



**ATTIKI ODOS**

# **Annual Report** **2017**





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Project co-financed  
by the European Union

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The present report constitutes the 9th annual report of the concession company “Attiki Odos S.A.” and of the operation company “Attikes Diadromes S.A.” and relates to the period from January 1st to December 31st 2017. 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.





## INTRODUCTION

Attica Tollway is one of the major European urban motorways and the first large co-financed project in Greece.

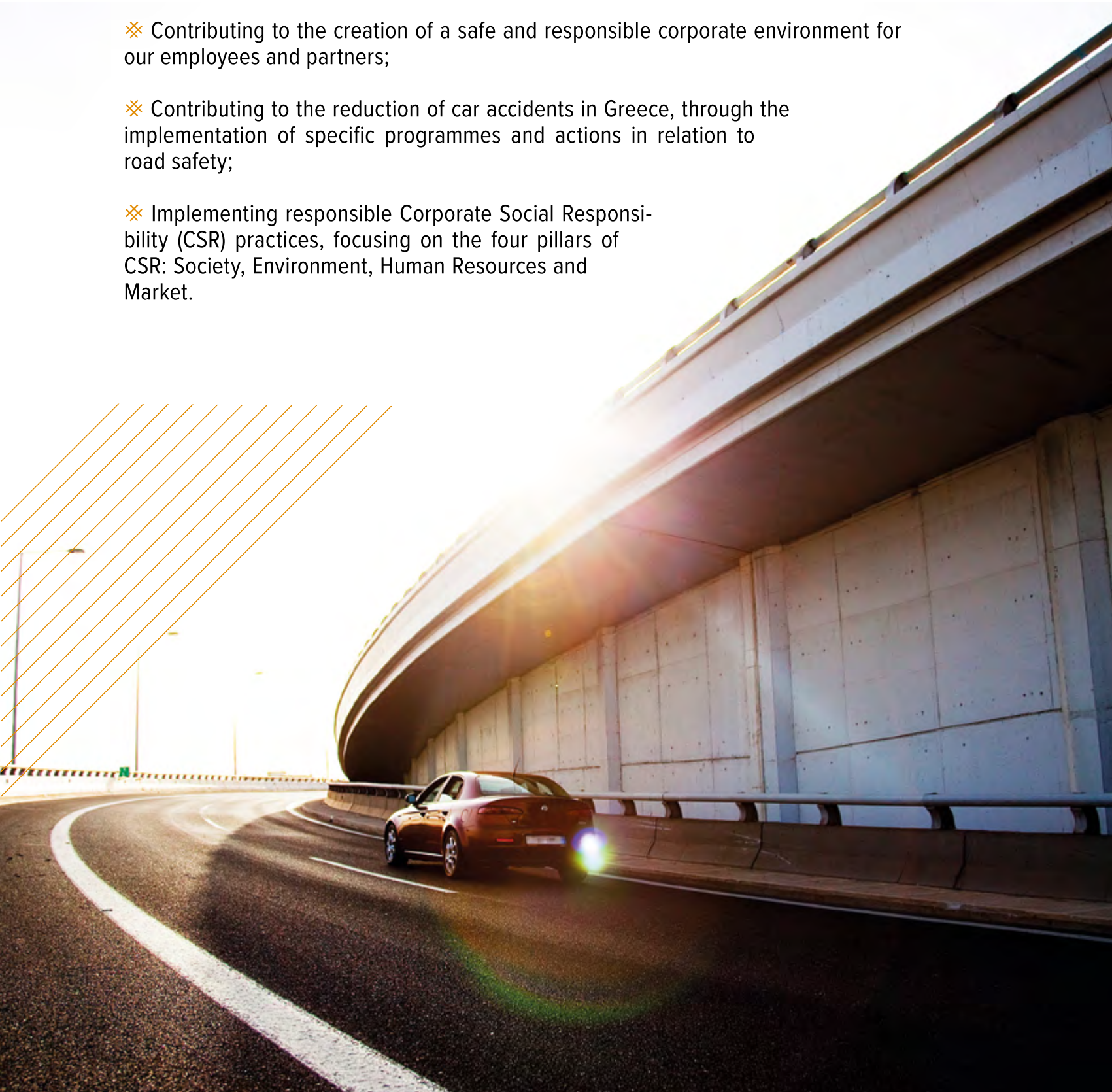
Its innovative construction and high-quality operation essentially changed road transportations in Greece and raised the standards of safety and services provided. Today, Attica Tollway is an integral part of thousands of people's everyday lives and constitutes a construction and operation role model for all major relevant projects in Greece.



# OUR VISION

We wish to continue to be a role model for construction and operation of projects, especially motorways, in Greece and abroad by:

- ✦ Providing high-quality innovative services, aiming to create loyal, satisfied and properly informed drivers who will enjoy the safety, comfort and reliability of Attica Tollway;
- ✦ Contributing to the creation of a safe and responsible corporate environment for our employees and partners;
- ✦ Contributing to the reduction of car accidents in Greece, through the implementation of specific programmes and actions in relation to road safety;
- ✦ Implementing responsible Corporate Social Responsibility (CSR) practices, focusing on the four pillars of CSR: Society, Environment, Human Resources and Market.





ATTICA TOLLWAY:

01

# THE PROJECT

Attica Tollway is a modern motorway providing quick, comfortable and reliable access to remote areas of Attica. It is a road axis connecting 28 municipalities of the Attica basin that 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 3 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 piece of infrastructure, 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 (Patra – Athens – Thessaloniki - Evzoni) and connects Athens – Lamia National Road with the Athens – Patra 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.*





## 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>66,70 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>92</b>
Toll Collection (T.C.) lanes with potential manual function	<b>103</b>

## Main Benefits

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

- ✧ Forms a main backbone that links all the modes of transportation means 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

01

In the early 90's, the Greek State held an international tender for the assignment of the construction of the Attica Tollway project, via 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 35% by the Greek State with participation of funds from the Community Support Framework, while the concession company "Attiki Odos S.A." covered the remaining 65% 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  
**59.249%**

**J&P AVAX S.A.**  
with a participation of  
**20,804%**

**ETETH S.A.**  
(belonging to the  
J&P AVAX S.A. Group)  
with a participation of  
**10,023%**

**PIRAEUS BANK S.A.**  
**/ATEbank**  
with a participation of  
**9,880%**

**EGIS ROAD  
OPERATION S.A.**  
with a participation of  
**0,042%**

### Shareholders of Attikes Diadromes S.A.

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

**AKTOR  
CONCESSIONS S.A.**  
**59,28%**

**J&P AVAX S.A.**  
**21,01%**

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

**PIRAEUS  
BANK S.A.**  
**9,88%**

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



02

ATTIKES DIADROMES

# THE OPERATION

The proper operation of a modern motorway, such as Attica Tollway, requires the continuous and uninterrupted operation of a complex mechanism in order to ensure the provision of the best service to the users.





The company “**Attikes Diadromes S.A.**”, founded in 1999, has undertaken the operation and maintenance of Attica Tollway.

The main objective of “**Attikes Diadromes S.A.**” is to ensure the continuous, uninterrupted and smooth operation of the motorway (24 hours a day, 7 days a week), along with the provision of high-quality services to the users.



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

- ✧ Traffic management;
- ✧ Detection, intervening and handling incidents and accidents;
- ✧ Road maintenance (preventive and corrective);
- ✧ Toll collection;
- ✧ Planning the toll policy and managing the miscellaneous subscription - commercial programmes;
- ✧ The provision of value-added services to all our stakeholders through the operation of Attica Tollway. Quality of Life, Innovation, Education and promotion of Road Safety are the company's core values, which are incorporated into the four pillars of Corporate Social Responsibility: Society, Environment, Human Resources and Market.

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

## Know-How

02

Specialised personnel selected on the basis of strict criteria and receiving continuous training contribute to the optimal operation and maintenance of Attica Tollway.

The personnel in patrol and intervention teams participate in training sessions in relation to first aid, firefighting, safety in tunnels, snow removal etc. The personnel at Toll Stations, Customer Service Centers and Telephone Customer Service regularly attend seminars on management of specific work conditions while all personnel are trained in health and safety.

As the first modern toll motorway operating in Greece, “Attiki Odos S.A.” created highly specialised executives who were then invited to staff other motorways that were constructed or under construction in Greece.

During 2017, **915** employees were trained for a total of **8,928.5** hours on various issues relative to their professional scope:

- ✧ Safety at work, fire safety and fire extinguishing, fire extinguishing drill;
- ✧ Training in cardiopulmonary rejuvenation and the use of portable defibrillator;
- ✧ Information on fatigue and drowsiness while driving;
- ✧ Creation of targeted actions to increase the protection of the European critical infrastructures;
- ✧ Techniques for dealing with difficult client-related situations;
- ✧ Theoretical and practical training on the duties of the toll collector;
- ✧ Information on the basic principles of energy management systems ISO 50001: 2011;
- ✧ Snow removal drill.







In the field of research, the Attica Tollway Project is an excellent field to test new technologies and systems that are relevant to security issues or to the provision of improved services to users. The operation company has received many collaborative proposals within Greek and European research programs and has been actively involved in several research projects in the past.



— As of 2014, the operation and maintenance company of Attica Tollway “Attikes Diadromes S.A.” participates in the innovative research project **ZONeSEC**, which is part of the European 7<sup>th</sup> Framework Programme (FP7) and was designed to address the needs of Widezone surveillance. The objective of this participation is to safeguard the facilities, the infrastructure, the users and the employees of Attica Tollway. The project will be completed by the end of 2018 and a pilot test will take place in Attica Tollway.



— Also, in 2017, “Attikes Diadromes S.A.” launched its participation in a second European research program with a three-year duration. **SAFE STRIP** is part of H2020 and aims to introduce a disruptive technology that will embed C-ITS applications into existing road infrastructure, including I2V and V2I communications as well as VMS/VSL functions into low-cost, integrated strip markers on the road. These strips support intelligent transport systems (ITS) services and apps as they provide personalised in-vehicle messages for all road users (trucks, cars and vulnerable road users, such as PTWs riders) and all vehicle generations (non-equipped, C-ITS equipped, autonomous), at a reduced maintenance cost, full recyclability and containing added-value services, as well as supporting real-time predictive road maintenance functions.





## 03 **TRAFFIC & MAINTENANCE**

The Traffic and Maintenance Department of Attica Tollway employs approximately **160** highly skilled people who work to 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:

- ✧ Traffic control and monitoring;
- ✧ Management of incidents, accidents and planned activities;
- ✧ Inspection, maintenance and repairs, as required to maintain the motorway in good condition;
- ✧ Maintenance of vehicles and facilities;
- ✧ Routine works such as the cleaning of the motorway.



## Traffic Management Centre

The main control centre 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 and is directly informed about incidents and proceeds in alerting the competent departments, so that they can respond accordingly.

### INCIDENT DETECTION AND INTERVENTION

#### Incident detection

The T.M.C. is informed about traffic conditions and incidents through the detection mechanism which includes:

- ✧ 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 special 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.

#### Response to incidents

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

- ✧ Communicates constantly with the patrol units, which drive along the motorway and whose main task is to detect any emergency incidents and promptly proceed to intervention and restoration of traffic;
- ✧ 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 road assistance company that cooperates with the operator 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 intervention-maintenance teams, aimed at preserving the motorway in good condition and preventing potential hazards to the users.





## Maintenance

Apart from traffic and incident management, maintenance also plays a crucial role in a project of this size. Maintenance works form an integral part of the daily activities on the Attica Tollway and are divided into two main categories:

- ✂ Preventive maintenance with regular inspections and continuous works;
- ✂ Corrective maintenance with ad hoc inspections and reconstructions.

## Mechanical and technological equipment

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 video wall consisting of 8 "natural cubes" of 70' and 8 workstations.

## Vehicles

The fleet of vehicles of the company 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. The company "Attikes Diadromes S.A." provides road assistance free of charge to the Attica Tollway users, through its partner road assistance companies, the services of which are available on a 24-hour basis.

## Project machinery

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.

## Media Information

The Department of Attica Media Information within the Traffic Management Centre of Attica Tollway operates daily 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.

## A REVIEW OF TRAFFIC MANAGEMENT AND MOTORWAY MAINTENANCE

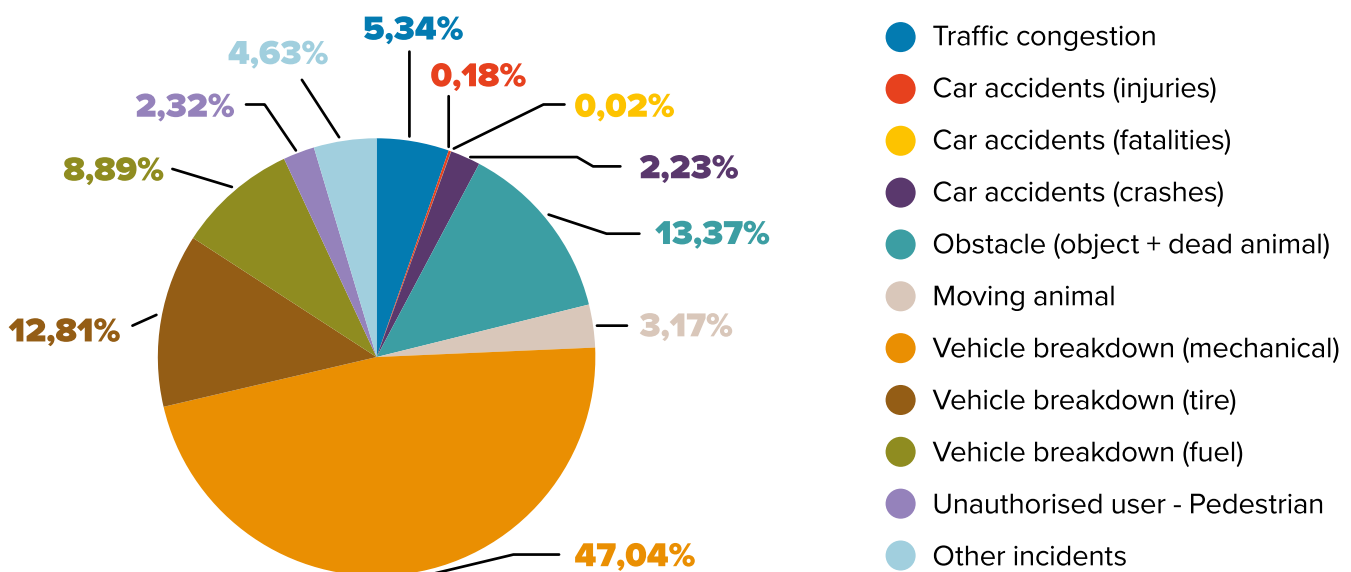
The T.M.C., as well as the support mechanism of the Patrol Employees and Intervention Teams have completed **16 years** of operation and during this period they have intervened in more than **383,151 incidents** on the motorway.

### Response to incidents and road maintenance

In **2017**, Attikes Diadromes personnel handled **24,196 incidents**. This basically means an average of about **66 incidents per day**. The average time required to efficiently handle such incidents is approximately **19.7 minutes**. As shown in the following diagram, most incidents had to do with vehicle breakdowns (fuel, tires and mechanical problems).

During 2017, **379,427 work-hours** were spent on maintenance works (preventive and correcting works) (**126,399 work-hours** for Civil Engineer maintenance works, **140,996 work-hours** for the maintenance of EEM Equipment and **112,032 work-hours** for landscaping).

#### Incidents per type (% , 2017)





## Emergency Telephone Number - 1024

The call center, reached by a four-digit number "1024", receives approximately **164 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.

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### AVERAGE DAILY NUMBER OF CALLS TO 1024: **164**

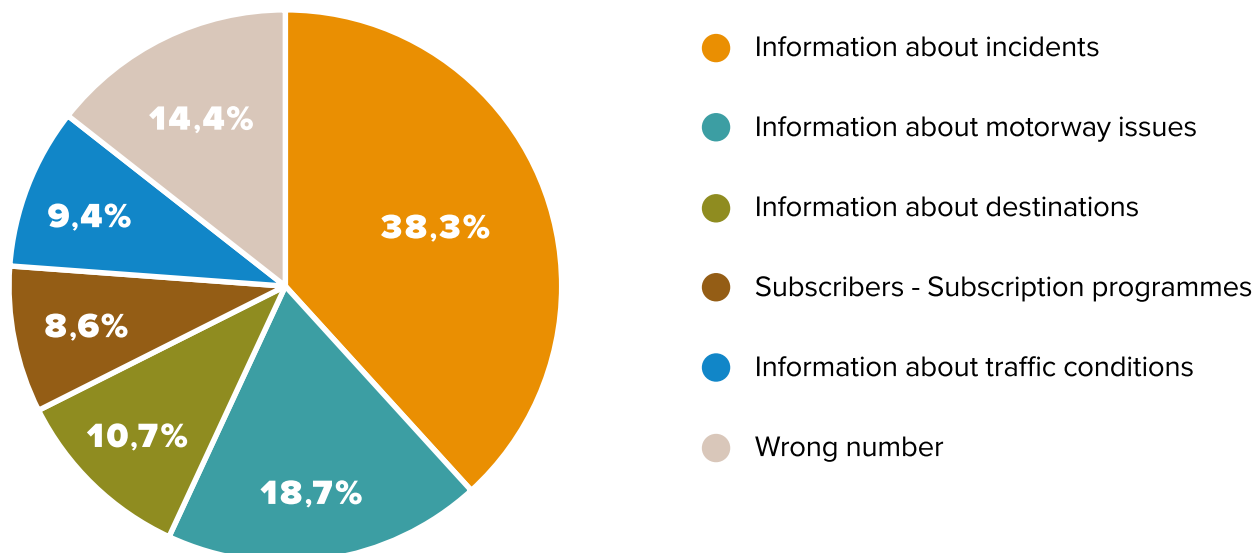
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During 2017, **59,861 calls** were received. As shown in the diagram below, **38.3%** of these calls referred to the notification of an incident, **10.7%** referred to inquiries about destinations and **9.4%** referred to inquiries about traffic conditions.

A total of approximately **56%** of the calls to the telephone number 1024 during 2017 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 (2017)

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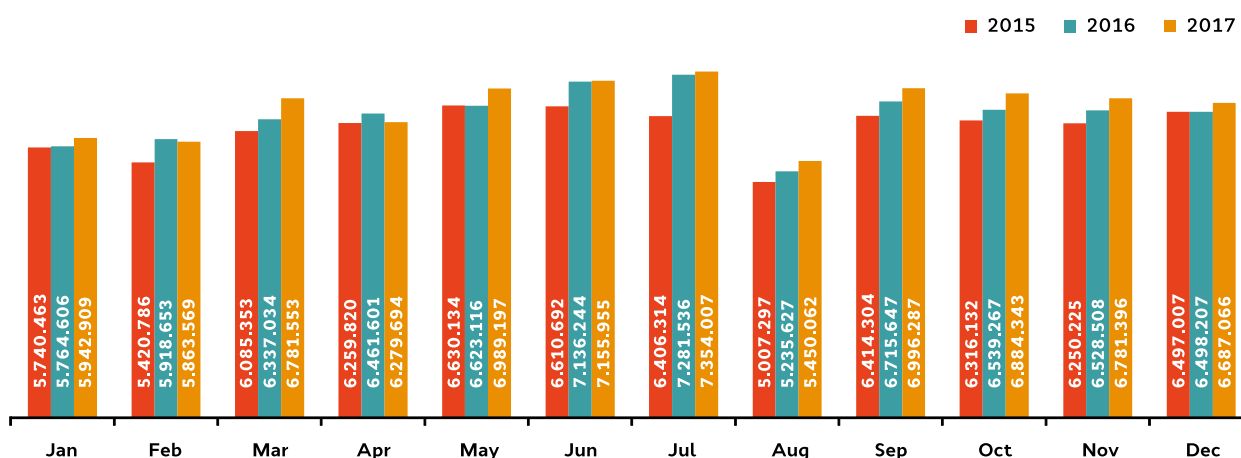
## TRAFFIC IN NUMBERS

In 2017, traffic increased by **3.04%** on average, compared to the previous year. More specifically, **79,166,038 vehicles** used Attica Tollway, which means an average of about **216,893 vehicles per day**. July was the busiest month with a daily average of **237,226** vehicles.

During 2017, the users of Attica Tollway covered **1,310,643,660 kilometers 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 overall 2017 traffic in Attica Tollway.

Annual increase of vehicles in Attica Tollway (2017 vs 2016)		<b>3,04%</b>
Distance covered in 2017 (vehicle distance)		<b>1.310.643.660</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)	Daily average traffic (vehicles) working days	<b>65.000 vehicles</b>
	Daily average traffic (vehicles) holidays	<b>47.000 vehicles</b>
	Rush hour traffic 08:00-09:00	<b>5.200 - 5.800 vehicles</b>

### Comparative evolution of monthly traffic (2015 - 2017)

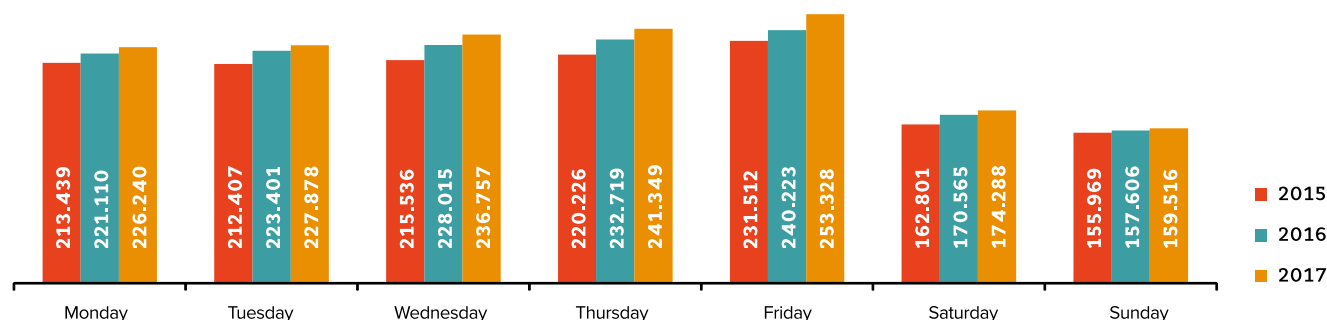




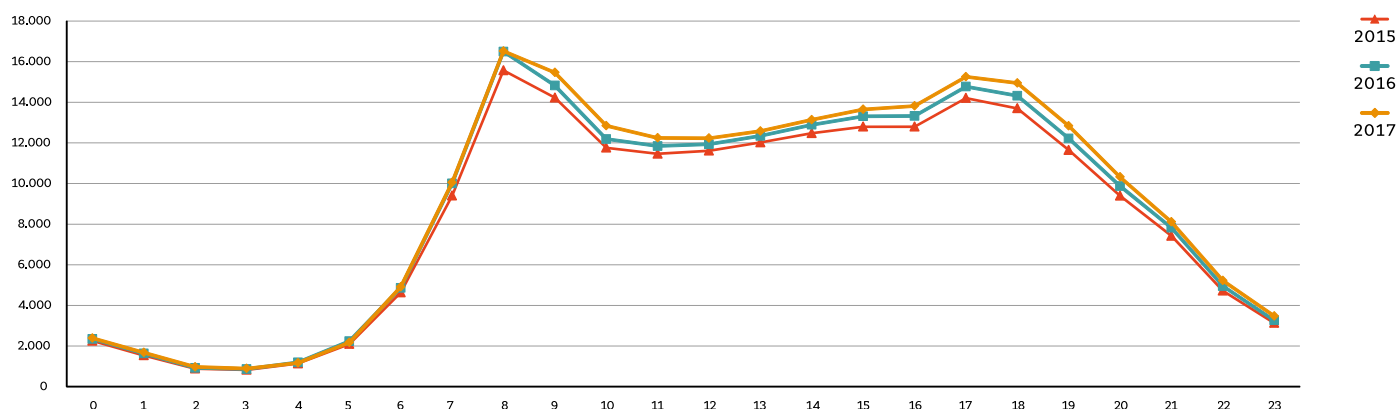
## Daily and hourly fluctuation

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 about **107%** of the average traffic for the rest of the business days.

### Average traffic per day (2015 - 2017)



### Distribution of average daily traffic (vehicles entering the toll way) per hour (2015-2017)

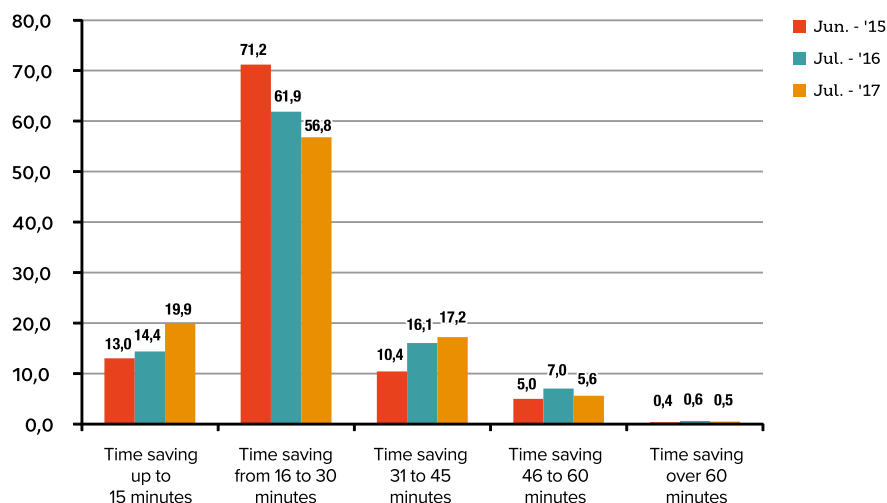


As the relevant diagram shows, peak traffic is reached between 08:00 - 09:00.

### Reduction of travel time when using the Attica Tollway

According to a study conducted by Invision/Metron Analysis, the Attica Tollway's users gain **28 minutes** on average per trip, while **80.1%** gain between fifteen minutes to more than an hour off their travel time.

### Perceived Time Saving from the Use of Attica Tollway (% , 2015 -2017)







04

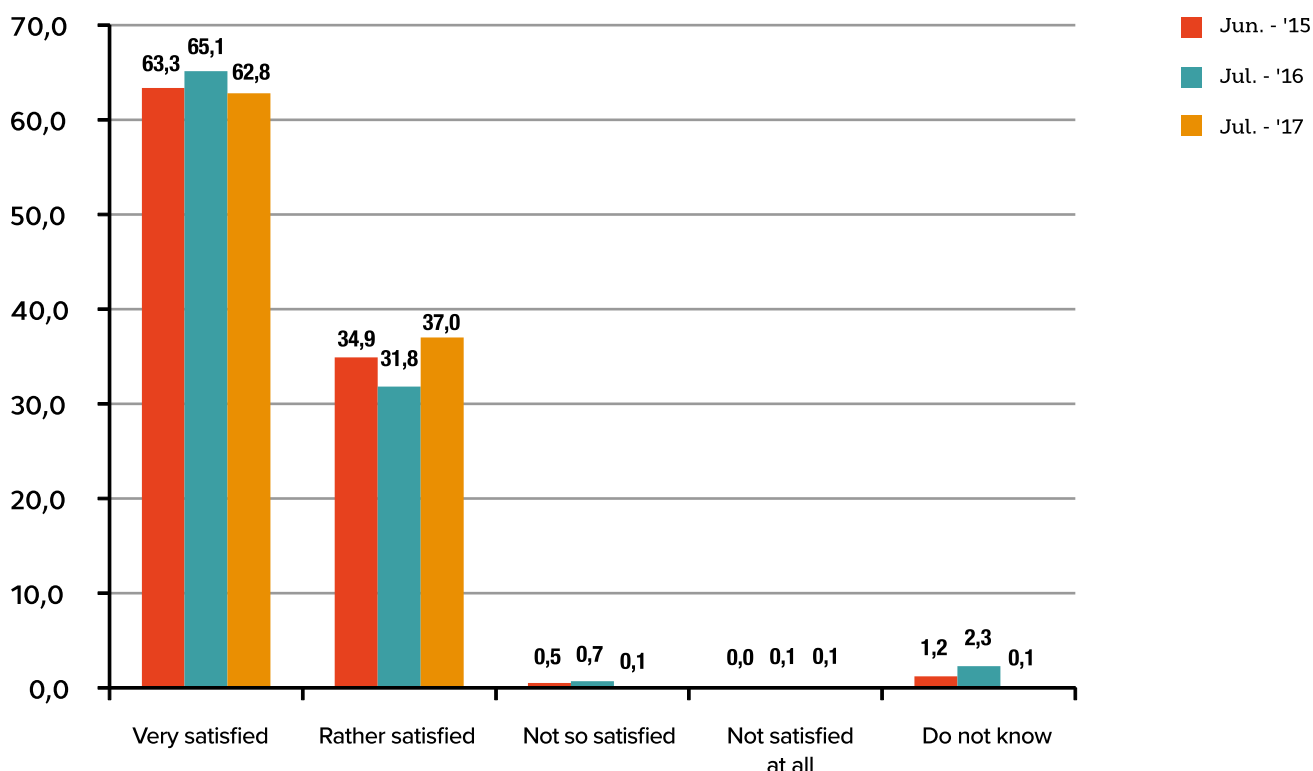
# TOLLS, COMMERCIAL MANAGEMENT AND TELEPHONE CUSTOMER SERVICE



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 approximately **940 employees** both in Attica Tollway and the toll stations of Egnatia Odos.

— As shown in the diagram below, based on a survey, the level of satisfaction of Attica Tollway users from the toll employees' behaviour reaches **99.8%**.

### Level of user satisfaction from Toll employees (% , 2015 - 2017)



Toll service on Attica Tollway has reached high standards. Attikes Diadromes has repeatedly received a **Certificate of Merit** at the Toll Excellence Awards established by the International Bridge, Tunnel and Turnpike Association (IBTTA) "For Contributing to the Advancement of the Worldwide Toll Industry".







Within the framework of continuously improving the services provided, the operation company Attikes Diadromes S.A. is a member of the **Hellenic Institute of Customer's Service**, the agency promoting customer service in Greece.

## Toll layout – Charging method

Attica Tollway is a tolled motorway with fully controlled access points. With the exception of the super plazas, which are situated at the project's extremities, all other 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, regardless of the distance travelled. The toll rate is flat, depending on the category of vehicle entering the motorway. The aforementioned open toll system, combined with the implemented flat toll rates, aims at deterring users from short journeys. This helps relieve the traffic problems in Attica, as it enables the Tollway to absorb a large proportion of the traffic travelling across the Athens basin, 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.

LANES	CAPACITY	TOTAL LANES
<b>Toll Collectors</b>	<b>300 vehicles/hour</b>	<b>103</b>
<b>e-PASS</b>	<b>840 vehicles/hour</b>	<b>92</b>

### THE TOLL RATES DEPEND ON THE VEHICLE CATEGORIES

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



## Methods of payment - Electronic Tolls

04

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. Thus, subscribers save time and enjoy discounts.

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.*

## Subscription Programs

The seven (7) different subscription programs (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)**).

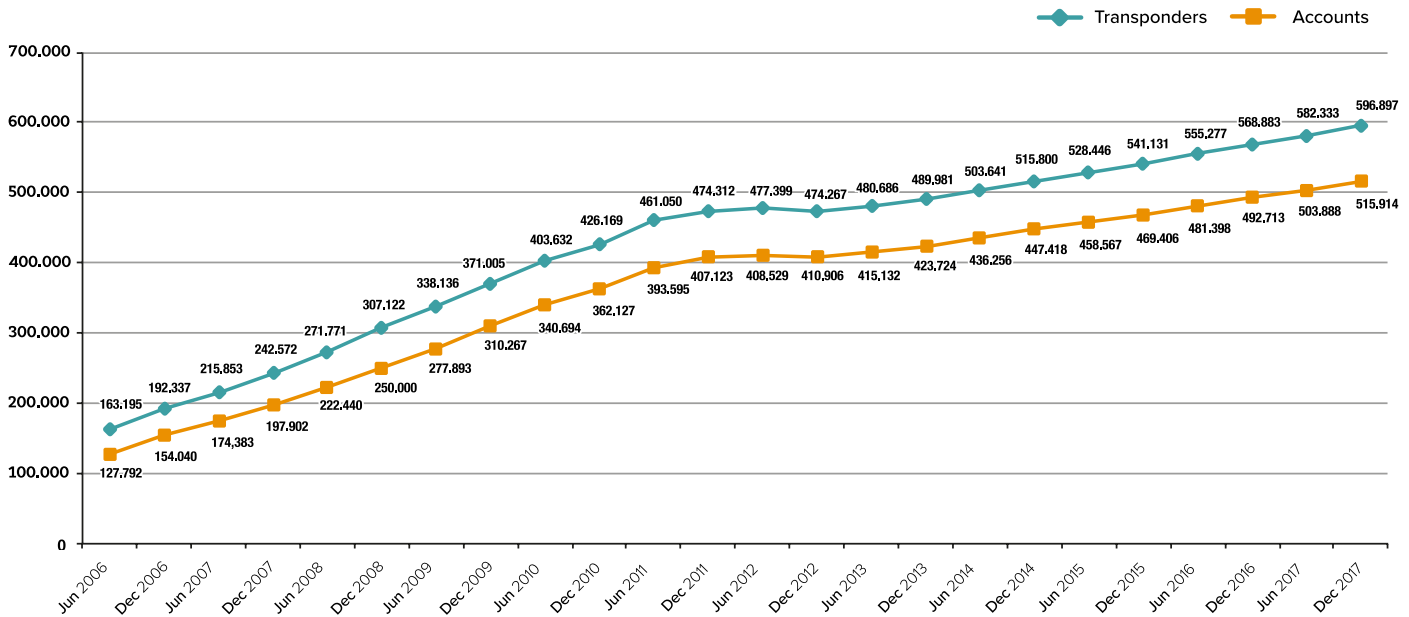
## Subscription evolution

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.

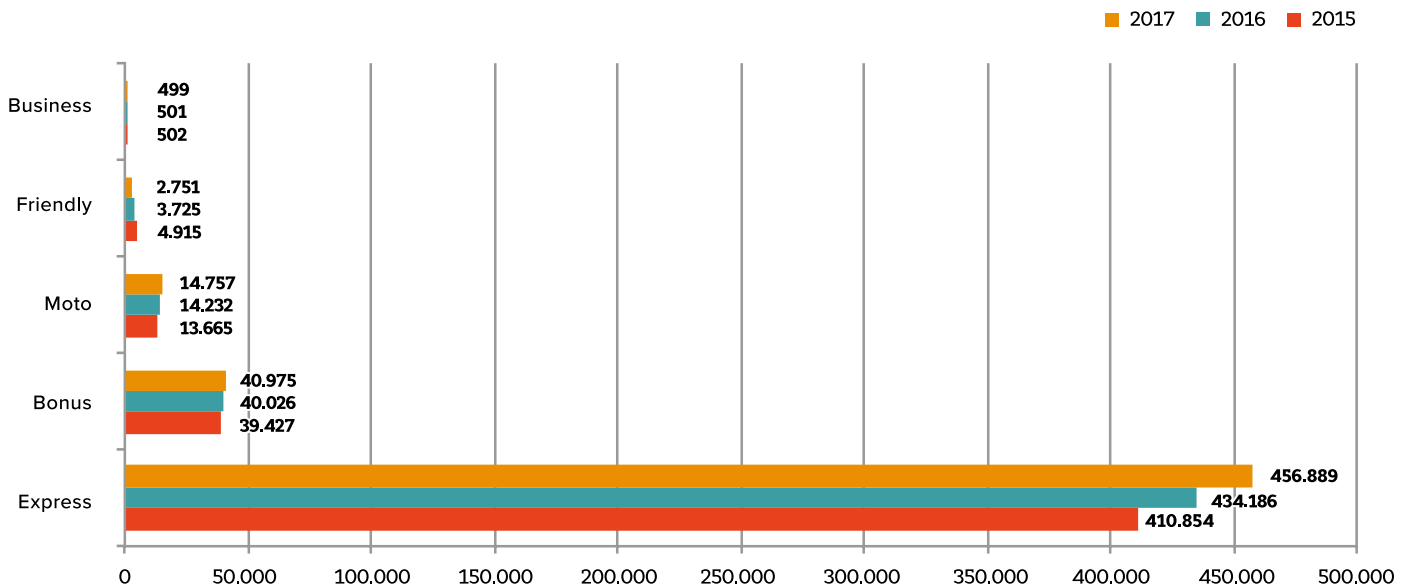
By the end of 2017, **596,897 e-PASS transponders** were provided to **515,914 subscribers**.



## Evolution of Subscriptions in Attica Tollway (2006 -2017)



## Evolution of subscription programs (2015 -2017)



As shown in the diagram above, EXPRESS has proved to be by far the most popular subscription programme. During the last three years, there has been a subscriber's increase of about **11.2%**.

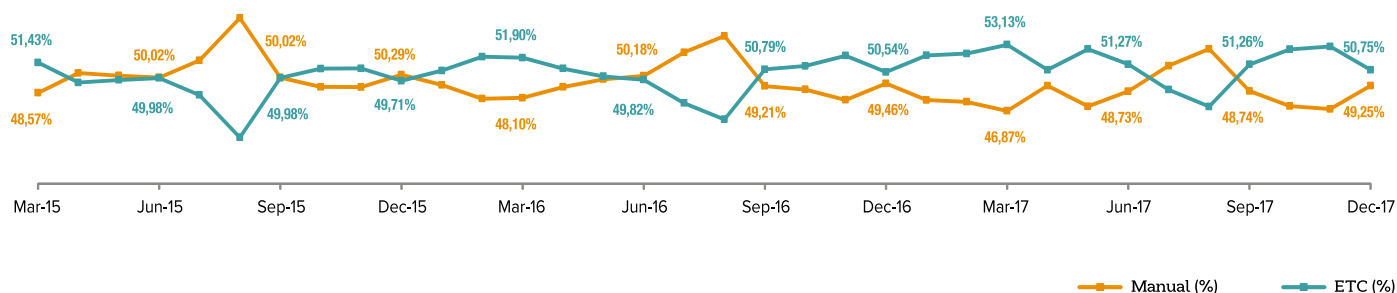


## Electronic transactions

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

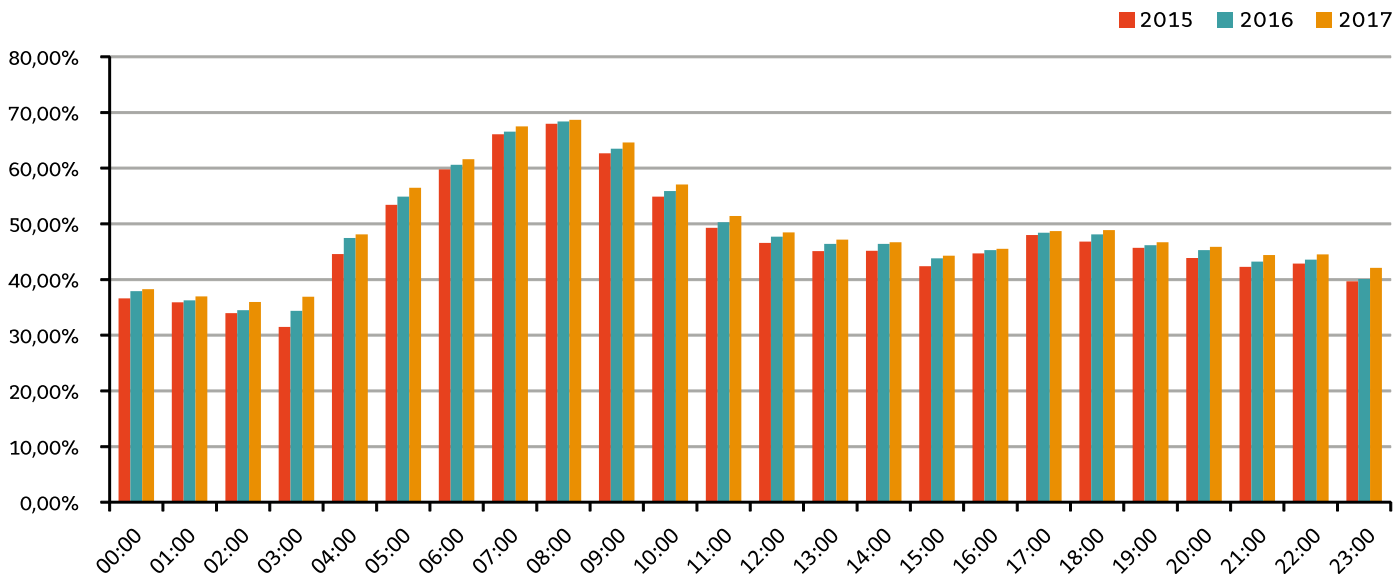
As shown in the following diagram, during 2017, electronic transactions represented **51.38%** (against 50.32% in 2016) of the total, while the e-PASS users represented more than **53.13%** of the total, for 1 month, March 2017.

### Monthly traffic volume per payment method (2015-2017)



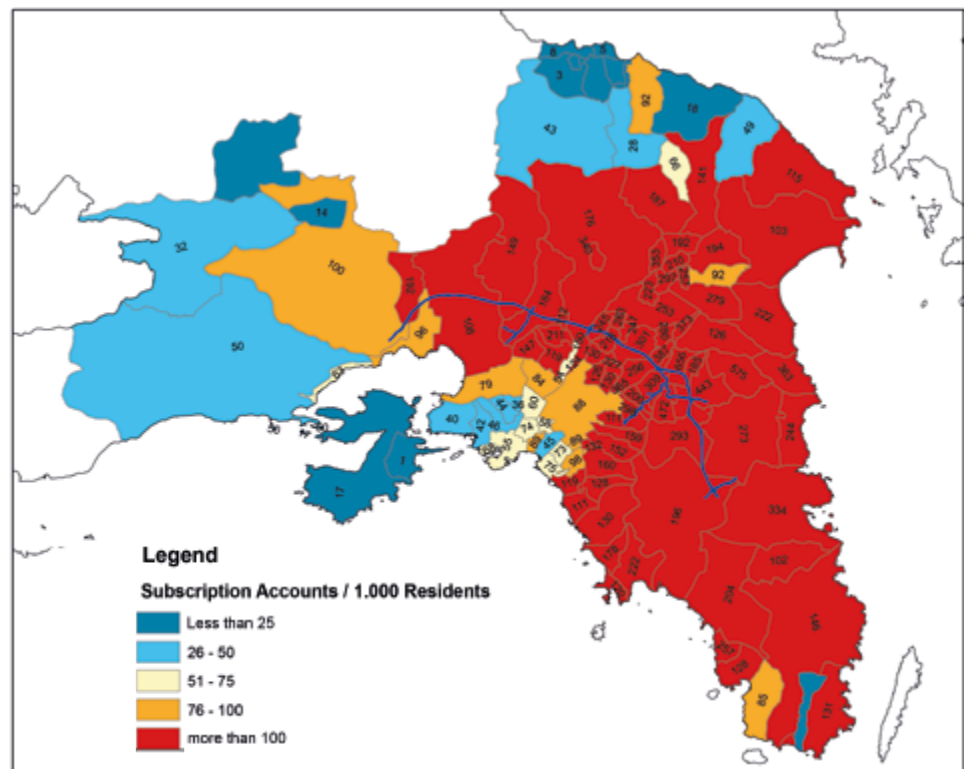
— During rush hours, in some cases, electronic transactions surpassed **68%** of the total transactions. For example, as shown in the following diagram, at the Penteli Toll Station towards Elefsina, between 7 and 9 am, the electronic transactions represented from **64.6%** up to **68.7%** of the total transactions.

### Hourly electronic transactions volume at the Penteli Toll Station (% , 2015 - 2017)



— At present, 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 northern-eastern suburbs. At the same time, the number of subscribers' journeys per month is also notable.

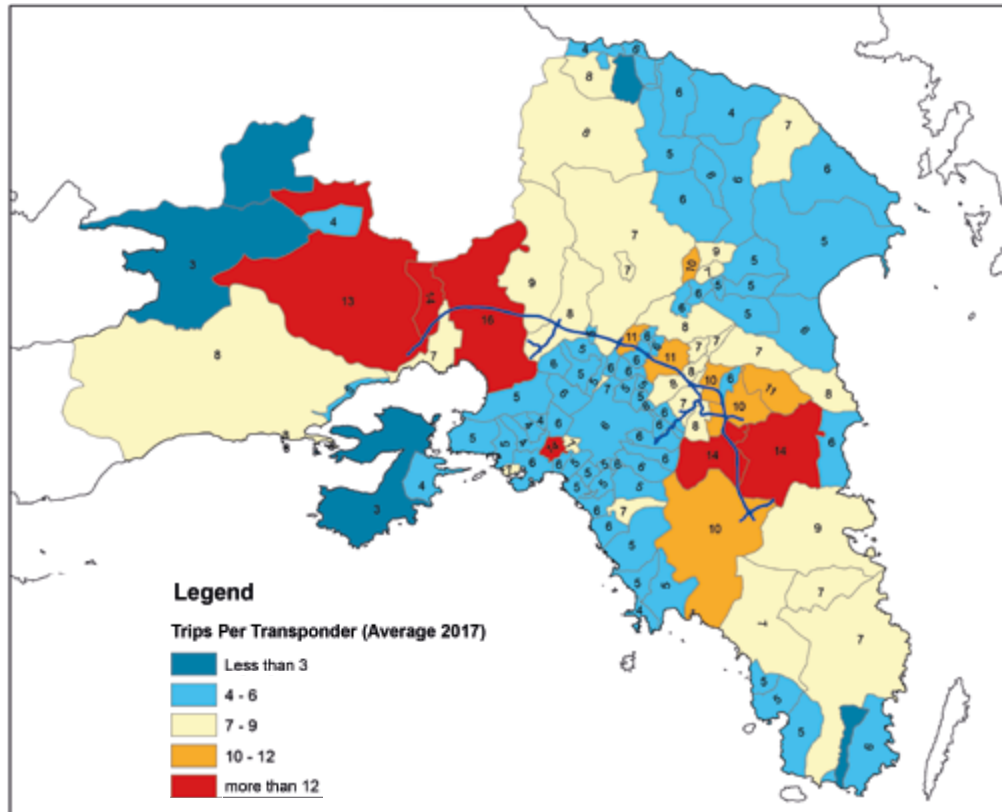
### e-PASS subscribers in Attica prefecture, per 1,000 inhabitants (2017)





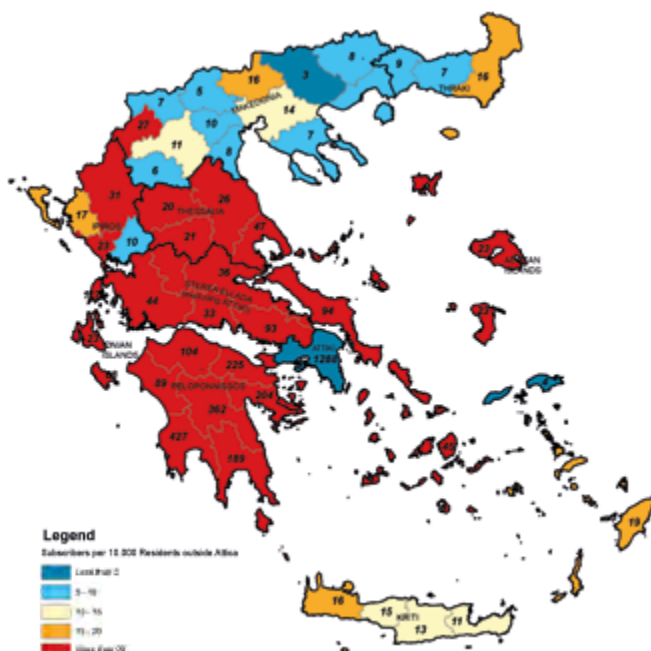
## Average monthly e-PASS use in Attica prefecture per municipality (2017)

04



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 (2017)



## Average monthly e-Pass use, per prefecture in Greece (2017)



## Attica Tollway leads the way in the Interoperability of Electronic Tolls

Attica Tollway was the first company in Greece to implement the interoperability of e-PASS in 2008, i.e. the ability to use the e-PASS in other toll-operated motorways in Greece. The interoperability expanded further and today the interoperable road network where the driver can use the e-PASS device includes:

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



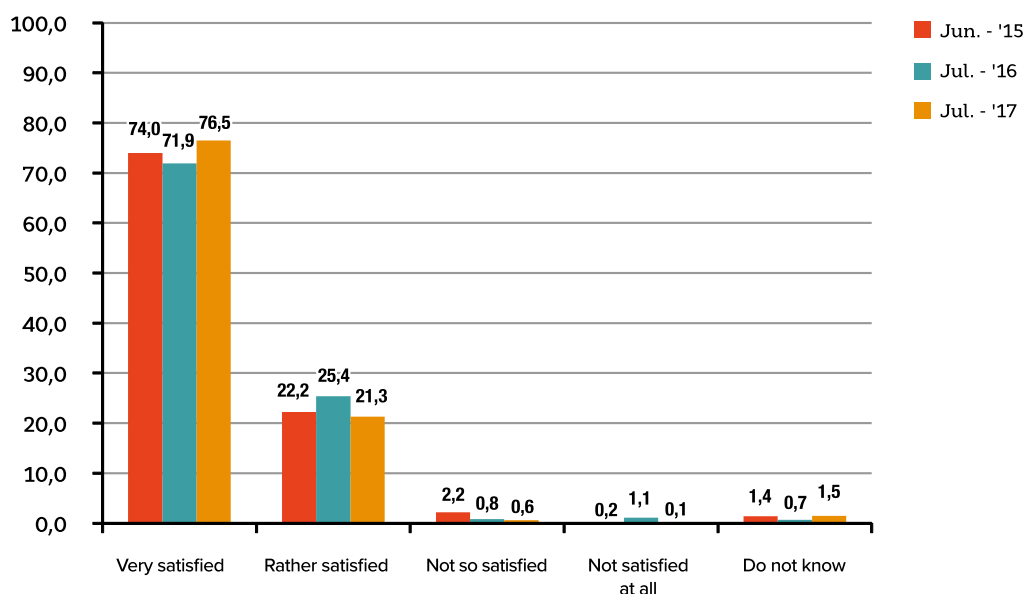
## CUSTOMER SERVICE AND PROVISION OF INFORMATION

### 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 as about all issues relating to the motorway.

A recent survey, conducted by Invision/Metron Analysis, showed that the percentage of satisfaction of the motorway users by the level of service at the C.S.C. remains very high, since **97.8%** are very or quite satisfied with the service.

**User satisfaction level for service and behavior of C.S.C. personnel (% , 2015 - 2017)**



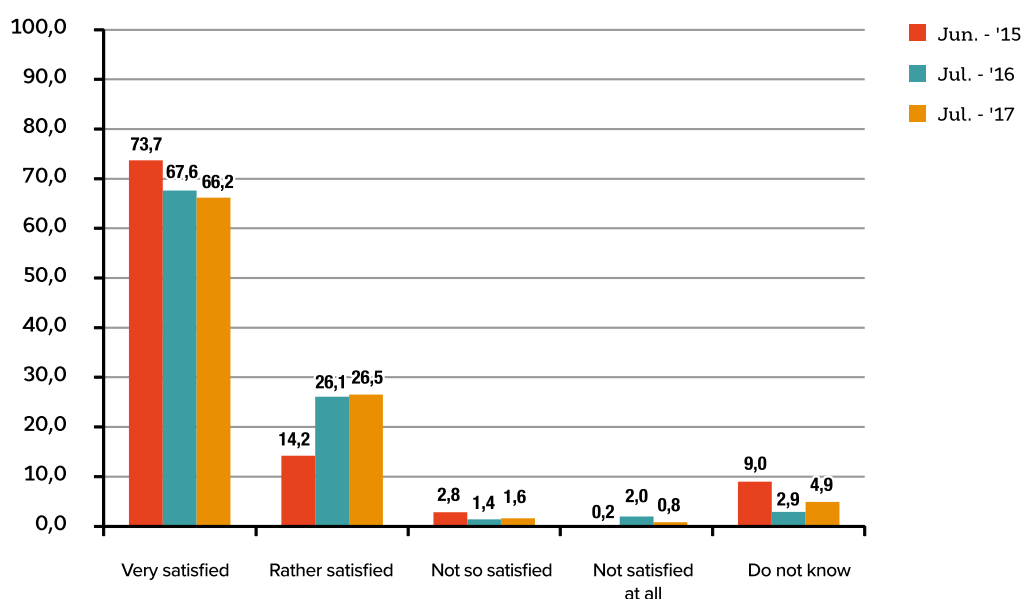


## Telephone Customer Service Centers (T.S.C.)

The Telephone Customer Service (T.C.S.) can be reached by dialing **210 668 2222**; it receives **1,206 calls** approximately 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.

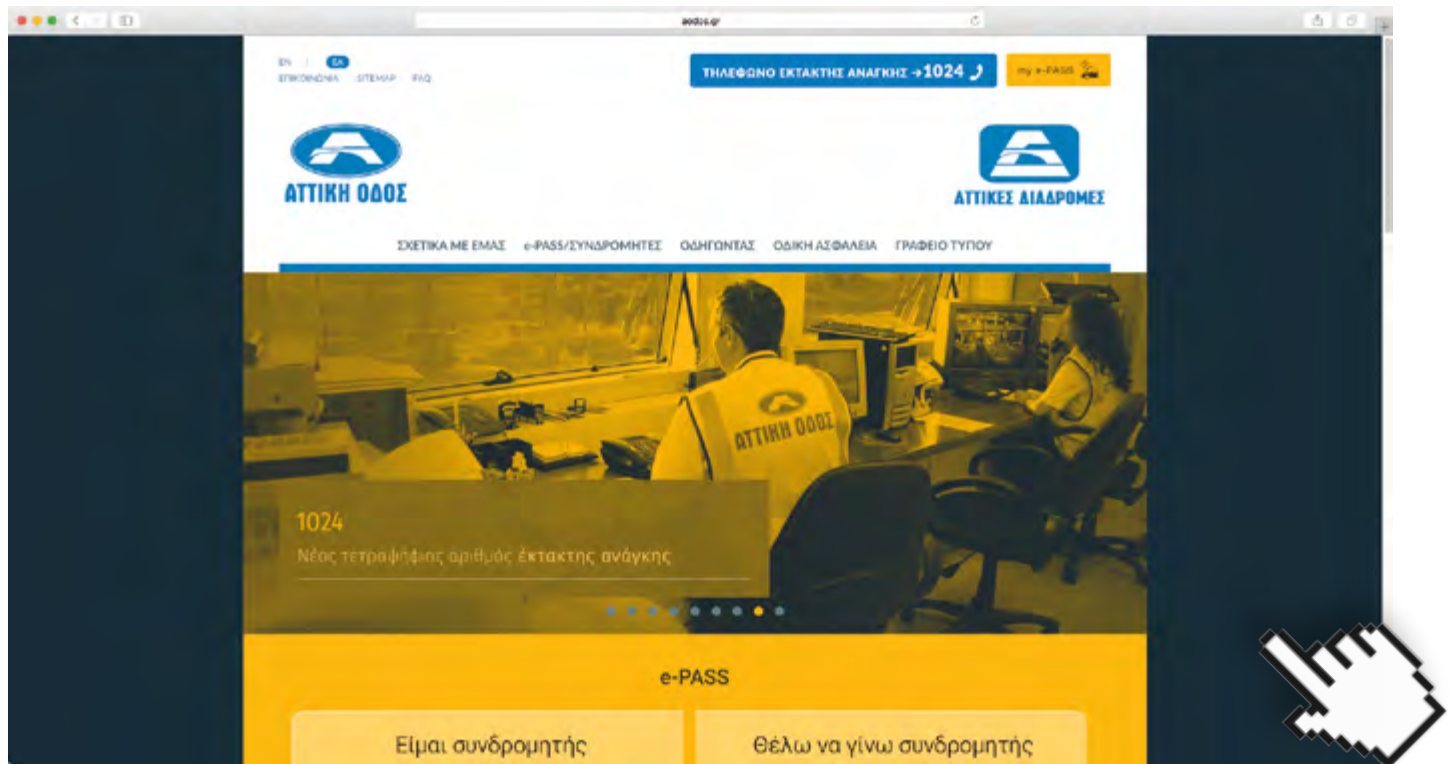
In 2017, the T.C.S. received **313,629 calls**, with issues resolved within approximately 1.4 minutes, dealing with **909,690 issues**, while it made **6,848 outgoing calls**. Moreover, the T.C.S. representatives replied to **66,004 requests** by subscribers and users which were sent by e-mail. During this period and in accordance with the following diagram, the degree of satisfaction of the users based on the service level and staff manners at the T.C.S. exceeded **92.7%**.

**Degree of satisfaction of the users by the service level and the behavior of employees at the T.C.S. (% , 2015 - 2017)**



## Corporate website

The company's website **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. The mini site on road safety provides advice covering all road safety issues.



## Motorist Service Stations (M.S.S.)



The four (4) Motorist Service Stations (M.S.S.) of Attica Tollway operating on a 24-hour basis feature petrol stations, vehicle repair centers, snack bars, and 3 of them have ATMs/Cash withdrawal machines.





05

# ROAD SAFETY

## APPLIED ON INFRASTRUCTURE AND OPERATION

Road safety is a reference point both for the construction and the operation of Attica Tollway, which is, according to statistics, one of the safest motorways worldwide. It boasts an extremely low percentage of serious car accidents, based on the covered distances, thus presenting road safety indices met only in advanced countries of Europe. It uses advanced systems, not only to immediately handle any incidents, but also, to the extent possible, to prevent them. Attica Tollway created a new level of high-quality services and won the 1<sup>st</sup> European Award for its contribution to road safety from the International Road Federation, as well as international recognition with the “Excellence in Road Safety Award” by the European Commission, for its actions and initiatives within the framework of the European Road Safety Charter.



## Road safety Infrastructures

Attica Tollway features high-quality skid-resistant asphalt pavement and full crash barrier fencing installed 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. Special attention has been given to providing sufficient and effective lighting along the motorway. At the access points to the motorway and along its length, electronic variable message signs have been installed to inform the motorists on the conditions they may encounter on the motorway.

## Tunnel Systems

In every motorway, tunnels form a special aspect, both in terms of construction as well as operation. Attica Tollway tunnels in particular, which pass through urban areas, possess certain features, such as limited space or difficulty in performing manoeuvres, which increase the level of safety factor that is applied to the construction and operation of the tunnels.



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

Special attention has been given by Attica Tollway in securing safe travel inside the motorway tunnels for the purpose of optimising prevention on the one hand and detecting and managing 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 and the continuous and diligent maintenance of all systems are important elements in ensuring the highest level of safety for users.



## Tunnel equipment

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



## Incident management

A motorway is a constantly operational live system within a city's infrastructure. Every moment, the traffic, the conditions and the facts can change. Particularly, as regards Attica Tollway, incident management becomes an even more complicated task, when taking the project's urban character into consideration. Traffic management is the main ongoing task of the people of the operation company Attikes Diadromes S.A.

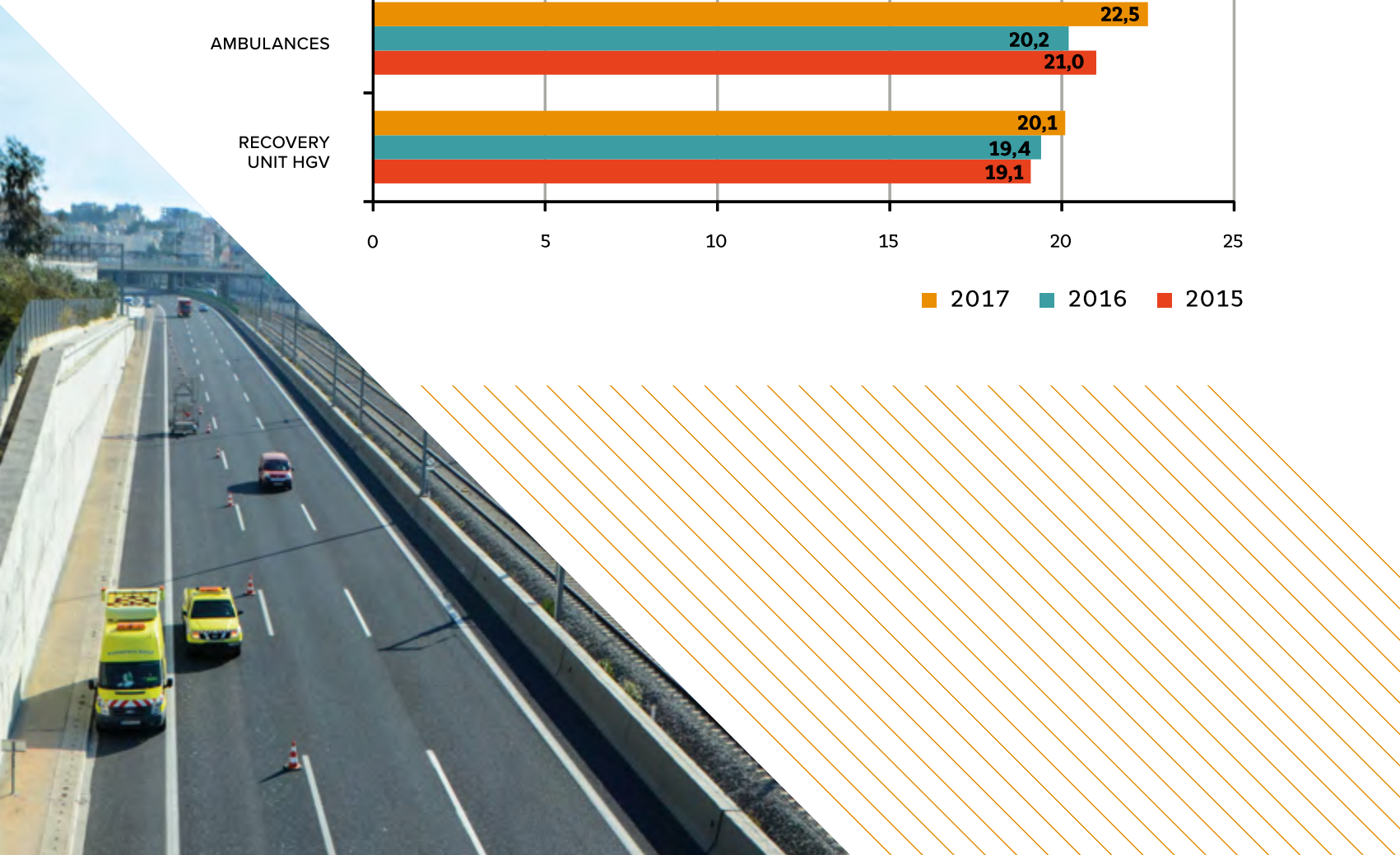
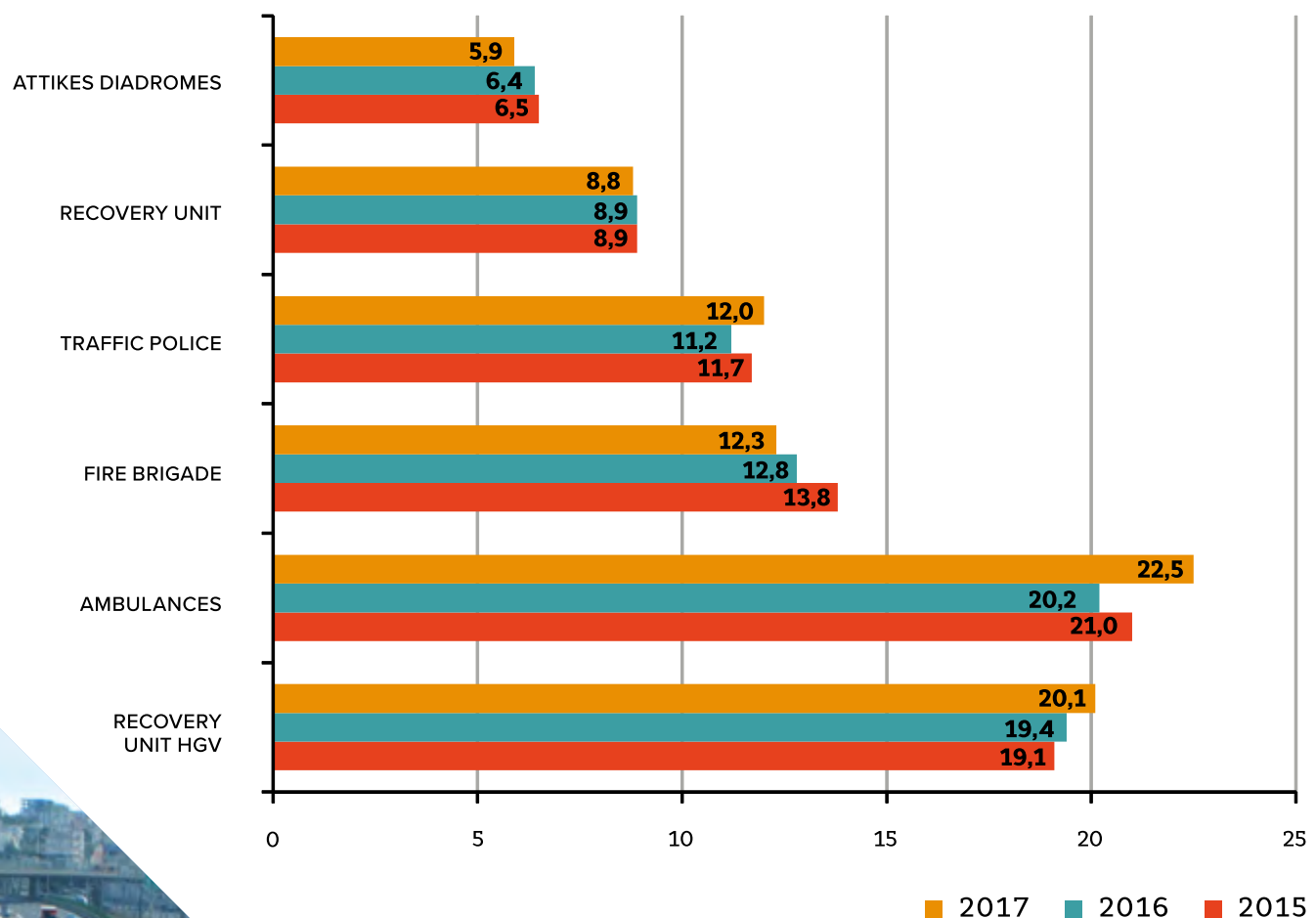
The company's tasks include the following:

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 to respond to an incident;
3. Preliminary protection measures at the location of the incident;
4. Resolving, by the company's 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.

## Response times

In 2017 the average response time of Attikes Diadromes S.A. to handle various incidents was **5.9 minutes**. This response time is much lower than the response time of all the other competent state or private Authorities intervening in Attica Tollway, as presented in the following diagram.

**Average Response Time per entity (minutes) (2015-2017)**





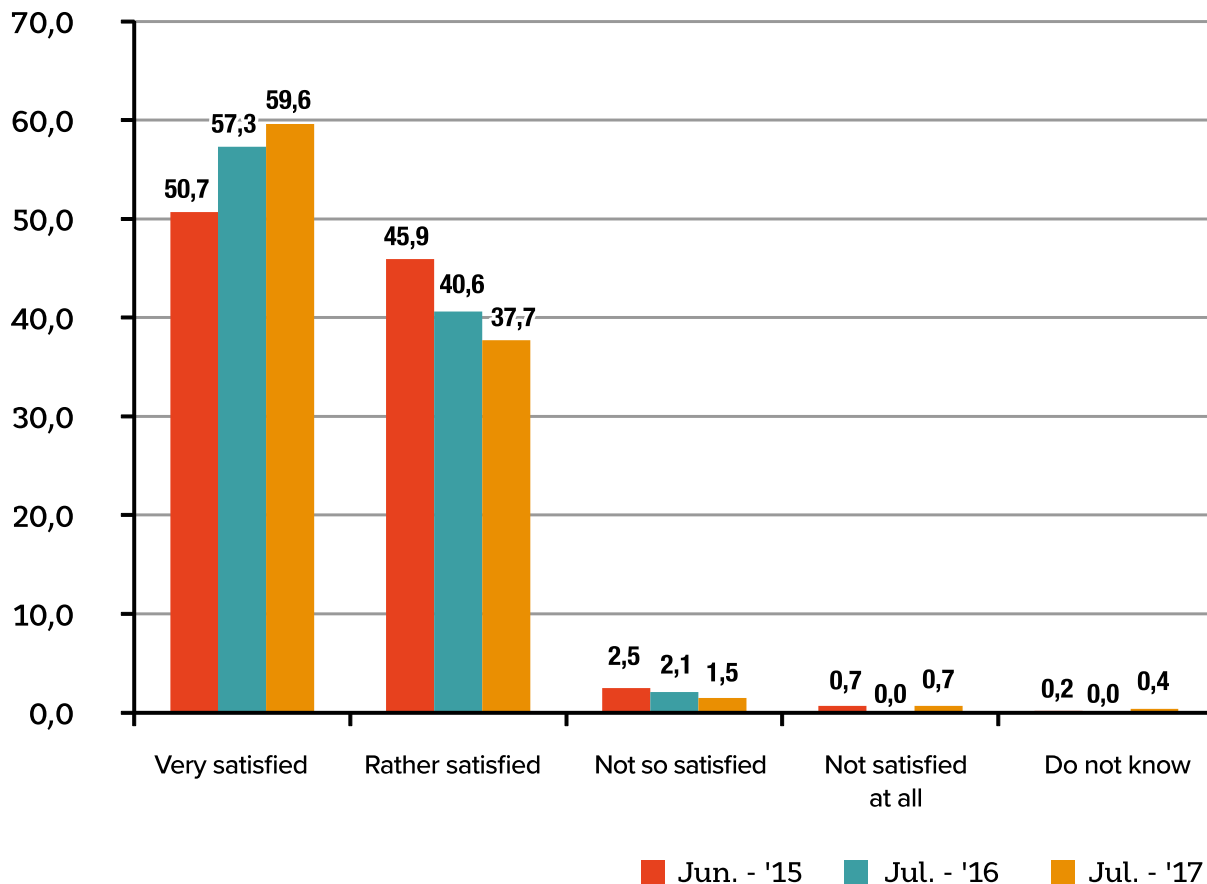
## Road Safety Statistics

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

## User satisfaction

The quality of the infrastructure and the provision of a high level of service related to safety are confirmed and appreciated by the motorway users. A recent survey by Invision/Metron Analysis, conducted on behalf of Attica Tollway, showed that **97.3%** of the users are very/quite satisfied by the safety level provided in Attica Tollway.

### Safety experienced from users when driving on Attica Tollway (%, 2015-2017)



# OUR CORPORATE RESPONSIBILITY

06

Attica Tollway's construction was based on high international standards. Its operation aimed to meet a vitally important social need: the improvement of safety, comfort and reliability of road transportation in Attica, leading to the improvement of the quality of life for all of us. The concept of Corporate Social Responsibility is an integral part of this major project, which aims to care for and to benefit the Environment, the Society, the Employees and the Market.





In 2017, the company “Attiki Odos S.A.” published the “**Sustainability Report 2016**” while the company “Attikes Diadromes S.A.” presented all actions that were carried out during 2016 in the area of Social Responsibility in the **3<sup>rd</sup> Corporate Social Responsibility Report**, drawn up in accordance with the **Global Reporting Initiative (GRI G4)**.

## Protecting the environment

A major project such as Attica Tollway must be in harmony with the natural environment, while also taking action to ensure its protection.

Environmental management in Attica Tollway has been certified by **ISO 14001:2015**. The operation company “Attikes Diadromes S.A.” has won the **1<sup>st</sup> European Award** from the International Road Federation in the category “**Management of Environmental Impacts of Road Infrastructure**” and was distinguished for its actions to measure and reduce the carbon footprint on the company premises, in “myclimate” Awards “**Green Leader Calculation & Reducing carbon footprint**”. At the same time, AKTOR, a leader constructor of Attica Tollway, has won the **European Award for “Sustainable Construction”** for the Imittos Western Peripheral Motorway.

### IN 2017:

The operation company Attikes Diadromes S.A. continued to measure its carbon footprint which relates to its operation. The method “**Bilan Carbone®**” was used for the calculation and the following were measured:

- ✂ Direct energy consumption (fossil fuels for heating, electricity for heating and other uses e.g. computers, office lighting, road lighting, tunnel lighting).
- ✂ Freight transport (suppliers of office equipment).
- ✂ Trips to/from the company’s premises (employees, visitors).
- ✂ Amortisation (buildings and parking spaces, computers, mechanical equipment and vehicles).
- ✂ Waste (recycling).

In addition, the companies supported the **Green Mission** initiative for safe battery recycling. The Green Mission's special educational and information leaflet was distributed at Attica Tollway toll stations. During 2017, the companies recycled over **4,000 kilos** of lead / acid batteries!



## Planting for more green areas

In order to harmonise the motorway with the natural environment, extended planting took place on both sides of the motorway with species compatible with the existing flora, which acts as a filter absorbing exhaust emissions from car traffic. Especially 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 the upper part was planted. The initial planting, which included more than **one million** (1,000,000) trees and plants, was completed during the following years of operation with thousands of new species. The current picture of the motorway makes it stand out internationally for its wealth of vegetation.

## Maintenance of green areas

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 regulated by a central electronic system, depending on the weather conditions, in order to reduce water waste.

For the irrigation of specially modified areas with grass, 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 2017

- ✂ 70,000 trees, 730,000 bushes and 78,000 m<sup>2</sup> of lawn were maintained;
- ✂ Additional planting of 2,336 trees and 28,735 bushes was carried out;
- ✂ The implementation of the following methods within the framework of 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. This material is used as organic fertiliser to cover the needs of the plants as mulch layer and for the production of compost. This achieves a significant reduction of waste going to landfills.
  - ✂ The management of irrigation water to minimize water consumption. More precisely, for 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.





## Protection of the local fauna

When a motorway is being constructed, the preservation of the natural environment is the basic requirement for the protection of the local fauna.

In the Imittos Western Peripheral Motorway, the construction of Cut & Cover ensures the total blend of the motorway into the landscape and facilitates the paths of local species.

The underground tunnels were used for crossing of farm yard 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.

During 2017, additional special adhesive stickers were placed in the new glass noise barriers of a total lenght of **270m**, across the motorway (total surface of **1,215 m<sup>2</sup>**).

## Reforestations and Regeneration of quarries

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 old quarries. In such locations, the Local Administration created walking and leisure areas, areas for the organisation of cultural events, as well as for sports facilities.



## Less fuel less pollution

It has been estimated that fuel consumption when driving a typical car with 1400cc engine in a congested urban environment could be reduced if Attica Tollway is chosen instead. If one combines driving in Attica Tollway with ecodriving, the results are even more impressive. Moreover, since within the motorway, vehicles drive at a designated speed and on an excellent pavement, the wear and tear of the tires, suspension etc. is reduced. Such reduction is important not only in terms of savings for the drivers, but also in terms of contribution to the reduction of emissions.

Air pollution is monitored regularly through **8 stations** which are installed at key points along the motorway.

A study conducted in collaboration with the University of California, Berkeley (U.S.) in relation to the benefits arising from the Patrol and Response Services of Attica Tollway, showed that, thanks to the prompt and efficient management of incidents, significant delay hours per vehicle per year are saved. This results in considerable fuel savings. In addition, thanks to the avoidance of congestion and preservation of speed in the areas of incidents, exhaust emissions are significantly reduced (carbon monoxide, nitrogen oxides and hydrocarbons).

**In 2014, the company begun replacing its fleet with new technology diesel vehicles; the replacement was completed at the end of 2015.**

## Cutting down electricity consumption

Thanks to new tunnels' lighting technology, based on modern photometers placed at the tunnels' entrances, lighting intensity is adapted in the tunnel depending on the outside lighting conditions. Furthermore, photometers have been installed at the open motorway and measure the brightness of the environment with an on/off switch at specific luminance levels. The new infrastructure has contributed to the reduction of electricity consumption, as well as to the improvement of motorway safety levels.

## Reduction of noise pollution

Through the decongestion of the central road axis of Attica, apart from the reduction in air pollution, a notable reduction in noise pollution is also noticed. Particularly with regard to the reduction of noise emissions, Attica Tollway has studied and implements notable noise protection measures, depending on the configuration and the requirements of each area. More specifically, noise barriers have been installed, covering several thousands of square meters, as well as buffer zones and specially planted slopes and embankments. In order to constantly monitor the levels of noise pollution, **8 automatic noise pollution measurement stations** operate at key locations on Attica Tollway.

Our effort to reduce noise pollution was awarded with “**Décibel d'Or**”, by the Conseil National de Bruit of France.

— During 2017, **133 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 **270 m** were installed (total surface area of 1,215 m<sup>2</sup>).



## Flood Protection

Attica Tollway vastly contributed to the flood protection works in Athens: during the construction phase, works were carried out in big streams, torrents and rivers that motorway crossed, 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 done with respect to nature and constitute the middle part (due to the geographical location of the road works) of the complete and unified design of the flood protection works in Attica.



## Recycling

06

Waste Management has been a top priority for the companies. This led to a careful selection of fully recyclable materials used for the construction and the operation of the motorway.

The ambitious recycling program implemented in Attica Tollway includes materials from the offices (paper, toners, plastic etc.), electrical appliances (computers, monitors etc.), and waste from the operation of the motorway (mineral oils, old cars, batteries, spare parts, green areas waste etc.)

### During 2017, the following materials were recycled:

Paper	<b>546 kg</b>
Toner	<b>93 pcs</b>
Used mineral oils	<b>1.250 lt</b>
Batteries	<b>8.269 kg</b>
Electronic appliances	<b>15.397 kg</b>
Iron	<b>31.085 kg</b>
Tires	<b>3.575 kg</b>
Light bulbs	<b>500 kg</b>
Plastic	<b>39.465 kg</b>
Aluminum	<b>505 kg</b>
Wood	<b>3.430 kg</b>
Scrap	<b>710 kg</b>
Fire extinguishers	<b>157 pcs</b>

Moreover, waste management was implemented for **1,648 kg** of animal by-products, while **350 kg** of cables were recycled. Finally, **2,040 m<sup>3</sup>** of non-recyclable waste ended up in landfills, while additional **2,920 kg** of various materials were recycled.

— The companies conduct analyses of the waste collected from the motorway in order to ensure that environmentally unsafe waste is not disposed off in landfills.



## SUPPORTING SOCIETY

### Contribution to road safety

Road safety is a crucial parameter for the operation of Attica Tollway. The high-quality construction, monitoring, intervention and maintenance standards of the Project contribute to the safest possible transportation conditions in the motorway.

Moreover, with the belief that road safety is a matter of education, “Attiki Odos S.A.” and “Attikes Diadromes S.A.” **carry out several activities which inform and educate** not only the motorway users, but also the general public. At the same time, their principle is to **support important actions** taken by various entities in relation to road safety, as well as to **work with others** in order to promote road safety in Greece. **The aim is the formation of conscientious drivers, having as a result the reduction of road accidents.**

#### ACTIONS ON ROAD SAFETY

- ✧ Annual campaigns on road safety which include: inserts, radio spots and distribution of informational/educational material which cover important topics concerning car and motorcycle drivers, as well as passengers
- ✧ Individual advertising actions which include articles and publications on specialised press

**In 2017, the companies “Attiki Odos S.A.” and “Attikes Diadromes S.A.” run an advertising campaign on “Child and Car” and, at the same time, they implemented the following actions for the promotion of road safety and also for the protection of the environment:**

- 1.** Participation in the organisation of the Authentic Marathon of Athens by undertaking the entire marking of the run track with 2 patrol vehicles and the cleaning of Marathonos Ave. from the 17th to the 22nd km after the completion of the Marathon with 2 sweepers.
- 2.** Printing and distribution of 500 leaflets for educational personnel and 3,500 leaflets for parents in relation to road safety, in cooperation with Road Safety Institute (RSI) “PANOS MILONAS”.
- 3.** Sponsorship in the 7<sup>th</sup> Athens Educational Centre, providing reflective safety vests, reflective bicycle flashes and leaflets on road safety.
- 4.** Education of employees on eco-driving issues by the Road Safety Institute (RSI) “PANOS MILONAS”.
- 5.** Distribution of 1,500 Calendars (2017) with road safety advice to the Papagou-Cholargos Municipality.



## EDUCATIONAL ACTIONS AND PROGRAMMES

### For Children and Teenagers

06

### Educational programme for teenagers “Eyes open on the road!”

The companies continued to successfully implement the special educational programme designed to raise awareness among teenagers about road safety rules. This programme, which is supported by the Ministry of Education, was introduced in 2014 and up to now, around **8,000 teenagers** from schools of Attica have been trained.

At the same time, an online platform was created to allow teachers from remote schools to access all of the programme’s material, as well as to on educational film.

### Interactive educational play “Little Atticus”

The companies have undertaken the production of a special educational play for primary school children created exclusively for Attica Tollway by I. Koutsafti and directed by M. Iglessi. Up to now, **54.354 children** have attended the play.

In 2017, **102 children** of the employees of Attiki Odos S.A. and Attikes Diadromes S.A. also attended the play.



### Interactive educational programme entitled “In Traffic with Safety” produced by RSI

The companies support the realisation of an educational programme entitled “In Traffic with Safety”, which is presented in primary schools under the auspices of the Ministry of Education and the Institute Research and Religion of Educational Policy (I.E.P.).

During 2017, **5,000 children** from primary schools attended the programme and **68,900 children** from all over Greece.



## Mini site on road safety

In the Attica Tollway website, a special section has been created, a mini site on road safety, which is addressed to special groups (motorcyclists, professional drivers etc.) and provides detailed information and useful tips on general and special issues of road safety.

## Cooperation with Agencies and Institutes on Road Safety

In order to achieve their goals, the companies “Attiki Odos S.A.” and “Attikes Diadromes S.A.” cooperate with many agencies involved in road safety in Greece and abroad (**National Committee on Road Safety, Hellenic Institute of Transportation Engineers, Road Safety Observatory of the Technical Chamber of Greece**, Universities, such as the **National Technical University of Athens, University of Patras and University of Thessaly**, the **Pediatric Trauma Care**, the **Road Accident Victims Support Groups**, the **Road Safety Institute “Panos Mylonas”**, etc.).

Executives of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” participate as members in committees of the most prestigious international bodies, which set international standards for transportations and operation of motorways, such as the **Transportation Research Board of the National Academies of USA (TRB)**, the **International Road Federation (IRF)**, the **International Bridge, Tunnel and Turnpike Association (IBTTA)** and the **European Association of Operators of Toll Road Infrastructures (Association Européenne des Concessionnaires d'Autoroutes et d'Ouvrages à Péage - ASECAP)**. Moreover, the company cooperates with the **European Road Federation (ERF)**, the **European agency on traffic safety** (Campaigns and Awareness – Raising Strategies in Traffic Safety – CAST) and other agencies in Greece and abroad.

### IN 2017

Within the framework of collaboration of “Attiki Odos S.A.” and “Attikes Diadromes S.A.” with Universities, educational visits by students of the following schools were realised at the headquarters of the company:

- ✂ School of Rural and Surveying Engineering of the National Technical University of Athens (NTUA) and
- ✂ School of Civil Engineering of the National Technical University of Athens.

## Coalition for safe and civilised driving

The companies, since spring of 2009, participate in the Coalition for safe and civilised driving, which was established by the **Road Safety Institute “Panos Mylonas”**. The members of the coalition are committed to promote road safety issues in Greece and Attica Tollway has undertaken the responsibility of promoting children’s education on road safety.

### In 2017, the companies, as members of the Coalition participated in:

- ✂ the 10<sup>th</sup> Panhellenic Road Safety Week organised by RSI;
- ✂ the event “Children and Road Safety” event at Golden Hall and
- ✂ the informational campaign on the dangers of speeding “A short time ago” organised by Road Safety Institute (RSI) “Panos Mylonas” and the Representation of the European Commission in Greece, with the cooperation of the Hellenic Police Force.



## Participation in HELLASTRON

The company “Attiki Odos S.A.” participates as founding member in the civil non-profit company “**HELLASTRON**” (**HELLENIC ASSOCIATION of TOLL ROAD NETWORK**), founded in late 2014 with the participation of all concessionaires and operators of motorways and toll infrastructures operating in Greece, aiming at the improvement of the road infrastructures and the promotion of road safety.

## Participation in workshops

The companies participate in local, European and international organisations on road safety and general transportation, technology, environment and culture issues within the framework of which, the companies' executives make important scientific announcements frequently.

— Indicatively, in 2017 the companies and their executives participated in the following national and international organisations:

- ✘ 96<sup>th</sup> Annual Meeting TRB (Transportation Research Board)
- ✘ 12<sup>th</sup> Hellenic Customer Service Summit (Hellenic Institute of Customer Service);
- ✘ 2<sup>nd</sup> Annual Conference on European Critical Infrastructures (Center for Security Studies);
- ✘ Conference on the new General European Regulation 2016/679 on the protection of personal data GDPR (TÜV HELLAS);
- ✘ International Conference “Smart Cities and Mobility as a Service” (ITS Hellas and University of Patras);
- ✘ Conference on Road Safety in Greece - "From the Past to the Future" Technical Chamber of Greece,

Hellenic Forum for the Digital Future, National Center for Social Research;

- ✘ 45<sup>th</sup> Asecap study and information ASECAP
- ✘ 8<sup>th</sup> International Conference on Transport Research - Hellenic Institute of Transportation Engineers & Hellenic Institute of Transport;

**Also the companies participated through Hellastron in:**

- ✘ The "CONNECTED CARS CONFERENCE" - Boussias Communication
- ✘ The 1<sup>st</sup> Infrastructure and Transport Conference "Development Prospects" ypodomes.com & metaforespress.gr.

## Sports facilities – leisure facilities

Attica Tollway, in order to be integrated into the built-up and natural environment and to contribute to the local societies and adjacent municipalities, made best use of the overpasses and “Cut & Cover” sections of the motorway, with the collaboration of Local Authorities. In these Cut & Covers, leisure and sport areas were created, which improve the features of the city, brighten-up the lives of the residents and promote social and cultural activities.

## School Infrastructure Repair Program

During 2017, the companies continued their efforts for repairs that were considered necessary in school buildings. The company "Attiki Odos S.A." covered the cost of materials and equipment while employees of the companies contributed to the:

- ✂ Improvement of the courtyard of the 9<sup>th</sup> Primary School of Nea Ionia.
- ✂ Improvement of the 2<sup>nd</sup> and 3<sup>rd</sup> Nursery School & 2<sup>nd</sup> Primary School of Cholargos.
- ✂ Construction of basketball court floor mat at the 22<sup>nd</sup> Primary School of Nea Ionia.



## Support to Non-profit Organisations and Agencies

- ✂ In the recent floods in the Municipality of Mandra, the companies provided a 4x4 vehicle, an earthmoving machine and a large truck that helped to collect and transport debris and clean the roads. Secondly, mechanical sweepers and street and pavement washing vehicles completed the city's cleaning project. Finally, “Attiki Odos S.A.” offered to the inhabitants essential necessities, such as cleaning supplies, socks, rain boots and other items, while the operation company "Attikes Diadromes S.A." provided **15,000 liters of heating diesel** to cover the first heating needs of residents. In total, **12 employees** of the companies worked for about **800 hours**.
- ✂ Donation from “Attikes Diadromes S.A.” of **€ 5.000** for the city Mandra through UNICEF and 2017 Telemarathon "One Euro, One Life".
- ✂ Offer of **100 LPG stoves** to the people of the city of Mandra from “Attikes Diadromes S.A.” through the Hellenic Red Cross.
- ✂ **Provision of clothing** to the Hellenic Red Cross.
- ✂ **Donation of a PC** to the nursery “Nelli Kokorinou” of the Municipality of Kifissia and



donation of safety vests to the 1<sup>st</sup> Kindergarten of Voula for use in educational activities outside the school.

- ✘ **Provision of 2 vehicles** of the operation company "Attikes Diadromes S.A." accompanied by their employees in the Municipality of Rafina - Pikermi for the removal of a pine tree which was cut by the Municipality.
- ✘ Financial support of **€ 2.000** to the "Association of Lofos Kyrillou", which mainly helps families and children who face financial problems and are residents of the settlement on the A4 exit of Attica Tollway.

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## Participation in the mission Amber Alert

The companies participate together with the "Smile of the Child" in the National Coordination Program of Citizen's Awareness in case of missing children (Amber Alert Hellas). Within the framework of this cooperation, the message and the details concerning the child are projected in the motorway's Variable Message Signs (VMS), in order to be viewed by as many citizens as possible.



## Animal welfare policy

The companies "Attiki Odos S.A." and "Attikes Diadromes S.A." cooperate and support **ANIMA** (Wildlife Conservation and Care Association) for the care of wild animals and birds that happen to enter the motorway.

As part of this cooperation, during summer 2017, ANIMA was further financially supported by "Attiki Odos S.A." to reinforce the initiative of the Association for the rescue of birds affected by the pollution in the Saronic Gulf.

Also, within 2017, the collaboration of the companies with the Hellenic Animal Welfare Society was strengthened, a collaboration that has started years ago and the main purpose of which is to support the organisation in the collection and protection of stray and abandoned animals, the care of injured animals, and the care for their neutering and adoption.

Within 2017, in a special operation to rescue a small kitten that entered the motorway, a traffic lane was closed by a Patrol Official. Also, during 2017, two wild injured birds were rescued by the patrol teams of the operation company.



## CULTURE

### Archaeological Findings

The excavation performed in the Athens basin as part of the construction of Attica Tollway brought to light many findings from the Neolithic, Classic, Roman and late Roman era, but also from the Hellenistic Times, bringing Attica closer to its history.

## Contribution to historical scientific research

### PUBLISHING WORK

The companies, in order to highlight the findings of the great excavation which took place in parallel with the construction of the Attica Tollway, have published the archaeological album **"Tour of Attica Tollway"**, edited by the Curator of Antiquities G. Steinhauer. The publishing work of the companies also includes publications from the field of historical cartography, historical topography and the ancient roads of Attica, which were realised under the supervision of Architecture History professor at the National Technical University of Athens, Manolis Korres.

The maps of Attica by the German topographer and cartographer Johann August Kaupert, the first maps of the city of Athens (by Fauvel, Kleanthis & Schaubert, Weiler and the Commission) and the ancient roads of Attica, were the subject of special editions, which are considered of great importance for the academic community since they make accessible to the scholar valuable historical material, thus contributing to the historical study of road networks in Attica.

### NEW PATHS IN ART

"Attiki Odos S.A." promotes art, by supporting acts and initiatives in Fine Arts. The Imittos Western Peripheral Motorway, which was described as **"sculpture road"**, was created in cooperation with landscape sculptor Nella Golanda. These specific artistic interventions were awarded during the 2004 European Competition with the European Urban Prize for Urban Public Space. This is an event organised by the Contemporary Art Center of Barcelona and the Architecture Institutes of France, Denmark and Austria. The aerial photograph of the Katehaki Junction, designed like a huge leaf, is really impressive. At the same time, the company has supported significant artistic events from the world of visual arts, architecture and music.

In 2017, the companies supported the International Film Festival "Opening Nights".







## Taking care of its Employees

Attica Tollway, being a major project, created many new job positions, both during its construction and 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.

## Creation of job opportunities

The Attica Tollway project directly involved, 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 of Attica Tollway and the commencement of the project’s operation, approximately **1,200 new permanent jobs** were created, including subcontractors.

In 2017, **94.9%** of workers of the company “Attikes Diadromes S.A.” were covered by the National General Collective Labor Agreement, while **4.5%** by collective agreement for operators and **0.6%** for accountants. As in 2016, in 2017, despite the abolition of allowances and the reduction of the minimum national wage through legislation of the Ministry of Labour, the companies have not made any reduction in the salaries of their personnel.

— During 2017, the Code of Corporate Ethics was updated, while the Code of Conduct and the Ethical and Regulatory Compliance Program of the ELLAKTOR Group was distributed to the personnel.

## Safety in the working environment

Human resources are the most valuable parameter of the companies. The minimisation of workplace accidents has been a primary goal and has been achieved through the implementation of the integrated Management System for Health and Work Safety certified with **OHSAS 18001: 2007** by TÜV HELLAS.

Consequently, the percentage of workplace accidents remained very low in 2017, compared to the annual working hours.

More specifically, the Safety Officer performs the following duties:

- ✧ Regular inspections of facilities and posts;
- ✧ Supervision of working conditions;
- ✧ Occupational risk assessment, consultation and suggestions to the Administration concerning the implementation of the necessary safety measures;
- ✧ Seminars on safety at work, fire safety – firefighting and firefighting drill;
- ✧ Performance of evacuation drills in the event of an emergency;
- ✧ Continuous training for all employees on safety at work issues;
- ✧ Consultation with employees about the resolution of health and safety issues that preoccupy them in their daily lives;
- ✧ Selection of appropriate personal protective equipment and supervision of its right use by the employees;
- ✧ Measurements of chemical and natural factors at workplace (air pollutants, vibrations, noise, radiation), in cooperation with the University of Thessaly, the National Technical University of Athens and Demokritos (National Center for Scientific Research).



## Medical care for the employees

The Occupational Health Department incorporated in the Health and Safety Department provides medical care and monitors the health status of the employees. Each employee, from the moment of his/her hiring, is examined depending on his/her specialty and examinations are repeated every two years.

The Health and Safety Department makes continuous effort to improve the working conditions in every job position by performing health inspections of work areas on a daily basis and by training the employees and informing them about the procedures to be followed, so that they remain safe in a healthy working environment. Moreover, the Occupational Health Department has trained a large number of employees in first aid and has organised regional clinics at key locations of Attica Tollway.



## Activities of the Occupational Health Department

### SEMINARS ON HEALTH AND SAFETY

Employee training on occupational health and safety, with the contribution of the Safety Officer.

### HAZARDOUS FACTOR MEASUREMENTS

- Hazardous factor measurements at the workplace.
- Occupational risk evaluation and consultation to the companies on the implementation of the necessary safety measures.

### VOLUNTARY BLOOD DONATION

Creation of one of the largest Blood Banks in Greece, with benefits for all employees and their families.

### VACCINATION

Employees' vaccination for Hepatitis A and B, as well as for Tetanus.

### PROGRAMMES ON HEALTH EDUCATION

Daily inspections by the Occupational Health personnel at workplace, consultation and awareness events, distribution of informational brochures on important issues (breast feeding, Pap smear, breast self-examination, prenatal tests, pregnancy, personal hygiene etc.), health educational programmes on critical issues such as contraception, smoking, AIDS, Hepatitis A, B and C, etc.

### IN 2017

- ✧ Three voluntary blood donation sessions were carried out, which greatly enriched the Blood Bank, as 227 volunteer blood donors provided a total of 464 blood units.
- ✧ Also, 181 blood units were provided to employees in need.
- ✧ The Occupational Health Department distributed leaflets on:
  - the protection of workers from flu, mosquitoes and HPV;
  - instructions to expectant mothers for pregnancy and breastfeeding;
  - the Pap smear;
  - first-aid instructions,
  - the health benefits from blood donation;
  - ergonomic exercises at the office.
- ✧ The employees were informed on skin cancer and the possibility of free examination at Hospitals in Athens.
- ✧ Employees' were trained in cardiopulmonary rejuvenation and the use of a portable defibrillator.

## Employees and sports

The companies are active in the direction of cultivating a sporting spirit and encouraging employees to participate in sports activities and competitions.

In 2017 they joined the 20 km race of “Athens Health Run”, an event that has been occurring for the last 40 years, as well as the 5<sup>th</sup> Race of Rematia Chalandri, which included races of 10 km, 5 km and a 1,000-metre race for children. In the same event, a corporate van and cones were allocated for the marking of the run track.

Moreover, the companies supported the employees who wished to participate in the 35<sup>th</sup> Authentic Marathon of Athens; 16 employees participated in the 5 km and 10 km races.

In addition, the establishment of a football team has given the opportunity to many employees to participate and achieve important victories for the team. In 2017, the football team won the cup of the Corporate Soccer Championship once again.

Moreover, the football team played a friendly match with the ATHLETIC HOPE OF REFUGEES and, at the end of the match, the players of the company’s team offered the athletes 15 pairs of sports shoes.

## Scholarship for employees’ children

“Attiki Odos S.A.” recognises the significance of Education for the future of young people and therefore has instituted an annual scholarship in memory of Dimitrios Papamichail, one of the pioneers in the materialisation of the motorway. The “Dimitrios Papamichail” scholarship is awarded every year (since 2008) to the pupil, among the Attica Tollway employees’ children, who enters University with the highest grades.

— *In 2017 the scholarship was awarded to the daughter of an Assistant Head of Tolls who entered the National and Kapodistrian University of Athens.*

## Special care for the employees and their families

The companies prove their interest for the well-being of their employees in practice:

- ✂ Private insurance cover for the personnel;
- ✂ Monthly allowance for parents of children who attend nursery school;
- ✂ Coverage of summer camp costs for the employees’ children;
- ✂ Bonus and presents for the employees and their children at the end of the year;
- ✂ Development of sports activities for the employees (football team).

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# **DISTINCTIONS**

**THAT REWARD US**

An initiative  
of the



## **excellence in road safety AWARDS**

★  
**2015**

For the best road safety  
actions and initiatives undertaken  
within the framework of the  
European Road Safety Charter

**Attikes Diadromes,  
the Operator of Attiki Odos**

Brussels,  
4th February 2015

Together we are  
**road safety**





### 2003 NOISE PROTECTION - CONSEIL NATIONAL DE BRUIT PRIZE

A special study has been conducted and measures have been taken for the systematic noise management at 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 reduction and management at Attica Tollway”.



### 2004 ARTISTIC LANDSCAPE DESIGN / PAN EUROPEAN AWARD

The construction of the motorway was combined with art, through the cooperation with landscape sculptor Nella Golanda, who created a unique aesthetic result and since the Western Peripheral Motorway of Imittos has been 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 / 1<sup>ST</sup> 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 and was awarded by the International Road Federation the **1<sup>st</sup> European Prize** for the company’s contribution to road safety.



### 2005 ROAD SAFETY LEVEL / MOTOTECH AWARD

During the AUTOCAR 2005 Awards, MOTOTECH awarded **Attikes Diadromes S.A.** the Road Safety Prize, for the high standards of operations and services provided to the motorway users.



### 2006, 2007, 2008 TOLL MANAGEMENT / CERTIFICATES OF MERIT FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION (IBTTA)

The basic goal of the Attica Tollway’s Toll Commercial Department, which is responsible for the management of the toll stations and Customer Services, is the provision of high quality services. The high-quality services provided by the toll personnel of Attica Tollway 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 motorway 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 Transportations 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 / 1<sup>ST</sup> ESRI PRIZE

The GIS technology (Geographic Information Systems) is a basic parameter of the IT infrastructure of the operation company. It is used for recording motorway traffic, incident management, automatic vehicle identification from patrol cars, safety and maintenance services and e-PASS data analysis, for better evaluation, use and further development of the services towards subscribers and users. 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. The Environmental Systems Research Institute (ESRI), which is a leading company on design and implementation of geographical information systems, awarded Attikes Diadromes, within the framework of the annual World ArcGIS users’ forum, in San Diego, California.



### 2008 ENVIRONMENTAL MANAGEMENT / 1<sup>ST</sup> PRIZE OF THE INTERNATIONAL ROAD FEDERATION

The environmentally friendly procedures of operation and maintenance (flood protection, restoration and reforestation of old quarries, noise protection measures, enrichment of the local flora, green areas care, protection of the local fauna, creation of places for sports and leisure on “cut & covers”, preservation and promotion of the cultural heritage, complete recycling program) won the **1<sup>st</sup> Prize** in the Mitigation category. This Prize was awarded to **Attikes Diadromes S.A.** from the International Road Federation (IRF). The awarding of the “International Road Achievements Prizes” took place in Washington, within the framework of the Annual Convention of the Transportation Research Board of the American Academy of Sciences.



### 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, received a major award within the scope of the competition for Greek Business Awards for the Environment of the European Commission (EUROPEAN BUSINESS AWARDS FOR THE ENVIRONMENT), organised by the Greek Association of Environmental Protection Companies. "**ELLAKTOR**" won the "**Sustainable Construction**" award for environmental management performed during the construction of the Imittos Western Peripheral Motorway.





### 2009 PROJECT MANAGEMENT / 1<sup>ST</sup> PRIZE FROM THE INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION

The companies **“Attiki Odos S.A.”** and **“Attikes Diadromes S.A.”** were honored with the **1<sup>st</sup> 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 Indicators, aiming to improve the services provided. These Performance Indicators are defined by the level of successful implementation of methods and processes. More specifically, the category “Administration” is referring to the sectors of Strategic and Financial Management, Legal Support, Information, Human Resources and Risk Evaluation, for sectors and activities that, based on homogenous Internal Organisational Structure, record and quantify the implementation of practical measures by all the departments and divisions of the companies.



### 2009 & 2010 ROAD SAFETY CAMPAIGNS / 1<sup>ST</sup> 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 **1<sup>st</sup> 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 / 1<sup>ST</sup> PRIZE IN THE "SUPERBRANDS" ORGANISATION

Attikes Diadromes was awarded by the international Superbrands organisation the **1<sup>st</sup> 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 / 1<sup>ST</sup> AUTOMOTIVE PRIZE

During the Automotive Awards, **Attica Tollway** won the **1<sup>st</sup> 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 RECOGNITION FOR THE MEASUREMENT / REDUCTION OF CARBON FOOTPRINT WITHIN THE FRAMEWORK OF MY CLIMATE AWARDS

The operation company of Attica Tollway, **“Attikes Diadromes S.A.”** excelled within the framework of myclimate awards **“Green Leader Calculation and Reduction of Carbon Footprint”** was organised in Greece for the first time by the Centre for Sustainability and Excellence (CSE). The award ceremony took place within the framework of a research presentation on “Green Marketing: Environmental Dimensions of Marketing in the framework of Corporate Social Responsibility” conducted by the Athens Laboratory of Research in Marketing (A.L.A.R.M.) and the Centre for Sustainability and Excellence (CSE) on a nationwide sample of 700 people. The aim of myclimate awards is the rewarding and promotion of products and services which have made proven steps to reduce emissions of greenhouse gases from their operations.



### 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 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 1866 and the Patrol and Intervention Teams in case of incident. The important distinction of **“Attikes Diadromes S.A.”** rewards the coordinated effort, which aims at the continuous improvement of the services offered to the users and the subscribers of the motorway.



### 2011 - 2013, 2016, 2017 TRUE LEADER AWARD

The operation 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 hired during the last year, companies ranked in the top positions of their sector based on Revenues and companies which have a high ICAP Score.



### 2014 ENVIRONMENTAL AWARDS

The operation company of Attica Tollway **“Attikes Diadromes S.A.”** was awarded a **silver prize** in the category **“Sustainable Infrastructure Development”** within the framework of the event ENVIRONMENTAL AWARDS instituted by the company Boussias Communications and Plant Management. The company **“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 / 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 company of Attica Tollway, “**Attikes Diadromes S.A.**” was awarded within the context of 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 “Transport and Transport Infrastructures”. This distinction rewards the company for the implementation of coordinated and certified strategy aiming at the minimisation of accidents at work and the participation, information and ongoing training of human resources in health and safety at work issues 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 THE CAMPAIGN OF CORPORATE SOCIAL RESPONSIBILITY / 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!**”. The company obtained the **2nd place** among other candidate companies such as Roche Hellas, INTERAMERICAN, NATIONAL BANK OF GREECE and NOVARTIS HELLAS SA.



### 2015 QUALITY MANAGEMENT: “THALES” TOLLWAY QUALITY MANAGEMENT SYSTEM / AWARDED BY INTERNATIONAL ROAD FEDERATION

The operation 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 the persons who contribute to transport and make it a key factor in global socio-economic development. The ceremony was held in Istanbul, within the framework of the International Transport Forum.



### 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.

### 2017 DIAMONDS OF THE GREEK ECONOMY

The company “**Attiki Odos S.A.**” was distinguished in the organisation 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. The award ceremony took place under the auspices of the Athens Stock Exchange.



### 2016 - 2017 SUPERBRAND

The company “**Attikes Diadromes S.A.**” received an award at the **Superbrands International Event**, which evaluates and promotes top brands. The company excelled in the “Transportation” category following 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 consumer base, which classify the companies in the poll conducted by 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 labor relations, community and environment.





## CERTIFICATIONS



### **ISO 39001: 2012**

#### **CERTIFICATION FOR THE ROAD TRAFFIC SAFETY MANAGEMENT SYSTEM**

The company "ATTIKES DIADROMES S.A.", with the implementation of the Road Safety Management System and the implementation of its activities under the requirements of ISO 39001: 2012, commits to the observance of specific processes and procedures for the safe movement of its vehicles and the reduction of staff incidents on the motorway, in full compliance with the rules of science and art. Moreover, the company commits to the continuous improvement of the Road Safety Management System at all levels. The Company's Management monitors and controls its road safety objectives to confirm the effectiveness of the Road Safety Management System and to initiate the necessary actions to meet the requirements of the system.



### **ISO 9001: 2015**

#### **CERTIFICATION ON QUALITY MANAGEMENT SYSTEM**

The company "ATTIKES DIADROMES S.A.", with the implementation of the Quality Management System according to ISO 9001:2015, achieves the effective management of the projects it undertakes through the implementation and observation of specific processes and procedures, in full compliance with the rules of science and art. In designing the Quality Management System, the company takes into account the organisation's operating framework as well as the stakeholders' requirements regarding the system. In this way, the company ensures a high level of customer service through processes that transparently support its activities. The Company's management commits to continuously improving the quality



### **ISO 14001: 2015**

#### **CERTIFICATION ON ENVIRONMENTAL MANAGEMENT**

This certification refers to the integrated system, based on which businesses implement their environmental management agenda and comply with current national and European legislation regulations. The certification of Attiki Odos and Attikes Diadromes 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.

# FINAL NOTE

Attica Tollway constitutes a model motorway, in terms of construction and operation, for a series of major road projects implemented all over Greece.

Our ambition is to dynamically and consistently move towards the future, relying on our human resources and our infrastructure and providing high-quality services to our customers. Thus:

We constantly invest in the improvement of our services and the implementation of contemporary administrative practices, in order to create a dynamic and reliable operational framework.

We respect and feel responsible towards the users of Attica Tollway, always trying to meet their needs for quality, safety and comfort in their daily transportations.

We develop innovative services, always being on the cutting edge of new technologies.

We actively participate in pioneering international organisations, aiming at the improvement of our know-how.

We constantly invest in training and development of our personnel that plays a key role in shaping our course.

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