



KentrikiOdos

**SUSTAINABLE
DEVELOPMENT REPORT**

20
23



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DEVELOPMENT REPORT**

20
23

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ΝέαΟδός
Κεντρική Οδός



Message from the CEO



The publication of this Sustainable Development Report by Kentriki Odos marks nine years of our journey and our commitment to greater transparency and accountability regarding our impact on the economy, the environment, and society.

Project Progress

With a total length exceeding 180 kilometres, work on both the southern and northern sections of the E65 motorway is progressing rapidly, with the northern section now 43.1% complete. Notably, as this Report was being prepared, the southern section was completed in the first half of 2024. This project connects Eastern and Western Greece, forming part of the Trans-European Transport Networks, and is expected to contribute significantly to national economic growth and regional development in Greece.

Focus on Value Creation

Our primary objective is to create value for everyone at Kentriki Odos and for the wider community and environment, focusing on further integrating innovative technologies, digitising our services, ensuring road safety, continuously improving our infrastructure, and promoting e-mobility. In 2023, the company's turnover reached €187.620 million, with significant growth in traffic volumes, exceeding 11.5 million toll passes on the A.Th.E. and E65 sections.

In full compliance with existing national and European regulatory frameworks and exceeding our institutional obligations, we operate under the ISO 37301:2021 certified Regulatory Compliance Management System.

For Road Safety and Service Quality

We continue to leverage innovative technologies and modern tools, such as artificial intelligence, to enhance user safety and reduce incidents and accidents on our motorways. This is achieved through the use of drones for monitoring infrastructure conditions and the installation of AID (Automatic Incident Detection) "smart" cameras. Specifically, in 2023, we dedicated 101,610 hours to road maintenance, 20,973 hours to snow clearance, and replaced over 11,000 metres of metal safety barriers. Our partnership with the National Observatory of Athens also continues, ensuring faster and more accurate identification of potential risks from extreme weather events. We operate seven modern parking stations to better serve drivers, and this year we received 1,835 new transponder requests through the MyOdos app, bringing total users to 45,000 (combined for Nea Odos and Kentriki Odos).

For Our People

We enrich our policies and programmes with a focus on employee health, safety, training, and professional development. Our workforce completed over 680 hours of training, with a strong emphasis on health and safety. Once again, we invested over €170,000 in occupational health and safety, conducting 36 health and safety inspections to ensure a modern and safe working environment. Additionally, 50 employees participated in voluntary blood donations as part of our commitment to volunteerism. Aiming to foster a balanced and fair workplace, we take all necessary measures to fully implement our Policy for Preventing and Combating Violence and Harassment at Work.

For the Environment

We work towards achieving our environmental commitments and goals concerning reducing our environmental footprint and optimising energy management on our motorways. In 2023, our total environmental investments exceeded €1.3 million. We installed LED lighting throughout almost the entire A.Th.E. section, acquired two new fast chargers, and completed their installation study. We also developed detailed energy-saving guidelines for our office building, with expected energy savings estimated at 1 million kWh per year. Together with Nea Odos, we implemented a comprehensive fleet replacement plan for 100% electric vehicles, equipping all our facilities with EV chargers, making e-mobility a strategic objective for our company.

At Kentriki Odos, we are especially proud of our "green" Motorists Service Stations (M.S.S.), which, from construction to operation, adhere to bioclimatic architectural principles, harness Renewable Energy Sources (RES), operate wastewater treatment systems, provide EV charging stations, and include recycling facilities for paper and plastic.

For Society

In support of local communities, this year we invested a total of €164,264.59 in social initiatives, provided 50,295 free toll passes for Persons with Disabilities (PWDs), supported 60 local suppliers, and continued our collaboration with the Road Safety Institute (RSI) "Panos Mylonas" to promote public awareness on road safety through the "Safe Cycling" programme. Additionally, we supported flagship initiatives like the Hellenic Paralympic Committee, the 70th EKO Acropolis Rally as a Road Safety and Environmental Sponsor, and a range of other organisations serving communities along our project routes.

Recognising that this Report represents a collective effort and collaboration among the people of Kentriki Odos, I would like to extend my sincere gratitude to all of you for your active participation and support, and I assure you that we will continue to remain dedicated to our goals and commitments to promote sustainable development.

Rodianos Antonakopoulos
Chief Executive Officer

Kentriki Odos in Numbers

OPERATIONS AND CORPORATE GOVERNANCE

E65 construction progress

98.3% 43.4%

Southern Section

Northern Section

€168,231 thousand 11,564,366

in net sales

total toll passes in 2023

ISO 37301:202

Regulatory Compliance Management System, certified to the international standard

BEING THERE FOR DRIVERS WITH ROAD SAFETY AND QUALITY SERVICES

101,610

total manhours for road maintenance

11+ km

of parapets replaced

1,167

damages repaired to the road infrastructure

25,328

incoming calls to the Emergency Call Centre

1,899,333 km

covered by patrols

BEING THERE FOR OUR PEOPLE



24/hour Helpline for employees and their families

192

employees

€170,066

in investments for Health and Safety

36

Health and Safety inspections

688

hours of training

BEING THERE FOR THE ENVIRONMENT



Energy Management System

4,834,650 kWh

procured and consumed from renewable energy sources

€1,305,737

in environmental protection works

31,630

tonnes of waste diverted from landfills

20

hybrid and electric vehicles

BEING THERE FOR THE SOCIETY

€41.4 million

in social product

10+ years

consistently supporting the Hellenic Paralympic Committee

50,293

free toll passes for vehicles of persons with disabilities (PWD)

70th EKO Acropolis Rally

Road Safety and Environment Sponsor

1. The Company

The Kentriki Odos motorway has undertaken the study, design, construction, operation, operation and maintenance of the concession project “Central Greece Motorway - E65”.

239.1 km

total length

Construction work
on the E65 in full swing

€187,625.9 thousand

in revenue

ISO 37301:2021

Regulatory Compliance Management System



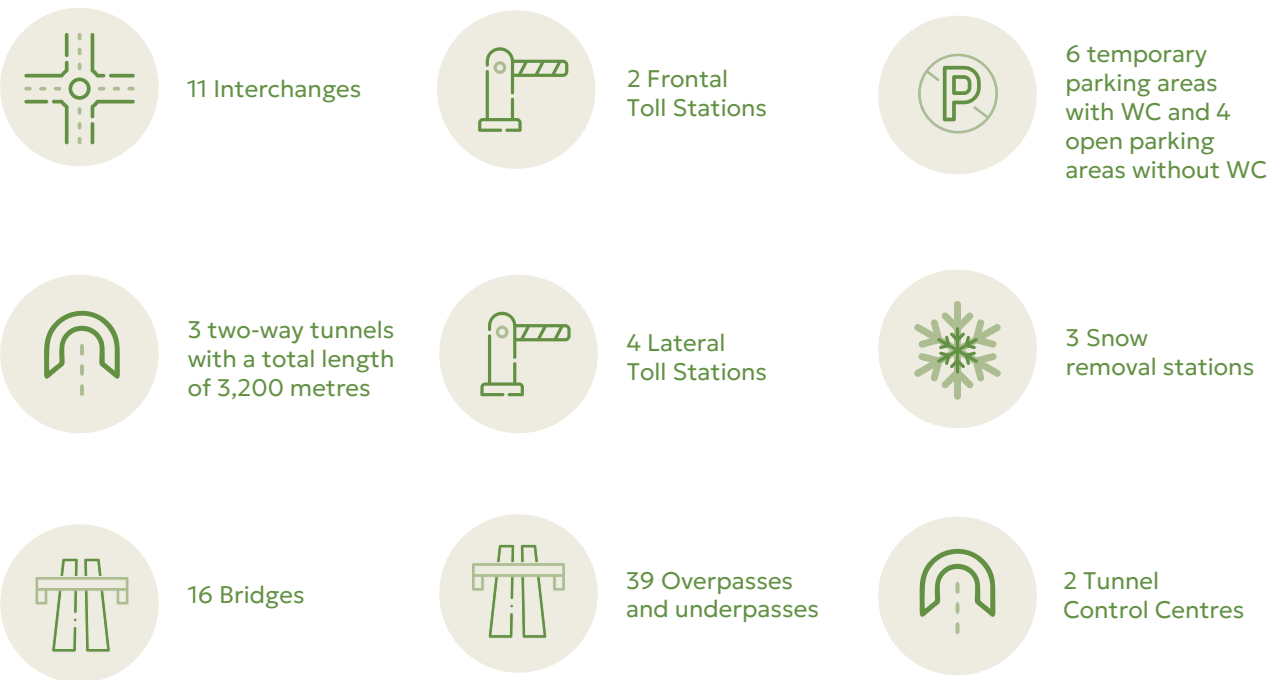
At Kentriki Odos, we are responsible either directly or through partners for the following activities:

- The preparation and carrying out of all necessary studies (environmental, road construction, geotechnical, etc.);
 - The design and construction of all new sections of the motorway;
 - The operation of the sections turned over to traffic;
 - Traffic control and monitoring;
- The management of routine operations (for instance, road cleaning) and emergencies;
 - The maintenance of buildings, the motorway, the relevant equipment and vehicles;
 - Toll collection and management of toll stations and Motorist Service Stations (MSSs).

1.1 THE PROJECT

With a total length of 239.1 km, the project involves the construction of the Central Greece Motorway (E65), which starts from the like-named semi-interchange on the A.Th.E. motorway, at the Thermopyles interchange, and extends to Egnatia Odos, at an interchange 15 km west of Grevena (total length 182.1 km), as well as the management and maintenance of the section of the A.Th.E. motorway from Skarfia to Raches in Fthiotida (total length of 57 km).

A.TH.E. (SKARFIA - RACHES SECTION)

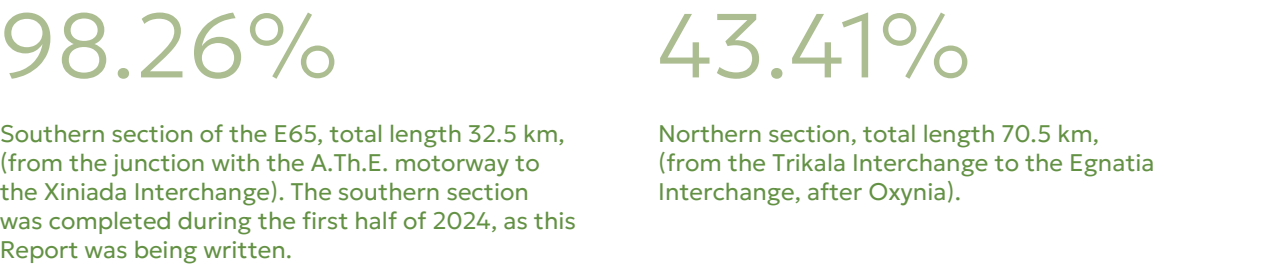


E65 (XINIADA - TRIKALA SECTION)



Progress on the construction of the north and south sections of the motorway

E65 COMPLETION RATES, DECEMBER 2023



Watch the video with the progress of the construction works here

NORTHERN SECTION OF THE E65



The Economic, Social and Environmental Importance of the Project

The Central Greece Motorway - E65 is expected to play a major role in the development of the country and especially the region of Central Greece, as it transforms the transport system at regional and local level by connecting:

- Eastern Greece with Western Greece
- Central Greece with the Trans-European Networks
- The ports of Igoumenitsa and Volos

The project boosts the national economy, promotes environmental protection and enhances the quality of life of society in general.

Upon completion of the motorway, the journey from Lamia to Egnatia Odos will take 1 hour and 45 minutes instead of the 2 hours and 30

minutes it currently takes to cover the distance from Athens to Grevena. The journey from Athens to Metsovo will be reduced to just 4 hours, while the trip to Kastoria and Kozani will take 4.5 hours.

The E65 motorway will transform road transport to Western Thessaly and Western Macedonia, boosting trade, tourism and agricultural production. The E65 will facilitate international passenger and freight transport from Greece to Western and Central Europe and will reduce by about 2 hours the total journey from the port of Piraeus to the Western Balkans.

Key Benefits:

1. Improving driving safety and minimising risks
2. Drastic reduction in estimated travel time
3. High quality customer services
4. Increased protection of the environment and biodiversity of the area at large
5. Significant development and employment opportunities, especially for the adjacent communities

1.2 EFFECTIVE OPERATION AND CORPORATE GOVERNANCE

The operation of Kentriki Odos is governed by a modern corporate governance framework which ensures the integrity and effectiveness of the work of the Board of Directors and creates the appropriate conditions for social development, prosperity and environmental protection.

Designing the Sustainable City of Tomorrow TRIKALA #2030

Rodianos Antonakopoulos, CEO of Kentriki Odos and Nea Odos, presented the development prospects created by the E65 Motorway of Central Greece at the conference «#Trikala2030 - Designing the sustainable city of tomorrow», in a speech titled «E65: Connecting the A.Th.E. with Egnatia Odos. Prospects for Western Thessaly». In his talk, he noted that the E65 motorway is the backbone of the transport infrastructure of Central Greece and is also expected to make a decisive contribution to road safety and transport, reducing accidents and achieving faster and cheaper travel.

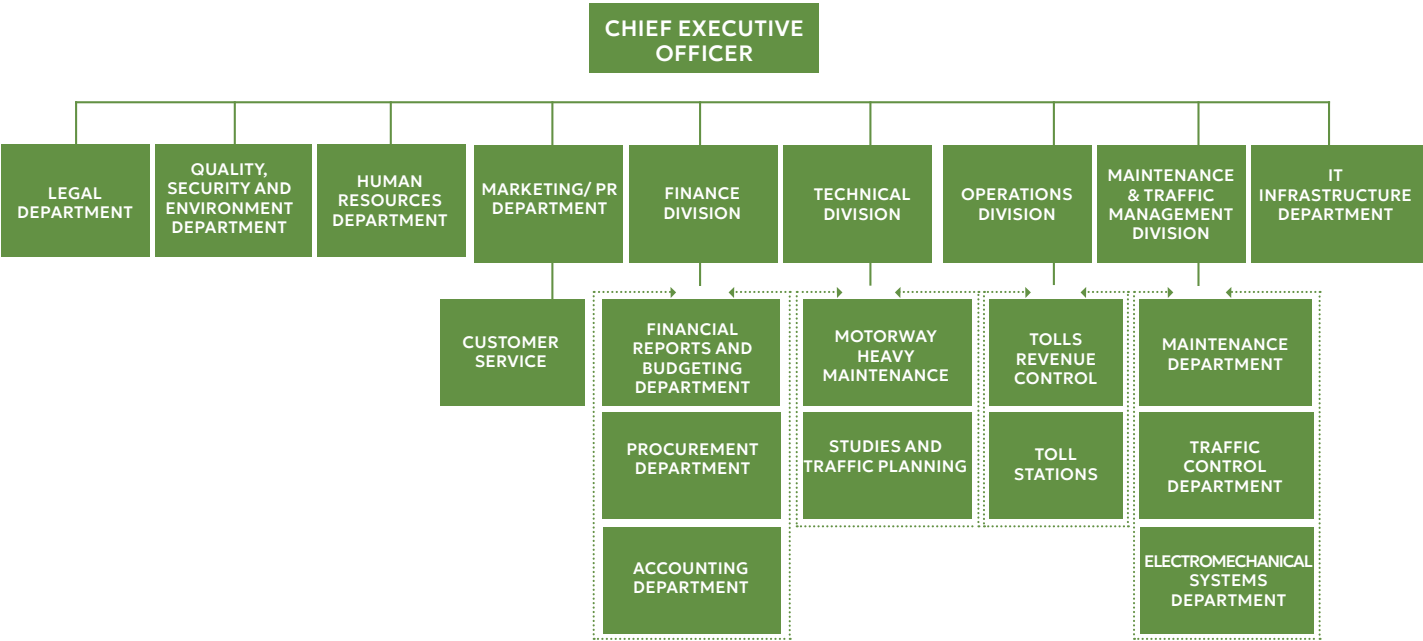
«The construction of the E65 motorway will also help mitigate the transport-related isolation of Central Greece and will upgrade the connection between Western Macedonia and Epirus, while at the same time serving accessibility beyond Greek borders. This will strengthen regional development, tourism and freight traffic in a region with particular potential for further economic growth, while contributing to the reduction of the unemployment rate and the increase of per capita income.»



TRIKALA 2030 official website

OUR ORGANIZATIONAL STRUCTURE

In full compliance with strict legislative and regulatory requirements, the Kentriki Odos organisational structure reflects the optimal service of its operational needs and outlines its efficient operation, taking into account basic principles such as the «separation of duties».



BOARD OF DIRECTORS

Kentriki Odos is managed by the Board of Directors (BoD) as the collective body responsible for the operation of the company, the development of its strategy and its effectiveness.
The Board of Directors includes members who are not dependent on the activities and operations of the company, for reasons of increased accountability, objective decision-making and mitigation of conflicts of interest.
In December 2023, the composition of the Board was:

COMPOSITION OF THE BOARD OF DIRECTORS (31.12.2023)



GENDER RATIO AND AGE DISTRIBUTION OF THE BOARD OF DIRECTORS



In 2023, there was no change in the shareholding structure of Kentriki Odos. GEK TERNA S.A. (GEK TERNA) remains the sole shareholder of the company.

1.3 REGULATORY COMPLIANCE

Kentriki Odos performs its activities in full compliance with the existing national and European regulatory framework, applicable laws, regulations and standards, as well as with its internal policies, codes and operating

rules. The company closely monitors regulatory changes, going beyond its formal obligations where possible while aiming for continuous improvement.

As a result, in 2023:

- No corruption incident was recorded, nor was there any termination of any partnership agreement due to a corruption-related offence.
- No environmental degradation issues due to the operation and maintenance of the motorway were recorded, and no financial penalty nor any other sanction for violating current environmental legislation was imposed.
- No incidence of non-compliance with the legislation or the regulations as regards driver safety was recorded.
- No incident of manipulation or non-compliance with applicable regulations in the areas of communication, marketing, advertising and sponsorships was recorded.
- No incidents of non-compliance in implementing our communication strategy were recorded, nor did any issues arise regarding the communication of our services and our social-sponsorship initiatives.



ETHICS AND CONDUCT

Kentriki Odos follows strict protocols in internal communication, as well as in services and its social and sponsorship initiatives. The company adheres to the Greek Advertising and Communication Code of the Advertising Self-Regulation Council (SEE), which defines the rules of professional ethics and ethical conduct towards citizens/customers.

CODE OF ETHICS AND CONDUCT

The GEK TERNA Group's Code of Ethics and Conduct adopted by Kentriki Odos is a set of rules for acceptable behaviour among employees and towards third parties.

Among other things, the fundamental principles of the Code focus on respect for human rights, as they apply to diversity, integrity and dignity, labour relations and practices, respect for hierarchy and organisational structures, equal opportunities, preventing harassment in the workplace, health and safety of employees, and conflict of interest. The content of the Code is aligned with the general principles provided for by national legislation, international regulations and conventions, as well as by the ISO 9001, ISO 14001, ISO 45001, ISO 19600, ISO 37001, ISO 22301 and SA 8000 international standards.

At the same time, as a member of GEK TERNA Group, the company, by decision of the Board of Directors, applies the Group's Regulatory Compliance and Corruption and Bribery Control Policy.

POLICY FOR PREVENTING AND COMBATING VIOLENCE AND HARASSMENT AT WORK

Kentriki Odos has zero tolerance of incidents of violence and harassment in the workplace, and it is the company's policy to inform, prevent and combat such incidents. The text of the policy includes definitions of prohibited behaviours, measures to prevent incidents of violence and harassment, rights and obligations of employees, guidelines for preventing and dealing with incidents of violence and harassment among all personnel, an internal complaints/whistleblowing procedure and complaints handler, rights of affected persons, etc.

1.4 FINANCIAL PERFORMANCE

The financial performance of Kentriki Odos in the fiscal year 2023 is reflected in its annual financial statements.

FINANCIAL INFORMATION (IN TH. €)	2023 IFRS	2022 IFRS	2021 IFRS
Net Sales	168,231	133,522	88,466
Other operating income	18,831.9	6,990	5,750.92
Revenue from financial investments	563,5	4,330	11.08
Total income	187,625.9	144,842	94,228
Operating cost	179,767	149,238	111,701.38
Employee salaries and benefits	304.6	301	1.922.40
Payments to providers of capital	36,534.3	14,506.7	13,336.30
Net profit / (loss) before taxes	13,249.8	108,210	(54,533,529)
Net profit / (loss) after taxes	(8,287)	2,640	(33,668,607)
Total payments to state bodies (taxes paid)	18,514.7	14,500.6	12,966.27
Company investments	173.4	115	1,316.50
Total capitalisation	474,698.5	504,352	652,373.35
Equity	32,601	29,094	31,732.69
Total liabilities	511,267.8	528,929	683,289.73
Total assets (in million €)	549,475.9	558,023	715,022.43

NET SALES (IN THOUSANDS OF EUROS) (31/12)	2023	2022	2021
Exploitation segment of Central Greece Motorway	41,463.9	34,894	24,999.49
Construction of Central Greece Motorway	126,766.7	98,628	63,466.51
Total	168,230.6	133,522	88,466

In 2023 there were incidents of non-compliance with financial legislation, which corresponded to fines of €862.22.

THE TOTAL NUMBER OF TOLL PASSES AMOUNTED TO:



TOTAL VEHICLE PASSES AND ELECTRONIC TOLL COLLECTION SYSTEM (ETC)

	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Total vehicle passes	11,564,366	9,636,386	1,927,980	10,468,401	8,750,063	1,718,338	9,011,335	7,637,602	1,373,733
Number of non-exempted electronic transactions performed in Kentriki Odos’ Toll Stations (ETC)	5,428,107	4,694,566	733,541	4,633,000	4,021,024	611,976	3,521,930	3,116,272	405,658
Percentage	46.9%	48.7%	38%	44.3%	46%	35.6%	39.1%	40.8%	29.5%

1.5 STANDARDS AND CERTIFICATIONS

Following international standards, Kentriki Odos implements an integrated management system:



INTEGRATED MANAGEMENT SYSTEM

Kentriki Odos has designed and implements a Integrated Management System (IMS), which consists of the following standards:

- ISO 9001:2015 Quality Management System
- ISO 45001:2018 Health and Safety Management System
- ISO 14001:2015 Environmental Management System
- ISO 39001:2012 Road Safety Management System
- ISO 22301:2019 Business Continuity Management System
- ISO 37301:2021 Regulatory Compliance Management System

The IMS is certified and reviewed annually by independent, accredited bodies.

As the first concessionaire company, along with Nea Odos, certified according to ISO 22301:2019, we are committed to the idea of business continuity, taking into account the assessment and effective response to serious and unforeseen emergencies, such as disasters caused by fire or extreme weather events, accidents, etc., as well as preventing any interruption of critical services. The key objective of Business Continuity Management is to ensure a level of readiness that will enable us to restore the company to normal

operations, with the safety of our employees, users and infrastructure as the main focus.

In addition, in realising the need for the effective recognition and monitoring of the broader regulatory framework that governs all its activities, Kentriki Odos in 2023 designed the Regulatory Compliance Management System, which was certified according to the international standard ISO 37301:2021 by the certification body Bureau Veritas. The Regulatory Compliance Management System is an essential tool for ensuring the company’s operation complies with current laws and regulations, enhancing the recognition of the broader regulatory framework (Concession Agreement, legislation, technical standards, etc.) governing all operations and maintenance activities of the motorways under its responsibility, in the management of complaints from stakeholders and the appropriate implementation of actions to address any complaints.

As regards ISO 39001 (road safety), it has been implemented by the operating company responsible for managing the patrol fleet since 2021.

IN 2023:

10

procedures were reviewed

26

procedures for the operating company were reviewed

5

new procedures were introduced for the concessionaire company

Communication and Internal Awareness Campaigns for IMS Policies

At regular intervals, Kentriki Odos informs all its employees via email on the compliance with the Code of Ethics and Conduct, as well as on the communication channel for incidents of non-compliance with the Code, based on the relevant complaints procedure. In the same way, the company also reminds them of the necessity of adhering to its policies regarding quality, health, safety, environment, road safety and business continuity.


1.6 PARTICIPATION IN THE PUBLIC DEBATE





Kentriki Odos participates in the public debate with speeches and presentations by its executives at conferences and workshops concerning the implementation of Sustainable Development and Corporate Social Responsibility, especially in the motorway concession sector, with emphasis on future trends.

- **Global Tolling Summit**
Participation of Rodianos Antonakopoulos, CEO, and Asterios Simopoulos, Motorway Heavy Maintenance, Traffic Planning & Design Manager, with presentations.
- **Regional Growth Conference**
Rodianos Antonakopoulos, CEO, with a speech on «Sustainability in motorways».
- **9th Meeting of Corporate Members of the “Diazoma” association.**
Participation of Rodianos Antonakopoulos, CEO, with a speech on «Nea Odos, Kentriki Odos and the ‘Diazoma’ association».
- **Ecodrives programme presentation workshop.**
Participation of Anastasia Pnevmatikou, Head of Traffic and Design.
- **Event of the NTUA postgraduate programme «Project, Infrastructure and Construction Management».**
Participation of Ioannis Sioutis, Head of EM Projects and Tunnel Safety, with a presentation on «Road Tunnel Safety», with Anastasia Pnevmatikou, Head of Traffic and Design, and Nikos Katapodis, Maintenance and Traffic Operations Manager, with a presentation on «Road Safety».
- **2nd Conference «Law of Space, Public Sector - Infrastructure - Real Estate - Investments».**
Participation of Ms Alexandra Delli, legal advisor, with a speech on «The Concession Contract as a Contract for the Utilisation of Public Property».
- **4th EAB Workshop**
Participation of Asterios Simopoulos, Motorway Heavy Maintenance, Traffic Planning & Design Manager, with a presentation on «Key priorities and requirements concerning the maintenance and enhancement of an extensive highway network in Greece».
- **Event «#Trikala2030_Designing the sustainable city of tomorrow»**
Participation of Rodianos Antonakopoulos, CEO, with a presentation titled «E65 Connecting A.TH.E. with Egnatia Odos: Prospects for Western Thessaly».

1.7 AWARDS AND DISTINCTIONS

Important initiatives by Kentriki Odos for the environment and society were recognized once again this year, highlighting above all the commitment of all employees to safety, innovation, and the environmentally friendly operation of the highway.

	WINNER	«TRANSPORT INFRASTRUCTURE» CATEGORY AT THE HEALTH & SAFETY AWARDS 2023	Winner - Transport Infrastructure - Winner in the «Transport Infrastructure» category at the Health & Safety Awards 2023 for all the actions and activities it designs and implements around the Health and Safety of employees.
	WINNER	TRANSPORT INFRASTRUCTURE	Winner - Transport Infrastructure – Winner in the «Transport Infrastructure» category at the Energy Mastering Awards 2023 for all «green» actions.
	WINNER	MOTORWAY OF THE YEAR	«Motorway of the Year» at the Mobility Awards 2023 for all its innovative actions.
	GOLD AWARD	MOTORWAYS CUSTOMER SERVICE	Gold award - Motorways Customer Service - Gold Award in the category «Motorways Customer Service», at the Mobility Awards 2023 for the investment in the field of electromobility at the Malakassa (Sirios) Motorist Service Station, for the microsites on the “Tours” platform, as well as for the electronic card for persons with disabilities.
	GOLD AWARD	MOTORWAYS ENVIRONMENTAL MANAGEMENT	Gold Award in the category «Motorways Environmental Management» at the Mobility Awards 2023 for all the «green» actions that aim to protect and showcase the environment, as well as the harmonious integration of motorways into it.

	Motorway of the Year 2023 at Mobility Awards		
	GOLD AWARD	IoT AWARDS 2023	Gold award - Transportation/Motorways - Gold award in the «Transportation/Motorways» category at the IoT Awards 2023 for the use of IoT technologies on motorways.
	SILVER AWARD	GREEN FLEET	Silver award - Green Fleet - Silver award in the «Green Fleet» category at the Mobility Awards 2023 for the replacement of the fleet with electric/hybrid vehicles.
	BRONZE AWARD	HEALTH & SAFETY AWARDS 2023	Bronze Award - Behavioural Risk Initiative - Bronze Award in the category «Behavioural Risk Initiative» at the Health & Safety Awards 2023 for its employee counselling activities.
	BRONZE AWARD	GREEN HOLISTIC APPROACH	Bronze award - Green Holistic Approach Bronze Award in the category «Green Holistic Approach» at the Green Brand Awards for all environmental actions.



CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Participation in Global Initiatives and Communication	Completion of the research programme	Programme presentation workshop and closure	-
	Improving communication of commitments	-	Improving communication through digital channels and promotional campaigns
Annual recertification	Annual recertification: ISO 9001	Completed	Annual recertification: ISO 9001
	Annual recertification: ISO 22301	Completed	Annual recertification: ISO 22301
Business Continuity	100% implementation of the readiness and business continuity drills programme	NO/KO: All (3) planned drills were completed	At least 1 drill in each category <ul style="list-style-type: none">• 1 evacuation drill• 1 IT drill (server crash)• 1 IT drill (teleworking)
	100% implementation of the readiness and business continuity drills programme	Operator: 28 of the 39 planned drills were carried out (72%)	100% implementation of the readiness and business continuity drills programme
	NO/KO: trainings for 2 departments <ul style="list-style-type: none">1. Technical2. QSE Operator: trainings for 4 departments <ul style="list-style-type: none">1. Maintenance2. Toll Operation3. IT4. QSE	NO/KO: 2 trainings Operator: 4 trainings	Implementation of business continuity training in the departments involved

*refers to Nea Odos and Kentriki Odos

2. Our Approach to Sustainable Development

Creating long-term value for the national economy, society and the environment that is passed on to all stakeholders is a corporate priority for Kentriki Odos. It is a compass for our long-term strategy and is implemented in line with the UN Sustainable Development Goals, which have been integrated into our strategic framework.

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Focus Areas

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Answers to the Sustainable Development Survey

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Sustainable Development Material Issues

4

Sustainable Development Pillars



Creating Value

INPUTS	VALUE CREATION	OUTPUTS
<div>HUMAN CAPITAL<ul style="list-style-type: none">• €304.6 thousand in salaries and employee benefits• 192 employees• €170,066 in investments for Health and Safety</div> <div>FINANCIAL CAPITAL<ul style="list-style-type: none">• €168,231 thousand worth of net sales• 11,564,366 toll passes• €173.4 thousand in company investments</div> <div>INDUSTRIAL AND INTELLECTUAL CAPITAL<ul style="list-style-type: none">• ISO 37301:202 New Regulatory Compliance Management System• 53 company fleet vehicles</div> <div>SOCIAL CAPITAL<ul style="list-style-type: none">• €41.3 million in social product• 99.9% of the value of supplies exclusively to local and national suppliers• €164,000+ in social actions</div> <div>NATURAL CAPITAL<ul style="list-style-type: none">• Traffic noise monitoring programme• 20 hybrid and electric vehicles• €1,305,736.9 in environmental protection investments</div>	<div><div>VISION<p>We are determined to change the map of Greece and to become a model for our industry. We create value for the country, our local communities and our shareholders, driven by the commitment, expertise and knowledge of our people.</p></div></div> <div><div>OUR MISSION<p>We offer the highest levels of safety, together with top quality services. We pursue excellence in the operation and maintenance of our motorways. We recognize the absolute need to protect the environment; we take care of our people and we contribute to the country's sustainable development.</p></div></div> <div><div>OUR VALUES<p>Efficiency and effectiveness Responsibility The strength of our people Integrity</p></div></div> <div><div>SCOPE OF ACTIVITY AND RESPONSIBILITY<p>Design, construction, operation, management and maintenance of the motorways</p></div></div>	<div>HUMAN CAPITAL<ul style="list-style-type: none">• New digital training platform• 95% employees from the region</div> <div>FINANCIAL CAPITAL<ul style="list-style-type: none">• €169,864.4 thousand worth of income• €18,514.7 thousand to state bodies• €163 million to suppliers</div> <div>INDUSTRIAL AND INTELLECTUAL CAPITAL<ul style="list-style-type: none">• €13.2 million to top up accounts via the MyOdos App• 11+ km of parapets replaced• 20,973 manhours for snow removal• 1,899,333 km covered by company patrol vehicles</div> <div>SOCIAL CAPITAL<ul style="list-style-type: none">• 50,293 free toll passes for vehicles of persons with disabilities (PWD)• €50,020 in sports activities support actions• 45 units of blood collected</div> <div>NATURAL CAPITAL<ul style="list-style-type: none">• 4,834,650 kWh procured and consumed from renewable energy sources• 156 on-site environmental inspections• 18 chargers in our buildings with a total capacity of 328 kW</div>

2.1 OUR STRATEGIC PRIORITIES

Kentriki Odos focuses on people, while taking into account the needs of the Greek economy, the local communities, the technological advancements, the requirements of the road infrastructure, the development policies and international trends, as well as the constantly evolving external environment.

In its strategic framework and planning for Sustainable Development, the company takes into account exogenous imponderables such as the climate crisis, ongoing urbanisation and the rapid development of technology. As a public good, the motorways under our responsibility have to consider different scenarios to ensure the uninterrupted provision of innovative quality services. Our strategic framework serves this purpose.

Our strategic priorities are built around 4 pillars:

- Being there for Drivers with Road Safety and Quality Services
- Being there for our People
- Being there for the Environment
- Being there for the Society

The Sustainable Development Report focuses on the material topics the company has identified through internal processes and ongoing consultation with stakeholders. In line with the responsibility that goes hand in hand with managing a public good, the Report covers our performance, the implementation of our corporate strategy and our future objectives.











Sustainable Development Pillars

CORPORATE GOVERNANCE AND OPERATIONS








Governance and Operation Systems
Strategy and Development
Responsible Supply Chain

 BEING THERE FOR DRIVERS WITH SAFETY AND QUALITY SERVICES	 BEING THERE FOR OUR PEOPLE	 BEING THERE FOR THE ENVIRONMENT	 BEING THERE FOR SOCIETY
<ul style="list-style-type: none">• Road Safety• Quality of services/customer service• Innovation	<ul style="list-style-type: none">• Health, Safety and well-being• Continuous employee development and talent utilisation• Contemporary working environment and corporate culture	<ul style="list-style-type: none">• Climate Change• Physical environment and infrastructure interactions• Management of pollution• Resource management	<ul style="list-style-type: none">• Training and awareness on Road Safety• Development of local communities• Social solidarity
   		 	

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKEHOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
Being there for Drivers with Safety and Quality Services	Driver's Safety	Safety of drivers	<div></div>	<div></div>		It relates to the smooth operation of the motorway, construction quality and efficient and safe traffic management.	<div><div>3</div>GOOD HEALTH AND WELL-BEING</div> <div><div>8</div>DECENT WORK AND ECONOMIC GROWTH</div> <div><div>9</div>INDUSTRIAL, INNOVATION AND INFRASTRUCTURE</div> <div><div>11</div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div><div>17</div>PARTNERSHIPS FOR THE GOALS</div>
		Infrastructural maintenance and traffic management	<div></div>	<div></div>	<div></div>		
	Quality of services/ customer service	Interoperability	<div></div>	<div></div>		It refers to the general development and promotion of the quality of the products and services provided by motorways aiming at the convenience of the users, including interoperability, fair toll rates and improved communication with drivers.	
		Toll rates	<div></div>	<div></div>			
		Communication with drivers	<div></div>	<div></div>			
	Innovation	Technology	<div></div>	<div></div>	<div></div>	It refers to the adoption of technological innovations for the operation of the company and its services, as well as the integration of new technologies	
		Suitability of signage		<div></div>	<div></div>		
	Health, Safety and well-being	Occupational Health and Safety	<div></div>	<div></div>		It refers to the overall well-being of employees, with priority given to their health and safety, work-life balance, job satisfaction and the safeguarding of their mental health.	
		Well-being	<div></div>	<div></div>	<div></div>		
	Continuous employee development and talent utilization	Development and performance management	<div></div>	<div></div>	<div></div>	It refers to the development of human resources, their training, education and continuous retraining, the enhancement of their efficiency and the systematic and fair evaluation of their performance. It also refers to the company's policy on promotion and talent retention, including providing opportunities.	
		Training and education	<div></div>	<div></div>	<div></div>		
	Modern work environment and corporate culture	Meritocratic recruitment procedures	<div></div>	<div></div>		It refers to the working environment which must be governed by the principles of respect, meritocracy, justice, equality and inclusion, with particular emphasis on working conditions, mechanisms, regulations, codes of ethics and compliance with the law. A working environment with no discrimination.	
		Diversity and equal opportunities	<div></div>	<div></div>			
		Non-discrimination	<div></div>	<div></div>			
		Provisions of employment	<div></div>	<div></div>	<div></div>		
		Benefits	<div></div>	<div></div>	<div></div>		

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKEHOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
Being there for the Environment	Climate Change	Electromobility	<div></div>	<div></div>	<div></div>	It refers to the company's approach to the potential hazards related with climate change, and the measures it takes to reduce greenhouse gas emissions. It includes, among other things, air pollutants monitoring systems, energy saving measures and investments in clean and/or renewable energy sources.	<div><div>12</div>CLIMATE ACTION</div> <div><div>13</div>CLIMATE ACTION</div>

PILLARS	FOCUS AREAS	MATERIAL TOPICS	SUSTAINABLE DEVELOPMENT AND IMPACT			DESCRIPTION	STAKEHOLDER GROUP
			ECONOMY	SOCIETY	ENVIRONMENT		
Being there for Society	Education and training on Health and Safety	Training and education on road safety	<div></div>	<div></div>	<div></div>	It refers to the company's investments aimed at promoting good driving behaviour and creating a well-informed and aware body of drivers and motorway users, through information campaigns, training and seminars.	<div></div>
	Development of local community	Supporting local initiatives	<div></div>	<div></div>	<div></div>	This is the overall positive contribution to local economies and societies from the company's activities. It includes local investments, programmes, employment opportunities and financial contributions. It also refers to actions and initiatives to support and promote local traditions, tourism, gastronomy and culture.	
		Presence in local community	<div></div>	<div></div>	<div></div>		
	Social solidarity	Indirect economic impacts from the operation of Nea Odos	<div></div>	<div></div>	<div></div>	It refers to Corporate Social Responsibility programmes and actions aimed at strengthening social cohesion, addressing local social inequalities and ensuring overall social cohesion.	
		Social solidarity	<div></div>	<div></div>			
Corporate governance and operations	Governance and operation systems	Corruption and transparency	<div></div>	<div></div>		It refers to the internal systems and management procedures aimed at ensuring the smooth and responsible operation of the company and enhancing transparency, the policies and practices that ensure compliance with the law, the relevant certifications that ensure quality and business continuity	<div><div></div></div>
		Ethical governance	<div></div>	<div></div>			
		Management systems	<div></div>	<div></div>	<div></div>		
		Regulatory compliance	<div></div>	<div></div>	<div></div>		
		Business continuity	<div></div>	<div></div>	<div></div>		
		Private data protection	<div></div>	<div></div>			
	Strategy and development	Financial performance of Nea Odos/ Market presence	<div></div>	<div></div>	<div></div>	It refers to an integrated strategy and action plan regarding the company's position in the industry, financial performance and development opportunities.	
	Responsible supply chain	Suppliers assessment (environmental and social)	<div></div>	<div></div>	<div></div>	It refers to the company's criteria for selecting suppliers and partners based on criteria such as quality, environmental compliance, certifications and human rights.	

○ Big ○ Medium ○ Small

2.2 STAKEHOLDER ENGAGEMENT

The Kentriki Odos Sustainable Development Report serves as a tool for communication and fostering trust with all stakeholders, paving the way for the creation of long-term and measurable value.

More information about our approach: pages 40-42

STAKEHOLDERS

Employees	Emergency response agencies
Motorway drivers	Financial institutions
Local communities	Partners, suppliers and subcontractors
Local government	Agencies, associations, university community
Shareholders	Mass media
Non-Profit Organisations (NGOs)	Other motorways
Activists	Operator
Ministries	



SUSTAINABLE DEVELOPMENT SURVEY

Sustainable Development Survey
Kentriki Odos collects, through a relevant opinion survey, stakeholders’ perceptions on Sustainable Development issues, their priorities and their views on corporate performance on these issues. The opinion survey is an important tool, conducted on an annual basis and directly linked to the CSR Scorecard.

The research focuses on the following issues:

- Corporate Governance
- Road Safety
- Services Provided
- Human Resources
- Environment
- Our corporate contribution to society and the neighbouring local communities

The results of the survey are an important source of feedback for our Sustainable Development strategy and are taken into account in the preparation of our annual Sustainable Development Reports.

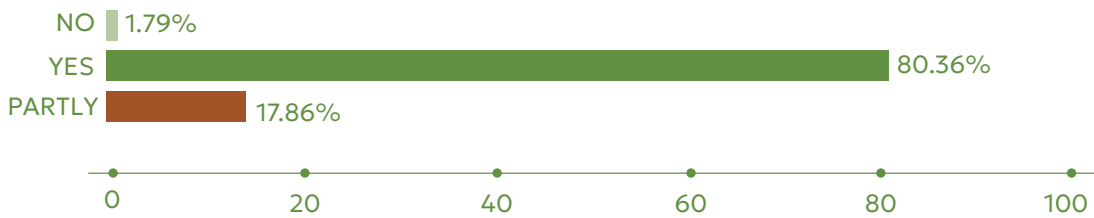
SURVEY RESULTS

Sample: 76 persons

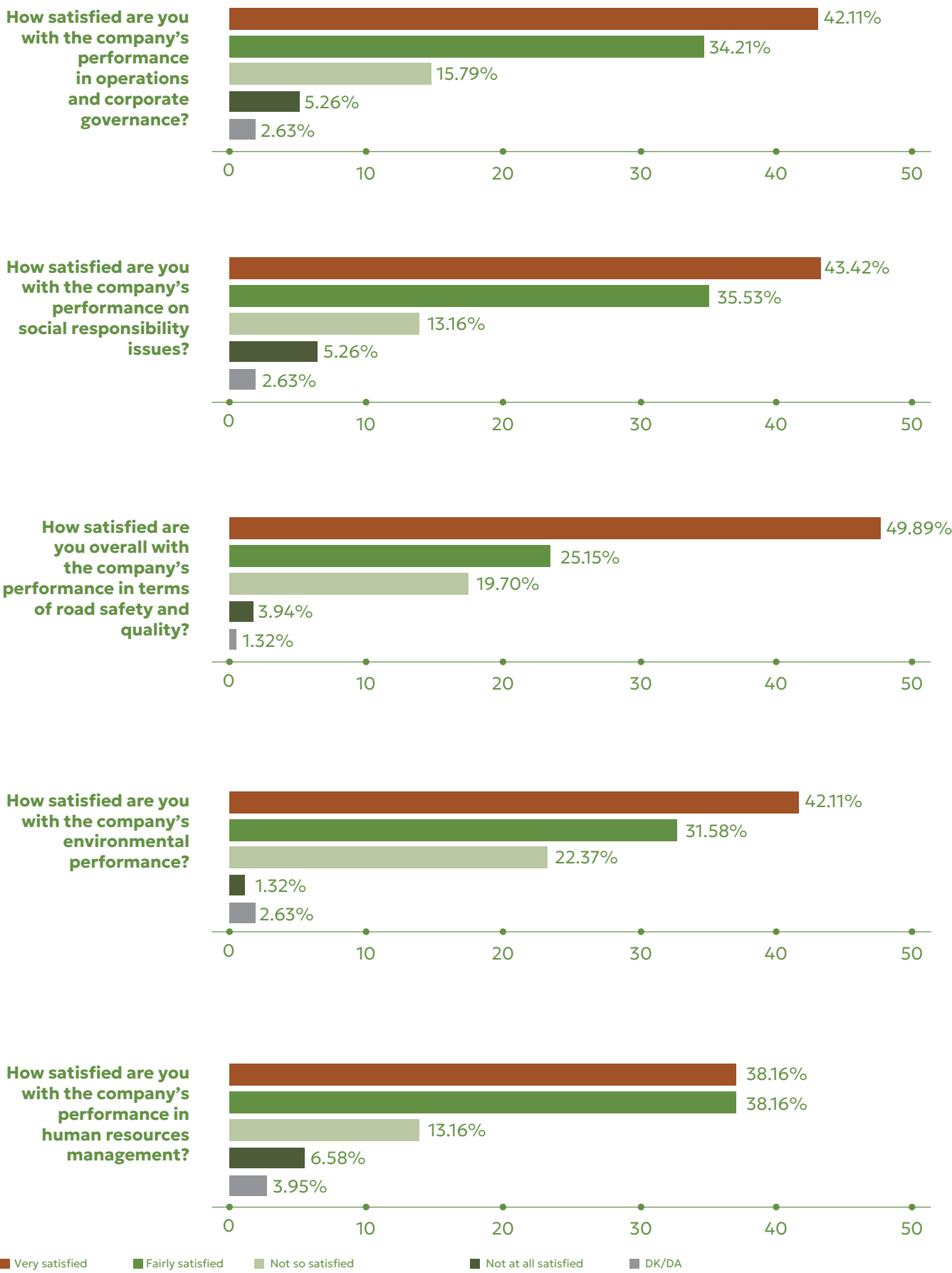
Sample composition



Did you find available, in «Sustainable Development at a Glance», information on the issues that interested you about our company?



INDICATIVE ANSWERS



2.3 IDENTIFICATION OF MATERIAL TOPICS

To identify new and updated material topics for Kentriki Odos, the annual Sustainability Development Survey is a strategic tool for understanding stakeholders, their priorities and views.

Our corporate methodology is based on internationally recognised standards and is linked to the content of the Report and our overall strategy.

OUR METHODOLOGY

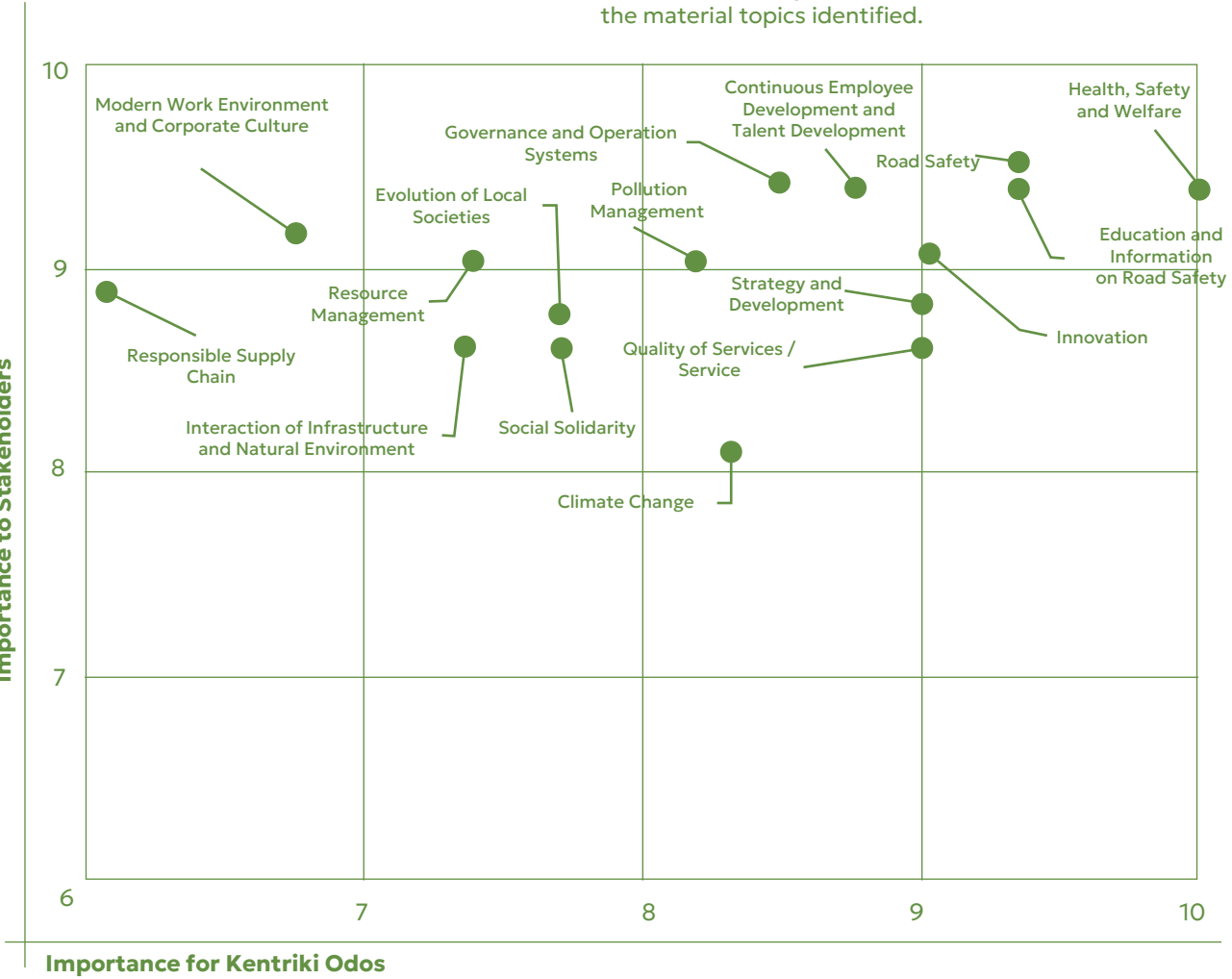
- 1

Listing and updating the topics deemed to be the most important, according to their impact on the sectors of the internal and external environment in which the company operates. Scope and delimitation of impact of said topics.
- 2

Assessment based on the significance of their impact on the company and sustainability in general, and their influence on the stakeholders' assessments and decisions.
- 3

Verification of the topics in terms of completeness, to ensure that the content of the Report includes the company's significant economic, environmental, and social impact, allowing stakeholders to assess its performance and facilitating the decision-making process. During the preparation of the Report, we reviewed and enriched our strategic approach, which included adjustments to the material topics identified.
- 4

Communicating with all stakeholders and requesting feedback through the Sustainable Development Report.



2.4 NATIONAL AND INTERNATIONAL PARTNERSHIPS

Kentriki Odos actively participates in important Greek, European and international bodies and organisations that focus on and promote Sustainable Development, sustainable mobility and road safety issues.

- CSR HELLAS - Hellenic Network for Corporate Social Responsibility
- “HELLENIC ASSOCIATION of TOLL ROAD NETWORK” also known as “HELLASTRON”
- Road Safety Institute “Panos Mylonas”
- Hellenic Institute of Customer Service
- The “Diazoma” Association
- Interamerican: For the provision of free roadside assistance services to drivers

2.5 SUSTAINABLE DEVELOPMENT GOALS

The Kentriki Odos project and priorities are in line with the achievement of the UN Sustainable Development Goals:



Sustainable Development Team

To ensure full internal alignment in the handling of Sustainable Development issues, Kentriki Odos has formed a Sustainable Development Team, which consists of representatives from all the company's divisions and is coordinated by the Public Relations and Corporate Responsibility Department. The work of the Sustainable Development Team includes:

- Strengthening the Sustainable Development corporate culture
 - The collection of information and data for the annual Sustainable Development Report
 - The evaluation and quality assurance of the data collected
- The design of policies and procedures
 - Informing employees about new policies and procedures
 - Participation in the implementation of initiatives aimed at strengthening the Sustainable Development culture

Sustainable Development Structures

In 2023, we invested a total of €243,915 in the following actions:

- Development of our corporate strategy
 - Participation as members in national and international organizations
- Participation in partnerships and collaborations
 - Communicating our actions and initiatives to our stakeholders and the general public

MANAGEMENT OF SUSTAINABLE DEVELOPMENT (IN €)	2023	2022	2021
Corporate Strategy	23,900	2,750	16,530
Participations and Partnerships	41,500	23,000	23,662.90
Communications	178,515	198,458	54,092.50
Total	243,915	224,208	94,285.40



CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING

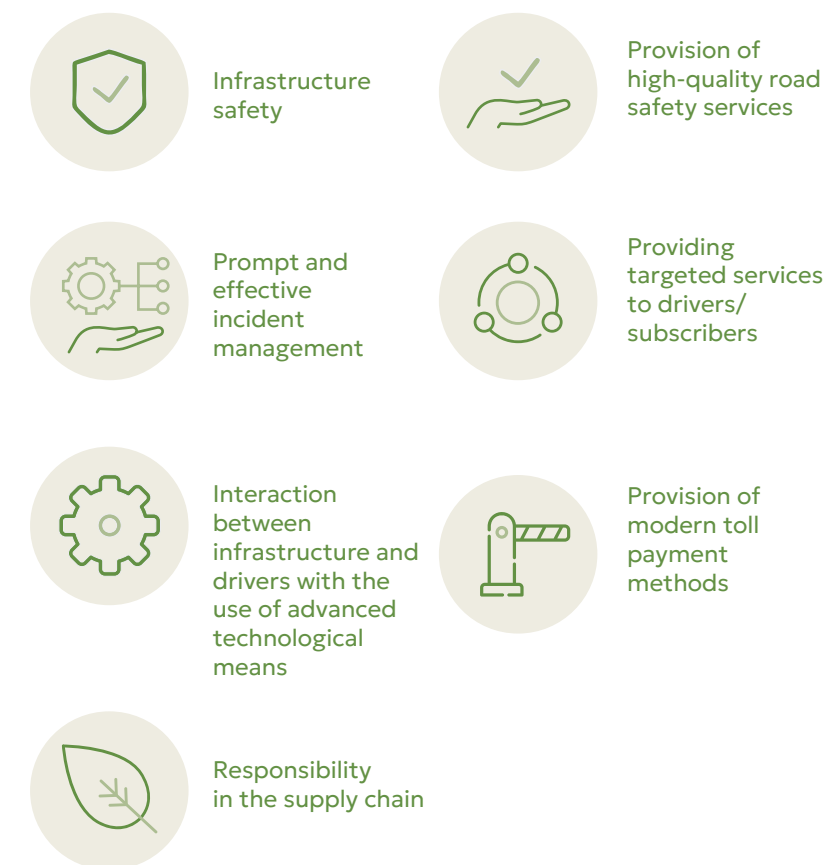


TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Stakeholder Engagement	Implementation of a renewed Sustainable Development campaign for stakeholders	Achieved with 76 responses	Implementation of a campaign for stakeholders
	Integration of the survey results in the presentation of the material topics	Continuous	-
	Updating of the CSR Scorecard platform	CSR Scorecard content updated	Updating of the CSR Scorecard platform
	Updating of the company website	Achieved	-
	Strengthening the company presence across digital media	Continuous	Continuous
Employee training on Corporate responsibility and Sustainability	Continuous training	Hours of training in sustainability issues Kentriki Odos: - Operator: 8	Continuous training

3. Supporting Drivers with Road Safety and Quality Services

Kentriki Odos is firmly committed to ensuring road safety along the entire length of its motorways and to providing a high level of customer-centric service. With the experience and expertise of our people, we adhere to the highest European standards in the operation and maintenance of our motorways. The project as a whole focuses on the continuous reduction of environmental impacts, enhances the quality of life of society as a whole, and contributes to the overall development of the country.

OUR PRIORITIES





AT A GLANCE

1,796,232
toll passes

4,700
user requests

6,294
manhours of road
infrastructure inspections










20,973
manhours
for snow removal

3.1 ROAD SAFETY

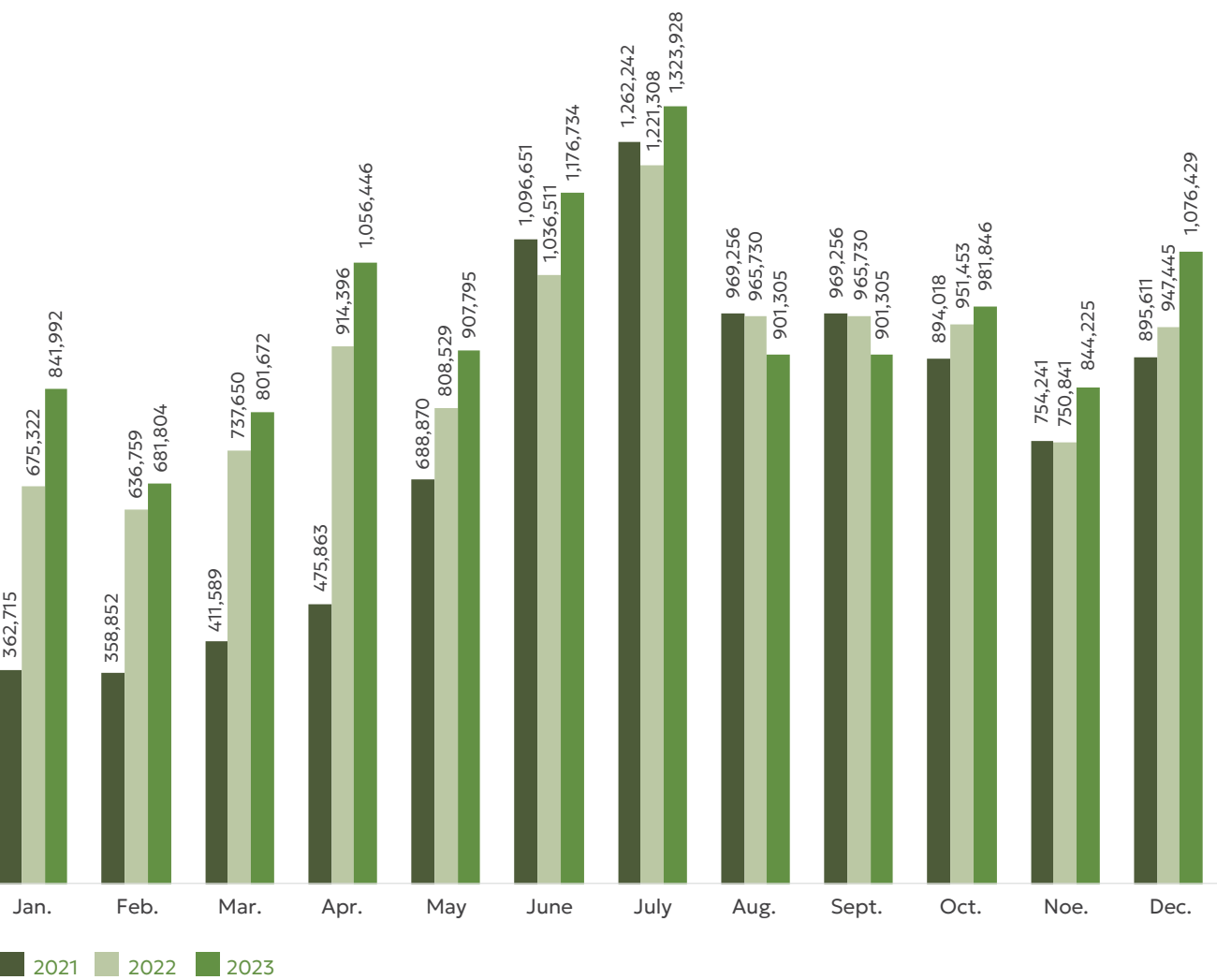
Reducing road accidents, limiting their impact and preventing secondary accidents are the pillars of our road safety action plan.

In view of the above, the focus points are:

- 1. Constant patrols
- 2. Emergency Response Teams
- 3. State-of-the-art Traffic Management Centres
- 4. Signage
- 5. Scheduled and emergency maintenance works
- 6. The 4-digit emergency number and SOS phones along motorways
- 7. Customer Service Call Centre
- 8. Motorist Service Stations (MSSs)
- 9. Safe temporary parking spaces

ENTRIES BY VEHICLE CATEGORY		TOTAL FOR KENTRIKI ODOS	A.TH.E.	E65
Category 1		72,663	57,731	14,932
Category 2	  	8,798,150	7,249,126	1,549,024
Category 3	  	897,321	730,400	166,921
Category 4	 	1,796,232	1,599,129	197,103

3 year evolution of total toll passes for Kentriki Odos



ROAD SAFETY AND SIGNAGE

Digital and conventional signs have been installed along Kentriki Odos to direct and inform drivers in a timely manner. Emergency signage, mobile signage, short-term and long-term works signage is used in special cases. The company carries out preventive technical inspections and monitors signage on a daily basis, with targeted interventions where necessary.

VARIABLE MESSAGE SIGNS (VMS)

14 A.T.H.E.
9 E65

ROAD INFRASTRUCTURE MANAGEMENT AND MAINTENANCE SYSTEM

The integrated road infrastructure management and maintenance system for Kentriki Odos allows us to systematically record the infrastructure and monitor the «behaviour» of the road surface and the effectiveness of our interventions.

Preventive and Improvement Maintenance Programme

On Kentriki Odos, preventive and corrective maintenance works follow the Structural Performance Monitoring Programme for Concrete Structures, which is a comprehensive plan of regular inspections and systematic interventions in 350 major technical sections, bridges and crossings. As part of the programme, the results of visual inspections are recorded and evaluated, needs are identified and interventions are implemented.

The preventive maintenance programme includes, amongst other things:



Road surface damage restoration works



Cleaning of the motorway



Maintenance of median strips, greenery and all technical elements



Maintenance of electromechanical installations, safety and protection equipment, irrigation and fire-fighting systems, etc.

In addition, the Improvement Maintenance Programme includes road surface replacements, heavy interventions in technical works and buildings and all investments for the modernisation of all electromechanical installations and electronic equipment.

To ensure maximum infrastructure safety, we map road safety conditions by analysing statistical data on road accidents and carrying out studies to determine the hazard level at various locations on the urban and interurban road network. It is worth noting that changes in specific indicators are systematically monitored and additional improvement measures are taken.



TOTAL MANHOURS FOR ROAD MAINTENANCE

Categories of Road Maintenance	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Total	101,609.81	55,573.40	46,036.41	110,125.15	56,158.46	53,966.68	119,709.43	71,560.84	48,148.59

MANHOURS FOR ROAD MAINTENANCE



In 2023, as part of its Infrastructure Maintenance Programme, Kentriki Odos completed the replacement of parapets, as follows:

PARAPETS REPLACED (IN METRES)

	2023	2022	2021
E65	671	6,452	296
A.TH.E.	10,734	256	444

ROAD SAFETY AND ADVANCED TECHNOLOGY SYSTEMS

Kentriki Odos makes extensive use of new technologies and uses modern tools to ensure road safety along the entire length of its motorways:

Weight in Motion (WIM):
The Weight in Motion (WIM) system helps to detect violations of prescribed limits (e.g. weight, speed).

Drones
monitor motorways and the surrounding area, making it much easier to maintain, restore, and improve the infrastructure.

ROAD SAFETY AND RESTORATION OF DAMAGE TO ROAD INFRASTRUCTURE

Kentriki Odos constantly ensures the integrity of its infrastructure. At regular intervals, our specially trained employees review the results of road inspections and analyse the observations by patrols concerning the immediate restoration of the road infrastructure. Particular importance is also attached to the comments, suggestions and questions from drivers registered by Customer Service.

In 2023, the following data were documented:

- A.TH.E.: 575 repairs in 2023 (compared to 358 in 2022)
- E65: 592 repairs in 2023 (compared to 604 in 2022)

TOTAL MANHOURS FOR REPAIRS OF ROAD INFRASTRUCTURE DAMAGE

Categories of Road Infrastructure	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Total	2,480.21	1,371.33	1,108.88	2,174.70	1,164.88	1,009.82	3,988.95	3,988.95	3,988.95

TOTAL MANHOURS OF ROAD INFRASTRUCTURE INSPECTIONS

Categories of Road Infrastructure	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Total	6,294.33	3,643.77	2,650.56	11,482.18	5,619.05	5,863.13	10,714.93	5,531.62	5,183.31

EXTREME WEATHER EVENT MANAGEMENT

Extreme weather events (e.g. heavy snowfall, heavy rainfall, frost on the road surface, high temperatures, etc.) pose a serious challenge to road safety. At Kentriki Odos, we apply certified procedures to protect against the risks related to climate change by implementing certified procedures that include:

- Procurement of sufficient quantities of salt for the entire length of each motorway
- Operation of refuelling stations at appropriate locations
- Maintenance of snow ploughs
- Clearance of manholes and drainage infrastructure
- Improving the reflectivity of horizontal and vertical signage
- Carrying out preparedness drills involving all rapid response agencies
- Close and sincere cooperation of all stakeholders involved

Detailed data for 2023 are the following:



DEDICATED WEATHER FORECAST PLATFORM

For the faster and more effective management of emergencies arising from extreme weather events, Kentriki Odos collaborates with the National Observatory of Athens, a renowned institution. The fruit of this strategic collaboration is the creation of a dedicated weather forecast platform for our motorways, which provides updates on current and future meteorological conditions, such as the type of precipitation (rain, hail, snowfall, sleet, etc.), temperature, total precipitation, snow cover, wind speed and direction, as well as barometric pressure.

TRANSPORTING OVERSIZE LOADS AND VEHICLES

In recent years, there has been an increase in the number of vehicles carrying oversize or special cargo, such as wind turbine components. This phenomenon is expected to intensify in the future due to the «green» transition and the increased installation of renewable energy sources. In these instances, and with an eye to ensuring safety, Kentriki Odos has specific procedures in place that focus on cargo entering the motorway, cargo moving within a motorway arterial road, and cargo exiting the motorway.

40 TRANSPORT VEHICLES THROUGH A.TH.E.

TRAFFIC SURVEILLANCE AND INCIDENT DETECTION CAMERAS

TOTAL NUMBER OF INCIDENTS



CAMERAS AI

On the Kentriki Odos and the Nea Odos, a well-thought-out combination of processes, systems, human and material resources is dedicated to road safety. We aim every day to improve our operational capacity with new technologies and we want to serve as a model for our industry. As part of this effort, we designed and implemented an integrated maintenance, surveillance, management and driver information system to address 3 issues known to all motorway operators. Animals entering from entrance/exit ramps, vehicles entering against oncoming traffic, entrance of pedestrians. All of the above events create significant road safety issues and carry high management requirements in terms of human and material capital.

To that end, we have revamped our procedures, upgraded our ramp surveillance with AI cameras and added sound repellent devices, trained our staff and developed a new app that is key to keeping drivers informed in real time. We call it virtual VMS and it automatically sends an alert that appears as a push notification on our mobile app (MyOdos), only to the drivers who are within a predetermined range, about 10 km from the point of entry of the animal (geolocation). Messages are sent through the VMS management platform already used by the Traffic Management Centre operators and this allows us to achieve maximum efficiency with the least possible burden on colleagues.



The combination of the AI cameras with the virtual VMS application through Geolocation is being implemented for the first time in Greece and the results are promising. Across our 3 projects in 2019, we recorded 188 accidents involving animals, while for the first half of 2024 the number came to 62. This is because we have managed to achieve early detection, better surveillance-more immediate management and to-the-point information for drivers. A simple description of the overall project is as follows:

In the system with the remote-controlled cameras at the interchanges (Closed-Circuit Television - CCTV), we added special fixed cameras with AI technology. These cameras allow us to configure smart areas and detection type, so that we can automatically detect:

- 1. Animals moving in the area.
- 2. Pedestrians crossing the ramp.
- 3. Vehicles that are stopped or travelling against traffic.

Whenever one of the above rules (1,2,3) is activated, an audible alarm, a short clip of the detection and the appearance of the live image are displayed at the Traffic Management Centres. The actions of the operators are then completely predetermined:

- Message forwarded to the electronic VMS.
- Message forward to **MyOdos** via the **virtual VMS** application.
- Notification of the nearest Toll Stations, the relevant road safety patrol and the relevant Motorway Traffic Police.

A detail of great operational importance is that the TMC operator can now confirm whether or not patrol assistance will actually be needed in the area.

In addition to the above, we installed «green» sound repellent devices on each ramp that are 100% solar powered. These have a motion sensor and emit ultrasonic sound waves which, without posing a danger to the animal, drives it away from the ramp. Finally, we reinforced the fencing in places where large animals capable of digging through the existing fencing were observed.

Currently, 117 AI cameras have been installed on ramps on the motorway under our responsibility, 622 sound repellent devices and fencing has been reinforced at points along a total length of 123.7 km. The work continues, and significant investment is being made to develop and improve detection algorithms to minimise false alarms. Finally, at a later stage, the push notification will be accompanied by voice reading, in order to make the use of MyOdos safer.

In total:

177

AI cameras in ramps of motorway on our responsibility

622

sound repellent devices

123.7

km reinforcement of fencing

TRAFFIC MANAGEMENT CENTRES (TMCS) AND TUNNEL TRAFFIC MANAGEMENT CENTRES (TTMCS)

As the primary points of contact with the competent authorities in case of emergency incidents, the TMCs and TTMCS operate 24/7/365. To ensure the safe operation of the motorway and tunnels, the Centres are equipped with state-of-the-art equipment and staffed by specially trained personnel, traffic engineers, and scientists.

As coordinating bodies, the Centres:

- Manage emergency calls
- Collect and review important information about each incident
- Analyse traffic data, in combination with weather and general conditions
- Mobilise Road Safety Patrols when necessary.
- Inform all emergency services, such as the ambulance service, Civil Protection, Traffic Police, etc.

The work of the TMCs and TTMCS is supported by the Road Safety Patrols, the free roadside assistance service, the SOS phones installed along the entire motorway, and the 4-digit 1075 emergency number. On the operational section of the E65, the TMC located in Sofades regulates traffic and ensures the smooth and safe operation of the infrastructure.

Smart TMCs and TTMCS

In the event of an emergency, in addition to the existing TMCs and TTMCS, a system of specially designed backup and «smart» TMCs and TTMCS is activated immediately to ensure rapid management of motorway incidents and business continuity.



SPECIAL TRAFFIC ARRANGEMENTS

Kentriki Odos is strengthening its resilience to the climate crisis by integrating into its business strategy the study of related risks so as to manage traffic in the best possible way in cases of severe weather events, fires, landslides, etc. Kentriki Odos manages natural and transition risks in parallel.

In addition, vigilance and appropriate traffic management are also required when events and races or operational drills are taking place. Traffic management in these special cases ensures the business continuity of the company, which is certified according to the international standard ISO 2230:2012.

E65 MOTORWAY

• 30-31 January:

Traffic arrangements due to agricultural mobilisations at the Karditsa Interchange (kilometric milestone 80th). In cooperation with the Motorway Traffic Police, the necessary measures were taken and no incident was recorded.

• 1-22 February:

Traffic adjustments due to agricultural mobilisations at the Sofades Interchange and Proastio Interchange. In cooperation with the Motorway Traffic Police, the necessary measures were taken and no incident was recorded.

• 6-10 September:

Traffic adjustments due to heavy rainfall (Storm Daniel) and overflowing streams at various points

of the network. In cooperation with the Motorway Traffic Police, the necessary measures were taken and no incident was recorded.

• 15 November:

Winter maintenance-snow removal drill to maintain the safe operation of the motorway and to improve communication between the Motorway Traffic Police and the winter maintenance subcontractor.

• 13 December:

Traffic adjustments due to the agricultural mobilisations at the Karditsa and Proastio Interchanges. In cooperation with the Motorway Traffic Police, the necessary measures were taken and no incident was recorded.

A.TH.E. MOTORWAY

• 6 September:

Due to heavy rainfall (Storm Daniel), a problem was caused at the Kentriki Odos concession boundaries. In cooperation with the competent department of the Motorway Traffic Police, it was decided to divert traffic towards Thessaloniki. On the same day, the wider area around the motorway was flooded and traffic adjustments were made, in cooperation with the competent department of the Motorway Traffic Police, from 6 September at 22:30 until 7 September at 18:00.

7 November:

Preparedness drill in the Stylida tunnels, aimed at maintaining the safe operation of the motorway in case of an accident and at improving communication amongst all parties

MANAGEMENT OF IMMOBILISED VEHICLES

Kentriki Odos ensures both the safety and smooth operation of the motorway and the safety of the passengers of passing vehicles. To that end, the company provides free assistance to immobilised vehicles for their transfer to a safe place, either along the rest of the road network or at a location within the concession project, e.g. at the Motorist Service Stations (MSSs). In this way, the safety measures required by law are observed and traffic obstruction is avoided.

In 2023, 617 vehicles were towed safely, 387 of which were on the A.Th.E. section and 230 on the E65 motorway section.

TRAFFIC MANAGEMENT INDICATORS 2023	A.TH.E.	E65
Vehicle kilometres travelled (million)	255.37	76.89
Incidents detected by patrol/company staff	1,450	1,450
Incidents identified by the 4-digit Emergency Number	684	286
Incidents identified through ERT	-	1
Incidents detected by CCTV & AID	219	159
Incidents detected by the Police, Roadside Assistance or third parties	295	142
Average incident clearance time (in minutes)	82.60	224.30

Vehicles Towed	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Total	617	387	230	624	383	241	538	332	206

Incidents involving immobilised vehicles	2023		2021		2020	
	A.TH.E.	E65	A.TH.E.	E65	A.TH.E.	E65
Total	1,583	825	1,478	761	1,423	670

AVERAGE KENTRIKI ODOS RESPONSE TIME (IN MINUTES) PER TYPE OF INCIDENT

Type of Incident	2023	2022	2021
Accident – Collision	15.9	13.6	13.1
Vehicle with breakdown	10.6	10.2	9.2
Abandoned vehicle	19.3	12.4	16.9
Obstacle - Spill - Moving Hazard	13.6	9.6	8
Other incident	5.4	3.6	3.2

AVERAGE RESPONSE TIME PER ASSISTANCE AGENCY (IN MINUTES)

Assistance Agencies	2023	2022	2021
Kentriki Odos	11	9.3	8.2
Vehicle roadside assistance	41.1	39.2	39
Roadside assistance for heavy vehicles	48	49.7	48.1
Traffic Police	14.2	15.2	16.9
Fire Department	15	16.6	14.7
Ambulance service	11.4	12.5	14.7
Other agencies	37.3	35.2	35.3



ROAD SAFETY PATROLS

Road Safety Patrols are on full alert to ensure the safe movement of road users 24 hours a day and have the ability to intervene immediately along the entire length of the motorway. These are specially equipped company vehicles with trained personnel and the following responsibilities:

- Emergency response patrols
- Incident detection and management
- Inspection of damage to infrastructure and equipment (road surface, fencing, safety barriers, lighting)
- Removing objects from the road surface
- Assisting immobilised vehicles and transporting them to a safe place
- Emergency signage
- Assisting the competent state emergency services
- Providing auxiliary escort of oversize vehicles if necessary
- Escorting vehicles carrying hazardous cargo when passing through tunnels
- Anticipating risks for drivers

To maximise efficiency in managing emergency incidents and enhancing road safety, the fleet management and maintenance system has been certified to ISO 39001. As we strive to continually upgrade our fleet, we have added «Heat Maps», a technology that tracks the movement of the patrols in relation to the check points through colour-graded maps. Kentriki Odos aims at the gradual renewal of the company’s own fleet and its full replacement with green (electric and hybrid) vehicles, always adapted to the needs of each vehicle category (e.g. PATROL, PICK UP, TMS, VAN).

SOS Phones and the 4-digit 1075 Emergency Number

For the immediate and effective response to emergency incidents and possible accidents, our employees respond to telephone calls for assistance 24 hours a day:

SOS TELEPHONE NUMBERS

160

SOS phone devices allow those in need to contact the Traffic Management Centre free of charge.

EMERGENCY NUMBER 1075

1075

Drivers communicate directly with the TMCs and the TTMCs to inform them of any emergency incidents or accidents.

SOS PHONES ALONG THE MOTORWAY

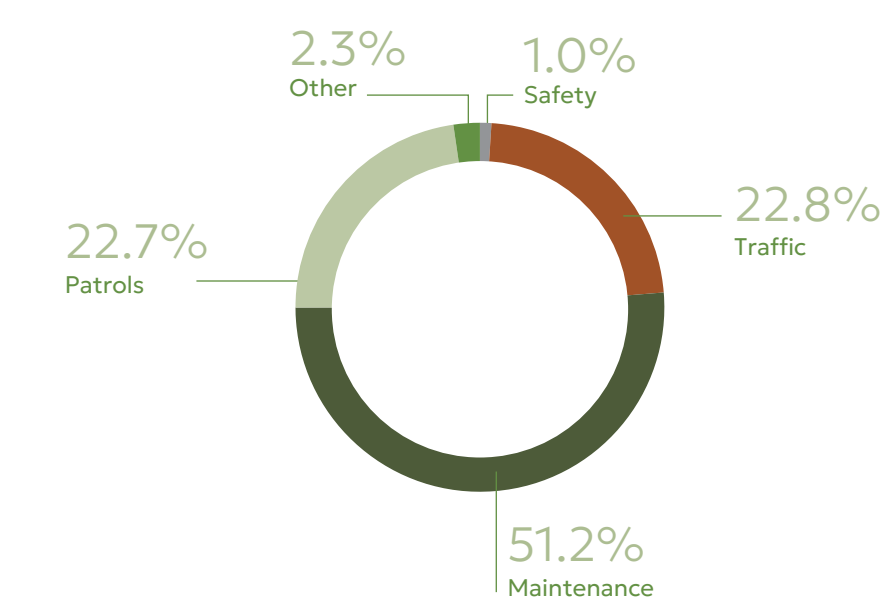
124 36

A.TH.E. E65

EMERGENCY CALL CENTRE OPERATION DATA

	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Number of incoming calls	25,328	16,429	8,899	23,126	15,034	8,092	22,791	15,569	7,222
Number of calls answered	25,227	16,376	8,851	23,050	14,981	8,069	22,707	15,515	7,192
Percentage of calls answered	99.6%	99.7%	99.5%	99.67%	99.65%	99.72%	99.6%	99.7%	99.5%
Average call duration (in seconds)	42.67	42.64	42.70	42.76	42.65	42.87	42.02	42	42.04

EMERGENCY CALL CENTRE TOPICS 2023



3.2 INTEROPERABILITY

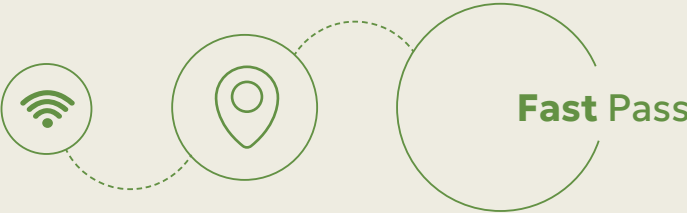
To serve its customers more efficiently, Kentriki Odos strategically invested in the interoperability of the toll pass systems, upgrading the equipment and software at toll stations. The result is that, by using a single transponder, every driver can move seamlessly around the country.

“MyOdos App”

Aside from the subscription to the Fast Pass electronic toll payment service, every driver has free access to the innovative all-in-one motorway application «MyOdos App», which is available for mobile phones and tablets (Android and iOS). Drivers can use it to, amongst other things, calculate the cost of their journey on all motorways in Greece and find the best route.

Through the «MyOdos App», drivers have at their disposal:

- 24/7/365 info on the motorways operated and maintained by the company.
- Detailed maps with all the points of interest (Motorist Service Stations, parking areas, interchanges, exits, etc.) on our motorways.
- A tool for calculating the optimal route and toll costs on all motorways in Greece.
- Direct connection to the 1075 Emergency Hotline as well as to the customer service hotline at the touch of a button.
- Option to subscribe to Kentriki Odos Fast Pass and obtain the transponder via courier service.
- Full account control and top-up option for Kentriki Odos Fast Pass subscribers.



www.myodos.gr

Visitors can easily and quickly get MyOdos app and/or read about all the services offered by the app.

USERS

45,096

(total Nea Odos and Kentriki Odos Fast Pass)

REQUESTS FOR TRANSPONDER DELIVERY

1,835

requests to sign up for the subscription programmes and transponder delivery

Motorist Service Stations (MSSs)

There are 2 MSSs in Sofades with a variety of services, dining and recreation (restaurants, fast food outlets, mini markets, bookstores, ATMs, cafés, fast charging of electric vehicles). MSSs harmoniously fit within the surroundings, and the buildings comply with the requirements of the Building Energy Performance Regulation.

MSS	LOCATION	DIRECTION	SERVICES
SOFADES	70 th km	To Trikala To Lamia	Shell petrol station with 24-hour operation, café, dining and AB Shops within Shell petrol stations

“Green” Motorist Service Stations (MSSs)

Kentriki Odos’ environmental strategy is applied to MSSs, which are «green» from construction to their regular operation, as well as to all its buildings:

- Principles and good practices of bioclimatic architecture were implemented.
- Renewable Energy Source (RES) technologies, such as solar heating systems, heat pumps, solar panels, etc., were used
- Biological wastewater treatment systems were installed and put into operation so that the treated water produced is used to irrigate the greenery of their common areas, as well as the greenery of the motorway.
- The ability to charge electric vehicles is offered.
- Paper and plastic recycling facilities are provided.



Kentriki Odos’ environmental strategy is applied to MSSs from construction to their regular operation.

TEMPORARY PARKING AREAS



A total of 7 temporary parking areas are available along the motorway.

Toll Zones and Toll Rates

The Concession Agreement, ratified by the Greek Parliament, explicitly and clearly defines toll amounts, their annual adjustments and the relevant notifications to drivers.

The toll rate depends on the vehicle category (motorcycle, passenger car, etc.) and the motorway zone in which it is travelling. Within the same zone and on the same trip, the driver pays a toll at either a frontal or a lateral toll booth, but never at both. Toll stations accept payment in cash or by contactless card payment (via POS) and drivers are able to choose whether to pay at a toll collector or at an automatic payment machine, while electronic toll lanes for transponder toll pass are also available at each station.

Registered Kentriki Odos subscribers can pass through toll stations using a Kentriki Odos Fast Pass transponder. The transponder is sent free of charge and offers a discount of up to 50%, depending on the number of monthly toll passes of the vehicle on the motorways operated and maintained by the company. Users can also subscribe via the MyOdos app and receive the transponder free of charge by courier service. Through the MyOdos app, subscribers have full control of their account and can top up via the app.

Cash payment to a collector	Kentriki Odos Fast Pass Registered Kentriki Odos subscribers receive the Fast Pass at no charge.	Automatic Payment Machines	Contactless Card Reader (POS)	MyOdos An application through which drivers can, amongst other things: <ul style="list-style-type: none">• Subscribe to Kentriki Odos Fast Pass and obtain the transponder via courier service.• Have full account control and a top-up option, if they are Kentriki Odos Fast Pass subscribers.
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For more information, visit <https://www.kentrikiodos.gr/highways/toll-fees/?lang=en>

Subscription and Discount Plans

Depending on the frequency of use of the road network and their needs, subscribers to the Kentriki Odos Fast Pass electronic toll payment

service can choose from the following three subscription and discount plans:



- **Basic:** for category 2, 3 and 4 vehicles
- **Frequent All 2, 3 & 4:** for all toll stations for category 2 vehicles (Frequent All 2) and Frequent All 3 and 4 for category 3 and 4 vehicles.

IN 2023

152,062

toll passes were made through Discount Plans

EVOLUTION OF KENTRIKI ODOS FAST PASS SUBSCRIBERS AND TRANSPONDERS

	2023	2022	2021
Open accounts (average/year)	10,621	8,650	6,666
Active transponders (average/year)	11,735	9,724	7,718




3.3 COMMUNICATION AND DRIVER SERVICE

At Kentriki Odos, we constantly use all available communication channels in order to receive and thoroughly understand the comments, suggestions and proposals submitted by drivers who use the motorways under our responsibility. This is particularly important as it allows us to develop policies and services that ensure qualitative and prompt service to drivers.


KEY COMMUNICATION CHANNELS




Telephone Customer Service (TCS):
801 700 7000




Customer service email address
customercare@kentrikiodos.gr




Customer Service Point (CSP)
a) A.Th.E., before the toll station
at Ag. Triada, in the direction
towards Lamia
b) E65, after the Trikala toll station,
in the direction towards Lamia




Company website **www.kentrikiodos.gr**
Product site **www.kentrikipass.gr**



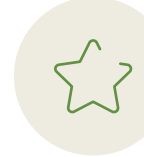
Opinion survey/24 months
Mystery survey/24 months



MyOdos Application



Emergency Telephone Number
1075

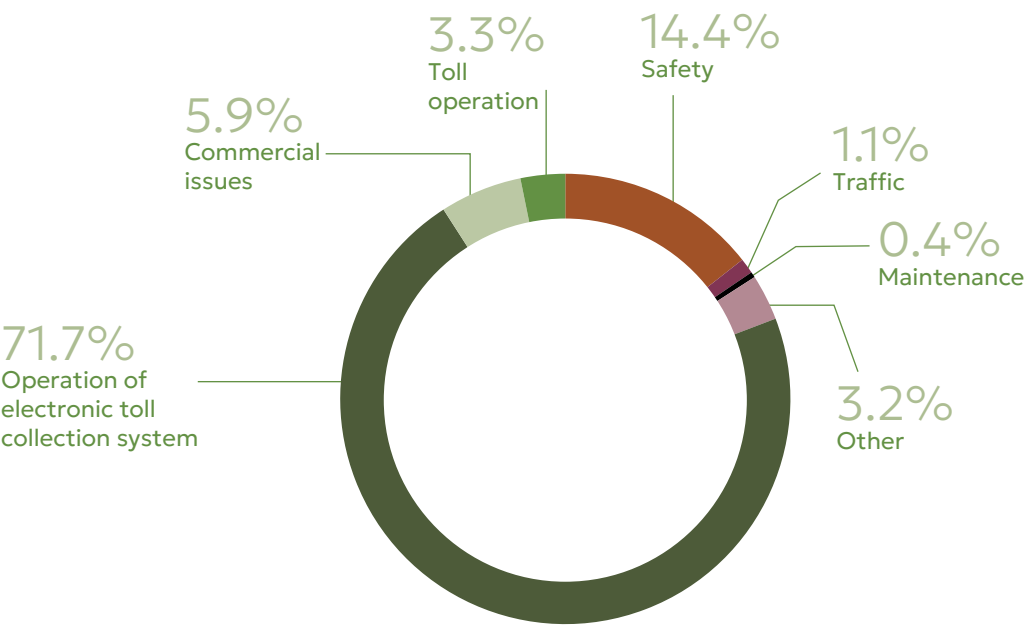


CSR Scorecard platform

TELEPHONE CUSTOMER SERVICE DATA

	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Number of incoming calls	9,385	9,058	327	8,265	8,124	141	8,159	8,037	122
Number of calls answered	9,040	8,730	310	7,882	7,745	137	7,357	7,250	107
Percentage of calls answered	96.3%	96.4%	94.8%	95.4%	95.3%	91.7%	90.1%	90.1%	90%
Total number of telephone complaints	122			194			613		
Number of calls with complaints about noise barriers	0			0			0		

TELEPHONE CUSTOMER SERVICE TOPICS 2023



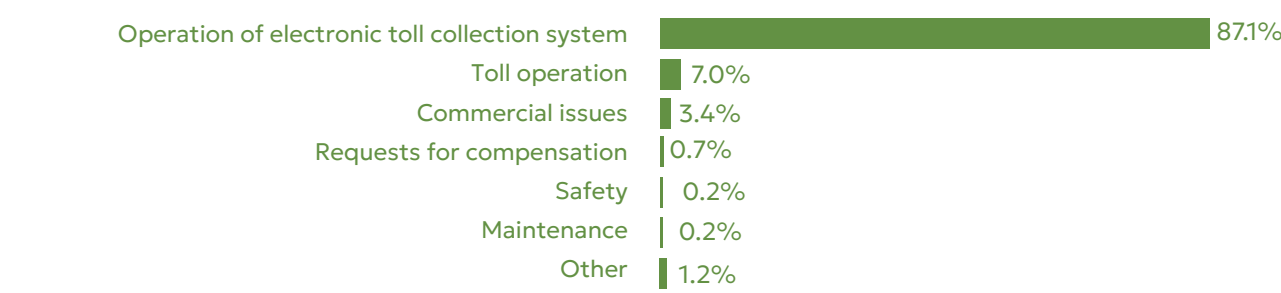
AGGREGATED ANALYSIS OF REQUESTS (%)

	TEL. SERVICE		WRITTEN		TOTAL	
	NUMBER	%	NUMBER	%	NUMBER	%
Commercial policy	799	19.6%	165	26.6%	964	20.5%
Toll operation	622	15.2%	354	57.1%	976	20.8%
Traffic and safety	2,212	54.2%	19	3.1%	2,231	47.5%
Interoperability	221	5.4%	6	1%	227	4.8%
Other	74	1.8%	10	1.6%	84	1.8%
Requests for compensation	43	1.1%	29	4.7%	72	1.5%
Signage	13	0.3%	1	0.2%	14	0.3%
User requests	17	0.4%	10	1.6%	27	0.6%
Project	79	1.9%	26	4.2%	105	2.2%
Total	4,080	100%	620	100%	4,700	100%

WRITTEN CUSTOMER CONTACT

	2023	2022	2021
Total written customer reports	633	920	697
Number of written requests and other issues	620	894	673
Total written complaints	13	26	24
Number of written complaints about noise barriers	-	-	-
Average response time (days)	0.43	0.51	0.47

WRITTEN CUSTOMER SERVICE TOPICS 2023



In 2023, the company received, managed and settled a total of 122 complaints which, in accordance with our policies, are classified into 9 main categories: Toll operation (57), Traffic and safety (44), Commercial policy (14), General negative comments (7), Signage (5), Interoperability (4), Concession project (1), User requests (1), and Other (2).

TELEPHONE CUSTOMER SERVICE

Kentriki Odos Customer Service provides information and answers to queries regarding

safety, traffic operation and service issues continuously throughout the year

Awareness Initiatives Focusing on Safe Driving

- In 2023, Kentriki Odos undertook a series of awareness-raising initiatives, communicating on safety issues with its internal and external stakeholders. The posts and information campaigns covered the following topics:

 - World Day for Health & Safety at Work
 - First aid training by the Hellenic Red Cross
 - Special advice for working in heat waves
 - Global awareness day for motorway workers in the field
 - Tips for increased safety ahead of the Easter getaway rush
 - Motorway driving tips ahead of the May Day getaway rush
 - World Road Safety Week
 - Panhellenic Road Safety Week
 - Tips for increased safety ahead of the Christmas getaway rush
 - Advice on wearing a seatbelt and using a mobile phone while driving on Father’s Day
 - Tips for driving in a heatwave
- World Health and Safety Day poster to all employees, posted at all motorway facilities.
 - Communication to team leaders focusing on potentially dangerous situations (near misses), with the aim of taking measures to prevent incidents that could lead to an accident at work.
 - Additional anti-smoking campaign through internal communication to all employees and poster display in all facilities.

Communication Actions

Kentriki Odos implemented a communication campaign titled «Being there for... the driver, the environment, society, our people», widely communicating the most important points concerning road safety and customer service, the environment, human resources and society. The campaign was implemented on the radio and online environment, where visitors had the opportunity to evaluate the company’s initiatives by answering a questionnaire. The aim of the campaign was to inform and foster an open dialogue with stakeholders, including employees.

In addition, informational actions were held on the following topics:

Actions aimed specifically for workers included:

- Poster on protection against seasonal risks at work for all workers.

- International Day of Peace
- National Customer Service Week
- Organ donation

Personal Data Protection

Kentriki Odos collects personal data of users for customer service purposes, to deal with traffic incidents and to effectively solve drivers’ problems.

The data we record is mainly collected from:

- 1. Telephone conversations with drivers on customer service issues, for the sole purpose of improving the services offered.

- 2. Requests for services (e.g. cards for Persons with Disabilities [PwD], and subscription plans).
- 3. Cameras along the motorways and the infrastructure used for smooth traffic management and effective traffic incident response.



For more information on the security and processing of personal data, refer to the **PRIVACY POLICY** posted on the company’s website <https://www.kentrikiodos.gr/>.

3.4 SUPPLIERS, PARTNERS, SUBCONTRACTORS

Recognizing the importance of suppliers in creating added value, Kentriki Odos implements a corporate process of responsible supplier selection. Through this process, suppliers are selected following an open market survey, during which at least 3 offers are received with the given specifications from different suppliers. The offers are assessed on the basis of the responsibility

demonstrated in the suppliers’ activities and the quality characteristics of the service/product. All our suppliers, subcontractors and partners are obliged to adopt the corporate values and principles, and the rules of conduct and operation of Kentriki Odos.

Supplier Evaluation

In a merit-based and transparent manner, Kentriki Odos evaluates the performance of existing suppliers on an annual basis. To this end, the evaluation criteria include meeting deadlines, transaction quality, responsiveness, product/service availability, compliance with the company’s predefined specifications, compliance with health and safety regulations, cost, and after-sales services. The Procurement Department centrally coordinates all procurement and tenders.

The evaluation process for our critical suppliers and partners is constantly improved to ensure objectivity in decision-making. The process is

conducted electronically, with the possibility of joint evaluation of partners and suppliers by different departments of the company.

Based on the above process, the company works with about 200 approved major suppliers, and the results of the annual evaluation showed an annual average rating of 4.3 out of 5.

In order to maintain business continuity and the uninterrupted operation of the company, we have appointed alternative suppliers for critical supplies and the most important contracts.



In accordance with corporate procurement procedures for critical services and goods, suppliers/subcontractors/partners (as well as the company’s regular suppliers/subcontractors/partners with contracts above a certain amount) are subject to due diligence by completing relevant questionnaires.

Supporting Local Suppliers

Through the procurement process, we invest in collaboration with our local suppliers, creating value with multiplier benefits for local communities.

CATEGORISATION OF SUPPLIERS

	2023		2022		2021	
	NUMBER OF SUPPLIERS	INVESTMENT (€)	NUMBER OF SUPPLIERS	INVESTMENT (€)	NUMBER OF SUPPLIERS	INVESTMENT (€)
Local suppliers	48	112,781.08	60	146,888.6	112	290,902.03
National suppliers	100	163,028,478	83	129,412,400.9	132	90,219,409.45
International suppliers	2	33,212	5	120,880.3	10	145,962.92
Total	150	163,174,471.08	148	129,680,169.81	254	90,656,274.40

Tenders and Procurement of Materials

In order to ensure objectivity and better resource management, the Kentriki Odos tenders are conducted electronically through a special platform. Interested parties submit their final proposals to the platform within a specified

deadline and can also submit multiple interim bids. Upon completion of the overall supplier evaluation process, a suitable contractor is selected on the basis of financial and quality criteria.

TENDERS FOR THE SUPPLY OF MATERIALS AND SERVICES

NUMBER OF GROUPED TENDERS FOR THE SUPPLY OF MATERIALS

1

Kentriki Odos

15

Operator



CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Accident-related indicators	Zero accidents, regardless of type, on motorway for users and employees	Drivers: 216 Employees: 2 Motorway Accidents Index: 74.5	Zero accidents, regardless of type, on motorway for users and employees
Motorway upgrades	Utilisation of new asphalt paving techniques		
	Installation of new speed chargers at the MSSs and installation of special machines accessible by persons with disabilities		
Incident response time	Ongoing improvement	Average response time: 11'	Ongoing improvement
Annual recertification	Annual recertification: ISO 39001	Completed	Annual recertification: ISO 39001
Drivers' Satisfaction Survey	Conduct a mystery survey for the further assessment and improvement of our services	Transferred to 2024	-
	Maintain or improve results	Completed Fast Pass subscriber satisfaction survey (78% very/quite satisfied)	Maintain or improve results
	Satisfaction surveys: Roadside Survey	Conducted	
Telephone Customer Service	Survey on Telephone Customer Service satisfaction Maintain or improve results	97% very/quite satisfied customers	Maintain or improve results
Service upgrades and subscriber satisfaction	Development of new features of the MyOdos App	Project in progress	-
Electronic tender platform	Utilise platform for tenders	1 electronic tender was conducted	Utilise platform for tenders

4. Being there for the Environment

Environmental protection is a key strategic objective for Kentriki Odos and one of the main pillars for the development of actions for Sustainable Development. Based on its strategic model and planning, the company implements an integrated environmental policy that begins from the design of the motorways to their full daily operation, with a commitment to ensuring their harmonious integration into the natural environment.

OUR PRIORITIES:



Energy management



Reducing air pollution from our activities



Effective Environmental Management



Measurement and reduction of greenhouse gas emissions



Environmental audits of compliance with legislative requirement



Implementation of measures to reduce the impact of road traffic noise



Integral management and recycling of raw materials



Protection of biodiversity



Water management



Environmental awareness actions



AT A GLANCE

4,834,650
kWh

procured and consumed
from renewable
energy sources

7.5+ tonnes

of packaging recycled

18

chargers in our buildings
with a total capacity of 328 kW

€1,305,737

in environmental
protection works

Recognising the implications of the climate crisis on the operation of the road network, we are strengthening our resilience by taking measures to protect our infrastructure from extreme weather conditions. With constant vigilance, we carry out targeted interventional and preventive maintenance work and regularly inspect infrastructure, while increasing the frequency of inspections during critical periods.

At the same time, we are fully aware of the environmental effect of the motorways we operate, maintain and manage, and we take action to reduce their environmental impact by making best use of innovation and new technologies, while promoting the assets of each region, in line with best international Sustainable Development practices.

4.1 GO GREEN

As part of Kentriki Odos' strategic objective to protect the environment through innovation, the flagship «Go Green» initiative is of key importance. This involves the implementation of a comprehensive plan to replace the conventional vehicles in the company's fleet with 100% green ones, both electric and hybrid. In early 2021, the first fully electric maintenance and work vans were put into operation, while by the end of 2023, the percentage of electric and hybrid vehicles came to 30%. Kentriki Odos is the first motorway operation, maintenance and management company in Greece, along with Nea Odos, to reduce the environmental footprint of its vehicles, while equipping all its facilities with electric vehicle chargers

**INTEGRATED ENVIRONMENTAL POLICY**

True to its vision for sustainable and safe motorways, Kentriki Odos has designed and implements its integrated strategy, which fully complies with current national and European environmental legislation, often going beyond their requirements.

The company's environmental policy prioritises the use of renewable energy sources, and in general the prudent management of energy, the reduction of carbon dioxide emissions, new digital applications, the reduction of traffic noise, the protection of biodiversity and the optimal management of waste. With the ultimate goal of transitioning to a low-carbon economy, the company internally mobilises all its business units and employees, who are actively involved in the management of environmental issues.

Worthy of mention are the company's actions that aim to raise awareness of environmental protection by everyone and best practices at sectoral level.

ENVIRONMENTAL EVALUATION OF SUPPLIERS

As part of the evaluation process of its subcontractors, Kentriki Odos takes into account the criterion «Environmental Consciousness» during the annual evaluation of critical suppliers/subcontractors. The company monitors the extent to which subcontractors make the maximum effort to protect the environment while performing their work by evaluating the use of natural gas or diesel vehicles, the proper management of waste resulting from operations, etc.

ENVIRONMENTAL MANAGEMENT SYSTEM OF KENTRIKI ODOS

For the optimal long-term management of its environmental impact, Kentriki Odos has developed and implements an integrated Environmental Management System. This system is certified according to the ISO 14001:2015 international standard; based on this, the company’s performance is monitored in the following areas:

- Monthly internal inspections of project facilities.
- Sampling for water quality.
- Traffic noise monitoring programme.
- Monitoring air pollution levels.
- Ongoing maintenance of green space.
- Reducing the CO₂ footprint and using energy-efficient lamps.
- Training of the company officers on environmental issues and implementing large-scale preparedness drills.
- Construction and maintenance of special pollutant retention tanks and implementation of emergency response plans for environmental pollution incidents.
- Monitoring and updating environmental policies.

In the context of the Environmental Management System of Kentriki Odos, the following actions took place in 2023:

Kentriki Odos

- Environmental audits in the facilities and activities of the Operator and the MSSs
- Regular sampling of the effluent of wastewater treatment plants and drinking water of the MSSs
- Continuation of the corporate project of recycling household composters in the kitchens of the main offices.
- Conducting and completing the annual road traffic noise monitoring programme.
- Preparation and submission of the annual air pollution report to the competent Ministry of the Environment and Energy division.

45 Environmental inspections were carried out at company facilities.

Operator

- Environmental internal audits at all project facilities.
- Monitoring and implementation of the corporate recycling project.
- Development of a water programme involving sampling and analysis of sensitive water bodies (Smokovo).
- Operation and ongoing maintenance of the permanent station for the measurement of gaseous pollutants and air quality.

111 Environmental inspections were carried out at company facilities.



SYSTEMATIC MONITORING AND MANAGEMENT OF ENVIRONMENTAL EFFECTS

Kentriki Odos adopts a strategic approach to identifying and documenting the environmental impacts of its operations. Some of the specific areas of focus of this approach include air pollution, pollution of receiving water bodies, solid waste and its management, soil pollution and landscape deterioration, procurement and natural resources, emergency response, as well as other environmental and social concerns.

The process of identifying, determining, recording and quantifying the environmental aspects and impact of our activity is carried out through targeted studies and the procedures provided for under the environmental terms of the Concession project, taking into account the operation of Kentriki Odos. No environmental deterioration issues arising from the operation and maintenance of our motorways were identified in 2023 and no related fines were imposed.

ENVIRONMENTAL PROTECTION INVESTMENTS

- With manifest concern for the environment, Kentriki Odos invests in, among other things, the following environmental protection measures:
- Building flood protection infrastructure
 - Construction and maintenance of dedicated wildlife crossings
 - Restoration of the natural landscape and vegetation
 - Implementation of important noise prevention measures
 - Monitoring of air pollutants, vibrations, noise and traffic

Total Environmental Expenditure for 2023 exceeded

€1,300,000

ENVIRONMENTAL PROTECTION PROJECTS (IN €)

Protection, maintenance of green spaces and new plantings	217,055.8
Traffic Noise Monitoring Program	2,500
Environmental consultants and staff for monitoring the application of Environmental Terms	23,960
Operation of atmospheric pollution and meteorological data stations, and monitoring of atmospheric pollution	11,300
Certifications	900
Environmental education and training	649
Upgrades and new Electromechanical (EM) projects (e.g., irrigation system upgrade, replacement of lighting with LED bulbs, installation of photovoltaic systems, generator replacements, etc.)	1,041,722.1
Environmental Studies (Environmental Impact Assessment Studies, Preliminary Environmental Assessment and Evaluation, studies for Environmental Permit renewal, Environmental Licensing of Auxiliary Projects and activities, etc.)	7,650
Total	1,305,736.9

4.2 ENERGY CONSUMPTION

Electricity is the main source of power for lighting on the premises and heating buildings

ENERGY CONSUMPTION (KWH)	2023	2022	2021
Electric energy for road lighting and buildings	4,834,650.30*	6,107,063.71	8,497,769.30
Solar energy (for ERTs and irrigation)	8,691	8,441	5,841

*Electricity consumption for which Guarantees of Origin have been obtained

FUEL CONSUMPTION (LITRES)	2023		2022		2021	
	KENTRIKI ODOS	SUBCONTRACTORS	KENTRIKI ODOS	SUBCONTRACTORS	KENTRIKI ODOS	SUBCONTRACTORS
Petrol	22,321.1	5,515	21,406.7	2,295.44	19,213.2	8,001.94
Diesel (Fleet)*	237,828.9	418,250.90	238,156.1	325,920.83	298,133	310,410
LPG	-	300	-	300	-	320

KENTRIKI ODOS ENERGY SAVING ACTIONS

Wise management and power conservation is of key importance for Kentriki Odos and is one of its environmental priorities. Over the years, the company has invested in strategic solar energy projects, including the operation of the automated irrigation system with solar panels, the SOS phones and some of the motorway cameras. At the same time, the photovoltaic solar panels installed on the roof of the administration building in Nea Erythrea feed into the national grid, while the energy needs of the building itself are covered by the national grid.

ENERGY MANAGEMENT AT MOTORIST SERVICE STATIONS (MSSS)

Kentriki Odos has created the appropriate infrastructure to ensure that the energy needs of the MSSs are covered to the maximum extent possible by renewable sources and that the energy efficiency of the buildings is maximized, based on the best available design and construction options.



Energy Saving Actions 2023

1

Completed installation of LED lighting in almost all of the A.Th.E.

2

Instructions for saving energy in the building were drawn up.

3

Procured 2 new fast chargers and completed installation design. Installation work is pending.

Energy Management System

By providing immediate and accurate information, this innovative Kentriki Odos energy management system monitors, predicts and warns of potential energy use problems with financial and operational consequences. State-of-the-art control panels with «intelligent» functions have been installed at the power supply points along the motorways, which supply – amongst other things – lighting fixtures, illuminated signs, cameras and weather stations:

Measurement of power consumption at the panel input: This function monitors the correct distribution of loads, signalling lamp replacement and any incidents of power theft, while allowing remote monthly consumption reporting and point-by-point cost forecasting.

Remote health monitoring of the system: Utilising the specialised «SCADA» system, the Traffic Management Centre operator receives immediate notification of incidents such as a blown fuse or the opening of the security door on pillars containing HEDNO measuring equipment,

with simultaneous orientation of the nearest remote-controlled security camera towards the security door.

Wireless connection of the panels to a central surveillance system: The panels have routers with SIM cards that leverage Internet of Things (IoT) technology and enable data exchange with other devices. Data consumption is low due to the Siemens TeleControl technology integrated into the local PLC of the panel. The health and consumption of SIM cards for Internet of Things (IoT) connectivity is monitored by a platform from the provider.

By utilising cutting-edge technologies in the energy management of motorways, Kentriki Odos enhances safe road transport, while remaining committed to the principles of Sustainable Development.

4.3 RAW MATERIALS AND EQUIPMENT

Our goal is to continuously reduce the impact of our use of raw materials and equipment. Therefore, the selection of environmentally friendly alternatives and the maximum possible use of materials throughout their life cycle are priorities for the operation of Kentriki Odos and its subcontractors.

For the proper operation of the company, the main categories of raw materials and equipment required are the following:

MATERIAL CONSUMPTION TABLE

CATEGORIES OF RAW MATERIALS AND SUPPLIES	MATERIAL (KG)	2023		2022		2021	
		KENTRIKI ODOS	SUBCONTRACTORS	KENTRIKI ODOS	SUBCONTRACTORS	KENTRIKI ODOS	SUBCONTRACTORS
Raw Materials	Salt	2,764,000	2,000	5,215.5	-	-	4,253,000
	Sawdust	1,000	65	-	900	1,180	-
	Printing paper	2,128	932.10	1,117	354.20	885	36.94
	Paper (paper thermal rolls)	3,988.9	-	5,145	-	4,503	-
	Ink/Toners (pcs)	40	-	48	-	38	-
	Transceivers	-	-	2,100	-	-	-



In terms of printing paper, the company uses environmentally friendly paper produced by an internationally certified process, reducing the environmental impact.

4.4 WASTE MANAGEMENT

Guided by the environmental conditions of the Concession Agreement and environmental legislation, Kentriki Odos ensures optimal waste management. To this end:

- The exact quantities of waste generated are recorded and registered annually in the Electronic Waste Register (EWR). Regular checks are carried out throughout the year to ensure that the quantities are correctly recorded.
 - During the operation and maintenance of the motorways by subcontractors, waste is
- generated, which subcontractors are required to collect and transport to approved sites or special waste collection points as provided for by official alternative management schemes.

 - At the company’s facilities, collection bins for recycling have been placed for various types of waste, such as paper and packaging, Waste Electrical and Electronic Equipment (WEEE), mixed batteries, toner and lead-acid batteries.



Kentriki Odos does not import, export or process waste that is classified as hazardous.

WASTE MANAGEMENT TABLE

	KENTRIKI ODOS	OPERATOR	SUBCONTRACTORS	TOTAL
Hazardous waste diverted (kg)	47.8	4,763	5,735.2	10,546
Hazardous waste that is not diverted (kg)	-	-	-	-
Non-hazardous waste diverted (kg)	367	196,630	31,422,557.6	31,619,554.6
Non-hazardous waste that is not diverted (kg)	-	-	2,313,161	2,313,161
Total waste (kg)	414.8	201,393	33,741,453.8	33,943,261.6

RECYCLING INITIATIVES

Recycling - Composting: “Boosting Recycling Initiative”

As part of its initiatives to protect the environment, Kentriki Odos implements the comprehensive «Boosting Recycling Initiative» programme for the optimal management of materials and waste resulting from motorway maintenance and operation. Recycling infrastructure has been placed in every parking area of the road network and the Motorists Service Stations (MSSs) to facilitate the proper disposal of waste and recyclable materials by passing drivers. As a result, the volume of mixed waste is reduced and a higher recycling rate is achieved.

Throughout the company’s facilities, separate recycling bins have been placed for paper and cardboard, packaging (plastic, glass, aluminium, tinfoil), portable batteries (batteries for everyday use), as well as for electrical and

electronic equipment. Similarly, materials resulting from the daily maintenance activities of motorways (metals, plastics, tyres, lubricants, debris, green maintenance waste, etc.) are temporarily stored in specially designed areas along the motorways until they are collected for recycling by licensed collectors/transporters.

At the same time, special dryers are used in the kitchens at Kentriki Odos headquarters to process daily food waste, which is then turned into compost to be used in green maintenance work on the building grounds. The “Boosting Recycling Initiative” also includes a variety of information and awareness-raising activities to encourage motorway users to recycle.

IN 2023, WERE RECYCLED

4,044 kg
of paper

7,512 kg
of packaging

RECYCLING AT ALL COMPANY FACILITIES

2023	2022	2021	2020
11,556	7,290 kg	4,471 kg	9,726 kg

It concerns paper and packaging (i.e. yellow and blue bin) and not the total amount of recycling at our facilities.

RECYCLING (KG)

	2023			2022			2021		
	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65	TOTAL	A.TH.E.	E65
Paper	4,044	2,696	1,348	2,551	2,126	425	1,565	1,304	261
Packaging materials (Plastic, glass, aluminium, tinplate)	7,512	5,008	2,504	4,739	3,949	790	2,906	2,421	485
Total	11,556	7,704	3,852	7,290	6,075	1,215	4,471	3,725	746

4.5 PROPER WATER MANAGEMENT

The conservation of water and its effective management in Kentriki Odos’ water supply systems is achieved through a series of rational management actions, such as:

Actions regarding water needed for irrigation:

- 1. We install advanced systems for controlled water flow when watering plantings.
- 2. We work with an ISO 14001:2015-certified subcontractor for the planting and maintenance of the greenery at our facilities and along the motorway.

Actions for water reuse:

- 1. We implement a water pump operation programme, which collects reserve water for irrigation, cleaning of the surrounding area and firefighting.
- 2. Reuse of the treated wastewater from the biological treatment plants for irrigation, cleaning of the surrounding area and firefighting at the MSSs, as in the case of the Sofades facility, with the aim of ensuring an overall balance between groundwater pumping and replenishment.

Actions to reduce water consumption:

- 1. We install state-of-the-art equipment (taps with automatic flow cut-off) to ensure controlled water consumption in all parking areas and sanitary facilities at the motorway MSSs.
- 2. Thorough and systematic checks to ensure zero losses and identify leaks.

Actions for water quality:

- 1. Winter and summer sampling measurements aimed at ensuring the quality of the wastewater treatment plant operation in the respective MSSs.

26,572.10m³ The total water consumption/use required for the activities of Kentriki Odos in 2023 amounted to

WATER CONSUMPTION (m³)

	2023		2022		2021	
	KENTRIKI ODOS	SUBCONTRACTORS	KENTRIKI ODOS	SUBCONTRACTORS	KENTRIKI ODOS	SUBCONTRACTORS
Water Consumption (Buildings & Facilities – EYDAP)	-	-	3,907	-	278	-
Drinking water (bottles)	36.8	4.30	30.7	5.31	30	4.59
Water from other sources (from drilling)	226,531	-	336,879	-	311,036	208

WATER QUALITY

Kentriki Odos runs through areas with water bodies, such as the rivers Sofaditis, Lithaios, Pineios and Kaletzis, Lake Smokovo, or land reclamation works (Xyniada, Thessaloniki, Kampos) and the estuaries of the Spercheios and Koilada rivers. The company implements an annual water monitoring programme with sampling to ensure that water bodies are not being impacted by the operation of the motorway.

In 2023, 11 samplings were carried out on the E65 motorway and on the A.TH.E. in the Spercheios section. Further information on sampling is given in the environmental reports and the full report, which includes detailed measurement locations and parameter values, is available to any interested party on request.

The water monitoring programme for the year concludes that there was no impact on the adjacent water bodies from the company’s operation. So far there has been no incident that has negatively affected these areas. The overall results of the sampling analyses showed that, in relation to other anthropogenic activities (crops, settlements, etc.), the pollution of water bodies from the operation of the E65 motorway and the A.Th.E. in the Spercheios section can be described as negligible.



In 2023, 11 samplings were carried out on the E65 motorway and on the A.TH.E. in the Spercheios section.

4.6 AIR POLLUTION MANAGEMENT

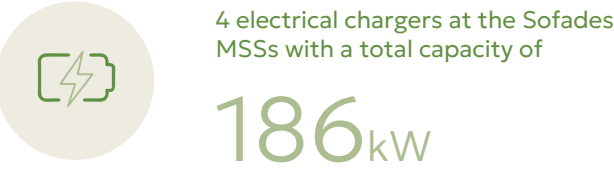
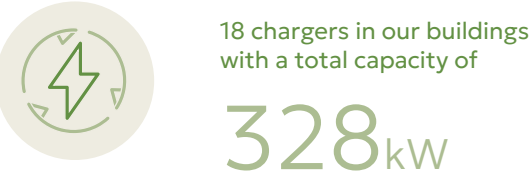
In implementing the requirements of the environmental conditions, Kentriki Odos has installed a permanent monitoring station for air pollutant emissions from vehicle traffic in the area of the Sofades MSS. The company uses a special recording system which monitors on a 24-hour continuous basis the primary air pollutant and parameter values (CO, CO₂, NO, NO₂, SO₂, TSP, PM10, PM2.5, C6H6 [benzene], C7H8 [toluene] and xylol [or xylene]), and immediately identifies any exceedances of the limits set by legislation. The relevant table in the annex shows the values from the air pollution measurement network, while the detailed measurements and the main conclusions are presented in a special section of the Environmental Report that the company prepares and submits to the State every year.

PROMOTING E-MOBILITY

The Kentriki Odos motorway is fully compatible with electric vehicles, facilitating their mobility thanks to adequate and advanced fast-charging infrastructure. Within 20 minutes, an electric car can achieve a range of up to 80% of its capacity.

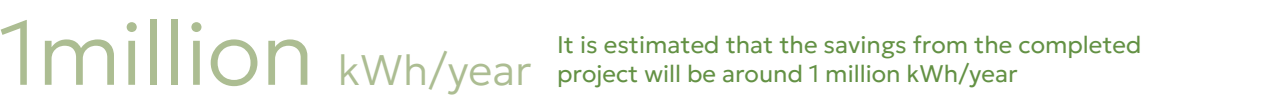
At the same time, the company takes care to reduce the ecological footprint of its company vehicles by:

- Designing and implementing a series of training in eco-driving for its employees via the use of the power fleet software, which offers the ability to monitor the data of each vehicle in real time.
- Arranging for inspections of company vehicles to be carried out at specified intervals by certified car garages, thus preventing mechanical malfunctions that could impact the environment.
- Using diesel fuel (Euro5 and later technology) for company fleet vehicles to ensure the lowest possible emission of pollutants into the environment.
- Gradually replacing company fleet vehicles with «green» vehicles.



ENERGY SAVING ACTIONS AND RESULTS

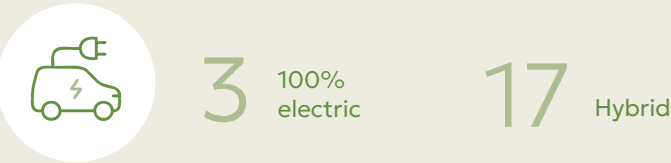
1. The installation of LED lighting was completed in almost the entire A.Th.E.
2. Guidelines for energy saving in the office building were drawn up.
3. 2 new fast chargers were procured and the installation study was completed. The installation work will be completed in 2024.



“Green” vehicle fleet

Kentriki Odos’ investment in electrification stems from the implementation of our strategic goal of ongoing environmental protection through innovation. With the motto «Go Green», we put the first «green», 100% electric vans into operation, which were initially used as maintenance and work vehicles. Kentriki Odos, together with Nea Odos, is the first motorway operation, maintenance and management company in Greece to implement a comprehensive plan to replace its fleet with 100% electric vehicles, while equipping all of our facilities with electric vehicle chargers.

VEHICLES



KENTRIKI ODOS VEHICLES

	2023		2022		2021	
	Own	Leased	Own	Leased	Own	Leased
Corporate vehicles	28	25	25	25	25	25
Kilometres covered	2,386,005	1,044,828	2,491,811	788.801	2,990.406	699.155

At Kentriki Odos, we are committed to operating responsibly, promoting practices that help reduce our environmental footprint. Every year we seek to continuously improve our performance in sustainable development, driven by transparency in our reporting, which is a fundamental part of our strategy. For this purpose, we systematically upgrade the methods of recording and calculating greenhouse gas emissions, adopting the best international practices.

In this year’s report, we have implemented a renewed methodology for capturing greenhouse gas emissions, which is fully aligned with the GHG Protocol Corporate Accounting and Reporting Standard. This approach ensures the accuracy and reliability of our data, providing a clearer and more comprehensive recording framework. As a result of these changes, this year’s figures are not entirely comparable to those of previous years. However, our commitment to continuous improvement and transparency remains steadfast, reflecting our desire to reduce our environmental impact.



GREENHOUSE GAS EMISSION		KENTRIKI ODOS (mtCO ₂ e)
Direct emissions (Scope 1)		
Stationary combustion		5.5
Total		5.5
Indirect emissions from energy consumption (Scope 2)		
Electricity		2,377.6*
		1,549.7**
Other indirect emissions (Scope 3) - Selected Sources		
Paper consumption		5.9
Category 3: Fuel & energy-related activities (subcontractors)	Stationary combustion	3.1
	GEK TERNA vehicles	655.3
	Lubricant oil	4.4
Category 4: Upstream transportation (subcontractors)	Other vehicles	1,017.3
Category 5: Waste generated in operations		3.2
Category 8: Leased vehicles		26.6
Total		1,715.8
TOTAL GHG EMISSIONS IN 2023		4,098.9*
		3,271.0**

GHG emissions were calculated following the Operational Control approach.

- 1. IPCC AR5
- 2. European Environment Agency (EEA)
- 3. GHG Protocol for fleet
- 4. European Residual Mixes 2023 Association of Issuing Bodies

* Market-based approach

** Location-based approach

GREENHOUSE GAS EMISSION INTENSITY*	PER KILOMETRE OF MOTORWAY (377.1 KM)	PER MILLION VEHICLE KILOMETRES (322.26 MILLION KM)
Scope 1	0.02	0.02
Scope 2	9.94	7.38
Scope 3	7.17	5.32

*According to calculations for the market-based approach

4.7 TRAFFIC NOISE MANAGEMENT

In cooperation with an independent expert consultant, Kentriki Odos has developed and is implementing an Annual Road Traffic Noise Monitoring Programme involving noise measurements along the motorways and at noise-sensitive locations that have been approved by the competent government authorities. The results of the programme are approved by the competent authorities and further noise measurements are carried out where necessary or appropriate protection measures are applied.

IN 2023 THE FOLLOWING WERE CARRIED OUT:

- 9 (24-hour) acoustic measurements on the A.Th.E. motorway (Skarfia-Raches section)
- 7 (24-hour) acoustic measurements on the E65 motorway (Xiniada-Trikala section)

4.8 PROTECTION OF BIODIVERSITY

Kentriki Odos takes measures to prevent and address in an environmentally sound and timely manner the impacts on the ecosystems of the areas adjacent to the motorways under its responsibility. Some of these areas have been included in the Natura 2000 network, detailed information on which is available on the company’s website. In ensuring the conservation of biodiversity, the company strictly implements all the approved environmental conditions of the Concession project regarding biodiversity and fauna protection and implements the following actions:

BIODIVERSITY CONSERVATION ACTIONS

Creation of animal crossings in habitat areas
Fencing of the motorway to prevent the entry of animals onto the motorway
Protection of sensitive areas by constructing closed road drainage systems
Planting of local varieties in order to harmonise the project with the natural environment
Construction of pollutant retention tanks
Implementation of action plans to prevent pollution of the surrounding environment in the event of an accident
Taking noise protection measures to protect the local fauna



In terms of motorway operation and maintenance, all necessary preventive measures have been taken to protect these areas and appropriate inspections are carried out regularly to monitor their effectiveness.

4.9 COMMUNICATION AND IN-HOUSE INFORMATION
CAMPAIGNS ON ENVIRONMENTAL PROTECTION

In 2023, we carried out a series of in-house actions to inform, raise awareness and mobilise our employees on environmental issues. Indicative actions:

- Combating environmental pollution from plastics: "Beat Plastic Pollution" on World Environment Day (5 June).
- «Together for Clean Air», in conjunction with a poster which was displayed throughout the facilities on the International Day of Clean Air for Blue Skies.
- Poster with energy-savings actions, sent to all employees and posted at all facilities.
- Repeat communication on the correct use of the composters at the Nea Erythrea building to mark their 6-month operation.
- Multi-use stainless steel bottles were distributed to all employees in order to reduce the consumption of disposable bottles and plastic cups.
- Plastic cooler cups were replaced with recyclable paper cups at the Nea Erythrea headquarters, with the ultimate goal of extending this action to the rest of our facilities.



CONNECTION TO THE SUSTAINABLE DEVELOPMENT
GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Annual recertification	Annual recertification: ISO14001	Completed	Annual recertification: ISO14001
Electromobility	Ongoing	20 vehicles out of a total fleet number of 53 (38%)	Gradual conversion of the corporate fleet vehicles to electric or hybrid
Measurement of CO ₂ emissions (Offices)	Preventing emissions of about 1,400 tnCO ₂ -eq through various actions	-	Ongoing
Motorway Operation and Maintenance Activities	Zero environmental fines	Zero environmental fines	Zero environmental fines
Recycling	Continuous monitoring of the quantities recycled	11,556 kg of materials recycled	Continuous monitoring of the quantities recycled
Environmental protection	Operator: Inspection of more than 10 facilities per month on average	22 inspections per month at the facilities (on average) total of 111 inspections	Inspection of more than 20 facilities per month on average
	Nea Odos: Inspection of more than 3 facilities per month on average*	8 inspections per month at the facilities (on average) total of 45 inspections	Inspection of more than 20 facilities per month on average
	Operator: At least 50 hours of environmental training	Operator: 112	At least 50 hours of environmental training
	NO/KO: At least 10 hours of environmental training	NO/KO: 40	At least 20 hours of environmental training

*Refers to both Nea Odos and Kentriki Odos together

5. Being there for our People

Kentriki Odos promotes a working environment based on respect, transparency, equality and fairness. The company focuses on Health and Safety, and on employee growth and development. As a result, the corporate culture that pervades the company creates conditions of trust and enhances efficiency.

OUR PRIORITIES:



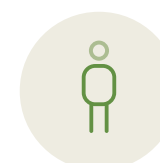
Equal opportunities



Health and Safety at work



Benefits and employee satisfaction



Continuous employee development and talent utilisation





AT A GLANCE

During the reporting period:

24/hour

Counselling Support Line for employees and their families

98 94
Men Women

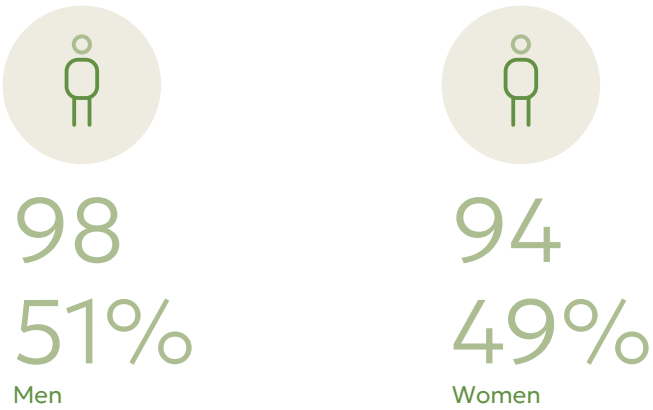
440

hours of training on Occupational Health and Safety

50
employees participated in Kentriki Odos' voluntary blood donations

New digital training platform - LMS

The company employs temporary workers through third-party companies to cover exceptional or seasonal needs, such as employee maternity leave. Kentriki Odos prioritises the recruitment of employees from the local communities of the motorways it operates, actively contributing to the development of the Greek rural areas. In 2023, a total of 8 people were employed at Kentriki Odos – 4 men and 4 women, while 184 people were employed by the Operator – 94 men and 90 women. In 2023, there were 7 third-party seasonal workers.



EVOLUTION OF HUMAN RESOURCES

	2023		2022		2021	
	Kentriki Odos	Operator	Kentriki Odos	Operator	Kentriki Odos	Operator
Men	4	94	3	96	3	98
Women	4	90	5	95	4	91
Total	8	184	8	191	7	189

TOTAL EMPLOYEE HIRES BY AGE AND GEOGRAPHICAL AREA

KENTRIKI ODOS									OPERATOR								
<30			30-50			50+			<30			30-50			50+		
Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
1	0	1	0	1	1	0	0	0	1	0	1	2	1	3	0	0	0

EMPLOYEE TURNOVER BY AGE AND GEOGRAPHICAL AREA

KENTRIKI ODOS									OPERATOR								
<30			30-50			50+			<30			30-50			50+		
Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
0	0	0	0	2	2	0	0	0	1	0	1	4	6	10	0	0	0

5.1 EQUITABLE, INCLUSIVE AND FAIR WORKING ENVIRONMENT

At the core of Kentriki Odos’ working environment, the values of equality, inclusion and fairness play a dominant role. This leads to stronger internal communication through channels such as the Open Door policy. The company reviews recruitment, appraisals, remuneration, and retirement in an objective and non-discriminatory manner. As a result, there is no pay discrimination between men and women of the same occupational grade; women and men of the same occupational grade receive equal pay, and the principle of non-discrimination is applied in recruitment, appraisal, remuneration and retirement.

The corporate policy against violence and harassment at work documents zero tolerance of discrimination of any kind. No incidents of discrimination in the workplace (e.g. on the grounds of gender or religion) were recorded in 2023, nor was any complaint or grievance made by employees and/or third parties. Company policies shape the appropriate work environment; they encourage personal and professional development and empower the skills and talents of our employees.

GENDER RATIO BY HUMAN RESOURCES CATEGORY/GRADE

	KENTRIKI ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Senior executives	0	0	0	0	0	0
Managers	1	0	1	0	0	0
Administrative staff	3	4	7	16	6	22
Base staff	0	0	0	78	84	162
Total	4	4	8	94	90	184



At the core of Kentriki Odos’ working environment, the values of equality, inclusion and fairness play a dominant role

5.2 EMPLOYEE BENEFITS

Kentriki Odos offers its employees:

- Group Life and Medical Insurance Plan to all Operator and Concession employees, as well as their dependents.
- Productivity bonus (in 2023 to 3 employees), based on the Corporate Performance Evaluation System and corporate policies.
- 24-hour Counselling Support Line for all employees and their families.

As required by law, Kentriki Odos covers the insurance obligations of employees, but does not provide an additional pension plan.

In addition, Kentriki Odos offers:

- A 24-hour Counselling Support Line: Employees and their family members have access to confidential telephone communication to address issues related to their mental health, personal and professional development, and managing family issues.
- Meal card: This supportive initiative applies to all companies of the GEK TERNA Group and covers food purchases. To make employees’ lives easier, the card is offered based on their salary scale.

PARENTAL LEAVE	KENTRIKI ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Maternity leave	0	0	0	0	8	8
Special six-month paid maternity leave	0	0	0	0	8	8
Childcare leave (reduced hours)	0	0	0	3	6	9
Paternity leave	0	0	0	10	0	10
Parental leave	0	0	0	6	9	15
Total employees entitled to parental leave	0	0	0	19	31	50



In 2023, a total of 8 women received special paid maternity leave and none of them left the company.

5.3 OCCUPATIONAL HEALTH AND SAFETY

With the health and safety of employees as its main concern, Kentriki Odos implements a comprehensive programme to eliminate and/or minimise risks to employees, motorway users and third parties associated with any of the company’s activities.

- In 2023, first aid training was conducted for all Kentriki Odos staff – a total of 52 people (6 from Kentriki Odos, 46 from Operations). In collaboration with a specialised partner, we implemented a comprehensive first aid training programme. The programme aimed to enhance the participants’ knowledge of recognising emergencies, cardiopulmonary resuscitation (CPR) techniques, the use of an automatic external defibrillator, techniques for managing adult choking, dealing with unforeseen incidents, such as burns, bleeding, fractures, and paediatric first aid. This training is added to the wide range of actions that reinforce our vision to «Be the best passenger» for all our employees.



To upgrade the work environment and Health and Safety conditions, the company took the following actions in 2023:

- Retraining of Patrol Teams and Emergency Response Workers in the implementation of approved traffic control measures to manage incidents and maintenance operations.
- Training of maintenance teams in snow removal.
- Placing special signage on the toll lanes.
- Repair of damage to underground crossings.
- Purchase of new seats at toll booths and offices.
- Replacement of windows and doors.
- Supply of anatomical footrests with adjustable height for toll booth workers.
- Specially reinforced personal gloves for patrol drivers, training of toll station shift supervisors in first aid, supply and upgrade of PPE.

HEALTH AND SAFETY AND COMMUNICATION ACTIONS

In 2023, Kentriki Odos implemented specific in-house awareness campaigns to remind its employees of its focus on Health and Safety with topics such as:

- Special advice for working in heat waves.
- Global awareness day for motorway workers in the field.
- Poster on protection against seasonal risks at work for all workers.
- World Health and Safety Day poster to all employees, displayed at all motorway facilities.
- Anti-smoking campaign through internal communication to all employees and poster display in all facilities.
- Communication to team leaders focusing on potentially dangerous situations (near misses), with the aim of taking measures to prevent incidents that could lead to an accident at work.

In 2023:

- 36 Health and Safety inspections were carried out (7 at Kentriki Odos and 29 at the Operator) in project facilities and operation and maintenance activities by the Health and Safety consultant
- Joint meetings between the Concessionaire and the Operator
 - 1 meeting with the Division of Maintenance and Traffic Management
 - 1 meeting with the Toll Operations Division



HEALTH AND SAFETY COMMITTEE

The Health and Safety Committee is the link between motorway workers and the company’s Health and Safety and Human Resources divisions. The role of the committee is particularly important in ensuring the level of safety in the workplace.

OUR GOAL IS ZERO ACCIDENTS

The elimination of occupational accidents, in the context of promoting Occupational Health and Safety, is a strategic objective of Kentriki Odos. With this as a guide, we proceeded with the general review and modification of the procedure for reporting and investigating occupational accidents, with particular emphasis on the causes of the accident, on taking measures to prevent similar incidents and the manner in which the accident is investigated by the Safety Technician.

TOTAL WORKING HOURS 2023

18,120

Kentriki Odos

416,084

Operator

HEALTH AND SAFETY INDICATORS

	2023		2022		2021
	KENTRIKI ODOS	OPERATOR	KENTRIKI ODOS	OPERATOR	
Total occupational accidents	0	2	0	16	8
Occupational accidents with days of absence from work	0	1	0	9	4
Number of fatal accidents	0	0	0	0	0
Work days lost due to an accident	0	6	0	178	9
Incidents without work days lost	0	1	0	7	4
Work days lost due to occupational accident (LDR)	0	2.88	0	83.57	7.82
Work hours lost due to occupational accident (AR)	0	19.24	0	557.43	52.14
Accident frequency rate (AFR)	0	4.81	0	37.56	34.75
Accident severity rate (ASR)	0	14.42	0	417.86	39.09



As part of the preventive protection of employees, free medical examinations were carried out during 2023 for all staff.

Standing beside employees and their families, even when a serious health issue arises, Kentriki Odos covers, as needed, psychological support services from licensed psychologists and therapists, expert specialist medical care and the purchase of specialised medical equipment. During an illness or recovery, the company provides financial assistance and paid leave.

OCCUPATIONAL HEALTH AND SAFETY TRAINING

	KENTRIKI ODOS		OPERATOR	
	Participations	Total hours	Participations	Total hours
First Aid Training	6	48	46	368
Construction Safety Conference	0	0	3	24
Total	6	48	49	392

HEALTH AND SAFETY INVESTMENT CATEGORIES	2023 (€)
Maintenance of the Fire Safety System for the Administration Building	10,436.44
Upgrading the workplace (seating, interventions in spaces)	13,000
Certifications (ISO 45001:2018, ISO 39001:2012)	3,152
Application and Upgrade of Personal Protective Equipment	7,000
Health and Safety Monitoring Program through Internal Inspections	11,250
Program for the measurement of harmful Health and Safety factors during work (air pollutants, noise, etc.)	4,400
Employees Medical Insurance	104,400.34
Occupational Physician/Safety Technician	9,002
Pharmacy Expenses/Medical Supplies	7,425
Total	170,065.78

INVESTING IN HEALTH AND SAFETY:

€170,065.78

2023

€179,998.85

2022

€167,065.81

2021

5.4 EMPLOYEE PERFORMANCE EVALUATION:
EMPLOYEE GROWTH

The development of Kentriki Odos employees begins with their participation in training programmes offered by the company. Staff members who have the potential to take on leadership roles and progress to positions of responsibility are offered appropriate opportunities after evaluation. The evaluation process of all company human resources is integrally linked to the education and training policy and is implemented annually.

STAFF EVALUATION DATA

	KENTRIKI ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Total number of employees evaluated	4	3	8	93	82	175
Total employees excluded from evaluation	0	1	1	1	8	9
Evaluated employees with access to the results of their appraisal (%)	100%	100%	100%	100%	100%	100%

The evaluation process includes all staff apart from some designated exemptions. Based on these, 10 employees were exempted from evaluation in 2023.

Employee Survey

In order to better understand the needs of its staff, Kentriki Odos conducts employee surveys on a regular basis. The aim is to comprehensively record and better understand their needs. The next survey will take place in the second half of 2024.



TRAINING AND DEVELOPMENT

Through the years, Kentriki Odos has prioritised the ongoing education and training of its employees and invests in implementing appropriate training programmes to develop their skills.

STAFF TRAINING AND SKILLS BUILDING

	KENTRIKI ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Number of participants	3	6	9	41	16	57
Hours of training	33	72	105	445	138	583

TRAINING BY TOPIC

	KENTRIKI ODOS		OPERATOR	
	Participations	Total hours	Participations	Total hours
Health and Safety at work	6	48	49	392
Environmental topics	-	-	1	16
Informatics/Computer use/Systems	2	4	10	46
Corporate Social Responsibility – Standards	-	-	1	8
Technical topics	-	-	1	8
Human Resources development and leadership	1	35	8	64
Legal topics	4	4	1	1
Business Continuity	-	-	4	8
Marketing and communication	1	8	-	-
Quality management	-	-	1	40
Labour topics	1	6	-	
Total	15	105	76	583

ONLINE TRAINING PLATFORM

In 2023, the GEK TERNA Group, Kentriki Odos’ parent company, introduced a new digital training tool – a Learning Management System (LMS) platform for the training and education of the employees at its companies. The platform is specifically designed to cover onboarding, mandatory regulatory compliance training, training by knowledge level (basic, intermediate, advanced), by job role, interactive activities, as well as educational quizzes and games. Through the platform, each employee has access to a knowledge hub for their professional development.

TALENT RECRUITMENT AT TALENT DAYS BY COLLEGELINK

Investing in the potential of the future generation of Greek scientists, Kentriki Odos participated in the Talent Days by CollegeLink event, which was visited by students and graduates of higher education. Company executives made a detailed presentation to the visitors of the event of the activities and the available jobs and talked with them about the trends in the labour market.



In 2023, 1 student from the Department of Economics at the University of Peloponnese completed a 6-month internship in the Human Resources Department.

5.5 CORPORATE VOLUNTEERING

The «Being There for People» programme promotes solidarity and collegiality and contributes to the creation of a culture of volunteerism. Kentriki Odos established a Blood Bank in 2016 to support employees and their families in case of emergency. By charting a «Road of Life», the company consistently encourages voluntary blood donation by employees to maintain the availability of the country’s blood supply.

2023 Blood Donation Results:

- 4 voluntary blood donations (Fthiotida, Ioannina, Klokova, Karditsa).
- Cooperation with 4 hospitals: Ioannina: University Hospital of Ioannina, Klokova: University Hospital of Patras, Karditsa: General Hospital of Karditsa, Fthiotida: General Hospital of Lamia.
- 85 people participated (Nea Odos: 35 people, Kentriki Odos: 50 people), of which 77 donated blood.
- A total of 106 units were collected:
 - 77 units were collected from the company’s event (Nea Odos: 32 units, Kentriki Odos: 45 units).
 - 29 units were collected from other employee initiatives (Nea Odos: 23 units, Kentriki Odos: 6 units).



SPORTS

Actively supporting sport as a way of life, in 2023 Kentriki Odos actively encouraged the participation of its employees in high-profile running events:

- **15th Greece Race for the Cure:** The most important Greek sports event for a social purpose, organised by the Panhellenic Association of Women with Breast Cancer «Alma Zois», was an occasion for sport and solidifying employee relations at Kentriki Odos. In addition, the company was a donor to the event.
- **B2Run Athens:** Promoting the athletic lifestyle and teamwork, the Kentriki Odos and Nea Odos running team made a dynamic showing this year at the largest corporate running event in Greece.

AWARENESS-RAISING ACTIONS

In 2023, Kentriki Odos launched the organisation of awareness-raising activities for its employees on issues of major social importance:

- In cooperation with ELIZA - Association Against Child Abuse, company employees were briefed on the «Safe Touch” programme to prevent sexual abuse for children aged 5-9 years.





CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Employee training	Kentriki Odos: Total training hours / total employees >4	13.13	Kentriki Odos: Total training hours / total employees >5
	Operator: Total training hours / total employees >5	3.17	Operator: Total training hours / total employees >5
Corporate Responsibility questions inclusion in personnel survey	Annual survey conduct Company newsletter creation	12 newsletters distributed in-house	Conducting the annual engagement and satisfaction survey
Health and Safety	Participation in Health and Safety trainings	163 participations*	Ongoing
	1 emergency evacuation drill at headquarters	Conducted at headquarters	1 emergency evacuation drill at headquarters
	Operator: 1 emergency evacuation drill at all facilities with permanent staff presence for Nea Odos and Kentriki Odos	12 of the 23 facilities	1 emergency evacuation drill at all facilities with permanent staff presence for Nea Odos and Kentriki Odos
Annual recertification	Annual recertification: ISO 45001	Completed	Annual recertification: ISO 45001

*Refers to both Nea Odos and Operator

6. Being there for the Society

At Kentriki Odos, we actively support local communities in the areas through which our motorways pass. Acting as a responsible corporate citizen, the company recognizes and understands the needs of local communities and implements long-term programmes and actions. Firmly oriented towards local development, the strengthening of local entrepreneurship and the improvement of the living standards of society at large, the company supports local government projects and the actions of non-governmental organisations and other strategic partners, in order to create added value at local and national level.

OUR PRIORITIES:



6.1 SOCIAL PRODUCT

The following table shows the total social product produced by Kentriki Odos annually and its corporate contribution to social development.

ANNUAL CONTRIBUTION TO SOCIAL DEVELOPMENT - SOCIAL PRODUCT (IN TH. €)	2023	2022	2021
Payments to suppliers (except materials and intercompany transactions)	4,170.8	3,774	5,947.97
Employee salaries and benefits (including insurance contributions)	304.6	301	1,922.40
Payments to providers of capital	36,534.3	14,506.7	13,336.30
Actions, financial support and donations (including investments on Corporate Social Responsibility structures)	408.2	153.30	218.50
Total "Social Product"	41,417.9	18,735	21,425.17

AT A GLANCE

In 2023, we invested to:



70th EKO Acropolis Rally
Road Safety and
Environment Sponsor

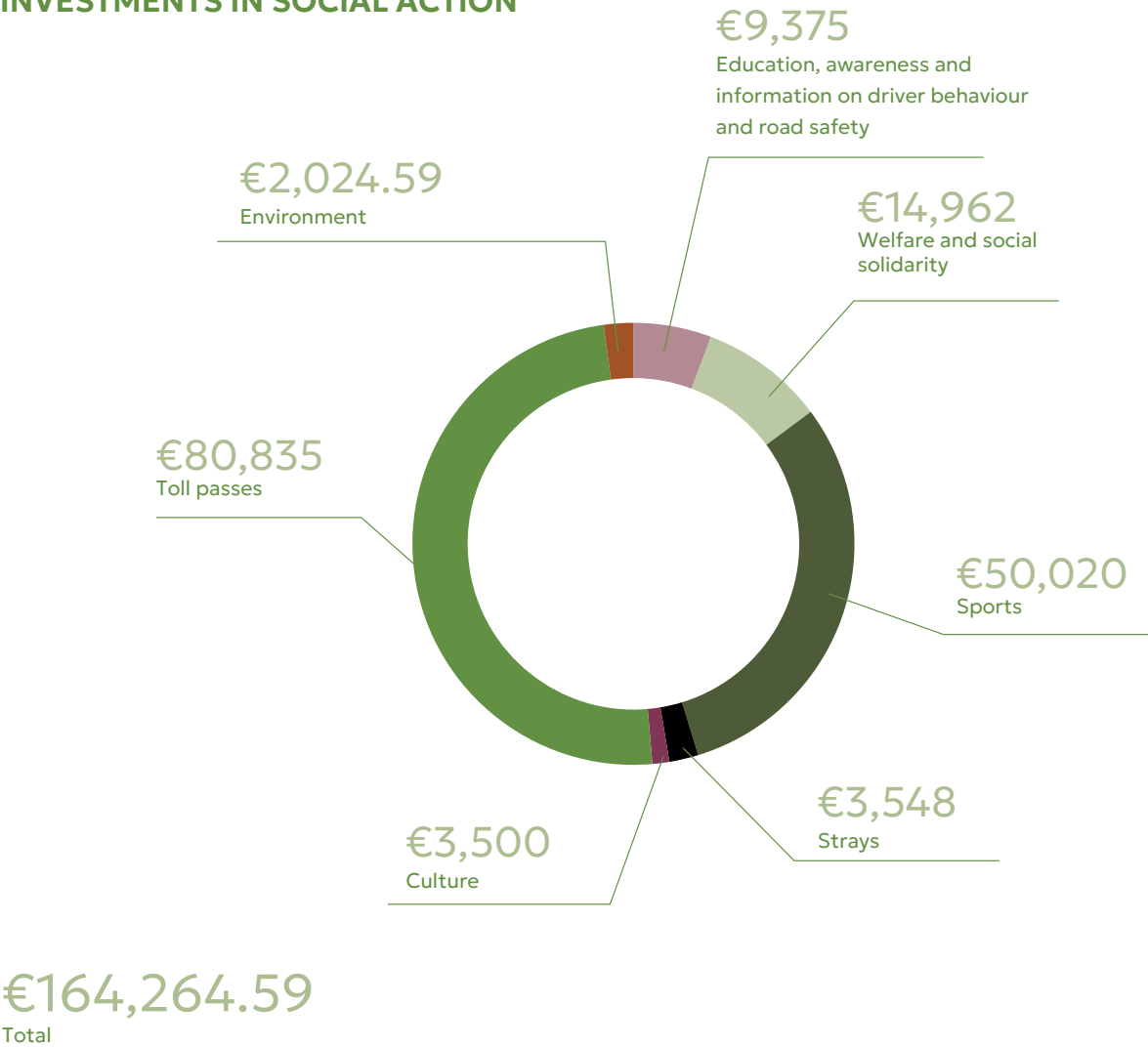
€41.4 million

in social product



Collaboration with
the Road Safety
Institute "Panos Mylonas"

INVESTMENTS IN SOCIAL ACTION



Educational, Awareness and Information Activities on Driving Behaviour and Road Safety

ROAD SAFETY: OUR APPROACH

Kentriki Odos' strategic approach to improving road safety and prudent driving behaviour is developed on three levels:

1. Information and Awareness Campaigns: The company communicates regularly on a broad variety of topics, such as driving behaviour, driving in severe weather conditions, proper driving behaviour on motorways, special road safety factors in tunnels, proper use of child car seats, non-aggressive and environmentally conscious driving, and others.

2.Strategic Collaborations with Specialist Organisations: For a number of years, the company has collaborated with the Panos Mylonas Road Safety Institute - IOAS to implement innovative road safety initiatives for young people and vulnerable social groups.

3.Talks and Presentations: The company engages in public discussion with a view to encouraging the general public to adopt safe driving practices and behaviours, and to raising awareness about corporate initiatives.

AWARENESS AND INFORMATION CAMPAIGNS FOR THE IMPROVEMENT OF DRIVING BEHAVIOUR

To improve driving behaviour and achieve zero accidents, the company implements awareness campaigns for drivers throughout the year, using creative advertising spots, special features and distributing information leaflets at toll stations. Corporate social media are used as active channels of communication with drivers, while at the same time actions are taken to provide employees with similar information.

COLLABORATION WITH THE ROAD SAFETY INSTITUTE «PANOS MYLONAS»

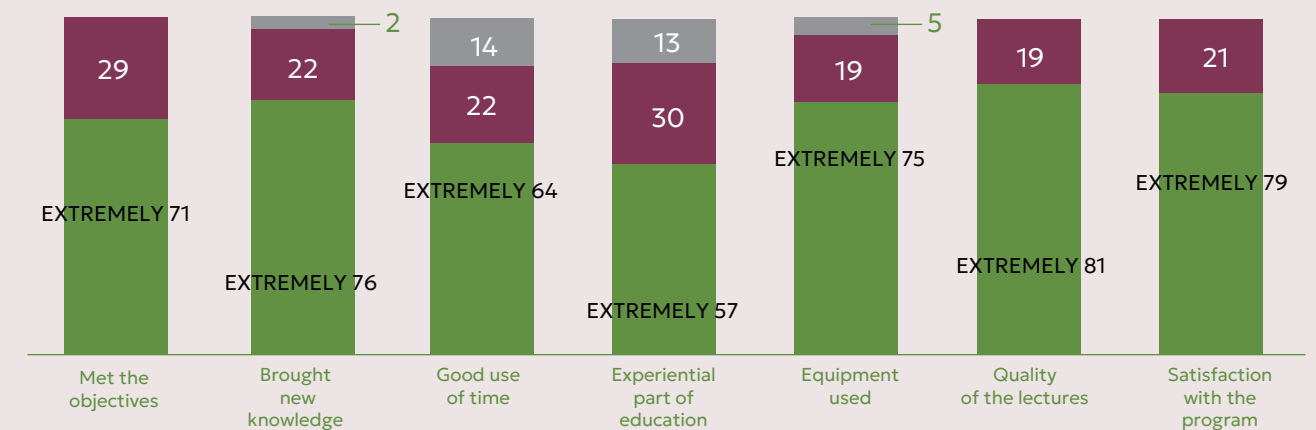
In 2023, we continued our years-long collaboration with the Panos Mylonas Road Safety Institute - IOAS and implemented programmes for the younger generation and vulnerable social groups.

«SAFE CYCLING» PROGRAMME

Road Safety Educational and Awareness Activities with the Panos Mylonas Road Safety Institute - IOAS

In cooperation with the Panos Mylonas Road Safety Institute - IOAS, Kentriki Odos has been implementing the «Safe Cycling» programme since 2015. The aim of the programme is to raise awareness and educate primary school pupils in safe cycling practices and the use of basic safety equipment so that they adopt correct and safe driving behaviour at an early age. In 2023, 796 students from 14 primary schools in the prefectures of Fthiotida, Karditsa and Trikala were trained through the programme.

EVALUATION OF «SAFE CYCLING» PROGRAMME



ROAD SAFETY AND ENVIRONMENT SPONSOR OF THE 70TH EKO ACROPOLIS RALLY

Extending their support for the third year, Kentriki Odos and Nea Odos were the Road Safety and Environment sponsors of the 70th EKO Acropolis Rally. At the opening event of the most historic Greek motor sport event, Kentriki Odos and Nea Odos served as ambassadors of prudent driving through experiential activities for young and old. In cooperation with the organising authority and the Panos Mylonas Road Safety Institute - IOAS, the two companies demonstrated to about 370 adults and 50 children the consequences of reckless driving:

Non-negotiable seat belt use

Through a special simulator, participants experienced the sensation of a car overturning from the passenger's point of view. In addition, they were informed about the correct use of seatbelts and the dangers of having loose objects in the vehicle

Emphasis on sober driving

Participants wore special headsets to simulate inebriation and experienced the perceptual difficulties that a driver under the influence faces. They were then informed about the extremely dangerous consequences of drunk driving through the Wrong Side of the Road app.

6TH PANHELLENIC STUDENT DIGITAL CREATION CONTEST ON ROAD SAFETY

Making prudent driving behaviour a model for the new generation, Kentriki Odos CEO Rodianos Antonakopoulos presented the first prize at the award ceremony of the 6th Panhellenic Student Digital Creation Contest on Road Safety. The competition with the thematic axes «Road Safety: everywhere and always» and «Road Safety: Shared Responsibility» was co-organised by the Panos Mylonas Road Safety Institute - IOAS and the Department of Educational Broadcasting and Digital Media of the Ministry of Education, Religious Affairs and Sports-Directorate of Support for Programmes and Education for Sustainability.



COMMUNICATION AND FEEDBACK ACTION «NEXT TO... THE DRIVER, THE ENVIRONMENT, SOCIETY, OUR PEOPLE»

Aiming at engaging in two-way communication with its stakeholders, the company implemented in 2023 the communication action « Being there for... the driver, the environment, society, our people». Through this action, we widely communicated the main progress points on the key pillars of Sustainable Development (road safety and customer service, environment, human resources and society). By cultivating dialogue through digital tools, particularly the CSR Scorecard, we invited stakeholders to participate in the annual Sustainable Development Survey and provide useful information to improve corporate performance on these issues. The action also attracted the participation of employees through the monthly newsletter, as well as Kentriki Odos Fast Pass subscribers by electronically distributing relevant information material.

EUROPEAN ROAD SAFETY CHARTER

Kentriki Odos and Nea Odos have signed the European Road Safety Charter, the largest civil society platform for road safety, which is under the auspices of the European Commission. Through the participation of both companies in the European Road Safety Charter, know-how and innovative practices are transferred and systematic education and awareness programmes are implemented to promote road safety at a pan-European level.



UNIVERSITY OF BRISTOL STUDENTS VISIT TO THE KENTRIKI ODO SITE

As part of the company's long-standing constructive cooperation with the University of Bristol, students of the postgraduate programme in Earthquake Engineering and Infrastructure Resilience participated in a four-day study trip to Greece, including a technical visit to the Kentriki Odos construction site along the European motorway E65.

The students had the opportunity to see large bridges and tunnels, designed according to the latest technological standards and seismic regulations, which are gradually being completed.



Total investment in information and awareness-raising actions: €9,375

Welfare and Social Solidarity Actions

In 2023, at Kentriki Odos we continued to contribute to associations, institutions, charities, clubs, civil society organisations and non-profit organisations in the local communities of the areas through which our motorways pass. In this way, we contribute to improving the quality of life, creating new opportunities, social equality and justice.

Some of these bodies include:

- Social Grocery in Karditsa
- The «Smile of the Child» organisation
- «ELIZA» Association Against Child Abuse
- HelpHellas Volunteer Academy
- Hellenic Red Cross
- «Elpida» Association of Friends of Children with Cancer
- Flood victims of the Proastio community
- Association of Business Women of Greece



SUPPORTING THE «ELIZA» ASSOCIATION

Contributing to the work of the «ELIZA» Association Against Child Abuse, Kentriki Odos for yet another year made a financial donation to the «Safe Touch» Child Sexual Abuse Prevention Programme. It is important to note that through this programme, ELIZA has educated more than 4,000 children on how to protect their bodies and informed more than 1,000 parents and teachers about the need to recognise the signs of child abuse.

STORM DANIEL: HUMANITARIAN AID TO THE AFFECTED AREAS OF THESSALY

The devastating consequences of Storm Daniel caused extensive problems of survival to the residents of many areas in Thessaly. Kentriki Odos and Nea Odos responded immediately in solidarity with the victims, in cooperation with the Hellenic Red Cross and the National Volunteer Coordination Centre. The two companies organised the collection and transport of large quantities of essentials and offered more than 1,686 free toll passes to vehicles heading to the affected areas to provide humanitarian aid.

FACILITATING THE DELIVERY OF HUMANITARIAN AID TO TURKEY

Kentriki Odos participated in the initiative of the Hellenic Chambers & Business Transport Association and the Hellenic Federation of Road Transports to provide humanitarian aid to the victims of the deadly earthquakes in Turkey. The company arranged for toll exemptions for trucks carrying humanitarian aid to the earthquake-affected areas.

COMMUNICATION AND IN-HOUSE INFORMATION CAMPAIGNS

Kentriki Odos is committed to raising awareness of major social issues among its employees. As a result, in 2023 the company ran in-house awareness campaigns on the International Day of Peace, National Customer Service Week, and organ donation.



In 2023, a total of €14,962 was invested in welfare and social solidarity actions aimed at supporting organizations that care for vulnerable social groups.

In-Kind Donations

Kentriki Odos consistently supports persons with disabilities (PWD) and vulnerable groups, providing free toll passes and special unrestricted toll passes to groups of vehicles performing social work.

To further support organisations, vulnerable groups and associations in need, the company offered a total of 1,042 free toll passes (an investment of €3,287) to vehicles performing social work.

Specifically, we supported the following institutions and organisations:

- Friends of the Forest Club
- Oloi Mazi Boroume (Together we can)
- Panhellenic Association of Volunteer Blood Donors
- Doctors of the World
- Forest Firefighting Forces
- Civil Protection vehicles
- Selected Special Missions Team
- Panos Mylonas Road Safety Institute - IOAS
- Vehicles of the municipalities of Glyfada, Ilion, Kallithea, Kamena Vourla, Petroupoli
- Vehicles of the Region of Attica
- Civil Protection vehicles



PREPAREDNESS IN THE MANAGEMENT OF STORM BARBARA

With the safety of road users as a top priority, Kentriki Odos and Nea Odos worked to prevent the consequences of Storm Barbara that hit the Greek mainland in early February 2023. With preventive measures that included continuous monitoring of weather conditions, mass alertness of workers and readiness of equipment, smooth traffic on the road network was ensured, without areas of traffic congestion.



In 2023, we offered:
50,293 free toll passes for vehicles of persons with disabilities (PWD) with a total value of €77,548

Sports Activities Promotion Actions

For another year, Kentriki Odos supported actions and institutions that promote the social role of sport and actively support young athletes. As a socially responsible corporate citizen, Kentriki Odos contributes to a better quality of life, without exclusion.

In 2023, we supported:

- Hellenic Paralympic Committee
- FALARA Sports Club
- Molos Sports Academy
- DAFNI Sports Club of Livanates
- EKO Acropolis Rally
- 3rd Children's Athletic Football Tournament of Fthiotida, «Scoring for The Smile of the Child»

THE HELLENIC PARALYMPIC COMMITTEE

Kentriki Odos and Nea Odos support the work of the Hellenic Paralympic Committee and its inclusion in sport through a close sponsor partnership that goes back more than 10 years. In a special ceremony for the top Greek athletes with disabilities, a representative of the companies presented an award to Paralympic Weightlifting Champion Dimitris Bakochristos. The companies received an honorary plaque in recognition of their contribution, which was presented by judo athlete Theodora Paschalidou.

3RD PAMFTHIOTIKO CHILDREN'S ATHLETIC FOOTBALL TOURNAMENT BY THE SMILE OF THE CHILD ORGANISATION

Kentriki Odos sponsored the 3rd Pamfthiotiko Children's Athletic Football Tournament, which was staged by the Smile of the Child organisation, with the support of the Municipality of Lamia. A large number of children enthusiastically participated in the two-day games, while medical and other informative activities were also held.



The total investment for sport promotion actions amounts to €50,020.

70TH EKO ACROPOLIS RALLY

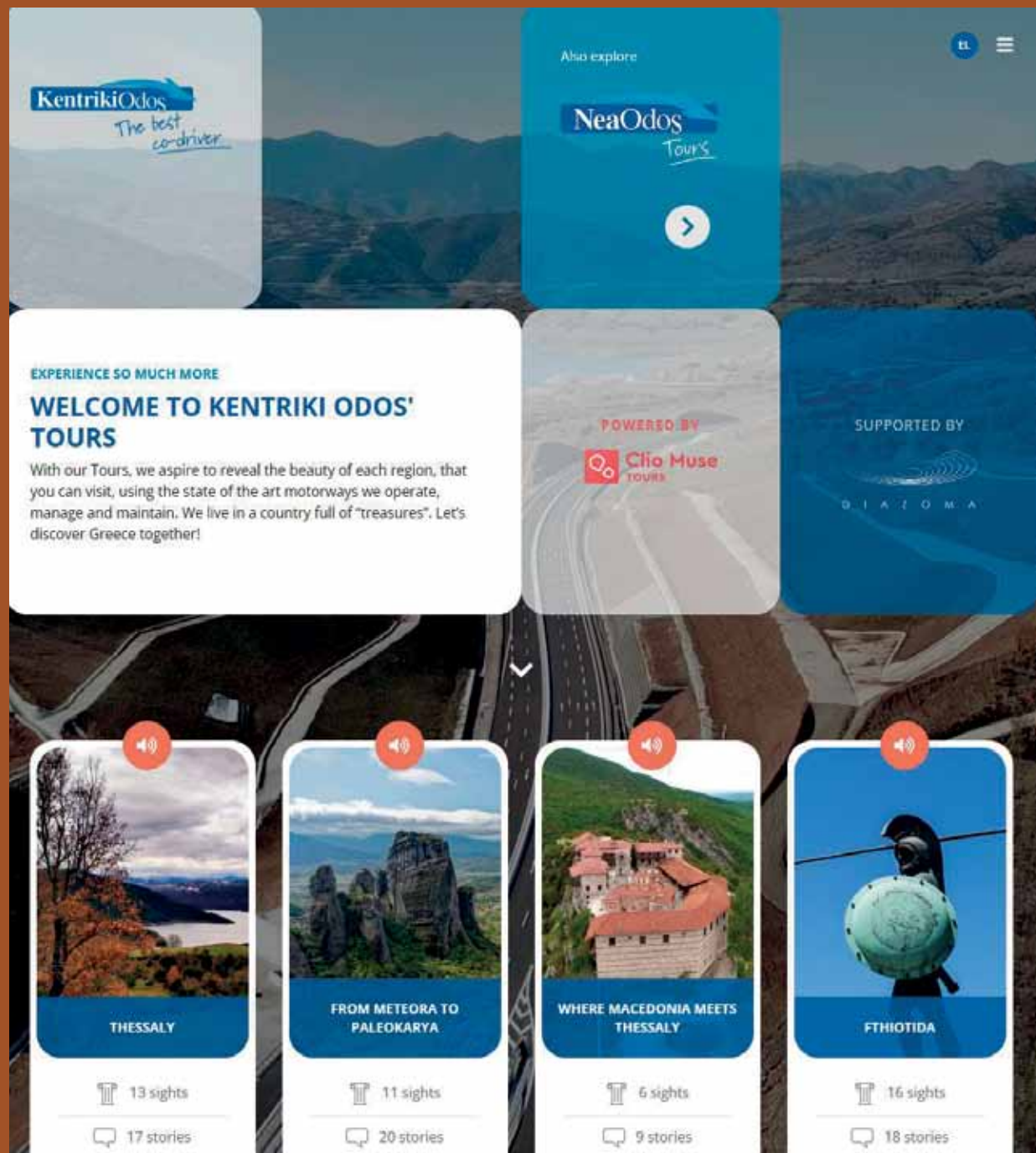
For the third consecutive year, Kentriki Odos and Nea Odos supported the EKO Acropolis Rally, as sponsors of Road Safety and Environmental Protection.

At the opening event, which took place at Water Square in Faliro, Kentriki Odos and Nea Odos, in cooperation with the Panos Mylonas Road Safety Institute - IOAS, reminded young and old alike of the necessity of prudent driving. With 3 experiential road safety awareness activities, about 370 adults and 50 children had the opportunity to experience, under controlled conditions and under the guidance of 4 expert instructors, the consequences of not following road safety rules, so that they can take responsible decisions related to their road travel.



Actions to Promote Culture

Kentriki Odos' actions highlight and protect local cultural heritage, contributing to the multi-faceted development of the areas near the motorways it manages.



STRATEGIC COOPERATION WITH THE «DIAZOMA» ASSOCIATION: «TOURS» DIGITAL TOURING TOOL

For more than 13 years, Kentriki Odos and Nea Odos have been working consistently with the “Diazoma” association, which has created the «Tours» digital tool. This is the first pan-European effort to create cultural maps of motorways with sound, images, guided tours and a wealth of information on customs, traditions and myths. Through «Tours», users of mobile and fixed technology devices can listen to on-demand audio tours of 200 points of interest. People of all ages enjoy learning about the nature, history and traditions of the areas they visit.

2,472 audio tours in 2023

50 attractions in areas through which our motorways pass

70 stories with sound and image

«THE ATTICA TRILOGY»

The 9th Meeting of the “Diazoma” association took place on 22 April 2023. The meeting focused on the contribution of the association’s corporate members to the major programmes for the promotion of monuments and the implementation of cultural routes. The cooperation of Kentriki Odos and Nea Odos with the “Diazoma” association dates back more than 13 years and is fully in line with our goal to protect and highlight cultural heritage and the environment along the motorways under our responsibility. The CEO of the two companies, Rodianos Antonakopoulos, praised the results of this long-term cooperation and stressed the companies’ commitment to the promotion of culture.



The investment in cultural actions amounted to €3,500

Actions for the Protection of Stray Animals and Drivers

Prioritising road safety for all and the protection of animals, Kentriki Odos takes every precautionary measure to prevent stray animals from entering its motorways.

The Company:

- Installs fencing along motorways using special wire mesh to protect animals and drivers.
- Maintains fencing on an annual basis and reinforces it where necessary to prevent wildlife from entering the motorway.

Through its long-term cooperation with the Greek Animal Welfare Society (Elliniki Filozoiki Etaireia), Kentriki Odos covers the costs for the pick-up and transport, veterinary examination, vaccination, monitoring, hospitality, and the general medical care of the stray dogs collected from the motorway. It is noted that animals are accommodated in dedicated day-care and convalescence areas before being transported or adopted.



In 2023, we collected 9 stray animals and carried out all the necessary veterinary procedures to rescue them. Total investment for the management and rescue of stray animals amounted to €3,548.

CONNECTION TO THE SUSTAINABLE DEVELOPMENT GOALS AND GOAL SETTING



TOPIC	GOAL 2023	PROGRESS 2023	GOAL 2024
Blood Bank	Repetition of blood donation	Participation of 50 Kentriki Odos employees	Repetition of blood donation
Stray animals management system	Maintaining and reinforcing cooperation with the Hellenic Animal Welfare Society	Protection of strays found on the motorway	Maintaining and reinforcing cooperation with the Hellenic Animal Welfare Society
Strengthening partnerships	Using the platform to engage the local community	2,472 audio tours for platform visitors	Using the platform to engage the local community

7. ANNEX

STAKEHOLDER GROUPS	EXPECTATIONS/MAIN TOPICS	COMMUNICATION MECHANISMS	COMMUNICATION FREQUENCY	COMMUNICATION OUTCOMES
Employees	<ul style="list-style-type: none">Regular communication between Employees – managementInforming employees about organizational changes and anything related to the companyEmphasis on Health and Safety topicsRewards, additional benefits and remuneration systemRespect, equality and meritocracyTraining, evaluation and development opportunitiesRespect for personal and family lifeRetain a positive company profile	<ul style="list-style-type: none">Meetings between employees and management representativesEmail correspondenceNewslettersHR DepartmentOpen door policyPersonal communicationSatisfaction surveySustainable Development ReportCommitment surveyCSR ScorecardOnline and social media presence	Continuous	<ul style="list-style-type: none">Establishment of Development CentresAction to improve the working environmentRecognize the company as a fair employerIncrease efficiencyReduction of leaves
Motorway Drivers	<ul style="list-style-type: none">Safe and fast travelInfrastructure quality, quality of service, satisfaction and reliabilityImmediate response to incidentsImmediate response to requests or complaintsImmediate dissemination of informationPrivate data protectionInteroperabilityUpgrade commercial policy and rewards for frequent usersNew and innovative payment methodsKilometre-based tolling ratesToll rates, discount policy	<ul style="list-style-type: none">Customer service departmentCustomer satisfaction surveysComplaint handling departmentAwareness campaignsCompany websiteEmergency numberVariable Message Signs (VMS)Press ReleasesEmployees at toll stationsMediaSustainable Development ReportCSR Scorecard and online engagement surveyEmail / contact formsRoad Side Surveys (RSS)MyOdos App	Daily	<ul style="list-style-type: none">Improvement of infrastructureUpgrading signageStabilization of safety feeling in the motorwayQuality and immediate customer serviceProvision of discount programmesGreater understanding of future issues that may arise or potential price increases
Local Communities	<ul style="list-style-type: none">Stimulate the local economy by creating new jobsIndirect positive financial effects and development of the wider regionImprove standard of livingSponsorships - charity initiatives and social investmentsRespect and protection of local environmental wealthRetain high level of service	<ul style="list-style-type: none">Meetings with representatives of local communitiesConsultation with local associations and bodies of residentsLocal media	On regular time intervals/ Daily	<ul style="list-style-type: none">Open dialogue and support of the local communityIncreasing revenue of local businessesAttractive working environment and improvement of the image of Nea Odos as an employer
Local Government	<ul style="list-style-type: none">Comprehensive information regarding impacts from the company’s operation on a local levelAccountability and taking measures where necessaryStrengthen local agents’ and local government’s initiatives	<ul style="list-style-type: none">Direct communication with administrative structures at local level	On regular time intervals	<ul style="list-style-type: none">Collaboration for voluntary initiatives
Shareholders	<ul style="list-style-type: none">Financial performance, efficiency, dividend distributionRegular and correct information/reportingEffective governance mechanismsLeadership in the industry and positive reputationProvide high quality services and develop innovationsDevelop partnerships	<ul style="list-style-type: none">Board of Directors meetings and General AssembliesRegular reportingCompany websiteBalance Sheets and Financial StatementsSustainable Development ReportCSR Scorecard and online engagement surveyCorrespondence and business meetingsCertifications	On regular time intervals	<ul style="list-style-type: none">Detailed recording of the environmental and social impacts of company’s operation and their disclosure through the Sustainable Development ReportAdopt new practices, better resource management and improved crisis response
NGOs	<ul style="list-style-type: none">Support NGOs goalsEconomic supportPublic awareness	<ul style="list-style-type: none">Company websiteDepartment of Public RelationsSustainable Development ReportCSR Scorecard and online engagement survey	On regular time intervals	<ul style="list-style-type: none">Develop joint awareness campaignsStrengthen the social profile of the companyLink business operation with social causes
Activists	<ul style="list-style-type: none">Reduction of toll rates which are not subject to corporate decisions	<ul style="list-style-type: none">According to company policies	When deemed necessary	<ul style="list-style-type: none">Interventions where possible to ensure smooth driver service

STAKEHOLDER GROUPS	EXPECTATIONS/MAIN TOPICS	COMMUNICATION MECHANISMS	COMMUNICATION FREQUENCY	COMMUNICATION OUTCOMES
Ministries and Structures of Public Administration	<ul style="list-style-type: none">• Good operation of the motorway• Fully inform the supervisory authority on matters relating to the operation of the infrastructure.• Compliance with the contractual obligations set out in the Concession Agreement• Environmental performance• Optimal management of road safety and zero accidents• Extension of contracts / additional works• Create new jobs• Effective communication and cooperation	<ul style="list-style-type: none">• Correspondence, phone communication and work meetings• Workshops / Representative meetings• Official reports• Visits, inspections• Sustainable Development Report• CSR Scorecard and online engagement survey	On regular time intervals/ Daily	<ul style="list-style-type: none">• Fulfilment of the obligations arising from the Concession Agreement
Emergency Services	<ul style="list-style-type: none">• Compliance with laws• Support to Emergency Services work (Traffic Police, Ambulances, Fire Department, Civil Protection etc.)• Effective communication and cooperation• Technical equipment	<ul style="list-style-type: none">• Scheduled and unscheduled meetings with Emergency Services representatives• Correspondence, phone communication and work meetings	Daily	<ul style="list-style-type: none">• Carrying out readiness exercises at a more intensive pace• Effective incident/crisis management
Financial Institutions	<ul style="list-style-type: none">• Comprehensive information on company performance• Financial effectiveness• Consistency in its financial obligations and timely payment of interest and loans• Compliance with legislative framework, contractual obligations, fair governance and financial audits• Risk management and company growth prospects• Budget keeping• Access to information• Positive publicity for a funded project	<ul style="list-style-type: none">• Correspondence, phone communication and work meetings• 3 and 6-month reports• Official reports• Sustainable Development Report• CSR Scorecard and online engagement survey	On regular time intervals	<ul style="list-style-type: none">• Study of social and environmental risks• Project Financing/ Instalment Disbursement
Partners, Suppliers and Subcontractors	<ul style="list-style-type: none">• Transparency in procurements and in governance mechanisms• Meritocracy in selecting suppliers and partners• Compliance with agreed partnership terms• Effective communication• Responsible supplies• Flexibility and availability• Experience	<ul style="list-style-type: none">• Procurement department• Ongoing communication with partners in the implementation of projects• Correspondence, phone communication and work meetings	On regular time intervals/ Daily	<ul style="list-style-type: none">• Compliance with terms of agreement and deadlines• Improving relationships, quality and cooperation
Institutions, Associations, Academic Community	<ul style="list-style-type: none">• Exchange of knowledge and know-how	<ul style="list-style-type: none">• Participation in conferences and seminars	On regular time intervals	<ul style="list-style-type: none">• Review and re-adjustment of practices
Media	<ul style="list-style-type: none">• Clear strategic plan, which includes relations with journalists and mass media• Constant updates and exclusives• Advertising costs	<ul style="list-style-type: none">• Public Relations/Marketing Department• Correspondence and telephone communication• Interviews/interventions• Online press releases• Personal communication• Social media and video distribution platforms	On regular time intervals/ Daily	<ul style="list-style-type: none">• Informing the public• Effective corporate reputation management
Other motorways	<ul style="list-style-type: none">• Perfect coordination at the interface points• Collaboration, sharing of knowledge and addressing common issues «at the sector level»• Adoption of common good risk and opportunity management practices• Interoperability• Healthy competition• Promotion of sectoral issues	<ul style="list-style-type: none">• Email• Telephone communication• Hellastron meetings	On regular time intervals	<ul style="list-style-type: none">• Adoption of common practices and exchange of know-how and information• More effective management of road safety issues with an emphasis on prevention
Operator	<ul style="list-style-type: none">• Collaborate, share knowledge and address common issues• Immediate response to Health and Safety issues	<ul style="list-style-type: none">• Personal communication• Email• Telephone communication	Continuous	<ul style="list-style-type: none">• Harmonization of systems• Adoption of common practices• Exchange of know-how and information• More effective management of road safety issues with an emphasis on prevention

CORPORATE FLEET MOBILITY

	TOTAL	A.TH.E.	E65
Patrol vehicles	18	9	9
Kilometres covered by patrol vehicles	1,899,333	1,080,085	819,248
Intervention teams' vehicles	14	8	6
Kilometres covered by intervention teams' vehicles	486,672	303,249	183,423
Corporate Fleet Vehicles	32	17	15
Kilometres covered by the corporate fleet	2,386,005	1,383,334	1,002,671

MANHOURS FOR ROAD MAINTENANCE

Road Maintenance by Category	2023			2022			2021		
	Total	A.Th.E.	E65	Total	A.Th.E.	E65	Total	A.Th.E.	E65
Road surface	4,867.04	3,280.32	1,586.72	3,859	3,483	376	5,683	4,941.50	741.5
Shoulder, traffic islands, kerbs-gutters and sidewalks	704.29	407.32	296.97	1,565	1,155.22	409.78	2,987.33	2,052.13	935.2
Motorway drainage system	6,323.48	3,792.63	2,530.85	5,106.46	3,174.92	1,931.53	8,725.35	5,564.93	3,160.42
Tunnels, cut and cover, landfills and trenches	456.95	415.58	41.37	626.78	449.78	177	2,792.62	1,892.45	900.17
Green areas and trees	18,883	8,228.48	10,654.52	17,639.88	8,083.60	9,556.28	20,602.87	10,977.32	9,625.55
Motorway safety and protection equipment	3,939.31	1,892.83	2,046.48	3,477.77	1,799.47	1,678.30	6,031	5,150.45	880.55
Motorway signage	4,614.22	2,710.45	1,903.77	2,946.65	2,202.17	744.48	5,535.52	4,889.52	646
Cleaning	22,218.03	9,081.10	13,136.93	29,251.28	15,867.35	13,383.93	25,278.95	14,848	10,430.95
Common and special bridges	153.65	133.97	19.68	1,117.50	1,024	93.50	256.50	96	160.5
Support walls and avalanche retaining walls	160	124	36	169.95	144.95	25	111	84	27
Signal bridges	16	-	16						
Buildings	14,334.84	12,455.84	1,879	4,832.29	2,576.89	2,255.40	3,587.45	3,325.45	262
Winter maintenance	20,279	11,839	8,440	36,407	14,798	21,609	32,256	16,382	15,874
Other (material transportation, tidiness, training, etc.)	4,660	1,211.88	3,448.12	3,125.58	1,399.12	1,726.47	5,861.84	1,357.09	4,504.75
Total	101,609.81	55,573.40	46,036.41	110,125.15	56,158.46	53,966.68	119,709.43	71,560.84	48,148.59

MANHOURS FOR ROAD INFRASTRUCTURE REPAIRS

Categories of Road infrastructure	2023			2022			2021		
	Total	A.Th.E.	E65	Total	A.Th.E.	E65	Total	A.Th.E.	E65
Road infrastructure	360.80	329.33	31.47	421.08	362.92	58.17	472.18	362.35	109.83
Shoulder, traffic islands, kerbs-gutters and sidewalks	15.39	10.07	5.32	17.55	6.78	10.77	24.77	4.52	20.25
Motorway drainage system	12.54	6.22	6.32	3.62	3.62	-	46.69	7.27	39.42
Tunnels, cut and cover, landfills and trenches	-	-	-	-	-	-	321.8	-	321.8
Green areas and trees	-	-	-	64	-	64	-	-	-
Motorway safety and protection equipment	1,802.05	894.03	908.02	1,325.82	715.22	610.60	2,605.23	1,060.13	1,545.10
Motorway signage	187.63	104.45	83.18	208.93	53.85	155.08	331.93	86.08	245.85
Buildings	101.80	27.23	74.57	95.70	22.50	73.20	186.35	47.28	139.07
Other (material transportation, tidiness etc.)	-	-	-	38	-	38	-	-	-
Total	2,480.21	1,371.33	1,108.88	2,174.70	1,164.88	1,009.82	3,988.95	3,988.95	3,988.95

MANHOURS FOR INFRASTRUCTURE INSPECTIONS PER CATEGORY

Road Infrastructure per Category	2023			2022			2021		
	Total	A.Th.E.	E65	Total	A.Th.E.	E65	Total	A.Th.E.	E65
Road surface	383.27	125.05	258.22	1,233.10	905.40	327.70	734.58	524.10	210.48
Shoulder, traffic islands, kerbs-gutters and sidewalks	1,152.72	582.72	570	888.68	418.20	470.48	545	350.48	194.52
Motorway drainage system	765.46	289.83	475.63	1,210.38	335.05	875.33	1,919.83	1,235.68	684.15
Tunnels, cut and cover, landfills and trenches	667.16	406.63	260.53	576.57	330.25	246.32	1,130.46	368.53	761.93
Green areas and trees	54.5	48	6.5	72	48	24	290	40	250
Motorway safety and protection equipment	1,199.46	762.11	437.35	1,388.10	581.15	806.95	1,738.52	902.75	835.77
Motorway signage	425.28	290.4	134.88	455.78	268.58	187.20	374.91	214.03	160.88
Cleaning	0	0	0						
Common and special bridges	395.95	288.5	107.45	416.25	216.08	200.17	488.63	348.05	140.58
Support walls and avalanche retaining walls	252	178	74	232	168	64	251	160	91
Signal bridges	0.53	0.53	0	1.32	0.33	0.98	-	-	-
Buildings	0	0	0						
Winter maintenance	998	672	326	4,968	2,348	2,620	3,242	1,388	1,854
Fire safety	0	0	0						
Other (material transportation, tidiness, training, etc.)	0	0	0	40	-	40	-	-	-
Total	6,294.33	3,643.77	2,650.56	11,482.18	5,619.05	5,863.13	10,714.93	5,531.62	5,183.31

TOTAL INCIDENTS BY CATEGORY

	2023	2022	2021
Accidents and crashes	216	204	179
Damaged vehicle	2,321	2,168	2,203
Abandoned vehicles	35	32	40
Obstacles – spillage – moving hazard	1,375	1,399	1,448
Traffic congestion	0	0	0
Other incidents	739	612	609
Total	4,686	4,415	4,479

TRAFFIC MANAGEMENT INDICATORS 2023

	A.Th.E.	E65
Vehicle kilometres travelled (million km)	255.37	76.89
Incidents identified by Patrol – Company employees	1,450	1,450
Incidents identified by the four-digit emergency number	684	286
Incident detected though ERT	-	1
Incident detected from CCTV and AID	219	159
Incidents detected by Police, Roadside assistance or third parties	295	142
Average incident clearing time (minutes)	82.60	224.30

TOWED VEHICLES

	2023			2022			2021		
	Total	A.Th.E.	E65	Total	A.Th.E.	E65	Total	A.Th.E.	E65
Conventional Vehicle Recovery	514	303	211	526	308	218	442	252	190
Heavy Vehicle Recovery Unit	103	84	19	98	75	23	96	80	16
Total	617	387	230	624	383	241	538	332	206

IMMOBILISED VEHICLES INCIDENTS

	2023			2022		
	A.Th.E.	E65	A.Th.E.	E65	A.Th.E.	E65
Flat tire	420	193	399	159	384	147
Mechanical failure	861	491	792	470	791	418
Fuel	94	39	109	37	110	47
Other	52	79	46	60	58	135
Unrecorded	156	23	132	35	464	70
Total	1,583	825	1,478	761	1.423	670
Driver sickness (it is a separate event and it is not included in the report of immobilised vehicles)	13	5	11	13	7	4

EMERGENCY CALL CENTRE - ISSUES BY CATEGORY 2023

	Total	A.Th.E.	E65
Safety	1%	1%	0.8%
Traffic	22.9%	20.9%	26.4%
Maintenance	51.2%	55.1%	44.2%
Patrols	22.7%	21.7%	24.4%
Other	2.3%	1.2%	4.2%

CUSTOMER CARE CALL CENTRE – TOPICS BY CATEGORY

	2023		
	Total	A.Th.E.	E65
Safety	14.4%	13.1%	19.6%
Traffic	1.1%	1%	1.7%
Maintenance	0.4%	0.3%	0.9%
Toll Operation	3.3%	2.8%	5.2%
Electronic Toll Collection Operation	71.7%	74.4%	60.9%
Commercial Policy	5.9%	5.6%	7%
Other	3.2%	2.8%	4.8%

AGGREGATE ANALYSIS OF COMPLAINT TOPICS BY CATEGORY

	CALL CENTRE		WRITTEN COMMUNICATION		TOTAL	
	Number	%	Number	%	Number	%
Toll Operation	54	44.3%	3	23.1%	57	42.2%
Traffic and Safety	38	31.1%	6	46.2%	44	32.6%
Commercial Policy	12	9.8%	2	15.4%	14	10.4%
Negative comments	7	5.7%	-	0%	7	5.2%
Other	2	1.6%	-	0%	2	1.5%
Signage	3	2.5%	2	15.4%	5	3.7%
User requests	1	0.8%	-	0%	1	0.7%
Interoperability	4	3.3%	-	0%	4	3%
Project	1	0.8%	-	0%	1	0.7%
Total	122	100%	13	100%	135	100%

HUMAN RESOURCES BY GEOGRAPHICAL AREA, AGE AND GENDER

	KENTRIKI ODOS						OPERATOR					
	<30		30-50		50+		<30		30-50		50+	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Attica	1	0	0	3	0	0	0	0	2	4	0	0
Fthiotida	0	1	2	0	0	0	0	1	38	42	6	8
Karditsa	0	0	1	0	0	0	2	0	30	19	3	2
Trikala	0	0	0	0	0	0	0	1	12	11	1	2
Total	1	1	3	3	0	0	2	2	82	76	10	12

HUMAN RESOURCES BY TYPE OF EMPLOYMENT, EMPLOYMENT CONTRACT AND GENDER

	KENTRIKI ODOS		OPERATOR	
	Men	Women	Men	Women
Indefinite term employment contract	4	4	93	90
Definite term employment contract	0	0	1	0
Full time employees	4	4	94	90
Part-time employees	0	0	0	0
With a collective labour agreement (%)	0	0	0	0
Through a temporary employment agency	0	0	1	6

TOTAL EMPLOYEE HIRES BY AGE AND GEOGRAPHICAL AREA

	KENTRIKI ODOS									OPERATOR								
	<30			30-50			50+			<30			30-50			50+		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Attica	1	0	1	0	1	1	0	0	0	0	0	0	0	1	1	0	0	0
Fthiotida	0	0	0	0	0	0	0	0	0	1	0	1	2	0	2	0	0	0
Karditsa	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Trikala	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	1	0	1	1	0	0	0	1	0	1	2	1	3	0	0	0

EMPLOYEE TURNOVER BY AGE AND GEOGRAPHICAL AREA

	KENTRIKI ODOS									OPERATOR								
	<30			30-50			50+			<30			30-50			50+		
	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Attica	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
Fthiotida	0	0	0	0	0	0	0	0	0	1	0	1	3	5	8	0	0	0
Karditsa	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0
Trikala	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	2	2	0	0	0	1	0	1	4	6	10	0	0	0

EMPLOYEE TRAINING AND SKILLS DEVELOPMENT

Number of participants	KENTRIKI ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Top executives	0	0	0	0	0	0
Managers	0	0	0	0	0	0
Administrative Staff	3	6	9	16	5	21
Labour Staff	0	0	0	25	11	36
Total	3	6	9	41	16	57
Training Hours	Men	Women	Total	Men	Women	Total
Top executives	0	0	0	0	0	0
Managers	0	0	0	0	0	0
Administrative Staff	33	72	105	245	50	295
Labour Staff	0	0	0	200	88	288
Total	33	72	105	445	138	583

AVERAGE TRAINING HOURS BY CATEGORY

	KENTRIKI ODOS			OPERATOR		
	Men	Women	Total	Men	Women	Total
Top executives	0	0	0	0	0	0
Managers	0	0	0	0	0	0
Administrative Staff	11	18	15	15.31	8.33	13.41
Labour Staff	0	0	0	2.56	1.05	1.78
Total	8.25	18	13.13	4.73	1.53	3.17

8. ABOUT THE REPORT

The Kentriki Odos Sustainable Development Report for 2023 is company’s 9th Annual Report.

The Sustainable Development Report of Kentriki Odos for the year 2023 highlights social, economic, environmental, and governance topics through a transparent, concise and consistent presentation. It focuses on critical topics that the company has recognized and manages as well as describing its current challenges, performance and future goals. Through the Report, the company publicises its priorities, risks, opportunities and plans for future thereby strengthening this channel of communication with its stakeholders.

The annual Report covers the period from 1/1/2023 to 31/12/2023. The 2023 Sustainable Development Report is available on the website www.kentrikiodos.gr and, specifically, in the Corporate Social Responsibility section. Information on Corporate Responsibility is available on the company’s website and through the special «Sustainable Development at a Glance» section, which is renewed annually.

The Report covers data concerning Kentriki Odos. Where relevant, information is provided for the operating company with a clear distinction between the concession company and the operating company, and with reference to the time period covered by the specific information. The Report does not cover the construction of the project. It covers elements and data concerning the operation of motorways with a clear distinction of responsibilities between Kentriki Odos and the new company that has taken over the management of the operation of the motorways.

Occupational accidents

The number of accidents excludes accidents involving seasonal employees who operate through an external company providing employment and payroll services. We neither record data on their absenteeism nor disclose such information

Suppliers

Local suppliers do not relate exclusively to the maintenance and operation of the motorway. National suppliers include suppliers from related parties. The remaining related suppliers focus on the maintenance and operation of the motorway (power supply, E/M facilities maintenance, etc.).

Financial information

According to article 2 of Law 4308/2014 the company is considered to be a large enterprise. Employee wages and benefits include employer contributions. Payments to providers of capital have been interpreted as interest payments to banks for loans taken. The same also applies to loan repayments. Payments to suppliers (except materials and intercompany transactions) include all payments made to non-affiliated suppliers parties (including VAT and other withholding taxes). All other payments include consumables and service provision. The net sales of the motorway sector of Ionia Odos – A.Th.E. include the MTC and ETC toll revenues, revenues from other services and revenues from the lease of Motorist Service Stations.

External Assurance

For the 2023 report we proceeded to the External Assurance of specific parts of the content in order to improve the reliability of the information provided and the structures that allow us to collect and process information. The final section of this Report includes the statement by the independent body Deloitte, which performed limited assurance services on specific data in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised).

Support

The 2023 Sustainability Report was developed with the guidance and scientific support of Sustainability Knowledge Group (www.sustainabilityknowledgegroup.com).

CSR team

A number of executives from different Departments and Divisions of the company cooperated for the collection of data, in particular:

- Content Coordinators: Fotini Lambrou, Georgina Kanavou, Angeliki Avramopoulou.
- Representative of Departments/Divisions- Content Managers: Nikos Katapodis, Eugenia Soufi, Konstantinos Sideris, Foteini Lamprou, Natalia Manara, Yiannis Marinopoulos, Eleni Nianiou, Anastasia Pneumatikou, Panagiota Stasinou, Panagiota Tsousi, Giorgos Mavrikos, Eleni Kordolaimi, Michalis Lagoudakis, Magdalini Barouchou, Yiannis Sioutis, Stelios Simopoulos, Panagiotis Galanopoulos, Yiannis Orfaniotis, Christos Bakaras, Anastasia Strouza, Antigoni Kazaneli, Andreas Koureta, Lefteris Polakis, Christoforos Kotzageorgiou, Pavlos Karanatsis, Giorgos Stavroulakis, Marialena Papandreou.

Contact Point

Contact us for comments, clarifications and suggestions.

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GRI CONTENT INDEX

Statement of use	Kentriki Odos has reported the information cited in this GRI content index for the period 1st of January 2023 to 31st of December 2023 with reference to the GRI Standards.	
GRI 1 USED	GRI 1: Foundation 2021	
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	
General Disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	13-16, 140, 141
	2-2 Entities included in the organization’s sustainability reporting	13-16, 140, 141 No more entities included in the Sustainable Development Report for the period 1/1/2023 to 31/12/2023
	2-3 Reporting period, frequency and contact point	140, 141 November 2024
	2-4 Restatements of information	None
	2-5 External assurance	141
	2-6 Activities, value chain and other business relationships	13-16, 66, 67, 72, 73, 140, 141
	2-7 Employees	138
	2-8 Workers who are not employees	99, 138
	2-9 Governance structure and composition	18, 43
	2-11 Chair of the highest governance body	18
	2-13 Delegation of responsibility for managing impacts	43
	2-15 Conflicts of interest	21 https://www.gekterna.com/el/the-group/code-of-conduct/
	2-22 Statement on sustainable development strategy	8, 9
	2-23 Policy commitments	20, 21, 23 https://www.neaodos.gr/about/quality/
	2-24 Embedding policy commitments	20, 21, 23
	2-26 Mechanisms for seeking advice and raising concerns	39-41, 43, 106 In the period 1/1/2023 until 31/12/2023 not recorded complaints concerning Whistleblowing issues.
	2-27 Compliance with laws and regulations	20-23, 82
	2-28 Membership associations	43
	2-29 Approach to stakeholder engagement	39-41
2-30 Collective bargaining agreements	138	
Material Topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	39-41
	3-2 List of material topics	42
	3-3 Management of material topics	22, 48-58, 60-63, 71-73, 79, 83, 86, 88, 90, 93, 99-111, 113-129
Economic Performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	22, 115
	201-4 Financial assistance received from government	22

Indirect Economic Impacts		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	113-129
	203-2 Significant indirect economic impacts	113-129
Procurement Practices		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	73
Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	83
	302-2 Energy consumption outside of the organization	83
	302-4 Reduction of energy consumption	84, 85
Water and Effluents		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	88, 89
	303-2 Management of water discharge-related impacts	88, 89
	303-5 Water consumption	89
Biodiversity		
GRI 303: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	93
	304-2 Significant impacts of activities, products and services on biodiversity	93
	304-3 Habitats protected or restored	93
Emissions		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	92
	305-2 Energy indirect (Scope 2) GHG emissions	92
	305-3 Other indirect (Scope 3) GHG emissions	92
	305-4 GHG emissions intensity	92
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	86-88
	306-2 Management of significant waste-related impacts	86-88
	306-3 Waste generated	87
	306-4 Waste diverted from disposal	87
Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	73
Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	138, 139
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	101
	401-3 Parental leave	101

Occupational Health and Safety		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	23, 102, 103
	403-2 Hazard identification, risk assessment, and incident investigation	102, 103
	403-3 Occupational health services	103
	403-4 Worker participation, consultation, and communication on occupational health and safety	103
	403-5 Worker training on occupational health and safety	105
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	105
	403-9 Work-related injuries	104
Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	139
	404-2 Programs for upgrading employee skills and transition assistance programs	107, 139
	404-3 Percentage of employees receiving regular performance and career development reviews	106
Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	18, 100
Non-discrimination		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination were recorded
Local Communities		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	113-129
	413-2 Operations with significant actual and potential negative impacts on local communities	113-129
Customer Health and Safety		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	48-58, 60-63
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance were recorded
Marketing and Labelling		
GRI 417: Marketing and Labelling	417-2 Incidents of non-compliance concerning product and service information and labelling	20, 50 No incidents of non-compliance were recorded
	417-3 Incidents of non-compliance concerning marketing communications	No incidents of non-compliance were recorded
Customer Privacy		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	72 No incidents of substantiated complaints were recorded.





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Independent limited Assurance Report to the Management of Central Greece Motorway Concession Company S.A.

Independent limited Assurance Report by Deloitte Certified Public Accountants S.A. (“Deloitte” or “us”) to the Management of Central Greece Motorway Concession Company S.A. (“Kentriki Odos” or “Company” or “you”) on the Selected Information, as defined in section “Scope of our work”, within the Sustainable Development Report 2023 (hereinafter “the Report”) of Central Greece Motorway Concession Company S.A. which has been prepared by the Management of the Company based on the GRI Sustainability Reporting Standards (GRI Standards) for the reporting period 01 January 2023 - 31 December 2023.

Our assurance conclusion

Based on our procedures described in this report, and evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information within the Report for the period 01 January 2023 - 31 December 2023 has not been prepared, in all material respects, in accordance with the Applicable Criteria defined by the Management as set out in the section “Scope of our work”.

Scope of our work

Kentriki Odos has engaged us to perform an independent limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* (“ISAE 3000” (Revised)), issued by the International Auditing and Assurance Standards Board (“IAASB”) and our agreed terms of engagement.

The Selected Information in scope of our engagement for the period 01 January 2023 - 31 December 2023, is as follows:

Selected Information	Applicable Criteria
Assurance Services on the Sustainable Development Report 2023	
The adherence of the Sustainable Development Report 2023, reporting with reference to the Global Reporting Initiative (“GRI”) Standards.	- GRI 1: Foundation 2021, Reporting with reference to the GRI Standards
The accuracy and completeness of quantitative data and the plausibility of qualitative information related to the GRI General Disclosures.	-GRI 2 General Disclosures (2021)
The accuracy and completeness of quantitative data and the plausibility of qualitative information against the requirements of the respective GRI Standards for nine (9) Topic Disclosures (listed to the right-hand column of this table).	Topic Disclosures: <ul style="list-style-type: none">– Disclosure 201-1,– Disclosure 302-1,– Disclosure 305-1,– Disclosure 305-2,– Disclosure 401-1,– Disclosure 401-3,– Disclosure 404-1,– Disclosure 404-3,– Disclosure 418-1.



Scope of our work - Continued

Our work related to assurance on data and information for the period 1 January 2023 – 31 December 2023 and we did not provide assurance over any prior reporting period data or information presented in the Report.

Inherent limitations of the Selected Information

We obtained limited assurance over the preparation of the Selected Information in accordance with the Applicable Criteria. Inherent limitations exist in all assurance engagements.

Any internal control structure, no matter how effective, cannot eliminate the possibility that fraud, errors or irregularities may occur and remain undetected and because we use selective testing in our engagement, we cannot guarantee that errors or irregularities, if present, will be detected.

The self-defined Applicable Criteria, the nature of the Selected Information, and absence of consistent external standards allow for different, but acceptable, measurement methodologies to be adopted which may result in variances between entities. The adopted measurement methodologies may also impact comparability of the Selected Information reported by different organisations and from year to year within an organisation as methodologies develop.

We did not evaluate the design of particular internal control activities, nor obtained evidence about their implementation or tested their operating effectiveness. Our assurance procedures did not include testing the Information Technology systems from which data was extracted and aggregated by Kentriki Odos for the Report. We did not provide any assurance relating to future performance, such as estimates, expectations or targets, or their achievability.

Our assurance services were performed to the English and Greek version of the Report.

Managements’ responsibilities

The Management is responsible for:

- Selecting the Applicable Criteria.
- Preparing, measuring, presenting and reporting the Selected Information in accordance with the Applicable Criteria.
- Designing, implementing, and maintaining internal processes and controls over information relevant to the preparation of the Selected Information to ensure that they are free from material misstatement, including whether due to fraud or error.
- Providing sufficient access and making available all necessary records, correspondence, information and explanations to allow the successful completion of our limited assurance engagement.
- Confirming to us through written representations that you have provided us with all information relevant to our services of which you are aware, and that the measurement or evaluation of the underlying subject matter against the Applicable Criteria, including that all relevant matters, are reflected in the Selected Information.



Our responsibilities

We are responsible for:

- Planning and performing procedures to obtain sufficient appropriate evidence in order to express an independent limited assurance conclusion on the Selected Information.
- Communicating matters that may be relevant to the Selected Information to the appropriate party including identified or suspected non-compliance with laws and regulations, fraud or suspected fraud, and bias in the preparation of the Selected Information.
- Reporting our conclusion in the form of an independent limited Assurance Report to the Kentriki Odos’ Management.

Our independence and competence

We conduct our engagement in accordance with the International Ethics Standards Board of Accountants “International Code of Ethics for Professional Accountants (including International Independence Standards)” (IESBA Code), the related provisions of L. 4449/2017.

Our audit firm applies the International Standard on Quality Management (ISQM) 1, “Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements” and accordingly, maintains a comprehensive system of quality management including documented policies and procedures regarding compliance and ethical requirements, professional standards and applicable legal and regulatory requirements.

Key procedures performed

We are required to plan and perform our work to address the areas where we have identified that a material misstatement in respect of the Selected Information is likely to arise. The procedures we performed were based on our professional judgment.

In carrying out our limited assurance engagement in respect of the Selected Information, we performed the following procedures:

- Assessment of the Applicable Criteria selected by you to determine whether they were suitable for the engagement circumstances, and, where necessary, discussed with the Management the need for the basis of reporting.
- Analytical review procedures to understand the underlying subject matter and identify areas where a material misstatement of the Selected Information is likely to arise.
- Through inquiries of employees from various organizational levels and Management of Kentriki Odos, obtain an understanding of the Company, its environment, processes and information systems relevant to the preparation of the Selected Information sufficient to identify and further assess risks of material misstatement in the Selected Information and provide a basis for designing and performing procedures to respond to assessed risks and to obtain limited assurance to support a conclusion.



Key procedures performed - Continued

- Through inquiries of employees from various organizational levels and Management, document whether an external expert has been used in the preparation of the Selected Information, then evaluate the competence, capabilities and objectivity of that expert in the context of the work performed and also the appropriateness of that work as evidence.
- Through inquiries of employees from various organizational levels and Management of Kentriki Odos, obtain an understanding of internal controls relevant to the Selected Information, the quantification process and data used in preparing the Selected Information, the methodology for gathering qualitative information, and the process for preparing and reporting the Selected Information. We do not evaluate the design of particular internal control activities, obtain evidence about their implementation or test their operating effectiveness.
- Considered the risks of material misstatements of the Selected Information.
- Procedures over the Selected Information, including recalculation of relevant formulae used in manual calculations and assessment whether the data had been appropriately consolidated.
- Procedures over the Selected Information including assessing management’s assumptions and estimates.
- Accumulated misstatements and control deficiencies identified, assessing whether material.
- Interviews with the relevant personnel in order to obtain an understanding of the statements related to the GRI General Disclosures, under the scope of our engagement. We also assessed the reasonability of the statements related to the GRI General Disclosures, under the scope of our engagement, by obtaining for a sample of statements, corresponding supporting documentation.
- Reviewed the Report for the appropriate presentation of the GRI General and Topic Disclosures, under the scope of our engagement, including discussions with the relevant personnel about limitations and assumptions relating to the way these data are presented;

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



Use of our report

This report is made solely to the Management of Kentriki Odos in accordance with ISAE 3000 (Revised) and our agreed terms of engagement. Our work has been undertaken so that we might state to the Management of Kentriki Odos those matters we have agreed to state to them in this report and for no other purpose.

Without assuming or accepting any responsibility or liability in respect of this report to any party other than Kentriki Odos and the Management of Kentriki Odos, we acknowledge that the Management may choose to make this report publicly available for others wishing to have access to it, which does not and will not affect or extend for any purpose or on any basis our responsibilities. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Kentriki Odos and the Management of the Company as a body, for our work, for this report, or for the conclusions we have formed.

Athens, 26 November 2024

The Certified Public Accountant



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