

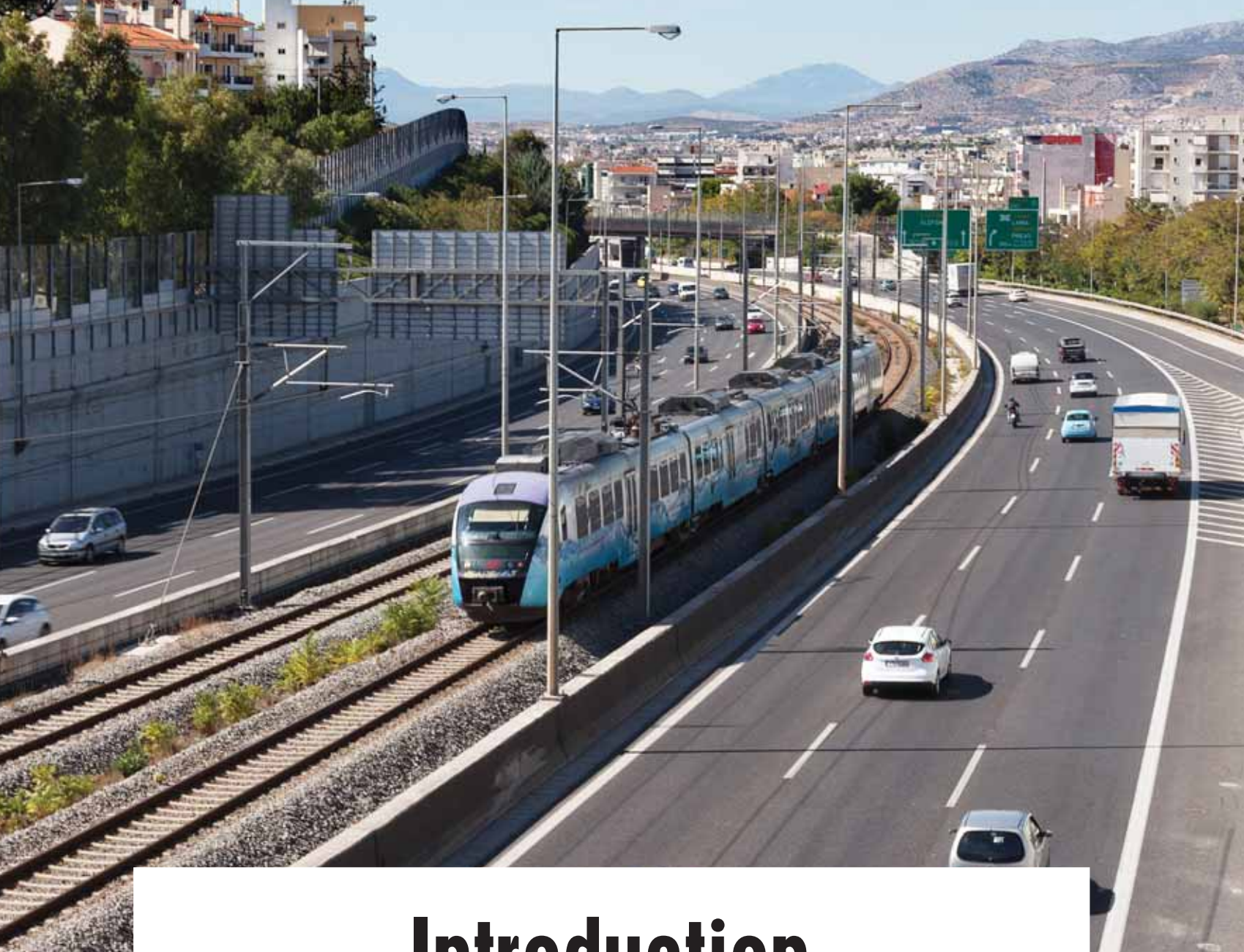


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The present report constitutes the 8<sup>st</sup> annual report of the "Attiki Odos S.A." and of the operation company "Attikes Diadromes S.A." and relates to the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2016. The annual report 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 big 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.



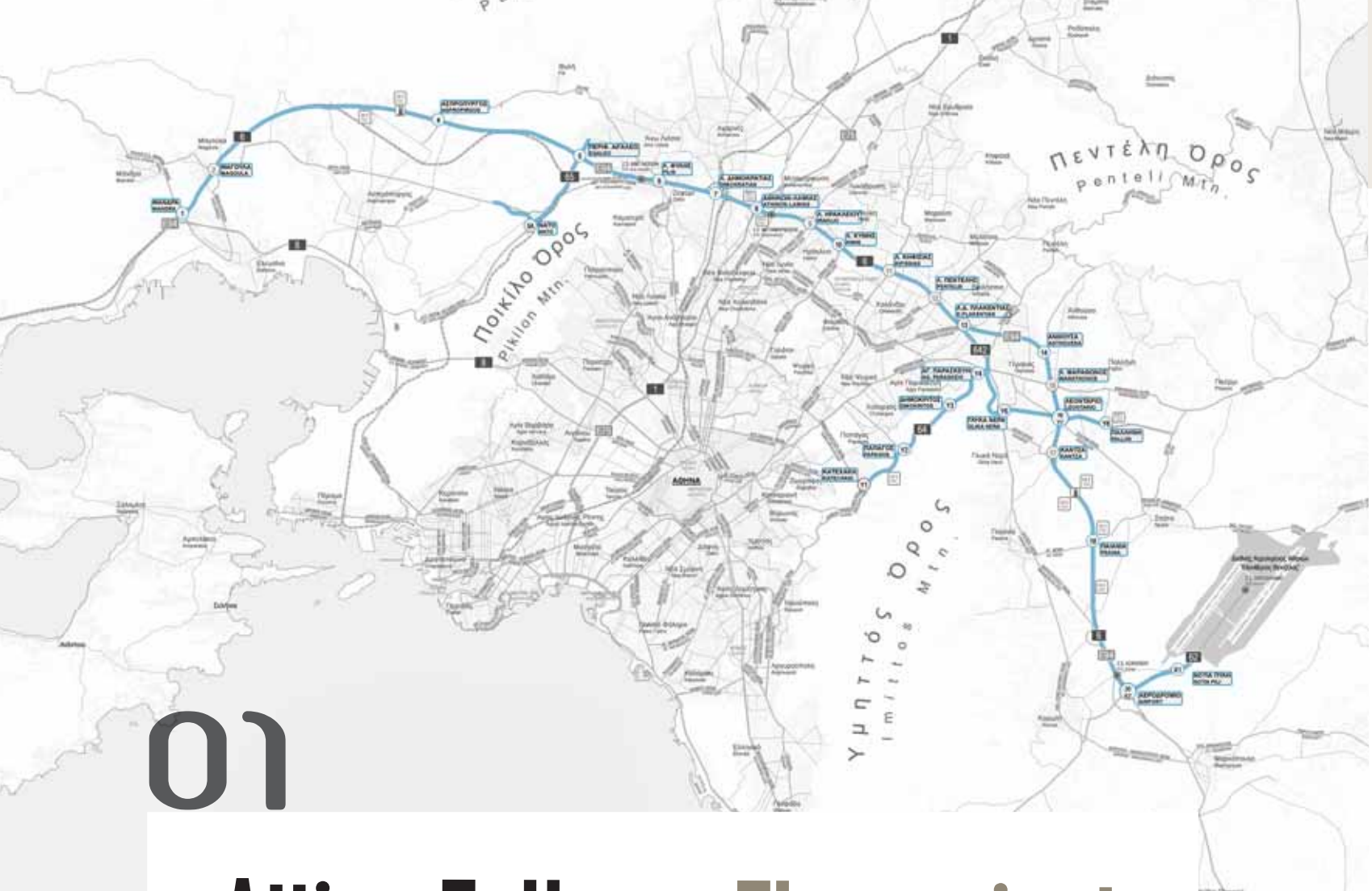
We wish to continue being a role model for construction and operation of projects, especially motorways, in Greece and abroad by:

- Providing high-quality innovative services, aiming to create loyal, satisfied and properly informed drivers;
- 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, by implementing specific actions on road safety;
- Implementing up to date methods for the reduction of the impact of the motorway operation on the environment;

## Our vision







# Attica Tollway: 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, of 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 Ilmitos 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	70 km
Service / side roads network	150 km
Interchanges	29
Motorway Overpasses	100
Motorway Underpasses	25
Rail bridges	38
River/Stream bridges	21
Pedestrian Overpasses	12
Tunnel/Cut & Cover Sections	56
Total length of Tunnel/Cut & Cover Sections	12.6 km
Flood protection works	66.7 km
Motorist Service Stations – M.S.S.	4
Operation & Maintenance Centre	1
Customer Service Centers – C.S.C.	12
Toll Stations	39
Total number of toll lanes	195
Toll Collection (T.C.) lanes with potential electronic function	39–95
Toll Collection (T.C.) lanes with potential manual function	100–156

## 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 E. Venizelos), rail (connection with metro and suburban rail stations) and sea (connection with Lavrio and Rafina ports);
- Improves traffic conditions within the capital, by absorbing a significant portion of the daily traffic moving across the Attica basin;
- Promotes the strategic restructuring of the energy and telecommunication networks;
- Contributes to the physical planning and urban development and completion in the Attica prefecture;
- Contributes to the residential and business development of the remote areas of Attica.



## Project cost and financing

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

The Attika 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 were covered by the European Investment Bank and by Commercial Banks, while "Attiki Odos S.A." shareholders obtained guarantees for all the loans, by a Group of International Banks, for the entire construction period.

## Financing Bodies

- The Greek State
- The European Union
- The European Investment Bank
- The Concession Company Attiki Odos S.A.
- A Group of Commercial Banks

## Entities of the Project

### Awarding – Supervisory Authority

The GREEK STATE, represented by the DIRECTORATE OF OPERATION, MAINTENANCE & EXPLOITATION OF INFRASTRUCTURES WITH CONCESSION AGREEMENT (DIRECTORATE L.S.E.P.) falling under the General Secretariat of Infrastructures / General Directorate of Transportation Infrastructures of the Ministry of Infrastructure, Transport and Networks, monitors and oversees the operation and maintenance of the motorway. This Service is a successor to E.Y.D.E./S.E.R.A, which was responsible for supervising and overseeing the design and construction of the project.



### 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 Concession Company (Concessionaire) of the project, 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 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](mailto:ad@attikesdiadromes.gr)

"ATTIKES DIADROMES S.A." is the company which has undertaken the operation and maintenance of Attica Tollway.

## 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.

**AKTOR CONCESSIONS S.A.** 47.42%

**J&P AVAX S.A.** 16.81%

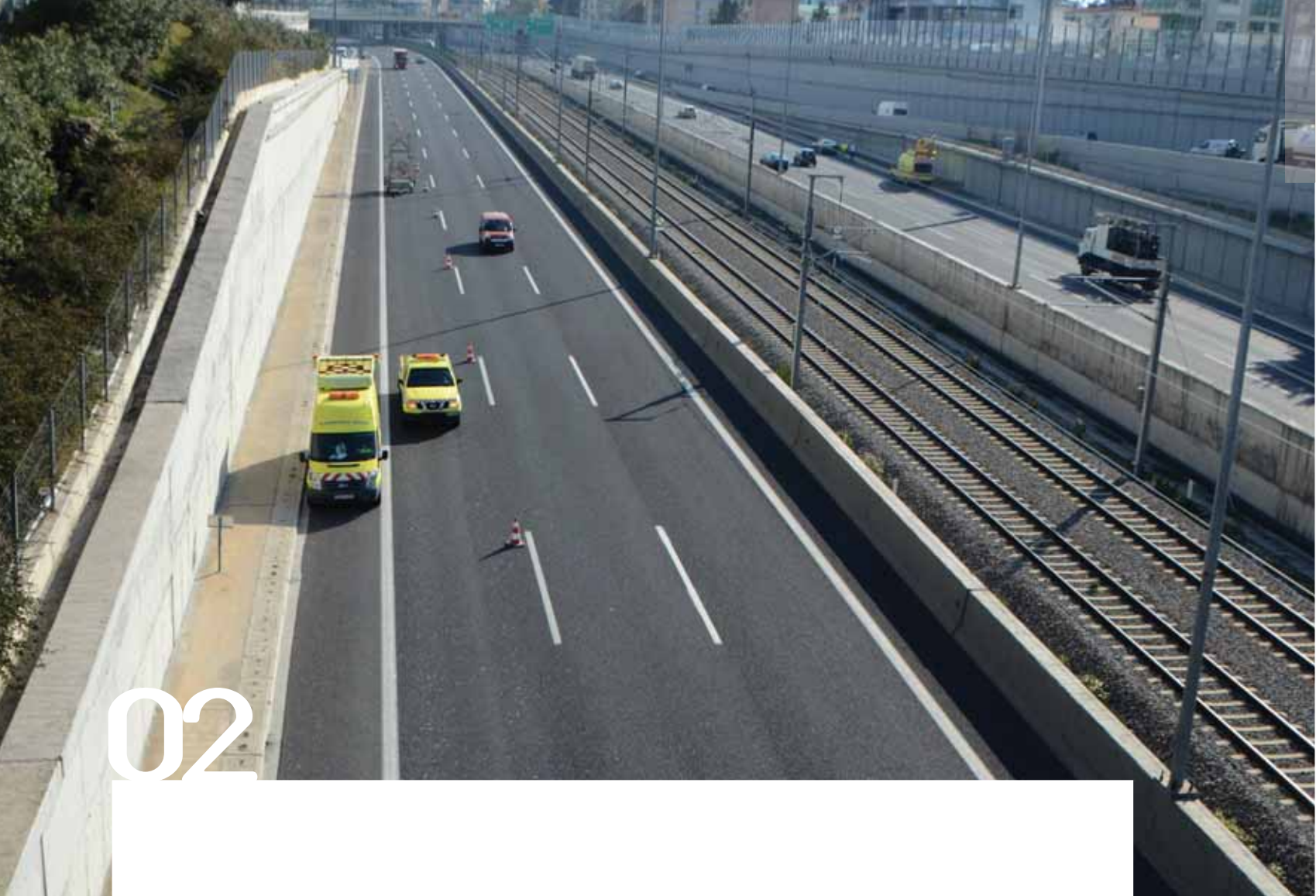
**ETETH S.A.** 7.86%

**PIRAEUS BANK S.A.** 7.91%

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

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





## Attikes Diadromes: The operation

The proper operation of a modern motorway, 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;
- Recording and evaluation of the users' requests received on a daily basis and the results of the annual surveys aiming at the best possible satisfaction of the users;
- Creation of programmes which cover the three pillars of the Corporate Social Responsibility, emphasising on road safety as well as programmes for the training of the employees.

## Know-How

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

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

As the first modern toll motorway operating in Greece, Attica Tollway created highly specialised executives who were then invited to staff other motorways constructed or under construction in Greece.

**During 2016, 1,077 employees were trained on various issues relative to their professional scope:**

- Training and consultation in relation to health and safety at work;
- Dealing with emergency situations – building evacuation plan;
- Safety during work with pallet trucks / forklifts;
- Fatigue and drowsiness while driving;
- Fire protection of offices;
- Theoretical and practical training for toll collectors;
- Waste management, environmental behavior and sensitisation, progress and control of the programme;
- Updating on ISO 9001:2015;
- Snow removal drill;
- SCADA presentation;
- "Traffic Technique and Smart Transportation Systems" attended mainly by employees of the Traffic Department and the Departments of Road EEM Maintenance.





03

# Traffic and 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:

- The traffic control and monitoring;
- The management of incidents, accidents and planned activities;
- The inspection, maintenance and repairs, as may be required to maintain the motorway in good condition;
- The maintenance of vehicles and facilities;
- The 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 of the occurrence of any 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 of the traffic conditions and any 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 their intervention and the 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 partner assistance company as well as the Heavy Vehicles Road Assistance Unit (HVRA). Both units intervene in cases of immobilised vehicles and transfer them to the nearest motorway exit, free of charge;
- Informs, as required, the competent Traffic Police Department, the Ambulance Service and the Fire Brigade, whose intervention is essential to the safe operation of the motorway;
- Coordinates the works which are executed on a daily basis by the intervention-maintenance teams, aimed at preserving the motorway in good condition and preventing potential hazards to the users.

## Maintenance

Apart from traffic and incidents 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.

**During 2016**, a demanding heavy maintenance work was successfully realised, which included the replacement of bridge bearings at the Metamorfossi I/C.

## 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 eight "natural cubes" of 70 'and 8 workstations.

**During 2016**, in order to reinforce the monitoring of weather conditions which affect traffic, two new meteorological stations were installed at the Imittos Western Peripheral Motorway in collaboration with Kantas School and the National Observatory.

## 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 assistance companies, the services of which are available on 24-hour basis.

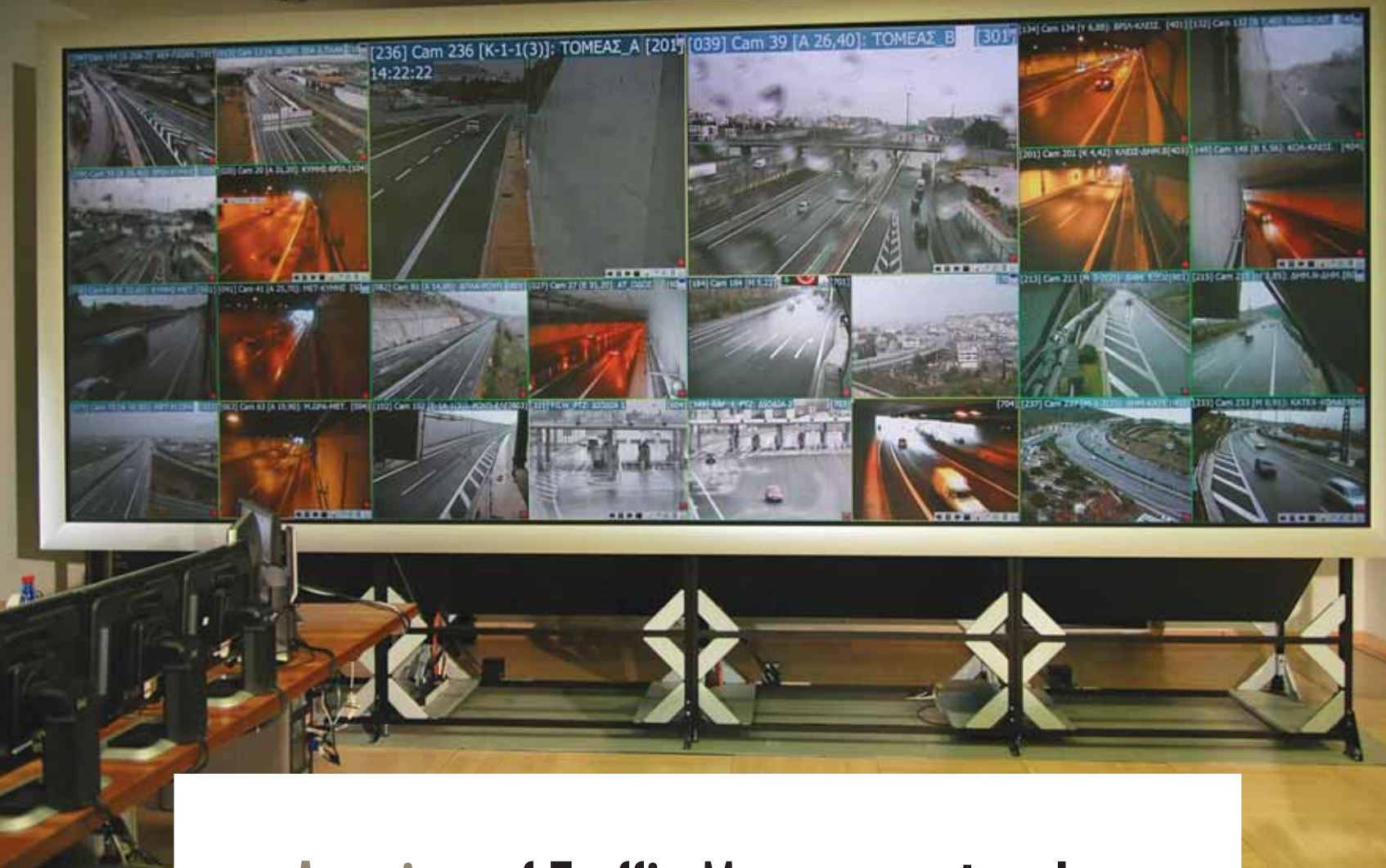
## Project machinery

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

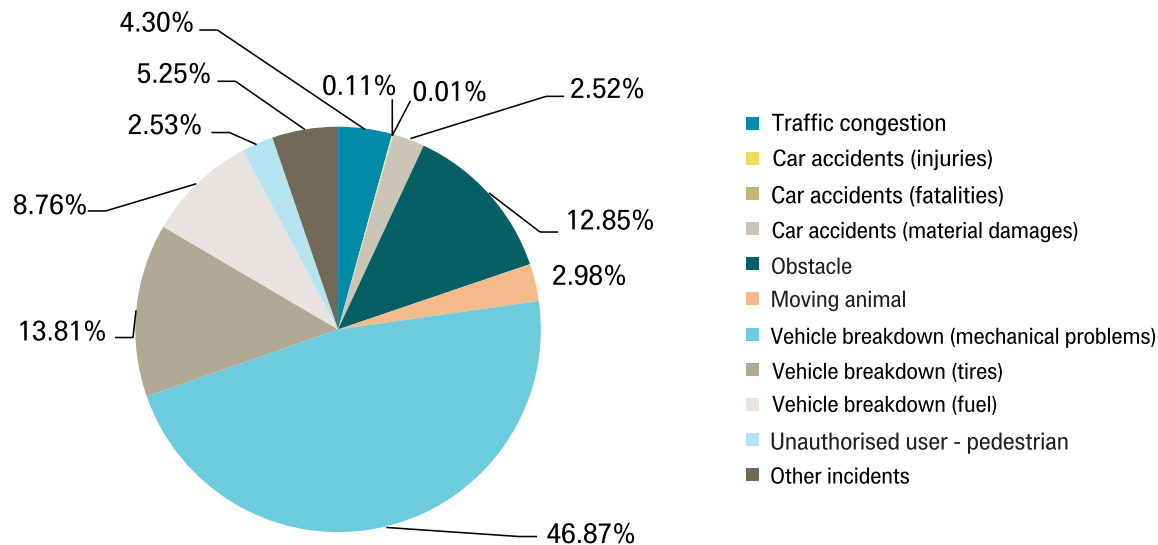
The T.M.C., as well as the support mechanism of the Patrol Employees and Intervention Teams have completed 15 years of operation and during this period they have intervened to more than 358,955 incidents on the motorway.

### Response to incidents and road maintenance

In 2016, Attikes Diadromes personnel handled 22,124 incidents. This basically means an average of about 60 incidents per day. The average time required to efficiently handle such incidents is approximately 21.6 minutes. As shown in the following diagram, most incidents had to do with vehicle breakdowns (fuel, tires and mechanical problems).

During 2016, 359,476 working hours were spent on maintenance works (preventive and correcting works 114,203 for Civil Engineer maintenance works, 140,541 for the maintenance of EEM Equipment and 104,732 for landscaping).

### Allocation of incidents (2016)



## Emergency Telephone Number - 1024

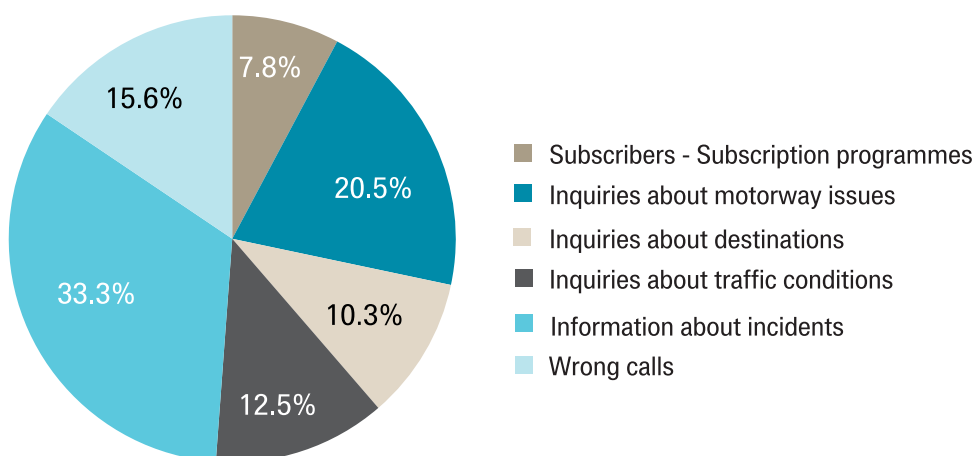
The call center, reached by a four-digit number (1024), receives approximately 230 calls on a daily basis from Attica Tollway users, who either require assistance or wish to report problems they encounter on the motorway. Many users also make inquiries about entry – exit interchanges, the shortest route to their destination, etc.

Average number of calls to 1024: 230

During 2016, 84,063 calls were received. As shown in the diagram below, 33.3% of such calls referred to the notification of an incident, 10.3% referred to inquiries about destinations and 12.5% referred to inquiries about traffic conditions.

A total of approximately 42% of the calls to the telephone number 1024 during 2016 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 (2016)



### Traffic in numbers

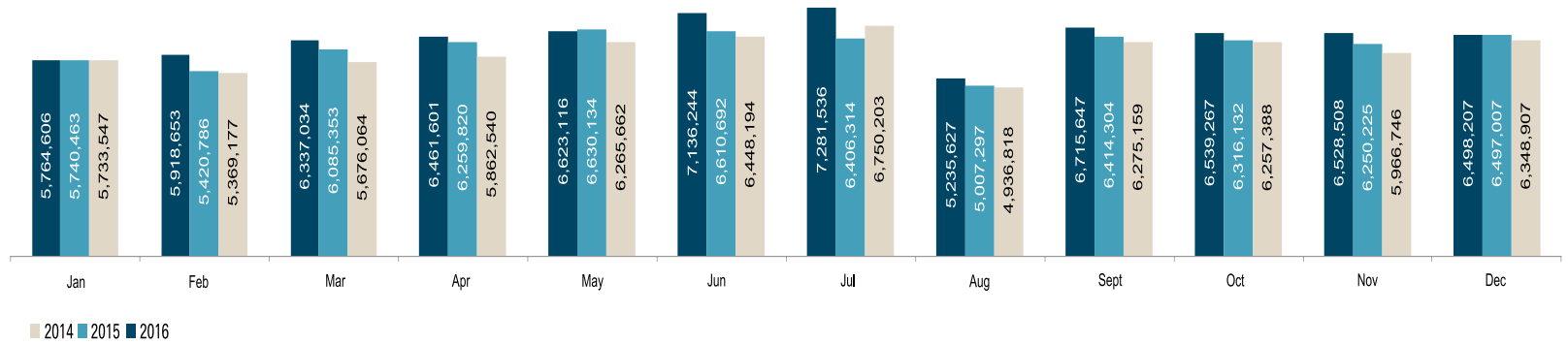
In 2016, traffic was increased by 4.33% on average, compared to the previous year. More specifically, 77,040,046 vehicles used Attica Tollway, which means an average of about 210,492 vehicles per day. July was the busiest month with a daily average of 234,888 vehicles.

During 2016, the users of Attica Tollway covered 1,270,592,183 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 total 2016 traffic in Attica Tollway.

Annual increase of vehicles in Attica Tollway (2016 vs 2015)		4.33%
Distance covered in 2016 (vehicle distance)		1,270,592,183
Average distance covered per trip		16.5 km
Section with the heaviest traffic Metamorfossi (I/C 8)-D. Plakentias (I/C 13)	Daily average traffic (vehicles/hour)	62,000 vehicles
	Working days	44,500 vehicles
	Rush hour traffic 08:00 - 09:00	5,200 - 5,500 vehicles



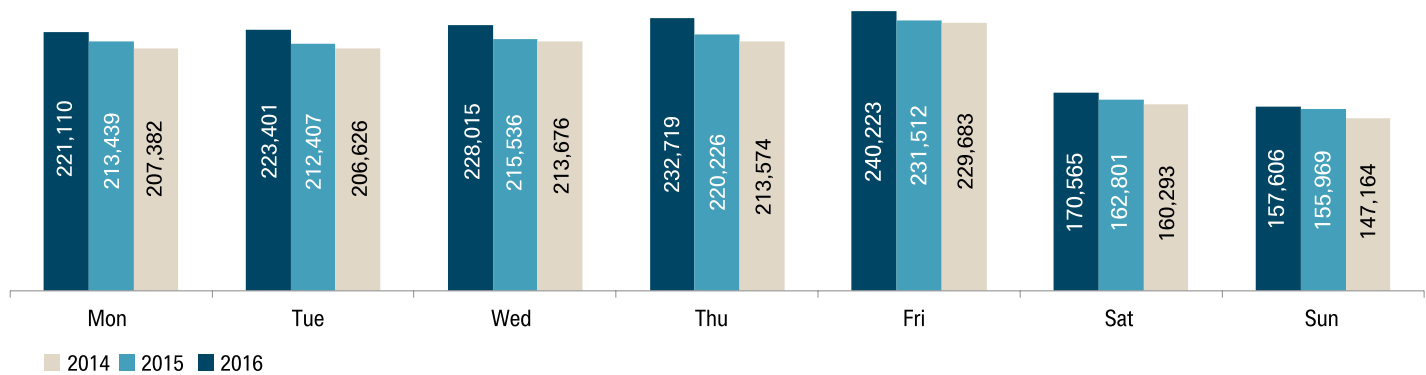
## Comparative study of monthly traffic (2014–2016)



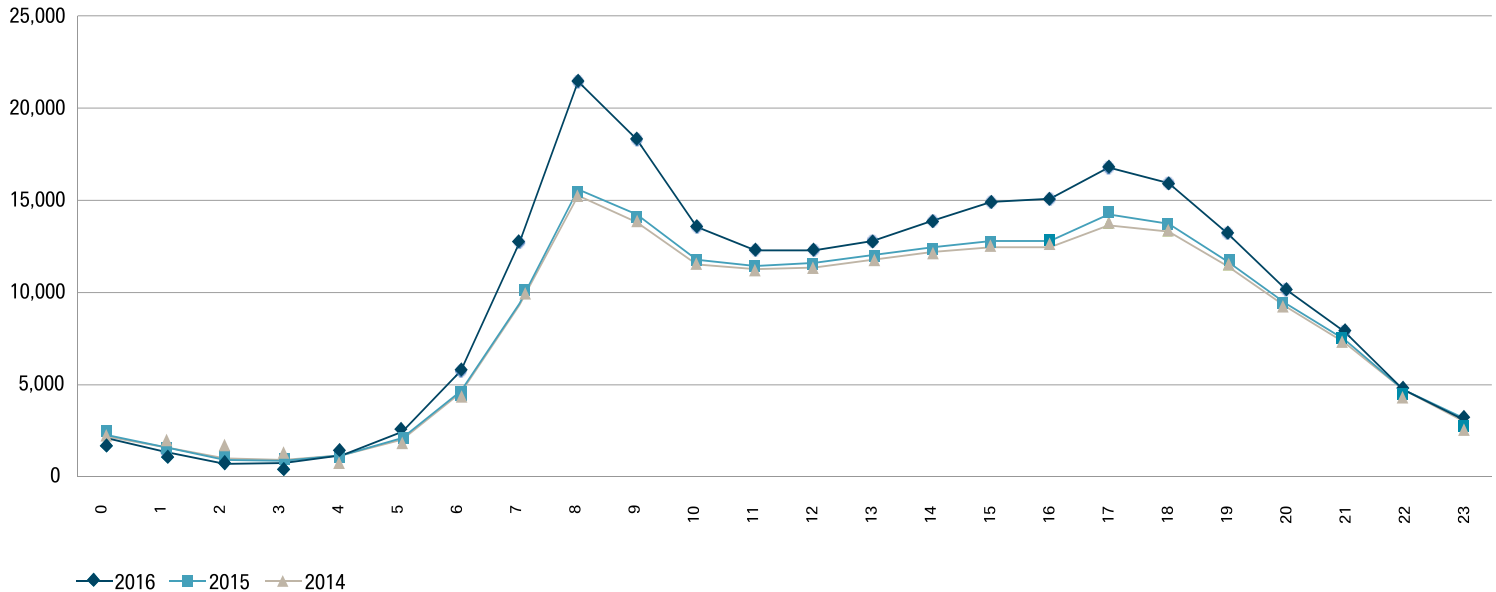
## Daily and hourly fluctuation

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 126% of the average traffic for the rest of the days.

## Average traffic, per day (2014–2016)



### Distribution of average daily traffic (vehicles entering the toll way) per hour (2014–2016)

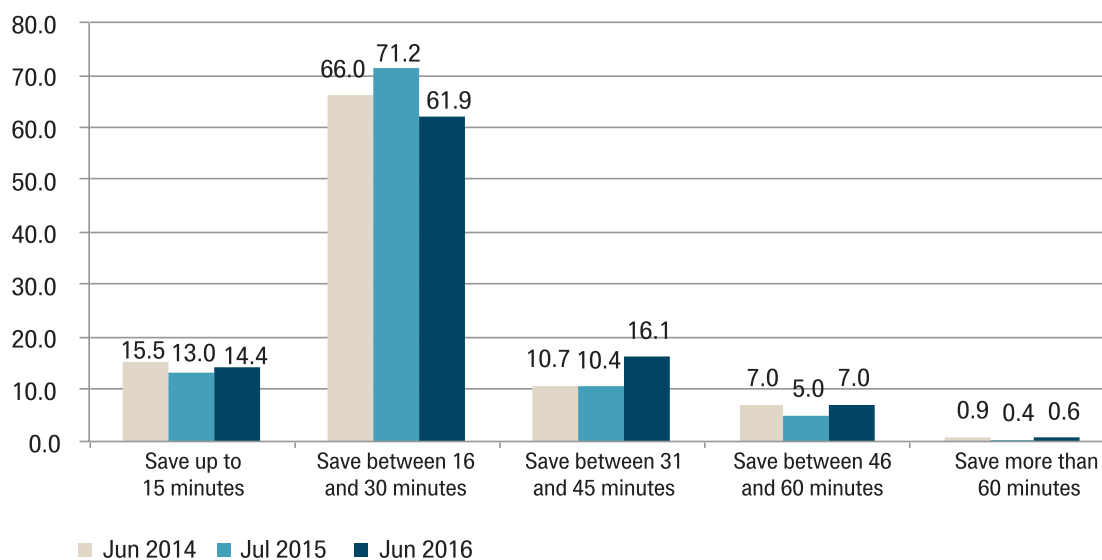


As the relevant diagram shows, peak traffic is reached between 08:00 –09:00.

### 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 85.6% gain between fifteen minutes to more than an hour off their travel time.

#### Time saved when using Attica Tollway (% , 2014–2016)





# 04

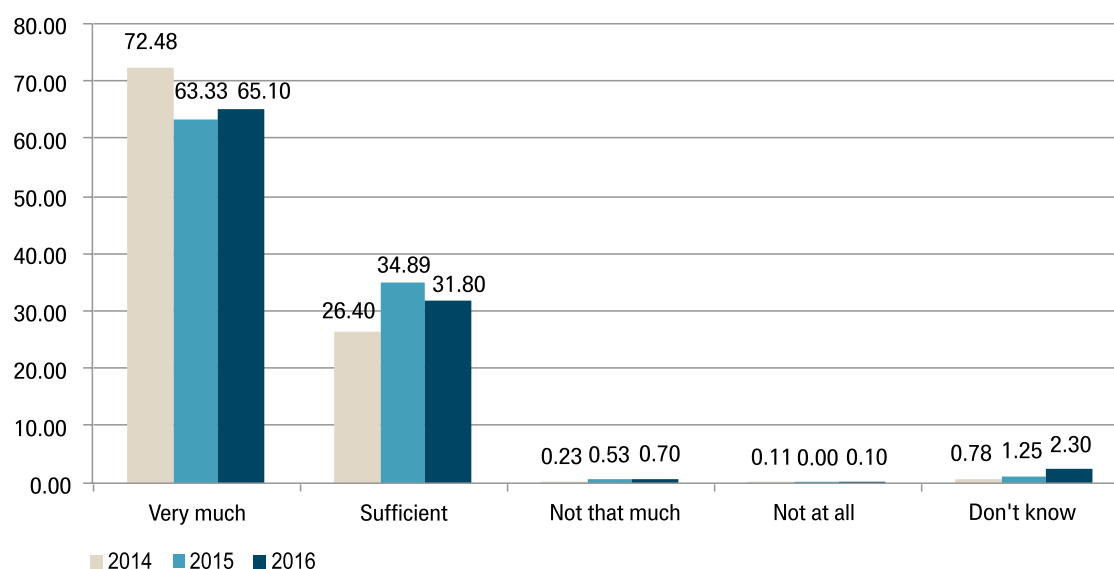
## Tolls, commercial management and telephone customer service

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 832 employees.



As shown in the diagram below, based on a survey, the level of satisfaction of Attica Tollway users from the tolls employees' behavior reaches 96.9%.

### Level of user satisfaction from the Toll's employees (% , 2014–2016)



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".

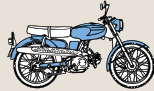
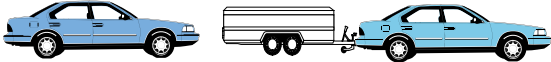



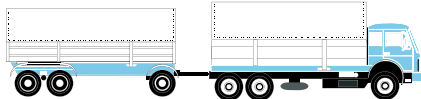
Within the framework of continuously improving the services provided, the operation company Attikes Diadromes S.A. participates as member in the Hellenic Institute of Customers' Service, the agency promoting the customer service in Greece.

## 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
Toll Collectors	300 vehicles/hour	100 –156
e-PASS	800 –1.000 vehicles/hour	39 –95

### The toll rates depend on the vehicle categories:

Cat.	Indicative Illustration	Description of vehicle category (according to the Concession Contract / law 2445/96)
1		Motorbikes and two-wheel motorcycles, one wheel per axis.
2		Private use passenger cars, including passenger cars with a small trailer and rack. Their height should not exceed 1.30m high over the first axis, irrespective of the number of axes (1, 2, or 3).
3		Light Commercial Vehicles more than 1.30m high over the first axis and total height 2.70m.
4		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).
5		Small and Medium trucks, total height over 2.70 m., with 2 or 3 axes and large buses (over 15 seats).
6		Large trucks, with or without a trailer, total height over 2.70 m., with 4 axes or more.

## Methods of payment - Electronic Tolls

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 easily, 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 Programmes

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

The company has a large distribution network of the e-PASS electronic device and offers numerous ways of renewal of subscription accounts including direct telephone renewal and network of cooperating banks and enterprises (detailed information on [www.aodos.gr](http://www.aodos.gr)).

## 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.

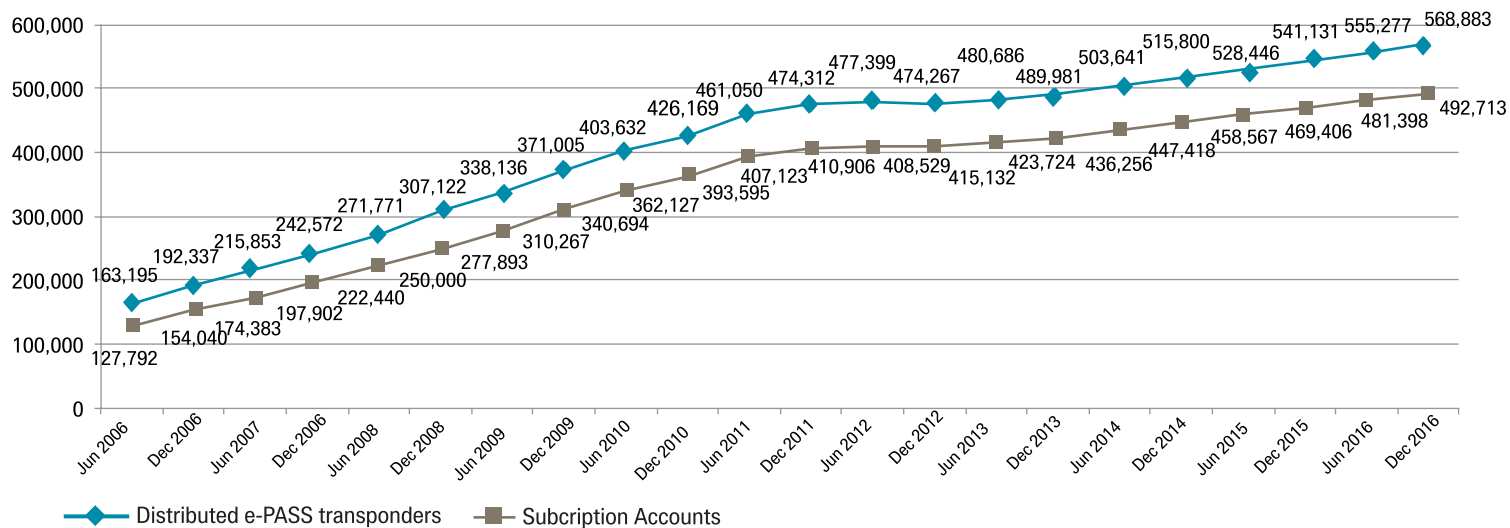
**By the end of 2016, 568,883 e-PASS transponders were provided to 492,713 subscribers.**





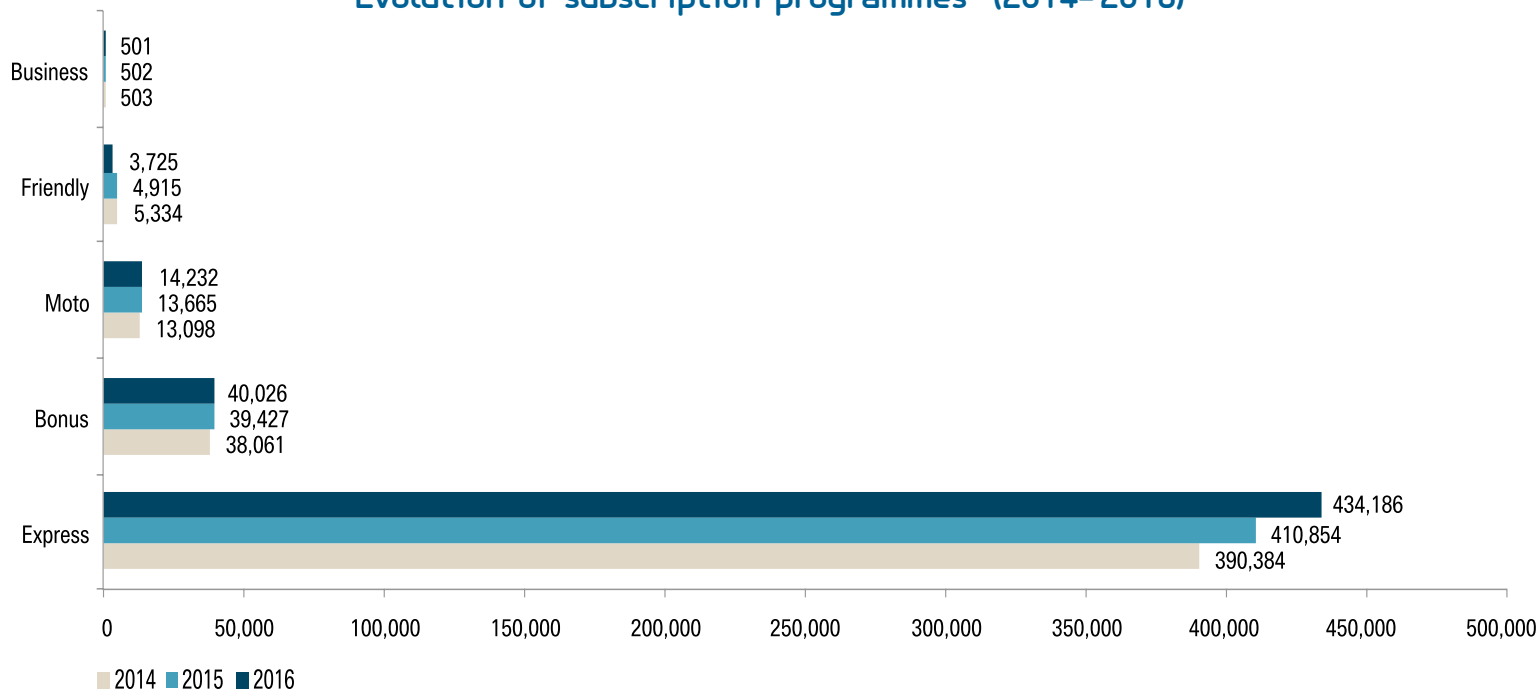
# Statistical data

## Evolution of Subscriptions to Attica Tollway (2006–2016)



As shown in the diagram below, EXPRESS has proved to be by far the most popular subscription programme. For the last three years, there has been a subscribers' increase of about 11.2%.

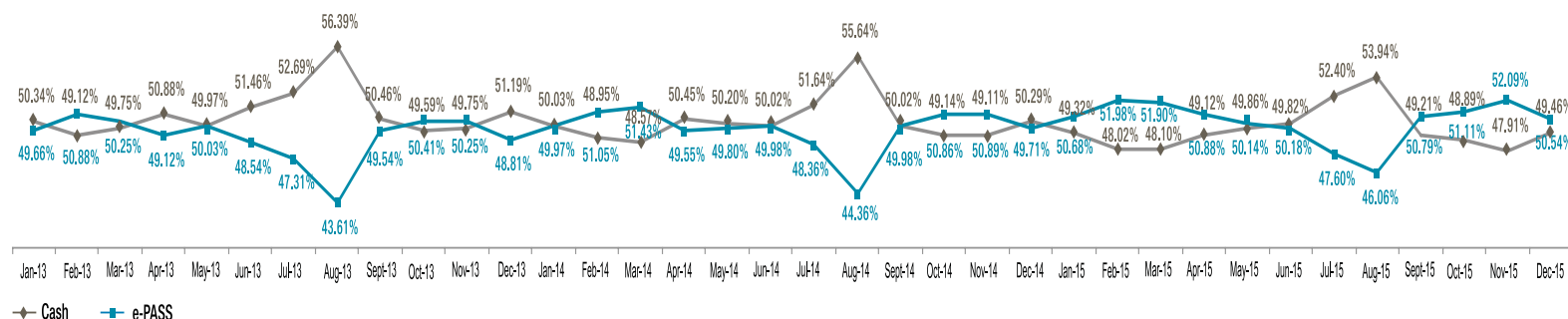
## Evolution of subscription programmes (2014–2016)



## Electronic transactions

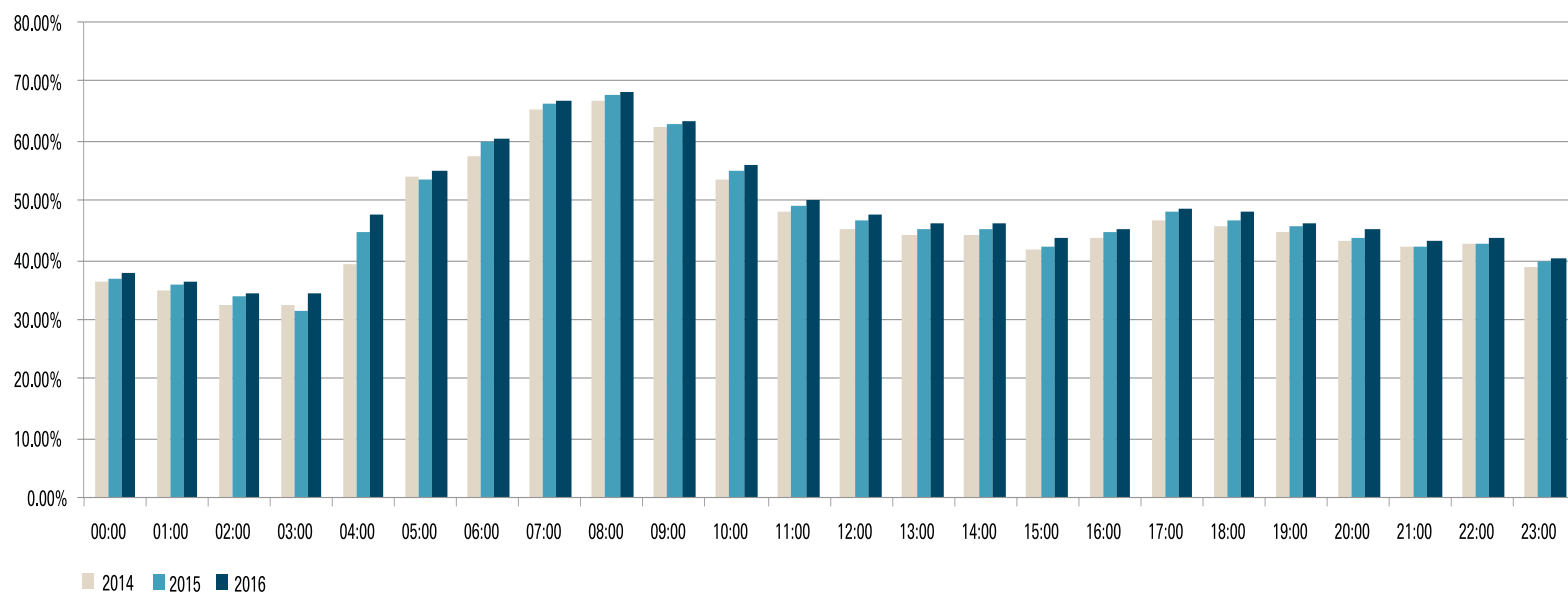
The continuous increase of Attica Tollway subscribers resulted in the increase of electronic transactions. As shown in the following diagram, during 2016, electronic transactions represented 50.03% (against 49.68% in 2015) of the total, while the e-PASS users represented more than 52.09% of the total, for 1 month, November 2016.

Evolution of transactions (2014–2016)



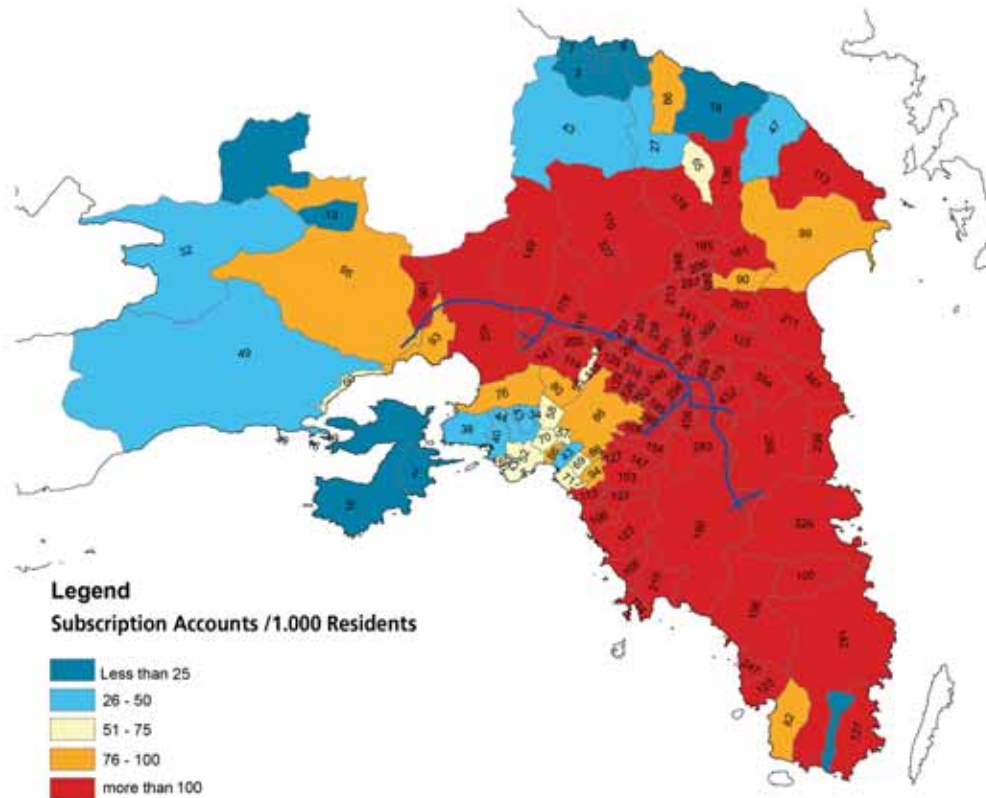
During rush hours, in some cases, electronic transactions surpassed 68% of the total transactions. For example, as shown in the following diagram, at the Penteli Toll Station towards Elefsina, between 7 and 9 am, the electronic transactions represented from 63.5% up to 68.4% of the total transactions.

Hourly electronic transactions volume at the Penteli Toll Station  
(%, 2014–2016)

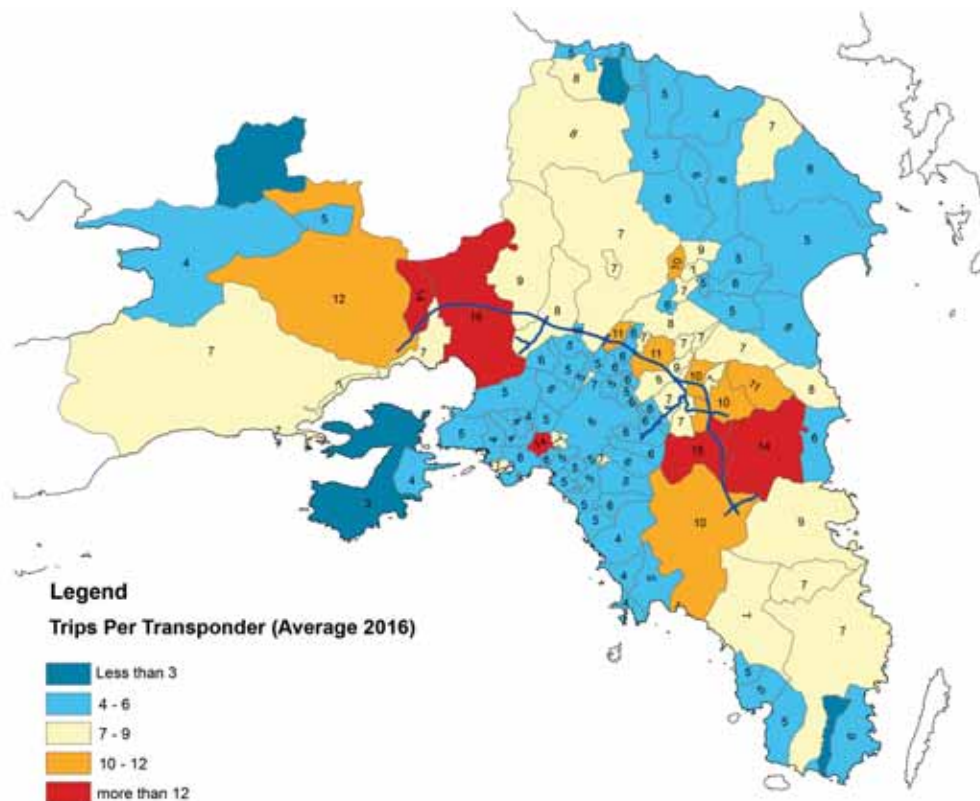


At present, Attica Tollway serves all transport routes in Attica and, as the following maps show, it is clear that motorway subscribers come from all suburbs of Attica, but mainly from the northern-eastern suburbs. At the same time, the number of subscribers' journeys per month is also notable.

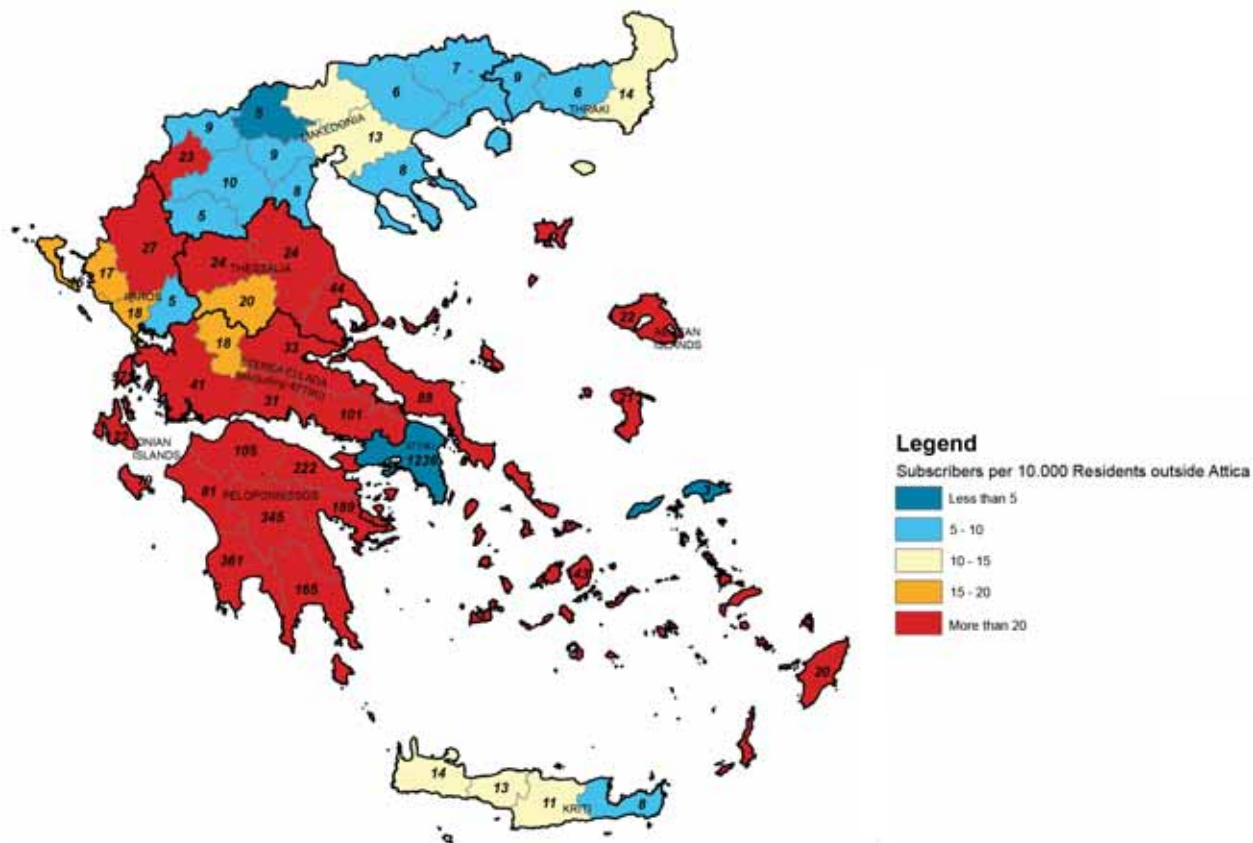
## e-PASS subscribers in Attica prefecture, per 1,000 inhabitants (2016)



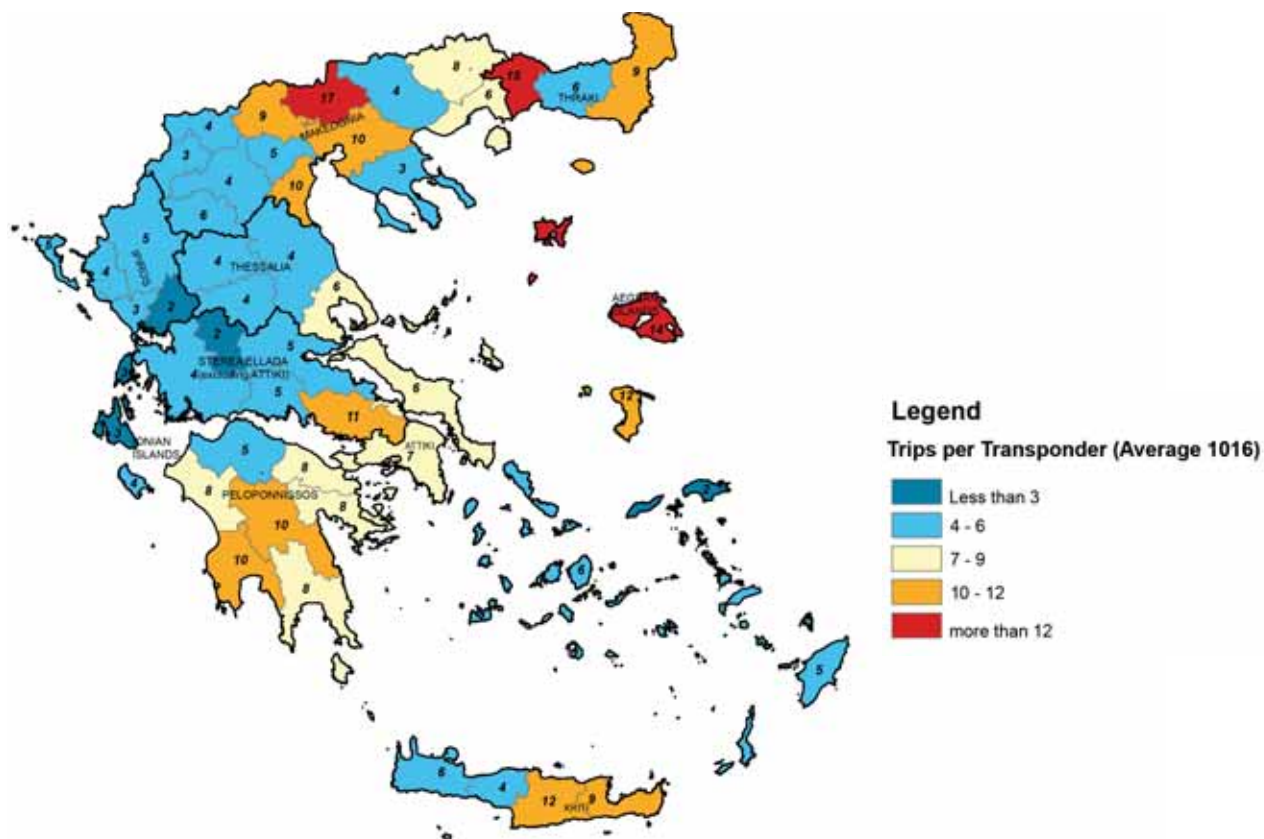
## Average monthly e-PASS use in Attica prefecture per municipality (2016)



e-PASS subscribers in Greece, per prefecture, per 10,000 inhabitants – Attica is excluded (2016)



### Average monthly e-Pass use, per prefecture in Greece (2016)





# Interoperability



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

Attica Tollway was the first company to implement in Greece in 2008 the interoperability of e-PASS, 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).

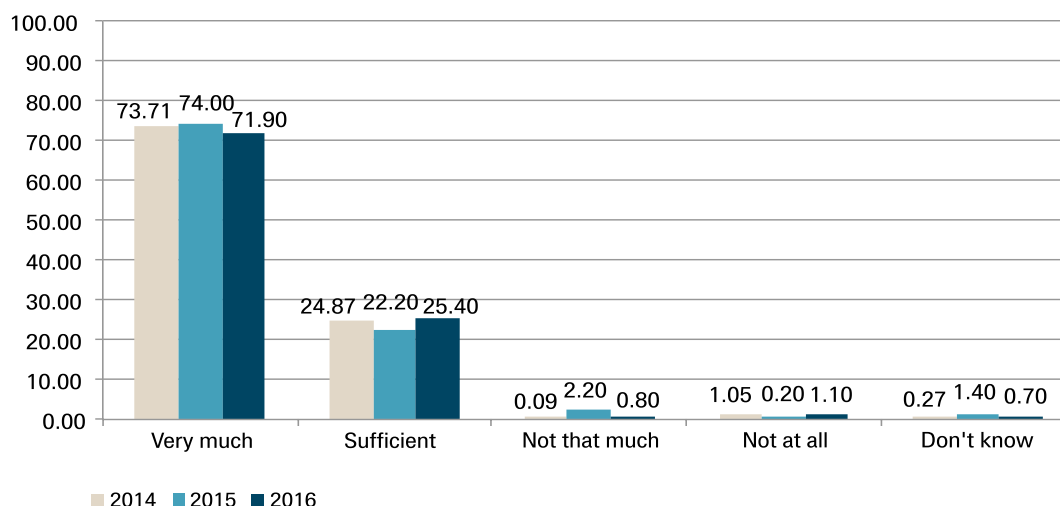
# Customer Service and provision of information

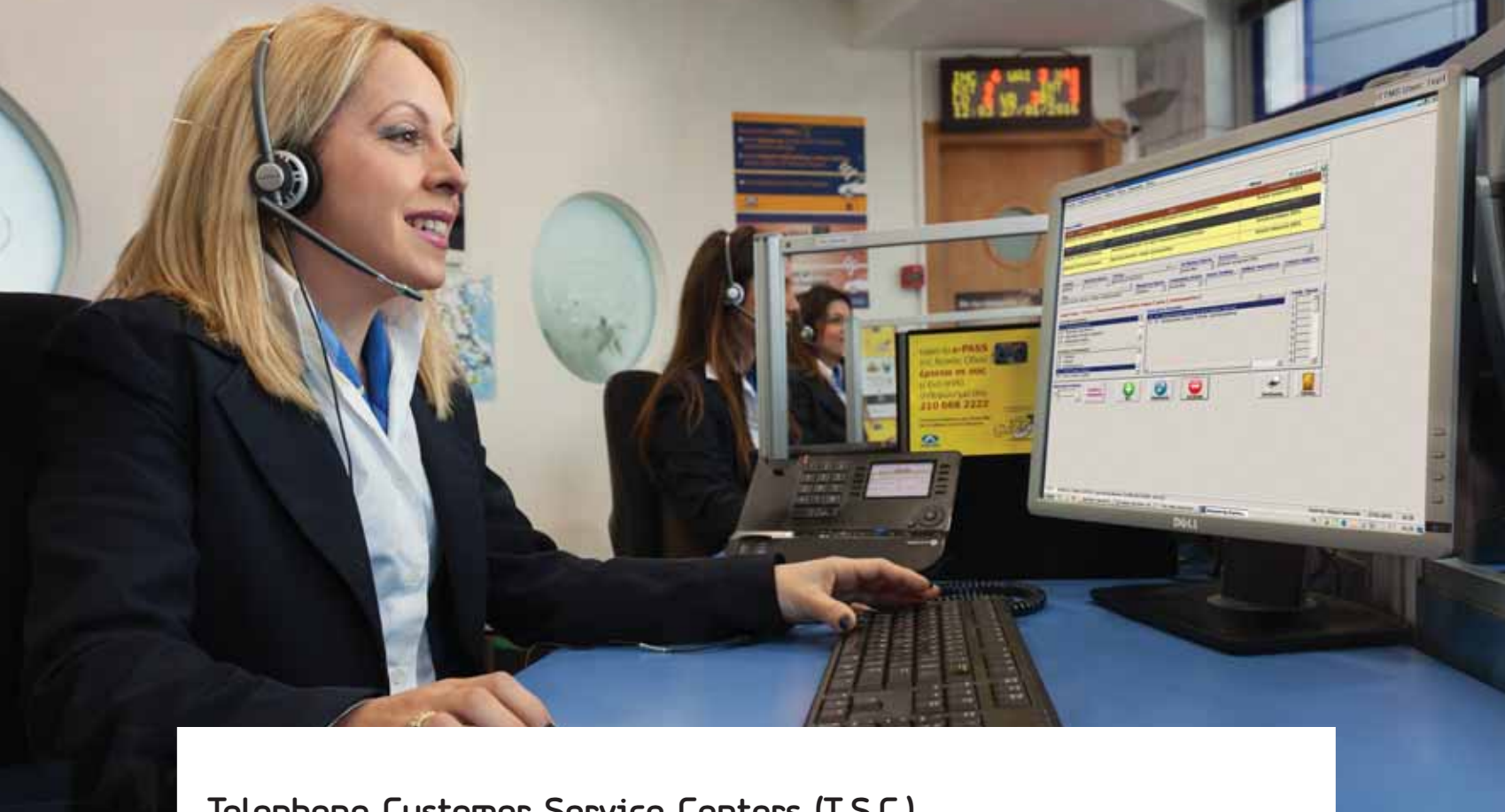
## Customer Service Centers (C.S.C.)

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 on the subscription programmes available, as well as on all issues referring 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 97.3% are very or quite satisfied with the service.

**User satisfaction level for service and behavior of C.S.C. personnel  
(% 2014-2016)**



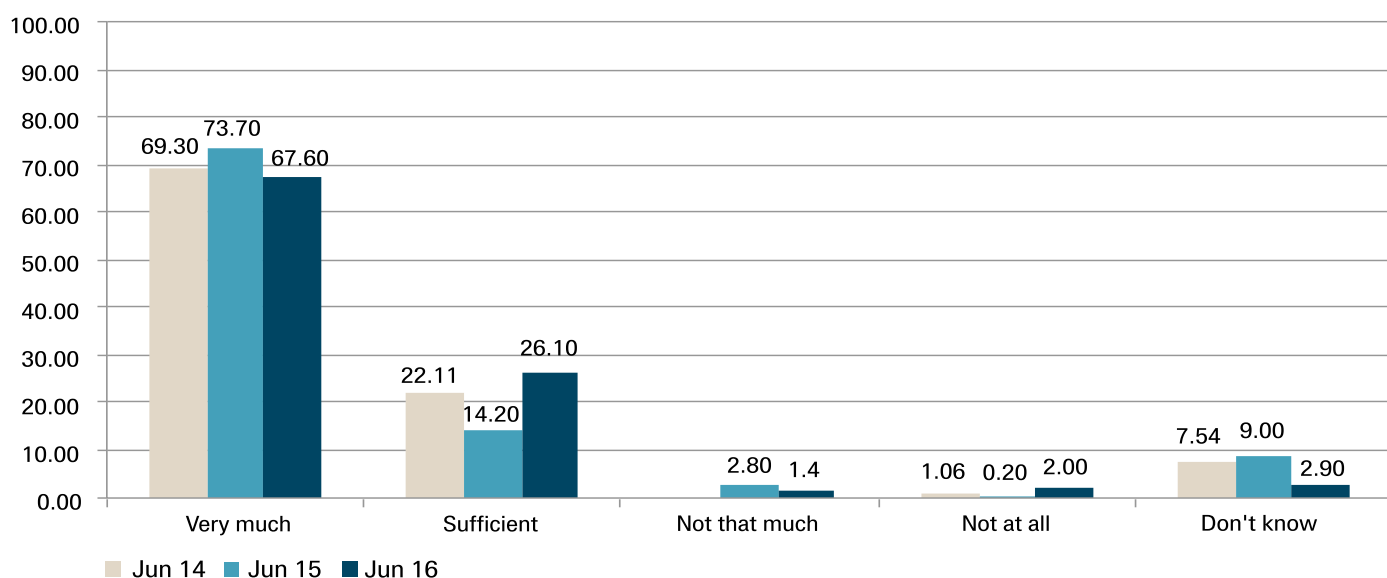


## Telephone Customer Service Centers (T.S.C.)

The Telephone Customer Service (T.C.S.) can be reached by dialing 210 668 2222; it receives 960 calls approximately on a daily basis, dealing with approximately 1,840 issues, 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 2016, the T.C.S. received **285,223 calls**, with issues resolved within approximately 1.3 minutes, while it made 9,826 outgoing calls. Moreover, the T.C.S. representatives replied to 77,291 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 93.7%.

**Degree of satisfaction of the users by the service level and the behavior of employees at the T.C.S. (% , 2014-2016)**



## Corporate website

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

The mini site on road safety provides advice covering all road safety issues.

## Newsletter

The quarterly newsletter "Attika Tollway News", distributed through the toll stations and electronically sent to Attika Tollway subscribers, offers information on issues relating to the motorway and road safety.

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

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







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 the 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 initiative 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.

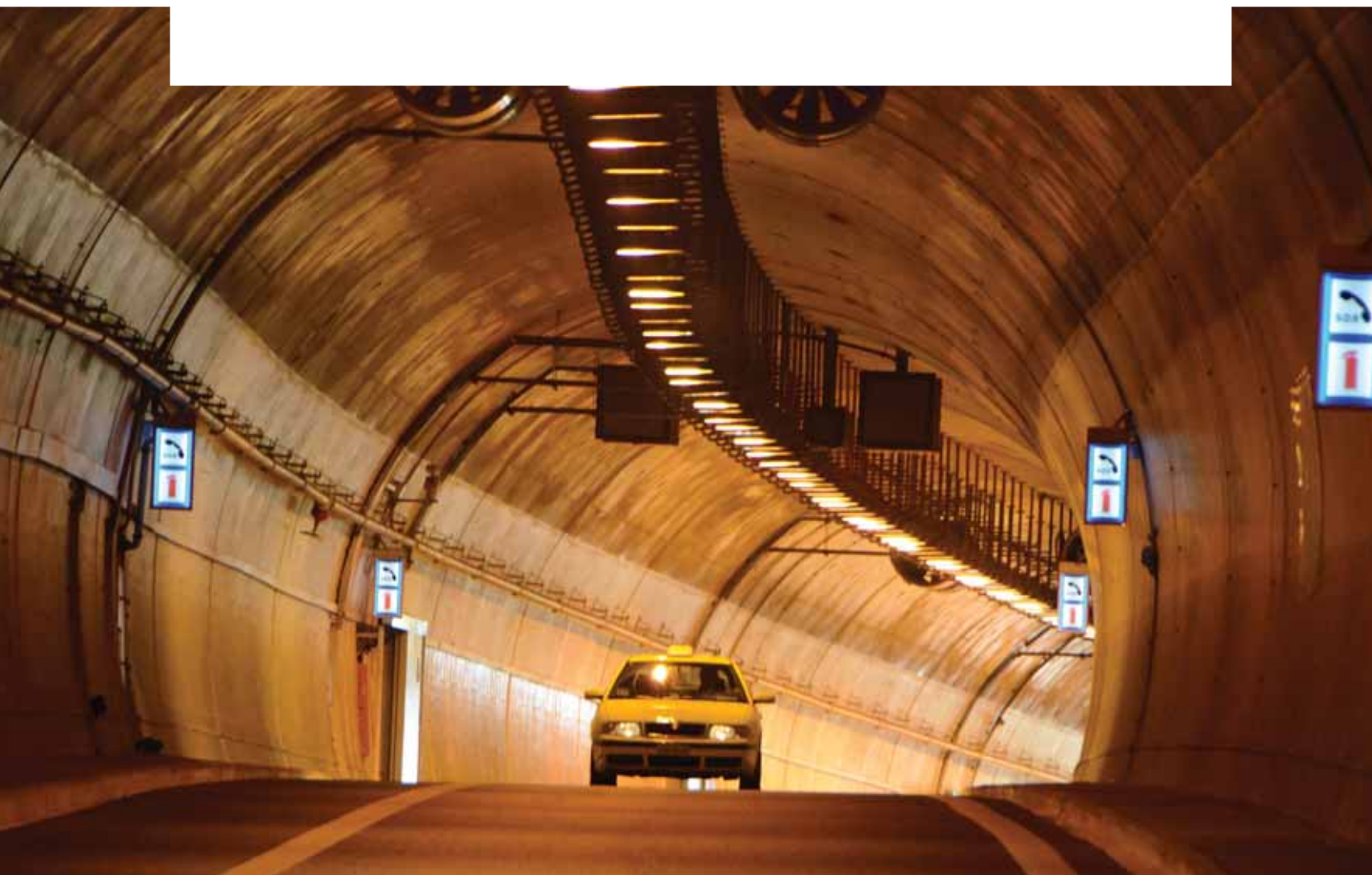
## Incident management

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 project's urban character into consideration.

Traffic management continuously preoccupies 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. Availability of human and material resources, as well as specialised technical support for special types of incidents (machinery, snow-ploughing vehicles, cranes etc.);
5. 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.



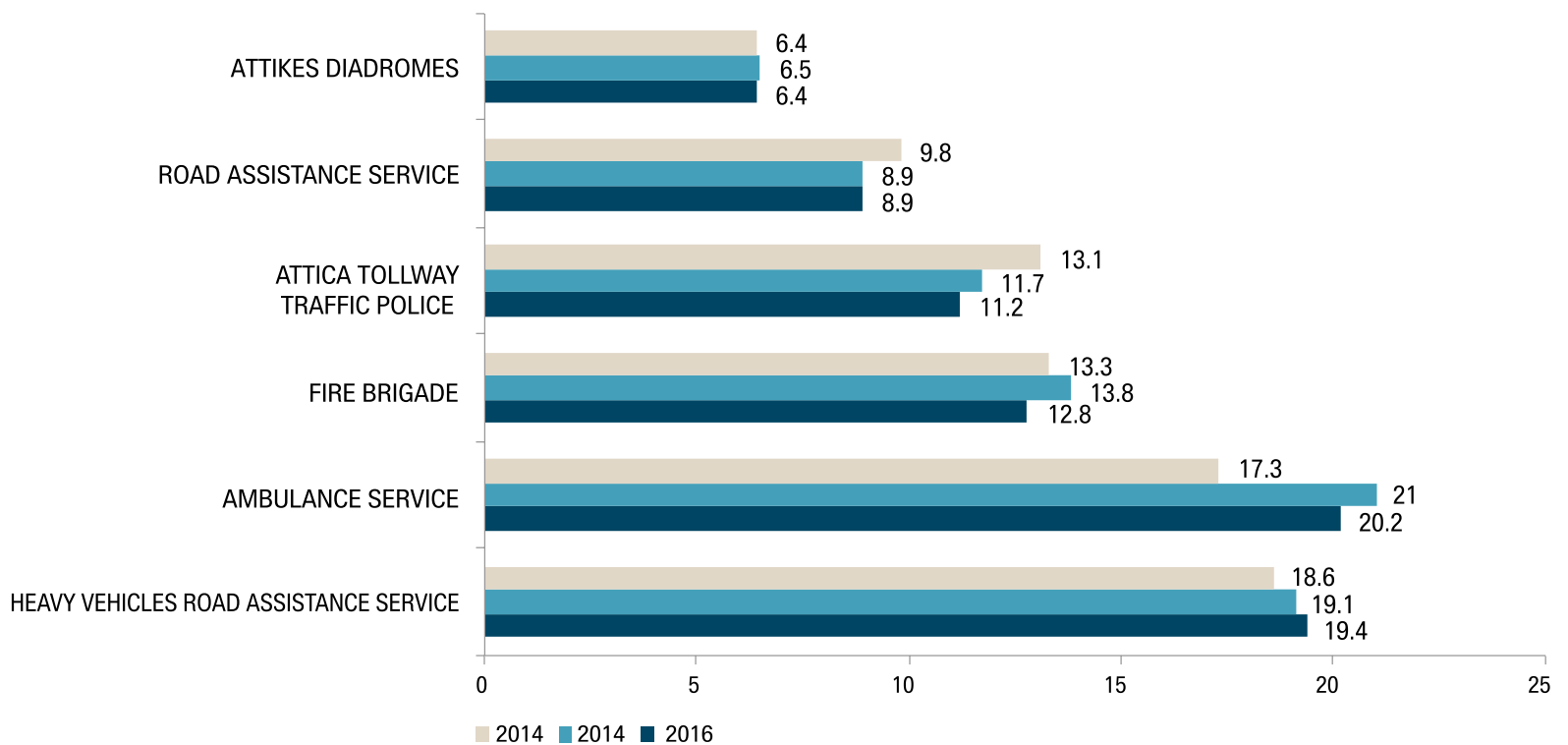
# Statistics

## Performance indices

### Response times

In 2016 the average response time of Attikes Diadromes S.A. to handle miscellaneous incidents was 6.4 minutes. This time frame is much less than the response time of all the other competent state or not Authorities intervening in Attica Tollway, as presented in the following diagram.

Response time, minutes per hour (2014–2016)



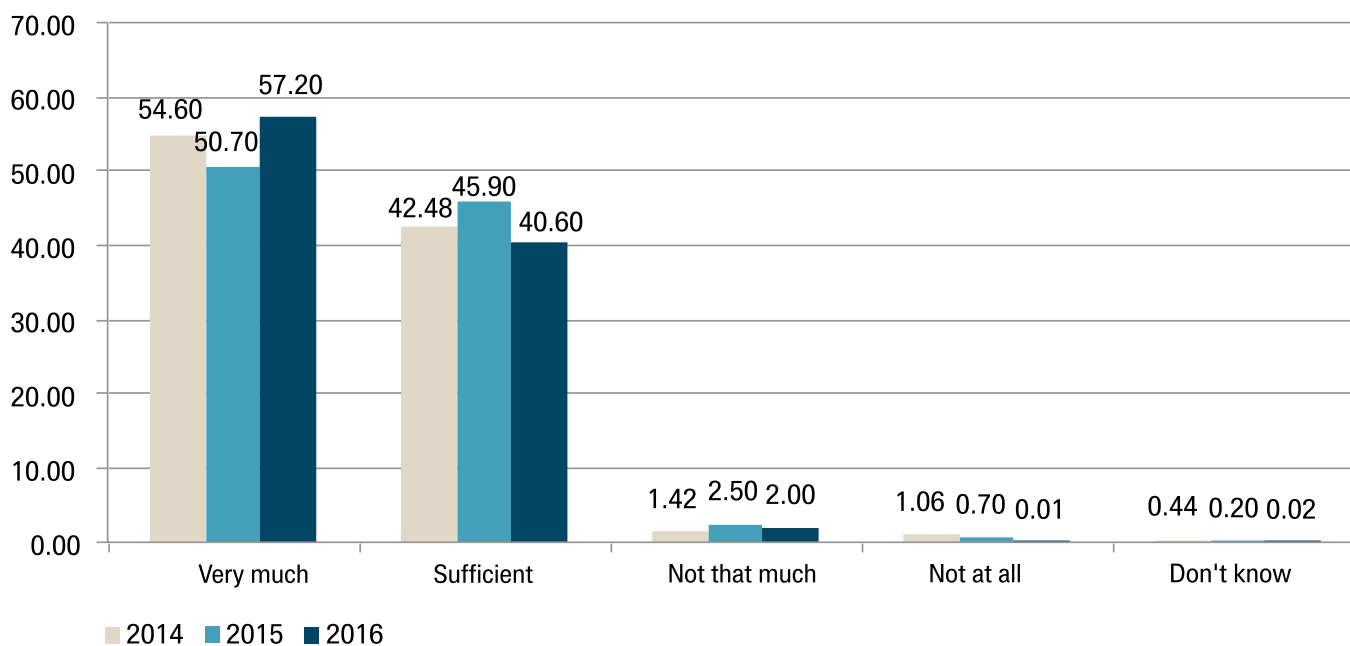
## Road Safety Statistics

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 on the list of the statistically safer road axes in Europe.

## Users' 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 97.8% of the users are very/quite satisfied by the safety level provided on Attica Tollway.

### Safety experienced from users when driving on Attica Tollway (% , 2014–2016)







# Our Corporate Responsibility

Attica Tollway's construction was based on high international standards. Its operation aimed to meet a vitally important social need: safety, comfort and credibility upgrade of road transportation in Attica, something that would ultimately lead to life upgrade 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 People and the Society at large.

In 2016, the company Attikes Diadromes S.A. presented all its actions realised during 2015 in the area of Social Responsibility, in the second 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 shall be in harmony with the natural environment while it takes action for its protection.

Environmental management in the Attica Tollway has been certified by ISO 14001:2004. 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 Impact of Road Infrastructures" 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 2016:

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 its 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).
- Transports (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).

At the same time, several executives of the operation company Attikes Diadromes S.A. participate in committees on the environment of world-class international organisations such as the International Road Federation (IRF) and as "experts on climate change in international road networks" in the United Nations Economic Commission for Europe (UNECE).

## Planting for more green areas

In order to harmonise the motorway with the natural environment, extended planting was realised 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 planting the upper part. The initial planting which included more than one million (1,000,000) trees and plants was completed 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 greenery.



## 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 adjusted from a central electronic system, according to the weather conditions, in order to reduce consumption.

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 2016:

- 70,000 trees, 730,000 bushes and 78,000m<sup>2</sup> of lawn were maintained;
- The implementation of the following methods within the framework of the environmental protection continued with success:
  - During the collection of plant residues and waste from the slopes, multi-purpose bags are used instead of plastic bags;
  - The plant residues from pruning are transformed –with the use of shredders– 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 continued in the direction of the best possible savings. More precisely, regarding specific plants (mainly big trees), the amount of water is reduced to a minimum, since the root system has expanded and the trees do not require frequent watering.



## 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 onto the landscape and facilitates the paths of local species.

The underground tunnels were used for crossing of yard farm animals. Additionally, the local fauna is protected by a high fence placed along the motorway. A special arrangement –placement of adhesive stickers according to international standards– stops birds from falling on the glass noise barriers.

**During 2016**, additional special adhesive stickers were placed in new glass noise barriers of 230m long, across the motorway.

Moreover, during 2016, the patrol employees rescued several injured wild birds, an owl, a hawk and a gull and delivered them to Wild Anima, a society for the protection of wild life, to be given the appropriate care.

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

## Less fuel/less pollution

It has been estimated that fuel consumption when driving a typical car with 1400cc engine could be reduced if Attica Tollway is chosen. If one combines driving in Attica Tollway with ecodriving, the results are even more impressive.

Moreover, within the motorway, vehicles drive at the designated speed and on an excellent pavement, therefore 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 research 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 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 relief of the central road axis of Attica, apart from the reduction of the air pollution, a significant reduction in noise pollution is also noticed. Particularly with regard to the reduction of noise emissions, Attica Tollway has studied and implements significant 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 "Decibel d' Or", by the Conseil National de Bruit of France.

**During 2016**, 150 24-hour measurements were conducted by noise measurement mobile units. Based on the results of the measurements, the operation company Attikes Diadromes S.A. installed additional noise barriers of 230 m long in total.

## Flood Protection

Attica Tollway vastly contributed to the flood protection works in Athens: during the construction phase, works were realised in big streams, torrents and rivers which the motorway was crossing, in order to ensure the safety of traffic, as well as the improvement of the storm water flow within the basin. The extensive sewerage and flood protection works were realised with respect to nature and constitute the middle part (due to the geographical location of the layout of the road works) of the complete and unified design of the flood protection works in Attica.

## Recycling

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

The ambitious recycling program implemented in Attica Tollway includes material 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 2016, the following materials were recycled:**

Paper	2,290 kg
Toner	479 pcs
Used mineral oils	1,100 lt
Batteries	7,595 kg
Electronic appliances	12,220 kg
Iron	39,545 kg
Tires	2,620 kg
Light bulbs	830 kg
Plastic	3,255 kg
Aluminum	1,045 kg
Scrap	210 kg
Fire extinguishers	3 pcs

Moreover, waste management was implemented for 1,626 kg of animal by-products.

Finally, 2,192 m<sup>3</sup> of non-recyclable waste ended up in landfills, while additional 220 m<sup>3</sup> of 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.

**During 2016, the companies became members of Green Mission, an initiative by Sunlight Recycling, promoting the recycling of lead acid batteries.**



# 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, Attica Tollway realises several activities which inform and educate not only the motorway users, but also the general public towards such direction. At the same time, its 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, distribution of informational/educational material and educational DVDs, shared educational videos on the web, competitions on road safety which cover important topics concerning car and motorcycle drivers, as well as passengers.
- Individual advertising actions which include articles and publications on specialised press.

**During 2016** the companies Attiki Odos S.A. and Attikes Diadromes S.A. realised the following actions in order to promote road safety:

1. Projection of new messages on the Attica Tollway VMSs (Variable Message Signs) on road safety;
2. Publication of educational and informative articles on road safety issues in the newsletter "Attica Tollway News";
3. Distribution at the Attica Tollway toll stations of the "Panos Mylonas" Road Safety Institute (IOS) leaflet regarding the 9th Pan-Hellenic Road Safety Week;
4. Distribution of reflective vests for the needs of students of Civil Engineering /Geotechnical Engineering;
5. Distribution of reflective vests to the personnel of the Elefsina Air Base for the smooth running of lectures on the prevention of road accidents;
6. Distribution of reflective vests to elementary and nursery students for the needs of the traffic education course.

## Educational actions and programmes

### For Children and Teenagers

**Educational programme for teenagers "Eyes open on the road!"**

The companies continue to successfully implement the special educational programme designed to raise awareness among teenagers about the road safety rules and the correct use of the motorcycle. This programme is supported by the Ministry of Education and is realised with the collaboration of the specialist in safe motorcycle driving, Thanassis Houndras.

The programme was introduced in 2014 and up to now around 4,000 teenagers from schools of Attica have been educated.



During 2016, an online platform was created to allow teachers from remote school to access all of the programme's material as well as an educational film which was also completed in 2016.

#### Interactive educational programme "Little Atticus"

The companies have undertaken the production of a special educational programme for primary school kids created exclusively for Attica Tollway by I. Koutsafiti and directed by M. Iglessi. Up to now, 52,074 children have attended the programme.

Within 2016, 3,681 children attended the programme.

#### Interactive educational programme entitled "Stay safe on the road" produced by RSI

The companies support the realisation of an educational programme entitled "Stay safe on the road", which is presented in primary schools under the auspices of the Ministry of Education. Up to now, 63,882 children from all over Greece have attended the programme.

During 2016 only, 4,702 children from primary schools attended the programme.

#### Safemania Club for teenagers

In cooperation with a popular magazine for teenagers, the companies have created the "Safemania Club" for children and teenagers aged 10 to 17. The Club aims to communicate with children in their own language and, through engaging their participation in interesting events and competitions offering attractive prizes, to convey the messages of road safety. During 2016, safemania club organised a special event on road safety called "Happy & Safe 2016" in Technopolis, Gazi. Children and teenagers were invited at the celebration during which a concert by the band OTHERVIEW took place.

At the end of 2016 the Safemania Club had 4,550 members.



## Mini website 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.

**During 2016**, the content of the website was updated while the mini site on road safety was enriched and became more useful.

## 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, Patra University and Thessaly University, the Pediatric Trauma Care, the EFTHITA, the Road Safety Institute "Panos Mylonas", etc.).

Executives of Attikes Diadromes S.A. participate as members in committees of the most prestigious international bodies, which set international standards for transportations and operations 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 (ASECAP). Moreover, the company cooperates with the European Road Federation (ERF), the European agency on traffic safety and other agencies in Greece and abroad.

### **In 2016:**

Within the framework of collaboration of 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;
- School of Civil Engineering of the NTUA;
- School of Civil Engineering of the University of Thessaly.

## Coalition for safe and civilised driving

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

### **In 2016**, the companies, as members of the Coalition participated in:

- The event "Road Safety: Education and Civilisation", an 8-day event of educational programmes and traffic education activities for pupils, teachers and parents in Zappeion;
- The IOAS Programme "Fitness to drive" on drowsiness and fatigue during driving, attended by the employees of the Department of Traffic of Attikes Diadromes S.A.;
- The 9<sup>th</sup> Pan-Hellenic Road Safety Week "GIVE PRIORITY TO ROAD SAFETY & HUMAN LIFE" co-organised by IOAS and the Association of Greek Transportation Engineers (CSS);
- A campaign of IOAS on road safety, implemented through both television and radio spots and leaflet distribution.

## Participation in HELLASTRON

The companies participate as founding members in the civil non-profit organisation called "HELLASTRON" (HELLENIC ASSOCIATION of TOLL ROAD NETWORK), founded in late 2014 with the participation of all modern motorways and toll infrastructures operating in Greece, aiming at the promotion of road safety and the continuous improvement of road infrastructures and the services provided to users.

## Participation in workshops

The company Attikes Diadromes S.A. participates in local, European and international organisations on road safety and general transportation, technology, environment and culture issues within the framework of which, the company's executives make important scientific announcements frequently.

In 2016 Attikes Diadromes S.A. and its executives participated in:

- The International Symposium on Enhancing Highway Performance (ISEHP 2016);
- The Organisation by the IBTTA, where the road safety actions were presented under the title "Road Safety. It's a Commitment, not Just a Communication Campaign";
- The International Conference on natural hazards and Infrastructure (ICONHIC 2016);
- The 23<sup>rd</sup> Congress of Sound and Vibration, organised by the Laboratory of Environmental Acoustics of Transportation Engineering of the University of Thessaly;
- The 3<sup>rd</sup> Sustainable Urban Mobility Conference organised by the University of Thessaly;
- The 8<sup>th</sup> National Customer Service Week organised by the Hellenic Customer Service Institute;
- The Hellastron Workshop "Operation of Greek Motorways. Challenges and Prospects";
- The International seminar "International Seminar on Roads, Bridges and Tunnels", organised by the Department of Civil Engineering of the Aristotle University of Thessaloniki;
- The conference "Safe & Sober" co-organised by the European Transport Security Council (ETSC), the Ministry of Infrastructure, Transport and Networks and the Road Safety Institute;
- The Workshop for the presentation of the Greek Sustainability Code, organised by the Quality Net Foundation;
- The 3<sup>rd</sup> Facility Management Conference organised by Boussias Communications;
- The Anniversary meeting of the Association of Greek Transportation Engineers for its 40-year action;
- The Conference on the Intelligent Transport Systems organised by ITS Hellas, the Greek Intelligent Transport Systems Organisation.

Moreover, Attikes Diadromes S.A. participated through Hellastron in:

- The ASECAP Road Safety Conference in Warsaw;
- The presentation of the road safety research "Eurobarometer on responsible driving", co-organised by the Foundation VINCI AUTOROUTES, RSI and Hellastron.

## Wider Social Contribution

### 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

In 2016, on the occasion of the visits the company made to several schools for the presentation of its educational programmes, it was decided to help with the repair of school buildings with poor infrastructure in collaboration with volunteer workers. The first school which was repaired was the 2nd Nursery School at Spata. Attiki Odos S.A. took over the cost of materials and equipment, while the employees of the repair department of Attikes Diadromes S.A. contributed to the implementation of the works.

### Support to Non-profit Organisations and Agencies

In 2016, the companies Attiki Odos S.A. and Attikes Diadromes S.A. donated to the organisation "The Smile of the Child" a CADDY Van vehicle to cover the daily needs of deliveries.

Moreover, the companies donated funds to the following agencies and non-governmental organisations:

- Shelter for the protection of Minors "Kalos Pimin", Piraeus: the company financially supported the shelter by offering vouchers from a supermarket chain for the purchase of essential items and at the same time covered the costs of buying a heating burner for the premises of the Shelter.
- Hellenic Red Cross: the company provided vouchers from a supermarket chain for the purchase of essential items. At the same time, as every year, a large amount of clothing was given to the Hellenic Red Cross.
- "Association of Lofos Kyrillou": the company provided vouchers from a supermarket chain for the purchase of essential items.

Moreover, the companies Attiki Odos S.A. and Attikes Diadromes S.A. made donations to the following organisations:

- Palliative Care Unit Galilee, which is under the auspices of the Holy Metropolis of Mesogaia and Lavreotiki.
- Model Shelter for the protection of Minors.
- Christodoulou Foundation for Children Protection.

At the same time the companies:

- Offered free passes to the Intercultural Primary School of Alsoupolis for the realisation of an educational trip to the archaeological site of Vravrona;
- Ensured the smooth and safe road traffic for the realisation of the "Explorers' Evening", organised by the National Center for Research in Natural Sciences "Demokritos";
- Participated in the creative work programme of the Papagos – Holargos Municipality, organised for the children of the Municipality;
- Donated a printer to the 4<sup>th</sup> Nursery School of Anthoupoli, to be used by the children of the school as part of their pedagogical program;
- Donated an automatic electric barrier to the Hellenic Navy helicopter base in Marathonas;
- Supported the Municipality of Elefsina, in view of the city's becoming a European Capital of Culture 2021;
- Offered the food that was left out of the children's Christmas celebration of the company at the non-profit organisation "FAROS ELPIDAS";
- Donated reflective vests for the needs of volunteers of the hotspot for migrants in Shisto;
- Supported the 5<sup>th</sup> Race of Rematia Halandri as well as the 39<sup>th</sup> "Race for Health" by providing one vehicle and undertaking the marking of the race route.

## 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 VMSs, so it can be viewed by as many as possible.

In 2016, a VMS message on Attica Tollway helped a lost child to be found. According to the statements of the people who found the little girl, they had been informed of her disappearance from the VMS sign on the Attica Tollway, where they were driving.



# 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 Ephor 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 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

The companies promote art, by supporting acts and activities in Fine Arts.

The Imittos Western Peripheral Motorway, which was described as "sculpture road", was created in co-operation 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 companies have supported significant artistic events from the world of visual arts, architecture and music.

**In 2016, 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 operation. For Attica Tollway, human factor is the most important parameter for the development and growth of both the company and the employees, while the recognition of the staff's contribution constitutes a substantial motive for its performance.

During 2016, based on the results of the personnel satisfaction survey conducted in 2015, the companies launched a series of actions to address the issues that have arisen in order to improve working relationships and working environment conditions.

## 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.

During 2016, the Code of Corporate Ethics was drafted and distributed to the personnel so that all the principles governing the company and the everyday life of employees are made known to everyone.

In 2016, 94.0% of workers were covered by the National General Collective Labor Agreement, while 5.3% by collective agreement for operators and 0.7% for accountants. As in 2015, in 2016, despite the abolition of special scales and benefits, the company has not made any reduction in the salary of its 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 for the companies and has been achieved through the implementation of the integrated Management System for Health and Work Safety certified with OHSAS 18001: 2007 by TÜV NORD.

Consequently, the percentage of workplace accidents remained very low in 2016, compared to the annual working hours.

**Within this framework, the Safety Engineer performs the following duties:**

- Regular inspections on 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;
- Continuous training for all employees on safety at work issues;
- Consultation with employees and their representatives, about 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 condition 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 training the employees and informing them for the procedures to be followed, so that they are safe in a healthy environment. At the same time, hygiene seminars are organised for the personnel. Moreover, the Occupational Physician and the Occupational Health Nurses have trained a large number of employees to perform first aid and have organised the provision of emergency medical care to the employees along the motorway.

## Activities of the Occupational Health Department

### Seminars on health and safety

Employees' training on occupational health and safety, with the contribution of the company's safety officer.

### Hazardous factors measurements

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

### Voluntary blood donation

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

#### **In 2016:**

- Three voluntary blood donation sessions were carried out, which greatly enriched the Blood Bank, as 215 volunteer blood donors provided a total of 419 blood units.
- Also, 142 blood units were allocated to employees in need.
- The Occupational Health Department, in collaboration with the Panhellenic Association of Women with Breast Cancer "Alma Zois", organised an informative meeting at the company's premises where scientists of various specialties informed the female employees about the importance of prevention.

## **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.

The establishment of a football team of the company has given the opportunity to many employees to participate and even achieving important victories for the team.

**In 2016**, the Attikes Diadromes football team won once more the cup within the organisation of the Corporate Soccer Championship.

The companies also encouraged and supported the participation of the employees in the 34<sup>th</sup> Authentic Marathon of Athens.

19 employees of the company took part in the 5km race, 10km race and the original Marathon race.

## **Scholarship for employees' children**

The companies recognise 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 will enter the University with the best grades.

**In 2016** the scholarship was awarded to the daughter of a toll supervisor, who entered Harokopio University of Athens.

## **Special care for the employees and their families**

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

- 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 and basketball teams).



# Distinctions that reward us



## 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 "Decibel D' Or" from the Conseil National de Bruit 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 1st 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**

The basic goal of the Attica Tollway's Commercial Department, which is responsible for the management of the toll stations, 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 motorways management.



#### 2007 **CONTRIBUTION TO ROAD SAFETY/GREEK ROAD FEDERATION PRIZE**

The Greek Road Federation, within the framework of the International Convention "Roads of the Future", which was organised by the University of Patra 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 environmental-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 1st Prize in the Mitigation category. This Prize was awarded to Attikes Diadromes S.A. from the International Road Federation. 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 Attica 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, an example of exemplary environmental management.



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

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



#### 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 1st Prize during the Convention "CEO & CSR 2009", organised by Money Conference, in cooperation with Eurocharity. In the same event of 2010, the safe driving campaign for motorcycles and cars won the first prize for social campaign once again.



#### 2010 LEADING BRAND NAME/1<sup>st</sup> PRIZE IN THE "SUPERBRANDS" ORGANISATION

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



#### 2010 SAFEST ROAD/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 for "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 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 increased 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.

"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 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 off the road!", which has received the approval of the Ministry of Education.

2015 Distinction with the framework of "THE PROTAGONISTS OF GREEK ECONOMY" organised by DIRECTION BUSINESS NETWORK.



#### 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 9<sup>th</sup> 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 CORPORATE SOCIAL RESPONSIBILITY

The company Attikes Diadromes S.A. was honored 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 Impact.

# Certifications



## Certification for the Road Traffic Safety Management System

### ISO 39001: 2012

The operation company of Attica Tollway "Attikes Diadromes S.A." was the first among all relevant entities in Europe to acquire the Certification of Motorway Operator in line with ISO 39001:2012 by TÁV HEL-LAS.

With the Certification of the Road Traffic Safety System that it implements, "Attikes Diadromes S.A." proves its leadership and expertise in the management of Road Safety.

The company acknowledges that one of its main considerations for the provision of its services is the driver and its vehicle.

The Road Traffic Safety System mainly focuses on the application of the policy and the procedures of Road Safety aiming at the elimination of any type of road incident involving either the personnel of the company or the users of the motorway who are affected by the company's operations.



## Certification on Quality Management System

### ISO 9001: 2008

This certification refers to the implementation of an integrated quality management system, aimed at providing high-quality services & efficient project management.

More specifically, the certification on the Management System refers to the following sectors:

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



## Certification on environmental management

### ISO 14001: 2004

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 S.A. and Attikes Diadromes S.A. to ISO 14001:2004 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.



## Certification on Employees Health and Safety Management

### OHSAS 18001: 2007

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, both in terms of construction as well as 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.



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