



# Sustainability Report

*Every drop counts!*

2016





# **Sustainability Report 2016**



## Chairman's Message



*Dear Reader,*

*EYDAP, as the leading company in Greece in the sector of Water Supply and Sewerage Services and one of the largest in Europe, is always operating with a sense of responsibility towards millions of consumers, caring to provide water of high*

*quality at an affordable price, to collect the effluent and return it to nature clean or use it otherwise as well. The sustainability of water resources, along with the minimization of our environmental impact, is our unquestionable priority.*

*For EYDAP, the concept of sustainability is closely related to the effort for constant change, innovation and development, with respect to the three pillars Society – Economy - Environment. Our engagement to the crucial axes of Sustainability goes hand in hand with the interests of the stakeholders (i.e. shareholders, consumers etc.), based on continuous and equitable consultations.*

*Water, as the principle factor of life, is handled by the Company with the highest caution and respect. Regarding the whole range of our activities from the perspective of innovation and human creativity, the management of this precious good is based on best practices for distribution of water to consumers at a premium quality. On this account, the Company aims to be considered among the innovative and dynamic enterprises that have fully incorporated the principles of Sustainability in their strategies and actions. It is our unequivocal priority that all our activities, regarding the installations planning and operation, are oriented towards the minimization of our environmental impact, energy efficiency and the economic management of water.*

*Our strategy pursues a balanced and continuous development, in light of the general public interest. Our philosophy is focused on a people-centred and respectively consumer-centred approach. Productivity growth, implementation of best practices, promotion of a complete and rational development plan, use of innovative technologies, economic return of works and constant operational reforms aiming at a reduction of cost with the optimum social, economic and environmental results are very high on our agenda.*

*Crowning achievement and reward for our efforts is the nomination of EYDAP as “the best Public Company” at the “MONEY Enterprise Awards” along with the reception of important distinctions in two categories “Product and Services” and “Biodiversity” in the 6th award ceremony of the “European Enterprises Awards for the Environment”.*

*Our workforce, specially skilled, continually trained and highly devoted to the Company’s goals is considered as a factor of crucial importance for our Sustainable Development.*

*Pricing is one of the main pillars of our policy, aiming at ensuring access to clean water to all citizens in the area of our responsibility. In recognition of the current economic crisis experienced by the Greek society and in the light of our systematic contribution to society’s welfare, EYDAP has maintained an affordable tariff and has taken initiatives for the relief of the most vulnerable social groups. The Company has also supported other social institutions and groups operating towards this direction.*

*The positive financial results for 2016 solidify our leading role in the market of water and sewerage services in Greece. Actions were taken for the enhancement of our efficiency, in parallel with the improvement of our quality service.*

*It is of crucial importance that in 2016, EYDAP launched an integrated urban wastewater management approach for the eastern Attica region through works redesign, in order to safeguard the qualitative and quantitative status of local aquifer. The ultimate aim of this project is the upgrade of the coastal ecosystem, enhancing the local development perspective.*

*In 2017, we will continue to place great emphasis on planning and implementing multiple projects in the direction of sustainable management and governance, on our performance in the field of environmental protection, on the constant improvement of our safety working conditions and our economic growth.*

*It is our intention to remain over the years an innovative and dynamic company in the water and sewerage industry, aiming at our geographical expansion and the qualitative upgrading of our services.*

*The President  
of the Board of Directors.*

A handwritten signature in blue ink, appearing to be 'Konstantinos Papadopoulos', written over a faint circular stamp or watermark.

*Konstantinos Papadopoulos*

## CEO's Message



*Dear Reader,*

*EYDAP provides the population of Attica with drinking water of excellent quality, at an adequate quantity in a consistent and responsible way, along with modern and continuous wastewater collection and treatment services. EYDAP, being the biggest company in the industry of water supply and sewerage services in Greece and one of the biggest in Europe, focuses on satisfying the needs and expectations of its stakeholders, contributing to Sustainable Development.*

*EYDAP supplies Attica with water of high quality, one of the purest in Europe. In water management, our key priority is safeguarding the balance in nature and the Sustainability of the natural resources.*

*The main sources of fresh water intake and the reservoirs in use are situated in pure regions away from any agricultural or industrial activity, thus permitting the supply of the Greek capital with excellent water, which is transferred with the power of gravity and the minimum energy consumption.*

*The 2016 positive financial results verified once more our steady and profitable course, while it was characterized by our effective support to the most vulnerable social groups, mostly affected by the recession.*

*The Company, always committed to its Sustainable Development, holds its leading position in the industry of water supply and sewerage services in Greece. Our philosophy is focused on a contemporary, targeted and rational planning, on the use of the latest technology, on the economic return on investment, on a people-centred and consequently consumer-centred approach, on implementing environmentally friendly procedures and on the support of the households mostly hit by the recession, by introducing special measures to*

*their relief.*

*The material issues of Sustainable Development, that correspond to the four pillars of the Company: Employees, Society, Market and Environment, are discussed in this report.*

*Our workforce, with their expertise, skills and devotion to their duty is the motivating force and a great contributor to the Company's development. Our vision is to remain the biggest and most reliable Company in the Water Industry in Greece, always oriented to Sustainable Development.*

*Our mission is to provide water of supreme quality at an affordable price to an increasing number of consumers and to return it to the environment clean, always taking under consideration the sustainability of the natural resources, acknowledging the size and the importance of our contribution to public welfare.*

*Our main target is the geographical expansion of the Company in the sector of water supply and sewerage services, for the protection of public health and the safeguard of the environmental balance. In this context, I consider the introduction of an integrated approach for the environmentally optimal management of the wastewater in the region of eastern Attica, as a major achievement.*

*I hope you will find this report interesting as it is focused on the stakeholders material topics and the way EYDAP contributes to Sustainable Development.*

*The Chief Executive Officer*

A handwritten signature in blue ink, appearing to read 'Ioannis Benisis'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

*Ioannis Benisis*

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## ABOUT THE REPORT

GRI 102-48, GRI 102-49, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56

## PERIOD of REFERENCE

This is the first Sustainability Report of Athens Water Supply and Sewerage Company S.A. (EYDAP S.A.), a systematic review of the Company's Economic, Social and Environmental performance in 2016, with a reference period from January 1st 2016 until the December 31st, 2016. Our target is the establishment of an annual report.

Taking under consideration that this is our first edition, there are no previous references and consequently no differentiation in material topics and boundaries.

## REPORT MODEL

This report was structured in accordance to Core GRI criteria, in order to meet the stakeholders needs and expectations and to present the way the organization manages its relevant material impacts, within the context of Sustainability. More specifically, the organization's impacts were assessed against the 17 Sustainable Development Goals set by the United Nations, on a nationwide scale. More information on the specification of the content of this report and the materiality analysis is available in section 4 "Materiality Analysis".

The GRI table of contents, on page 84-87, lists the relevant references to the report.

This Sustainability Report is not externally certified, but its data and content were reviewed and approved by relevant Directorate-General and Higher Management.

## COMMUNICATION

Provision of sustainable information to EYDAP's stakeholders is very important to us, so we encourage any remark or comment, that can contribute to our effort for improvement. Communication details are available below:

### **EYDAP**

9, Ilission & Laodikeias St., 157 71, Athens

Contact no : +30 210 7495420 - +30 2107495412

Email : [pubrel@eydap.gr](mailto:pubrel@eydap.gr)

A vertical blue rectangular graphic with a white number '1' centered in the middle. The background features a layered, abstract design with curved lines and varying shades of blue, creating a sense of depth and movement.

1

## **ABOUT EYDAP**







Every drop counts!

## 1.1 PROFILE of EYDAP

GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7, GRI 102-8, GRI 102-45

### EYDAP S.A.

The Leading Company in Water Industry in Greece

**water supply**  
**4.300.000**  
**clientele**

**2.100.000**  
**connections**

**>40%**  
**of the country's**  
**population**

**sewerage**  
**3.500.000**  
**clientele**

EYDAP S.A. is the leading company in the sector of water supply, sewerage and waste treatment in Greece, covering the needs of more than 40% of the total population of the country. In 2016 EYDAP in the field of Water Supply offered services to approximately 4,300,000 customers (2,100,000 connections approximately), while in the field of sewerage service served approximately 3,500,000 customers. Considering the organization's size and know-how, EYDAP is ranked among the largest commercial and industrial companies of Greece.

EYDAP was founded in 1980 under the "Incorporation of a Single Water Supply and Sewerage Company for Greater Athens" Law 1068/80, pursuant to a merger of the incumbent water supplier in Athens and Piraeus "Hellenic Water Company S.A." (EEY S.A.) with the "Greater Athens Sewerage Organization" (OAP). The headquarters of the Company are at 156, Oropou Street, in Galatsi, Attica.

In 1999 under the "Issues Related to Athens Water Supply and Sewerage Company and other provisions" Law 2744/1999, EYDAP S.A. took its present legal form, as all of its major assets were transferred to the company "EYDAP Fixed Assets" (Legal Entity under Public Law), thus remaining the property of the Greek State. "EYDAP Fixed Assets" is the owner of dams, reservoirs, water towers, pumping stations and other facilities that allow the safe transfer of water to treatment plants, where it turns into drinking water. Pursuant to an Agreement signed between EYDAP S.A. and the Greek State in December 1999, EYDAP S.A. continues to operate and maintain the existing facilities of the External Raw Water System (EYS) on behalf of "EYDAP Fixed Assets".

EYDAP has been granted the exclusive right to provide water supply and sewerage services to the greater Attica region for a period of 20 years, commencing on the date Law 2744/1999 was published. This right is non-transferable and can be renewed by written bilateral Agreement between EYDAP and the Greek State. In January 2000, EYDAP was listed on the Market of the Athens Stock Exchange.

The Company procures raw water from the Greek State, which in turn is obliged to provide EYDAP with raw water at adequate quantity in order the latter to be able to respond to the water supply demand in the geographical area of its competence, as it is analyzed in the relevant section. With high sense of responsibility towards millions of consumers and continuous investment on technological innovation and training, EYDAP cares to provide tap water, one of the purest in Europe, at an affordable price.

Research and Development is a domain of crucial importance

for the evolution, modernization and development of a modern and large company like EYDAP. The identification of future challenges, the development and further improvement of its know-how and workforce will permit the Company to make full use of arising opportunities for development, by investing either through self-funding or through national and EU co-financing.

**EYDAP NISON**

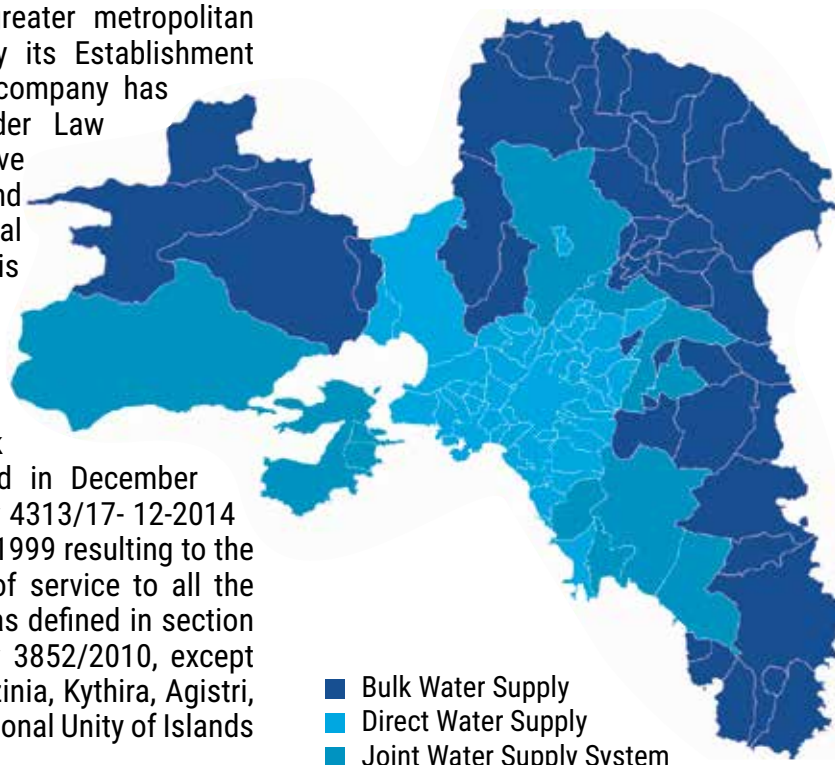
In July 2011, EYDAP NISON S.A. was established, in the share capital of which EYDAP S.A. participates at 100%. The scope of the Company is to provide consulting services in the field of water supply, sewerage and rainwater collection in the Greek island territory, along with a series of activities related to the above.

Aim of this initiative is to diffuse EYDAP’s know-how, in order to ensure both affluent drinking water of high quality at an affordable price to the residents of the Greek islands and waste treatment which will safeguard the island’s ecosystem balance. In 2016, EYDAP NISON was active in the Municipalities of Astipalaia, Kalymnos, Kasos, Kea, Naxos and Mikres Cyclades, Milos, Mykonos, Aigina and the Islands of Argosaronikos: Aigina, Agkistri, Spetses and Kythira.



**Area of Service**

EYDAP’s area of service is the greater metropolitan area of Athens, as determined by its Establishment Law 1068/1980, under which the company has been incorporated. Moreover, under Law 2744/1999, EYDAP has the exclusive right to provide water supply and sewerage services in the geographical area of its competence. This right is non-transferable and non-delegable, and applies for a period of 20 years. In addition, its duration and renewal terms are specified in the Agreement signed between EYDAP and the Greek State. This Agreement was signed in December 1999. Recently the article 68 of Law 4313/17- 12-2014 amended the article 8 of Law 2744/1999 resulting to the expansion of the company’s area of service to all the municipalities of the Attica region, as defined in section h’, paragraph 3 of article 3 of Law 3852/2010, except for the municipalities of Egina, Troizinia, Kythira, Agistri, Spetses, Hydra and Poros of the Regional Unity of Islands of the Prefecture of Attica.



- Bulk Water Supply
- Direct Water Supply
- Joint Water Supply System

More specifically, EYDAP's area of service covers the following Municipalities and Municipal Groups, either directly (retail) or through bulk water supply:

### Municipalities and Municipal Groups within EYDAP's Area of Service

#### Direct Water Supply from EYDAP S.A

- Ag. Anargiri - Kamatero
- Ag. Dimitrios
- Ag. Paraskevi
- Ag. Varvara • Alimos
- Aspropyrgos
- Athens
- Dafni - Ymittos
- Egaleo
- Elefsina (Elefsina)
- Elliniko - Argiroupoli
- Filothei - Psychiko
- Galatsi
- Haidari
- Halandri
- Ilion
- Ilioupoli
- Iraklio
- Kallithea
- Keratsini - Drapetsona
- Kessariani
- Korydallos
- Lykovrisi - Pefki
- Melissa, N. Penteli (Penteli)
- Metamorphosis
- Moschato - Tavros
- N. Ionia
- N. Smyrni
- Nikea - Ag. Ioannis Rentis
- P. Faliro
- Papagou - Holargos

- Perama
- Peristeri
- Petroupoli
- Philadelphia - Halkidona
- Piraeus
- Thrakomakedones (Acharnes)
- Voula (Vari-Voula-Vouliagmeni)
- Vouliagmeni (Vari-Voula-Vouliagmeni)
- Vyronas
- Zefiri (Fyli)
- Zografou
- Amaroussion

#### Bulk Water Supply to Municipal Networks (\*)

- Anixi, Dionysos, Ag. Stefanos, Kryoneri, Stamata, Drosia, Rodopoli (Dionysos)
- Ano Liosia (Fyli)
- Ekali, N. Erythrea (Kifisia)
- Keratea, Lavreaotiki, Ag. Konstantinos (Lavreotiki)
- Kouvaras, Anavisos, P. Fokea, Saronida (Saronikos)
- Kropia
- Mandra, Villia, Erythres, Inoi,

- (Mandra-Eidyllia)
- Marathon, N. Makri, Varnavas, Grammatiko (Marathonas)
- Markopoulo Mesogaiais
- Peania (Peania)
- Spata - Artemida
- Vrilissia
- Magoula (Elefsina)
- Megara
- Rafina (Pikermi)
- Oropos-Malakasa-Kalamos-Afidnes-Kapandriti-Markopoulos Oropos-Polidendri-Sikaminos (Oropos)

#### Joint Water Supply System (\*\*)

- Acharnes (Acharnes)
- Anthousa, Gerakas, Pallini (Pallini)
- Glyka Nera (Peania)
- Glyfada
- Kalyvia Thorikou (Saronikos)
- Kifisia (Kifisia)
- N. Peramos (Megareon)
- Penteli (Penteli)
- Salamina, (Salamina)
- Vari (Vari-Voula-Vouliagmeni)
- Glyka Nera (Paiania)

\* Areas serviced by EYDAP via municipal networks. EYDAP is neither involved nor responsible for the operation of these local networks. \*\* Areas serviced by means of a joint system, i.e. partly covered by EYDAP's network and partly by local private or municipal networks.

### Municipalities and Municipal Groups outside EYDAP's Area of Service

#### Water Supply with or without participation of EYDAP in the local network operation

- Agistri
- Aigina

Moreover, there is a number of Municipalities, Municipal Groups and Regions along the Mornos and Yliki aqueducts, outside EYDAP's geographical jurisdiction, yet serviced either by EYDAP with treated water through small water treatment plants or by EYDAP Fixed Assets with raw water. The water supply in both cases occurs through special water supply connections provided to each Local Municipality (OTA), without the participation of the Company in the operation of the local network. Also, EYDAP supplies water to islands of Cyclades & Dodecanese with treated water through special water supply connections. Finally, EYDAP supplies with raw water, via special water supply connections, a certain number of big private production units that operate along the main external aqueducts.

### **Water supply from EYDAP SA with distilled water, through small water treatment plants and special water supply connections:**

- From the Municipality of Distomo – Arachova, Distomo and Steiri
- Kyriaki from the Municipality of Leivadeon, Tarsos-Kariotas and Panagia Kalamiotisa
- From the Municipality of Thiva: Prodomos, Domvraina, Ellopia, Dryromeno, Lefktra, Kapareli, Dafni and Plataea
- From the Municipality of Mandra - Idyllia: Erythres, Villias and Oinoi
- Municipality of Oropos (feeding the Municipality through Boreholes of Mavrosouvalas)

### **Water supply from EYDAP FIXED ASSETS with Raw water supply, technically and operationally supported by EYDAP S.A., via special water supply connections:**

- From the Municipality of Delphi: Amfissa and Desfina
- From the Municipality of Thiva: Thiva and Thisvi
- From the Municipality of Tanagra: Tanagra, Inofyta, Schimatari and Aghios Thomas
- From the Municipality of Chalkideon: Avlida

It should also be noted that under Law 2744/1999 and the recent amendment of Article 8, EYDAP is given the possibility to expand its operations to other areas other than those specified in paragraph 1 of the amended Article 8 of Law 2744/1999.

Precondition for the attempted each time extension of activities, is EYDAP to examine and ensure a fair return on investment and the corporate financing by own or private funds, thus securing the satisfaction of its obligations. The enactment of Law 4053/2012, under which EYDAP may provide the full range of services specified in Law 2744/1999 also outside its area of competence, via subsidiaries and Programme Agreements with the local authorities, establishes a new growth framework for the Company, expanding market opportunities.

EYDAP in order to meet its obligation and supply water to the greater metropolitan area of Athens obtains raw water from appropriate resources that belong to the Greek State. According to Law 2744/1999 and the Agreement signed between EYDAP and the Greek State in December 1999, the cost of raw water will be set off against the cost incurred by EYDAP for the maintenance and operation of the assets that belong to «EYDAP Fixed Assets» (Legal Entity under Public Law).

## Eydap's Goals and Activities

102-16

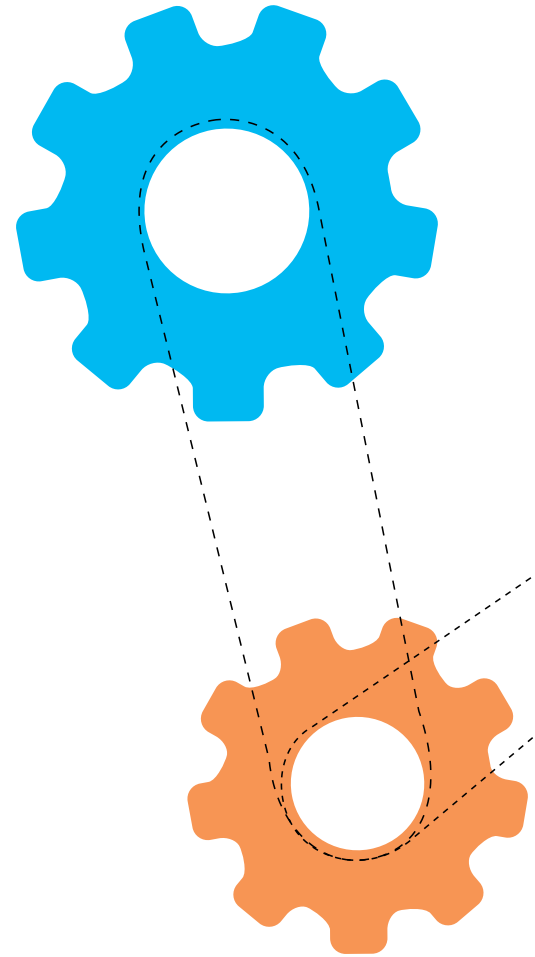
Provision of water supply and sewerage services, as well as design studies, construction, installation, operation, management, maintenance, expansion and upgrade of water supply and sewerage systems.

Pumping, desalination, processing, storage, transfer, distribution and management of all kinds of water, as a means of serving EYDAP's aforementioned goals.

Other activities and projects include the collection, transfer, process, storage, management and disposal of wastewater treatment products.

Provision of telecommunications, energy and other associated services on condition that the safe and reliable operation of the water and sewerage system is not jeopardized, as well as for other purposes such as the deployment of telecommunication and energy activities.

Study and exploitation of natural springs and water resources, production and bottling of water and other refreshments or beverages containing water.



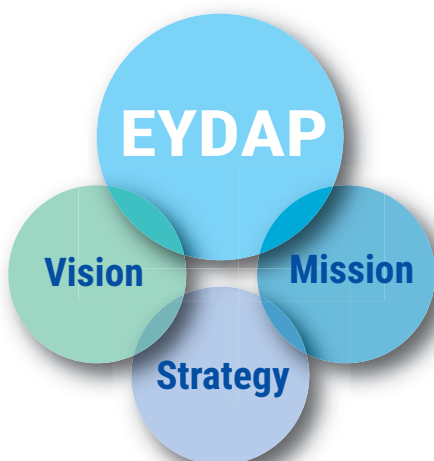
Use of know-how and provision of technical support. Investments related to the scope and the activities of the Company.

### Our Vision

To remain the largest and most reliable company in the water cycle management, always oriented towards People and the Environment.

### Our Mission

To provide water of high quality at an affordable price, to an increasing number of citizens and to return it to nature clean, through the sustainable management of all available resources, acting with a sense of social responsibility, oriented to society's welfare.



### Our Strategy

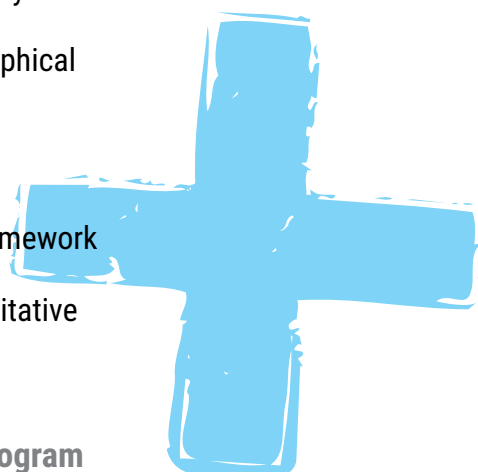
It is based on achieving a balanced and sustainable development for the benefit of the society, our customers, employees, shareholders and parties involved.

The continuous upgrade of our service practices, in combination with an affordable pricing is the pillar of our strategy. In the context of best service, EYDAP operates under an innovative people-oriented service system, thus achieving the satisfaction of its customers along with the financial strength of the Company.



### Key Stones of Operation

- Increase of the operation efficiency of our Company
- Upgrade of services
- Expansion of customer base – Increase of geographical coverage
- New ventures
- Optimal use of our workforce
- Optimal use of technology and innovation
- Arrangement of the regulatory and contractual framework with the Greek State
- Strict implementation & compliance with all quantitative and qualitative standards



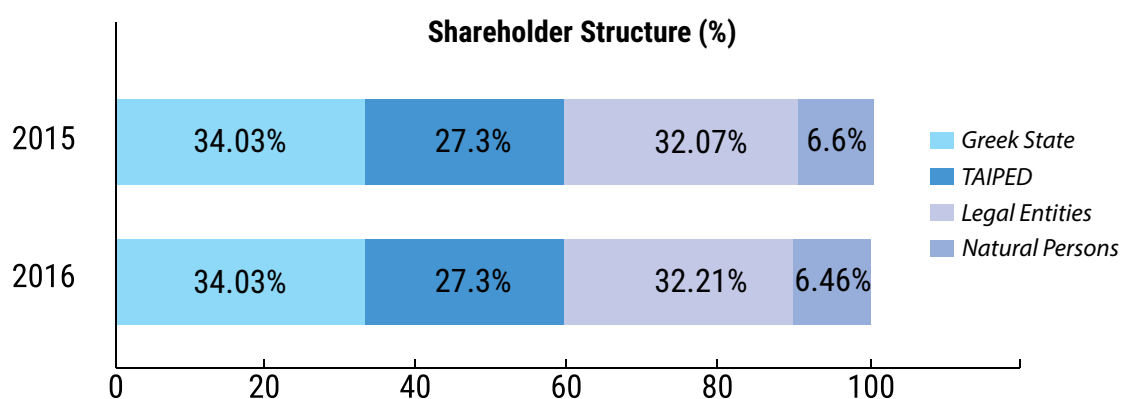
### Main Actions for an Integrated Modernization Program

- Adoption of modern financial planning techniques
- Restructuring & simplification of internal & external procedures
- Application of modern techniques for remote monitoring and remote operation for efficient network operation
- Crucial intervention in the network for the prevention of repeated costly damages
- Implementation of modern techniques & tools of risk management
- Expansion of e-Government in customer service
- Adoption of modern systems for the development and management of human resources
- Implementation of a new cooperation model with the Municipalities
- Enhancement of regulatory compliance and obtaining relevant certificates
- Production of business plans for new ventures and geographical expansion within and out of the Attica region

## GRI 102-7

Company Size						
SIZE	2015			2016		
Total number of employees	2,419			2,457		
Total number of activities	3			3		
Turnover (thousands €)	324,248			328,821		
Total Capital (31/12)	532,500,000			594,270,000		
Assets (thousands €)	1,577,196			1,551,953		
OTHER	2015			2016		
Total Assets (thousands €)	917,882			882,621		
Shareholder Structure	2015			2016		
	Shares #	Shareholders #	%	Shares #	Shareholders #	%
Greek State	36,245,240	1	34.03%	36,245,240	1	34.03%
TAIPED	29,074,500	1	27.30%	29,074,500	1	27.30%
Legal Entities	34,152,414	283	32.07%	34,307,213	259	32.21%
Natural Persons	7,027,846	24,619	6.60%	6,873,047	24,192	6.46%
Total	106,500,000	24,904	100.00%	106,500,000	24,453	100.00%

Basic data of EYDAP S.A.'s Share (2016): Number of Shares= 106,500,000 / Share Price end of year/period (€) = 5.58 / Capitalization end of year/period = 594,270,000/ Earnings after tax/share (€) = 0.23 / Dividend period 2016 (proposed to the Shareholders' General Meeting) (€) = 0.11.





## 1.2 Corporate Governance

GRI 102-16, GRI 102-18

EYDAP is committed to applying Corporate Governance principles throughout its activities. Along these lines, the Company approaches decision-making policies through business ethics and pledges to uphold the interests of its shareholders and all other related parties. EYDAP is based on the corresponding national legislation, the provisions and the regulations, the international advances as well as its own corporate values that promote the recognition and reputation of the Company.

EYDAP's principles of corporate governance refer to the composition, the competences and responsibilities of the Board of Directors and of specific committees, the continuous, direct and two-way communication with the shareholders and the guarantee of the effective function of the auditing mechanism and the monitoring of the applied control system that will secure the company's assets, along with the identification of major risks.

EYDAP, following the provisions of institutional framework, initially drafted the Code of Corporate Governance based on the legislation in force. The Code facilitates the formulation of policies and practices of corporate governance according to the specific needs of the Company. Recently, the Company drew up a unified text named as Internal Regulation on Corporate Governance Rules and Operation, which achieves the effective diffusion of a common operational practice. The revised and updated text of the Regulation is clearly structured to present information relating to Corporate Governance, the internal audit system, the assessment and management of operational risks, the organizational structure of the Company but also to the corporate social responsibility as a key operating factor. The purpose of this Regulation is to promote good governance, in belief that it will enhance the EYDAP's long-term success and competitiveness. The implementation of the Regulation is considered

by both the Company and the Shareholders as a procedure that adds corporate value and not as mere law compliance. This text is available to the public at the Company's headquarters, Shareholder and Investor Relations Department, at 156 Oropou str., Galatsi.

The Company focuses on the effective monitoring and management of potential risks, in order to maintain the stability and continuity of its works.

As for the established procedures, the Company puts a special emphasis on the enhancement of transparency, applying the relevant procedures as derived by the current institutional framework.

### Board of Directors

The Board of Directors is the Company's highest administrative body. Its main function is to formulate the company's strategy and development policy. In general, the Board of Directors resolves on issues that aim to facilitate the realization of the company's objectives, while it monitors the progress and implementation of the company's operations. The Board of Directors is not authorized to resolve on issues that according to the law or the Company's Articles of Incorporation fall under the exclusive jurisdiction of the General Meeting. The Company's Board of Directors is elected by the General Meeting of Stakeholders for a five-year term. The term of office of current BoD is due to expire on 28 June, 2018. Of the Board's thirteen members, two are executive – the Chief Executive Officer and one Member – whereas eleven are non-executive. Of the non-executive members, one member is independent according to Law 3016/2002. It should be noted that, apart from the shareholders' representatives that are elected by the General Meeting, the BoD consists of two representatives of the Company's employees and two representatives of the minority shareholders.

## BOARD OF DIRECTORS

<b>Konstantinos Papadopoulos</b>	Chairman of the BoD
<b>Ioannis Benisis</b>	Chief Executive Officer, Executive Member
<b>Konstatinos Vafeiadis</b>	Member of the BoD, Executive Member
<b>Ioannis Kardaras</b>	Member of the BoD
<b>Georgios Makrynos</b>	Member of the BoD
<b>Alexandros Pouliasis</b>	Member of the BoD
<b>Nikolaos Sarantis</b>	Member of the BoD
<b>Michail Stavroulakis</b>	Member of the BoD - Independent Member
<b>Georgios Chalambalakis</b>	Member of the BoD
<b>Christos Mistriotis</b>	Member of the BoD
<b>Panayiotis Skoularikis</b>	Member of the BoD
<b>Emmanouel Aggelakis</b>	Member of the BoD
<b>Evangelos Moutafis</b>	Member of the BoD

## SHAREHOLDERS

The General Meeting of shareholders of the Company is the supreme body of the Company, being entitled to decide on any matter in connection with the Company. The General Meeting of Shareholders is convened by the Board of Directors at least once every year. Apart from established procedures that ensure transparency, EYDAP has adopted a number of other practices that enhance dissemination of information to shareholders and investors, such as the following:

- Servicing and updating of shareholders, both individual and institutional, in Greece and abroad related to the exercise of their rights and payment of dividends
- Organizing Company's General Meetings of Shareholders
- Provision of information related to the exercise of their voting rights and to agenda items
- Preparation and distribution of the Company's

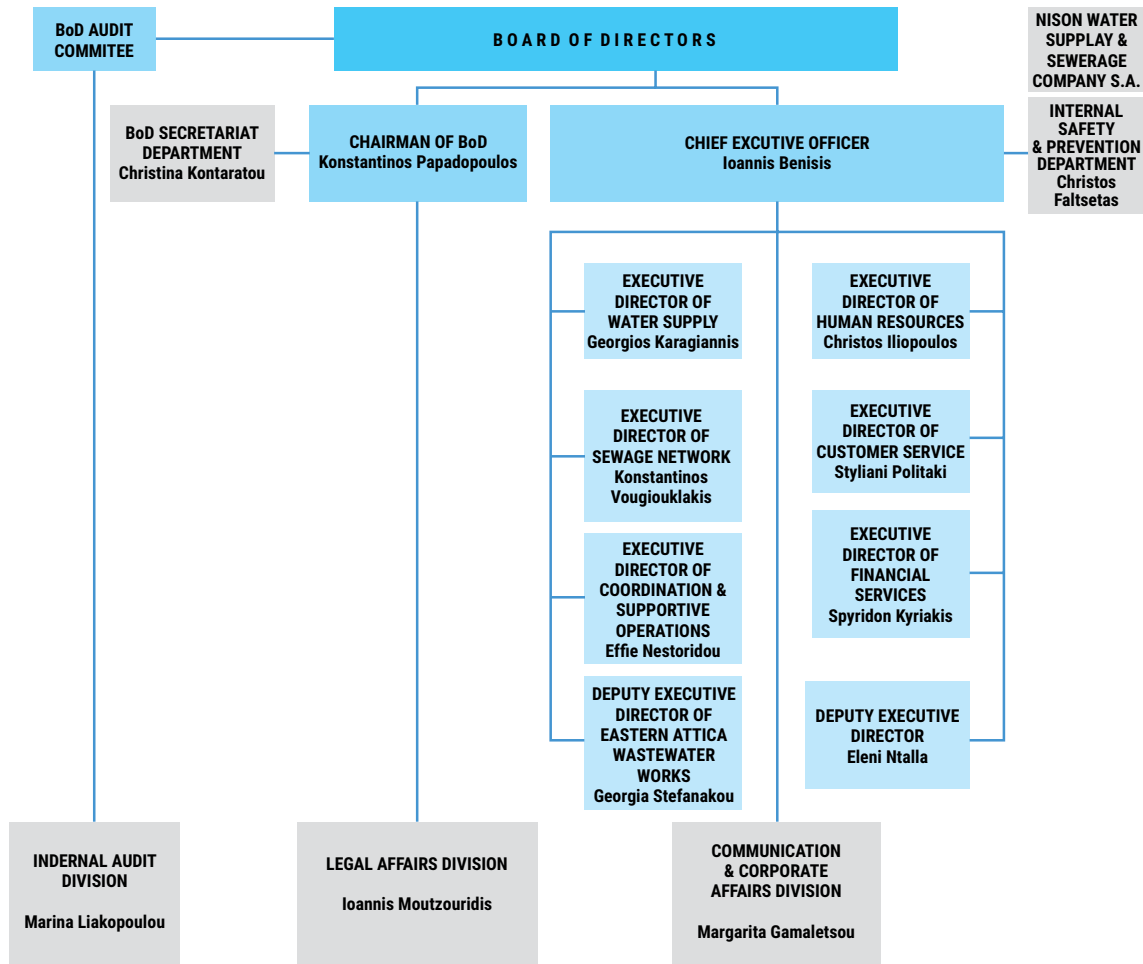
### Annual Report

- Publishing of company-related information on the Company website so that all shareholders and investors can have equal and timely access to information
- Release of corporate publications to enhance the continuous flow of information on issues that relate to the company's operation, strategy, targets and performance
- Facilitating the two-way communication channel between company representatives and the investment community
- Timely and equal dissemination of information on issues related to the financial results, via corporate presentations, roadshows and investor meetings.

### Control Mechanisms

- Audit Committee of the BoD
- Internal Audit Division
- External Audit carried out by certified auditors

ADMINISTRATION



The core administrative body of EYDAP, beyond the Board of Directors, is composed of six Directorates-General served by senior officers, with multi annual experience and commitment to the company’s scope.

Basic Committees and Board

- Board of Directors Audit Committee
- Committee for the Health & Safety of the Employees (EYAE)
- Procurement & Services Committee
- Compensation of Third Parties Committee
- Committee for the Upgrade of Services & Management of Customers’ Requests
- Committee of e-Governance & Digital Information Technology
- Committee for the Assessment of Debt Settlement Requests
- Medical Council
- Administrative Board
- Promotion Council: A’ Council, B’ Council
- Disciplinary Board: First Level Board  
Secondary Board
- Management Board
- Technical Board

## 1.3 Value Chain

GRI 102-2, GRI 102-4, GRI 102-6, GRI 102-7

### Water Supply

#### Raw Water Intake

EYDAP procures raw water mainly from surface water resources, collected in the reservoirs of Marathonas, Yliki, Mornos and Evinos. Out of all four reservoirs, only the one of Yliki is a natural one (lake). The rest of them have been created over time by the construction of dams on the beds of the rivers Charadros, Mornos and Evinos. The total capacity of these reservoirs is 1,500 million m<sup>3</sup> approximately. In the water resources are also included 100 boreholes approximately, with an annual pumping capacity of 125 million m<sup>3</sup> of water/year. Based on the current transfer conditions, the water resources can be distinguished into: **Main water sources** (Mornos – Evinos), **Auxiliary water sources** (Marathonas which operates as a supply source for the WTP of Galatsi – Yliki in cases of emergency), **Back up water sources** (underground water resources- water drillings).

#### Aqueduct Transfer System

The transfer of raw water from water sources to the Water Treatment Plants (WTP) of EYDAP is done via an extensive external aqueduct system with a total length of 495 km. The aqueducts are distinguished into: **Main** with a total length of 310 km (Mornos-Yliki), **Connecting** with a total length of 105 km (Mornos-Yliki, Marathonas-Galatsi, Distomo),

**Auxiliary** with a total length of 80 km.

Despite the long distance between the main reservoirs (Mornos, Yliki) and Attica, the biggest amount of water is transported via the aqueducts by the force of gravity, thus avoiding the economic and environmental impact of energy-intensive pumping, which come into use only in cases of emergency.

#### Water Treatment Plants

The Water Treatment Plants (WTPs) are of vital importance, as it is there that raw water is processed into drinking water of excellent quality. The 4 WTPs are situated at Galatsi, Acharnai (Menidi), Polydendri (Kiourka) and Mandra (Aspropyrgos) and have a maximum total refining capacity of 1,900,000 m<sup>3</sup> of water daily. Water arrives at WTPs untreated and it is there that is processed in the 5 following stages and becomes potable.

*1st stage: addition of chlorine (disinfection)*

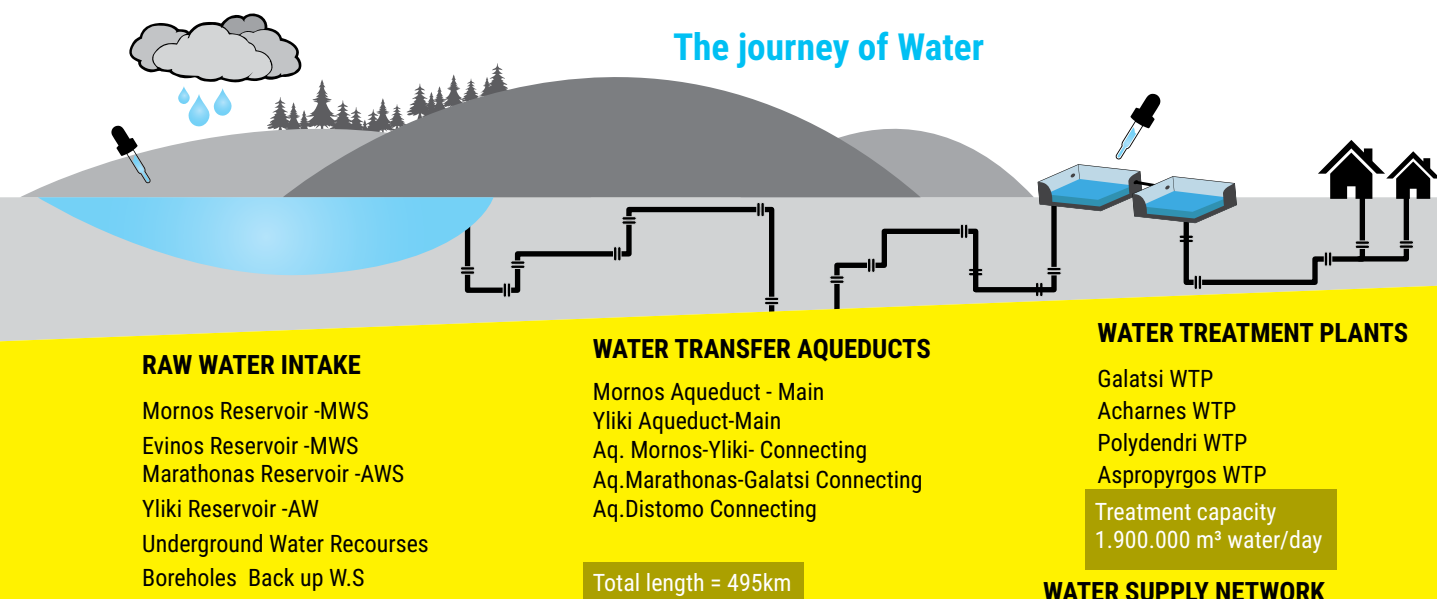
With the pre-chlorination process the germs in the water are killed and the subsequent treatment becomes easier.

*2nd stage: addition of aluminum sulfate (flocculation)*

The addition of aluminum sulfate helps solid particles present in water to unite among themselves and settle down. The whole process is called flocculation.

*3rd stage: Sedimentation*

Following the flocculation, accumulated solids settle to the bottom of the sedimentation tank. In this way the water is cleaned at a rate of 80%.



**4th stage: Filtration**

The very light particles, which cannot settle (20%), are withheld on special sand filters from which water comes out clean enough to be consumed.

**5th stage: Postchlorination**

If pre-chlorination is not satisfactory, additional chlorine is added in the water at its exit from the closed water reservoirs and before it enters the water distribution network.

Daily quality tests of untreated and drinking water are performed seven days a week, all through the year, at EYDAP's chemical and microbiological laboratories, with the use of cutting edge chemical analysis methods which ensure the excellent quality of the water.

**Water Supply Network**

The water supply network system is comprised of all the primary transfer and distribution pipelines conveying drinking water from the WTPs to the consumers' water meters (2,100,000 water meters approximately). Moreover, in addition to pipelines, water supply network includes pumps and pressure tanks. The network's total length is approximately 9,500 km and is analyzed into 1,300 km of primary transfer pipelines and 8,200 km of distribution pipelines. EYDAP provides water to areas at an altitude that ranges from 0 to +600m from sea level. The whole system is monitored on a 24h basis, at 100 spots, with the use of a remote control system (SCADA). In 2016 EYDAP, from the 4 WTP's on an average annual basis, distributed 1,114,070 m<sup>3</sup> of

water daily throughout the area of its competence, to certain Islands in the Aegean (via water tanker) and to cruise ships and yachts.

**Sewerage & Wastewater Treatment**

**Sewerage system**

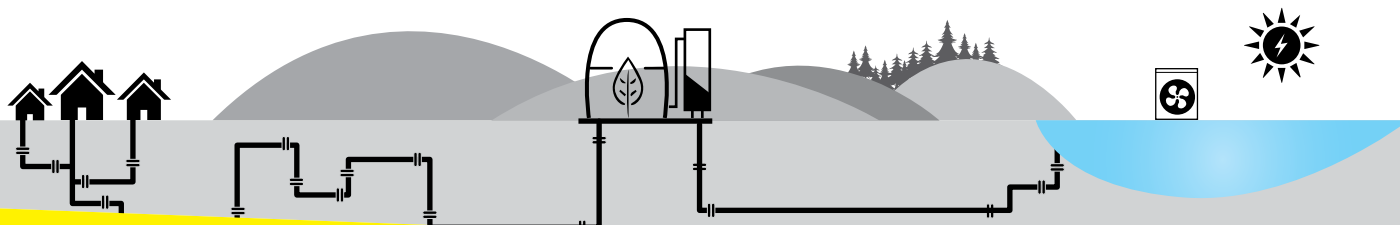
The wastewater collection system of the Athens consists of both storm water runoff and sewage pipes. The storm water runoff flows reach the sea with the help of gravity.

The sewage pipes are gravity pipes, but there are also pressure pipes (pipes under great pressure), as the waste water system includes 44 pumping stations along the Saronic Central Coastal Collector. The total length of the network is approximately 8,300 km. The storm water is distinguished from the wastewater network, with the exception of the centre of Athens.

The wastewater sewers of the northern suburbs of Athens end up at the Metamorphosis Wastewater Treatment Plant (WWTP), where waste undergo biological treatment and are subsequently directed to Pyrnas Stream.

The combined waste water and the wastewater collection pipes from the rest of Attica end up at our installations at Akrokeramos and from there effluents after being pretreated are transferred, with underwater pipelines, to Psyttalia where biological treatment occurs and the processed outflow is diffused through pipelines in the Saronic Gulf.

The wastewater collection of the Thriasio area takes place through a recently completed sewer system.



**COLLECTION**

- Central Sewage Pipe (CSP)
- Saronikos Central Coastal Collector
- Parakifissios Waste Collector
- Auxiliary Central Sewer Pipeline (ACSP)
- Pressure Pipeline (PP)

**WASTEWATER TREATMENT**

- Metamorphosis WasteWater Treatment Plant (MWWTP)
- Psyttalia WasteWater Treatment Plantr (PWWTP)
- Thriasio WasteWater Treatment Plant(TWWTP)
- Design & Implementation of New WasteWater Treatment Plant at Eastern Attica (EAWWTP)

**DISPOSAL**

**ENERGY**

- Hydropower Projects
- Energy Cogeneration Projects
- Photovoltaic Projects
- Energy Reduction Initiatives

The network consists of pipelines that operate with the power of gravity of total length approximately of 130 km, of pressure pipelines (1 km approximately) and 3 pumping stations. The effluent is directed to the Thriasio Wastewater Treatment Plant where it undergoes biological treatment. The processed outflow is diffused into the sea.

## Wastewater Treatment

EYDAP has designed and completed an integrated wastewater collection system at Metamorphosis in Attica (The Metamorphosis Wastewater Treatment Plant), at the island of Psyttalia (The Psyttalia Wastewater Treatment Plant) and at Thriasio (The Thriasio Wastewater Treatment Plant). More specifically, the WWTP at Metamorphosis can receive and treat all household sewage generated from areas of Attica with no sewer system.

EYDAP, aiming at a definitive solution for the construction of a wastewater collection system at the Eastern region of Attica, introduced a project for the integrated and environmentally optimal management of effluents that will ensure the protection not only of the terrestrial and marine ecosystem but of public health as well.

## Energy

EYDAP has launched an ambitious program for the efficient use of energy from Renewable Sources, with the intention to contribute to the optimization of the Company's and the country's energy balance and at the same time reinforce financially its business activities.

EYDAP involvement in the area of energy can be grouped as follows:

- Projects dealing with Hydropower
- Projects dealing with the Cogeneration of Heat and Power using Biogas and Natural Gas
- Energy Reduction Initiatives
- Photovoltaic projects for energy production

## PROCUREMENT PROCEDURE

GRI 102-9

EYDAP, in the context of covering its needs in materials and services and of implementing technical projects, purchases and signs contracts always acting with responsibility and in accordance with the provisions of Law 4412/2016.

EYDAP ensures that each supplier fully understands the relevant demands from the first stage of communication, while they have the opportunity to be informed in depth at separate meetings, on a bilateral basis.

Regarding the Procurement Procedure, our main target is the timely coverage of the needs of the various divisions in materials and services, in accordance with the qualitative demands and under the optimal terms (price, means of payment, guarantees, etc.) in domestic and international market. Our aim is to minimize the total cost of acquisition of materials and services and enhance our corporate image as an honourable and reliable member of the business community.

Furthermore, the legal and contractual obligations along with the ethos of the Company guarantee the safeguarding of sensitive confidential information regarding the Company and its suppliers, in accordance to the provisions of Law 4412/2016 (article 21) of Confidentiality.

Senior officials, that are involved directly or indirectly in the tendering procedure, are forbidden to reveal information to suppliers or contact the participating ones before the final attribution, but strictly only on the grounds of offering clarifications of technical nature related to the tender. More precisely, the list of participating tenderers, prices offered, payment terms etc. is considered as confidential information and is not to be disclosed.

The tendering procedure, via bid submission, subjects to strict rules which guarantee free competition and a healthy relation between the Company and its suppliers. Key conditions are the clear and detailed technical specifications and commercial terms, along with a list of candidate suppliers for each different case, enriched and renewed constantly so as to reflect the development in the market.

Long-term agreements are compatible with the principles of free competition only to the extent that they have been signed following a tender procedure, are subject to mutual obligations and rights and undergo periodical monitoring as to whether they remain competitive.

The technical specifications of the product or service delivered must be clear and detailed and in full agreement with the prerequisites.

The Company, in accordance to Law 4412/2016, asks and receives tenders from candidate suppliers on the basis of their a) appropriateness for pursuing the professional activity b) economic and financial adequacy c) technical and professional competence and d) quality assurance and environmental management standards.

The fulfillment of the Company's contractual obligations to its suppliers, with an emphasis on payment and availability of equipment, means and materials defined in the contract, is for us a high priority.

Consecutively, the Company expects from its suppliers to respect their contractual obligations. In case of failure of the latter to comply with the terms, the Procurement Department is informed in order to take the necessary measures.

The suppliers of materials, equipment and services selected to cooperate with the Company, in the context of implementing their contractual obligations are to:

- comply with the national or local laws, decrees and regulations,
- fulfill all their legal obligations related to Health & Safety of their employees and contractors,
- be committed to the environmental legislation,
- abstain from any activity that may be regarded as bribery, act of corruption or fraud.

The Company monitors regularly and evaluates objectively its suppliers, as for the fulfillment of the above criteria which constitute their contractual and ethical obligation.

In the event of violation of contractual obligations on behalf of the supplier, in accordance to Law 4412/2016, EYDAP, in case of an agreement referring to services, has the right to declare the supplier in default or to impose penalty (article 218). In case of an agreement referring to supplies the Company has the right to impose sanctions for late delivery of goods (article 208).

## 1.4 Participations and Recognitions

GRI 102-12, GRI 102-13

### Participations

EYDAP is a member of Greek, European and International Unions, that promote international cooperation and follow closely the recent advancements in sustainable water management.

#### Members

ENEISET – Association of Listed Companies

American-Hellenic Chamber of Commerce

Greek Customer Service Institute

International Water Association (IWA)

Global Water Operators' Partnership Alliance, UN Habitat

CSR HELLAS

#### Participation

European Benchmarking Cooperation (EBC) – Key Performance Indicators (KPIs)

National Consumer and Market Council (NCCM – ESKA)

### Awards – Distinctions

#### Business Awards “Money Giorgos Ouzounis” 2016

The 1st Business Award in the category “Award for the Best Public Services Company” was given to EYDAP in the event “Money Business Awards” organized for the 14th consecutive year by ETHOS MEDIA SA and the investment and financial magazine “Chrima” (Money).

#### European Business Awards for the Environment, Greek Awards for the Environment

EYDAP received major distinctions during the 6th ceremony of the “European Business Awards for the Environment” and the “Greek Awards for the Environment”.







**The Company was distinguished in two Award categories:**

- 1. Product and Services Category**
- 2. Biodiversity Category**

The Company's Award concerns a pioneering wastewater treatment unit that uses a small system of membranes-MBR reactor and reverse osmosis-with the utter goal of reusing the treated water for the irrigation of greenery, mainly in urban areas. The unit combines the implementation of integrated

wastewater treatment systems along with modern tele-operation and monitoring systems. The water produced is almost 98% clean. Hence we achieve a decrease of water demand from the network or the local aquifers and contribute to the sustainability of current reserves.



# 2

## **Sustainable Development Strategy**





**WATER,**



**the precious  
element of life!**



 **EYDAP**

*Every drop counts!*

## 2.1 Dialogue with the Stakeholders



GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44

EYDAP recognizes as stakeholders, the entities or the people who might possibly be affected by its activities, or those who might possibly affect the ability of the Company to implement its strategy and accomplish its goals. The following table includes information on the stakeholders of the Company, the methods and the frequency of consultation with them, as well as their topics of interest. The way the Company responds to the material aspects of its stakeholders, as these derive from a relevant survey in early 2017, is reflected upon the corresponding chapters of the current Sustainable Development Report.

Stakeholders	Communication and Consultation Methods	Frequency of Consultations	Relevant Topics*
Employees and Workers' Unions	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Correspondence</li> <li>Internet</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>Annually</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Employment</li> <li>Training &amp; Education</li> <li>Employee's Health &amp; Safety</li> <li>Human Rights in the Workplace</li> <li>Internal Communication</li> <li>Diversity &amp; Equal Opportunities</li> <li>Indirect Economic &amp; Social Impact</li> <li>Raising Environmental Awareness &amp; Sensitivity</li> <li>Consultation &amp; Cooperation with the Local and Wider Society</li> <li>Direct Economic Impact</li> <li>Affordable Pricing</li> <li>Anti-Corruption</li> <li>Responsible Supply Chain</li> <li>Consumer Health &amp; Safety – Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Informing Consumers</li> <li>Precautionary Measures for Emergency Situations</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Solid Waste Management (Circular Economy)</li> <li>Protection of the Marine Environment (Wastewater Management)</li> <li>Environmental Compliance</li> </ul>
Clients/ Consumers	<ul style="list-style-type: none"> <li>1022</li> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>Letters</li> <li>E-mail</li> <li>Company's Website</li> <li>Informative Events</li> <li>Informative Text-Messages</li> <li>Social Media</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Consumer Health &amp; Safety - Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Reliable Network and Water Efficiency (Water Supply)</li> <li>Affordable Pricing</li> <li>Anti-Corruption</li> </ul>
Business Associations and Bodies	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letters</li> <li>Conferences / Seminars</li> <li>Research</li> </ul>	<ul style="list-style-type: none"> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Employees' Health and Safety</li> <li>Employment</li> <li>Diversity and Equal Opportunities</li> <li>Human Rights in the Workplace</li> <li>Internal Communication</li> <li>Training and Education</li> </ul>

Suppliers and Contractors	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letters</li> <li>Announcements/ Proclamations</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Anti-Corruption</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Debt Repayment</li> </ul>
Local Communities/ Local Governance	<ul style="list-style-type: none"> <li>1022</li> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>Letters</li> <li>E-mail</li> <li>Conferences</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Consumer Health and Safety (Sewerage)</li> <li>Climate Change</li> <li>Solid Waste Management (Circular Economy)</li> <li>Environmental Compliance</li> </ul>
Wider Society (through Mass Media/Journalists)	<ul style="list-style-type: none"> <li>Advertisements in Daily Newspapers</li> <li>Contact Form</li> <li>Social Media</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> <li>Weekly</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Affordable Pricing</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> </ul>
Non-Governmental Organizations (NGO's)	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letters</li> <li>Conferences / Events</li> </ul>	<ul style="list-style-type: none"> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Environmental Compliance</li> <li>Indirect Economic and Social Impact</li> <li>Raising Environmental Awareness &amp; Sensitivity</li> <li>Licensing and Regulatory Compliance</li> <li>Anti-Corruption</li> <li>Consumer Health &amp; Safety - Water Quality (Water Supply)</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Solid Waste Management (Circular Economy)</li> <li>Protection of the Marine Environment (Wastewater Management)</li> </ul>
State and Regulatory Authorities	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letters</li> <li>Conferences / Events</li> </ul>	<ul style="list-style-type: none"> <li>Regularly</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Informing Consumers</li> <li>Climate Change</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Solid Waste Management (Circular Economy)</li> <li>Protection of the Marine Environment (Wastewater Management)</li> <li>Environmental Compliance</li> </ul>
Academic Community	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letters</li> <li>Research Programs</li> <li>Educational Programs</li> </ul>	<ul style="list-style-type: none"> <li>Upon request</li> <li>Regularly</li> <li>Annually in summer</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Consumer Health and Safety (Sewerage System)</li> <li>Anti-Corruption</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network and Water Efficiency (Water Supply)</li> <li>Debt Repayment</li> <li>Informing Consumers</li> <li>Precautionary Measures for Emergency Situations</li> </ul>
Shareholders and Investor Community	<ul style="list-style-type: none"> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letters</li> <li>General Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Regularly</li> <li>As Appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Direct Economic Impact</li> <li>Licensing and Regulatory Compliance</li> <li>Business Strategy</li> <li>Privatization of EYDAP</li> <li>Agreement with the Greek State</li> <li>R &amp; D</li> </ul>

\* Listed above are the first 6 relevant topics per stakeholder group. In case of equal merit all topics are presented.

## 2.2 Analysis of Material Topics of Sustainable Development



GRI 103-1, GRI 102-46, GRI 102-47

In early 2017, EYDAP carried out a materiality analysis with the participation of internal and external stakeholders, aiming to define the material issues of sustainable development and consequently the contents of the current Sustainable Development Report for 2016. Material Topics are those that reflect major economic, environmental and social impact of the Company or those that influence considerably the evaluation and decisions of its stakeholders. EYDAP will use this materiality analysis for the revision and improvement of its wider strategy for sustainable development. The analysis was

carried out for the first time according to the International Standards of GRI Sustainability Reports. The methodology of materiality analysis on issues of sustainable development is presented below.

### 1st Phase: Recognition of related topics

In the first phase of the analysis, EYDAP took into consideration the GRI Principles for the Stakeholder Engagement and the Sustainability Context and recognized topics regarding its activities and its stakeholders. The results were based on an overview of the following:

- The Company's Annual Report for 2013, 2014 and 2015.
- Internal documents regarding policies, procedures, strategies and results of consultations with the stakeholders.
- Relevant publications in 2016 concerning the activities of EYDAP
- UN's 17 Global Goals for Sustainable Development
- Sustainable Development Reports of similar companies abroad
- High international standards and sustainability guidelines

### 2nd Phase: Prioritization of Topics

In the second phase, EYDAP carried out a materiality analysis of the topics that reflect its major economic, social and environmental impact according to the new GRI Standards, as well as the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development. These constituted the reference framework for the prioritization of EYDAP's topics

concerning their influence on the Sustainable Development, taking always into account the GRI Principles for the Stakeholders Engagement and the Sustainability Context.

In particular, the Company took into consideration the new GRI Standards according to which materiality is the principle that defines which relevant topics are significant to report on. The topics recognized in the first Phase were prioritized according to the following criteria:

- The importance of their impact on the UN's 17 Sustainable Development Goals
- The importance of their impact on the business model, the reputation and the ability of EYDAP to reach its goals
- The extent to which they influence the judgment and decisions of EYDAP's stakeholders

For the first two criteria, the Company organized a special workshop with the participation of the Executive Directors. The results that are depicted on the horizontal axis of the following diagram were based on these first two criteria.

For the last criterion, EYDAP conducted a digital research with its stakeholders on random sample of 820 representatives of the stakeholders. The

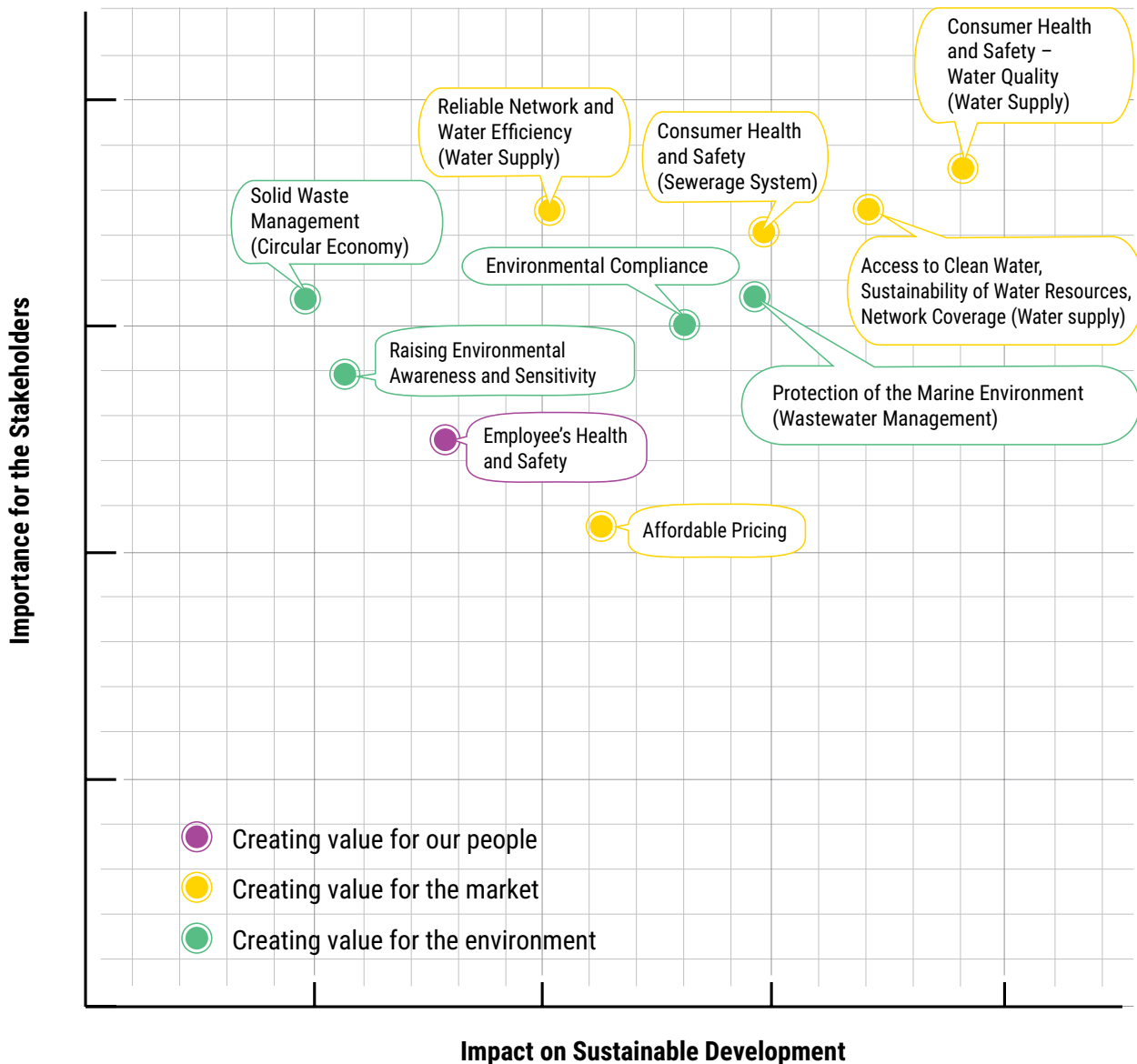
results improved the qualitative analysis of material aspects and contributed to a deeper understanding of the expectations and concerns of the participating groups. The results of the analysis are presented on the materiality map that follows.

**3rd Phase: Validation of the Results**

In the third Phase of the analysis, the results of prioritization were validated by Senior Management. During the process, the GRI Principle of Completeness and Stakeholder Engagement were taken into consideration. Through this analysis, 10 aspects were defined and selected to be included in this Report and depicted in the following table along with

their boundaries. These material aspects of sustainable development are further analyzed in the sub-chapters of this Report. The materiality map that follows presents the 28 relevant topics of sustainable development prioritized, as derived from the materiality analysis.

**EYDAP's Materiality Map - 2016**







## Sustainable Development Goals

On January 1st, 2016, the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development were officially put into effect. The SDGs were adopted by the world leaders in September 2015 at a UN Summit of historical importance. Through these new Goals, applicable to all for the next fifteen years, the countries shall make an effort to eliminate every form of poverty, fight against inequality and climate change, while ensuring that no one is left behind.





These 17 Goals were the reference framework for the prioritization of the topics of EYDAP regarding their impact on Sustainable Development.





	Significant Impact	Boundaries	Phase of Circle of Life
Material Aspects	Regarding the UN's Sustainable Development Goals	Entities inside or outside the Company that possibly cause or are linked with the impact	During which the impact is caused
Consumer Health and Safety: Water Quality		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts of Water Transport</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> </ul>
Access to Clean Water, Sustainability of Water Resources, Network Coverage		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> </ul>
Consumer Health and Safety: Sewerage Services		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>
Protection of the Marine Environment (Wastewater Management)		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>
		<ul style="list-style-type: none"> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>
		<ul style="list-style-type: none"> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>

<b>Reliable Network and Water Efficiency</b>		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> </ul>
<b>Environmental Compliance</b>		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> <li>• Effluent Collection</li> <li>• Effluent Processing</li> <li>• Energy Supply</li> </ul>
<b>Solid Waste Management (Circular Economy)</b>		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Treatment</li> <li>• Collection of Recyclables</li> <li>• Energy Supply</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Treatment</li> <li>• Collection of Recyclables</li> <li>• Energy Supply</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Effluent Treatment</li> <li>• Collection of Recyclables</li> <li>• Energy Supply</li> </ul>
<b>Affordable Pricing</b>		<ul style="list-style-type: none"> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Drinking Water Distribution Networks</li> <li>• Effluent Collection</li> <li>• Energy Supply</li> </ul>

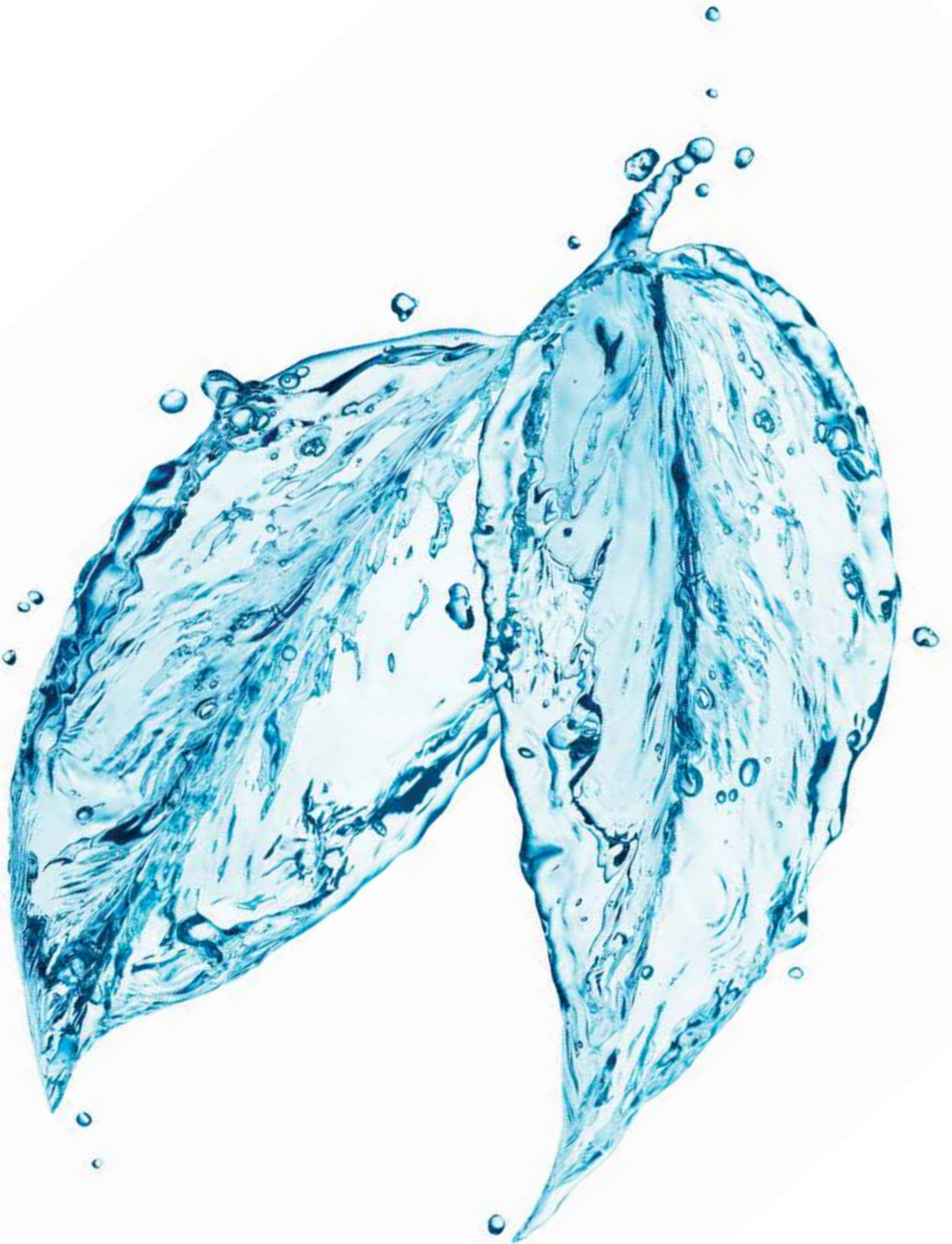
<b>Employees' Health &amp; Safety</b>		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP Fixed Assets Legal Entity</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> <li>• Suppliers/Contractors</li> <li>• Clients/Consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>
<b>Raising Environmental Awareness and Sensitivity</b>		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> </ul>	<ul style="list-style-type: none"> <li>• Sources of Raw Water S</li> <li>• Aqueducts</li> <li>• Water Treatment Plants</li> <li>• Drinking Water Distribution Networks</li> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>
		<ul style="list-style-type: none"> <li>• State and Regulatory Authorities</li> <li>• EYDAP S.A.</li> <li>• EYDAP Nison S.A.</li> </ul>	<ul style="list-style-type: none"> <li>• Drinking Water Distribution Networks</li> <li>• Effluent Collection</li> <li>• Effluent Treatment</li> <li>• Energy Supply</li> </ul>



**3**

**Creating Value  
for our People**





Every drop counts!



### 3.1 Employment



How do we manage it?

The Company has repeatedly highlighted how important and substantial the recruitment of permanent and contract workers is in various areas of activity (water supply, sewerage, water consumption). In this way, EYDAP can achieve the proper function of its services and at the same time fulfill its social role.

Within this context, EYDAP has occasionally proclaimed 8-month fixed contract positions, thus avoiding lack of responsiveness to the pressing demands for clean drinking water, sewerage services etc., especially during periods of increased demand. The recruitment process for covering the needs of the Company is always based on the relevant legal framework and through ASEP, something that ensures objectivity and transparency.

At the same time, the Company offers major

noteworthy benefits to its personnel. Its Health Services Department offers medical and pharmaceutical coverage, private insurance contracts and retirement financial compensation.

EYDAP has set a target to recruit both permanent and contract staff, so as to ensure proper function and implementation of its work.

How do we evaluate our approach?

GRI 102-8

The Human Resources Division is certified with ISO 9001:2008 and its target is the upgrade and the compliance with the demands of the last edition of ISO 9001:2015 Standard.



EYDAP, in order to cover particular corporate needs as for example secretarial support, employs, through contractual agreement, a small number of workers that does not exceed the 10% of the total number of its workforce.

#### Human Resources

Total number of employees per contract - 2016



Prefecture of Attica			
Open-ended	1,526	635	2,161
Fixed term	97	60	157
<b>Total</b>	<b>1,623</b>	<b>695</b>	<b>2,318</b>
Prefecture of Voiotia			
Open-ended	85	4	89
Fixed term	3	0	3
<b>Total</b>	<b>88</b>	<b>4</b>	<b>92</b>
Prefecture of Fokida			
Open-ended	27	6	33
Fixed term	3	0	3
<b>Total</b>	<b>30</b>	<b>6</b>	<b>36</b>
Prefecture of Aitoloakarnania			
Open-ended	11	0	11
Fixed term	0	0	0
<b>Total</b>	<b>11</b>	<b>0</b>	<b>11</b>
Total			
Open-ended	1,649	645	2,294*
Fixed term	103	60	163
<b>Total</b>	<b>1,752</b>	<b>705</b>	<b>2,457</b>
Total number of employees per type of work			
Full-time	1,752	705	2,457
Part-time	0	0	0
Συνολικά	1,752	705	2,457

\*Any differences in the total number of workers with the financial report is due to data update.

**GRI 401-1**

In 2016, EYDAP proclaimed 8-month positions (Fixed Term Contract 1/2016) for 175 contract workers, drivers and meter readers. Furthermore, in July and August 2016 following the decision of the Board of Directors for the support of the new

generation, EYDAP employed 396 students of tertiary level qualification (both undergraduates and postgraduates), aiming to offer knowledge and working experience at an actual workplace.

**New recruitments in 2016 – Rate of Recruitments**

Men 126 (7%)		Women 68 (10%)		
<30 years old 8 (88%)	30-50 years old 133 (11%)	>50 years old 53 (4%)	TOTAL 194 (8%)	

**Voluntary Departures in 2016 – Rate of Voluntary Departures**

Men 35 (2%)		Women 6 (1%)		
<30 years old 0 (0%)	30-50 years old 4 (0%)	>50 years old 37 (3%)	TOTAL 41 (2%)	

**New recruitments in 2016 – Rate of Recruitment per Location**

Prefecture of Attica 188 (8%)	Prefecture of Voiotia 4 (4%)	Prefecture of Fokida 2 (6%)	P. of Aitolook. 0 (0%)	TOTAL 194 (8%)
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**Withdrawals in 2016 – Rate of Withdrawals**

Prefecture of Attica 38 (2%)	Prefecture of Voiotia 2 (2%)	Prefecture of Fokida 1 (3%)	P. of Aitolook. 0 (0%)	TOTAL 41 (2%)
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Permanent employees of all operational divisions enjoy the following benefits: Insurance, payroll paycheck every 15 days , private insurance contract for employees and their children in Metlife, pension insurance contract for doctors, engineers and lawyers (upon request), tuition fees for a foreign language, summer camp, employees’ undergraduate or postgraduate studies, school and university loans to cover the needs of the employees’ children, 9-month leave for the upbringing of the newborns which can be

administered to either of the two parents.

**GRI 102-41**

93.4% of EYDAP’s employees are covered with Collective Agreements. Only 6.6% related to employees with fixed-term contracts are not covered by the aforementioned Collective Agreements but by the General Provisions of Labour Law.

### 3.2 Workers’ Health and Safety



**Why is it material?**

**GRI 103-1**

EYDAP is a company operating in sectors that present a serious risk for the health and safety of its employees (water supply, sewerage, wastewater treatment plants etc.). Consequently, the protection of the Workers’ Health and Safety is a fundamental issue of major importance, for the avoidance and prevention of possible occupational accidents.

Moreover, with the responsible management of the topic of Health and Safety in the workplace, the Company contributes to the accomplishment of the Sustainable Development Goals 3 “Good Health and Well-Being” and 8 “Decent Work and Economic Growth” as these are defined by the United Nations.



## How do we manage it?

GRI 103-2

Within the context of handling this material issue, EYDAP has a department manned by of safety engineers and occupational physicians that supervise and ensure the suitability and safety of the workplaces (Internal Safety and Prevention Department – ISPD, Codification of Labour Legislation). Furthermore, all personnel, depending on its specialty, are equipped accordingly so as to eliminate the chances of work related accidents.

EYDAP in compliance with law 3850/2010 (Codification of Labour Legislation) has established the Employees’ Health and Safety Committee (EHSC) consisting of elected representatives of the Company. Its purpose is the implementation of measures that promote employees’ health and safety at work.

Furthermore, EYDAP has its own Medical Services as well as Administrative Healthcare Services that are certified with ISO 9001:2008 and deal with issues relevant to the healthcare of employees and their families.

## How do we evaluate our approach?

GRI 103-3, GRI 403-2

Injuries, Work-related Diseases, Working Days Lost, Absenteeism and Fatalities			
	Men	Women	Total
Non-fatal accidents	14	3	17
Fatal accidents	1	0	1
<b>Total</b>	<b>15</b>	<b>3</b>	<b>18</b>
Accident rate*	0,000794635	0,000440301	
Work-related Diseases rate	0	0	
Lost Day Rate**	0,000211233	0,000126369	
Absentee Rate***	0.55%	0.13%	

\* The accident Rate includes also the insignificant reported accidents.

\*\*The Lost Days are counted from the following day the incident occurred, as long as the injured has worked for even a few hours during the day. The rate is estimated by taking into account the scheduled working days.

\*\*\*Taking into account the scheduled working days.

At EYDAP, during 2016 there is no record of work-related disease or loss of human life (employee fatality) from occupational disease.

For those groups of workers, whose specialty puts them in risk of work related diseases (such as the workers in the Sewerage Departments) Internal Safety and Prevention Department (ISPD/EYDAP) proposed and EYDAP’s Board of Directors adopted the necessary precaution and prevention measures:

- Vaccination against Hepatitis B
- Provision of Personal Protective Equipment
- Annual precautionary medical check-ups.

Further to the above, the ISPD’s Safety Technicians organized seminars. In the seminars, workers performing heavy manual work are informed for the proper use of Personal Protective Equipment as well as for the precautions so as to avoid injuries of their musculoskeletal system, while performing their duties.

In 2016, 18 occupational accidents were reported. One was fatal and occurred on the course to work.

### 3.3 Training and Education



EYDAP's constant employee training on new technologies and acquisition of knowledge in general constitutes a considerable advantage for the Company itself, since it contributes to its optimal function, compliance with legislation, executives' personal development, customer service, communication etc.

#### How do we manage it?

EYDAP provides its employees with the opportunity to obtain an undergraduate or postgraduate degree or specialization in Higher Educational Institutes, by funding their studies on condition that the educational field is relevant to the basic or supportive activities of the Company. The Company also encourages the participation of the employees in targeted and non-targeted seminars, conferences, training

in new technologies, self-defense and security practices (armed security guards).

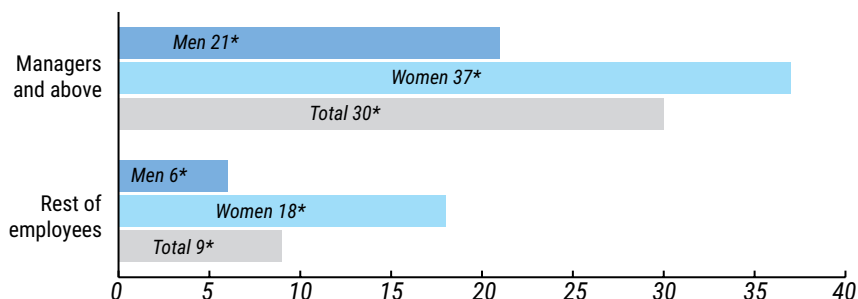
#### How do we evaluate our approach?

GRI 404-1

The Company has a Training and Human Resources Development Division which in 2016 offered 73 cognitive education subjects (technical, administrative, financial, information systems etc.) realized in 106 educational seminars. During the same time 634 employees were trained and were able to apply directly the knowledge acquired. Moreover, in 2016, 36 workers requested and received part or the whole amount of the tuition fees for their studies. The Training and Human Resources Development Division and its Services are certified with ISO 9001:2015.

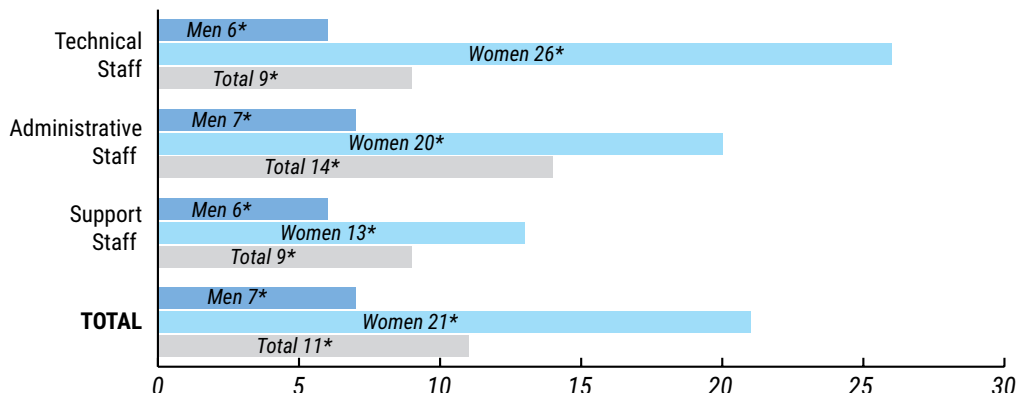
#### Training of workforce per Level

\*Average training hours



#### Training of Workforce by function

\*Average training hours



### 3.4 Human Rights in the Workplace-Diversity and Equal Opportunities



EYDAP, in the context of social responsibility and within the boundaries of its obligations, places special attention to the protection of human rights in the workplace and the elimination of any form of discrimination.

everyone. EYDAP has added 232 people in its workforce, applying the provisions of law 1648/1986 (law 2643/98) concerning disabled people members of large families, children of war invalids, etc.

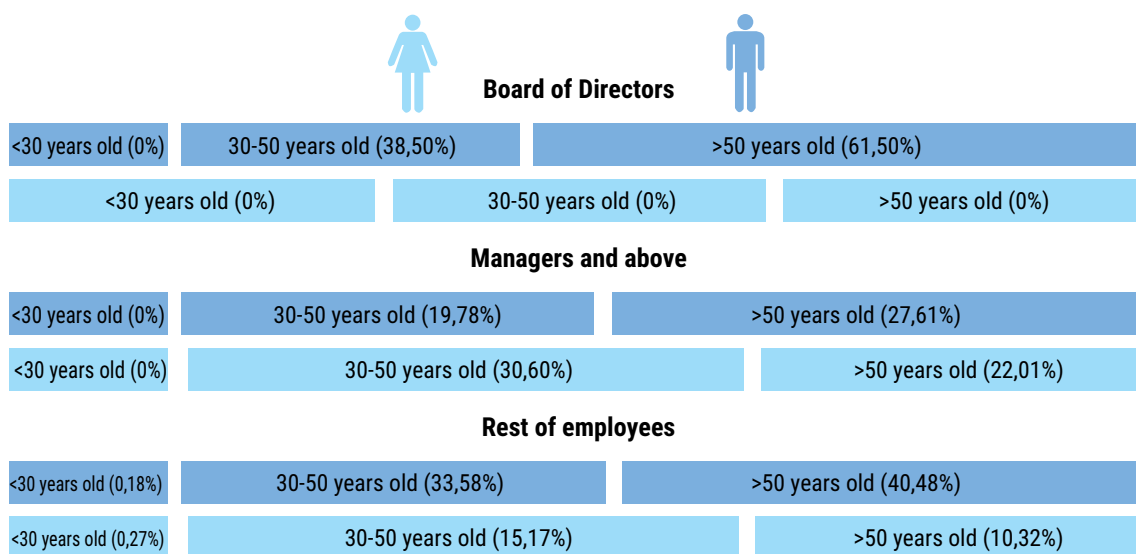
#### How do we handle it?

The employee's rights are safeguarded through the Collective Labour Agreements and law compliance, as for example respect of the workers' leaves, good working facilities, ergonomic offices, technical equipment and generally a decent working environment for

#### How do we evaluate our approach?

GRI 405-1, GRI 405-2, GRI 406-1

Out of the 2,457 employees of the Company in 2016, 705 are women, with 121 holding a managerial position (Heads of Departments, Deputy Directors, Directors, Deputy Executive Directors and Executive Directors).



The percentages of the table have been estimated using the total number of employees of each category.

The Board of Directors consists of 13 members, as stated in paragraph 1, article 11 of the Company's Articles of Association. All the members of Board of Directors are men between 30 and 69 years old.

Minimum wages and allowances are formed according to the Collective Agreement and applies to all employees with no differentiation in terms as long as sex or age is concerned.

**IN 2016,  
NO INCIDENT  
OF DISCRIMINATION  
AGAINST  
ANY EMPLOYEE  
OF EYDAP  
WAS REPORTED**



4

**CREATING VALUE  
FOR THE SOCIETY**





Every drop counts!

## 4.1 Development of Environmental Conscience & Awareness

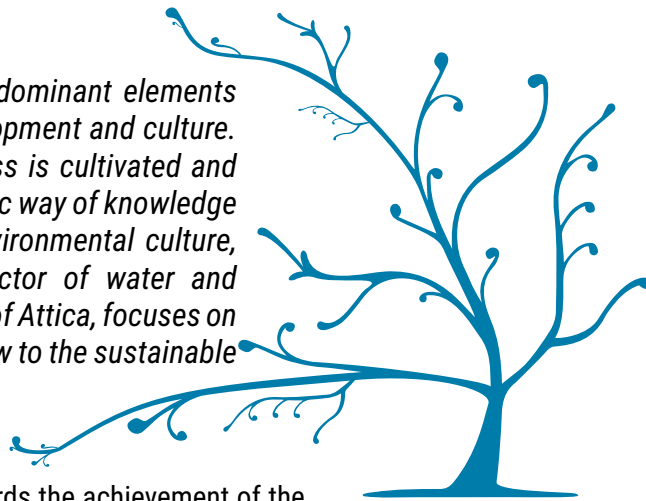
Why is it material?



GRI 103-1

During the last years, at global level, there is an increasing environmental awareness and effort for the conservation of harmony in nature. It is becoming more and more obvious that human activity disturbs and destroys the natural environment. The threat of climate change, water scarcity and the increasing frequency of natural disasters challenge the awareness of world community.

*Water as a natural resource, is one of the dominant elements of the planet, source of life, of human development and culture. With the belief that environmental awareness is cultivated and taught and that education is the most dynamic way of knowledge transfer and empowerment of an active environmental culture, EYDAP, as the largest operator in the sector of water and sewerage management of the greater region of Attica, focuses on the awareness of new generations, with a view to the sustainable management and use of water.*



Within this context, the Company contributes towards the achievement of the 4th and 12th Sustainable Development Goals, as defined by the UN.

How do we manage it?


GRI 103-2

EYDAP's aim is to contribute actively to the formulation of environmentally responsible citizens, adopting actions and programs of social, educational and research interest.

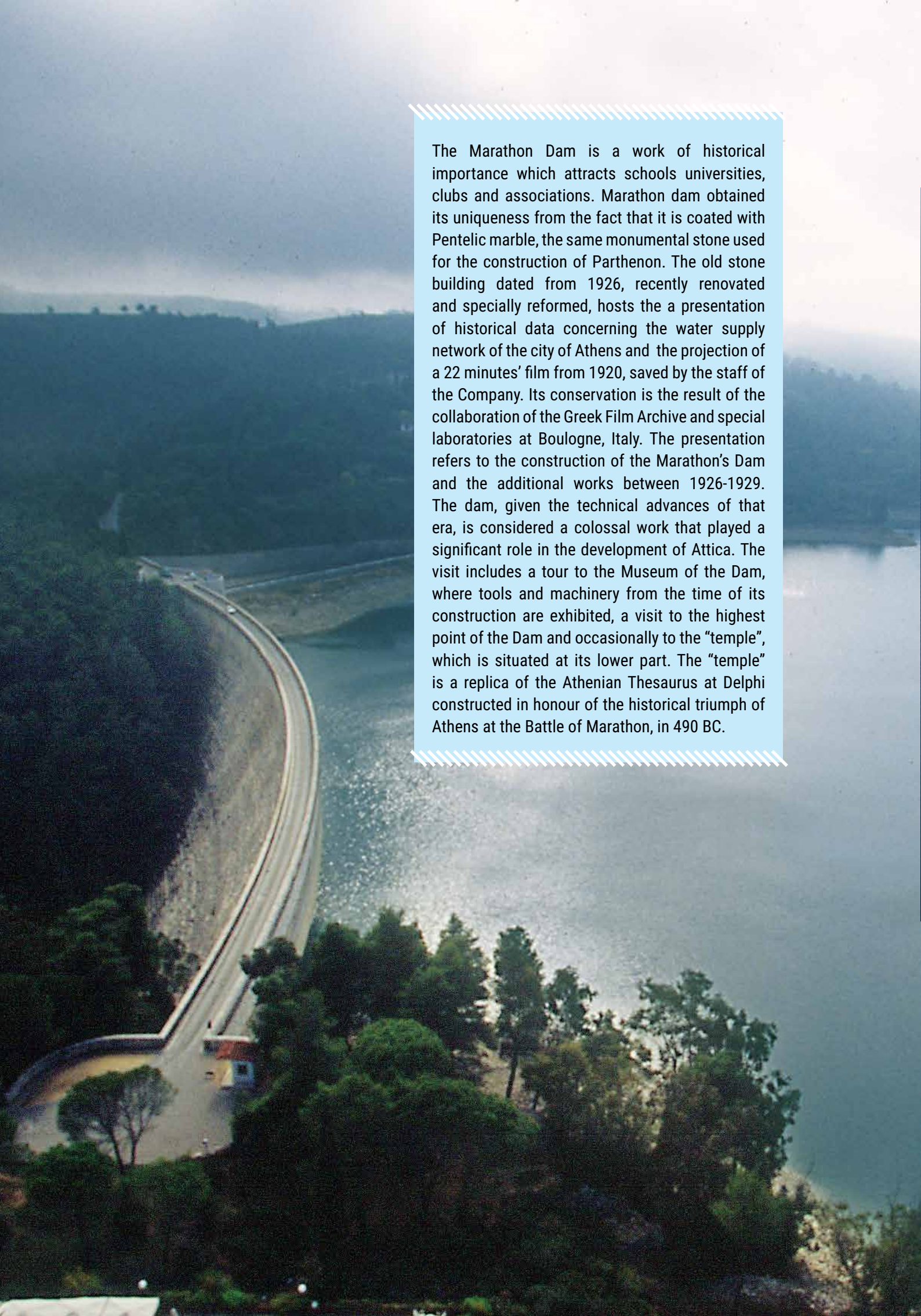
Sponsorships:

In the framework of active participation in the development of environmental consciousness, EYDAP sponsors the actions of Organizations focusing on environmental awareness, environmental actions and dissemination of this mentality to society.

Creation of Expanded Environmental Programs addressed to all educational levels as well as to clubs and associations, appropriately modified to satisfy each different group. The programs offered are the result of collaboration among Company's members and are held at EYDAP's facilities.



At the Company's Wastewater Treatment Plant at Galatsi, we present the educational program "o Stagonoulis" (meaning "Droplet") in a new hall, specially designed to cover this need, equipped with modern audiovisual system. The program focuses on the techniques used to transfer water from the reservoirs to our taps, on the complicated treatment process of raw water and the distribution procedure of the drinking water, on the effluent treatment at the Wastewater Treatment Plants and on the in house production and effective use of energy from Renewable Sources. Main target of the program is to contribute to the awareness of children in relation to the priceless value of water and its rational use, but also to the importance of the wastewater collection system and the treatment of effluents, a crucial factor for the protection of the environment and public welfare.



The Marathon Dam is a work of historical importance which attracts schools universities, clubs and associations. Marathon dam obtained its uniqueness from the fact that it is coated with Pentelic marble, the same monumental stone used for the construction of Parthenon. The old stone building dated from 1926, recently renovated and specially reformed, hosts the a presentation of historical data concerning the water supply network of the city of Athens and the projection of a 22 minutes' film from 1920, saved by the staff of the Company. Its conservation is the result of the collaboration of the Greek Film Archive and special laboratories at Boulogne, Italy. The presentation refers to the construction of the Marathon's Dam and the additional works between 1926-1929. The dam, given the technical advances of that era, is considered a colossal work that played a significant role in the development of Attica. The visit includes a tour to the Museum of the Dam, where tools and machinery from the time of its construction are exhibited, a visit to the highest point of the Dam and occasionally to the "temple", which is situated at its lower part. The "temple" is a replica of the Athenian Thesaurus at Delphi constructed in honour of the historical triumph of Athens at the Battle of Marathon, in 490 BC.





The Psyttalia Wastewater Treatment Plant (WWTP) is one of the largest plants of effluent treatment in Europe. EYDAP, willing to contribute to the environmental awareness of young people and at the same time highlight its beneficial effects for the Saronic Gulf, receives visitors of all educational levels from Greece and abroad. Visitors have the opportunity to tour the installations, escorted by the staff and be informed following a program customized to their educational level and interests.



On the occasion of the World Water Day, on March 22, EYDAP organized at Zappeio a great celebration for water, with the participation of primary schools from all over Athens. Kids experienced, through special projections and games, the value of water, not only for their life but for the sustainability of the planet too.

### How do we evaluate our approach?

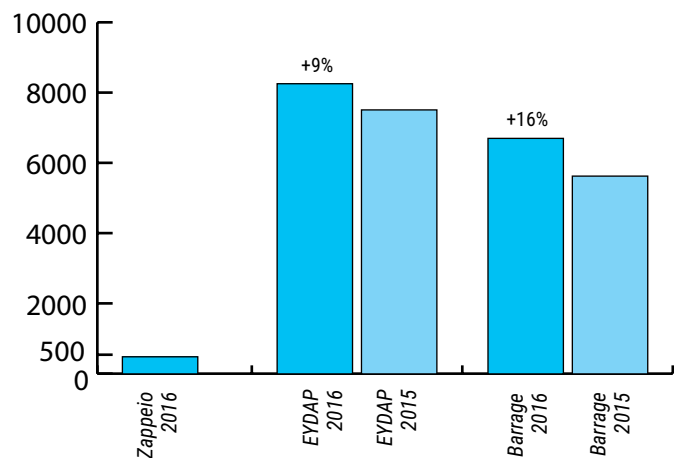
EYDAP indicator

Approximately 16,000 people attended EYDAP's

educational program.

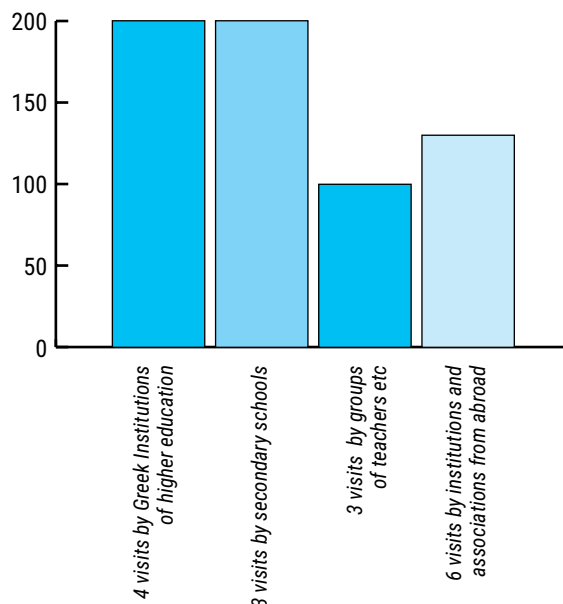
#### In more details:

- 500 kids attended the presentation at Zappeio.
- 8,250 pupils (150 schools) attended the educational program "o Stagonoulis" (meaning "Droplet") at the Wastewater Treatment Plant at Galatsi (an increase of 9% in relation to 2015).
- 5,476 pupils and 1,223 people from various associations visited our installations at the Marathon Dam (an increase of 16% in relation to 2015).



The following visits were made to our Wastewater Treatment Plant at Psyttalia:

- 4 visits by Greek Institutions of higher education (200 people approximately),
- 3 visits by secondary schools (200 people approximately),
- 3 visits by groups of teachers etc (100 people approximately)
- 6 visits by institutions and associations from abroad (130 people approximately).





With regard to the educational program “o Stagonoulis”, as derived from the analysis and processing of the questionnaires answered by the teachers for the evaluation of the program, 98% of respondents were entirely satisfied with the program and 97% replied that the program made a significant contribution to the enrichment of the kids knowledge. Finally, it is worth mentioning that after 18 years of successful presentation of this educational program, EYDAP is renewing “Stagonoulis” with the use of a modern audiovisual system and experiential activities.

**Extracts from the guestbook**

*12<sup>th</sup> Primary School of Athens:*

*“Everything was perfect. It was like an oasis in these hard days of crisis. It’s a reminder that culture still exists”.*

*10<sup>th</sup> Primary School of Keratsini :*

*“This very interesting and substantial presentation contributes to the awareness of children on the rational use and consumption of water. We would like to thank you for your hospitality and gifts”*

*17<sup>th</sup> Primary School of Kallithea:*

*“A beautiful place and a very interesting presentation. We thank you for the presentation and the gifts”.*

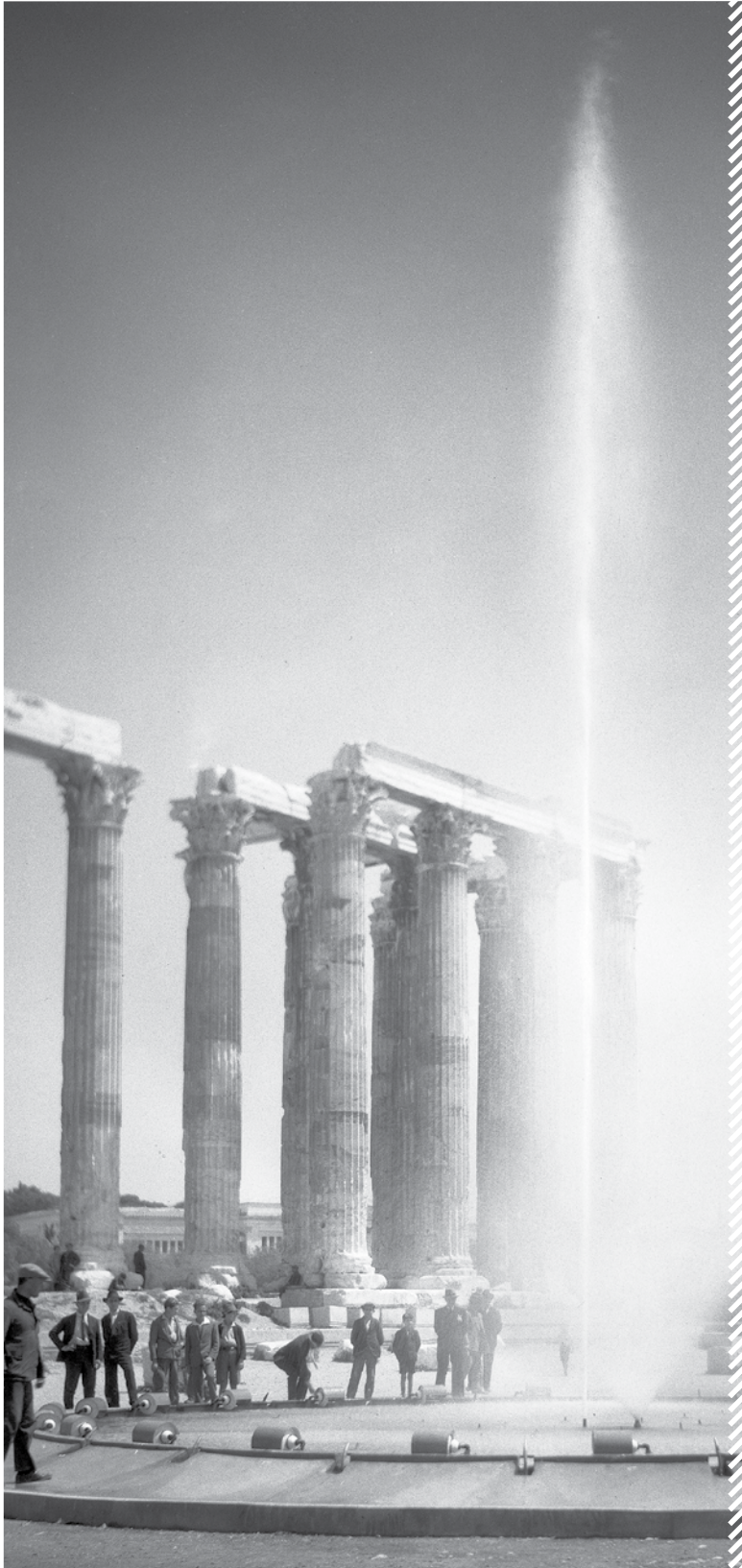
*The teachers from the 1<sup>st</sup> Primary School of Mellissia:*

*“A very interesting program, that raised the awareness of children for the need of wise use of water for the sake of our planet but also for the need to protect the environment”.*

## 4.2 Preservation of our Cultural Heritage



### Historical Archives of EYDAP



#### for the educational program “o Stagonoulis”

EYDAP, in the context of promoting our culture and preserving our heritage, initiated the Organization and Management of its Historical Archive. Our intention is the conservation and enhancement of Corporate History.

The first stage of the project includes the collection, the listing and the documentation of the physical records, in accordance to international standards. The second stage includes the digitalization of the records to digital for the conservation and appropriate storage of the original records. Concurrently we focus on the optimum preservation and safeguard of the digitized historical material.

This project contributes to the general understanding of the history of water over the years and the significant role of EYDAP in the formation and development of the Athenian society, via the implementation of water supply and wastewater collection services. The purpose of this work is to give prominence to the cultural identity of EYDAP and of Greek history through knowledge diffusion, awareness and capitalization on the cultural legacy.



The preservation of the historical archive marks our extrovert policy regarding culture, initiating a series of activities and events with the use of the existing material, as the publication of a Historical Research: "A chronicle of the Management of Water in the Attica Region".

Furthermore, the whole project triggers the enrichment of EYDAP's Historical Archive not only through our internal sources, but also through cooperation with external parties Institutions of Higher Education, Archive and Cultural Associations etc. It is worth mentioning the bestowal of Dimitrios P. Synadinos' archive, of the Stavropoulos Institution, that mainly highlights the important work of the "Greater Athens Sewerage Organization" (OAP S.A.) in

the 70's. Additionally, the project contributes to research by generating knowledge, in relevance to heritage, permitting accessibility and informative evidence to the Scientific Community.

In conclusion, this project is part of a bigger one: the Cultural Network of EYDAP. The Network is the dynamic structure of our Corporate Culture, part of which is the Historical Archive, the Publications, the Water Museum of EYDAP and other projects planned as the Digital Museum. EYDAP's aim is to highlight its cultural identity and educate society by developing cultural sources and structures.

### 4.3 Actions of Social Solidarity



EYDAP, motivated by the principles of social solidarity, development and social welfare has incorporated a series of social acts in its corporate activities.

The Company, in recognition of the value of its social role and in its effort to promote social and cultural life, supports education, health, vulnerable social groups, art and sports via sponsorships, donations and regular cooperation with social and educational associations.



- EYDAP provides on a regular basis every year:
- Support to social vulnerable groups
- Financial aid to several associations in the greater Attica region
- Support to activities of social solidarity
- Human capital development through training and cultural initiatives
- Financial support to infrastructure projects with social impact

**More specifically the social activities of EYDAP include:**

**Practical support to vulnerable social groups.**



EYDAP, respecting the Sustainable Development Goals and recognizing the adverse financial situation of Greek society, initiated beyond the defined regulatory framework, the relief of weaker social groups via its pricing policy so that they are not deprived of clean water. As a donation to society, one should consider, the under certain circumstances and procedures, reduction of water bills (section 5.5) resulting to EYDAP shouldering the lost revenue.

**Logistical support of educational structures, via specific sponsorships and donations to schools and universities.**



With the objective of promoting knowledge and in response to requests from schools of Attica, EYDAP in 2016 bought new electronic equipment. The sum donated rises to 17,500€. EYDAP also donated used electronic equipment to 2 nursery schools, 9 primary schools and other entities.

EYDAP, in response to the imperative need of Higher Education Institutions, donated and financially supported research projects and purchase of medical equipment.



More specifically the Company offered:

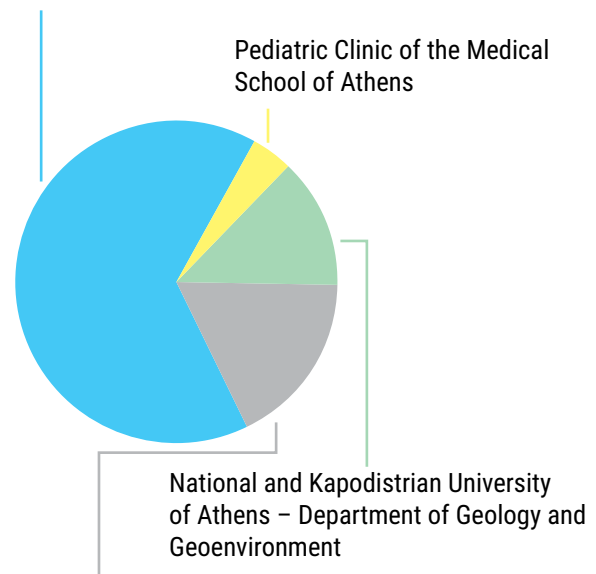
**1,000€ to the Pediatric Clinic of the Medical School of Athens** for the support of the project “Development of National System for the Prevention and Treatment of Overweight and Obesity during Childhood and Teen Years”

**3,000€ to the National and Kapodistrian University of Athens – Department of Geology and Geoenvironment** for the realization of outdoor training, part of the program “Physiology Days at Mani”.

**4,000€, as a donation, to the University Research Institute of Communication and Computer Systems.**

**15,000€ to the Pulmonary Clinic of the Medical School of the National and Kapodistrian University of Athens** for the purchase of a mobile multiparametric recording system for sleep study.

Pulmonary Clinic of National and Kapodistrian University of Athens



University Research Institute of Communication and Computer Systems



### Donations and Sponsorships to Athletic and Cultural Clubs

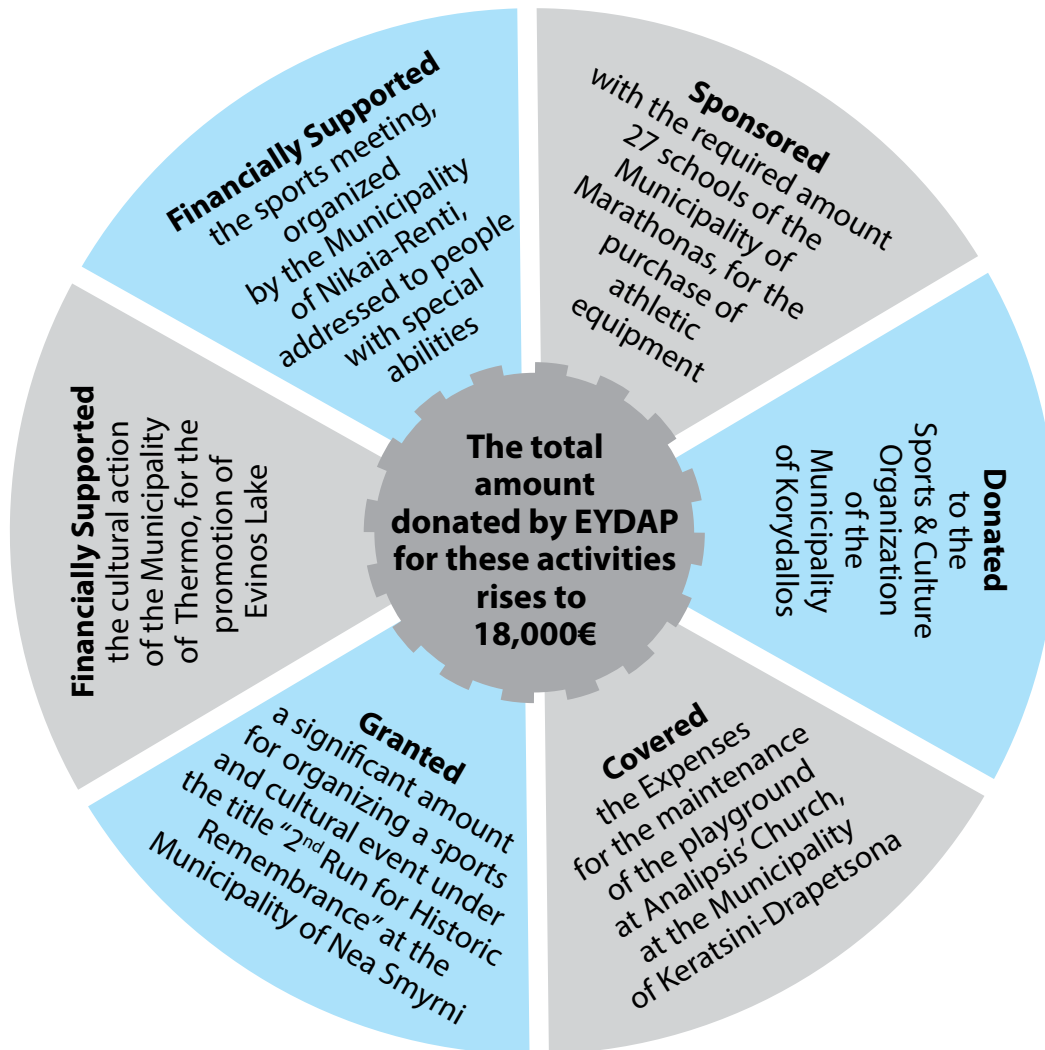


Aiming at the development of sports and culture, EYDAP donated, in the form of sponsorship, **an overall amount of 51,000€**.

### Contribution to the Social and Cultural Work of the Municipalities of Attica



Aiming at the support of social, cultural and environmental activities of local community and the society as a whole, EYDAP





**Financial Support and Provision of Know-how to organizations with social activities, but also to Institutions related to health and environment, aiming at the development of activities for the combat of poverty and inequality, the development of entities serving healthcare, security, work and the environmental awareness of local community and society.**



The organizations, donated with an overall amount of 31,000€, are:



In 2016 EYDAP granted charity tariff to the following Institutions:



**In the context of its social policy, EYDAP:**

- Provided for 2016 to the Pan Hellenic Parents Association of Children with Cancer “Floga” water at no cost,
- Donated a new water connection to the Municipality of Athens, so as to cover the needs of the “Laundry for Vulnerable Social Groups”, situated near Larissis Train Station.
- Bestowed land for the exclusive use of Saint Silla’s Church, at the Municipality of Penteli.
- Contributed to the restoration works of the Holy Tomb, at the Church of the Holy Sepulchre in Jerusalem, with a team of experts and modern equipment in collaboration with the National Technical University of Athens.



**5**

**Creating  
value for the market**





# Mornos

Every drop counts!

## 5.1 Consumer Health and Safety: Quality of the Water Supply

### Why is it material?



GRI 103-1

Water is a fundamental good, essential for the preservation of life and well-being of the society. Access to safe water constitutes a fundamental right for every citizen and material for sustainable development, according to Goals 3 “Good health and well-being” and 6 “Clean Water and Sanitation”, as defined by the United Nations.

The constant supply of healthy and clean drinking water of excellent quality is the key concern of EYDAP. With a feeling of responsibility for millions of customers, constant investment on technology and training of its workforce, the Company cares daily so that the quality of water we and our children drink complies with current Legislation and is one of the cleanest in Europe.

### How do we manage it?

GRI 103-2

#### EYDAP's administration is concerned with:

- *Satisfying Legislation's and Customer's requirements*
- *The application of good laboratory practices and appropriate methods so as to ensure the reliability of tests.*
- *The provision of suitable and sufficient resources (workforce, equipment, information) water quality control, so as to ensure the reliability and the effectiveness of designed and implemented measures.*
- *The quality, impartiality and integrity of checks, during quality monitoring are not to be influenced by any commercial, economic or other forms of pressure.*
- *The training and evaluation of staff in order to implement with high efficiency the tasks they are assigned with.*

### Control Framework

EYDAP has set the appropriate control framework that ensures that the water distributed to consumers is safe. All along the distribution network from the water basins to the consumers' tap, constant monitoring of water quality at several spots is realized in order to avoid any possible disturbance to water quality. Monitoring procedures include:

- *Monitoring the Water Basins.*
- *Protection of the Hydrant Network*
- *Constant quality controls of:*

- **The raw materials used in water treatment to make water potable.** The raw materials, that EYDAP is supplied with, follow international standards relating to chemical substances for water treatment intended for human consumption. For each substance there is a quality plan that determines and ensures the suitability of its use.



- **The raw and drinking water distributed to consumers.**

The daily quality controls of raw and drinking water are performed 7 days a week in the chemical and microbiological laboratories of EYDAP and aim to guarantee and certify the excellent water quality the Company provides the residents of Athens with. This is why, water quality in the

four reservoirs of Marathon, Iliki, Mornos and Evinos is closely monitored along with the quality of drinking water of the water supply network, so that any possible problem that may arise is detected and dealt with immediately.

In order to monitor the quality of water EYDAP uses its laboratories in Galatsi and Acharnes. In these laboratories samples of raw water from the lakes-reservoirs, from EYDAP's boreholes, of drinking water from the Company's Water Treatment Plants and from the water supply network are analyzed. In EYDAP's laboratories cutting edge chemical analysis methods are applied, that permit the achievement of high sensitivity, accuracy and repeatability for the specification of the substances required in the water samples analysis. Among the analysis techniques used are the automatic photometric analysis, the ion chromatography, gas chromatography with mass sensors, ECD and FID, HPLC liquid chromatography with fluorescence and UV sensors, the plasma spectroscopy with emission detector, toxicity control with Daphnia organisms and method ELISA.

### Projects and Initiatives

In the context of constant improvement of the quality control mechanisms used, EYDAP updates the sampling spots. In addition, in the near future it is scheduled to expand the water quality monitoring network for both raw and drinking water through the installation of online quality monitoring devices in chosen spots.

EYDAP is in a constant process of monitoring and recording not only the Legislation in force but also the international trends concerning regulatory issues, which might possibly constitute legislative or stakeholder's requirements in future. In this context, it promotes the cooperation with Greek Educational and Research Institutes (NKUA, Dimokritos) that are considered pioneers in their field throughout Europe, moreover it schedules the procurement of state-of-the-art equipment analysis.

### How do we evaluate our approach?

GRI 103-3, GRI 416-2, ΔΕΙΚΤΗΣ ΕΥΔΑΠ

#### Certifications

The Chemical Laboratories at Galatsi and Acharnes, as well as the Microbiological Laboratory are accredited with ISO EN 17025 since 2005 by the Hellenic Accreditation System (ESYD) for carrying out specification tests for 44 chemical and 5 microbiological parameters in raw and drinking water (Certificate No. 192). EYDAP's laboratories monitor systematically the international advances and trends in the field of water analysis. The constant development and improvement of the laboratories' operation is reflected on the continuous extension of the accreditation scope, meaning the constant increase of the number of substances detected with the use of accredited methods.

#### Complaint Management

EYDAP absolutely prioritizes customer satisfaction. It has introduced a four-digit hotline (1022) aiming to record and respond promptly to any quality issues that might possibly be reported by the consumers. All quality issues reported are forwarded electronically to the Water Quality Control Department for further investigation. In case of required action, on the spot samples are taken and analyzed. If the analysis results call for technical action our competent Technical Service is activated. Additional checks are performed until the problem is solved, which is certified by the consumer and the chemical analysis.

#### Performance

The results of almost 130,000 determinations out of 10,000 samples of drinking water and 2,000 samples of raw water annually, allow EYDAP consonantly to assert that the water of Athens is of excellent quality and one of the best in Europe. The analyses' results certify that the quality of drinking water of EYDAP meets the legislative requirements of JMD Y2/2600/2001 "Quality of the Water intended for human consumption" complying with the Directive 98/83/EC of the European Council on November 3, 1998 (as amended and is in force) and in accordance with the requirements of JMD46399/1352/1986 "Required quality of surface water intended for

drinking, swimming, living conditions of fish in freshwater and shellfish farming". The average values of all parameters are reported on an annual basis, as specified by the EYDAP's laboratories. These values are announced on the Company's website, so that anyone interested can have access. In addition, every three years, EYDAP is obliged by Law to notify the Ministry of Health on the quality data collected.

Furthermore, internal auditing self-assessing procedures are carried out by the Water Quality Control Department on an annual basis. All functions related to the Quality Control Department are reviewed. In this way, any deviations from established procedures are detected, possible

opportunities for improvement are recorded which then become part of a plan and are implemented.

**Water Quality  
Compliance with the regulations  
and voluntary rules**

**During the reference period  
there was **NO**  
incident of non-compliance  
with regulations and voluntary rules,  
with regard to the water  
quality and the negative  
repercussions  
on Health and Safety**

The data for the drinking water quality checks from EYDAP's water supply network are available below:

EYDAP DRINKING WATER QUALITY DATA			
Parameter	Unit	Arithmetic Average Value #	Parametric Value (Based on current national legislation MD Y2/2600/2001)
Hydrogen Ion Concentration	pH	7,7	6,5-9,5
Conductivity, 25°C	µS/cm	295	2764, 25°C (2500, 20°C)
Alkalinity (Total)	mg CaCO <sub>3</sub> /l	113	
Ammonium	mg NH <sub>4</sub> <sup>+</sup> /l	0,01	0,50
Aluminium	µg Al/l	72	200
Calcium	mg Ca/l	45	
Taste **		1 (acceptable)	Acceptable to consumers and no abnormal change
Sulphate	mg SO <sub>4</sub> <sup>2-</sup> /l	26	250
Turbidity	NTU	0,26	Acceptable to consumers and no abnormal change
Cyanide	µg CN/l	N.D.	50
Magnesium	mg Mg/l	5	
Nitrate	mg NO <sub>3</sub> <sup>-</sup> /l	0,69	50
Nitrite	mg NO <sub>2</sub> <sup>-</sup> /l	0,001	0,1
NITRITE/3 + NITRATE/50	mg/l	0,01	1
Odour **		2 (acceptable)	Acceptable to consumers and no abnormal change
Hardness (Calculated)	mg CaCO <sub>3</sub> /l	135	
Residual Chlorine	mg Cl <sub>2</sub> /l	0,36	≥ 0,20 *
Fluoride	mg F/l	0,09	1,5

Phosphate	mg PO <sub>4</sub> <sup>3-</sup> /l	0,016	5 mg/l P <sub>2</sub> O <sub>5</sub>
Chloride	mg Cl/l	6,8	250
Colour	mgPt/l	1	Acceptable to consumers and no abnormal change
Bromate	µg BrO <sub>3</sub> <sup>-</sup> /l	N.D.	10
Sodium	mg Na/l	4,7	200
Potassium	mg K/l	0,81	12
Silver	µg Ag/l	0,57	10
Arsenic	µg As/l	N.D.	10
Barium	µg Ba/l	29	
Boron	µg B/l	9,2	1000
Cadmium	µg Cd/l	0,028	5
Total Chromium	µg Cr/l	N.D.	50
Copper	µg Cu/l	0,66	2000
Iron	µg Fe/l	2,1	200
Mercury	µg Hg/l	0,037	1
Manganese	µg Mn/l	N.D.	50
Nickel	µg Ni/l	0,41	20
Lead	µg Pb/l	1,0	10
Antimony	µg Sb/l	0,077	5
Selenium	µg Se/l	0,61	10
Tin	µg Sn/l	1,0	
Zinc	µg Zn/l	5,9	
Chloroform	µg/l	16,4	
Dichlorobromomethane	µg/l	4,6	
Dibromochloromethane	µg/l	0,8	
Bromoform	µg/l	0,1	
Total Trihalomethanes	µg/l	21,9	100
Dissolved Organic Carbon (DOC)	mg/l	1,2	No abnormal change
TRIFLURALIN	µg/l	N.D.	0,100
α-BHC	µg/l	N.D.	0,100
β-BHC	µg/l	N.D.	0,100
LINDANE	µg/l	N.D.	0,100
δ-BHC	µg/l	N.D.	0,100
HEPTACHLOR	µg/l	N.D.	0,030
HEPTACHLOR EPOXIDE	µg/l	N.D.	0,030
α-ENDOSULFAN	µg/l	N.D.	0,100
β-ENDOSULFAN	µg/l	N.D.	0,100
DIELDRIN	µg/l	N.D.	0,030
ENDRIN	µg/l	N.D.	0,100
op'-DDD	µg/l	N.D.	0,100
pp'-DDD	µg/l	N.D.	0,100
op'-DDE	µg/l	N.D.	0,100
pp'-DDE	µg/l	N.D.	0,100
op'-DDT	µg/l	N.D.	0,100
pp'-DDT	µg/l	N.D.	0,100

Total Pesticides	µg/l	N.D.	0,500
1,12 Benzoperylene	µg/l	N.D.	
Benzo(b)fluoranthene	µg/l	N.D.	
Benzo(k)fluoranthene	µg/l	N.D.	
Indeno(1,2,3-cd) pyrene	µg/l	N.D.	
Total PAH except for Benzo(a)pyrene	µg/l	N.D.	0,100
Benzo(a) pyrene	µg/l	N.D.	0,010
1,3-Butadiene,hexachloro-	µg/l	N.D.	
Benzene	µg/l	N.D.	1
Benzene, bromo-	µg/l	N.D.	
Benzene, chloro-	µg/l	N.D.	
Benzene, n-butyl-	µg/l	N.D.	
Ethane, 1,2-dibromo-	µg/l	N.D.	
Ethane, 1,2-dichloro-	µg/l	N.D.	3
Methane, bromochloro-	µg/l	N.D.	
Methane, dibromo-	µg/l	N.D.	
Naphthalene	µg/l	N.D.	
Propane, 2-ethoxy-2-methyl-	µg/l	N.D.	
Styrene	µg/l	N.D.	
Trichloroethylene Tetrachloroethylene	µg/l	N.D.	10 (Sum of two substances)
Toluene	µg/l	N.D.	
Vinyl chloride	µg/l	N.D.	0,50
Acrylamide	µg/l	N.D.	0,10
Epichlorohydrin	µg/l	N.D.	0,10
Radioactivity (total indicativedose)	mSv/year	<0,10	0,10
Total Coliforms	cfu/100ml	0	0
Escherichiacoli (E. coli)	cfu/100ml	0	0
Enterococci	cfu/100ml	0	0
Colony count 22o C	cfu/ml	0	No abnormal change
Colony count 36o C	cfu/ml	0	No abnormal change
Clostridiumperfringens (including spores)	cfu/100ml	0	0

\* The parametric value of residual chlorine derives from the National Legislation MD YM5673 – Hellenic Gazette 5B/9-1-1958.

\*\* Taste and odour are organoleptically tested with the value of 1 denoting a threshold value and the value of 2 denoting a slight presence of odorous compounds.

# For microbiological parameters, the median is used as a measure of central tendency.

## N.D.: NOT DETECTED.

The aforementioned data resulted from samples and analyses carried out aiming to monitor the compliance of drinking water from EYDAP SA water distribution network with current legislation. Therefore, EYDAP certifies that the quality of drinking water from its distribution network is monitored and complies with the requirements and terms expressed in JMD Y2/2600/2001 "Quality of Water Intended for Human Consumption" and is in compliance with the European Council Directive 98/83/EC of 3 November 1998, as it was amended and currently in force.



## 5.2 Consumer Health and Health: Sewerage Services

Why is it material?



GRI 103-1

EYDAP, taking always into consideration the protection of the environment and consumers' health and safety, cares for the proper and uninterrupted operation, maintenance and upgrading of the collection, transport and wastewater treatment system within the Attica basin and contributes simultaneously to the 3rd "Good Health and Well-Being" and 6th "Clean Water and Sanitation" Goals of Sustainable Development, as these are defined by the United Nations.

According to the central planning of the sewerage system, EYDAP ensures the mitigation of any form of risk for public health that might be caused during the stage of collection- transport of the wastewater, due to blockages in the pipes or the connection points or due to the defective operation of pump stations. Also, proper management and maintenance of the sewerage network and the Wastewater Treatment Plants (WTPs) safeguards the water recipients.

Regarding the sewerage system in the area of Eastern Attica, EYDAP aims at an integrated, environmentally optimal management of effluents. Within this context, the Company plans the implementation of all necessary sewerage works, which will ensure the protection of terrestrial and marine ecosystem and public health, while promoting the sustainable development of the wider area. The lack of a sewerage system in parts of Eastern Attica has been a major problem for decades, as the current practice of disposing household wastewater in septic tanks constitutes an important factor of environmental degradation. In fact, the European Court on October 15, 2015 imposed a fine to the Greek State for not complying with the Directive 91/271/EEC, regarding the requirement for using urban wastewater collection and treatment system in areas of Priority B. The sewerage project in Eastern Attica will

offer a definite solution to the problem of effluent management providing the citizens with the best and the most modern services.

How do we manage it?

GRI 103-2

EYDAP has designed and implemented a comprehensive sewerage network management system with Wastewater Treatment Plants, aiming at a proper and uninterrupted operation with the ultimate goal of protecting public health.

The collection and transfer of effluents to the Wastewater Treatment Plants is realized via the sewage network network, which has a total length of 8,300 km. Part of this network, specifically in the centre of Athens, is combined (storm water runoff and sewage pipes).



The maintenance of the sewerage system aims at its continuous and uninterrupted function 24 hours a day. This is implemented by the solution of problems and minimization of any malfunctions that may arise by taking the necessary measures for unclogging or cleaning the pipes etc. and by the appropriate maintenance of the electromechanical equipment. All above is achieved with the contribution of specially trained personnel and the use of appropriate equipment that is constantly modernized in compliance with the advances of new technologies.

The effluent treatment of Attica basin and Thriassio takes place in the following Wastewater Treatment Plants:

- **Psyttalia Wastewater Treatment Plant (PWTP)**

It is one of the largest Wastewater Treatment Plants (Psyttalia WWTP) in Europe and internationally. It serves approximately 3,500,000 residents. It is there that all effluents from Attica's sewerage system end up. Full treatment of wastewater permits water produced to be free of the pollution load, up to 90%-95%. This water ends up in the Saronic Gulf, completely harmless for the marine ecosystem balance.

- **Metamorphosis Wastewater Treatment Plant (Metamorphosis WWTP)**

It is the unique facility in Attica, that receives and treats urban, household effluents coming from Municipalities or Communities that lack sewerage network system and from industries.

- **Thriassio Wastewater Treatment Plant (Thriassio WWTP)**

It covers the residential areas of the Municipalities of Eleusis, Aspropyrgos and Mandra, of the Municipality of Mandra-Eidillia, as well as industrial areas. This Plant offers a comprehensive solution to a long lasting problem of the residents and the professionals of the area, while it contributes to the restoration of the ecosystem balance in Elefsina bay.

EYDAP, through the constant maintenance and upgrading of the WWTPs, ensures their regular and optimal operation, as well as the compliance with the approved environmental terms. Our aim is the quality of processed outflows to the water receptors to be within the accepted rates for the protection of the environment.

EYDAP plans, develops and implements monitoring methods for the disposal of liquid industrial waste in the sewerage network. The Company also plans the expansion of the sewerage system to new areas to cover the constantly increasing needs, through the optimization of the existing network.

### **EYDAP's design for the sewerage in areas of the Eastern Attica**

The Eastern Attica Projects Department was established in October 2016 aiming to manage the sewerage system project in Eastern Attica.

In particular, EYDAP schedules the implementation of three major sewerage system projects in the area of Eastern Attica:

#### **Project 1:**

Collection and Treatment of urban effluents of the Municipalities of Rafina-Pichermi and Spata-Artemida along with the Reuse-Disposal of processed outflows.

#### **Project 2:**

Collection and Treatment of urban effluents of the Municipalities of Marathonas along with the Disposal-Reuse of processed outflows.

#### **Project 3:**

Wastewater sewerage projects in the South Coast of the Saronic Gulf, at the Kalyvia Industrial Park WWTP.

These projects are going to provide a definite solution to the management of urban wastewater in these areas and include the collection, treatment and disposal-reuse of processed outflows of the Wastewater Treatment Plants – WWTPs. WWTPs are designed to operate using cutting edge technology that will ensure the compliance with the European Legislation and the environmentally optimal

wastewater management process. This will enable the reuse of treated effluents, in order to cover the area's irrigation needs in summer and urban and suburban use in winter (Municipalities of Rafina-Pichermi and Spata-Artemida), in accordance to the existing institutional framework on reuse (JMD 142116/2011 and MD 191002/2013). Thus, the greater area and the coastal swimming areas will be fully protected by pollution. In the premises of WWTPs, serving the Municipalities of Rafina-Pichermi and Spata-Artemida, there are plans for an Environmental Awareness Centre offering information on the use of recycled water. The implementation of this project will significantly boost the development of the area. EYDAP is in constant collaboration with the competent Municipal Authorities so that they remain informed and at the same time ensure their active contribution for the smooth progress and completion of the sewerage projects.

How do we evaluate our approach?

**GRI 103-3, EYDAP'S INDICATOR**

The evaluation of the effectiveness of the management of the sewerage system is performed through the following applications and practices:

1. Use of IT for sewerage systems:
  - Entry, processing and spatial data network analysis (GIS).
  - Entry and data processing, resultig from the interference of the Sewerage Network Division staff to the portal application.
  - Statistical analysis based on data drawn from the portal application and from the Complaint Centre hotline 1022.
2. Continuous sampling of inflows and outflows at WWTPs in order to determine the processing quality.

3. Wastewater and industrial waste chemical analyses as well as microbiological analyses of treated effluents in the certified by the Hellenic Accreditation System (ESYD) Executive Division of Sewerage Network's Laboratories.
4. Disclosure of the effluents treatment qualitative results in the National Database at the Ministry of Infrastructure, Transport and Networks.
5. Control checks of the Saronic's and Elefsina's Gulf marine ecosystem and evaluation of the results in collaboration with an independent research institution (Hellenic Centre for Marine Research).

**GRI 416-2**

**Compliance with regulations and voluntary codes**

**During the report period  
no incidents of  
non-compliance  
with regulations & voluntary  
codes, with regard to the  
impact of EYDAP'S  
SERVICES  
on health and safety**

### 5.3 Access to clean water, Ensuring Resources Supply and Water supply Coverage

Why is it material?



GRI 103-1

EYDAP, in order to ensure reasonable levels of water consumption by its customers and meet the obligations of water supply services, is supplied with the required raw water entirely by the Greek State at the entrance of its Water Treatment Plants. The only exception is the Mavrosouvala's boreholes, which are EYDAP's property. The Company, considers water as a valuable resource and a precious and vital good for the residents of Attica (and other areas as well). The Company in 2016 delivered daily, at an average annual rate, 1,114,070 m<sup>3</sup> of drinking water to the area of its service, as well as to some of the Aegean islands from specific water meters with the use of water tankers, but also to cruise ships and boats at various ports of Attica etc. In the Water Treatment Plants the water is rendered potable with the use of the most environmentally friendly methods with respect to the natural resources.

EYDAP manages water demand through projects that minimize leakage rate (pressure management –water supply zones, immediate damage restoration –broken pipes restoration and replacement of the Water Networks) focusing not only on its customers' satisfaction but on the prevention of waste of this precious natural resource.

**Constant safeguarding of the necessary water resources, the sufficient water treatment that will produce water of the highest quality and ability to distribute it to customers via its water network, constitute the main activity of EYDAP.**

Without a doubt, any malfunction with a negative impact on the quantity of water supplied will significantly affect our customers (lack of water) and the Company itself (damage to its public image, reduction of revenues etc.) in proportion to the problem extent.

According to Law 2744/1999 and the 20-year Contract between the Greek State and EYDAP SA, as occurred in implementation of this Law and is valid since 25.10.1999, while the renewal is expected in 2019, the Greek State maintains the responsibility for research and collection of raw water as well as for the realization of any necessary projects that will ensure the adequacy of raw water. The Company bears the exclusive responsibility –a non-transferable right- for processing and distributing this water, as well as for the operation and maintenance of its water network, so as to cover both qualitative and quantitative water supply needs of all consumers in its area of competence.

In the context of the above Contract, EYDAP has assumed (in return for a payment) the operation and maintenance of all the raw water collection and transfer facilities, which remain under the ownership of the Greek State, as well as the preparation of studies that ensure the safety of the facilities and valid alternative methods for the supply of the WTPs in case of malfunctions. In this way the Company is in position to control, primary and completely, technical projects that involve the transport of raw water from the sources to the Water Treatment Plants (WTPs).

Moreover, EYDAP has accepted the responsibility for the preparation and drafting of the Management Plan regarding the availability of raw water supply systems, as well as for a continuous update of the Greek State authorities on the untreated water supply data, on outflows from water sources and inflows to the WTPs.

By managing the issue with utmost responsibility, the Company also contributes to the implementation of the 6th Global Goal for Sustainable Development, as this has been defined by the United Nations.

## How do we manage it?

### GRI 103-2

EYDAP acquires raw water mainly from surface water resources, from the basins of Marathonas, Yliki, Mornos and Evinos that are ranked in A2 category, according to the Directive 75/440/EEC for surface water quality standards intended for the production of drinking water. From the reservoirs in these basins, only the one in Yliki is natural (lake) whereas the others are the result of the construction of dams at adequate spots on the riverbeds of the Charadros (Marathon dam), Evinos and Mornos rivers. In the water supply sources used by EYDAP, underground water resources are included that can be exploited with the operation of approximately 100 boreholes, with an annual total pumping capacity of 70 - 125 m<sup>3</sup> of water. Taking into account the current operation conditions, the water supply sources of EYDAP can be distinguished into:

- **Main water sources:** Mornos, Evinos.
- **Auxiliary water sources:** Marathonas (for the supply of Galatsi WTP) and Yliki (in case of emergency).
- **Backup water source:** underground water resources – boreholes.

EYDAP ensures the protection of the reservoirs by complying with strict legislation (Healthcare Provision A5/2280/1983 for the protection of water used for water supply of the capital area from contamination and pollution), by monitoring the works and the activities in the protection zones of the reservoir basins and by random checks of the water quality in the reservoirs.

The management methods of the water supply network are arranged by order of importance: the operation of the existing water supply system, the regulation of the flow downstream of the reservoirs, the water abstraction breakdown per primary, auxiliary or backup source and water transfer via the external aqueducts. These methods may also refer to additional projects for the reinforcement and safety of the water supply system, if required.

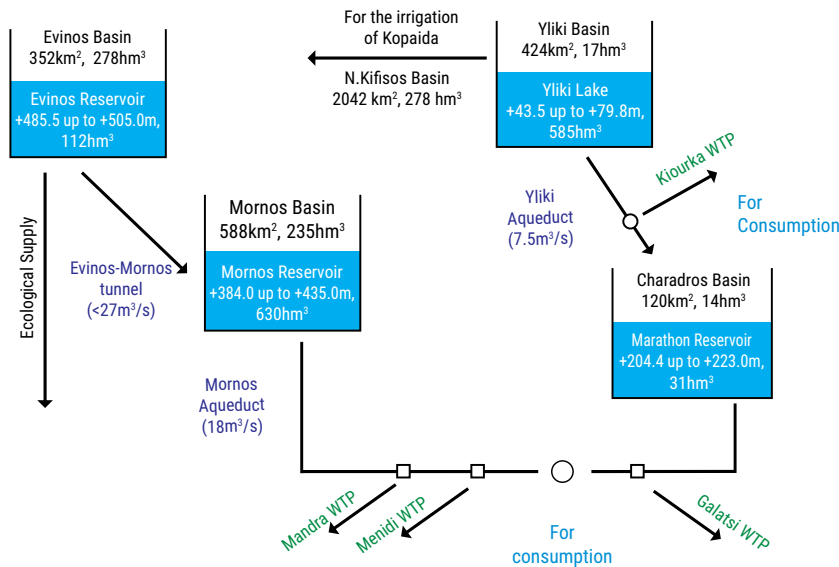


Object of the Management Plan is the study of reasonable, efficient and sustainable ways and methods for the management of the External Water Supply System (EWSS), aiming at the quantitatively reliable, qualitatively and environmentally safe, and cost-effective coverage of water demand in the area of EYDAP's competence, through the efficient use of the available water resources.

The management of the water resources system refers to the determination of the extracted quantity from the reservoirs and the aquifers, its distribution (breakdown) into the network of the external aqueducts, so as to ensure the long-term efficiency of the water resources in the area of EYDAP's competence at minimum cost. It also refers to additional projects for the reinforcement of the water supply system, if required. The network of external aqueducts is actually the entire pipeline system, pumping stations etc. extending from the exit of the reservoirs up to the Water Treatment Plants (WTPs). A simplified schematic presentation of the system is depicted below (the boreholes and

the small hydroelectric projects are excluded). The Decision Support System that is used operationally on a daily basis by EYDAP for the monitoring and management of the Athens water supply system includes the following components (subsystems):

- a) Geographical Information System for monitoring the water supply system,
- b) Water resources Monitoring System,
- c) Water resources Evaluation and Prediction System,
- d) Support system for water resources management.



All water supply network facilities ensure the adequate coverage with drinking water. The water network consists of approximately 9,500 km of pipelines. Out of these, 1,300 km constitute the main supply network, with pipelines of diameter bigger than 300 mm up to 2000 mm, while the remaining 8,200 km of pipelines constitute the distribution network, with pipe lines of diameter less than 300 mm which transfer drinking water to consumers. Distributed in geographically dispersed locations, within the area of our competence, there are 55 aqueducts of total capacity 885,000m<sup>3</sup>, 81 pumping stations of total combined installed power of 30,000 HP, 618 pressure reducing valves of diameter 80 mm to 600 mm, about 90,000 isolation valves, 100

telemonitoring points (SCADA), 739 points of data recording and teletransmission (SMS) and 247 quality control points. All the above facilities ensure the uninterrupted, continuous supply of drinking water along with the successful coverage of regular and seasonal daily demands of the consumers. The total number of water meters in full service is close to 2,100,000. The average daily water consumption for 2016 was 1,114,070 m<sup>3</sup> (minimum daily consumption 891,743 m<sup>3</sup> in May 2016 and maximum daily consumption 1,373,600m<sup>3</sup> in June 2016. Further technical, quantitative and qualitative data can be drawn from our website under the tab named "Water Supply".

<p>1,300 km main supply network &gt;diameter 300 mm to 2000 mm</p>	<p><b>55</b> Aqueducts = 885.000 m<sup>3</sup></p>	<p><b>81</b> Pumping stations = 30.000 hp</p>
<p><b>9.500km</b> 8.200km distribution network &lt;diameter 300 mm</p>	<p><b>618</b> Pressure reducing valves, diameter 80 mm to 600 mm</p>	<p><b>90.000</b> Isolation valves</p>
<p><b>100</b> Telemonitoring points (SCADA)</p>	<p><b>rec 739</b> Points of data recording and teletransmission (SMS)</p>	<p><b>247</b> Quality control points</p>

## How do we evaluate our approach?

GRI 103-3, 303-1, EYDAP's Indicator

The implemented management methods of water resources are characterized by:

- **Rationality: scientifically grounded**
- **Efficiency: capitalization on the water resources**
- **Sustainability: avoid future depletion of water sources just to cover today's needs.**

Demand is covered with increased reliability thus reducing the probability of failing to provide the required water quantity to extremely low and acceptable levels. The concept of reliability mainly refers to the reduction of uncertainty caused by the variability of water resources natural supply (drought), but includes other sources of uncertainty such as adverse emergency situations (damages) during works in the water supply network, for which EYDAP is highly concerned. Supply demand is covered with safe water and respect to the environment (to the ecosystems) avoiding the extraction of excessive amounts of water, at the most cost-effective way.

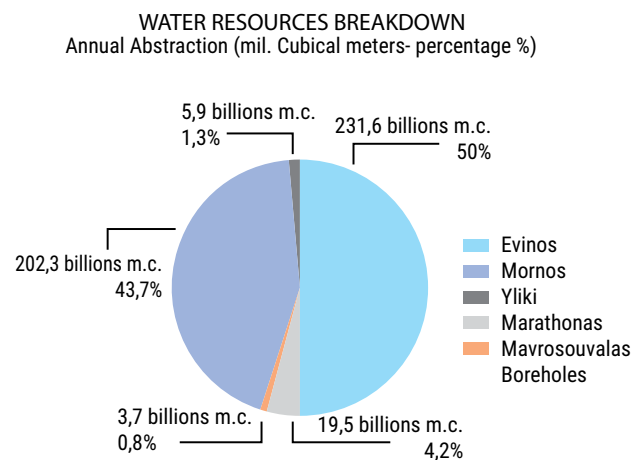
Nowadays, EYDAP provides drinking water of excellent quality at adequate quantity and pressure levels to all its area of service regardless of the fact that in specific areas management of the network lies with Local Government Organizations (LGOs).

For those few areas that are not supplied with water from EYDAP but from boreholes, mainly in West Attica, EYDAP has planned a series of interventions

and actions, in cooperation with Local Governments, planning to incorporate them shortly in the area of its service.

The Company's 5-year Business Plan include the incorporation of water supply networks that currently operate under the management of Local Governments. It also includes the management of networks that operate under the responsibility of Local Governments located outside the company's purview.

The water resources abstraction breakdown for the coverage of the total water supply demand (EYDAP SA, Local Governments, Organizations, etc) in accordance to the 2016 data is as follows:



The above breakdown refers to the optimal management of water resources for the specific year. The quantities abstracted are measured at the water resources with the use of flow meters and time series are recorded in a relational database.

## 5.4 Reliable Water Network and Water Efficiency

### Why is it material?



#### GRI 103-1

There is an integral life bond between man and water. Not only is water the essential commodity for our survival on the planet, but also an eternal ally in the fight for upgrading our life quality. Main concern of every company that operates in the management of drinking water supply market –which applies to EYDAP as well–is to ensure the adequate quantity, acceptable pressure level and high quality of drinking water throughout its water supply network. The enforcement of these three factors contributes to the satisfaction of the consumers' needs and expectations, the increase of trust to the Company and consequently the increase in consumption. At the same time, through the responsible management of the water supply network and water efficiency, the Company contributes positively to the sustainable development and in particular to the achievement of the Sustainable Development Goals 6 "Clean Water and Sanitation", 8 "Decent Work and Economic Growth" and 12 "Responsible Consumption and Production" as defined by the UN. These Goals contribute globally to efficient water resources management as long as consumption, production and distinction between economic development and environmental degradation are concerned.

A region's water supply system, which secures its provision with drinking water, includes a system of aqueducts, supply (main) and distribution pipes. So, by the term "water supply network" we refer to all the pipelines that transfer refined water, from the local Water Treatment Plants to the consumers' water meters. The pipelines are considered as a basic section of our facilities and the biggest part is underground. The water supply network provides every consumer with pressurized water that is potable and in compliance with current Greek specifications.

EYDAP's area of competence is the greater area of the Capital, as defined in the Founding Law

1068/1980, while with Law 2744/1999 EYDAP was given the possibility to expand its activities under certain conditions, both inside and outside the Attica Basin. Further information on the subject is available in Chapter 1, where there is a detailed reference to EYDAP's Area of Service and the administrative boundaries of Municipalities and Communities that are directly supplied with water by EYDAP or via bulk supply where the network management is the Local Authorities' responsibility. Our ultimate goal is the reasonable management of water and the optimization of the drinking water quality. In that view, the gradual incorporation of the water supply networks of all the Municipalities of Attica is a strategic aim for EYDAP.

The objective of EYDAP is the proper functioning, maintenance and improvement of the drinking water distribution network (main supply pipelines, distribution pipelines, meters, tanks, aqueducts, pumping stations and their equipment) across the geographical area of its competence. EYDAP's target is to ensure the constant provision of consumers with water of high quality, adequate quantity and within the acceptable limits of pressure.

### How do we manage it?

#### GRI 103-2

To achieve these goals, three main categories of activities are required:

- Monitoring and improvement of the water supply network operation (demand monitoring, pressure monitoring, pressure zones modifications etc.)

Attica is characterized by an intense topographic arrangement. EYDAP supplies with water, areas at an elevation from 0 to 600 meters from the sea level. For the best control of pipe pressure, pressure zones were created with a 30 to 40 meters difference in altitude. Each zone operates under specific pressure. The network is remotely monitored and controlled on a 24-hour basis (SCADA system).



- Network maintenance – for prevention or in case of emergency (pumping stations maintenance, valves-fire hydrants, tank cleaning, pipe leakage or meter repair etc.)

The preventive maintenance of pipes comes as a result of the statistical analysis of occurring damages. Similar actions with modern intervention methods are taken for the maintenance of the main supply pipes and for the whole supportive infrastructure of the Water Network (pumping stations, tanks, shafts for bulk water supply and big valves, hydrants for fire-fighting use etc.).

Apart from all the above, daily failures in the system, cause leakages or ruptures. EYDAP's call center (1022) collects complaints from the public or damage reports, and informs our Technical Services for immediate intervention so as to minimize the discomfort caused to consumers - customers.

- New connections (new connections for household use or bulk supply).

The water connections in terms of use are distinguished into: household use/bulk supply, fire-fighting use, property use, irrigation of public or municipal land, temporary for construction reasons.

- Incorporation of local networks.

EYDAP, within its area of service, incorporates Water Supply Networks managed by local Municipalities. EYDAP's strategic target is the incorporation of local independent Networks, mainly situated in the areas of East and West Attica, which is directly linked to our main keystones: the expansion of our activities, the supply of water of high quality to all the residents of Attica Basin and the provision of excellent service to the citizens of these areas.

Under certain circumstances, EYDAP may undertake the supply and management of networks outside its area of service.

In 2009, the new Water Supply Network Regulation was approved, regulating in detail the most significant operational issues of the Company. The consumer accepts the Regulation automatically upon signing the Water Supply Contract with EYDAP.



Finally, the Board of Directors of EYDAP, under the Resolution 15858/4-4-2007 and in compliance with Article 7 par. 3 of Law 3429/2005 for all Public Entities and Organizations, approved the Charter of Consumers' Responsibilities (CCR). This document includes the main responsibilities of the Company towards Consumers, the necessary procedure for different claims and the allowed time of action on behalf of the Company. The text of EYDAP's CCR is brief, comprehensive and clear and it is available on EYDAP's website in the relevant section: <https://www.eydap.gr/CustomerSupport/ServicePoints/>

### How do we evaluate our approach?

The rapid international advances in the business sector, the responsibility of supplying with drinking water more than 40% of the Greek population, the urban expansion and certainly the obligation towards the Company's customers makes EYDAP's growth imperative, in order to implement projects of major significance and high efficiency.

EYDAP's success, is based on: customer satisfaction, efficient management and protection of water resources, the maintenance of a constructive two-way relationship between the Company and the Customer. Our target is the improvement of

the Company's services. To this end, the Company has included in its strategic actions for the optimal management of its network, the following:

- The application of modern pressure management technology in the drinking water network, resulting in the elimination of unnecessary stresses on the grid pipes due to excessive pressure and consequently in the avoidance of breakages of the network, achieving an increase of its life span with significant financial benefits.
- An essential precondition is the reliable and organized collection of data from malfunctions, operation etc. so as through well-structured and collaborative applications to achieve the further processing and meaningful use of the collected data.
- Main objective in the maintenance procedure is the identification of the frequency of the deficiencies, the speed and the quality of repairs, the causes etc. in order to draft an integrated and systematic maintenance program of the water supply network.
- Part of the five-year Business Plan of our Company is the implementation of a targeted, documented on priority needs, Plan for the annual replacement of approximately 450 km of pipelines, which corresponds to roughly 1.5% of the total length of the network, in compliance with global best practices.

All the above in combination with the measures that have already been put into effect (mass replacement of water meters, interference in main supply pipelines, maintenance and renovation of infrastructure such as pumping stations, shafts and valves, operational interference in the network with the use of modern software and update of current operational structures), we will achieve an even more efficient operation of the water supply network, a consistent, reliable and continuous water supply, an upgrade of customers' service and an improvement of the Company's image.

## 5.5 Affordable Pricing

Why is it material?



### GRI 103-1

EYDAP considers the provision of water supply and sewerage services at an affordable tariff as a material issue for Sustainable Development, permitting the Company to satisfy the citizen's basic needs and anticipations for clean and affordable water and reliable sewerage services. At the same time a tiered tariff policy prevents waste of the resources and contributes to the achievement of the UN's 6th Sustainable Development Goal "CLEAN WATER & SANITATION", that refers to access to clean water for all citizens. The tariff is determined by taking into consideration more factors than the above, such as the coverage of the operational cost of the Company and the cost of new investments along with the stakeholder's satisfaction.

EYDAP's client portfolio, as water supply is concerned includes approximately 4.3 million customers (2.1 million connections), while approximately 3.5 million customers make use of the sewerage service. The annual billed water consumption for 2016 amounts to 320 million m<sup>3</sup> approximately. Out of these, 202 million m<sup>3</sup> (63.1%) are under the general tariff (B1 Domestic Use –common household use), in this included a percentage of mandatory consumption (9.6 million m<sup>3</sup>).

Up until 2014, the tariff for water supply and sewerage services was determined by a Joint Ministerial Decision after taking into consideration the BoD's recommendations. Article 33 of Law 4258/2014 amended the article 3 of Law 2744/1999 that refers to EYDAP's pricing policy, and defines that from July 1<sup>st</sup> of 2015 the water supply and sewerage services tariffs are applicable following the approval of the Special Secretariat for Water after consulting the Minister of Finance and parties involved. The tariff approved is published in the Official Government Gazette.

Following the Water Framework Directive (2000/60/EC, Article 9) and national legislation (Law 3199/2003 as amended by Law 4117/2013 and Law 4315/2014 and applies, the Presidential Decree 51/2007 and the J.M.D 322/2013), the Special Secretariat for

Water (SSW) of the Ministry of Environment, Energy and Climate Change is responsible for the strategic planning, the formulation and evaluation of the policy applied for the rational and sustainable management of water services. However, until the first trimester of 2017, no decision on cost accounting and pricing of water services has been published.

### How do we manage it?

#### GRI 103-2

EYDAP, in recognition of the adverse economic situation experienced by the Greek society and in the context of its continuous contribution to public welfare, has already taken initiatives for the relief of the most vulnerable social groups.

It is worth mentioning that for particular consumer groups (businesses, charities, Hellenic Petroleum, ship suppliers) there is a legislative provision for the award of special tariffs (OGG 5528B'/26.3.2009, article 3.2.3, OGG 3188B'/16.12.2013, OGG B' 2221/9.9.2013).

EYDAP also grants the Extraordinary Special Tariff to the beneficiaries of Law 4320/15 and a standard discount to water bills of large families and senior citizens. It is also noted that the Charity tariff is provided not only to institutions and associations with the meaning of Legislative Decree 1111/8.2.72 and Compulsory Law 2039/1939, but following the resolution of the BoD, it is also granted to other institutes-entities with charitable activities.

Discounts are also granted, based on criteria and procedures defined by BoD resolutions and refer to increased water consumption bills and water theft bills, taking into account social and income criteria. Finally, EYDAP has defined specific repayment/ installment procedures, based on BoD resolutions, providing favourable repayment tools to the most social vulnerable groups.

### How do we evaluate our approach?

#### EYDAP INDEX

The Company retains a highly affordable tariff whose price increase rate of the last 20 years is lower than the corresponding increase of the Overall Consumer Price Index. The 49.28% of the General Tariff is charged with 0.35€/m<sup>3</sup> and the 43.89% with 0.64€/m<sup>3</sup>. It is worth mentioning that **the 93.17% of the General Tariff consumption is charged with an average price per cubic meter lower than that of a 0.5lt of bottled water.**

Also, for the evaluation of our approach, we use the index reflecting the bill reduction claim satisfaction rate. For the calculation we use as denominator the annual number of submitted claims and as numerator the corresponding annual satisfied claims.

CLAIMS SATISFACTION INDEX	
Bill reduction claim satisfaction rate	
Number of satisfied claims	<b>7.269</b>
Number of submitted claims for bill reduction	<b>7.481</b>

In 2016  
**we satisfied**  
**the 97% of**  
**the submitted**  
**claims for**  
**bill**  
**reduction**

## 5.6 FIGHT AGAINST CORRUPTION



GRI 205-1

EYDAP considers the fight against Corruption and Bribery as a key precondition for Sustainable Development and Corporate Responsibility, as it affects the Company's financial performance, the relationship of trust between society and the Company, the incentive for investments as well as the Company's reputation and credibility. Moreover, by managing the issue responsibly the Company contributes towards the achievement of the 16th Sustainable Development Goal «PEACE, JUSTICE AND STRONG INSTITUTIONS», as defined by the United Nations.

The main risks associated with the issue of the fight against Corruption, which can be potentially connected to all of EYDAP S.A.'s activities, are:

1. Bribery of an employee with the intention to speed up or process a case or achieve cooperation with our Company.
2. Cases of embezzlement involving Company's cashiers or fraud.
3. Abuse of power.
4. Ignorance of illegal behaviours and activities.
5. More specifically, public contracts for the supply of goods, services and execution of works, entail the following risks regarding corruption practices: formulation of specifications so as to favour certain economic entities, conflict of interests that can affect the competitive procedures at various stages, direct assignment of contracts in the prospect of avoiding the obligations of the tender process, partnership with unreliable or insolvent economic entities.

### How do we handle it?

EYDAP places particular emphasis on the effective monitoring and management of potential risks relevant to the issue of Corruption and Bribery. The Company is committed to perform the entire range of its activities with transparency, ethos and integrity, ensuring the excellent quality of its services, always focusing on the citizen. Therefore, in order to ensure

the above, EYDAP, with strict respect to the relevant legislative and regulatory framework, adopts specific actions, as described below:

- Enhancement of transparency by applying the relevant procedures, in compliance with the existing institutional framework and in particular with the stock exchange legislation, such as the disclosure process of regulated information, the accurate and timely dissemination of information to investors, the transactions reporting process by top management, the procedures followed to deter abuse of confidential information and publication of important corporate information in Company's website, the disclosure of financial reports to the Hellenic Capital Market Commission web portal, the submission and publication of asset declaration by the persons liable.
- Publication and distribution of corporate printed material that raises awareness of the Company's activities, strategy, objectives and performance.
- Drafting of EYDAP's Internal Corporate Governance Rules and Operations, in compliance with current legislation, that facilitates the formulation of policies and corporate governance practices. The Regulation is structured to meet the Company's needs and is a clear presentation of Corporate Governance, of the internal control system as well as of the assessment and management of operational risks.
- Drafting of EYDAP's Rules of Procedures, in which rights and obligations of the staff are established, specifically when interacting with citizens. Inter alia, it is expressly prohibited the Company's employees to ask or accept from citizens, directly or indirectly, any kind of gifts or remuneration or other benefits or related promises for themselves or for third parties.
- In the field of public entities procurements, the Procurement Division and relevant departments strictly implement the procedures according to the new Law 4412/2016 «on public works, procurements and services», according to which the assigning party is obliged to treat economic

operators equally and without discrimination and act with transparency, respecting the principle of proportionality, the protection of public interest, the protection of individual rights, the freedom of competition, the protection of environment and sustainable development. Provisions are adopted for the obligatory effective prevention, detection and remedy of conflicts of interest, for the disclosure of public procurements as well as for the procedures and data used prior to their signing. Special provisions exist for the on-line registration of the contracts as an additional guarantee for the prevention and detection of corrupt practices in order to enhance transparency and facilitate the monitoring mechanisms. Furthermore, the assigning entities are to exclude unreliable economic entities, especially in case that a condemning irrevocable judgment for corruption, fraud or money laundering is found against them.

Finally, it is noted that the staff of the Procurements Department has been trained, through seminars, for the strict compliance and implementation of the above.

EYDAP's aim is, through the above policies and strategies, the implementation of a constant

improvement and development process, in order to strengthen its position and credibility.

### How do we evaluate our approach?

The evaluation of our approach is performed via:

- Establishment of Control Mechanisms, such as the Internal Audit Division and the Board's Audit Committee, with main responsibilities among others the monitoring of the effective operation of the Internal Control and Risk Management Systems, the statutory audit and the reliability of the Company's Financial Reports, the Company's compliance with the legislation in force, the safeguarding of its assets, the information of the Board of Directors on the results of audits and the submission of appropriate recommendations for corrective actions. In addition, regular checks are conducted by legal auditors.
- Disciplinary control by the Company's competent Disciplinary Board in the event of offenses associated with the violation of EYDAP's Personnel Regulation (P.D. 597/1985) and EYDAP's Rules of Procedures.

GRI 205-3

Verified Incidents of Corruption 2016	
<b>A.</b> Total number and nature of verified incidents of corruption	In 2016, two corruption incidents were identified. Disciplinary proceedings are expected to be completed in 2017.
<b>B.</b> Total number of verified incidents of corruption that relate to disciplinary measures imposed to employees during the reference period	
<b>C.</b> Total number of verified incidents of corruption that relate to the denunciation or non-renewal of a procurement due to corruption incident during the reference period	0
<b>D.</b> Public law cases, relevant to corruption issues, submitted against the Company or its employees during the reference period	0



6

**CREATING VALUE  
FOR THE ENVIRONMENT**





Every drop counts!

## 6.1 Marine Environment Protection (Wastewater Management)

### Why is it material?



#### GRI 103-1

The protection of the marine environment through the treatment of wastewater has always been an issue of high priority to EYDAP and its stakeholders. The issue is considered as material as it also relates to Sustainable Development. Specifically, by managing wastewater in a responsible way, the Company is contributing to the accomplishment of Sustainable Development Goals: 6 “Clean Water and Sanitation”, 12 “Responsible Consumption and Production”, and 14 “Life Below Water”, as defined by the United Nations Organization.

With the full processing of wastewater, produced water is free from the polluting load at a rate of 90%-95% and is channeled to sea with no negative impact on the ecological balance of the marine ecosystem. Part of processed water is reused

within our installations. The solid residue from the treatment of the wastewater is the sludge which is dehydrated, dried and used as solid fuel in cement manufacturing.

Processed outflows from the three wastewater treatment plants (WWTPs) are diffused through appropriate pipelines in the Saronic Gulf. More specifically the outflow from the Psyttalia WWTPs ends up south of Psyttalia Island, the outflow from the Thriasio WWTP into Elefsina Bay, and the outflow from the Metamorfosis WWTP, through Kifissos River, also ends up in the Saronic Gulf.

### How do we manage it?

#### GRI 103-2

Through the technically advanced treatment of urban wastewater in EYDAP’s Wastewater Treatment Plants, clean water returns to aquatic ecosystems, while a part of it is being reused within the facilities. The solid residue from the treatment of the







wastewater is the sludge which is dehydrated, dried and used as solid fuel in cement manufacturing. EYDAP's Wastewater Treatment Plants are playing an important role in the integrated water management, serving Athens' wider area population, Attica, among other areas.

Additionally, among the key lines of action of EYDAP's Business Plan, environmental protection holds a predominant position through the improvement of water and wastewater management infrastructure, including the management and disposal of wastewater treatment products.

### How do we evaluating our approach?

GRI 103-3, GRI 306-5

Wastewater Treatment Plants' proper and effective operation and the compliance with the Environmental Conditions are validated through the continuous and systematic sampling of those specific outflows (according to Directives EU 91/271 etc and the approved environmental conditions). The results of the tests on the samples taken are uploaded to the Ministry of Environment, Energy and Climate Change National Database (<http://astikalimata.ypeka.gr>), so as to be accessible to the public.

Psytalia's Wastewater Treatment Plant has allowed Saronic Gulf's unique marine ecosystem to recover from its former critical condition. 22 years after the activation of Psytalia's WWTP and 12 years after the initialization of the secondary stage of the biological treatment the Saronic Gulf is in a very good ecological state (Directive 2000/60).

The improvement of the Saronic Gulf's ecological state and the absence of any negative impacts from the WWTP's outflows are based on multiannual monitoring of the marine ecosystem by state and independent research entities.

Today, Saronic Gulf beaches around Psytalia have –based on continuous samplings by State Institutes (Special Secretariat for Water/Ministry of Environment and Energy) and non-state entities– quality characteristics that comply with the highest standards set for swimming waters.

EYDAP has assigned the Hellenic Center for Marine Research the systematic monitoring of Saronic Gulf and Elefsina Bay, both characterized as sensitive recipients (Common Ministerial Decisions 19661/1982/1999 and 48392/939/2002). This project includes all the essential indicators and parameters for the evaluation of marine ecosystem and more specifically: natural parameters such as temperature, salinity, density, dissolved oxygen, fluorescence, clarity/opacity, nutritive salts, chlorophyll. Saronic's ecological evaluation includes the study of biocoenoses, phytoplankton, benthic biocoenoses and sediments for the identification of active carbon, total nitrogen, total carbon and heavy metals.

The improvement of those systematically tested characteristics of the marine ecosystem of the Inner Saronic Gulf, along with the extended use of the beaches by the citizens of Attica, confirm the effective operation of WWTP's, especially that of Psytalia, since it is the largest of the 3 WWTP's and with a direct effect on the Saronic Gulf.

## Reuse of outflow for industrial use

Part of the treated outflow from the Wastewater Treatment Plants (in Psyttalia and Metamorphosis) is used within our facilities as industrial water. The following chart shows the daily quantity of treated outflow used per WWTP (in Psyttalia and Metamorphosis).

This quantity is used solely within EYDAP's facilities and at the time is not available to third parties.

Daily quantity of treated outflow used per WWTP  
(in Psyttalia and Metamorphosis)

	Psyttalia Water Treatment Plant	Metamorphosis Water Treatment Plant
Industrial water (m <sup>3</sup> /d)	15,000	2,000

## 6.2 Environmental Compliance

Why is it material?



GRI 103-1

Environmental compliance constitutes for EYDAP an essential factor of Sustainable Development, contributing at the same time to the achievement of Sustainable Development Goal 16 "Peace, Justice and Strong Institutions" as set by the United Nations. Environmental compliance is of high-priority to the Company's stakeholders, as shown by the Materiality Analysis, conducted in early 2017. More specifically, environmental compliance is based on the procedures adopted regarding environmental licensing and involves the following issues:

- **Environmental Licensing of Installations and Activities.**
- **Compliance with Environmental Terms & Conditions.**
- **Control System for ensuring Compliance with Environmental Terms.**

How do we manage it?

GRI 103-2, GRI 102-11

EYDAP is committed to supporting and encouraging:

- **a preventive approach towards environmental challenges**
- **initiatives towards the promotion of environmental responsibility**
- **development and dissemination of environment-friendly technologies.**

The implementation of the principles of prevention and protection in EYDAP's works and activities is applied through studies on environmental impact assessment and by monitoring the operation of the treatment facilities. The collection of household waste is done with continuous on the spot samples and operation controls done on real time.

Where and when it is required, a risk analysis is being carried out.

Furthermore, the Company is researching and developing environmental technologies in the fields of water and sewage treatment and in collaboration with national and European research institutions.

In accordance to the principles of prevention and protection, the Company systematically evaluates possible environmental impacts of its activities. The approved environmental conditions (by ministerial decisions) define the necessary measures, conditions and restrictions which ensure that the Company's works/activities or installations will operate within the principles of Sustainable Development.

This procedure, which aims at evaluating timely the environmental impacts when planning the Company's operations, includes the Drawing Up of Environmental Impact Assessments (EIAs), the Consultation with competent bodies and the public, the Integration of compliance with the terms conditions set for the construction and operation of the project and finally the Monitoring of the compliance with the Environmental Terms.

Through this procedure environmental policies are being incorporated into the drawing up of the projects, as articulated in current national and European legislation and international Conventions and specifications in the field of environmental protection and Sustainable Development. Additional Company rules and specifications can

be incorporated into the initial planning phases of the projects regarding the environmental licensing procedure; since in this preliminary phase the following phases of the technical studies are defined. Company policies implemented by EYDAP within the framework of environmental compliance (in brief):

- **Drawing up Environmental Impact Assessments for its works and operations**
- **Appointment, in our facilities, of a person responsible for the compliance with environmental conditions**
- **In works sites, responsible for the compliance with environmental conditions is the supervisor of the project and the managing department**
- **Establishing an Environmental Directorate and a Geological and Environmental Office with corresponding responsibilities**

How do we evaluate our approach?

GRI 103-3, GRI 307-1

The Company is in full compliance with the environmental legislation and adopts approved environmental conditions for the whole of its facilities (Wastewater Treatment Plants and Water Treatment Plants).

There are Approval Decisions of Environmental Terms for each and every Wastewater Treatment Plant and Water Treatment Plant. Furthermore, the relevant procedure of environmental licensing is being followed for every new project or modification of existing one.

**Compliance with environmental legislation and regulations**

**During the reference period there was not one incident of non-compliance with the environmental legislation and regulations.**

**6.3 Solid Waste Management (Circular Economy)**

Why is it material?



GRI 103-1

The process of wastewater treatment produces solid waste that essentially consists of sewage pre-processing byproducts and sludge. This is non-hazardous waste, and its responsible management and disposal, taking seriously into account the particularly high annual quantities produced, is of utmost importance to EYDAP and its stakeholders, as for example to the communities surrounding the Wastewater Treatment Plant in Psytalia.

EYDAP, in its effort to contribute to the responsible management of recyclable material and with the aim to actively participate in the global effort to recover secondary raw materials and reintroduce them to the economic circle, is promoting the collection and recycling of paper and batteries.

Through the responsible management of solid waste and the implementation of circular economy practices, the Company contributes to the achievement of UN's Sustainable Development Goals, more specifically goals: 3 "Good Health and Well-Being", 7 "Affordable and Clean Energy", 12 "Responsible Consumption and Production" and 15 "Life on Land".

How do we manage it?

GRI 103-2

Solid waste, produced during the stage of sewage pretreatment (screening, sand, heavy solids) as well as primary sludge (screening of thin screen sludge) are sent to sanitary landfills. Sludge produced during sewage treatment is being dehydrated and consequently dried. The Wastewater Treatment Plant in Psytalia is the place where dehydrated sludge from all three Wastewater Treatment Plants is being collected and dried.

**This dried product is being used in the form of solid fuel in cement industry as alternative fuel, thus applying a technologically modern, environmentally acceptable and Sustainable solution.**

During the treatment of the sludge in both Psyttalia and Metamorphosis Wastewater Treatment Plants, biogas is being produced. This is used for the production of energy; more specifically at Psyttalia the biogas produced is consumed in-house, whereas our plant in Metamorphosis utilizes the 70% of the quantity produced.

As for the recycling of materials, paper is being gathered in situ and collected by recycling companies. Empty batteries are gathered and given to AFIS.

### How do we evaluate our approach?

GRI 103-3, GRI 306-2

Average daily production of screenings per Wastewater Treatment Plant (Psyttalia, Metamorphosis, Thrasio).

Screenings and other (tn/d)			
	Psyttalia WWTP	Metamorphosis WWTP	Thrasio WWTP
2016	22	2.3	0.05
Total (Screenings sent to sanitary landfill) tn/y: 8,887.75			

*Average total daily production of solid waste in the three Wastewater Treatment Plants (Psyttalia, Metamorphosis, Thrasio) is 115 tn.*

Reused Dry Sludge (Solid fuel for cement manufacturing) tn/y 2016
41,975

*During 2016, 100% of dried sludge produced was used by cement industry as alternative fuel.*

Average Daily Quantity of Biogas Produced per WWTP		
	Psyttalia WWTP	Metamorphosis WWTP
Biogas Production N <sup>m3</sup> /y	28,299,065	949,000
Total (2016)	29,248,065	

*Biogas utilization, after sludge treatment, for energy production:*

*Chart shows the average daily production of biogas produced per Wastewater Treatment Plant (Psyttalia and Metamorphosis).*

Index-Sustainable Energy Management- Energy Production from Alternative Sources (biogas-fired)	
Total Electric energy produced from Biogas in WWTPs (MWh/y)	19,112,730
Total thermal energy produced from Biogas in WWTPs (MWh/y)	102,938
Total (MWh/y)	19,215,668

Materials Recycled Annually (2016)	
Paper	25 tones
Batteries	300kg

## 6.4 Energy saving

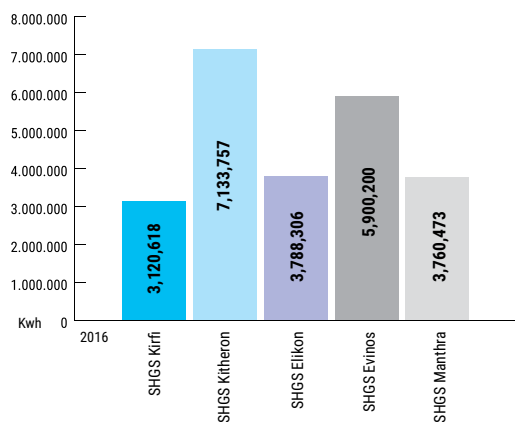
### Energy production from renewable and alternative sources

EYDAP, in the context of making full use of renewable and alternative sources of energy and aiming at improving its energy balance, has utilized Small Hydroelectric Generating Stations in its aqueducts and Thermal and Electric Energy Coproducing

Systems utilizing the Biogas produced during sludge treatment in Wastewater Treatment Plants (as described above).

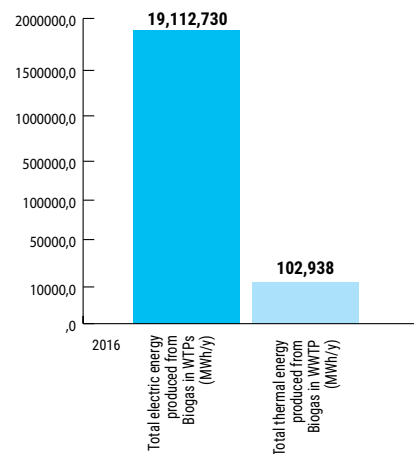
Furthermore, as EYDAP is aiming at reducing its energy output in its facilities and buildings it has introduced energy saving measures. The total energy production from Small Hydroelectric Generating Stations (SHGS) in EYDAP's aqueducts has reached 23,70,354 Kwh/per annum.

Index- Sustainable Energy Management. Energy production from renewable sources. Energy produced in Small Hydroelectric Generating Stations (SHGS).\*



Total energy produced in SHGSs along the channel: **23,703,354 Kwh**

Index- Sustainable energy management. Energy production from alternative sources (biogas firing)



Total energy produced from firing biogas **19,215,668 MWh/y**

Utilizing Biogas from WWTPs and Energy production in Small Hydroelectric Generating Stations is contributing to the achievement of the National Target, increase of energy production from Renewable Sources, and in at the same time to the improvement of the EYDAP's energy balance.

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