



**ATTIKI ODOS**

Annual Report

2018



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The present report constitutes the 10th annual report of the concession company, “Attiki Odos S.A.”, and the operation and maintenance company, “Attikes Diadromes S.A.”, and relates to the period from January 1st to December 31st 2018. The annual report describes the activities relating to the smooth operation of the motorway and includes all activities of the companies “Attiki Odos S.A.” and “Attikes Diadromes S.A.” in relation to the operation and maintenance of the Attica Tollway Project.

Photographers: Nikos Daniilidis, Nikos Markou, Alexis Sofianopoulos, Panagiotis Voumvakis, Manos Ioannou, Alexandros Katsis.





## OUR VISION

Attica Tollway, being a pioneer in modern motorways in Greece, aims at actively contributing to the reduction of road accidents in Greece, providing top services to its users as well as to all drivers.

Attica Tollway hopes that it can continue to be a model for the optimal maintenance and operation of the infrastructure, with substantial social contribution, by implementing responsible practices of Corporate Responsibility to all parties involved and its employees.

## PAST & PRESENT

Attica Tollway is one of the major European urban motorways and the first big co-financed project in Greece which constituted a model in terms of construction and operation for subsequent road projects in Greece.

In the 18 years of its uninterrupted operation, Attica Tollway changed road transportations in Greece by raising the standards in safety and services provided, while today it remains an integral part of the daily routine of thousands of people, contributing to the improvement of their quality of life.





# 01

# ATTICA TOLLWAY: THE PROJECT

Attica Tollway is a modern motorway, connecting 28 municipalities of the Attica basin, and meets the transportation needs of millions of people on an annual basis.

It is an urban motorway with two directionally separated carriageways, each consisting of three lanes and an emergency lane (hard shoulder). The suburban railway of Athens has been constructed in the central reservation of the motorway.

Attica Tollway constitutes a unique infrastructure project, even in European terms, since it is essentially a closed toll motorway within a metropolitan capital, where traffic flow is dense.

Attica Tollway is part of the PATHE road axis (Patras – Athens – Thessaloniki - Evzoni) and connects Athens – Lamia National Road with the Athens – Patras National Road, by-passing the centre of Athens.

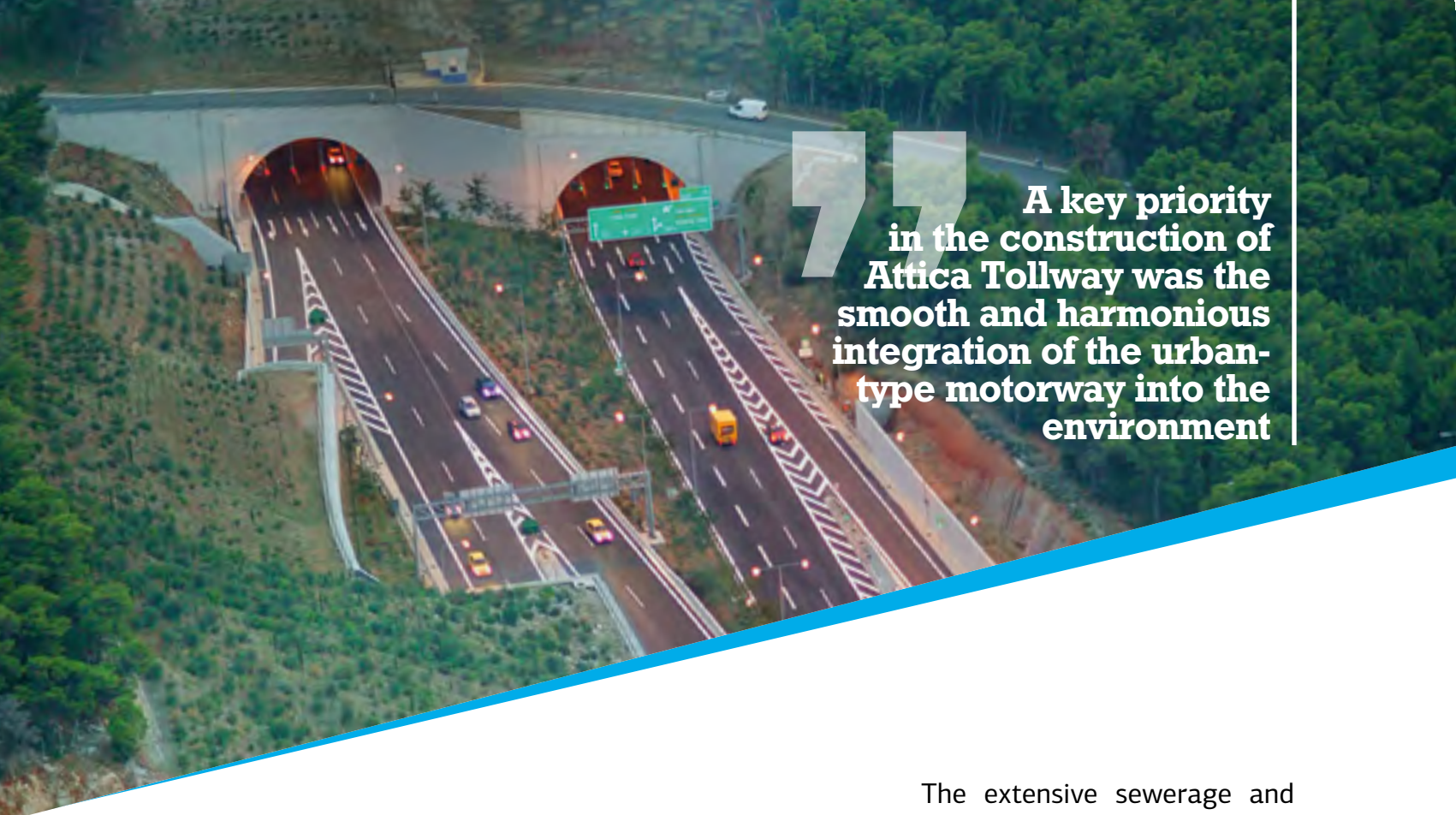
Being a closed motorway, it has controlled accesses and consists of two sections, which are perpendicular to one another:

- ▶ The Elefsina – Stavros – Spata A/P motorway (ESSM), extending along approximately 52 km, and
- ▶ The Imittos Western Peripheral Motorway (IWPM), extending along approximately 13 km.

*Attica Tollway incorporates part of the Egaleo Western Peripheral Motorway, extending along approximately 5 km.*







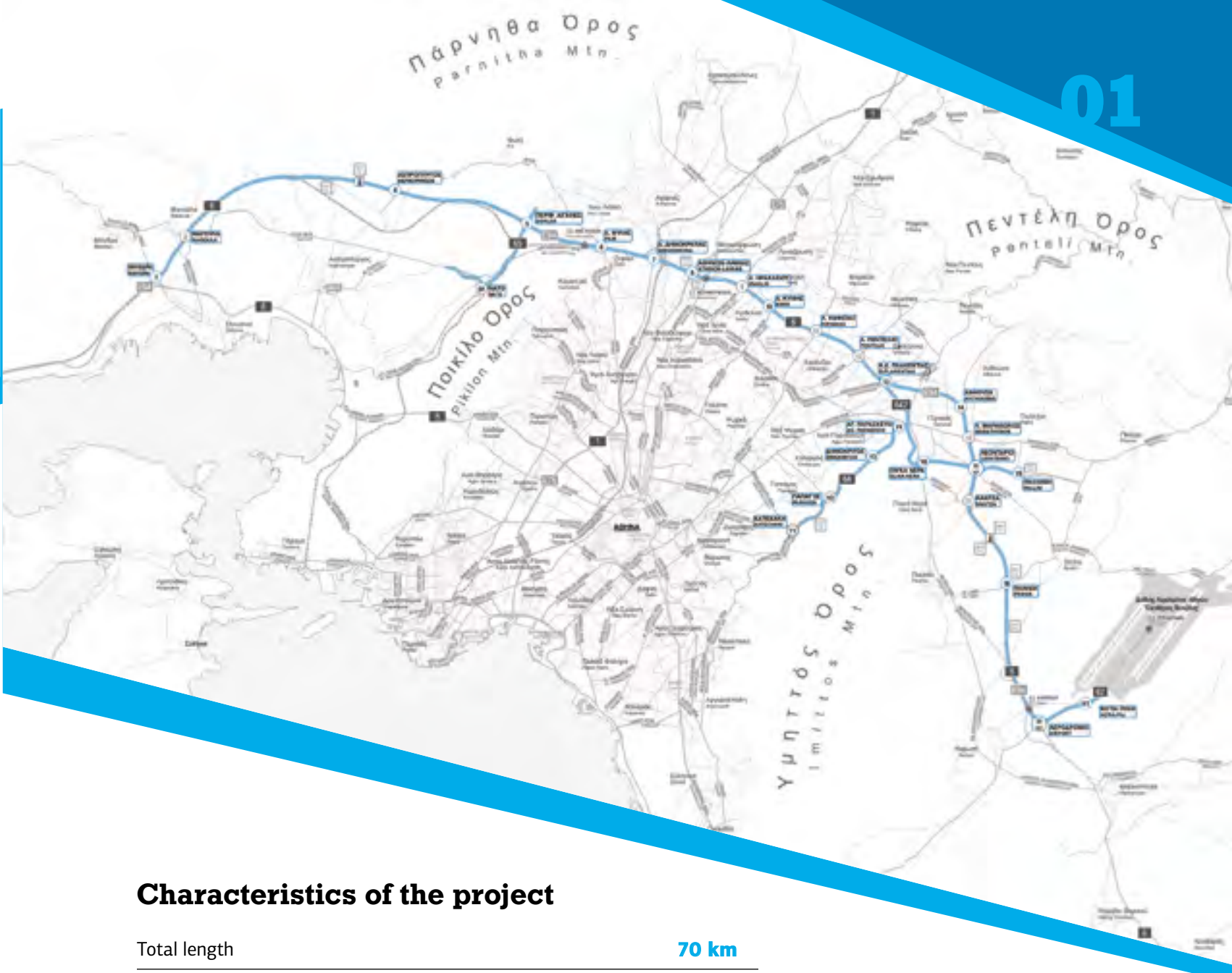
**A key priority in the construction of Attica Tollway was the smooth and harmonious integration of the urban-type motorway into the environment**

**A** key priority in the construction of Attica Tollway was the smooth and harmonious integration of the urban-type motorway into the environment, without causing any disruption by its operation to the natural environment. In Imittos Western Peripheral Motorway, an attempt was made to fully restore the landscape with the technique of excavation and backfill (cut & cover) for the creation of tunnels and planting the upper part, while facilitating the passage of the local species. In order to harmonise the motorway with the natural environment, extended planting was realised on both sides of the motorway, with plant species compatible with the existing flora, which acts as a filter, absorbing exhaust emissions from car traffic. The initial planting,

which included more than one million (1,000,000) trees and plants, was completed during the following years of the motorway's operation with thousands of new species, while the existing underpasses were used for the crossing of yard farm animals. Additionally, the local fauna is protected by a high fence placed along the motorway. A special arrangement - placement of adhesive stickers according to international standards - stops birds from falling on the glass noise barriers.

At the same time, Attica Tollway vastly contributed to the flood protection works in Athens: during the construction phase, works were realised in big streams, torrents and rivers, which the motorway was crossing, in order to ensure the safety of traffic, as well as the improvement of the storm water flow within the basin.

The extensive sewerage and flood protection works were realised with respect to nature and constitute the middle part (due to the geographical location of the layout of the road works) of the complete and unified design of the flood protection works in Attica. "Attiki Odos S.A.", taking advantage of the large amount of excavated material produced by the various construction sites during the construction phase of the project and in cooperation with the Athens Organisation and the Forestry Services, launched an effort for the regeneration (in terms of landscape and environment) of disturbed terrains and old quarries. Under the supervision of the Athens Organisation and the Forestry Services, over 15,000,000 m<sup>3</sup> of excavated material was put to use for the regeneration of the old quarries. In these locations, the Local Administration created walking and leisure areas, areas for cultural events, as well as sports facilities.



## Characteristics of the project

Total length	<b>70 km</b>
Service / side roads network	<b>150 km</b>
Interchanges	<b>29</b>
Motorway overpasses	<b>100</b>
Motorway underpasses	<b>25</b>
Rail bridges	<b>38</b>
River/Stream bridges	<b>21</b>
Pedestrian overpasses	<b>12</b>
Tunnel / cut & cover sections	<b>56</b>
Total length of tunnel / cut & cover sections	<b>12.6 km</b>
Flood protection works	<b>66.7 km</b>
Motorist Service Stations – M.S.S.	<b>4</b>
Operation & Maintenance Centre	<b>1</b>
Customer Service Centers – C.S.C.	<b>12</b>
Toll Stations	<b>39</b>
Total number of toll lanes	<b>195</b>
Toll Collection (T.C.) lanes with potential electronic function	<b>39-96</b>
Toll Collection (T.C.) lanes with potential manual function	<b>99-156</b>

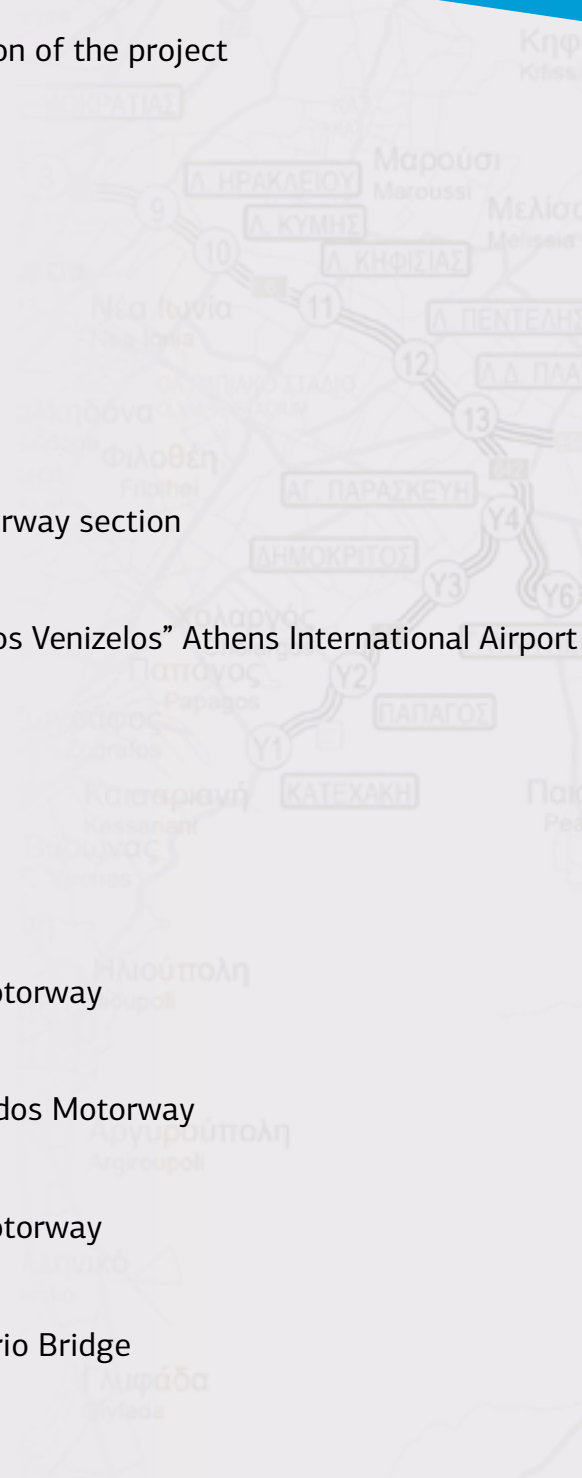













*In Attica Tollway, four (4) Motorist Service Stations (M.S.S.) operate on a 24-hour basis which feature petrol stations, vehicle repair centers, snack bars, ATMs/ Cash withdrawal machines (in three of them) as well as Customer Service Centers.*







# PROJECT KEY DATES

- 
-  **28/02/1995**  
Submission of tender for the construction of the project
  -  **23/05/1996**  
Signing of the concession contract
  -  **16/12/1996**  
Ratification of the concession contract
  -  **06/03/2000**  
Financial close
  -  **19/03/2001**  
Operation commencement of first motorway section
  -  **28/03/2001**  
Operation commencement of “Eleftherios Venizelos” Athens International Airport
  -  **24/06/2004**  
Full completion of the project
  -  **13/08/2004**  
Opening of the Athens Olympic Games
  -  **03/2008**  
e-PASS interoperability with Moreas Motorway
  -  **11/2008**  
e-PASS interoperability with Olympia Odos Motorway
  -  **12/2012**  
e-PASS interoperability with Aegean Motorway
  -  **03/2013**  
e-PASS interoperability with Rio – Antirrio Bridge
  -  **12/2014**  
Founding member of HELLASTRON



## MAIN BENEFITS

There are significant benefits resulting from the construction and operation of Attica Tollway, since the motorway:

- ▶ Forms a main backbone that links all the means of transportation and infrastructures of Attica, i.e. road (connection with the national road network), air (connection with the Athens International Airport "Eleftherios Venizelos"), rail (connection with metro and suburban rail stations) and sea (connection with Lavrio and Rafina ports);
- ▶ Improves traffic conditions within the capital, by absorbing a significant portion of the daily traffic moving across the Attica basin;
- ▶ Promotes the strategic restructuring of the energy and telecommunication networks;
- ▶ Contributes to the physical planning and urban development and completion in the Attica prefecture;
- ▶ Contributes to the residential and business development of the remote areas of Attica.

## PROJECT COST AND FINANCING

In the early 90's, the Greek State held an international tender for the assignment of the construction of the Attica Tollway project, by the concession and co-financing method. The Greek group of companies, by the corporate name "Attiki Odos S.A.", was the successful bidder of the tender and the new motorway was ultimately named after it.

The Attica Tollway project was completed in time and its construction cost (€ 1.3 billion) was financed by 34% by the Greek State, with participation of funds from the Community Support Framework, while the concession company, "Attiki Odos S.A.", covered the remaining 66% by own equity and loan capital. The loans received by the concession company, "Attiki Odos S.A.", were provided by the European Investment Bank and by Commercial Banks, while "Attiki Odos S.A." shareholders guaranteed for all the loans for the entire construction period.



### Financing Bodies

- ▶ The Greek State
- ▶ The European Union
- ▶ The European Investment Bank
- ▶ The Concession Company "Attiki Odos S.A." (through its shareholders)
- ▶ A Group of Commercial Banks

## ENTITIES OF THE PROJECT



### SUPERVISORY AUTHORITY

The GREEK STATE, represented by the DIRECTORATE D17 (OPERATION, MAINTENANCE & EXPLOITATION OF TRANSPORTATION INFRASTRUCTURES WITH CONCESSION AGREEMENT) falling under the General Secretariat of Infrastructures / General Directorate of Transportation Infrastructures of the Ministry of Infrastructure and Transport, monitors and oversees the operation and maintenance of the motorway.

### CONCESSION COMPANY – **ATTIKI ODOS S.A.**

41.9 km of Attiki Odos Motorway, 190 02 Peania - GREECE, Tel.: +30 210 6682200, Fax: +30 210 6025060  
e-mail: aosa@attiki-odos.gr

"ATTIKI ODOS S.A." is the company which has undertaken the design, construction, financing, operation and maintenance of the motorway, through the execution of a Concession Contract with the Greek State.

### **ATTIKI ODOS CONSTRUCTION JOINT VENTURE**

25 Ermou Street, 145 64 Nea Kifissia – GREECE

**Central Work Site:** 41.9 km of Attiki Odos Motorway, 190 02 Peania - GREECE, Tel.: +30 210 6632161, Fax: +30 210 6632694, e-mail: aojv@attikiodos.gr

"ATTIKI ODOS CONSTRUCTION JOINT VENTURE" was the construction company for the project, a joint venture consisting of Greek companies, led by AKTOR S.A., which successfully implemented a complex and difficult project, bringing together the greatest construction companies of Greece.

### OPERATION & MAINTENANCE COMPANY – **ATTIKES DIADROMES S.A.**

41.9 km of Attiki Odos Motorway, 190 02 Peania - GREECE, Tel.: +30 210 6682000, Fax: +30 210 6635578  
e-mail: ad@attikesdiadromes.gr

"ATTIKES DIADROMES S.A." is the company which has undertaken the operation and regular maintenance of Attica Tollway. The companies "ATTIKA DIODIA S.A." with a participation of 80% (the shareholders of which are the shareholders of the concession company) and the French company "EGIS ROAD OPERATION S.A." (ex Transroute International) with a participation of 20% participate in "Attikes Diadromes S.A.".

### Shareholders of "Attiki Odos S.A."

**AKTOR  
CONCESSIONS S.A.**  
(Member of  
ELLAKTOR S.A. Group)  
with a participation of  
**65,75%**

**AVAX S.A.**  
with a participation of  
**24,19%**

**ETETH S.A.**  
(belonging to the  
AVAX S.A. Group)  
with a participation of  
**10,02%**

**EGIS ROAD  
OPERATION S.A.**  
with a participation of  
**0,04%**

### Shareholders of "Attikes Diadromes S.A."

**"ATTIKA DIODIA S.A." 80%**

**AKTOR  
CONCESSIONS S.A.**  
**65,78%**

**AVAX S.A.**  
**24,39%**

**ETETH S.A.**  
**9,83%**

**"EGIS ROAD OPERATION S.A." 20%**



# 02 | **ATTIKES DIADROMES:** OPERATION & MAINTENANCE

**“Attikes Diadromes S.A.”** was founded in 1999 and has undertaken the operation and maintenance of Attica Tollway 24 hours a day, 7 days a week all year long, providing high-quality services to the users.



The daily activities of “Attikes Diadromes S.A.” include the following:

- ▶ Traffic management;
- ▶ Detection, intervention and handling of incidents and accidents;
- ▶ Road maintenance (preventive and corrective);
- ▶ Toll collection;
- ▶ Planning the toll policy and managing the miscellaneous subscription-commercial programmes;
- ▶ The provision of added-value services to all our stakeholders through the operation of Attica Tollway (such as the information and training on road safety issues).

It should be noted that, as of 2014, “Attikes Diadromes S.A.” publishes a Corporate Social Responsibility Report in line with the **Global Reporting Initiative (GRI)**.







## **EMPLOYEES & KNOW-HOW**

**A**ttica Tollway, being a major project, created many new job positions both during its construction, as well as during its operation. For “Attiki Odos S.A.” and “Attikes Diadromes S.A.”, the human factor is the most important parameter for the development and good operation of both the project and the employees, while the recognition of the staff’s contribution constitutes a substantial motive for its performance.

The Attica Tollway project engaged, during the construction phase, approximately 5,000 employees of various specialties, from workers to senior technical and administrative staff. Following the completion of

the construction works and the commencement of the project’s operation, approximately 1,200 new permanent jobs were created, including subcontractors. Specialised personnel, selected on the basis of strict criteria and receiving a continuous training, contribute to the optimal operation and maintenance of Attica Tollway.

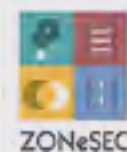
The personnel employed in the Patrol and Intervention Teams participate in training sessions in relation to first aid, firefighting, safety in tunnels and snow removal. The personnel employed in Tolls, Customer Service Centers and Telephone Customer Service attend seminars on the management of special work situations, while all employees are trained on workplace health and safety. Finally, both companies created highly specialised executives, who were later employed in other motorways in Greece.

During 2018, all employees were trained for a total of **6,569 hours** on various issues relative to their professional scope:

- ▶ Crisis management
- ▶ Snow removal exercise
- ▶ Basic principles of the Code of Conduct and the Ethics and Compliance Programme
- ▶ Operation of POS terminals
- ▶ Night-time driving
- ▶ Telephone customer service and handling of complaints
- ▶ ISO 45001:2018 for professional health and safety
- ▶ Training of the personnel in issues of personal data protection, pursuant to the new General Data Protection Regulation (GDPR).

## PARTICIPATION IN RESEARCH PROGRAMMES

In the field of research, the Attica Tollway project is an excellent site to test new technologies and systems relevant to security issues or the provision of better services to users, thanks to the motorway quality and the traffic management systems. The operation and maintenance company, “Attikes Diadromes S.A.”, has received many invitations to collaborate in Greek and European research programmes and has been actively involved in several research projects in the past.

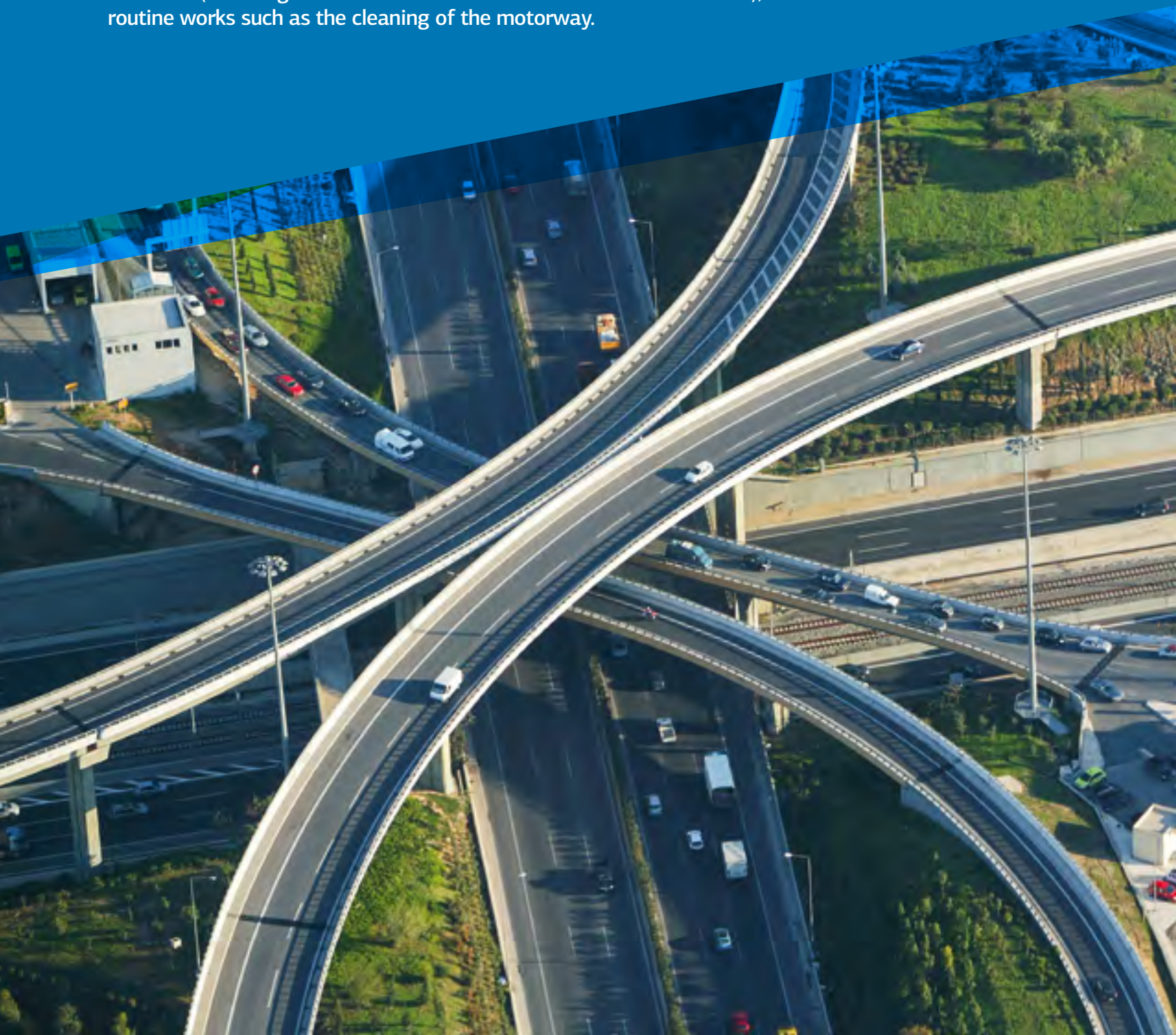




# 03 | TRAFFIC & MAINTENANCE

Responsible for the traffic management and the maintenance of the motorway is the Traffic and Maintenance Department of Attica Tollway, which employs 152 highly skilled employees, who ensure the smooth and safe trips of the motorway users, as well as the consistent maintenance of the infrastructure. The main duties of the Department include:

- ▶ The traffic control and monitoring;
- ▶ The management of incidents, accidents and planned activities;
- ▶ The inspection, maintenance and repairs, as required to maintain the motorway in good condition (including the maintenance of the vehicles and installations), as well as the routine works such as the cleaning of the motorway.







# TRAFFIC CONTROL & MONITORING

The main control centre of the motorway is the **Traffic Management Centre (T.M.C.)**, which is located in Peania and operates on a **24-hour basis**. Through the constant presence of specialised personnel and the use of high-tech equipment, the T.M.C. continuously monitors the traffic conditions along the entire motorway, is directly informed of the occurrence of any incidents and proceeds in alerting the competent departments, so that they can respond accordingly.

The Department of Attica Media Information is also located at the Traffic Management Centre of Attica Tollway. Every day, during business hours, the Media Information Officer communicates directly with television and radio stations in Attica, in order to provide vital traffic information about Attica Tollway.

## MOTORWAY EQUIPMENT

Attica Tollway features high-quality skid-resistant asphalt pavement and fencing along its entire length. Pedestrians can only cross the motorway using designated overpasses and underpasses, while there are special detectors embedded in the pavement, which enable the monitoring of incidents that affect the smooth operation of the motorway (eg. stranded vehicles). Special attention has been given to providing sufficient and effective lighting along the motorway. At the access points of the motorway and along its length, electronic variable message signs have been installed to inform the motorists about prevailing motorway conditions.

The equipment on the motorway includes closed-circuit TV cameras, variable message signs, inductive loops, variable speed limit signs, meteorological stations and over-height vehicle detectors. The T.M.C.'s equipment includes a video wall, consisting of 8 "natural cubes" of 70' and 8 workstations. Moreover, air pollution is monitored regularly through 8 stations, which are installed at key points along the motorway.





## TUNNEL EQUIPMENT

There are 56 tunnels and cut & cover sections on the Attica Tollway, extending along 12.6 km, passing mainly through urban areas.

To secure road safety of the users in these sections, Attica Tollway has adopted a series of regulations and procedures in order to optimise prevention, on the one hand, and detect and manage incidents as quickly and efficiently as possible, on the other. The creation of action plans in cooperation with the Competent Authorities (fire brigade, police and ambulance services), together with the personnel's frequent training through safety drills and incident simulations, as well as the continuous maintenance and upgrade of all systems, are important elements in ensuring the highest level of safety for users.



The tunnels include:

- ▶ The Emergency Roadside Telephones (ERT), located every 50 m inside the tunnels and at the entrances / exits;
- ▶ Closed Circuit TV (CCTV) – every 125 m and at the entrances / exits;
- ▶ Sensors (inductive loops) – every 60 m;
- ▶ Lane Control Signs (LCS) – every 150 m. Double-faced signs, bearing a green arrow/ red “X”, inside tunnels;
- ▶ Variable Speed Limit Signs (VSLS) – every 150 m;
- ▶ Over-height Vehicle Detectors (OHVD) at all entrance points (5 m);
- ▶ FS – fire stations equipped with two fire extinguishers and an Emergency Roadside Telephone (ERT) every 50 m on the left side;
- ▶ FC – fire-fighting cabinets, equipped with a hose and two fire extinguishers situated every 50 m on the right side;
- ▶ Fire-fighting network;
- ▶ Ventilators;
- ▶ CO/ opacity detectors;
- ▶ Special photometers.

## FLEET OF VEHICLES

03

The company's vehicle fleet includes vans appropriately equipped for intervention purposes in the event of incidents and for the execution of routine maintenance works, mini vans for the maintenance of the electromechanical equipment, cranes, pick-up vehicles, passenger vehicles and motorcycles. "Attikes Diadromes S.A." provides free of charge road assistance to the Attica Tollway users, through partnership with roadside assistance companies, the services of which are available on a 24-hour basis. Furthermore, the company has UNIMOG machines of multiple functions, which once fitted with the appropriate equipment (blade, salt spreader), can also operate as snow-ploughing machines, washing vehicles, sweepers (brushes), elevators and loaders.



## ATTICA TOLLWAY TRAFFIC DATA

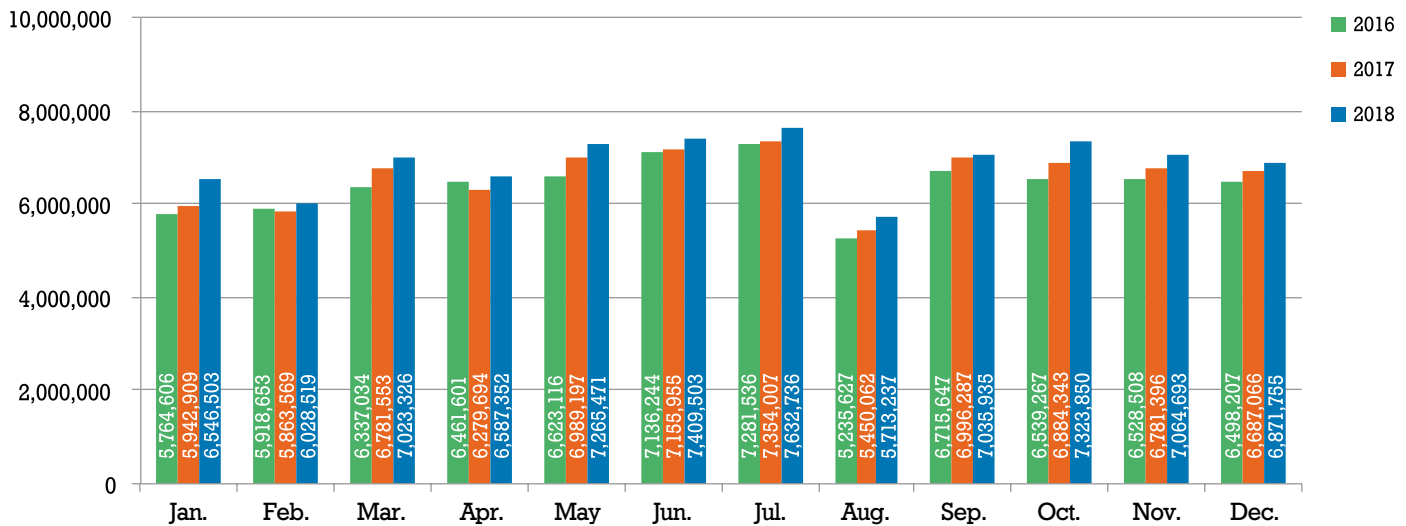
In 2018, the average daily traffic was increased by **4.21%**, compared to the previous year. More specifically, **82,502,880** vehicles used Attica Tollway, which means an average of about **226,035** vehicles per day. July was the busiest month with a daily average of **246,217** vehicles.

During 2018, the users of Attica Tollway covered **1,366,224,857 km** in total, while the heaviest traffic was reported in the sections between exits for Athens - Lamia National Highway (Metamorfossi) and D. Plakentias. The following chart and diagrams provide a brief description of the total 2018 traffic in Attica Tollway.

Daily increase of vehicles in Attica Tollway (2018 vs 2017)		<b>4.21 %</b>
Distance covered in 2018 (vehicle distance)		<b>1,366,224,857</b>
Average distance covered per trip		<b>16.6 km</b>
Section with the heaviest traffic: Metamorfossi (I/C 8) - D. Plakentias (I/C 13)	Average daily traffic – working days	<b>67,500</b>
	Average daily traffic – weekends & holidays	<b>50,000</b>
	Rush hour traffic on working days (08:00-09:00)	<b>5,200-6,000</b>



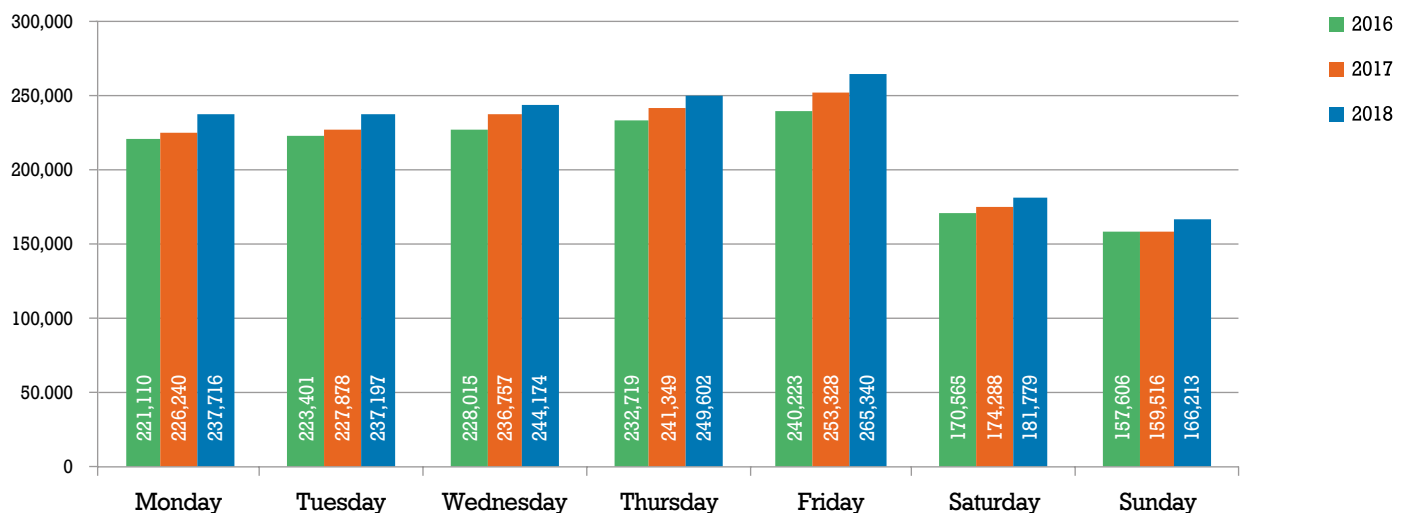
**Total vehicle entries per month (2016-2018)**



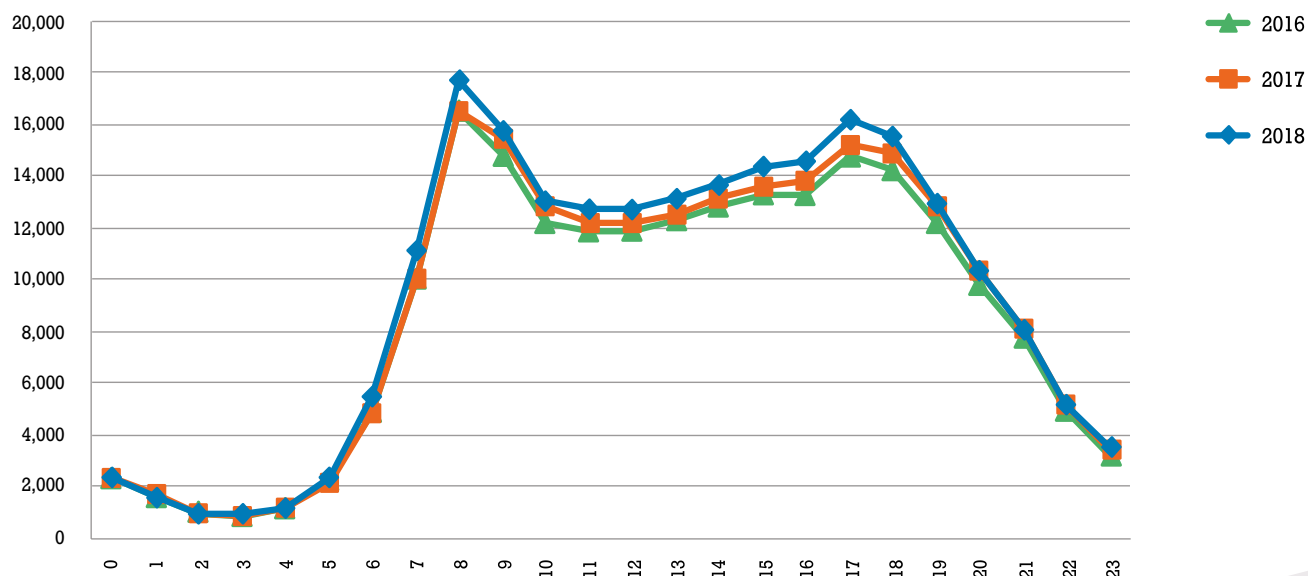
## Daily and hourly fluctuation

Traffic on Attica Tollway during the week is clearly heavier than during the weekend. The day with the heaviest traffic is Friday. More specifically, on Fridays, traffic is **108%** of the average traffic for the rest of the business days.

**Average daily traffic (vehicle entries) per day (2016-2018)**

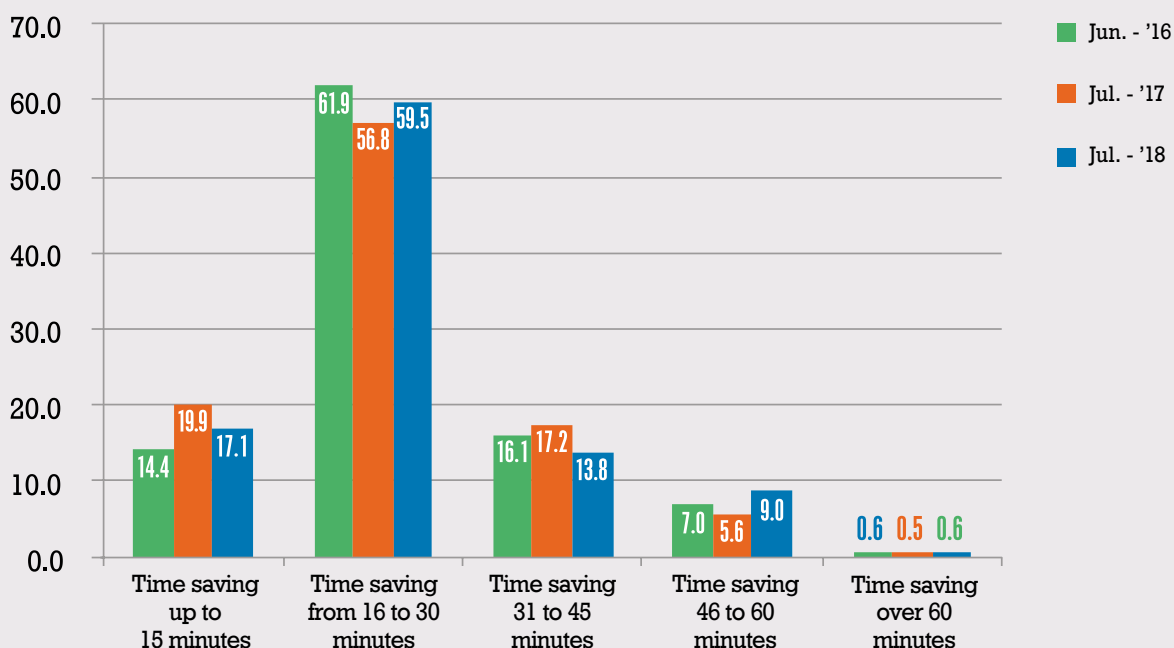


### Distribution of average daily traffic (vehicle entries) per hour (2016-2018)



## Reduction of travel time when using the Attica Tollway

According to a study conducted by Invision/Metron Analysis, Attica Tollway users **save 29 minutes** on average per trip, while **82.3%** save between fifteen minutes to an hour.





# INCIDENT MANAGEMENT

**Traffic management is the main focus of the people of the operation and maintenance company, "Attikes Diadromes S.A.". The company's tasks include the following:**

- ① Continuous monitoring of the network and incident detection through the incident detection equipment and the relevant personnel, on a 24-hour basis;
- ② Mobilisation and notification of the competent authorities and provision of assistance to such authorities in response to an incident;
- ③ Preliminary protection measures at the location of the incident;
- ④ Resolving, by own means, simple daily events before they evolve into traffic problems;
- ⑤ Availability of human and material resources, as well as specialised technical support for special types of incidents (machinery, snow-ploughing vehicles, cranes etc.);
- ⑥ Central coordination and provision of information to all parties involved through the Traffic Management Centre (T.M.C.), which constitutes the core that collects and provides information.



The T.M.C. is informed of the traffic conditions and any incidents through:

- ▶ The patrol vehicles, operating along the entire length of the Tollway, on a 24-hour basis, so that the Patrol Employees can detect any incidents that may have occurred and promptly intervene by providing assistance free of charge;
- ▶ The designated four-digit telephone number **1024**, which users may dial from their mobile phones;
- ▶ The Emergency Roadside Telephones, located every 50 m inside the tunnels and every 2 km along the length of the open motorway;
- ▶ The technologically advanced equipment, such as Closed Circuit TV (CCTV) and inductive loops placed under the road surface.

The T.M.C., based on the information collected and in order to ensure the motorway's smooth operation, promptly activates the necessary procedures as follows:

- ▶ Communicates constantly with the patrol units that drive along the motorway and whose main task is to detect any emergency incidents and promptly intervene and restore traffic conditions;
- ▶ Notifies drivers of any problems they may encounter along their journey through the electronic Variable Message Signs, which are located at the entrance points, as well as along the length of the motorway;
- ▶ Informs the Vehicle Recovery Units that operate under the control of the partner assistance company, as well as the Heavy Vehicles Road Assistance Unit (HVRA). Both units intervene in cases of immobilised vehicles and transfer them to the nearest motorway exit, free of charge;
- ▶ Informs, as required, the competent Traffic Police Department, the Ambulance Service and the Fire Brigade, whose intervention is essential to the safe operation of the motorway;
- ▶ Coordinates the works which are executed on a daily basis by the maintenance-intervention teams.

The T.M.C. and the support mechanism of the Patrol Employees and Intervention Teams have completed **18 years** of operation and, during this period, they have carried out more than **407,018** interventions to incidents on the motorway.



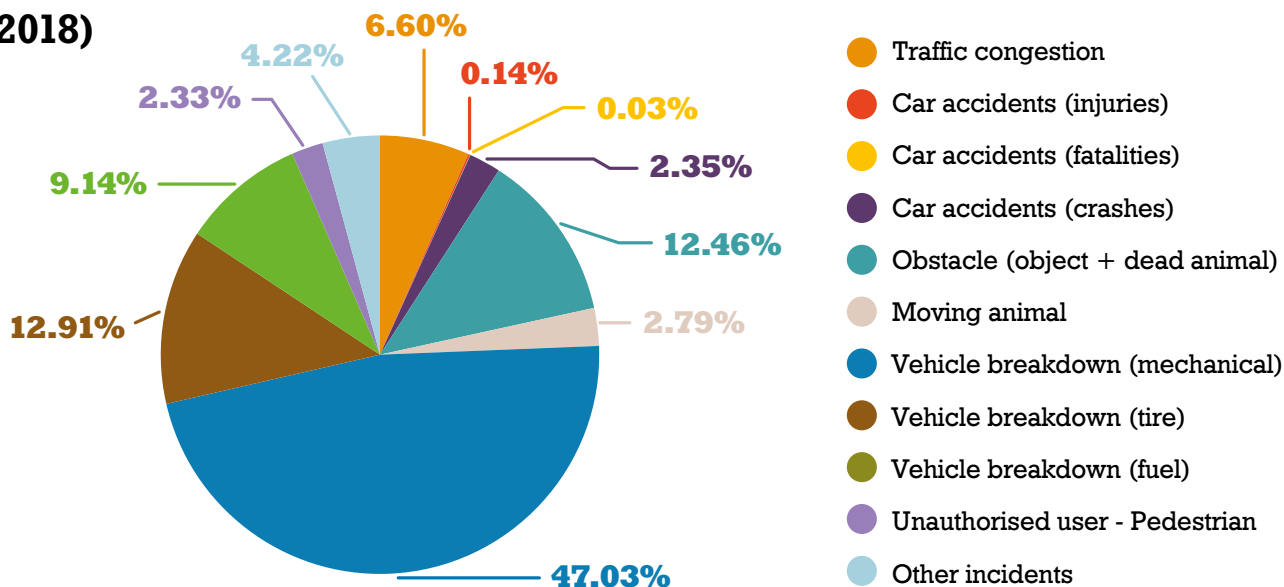
In 2018, the personnel of the operation and maintenance company "Attikes Diadromes S.A." handled **23,867** incidents. This basically means an average of about **65** incidents per day.





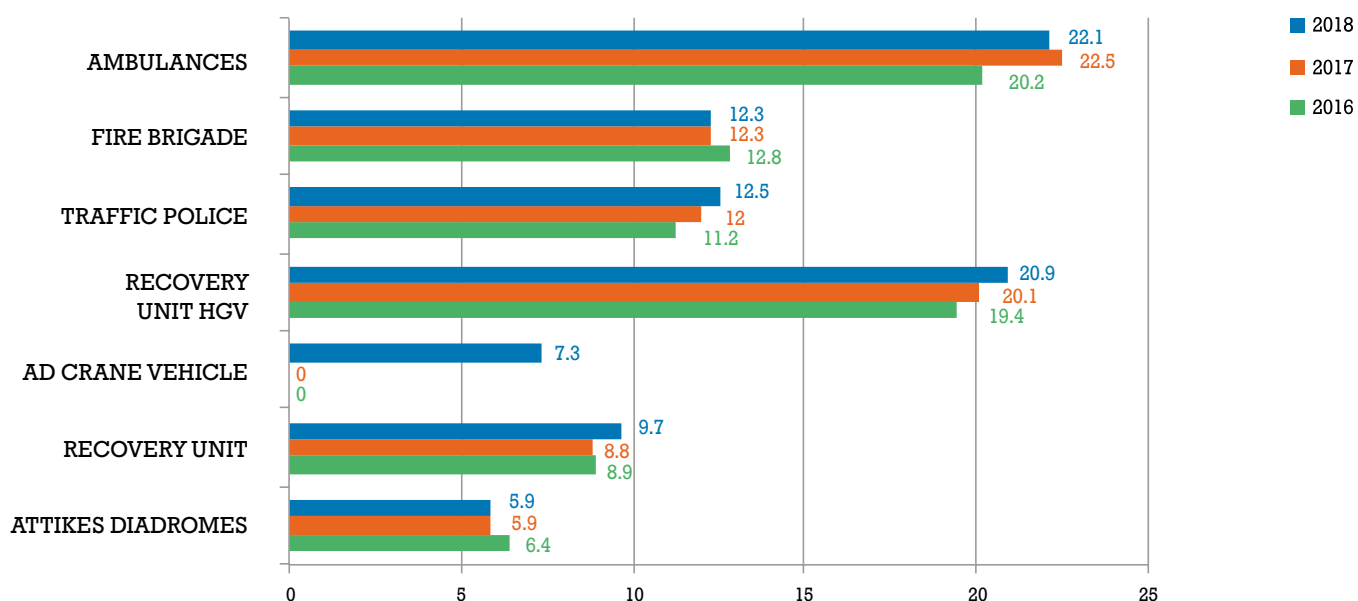
The average time required to efficiently handle such incidents is on average **21.5 minutes** (time spent on location to resolve/clear incident), while, as shown in the following diagram, most incidents involved vehicle breakdowns (fuel, tires and mechanical problems).

### Incidents per type (% , 2018)



### Response times

In 2018, the average response time of the operation and maintenance company, “Attikes Diadromes S.A.”, to incidents was **5.9 minutes**. This time frame is much less than the response time of all the other competent, state or not, Authorities intervening in Attica Tollway.

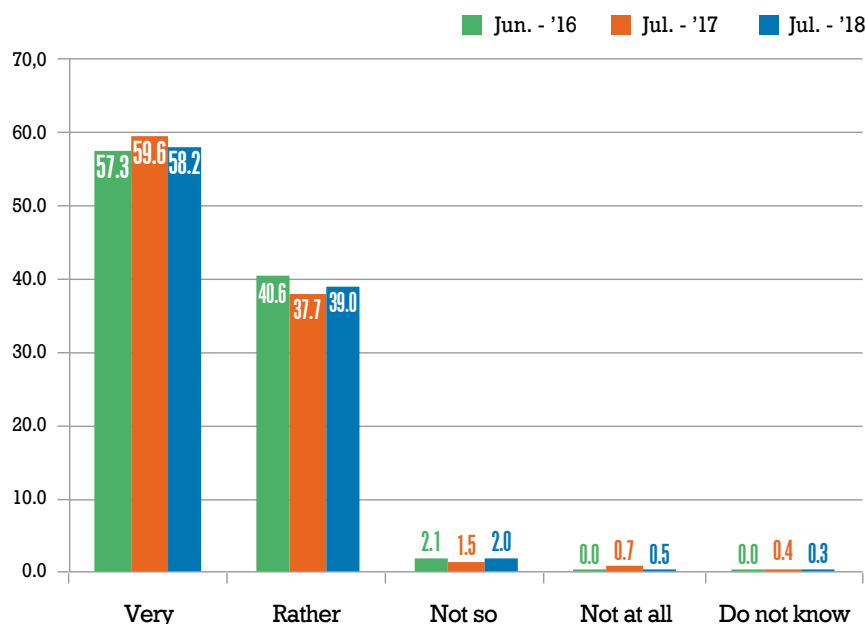


## ROAD SAFETY STATISTICS

Even though Greece, according to the statistics, has a high rate of fatal road accidents, Attica Tollway has lower accident indices than any other similar motorway in Greece, while it is on the list of the statistically safer road axes on a European level.

### Users' feeling of safety

The quality of the infrastructure and the provision of a high level service are confirmed and appreciated by the motorway users. A recent survey by Invision/Metron Analysis, conducted on behalf of Attica Tollway, showed that **97.2%** of the users feel very safe/rather safe in the motorway.



## EMERGENCY TELEPHONE NUMBER - 1024

The call centre for the Emergency Telephone Number **1024** receives approximately **157 calls on a daily basis** from Attica Tollway users, who either require assistance or wish to report problems they encounter on the motorway. Many users also make inquiries about entry – exit interchanges, the shortest route to their destination, etc.

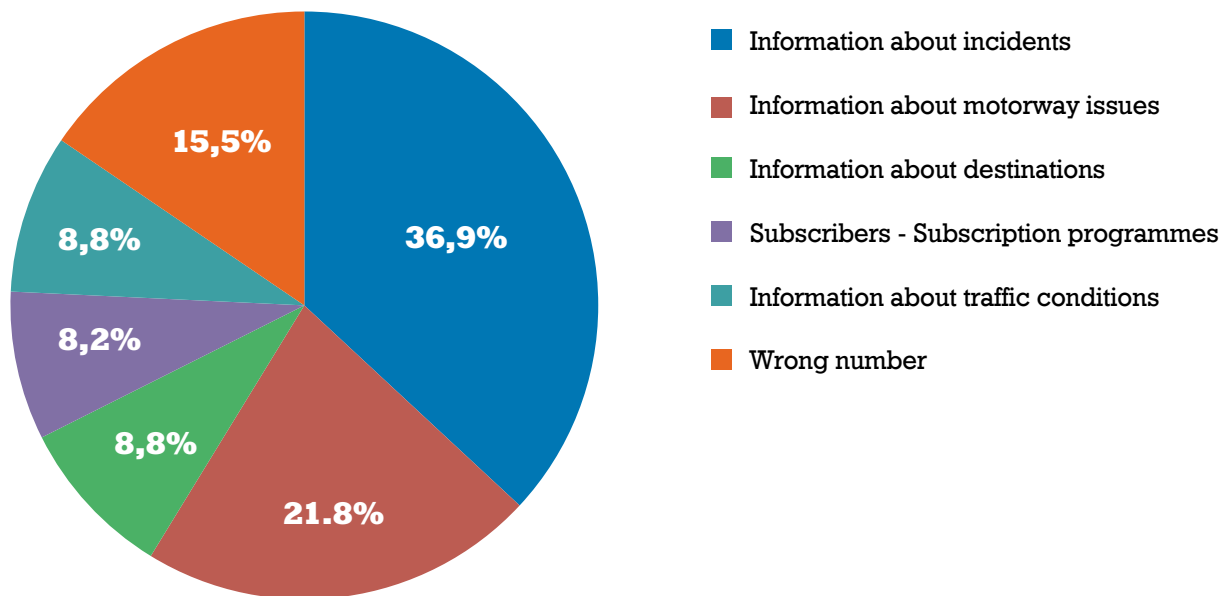


Average number of calls to 1024: **157**



During 2018, **57,162** calls were received. As shown in the diagram below, **36.9%** of such calls referred to the notification of an incident, **8.8%** referred to inquiries about destinations and **8.8%** referred to inquiries about traffic conditions. A total of **56%** of the calls to the telephone number 1024 during 2018 were answered within the first 15 seconds, with the main aim of addressing all issues promptly in line.

### Allocation of "1024" calls, based on information type (2018)





In Attica Tollway, maintenance works form an integral part of the daily activities on the motorway and are divided into two main categories:

- ▶ Preventive maintenance with regular inspections and continuous works, and
- ▶ Corrective maintenance with ad hoc inspections and reconstructions.

During 2018, **379,640** working hours were spent on maintenance works (preventive and corrective works) (**126,634** working hours for Civil Engineer maintenance works, **136,972** working hours for the maintenance of EEM Equipment and **116,034** working hours for landscaping).

For the maintenance and expansion of the green areas of the motorway, the company occupies specialised personnel on a permanent basis. All the maintenance and expansion of the green areas take place on a daily basis and include **pruning, planting, grass cleaning, trash collection, plant disease monitoring, fertilising, spraying** and **watering**. Irrigation comes from a borehole and it is adjusted through a central electronic system, depending on the weather conditions, in order to reduce consumption. For the irrigation of specially shaped grassed areas, water from the wastewater treatment plants of Attica Tollway is being used, in order to prevent the exhaustion of the natural water resources.

At the same time, the Green Maintenance Department applies a very rigorous programme of equipment recycling.

## During 2018

- ▶ 800,000 trees and bushes and 78,000 m<sup>2</sup> of lawn were maintained;
- ▶ The implementation of the following methods within the framework of the environmental protection continued with success through:
  - ◆ The use of multi-purpose bags instead of plastic bags during the collection of plant residues and waste from the slopes;
  - ◆ The transformation of the plant residues from pruning into sawdust;
  - ◆ The management of irrigation water for as much savings as possible. More precisely, regarding specific plants (mainly big trees), the amount of water is reduced to a minimum, since the root system has expanded and the trees do not require frequent watering.



In order to constantly monitor the levels of noise pollution, **8 automatic noise pollution measurement stations** operate at key locations on Attica Tollway. In addition, noise measures are implemented so as to reduce noise levels in the Attica region, in conjunction with land configuration and the needs of each area.

During 2018, **129** 24-hour measurements were conducted by noise measurement mobile units. Based on the results of the measurements, additional noise barriers of a total length of **418 m** were installed.





# 04 | TOLLS & COMMERCIAL POLICY

The mission of the Department of Tolls, Commercial Management and Telephone Customer Service of Attica Tollway is the planning of the commercial policy, the management of commercial programmes, the operation of toll stations and the collection of tolls, as well as the management of other issues which preoccupy the subscribers through the Telephone Customer Service. The Department occupies **568 employees** in Attica Tollway. At the same time **367 employees** are located at the toll stations of Egnatia Odos.











# TOLL COLLECTION

In Attica Tollway, all toll stations are located at the motorway's entrance points, in specially configured layouts. These layouts result in users paying tolls only once, upon entering the motorway. The toll system used is open, with a flat toll rate for all trips. The system aims at deterring users from short journeys, and the Tollway absorbs a large proportion of the through traffic, accomplishing therefore the objectives that were set before the construction of the project by the then Hellenic Ministry for the Environment, Physical Planning and Public Works. In total, there are **39 toll stations** with **195 toll lanes**.

LANES	CAPACITY	TOLL LANES
Operation with Toll Collectors	300 vehicles/hour	from 99 to 156
Operation with e-PASS	840 vehicles/hour	from 39 to 96



## The toll rates depend on the vehicle categories:

CAT.	INDICATIVE ILLUSTRATION	DESCRIPTION OF VEHICLE CATEGORY (according to the Concession Contract / law 2445/96)
1		Motorbikes and two-wheel motorcycles, one wheel per axis.
2		Private use passenger cars, including passenger cars with a small trailer and rack. Their height should not exceed 1.30 m high over the first axis, irrespective of the number of axes (1, 2, or 3).
3		Light commercial vehicles more than 1.30 m high over the first axis and total height 2.70 m.
4		Cars with trailers up to 1.30 m high over the first axis and total height 2.70 m, with a maximum of 3 axes, as well as vans (under 15 seats).
5		Small and medium trucks, total height over 2.70 m., with 2 or 3 axes and large buses (over 15 seats).
6		Large trucks, with or without a trailer, total height over 2.70 m., with 4 axes or more.

Attica Tollway was the first company in Greece to introduce the use of the electronic device **e-PASS**, which enables drivers to pass through the electronic toll lanes at the toll plazas quickly and easy, avoiding the cash payment process. After subscribing to a programme, the motorway users receive the e-PASS device, saving time and money.



For motorcycle or truck drivers\*, the use of special Account Cards is provided for road safety reasons.

*\*provided that the interoperable road network is used, the use of e-PASS device is possible on other motorways.*

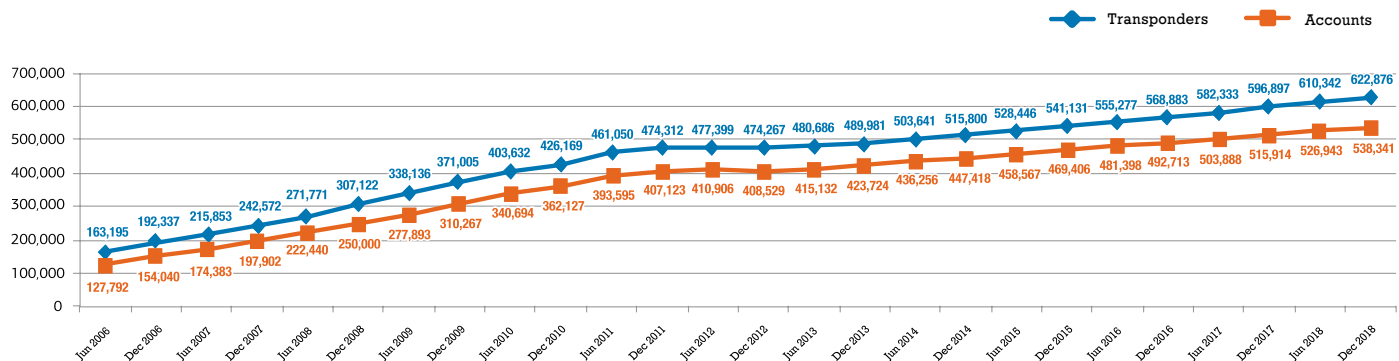
# SUBSCRIBERS & PROGRAMMES

The seven (7) different subscription programmes (EXPRESS, BONUS, FRIENDLY, MOTO, BUSINESS, EXPRESS TRUCK, FRIENDLY TRUCK) offered by Attica Tollway meet the needs of all drivers, since they are differentiated by the type of vehicle, frequency of motorway use and method of payment (pre-payment – post-payment).

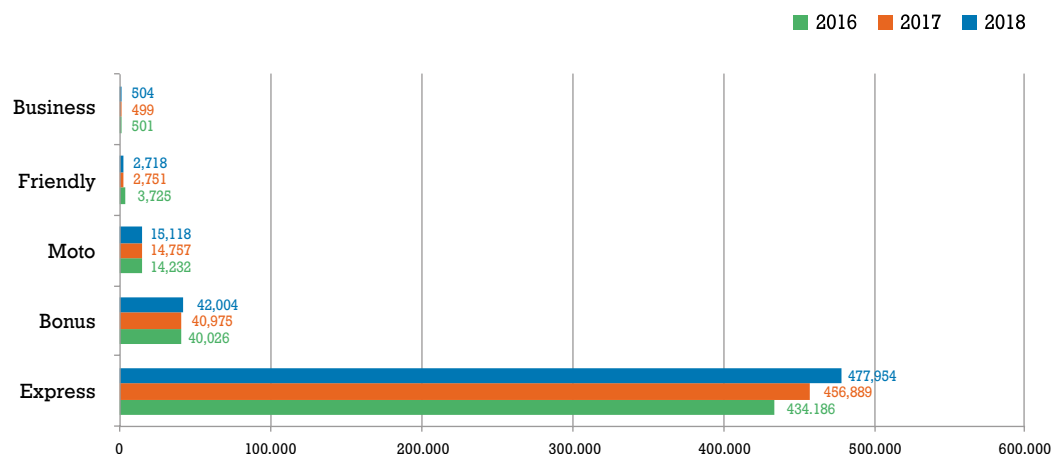
The company has a large distribution network of the e-PASS electronic device and offers numerous ways of renewal of subscription accounts, including direct telephone renewal and network of cooperating banks and enterprises (detailed information on [www.aodos.gr](http://www.aodos.gr)). The efficient design of the Attica Tollway subscription programmes and the adopted pricing policy seized the interest of the motorway users from the very beginning. As shown in the following diagram, from the first day of operation of Attica Tollway up to the present day, the subscription rate of the company shows a rapid growth rate.

By the end of 2018, **622,876** e-PASS transponders were provided to **538,341** subscribers.

## Evolution of subscriptions to Attica Tollway (2016-2018)



## Evolution of subscription programmes (2016-2018)



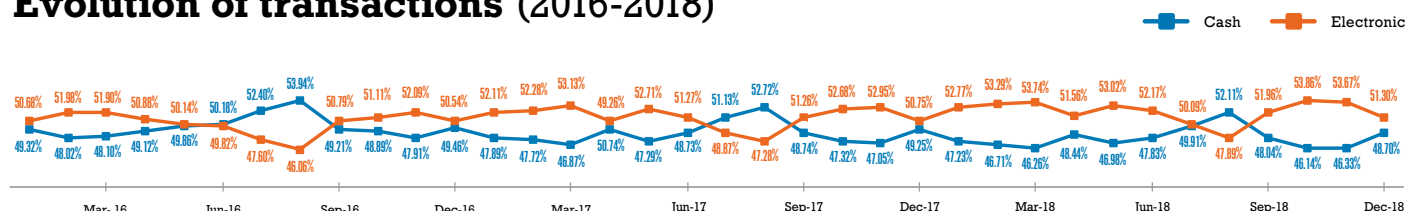
As shown in the diagram below, EXPRESS has proved to be by far the most popular subscription programme. For the last three years, there has been a subscribers' increase of **10,1%**.



The continuous increase of Attica Tollway subscribers resulted in the increase of electronic transactions.

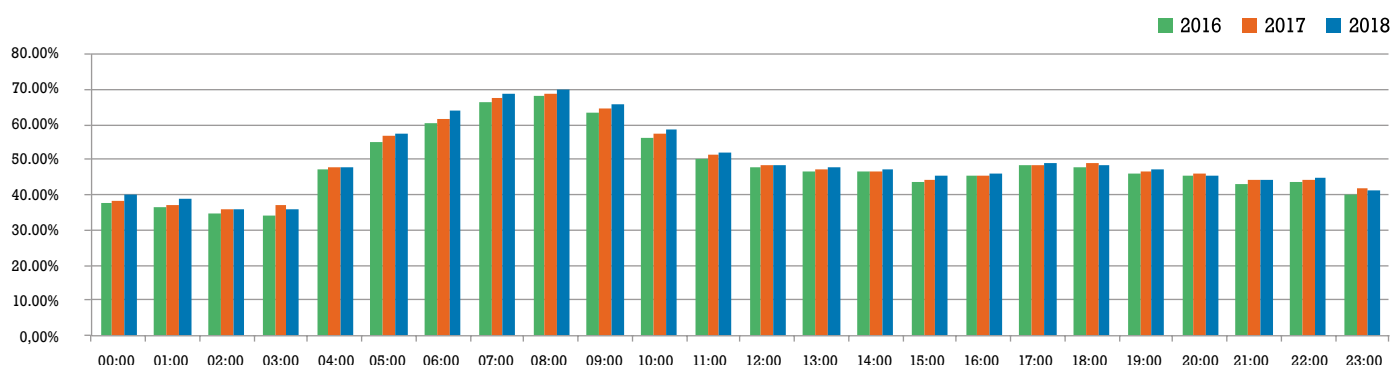
As shown in the following diagram, during 2018, electronic transactions represented **52.16%** (against 51.38% in 2017) of the total, while the e-PASS users represented more than **53.86%** of the total transactions, for 1 month (October 2018).

## Evolution of transactions (2016-2018)



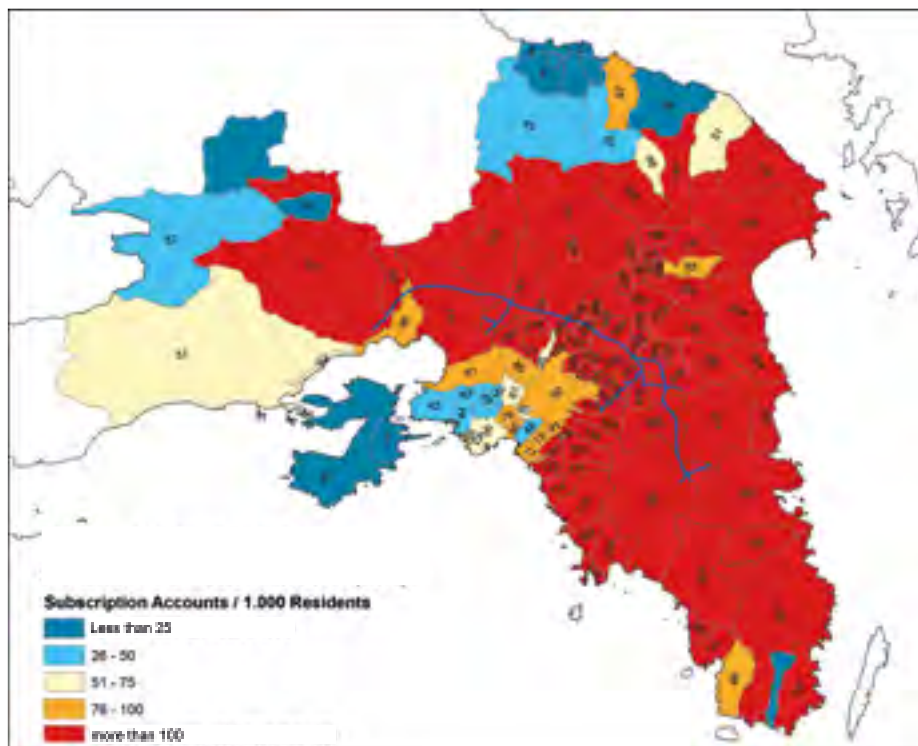
- ▶ In some cases, during rush hours, electronic transactions reached **70.0%** of the total transactions. For example, as shown in the following diagram, at the Penteli Toll Station towards Elefsina, between 7 and 9 am, the electronic transactions represented from **65.8%** up to **70.0%** of the total transactions (the increased number of electronic transactions at this station is proportional to the increase in traffic).

## Hourly electronic transactions volume at the Penteli Toll Station (% , 2016- 2018)

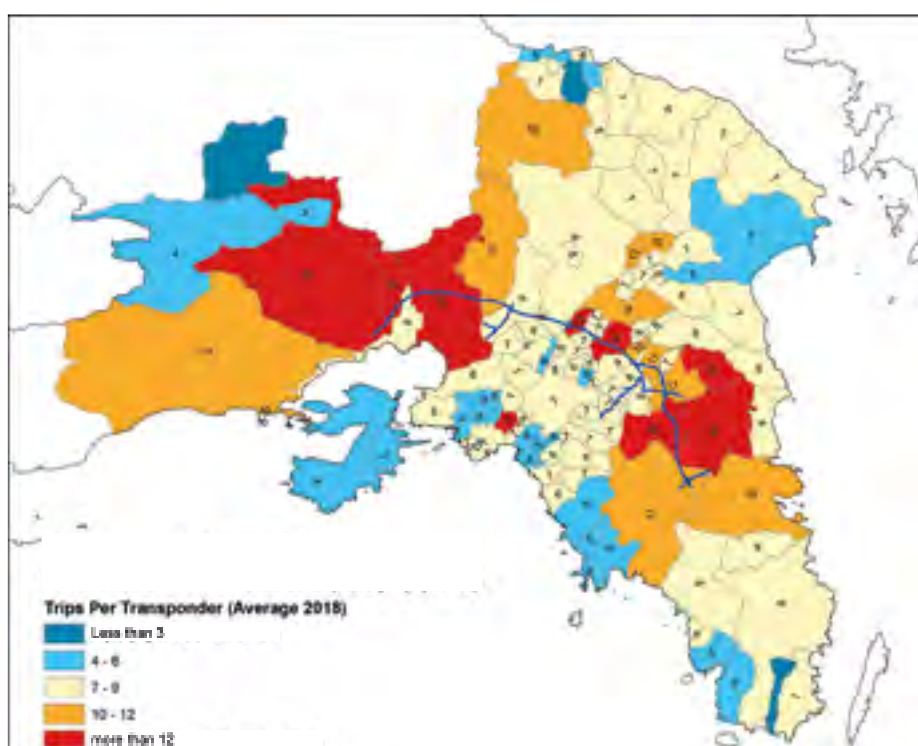


Currently, Attica Tollway serves all transport routes in Attica and, as the map on the right shows, it is clear that motorway subscribers come from all suburbs of Attica, but mainly from the north - eastern suburbs. At the same time, the number of subscriber journeys per month is also notable.

## e-PASS subscribers in Attica prefecture, per 1,000 inhabitants (2018)



## Average monthly e-PASS use in Attica prefecture per municipality (2018)



Moreover, Attica Tollway facilitates traffic from all over the country, especially Attica, Peloponnesus and Evia, by a notable number of journeys on a monthly basis.

### e-PASS subscribers in Greece, per prefecture, per 10,000 inhabitants - Attica is excluded (2018)



### Average monthly e-Pass use, per prefecture in Greece (2018)



## INTEROPERABILITY

Attica Tollway was the first company to implement in Greece the interoperability of e-PASS (Greek Interoperable Tolling Systems – GRITS), i.e. the ability to use the e-PASS in other toll operated motorways in Greece, back in 2008. The interoperability expanded further and today the interoperable road network, where the driver can use the e-PASS device, includes the following:

- ▶ The Moreas Motorway (Korinthos-Tripoli-Kalamata Motorway and Lefktro-Sparti branch);
- ▶ The Olympia Odos Motorway (National Road of Elefsina-Korinthos- Patra);
- ▶ The Rio-Antirrio Bridge;
- ▶ The Aegean Motorway (National Road of Athens-Thessaloniki, Maliakos-Kleidi Section).



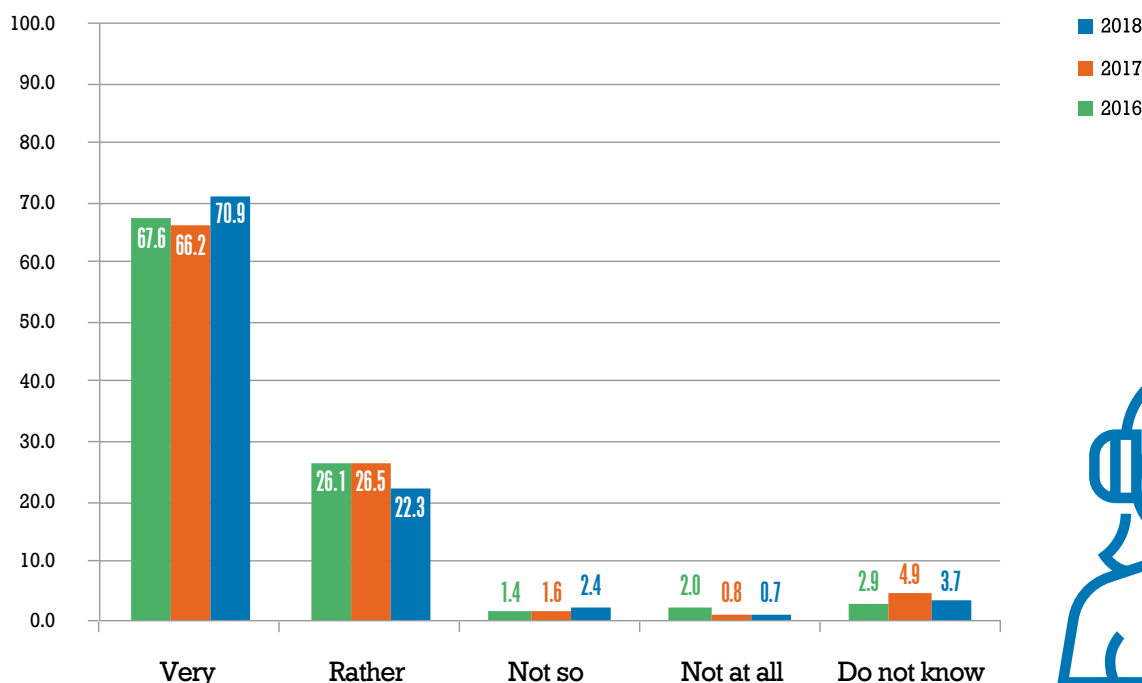


# CUSTOMER SERVICE

## Telephone Customer Service Centers (T.C.S.)

The Telephone Customer Service (T.C.S.) can be reached by dialing **210 668 2222**; it receives **1,266 calls** on average on a daily basis, while it handles emergencies in collaboration with the T.M.C. This highly efficient service became the first choice of users, who increasingly refer to it for their queries.

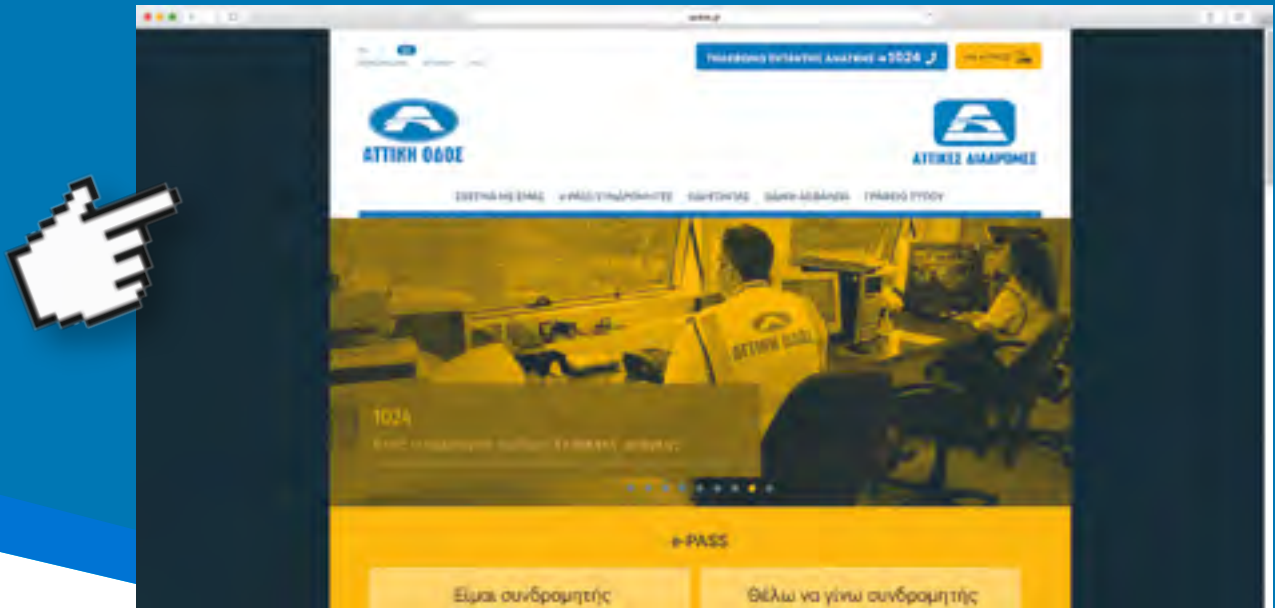
In 2018, the T.C.S. received **329,162** calls, with issues resolved within approximately **1.41 minutes**, dealing with **909,757** issues, while **6,709** outgoing calls were made. Moreover, the T.C.S. representatives replied to **78,905** requests by subscribers and users which were sent by e-mail. During this period and in accordance with the following diagram, the degree of satisfaction of the users based on the service level and staff contact at the T.C.S. exceeded **93.2%**.



## Corporate website

04

The company's website ([www.aodos.gr](http://www.aodos.gr)) includes all information in relation to the project, the motorway operation, traffic information etc. Moreover, thanks to the on-line service "my e-PASS", a subscriber can get information about his/her account status and have a detailed transaction statement from the very first day of his/her subscription.



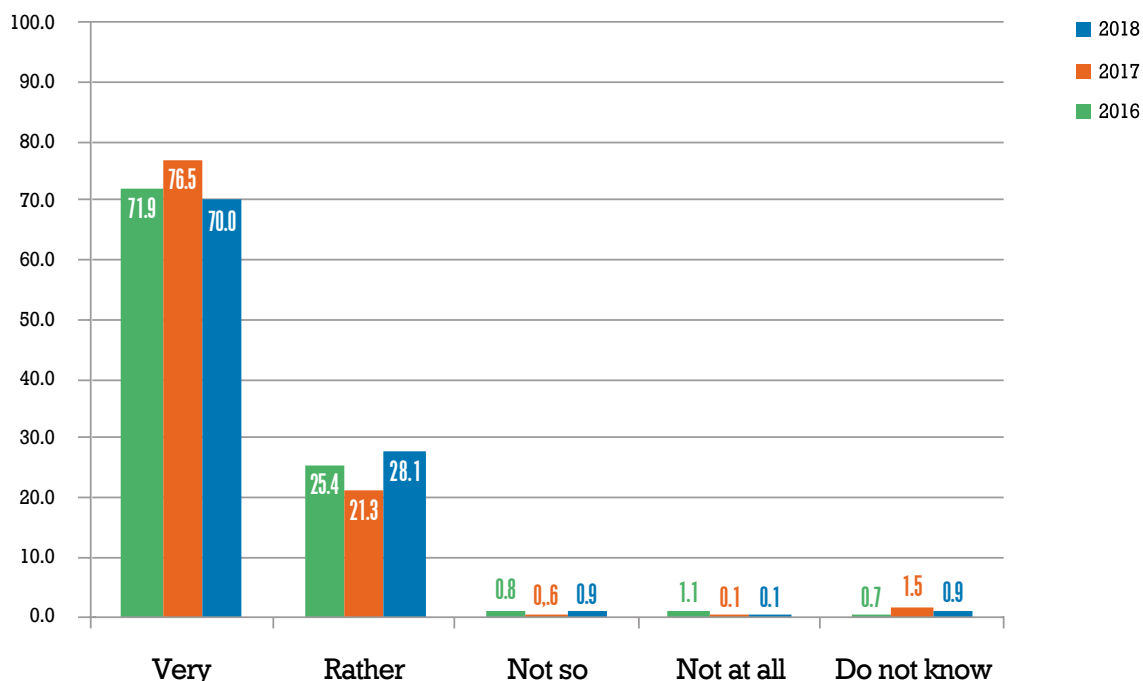
## Customer Service Centers (C.S.C.)

The company operates twelve (12) Customer Service Centers (C.S.C.); nine (9) on Attica Tollway and three (3) on Moreas Motorway. The C.S.C.'s personnel inform the users about the subscription programmes available, as well about any issue relevant to the motorway.



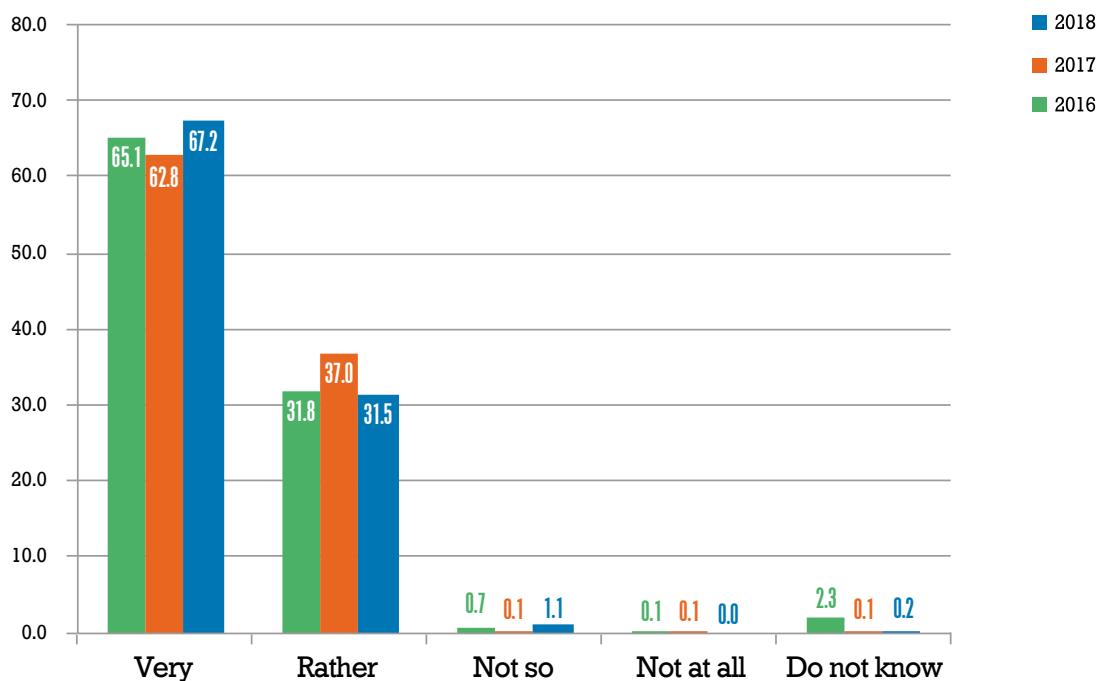


A recent survey, conducted by Invision/Metron Analysis, showed that the motorway users' satisfaction percentage by the level of service at the C.S.C. remains very high, since **98.1%** are very or quite satisfied with the service, provided at the Customer Service Centers.



In the context of the continuous improvement of the services provided, the operation and maintenance company, "Attikes Diadromes S.A.", is a member of the **Hellenic Institute of Customer Service**, the reputable organisation that promotes the customer service in our country.

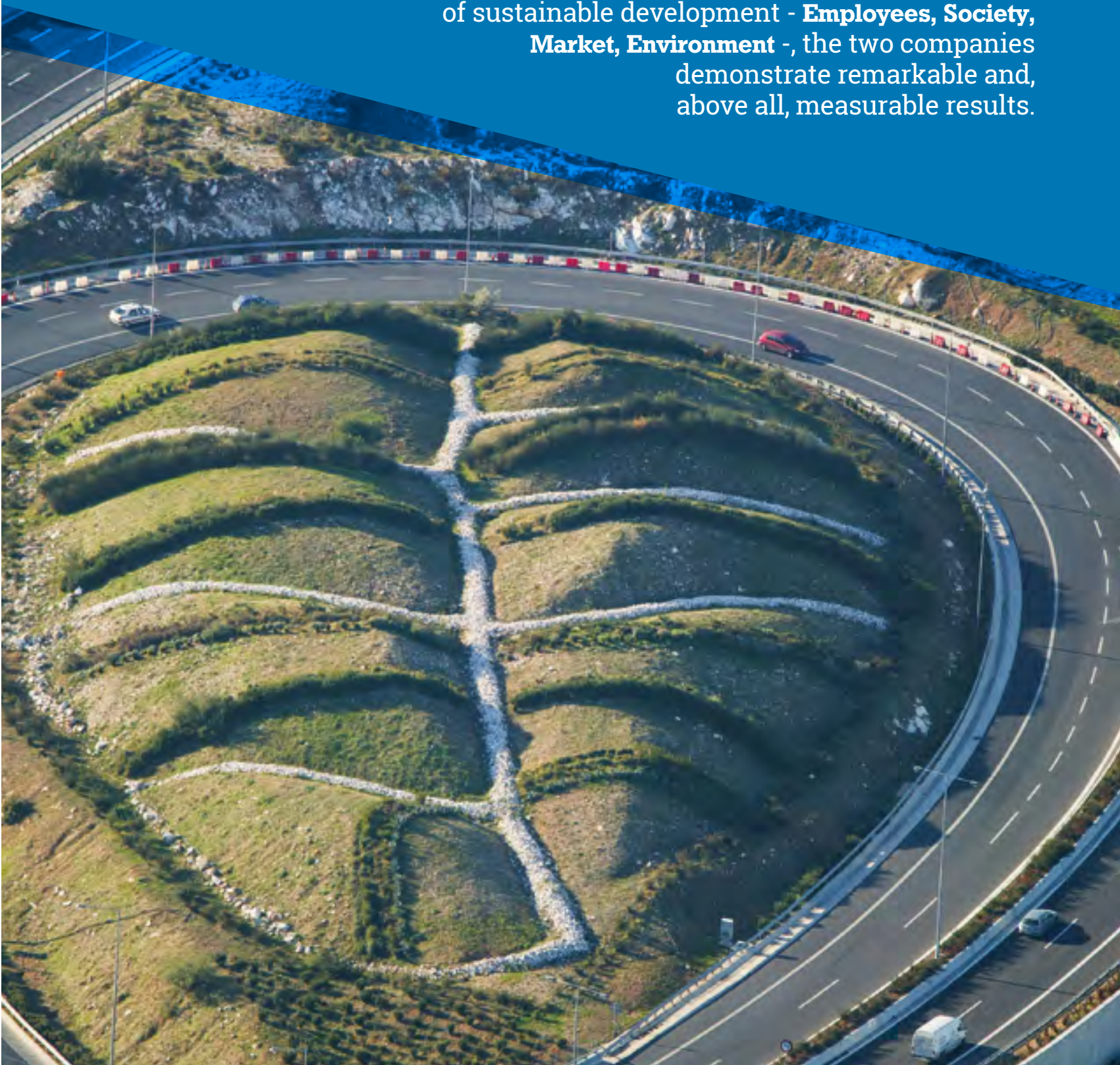
As shown in the diagram below, based on a survey on Attica Tollway users, the level of satisfaction of Attica Tollway users from the tolls employees' behavior reaches **98,7%**.



05

# CORPORATE RESPONSIBILITY

The concession company, "Attiki Odos S.A.", and the operation and maintenance company, "Attikes Diadromes S.A.", have proved that Corporate Responsibility is part of their daily practices and a constant concern. More specifically, by focusing on the 4 pillars of sustainable development - **Employees, Society, Market, Environment** -, the two companies demonstrate remarkable and, above all, measurable results.







## SOCIETY

The two companies implement actions that inform and educate both motorway users and the general public on road safety issues. In 2018, the following actions were implemented:

- ▶ Road safety educational programs: **2,815 students** were educated through the interactive seminar "**Eyes Open on the Road**" and **4,724 students** attended the educational play "**Attikoulis**". Moreover, by the end of 2018, **68,900 children** from all over Greece have attended the Traffic Safety Program, applied in collaboration with IOAS, "In Traffic with Safety".
- ▶ Radio spots for road safety.
- ▶ Donations to NGOs of **€11,025**.
- ▶ Grants to schools and other institutions: PC, heating oil, clothing, air tickets for participation in robotics competitions, etc.
- ▶ Repairs to school buildings, for which the companies undertook the cost of materials, while the employees volunteered to contribute with their work.
- ▶ Updates via Variable Message Signs (VMS), in collaboration with the association "The Smile of the Child". The program is implemented under the Amber Alert National Emergency Response Plan.
- ▶ Collaborations with most of the organisations that promote road safety in our country and abroad. Some of them are: the **National Road Safety Committee**, the **Hellenic Federation of Transportation Engineers**, the **Children's Trauma Association**, the **EFTHYTA**, the **Road Safety Institute Panos Mylonas (RSI)** and many more.
- ▶ Participation of company executives as members of committees of national and international bodies defining the international standards of transport and motorway operation, such as **HELLASTRON**, the **European Association of Toll Roads** (Association Européenne des Concessionnaires d'Autoroutes et d'Ouvrages à Péage - **ASECAP**), the **US National Transport Research Board Committee** (TRB) and the **International Bridge, Tunnel and Turnpike Association** (IBTTA).
- ▶ Partnerships and support of Universities and, generally, educational organisations.
- ▶ Finally, both companies support several artistic events. In 2018, the companies supported the 24<sup>th</sup> Athens International Film Festival, "Opening Nights", and the 8<sup>th</sup> Athens Open Air Film Festival.

# EMPLOYEES

05

The success of the two companies is largely due to their employees, who work daily, with dedication and conscientiousness, to provide high quality services to Attica Tollway users. In 2018:

- ▶ The two companies employed **1,228 employees**, of whom **588** were males and **640** were females.
- ▶ All employees were trained for a total of **6,569 hours** on various subjects related to their professional field.
- ▶ **427 blood units** from **224** volunteer blood donors were offered to the Corporate Blood Bank.
- ▶ Additional benefits were offered to employees, related to medical coverage, summer camps, gift vouchers, events and training.

## MARKET

The two companies, since the beginning of their operation, have a responsible attitude towards their customers and suppliers. In 2018:

- ▶ The operation company handled **23,867 incidents** with an average response time of **5.9 minutes**.
- ▶ The Telephone Customer Service (T.C.S.) received **329,162 calls**, served within **1:41 minutes** in average, from which **904,757** issues occurred, while also **6,709** outgoing calls were made.
- ▶ The user satisfaction level with the service and the behavior of the employees of T.C.S. exceeded **93,2%**.
- ▶ The user satisfaction level with the toll employees' behavior reached **98,7%**.
- ▶ The two companies have **5 ISO certifications** since the beginning of their operation.

## ENVIRONMENT

Environmental protection continues to be a priority for both companies. In 2018:

- ▶ **800,000** trees and bushes and **78,000 m<sup>2</sup>** of lawn were maintained.
- ▶ **5,780 kg** of plastic, **1,525 kg** of aluminum, **4,819 kg** of tires and **23,460 kg** of iron were recycled.
- ▶ Consumption of fuel for heating and generators decreased by **13%**.
- ▶ **129** 24-hour measurements were carried out with mobile noise measurement units. Based on the measurements, supplementary noise barriers, with a total length of **418 m**, were installed.





06

# AWARDS & CERTIFICATIONS





**2003**

#### **NOISE PROTECTION - CONSEIL NATIONAL DE BRUIT PRIZE**

A special study has been conducted and measures have been taken for the systematic noise management in Attica Tollway. Many kilometers of special noise barriers have been installed across the motorway, effectively reducing noise. This effort was awarded the Prize “Décibel d’ Or” from the Conseil National de Bruit (CNB) of France, in the category “City and Road Transportation”, for the implementation of the program “Noise pollution, management and reduction at Attica Tollway”.



**2004**

#### **ARTISTIC LANDSCAPE DESIGN / PAN EUROPEAN AWARD**

The construction of the motorway was combined with art, through the cooperation with the landscape sculptor, Nella Golanda, who created a unique aesthetic result, resulting in the Western Peripheral Motorway of Imittos to be characterised as a “sculpture road”. This artistic intervention won a significant recognition in the 2004 European Competition “European Urban Prize for Urban Public Space”, which was organised by the Center of Contemporary Art of Barcelona and the Architecture Institutes of France, Denmark and Austria.



**2005**

#### **CONTRIBUTION TO ROAD SAFETY / 1st PRIZE FROM THE INTERNATIONAL ROAD FEDERATION**

Road safety was the most significant parameter for the design, construction and operation of Attica Tollway, which was based on high international standards. This motorway, which is a pioneer in the domain of road safety by providing high-quality services, won international recognition by receiving the 1st European Prize for “Attikes Diadromes S.A.” contribution to road safety. The prize was awarded by the International Road Federation.



**2006, 2007, 2008**

#### **TOLL MANAGEMENT / CERTIFICATES OF MERIT FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)**

The basic goal of the Attika Tollway's Commercial Department, which is responsible for the management of the toll stations and Customer Service, is the provision of high quality services. This resulted in successive awards (Certificate of Merit-Toll Excellence Award) by the International Bridge, Tunnel and Turnpike Association for the contribution in the progress of toll motorways management.



**2007**

#### **CONTRIBUTION TO ROAD SAFETY / GREEK ROAD FEDERATION PRIZE**

The Greek Road Federation, within the framework of the International Convention "Roads of the Future", which was organised by the University of Patras and under the auspices of the Ministry of Transport and Communications, the Technical Chamber of Greece and the International Road Federation, awarded a prize to "Attikes Diadromes S.A." for its contribution to road safety.



**2008**

#### **GIS TECHNOLOGY IMPLEMENTATION / 1st ESRI PRIZE**

The GIS technology (Geographic Information Systems) is a basic parameter of the IT infrastructure of the company "Attikes Diadromes S.A.". The use of this advanced GIS technology and the continuous integration of the technological developments on this domain, were acknowledged by the "Special Achievement in GIS" award.



**2008**

#### **ENVIRONMENTAL MANAGEMENT / 1st PRIZE OF THE INTERNATIONAL ROAD FEDERATION (IRF)**

The environmental-friendly procedures of operation and maintenance (flood protection, restoration and reforestation of old quarries etc.) won the 1st Prize in the Mitigation category. This Prize was awarded to "Attikes Diadromes S.A." by the International Road Federation (IRF).



**2009**

#### **SUSTAINABLE CONSTRUCTION: EUROPEAN AWARD TO "ELLAKTOR S.A." FOR THE IMITTOS WESTERN PERIPHERAL MOTORWAY**

"ELLAKTOR", the construction company leading the construction of Attika Tollway, won the "Sustainable Construction" award for the environmental management performed during the construction of the Imittos Western Peripheral Motorway within the scope of the competition for Greek Business Awards for the Environment of the European Commission (EUROPEAN BUSINESS AWARDS FOR THE ENVIRONMENT).





**2009**

**PROJECT MANAGEMENT / 1st PRIZE FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)**

The companies "Attiki Odos S.A." and "Attikes Diadromes S.A." were honored with the 1st Prize on the "Toll Excellence Award-Administration Category" from the International Bridge, Tunnel and Turnpike Association for Project Management. With this "Toll Excellence Award", which is the highest honor of the sector, the companies were awarded for the implementation of the innovative program "Monitoring Success", which was set by the company's Management, for recording and continuous monitoring of Performance Indices, aiming to improve the services provided.



**2009 & 2010**

**ROAD SAFETY CAMPAIGNS / 1st PRIZE CEO & CSR MONEY CONFERENCE**

Attica Tollway is regularly conducting social campaigns on road safety. The campaign messages aim towards special groups, based on communication needs. The special campaign focused on motorcycle drivers (informational and awareness campaign on safe driving, publication and distribution of a guide with tips on safe motorcycle driving), within the wider framework of educational activities on road safety, was awarded the 1st Prize during the Convention "CEO & CSR 2009", organised by Money Conference, in cooperation with Eurocharity. In the same event of 2010, the safe driving campaign for motorcycles and cars won the first prize for social campaign once again.



**2010**

**LEADING BRAND NAME / 1st PRIZE IN THE "SUPERBRANDS" ORGANISATION**

"Attikes Diadromes S.A." was awarded by the international Superbrands organisation the 1st prize "Golden Sun" for its brand name "Attiki Odos" (Attica Tollway). The organisation evaluates and promotes leading brands and Attica Tollway won the first prize in the Transportation - Telecommunications category and also held the first position among the top 3,000 leading company brand names, based on research conducted among consumers in general and 322 opinion leaders in the business world.



**2010**

**SAFEST ROAD / 1st AUTOMOTIVE PRIZE**

During the Automotive Awards, Attica Tollway won the 1st Prize for being the "Safest Road in Greece", based on the low car accidents indices and on the safety standards of construction and operation.



**2011**

**CUSTOMER SERVICE AWARDS / 1<sup>ST</sup> PRIZE IN THE CATEGORY “BACK OFFICE” BY THE GREEK INSTITUTE OF CUSTOMER SERVICE**

“Attikes Diadromes S.A.”, the company operating Attica Tollway, was awarded the first prize in the category “Team of the Year: Back Office” for the year 2011. The National Customer Service Awards are awarded by the Greek Institute of Customer Service (EIEP), a nonprofit organisation founded in 2004. The Back Office teams of “Attikes Diadromes S.A.” support and contribute to the optimal service offered in the Toll Stations of the Motorway, the Customer Service Centers, the Telephone Customer Service, the on-line services, the Emergency Phone Number 1024 and the Patrol and Intervention Teams in case of incident.

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**2011**

**RECOGNITION FOR THE MEASUREMENT/REDUCTION OF CARBON FOOTPRINT WITHIN THE FRAMEWORK OF Myclimate AWARDS**

“Attikes Diadromes S.A.” excelled within the framework of Myclimate awards “Green Leader Calculation and Reduction of Carbon Footprint”, which was organised in Greece for the first time by the Centre for Sustainability and Excellence (CSE).

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**2010, 2011, 2012, 2015, 2016, 2017  
TRUE LEADER AWARD**

The operation and maintenance company of Attica Tollway, “Attikes Diadromes S.A.”, has once again received a distinction within the framework of the “True Leaders” event, an institution launched in the Greek market by ICAP which awards profitable companies with the largest number of staff increased during the last year, which ranked in the top positions of their sector based on Revenues and have a high ICAP Score.

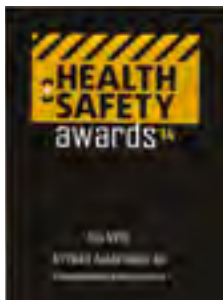
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**2014**

**ENVIRONMENTAL AWARDS**

The operation and maintenance company of Attica Tollway, “Attikes Diadromes S.A.”, was awarded a Silver Award in the category “Sustainable Infrastructure Development” within the framework of the event ENVIRONMENTAL AWARDS instituted by the company Boussias Communications and Plant Management. “Attikes Diadromes S.A.” was awarded the silver prize on the best practices it implements for environmental protection, in the direction of harmonising the operation of the motorway with the natural environment and was distinguished among enterprises, organisations and institutions that have implemented projects for renovation and modernisation of buildings or urban areas, and / or innovative urban solutions geared to improve their energy efficiency, protect the environment, reduce operating costs, improve the infrastructure and the lifestyle/service of the citizens, the governance and sustainability.



**2014**

### **WORKING ENVIRONMENT / DISTINCTION ON THE LEVEL OF HEALTH AND SAFETY AT WORK**

The operation and maintenance company of Attica Tollway, “Attikes Diadromes S.A.”, was awarded during the Health & Safety Awards 2014 competition, organised under the auspices of the Hellenic Federation of Enterprises with the support of the Greek Institute for Occupational Health and Safety (ELINYAE). The company received the SILVER Award in the category “Transportation and Transport Infrastructures”. This distinction rewards the company “Attikes Diadromes S.A.” for the implementation of coordinated and certified strategy aiming at the minimisation of labour accidents and the participation, information and ongoing training of human resources in occupational health and safety as well as in environmental protection.



**2014**

### **SAFER GREEK MOTORWAY UNDER INTERNATIONAL ASSESSMENT PROTOCOLS EuroRAP AISBL**

The Attica Tollway demonstrated high performance during the measurements conducted by the European Road Assessment Programme EuroRAP AISBL on the basis of accredited methodology and protocols:

- With very low concentration of fatal accidents in relation to the number of vehicles using the tollway and the distances covered;
- With high rating up to 5 stars during the inspection and surveying of the actual situation of the motorway through the evaluation of more than 50 characteristic elements of motorways.



**2015**

Distinction within the framework of “THE PROTAGONISTS OF GREEK ECONOMY”, organised by DIRECTION BUSINESS NETWORK.



**2015**

### **ROAD SAFETY / “EXCELLENCE IN ROAD SAFETY AWARD 2015” / EUROPEAN COMMISSION**

The prize relates to two targeted actions realised by the companies in order to raise awareness among children and adolescents on road safety (the interactive educational program for primary school children “Little Atticus”, and the program for high school students “Eyes Open on the Road!”, which has received the approval of the Ministry of Education.



**2015**

### **CORPORATE SOCIAL RESPONSIBILITY: AWARD FOR CORPORATE SOCIAL RESPONSIBILITY CAMPAIGN / SUSTAINABILITY FORUM**

The operation company of Attica Tollway, “Attikes Diadromes S.A.”, was awarded the Silver Award in the category “Corporate Social Responsibility Campaign 2015” within the framework of the 9th Ethos Sustainability Forum & Awards 2015. The award relates to the Road Safety Educational Seminar, “Eyes Open on the Road”.





**2015**

**QUALITY MANAGEMENT: "THALES" TOLLWAY QUALITY MANAGEMENT SYSTEM/AWARDED BY THE INTERNATIONAL ROAD FEDERATION (IRF)**

The operation and maintenance company "Attikes Diadromes S.A." was awarded the 1st prize in the category "Quality Management" by the International Road Federation (IRF), the leading international institution which promotes and rewards pioneering practices and people who contribute to transport and make it a key factor in global socio-economic development.



**2016 - 2017**

**CORPORATE SOCIAL RESPONSIBILITY**

The company "Attikes Diadromes S.A." was honored for two consecutive years by the Corporate Responsibility Institute with the CRI PASS Distinction, which is a diagnostic tool for assessing business performance in 4 key pillars: society, environment, employees and market. It is divided into five sections each of which has a different weighting in the overall score: (1) Corporate Commitment, (2) Commitment Implementation, (3) Management, (4) Performance and (5) Impact.

**2017**

**CORPORATE SOCIAL RESPONSIBILITY /CONTRIBUTION TO ROAD SAFETY**

The company "Attikes Diadromes S.A." was distinguished for "Road Safety Awareness" in the Annual Sustainability Summit 2017 organised by MBA International of the Athens University of Economics and Business in collaboration with the Centre for Sustainability and Excellence (CSE).

**2017**

**CONTRIBUTION TO THE MISSION OF THE PANHELLENIC ASSOCIATION FOR THE PREVENTION AND SUPPORT OF CAR ACCIDENTS' MINOR VICTIMS**

Praise for the participation in the programme for the collection of plastic caps and distribution to the Association for the purchase and donation of a wheelchair to a child with severe mobility problems.



**2015, 2016, 2017, 2018**

**DIAMONDS OF THE GREEK ECONOMY - "ATTIKI ODOS S.A."**

The company "Attiki Odos S.A." was distinguished at the Diamonds of the Greek Economy event that rewards large companies on the basis of specific economic indicators and criteria, among which are: profitability, debt burden, liquidity, equity to foreign capital etc.



**2016, 2018**

**DIAMONDS OF THE GREEK ECONOMY –  
"ATTIKES DIADROMES S.A."**

The company "Attikes Diadromes S.A." was distinguished at the Diamonds of the Greek Economy event that rewards large companies on the basis of specific economic indicators and criteria, among which are: profitability, debt burden, liquidity, equity to foreign capital etc.

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**2016 - 2017**

**SUPERBRANDS**

"Attiki Odos S.A." received an award at the Superbrands International Event, which evaluates and promotes top brands. The company was distinguished in the "Transportation" category following an independent survey, that was realised in such a way as to ensure the objectivity and validity of the results. More specifically, 273 top companies qualified at Corporate Superbrands Greece 2016, following a vote of the council and the broad consumers, who classified the companies in the public opinion survey that was conducted by the research company, "Marc". It is noted that the criteria for the rating of the council and the public were brand awareness and brand strength, reliability and consistency, corporate responsibility in regards to market, employees, society and environment.

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**2017 – 2018**

**CR INDEX**

Within the framework of the 10th CR Index Award Ceremony of the Corporate Responsibility Institute, the operation and maintenance company of Attica Tollway "Attikes Diadromes S.A." was awarded the Bronze Award 2017-2018. This prize is the 3rd received by the company, following two consecutive CRI Pass Awards. At the same event, "Attikes Diadromes S.A." was also honored with the "Marketplace Award".

# CERTIFICATIONS



## **ISO 39001: 2012 CERTIFICATION FOR THE ROAD TRAFFIC SAFETY MANAGEMENT SYSTEM**

The operation company of Attica Tollway “Attikes Diadromes S.A.” was the first among all relevant entities in Europe to acquire the Certification of Motorway Operator in line with ISO 39001:2012 by TÜV HELLAS. With the Certification of the Road Traffic Safety System that it implements, the company “Attikes Diadromes S.A.” proves its leadership and expertise in the management of Road Safety. The company acknowledges that one of its main considerations for the provision of its services is the driver and its vehicle. The Road Traffic Safety System mainly focuses on the application of the policy and the procedures of Road Safety aiming at the elimination of any type of road incident involving either the personnel of the company or the users of the motorway who are affected by the company's operations.



## **ISO 9001: 2015 CERTIFICATION ON QUALITY MANAGEMENT SYSTEM**

This certification refers to the implementation of an integrated quality management system, aimed at providing high-quality services & efficient project management. More specifically, the certification on the Management System refers to the following sectors:

- Motorway operation;
- Traffic Management;
- Road, electronic, electrical and mechanical maintenance;
- Incidents Management;
- Toll collection;
- Toll stations services;
- Commercial Management of Subscription programmes;
- Customer service for subscribers;
- Provision of expertise, consulting and support services.



## **ISO 14001: 2015 CERTIFICATION ON ENVIRONMENTAL MANAGEMENT**

This certification refers to the integrated system, based on which the companies implement their environmental management agenda and comply with current national and European legislation regulations. The certification of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” to ISO 14001:2015 refers to the reduction of waste, noise and disturbance caused by the motorway's operation, the protection of the ancient monuments found during construction, the conservation of green areas and the proper management of natural resources, all of which are necessary for the motorway's operation etc.





### **ISO 18001: 2007 CERTIFICATION ON EMPLOYEES HEALTH AND SAFETY MANAGEMENT**

The certification to OHSAS 18001: 2007 refers to the implementation of the employees' health and safety management and validates the continuous improvement of workplace environment, prevention and elimination of occupational risks, the continuous information and training of the personnel on health and safety issues at workplace, the continuous inspection of the personnel's health from on site doctors etc.



### **ISO 50001:2011 CERTIFICATION FOR ENERGY MANAGEMENT SYSTEMS**

This certification concerns the development and implementation of an energy policy and the establishment of objectives, targets and plan of actions. The aim is to improve energy efficiency, taking into account energy use, consumption and efficiency. The certification concerns both companies.



## EPILOGUE

Today, Attica Tollway is still a model project, in terms of construction and operation, for major road projects in Greece. Thanks to our people and our infrastructure, we remain consistent with the high standards we first set.

Once again in 2018, we dynamically served our core value, which is the improvement of road safety for employees and motorway users. By investing in the continuous training of our employees, we manage to improve the services we provide, but also to meet the needs of Attica Tollway users for quality, safety and comfort in their daily journeys.

In addition, applying modern management methods, we create a credible operating environment and develop innovative services, remaining at the forefront of technological developments.

Our strategic goal is to maintain Attica Tollway's status as a bright example of quality, results and service in the field of transport, as judged by specialists, the wider public and, of course, the Attica Tollway users.



#### **ATTIKI ODOS**

41.9 km Attiki Odos Motorway,  
19002 - Peania, Attica,  
Tel.: +30 210 6682200, fax: +30 210 6025060,  
web: [www.aodos.gr](http://www.aodos.gr),  
e-mail: [aosa@attiki-odos.gr](mailto:aosa@attiki-odos.gr)



#### **ATTIKI ODOS J.V**

41.9 km Attiki Odos Motorway,  
19002 - Peania, Attica,  
Tel.: +30 210 6632161, fax: +30 210 6632694,  
e-mail: [aojv@attikiodos.gr](mailto:aojv@attikiodos.gr)



#### **ATTIKES DIADROMES**

41.9 km Attiki Odos Motorway,  
19002 - Peania, Attica,  
Tel.: +30 210 6682000, fax: +30 210 6635578,  
e-mail: [ad@attikesdiadromes.gr](mailto:ad@attikesdiadromes.gr)



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