fair corporate governance, social responsibility and corporate repute;
- Ensuring the quality of our services;
- Promotion of our business performance, our competitive advantage, collective responsibility and effective cooperation;
- Development of the local communities;
- Promotion of sustainable mobility and reduction of our environmental footprint.

**Our strategic approach to sustainability is based on five (5) distinct axes:**

- Road Safety
- Travel experience
- Human resources
- Community
- Environment





3.2 Continuous Dialog with the Stakeholders

The Sustainable Development Report aims at contributing to the wider effort to promote accountability and transparency in the company’s sustainability strategy, while providing a platform for active dialog with all stakeholders.

Through methodologies and specific tools we aim at understanding the priorities of our stakeholders and the impact of our activities on them, in order to make more efficient strategic decisions in a more inclusive and effective way

Stakeholders

We have determined sixteen (16) key groups of stakeholders, taking into consideration a series of parameters such as the geographical distribution, their impact, their representativeness, their relation with the company, etc.

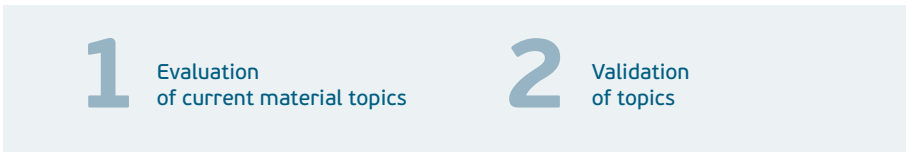
Shareholders and management	Other motorways	Users
Construction Joint Venture	Banks and Financial Institutions	Subscribers
Employees	Local Authorities	Suppliers
OLYMPIA ODOS OPERATION S.A.	Community	State
Emergency intervention bodies	NGOs & Pressure groups	Mass Media
	Educational Institutions	

3.3 Identification of material topics

In 2023, we reviewed the topics we had identified as the most material. In the review process, we took into account industry developments, recent legislative changes, company priorities, national and local priorities, shareholder parameters, and stakeholder views as part of a specific survey we conducted.

The Steps of the Process

In order to define the material topics for this reporting period, we followed a specific process:



### 3.4 Sustainable Development Goals



### 3.5 Value Chain

The value chain of Olympia Odos reflects our overall performance not only using financial indicators, but also other data such as the safety of the employees and the users, the environment, the corporate social responsibility, the development of the areas along the motorway, as well as the material, strong collaborations with the stakeholders

#### Input

- Best resources management
- Proactive policy to exploit the financial, natural, human and technological resources



#### Supply Chain

- Social and environmental criteria for suppliers and subcontractors
- Support to local markets
- Management of the Project's impacts on the local population and citizens



#### Motorway Safe Use and Innovation

- Access to fast and safe transport networks
- Training on road safety, exploitation of technology, know-how management and transfer
- Decreasing the environmental footprint



#### Infrastructure, Services and Customer Care

- Developing employees and attracting new talents
- Career management at local level
- Regular communication with the motorway users



#### Motorway Integration, Quality of Life and Growth Prospects

- Promotion of local heritage and strengthening of the local fabric
- Consultation with stakeholders
- Elaboration of social cohesion activities
- Contribution to the national regional development (economic, social, environmental) policy.



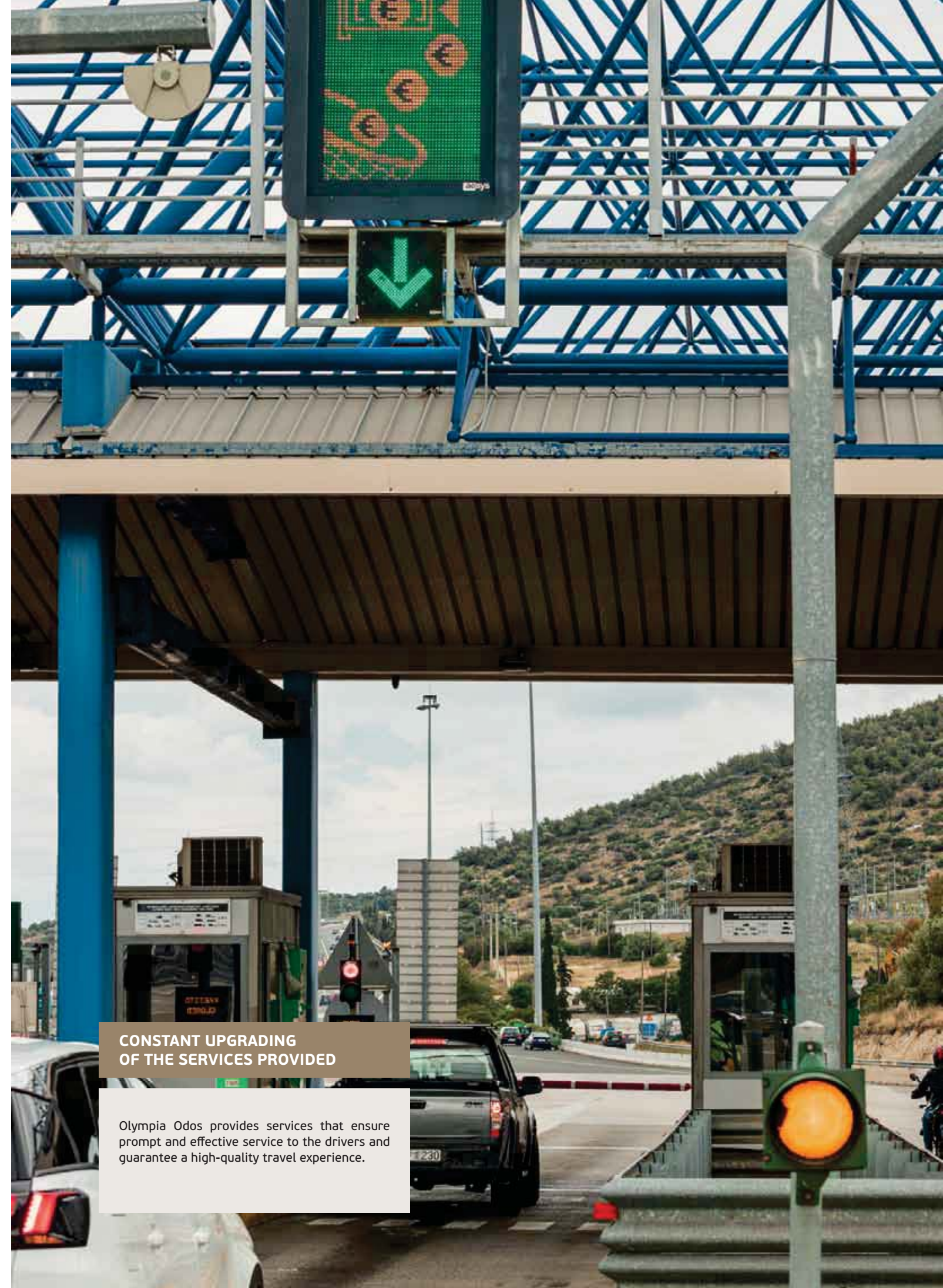
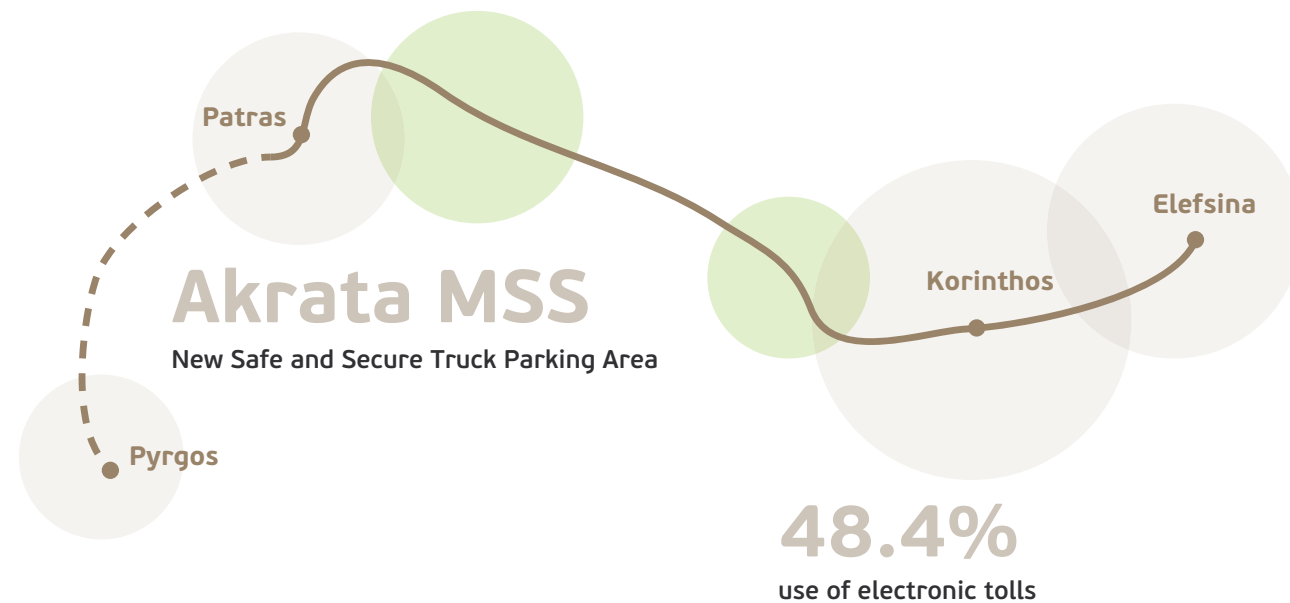


## 4. TRAVEL EXPERIENCE & SERVICE

Olympia Odos has set as a priority the promotion of the travel experience through the systematic improvement and the safety of its infrastructure, investing in new innovative technologies and constantly upgrading all the services it provides.

**€5,186,000**  
total amount refunded to the drivers  
by the Hybrid system

**82,869**  
calls to the call center



### CONSTANT UPGRADING OF THE SERVICES PROVIDED

Olympia Odos provides services that ensure prompt and effective service to the drivers and guarantee a high-quality travel experience.



## 4.1 Focusing on Drivers

At Olympia Odos we put the driver at the center of our actions, giving priority to their prompt and effective service.

**The following operate on a daily basis along the Motorway:**

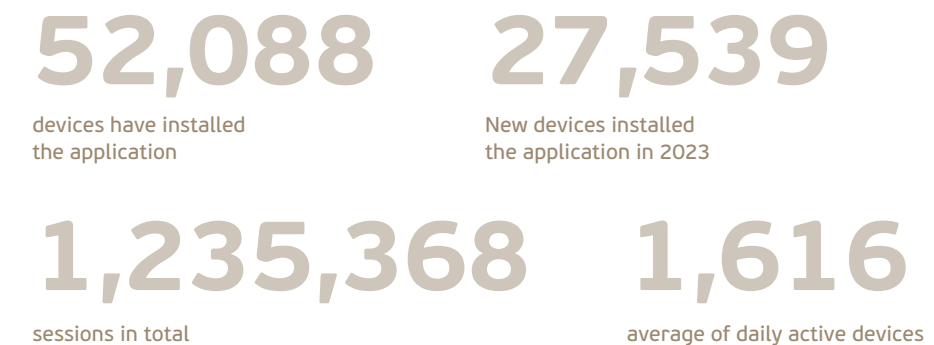
- Four (4) Customer Service Centers (CSC) at the Toll Stations of Elefsina and Kiato (in the direction to Patras) as well as those of Isthmos and Rion (in the direction to Athens).
- 21 modern WC (men/women/disabled people) and parking areas
- Emergency Phone Number “1025” operating 24 hours a day
- Call center to be called at 22960 95555 five days a week
- 11 Motorists Service Stations (MSS) accessible to Disabled People, with restaurants and refueling with gas, natural gas, EV chargers as well as ATMs, open 24 hours a day.
- Motorists Service Stations: The MSSs are located at Megara in West Attica, Zevgoliotio and Velo in Korinthia, and Akrata, Aigion and Psathopyrgos in Achaia.

## Olympia Odos App

Olympia Odos App offers the drivers the opportunity to plan their trips more comfortably and accurately, thus improving their travel experience. Through the Olympia Odos App, all travelers regardless of whether they are OLYMPIA Pass subscribers or not, may access a set of smart services allowing them to calculate tolls, choose the best route and be informed about the traffic along the motorway.

For more information about the services and the features of Olympia Odos App: <https://www.olympiaodos.gr/en/Uphresies/Mobile-App/>

## OLYMPIA ODOS APP STATISTICS 2023



## Safe and Secure Truck Parking Area (SSTPA)

Aiming at dealing with the lack of safe truck parking areas and at improving the safety along the national road network in general, we participated in a special program within the context of the funding instrument Connecting Europe Facility (CEF) for Transport to develop a Silver-level safe and secure truck parking area for 45 trucks, with a building equipped with a resting area, WCs and showers in Akrata MSS.

The project was completed in 2023 at a total cost of €2.3 million, of which €1.8 million came from European funds.

## The awarded “Water from the Air” program

The innovative “Water from the Air” program is now implemented in eleven (11) spots, with the ultimate aim of its gradual expansion to all parking areas of the Motorway. The program has already upgraded the travel experience thanks to the sustainable and reliable supply of fresh, clean drinking water produced by the air humidity with the help of the sun. The project was also enhanced with a telemetry system to monitor the equipment in real time, thus contributing to a more efficient monitoring of the program by monitoring its key operations, such as water production, battery charging, water cooler operation.

The total investment for the installation and maintenance of this system for five (5) years amounts to €145,000.





4.2 Communication with Drivers

Daily communication with drivers is an important priority for all of us at Olympia Odos, since it allows us to continuously improve our services and to manage faster and more efficiently their various requests.

82,869 calls were recorded in 2023.

Operation of the Call Center

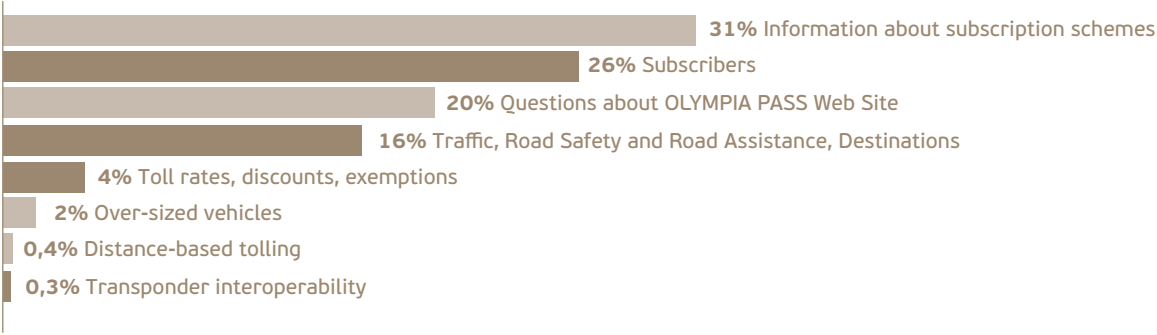
	2023	2022	2021
Call center	55,399	48,149	55,974
Emergency Telephone Number	27,470	20,404	20,919
Total	82,869	68,553	76,893

Written requests/inquiries

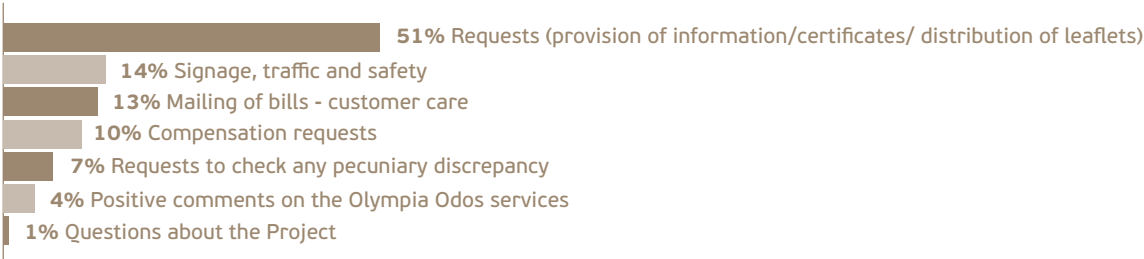
2023	2022	2021
811	748	639

In 2023, 811 written requests/inquiries/proposals were received. The written requests are answered within five (5) business days on average, but in any case, no later than 10 business days.

Phone Call topics



Written message topics



The “Customer Service Week” Initiative

The Customer Service Week, organized under the auspices of the Hellenic Institute of Customer Service (EIEP), is an established institution for Olympia Odos. We continuously participate in it, over the last years, by implementing initiatives for the drivers and the OLYMPIA PASS subscribers, as well as internal actions to recognize and award our employees.

4.3 Protection of Personal Data

The data collected by OLYMPIA ODOS OPERATION S.A. when communicating with the users of the motorway or the data 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. OLYMPIA ODOS S.A. and OLYMPIA ODOS OPERATION S.A. have appointed Data Protection Officers.

In 2023 there were no complaints relevant to the legality of the processing or the application of the relevant legislation.

4.4 Tolling

Allocation of methods of payment

Manned toll lanes	Automatic toll payment lanes	OLYMPIA PASS Electronic Toll System	Electronic Toll System using another transponder
27.6%	24%	18%	30%
2023			
29%	24%	18%	29%
2022			
27%	28%	17%	28%
2021			

On Olympia Odos, the distance-based tolling is automatically offered with a subscription to OLYMPIA PASS. For the private cars, the VALUE discount scheme is bundled with, offering progressive discounts at all toll stations ranging from 15% to 60% for more than six (6) and up to sixty (60) transactions per month.

BENEFIT FROM THE DISCOUNT PROGRAMS PROVIDED BY OLYMPIA PASS

€1,486,511

Value

€43,611

Value +

Total: €1,531,222

Electronic Toll Payment: OLYMPIA PASS

OLYMPIA PASS, the electronic toll payment service of Olympia Odos, accelerates and facilitates the passage of the driver/user from all Olympia Odos toll stations.

Passages using e-toll:

The electronic toll penetration is constantly increasing, reaching 48.4% in 2023 compared to 46.7% in 2022 (1.7 percentage points), out of which:

- The passages using the e-PASS transponder (Attiki Odos) correspond to 22.8%.
- The passages using the OLYMPIA PASS transponder correspond to 18.1%.
- The passages using the E-way, Gefyra, Egnatia pass, Fast pass and Kentriki pass correspond to 7.5%.

Olympia Odos is the first motorway in Greece that offered its users the possibility to make contactless transactions along its entire length, thanks to the installation of POSs at all toll lanes equipped with Automatic Payment Machines (APM).



Hybrid distance-based tolling system

The Hybrid Toll System is a pioneering distance-based tolling system, with a total investment of €9.5 million, the first of its kind in Greece, operating exclusively through the OLYMPIA PASS transponder. It calculates the kilometers traveled by the vehicle using sensors, cameras and intercom systems installed at the entrance and exit interchanges of the motorway and automatically refunds the difference to the subscriber account.

AT A GLANCE

6.2million

of passages from the distance-based tolling gates

€5,186,000

is the amount saved by the users of the motorway in three years (2021-2023)

AVERAGE AMOUNT SAVED PER PASSAGE:

€0.64

Private cars

€1.85

Trucks

€2.70

3-axles



4.5 Adding value to the entire Supply Chain

We place emphasis on the effective management of the supply chain and the development of relations of trust with our key suppliers, subcontractors and partners, in order to ensure the safety and quality of our services.

Suppliers selection and evaluation procedure

The Financial Department of the company, consisting of specialized staff, is responsible for managing the supplies, evaluating and selecting the most appropriate suppliers and associates by applying selection criteria that support local economies. In this context, we have developed and apply a series of criteria and procedures to select and evaluate them, putting emphasis on the digitization of our procedures and the application of the ERP system.

ERP system		
Accounting monitoring of documents and approvals	Reports development	Transfer data to My Data platform

In the context of our greater effort to further promote our cooperation with the local communities, Olympia Odos keeps a list of approved suppliers.

8.9/10

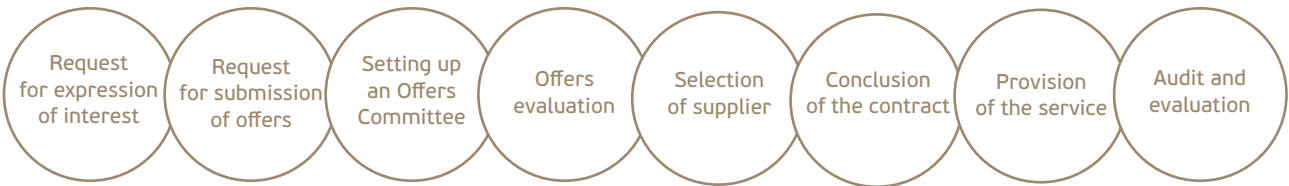
Average score of suppliers evaluated for 2023

SUPPLIER SELECTION CRITERIA

- Safety
  - Communication
  - 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

Supplies procedure

At Olympia Odos we follow a specific and accredited procurement process, which includes clear and distinct stages from the time of the invitation for expression of interest to the selection of the supplier and the signing of the contract. At the same time, following the provision of the service, a corresponding audit and evaluation of the supplier/contractor is carried out in order to improve the procedure itself and to ensure the quality of the services provided.



Number of suppliers per Category / Origin

	2023		2022		2021	
	Number of suppliers	Investment (,000 €)	Number of suppliers	Investment (,000 €)	Number of suppliers	Investment (,000 €)
Greek suppliers	665	175,676.20	714	169,559	604	85,890
Foreign suppliers	34	5,360	45	4,835	36	3,076
Total	699	181,036.20	759	174,391	640	88,965

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

Supplier Evaluation Criteria:

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

Quality Assurance criteria for Maintenance or Construction Works:

- Scope of the works in direct correlation with the safety of the users
- Technical challenges of the project
- Financial aspects of the contract
- Term of the contract
- Number of persons and involved personnel
- Possible impact of the works on the traffic





## 5. ROAD SAFETY AND INFRASTRUCTURE

Being aware that a large infrastructure project continues even after the completion of its construction, at Olympia Odos we implement extended heavy maintenance and repair plans, systematically investing in innovative technologies to ensure quality and project life beyond our contractual obligations.

**600+**  
structures have  
been inspected

**5,232**  
LED Luminaires  
were installed

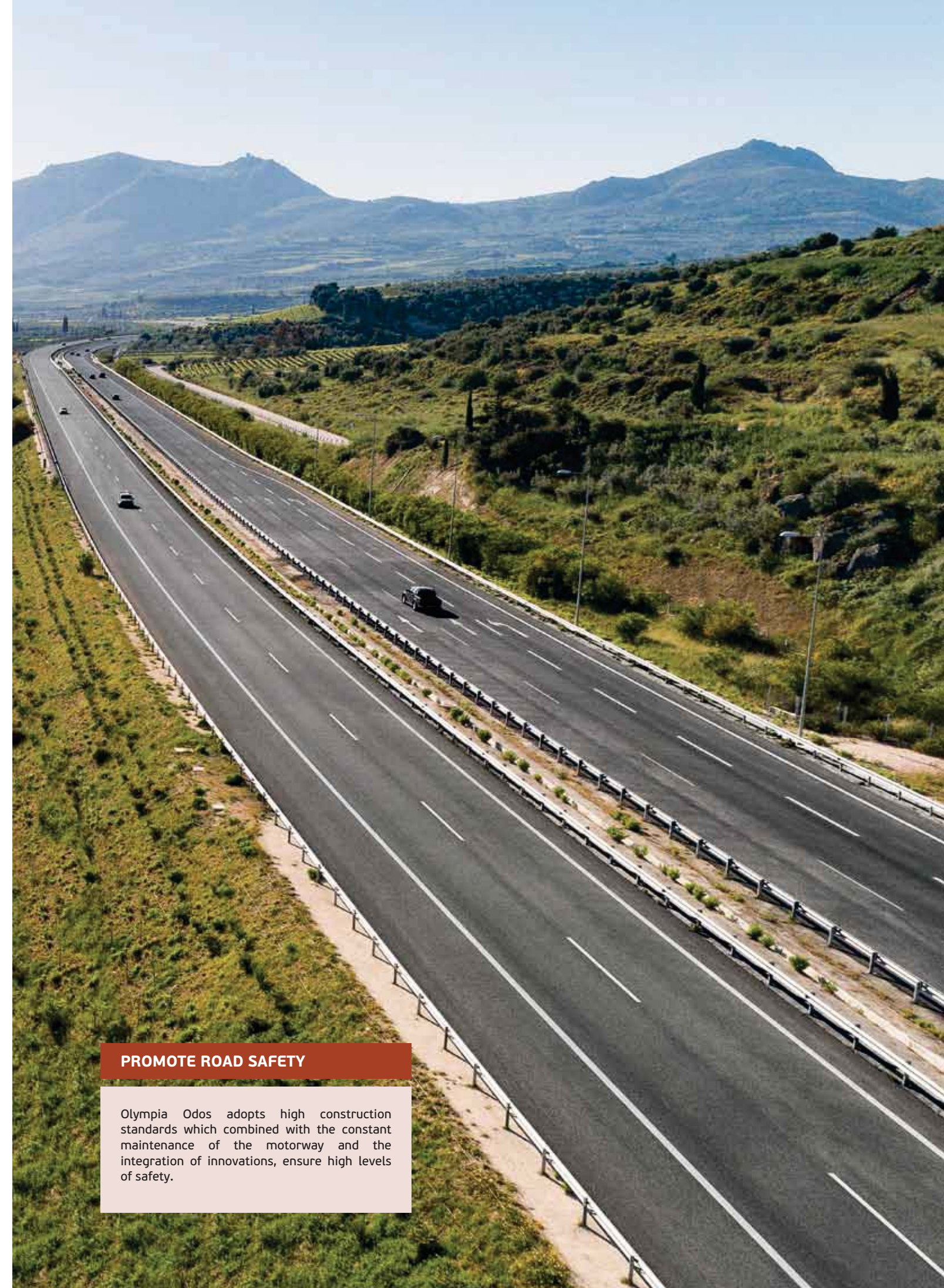
**287,719**  
road safety and maintenance  
hours worked

Patras

Elefsina

Korinthos

Pyrgos



### PROMOTE ROAD SAFETY

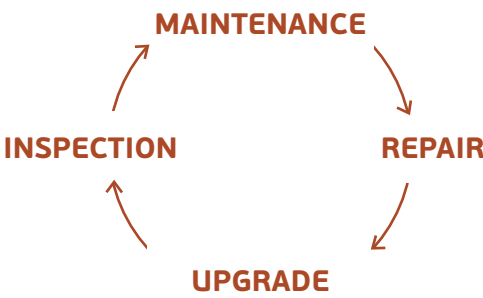
Olympia Odos adopts high construction standards which combined with the constant maintenance of the motorway and the integration of innovations, ensure high levels of safety.



### 5.1 Heavy Maintenance of Structures

#### Infrastructure Protection and Management

To ensure the effective management and to plan the construction of structures, as well as to timely address the deterioration of the pavement, we have developed an infrastructure comprehensive monitoring and evaluation system based on innovative tools. Among them is the continuously upgraded digital platform for the management of the infrastructure, which is a database for registering and monitoring all technical parameters during the inspections.



Within the framework of the system:

<p><b>The following are to be carried out every six (6) years:</b></p> <p>Detailed visual inspection, recording and monitoring of the progress of any kind of damages/defects on the constructions, and Assessment/evaluation of their structural and functional condition.</p>	<p><b>The following are carried out every three (3) years:</b></p> <p>Intermediate visual inspections, primarily to assess the condition of particularly important infrastructure, e.g. large span viaducts and prestressed structures, to timely identify, assess and deal with possible new findings or existing and evolving defects.</p>
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#### Trieres Project and Energy Innovation

Trieres Project aims at creating a hydrogen ecosystem in Greece, starting with a small-scale «Hydrogen Valley» close to the Motor Oil refinery at Agioi Theodori in Korinthos. It links the company’s green hydrogen production with businesses, technology providers, academic and research institutions, public organizations and local authorities, giving the opportunity to test hydrogen pilot projects, e.g. for buses, passenger cars, shipping and power plants. The data from these tests and surveys aim to highlight the key role of hydrogen in achieving European climate neutrality, energy security and changing Greece’s energy mix. The project was launched in June 2023 and will last for 58 months. Olympia Odos participates as a national partner with the supply of at least one passenger car for daily operations, aiming at promoting hydrogen fuel cell vehicles and contributing to safety designs for hydrogen transport. Among others, it also contributes to designs on valley expansion, public awareness, training of technical staff, identification of challenges in integrating interconnection infrastructure among stakeholders and hydrogen distribution modes, identification of hydrogen demand and required quantities to be distributed to end-users via road transport.

#### Safety barriers’ replacement

Replacement of the old DIS-compliant safety barriers with new technology barriers along the 18.3 km Patras Bypass motorway and its interchanges. This project, to be completed in 2024, is expected to significantly upgrade the safety both along the Patras Bypass section and the Olympia Odos Motorway in its entirety.

#### Reusing asphalt in the new mixture

The project and the relevant designs were launched in 2023. The pilot implementation will take place in the second half of 2024, with the aim of incorporating 30% of reclaimed asphalt (RAP). Depending on the results, it will be expanded to most of the repaving activities along the motorway.

#### COGITO project

Olympia Odos participates in research projects, such as the Construction-Phase Digital Twin Model (COGITO), which aims at addressing the low interoperability among the collected data in the construction sector. Given that construction projects now require the collaboration of many parties, the use of digital platforms to manage digital data is more necessary than ever. Therefore, the COGITO toolkit introduces a new concept of managing complex systems-ecosystems to be leveraged in infrastructure construction and management through the use of technologies such as IoT, Cloud Computing and AI. COGITO will contribute to automated progress and resource monitoring and quality assessment as well as to the design of safety measures and identification of hazardous sites. The project was launched in November 2020 for a 36-month period, but it was extended by six (6) months and therefore is expected to be completed in 2024.

5.1.1 Inspection of Structures

Olympia Odos frequently inspects its structures in order to ensure their quality and safety. The results of such inspections, after being assessed by the technical advisors of Olympia Odos, are notified to the Greek State for its actions, since the structures along the existing sections fall within the scope of competence of the State.

During the current reporting period, the second cycle of visual inspections has been conducted along the Elefsina-Korinthos Section and Patras Bypass, as well as a detailed inspection (DI) of civil engineer works on Korinthos-Patras Section, in order to further ensure the structural integrity and the quality of the project thanks to continuous works and improvements.

As a result:

On Korinthos-Patras Section, the high level of functionality was confirmed for the entire inspected infrastructure of the motorway, and therefore no need for maintenance works arose.

On Elefsina-Korinthos and Patras Bypass sections the following was established:

- The level of functionality of the existing sections’ structures is maintained;
- Adequacy of the interventions carried out by the Concession Company following the completion of the 1st cycle of the detailed inspection;
- Correctness of the conclusions on the impact of the lack of waterproofing on the long-term durability of the bridges and the need for the State to issue a decision on its implementation.

The following needs were underlined:

- Small-scale maintenance interventions and more frequent monitoring of the state of the cracking in four (4) Underpasses along Patras Bypass;
- Mid- and long-term interventions for the repair of the Cut & Cover exit at «Skiron» tunnel and the corresponding need for the issuance of the relevant decision by the State to carry out the works.



**INSPECTION OF STRUCTURES**

Inspection of Structures using both conventional means and “drone-photo & laser grammetry” technology

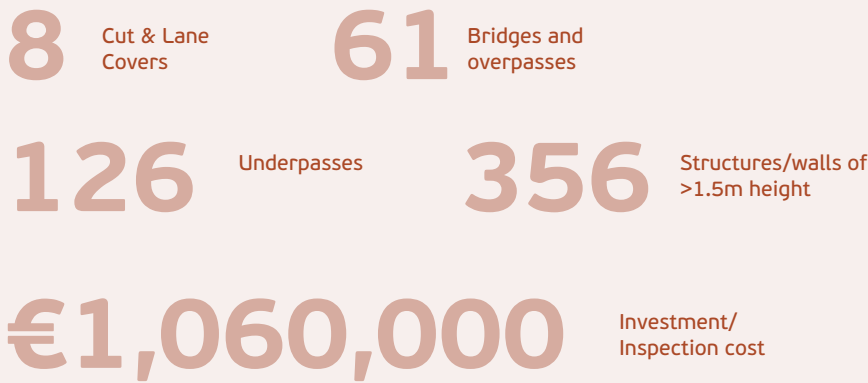
ELEFSINA-KORINTHOS SECTION AND PATRAS BYPASS

Onward implementation of the second cycle of the quick visual inspection



KORINTHOS-PATRAS SECTION

Second cycle of the detailed inspection





5.1.2 Maintenance of structures

Olympia Odos regularly carries out routine maintenance works, upgrading and repairs with a view to safety, quality and best services provided to the users and the drivers.

The major maintenance works pertain to various activities such as:

- Replacement of bearings
- Repair of corroded slopes and soil retaining works
- Removal of loose materials
- Maintenance of steel reinforcement
- Repair of surfaces and safety systems, and
- Local waterproofing works and repair of sealing defects

At the same time, works in tunnels and retaining walls (e.g. cleaning and maintenance of drainage holes, removal of loose materials and repair of surfaces) are carried out.

The maintenance works that arose from the first cycle of the detailed inspection of the structures of the existing sections in 2018-2019 were completed, for their larger part, in 2022.

Smart Tunnel Innovation  
for Motorway Maintenance Strategy

The innovative Smart Tunnel program, of a total investment €500,000 (for five (5) years) aims at improving the motorway maintenance strategies. It is a comprehensive and standalone solution installed on the existing E/M infrastructure of the tunnels, providing information about the tunnel maintenance needs. The system was designed taking into consideration the most recent Internet of Things (IoT), Big Data, Artificial Intelligence (AI) and Machine Learning technologies and provides real-time monitoring and predictive maintenance data about the infrastructure. Following its pilot implementation, the system is constantly evolving. During the current reporting period, the design of the system and the preparation/manufacture of the equipment, as well as the laboratory tests, took place, while the full installation and commissioning on the road is expected in 2024.

€500,000  
Total investment  
(for a period of five (5) years)

Noise reduction interventions

In 2023, we made noise protection interventions on the splice plates of the bridges, of a total investment of €5,000. At the same time, two (2) new cold vulcanization products were tested further to the tests conducted during the previous period. Monitoring of the adhesion of the material and its strength to traffic conditions is ongoing.

€5,000  
Total investment

Pavement Management Plan Tool

The Pavement Management Plan Tool is the result of years of research. It is an innovative software which contributes to the monitoring of the pavement quality, allowing to estimate the operational 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.

MIRANDA (Pavement Settlement Early Warning Tool)

The innovative diagnosis and recording tool called MIRANDA was developed in cooperation with the French Institute of Science and Technology for Transport, Development and Networks IFSTTAR, and specializes in monitoring and recording settlements and other defects on the pavement. The tool is installed on the patrolling vehicles of OLYMPIA ODOS OPERATION S.A. and contributes to the timely diagnosis of pavement defects and their most efficient and quick management at the lowest cost and impact. Field data are collected twice a month along the entire length of the major artery of the motorway and any pavement roughness deviations (IRI) are analyzed. In 2023, two (2) spots of early subsidence were detected in time, indicating potential problems in the underground irrigation network. Two (2) new version 3.1 licenses are expected to be put into operation.

€8,000  
Total Investment  
for the licenses

5.1.3 Road lighting works

In order to achieve greater energy savings and to permanently reduce our energy footprint, Olympia Odos aims to install high-efficiency LED luminaires along the entire length of the motorway. Moreover, a state-of-the-art system controls each luminaire separately, thus allowing for better management and maintenance, offering also the possibility of dimming.

Open Road LED equipped with Smart Control System for Remote Control

In 2023, installation of:	
5,232 LED Luminaires equipped with Smart Remote Control System	1,988 LED Luminaires in 2022
Total of 7,220 luminaires	

LED luminaires have already been installed on open road sections, poles and masts, underpasses and toll canopies, all remotely controlled. This project involves a total investment of €2,100,000 (€130,000 for bulbs and their installation and €800,000 for the control system).

Lighting poles corrosion protection (Open Road LED)

During the current reporting period, we applied a special silicone-based corrosion protection to 231 lighting poles and 20 toll plaza lighting masts, 34 meters high, to extend their lifetime. This is an easy-to-use protective material that is less costly and requires less time to apply, resulting in less impact on traffic. Due to the fact that corrosion was detected during the inspections on these lighting masts and poles, this method not only extends their lifetime at a lower cost, but is also environmentally friendly as it uses less energy and resources and prevents their immediate replacement.

The project was launched in February 2023.

Next steps

- Currently it records 95% progress and is expected to be completed by June 2024.
- To date the investment amounts to €111,000.
- Expected investment in 2024: €25,000

14  
Lighting poles (Open road LED)  
to be replaced in 2023

€15,000  
Investment

5.1.4 Rockfall prevention & protection works

Given that Olympia Odos crosses the foothills of Kakia Skala, in the area of Gerania Mountains, for precautionary reasons, we have elaborated an action plan to minimize the risk of possible rockfalls, despite that this area is outside the boundaries of the Concession Project. Consequently, we continue our established program of monitoring the area through the following actions:

Annual inspections carried out by a specialized Swiss company, in compliance with the Swiss standards	Conclusion of contracts with specialized Greek alpinists for their immediate mobilization
FELD app: Tool to monitor the field conditions, which is updated and enriched with the findings of the annual inspections both at Kakia Skala and areas along the Korinthos-Patras section Investment of €6,596 (2023)	
In 2023 rockfall protection works of €1,500,000 were carried out.	
In 2024, the monitoring of rockfall events using cameras is scheduled.	



Drone flights

The use of drones further contributes to carry out maintenance works and to elaborate prevention and planning actions to prevent the impacts of rockfalls, particularly in the area of Kakia Skala. They are expected to be used during the next period (2024-2025), with a total investment of €5,000.

Digital Elevation Model (DEM)

In the current reporting period, we are developing an informative digital elevation map for the area of Kakia Skala to ensure a better georeference of all field data and rockfall protection measures using drones (UAV Wingtra). This specific tool will also contribute to a more accurate generation of 2D and 3D models of the area, a project already in progress.



## 5.2 Operation and Routine Maintenance

The proper operation of the Project is compulsory according to the Law and therefore it requires continuous and systematic maintenance of the machinery, vehicles and other equipment, such as cameras, telephone devices, signs, marking, fences, etc. Maintenance includes also regular inspections for failures, defects or deregulation, as well as all other repair works.

<b>19</b> <b>Project Machinery items</b> Hours of operation: 8,440 in 2023	<b>25</b> <b>Mobile Equipment machines/vehicles</b>
<ul style="list-style-type: none"> <li>• 4 UNIMOG</li> <li>• 2 mechanical broom sweepers</li> <li>• 2 cherry-pickers</li> <li>• 3 large loaders</li> <li>• 2 small loaders</li> <li>• 6 trucks</li> </ul>	<ul style="list-style-type: none"> <li>• 10 FLR (Flat Lowbed Rigid) trailers</li> <li>• 6 VMS (Variable Message Sign) trailers</li> <li>• 9 trailer signs</li> </ul>

### Additional Equipment

In some cases, such as winter maintenance, additional equipment may be required which is provided by external subcontractors. In 2023, 1,725 km of steel safety barriers were repaired.

#### Allocation of man-hours of works on major Activity Sectors (including the leave hours)

	2023	2022	2021
Road Safety	134,592	135,673	136,200
Road maintenance	153,127	151,668	154,627
E/M maintenance	95,083	98,376	96,290
IT	12,202	12,114	12,189
Vehicle maintenance	12,262	11,664	12,265
Total	407,265	409,494	411,572

## 5.3 Incident Management and Intervention Teams

#### Number of Incidents per Category

	2023	2022	2021
Stranded vehicles (machine breakdown, flat tire, lack of fuel, abandoned)	12,184	11,287	10,533
Obstacles on the pavement	4,022	3,851	4,136
Road accidents	818	780	770
Problems with users (pedestrians, travel on the opposite direction, non-authorized users, dangerous traffic violations)	446	368	413
Traffic jams	102	88	83
Other emergency incidents (wild fires, bad weather conditions, etc.)	212	283	241
Total	17,784	16,657	16,176

#### Road accidents (number)

	2023	2022	2021
Fatal accidents	6	5	6
With sever injuries	3	6	4
With light injuries	28	47	27
Only material damages	781	722	733
Total	818	780	770

#### Response time (minutes)

	2023	2022	2021
OLYMPIA ODOS OPERATION S.A.	14'	13'	14'
Road assistance for light vehicles	29'	29'	28'
Road assistance for heavy vehicles	43'	42'	42'
Traffic Police	17'	18'	20'
Fire Brigade	20'	20'	23'
EKAV Ambulances	21'	25'	21'

Patrol and Intervention vehicles

	2023	2022	2021
Number of patrol and intervention vehicles	42	43	43
Kilometers traveled by the patrol and intervention vehicles	4,344,173	4,279,943	3,939,377

Vehicle towing

	2023	2022	2021
Road assistance conventional towing	2,848	2,869	2,466
Heavy vehicles towing	402	443	412



5.4 Large-scale and Winter Maintenance drills

Having the safety of the motorway users as a priority, we regularly plan and implement large-scale drills and exercises to better prepare for serious incidents such as fires, accidents and severe weather events.

Firefighting drills	On 15-16 March, an exercise took place in the «Aghia Varvara» tunnel of Patras Bypass, with the participation of the Fire Brigade, the Police, the National Emergency Aid Centre (EKAV) and the subcontractors. The purpose of the exercise was to: Evaluate the procedures and coordination after a road accident with traffic diversion and fire. It involved intervention in the tunnel following a collision and the burst of a fire.
Winter Maintenance drills	Winter Maintenance Drill held on 15-16 November They were conducted in Sectors 2 and 1 with the participation of the Operator and the emergency services, in order to ensure the sufficient preparation and readiness in view of the forthcoming winter period

5.5 Management of incidents

Management of severe weather phenomena	<b>“BARBARA” Storm</b> It hit the country on 5-9 February with severe weather phenomena, polar temperatures and heavy snowfalls, affecting Olympia Odos. The snow removal mechanism was mobilized and the motorway remained open and in smooth operation without any problems to traffic or safety risks.
Management of wild fires	<ul style="list-style-type: none"><li>• Wild fires in the area of the Toll Stations of Isthmos and Nea Peramos (17-20 July) They affected the Motorway from Elefsina to Korinthos.</li><li>• Fire in the area of Eleonas (July 23)</li><li>• Severe fire burst on a tank truck carrying 7.2 tons of liquefied gas in the area of Kakia Skala (August 17).</li><li>• Fire in the area of Ano Loutropyrgos entailing low visibility due to smoke (August 13)</li><li>• Fire on a truck on Korinthos-Patras NNR with a lot of smoke and reduced visibility (October 10)</li></ul> <b>Management:</b> Immediate intervention of the Traffic Police in all cases, with the cooperation of Olympia Odos. The Traffic Police closed the motorway either for preventive reasons or for safety reasons. There were no injuries or any direct risk for drivers and passengers.
Management of rockfalls	<b>Rainfalls and mudslides</b> <ul style="list-style-type: none"><li>• Rainfalls entailed mudslides into Korinthos-Patras Motorway thus affective various locations (September 6 and 25);</li><li>• Temporary closure to traffic and implementation of a two-way traffic arrangement because of the quantity of mud (September 25);</li><li>• Mud and debris slide</li><li>• Important mudslide into Korinthos-Patras Motorway due to an earlier wild fire causing the temporary closure to traffic and implementation of a two-way traffic arrangement to ensure the safety of the users (November 2)</li></ul>



## 5.6 Road Safety Awareness Campaigns

Focusing on safety, comfort, speed and quality services, Olympia Odos has developed public awareness programs to improve the driving behavior. Our employees, as ambassadors of safe driving, participate in many activities such as welcoming students at the Traffic Management Centers and distributing information material at the toll stations. At the same time, we post information videos on Olympia Odos' YouTube channel regarding dangerous driving behaviors, such as driving along the Emergency Lane.







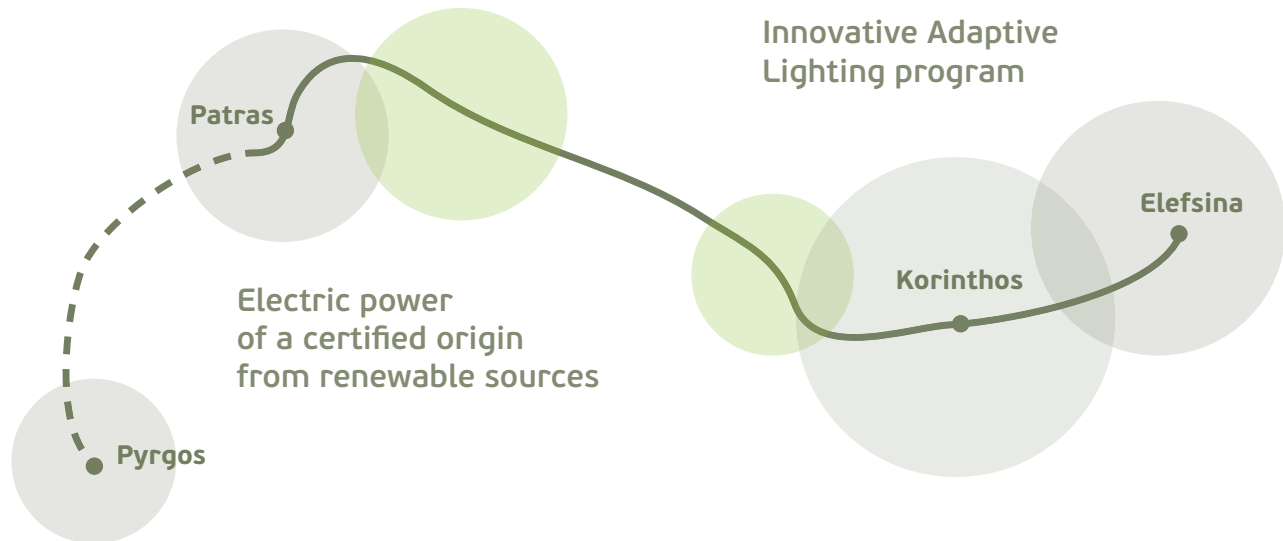
# 6. PROTECTING THE ENVIRONMENT

Utilizing modern technologies and with sustainability in mind, we are promoting environmentally sustainable road infrastructure, aiming at reducing our energy footprint and contributing to the prevention of climate change, thus protecting the environment and improving the quality of life of the users and the inhabitants of the adjacent areas.

Net zero  
by 2030

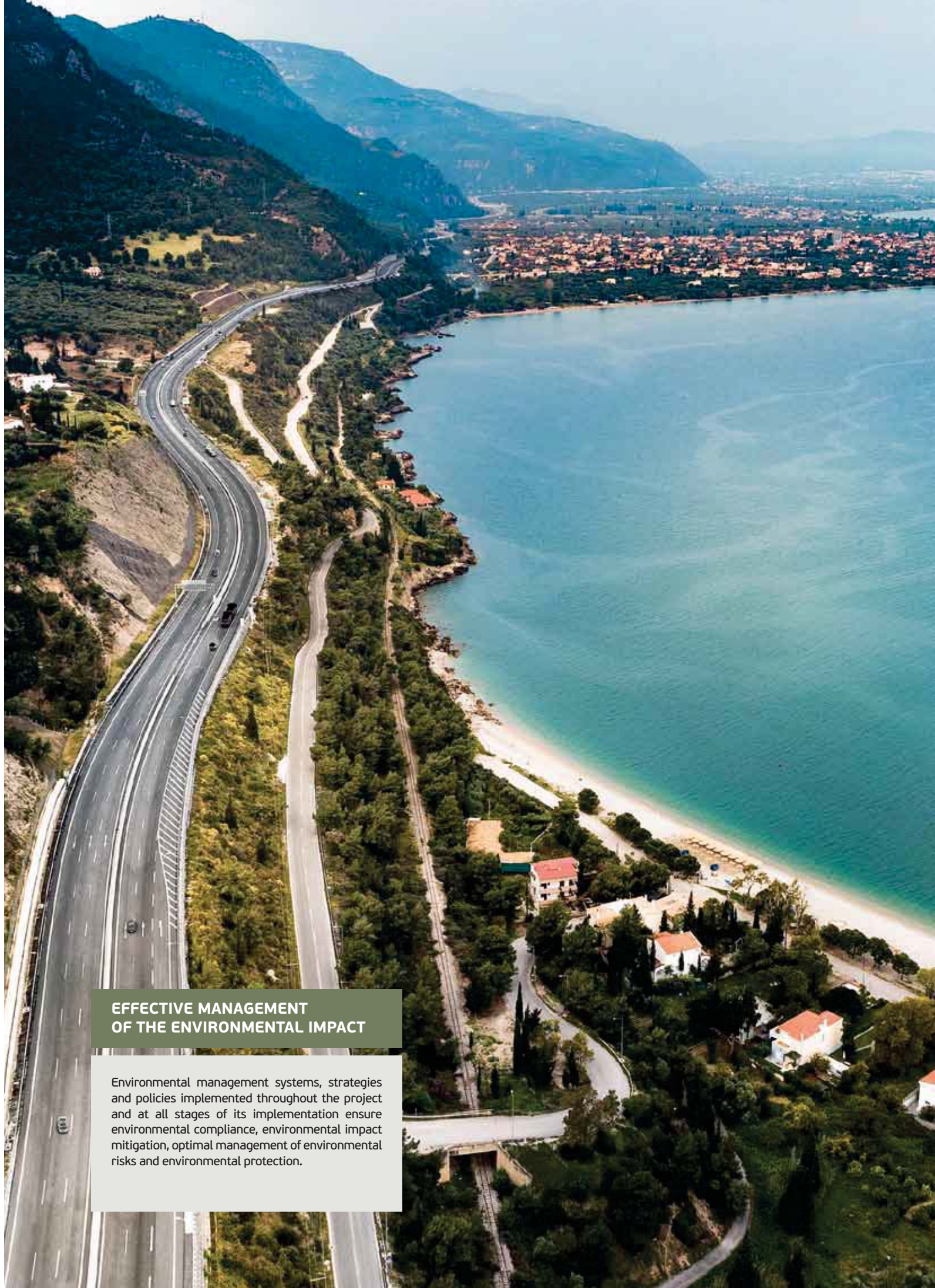


Construction  
of the 1st solar park  
at Rion EMC



## EFFECTIVE MANAGEMENT OF THE ENVIRONMENTAL IMPACT

Environmental management systems, strategies and policies implemented throughout the project and at all stages of its implementation ensure environmental compliance, environmental impact mitigation, optimal management of environmental risks and environmental protection.





## 6.1 Motorway Management with respect for the Environment

Being aware of the impact of the Project's construction and operation on the broader ecosystem, Olympia Odos constantly invests in activities aiming at reducing the environmental and energy footprint of the Motorway, while attuning our environmental policy to the climate and circular economy priorities of the project's shareholders.

### Environmental Management System

With the aim of reducing the environmental impact, Olympia Odos applies an ISO14001:2015-certified Environmental Management System, while at the same time we release Environmental Reports in compliance with the terms of the Concession Agreement.



## 6.2 Materials and Raw Materials

At Olympia Odos we are constantly investing in the best raw materials and innovative materials to ensure the quality of the infrastructure and the safety of drivers and users of the motorway.

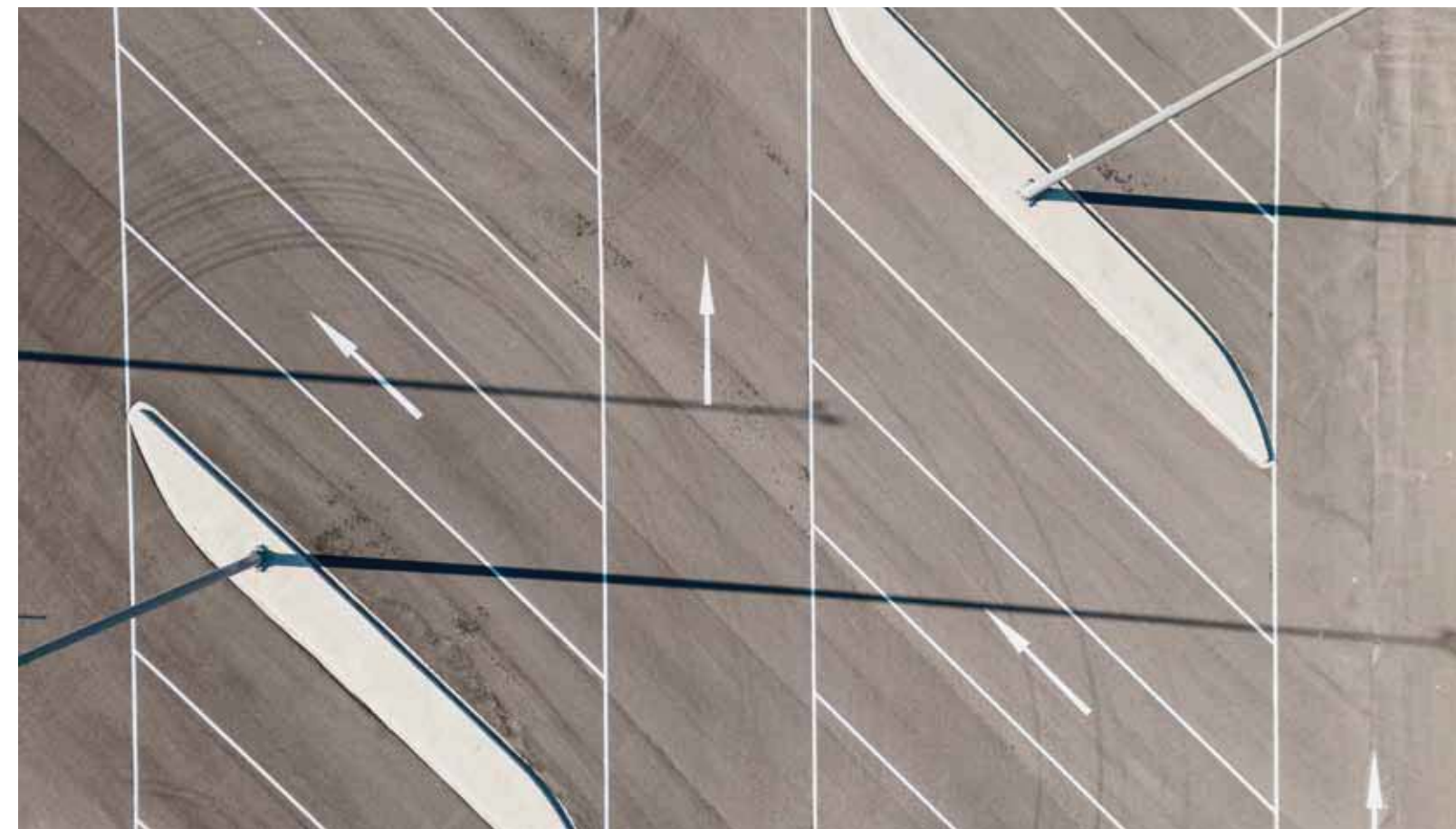
### Marking using new Innovative Project Materials

During the previous reporting period, the first re-marking of the new Korinthos-Patras section, as well as the Elefsina and Isthmos Toll Plazas, was carried out using a new EN\_1824-certified, environmentally friendly and water-soluble marking material. Compared to other marking material technologies, this material emits 82% less toxic gases and has 92% less impact on the formation of tropospheric ozone.

The extension of the marking program is to be launched in June 2024 with an additional 162,000 m<sup>2</sup> marking and the marking of 1,267 direction arrows. The program will run for 46 business days with no traffic lane closures on the main artery. This is a total investment of €890,000.

# €890,000

Total investment cost



## 6.3 Power and fuels

Our actions to cut the energy consumption and to improve our energy performance pertain to the entire motorway.

### Design and installation of photovoltaic parks.

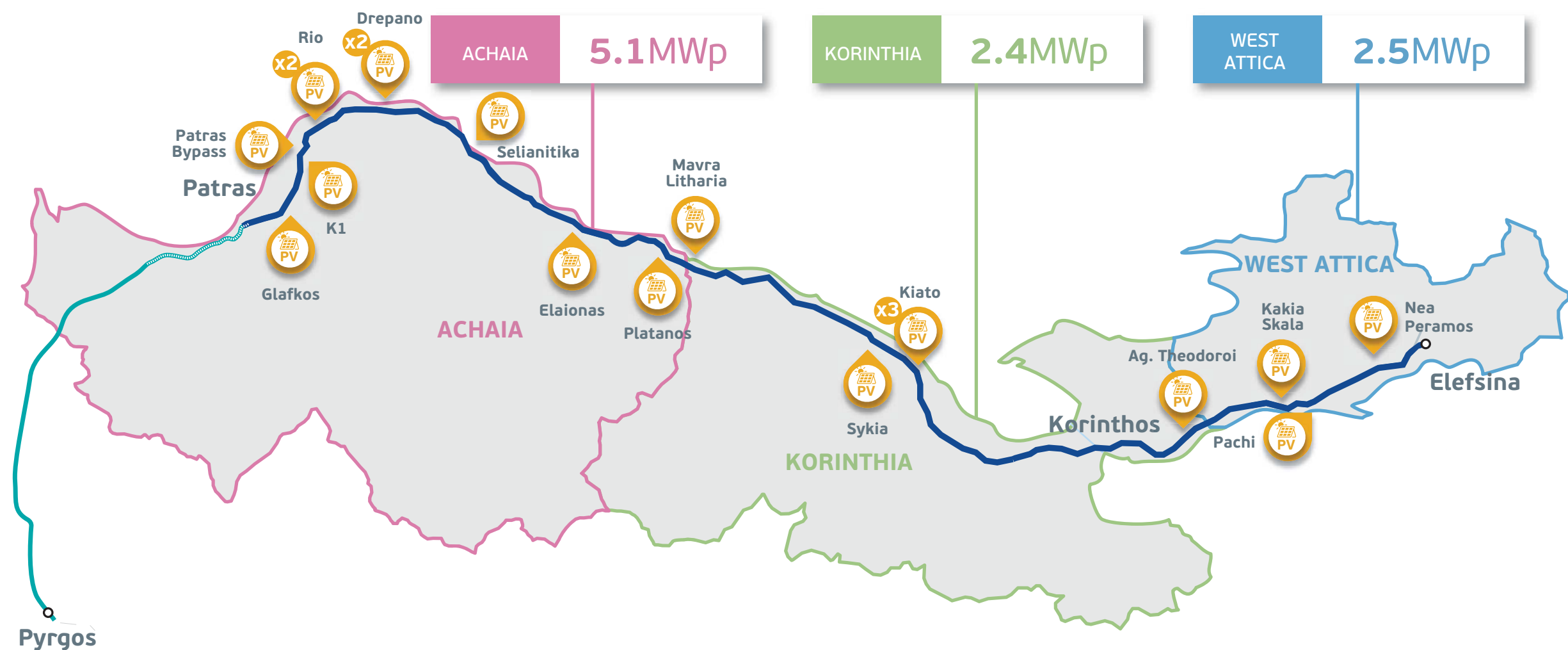
The ultimate goal is to cover the entire energy consumption of the motorway by installing photovoltaic parks with a total capacity of 10 MWp along and within the Concession Project zone.

### During the current reporting period:

- A contract has been signed for the design and construction of the first nine (9) photovoltaic parks along the motorway, with a total capacity of 3.8 MWp. The aim is for these parks to be net-metered and to supply electricity to the motorway infrastructure.
- By the end of 2023, the construction of the first photovoltaic park at the Rion EMC was in full swing and the design of the second photovoltaic park at the Kiato MMS was at an advanced stage.

## PHOTOVOLTAIC INSTALLATION

Capacity to be installed 10MWp





Next steps:

Contract signing for the remaining parks in early 2024. Seventeen (17) solar parks are expected to be installed:

- On the roofs and parking lots of the Exploitation and Maintenance Centers of the Motorway
- On the roofs of the toll administration buildings. On the canopies of the toll plazas, and
- On vacant land adjacent to buildings, tunnels and the main motorway.

As the first 3.8 MWp will be net-metered, the remaining 5.7 MWp will be built to be virtual net-metered.

Electricity Consumption for Road Lighting and Facilities (kWh)

	2023	2022	2021
Tunnels	13,498,690	13,226,629	14,005,041
Road lighting	5,062,585	7,380,288	7,814,632
Buildings/Toll stations	4,858,170	5,414,333	5,732,977
Concessionaire’s offices	50,509	61,311	69,313
Total	23,469,954	26,021,250	27,552,650

Fuel and energy consumption (vehicles, power generators, etc.)

	2023	2022	2021
Diesel (liters)	524,760	483,786	461,854
Gazoline (liters)	5,465	1,105	1,779
Electric power for electric vehicles (KWh)	9,522	7,988	5,357

Adaptive Lighting program

Olympia Odos has developed an adaptive lighting subsystem which analyses the traffic at each interchange and predicts traffic for the next hour using an algorithm. When current and predicted traffic is low, the lighting in the wider area is reduced. Adjustments are made in real time based on traffic, ensuring driver safety. The system works with cameras and weather stations at the interchanges to

constantly monitor the road and send the necessary alerts. In the event of an incident, it automatically increases lighting to maximum and notifies the Traffic Management Center. By the end of 2023, the installation program was fully completed on the Elefsina-Korinthos motorway, and partially completed on Korinthos-Patras and Pyrgos-Patras sections.



Application of light-colored pavement coating in Theseus Tunnel

Within the framework of promoting the best practices for sustainable development, a new project for the application of a light-colored pavement coating, a micro-surface material consisting of polymer, white cement and white aggregates, has been implemented in the Theseus Tunnel at Kakia Skala, in the direction to Athens. The aim is to exploit the positive results of the reflective features of the light-colored pavements compared to the dark-colored ones, always maintaining the operational features of the wearing course at a high level. This particular initiative is expected to contribute to

the reduction of energy consumption and carbon dioxide emissions, as well as to improve road safety, since the bright surface of the pavement is expected to create a more comfortable driving environment.

During the current reporting period a new improved mix design had been applied. Initial results have been encouraging and the performance of the mix is being evaluated with a view to extending its use to other tunnels of Olympia Odos.



6.4 Energy Neutrality

We continued to actively promote our strategic goal and action plan for energy neutrality, by:

- Green Energy Certificates: Since November 2019, Olympia Odos is supplied with power of a certified origin from 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. Investing in EV charging infrastructure at the MSSs of Velo and Psathopyrgos;
- Introducing vehicles of zero emissions in our fleet, with the ultimate goal to turn our vehicle fleet into a green fleet;
- Providing all types of fuel at specific MSSs;
- Investing in LED lighting plans for tunnels, installing LED lighting on open road sections and optimizing the lighting in the tunnels and lane covers.
- Supplying all facilities and infrastructure with power of a certified origin from 100% renewable sources.
- Application of light-colored pavement coating in Theseus Tunnel at Kakia Skala, to reduce energy consumption.
- Design and installation of photovoltaic parks.
- Energy upgrading of the Motorists Service Stations (MSS).

Energy upgrading of the Motorists Service Stations (MSS)

All MSS buildings are still being upgraded in terms of their energy consumption, in cooperation with the MSS operators. More specifically, during the current reporting period, eight (8) out of the eleven (11) MSSs (Megara, Velo, Akrata, Psathopyrgos) have been upgraded in terms of energy consumption, while the upgrade of Aigion MSS is already planned and expected to start in 2024.



6.5 Emissions and Air Quality

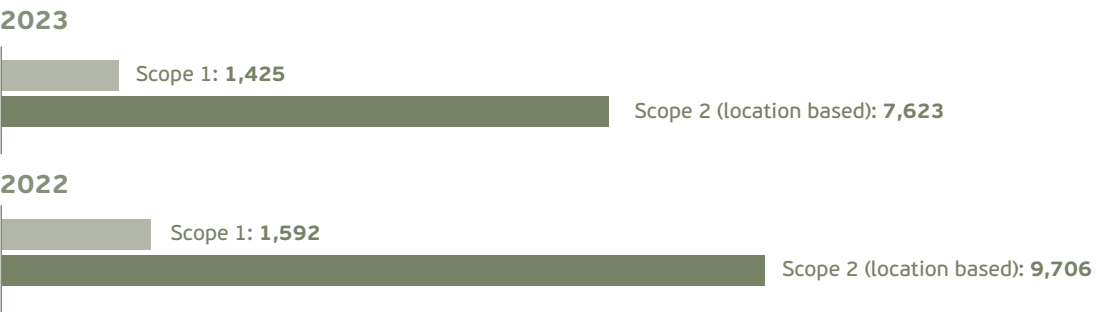
In accordance with the Greek legislation and the European regulations, Olympia Odos monitors in real time the emissions of gases through the three (3) permanent air quality monitoring stations that operate 24 hours a day. The environmental impact of the Motorway includes emissions of gases such as CO, CO<sub>2</sub>, SO<sub>2</sub> and NO<sub>x</sub> due to traffic, and the corresponding data is sent to the competent authorities.

In 2023, both in terms of monthly and daily variation of the measured pollutants (SO<sub>2</sub>, NO<sub>2</sub>, O<sub>3</sub>, CO) based on the available records, no systematic exceedance of the threshold values according to the legislation in force were observed.

Semester	Station	SO <sub>2</sub> (µg/m³)	NO <sub>2</sub> (µg/m³)	O <sub>3</sub> (µg/m³)	CO (mg/m³)	Number of excesses of the PM10 threshold	PM <sub>2.5</sub> (µg/m³)	C <sub>6</sub> H <sub>6</sub> (µg/m³)
A ´ 2023	Korinthos	6.07	81.13	96.79	253	2	Korinthos: 13.9	Korinthos: 0.47
	Aigio	3.39	84.43	87.42	208	3		
	Patras	3.98	63.60	100.00	497	3		
B ´ 2023	Korinthos	5.32	68.13	105.03	281	0	Aigio: 10.89	Aigio: 0.58
	Aigio	6.38	63.38	67.75	239	0	Patras: 11.4	Patras: 0.7
	Patras	4.64	53.20	97.42	605	0		

**Maximum hourly value:** SO<sub>2</sub>: Threshold 350 µg/m³, NO<sub>2</sub>: Threshold 200 µg/m³, O<sub>3</sub>: Information Threshold 180 µg/m³  
**Maximum daily 8-hour average:** CO: Threshold 10mg/m³  
**Daily average value:** PM<sub>10</sub>: Threshold 50 µg/m³ (maximum: 35 times a year)  
**Average hourly value:** PM<sub>2.5</sub>: Threshold 25 µg/m³  
C<sub>6</sub>H<sub>6</sub>: Threshold 5 µg/m3

CARBON FOOTPRINT (tCO<sub>2</sub>e)



REDUCED CARBON FOOTPRINT  
OF THE MOTORWAY:

Net zero

Our goal  
by the year 2030



## 6.6 Electro-mobility at Olympia Odos

In cooperation with gas stations, we continue our efforts to create the necessary infrastructure for charging electric vehicles along the motorway, thus contributing to the achievement of national targets for the promotion of electro-mobility.

During the current reporting period:

Installation of chargers	Tesla chargers	Equipment and services available
<ul style="list-style-type: none"> <li>• Eight (8) chargers</li> <li>• Serve 16 charging spots (6x50kW DC, 2x120kW DC)</li> <li>• Total power consumption (for charging) 75,863.93 kWh</li> </ul>	<ul style="list-style-type: none"> <li>• The installation of TESLA chargers was completed in 2021</li> </ul>	<ul style="list-style-type: none"> <li>• Charging stations at 3 points on the motorway in both traffic directions, with a maximum distance between two charging points of approximately 100 km;</li> <li>• Charging stations at Motorists Service Stations (MSS) so that the users could have access to additional services during the charging time.</li> </ul>
Next steps: In 2024, it is planned to install twenty (20) additional 180kW DC chargers that will serve forty (40) additional charging spots.		

Based on our long-term strategy to promote electro-mobility, OLYMPIA ODOS OPERATION S.A. has already added two (2) 100% electric vehicles to its fleet. At Olympia Odos S.A. we had two (2) plug-in hybrids and in 2023 one (1) hybrid (not fully electric car) joined the fleet.

The electric vehicles traveled	Electric power for electric vehicles
43,354 km in 2023	9,522 KWh
34,271 km in 2022	
23,190 km in 2021	

The ultimate goal is to continuously expand the electrification program for our fleet.

## 6.7 Monitoring the Road Traffic Noise

Olympia Odos's Road Traffic Noise Monitoring Plan includes noise measurements and traffic recordings in accordance with legal requirements. The data are reported to the competent authorities which verify compliance with the permissible limits.

As part of the plan for recording the noise level on the various road sections, 132 24-hour measurements in total have been made in 2023.

This plan has been approved by the competent Service of the Ministry for the Environment and Energy, for both years. In particular, in 2022 the following measurements were conducted:

- 23 24-hour measurements on Elefsina - Korinthos section
- 96 24-hour measurements on Korinthos - Patras section
- 17 24-hour measurements on Patras Bypass section

In addition to the Road Traffic Noise Monitoring Plan, Olympia Odos submitted to the Ministry for the Environment the Report on the "2022 Strategic Noise Mapping Design & Action Plan".

**The Design, which has been approved, includes the following:**

1. Strategic Noise Maps for each separate section of Elefsina-Korinthos-Patras road axis;
2. Action Plans for each section of the Elefsina-Korinthos-Patras road axis.

## 6.8 Waste management

At Olympia Odos, we continue to invest in the overall improvement of the way we manage the waste we generate, focusing on reducing its quantity and proper disposal, taking into account our obligation to submit to the Electronic Waste Register of the Ministry for the Environment and Energy the waste generator reports for the waste generated by the operation and heavy maintenance of the Motorway, which are part of the «Off-site Waste Recovery/Disposal» activity.

### Waste classification

Waste is classified into hazardous and non-hazardous and sorted into municipal waste and special waste:

MUNICIPAL WASTE	SPECIAL WASTE
Generated by: <ul style="list-style-type: none"> <li>• The offices</li> <li>• The facilities</li> <li>• The parking areas</li> </ul>	Generated by: <ul style="list-style-type: none"> <li>• The operation of the motorway</li> <li>• The infrastructure maintenance</li> </ul>

Collection and Storage procedure

Waste is collected, sorted and stored at designated and appropriately identified sites within the facility and then transferred to appropriately licensed third parties for recycling or disposal. A special storage and management procedure is foreseen for hazardous waste, according to the legislation. The waste produced is shown on the following table:

Motorway Waste Management Table

Waste categories	Hazardous/ Non hazardous	Type of waste	Olympia Odos Concession & Operation			Management works through Certified Associates
			2023	2022	2021	
Municipal waste	Non hazardous	Household waste (parking areas) (tones)	167	269.92	136.72	Disposal in landfills
	Non hazardous	Household waste (cleaning works) (m³)	1,105	1,122	1,131	
Raw and support materials	Hazardous	Batteries (kg)	511	-	1,236	Recycling/ Recovery
	Hazardous	Accumulators (kg)	724	1,190.50	1,473	
	Hazardous	Bulbs (kg)	554	161	485	
	Hazardous	Toner (pieces)	83	318	184	
	Non hazardous	Metals (tones)	43	27.62	24.16	
	Non hazardous	Plastic (kg)	2,150	3,840	2,500	
	Hazardous	Waste electrical and electronic equipment (WEEE) (kg)	444	1,004	1,460	Re-refining
	Hazardous	Lubricant waste (liters)	-	650	800	
	Hazardous	Oil filters (kg)	92 +104 Lubricant Waste containers	-	130+ 196 Lubricant Waste containers	
	Hazardous	Antifreeze coolants (liters)	-	-	702	
Various waste	Non hazardous	Liquid waste (urban waste water) (m³)	315	315	325	Waste water treatment
	Non hazardous	Animal tissue waste (kg)	4,494	4,421.20	3,670	Combustion
	Non hazardous	Clothing (kg)	-	-	385	Recycling/ Recovery
	Non hazardous	Polluted absorbent materials	-	-	485	-
	Non hazardous	Contaminated soil	-	-	24.37	-

As part of the heavy maintenance of the motorway, 1,500 tons of excavation, construction and demolition waste were sent for recycling through the relevant alternative management systems.

6.9 Irrigation System

Olympia Odos Operation is responsible for maintaining and watering the Project’s planted areas using the irrigation network and water tanks. The water used comes from the irrigation network of Attiki Odos, for locations neighboring the said project, the municipal network of Nea Peramos and ten (10) boreholes.

6.10 Protection of the Biodiversity

At Olympia Odos, we take all the necessary measures in accordance with the provisions of the local authorities and the legislation in force, with the aim of protecting the ecosystem and biodiversity as effectively as possible. In the field of fauna protection, we actively participate in the actions of the EU LIFE-Nature program, which includes, among other things, measures for the conservation of bat colonies.





### 6.11 Environmental expenses

The environmental protection expenses for the year 2023 amount to approximately €2,792,712.41. In particular, these expenses relate to activities for the construction, heavy maintenance and operation of the motorway, environmental monitoring, fees of the environmental advisors, reclamation works and waste management. They also include investments for the purchase of LED bulbs to be used in the development of the adaptive lighting program.

Environmental Management expenses categories

	OLYMPIA ODOS SA and OLYMPIA ODOS OPERATION SA (In €)		
	2023	2022*	2021*
Planting, vegetation rehabilitation, protection and maintenance of green areas	599,047.18	402,234.87	392,503.81
Traffic noise monitoring plan	18,135	20,800	22,400
Environmental advisors and staff monitoring the observance of the Environmental Terms	72,500	72,500	72,500
Operation of air pollution and weather stations and monitoring of the ambient air quality	40,978.44	39,829.44	40,675.64
Certifications	900	900	900
Designs and structures to protect the environment	94,900	38,100	-
LED lighting energy upgrading	2,100,000	1,646,900	-
Waste management and disposal	33,651.79	166,898.87	53,310.86
Environmental training	-	1,170	4,185.20
Total	2,960,112.41	2,389,233.18	586,475.51

\* Reformulation of data



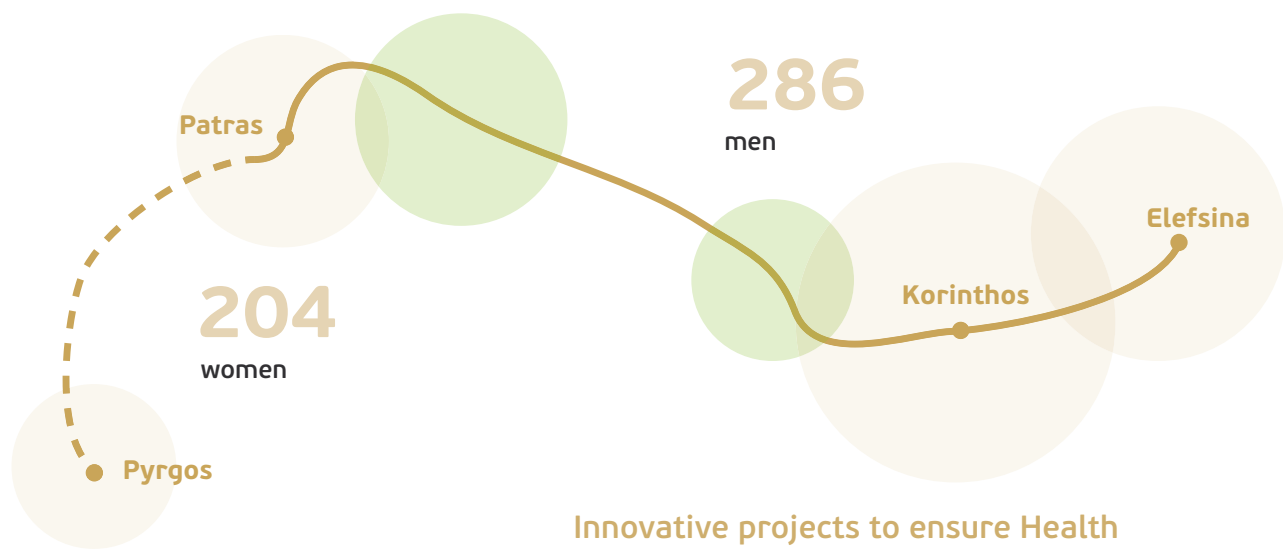




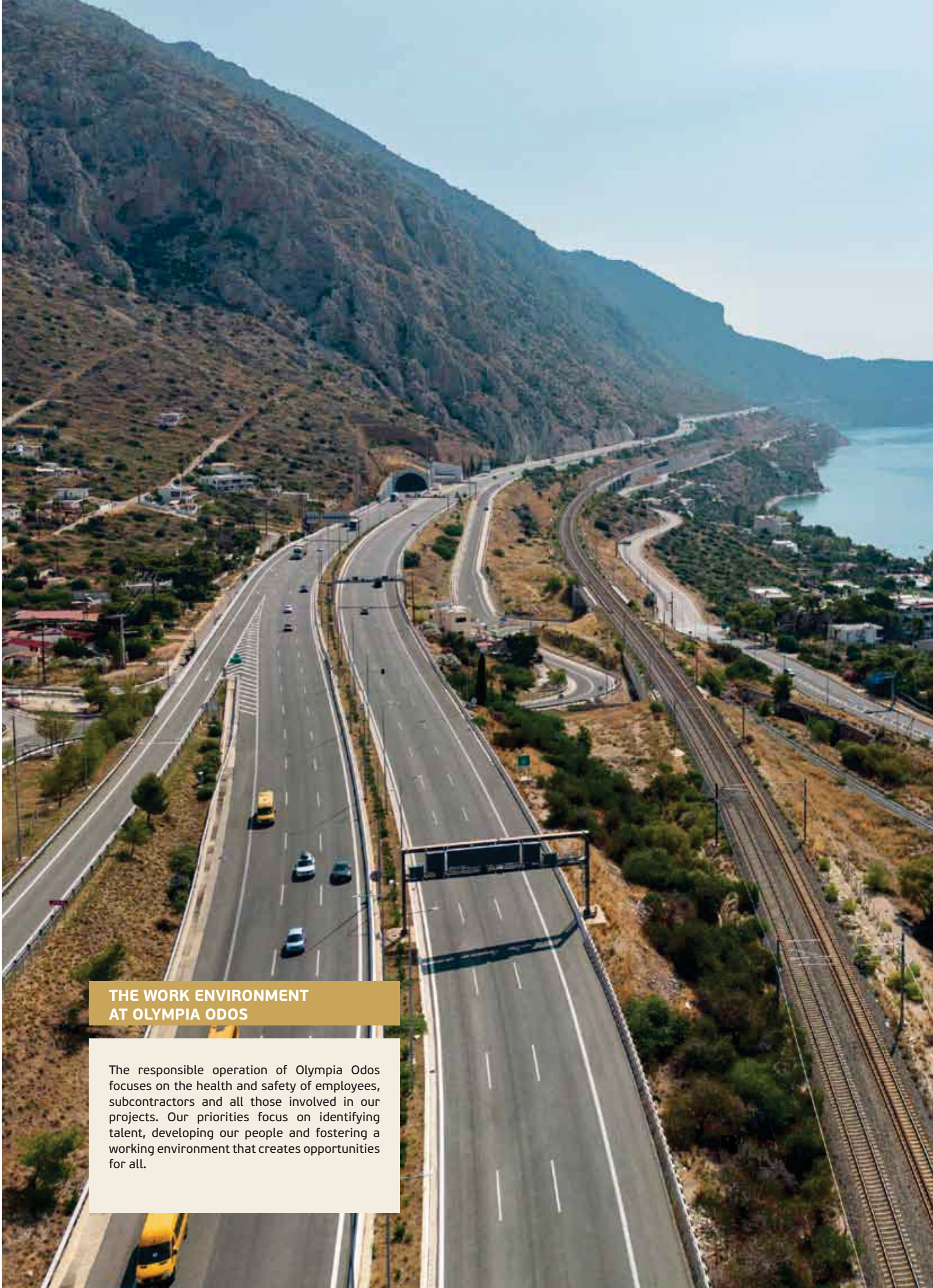
# 7. THE PROJECT'S HUMAN RESOURCES

With the primary goal of creating a healthy, safe, fair and equitable work environment, we emphasize on health, safety and quality in the workplace, thus ensuring the elimination of occupational accidents and systematically investing in the training, development and advancement of our employees.

2,176  
hours of training



Innovative projects to ensure Health and Safety at the Worksites



## THE WORK ENVIRONMENT AT OLYMPIA ODOS

The responsible operation of Olympia Odos focuses on the health and safety of employees, subcontractors and all those involved in our projects. Our priorities focus on identifying talent, developing our people and fostering a working environment that creates opportunities for all.



7.1 Human resources at Olympia Odos

At Olympia Odos we carefully evaluate our human resources needs, focusing on skills management and the recruitment and integration of employees from the local communities adjacent to the Motorway. With regard to our recruitment policy, the relevant departments and divisions define their respective objectives and procedures in order to improve the working environment and fully integrate new talents into our Company.

The employment contracts and the work time are implemented within the framework of the labor legislation. Therefore, the employment contracts and the work hours as well as the redundancy payment issues are also settled in accordance with the labor legislation. Those entitled to pensions from the pension funds retire upon meeting the retirement conditions.

Total data of Human Resources

	2023		2022		2021	
	OLYMPIA ODOS S.A.	OLYMPIA ODOS OPERATION S.A.	OLYMPIA ODOS S.A.	OLYMPIA ODOS OPERATION S.A.	OLYMPIA ODOS S.A.	OLYMPIA ODOS OPERATION S.A.
Men	15	271	19	270	18	274
Women	15	189	15	190	12	187
Total personnel	30	460	34	460	30	461

Allocation of Human Resources per Gender and Age

	2023							
	OLYMPIA ODOS S.A.				OLYMPIA ODOS OPERATION S.A.			
	18-25	26-40	41-50	51+	18-25	26-40	41-50	51+
Men	-	3	7	5	-	65	141	65
Women	-	4	6	5	1	51	80	57
Total personnel	-	7	13	10	1	116	221	122

Allocation of Human Resources per Geographical Area of Origin and Gender

	2023			
	OLYMPIA ODOS S.A.		OLYMPIA ODOS OPERATION S.A.	
	Men	Women	Men	Women
Attica	15	15	110	80
Korinthia	-	-	42	67
Achaia	-	-	119	42
Total	15	15	271	189

NUMBER OF EMPLOYEES AT THE END OF 2023

30

at OLYMPIA  
ODOS S.A.

460

at OLYMPIA ODOS  
OPERATION S.A.

7.2 Health & Safety at Work

Promoting a culture of risk prevention at work is a top priority for all of us at Olympia Odos, and to that end we invest systematically by adopting a prevention strategy that includes specific procedures and training for all of our employees.

The offices and the MSSs take into account the principles of ergonomics (e.g. equipment of the workplaces in order to ensure the best operation and safety of the employees (lighting, fire protection, maintenance of the infrastructure and the technical facilities, external access).	Materials and raw materials are selected taking into account the Health and Safety of the employees and the users.	As part of the ISO 45001, ISO 9001 and ISO 14001 certifications, internal audits are carried out by an external partner at regular intervals.
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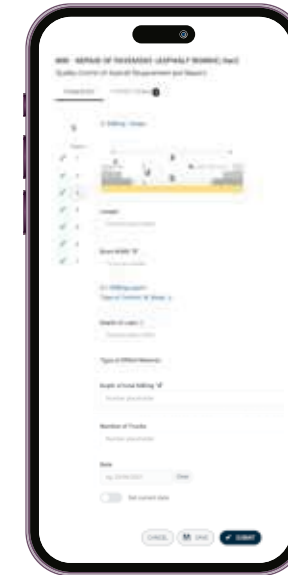




## Ensuring Health and Safety at the Worksites

At all Olympia Odos worksites we have developed and implemented a policy for the protection and safety of our employees, based on their continuous training and education on these issues, while incorporating all the latest technological innovations.

During the current reporting period we took the following actions or further developed existing ones:



### MONITORING AND REPORTING TOOL

Use of a new quality, health and safety monitoring and reporting tool.

No additional investments made in 2023



### PORTABLE CONCRETE SAFETY BARRIERS

The portable concrete safety barriers are appropriately certified according to the modern standard EN1317 to protect the employees in case a passing vehicle is deflected due to traffic arrangements.

No additional investments made in 2023

### ANTI-DROPPING POLICY

Securing tools and equipment when working at height and near a trafficked section of the motorway. Protect traffic from falling objects caused by the works.

No additional investments made in 2023



### CRASH CUSHION

Equipment in the form of a trailer that is attached to the rear of a truck during heavy maintenance works. In the event that a passing vehicle on the motorway is deflected, it will strike the bumper, which absorbs the energy to protect the employees.

An investment of €4,000 in 2023 (€19,000 in 2022)



### PROXIMITY SENSORS AT THE WORKSITES

The installation of proximity sensors in the worksites contributes to the unhindered movement of employees and vehicles/machines within the working zone, and to the prevention of accidents. Special equipment is used to assess the distance between a machine/vehicle and people, activating the necessary sound and light alarms, with simultaneous vibration.

No additional investments made in 2023



### LIFELINE

Installation of a «lifeline» when working at height, in areas where access for employees is difficult.

Installation costing €1,000 on a specific project

### IMMOBILIZATION OF PORTABLE LADDER

The ladder is secured at the appropriate slope with tensioners on both sides to prevent the equipment from falling. Employees must attach their own retaining belt to a special rope for their safety.

No additional investments made in 2023





### Remote Control of the Infrastructure Inspections

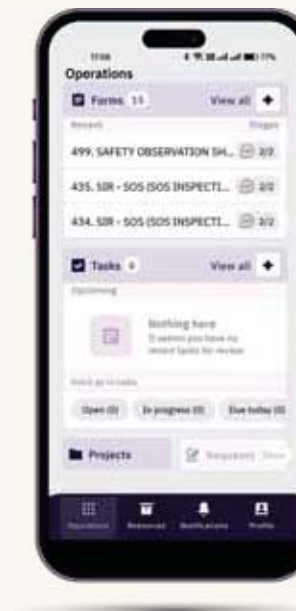
Infrastructure inspections can cause inconvenience to users and risks to employees. Thanks to innovative programs, such as Smart Tunnel, the installation of sensors to measure critical values such as vibration and temperature, and the use of digital crackmeters, all information on the state of the infrastructure is automatically communicated to the Company.

In this context, measures such as traffic arrangements, mobilization of crews, use of lifting machinery and specialized partners are activated when required by the sensors readings, resulting in the limitation of work hazards.



### Employee Safety Reward Scheme

During the current reporting period, the Employee Safety Reward Scheme at the worksites was implemented for the first time. This year, during a special event, in the presence of the CEO and the Chief Technical Officer of Olympia Odos, a team working on the Patras-Pyrgos construction site was awarded for its exemplary compliance with safety regulations on the worksite.



### Como App, an innovative tool

The innovative software Como App contributes to effectively monitor the construction and maintenance works in terms of Quality, Health and Safety on the field. Within this context, we have installed sensors on the worksite vehicles. If someone is close to a moving vehicle, the system immediately alerts the driver allowing him to act in time to prevent any accident.

**€6,000** Investment in 2023

### Defibrillators at Motorists Service Stations

With an overall view to ensure the Health and Safety of employees, drivers and travelers we installed automated external defibrillators (AED) in all Motorists Service Stations along the motorway. The defibrillators are compatible with those used by the EKAV National Emergency Aid Center and therefore in the event of an incident it would be possible to switch from the using the mobile device to the fixed one installed in the ambulance. The defibrillators are installed on a visible point of each Station, with the appropriate international marking.

### Safety Week 2023

Now well established, Safety Week is the international event organized each year by VINCI Concessions to focus on Health and Safety.

In 2023, we organized a series of information and training activities and experiential workshops, such as the first aid workshop, in which our employees and external bodies have participated in.

**€7,000** Investment in 2023







Introductory training of subcontractors on the following topics:

- Health & Safety policy
- Reporting/investigation of accidents
  - Firefighting
- Worksite/area evacuation
  - Manual tools
  - Load lifting

Ensuring that all employees, members of our personnel or of the subcontractors, make proper use of the personal protection equipment (PPE)

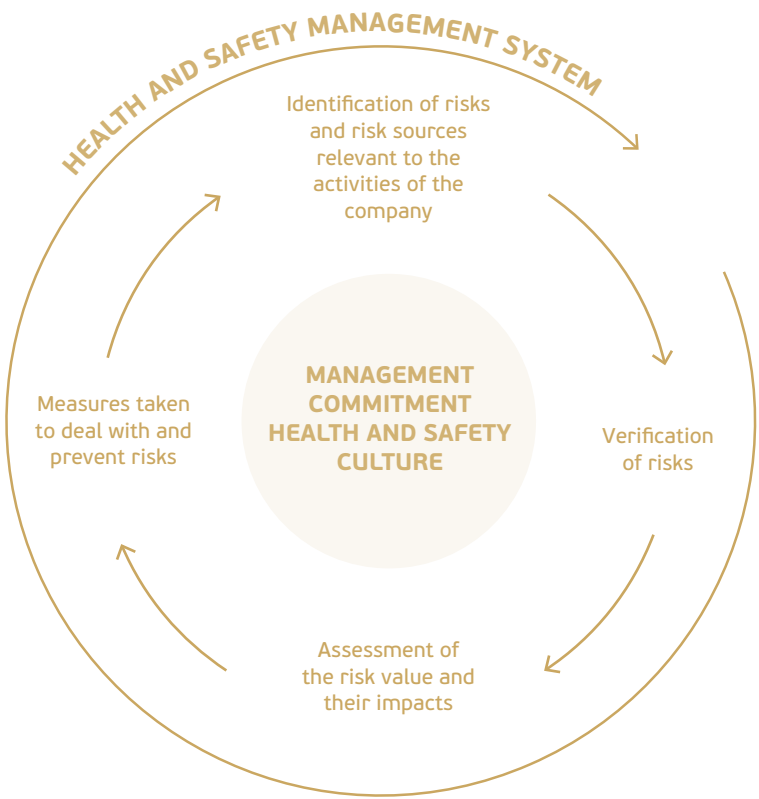
Conducting on-site inspections and provide guidance

Compliance with the key safety rules during the construction and maintenance works

Business operation in accordance with the ISO45001:2018 standard

Strict observance of the Greek legislation

Bearing all costs to protect employees, who are mainly employed by subcontractors



Total number of Man-hours

	2023			
	OLYMPIA ODOS S.A.*			OLYMPIA ODOS OPERATION S.A.
	Men	Women	Total	Total
Company's man-hours	34,100	27,900	62,000	815,149
Subcontractors' man-hours	29,740	1,985	31,725	101,395

\* Includes the concession company and the maintenance subcontractors. Does not include the construction joint venture



Subcontractors' Health and Safety Indicators\*

	OLYMPIA ODOS S.A.		
	2023	2022	2021
Total number of employees	3,966	6,602	3,699
Lost worked days due to accidents	0	120	45
Hours of absence due to labor accidents (AR)	0	960	360
Total labor accidents	0	0	1
Total of training hours on Health & Safety and Environmental issues	728	0	48
miss	6	1	0
Olympia Odos inspections to subcontractors	22	10	6
* Excl. construction joint venture			

Health and Safety Indicators

	OLYMPIA ODOS S.A.			OLYMPIA ODOS OPERATION S.A.		
	2023	2022	2021	2023	2022	2021
Hours of absence / total hours of work (%)	0	0	0	0.08%	0.31%	0.23%
Number of fatal accidents	0	0	0	0	0	0
Incident without days of absence from work	0	0	0	0	0	0
Days of absence due to labor accident (LDR)	0	0	0	77	315	232
Hours of absence due to labor accidents (AR)	0	0	0	616	2,520	1,856
Total labor accidents	0	0	0	4	8	10
Labor accidents with days of absence from work	0	0	0	4	8	10

7.2.1 Training on Health and Safety

At Olympia Odos our first goal is to ensure Health and Safety by promoting a culture of preventing occupational accidents and diseases.

Health and Safety at Work Training Topics
First aid
Safety in Lifting
Olympia Odos principles and requirements
Safety on the scaffolding
Safety for rope access works

Human Resources training in Health and Safety per position/hierarchy level

	2023					
	Number of participants			Hours of training		
	Men	Women	Total	Men	Women	Total
OLYMPIA ODOS S.A.						
Senior management	3	0	3	12	0	12
Managers	4	3	7	50	30	80
Administrative personnel	8	13	21	30	46	76
Total	15	16	31	92	76	168
Subcontractors	72	18	90	448	112	560

## 7.2.2 Investments in Health and Safety

**€542,125** Total investment in Health and Safety issues in 2023

### Categories of Investments in Health and Safety

	OLYMPIA ODOS S.A.			OLYMPIA ODOS OPERATION S.A.		
	2023	2022	2021	2023	2022	2021
Maintenance of fire protection system in the administration building	100	1,036.83	2,594.66	11,130.80	9,650.68	40,706.45
Workplace upgrading	-	-	-	-	-	4,011
Employee Health Care program	109,006.18	76,206.73	76,144.61	294,543.91	286,690.89	285,099.35
Use and upgrading of Personal Protective Equipment (PPE)	1,100	2,000	1,950	56,769.83	65,633.18	69,419.74
Certifications	2,000	800	900	2,160.00	2,160	10,300
Education and training	41,327.06	5,000	6,430	-	13,380	-
Occupational doctor / Safety Officer	1,100	3,800	3,800	6,917.03	5,166.65	6,288.80
Expenses for pharmacy/ medical consumables	100	3,154.70	7,357.11	7,869.95	5,276.51	15,423.28
External advisor	5,000	-	4,430	-	-	-
Systems	3,000	30,500	7,200	-	-	-
<b>Total</b>	<b>162,733.24</b>	<b>122,498.26</b>	<b>110,806.38</b>	<b>379,391.52</b>	<b>387,957.91</b>	<b>431,248.62</b>

## 7.3 Front Line People

At Olympia Odos we are implementing a series of actions aimed at highlighting the key role of the “Front Line People”. These are the people in the patrols, the Traffic Management Centers, the call center and the Customer Service Centers, who provide service and safety to drivers 365 days a year, 24 hours a day.

### Fair, Equal and Inclusive Working Environment

At Olympia Odos we are committed to fighting all forms of discrimination in recruitment, working conditions, promotions, pay, access to training, pensions and redundancy. We therefore support employees throughout their career with the company through recognition programs, fair pay, investment in training and skills development. We place particular emphasis on attracting new talent and creating the conditions for employees to stay with the company.





Employee Benefits

Olympia Odos implements various benefit schemes proposed to its full-time employees, which are governed by the principles of equal treatment and transparency.

Diversity and Inclusion

At Olympia Odos we believe that diversity and variation of our human resources contributes to the progress and the development of all of us. In this context, we organized an internal interactive seminar for our employees on inclusion and diversity in the workplace, in November 2023.

OLYMPIA ODOS S.A.

The company offers all employees:

- Group Life and Medical Insurance Plan
- Vouchers
- Productivity bonuses

OLYMPIA ODOS OPERATION S.A.

The company offers all employees:

- Olympia Odos toll pass card
- Vouchers, and additionally offers a Group Life and Medical Insurance Plan to full-time employees.

7.4 Management and Development of Talents and Skills

We continue to invest in the systematic development of our employees’ skills through training programs and continuing education, with a focus on Health and Safety at work, quality, leadership, inclusion and diversity, environmental and technical issues, transportation, and business and accounting.

Personnel evaluation data

	2023			
	OLYMPIA ODOS S.A.		OLYMPIA ODOS OPERATION S.A.	
	Number	Percentage	Number	Percentage
Total personnel	30	-	460	-
Total number of the employees who have been evaluated	30	100%	449	98%
Men	15	50%	269	58%
Women	15	50%	180	39%

Gender ratio per Category/Level of human resources

	OLYMPIA ODOS S.A.					OLYMPIA ODOS OPERATION S.A.				
	Number			%		Number			%	
	Men	Women	Total	Men	Women	Men	Women	Total	Men	Women
Senior management	3	-	3	100%	0%	2	1	3	67%	33%
Managers	3	2	5	60%	40%	8	2	10	80%	20%
Administrative personnel	9	13	22	41%	59%	41	21	62	66%	34%
Technical staff	-	-	-	-	-	37	-	37	100%	0%
Base personnel (toll stations/road operation)	-	-	-	-	-	183	165	348	53%	47%
Total	15	15	30	50%	50%	271	189	460	59%	41%

TRAINING 2023

OLYMPIA ODOS S.A.

40  
Participants

537  
Hours of training

OLYMPIA ODOS OPERATION S.A.

577  
Participants

1,639  
Hours of training



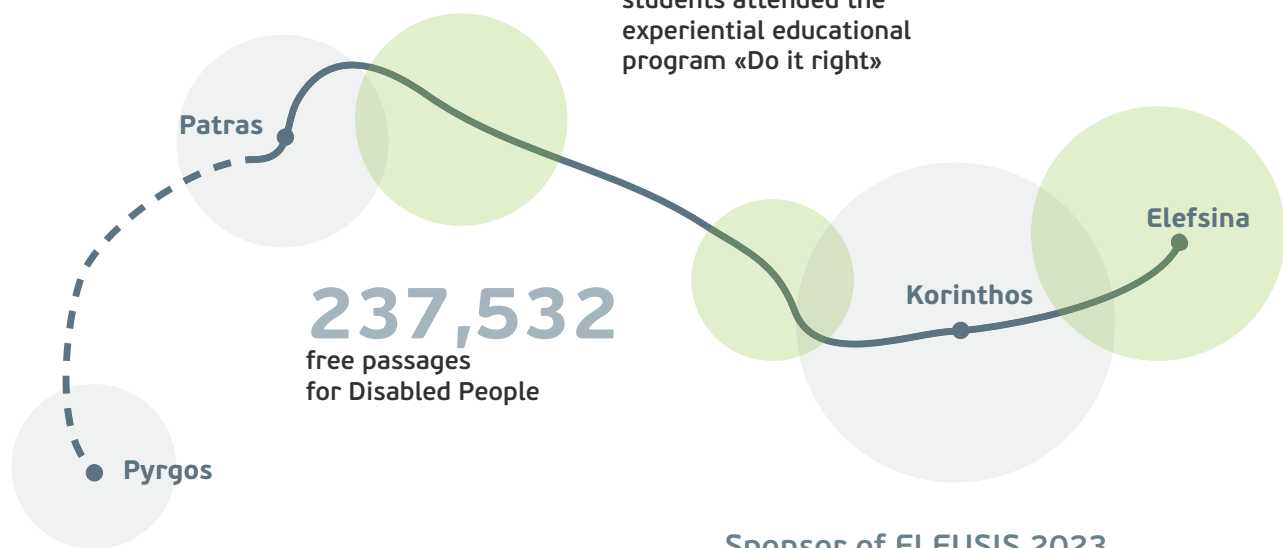
# 8. OUR SOCIAL FOOTPRINT

At Olympia Odos, the activities we develop in collaboration with local bodies and organizations continue to highlight the real protagonists of the project: Local communities along the Motorway, drivers and employees, focusing on road safety, environmental protection and the promotion of culture and sport.

€264 million  
of social product

4,577  
students attended the  
experiential educational  
program «Do it right»

237,532  
free passages  
for Disabled People



Sponsor of ELEUSIS 2023  
European Capital of Culture

## OUR COMMITMENTS

Olympia Odos is committed to continue investing in initiatives and partnerships contributing to the economic and social development and focusing on road safety, women empowerment, culture, sports and the environment. We are committed to continue supporting local development.



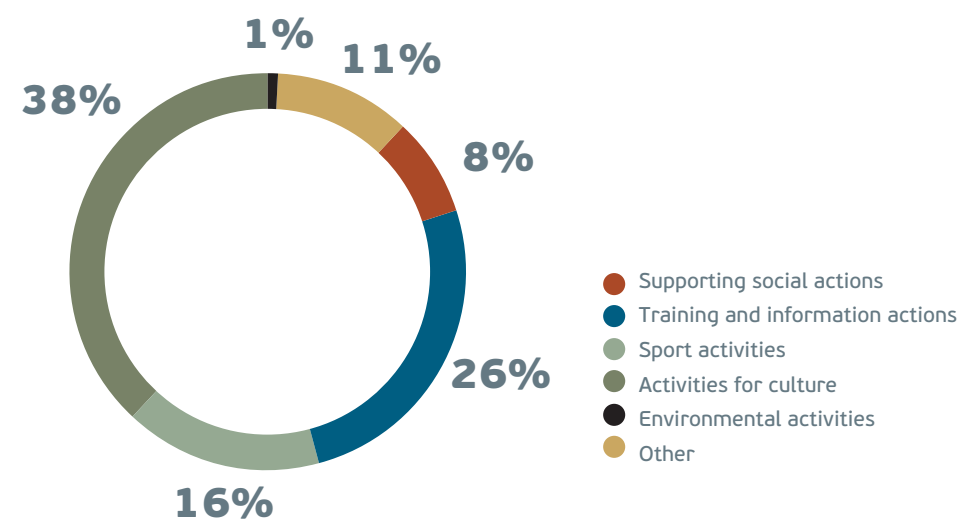
## 8.1 Social investments

**Annual contribution to social development - Social Product**  
(in ,000 €)

	2023	2022	2021
Payments to suppliers (incl. VAT)	239,109	174,391	88,966
Payments to sponsors	2,716	2,655	2,131
Paid taxes	11,339	31,319	82,230
Social investments and strategic management	10,142	14,806	18,841
Total "social product"	264,025	223,785	192,669

**Social investments (in €)**

	2023	2022	2021
Free Passages for Disabled People	517,238	453,622	387,665
Supporting Social Actions	14,815	17,881	11,064
Training and information actions	49,803	44,465	19,430
Sports activities	30,280	31,751	30,642
Activities for Culture	73,800	36,636	23,850
Environmental activities	2,500	2,208	3,100
Other	22,500	22,000	20,008
Total	710,937	608,563	495,759



## 8.2 Passages of Disabled People

Disabled people enjoy free of charge passages from the motorway. Following the revision of the Concession Agreement, they are now officially exempted from paying tolls, since March 18, 2022.

**Supporting Disabled People**

	2023	2022	2021
Free passages for Disabled People (number of passages)	237,532	206,612	179,510
Investment (in €)	517,238	453,622	387,665

Olympia Odos is committed to the communities with which we share natural and historical resources, and through our activities we contribute to the economic and social development of the Greek regions, strengthening the cohesion of the local communities and supporting vulnerable groups over time.



### VALUE FOR SOCIETY

Olympia Odos' activities create added value for the local communities in which it operates, with which it has built relationships of trust and mutual respect through the implementation of long-term actions and programs.

## 8.3 Supporting Social Actions

Olympia Odos continues supporting programs focusing on social cohesion and support of vulnerable social groups. During the current reporting period, we have taken actions and provided sponsorships and grants to support various initiatives.

# 2023

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
<ul style="list-style-type: none"> <li>• Elite Special Task Force of Greece</li> <li>• People of the Year</li> </ul>	<ul style="list-style-type: none"> <li>• Energy Forum</li> <li>• Patras Carnival</li> <li>• National Center for Blood Donation</li> <li>• Police Officers and Firefighters Association</li> <li>• Hellenic Federation of Transportation Engineers</li> </ul>	<ul style="list-style-type: none"> <li>• 23d Francophone Film Festival</li> <li>• Regional Growth Conference</li> <li>• UPatras Civil Engineers</li> <li>• ARCHELON</li> </ul>	<ul style="list-style-type: none"> <li>• 1st Patras International Half Marathon</li> <li>• PanArmonia</li> <li>• VYZAS Megara FC</li> <li>• Promitheas Patras BC</li> <li>• “ALL TOGETHER WE CAN”</li> <li>• NTUA Educational Excursion</li> </ul>	<ul style="list-style-type: none"> <li>• Archaeological Investigations at Ancient Ripiki</li> <li>• City in Action</li> <li>• IBHC LIQUID</li> </ul>	<ul style="list-style-type: none"> <li>• Patras Forest Service</li> <li>• DIPEKA - Film Festival “Theodoros Angelopoulos”</li> <li>• Volunteer Forest Firefighters of Marathonas</li> <li>• Cycling Club of Patras - The Tour of Sacrifice Race</li> </ul>
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<ul style="list-style-type: none"> <li>• Road Safety Pit Stop</li> <li>• POSEA Torch Relay</li> <li>• Nea Genia Association</li> <li>• Safe Water Sports</li> </ul>	<ul style="list-style-type: none"> <li>• Stray Pulse Association</li> <li>• Oinoxeneia</li> <li>• “ALL TOGETHER WE CAN”</li> <li>• Volunteer Group of Megara</li> </ul>	<ul style="list-style-type: none"> <li>• Art in Progress</li> <li>• ECO Rally Acropolis</li> <li>• OLYMPIA FORUM</li> <li>• Route Lab</li> <li>• Stymphalia Lake Run</li> <li>• ATHLOS PATREON Sport Club</li> <li>• “Megaron Gi” festival</li> <li>• ELECTROMOBILITY Congress</li> </ul>	<ul style="list-style-type: none"> <li>• Alma Zois</li> <li>• Pink the City</li> <li>• SBC Annual Conference</li> <li>• SOPSI Association - World Mental Health Day</li> </ul>	<ul style="list-style-type: none"> <li>• Development Forum</li> <li>• Provision of materials &amp; machinery to the Municipality of Megara</li> </ul>	<ul style="list-style-type: none"> <li>• Christmas Concert Cantelena</li> <li>• NTUA, Freshmen Technical Visit</li> <li>• NTUA, Educational excursion sponsoring</li> <li>• Hercules Xylokastro FC</li> <li>• Christmas Park in Aigion - DIPEKA</li> <li>• Concert of the Polyphonic choir of Patras</li> <li>• Kalavryta Christmas Village</li> </ul>



## 8.4 TRAINING AND INFORMATION ON ROAD SAFETY

Olympia Odos invests in programs and initiatives that promote education, training and community awareness in general, with a focus on young people.

### 8.4.1 TRAINING

#### In real life there is no Undo

Since 2019, Olympia Odos implements the “In real life there is no Undo” program which aims at promoting a responsible driving culture and behavior. This program now encompasses all of our road safety activities.

#### “Do it right”

Our main priority is to inform and educate young people and drivers about road safety issues, with the aim of promoting personal and collective responsibility while driving. To date, thousands of students have visited the Olympia Odos facilities and been trained in the «Do it Right» experiential program, while hundreds of drivers have participated in the «Road Safety Pit Stop».

In 2023, a total of 4,577 third grade and high school students from 40 schools participated in the innovative experiential training program of the Road Safety Institute - RSI «Panos Mylonas», «Do it Right», using state-of-the-art simulators.

#### “Do it right” 2023

	Achaia	Korinthia	Ilia	Total
Schools and Universities	9	22	9	40
Students of the third grade and high school	1,991	1,391	1,195	4,577



**15,000**  
students have attended road safety trainings



**Goal**  
Zero Road Accidents



**1,500**  
students have visited the KRC and the highway facilities



### Road Safety PIT STOP July 21, 2023

Hundreds of drivers have participated in the Road Safety Pit Stop that takes place every summer at the Motorist Service Station (MSS) of Megara.

### Student visits to the Project

We encourage visits by school and university students to the Olympia Odos facilities, recognizing the importance of their contact with the Project to better understand its operation and the challenges that arise on a motorway. The field visits are doubly important for the students, as they gain experience and information useful for the progress of their studies and their exposure to the subject.

2008 - 2023

**15,000** students

**323** university students

**90** schools

**8** educational visits

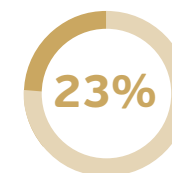
**2** "Olympia Odos" Scholarships

In 2023, a total of 323 students from different schools and disciplines visited different parts of the motorway, including the wider facilities, the TMCs, the worksites and selected sections of the Project. A total of eight (8) visits were made by the National Technical University of Athens, the University of Patras, the University of the Aegean, the Public Experimental Institute of Vocational Training of Patras (DPIEK of Patras) and the University of Leeds.

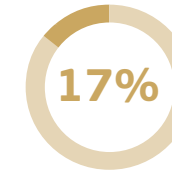
### 8.4.2 INFORMATION

#### 13th Barometer on Responsible Driving

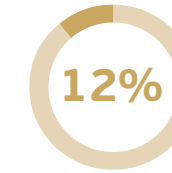
In May 2023, Fondation VINCI Autoroutes, of which Olympia Odos is a member, released the results of the 13th Barometer on Responsible Driving. This year's results once again highlight the need to monitor the evolution of dangerous driving, to promote good practices and, above all, to help spread prevention messages.



of people under 35 watch videos while driving



of men under 35 drive under the influence of drugs



of people under 35 drink and drive



of people under 35 do not always wear a seatbelt

#### University of Patras Scholarships

Olympia Odos, in cooperation with the University of Patras, has established two (2) annual scholarships of €3,000 for a period of five (5) years for students of the Departments of Civil Engineering and Geology. We invest in young people, rewarding high performance and encouraging them to continue to work hard to learn and grow.





## 8.5 CULTURE

The promotion of culture in the areas crossed by the motorway is one of our main priorities. We support local bodies and actions to develop and promote both local communities and our culture.



### Patras Carnival 2023

For the first year, Olympia Odos and the Municipality of Patras joined forces to promote the Patras Carnival, an event with a long history that adds value to local communities and is a driver of growth for the overall economy of the region. Supporting the first Carnival after the COVID pandemic was an important cause for us and a need to send a message of joy and freedom to all Greeks. Olympia Odos supported the Patras Carnival by publishing a special 8-page edition in the form of a printed newsletter that was distributed free of charge to 70,000 drivers.

**70,000**  
newsletter

### Cooperation with DIAZOMA Association: "Attica Trilogy" Project

Olympia Odos, through the actions it carries out, aims to highlight the real protagonists of the Project, to promote cultural and environmental monuments, to reintroduce them and to link them to sustainable development. Therefore, it «embraces» the vision and purpose of DIAZOMA Association for the connection of Ancient Athens with the Sanctuary of Demeter in Elefsina, Lavrio and Piraeus, by supporting the design of the project «Attica Trilogy»: Athens - Elefsina - Lavrio». This is another milestone in our common path with the Association, which started in 2016 with the promotion of the Cultural Route of Olympia Odos. The «Attica Trilogy» Project complements the «Avenues of Nature and Culture» and the «Olympia Odos Cultural and Environmental Route» projects.

### Gastronomic Destinations

For seven (7) years now, Olympia Odos cooperates with Mr. Giorgos Pitas and the Greek Gastronomy Guide website, to promote the gastronomic destinations of Patras, Nemea, Aigialia, Kalavrita and Ilia, as alternative tourist and gastronomic routes, supporting the local economy and boosting small traditional businesses.

### RouteLab

We actively participate in conferences and events that promote culture, such as RouteLab, a project that aims to transfer knowledge, ideas and culture to different regions of Greece.



### Ancient Ripiki

The construction of Olympia Odos led to a huge archaeological excavations project with remarkable archaeological finds. Since 2017, Olympia Odos has been supporting the archaeological excavation of Ancient Rhypes, a Mycenaean settlement preserved in excellent condition, located on what is now the village of Trapeza, Aigion. At the heart of the Ancient Acropolis is the Temple of Athena, one of the most important archaeological finds in Greece, while in the rest of the area monuments of the Ancient Market of great archaeological interest are still being uncovered.

### ELEUSIS 2023, European Capital of Culture

2023 was a great year for Elefsina as the European Capital of Culture. For us, Elefsina has a special place as the starting point of the journey of Olympia Odos. We supported with particular interest the initiative of the Capital of Culture and the city's vision of creating a sustainable heritage beyond the time limits of the Capital of Culture.

As part of the promotion of the Capital of Culture, we supported, in terms of communication, the initiative through the following actions:

- Sponsorship of the official website;
- References to the initiative through the corporate social media;
- Creating a special tribute to the initiative in the corporate newsletter;
- Communication through other media.

We aimed at introducing Eleusis to travelers, to encourage them to visit the city and become a part of its mystique.





## 8.6 SPORTS

We promote sports by supporting clubs, races and other initiatives and events along Olympia Odos. We contribute to the development of local communities and the transmission of the important values that sport promotes.



5  
clubs

4

major  
sporting  
events

### In 2023, we supported athletes, activities and sports clubs along Olympia Odos

- EKO Rally Acropolis
- Promitheas Patras BC
- 1st Patras International Half Marathon
- Stymphalia Lake Run 2023
- Angelos Tsirkas
- Hercules Xylokastro FC
- VYZAS Megara FC
- City in Action
- Cycling Club of Patras
- Safe Water Sports
- ATHLOS PATREON Sport Club
- Education, Culture and Sports of Sicyon «I Mykoni», Legal Entity
- Culture, Sports, Social Policy & Pre-school Education Legal Entity of the Municipality of Elefsina

### Hellenic Paralympic Committee

In view of the 2024 Paralympic Games to be held in Paris, and as part of our ten-year cooperation with the Hellenic Paralympic Committee, Olympia Odos is preparing to carry the Olympic flame from the construction sites of Patras - Pyrgos to the French capital.



### Cycling Club of Patras

Since 2016, Olympia Odos has been the Grand Sponsor of the Cycling Club of Patras, a very successful sports club that has trained top athletes over the years, both at the national and international level. The Cycling Club of Patras organizes every year training sessions for safe cycling, as well as important races with participants from Greece and abroad, proving that local sports clubs perform important social and sporting work.



### «OUR LIMITS» by G. Hatzibeis

An important example of the great values that sport promotes is the story of Giannis Hatzibeis, a great Paralympian and the first Ironman, whose story has been made into a movie that is shown every year to thousands of children all over Greece. Olympia Odos, sponsor of the film «Our Limits», supports the film's journey to schools in the Northern Peloponnese and Western Greece in order to eliminate any kind of exclusion.





## 8.7 ENVIRONMENT

Our commitment to operating an environmentally sustainable road infrastructure is at the core of our strategy. In addition to our initiatives to reduce the Project's carbon footprint, we support the actions of stakeholders along the motorway to protect the environment and communicate environmental issues.



### ARCHELON

For the fourth year in a row, we supported the valuable efforts of the members and volunteers of the ARCHELON Association for the protection of Sea Turtles by facilitating their travel, as per the programs implemented in the Peloponnese.



### VINCI Environment Day

For Olympia Odos, the Environment Day organized by the VINCI Group, the main shareholder in Olympia Odos, has become an institution. In 2023, 80 employees took part in a webinar on climate change and the company's environmental activities. This enabled them to become more familiar with the company's actions in this field and to learn about best practices for reducing energy consumption and protecting the environment, with a view to becoming themselves involved in good climate and energy practices.

### Patras Forest Service

For the 7th year in a row, we supported the work of the Patras Forest Service by covering the cost of earthworks for the maintenance of the forest firefighting network in the area of Rion, which takes place at the beginning of the fire season.

### Volunteer firefighters

During the summer months, the contribution of volunteer firefighters is crucial. We supported the work of the Volunteer Firefighters of Megara by purchasing clothing and personal protective equipment for its members. At the same time, we continued to facilitate the movement of volunteer firefighting teams to respond to emergencies in the areas crossed by the motorway by covering the cost of five (5) sets of RESC1 firefighting uniforms for volunteer firefighters.



### "ALL TOGETHER WE CAN" 11 years together!

For the massive holiday departures of Easter and August 15th, we join forces with SKAI TV and continue to support, as every year, the successful campaign ALL TOGETHER WE CAN AND FOR THE ENVIRONMENT. In 2023, 20,000 paper bags were distributed at the Elefsina Toll Station to travelers to store their waste.

**20,000**  
paper bags



## 8.8 Responsible Communication

At Olympia Odos, we apply the International Chamber of Commerce (ICC) Advertising and Communications Code and all its updates, and we guarantee that our messages are honest, legal and decent. We follow new practices and guidelines in line with the requirements of the digital era to minimize the possibility of violations. We emphasize the Code's ethical standards regarding advertising, communication and marketing, as well as sponsorship in relation to our corporate image, activities and events.

In 2023, we invested €10,064 in responsible corporate communication, road safety and awareness, and e-toll and interoperability communication issues.

### CSR Hellas - Hellenic Pact for Sustainable Industry

As a member of CSR Hellas, Olympia Odos closely follows the developments in the field of Corporate Social Responsibility, participates in seminars and implements activities for its development. Since 2023 we participate in the Hellenic Pact for Sustainable Industry, an innovative, collaborative initiative of CSR HELLAS, which aims to support companies in their adaptation process to the new EU regulatory framework for corporate sustainability, sustainable finance and transparency. The HPSI initiative was launched in January 2023 and is expected to be completed in December 2025. In this context, we have invited 10 of our suppliers to participate in Axis III of the Pact: Supply Chain and Distribution Network Enterprises of the HPSI, recognizing the value of sharing knowledge on sustainable development issues in the supply chain.

### SBC Greece Conference

In 2023 we sponsored the annual sustainability conference of the Sustainable Building Council Greece (SBC Greece). As a member of SBC GREECE, Olympia Odos actively supports the establishment of sustainability policies in the built environment and strives to actively contribute to the promotion of a corresponding culture. Since 2017, it has been carrying out a gradual energy upgrade of the buildings of the Motorist Service Stations and has so far upgraded the energy class of the buildings of Megara, Velo, Akrata and Psathopyrgos MSSs.





ANNEX

Stakeholders

Stakeholders	Key Issues & Expectations	Communication Methods/ Ways	Communication Frequency	Communication outcome
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>	<ul style="list-style-type: none"><li>• Official policies and procedures</li><li>• Initiatives enhancing synergies &amp; team working</li><li>• Annual performance evaluation survey</li><li>• Organizational value system</li><li>• Training courses</li><li>• Blogs (technical department)</li><li>• Internal communication</li></ul>	Daily	<ul style="list-style-type: none"><li>• Employee commitment</li><li>• Job satisfaction</li><li>• Smooth operation &amp; high quality of services</li><li>• Good working environment</li><li>• Team spirit</li></ul>
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>	<ul style="list-style-type: none"><li>• Toll personnel</li><li>• Safety patrols &amp; emergency personnel</li><li>• Corporate website</li><li>• Press Releases</li><li>• Advertisements</li><li>• Corporate responsibility programs</li><li>• Customer Service Call center</li><li>• Offers and discount schemes</li></ul>	Daily	<ul style="list-style-type: none"><li>• Revenue increase</li><li>• Positive publicity</li><li>• Recognizable corporate identity</li><li>• High volume traffic to corporate website</li><li>• Comprehensive knowledge of the customers' needs</li><li>• Understanding the motorway operation method</li></ul>
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>• Support their mission and vision</li></ul>	<ul style="list-style-type: none"><li>• Synergies for programs and activities</li><li>• Expectation management</li><li>• Financing initiatives</li><li>• Focus groups</li><li>• Opinion Polls</li></ul>	Systematically When necessary	<ul style="list-style-type: none"><li>• Joint activities to better achieve common objectives</li><li>• Unbiased and transparent relations</li><li>• Honest cooperation</li><li>• Recommendations for innovative programs</li></ul>
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>	<ul style="list-style-type: none"><li>• Official meetings with representatives</li><li>• e-mails</li><li>• Visits to the Project</li><li>• Personal communication</li></ul>	On-going	<ul style="list-style-type: none"><li>• Good and reliable relations</li><li>• Observance of the concession agreement</li></ul>
OLYMPIA ODOS OPERATION S.A.	<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>	<ul style="list-style-type: none"><li>• Telephone communication</li><li>• e-mails</li><li>• Personal meetings</li></ul>	Daily	<ul style="list-style-type: none"><li>• Smooth operation of the motorway</li></ul>

Stakeholders	Key Issues & Expectations	Communication Methods/ Ways	Communication Frequency	Communication outcome
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></ul> Synergies	<ul style="list-style-type: none"><li>• Through HELLASTRON</li><li>• Printed and electronic material</li><li>• Personal communication</li><li>• e-mails</li></ul>	Monthly When necessary	<ul style="list-style-type: none"><li>• Memoranda of understanding</li><li>• Synergies at local &amp; national level</li><li>• Awareness videos on Road Safety</li><li>• Awareness leaflets</li><li>• Promotional material</li></ul>
Shareholders and management	<ul style="list-style-type: none"><li>• Sustainability and economic effectiveness</li><li>• Users &amp; employees Health &amp; Safety</li><li>• Optimum environmental management</li></ul>	<ul style="list-style-type: none"><li>• Integrated Management System</li><li>• Organizational strategy &amp; governance system</li><li>• Annual financial statements</li><li>• Sustainable Development Report</li><li>• Shareholders' general meeting</li></ul>	Ordinary	<ul style="list-style-type: none"><li>• Project's continuous monitoring</li><li>• Improvement of the financial, social and environmental performance</li></ul>
Construction Joint Venture	<ul style="list-style-type: none"><li>• Support regarding state claims</li><li>• Autonomy</li><li>• Financial performance</li></ul>	<ul style="list-style-type: none"><li>• Ordinary and extraordinary meetings with representatives</li><li>• Correspondence</li></ul>	When necessary	<ul style="list-style-type: none"><li>• Smooth completion of project</li><li>• Ensuring high quality of construction</li></ul>
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>• Advertisements</li></ul>	<ul style="list-style-type: none"><li>• Telephone communication</li><li>• Press Releases</li><li>• Promotional campaigns</li><li>• Corporate website</li><li>• Meetings</li><li>• Press conferences / Events</li></ul>	Daily	<ul style="list-style-type: none"><li>• Positive corporate image</li><li>• Corporate events coverage</li><li>• Two-way communication</li><li>• Reliable information about the company and the project</li></ul>
Local communities	<ul style="list-style-type: none"><li>• Decreased traffic disturbance</li><li>• Pricing policy</li><li>• Sponsoring</li><li>• Enhance local employment</li><li>• Corrective interventions on infrastructure beyond the motorway boundaries</li><li>• Flood protection</li></ul>	<ul style="list-style-type: none"><li>• e-mails</li><li>• Focus groups - opinion polls</li><li>• Participation in social programs</li><li>• Sponsoring</li><li>• Local Media</li><li>• Personal meetings</li><li>• Offers and discount schemes</li></ul>	Daily Weekly	<ul style="list-style-type: none"><li>• Thank you letters</li><li>• Positive feedback</li><li>• Hosting in local media</li><li>• Solutions for local social issues</li><li>• Mitigate any negative impacts caused by the operation of the motorway</li></ul>
Suppliers	<ul style="list-style-type: none"><li>• Communication and 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>	<ul style="list-style-type: none"><li>• Financial Offers</li><li>• Invitations to submit financial offers/tenders</li><li>• After sales support</li><li>• Agreements monitoring</li><li>• Meetings with representatives of various departments</li></ul>	Per case and per department	<ul style="list-style-type: none"><li>• Local market development</li><li>• Mutually beneficial cooperation</li><li>• Upgrade the services to end users</li></ul>

Stakeholders

Stakeholders	Key Issues & Expectations	Communication Methods/ Ways	Communication Frequency	Communication outcome
Community	<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>	<ul style="list-style-type: none"><li>• Press Releases</li><li>• Corporate website</li><li>• Toll personnel</li><li>• Sustainable Development Report</li><li>• Awareness campaigns</li><li>• Social, cultural &amp; environmental programs</li><li>• Conferences</li></ul>	On-going	<ul style="list-style-type: none"><li>• Upgrade national infrastructures</li><li>• Acknowledge the role of Olympia Odos in ensuring safe motorways</li><li>• Contribution to improving driving behavior</li></ul>
Emergency Intervention bodies	<ul style="list-style-type: none"><li>• Enhance Road Safety</li><li>• On-going communication</li><li>• Joint training actions</li><li>• Observance of the legislative framework</li></ul>	<ul style="list-style-type: none"><li>• Meetings with representatives</li><li>• Telephone communication</li><li>• e-mails</li></ul>	Systematically	<ul style="list-style-type: none"><li>• Reduced number of road accidents &amp; their impacts</li></ul>
Banks and Financial Institutions	<ul style="list-style-type: none"><li>• Good governance</li><li>• Risk &amp; opportunity management</li><li>• Observance of financial terms</li></ul>	<ul style="list-style-type: none"><li>• Meetings with representatives</li><li>• e-mails</li><li>• Sustainable Development Report</li></ul>	On-going	<ul style="list-style-type: none"><li>• Smooth operation of the project</li></ul>
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>	<ul style="list-style-type: none"><li>• Personal meetings with representatives</li><li>• Official correspondence</li><li>• Participate in local initiatives</li><li>• Congresses</li></ul>	On-going	<ul style="list-style-type: none"><li>• Contribute on the improvement of social prosperity</li></ul>
Educational Institutions	<ul style="list-style-type: none"><li>• Exchange of know-how</li><li>• Visits to the motorway facilities</li><li>• Education</li></ul>	<ul style="list-style-type: none"><li>• Congresses</li><li>• Academic/scientific conferences</li><li>• Training programs and events</li></ul>	Systematically	<ul style="list-style-type: none"><li>• Development of technologies</li><li>• Application of best practices</li><li>• Foster a Road Safety mentality</li></ul>

	Material Topics	SDGs	Employees	OLYMPIA ODOS OPERATION S.A.	Local communities	Other motorways	Suppliers	NGOs & Pressure groups	Educational Institutions	Banks and Financial Institutions	Construction Joint Venture	Community	State	Shareholders and management	Emergency Intervention bodies	Media	Subscribers	Local Authorities
CORPORATE GOVERNANCE & STRUCTURE	Social, environmental and financial compliance		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strategy, governance and ethics		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Financial Performance		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Partnerships and anti-competitive behavior		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ROAD SAFETY	Road Safety		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Technology and innovation		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TRAVEL EXPERIENCE	Customer Service quality		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Customers Privacy		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Procurement practices		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HUMAN RESOURCES	Health & Safety at Work		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Working environment		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Education and training		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Diversity and equal opportunities		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

☐ Very important    ☐ Moderately Important



	Material Topics	SDGs	Employees	OLYMPIA ODOS OPERATION S.A.	Local communities	Other motorways	Suppliers	NGOs & Pressure groups	Educational Institutions	Banks and Financial Institutions	Construction Joint Venture	Community	State	Shareholders and management	Emergency Intervention bodies	Media	Subscribers	Local Authorities
ENVIRONMENT	Biodiversity		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Noise management		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Power and fuels		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Solid and liquid wastes		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Materials/Raw materials		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Ambient air quality		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Equipment		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SOCIETY	Local communities		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Social contribution		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Volunteering		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Indirect financial impacts		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Road Safety and Infrastructure

Road Infrastructure and Equipment Failures (number)

	2023	2022	2021
Signage	106	114	130
Fencings	256	423	437
Marking	181	122	108
Safety barriers	581	500	424
Cleaning	2	14	1
Buildings	159	152	144
Pavements	277	272	180
Toll canopies and booths	277	474	640
Tunnels and Cut & Cover	15	12	16
Drainage	64	91	100
Structures	131	139	160
Green	0	0	2
Slopes - Footpaths	6	3	15
Other	1	4	4
Noise barriers	1	5	5
Flame arresters	1	4	4
Traffic management	4	2	0
Total	2,062	2,331	2,370

Road Maintenance Man-hours Allocation

	Man-hours 2023
Winter maintenance	3,020
Traffic management	33,044
Signage	20,777
Cleaning	8,403
Inspection and Maintenance	42,247
Repairs	505,129
E/M maintenance works	4,976
Various works	24,977
Total	642,573

E/M maintenance works Man-hours allocation

	Man-hours 2023
Inspection and Maintenance	45,854
Repairs	92,291
Total	138,145

Cameras 2023

Open-air CCTV	87
Tunnel CCTV	553
Total	640

SOS Emergency Roadside Telephones 2023

Open road sections	284
Tunnels	371
Total	655

Variable Message Signs (VMS) on the Motorway and in the Tunnels 2023

Open road sections	35
Tunnels	9
Total	44

Road Infrastructure and Equipment Failures

	2023		2022		2021	
Defects on the Motorway	Defects recording	Defects repair	Defects recording	Defects repair	Defects recording	Defects repair
Road infrastructure	2,062	1,856	2,337	2,146	2,377	2,157
E/M	4,438	3,823	4,879	4,115	5,082	4,429
Total	6,5	5,539	7,216	6,261	7,459	6,586

The Project’s Human Resources

Human resources per type of employment, employment contract and gender

		OLYMPIA ODOS S.A.				OLYMPIA ODOS OPERATION S.A.			
		Men	Women	Total	Percentage	Men	Women	Total	Percentage
2023	Total personnel	15	15	30	100%	271	189	460	100
	Collective agreement	-	-	-	-	270	189	459	99.8%
	No collective agreement	-	-	-	-	1	-	1	0.2%
	open-ended employment contract	14	13	14	90%	261	179	440	95.7%
	Fixed-term employment contract	1	2	1	10%	10	10	20	4.3%
	Seconded employees	-	-	-	-	-	-	-	-
	Full-time employment	15	15	30	100%	248	118	366	79.6%
	Part-time employment	-	-	-	-	23	71	94	20.4%

Mobility of employees per Gender and Age

		2023							
		OLYMPIA ODOS S.A.				OLYMPIA ODOS OPERATION S.A.*			
		18-25	26-40	41-50	51+	18-25	26-40	41-50	51+
Recruitments	Men	-	1	-	-	-	9	2	-
	Women	-	2	-	-	3	3	6	5
	Total	0	3	0	0	3	12	8	5
	Incoming	10.00%				6.09%			
Withdrawals	Men	-	-	-	1	1	3	2	2
	Women	-	-	-	-	2	1	6	-
	Total	0	0	0	1	3	4	8	2
	Outcoming	3.33%				3.70%			

Withdrawals breakdown

	2023	
	OLYMPIA ODOS S.A.	OLYMPIA ODOS OPERATION S.A.
Dismissals	0	3
Resignations	0	6
Agreement termination	0	8
Retirements	1	0
Total	1	17



## Human Resources training







Number of participants per Position/Hierarchy Level		OLYMPIA ODOS S.A.			OLYMPIA ODOS OPERATION S.A.		
		Men	Women	Total	Men	Women	Total
2023	Senior management	3	-	3	2	1	3
	Managers	3	2	5	8	2	10
	Administrative personnel	-	-	0	41	21	62
	Technical staff	9	13	22	37	-	37
	Base personnel (toll stations/road operation)	-	-	0	183	165	348
	<b>Total</b>	<b>15</b>	<b>15</b>	<b>30</b>	<b>271</b>	<b>189</b>	<b>460</b>
	Subcontractors	15	15	30	-	-	0
2022	Senior management	2	-	2	2	1	3
	Managers	9	5	14	8	3	11
	Administrative personnel	4	8	12	48	40	88
	Technical staff	-	-	0	48	8	56
	Base personnel (toll stations/road operation)	-	-	0	170	152	322
	<b>Total</b>	<b>15</b>	<b>13</b>	<b>28</b>	<b>276</b>	<b>204</b>	<b>480</b>
	Subcontractors	-	-	0	-	-	0
2021	Senior management	3	-	3	1	2	3
	Managers	11	5	16	3	2	5
	Administrative personnel	4	6	10	3	4	7
	Technical staff	-	-	0	-	-	0
	Base personnel (toll stations/road operation)	-	-	0	-	-	0
	<b>Total</b>	<b>18</b>	<b>11</b>	<b>29</b>	<b>7</b>	<b>8</b>	<b>15</b>
	Subcontractors	-	-	0	-	-	0




## Human Resources training per position/hierarchy level

		OLYMPIA ODOS S.A.						OLYMPIA ODOS OPERATION S.A.					
		Hours of training			Average of hours of training			Hours of training			Average of hours of training		
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
2023	Senior management	31	-	31	10.3	-	10.3	24	4	28	12	4	9.3
	Managers	35	32	67	11.7	16.0	13.4	47	48	95	5.9	24	9.5
	Administrative personnel	106	333	439	11.8	25.6	20.0	196	141	337	4.8	6.7	5.4
	Technical staff	-	-	0	-	-	0	111	-	111	3	-	3
	Base personnel (toll stations/road operation)	-	-	0	-	-	0	562	506	1,068	3.1	3.1	3.1
	<b>Total</b>	<b>172</b>	<b>365</b>	<b>537</b>	<b>11.5</b>	<b>24.3</b>	<b>17.9</b>	<b>940</b>	<b>699</b>	<b>1,639</b>	<b>3.5</b>	<b>3.7</b>	<b>3.6</b>
	Subcontractors (personnel of all levels)	-	-	0	-	-	0	-	-	0	-	-	0
2022	Senior management	32	-	32	8	-	8	8	4	12	4	4	4
	Managers	256	301	557	23.3	50.2	32.8	44	24	68	6.3	12	7.6
	Administrative personnel	48	154.5	202.5	12	17.2	15.6	220	284	504	5.1	9.8	7
	Technical staff	-	-	0	-	-	0	192	32	224	4	4	4
	Base personnel (toll stations/road operation)	-	-	0	-	-	0	634	550	1,184	3.7	3.7	3.7
	<b>Total</b>	<b>336</b>	<b>455.5</b>	<b>791.5</b>	<b>17.7</b>	<b>30.4</b>	<b>23.2</b>	<b>1,098</b>	<b>894</b>	<b>1,992</b>	<b>4.1</b>	<b>4.7</b>	<b>4.3</b>
	Subcontractors (personnel of all levels)	-	-	0	-	-	0	8	16	24	4	16	8
2021	Senior management	43	-	43	10.8	-	10.8	8	16	24	4	16	8
	Managers	311	308	619	31.1	61.6	41.3	24	16	40	3.4	8	4,4
	Administrative personnel	90	206	296	22.5	29.4	26.9	24	64	88	0.6	2.3	1.3
	Technical staff	-	-	0	-	-	0	-	-	0	-	-	0
	Base personnel (toll stations/road operation)	-	-	0	-	-	0	-	-	0	-	-	0
	<b>Total</b>	<b>444</b>	<b>514</b>	<b>958</b>	<b>24.7</b>	<b>42.8</b>	<b>31.9</b>	<b>56</b>	<b>96</b>	<b>152</b>	<b>0.2</b>	<b>0.5</b>	<b>0.3</b>
	Subcontractors (personnel of all levels)	-	-	0	-	-	0	-	-	0	-	-	0
	Base personnel (toll stations/road operation)	-	-	0	-	-	0	2,048	1,764	3,812	10.8	10	10.4
	<b>Total</b>	<b>129</b>	<b>153</b>	<b>282</b>	<b>7.6</b>	<b>13.9</b>	<b>10.1</b>	<b>3,358</b>	<b>2,130</b>	<b>5,488</b>	<b>11.8</b>	<b>10.5</b>	<b>11.3</b>
	Subcontractors (personnel of all levels)	98			-			-			-		

Setting goals

Goals per sustainable development strategy pillars

PILLARS	SUBJECT	GOAL 2023-2024	ACTION & IMPLEMENTATION RATE 2023	GOAL 2024	SDGs
Corporate Governance & Structure	Strategy, Corporate Governance and Ethics	Preparation of the issue of the 4th Sustainable Development Report in 2025.	Adjust goal and prepare annual report	Issue of the 4th Sustainable Development Report	  
		Reduce the number of non-conformities identified during the certification audit Maximum number: 10	2 identified	On-going	
	Social, environmental and financial compliance	Re-certification of the Quality Management System according to ISO 9001:2015:	Keep the ISO 9001:2015 certification for the Quality Management System	On-going	
Road Safety	• Infrastructure • Technology and innovation	Ongoing inspection of structures and maintenance interventions	Elefsina-Korinthos and Patras Bypass: <ul style="list-style-type: none"><li>• 41 bridges and Overpasses and Underpasses</li><li>• 9 tunnels</li></ul> Korinthos – Patras: <ul style="list-style-type: none"><li>• 8 cut &amp; lane covers</li><li>• 187 bridges and Overpasses and Underpasses</li></ul> 356 structures/walls of >1.5m height	On-going	  
		Cost/Budget Optimization for Heavy Maintenance works <ul style="list-style-type: none"><li>• Zero heavy maintenance budget overruns</li><li>• Keep works carryover to next year's budget below 10%</li></ul>	• Achieved Not achieved	On-going	
	Technology and innovation	Extension of the Smart Tunnel system to the second Girokomio Tunnel, to Aghia Varvara Tunnels as well as to all the buildings of Patras Bypass	In progress	Completion of works	
		Implementation/development of 1 innovative project every year	Water from the air: Now implemented at 11 spots along the motorway	On-going	

PILLARS	SUBJECT	GOAL 2023-2024	ACTION & IMPLEMENTATION RATE 2023	GOAL 2024	SDGs
Road Safety	Road Safety	Permanent monitoring and accidents and incidents number decrease	Road accidents 2023: 818 Incidents 2023: 17,784	Certification renewal	  
		Certification renewal	Re-certification of the Road Safety Management System according to ISO 39001:2012		
		Road Safety Awareness campaigns	4,577 students attended the “Do it right” educational program on road safety  Visits to the motorway facilities and worksites Ø15,000 students 323 university students	On-going	
Travel experience	Customer Service quality	Implementation of an hybrid tolling system and promotion of the service	€5,186,000 Total amount refunded to the drivers	On-going	  
		management & Improvement of people experience Goals: Calls answered > 90% and average response time: < 0:40"	Percentage of answered calls 2023: 85.31% Average response time 2023: 44"	On-going	
		Safe and Secure Truck Parking Area (SSTPA) at Akrata MSS	Construction completed	Start of operation	
		Olympia Odos App	Total sessions 2023: 1,235,368	-	
		Further development of the EV charge network at the MSSs	8 EV chargers in operation Completion of the installation of TESLA chargers in 2021	Installation of 20 additional 180kW DC chargers	
	Procurement practices	Improvement of the environmental criteria to select suppliers	In progress	-	



PILLARS	SUBJECT	GOAL 2023-2024	ACTION & IMPLEMENTATION RATE 2023	GOAL 2024	SDGs
Human resources	Health & Safety at Work	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	Labor accidents: Olympia Odos S.A.: 2023: 0 Olympia Odos Operation S.A.: 2023: 4	On-going	<div></div> <div></div> <div></div>
	Working environment	Internal communication about our corporate vision and values	In progress	On-going	
	Education and training	Improvement of the average training hours per employee	Hours of training Olympia Odos S.A.: 2023: 537 Olympia Odos Operation S.A.: 2023: 1,639	On-going	
		Keep and improve the percentage of the employees who have been evaluated  Collect evaluation forms from all employees and monitor their training program	Olympia Odos: 100% Olympia Odos Operation: 97.61%  On-going	Keep and improve the percentage of the employees who have been evaluated	
Environment	Power and fuels	Meet all your power needs with green power	Construction works for the first photovoltaic park at Rion EMC in progress  2023: 5,232 LED Luminaires were installed	Construction completed	

PILLARS	SUBJECT	GOAL 2023-2024	ACTION & IMPLEMENTATION RATE 2023	GOAL 2024	SDGs
Environment	Power and fuels	Carbon footprint calculation Mapping of Scope 3 activities	Completed The calculation of indirect emissions	Continuing	      
		MSS energy upgrading Progress of works on the buildings of Akrata and Megara MSSs	In progress	Completion of works	
	Ambient air quality	Limit exceedances of air pollutants less than 15 days/year	Achieved	On-going	
	Environmental Management	Environnemental compliance: Zero environmental fines	Achieved	On-going	
		Keeping the certification of the Environmental Management System according to ISO 14001:2015	Re-certification of the Environmental Management System according to 14001:2015	Certification renewal	
		Development of an environmental and social management plan for the new Patras-Pyrgos sections under construction	In progress	-	
	Noise management	Strategic Traffic Noise Mapping Design	Completed	-	
Community	Social contribution	Keeping and extending synergies at local and national levels	On-going	Continuing	      
		Social investments at national and local levels Goal: €150,000	Achieved €193,699	On-going	
	Volunteering	Customer satisfaction survey	Did not take place due to successive elections in Greece.	Continuing	
	Indirect financial impacts				
		Strategic upgrading of the Road Safety campaign "In real life there is no Undo"	4,577 students from 40 schools along the motorway trained	On-going	

# 9. ABOUT THE SUSTAINABLE DEVELOPMENT REPORT

The 2023 Sustainable Development Reports of OLYMPIA ODOS S.A. Concession Company is the fourth Report of the company. The Report focuses on all issues that concern and affect the company and its stakeholders.

**The Report focuses on the following strategic pylons:**

- Environmental protection
- Road Safety
- Travel experience
- Social cohesion and empowerment
- Working environment

### Reporting period

The Sustainable Development Report of OLYMPIA ODOS S.A. Covers the period from 1/1/2023 to 31/12/2023. Unless otherwise specified, all data presented in the Report pertain to 2023. The Company will publish an annual Sustainable Development Report.

### Standards and Initiatives

- Olympia Odos is up to date with all important developments relevant to Sustainable Development, in line with all major international standards and reference frameworks, in order to more effectively monitor the progress of the initiatives and actions we undertake. The present Report has been drafted taking 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.
  - The International GRI Standards: with reference to

### Olympia Odos

The activity of the company “OLYMPIA ODOS CONCESSION COMPANY S.A. FOR THE ELEFSINA – KORINTHOS – PATRAS – PYRGOS – TSAKONA MOTORWAY” and the distinctive title “OLYMPIA ODOS S.A.” (referred to in this Report as Olympia Odos S.A. or Olympia Odos or the Company) started in 2007 having as exclusive object the design, construction, financing, operation, maintenance and exploitation of the Motorway and 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 the sectors of activity of Olympia Odos. The Company 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. which is a separate managerial 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 entered into on 24.7.2007 and forming an appendix of the Concession Agreement entered into 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. The company has not proceeded to any external assurance of the data contained in the present Report.

### Sustainable Development Team;

abrice Breton, Maria Antoniou, Panagiotis Antoniou, Alexandros Archontidis, Adrianna Dimitriou, Giorgos Kazatzopoulos, Themistoklis Keladinos, Elina Korombili, Michalis Bartzis, Kostas Papakostas, George Paterakis, Sofia Stamou, Xenophon Sotirchopoulos, Kalliopi Tzivanaki, Grigoris Chassanis. We would like to thank the colleagues from OLYMPIA ODOS OPERATION S.A. Christos Karadimas, Giannis Handanos, and Marilena Xirotagarou for their cooperation for the collection of data.

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# 10. GRI CONTENT INDEX

Declaration of use	Olympia Odos submitted its Sustainable Development Report with reference to the GRI Standards for the period from January 1, 2023 to December 31, 2023.	
Use of GRI 1	GRI 1: Foundation 2021	
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GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	45
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	304-3 Habitats protected or restored	75
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GRI 305: Emissions 2016	305-7 Nitrogen oxides (NOx), sulfur oxides (Sox), and other significant air emissions	71
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GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	96-109
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GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	46-60
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	417-3 Incidents of non-compliance concerning marketing communications	No confirmed incidents
Customers Privacy		
GRI 418: Customers Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No confirmed incidents





# Certificate

Partner in  
climate action



OLYMPIA ODOS S.A.

OLYMPIA ODOS SUSTAINABLE  
DEVELOPMENT REPORT 2023

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