

Sustainable Development



Our vision is to be the most reliable company in the management of the water cycle, always oriented towards people and the environment.

Evinos Reservoir





Contents

Higher Management Message
About the Report
EYDAP SA Awards
SDGs
Major Events 2021
Significant Events after the end of the fiscal year 2021
Value Chain

6

7

10

12

14

16

19

20

22

24

27

31

38

44

46

48

57

59

60 62

68

70

74

80

88

About EYDAP Group

Profile of EYDAP SA Group	
EYDAP SA area of competence	
EYDAP NISON-DEVELOPMENT SA	
Corporate Governance	
Financial Performance & Development	
Participations & Recognition	

Materiality Analysis for Sustainable Development

Dialogue with stakeholders	
Materiality analysis	
Linking substantive issues to the SDGs	

Environment

1. Sustainable management of natural resources / water supply resources
2. Protection of Biodiversity
3. Marine ecosystem protection
4. Measurement, monitoring
mitigation of Greenhouse Gas & other gases
5. Energy Conservation
6. Circular Economy -Liquid and solid waste management

Society (S) 94 1. Access to clean water, supply & water supply coverage 98 2. Reliable water supply network 108 3. Health & safety of customers & end consumers 116 3.1 Water supply quality 116 3.2 Sewerage network of EYDAP - East Attica projects 128 4. Building/strengthening a solid relationship of trust 154 with customers and end users 5. Affordable tariff & secure customer service 160 6. Labour issues & respect for human rights 170 6.1 Protection of labour rights - respect for diversity 170 6.2 Ensuring workers' health & safety 174 6.3 Human resources 184 6.4 Training & Education 192 7. Corporate responsibility - Supporting the local community -198

Environmental Awareness	
8. Cultural heritage management - EYDAP SA Historical Archive	208

G Governance (G) 212 1. Corporate governance & business ethics & integrity practices 214 2. Digital Transformation 224 3. Personal data protection 230 4. Supply chain 232 Notifications related to Article 8 of the Regulation 240 Classification (EU TAXONOMY) **GRI tables of contents** 244 Table of contents based on the Athens Stock Exchange Guide 249 Table of contents based on the SASB Standard 261 (Water Utility & Services) Independent Auditor's Limited Assurance Report 265

Message from the Management

Ladies and Gentlemen, Dear friends,

It is with pleasure and pride that we present another Sustainable Development Report, which records everything we have achieved, through collective effort, to protect the environment, to provide added value to society, to incorporate the principles of good corporate governance and to develop the Company in 2021.

Today, everyone knows that sustainable development practices are much more than a means to achieve a positive corporate image. It is the indisputable prerequisite for the balanced development of companies.

This finding comes as no surprise to us. All of us at EYDAP are working for a demanding present and to ensure a dynamic future, incorporating the principles and objectives of Sustainable Development in our daily lives, with a commitment to our Company's strategic trifecta: Safety, Efficiency and Growth.

Our joint effort is aimed at implementing the principles of the circular economy. A challenge we face with conviction, consistency and perseverance. We are moving on multiple levels, based on the Strategy we have set out. We are expanding our activities while upgrading our facilities using innovative and holistic solutions. A permanent, measurable and achievable objective is to reduce our environmental footprint, actively participating in the national and European effort.

The pandemic, the natural disasters, the energy crisis and geopolitical developments create new challenges for the Company. However, even these unexpected developments do not change the path we are following.

Every year we improve our carbon footprint, upgrade our services, evolve, design and implement projects based on the circular economy and climate change, invest in innovation and digital transformation, promote employee health and safety, and offer more to society.

In this report, everything we do for the environment, society, employees and all our stakeholders has been presented based on Greek and internationally recognized standards. These are numerous and impressive, but we are confident that everything we present in this lengthy report is inferior to what will be included in the next one. This is a promise, but more importantly a goal that we have achieved in the past and we are doing what is necessary to honor it in the years to come.

We therefore continue to develop in terms of sustainability with the same strength, commitment and will, which for all of us is now the way to manage the complex reality, the only one we know.

The President of the Board	The Chief Executive Officer	The Deputy Chief Executive Officer
Dora Vargarigou	Haris Sachinis	Anastasios Tosios

About the Report

The Sustainable Development Report of the Water Supply and Sewerage Company of the Capitol SA, with the distinctive title EYDAP SA (hereinafter referred to for short as the «Company» or «EYDAP»), issued on an annual basis, includes a review of its economic, social and environmental performance (ESGs) for 2021, with a reporting period from 1 January 2021 to 31 December 2021.

The Report has been prepared in accordance with the guidelines of the international sustainability reporting initiative of the Global Reporting Initiative organization (GRI in accordance, Core option), in order to meet the needs and expectations of EYDAP's stakeholders and to present how the Company manages its most material impacts in the context of Sustainable Development.

The Company's impacts were assessed against the United Nations Global Sustainable Development Goals at a national scale. In 2021, the Company, as part of the Sustainable Development Strategy Formulation Project, implemented a materiality analysis to identify the issues important to the Company's Sustainability. The analysis of the process is available in Section 2 of this Report. The material issues determined the content of this year's Report, as defined by international standards and initiatives.

In addition to the «Core» GRI level guidelines, the Report is aligned with the principles of the Sustainability Accounting Standards Board (SASB) and specifically with the material topics of the Water Utility and Services sector and the Athens Stock Exchange Guide («ESG Indicators of the Athens Stock Exchange») for the disclosure of non-financial information. On pages 244- 266 are the Tables of Contents of the Standards with the relevant references in the Report.

EYDAP recognizes the importance of external assurance of the Sustainability Report 2021 and aiming at transparency and enhancing the reliability of the information presented, has commissioned Grant Thornton Greece to externally verify selected elements of the Report. The Independent Auditor's Limited Assurance Report for the Annual Sustainable Development Report of EYDAP can be found on pages 265-266.

Tell us what you think

In order to keep all of our stakeholders informed, we encourage any comments or observations that may help in our efforts for continuous improvement. Contact details are available below:

Iro Aggeli

Supervisor Corporate Responsibility & Sustainability Service Tel: +30 210 7495412 aage@eydap.gr

Secretariat:

Tel: +30 210 7495420

EYDAP supplies the region of Attica with one of the highest quality waters in Europe



99.846% for water quality

EYDAP

Annual International Assessment of Water Supply Companies European Benchmarking Cooperation 2021/

10 (Excellent)

for Athens Drinking Water Quality

Urban Water for Europe 2017 issued by the European Union

723,957 m³ of wastewater/day treatment at WWTPs

95% Free of its pollutant load return to the environment

1,081,334.49 m³/day of drinking water on average

394,687,089 m³ annual drinking water distribution

33.14% are graduates of higher education institutions

54.44% of employees who hold a position of responsibility are women 2,326 permanent employees **30.7%** Women

34.54%

of employees without a position of responsibility are women

Our people with specialized experience and excellent training operate decisively in the work of EYDAP, contributing significantly to the Company's growth trajectory.

EYDAP SA Awards



Third prize in the category "Best Public Company"

was awarded to EYDAP at the 19th edition of the CHRIMA 2021 Business Awards, organized by Ethos Events, Ethos Group, and the investment and financial magazine CHRIMA.

Superbrands Greece 2021-2022 awards

EYDAP's brand was awarded as a **super brand** in the international institution of "Superbrands Greece 2021-2022", in the **Energy - Recycling category**, confirming the values that characterize EYDAP: Reliability - consumer trust - quality holistic approach to water management corporate social responsibility.

CR INDEX Award

EYDAP was awarded with the Bronze distinction and a commendation for the "Environment"

by the Corporate Responsibility Institute, for the implementation of effective Sustainable Development practices and the integration of ESG criteria in its operations, according to the National CR Index and CRI Pass.

Hellenic Responsible Business Awards

EYDAP received the Bronze Award at the Hellenic Responsible Business Awards for the Corporate Responsibility Report.

The award ceremony took place at the Hellenic Cosmos Cultural Centre under the auspices of the Ministry of Development and Investment, the Ministry of Environment and Energy and SEV, as well as with broad institutional honorary support.

EYDAP / Sustainability Report 202

EYDAP is the largest company in Greece in the water market

Our mission

is to provide quality and cheap drinking water to more and more citizens and to return it back to the environment clean, through the efficient management of all available resources, with social sensitivity and with a view to our contribution to social welfare.

Our strategy

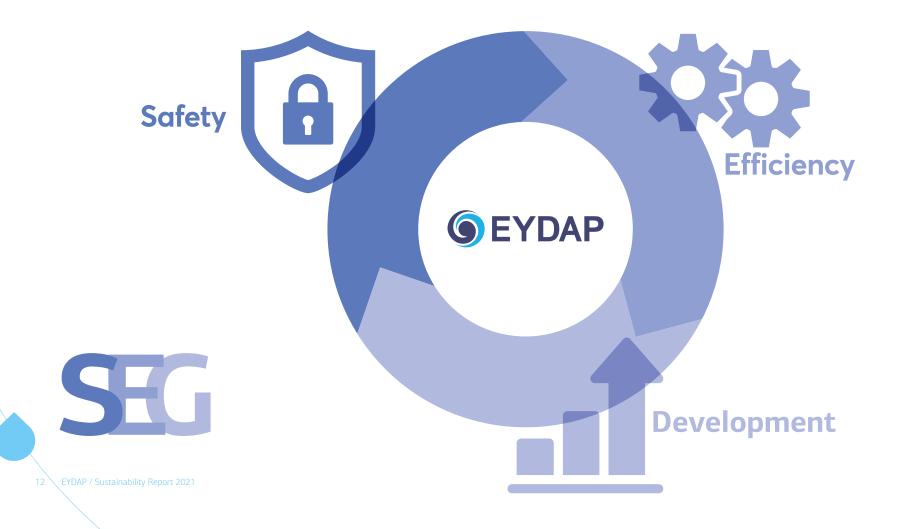
is based on achieving balanced and sustainable development for the benefit of society as a whole, our customers, employees, shareholders and the environment.

The Company's objectives

are to transform itself into a more efficient organisation, to use water resources efficiently, to ensure the sustainability of its investments, to enhance its market value, to achieve a reasonable return on invested capital, to attract new investors, to ensure a fair and dynamic working environment, to create new jobs, and to provide added value to society by improving the level of services we offer and by developing new water supply & sewerage networks.

Sustainable Development & Strategic Pillars EYDAP

The dynamic triptych Safety - Efficiency - Growth defines the strategic pillars of the Company with emphasis on Sustainable Development, sustainable water management and the implementation of responsible environmental practices for the benefit of customers, society, shareholders and the environment.



Strategic Priorities

 6 SELANDER V
 7 ATTENDED V
 11 SECONDUCTS V
 12 SECONDUCTS V

 13 SECOND
 14 SECONDUCTS V
 15 USE

2	1 ^{NO} MERTY Ř¥ŘŘŤŤŤŤ	3 GOOD HEALTH AND WELL-BEING		6 CLEAN WATER AND SAMTATION	8 BECENT WORK AND ECONDAC GROWTH
	9 Inclustery Information Autometastructure			12 ESSOUSELE CONSUMPTION AND PRODUCTEON	13 CLIMATE
	14 BELOW WATER	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTINERSHIPS FOR THE GOALS		



Security	Protecting the quality of water resources Habitat & Biodiversity Protection	Strengthening resilience to drought Ensuring water quality along the transmission & distribution system Enhancing resilience in water cycle management Strengthening operational resilience & cyber security Security at work Process safety Health and wellness	Risk management in operations Compliance - Implementation of all quality & operational Standards Regulatory Compliance
\$ \$ Efficiency	Minimize CO2 emissions & achieve a zero carbon footprint Circular Economy & resource recovery maximization Efficient demand management & leakage reduction	Leveraging technology & innovation High customer service with a focus on digital transformation Providing services at a fair price, optimizing financial mechanisms Facility maintenance	Continuous improvement in operational policies, practices & processes Seeking the most efficient & sustainable ways to finance projects Reduction of unpaid bills
Development		Returning value to society Supporting local growth Adoption of the good neighbour principle Fostering a culture of innovation Attracting & developing new talent Developing a new generation of employees & managers	Developing new activities Expanding our customer base within our area of responsibility Implementing a new model of cooperation with municipalities outside our area of responsibility Creating new alliances Entering new markets & return on investment

Major events in 2021

Signing of a contract with the Greek State

On 24 December 2021, the Extraordinary General Meeting of the Shareholders of EYDAP took place, which, with a 99.96% positive vote, ratified the decision of the Board of Directors for the signing of the contract with the Greek State, which specifies

- the terms of renewal of the exclusive right to provide water supply and sewerage services granted to E.Y.D.A.P. S.A. until 31.12.2040
- the mutual arrears of EYDAP SA and the Greek State
- the terms of the contract for the operation and maintenance of the External Water Supply System (EWS) for three (3) years.

With the ratification of the agreement between EYDAP and the Greek State, the price of the sale of untreated water from the Greek State to EYDAP for the next 20 years is set at a price approximately 40% lower than the previous price for the period 2004 - 2013.

Setting a fair and reasonable price for the untreated water for the next 20 years is a key factor for the Company's business plan and now provides a stable pricing environment for its consumers and a clear picture for investors who want to support the Company in its challenging investment plan and transformation.

The signing of the new contract with the Greek State, which has retroactive effect from 1/1/2021, places the Company in a new regulatory framework under Common Ministerial Decision 135275/2017, Government Gazette 1751/B/22-5-2017 «Approval of general rules for costing and pricing of water services. Method and procedures for the recovery of costs of water services in its various uses».

By letter, the Ministry of Environment and Energy, as the competent authority for the implementation of the general rules for costing and pricing of water services, notified the Company that an independent regulatory authority will be established for this purpose. This is an important reform with a timeframe for the adoption of the relevant legislative framework by the end of 2022. The operation of the Authority will be based on Directive 2000/60/EC, as incorporated into national legislation.

All relevant documents (draft contracts, draft opinions, reports of opinions, CMDs) are available on the corporate website <u>www.eydap.gr</u>

Immediate Response to water supply problems due to fires

EYDAP responded immediately to the problems caused by the August fires in areas of Attica. The temporary water supply issues (pressure drop) in the municipalities of North and East Attica were exclusively due to power supply issues, which the Company addressed by putting into operation back-up supply systems.

Final solution to the distribution of bills

In 2021, the dispatch of water and sewerage bills to consumers was suspended for a period of 5 months, as a result of the long-running legal dispute between the candidate postal service providers during the tender process for the award of the project on behalf of EYDAP. During this period, the Company did not interrupt the water supply and ensured that no surcharges were imposed. Consumers were able to receive an electronic bill (ebill) via email or sms, by registering in the eEYDAP online store, through www.eydap.gr

The contract between EYDAP and ELTA was signed in December 2021 with a term of 2 years.

Debt Management

EYDAP, recognizing the inconvenience caused to the consumers by the delay in the delivery of bills, extended the period for the payment of bills. The Company was able to respond successfully both in terms of communication and collection, resulting in the normalization of collections.

East Attica Projects

The Company further enhanced its efforts to advance the major holistic wastewater management projects in East Attica and to increase the absorption of investments that will put the Company on a path of dynamic growth.

Transformation projects

The Company continued its transformation process by completing 5 optimization projects in key operational areas: information systems, Procurement, Human Resources management, Digital Services to Customers.

Staffing of the new Organizational Structure

As part of the development of a full Strategic Plan for its human resources, the Company has made a change in its organizational structure, which was implemented as of April 1, 2021. The staffing of the organizational structure was carried out through internal calls and transparent procedures and is expected to be completed in 2022.

Entry into the new ESG index of the Athens Stock Exchange and the SASB standard

The non-financial report was aligned for the first time with the Athens Stock Exchange Guide and the Sustainability Accounting Standards Board (SASB) standard, in particular with the material issues of the Water Utility and Services sector. The overall coverage of SASB requirements was of 79%.

Significant events after the end of the fiscal year 2021

Geopolitical crisis in Ukraine

The current geopolitical crisis in Ukraine has brought significant uncertainty to the economic environment on a national, European and global level. EYDAP is not directly exposed to these regions and therefore there is no direct impact on its operations. EYDAP's management is taking the necessary measures to minimise any potential impact (increase in energy prices, increase in consumer debt - increase in operational budget) and is monitoring developments by taking all necessary measures.

PPP tender for the Operation, Maintenance, Repair and Rehabilitation of the External Water Supply System (EWS) Assets

Based on documented studies by EYDAP's services and the opinion of an external legal advisor, EYDAP's participation in the relevant tender is only feasible if the Company's founding law is amended, which was made long before the implementation of Public-Private Partnerships (PPPs) and therefore did not provide for the possibility of EYDAP to participate in PPPs outside the Region of Attica, where it operates.

The amendment of the founding law was not made by the deadline for submission of the expression of interest file on 20/1/2022, despite the Company's actions in this regard, and therefore, EYDAP cannot participate in the first phase of the above tender.

EYDAP will continue to operate and maintain the External Water Supply System for 3 years until the expiration of the relevant contract, as it has been doing successfully for the last 40 years, providing uninterrupted quality and affordable water in Attica, through its accumulated know-how and experience.

Decisions of the State Council of Greece

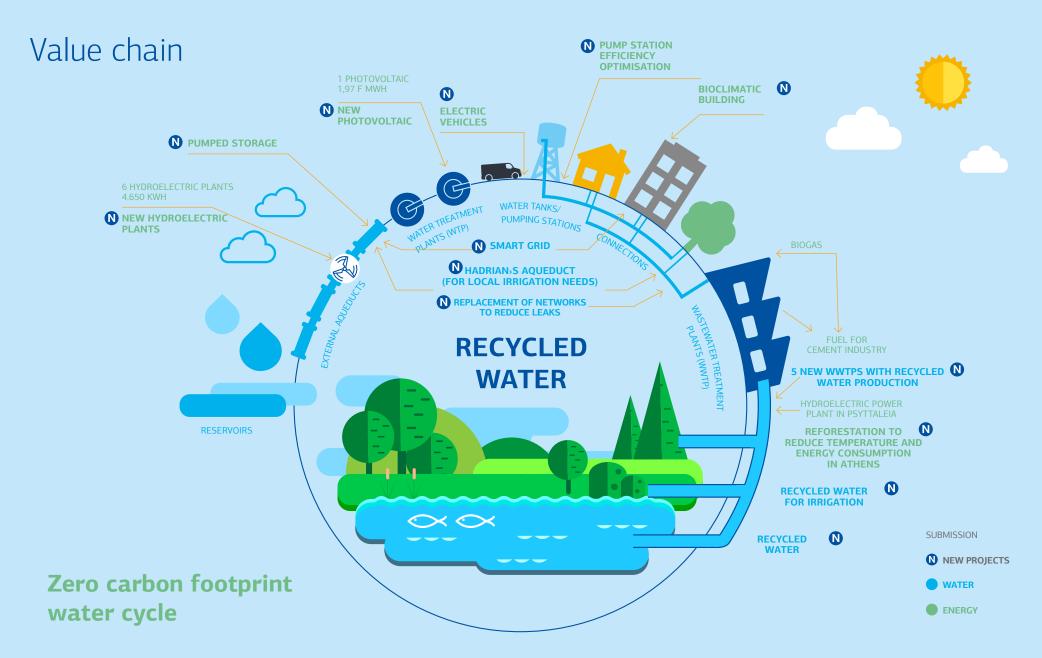
On 4 February 2022, the decisions of the Plenary of the State Council of Greece No. 190-1/2022 were published, in which the transfer of the majority of the share capital of EYDAP SA and EYATH SA to the Hellenic Holding and Property Company by Law 4389/2016 was deemed unconstitutional. The Hellenic Holding and Property Company holds direct voting rights for 50.003% of the share capital of EYDAP and indirect voting rights for 11.33% of the share capital through the Hellenic Republic Asset Development Fund. The Greek State's compliance with the recent decisions of the State Council of Greece on EYDAP SA and EYATH SA was based on the law of 28.7.2022.







of **EYDAP**



About EYDAP Group

EYDAP SA Group Profile	22
Area of Competence	24
EYDAP NISON DEVELOPMENT COMPANY	27
Corporate Governance	31
Financial Performance & Development	38
Participations & Recognition	44



Greece's largest company in the water market

Supplies Attica with one of the **highest quality waters** in Europe

Serves >40% of the country's total population

EYDAP / Sustainability Report 2021 21

Profile of EYDAP SA Group

The "Water Supply and Sewerage Company of the Capital" (" EYDAP ", or " Company ") is the largest company in Greece operating in the distribution and management of water, as well as in the provision of sewerage and wastewater treatment services.

EYDAP supplies Attica with some of the highest quality water in Europe. The main water sources and the reservoirs used are located in pristine areas, free from agricultural and industrial activity, so that the Greek capital is supplied with excellent quality water, while its transport is done naturally by gravity, with low energy consumption.

Wastewater is managed through the design and implementation of an integrated treatment system in Wastewater Treatment Plants, particularly important for the protection of the environment.

The responsibility for the drainage of rainwater and flood protection in the areas under the jurisdiction of EYDAP, under Law 2744/1999, was transferred to the then Ministry of Public Works, and today, in accordance with current legislation, the Region and the local authorities are responsible for the design, construction and maintenance of rainwater drainage and flood protection works in general, as well as for the cleaning of drainage systems.

The Water Supply and Sewerage Company of the Capital was founded in 1980 by Law 1068 'on the establishment of a single body for water supply and sewerage in the Capital' following the merger of the Greek Water Company of the Cities of Athens - Piraeus and its environs (E.E.Y.) and the Sewerage Organization of the Capital (O.A.P.). The headquarters of the Company are located at 156 Oropou Street, Galatsi, Attica.

In 1999, by Law 2744 'Regulation of the issues of the Capital Water Supply and Sewerage Company and other provisions', EYDAP was transformed into its present legal form, as the main assets of the Company were absorbed by the Asset Company EYDAP N.P.D.D., remaining in the ownership of the State. The Asset Company owns the dams, reservoirs, external aqueducts and pumping stations as well as other facilities that ensure the safe transport of water to EYDAP's facilities, where it is processed for drinking water.

In January 2000, the Company was listed on the Athens Stock Exchange.

EYDAP continues to operate and maintain the existing External Water Supply System (EWS) structures on behalf of the Asset Company until the expiration of the current contract.

EYDAP retains the exclusive right to provide water supply and sewerage services in the area under its jurisdiction until 2040.

Corporate law

In terms of corporate law, EYDAP is currently governed by the provisions of the Law on limited liability companies 4548/2018 and the Law on corporate governance 4706/2020.

Pricing policy

The pricing policy of EYDAP is applied through the implementation of the general rules of costing and pricing of water services provided for in article one hundred and fourteenth of Law no. 4812/2021, according to which «The validity of the tariffs of E.YD.A.P. S.A. for the provision of water services offered to its consumers, which have been approved by the joint decision of the Ministers of Finance, Transport and Networks and Environment, Energy and Climate Change (B` 3188) under D6/2027/16.12.2013, for the period from 1.1.2019 and until the approval of the new tariffs under the new contract, according to par. 2.».

With a sense of responsibility towards millions of consumers and with continuous investments in technology and training of its human resources, EYDAP ensures every day that the tap water has an affordable tariff and is one of the cleanest in Europe.

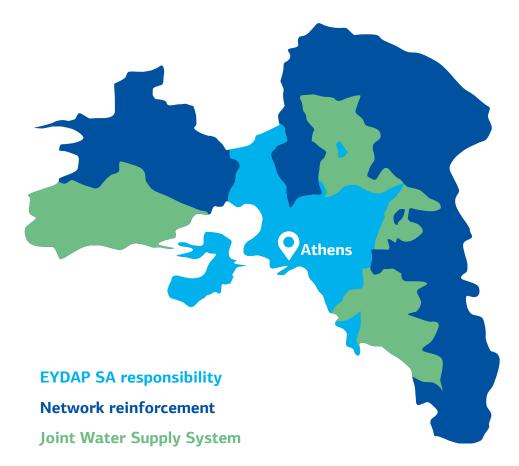
Research and Development is undoubtedly one of the areas of critical importance for the evolution, modernization and growth of a modern large company like EYDAP.

EYDAP SA area of competence

EYDAP is supplied with raw water by the Greek State, which in turn is obliged to provide sufficient quantities of untreated water to the Company in order to meet the water supply requirements in its area of competence, as further analysed in the respective section.

The area of competence of EYDAP SA was defined as the metropolitan area of the capital, as stipulated in its founding Law 1068/1980. At the same time, under Law 2744/1999, EYDAP SA has the exclusive right to provide water supply and sewerage services in the geographical area of its jurisdiction. This right is inalienable and non-transferable. The duration of this right, which is valid for 20 years, as well as its renewal, is regulated by the new Contract concluded between the Greek State, EYDAP Asset Company and EYDAP SA. This Contract was signed in February 2022 and is valid until 31.12.2040. Recently, article 68 of Law 4313/17-12- 2014 amended article 8 of Law 4313/17-12- 2014. 2744/1999 and the area of activity of EYDAP SA was extended to all the municipalities of the Region of Attica, as defined in subsection i of paragraph 3 of article 3 of Law No. 3852/2010 except the Municipalities of Aegina, Trizinia, Kythira, Agistri, Spetses, Hydra and Poros, of the Regional Unit of the Islands of the Region of Attica.

The area of responsibility of EYDAP SA covers the administrative boundaries of the following Municipalities and Municipal Units, which it supplies with water either directly or with special supplies:





Municipalities and Municipal Units within EYDAP SA's Area of Competence

Direct water supply from EYDAP SA

- Ag. Anargiri Kamatero
- Ag. Varvara
- Ag. Dimitrios
- Ag. Paraskevi
- Athens
- Egaleo
- Alimos
- Amarousion
- Aspropyrgos
- Voula (Voula-Vari-Vouliagmeni municipality)
- Vyron
- Galatsi
- Dafni-Ymittos
- Elefsis
- Elinikon-Argyroupolis
- Zefyri (Fili municipality)
- Zografos
- Helioupolis
- Herakleion
- Thrakomacedones (Acharnai municipality)
- Ilion
- Kaisariani
- Kallithea
- Keratsini-Drapetsona
- Korydalos
- Lykovrisi-Pefki
- Metamorfosis
- Moschato-Tavros
- N. Ionia
- N. Smyrni
- Nikea-Ag. I. Rentis

- Papagos-Cholargos
- Pireas
- Penteli
- Perama
- Peristeri
- Petroupolis
- P. Faliron
- Salamis
- Filadelfia-Chalkidona
- Filothei-Psychiko
- Chaidari
- Chalandri

Water supply through municipal network support (*)

- Ano Liosia, Fyli (Fyli municipality)
- Vrilyssia
- Dionysos, Anoixi, Ag Stefanos, Kryoneri, Stamata, Drosia, Rodopolis (Dionysos municipality)
- Ekali, N. Erythrea (Kifissia municipality) Keratea, Lavreotiki and Ag. Konstantinos (Lavreotiki municipality)
- Koyvaras, Anavyssos, Palaia Fokea, Saronis (Saronikos municipality)
- Mandra, Vilia, Erythrai, Enoi (Mandra-Edylia municipality, support support from the water supply network of EYDAP SA and from the external aqueduct network of the EYDAP Asset Company through a mail refinery located near the Thiva Regional Control Center).

- Marathon, N. Makri, Varnavas, Grammatiko
- (Marathon municipality)
- Mesogaia Markopoulo
- Paiania (Paiania municipality)
- Rafina-Pikermi
- Spata-Loutsa, Artemis (Spata-Artemis municipality)
- Oropos, Kalamos, Malakasa, Afidnai, Kapandriti, Oropos Markopoulo, Polydendri, Sykamino (Oropos municipality, support from EYDAP SA's water supply network and from EYDAP's Mavrosouvala wells)

Joint Water Supply System (**)

- Anthousa, Gerakas and Palini (Palini municipality)
- Acharnai (Acharnai municipality)
- Vari (Vari-Voula-Vouliagmeni municipality)
- Glyka Nera (Peania municipality)
- Glyfada
- Thorikos Kalyvia (Saronikos municipality)
- Kifissia (Kifissia municipality)
- Kropia
- Megara-N. Peramos (Megara municipality)
- * Areas supplied by EYDAP SA through a municipality without responsibility and participation in the operation of the local network.
- ** Areas with a joint water supply system, i.e. areas where some parts are covered by EYDAP SA and other parts are covered either by a private network or by the responsibility of the local authority.

Municipalities and municipal units outside the area of competence of EYDAP SA

Water supply with or without the participation of EYDAP SA in the operation of the local network

Along the Mornos and Yliki aqueducts there are municipalities and municipal units, located in areas outside EYDAP SA's competence, which are supplied either by EYDAP SA with refined water through installed small water treatment plants, or by EYDAP Asset Company NPDD with untreated water. In both cases, the water supply is provided through special supplies granted to each local authority, without the participation of EYDAP SA in the operation of the local network. EYDAP SA also supplies treated water (transported by ships) through special supplies to the islands of the South Aegean Region and the Regional Unit of the Islands of the Region of Attica. Finally, EYDAP SA supplies untreated water, through special supplies, to a number of important private producers operating in areas along the major water supply aqueducts.

EYDAP SA supplies refined water through small water treatment plants (rapid refineries) and special supplies to municipalities and communities along the Mornos Aqueduct.

In particular:

- The rapid refinery located near Distomo supplies water to Distomo and Steiri, which belong to the Municipality of Distomo - Arachova - Antikyra.
- From the rapid refineries located near Kyriaki and the settlements of Tarsos - Karyotis and Panagia Kalamiotissa, water is supplied to Kyriaki and the settlements of Tarsos, Karyotis and Panagia Kalamiotissa (Zaltsa), which belong to the Municipality of Levadia.
- From the refineries located near the Thiva Regional Control Center and the Municipal Communities of Kaparelli, Lefktra, Elopia, Domvraina and Prodromos, the water is supplied to Plateae, Kaparelli, Melissochori, Ag. Vasilios, Loutoufi, Lefktra, Ellopia, Xeronomi, Domvraina, Thisvi, Prodromos and Saranti Beach, which belong to the Municipality of Thiva.

Supply of untreated water by the EYDAP Asset Company through special supplies with the technical and operational support of EYDAP SA, and its subsequent treatment through local water treatment plants operated by the competent local authorities

In particular:

- Amfissa and Desfina are supplied with water by the Municipality of Delphi
- The Municipality of Thiva supplies water to Thiva and Thisvi.
- The Municipality of Tanagra supplies water to Tanagra, Oinofita, Schimatari and Agios Thomas.
- The Municipality of Chalkida supplies water to Avlida.

Water supply by EYDAP SA with treated water, through special supplies, islands of the Regional Unit of Islands of the Region of Attica and the Region of South Aegean

In the Municipalities of **Aegina** and **Agistri**, EYDAP SA provides treated water through special supplies, without the participation of EYDAP SA in the operation of the local water supply networks.

Also EYDAP SA provides treated water, which is transported by ships, through special supplies installed in the port of Lavrio, to the islands of the **South Aegean Region (Cyclades etc.).**

Law 2744/99 and the recent amendment of article 8 of the same law provides the possibility to expand the activities of EYDAP SA to other areas outside the areas stipulated in paragraph 1 of the amended article 8 of the law. 2744/1999.

A prerequisite for any attempted expansion of activities is that EYDAP SA must examine and ensure, on the one hand, the reasonable return on investment and, on the other hand, the possibility of financing the Company with own or private funds for the proper fulfilment of its obligations. The adoption of Law 4053/2012, under which EYDAP SA may provide the full range of services defined in Law 2744/1999 outside the area of the Company's jurisdiction, through subsidiaries and through the conclusion of programmatic contracts with local authorities, forms a new development framework for the Company, expanding the market in which it can operate and develop.

In order to ensure the water supply of the metropolitan area of the Capital, as mentioned above, EYDAP SA procures raw water from the State, which has agreed to secure it from appropriate sources and deliver it to EYDAP SA.

EYDAP NISON DEVELOPMENT SA

In July 2011 the company «EYDAP NISON S.A.» was established in which EYDAP SA holds 100% of the share capital. The purpose of the Company is to provide water supply and sewerage services as well as a number of activities related to the above, in the area outside EYDAP S.A.'s competence, through the utilization of the know-how, specialized personnel and modern tools available to EYDAP S.A.

The Board of Directors appointed in July 2019, with a term of office until 26/05/2022, is composed of the following members:

of the Board and CEO

Charalambos Sahinis	Chairman
Anastasios Tosios Member	Member
Konstantinos Vougiouklakis	Member
Georgios Karagiannis	Member
Petros Matsoukis	Member

In the context of the Company's goals and objectives, in 2021:

- In May 2021, a contract was signed with the Municipality of Heroic Kasos Island for the provision of technical support for water supply projects and services of the Municipality for one year.
- Proposals for cooperation have been made to Naxos Island, Lefkada Island and the Municipality of Kefalonia, while discussions are ongoing with the Municipality of Agrafa and the Municipality of Rethymno.

Due to the COVID-19 pandemic, Municipalities and Communities in 2021 have suspended a large proportion of activities related to water and sanitation projects.

EYDAP SA and EYDAP NISON SA delivered

in October 2021 to the earthquake-affected Municipality of Archanes-Asterousia materials for the restoration of the damages incurred in the water supply and sewerage networks

Corporate policy for COVID-19

Since the beginning of the pandemic, EYDAP has been monitoring the developments, assessing the risks and taking the necessary actions in order to continue its uninterrupted operation, the service of its customers and the protection of its human resources.

With a view to its corporate social responsibility:

- Harmonized from the beginning its operation with the specific health protocols of the National Public Health Organization and the regulatory provisions (Legislative Content Acts, Instructions, etc.) of the Greek State.
- immediately set up a Special Crisis Management Unit for Covid-19
- appointed an Internal Covid-19 Coordinator, responsible for the coordination of actions in case of an outbreak in the Company,
- provided all departments and facilities with personal protective equipment (antiseptic, masks, gloves),
- implemented, where possible, remote and rotational working
- applied regular disinfection and emergency disinfection in all workplaces whenever an outbreak occurred,
- encouraged online transactions for customers, drastically reducing attendance at the Regional Centers,
- created new online channels for communication and satisfaction of customer requests
- signed contracts with private diagnostic laboratories to screen its employees and their family members to better manage intra-workplace spread.

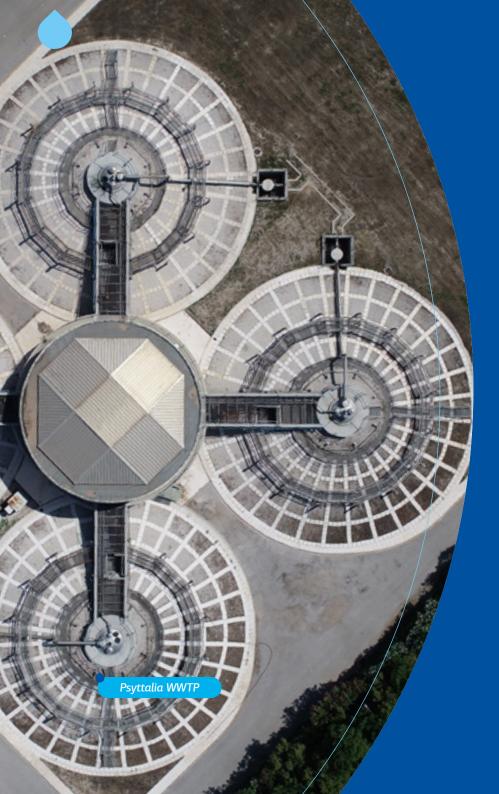
The Company participates in the CovidShield private certification scheme and is committed to a number of actions which constitute the Covid Shield Corporate Policy (posted on the corporate website <u>https://www.eydap.gr/SocialResponsibility/BusinessPractice</u>

For its management system, EYDAP has received certification from the international certification body TUV.

(Detailed reference to this issue in the section *«Health and Safety of Employees*' of the same Report)



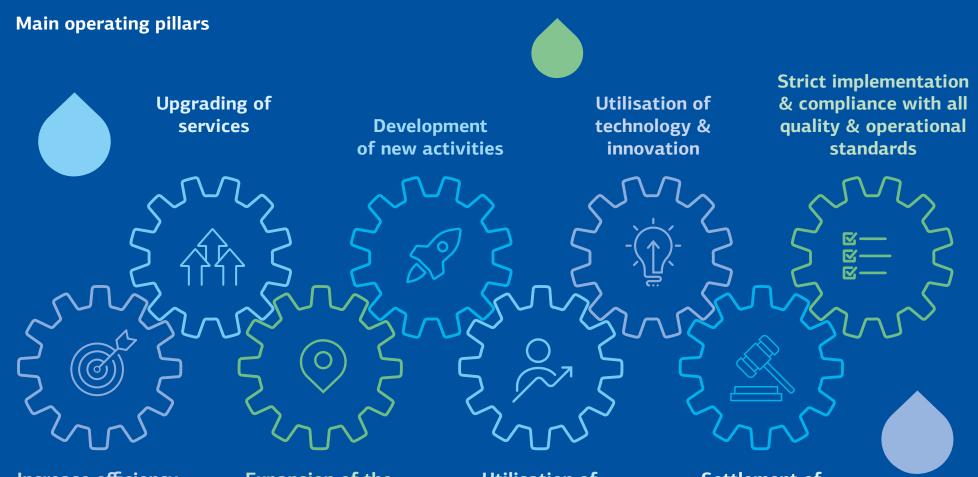
28 EYDAP / Sustainability Report 2021



Corporate objectives and activities of EYDAP

- Provision of water supply & sewerage services, as well as the design, construction, installation, operation, management, maintenance, expansion & upgrade of water supply & sewerage systems.
- Pumping, desalination, treatment, storage, transport, distribution and management of all types of water in order to achieve the above mentioned objectives of the Company.
- Operations & procedures for the collection, transport, storage, treatment, as well as management and disposal of the products of the treatment of waste water.
- Provision of telecommunication, energy and related and other services and their use, where appropriate, provided that the safe and reliable operation of the water supply and sewerage system is not affected, in parallel for other purposes, such as the development of telecommunication and energy activities.
- The study and exploitation of natural resources and water resources, the production and bottling of water and all types of soft drinks and beverages containing water.
- The exploitation of know-how and the provision of technical assistance services. The making of investments related to the aims and object of the Company.
- The maintenance of water meters, the inspection of sewerage networks with a camera, the undertaking of water quality tests of third-party networks in EYDAP's laboratories, the undertaking of online measurement and recording of water quality parameters of water bodies with corresponding services, the parallel reception of meter readings of other utilities,
- The provision of education, training and lifelong learning services. The establishment and operation of technical training schools
- The strengthening of research and technology services with the simultaneous establishment of a cross-sectoral, research centre for the development of innovative solutions for the activities of EYDAP.

In order to achieve its objectives, the Company may form companies or joint ventures or participate in companies or joint ventures within or outside Greece, provide technical or consultancy services to natural or legal persons, etc.



Increase efficiency in EYDAP's operation Expansion of the customer base - Increase of geographical coverage Utilisation of human resources Settlement of the regulatory & contractual framework with the Greek State

EYDAP / Sustainability Report 202

Corporate governance

EYDAP in the framework of its Sustainable Development

- is committed to operating in the light of corporate governance principles throughout its activities
- promote the concept of business ethics in decisionmaking
- is committed to safeguarding the interests of its shareholders and all stakeholders based on relevant domestic legislation, rules and regulations, international developments, on its internal corporate values
- promote corporate recognition and reputation.

Extensive reference is made in the relevant section of this Report, also on the Company's official website <u>www.eydap.gr</u> and in the Annual Report of the Board of Directors accompanying the financial statements, which is also posted on the corporate website. After the completion of a 5-year cycle, in 2021 the «Setting a Strategy for Sustainable Development» was implemented, highlighting the essential issues and our strategic priorities with ESG criteria.

EYDAP / Sustainability Report 2021 /

Sustainable Development Policy

EYDAP adopts and implements a Sustainable Development Policy that is fully aligned with its business strategy, mission, vision and values.

EYDAP's Sustainable Development Policy is the Company's guide to continuous improvement and development and the effective implementation of its Strategic Priorities. The Policy is posted on the Company's official website <u>www.eydap.gr</u>

The Strategy and Innovation Committee of the Board of Directors

- formulates the Company's strategy, setting the Company's strategic priorities and objectives in the context of Sustainable Development.
- informs, analyses, evaluates and advises the Company's Management and its Board of Directors on issues relating to the Company's overall strategy and specifically on strategic issues relating to new technologies and innovation, digital transformation, cybersecurity and sustainability through innovative technologies

The Company organizes periodic targeted training for senior management on Sustainability issues.

The Strategy and Innovation Division ensures the development and implementation of the Company's strategic objectives and the pursuit of new business opportunities.

The evaluation of the Sustainable Development objectives is carried out annually by the Board of Directors within the framework of the annual goal setting approved by the Board of Directors' Remuneration Committee.

Supervision of Sustainable Development

The Board of Directors is responsible for overseeing and managing the Company's Sustainable Development issues as part of the Company's strategic planning. During its meetings, it discusses the objectives related to its sustainable development.

Within the framework of the Sustainability Policy, the Board of Directors identifies in the Annual Management Report the non-financial issues that are deemed essential for the implementation of its strategy, taking into account the requirements of its stakeholders. The Report shall include a reference to the way they are managed and the evaluation of these actions, based on recognised international standards.

General Meeting

The General Meeting of Shareholders is the Company's supreme body and is entitled to decide on any matter concerning the Company.

The powers and procedure of the General Meeting are explained in the Annual Report of the Board of Directors accompanying the financial statements on page 80.

Board of Directors

In accordance with its Articles of Association, EYDAP is governed by the Board of Directors, which is the Company's highest governing body that primarily formulates its strategy and Sustainable Development Policy, and supervises and controls the management of its assets. During its meetings, the objectives and actions related to the Company's Sustainable Development are set and evaluated.

The Board of Directors consists of 13 members, executive, non-executive and independent non-executive members, in accordance with the provisions of Law 4706/2020. The Board of Directors consists of: a) two (2) representatives of the Company's employees elected (with their alternates) by direct and universal election b) two (2) members representing the minority shareholders elected in the manner set forth in article 36 of the Articles of Association c) representatives of the shareholders elected by the General Meeting in accordance with article 11 of the Articles of Association and the provisions of Law 4548/2018.

The Board of Directors approved by Resolution 20960/15.12.2021 its Rules of Procedure, in accordance with the principles of the Corporate Governance Code adopted by the Board of Directors, which describes at least the way it meets and takes decisions and the procedures it follows, taking into account the provisions of the Articles of Association and the provisions of the law, for all matters within its competence.

The independent non-executive members shall not be less than one third (1/3) of the total number of members of the Board of Directors and, in any case, shall not be less than two (2). The Company recognizes the importance of promoting the Diversity Principle in the composition of its Board of Directors, its senior management and all of its employees, with gender, age, experience, skills and knowledge as key parameters, among others, and ensures that there is no exclusion on the basis of discrimination based on gender, race, color, ethnic or social origin, religion or belief, property, disability, age or sexual orientation.

This aspect extends beyond the selection of Board members to the provision of training for Board members and it is the Company's objective to increase the participation of women on the Board.

- The Corporate Governance Statement, with reference to the Suitability Policy
- The achievements of the Board Committees
- The Composition & Functioning of the Board of Directors The CVs of the Board members
- Theinformationontheremuneration of the Board Members,
- The Sustainability Policy etc. are contained in the Annual Report of the Board of Directors accompanying the financial statements, in the Corporate Governance section p 46

Corporate Governance Code

VERSION JUNE 2021

Number of Board Members	13
Term of office of the Board of Directors	4 years
Chairman of the Board of Directors	Non-Executive Member
Chief Executive Officer	Executive Member
Deputy Chief Executive Officer	Executive Member
Number of Executive Directors	2
Number of Non-Executive Directors	11
Number of independent Non-Executive Directors	4
Average age of members of the Board of Directors	54
Voting system	Majority vote
Number of meetings of the Board of Directors	34
Audit Committee (3 Members)	YES
Percentage of Independent Members in the composition of the Audit Committee	66,66%
Remuneration and Nomination Committee (5 Members)	YES
Percentage of Independent Members in the composition of the Remuneration and Nomination Committee	60%
Risk Management Committee (5 members)	YES
Number of Non-Independent Members in the composition of the Risk Management Committee	3
Strategy and Innovation Committee	YES
Nomination (suitability) policy for Board Members	YES
Diversity Policy	YES
Evaluation policy for the CEO and Deputy CEO CEO and Deputy CEO	YES
Sustainable Development Policy	YES
Remuneration Policy / Remuneration Report	YES
Board Member Training and Development Policy	YES
Training Policy for Directors and other Executives	YES
Internal Audit System Evaluation Policy and Procedure	YES
Conflict of Interest Policy	YES
Whistleblowing Policy	YES
EYDAP Operating Regulations	YES
Rules of Procedure of the Audit Committee of the BoD	YES
Rules of Procedure of the Remuneration and Nomination Committee	YES
Internal Rules of Procedure of the BoD	YES
Internal Audit Directorate Operating Regulations	YES

Greek Code of Corporate Governance of the ESED

EYDAP / Sustainability Report 2021 / 33

Evaluation of the BoD

The objective of the BoD evaluation is to provide appropriate information on the suitability and effectiveness of the BoD to improve its operation, maximise its potential and identify areas for further development to ensure its effective operation and fulfilment of its role as the Company's highest governance body. The Board annually evaluates its effectiveness, the fulfilment of its duties and the performance of its Committees, a process which is chaired by the Chairman of the Board in conjunction with the Remuneration and Nomination Committee. At least every three years, this evaluation shall be facilitated by an external consultant. The Remuneration and Nomination Committee shall preside over the Board's evaluation of the Chairman in relation to the performance of his duties.

Conflict of interest of Board Members

Conflict of interest The members of the Board of Directors (executive, non-executive and independent non-executive) must take special care to avoid the occurrence of any conflict of interest and comply with their fiduciary duty of loyalty to the Company, acting with independent judgment in order to promote the Company's interests. A Conflict of Interest Policy was adopted in 2021.

The composition of the Board of Directors from 01.01.2021 to 31.12.2021 was as follows:

Theodora Varvarigou	Chairman of the Board, Non-Executive Member
Charalambos Sachinis	CEO, Non-Executive Member, Chairman of the Board of Directors
Anastasios Tosios	Deputy CEO, Executive Member
Ekaterini Beritsi	Independent Non-Executive Director
Alexandros Nasoufis	Independent Non-Executive Director
Michael Stavroulakis	Independent Non-Executive Member
Angelos Amditis	Non-Executive Member
Dimitrios Konstantakopoulos	Non-Executive Member
Christos Karaplis	Non-Executive Member
Christos Mistriotis	Non-Executive Member
Panagiotis Skoularikis	Non-Executive Member
Emmanouil Angelakis	Non-Executive Member
Georgios Alexandrakis	Non-Executive Member

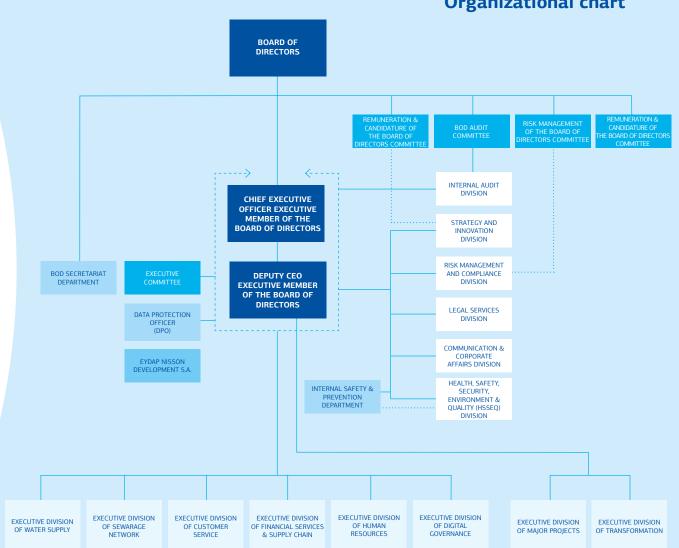
The role of the **Chairman of the Board of Directors** is to organize and coordinate the work of the Board of Directors. The Chairman presides over the Board of Directors and is responsible for the overall effective and efficient operation and organization of its meetings, determines the items on the agenda, convenes the members of the Board of Directors, puts items on the agenda at the request of the CEO and presides over its meetings.

The **Chief Executive Officer** is the Company's highest executive body, heads all its departments, directs their work and takes the necessary decisions within the framework of the approved programs and budgets and the decisions of the Board of Directors.

Evaluation of executive members

The Company applies an Evaluation Policy for the Chief Executive Officer and Deputy Chief Executive Officer, which was approved by Resolution No. 20913/20.7.2021 of the Board of Directors. Remuneration and Nomination Committee, based on best practices and in accordance with the Company's Policies and Procedures, determines the parameters Remuneration and Nomination Committee, based on best practices and in accordance with the Company's Policies and Procedures, determines the parameters and evaluation objectives, in collaboration with the non-executive members of the Strategy and Innovation Committee, and presides over the evaluation of the CEO and Deputy CEO.

The procedure of the General Meeting of Shareholders, the Board of Directors and the CVs of the members of the Board of Directors can be found on the Company's website www.eydap.gr



Organizational chart

New Organizational Structure of EYDAP

The main operating body of the Company, after the Board of Directors, consists of the CEO, the Deputy CEO and 8 senior executives with many years of experience and dedication to their work.

On 27 November 2020, the Board of Directors of the Company approved the new organizational structure of the Company, which came into effect on 1 April 2021.

The filling of senior management positions was carried out through transparent procedures. The CVs of senior executives are posted on the Company's website www.eydap.gr.

The objective of the new Organizational Chart is to ensure the Company's Sustainability and alignment with modern management practices with the aim of

- Sustainable Development/Green Transition,
- Optimal utilization of infrastructure and strengthening networks
- Digital modernization of network management,
- Upgrading human resources skills and modernizing corporate resources

The new organizational chart establishes new organizational units, such as the General Directorate for Transformation, Risk Management Directorate, Compliance and Data Protection Directorate, Health, Safety, Environment and Quality (HSSE & Quality Assurance) Directorate, Strategy and Innovation Directorate, which contribute to the Company's response to the above challenges.

Policies & Regulations

The company adopts Policies and Regulations that it updates from time to time

In 2021 the following were adopted and implemented:

- Regulations of the Board of Directors / EYDAP
- Rules of Procedure of the Strategy and Innovation Committee of the Board of Directors / EYDAP
- Regulation on Procurement and General Services of EYDAP
- Updated Rules of Procedure of the Board Audit Committee of the Board/EYDAP.
- Updated Rules of Procedure of EYDAP
- Updated Rules of Procedure of the Internal Audit Directorate.
- Revised Rules of Procedure of the Remuneration and Nominations Committee of the BoD/EYDAP
- Revised Nominations Policy for the Members of the BoD/EYDAP
- Revised Remuneration Policy of the BoD/ EYDAP.
- Conflict of Interest Policy.
- Eligibility Nomination Policy for Board Members/ EYDAP
- Whistleblowing Policy.
- Sustainable Development Policy
- EYDAP information security policy
- Training and Development Policy for Board Members
- Evaluation Policy for the CEO and Deputy CEO.
- EYDAP Diversity Policy

E-government

EYDAP, through the use of digital technologies and by setting Digital Transformation as its strategic choice, aims to enhance its flexibility and efficiency as a source of value creation, always for the benefit of all its stakeholders and its Sustainable Development.

(extensive reference to the Digital Transformation section in the same Report)

Risk management

The Board of Directors of the Company is responsible for ensuring an adequate and effective internal control system aimed, among other things, at identifying and managing the material risks associated with our business and operations. The category of ESG risks has been included in the Business Risk Register. (this topic is discussed in the Corporate Governance section of the same Report)

Certifications

- 1. EN ISO 9001:2015 (QUALITY MANAGEMENT SYSTEM)
- Provision of Telephone, Digital and Inter-life Customer Service, Customer Request Management, Water Supply Management and Water and Sewerage Bill Collection.
- Design, Development & Implementation of Training Programs.
- Provision of Operational Evaluation Services: Internal Audit System, Risk Management System, Corporate Governance EYDAP S.A.
- Prevention and Protection Services for Employees and Other Stakeholders
- 2. ESYD, ELOT EN ISO/IEC 17025/2017 (GENERAL REQUIREMENTS FOR THE COMPETENCE OF TESTING AND CALIBRATION LABORATORIES)
- Official Scope of accreditation of the Water Quality Service Laboratory of Galatsi in: Drinking, surface, brackish and seawater.
- Official scope of accreditation of the Akrokeramos Wastewater Laboratory of the Industrial Sewage & Waste Water Quality Control Service in: a) Wastewater and industrial sewage; b) Treated effluents.

3. ISO 45001:2018 (OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM)

• Prevention & Protection Services for Workers and Other Stakeholders



Financial Performance & Development

Why is it material

For EYDAP, positive financial performance with ESG criteria is the practical application of ethical entrepreneurship and continuity and at the same time the decisive factor for the realization of the Company's transformation and, by extension, its strategic objectives, while satisfying all its stakeholders.

As part of its financial strategy formulation, the Company identifies, categorizes and classifies and grades risks and implements preventive action plans (credit risk, liquidity risk, market risk, regulatory risk, etc.). The existence of a risk management framework is central and the monitoring process is structured, continuous and enduring. The inventory of risks and their management is reported in detail in the Annual Financial Report, pages 36-42..

How we manage it

2021 was marked by the agreement between EYDAP and the Greek State and the right to provide clean water services was extended to 2040.

With the signing of the Agreement, which - among other things - determines the price at which the Greek State will sell untreated water to EYDAP for the next 20 years, a long-standing pending issue was finally closed, which now allows the Company long-term visibility and the flexibility to implement its strategic plan.

The agreement with the Greek State secures the future of the Company and creates new conditions for its growth and transformation. It vindicates the work and experience of the people of EYDAP, laying the foundations for this experience to be further leveraged in new value-added activities for the benefit of all.

EYDAP operates in accordance with the Corporate Governance Code, National and Community Law (Tax Law, International Financial Reporting Standards - a detailed reference has been made on page 46 of the Annual Financial Report), the Internal Operating Regulations and is subject to regular audits by Certified Public Accountants.

As a result of compliance, no fines have been imposed in relation to the Company's financial activities.

The Company, in the context of its transformation

Implements

- A targeted resource rationalisation strategy, identifying areas with scope for optimisation.
- Actions to make optimal use of its human resources, processes and technology tools.
- A sophisticated new HRMS system to support the Company's current and future needs.

Applies

Funds Management Regulation for continuous monitoring of its cash flow.

Ensures

Its financial liquidity.



EU TAXONOMY

All (100%) of the economic activity (turnover, capital and operating costs) are eligible activities under the EU **Taxonomy Regulation**, which is the European **Classification System** for environmentally sustainable economic activities.

(This issue is discussed in detail in the section Article 8 of the Taxonomy **Regulation**» of the same Report).

Investment

program

EYDAP's investments reflect the Company's strategic priorities to ensure Growth and Efficiency with Security. Through the investments, sustainable water management and the implementation of responsible environmental practices for the benefit of society are ensured.

The 10-year investment program 2022-2031 includes projects with a gross budget of EUR 1,715 million, where for all the projects, funding from the European Union is expected in the amount of EUR 770 million (45%). The program includes:

- The major sewerage projects in East Attica, which are currently underway and will be completed within the decade. These projects constitute an integrated circular economy system, as the treated effluents from the Wastewater Treatment Plants will be used for irrigation, urban and peri-urban use (see the section "East Attica Projects" of the same Report for a detailed description).
- Projects for the management and optimisation of sludge treatment in the Water Treatment Plants (see the 'Circular Economy' section of the same Report for a detailed description).
- Projects to improve the clean water reservoirs in the Water Treatment Plants in order to save Water Resources while reducing the amount of treatment materials (see the 'Circular Economy' section of the same report for a detailed description).
- Projects to optimize the operation of the water supply network by applying modern technologies (see the section on 'Reliable Network' in the same report for a detailed description).
- Projects for the exploitation of Hadrian's Aqueduct as a water resource, aiming at the use of non-potable water for irrigation and the cultural promotion of the Aqueduct (see the section 'Sustainable management of natural resources' of the same Report for a detailed description).
- Rehabilitation upgrading and extension of the sewerage network in the area of competence (for full details see the section on 'Health @ safety of citizens - sewerage network' in the same report).
- Digital Modernization projects (detailed reference is made in the "Digital Transformation" section of the same Report).

Key Financial Results

Detailed financial results on pages 9-20 of the (Annual Financial Report on the corporate website).

	2021	2020	
Business units/activities	3	3	
Turnover	360.8 million €	330.3 million €	+9.2% (+30.4 million €)

The \in 25 million of this increase is due to the revenue from the Operation and Maintenance Contract for the External Water Supply System (owned by EYDAP Fixed Assets) in accordance with the contract concluded. Without this revenue, turnover would have increased by EUR 5.4 million (+1.6%) to EUR 335.8 million

	2021	2020	
Total Capital (31/12)	831,765,000	731,655,000	13.7%
Assets (€ thousand)	1,696,021	1,613,966	
Total assets (€ thousand)	863,467	792,011	
Revenue from principal activities (water supply and sewerage)	+ 6.1 millio	on € (+1.9%).	
Total water consumption billed	406.8 million m ³	399.8 million m ³	+7 million m ³ (+ 1.8%)
Total operating costs (sum of Cost of Sales, Administrative Operating Expenses, Disposal Operating Expenses and Impairment of Financial Assets)	317.6 million €	288.6 million €	+ 29 million € (+10.1%)

The main driver of the increase was a 19% increase in third party payments from \in 37.6 million in 2020 to \in 44.9 million in 2021 mainly due to the increase in energy costs

Key performance Indicators were influenced due to the provision made for the additional cost of raw water for the period 2013-2019, amounting to € 135.3 million, which burdened the previous year income sstatement

		2021	2020	
EBITDA (earnings before tax, financial income and total depreciation amortization)		85.5 million €	-57.1 million €	
EBITDA margin		23.7%	-17.3%	
EBIT (earnings before tax, financial investment results)	and	46.3 million €	-92.2 million €	+138.5 million (
EBIT margin		12.8%	-27.9%	
Profit before tax		59.4 million €	-80.4 million €	
Profit after tax		30.7 million €	-66.1 εmillion €	
Net profit margin		8.5%	-20%	

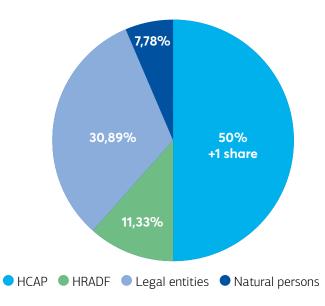
Shareholder		2021		2020		
Composition	Shares	Shareholders	%	Shares	Shareholders	%
Hellenic Corporation of Assets and Participations S.A.	53,250,001	1	50%+1 share	53,250,001	1	50%+1 share
HRADF S.A.	12,069,739	1	11.33%	12,069,739	1	11.33%
Legal entities	32,895,102	299	30.89%	34,137,974	343	32.06%
Natural persons	8,285,158	22.208	7.78%	7,042,286	21,816	6.61%
Total	106,500,000		100.00%	106,500,000		100.00%

Key Share Data EYDAP SA 2021 Number of Shares = 106.500.000 Share price at the end of the year/period = 7.81 € Year-end / period-end capitalisation = 831,765,000

The Board of Directors of the Company at its meeting on 3.8.2022 approved the proposal to the Annual General Meeting of Shareholders, for the distribution of dividend, according to article 160 of Law 4548/2018, of twenty eight cents (Euro 0,28) per share, (total gross amount of Euro 29.820 thousand) for the financial year 2021. The possibility of further dividend distribution from the profits of past years will be considered.

EYDAP's focus for 2022 is to rationalize operating costs, accelerate the implementation of the investment program, improve the services provided, expand the activities and customer base and will consider participation in activities outside the area of responsibility if relevant legislation is implemented. All this contributes to an overall dynamic course for EYDAP.

Shareholder composition 31/12/2021



EYDAP / Sustainability Report 2021 🖊 43

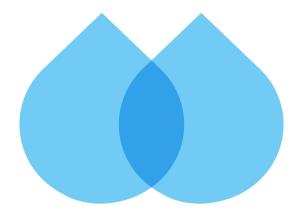
Participations & Recognition

EYDAP is a member of Greek, European and International Associations that promote international cooperation and monitor developments related to sustainable water management.

Aqua Publica Europea (APE).

APE is an international non-profit association, whose members are exclusively public utilities, whose sole purpose is to address water governance and related policy issues from the public management perspective. Aqua Publica Europea (APE) was founded in 2009 to promote and strengthen public management of water and sanitation at European and international level. The association facilitates and enhances the exchange of know-how and the implementation of joint projects between its members. The aim of cooperation is to develop international policy in these areas by promoting dialogue between public providers, the business sector, academia and various international organisations.

EYDAP is a member of Aqua Publica Europea (APE) since January 2017 which is the exclusive association of all public and municipal water and wastewater providers in Europe whose members include major companies such as Eau de Paris, Vivaqua of Belgium, CAP Milan, etc. EYDAP is the only member that is not wholly owned by the public sector. However, our European public utility counterparts support and embrace EYDAP's efforts to remain a public efficient company at the service of society.



Holdings & Recognition

Member

- Association of Listed Companies SEV
- Association of SA & RES
- AQUA PUBLICA EUROPEA
- Technical Chamber of Greece
- Hellenic-American Chamber of Commerce
- Hellenic Institute of Entrepreneurship & Sustainable Development
- Hellenic Institute of Customer Service
- Hellenic Business Management Society
- Global Water Operators' Partnership Alliance, UN Habitat
- CSR HELLAS
- GREEN ANGELS

Participation

• European Benchmarking Cooperation (EBC) - for the creation of KPIs.

EYDAP / Sustainability Report 2021

National Consumer and Market Council

Materiality analysis for the Sustainable Development

> Dialogue with stakeholders Materiality analysis Linking material issues to the SDGs

48 57 59 2021 is a milestone year for EYDAP in terms of the adoption and implementation of a long-term Sustainable Development Strategy, aiming at the sustainable transformation of the Company and the further strengthening of its position as a leading company in the country's Sustainable Development. In 2021 and in the context of the **«Designing a Sustainable Development Strategy»** project, by applying analytical and in accordance with international standards system design procedures and stakeholder and management involvement, a **materiality analysis** was carried out in order to identify the issues important for the Company's Sustainability and the content of the 2021 Annual Report.

A **holistic methodology** was adopted for the process, which allows for the documentation of the expectations and needs of its stakeholders, the ties of cooperation and dialogue, the challenges and opportunities arising from the Company's interaction with them, while collecting data to review the Company's performance and processes.

Our goal is to depict how we manage these issues, always taking into account the potential risks, not only as crisis response scenarios but also as opportunities for development and process improvement, always with ESG criteria..

The analysis was carried out in accordance with the GRI International Standards for the Preparation of Sustainability Reports. The methodology followed is presented below.

A. Dialogue with stakeholders

EYDAP identifies as stakeholders those groups that affect or could be affected by its services and performance and those who have a direct and indirect interest in the Company and interact with it, having a direct or indirect impact on its operations respectively.

The Company has invested over time in early and open dialogue with its stakeholders, using specific outreach processes to better understand their interests and expectations.

1. Recognition

EYDAP proceeded to identify the stakeholders with whom maintains contact, presents interaction, developing and strengthening one structured dialogue.

2. Prioritization of identified stakeholders

Following the identification of stakeholders, EYDAP has proceeded to prioritize them according to a specific methodology, a process that is part of its Sustainable Development Strategy. The prioritization process includes the assessment of the identified groups based on :

- their current professional relationship with EYDAP; and
- their level of willingness and knowledge to participate in the dialogue on the Company's strategy and sustainability issues.

Based on the results, EYDAP adapts its communication method, frequency and response to the expectations of each stakeholder group, depending on their characteristics.

3. Stakeholder participation and engagement

The table below contains information on the Company's stakeholders, the methods and frequency of consultation with them and the topics of their interest.

Stakeholder table

The first 6 topics for each stakeholder group are presented as topics of interest. For tie cases, all those that are tied are presented.

The information is derived from the data collected from the Company's organizational units, the questionnaire responses by group and the focus groups.

The Company's response to the most material issues of its stakeholders as derived from the survey (*materiality analysis*) are included in the relevant chapters of this Sustainability Report.

Stakeholders	Communication and Consultation Methods	Frequency of Consultation	Issues of interest
Employees	 Personal Communication Annual Workshop and Corporate Events E-mail Inspections Intranet (thalassa) Trainings 	- Daily	 Water quality Access to clean water, supply and network coverage Sewerage services Reliable water supply network Ensuring the health and safety of workers Affordable pricing and safe customer service
Customers (except major customers and the public sector)	 E-mail 24-hour help line 1022 Click to Call for service, free of charge to customer Company site eEYDAP for electronic processing of requests «EydApp» for the most modern functions Social Media 	- Ongoing & daily	 Water quality Access to clean water, supply and network coverage Sewerage services Reliable water supply network Sustainable management of natural resources/water sources Protection of biodiversity and aquatic ecosystems
Major customers	 Corporate events for major customers E-mail 24-hour help line 1022 Click to Call for service, free of charge to customer Corporate website eEYDAP for electronic processing of requests «EydApp» for the most modern functions Social Media 	 Continuous and indirect communication 	 Water quality Access to clean water, supply and network coverage Sewerage services Digital transformation Reliable water supply network Improved decision-making processes and reduced bureaucracy Business continuity and resilience
Suppliers / service providers to EYDAP SA	 Personal communication (meetings, telephone communication and on-site visits) E-mail Meetings Telephone and electronic communication Via video calls to monitor project progress and view presentations, Via accounts 	• When there is a need and/or daily	 Water quality Access to clean water, supply and network coverage Sewerage services Sustainable management of natural resources / water sources Protection of biodiversity and aquatic ecosystems Ensuring the health and safety of workers Reliable water supply network

EYDAP / Sustainability Report 2021 / 4

Stakeholders	Communication and Consultation Methods	Frequency of Consultation	lssues of interest
Public authorities (as consumers of EYDAP SA)	 Corporate events 24-hour telephone service-1022 Written communication E-mail Telephone communication Corporate website Social Media MEDIA 	 Continuously Whenever required 	 Water quality Energy saving Circular economy and management of liquid and solid waste Implementation of innovative sewerage and wastewater treatment projects Measuring, controlling and reducing emissions of greenhouse and other gases Ensuring the health and safety of workers Dialogue with stakeholders Access to clean water, supply and network coverage Protection of biodiversity and aquatic ecosystems Regulatory compliance Sewerage services Physical, emotional and social well-being Development of environmental awareness and sensitivity Protection of cultural heritage Company. Governance & ethics & integrity practices Sustainable management of natural resources/water sources Procedures for identifying complaints & irregularities
Municipalities and Municipal Water Utilities outside the EYDAP SA Area of Responsibility (to which EADAP S.A. already provides or may provide services)	 Company Website Participation in regular and extraordinary Civil Protection Coordination Bodies for dealing withemergency situations (with physical presence, teleconferences, telephone communication) Personal communication E-mail 	• Continuously • Whenever required	 Sewerage services Water quality Access to clean water, supply and network coverage Affordable pricing and secure customer service Sustainable management of natural resources/water sources Procedures for identifying complaints and irregularities Circular economy and management of liquid and solid waste Implementation of innovative sewerage and wastewater treatment projects Protection of biodiversity and aquatic ecosystems Ensuring the health and safety of workers Attracting/retaining skilled human resources Developing environmental awareness and sensitivity Reliable water supply network

Stakeholders	Communication and	Frequency of	lssues of
	Consultation Methods	Consultation	interest
Municipalities (within EYDAP SA>s Area of Competence, excluding East Attica municipalities)	 Company Website Corporate events Workshops Telephone and written communication Electronic communication (email) In-person meetings Participation in regular and extraordinary Civil Protection Coordination Bodies to deal with emergencies 	 Continuous Periodically 	 Digital transformation Water quality Circular economy and management of liquid and solid waste Implementation of innovative sewerage and wastewater treatment projects Supporting organizations, institutions through corporate actions and sponsorships Improving decision-making processes and reducing bureaucracy Reliable water supply network Access to clean water, supply and network coverage Affordable pricing and secure customer service Protection of biodiversity and aquatic ecosystems Sustainable management of natural resources/water sources Energy saving Ensuring health and safety of employees Supporting local communities Developing environmental awareness and sensitivity Cooperation with academic and research institutions - scholarship program Business continuity and resilience Dialogue with stakeholders Sewerage services Corporate governance and business ethics and integrity practices Measurement, control and reduction of greenhouse and other gas emissions Employee training, education and development Protection of labor rights and respect for diversity Cultivating an employee culture of social and environmental issues and voluntary contribution Protection of cultural heritage Building/strengthening of stable and trusting relationships with customers & end-users Responsible supply chain Attract/retain skilled human resources Physical, emotional and social well-being Regulatory Compliance Provide equal humanities Procedures for identifying complaints & irregularities

Stakeholders	Communication and	Frequency of	lssues of
	Consultation Methods	Consultation	interest
State/ Authorities with regulatory responsibilities	 Personal communication Company website E-mail Telephone and e-mail communication / announcements Sending financial statements Sending resolutions of Shareholders, Meetings Company website Legislation and circulars Service Procedures Procedures for Study Approvals, Licensing Procedures, Provision of Data MEDIA Partnerships Presentations of Research Project Results Conferences Workshops Exhibitions 	 Whenever required On an ongoing basis At regular intervals 	 Access to clean water, supply and network coverage Sewerage services Financial performance and development Digital transformation Improving decision-making processes and reducing bureaucracy Ensuring the health and safety of workers Training, education and development of employees Corporate governance and business ethics and integrity practices Regulatory compliance Reliable water supply network Health and safety of customers and end consumers - water quality Affordable tariffs and safe customer service Responsible supply chain Sustainable management of natural resources/water sources Energy saving Measurement, control and reduction of greenhouse and other gas emissions Attracting/retaining skilled human resources Dialogue with stakeholders Building/strengthening a stable relationship of trust with customers and end-users Circular economy and management of liquid and solid waste Implementation of innovative sewerage projects and wastewater treatment Protection of biodiversity and aquatic ecosystems Cultivating a culture of employee awareness/innovation of social and environmental issues and voluntary contributions Supporting local communities Developing environmental awareness and sensitivity Protection of a new model of cooperation with potential new customers Protection of and and social well-being Procedures for identifying complaints and irregularities Procedures for identifying complaints and irregularities Procedures for identifying complaints and irregularities Providing equal financial remuneration, development opportunities and benefits Procedures for identifying complaints and irregularities<!--</td-->

Stakeholders	Communication and Consultation Methods	Frequency of Consultation	lssues of interest
Investment Community (Shareholders, Investors, etc.)	 Annual Financial Report Company Website Newsletter Communication by telephone and email / announcements when appropriate Annual General Meeting of Shareholders Annual and semi-annual report Press releases via ASE 	- Continuously - When required	 Ensuring the health and safety of employees Water quality Protection of labor rights and respect for diversity Protection of biodiversity and aquatic ecosystems Sustainable management of natural resources/water sources Circular economy and management of liquid and solid waste Attracting/retaining skilled human resources Providing equal financial remuneration, development opportunities and benefits Business continuity and resilience Reliable water supply network
Media	 Daily press features Contact form on the website Corporate website Social media Meetings and events Press releases Partnerships 	 On occasion On an ongoing basis 	 Protection of cultural heritage Protection of biodiversity and aquatic ecosystems Ensuring the health and safety of workers Dialogue with stakeholders Reliable water supply network Water quality Training, education and development of employees Operational continuity and resilience Provision of equal financial remuneration, development opportunities and benefits Development of environmental awareness and sensitivity Cooperation with academic and research institutions Scholarship program Access to clean water, supply and network coverage Affordable pricing and secure customer service Cultivating an employee culture of social and environmental issues and volunteering Regulatory compliance

Stakeholders	Communication and	Frequency of	lssues of
	Consultation Methods	Consultation	interest
Financial Institutions (Banks, Insurance Companies, Financing Institutions, etc.)	 Corporate Website E-mail Written Communication Telephone contact 	• Whenever required • Continuously	 Operational continuity and resilience Corporate governance and business ethics and integrity practices Regulatory compliance Water quality Access to clean water, supply and network coverage Sewerage services Energy conservation Measurement, control and reduction of greenhouse and other gas emissions Ensuring the health and safety of workers Providing equal financial remuneration, development opportunities and benefits Protection of cultural heritage Economic performance and development Digital transformation Dialogue with stakeholders Affordable pricing and secure customer service Building/strengthening a stable relationship of trust with customers and end-users Responsible logistics Circular economy and management of liquid and solid waste Implementation of innovative sewerage and wastewater treatment projects Protection of biodiversity and aquatic ecosystems Sustainable management of natural resources/water sources Attracting/retaining skilled human resources Protection of labor rights and respect for diversity Cultivating a culture of employee awareness/innovation and social and environmental issues and voluntary contribution Procedures for identifying complaints and irregularities Physical, emotional and social well-being Supporting organizations through corporate actions and sponsorships Cooperation with academic and research institutions, scholarship program Training, education and development of employees Support for local communities Developing environmental awareness and sensitivity Improving decision-making processes and reducing bureaucracy Reliable water supply network Implementation of a new model of cooperation with potential new customers

Stakeholders	Communication and	Frequency of	lssues of
	Consultation Methods	Consultation	interest
Business and Industry Bodies and Networks	 Personal communication (meetings, telephone and site visits) Company website Written communication E-mail Conferences MEDIA 	• Whenever required • Continuously	 Digital transformation Improving processes and decision-making and reducing bureaucracy Dialogue with stakeholders Reliable water network Water quality Access to clean water, supply and network coverage Sewerage services Energy saving Measurement, control and reduction of greenhouse and other gas emissions Ensuring the health and safety of workers Developing environmental awareness and sensitivity Cultivating a culture of employee awareness/innovation of social and environmental issues and voluntary contribution Corporate governance and business ethics and integrity practices Regulatory compliance Responsible logistics Circular economy and management of liquid and solid waste Implementation of innovative sewerage and wastewater treatment projects Building/strengthening stable and trusting relationships with customers and end-users Training, education and development of employees Attract/retain skilled human resources Provide equal financial remuneration, development opportunities and benefits Protection of cultural heritage Economic performance and development Protection of biodiversity and aquatic ecosystems Protection of labor rights and respect for diversity Support for local communities Cooperation with academic and research institutions - scholarship program Proscedures for identifying complaints & irregularities Physical, emotional & social well-being

Stakeholders	Communication and Consultation Methods	Frequency of Consultation	Issues of interest
Non- governmental organizations / Citizens> organizations / Ecological organizations	 E-mail Written communication Workshops/Events Company website Social Media Newsletter and press releases Presentations of research project results 	• Whenever required	 Access to clean water, supply and network coverage Sewerage services Reliable water supply network Water quality Protection of biodiversity and aquatic ecosystems Ensuring the health and safety of workers Dialogue with stakeholders Training, education and development of employees Sustainable management of natural resources/water sources Corporate governance and business ethics and integrity practices Circular economy and management of liquid and solid waste Protection of cultural heritage Dialogue with stakeholders Regulatory compliance Ensuring the health and safety of workers Supporting local communities Supporting organizations, institutions through corporate actions and sponsorships Developing environmental awareness and sensitivity Business continuity and resilience Implementation of innovative sewerage and wastewater treatment projects Training, education and development of employees Cultivating an employee culture of environmental issues and voluntary contribution
Research Institutions/ Academic Institutions/ Educational Community	 E-mail Written Contact Research projects Educational projects Physical and online meetings and synergy in joint actions and events Newsletter and Press Releases Written and electronic communication as the need arises Website Social media Joint events and actions 	 Whenever required On an ongoing basis 	 Reliable water supply network Water quality Access to clean water, supply and network coverage Sewerage services Digital transformation Sustainable management of natural resources/water sources Protecting biodiversity and aquatic ecosystems Implementation of innovative sanitation and wastewater treatment projects Ensuring the health and safety of workers Protection of labor rights and respect for diversity

B. Materiality analysis

The process of defining material issues is implemented according to the GRI methodology and includes the 3 stages: identification, prioritisation and validation

1. Identification of material issues

The materiality analysis process, after taking into account the GRI Principles of Stakeholder Engagement, started with the identification of the impact of material issues on its activity and its stakeholders. In order to identify as many issues as possible, it conducted an internal consultation and a study of issues identified as significant by companies in the industry. EYDAP, after synthesising all the issues raised, came up with a list of 34 material issues. These issues are linked to the Strategic Objectives of EYDAP.

2. Prioritization of issues

In the second stage of the process, the Company proceeded to assess these issues internally - by the Company's Management Team and externally - by its stakeholders.

Internal analysis of identified material issues

The internal analysis of material issues involved the Company's management (CEO, Deputy CEO and Directors General) and members of the Board of Directors through an anonymized questionnaire, in which they assessed the importance (materiality) of each issue based on specific criteria.

External analysis of identified material issues

EYDAP, satisfying the principle of inclusiveness and opening a dialogue with its stakeholders, proceeded with the preparation of a questionnaire capturing the important issues of its operation and activities, inviting its stakeholder groups to assess these issues.

The process was carried out in two phases:

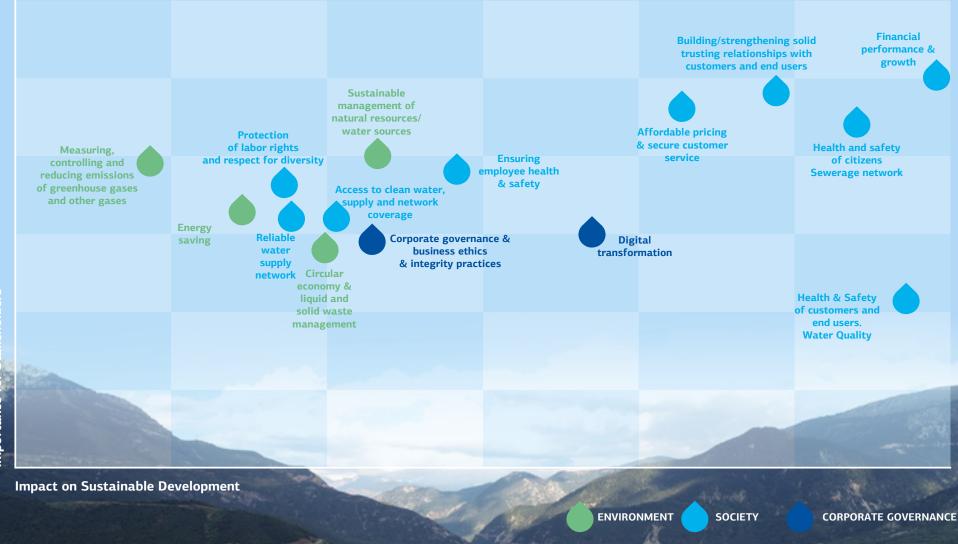
The first phase involved sending an anonymized electronic questionnaire. 772 completed questionnaires were collected.

The second phase included two targeted focus groups with the implementation of 2 discussion groups. The first group was attended by representatives of the East Attica local authorities and the second by representatives of all stakeholder groups. The substantive issues were discussed in depth and analysed as each stakeholder approached them, all participants gave their views.

The conclusions of the Working Groups confirmed the issues identified by the Materiality Analysis.

3. Validation

The third and final stage of the process is the validation of the material issues by the Company's management, as derived from the internal and external materiality analysis based on the methodology of the GRI guidelines, which resulted in the final list of 15 material issues.



EYDAP Materiality Map

Importance for Stakeho

Linking substantive issues to the Sustainable Development Goals



The Sustainable Development Goals are the blueprint for achieving a better and more sustainable future for humanity. They were developed by the United Nations in 2015 and include the global challenges of poverty, inequality, climate change, environmental degradation, prosperity, peace and justice. Recognizing the importance of the goals for a sustainable world, EYDAP harmonizes its activities with several of the goals, contributing its efforts to their achievement. In particular, the Company has linked its activities by Strategic Axis and by Material Theme.



EYDAP / Sustainability Report 2021 / 59

Enviroment

 Sustainable management of natural resources / water supply resource Protection of Biodiversity Protection of the Marine Ecosystem Measurement,monitoring mitigation of Greenhouse Gas & Other Gas Energy Conservation Circular Economy -Liquid and solid waste management 	62
	68
	70
	74
	80
	88

We manage the water resource responsibly and sensitively

We return it to nature **Clean**

We adopt the principles of **circular economy,**

steadily reducing our environmental footprint

EYDAP / Sustainability Report 2021 61



Sustainable management of natural resources / water supply resources



Natural resources are defined as all the primary and basic goods provided by Nature. The **rational use and exploitation of natural resources** without burdening the environment, while at the same time caring for and protecting the environment, is part of the Company's corporate responsibility and a vital factor for its growth.

Water is one of the most important natural resources for the existence of life; it is an irreplaceable and quantitatively limited good.

The ever-increasing demand for water worldwide, man-made water pollution and climate change are some of the risks we face today, which have led to the need for holistic, preventive and consistent management of water resources.

The main axis of EYDAP's Sustainable Development is the Sustainable management of the water cycle and the general reduction of the Company's environmental footprint.

Being responsible for providing water supply services to approximately 40% of the Greek population and as an organisation with a high standard of know-how in matters of water resource management, the Company ensures the rational management of these resources by constantly integrating new technologies into its activities.

How do we manage it & How we evaluate our approach

Sustainable Management of Reservoirs

EYDAP is supplied raw water exclusively by the Greek State at the entrance to the Water Treatment Plants, the only exception being the Mavrosouvala boreholes, which are owned by EYDAP. The management of reservoirs primarily aims at ensuring the **quantitative** and **qualitative sustainability** of the resource.

The raw water comes from the surface water resources of the drainage basins of Marathonas, Yliki, Mornos and Evinos

and the backup underground water resources

which can be utilised through the operation of boreholes depending on the availability of underground resources and the policies regarding their use.

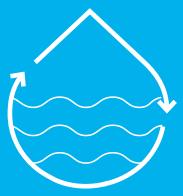
EYDAP ensures the protection of reservoirs by:

- strictly adhering to legislation (Health Regulation A5/2280/1983) "on the protection of water used for the water supply of the Athens region against pollution and contamination" and to Presidential Decree 51/2007 on establishing measures and procedures for the integrated protection and management of water, in compliance with the provisions of Directive 2000/60/EC:
- inspecting the works and activities in the protection zones of the reservoir drainage basins;
- performing sample measurements to test the quality of the water in the reservoirs;

The applied water resource management methods are defined by:

- Science-based rationality
- Efficiency: as they make optimal use of water resources
- Sustainability: as they do not cause the exhaustion of water resources in the future by covering current needs

(the issue is analysed in the section titled "Access to Clean Water, Securing Supply Resources and Water Network Coverage").



Sustainable Management of Water Supply Network & Assets (Smart Grid)

With the primary goal of ensuring the Sustainability of the water resource and covering water supply needs, EYDAP manages water demand by developing leakage reduction programmes (pressure management, water zones, immediate repair of failures/breaks, etc.).

As part of the reform being implemented with the aim of modernising and optimising network and asset management, the Company is in the process of developing a "Smart Grid".

This smart grid regulates and controls the production and distribution of the resource, and aims at forming a smart connection between consumers and production, the ultimate goal being to create a more cost-efficient and safe network with reduced losses. By reducing leakages and by optimising and automating the management of water resources, the smart grid ensures the sustainable management of these resources (the issue is analysed in the section titled "Reliable Network").

Tiered Tariff

Tiered pricing acts as a deterrent to the waste of the natural resource and raises awareness among consumers to apply rational use of the resource.

Protection of the Marine Enviroment

The proper operation of Wastewater Treatment Plants (Psyttalia, Metamorfosi, Thriasio WWTPs), the observance of strict outflow specifications, the control, constant maintenance and upgrading of WWTPs using high technology means, as well as the development of the sewerage network all contribute to maintaining the good condition of marine ecosystems (*the issue is analysed in the section titled "Protection of the Marine Environment" in the same Report*).

East Attica - reuse of treated effluents

The planning of the construction and operation of integrated wastewater management systems in East Attica includes the reuse of treated effluents for irrigation purposes through the use of cutting-edge technology, in full compliance with the current institutional framework on reuse. These projects are a strategic choice for EYDAP and have a significant impact on the enrichment of the groundwater aquifer, the protection of the marine environment and the conservation of the precious resource of water. (*the issue is analysed in the section titled "Sewerage Projects in East Attica"*).

Monitoring and protection of surface water

After the successful completion of the **INTCATCH European research programme**, EYDAP has at its disposal **two autonomous robotic boats** which have come to reinforce its existing programme for the monitoring and protection of water quality.

These robotic boats highlight EYDAP's leading position in the Water Supply and Sewerage sector when it comes to protection of the Marine Environment, putting it in a position to convey its know-how to all Public and Private Organisations involved in the Management and Protection of Water Resources (Management Agencies, Municipal Water Supply and Sewerage Corporations, Regions, Municipalities, Research Institutes, Universities, etc.).

The use of robotic boats for the second year in a row has shown that they can contribute to a better and more complete quality control of the Reservoir, given that in the case of an indication of potential pollution caused by human activities and/or natural processes, the boats can rapidly take operational action across the entire expanse of the lake and promptly identify the point of inflow of the pollutant.



In 2021 inspections with autonomous vessels continued in all EYDAP's reservoirs and **more than 250,000 readings** were collected along a total of more than 90 kilometres around the Reservoirs.

The results were evaluated in real time, both on site (via suitable mobile applications) and digitally, and were validated through the Reservoir Monitoring Reports. The results confirmed their very good oligotrophic-mesotrophic state.

The boats are equipped with sensors for measuring and recording environmental parameters such as chlorophyll, conductivity, dissolved oxygen, pH, temperature, nitrates, total nitrogen and phosphorus, while they also have a suitable autonomous sampling system for collecting water from points that are not otherwise accessible. All the above parameters remained at normal levels, which are typical for Water Reservoirs, and were in line with the results of EYDAP's existing monitoring programme.

EYDAP's aspiration and strategic objective is to consolidate its cooperation with all stakeholders, by providing services for the protection of surface waters and the integrated management and sustainable development of water resources.

4 🔪 EYDAP / Sustainability Report 2021

Reuse of treated water (sewer mining)

The reuse and recycling of water is gaining ever greater momentum in the Sustainable Development of cities, thus highlighting the central role played by water in the triptych of water - energy - matter, which is the focus of circular economy.

In the context of applying the principles of circular economy, EYDAP implements research projects aiming at decentralised reuse by utilising liquid wastewater directly from the sewerage network with the use of the sewer mining technique.

Sewer mining technology essentially constitutes a mobile wastewater treatment plant that can extract wastewater from local sewers and treat it on the spot, supplying water ready for use at the points of demand, even in dense urban environments.

EYDAP is pioneering in Greece. Since 2021 it is responsible for the operation of two Model Sewer Mining Plants by applying new technologies for the treatment and production of recycled water.

The first Plant has been set up at the Athens Municipality Plant Nursery, in the framework of the European NEXT-GEN research project, as a result of the cooperation between EYDAP, the National Technical University of Athens, the Chemitec company and the Municipality.

25 c.m./day produced recycled water

the first Plant Nursery at the Athens Municipality

which is tested by the Chemical Laboratory for Research and Environmental Applications of EYDAP in terms of its harmonisation with the requirements of the legislation, and is used for the irrigation of expanses of ornamental plants on the Municipality's premises in Goudi.

The second plant has been operating since 2016 on the Company's premises in Metamorfosi.

following the successful completion of the DESSIN project, and the recycled water is used for the irrigation of the surrounding area.

The social and environmental benefits of Sewer Mining technology are remarkable, since it helps to achieve the following:

- Reduction in the quantities of treated effluents released to water bodies;
- Reduction in the amount of water demand from surface and underground aquifers, and thus conservation of their reserves;
- Possibility of enriching underground aquifers;
- Reduction in the cost of transporting waste water;
- The possibility of creating and maintaining urban green areas, important
- centres for quality of life in the city, and consequently improving the aesthetic landscape of the area, without using up drinking water for their irrigation;
- Possibility of supplying reclaimed water for irrigation purposes in areas facing water scarcity problems (islands).

Hadrian's Aqueduct as a Water Resource

For the purposes of enhancing resilience and Sustainable Development, and in the framework of the holistic utilisation of Hadrian's Aqueduct, EYDAP actively participates in:

- the utilisation of non-potable water to cover local irrigation needs;
- the connection of the monument to contemporary inspirational projects for the Municipalities it runs through;
- its promotion as a Cultural Heritage Monument (section on the "Management of Cultural Heritage" in the same Report).

CULTURAL HIDRANT Pilot Programme

EYDAP is participating as a partner with the Municipality of Halandri in the creation of a non-potable water supply network for irrigation purposes, as part of the UIA05-255 CULTURAL HIDRANT programme co-financed by the EU with a total budget of EUR 3,133,296.

The programme includes the:

construction of a 6km non-potable water supply network from Hadrian's Aqueduct to the Municipality of Halandri, of which 4km are already under tender;
installation of 100 smart water meters;
saving of 10,000m of drinking water and of a total quantity of 25,000m3 of water per year.



In 2021:



• **36** beneficiaries of the non-potable water supply network have already been recorded and will be directly connected;.

• EYDAP created the "Drop a Message" application - with the registration of **81** users - in order to promote the possibilities offered by the use of non-potable water;

• **45,000** newsletters on the programme and on the planning of the new non-potable water supply network were sent to all EYDAP customers in the Municipality of Halandri. At the same time, a public survey on water needs was conducted (41 participants

Collaboration with Agencies for the holistic management of Hadrian's Aqueduct

In April 2021, with the aim of achieving the integrated utilisation of Hadrian's Aqueduct, EYDAP participated in the design of the Integrated Territorial Investment proposal coming under the Sustainable Urban Development (SUD) axis of the NSRF 2021-2027, and started a collaboration with the Ministry of Culture and Sports, the Region of Attica and the Municipalities located along the route of the underground aqueduct from the foothills of Mount Parnitha to Kolonaki, covering a total stretch of over 20km.

The aim of the Programme is to:

- protect the monument
- reduce the average temperature in the city
- use the water to cover local irrigation needs and connect the monument to inspirational works in the regions it runs through
- align the project with the needs of the local economy, culture, education, etc.

At the same time, EYDAP has undertaken to:

- investigate the quantity and quality of the available water resource in Hadrian's Aqueduct;
- restore and highlight the visible points of Hadrian's Aqueduct (this involves 39 shafts, in collaboration with an expert civil engineer-speleologist);
- install information signs and railings around shafts and open points of access, such as the inclined gallery at the Olympic Village.

Links to the scientific community

- he Company provided material and scientific support for a master-level dissertation titled "Utilisation of non-potable water from Hadrian's Aqueduct in the urban fabric".
- EYDAP's proposals for highlighting the layout of the underground Hadrianic Aqueduct through "green" urban planning served as the subject of a workshop in the framework of the Infrastructure Planning Master Programme offered by the New Jersey Institute of Technology in the USA.
- These Proposals have been included in the foundational material for the topic of Hadrian's Aqueduct in an Interdepartmental Postgraduate Study Programme between the National and Kapodistrian University of Athens, the University of Patras and the University of the Aegean, which was completed successfully.

Circular Economy

The transition to circular economy is a necessary condition for the protection of natural resources and the environment. (*the issue is analysed in the section titled "Circular Economy – Management of Liquid and Solid Waste"*).

Enviromental Compliance

EYDAP operates in compliance with environmental legislation.

- It complies with the approved environmental terms for all its facilities.
- The relevant environmental licensing procedure is followed for each new project or modification of the existing ones.
- A Decision of Approval of Environmental Conditions has been issued for each Wastewater Treatment Plant (WWTP) and Water Treatment Plant (WTP) with their accompanying projects. The same applies to all the facilities of the External Water Supply System.
- For all the projects and activities of the company, there are decisions in force for approval of environmental conditions.

During the reporting period, the Company has not identified any non-compliance regarding the observance of the approved environmental operating conditions of the facilities.

Protection of Biodiversity

11 SUSTAINABLECITIES 15 UN LAND 15 UN LAND The basic parameter in the sustainable management of water resources is the preservation of biodiversity. Through the management of the water cycle, EYDAP protects the aquatic ecosystems in the areas in which it exercises its activities..

How do we manage it & How we evaluate our approach?

Due to the fact that human activities are strictly regulated, lakes are developing into significant wetland ecosystems which support protected avifauna species, interesting ichthyofauna and unique lakeside vegetation.

The basic role of EYDAP reservoirs is to store high-quality water for the capital's water supply, however they also constitute significant wetlands:

- The **natural lake of Yliki**, a source of water abstraction for the Water Supply System of Attica, forms part of the **Natura 2000** network of protected areas.
- The artificial lake of Marathon is the first reservoir of the Attica water supply system and a significant wetland.
- The Mornos and Evinos Reservoirs are important wetland ecosystems.

Water for the Ecosystem - "Ecological Water Supply"

For the purpose of preserving the continuity of wetland ecosystems, EYDAP has appointed researchers, in collaboration with the National Technical University of Athens, to explore the possibility of maintaining "ecological water supply" in the river ecosystems downstream of dams. Maintaining this minimum required flow is necessary according to the law, environmental provisions and contemporary international trends in the environmental management.



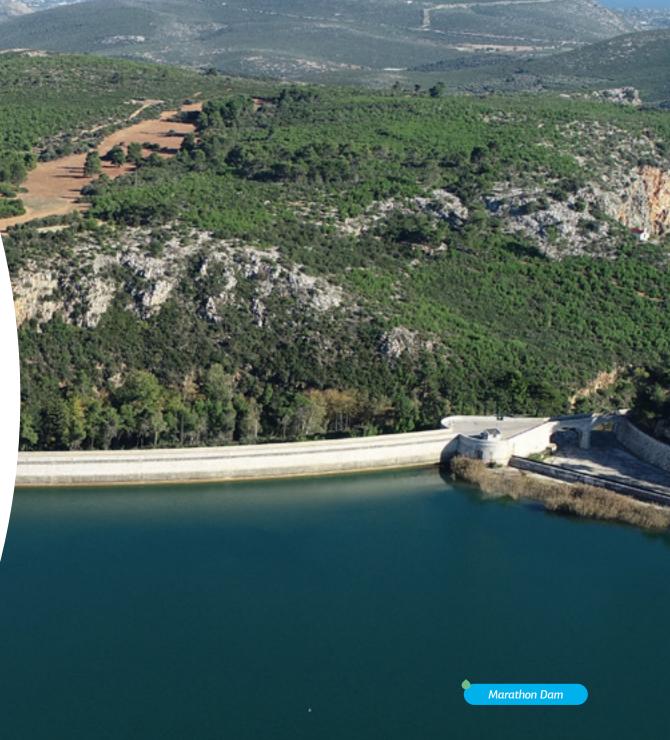
The necessary interventions have already been implemented on **the Marathon dam** in order to increase the residual supply downstream of the dam to 25 l/sec, according to the recent Technical Environmental Study implemented by EYDAP

۲

The river ecosystem downstream of the **Mornos dam** is in good condition due to the constant flow of surface water over the river bed. EYDAP has completed the systematic monitoring of the ecological and chemical condition of the river ecosystem by implementing a three-year hydromorphological, physicochemical, biological and chemical measurement programme, in accordance with the specifications of Water Framework Directive 2000/60/EC and the YDO4 Water Management Plan set out in the Technical and Environmental Study of the Mornos Dam, which was implemented by EYDAP S.A. The above monitoring indicated that the river ecosystem downstream of the Mornos dam is in good ecological and chemical condition.

۲

An "ecological supply" of 1m3/sec has been estimated for the **Evinos river**, which is the newest reservoir. Consequently, the riparian ecosystems downstream of the dam maintain their physiognomy and their significant biodiversity.



3 Marine Ecosystem Protection



Protecting the marine ecosystem is one of EYDAP's key concerns.

As such, the Company institutes procedures and actions that effectively contribute to maintaining the good status of the marine ecosystem, in compliance with environmental laws and policies incorporated into national and European law.

Taking the vitally important issue of protecting the marine ecosystem into serious consideration, EYDAP adopts measures to ensure preparedness and be able to respond and mitigate significant negative impacts on the environment. Such measures aim at reducing the severity and extent of these impacts. The measures arise from the Company's operation and risks for serious accidents.

However, it is noted that the status of the marine environment of aquatic receivers also depends on a number of other factors outside of EYDAP's remit (illegal waste disposal, maritime accidents, stormwater runoff, etc.).

How do we manage it & How we evaluate our approach

WWTP Design & Operation

WWTPs constitute key environmental infrastructures that significantly protect marine receiving waters by:

- collecting and treating urban wastewater;
- monitoring the proper operation of treatment facilities, the Psyttalia WWTP, the Metamorfosi WWTP, the Thriassio WWTP, and continually upgrading and maintaining them with high-technology means;
- complying with strict effluent specifications;
- frequent sampling;
- ongoing training of Company personnel to respond to potential hazards;

to help minimise impacts and maintain the good status of marine ecosystems.

EYDAP analyses the existing status of receiving aquatic ecosystems by preparing environmental impact studies (EIS), both when designing WWTPs and during their operation. The choice of level of treatment performed at the WWTP under design is always based on current regulatory provisions and the quality of the receiving waters and aims at protecting their ecosystems

The treated effluent from the Psyttalia and Thriassio WWTPs ends up in the Saronic and Elefsina Gulfs while effluent from the Metamorfosi WWTP is discharged to the Saronic Gulf, through its main receiver, the Kifissos River.

The start of operations at the Psyttalia WWTP in 1994 was a milestone in the improvement of the Saronic Gulf marine ecosystem, which in previous years had dramatically declined due to discharge of untreated wastewater.

Studies show continuing improvement, both in terms of physicochemical parameters and the status of the marine ecosystem.

As part of Directive 2000/60/EC and the implementation of river basin management plans, the ecological status of the Saronic Gulf, which is the receiver of the Psyttalia WWTP, has been assessed as "good".

The treated effluent from WWTPs is discharged into the sea approximately 95% free of its pollutant load

Another decisive factor in protecting the marine environment is the implementation of new sewerage projects in the East Attica areas, with integrated management of wastewater and reuse of treated wastewater for irrigation and to minimise its discharge into the sea. These actions have an indisputably positive impact on the protection of marine ecosystems.

Psyttalia WWTP

Synergies with scientific bodies and disclosure of the WWTP'S proper functioning outcomes to the public – HCMR

EYDAP

- conducts testing and studies of the marine environment to determine the impact on bathing waters at beaches in Attica near the WWTPs, and at the respective habitats at the discharge sites of treated urban wastewater. Environmental monitoring takes place with frequent measurements by competent state bodies (HCMR, Ministry of Environment and Energy's Secretariat-General for the Natural Environment and Water, Region of Attica, Blue Flag programme).
- has implemented a programme to modernise its facilities and ensure that effluent quality levels are maintained as specified in the Decisions to Approve Environmental Conditions for the WWTPs, or at even higher levels. The concentration limits of pollutants in effluents are much lower than those required by the DAEC; significant energy savings are also realised, particularly at the Psyttalia WWTP.
- Following a tender process, EYDAP has contracted with the Hellenic Centre for Marine Research for the systematic monitoring of the Saronic and Elefsina Gulf ecosystems, which have been identified as "sensitive receivers". Monitoring activities include indicators and parameters to assess the environmental and ecological status of the marine ecosystem

With regard to the effective operation of the WWTPs, analyses of treated wastewater effluent quality at the WWTPs are the result of laboratory analyses and are accessible to the public on the Wastewater Treatment Plant Monitoring Database maintained by the Ministry of Environment and Energy http://astikalimata.ypeka.gr/.

Psyttalia



Compliance with effluent quality limits for each parameter posted for each EYDAP WWTP for 2021

2021	BOD5 Biological Oxygen Demand (5 days)	COD Chemical Oxygen Demand	TSS Total Suspended Solids	T-N Total Nitrogen
Psyttalia WWTP	\checkmark	\checkmark	 Image: A start of the start of	 Image: A set of the set of the
Metamorfosi WWTP	 	 Image: A start of the start of	 Image: A start of the start of	 Image: A start of the start of
Thriassio WWTP	 	 	 	

In 2021, as in previous years, compliance with effluent quality limits at EYDAP's WWTPs greatly contributed to the improved status of the Saronic and Elefsina Gulf marine ecosystems.

The quality of coastal waters is also indicated by the fact that almost all coastal areas intended for bathing around the Saronic Gulf have been awarded a "Blue Flag", which is a symbol of environmental quality chiefly based on the assessment of marine water quality.



During the reporting period, the Company has not detected any non-compliance with regard to the quality requirements of water effluents from municipal wastewater treatment facilities (Directive 91/271/EEC and JMD 5673/400/1997).

EYDAP / Sustainability Report 2021 / 73



4

Measurement, monitoring & mitigation of Greenhouse Gas & other gases



Why is it essential

Climate change is one of the greatest challenges of today. Scientific studies show that mitigation of the phenomenon is in direct link with the management of greenhouse gas, derived from human activity. EU seeks the reduction of greenhouse gas by 80-95%, in comparison to 1990 rates, by 2050.

Targets are realized through compliance with environmental policies, as incorporated in National and European Law and with the enforcement of measurement, monitoring and mitigation of greenhouse gas emissions.

EYDAP, in the context of corporate responsibility records the greenhouse gas emissions since 2019.

How do we manage it & How we evaluate our approach

The Company, with environmental sensitivity, aims at the mitigation of its carbon footprint (Net Zero)

- Strategy formulation for the improvement of energy efficiency and mitigation of carbon footprint
- Energy saving mitigation of greenhouse gas
- Estimation of the emission of gaseous pollutants with a direct impact on climate change (greengouse phenomenon) in new studies
- Selection of materials and machinery with modern environmental standards
- Studies for the protection of new infrastructure from extreme weather phenomena, as floods, as a result of average temperature increase, to deal with negative impacts of climate change
- Electric vehicles Gradual replacement part of EYDAP fleet
- Transition plan to low carbon emission systems
- Renewable Energy Sources: Photovoltaic Stations and Hydroelectric in installations
- Energy upgrading of buildings and installations



Methology followed by EYDAP for the calculation of CO2 is based on:

- ISO 14064-1:2018 Greenhouse gases Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.
- Greenhouse Gas Protocol, WRI (GHG Protocol Corporate Accounting and Reporting Standard, Revised Edition)

Emissions in 2021 showed



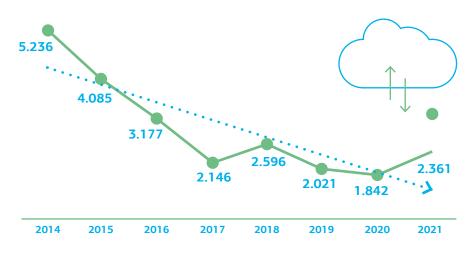
2.54% reduced in comparison 2020 2.2% increased in comparison 2019

Psytallia Wastewater Treatment Plant (PWWTP)

Introduction of PWWTP since 2014 in Greenhouse Gas Emissions Trading System (EU-ETS)

In compliance to legislator framework, the Psyttalia Wastewater Treatment Plant, the main effluent treatment installation, joined in 2014 the above system. Annual Reports, verified by external accredited auditor, are submitted to the competent National Authority (Ministry of Environment & Energy) and to the relevant Register of the EU.

Annual CO2 στο emissions to Psytallia Wastewater Treatment Plant



The difference of CO₂ emissions

Reduction 3,394 tn	Red 2,87	uction ′5tn
2014-2020	2014-2	2021
CO ₂ emissions		
28.18% (+)	16.82%(+)	9.05% (-)
2020-2021	2019-2021	2018-2021

The 2021 price is due to the need to increase natural gas consumption to meet emergency operational needs.

Reduction ≈55%

2014-2021

The significant reduction of CO₂ emissions in PWWTP is due to a series of targeted management options and more specifically in

- Natural gas use reduction and its substitution with biogenic biogas produced at the plant by the treatment of sludge.
- Projects implementation for the increase of biogas production.
- Installation of an integrated automatic power and energy management system, which allows the rational use of energy sources.

5 🔪 EYDAP / Sustainability Report 202

Annual emissions and sources

	2019	2020	2021
Greenhouse gas emissions (tCO ₂ e)	222,331.8	233,313.07	227,393.92

Greenhouse gas emissions sources and participation percentage in $\rm CO_{_2}$ emissions / emission source

Scope 1 Mobile combustion sources with oil Fixed combustion sources with nat Processes that takes place in the M	ural gas 1%	Scope 2 Electric powe	er consumption 45%	
Processes that takes place in the w	/WIP 40%			Scope 3
			Consumption of o	
 Fixed combustion sources with oil Mobile combustion sources with oil Fixed combustion sources with natural gas Fixed combustion sources with gasoline 	 Processes that takes place Electric power consumptio Commuting of employees Consumption of chemicals 	n	WWTP discharges into aquatic e	cosystem 3%

- Mobile combustion sources with gasoline
- WWTP discharges into aquatic ecosystem

From 2021 EYDAP data processing and carbon footprint calculation we have the following results:

SCOPE 1

113,185.69 tCO₂e Direct greenhouse gas emissions

The processes that takes place in the Wastewater Treatment Plant have the largest contribution to greenhouse gas in the entire Company 108,747.7 tCO_e

Other emissions that are part of SCOPE 1 are:

Fixed combustion sources with natural gas:	2,425.9 tCO ₂ e
Mobile combustion sources with oil:	1,344.4 tCO ₂ e
Fixed combustion sources with oil:	423.8 tCO ₂ e
Mobile combustion sources with gasoline:	241.5 tCO ₂ e
Fixed combustion sources with gasoline:	2.4 tCO ₂ e

SCOPE 2

Electric power consumption in all the installations of EYDAP is the second largest source of gas emissions.

102,494.6 tCO₂e Electric power consumption

The largest indirect greenhouse gas emissions, due to electric power consumption, are in:

the WWTP of Psyttalia, with emissions rising to	43,616.44 tCO ₂ e
the Water Network, with emissions rising to	29,305.74 tCO ₂ e
the water intake, with emissions rising to	14,320.07 tCO,e.

64.67 kg CO₂ /m² (building area) The CO, emission index for EYDAP buildings

largest part of which belongs to SCOPE 2 (electric power).

From the set of water treatment emissions' indicators:

Lowest emissions index per m3 of water

GALATSI WTP 0.009 kgCO₂/c.m.

SCOPE 3

11,713.62 tCO₂ Other indirect emissions

SCOPE 3 includes

7,579.9 tCO₂e WWTPs effluent disposal in the aquatic ecosystem

3,425.3 tCO,e Chemical substances

708.4 tCO₂e Commuting of employees in klms

Sample of 593 employees (~ ¼ of the company employees)

Indirect emissions – employees' commuting

Emissions Source	C0 ₂	CH₄	N ₂ O	CO ₂ e		
Category 3 - Indire	Category 3 – Indirect non biogenic emissions					
Cars	634.1	0.001	0.002	634.8		
Two-wheels	27.0	0.000	0.000	27.1		
Taxi	10.2	0.0	0.0	10.2		
Underground/ Tram	8.2	0.0	0.0	8.2		
Bus	28.1	0.0	0.0	28.1		
Emissions (t)	707.6	0.001	0.003	708.4		

Highest emissions index per m3 of water

Polydendri WTP 0.022 kgCO₂/c.m.

due to the requirement for pumping in order to raise the level of raw water.

Critical Indicators

313,739 tCO₂e/millions € Scope 1 intesity – greenhouse gas emission

284,104 tCO₂ Scope 2 intensity – indirect greenhouse gas emission

32,469 tCO₂ Scope 3 intensity – other indirect greenhouse gas emission

384,407 tCO₂e/millions c.m. Greenhouse gas emission

Greenhouse gas emission per cubic meters

18.37%

Electric Energy consumption for the production and supply of water per invoiced m3

39%

Electric Energy consumption for effluent treatment + Energy consumption for effluent transfer /invoiced consumption

Deviations in measurable data compared to those published in the Financial Results 2021 (Non-Financial Information) are due to additional data received after the publication of the Financial Statements



5 Energy MATERIAL conservation



Why is it essential

Given that energy affects both the cost of production and service delivery and the environmental footprint, EYDAP has made energy conservation one of the central pillars of its strategy.

The current energy crisis and the associated risks to the environmental and economic sustainability of growth require holistic management of the issue. In order to strengthen the Corporate Resilience against further shocks and in order to protect the economic resilience of both households and professionals with possible deprivation of their ability to cover the cost of water and wastewater services, EYDAP has initiated actions from 2021 that will culminate in the following years as part of the Company's energy transition.

To reduce the impact of the current crisis, it is continuously evaluating and adjusting its processes and monitoring developments.

How do we manage it & How do we evaluate our approach

In the context of the utilization of renewable and alternative energy sources, EYDAP has developed:

- Energy production facilities from small hydroelectric power plants installed in its aqueducts and at the WWTP of Psyttalia.
- Combined heat and power plants, using biogas produced from the treatment of sludge in the wastewater treatment plants.
- Photovoltaic station at the facilities of the Acharnai WTP.

Contributing to the achievement of the national target of increasing the production of energy from Renewable Energy Sources, as well as to the optimization of the Company's energy balance.

Basic RES stations of EYDAP

Phovoltaic Station in Acharnai

In the direction of producing energy from renewable sources and reducing its carbon footprint, the company has installed a photovoltaic (PV) power plant with a capacity of 1.9712 MW at its facilities in the Municipality of Acharnai, for the purpose of selling the electricity produced.

3,150,587 kWh

Energy production in 2021

the same level as in 2020

Phovoltaic Station - Acharnai

EYDAP / Sustainability Report 2021



Small Hydroelectric Power Plants (SHEPS)

Along the external aqueducts that transport water from the reservoirs to the refineries, small hydroelectric power plants operate, whose energy is sold by EYDAP.

The water from the aqueducts is diverted to a side canal, where a hydro turbine converts the hydraulic energy into mechanical energy and then, via a generator, into electricity. The water is then reintroduced into the main aqueduct, where it continues to flow.



SHEPS in operation





Elikonas SHEPS capacity of 650 kW and a projected annual energy production of 5,000,000 kWh.

Evinos SHEPS capacity of 820 kW and a projected annual energy production of 4,000,000 kWh. Kithairon SHEPS capacity of 1200 kW and a projected annual energy production of 5,730,000 kWh. Kirfi SHEPS

capacity of 760 kW and a projected annual

energy production of

5,860,00 kWh.

Mandra SHEPS

capacity of 630 kW and a projected annual energy production of

4,900,000 kWh.

17,515,903 KWh

total energy production from SHEPS' in 2021

The energy produced by the SHEPS is totally dependent on the range of DEI grid instabilities, as well as on the weather conditions and the occuring failures of the electromechanical equipment of the plants. 21,962,864 kWh

Energy production in 2020

20% lower than in 2021

Small Hydroelectric Power Plant in Psyttalia

Psyttalia there is a small hydropower plant installed in the outflow pipeline, which has been operating since 2015.

2,259,287 kWh In house electricity production for 2021

2,267,376 kWh In house electricity production for 2020

The variation of the power generation from this plant in the outflow pipe of the Psyttalia WWTP is due to the annual variation of the wastewater flow.

Total SHEPS

Annual the annual production of the 5 SHEPS and the hydroelectric output of WWTPS



Biogas

The biogas produced in the digesters of the Psyttalia WWTP is used as fuel:

- In internal combustion engines for combined heat and power.
- In the thermal drying plant of the dehydrated sludge.
- In the boiler room of the digestion unit for sludge heating.
- In the steam generating unit for the production of steam (for the sludge thermal hydrolysis unit.

139,652 MWh

The recoverable thermal energy of the Psyttalia WWTP for 2021

25,891 MWh

energy The electricity produced by r 2021 biogas at the Psyttalia WWTP

3,331 MWh

The recoverable thermal energy of the Metamorphosis WWTP for 2021

The biogas produced in the digester of the Psyttalia WWTP is used as thermal energy

ΕΥΔΑΠ

Actions in Progress to conserve energy

Polydendri WTP

200,000 c.m./day Nominal refining capacity

The two pumping stations for undiluted and refined water were built in the 1970s and have been operating continuously since then with the same pumping units with very low efficiency, resulting in high energy consumption.

In the context of reducing energy consumption and ensuring the safety of the operation of the WTP for the uninterrupted water supply of the city of Athens, a project design has been completed to upgrade the energy efficiency of the two pumping stations by constructing new pumping stations.

The project includes:

- 1. replacement of pumps with new modern high-efficiency pumps and low-loss motors
- 2. construction of a new refined water pumping station building
- 3. replacement of medium voltage substations with very low loss substations in accordance with the latest EU directive
- 4. installation of a modern distribution network and motor control systems.
- 5. installation of back-up power generation which will ensure the uninterrupted operation of the WTP at its maximum capacity
- 6. automatic control system for the operation of the pump station with installation of new SCADA.

The project is expected to be completed conceptually and launched for implementation within 2022.

In 2021:

- The installation of **low-consumption street lighting lamps** in extensive outdoor areas of EYDAP began, with the future result of lower consumption and avoiding the replacement cost of the current conventional ones, since the new ones have a 5-year replacement guarantee
- The design of **4 PV Plants with a total capacity of 3.5 MW** was completed through the energy offsetting procedure and 2 of the 4 PV Plants at the 1.99 MW Acharnai and Polydendri WTPs are already in the tender process, which will save money from the reduced electricity purchase.
- The process of energy checks of EYDAP>s facilities was completed and the results were submitted in accordance with the provisions of the legislation. The conclusions and recommendations from the energy checks were sent to the Directorates and Services responsible for implementation
- Energy inspections were carried out in 11 EYDAP buildings receiving the official certificates. The conclusions and suggestions from the Energy Footprint survey have been forwarded to all the Directorates and Services of EYDAP responsible for implementation.
- The planning of the following **pilot actions** has started:
 - Participation of EYDAP as a partner in the Energy Capability Centre, an initiative of the National Technical University of Athens and EPISEY that will implement by 2023 the design of innovative approaches to reduce the energy footprint. The first project concerns the **design of the production of e-fuels (production of artificial fuel from green energy) for transport.**
 - **Optimization of the energy operation of the Metamorphosis Wastewater Treatment Plant** in the framework of the European Research Project HORIZON _ Trineflex.
 - Installation of PV panels with parallel heat generation in the KEREFYT.

How do we evaluate our approach

Energy Balance

Energy production by EYDAP

53MWh	Electricity from Psyttalia Natural Gas	
2,259 MWh	Electricity by Psyttalia SHES -	1
17,516 MWh	Electrity by EWSS SHES	
3,150 MWh	Electricity from Solar Panels at the Acharnai WTP	RES
25,891 MWh	Electricity from Psyttalia Biogas	
143,000 MWh	Thermal Enenrgy from WWTP Biogas	

48,816 MWh (a)	Total electricity production by EYDAP RES
48,869 MWh (b)	Total electricity production from EYDAP
191,816 MWh (c)	Total production from EYDAP RES
191,869 MWh (d)	Total production from EYDAP

Energy Supply

189,219 MWh (e)
169,465 MWh* 7,485 MWh 12,834 MWh

* The deviation from the published data in the Annual Financial Results 2021 in purchased electricity (168,900 MWh) and the related indicators is due to retroactive corrections of electricity consumption sent to us by the provider in May 2022.

Sale from EYDAP RES

20,667 MWh (f) Electricity

Consumption by EYDAP

197,102 MWh (g)	Electricity
7,485 MWh	Diesel - Gasoline
12,834 MWh	Natutal Gas
143,000 MWh	Thermal Energy from WWTP Biogas
171,149 MWh (h)	Total consumption from RES
217,421 MWh (i)	Total consumption of Electricity Diesel- Gasoline & natural gas
360,368/ MWh (j)	Total consumption

2021

191,869 MWh Total energy production

46.96% Percentage of total energy consumption

360,871 MWh

Total consumption (based on retroactive corrections of electricity consumption sent by the provider in May 2022 with an impact on the other relevant indicators as wel)

191,816 MWh RES energy production

171,149 MWh Total consumption of energy from RES

189,272 MWh Total energy consumption from non -renewable energy sources

99.97% Percentage of electricity produced by RES

85.6% Percentage of electricity purchased

54.69% Percentage of electricity to total consumption * Energy Balance {g/j}

0.18 MWh/m³

KElectricity consumption for water production and distribution per billed m3

0.39 MWh/m³

Electricity consumption for wastewater treatment & for wastewater transport/ Tariffed consumption

47.43% Contribution of total RES to total consumption *Energy balance {h/j}

53.24% Total production of RES EYDAP to total consumption of EYDAP * Energy balance {d/j}

14.3% Percentage of total energy consumption from RES * Energy balance {(a-f)/g}

Regulatory Compliance

EYDAP operates in compliance with environmental legislation.

- It complies with the approved environmental conditions for all its installations (Wastewater Treatment Plants, Water Treatment Plants, External Water Supply System, etc.).
- The relevant environmental permit procedure is followed for each new project or modification of existing one.
- An Environmental Permit Approval Decision has been issued for each Wastewater Treatment Plant (WWTP) and Water Treatment Plant (WTP) with their relevant projects. The same applies to all the facilities of the External Water Supply System.
- The PV Station of the Acharnai WTP has an Environmental Conditions Approval Permit.
- For all of the Company's projects and activities, there are valid permits for the approval of environmental conditions, or requests for their renewal or modification have been submitted in due time.

Kirfis Small Hydroelectric Power Plant (SHEPS)

EYDAP / Sustainability Report



6

Circular Economy -Liquid and solid waste management



Why is it essential

Utilising material and natural resources throughout their life cycle is an important business approach to the circular economy and a response to our commitment to environmental protection.

The continuous reduction of the amount of waste that needs to be disposed of at the end of a product's life cycle contributes significantly to minimising its impact on the environment and human health.

As the largest water and wastewater company in Greece, EYDAP is continuously upgrading its facilities, with the aim of gradually reducing the waste generated by its plants, by reusing by-products stemming from its production processes, recovering and generating energy from waste, and consistently reducing its greenhouse gas emissions.

Non-application of the principles of the circular economy carries risks for the Company, such as non-compliance with the regulatory framework, with all the legal consequences that implies, reputational damage to the Company, lack of trust of our customers in the Company, as well as substantial financial damage to the Company.

How do we manage it

Circular Economy, Water resources management and sludge management

In the water sector, participating in the circular economy and in sustainable natural resources management starts with opting for renewable water resources, choosing energy-efficient technologies in transportation and distribution, and reusing renewable water resources.

In the Company's Water Treatment Plants the integrated management includes the adoption of good practices and actions that aim to reduce the consumption of water used during treatment processes. During the production of drinking water, the water required for cleaning the facility and for disposing of the solid waste generated during the treatment process is not wasted. Through appropriate treatment processes, much of this water is recycled and re-introduced into the production process, leading to its maximum utilisation, and thus minimising water losses.

Sludge Processing in WTP

Today, at the **Galatsi Water Treatment Plant (WTP)**, the sludge generated during the sedimentation process and filter washing is transferred to existing tanks. Part of it then forms part of the reclaimed water, which is taken to the WTP for re-treatment, while the rest is transferred, through the sewage system of EYDAP, to the Wastewater Treatment Centre of Psyttalia.

EYDAP invests in the upgrade of **all its Water Treatment Plants** and in the necessary additional projects for the treatment and management of the sludge generated during the water purification process.

Displaying environmental awareness and responsibility, EYDAP has prioritised the optimisation of the treatment of the sludge generated as a waste material from water treatment. With this goal in mind:

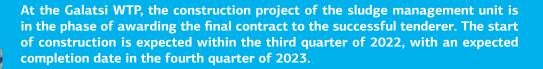


At the Polydendri WTP, in 2019 the construction of a modern sludge management unit was completed and the unit was put into operation. The sludge produced during water treatment is further processed. The solid waste is separated from water and then the water enters the WTP for re-treatment. The solid sludge produced is collected and transferred to licensed sites.



At the Aspropyrgos WTP, the maintenance and upgrade of the existing sludge processing systems was completed in 2019, when the systems were also re-put into operation. The sludge produced as a result of the purification of raw water is further treated. The solid waste is separated from the water and then the water enters the WTP for re-treatment. The solid sludge produced is collected and transferred to licensed sites.

At the Acharnes WTP, the construction of the sludge management and backwashing unit was completed in 2021. The sludge generated as a result of the water purification process is further treated. The solid waste is separated from the water and then the water enters the WTP for re-treatment. The solid sludge produced is collected and transferred to licensed sites.



It is estimated that the sludge treatment plants that are already in operation at the Polydendri, Aspropyrgos, and Acharnes WTPs, together with the soon-to-be-completed equivalent unit at the Galatsi WTP will save:

4.300.000 m3/year resources by reducing the energy consumption chemical processing materials **The sludge** produced as a result of the treatment of the raw water will be further processed in flocculation tanks and end up as the last stage in the dehydration unit. The quantities of treated sludge produced by the WTPs are recorded online on an annual basis in the National Database of the Urban Waste Water Treatment Plants of Greece, in accordance with the relevant legislation, and is collected by licensed companies for further utilisation, as soil improver for various crops in cases of tree planting, for the cement industry and the ceramics industry.

Circular Economy in Wastewater Management

Solid waste is generated during wastewater treatment, which consists mainly of wastewater pre-treatment by-products and sludge.

This is non-hazardous waste, the responsible disposal and management of which is a priority for EYDAP's stakeholders, e.g., the local communities in the areas of the wastewater treatment plants, especially taking into account the large annual quantities of waste generated.

At the **Wastewater Treatment Plants** (WWTPs), the solid waste generated during the pre-treatment phase (screening waste, grit and large solids), as well as the primary sludge (fine solids, sludge) is landfilled.

The **drying of the dehydrated sludge** generated by all three WWTPs, takes place at the Psyttalia WWTP.

100% of the quantity of the dried product is utilised thermally by the cement industry as an alternative fuel, applying a technologically modern, environmentally friendly, and sustainable solution.

The biogas produced at the phase of sludge refinement in both the Psyttalia and the Metamorfosi WWTPs is utilised for energy production.

Reuse of reclaimed Water in the Sewerage Projects in East Attica

The planning of the construction and operation of integrated wastewater management systems in Eastern Attica aims at the reuse of treated effluents. These projects are a strategic choice of EYDAP, with a significant impact on saving valuable water resources (*the topic is further discussed in the section «Sewerage Projects in Eastern Attica*).

Reuse by girect pumping from the network (sewer mining)

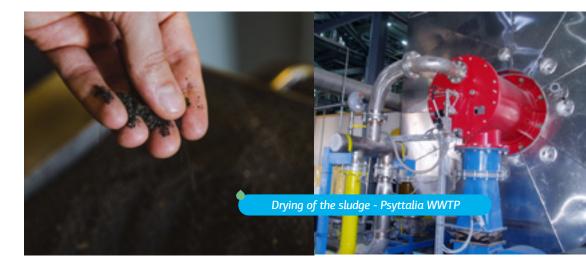
Applying the principles of circular economy, EYDAP implements research programmes aimed at decentralised water reuse, by using effluent directly from the sewerage network (Sewer Mining). (*The topic is further discussed in the section «Management of Natural Resources/Water Sources»*)



of biogas produced is used in-house at the Psyttalia WWTP



of biogas produced is used in-house at the Metamorfosi WWTP



How we evaluate our approach

Solid waste from wastewater treatment at the WWTP's

Screening waste and grit to sanitary waste landfill (tn)



The total amount of screening waste and grit landfilled in 2021 is

Reduced by 14.24% compared to 2020

Reduced by 20.91% compared to 2019

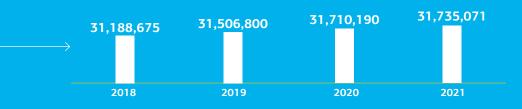
Reduced by 37.59% compared to 2018

It should be noted that in 2018 the quantities of grit generated by the Metamorfosi WWTP were particularly high due to the evacuation and cleaning of the digester at this facility.

Total amount of dried sludge from the drying unit at the Psyttalia WWTP (tn)



The quantity of dried sludge at the Psyttalia WWTP in 2021 is Increased by 4.29% compared to 2020 Reduced by 1.76% compared to 2019 Reduced by 10.88% compared to 2018



Biogas Production

All biogas produced at the WWTPS of EYDAP is utilised for energy generation

Biogas production in 2021 is

Increased by 0.08% compared to 2020

Increased by 0.72% compared to 2019

Increased by 1.75% compared to 2018

EYDAP / Sustainability Report 2021 / 9

Sludge in WTP

The sludge in WTP is available in licensed facilities where it is composted together with other organic substances

3,880.43 (tn) 7.66 %

Reclaimed Water

Reuse of Water produced as a result of sludge treatment at Water Treatment Plants

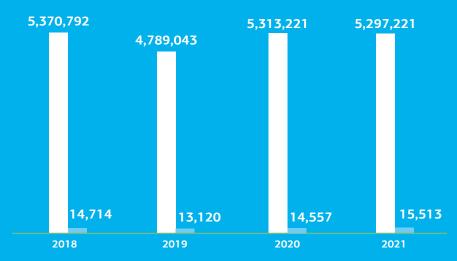
The construction of sludge treatment units at the WTPs will permit the reuse of water produced during the centrifugation of the sludge generated during the water purification process. This water will be added to the quantity of water generated during filter washing, which is already re-used in-house, and re-introduced into the aqueducts that transfer raw water to the plants.



Reuse of Reclaimed Water from wastewater treatment in Waste Water Treatment Plants

Part of the treated effluent of the Psyttalia and Metamorfosi WWT Plants is used for the irrigation of greenery and to cover other inhouse water needs (e.g., washing, industrial water). This is water that is used inside the EYDAP facilities and is not yet available to third parties.

Volume of reclaimed water (m³) from the treated effluent that was reused



• Annual Total Quantity (m³)

Daily reuse (industrial water m³/day)

2 🔪 EYDAP / Sustainability Report 2021

A material recycling system has been implemented in the buildings and facilities of EYDAP.



The amount of papar recycled in 2021 is

Reduced by 49.73% compared to 2018

The development of e-government applications and electronic document management systems, as well as the reduction of printed paper all contributed to a decrease in paper use, and consequently, paper recycling. Another contributor was the fact that, due to the COVID-19 pandemic, a significant percentage of the Company's employees were working from home (remote work).

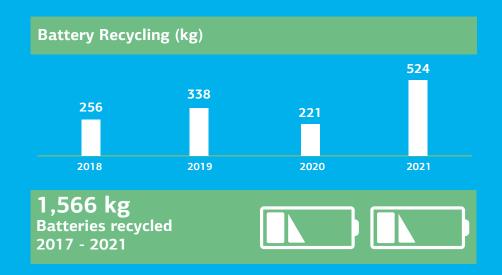


Battery Recycling

Used batteries are collected in special bins in the Company's premises and facilities by AFIS (the Collective Management System for portable batteries).

524 kg

were collected in 2021



In 2022, recycling will be extended to waste from electrical and electronic equipment (WEEE) by means of a certified collection system, as well as to plastic waste.

During the reporting period, the Company has not detected any non-compliance with environmental laws and/or regulations, related to the management and final disposal of liquid and solid waste.

"Differences in the measurable data in relation to the published Financial Results 2021

(Non-financial information) are due to additional data received after the publication of the Financial Results"

Society

1. Access to clean water, supply & coverage of water supply network	98
2. Reliable water supply network	108
3. Health & safety of customers & end consumers	116
3.1 Water quality	116
3.2 Sewerage network of EYDAP - East Attica projects	128
4. Building/strengthening a stable relationship of trust	154
with customers and end users	
5. Affordable tariff & secure customer service	160
6. Labour issues & respect for human rights	170
6.1 Protection of labour rights - respect for diversity	170
6.2 Ensuring workers' health & safety	174
6.3 Human resources	184
6.4 Training & Education	192
7. Corporate responsibility - Supporting the local community -	198
Environmental Awareness	
8 Cultural heritage management - Historical archive of EVDAP SA	208

5.7.7.

100

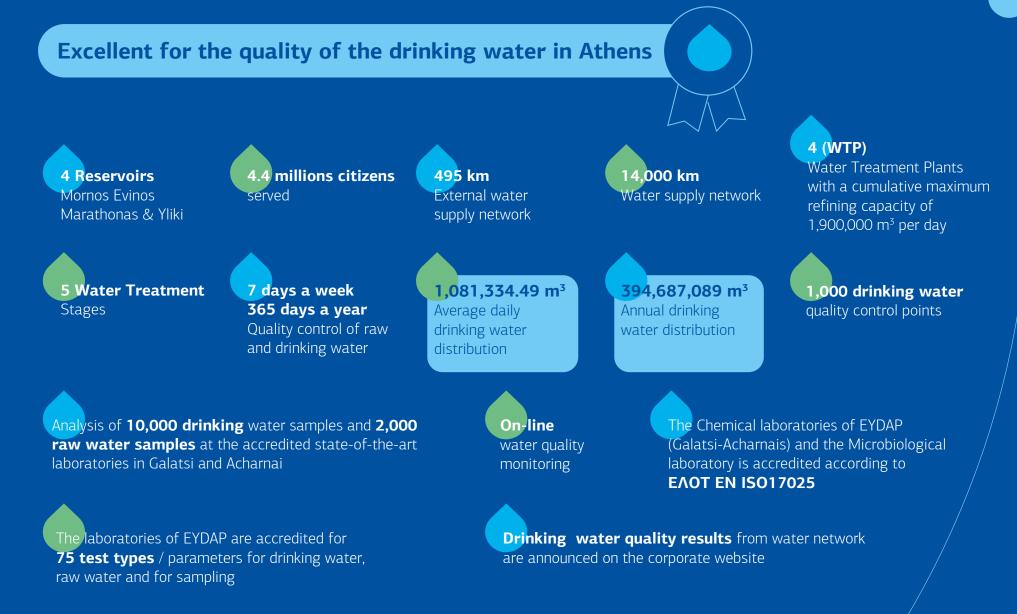
12.40

the state

NTOR



Water Network







Access to clean water, supply & water supply coverage



Why is it material

EYDAP, in order to ensure reasonable levels of water consumption to 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 (WTP). The only exception is the Mavrosouvala's boreholes, which are EYDAP's property.

The Company, manages water as a valuable natural resource and a vital good for the residents of Attica (and other areas as well).

Delivered

2021

1,081,334.49 m³

Average daily drinking water distribution

to the area of its service, to certain islands in the South Aegean Region (Cyclades) and the Argosaronic (municipality of Aegina and Agistri), 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 raw water is rendered potable with the use of the most environmentally friendly methods with respect to the natural resources.

Beyond doubt, any malfunction with a negative impact on the quantitative safeguarding of water resources, the transfer and distribution of water (External Aqueduct System – Drinking Water Supply Network etc) 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. By managing the issue with utmost responsibility, the Company contributes to the implementation of Global Goals for Sustainable Development, as the United Nations has defined this.

According to Law 2744/1999 and the new Contract, with a validity period of 20 years, among the Greek State, EYDAP Fixed Assets and EYDAP SA, which is valid since 01.01.2021, EYDAP holds the exclusive responsibility of water supply and sewerage services in its area of competence. A right non-transferable or assignable. The Greek State holds the responsibility, throughout the duration of the Contract, to provide EYDAP SA with raw water of adequate quantity. This raw water is to correspond to the characteristics of raw water, to the minimum quantities that are necessary so that EYDAP SA can correspond to the minimum water supply needs of its customers. The Greek State is also obliged to upgrade the External Water Supply System to safeguard the provision of the adequate quantity of raw water.

The Company on its part, has the exclusive responsibility – right nontransferable – for processing this water, its distribution as well as the operation and maintenance of the privately owned water supply network, so that water supply needs of all consumers in its area of competence, without any discrimination is covered, in terms of quantity and quality.

With a second Contract, with a validity period of 3 years, among the Greek State, EYDAP Fixed Assets and EYDAP SA, valid since 01.01.2021, EYDAP has taken over (for a price) the operation and maintenance of the installations of the External Aqueduct System.

After the expiry of the above mentioned contract, the maintenance and the operation or the External Aqueduct System is vested from the Ministry of Infrastructure and Transport to a contractor, nominated through a tender procedure, in compliance with law 3389/2005 (A' 232). In this tender procedure EYDAP is not liable to participate, as its founding law does not foresee the Company's participation in Interministerial Committee for Public-Private Partnerships (SDIT) outside Attica Prefecture, area of its jurisdiction.

Based on documented studies of EYDAP services and the opinion of an external legal advisor, the participation of EYDAP in the relevant tender would be possible by amending the Company's founding law. It is noted that the founding law of EYDAP was made long before the implementation of Interministerial Committee for Public-Private Partnerships (SDIT)

The amendment of the founding law was not made until the deadline for submission of an expression of interest file on 20/1/2022, despite the relevant actions of the Company, and therefore, EYDAP cannot participate in the A' phase of the above tender. The contracting authority is the Ministry of Infrastructure and Transport and the indicative budget of the project amounts to 235 million euros.

EYDAP will continue to operate and maintain the External Water Supply System (EYS) until the end of its contract, as it has successfully done for the last 40 years, providing uninterrupted quality and affordable water in Attica, through its accumulated know-how and experience.

Marathon dam



How do we manage it

Water Resources

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 these reservoirs, only 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. From underground water resources, that can be exploited with the operation of approximately 100 boreholes, of an annual total pumping capacity of 70 - 125 million m³ of water, depending on the disposal of underground resources and policy use.

Under the current operation conditions, the water supply sources of EYDAP is distinguished into:



Auxiliary water sources: Marathonas (for the supply of Galatsi WTP) and Yliki (in case of emergency).

Backup water source: underground water resources – boreholes.

EYDAP / Sustainability Report 2021 🖊 10

Protection of reservoirs

EYDAP ensures the protection of the reservoirs

- by **complying with strict legislation** (Healthcare Provision A5/2280/1983 for the protection of waters, 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
- by **sampling** the water quality in the reservoirs

Transfer of water - External water supply system

The transfer of raw water, from the sources to the Water Treatment Plants, is done via aqueducts with a total length of

495 km

Despite the long distance between the main reservoirs (Mornos, Evinos) and Attica, the biggest amount of water is transferred 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 case of emergency, thus actively contributing to the reduction of our environmental footprint.

Safe transport of raw water

Implementation of four (4) crucial projects in the External Aquatic System firstly for the support-safeguarding of the existing critical infrastructure of the external aquatic system and by extension its good operation and secondly for the safeguarding of the alternative use of Lake Yliki for the water supply of Attica. These projects concern:

1. Reconstruction works of Connection Aqueduct F1800 Mornos-Marathon, Kleidi-Dafnoula section

The "Final Study for the Reconstruction Works of Connection Aqueduct Mornos-Marathonas, Kleidi-Dafnoula Section and Compilation of Auction Documents" M-198, is completed, approved, got final acceptance by EYDAP and ielivered to the Ministry for project implementation

2. Enforcement of raw water transport infrastructure of Kithairon Canal, in the wider area of Kokkini

The "Final Study Enforcement of raw water transport infrastructure of Kithairon Canal, in the wider area of Kokkini" from K.P. 4+105 until K.P. 5+915 and Complilation of Auction Documents" M-199, is completed and is at the stage of approval and final acceptance.

- **3.** Completion of Interventions at Thiva Canal of Mornos Aqueduct The Study will be completed in the first semester of 2022.
- 4. Construction of Supplementary Aqueduct F2000 across sectioned Mornos Aqueduct downstream Kithairona

The Study will be completed in the first semester of 2022.



The tender procedures were approved by EYDAP BoD in 2019 for the nomination of contractors for the elaboration of three (3) studies, which in combination with one study that is realized by EYDAP will contribute to the implementation of the projects.

Management of external water supply system

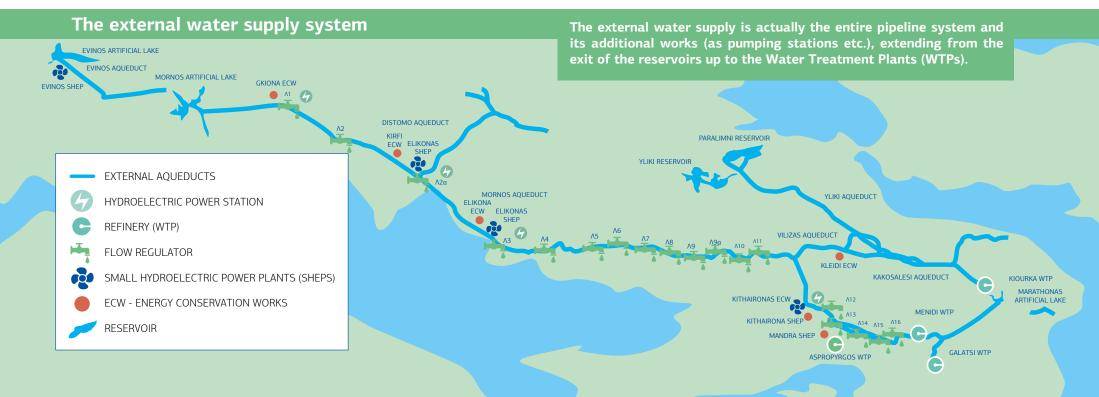
- The management methods of the **aqueduct system** by order of importance are:
- the operation of the existing water supply system
- the regulation of the flow downstream the reservoirs
- the water abstraction breakdown per primary, auxiliary or backup source
- water transfer via the external aqueduct system
- additional works for the reinforcement and safety of the water supply system, if needed.

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

- 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 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 Decision Support System, used operationally on a daily basis by EYDAP for the monitoring and management of the water supply system, includes the following components (subsystems):

- **a)** Geographical Information System, for pictorial representation and monitoring of the water supply system,
- b) Monitoring System of Water Resources, intended for the supply of Athens,
- **c)** Evaluation and Prediction System of Water resources, intended for the supply of Athens,
- d) Support system for managing water resources, intended for the supply of Athens.



Drinking water distribution is ensured by the facilities of the water supply network

1,081,334.49 m³

Daily average drinking water consumption

394,687.89 m³ Annual drinking water distribution

14,000 km main secondary and tertiary water supply system

1,000 drinking water*** quality control points

1,475 recording**** and remote data transmission points SMS and GPRS 1,300 km main water supply network*

77 pumping stations with a total installed capacity of 33,200HP

57 reservoirs with a total capacity of 885,000 m3

12,700 km secondary and tertiary water supply network**

2021

104 SCADA monitoring points

2,180,023

Connections

660 pressure reducing valves

≈ 90,000 isolation valves

* It consists of pipes with a diameter greater than 300 mm up to 2000 mm

Further technical, quantitative and qualitative

datacan be obtained from website (www.eydap.gr)

in the Company section / Water supply.

875.281 m³

Consumption

April 2021

Daily minimum

** It consists of the secondary and tertiary network; the secondary with a total length of approximately 9,000 km and the tertiary 3,700 km approximately. The distribution network consists of pipelines with a diameter of less than 300 mm, transporting drinking water to consumers.

*** 700 for chloromeasurements and 300 combined for chloromeasurements and other parameters according to legal requirements). In 2019, about 150 new drinking water quality control points were added to the system. This permitted the enrichment of the sampling points and also covered the need for quality control of the water supply networks that EYDAP acquired from the Municipalities of Salamina, Magoula, Agios Dimitrios of Penteli.

**** In 2021, 25 telemetry instruments for recording and teleporting data (GPRS) were added in the network, raising the total at 1475 spots.

1,271,570 m³

Daily maximum

Consumption

August 2021

How we manage our approach

The applied method of water resources management are:

- Scientifically rational
- Efficiency: as they utilize water resources to the maximum extent possible
- Sustainability: as they do no deplete future water resources in meeting the needs of today

Demand is met with increased reliability, mitigating the likelihood of noncoverage the demanded quantity of water to very low and acceptable rate. The concept of liability mainly refers to the reduction of uncertainty caused by the variability of the natural supply of water resources (drought), but it concerns other sources of uncertainty, as the adverse extraordinary events (damage) during restoration projects along the aquatic system for which EYDAP takes care to ensure the proper operation of the system. In addition, demand for water supply coverage is realized with water of safe quality, without provoking environmental problems (ecosystem) due to excessive water deprivation. Finally, the demand is always met in the most economical way.

EYDAP manages water demand by developing **leak reduction programs** (pressure management-water supply zones, immediate restoration of damagesbreakage in the network, supply network repairs and restorations) aiming not only at customer service, but also to the sustainability of the natural resource.

Aiming to an economically optimum strategy for the management of leak reduction, EYDAP is in cooperation with a specialized scientific team from the School of Civil Engineering of the National Technical School of Athens, after a contract signed on December 8th, 2021. The Project focuses on the development of digital tools, adapted to the needs of the network for the support of the Company on operational basis.

The operational tools to be developed target the optimal replacement prioritization of sections of the network, along with optimal pressure management, for the mitigation of real water losses in EYDAP SA water supply network.

These innovative applications, as decision support tools, will be compatible with the existing corporate software and systems and will be connected to the simulation model of primary and secondary network.

For the implementation of these operational tools to the entire network, EYDAP is in preparation of a tender, with the scope to update the existing central pipeline model and to create simulation mathematical models of the network's pressure zones.

Network modeling is of crucial importance, as it permits the simulation of various operational scenarios. Simulation and direct monitoring and evaluation of results, will contribute to network optimization decisions, regarding operational issues and extension or reinforcement needs.

The Company, with the development of network mathematical models, lays the foundations for future infrastructure, the **Digital Twin Water Supply Network**, and its compatibility with other operational tools aiming at real time operation monitoring and optimization of decision-making.

EYDAP / Sustainability Report 2021 / 105

Today, EYDAP provides drinking water of excellent quality, at adequate quantity and pressure, to areas where the water supply system is managed directly by the Company but also to those areas where the local network is managed by the local authorities.

For those few areas that are not supplied with water by EYDAP but from boreholes, mainly in **West Attica**, EYDAP has launched a series of intervention, in cooperation with the Local Authorities, to include them shortly in its network.

Perama Water Tank Main Supply Aqueduct from Sxistos Avenue" was launched. Construction of a new 300-600mm steel feed pipeline, of approximately 4kms that will supply the existing water tanks of the Municipality of Perama, without the use of boosters that are today in use for the water supply of the area. This will result to the mitigation of energy consumption to the minimum. The construction contract was signed on 20.9.2021. The project is in progress.

Aegina water supply

The Construction of the undersea main water supply system for the connection of the island of Salamina with the Island of Aegina, under the responsibility and competence of Attica Prefecture, was completed. Since January 2022 the island is supplied with EYDAP water.

Projects in Progress

• "Water Supply of Kinetta Settlemet, Megara – Phase A'" is underway and it refers the construction of a new 500mm steel feed pipeline, of approximately 15kms, and a water tank for the supply of Kinetta area. The Project Contractual Agreement was signed on 1.4.2020, the project is in progress.

in 2021 the distribution of reception (in hm₃) of water resources for the coverage of total water supply need (EYDAP, Municipalities, Entities, etc) is as follows.

Evinos 331.5 76%	Mornos 95.1 22%	Marathonas 10.5 2%
The above distribution refers to the optimal management of water resources for the specific year. Extractions are measured at water source with flowmeters.		Yliki Boreholes 0.7 1.4 0% 0%

106 🔍 EYDAP / Sustainability Report 202





Reliable water supply network



Top priority For EYDAP is ensuring throughout the water supply system a sufficient amount of high quality drinking water under conditions of acceptable pressure, while protecting the natural resource.

The design, construction, operation, maintenance and continuous development of the water supply network is a complex multifactorial process, which requires technical expertise.

The water supply system of an area, through which supply with drinking water is ensured, includes a system of reservoirs, supply (main) pipes, distribution pipes and water connections.

By "water supply network / system" we mean all the pipes that carry treated water from the local Water Treatment Plants to the water meters of the consumers.

This is the main part of a Water Company's facilities, most of which is underground. The water supply network provides to all consumers pressurized water, suitable for drinking, in compliance to the current standards in Greece.

The extension of the water supply area, the topography, the population density and the estimated change as well as its geographical distribution, the height of the buildings, the expected consumption with an estimate of the daily average - low and high - are some of the factors that determine the amount of drinking water supplied, the supply pressure and consequently the effective design of the network.

EYDAP area of Competence is the metropolitan area of the Capital as s defined in its founding law 1068/1980. According to law 2744/1999, EYDAP S.A. was given the opportunity to expand its activities, under conditions, inside and outside the Attica Basin.

Extensive reference in specific chapter 1.



6 CLEAN WATER AND SANITATIN 17 PARTNERSHIPS FOR THE GOALS

æ

Responsible management of the water supply network and safeguard of water efficiency contributes to meeting the needs and expectations of our stakeholders and to the increasing of their trust in the Company.

In this way EYDAP contributes positively to Sustainable Development and specifically to the achievement of the Sustainable Development Goals, as defined by the United Nations, which contribute to the gradual improvement of global resource efficiency in consumption and production and in the effort to separate economic growth from environmental degradation.

EYDAP response to pandemic COVID 19

EYDAP in compliance to the Authorities guidelines, from the first moment proceeded with all necessary measures for the protection of its employees and customers, safeguarding at the same time the uninterrupted provision of water supply services. In this context, the competent General Directorate organized the staff into groups, on a 15-day shift basis, so that if a case arises provision of service would continue by another group.

How do we manage it & How we evaluate our approach

Monitoring and improvement of water supply operation (demand monitoring, pressure monitoring, pressure zone modifications, etc.).

Attica is characterized by difficult topography.

EYDAP provides water in areas with altitudes ranging from

0 to 600 meters above sea level.

adove sea level.

In order to better control the pressure of the pipes, pressure zones were created, that is segmentation of the network per 30 to 40 meters of altitude difference, operating under specific pressure. The pressure range within the hydraulic zones ranges from 2 to 12 atm with the vast majority ranging between 4-6 atm.

The water supply network is monitored on a 24-hour basis by a remote control system (SCADA).



In **2021**, in the context of network management improvement, EYDAP to

180 flow meters in the main network (replaced faulty flow meters with new ones) **1475** telemetry stations (25 new were installed) **104** Scada stations

110 EYDAP / Sustainability Report 202

Networt maintenance – preventive and emergency

(maintenance of pumping stations, valves - fire hydrants, cleaning of tanks, repairs of leaking pipes water connections etc.).

Preventive maintenance of pipelines results mainly from the statistical analysis of malfunctions.

Similar actions are initiated by EYDAP for the maintenance of the supply pipes of the water supply network, through specific modern intervention methods. The same applies and for all the supporting infrastructures of the Water supply network (pumping stations, tanks, wells and large water pipes, fire-fighting hydrants. etc).

1022



In addition to the above, the occurring daily failures of the water supply network caused by leaks in the network, are collected by EYDAP's call center and Water supply's portal, and routed for repair to the competent technicians of the Water Supply Sectors.

Repair is implemented immediately, in order to minimize the inconvenience caused to consumers and to restore the smooth water supply where the network is damaged..

≈6,750

The total leaks in 2021

broken pipelines and valves, in all networks operated by EYDAP

These leaks were repaired in their entirety directly by the Services of the General Directorate of Water Supply.

Replacement and rehabilitation of existing network pipelines and water connection in properties

EYDAP's existing network consists of pipes of different cross sections and different materials, which have been installed over the years to serve the increased water needs of the residents of Attica.

Many of these pipelines have been in operation for a number of years. Due to the initial installation conditions, the development of the city, the successive works on the streets and other public spaces, in combination with other factors (traffic, other external factors), pipelines have undergone significant stress leading to frequent breakage. The same applies for water connections, served by these pipelines, are equally aged and show similar stresses. The operating conditions of these pipelines are evaluated by EYDAP, so that pipeline and water connections replacement projects of the most modern material, is put forwards.

In 2021, EYDAP planned and replaced 112,600 km of pipes

of various cross sections 63, 90, 110, 160, 200, 250 and

≈13,700 water supplies in properties.

Invoice consumption evolution

The invoiced consumption recorded a decrease of -4.5%, resulting in an increase in unbilled consumption. The unbilled consumption in 2021 amounted to 110,231 (thousand m^3)

EYDAP / Sustainability Report 2021 / 11

"Smart Meters"

Until the end of 2021, EYDAP replaced 1,085 old water connections, cross-sections ranging from 2 inches to 6 inches, with corresponding electronic water connections of modern technology "smart meters" with an equal number of dataloggers.

The "smart grid"

- Includes information and communication technology in distribution infrastructure and in the whole range of its operation." Smart meters" advantage is advanced data calculation, communication in the most modern technology and transmission of information for monitoring, prevention and resource saving and rightful charges.
- Contributes to water saving projects (leak reduction, optimization and automation in the management of water resources).
- Is able to satisfy a future increase in demand, reinforce the operational efficiency of the network and to incorporate "smart" customer devices for service improvement and interaction with customer.
- Regulates and monitors water supply, targeting to "smart "interconnection with customers
- Contributes to the safeguarding of more economical and safer network, with reduced leaks, providing service in due time.

EYDAP can now

- Collect analytical data for the state of each special water connection via tele-programmed rate of data collection and transition to central infrastructure (Operational Business Centre)
- To provide information to special customers on consumption and water connections in an analytical and diagrammatical form

Strategic Plan - smart meters

EYDAP introduced in its Strategic Plan the installation of smart meters for household use, in replacement of the old technology ones in the transition stage to smart water network and modern technology.

Pilot Application in 2017-2018

80,000

electronic household meters in the Municipalities of Chalandrii and P. Faliro.

2021

370

electronic water connections at Varvakeio Market and the nearby streets to make meter reading easier and consistent, considering the special conditions of the area.

New connections

EYDAP continues to install new common water supplies and Special Connections on properties, upon request and in compliance with the provisions of Water Supply Networks Regulations.

The water supply connections adhered to the water supply pipelines are divided into: Water supply, fire-fighting, buildings' common use areas, irrigation of public or municipal areas, for temporary use-r construction sites or other use.



≈7,000

household connections special and fire-fighting connections

 \approx 1,500 more than 2020 that indicates the intense construction activity in the city

Firefighting hoses

EYDAP in 2021, having as a priority the prevention of fires and the readiness for the protection of life, health and environment in collaboration with the Fire Service, checked the proper operation of all installed Fire Hoses. The inspections revealed the necessity to repair **19** Hoses, the replacement of **47** faulty ones and the installation of another **14** new one under the instructions of the Fire Service in various spots in the network.

Water tanks

For the safeguarding of the high quality of water delivered to consumers, EYDAP every 3 years proceeds to the periodical cleaning of the water reservoir tanks. According to this plan, in 2021 **16** water tanks of the network were cleaned.



Water meter well (new type)



Certified water meter workshop



Well system of water meters (new type)

Incorporation of new networks

EYDAP incorporates Water Supply Networks within its area of competence, managed by the relevant local municipality. The incorporation of these Networks, mainly in Eastern and Western Attica, is a strategic goal of EYDAP. The incorporation of the Municipal Water Supply Networks by EYDAP does not take place unilaterally. Basic precondition is the approval of the Municipal Council of the Municipality.

In 2021:

 incorporated the water supply network, constructed by the Labour Employment Office (OAED), of the Municipality of Elefsina. The network will serve Workers' Housing.

Signed the contract for the transfer and delivery to EYDAP

- with the Municipality of Megara of the local sewerage and water supply network and of the waste water treatment plant, of the local sewerage network of the **city of Megara**,
- the local sewerage network of Nea Peramos,
- the local water supply network of Kineta, Vlyhada (AgioisPanteleemonas), Nea Zoe, Kandili, Koumindti, Lakka, Agia Triada, Eremou Koima, Pahi the recognition of the **Municipality's Debts**
- are in progress.
 - the water supply network of the Municipality of Paiania.
- the remaining part of the water supply network of **Vari Voula Vouliagmeni Municipality**
- the water supply network of "POLITIA" the MPs' Building Cooperative.
- The BoD approved the public tender procedure regarding the extension works, the improvement and replacement of popes and water connections and other installations of the network at **Salamina Island**. The tender procedure is in progress

Under certain conditions, EYDAP may undertake the supply and management of networks in areas outside its competence.

In 2009 the **new Water Supply Network Regulation of Operation** was approved, which regulates in detail the most important issues of operation of the Company. The consumer directly adheres to this regulation by signing the water supply contract with EYDAP.

Strategic actions for the optimal management of the network:

- Application of **advanced pressure management** technologies in the water supply network, which results in the avoidance of unnecessary stress on the network pipes from excessive pressures and consequently the avoidance of network breakage, thus achieving a long life extension with significant financial benefit.
- Reliable and organized collection of data from defaults, operation, etc. so that through structured and interconnected applications the further processing and statistical utilization of the collected data is achieved.
- Location of the frequency of faults, the speed and quality of repairs, the geographical dispersion, the cause of occurrence, etc. in order to compile a complete and systematic maintenance program of the water supply network.
- The inclusion, in the five-year investment program of the Company, of a targeted, with documented priority program of replacement of water supply network, which includes the replacement of approximately 150 km of pipes (primary-secondary and tertiary network), which corresponds to approximately 1.5% of the total length of the network per year, following and adhering to global best practices.

With the above, **in combination with the other actions and interventions that have already been launched** (mass replacements of water meters, interventions in ducts, maintenance and renovation of existing infrastructure such as pumping stations, wells and valves, routing through network interventions existing operating structures), it is estimated that more efficient operation of the water supply network will be achieved, consistent reliable and uninterrupted water supply, improvement of the level of service to consumers and ultimately improvement of the overall corporate image regarding the performance of its services. EYDAP's goal in the Water Supply Sector is the constant and targeted transition to new technologies by monitoring and utilizing all the modern trends of the technologically advanced international water market.

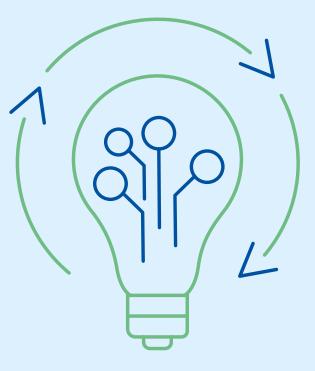
In this regard, a number of EYDAP executives monitor the activities of international water organizations, and international exhibitions related to water, visit large factories producing materials and instruments and are in constant consultation with other advanced water companies and international practices, which have incorporated or have begun to integrate new technologies in order to move to the smart water network.

Synergies - Digital Innovation Competition

An important action in this direction is the Digital Innovation Competition, an original, open competition for technological innovation, announced in November 2020 in collaboration with the Innovation Network of EESYP and the MIT Enterprise Forum Greece.

Start-ups, groups of scientists, research centers of universities, etc. were invited to offer innovative solutions to two challenges:

(the subject is analyzed in chapter "Digital Transformation")



3. Health and safety of customers & end consumers

MATERIAL

Water supply quality

3.1



Why is it material

EYDAP, as the largest provider of water services, being aware of its responsibility to millions of consumers, ensures the excellent quality of drinking water.

Through continuous investments in infrastructure projects, in technology and in training of its human capital, EYDAP ensures drinking water quality, one of the highest in Europe, always in harmony with the existing provisions.

SEYDAP

10 (excellent) in terms of drinking water quality for the city of Athens

Urban Water Atlas for Europe for 2017,

published by the European Union and presenting the best practices in European cities, (Urban Water Atlas for Europe 2017, European Commission, Publications Office of the European Union, Luxembourg, pp.54-55)

99.846% EYDAP's water quality

was rated higher than the average scores achieved by the participating Western European companies in the annual international evaluation of water companies published in **2021** by the **European Benchmarking Co-operation.**

Excellent quality already starts from the main reservoirs Evinos and Mornos.

Evinos <u>reservoir</u>

The risk of gradual degradation of water quality due to man-made activities around the main reservoirs is limited, due to their location at high altitudes, in inaccessible, sparsely populated and very restricted areas.

EYDAP ensures the protection of its reservoirs by complying with strict legislation as it arises from Sanitary Order A5 / 2280/1983 "for the protection of water used for water supply in the capital area from pollution and contamination and PD51 / 2007 laying down measures and procedures for integrated water protection and management in accordance with the provisions of Directive 2000/60 / EC.

The risk of a sudden deterioration in the quality of water available to consumers can arise, however, from a natural disaster, or from an inadvertent inflow of unsuitable substances into the water supply network, or from malicious or terrorist acts, or from a failure of the facility.

The precautionary treatment of such risks, in addition to enhancing the good reputation of the Company, guarantees the safety of the consumers and the resource. In addition, it prevents the imposition of fines for non-compliance with current legislation.

For all the above reasons, and in order to continuously ensure the quality of water for consumers, EYDAP has carried out an **analysis and assessment of the risks** it may face in this area. The probability of occurrence is not high for any of them. **For each contingency, a relevant precautionary action plan has been prepared and implemented.**

EYDAP ensures that all hazards that could potentially disrupt the quality of water entering its facilities, but mostly the water that reaches the consumer's tap, are adequately identified and controlled through:

- Monitoring of activities in the water catchment areas
- Maintenance, supervision and operation of dams / reservoirs / aqueducts, through which water is collected and Attica is supplied with water
- Maintenance and operation of the drinking water distribution network
- Constant quality checks of untreated and drinking water available to consumers

How we manage it

EYDAP ensures the implementation of appropriate water quality control procedures:

- to meet the requirements of the Legislation and its Stakeholders.
- to apply good laboratory practices and appropriate methods to ensure the reliability of the measurements.
- to provide adequate and sufficient resources (human resources, equipment, information) for the implementation of quality operations and use them in a way that ensures the reliability and overall effectiveness of all measures designed and implemented.
- the quality, impartiality and integrity of the measurements carried out during the quality controls are not to be affected by any commercial, economic or other pressures.
- all staff involved to be trained and evaluated, so that they know and faithfully implement the task assigned to them.

Control framework

EYDAP has set up the appropriate control framework to ensure that the water available to consumers is safe. Quality controls concern:

The raw materials used for water treatment and
The construction materials of the drinking water distribution network

The chemicals intended for the treatment of water for human consumption and the materials used in the drinking water distribution networks supplied by EYDAP are specified, in accordance with the international specified standards, such as e.g. ELOT EN 878, ELOT EN 937, ELOT EN 12201 etc. For each substance and each material there is a quality plan which safeguards the suitability of its intended use.

- Untreated water, in reservoirs and at the entrance of Water Treatment Plants and
- Drinking water available to consumers

118 EYDAP / Sustainability Report 2021

Frequency of controls

EYDAP carries out:

- daily quality checks of untreated and drinking water, 7 days a week,
- close monitoring of water quality of four reservoirs, Marathon, Yliki, Mornos and Evinos, with on-site visits, sampling and analysis at least eight (8) times / year,
- daily sampling and analysis of the quality of drinking water in the water supply network, in order to deal with a possible problem immediately.

The checks carried out, especially in drinking water, exceed the frequency required by law.

The number of drinking water samples tested for microbiological parameters **exceeds 9,000 per year** compared to the 3,300 required by law.



WTP - water treatment stages

Water Treatment Plants (WTP) are absolutely crucial for the water we drink, making it of excellent quality, with a maximum refining capacity of

1,900,000 m³ of water per day

The 4 WTPs



The surface water reaches WTPs untreated and undergoes 5 stages of treatment

$Prochlorination {\rightarrow} Flocculation {\rightarrow} Sedimentation {\rightarrow} Filtering {\rightarrow} Postchlorination$

At the stages of prochlorination and postchlorination disinfection of water is achieved with the application of chlorine gas. Disinfection procedure permits water to reach consumers free of microorganisms and parasites, healthy and safe.

In the current period of time Galatsi WTP,

the sodium hypochlorite solution is used as the main disinfectant at a rate of 95%

As for the other WTPs the complete transition from chlorine gas to sodium hypochlorite solution is to be completed in the 1st semester of 2022. More information on the corporate website of EYDAP (<u>www.eydap.gr</u>) in the section "The Company / Water Supply / Water Treatment Plants".

EYDAP / Sustainability Report 2021 / 119

Water quality control laboratories

EYDAP has accredited laboratories in Galatsi and Acharnes for water quality testing.

Samples of untreated water from the reservoir and from EYDAP boreholes and samples of drinking water samples from the Water Treatment Plants and from the Company's water supply network are analyzed.

EYDAP has laboratories for testing the intermediate stages of water treatment, installed in each of the four Water Treatment Plants.

In **EYDAP's laboratories**, the most **modern analytical methods** are applied for the examination of the data required in water samples in order to achieve **high sensitivity, accuracy and repeatability** of measurement. Analytical techniques used include automatic photometric analysis, ion chromatography, gas chromatography with MS / MS "triple quadrupole" detectors, ECD, FID and olfactometry, HPLC liquid chromatography with fluorescence detectors with fluorescence and UV detection, plasma spectroscopes with emission detector, online Daphnia toxicity testing, and ELISA.

In the context of continues progress in quality control mechanisms, in the end of 2021 **state-of-the-art analytical equipment** was received, including liquid chromatography system UHPLC-HRMS q-TOF and spectroscopy system ICP-MS, in addition to **equipment specified for the automation** and optimization of laboratory works (integrated automatic sample processing system with Solid Phase Extraction, SPE).

Furthermore, the tender procedures for the procurement of automatic thermal circuit (PCR), equipment for the automation of preparation of nutrient substrates and their distribution in petri dishes, along with the supportive laboratory equipment for the modernization or replacement of obsolete one were successfully completed recently. Obsolete equipment included a cooled incubator, laboratory refrigerators, etc

Quality parameter monitoring systems

On-line monitoring of critical quality parameter in raw water

Modern systems for the on-line monitoring of critical quality parameter in raw water are installed at critical points at the External Water Supply System, permitting the real time monitoring results through telemetry and timely warning in case of extreme rates.

In 2021, at one of the above stations, a sensor was added for the on-line monitoring of an additional critical parameter, that of organic load.

In December of 2021, the above stations network timely and successfully located an incident of increased turbidity in raw water in the Mornos Canal. The stations' timely notification permitted the adequate process adaptation of EYDAP small refineries. Thus the risk of burdening the water quality and damaging the processing systems was avoided.

On-line monitoring of critical quality parameter in raw water

In selected tanks of the water supply network, **residual chlorine is monitored on-line, while in 2021** the procedures for the supply of modern, continuous chlorine measurement systems have been initiated for all the tanks in operation.

In **2018**, two quality parameter monitoring systems were installed in the drinking water network as well.

In **2019** they were enriched with additional sensors and capabilities, in accordance with EYDAP's requirements.

In **2020** these two systems were further developed with the possibility

- of returning the sampling water to avoid water losses,
- of energy supply from solar panels and/or hydro turbines. One is installed within the urban area and close to the Galatsi Water Treatment Plant, while the second is located in the area of Sounio (the extremity of the network).

Thus, EYDAP now has two "smart", energy autonomous and environmentally friendly systems for real-time monitoring of quality parameters in the water supply network, as well as early warning and prevention of potential problems.

During $\ensuremath{\textbf{2021}}$, following the success of the above effort

- the procurement of a significant number of such "smart" systems is planned to be installed in selected points of the water supply network.
- new on-line equipment was installed at the small refineries of EYDAP SA, located along the Mornos aqueduct in areas of Boeotia and Phokis prefectures, in order to provide continuous and real-time quality control of the water produced there.
- solutions for the remote monitoring of the quality control of the water quality of the refineries have also been launched.

•

456-60

Projects and initiatives

EYDAP systematically monitors and records, in an archive kept by the Water Quality Control Service and in accordance with the provisions of the Quality Assurance System, not only the current Legislation but also the international trends in regulatory issues, which may become future Legislative or stakeholder requirements. As a result of this action, the list of monitored substances is constantly being upgraded.

As part of the continuous improvement of quality testing mechanisms, the following tender procedures are in progress

- 14 advanced systems for the **on-line monitoring** of critical quality parameters in raw water, that permit the real time reception of results through telemetry and timely warning in case of extreme rates. The new systems will be installed at the External Supply System to enrich the existing station nework in positions and parameters
- 53 on-line instruments for the constant monitoring of residual chlorine in drinking water in Drinking Water Tanks, of EYDAP Water Supply System, in different parts of Athens.
- a **new gas chromatography system** sequential mass spectrometry GC-MS/MS, a new ion chromatography of anions, a new liquid sterilization furnace for the modernization and enrichment of laboratory equipment.

In the context of social responsibility

- in summer of 2021, during the multi-day fires in different areas of Athens, for the continuous safeguarding of the provision of drinking water of excellent quality, EYDAP proceeded to extra tests and extra analyses and informed the competent authorities on the results.
- the support of the Navy, with a systematic provision of laboratory analyses service of the vessels' water. Furthermore, EYDAP at times supports the Environmental Inspectorate by contacting analyses.
- in 2021 out of interest for the environment and at the request, as it resulted from the Technical Environmental Study of 2016 that was conducted for the identification of the ecological water supply of Mornos Dam, EYDAP completed in 2021 the 3-year monitoring procedure of the ecosystem downstream the Mornos Dam, which concluded with valid and documented data for the good status of the ecosystem.

Synergies

For the investigation of specialized water quality issues, EYDAP is in collaboration with **Greek Educational Institutions** and **Research Institutes** (EKPA, NCSR Demokritos) which are among the pioneers in their field in Europe.

In 2020, the collaboration with the National & Kapodistrian University of Athens (EKPA) was completed. The Project aimed at the investigation of the possibility of the detection of emerging organic pollutants in EYDAP'S reservoirs (Mornos, Evinos, Marathon, Yliki). A combination of sophisticated "targeted" and non "targeted" analysis techniques was applied, during which the sample is scanned for the detection and identification of a wide range of unknown substances (over 70,000 compounds), which until now are not in a detection list, along with the identification of cases of pollutants discharge into the environment, that were previously impossible to detect. The results of the collaboration with the University is the first extensive study for the detection of emerging pollutants in the waters of the reservoirs intended for drinking water. Through this study important documentation data emerged for the good chemical condition of EYDAP reservoirs, in addition to a list of substances that need to be monitored. In continuation and aiming at the timely preparation of EYDAP for the development of European and Greek Legislation on the quality of Water for Human Consumption, in **2021** a **new collaboration was approved with the Laboratory of Analytical Chemistry** of EKPA on the same subject (that means specialized analyses), but on samples at the point of inflow and outflow of the 4 Water Treatment Plants (WTPs) of EYDAP, in order to obtain risk assessment data at the specific part of the water supply system, regarding treatment.

These data will be used in the required by the forthcoming legislation risk assessment study of water supply system, from the water intake to the water meter and contributes to the optimization of the water quality monitoring program of EYDAP.

The collaboration between EYDAP and NCSR DIMOKRITOS referred to the award of an industrial scholarship to a postdoctoral researcher, that was completed in 2021. Through this thesis, new methods and techniques were developed that contribute to the **risk assessment of organic pollutants throughout EYDAP's drinking water cycle, from the reservoirs to the consumer tap.**

Recast of Directive 98/83 / EU on the Quality of Water for Human Consumption

EYDAP executives due to their specialization and experience participated institutionally in the consultation that had started in February 2018 and was completed in 2020 with the issuing of Directive EE 2020/2184.

In continuation of the above project, in accordance to the Decision A1b/ C.P.30320/27.07.2021 of Health Minister, EYDAP executives actively participate to the Working Group of Health Ministry for the harmonization of Directive EE2020/2184 on the Quality of water for Human Consumption (recast).

How we evaluate our approach

Accreditations

The Chemical Laboratories in Galatsi and Acharnes, as well as the Microbiological Laboratory are accredited according to ELOT EN ISO 17025 since 2005, by the National Accreditation System (ESYD), for conducting tests to determine chemical and microbiological parameters in raw and drinking water (Certificate No. 192).

In 2021 for the purpose of maintaining accreditation, two inspections were carried out my ESYD on the Quality System of the laboratories of the Water Quality Control Dpt (in April reevaluation and scope extension inspection and in December surveillance inspection).

By the evaluators, the performance of the Water Quality Control Dpt. is extremely satisfactory and reflects the high standard of its staff. As a result it was granted

• maintenance of accreditation

• extension of the official scope of accreditation with new methods

EYDAP's water laboratories are now accredited for a total of 75 types of tests / parameters for drinking and surface water, as well as for sampling.

- International developments and trends in the field of water analysis are systematically monitored.
- The continuous evolution and improvement of their operation is reflected in the continuous expansion of the scope of laboratories accreditation, ie in the continuous increase of the number of substances determined using accredited methods.

Complaint management – consumer information

EYDAP gives absolute priority to ensuring a high level of satisfaction for all consumers.

1022 hotline

to record and immediate address any quality issues that may be reported by consumers. In the majority of cases the response of EYDAP is within 24 hours at most.

55.3%

of complaints were resolved by telephone, while the remaining

2021

44.7% was investigated th

was investigated through sampling and laboratory analysis

Technical actions were required in **6.7%** of quality complaints reported

100%

of complaints, that demanded EYDAP's intervention was resolved

There was no incident of dissatisfaction with a consumer request or an incident of a fine or compensation for water quality issues.

124 EYDAP / Sustainability Report 2021

EYDAP systematically informs consumers regarding water quality:

- The average values of all determined parameters are exported on an annual basis. These values are posted on the Company's website, so that all can access them.
- Responds in writing by providing up-to-date information on water quality, to any consumer request. In most of these cases the answers include reports of results of samples taken from taps inside the properties of the interested parties.
- The water quality data of the EYDAP water supply network are systematically sent to the Ministry of Health. The data for the three years 2017 2019 were sent to the Ministry of Health in early 2020, while the data for 2020-2022 are compiled and expected to be required by the Ministry in early 2023

Performance

As evidenced by the results of approximately 170.000 tests in approximately 10,000 drinking water samples and 2,000 untreated water samples per year, EYDAP constantly certifies that the water of Athens is of excellent quality and one of the best in Europe.

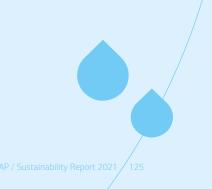
The results of the analyzes certify that the quality of drinking water of EYDAP meets the legal requirements of JMD C1 (d) / GP oik.67322 / 2017 "Quality of water for human consumption" in compliance with Directive 98/83 / EC of the Council of European Union (as amended and in force).

On an annual basis, **internal self-evaluation inspections** of the various processes of the Water Quality Control Dpt. are carried out and all functions related to Quality Control are reviewed. In this way, any deviations from the established procedures are identified and opportunities for improvement are recorded, which are then planned and implemented.

Compliance with regulations and voluntary rules

During the reporting period, no incidents of non-compliance with regulations and voluntary rules related to the quality of water supply and with negative effects on the HEALTH and SAFETY OF CONSUMERS were identified.

Drinking water quality control data from the water supply network of EYDAP are available on the Company's website (<u>www.eydap.gr</u>) in the section Sustainable Development / Responsible Business Practice / Quality of untreated and drinking water.



Sewerage services

3 Waste Water Treatment Plants (WWTP)

Psittaleia – Metamorfosi– Thriassio

3,695,500 citizens served

≈ 8,500 km Sewerage network

Wastewater sampling at the inlets and outlets of the WWTPs Publication of Results Accredited Laboratories of Chemical Analyses Wastewater New Waste Water Treatment Plants (WWTP)

255,001,470 m³

treated wastewater

from WWTPs

Total European outflow

in East Attica with reuse of treated effluents

723,957 m³ of wastewater per day treated in aggregate at the WWTPs

11,600 wastewater samples 77,500 analyses in the Accredited Laboratories of EYDAP

Monitoring of liquid wastewater from industries Online monitoring in a rate of 80% of the sewerage network Central sewerage pipeline Central coastline collector Kifissos side collector Complementary central sewerage pipeline Side pressure pipeline

126 EYDAP / Sustainability Report 2021



Why is it material

The sustainable development of Attica is closely linked to the responsible and effective management of wastewater. As the largest company in Greece operating in the water cycle, EYDAP undertakes the collection and treatment of wastewater and returns treated water that is free of its pollutant load to the environment by applying state-of-the-art international practices.

Our main activity is maintaining a continuous and dynamic presence in this sector by relying on our indisputable know-how and aiming at the protection of natural resources, the use of modern circular economy methods and the ongoing improvement of quality living standards for citizens, with an underground network of 8,500 km extending from Agios Stefanos to Salamina and from Varkiza to Mandra. In 2021, the delivery of the sewage collection network was approved for the areas of Megara and Nea Peramos, along with the Megara Wastewater Treatment Plant (WWTP).

EYDAP's operation, especially the disposal and treatment of residential, institutional and industrial wastewater, is based on the regulatory provisions of Greek and European legislation as well as on corporate initiatives.



Triasio WWT

Psyttaha WWTI

3.2

0

MATERIAL ISSUE Sewerage

Network -

East Attica

Sewerage

Projects

3 GOOD HEALTH

-///•

9 INDUSTRY, INNOVA ANDINFRASTRUCT

 Ω

6 CLEAN WATER

٥

17 PARTNERSHIPS FOR THE GOALS

Failure to comply with current environmental laws, aside from the potential imposition of administrative or even criminal penalties, also entails serious risks for public health, soil contamination, and aquifer and surface water pollution. EYDAP closely monitors the areas where its facilities, particularly the pumping stations, are adjacent to physical receivers so that it can intervene in good time and prevent incidences of environmental pollution caused by potential overflow.

Risk identification, assessment and mitigation is critical for the Company. Risks are managed with particular care through specific operational planning and awareness of their economic, social and environmental impacts.

Psyttalias WWTP

The main risks associated with sewerage issues are:

- environmental degradation in areas that lack sewerage services;
- sewage inflow onto properties or sewage spills into the environment (roads, streams) due to overflows or pipe blockages;
- malfunction of WWTPs due to inflow of wastewater unsuitable for treatment;
- burden on the marine ecosystem, in case of inadequate wastewater treatment;
- impact of climate change (extreme weather events, wildfires, etc.).

Adopting preventive measures, revising action procedures and ongoing modernization of systems aim at:

Ensuring the smooth and safe operation of the sewerage network and wastewater treatment plants Along with reducing the Company's environmental footprint by decreasing its energy consumption supporting the circular economy minimizing its carbon footprint

EYDAP / Sustainability Report 2021 129

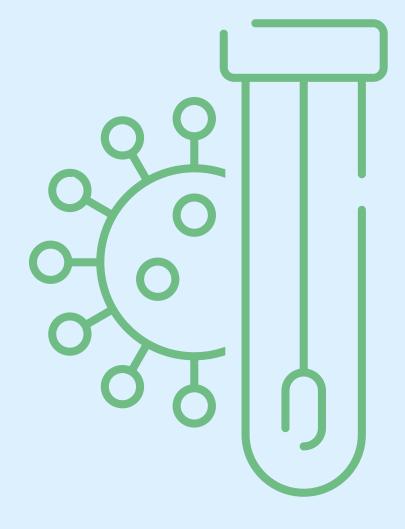
EYDAP response to pandemic COVID 19

Targeted measures, adapted to the requirements for ensuring operational continuity, were adopted to safeguard employee health and provide uninterrupted sewerage services critical to public health.

Special care was taken to disinfect vehicles and building facilities and to follow all guidelines issued by the State regarding maintaining safe distances and adhering to personal hygiene measures.

Recognizing its important role in handling these new challenges, EYDAP cooperates with the National and Kapodistrian University of Athens to carry out specialized wastewater analyses.

Analysis results show in real time what is happening in society (i.e. use of medications, substances, etc.). Recently, these analyses are performed on a daily basis and are an important tool for predicting the spread of COVID-19.





How do we manage it

Description of sewerage network

EYDAP is responsible for the construction, operation and maintenance of the sewerage network in its area of competence, as defined in Article 8 of Law 2744/99, as currently in force.

The Attica Basin's sewerage system is organized into stormwater drainage and sewage collection pipelines. According to the current legal framework, the responsibility for stormwater drainage works and flood protection works, as well as for clearing storm drains, lies with the Region of Attica and to municipal authorities.

The term "sewerage network" within EYDAP's remit, for which EYDAP is responsible, refers to

the sewage pipes

combined pipeline system (old mixed pipeline in the centre of Athens)

pumping stations, pressure pipes, overflow structures

and any construction designed to collect and transport wastewater to the end receivers

Pipelines and external sewage branches that have been constructed by third parties become part of the final sewerage network after delivery to EYDAP.

Sewage pipes usually operate with gravity, but wherever necessary, there are pipes that operate under pressure (force mains).

3,695,500 citizens

8,438 km total length of the sewerage network within our remit

Pumping Stations

The Attica Basin sewerage system includes 44 pumping stations, mainly along the coastline of Piraeus, and the coast of Saronikos and Salamina; 3 new pumping stations at Thriassio Pedio, 1 pumping station at the Municipality of Stamata and 1 pumping station at Adames, while new pumping stations are added continuously from secondary sewerage systems constructed by municipalities which are later transferred to EYDAP.

Wastewater is transported through the main sewage collectors to the wastewater treatment plants.

Sewerage network control and maintenance

The maintenance of the network and malfunction repair is performed with continuous and immediate intervention by highly trained personnel using the appropriate equipment that is constantly upgraded.

Pipe damage in the sewerage network occurs due to blockage caused by the disposal of non-disposable materials, i.e. inert building materials, fats and oils and other objects, or the intrusion of adjacent tree roots.

Almost 80% of the network is online monitoring, which facilitates the rapid response to any emergent problem.

Proactive and effective problem management is achieved by:

- the use of high-tech Mobile TV Inspection Units (TV Inspection Vehicles) to detect faults;
- the use of high-pressure tankers and recycled treatment water tankers in case of blockage or for cleaning pipes, respectively;
- the use of **No Dig Technology** through TV Inspection Vehicles equipped with robotic machinery for making repairs without requiring excavation;
- repair/reconstruction of sections of pipes or external branches (connections) to properties;
- maintenance of pumping station electromechanical equipment;

and the extensive use of modern digital systems:

- Digital Emergency Response Vehicle Fleet Management System (e-TRACK);
- Input and processing of data obtained from work performed by repair crews on the Sewerage **Portal** application. Since 2008, the Sewerage Network Division has maintained a **comprehensive historical database** (sewerage portal) of failures, investigations, open cut trenches and other activities which provides invaluable assistance in effectively responding to network failures, drawing up maintenance schedules, providing **faster consumer service** and formulating a targeted **investment plan** to replace problematic sewage pipelines in the network.
- Pilot application of the **on-line updating** of the sewerage portal application fault log with field data.
- Two-way interconnection of e-TRACK systems and sewerage portal for direct forwarding of alerts to vehicles in all sectors.
- Input, processing and analysis of spatial network data in GIS environment.
- Compilation and study of **statistical analyses** based on the aforementioned data and those from the 1022 Call Centre on the sewerage portal application.
- Monitoring the operation of pumping stations with Remote Control
 Telemetry (SCADA) systems. This system monitors, controls and safeguards the automated operation of pumping stations.



EYDAP / Sustainability Report 2021 / 133

Wastewater treatment within EYDAP'S competence areas

Wastewater treatment from areas within EYDAP's competence connected to a sewerage network is performed at three Wastewater Treatment Plants (WWTPs): in Metamorfosi, Attica, (WWTPM), on the island of Psyttalia (WWTPP) and at Thriassio Pedio (WWTPT).

Primary and secondary processing are defined in European (EEC) Directive 91/271, transposed into Greek law by Joint Ministerial Decisions 5673/400/1997:

Primary treatment

treatment of urban wastewater by a physical and/or chemical process involving settlement of suspended solids, or other processes in which the BOD5 of the incoming wastewater is reduced by at least 20% before discharge and the total suspended solids of the incoming wastewater are reduced by at least 50%.

Secondary treatment

treatment of urban wastewater by a process generally involving biological treatment with a secondary settlement or other process in which the requirements specified in the relevant environmental operating permit are respected.

Tertiary treatment

advanced treatment to remove nutrient pollution that encumbers receivers (nitrogen and phosphorus), pathogens, non-biodegradable substances, heavy metals, organic residue and suspended solids and other micro-pollutants.

EYDAP's main concern is to ensure:

the best, uninterrupted operation of the WWTPs, with ongoing and proper maintenance

the continual modernization of facilities

the management of treatment by-products using state-of-the-art methods

compliance with current environmental conditions

compliance with mandated outflow quality limits

compliance with the principles of economic circularity and application of sustainable management (production of biogas and management of generated sludge as alternative fuel)

(The topic is analyzed extensively in the "Circular Economy").

Psyttalia Wastewater Treatment Plant (WWTPP)

694,575 m³/day

the average discharge of incoming wastewater

This is one of the largest WWTPs in Europe and worldwide

with a wastewater treatment capacity (average design discharge) of 1,000,000 m³/day.

The Psyttalia WWTP treats urban and pre-treated industrial wastewater coming from:

- The broader Attica Basin area (mostly from the capital), except some areas from which the urban wastewater is transferred to the Metamorfosi WWTP for treatment.
- The island of Salamis.

The biological treatment and drying of generated dewatered sludge takes place at the Psyttalia WWTP.

95% or higher for certain pollutants The facility's performance as regards the removal of the overall pollution load.

Psyttalia WWTP environmental footprint

The optimized energy efficiency of the Psyttalia WWTP and energy savings was one of EYDAPs most important objectives.

For this reason, operation and maintenance contracts endeavour to ensure that aim is achieved, as it is a key obligation for the contractor to undertake works and operational adjustments/options to maximize production and use of selfgenerated energy sources (biogas) on the one hand, and on the other, to reduce dependence on imported energy sources.

By carrying out works related to the procurement and installation of new equipment and making operational adjustments on existing and planned new installations and equipment units has been achieved

23% decrease in energy consumption

at the WWTPP (2014-2021)

with an accompanying reduction in greenhouse gas emissions and the carbon footprint.

Dried sludge

Production **40,000** tn/annual on average

From the treatment of the sludge, biogas is produced which is utilized for the production of electrical and thermal energy.

Sludge processing produces biogas, which is used to generate electrical and thermal energy. Dried sludge that is produced is used as an alternative fuel by the cement industry.

Improvements to facilities aim at the overall improvement of operating procedures and achieving the further energy autonomy of the plant by increasing the amount of biogas generated. Sludge processing and drying is a high-energy consuming and costly undertaking.

(This topic is further examined in the section "Liquid & Solid Waste Management-Circular Economy").

Upgrades of Psyttalia WWTP facilities

As part of upgrading the plant facilities and the further optimization of its operation to **fully comply with the environmental conditions**, the following projects have been designed for implementation within the next five years:

- Construction of a building to temporarily store bins with pre-treatment products at Akrokeramos.
- Equipping and starting up two inactive grit channels.
- Improvement of overflow pipe at Akrokeramos and landscaping of surrounding area.
- Interventions to improve collection and treatment of grease and oils during primary sedimentation.
- Anaerobic treatment of grease and oils with construction of two new digesters.

Inflow of non typical urban wastewater

As part of addressing cases of incoming urban wastewater with a non-typical composition at the Psyttalia WWTP, a Civil Engineering professor of international renown at the University of Patras was appointed to conduct a research project on **"The Collection, Processing and Time Series Analysis of Qualitative and Quantitative Parameters at the Entry and Exit of the Psyttalia WWTP to Identify and Model Emergency Load Incidents".** The project was completed on time in January 2022, with the submission of the 3rd deliverable.

Environmental conditions

Wastewater treatment at the Psyttalia WWTP, in regard to the requirements set out in its environmental conditions, has been consistently successful, as verified by the results publicized every year and posted on the official website of the Hellenic Ministry of Environment and Energy, as specified by law.

However, there is a deviation in compliance with the condition applying to chlorination of treated effluent (non-compliance with Ministerial Decision Eiß221/1965), a fact reflected in the inclusion for the first time as a new condition of the need for chlorination of treated effluent in the 2009 renewal of the Decision to Approve Environmental Conditions (DAEC) which apply to the operation of the WWTPP. It is worth noting that there was no provision for construction of a chlorination unit in either the design, or in the corresponding DAEC, or in the construction of the WWTPP (A&B Phase) by the Greek State.

In this regard, studies by reputable public entities from university and scientific institutions state the following:

A study by the National Technical University of Athens on the chlorination of treated effluent concluded that **"it is not appropriate to chlorinate wastewater at Psyttalia, but it should be avoided"**. This same study demonstrated, after systematic monitoring, that the quality of the bathing water (beaches) could be described as being of outstanding quality.

Reports by the Hellenic Centre for Marine Research (HCMR) on the results of monitoring the ecosystems of the interior Saronic Gulf and Gulf of Elefsina confirm that there is no burden on the marine receiving waters from the operation of the WWTPs at Psyttalia and Thriassio.

In addition, a study by the National and Kapodistrian University of Athens Department of Chemistry's Analytical Chemistry Laboratory, relative to the possible addition of chlorine to treated effluent at the WWTPP, concluded that: "The inclusion of the additional chlorination stage is not recommended as a strategy in the treatment of the effluent from the Psyttalia WWTP, before its discharge into the aquatic ecosystem".

In light of the above, EYDAP has applied to the Ministry of Environment and Energy to remove the condition that pertains to the requirement to add chlorine to treated effluent from the Psyttalia WWTP DAEC so that what appears to be a regulatory deviation from the Plant's environmental conditions can be officially eliminated. The benefit to the environment due to the non-chlorination of treated effluent is already known.



Metamorfosi Wastewater Treatment Plant (WWTPM)

≈23,000 m³/day

(Urban wastewater 12,000m³ /day Domestic septic sewage 11,000m³/day)

the average inflow of wastewater

The oldest wastewater treatment facility for receiving and cotreating

Reception and co-processing facility for urban wastewater through pipelines collectors and domestic septic sewage from areas of Attica that are deprived sewerage network

Additionally, pre-treated biodegradable industrial waste is discharged to the Industrial Wastewater Conduit at the Metamorfosi WWTP, which then ends up at the Psyttalia WWTP for treatment.

The Metamorfosi WWTP has a treatment capacity (average design discharge) of 44,000 m³ wastewater/day (20,000 m³ urban wastewater/day and 24,000 m³ domestic septic sewage/day).

At the Metamorfosi WWTP, urban wastewater and domestic septic sewage undergoes co-treatment with chlorination of the treated effluent and sludge treatment and dewatering.

99%

The rate of pollutant load removal, in terms of organic load.

The final receiver of the WWTP effluent is Pyrna stream.

WWTPM environmental footprint

Dewatered sludge is transferred to the WWTP for thermal drying

(the topic is discussed further in the section «Circular Economy – Liquid O Solid Waste Management»).

The discharge and **treatment of domestic septic sewage** at the WWTPM helps to mitigate its uncontrolled disposal into the environment.

Produced biogas

The use of generated biogas – **a renewable energy source** – to heat both the sludge in digestion tanks and the WWTPM buildings helps to lessen dependence on the use of fossil fuels (e.g. oil), the combustion of which generates carbon dioxide (CO2) emissions harmful to the environment. The use of biogas as a fuel instead of fossil fuels serves to reduce EYDAP₃s carbon footprint.

Our goal is to optimize its operation with:

projects to improve existing treatment facilities and the facilities at the tanker discharge area;
the implementation of additional deodorization works that are particularly important for the area and for local residents;
biodegradable industrial waste treatment projects;
energy recovery projects with produced biogas.

e-pass

A digital control system (e-pass) was installed in 2018 as part of the control system and to provide faster service for incoming tankers transporting urban and industrial wastewater to the WWTPM. The vehicles enter the Plant using a prepaid card.



Thriasio Pedio Wastewater Treatment Plant <u>(WWTPT</u>)

6,089.43 m³/day the average inflow of wastewater

The most modern WWTP

It has been in operation since 2012

It provides an integrated solution to an ongoing problem for the residents of Thriasio Pedio and helps to restore the balance of the Gulf of Elefsina ecosystem, which has been characterized as a sensitive receiver.

The Thriasio WWTP serves the areas of Elefsina, Aspropyrgos, Mandra and Magoula. Processing capacity (average design discharge) of 21,000 m³ of wastewater/day.

Tertiary treatment is carried out at the Thriasio WWTP.

95% and above Free of its pollutant load return to the environment

The Thriasio WWTP, a pipeline network of 130 km and 3 pumping stations were built as part of the sewerage works in the area, in compliance with Council Directive 91/271/EEC concerning urban wastewater treatment.

WWTPT environmental footprint

The operation of the Thriasio WWTP aims to eliminate septic tanks and the potential discharge of untreated sewage into the environment.

The dewatered sludge generated at the Thriasio WWTP is transferred for thermal drying to the Psyttalia WWTP.

Increase in property connections

In an effort to increase the number of property connections, EYDAP

- launched a financial incentive program for residents of areas from which sewage would be directed to the Thriasio WWTP. This program was in effect from mid-2014 until 30/6/2019.
- It bolstered, even with financial incentives, the effort to construct connections to the sewerage network in the Municipalities of Elefsina, Mandra-Eidyllia and Aspropyrgos (2017 and 2018).

As a result of these actions, in combination with parallel initiatives by local authorities to add connections, there was a significant increase in the percentage of residents being served, estimated at 91%(second half of 2021).

Control of liquid Waste disposal from a cottage industries & manufacturers

The special requirements for professional, manufacturing and cottage industries for discharging fluid waste into the sewerage network within EYDAPs remit are regulated by the **Special Regulation for the Operation** of the Sewerage System together with the relevant Joint Ministerial Decisions. EYDAP issues **permits** to businesses that generate liquid waste through their production activities so they can legally discharge it into the sewerage network and systematically samples and tests the network inflow.

Samples are analyzed at the accredited corporate laboratories at Akrokeramos and Metamorfosi.

Penalties are imposed where optimal parameters defined by the Special Regulation for the Operation of the Sewerage System are exceeded.

EYDAP laboratories for chemical analysis of waste for chemical analysis of wastewater

Our laboratories are accredited by the Hellenic Accreditation System (ESYD), in accordance with the ISO 17025 standard- Certificate numbers 862-2 (Akrokeramos laboratory) and 856-3 (Metamorfosi laboratories).

These labs conduct testing on samples of wastewater, sludge and waste originating from:

- the WWTPs;
- the sewerage system pipelines;
- businesses/industries connected to the network;
- tankers transferring septic sewage to the Metamorfosi WWTP;
- properties with sewerage-related malfunctions;
- Environmental Inspectors for issues related to environmental pollution.

In case of businesses/industries, the parameters tested, the acceptable limits and the frequency of sampling are determined by relevant laws and the respective environmental conditions applying to WWTPs.

Staff eduction & training

Sewerage system employees work under particularly difficult and unhealthy conditions (in shafts and pipelines with release of gases hazardous to health, etc.). They undergo continuous training to ensure they can perform their duties in the best and safest manner.

How we evaluate our approach

Assessment of the effectiveness of the sewerage system's operation and management is based on developing the following applications and practices, some of which are significant operational innovations:

1. Monitoring of the marine ecosystem of the Saronic Gulf and the Gulf of Elefsina. Evaluation of the results in collaboration with the Hellenic Centre for Marine Research (HCMR), an independent research organization.

The evolving ecosystems of the interior Saronic Gulf, the Gulf of Elefsina and Keratsini Bay, and how they are impacted by the Psyttalia and Thriassio WWTPs, are monitored by the HCMR under contract to EYDAP. Monitoring began in 2005 and is ongoing. Results show a consistent improvement in the ecological status of the interior Saronic Gulf and the Gulf of Elefsina, particularly at the discharge points of the WWTPs.

2. Publication of wastewater treatment results on the Ministry of Environment, Energy and Climate Change national database.

Quantitative and qualitative characteristics of the inflow and outflow of wastewater treatment plants are disclosed on the Special Secretariat for Water database, http://astikalimata.ypeka.gr/

The disclosed data include the following:

- Mean Annual Incoming Flow.
- Mean Annual Incoming Load BOD5
- Annual Amount of Dewatered Sludge Produced (tn).
- Annual Amount of Dry Solids DS (tn).
- Daily values (mg/l) of parameters: BOD5, COD, TSS, T-N, NH_4 -N, T-P (at facility entry and exit).

All citizens have free access to the database.

As indicated by the results posted to the Ministry of Environment and Energy database, the quality of outflows at EYDAP's WWTPs has always been within limits set by their approved environmental conditions for their operation.

3. Progress of Sewerage Projects

To ensure that all areas within its jurisdiction which currently lack access to a sewerage system can obtain access, EYDAP is cooperating with the municipalities to plan and design the necessary sewerage projects for the Attica Basin. Such works include:

- Construction of sewerage pipelines sporadically in areas within EYDAP's remit. In progress
- Construction of connections to properties and secondary sewerage network with necessary manholes in remit area in the north-east and south-east sectors. In progress
- Reconstruction of force mains in remit area of the south-east sector. In progress
- Reconstruction of sewerage network, manholes and property connections in remit area of south-west and north-west sectors. In the process of signing an agreement.

The tendering procedures for projects are extremely time-consuming, mainly due to continuous law amendments and litigation. This means that contracts are awarded and signed after a long period of time – more than a year in many cases – from the publication of the tender documents.

4. Use of IT systems

High specifications for IT systems of EYDAP led the Company to continually upgrade its existing sewerage IT systems and to install new ones.

5. Monitoring failures in the sewerage network



6. Ongoing modernization of equipment

Equipment delivered in 2021:

- 5 vacuum suction and high-pressure water tankers using recycled wastewater
- 7 high-pressure water and vacuum suction tankers

7. Testing of inflows and outflows at WWTPs by continuous sampling and microbiological analysis at EYDAP laboratories

Systematic wastewater sampling, according to needs and current legislation, of inflow and outflow at the WWTPs, as well as at intermediate treatment stages for chemical and microbiological analysis. The analysis results verify compliance with environmental conditions established for the WWTPs.

8. Overflows

Wastewater overflow due to heavy rainfall is permitted by the relevant article (condition d.5 par. 5.2, 5.3) of the Psyttalia WWTP environmental conditions for its operation. Data on wastewater discharges that arrive at the Psyttalia WWTP for treatment and based on the capacity of the intake pumping station at Akrokeramos, it is calculated that the discharge that overflowed in 2021 due to flooding was approximately 2,700,000 m3.

9. Wastewater analysis laboratories

2021

Akrokeramos laboratory	Metamorfosi laboratory	_ rÔ_
50,000 Analyses	27,500 Analyses	A.
6,000 samples	5,600 samples	

10. Test results of liquid industrial waste after sampling at EYDAP laboratories

Based on test results and given the large number of businesses served (more than 10,000), it was found that businesses are generally complying with legislative requirements. It is noted that imposed fines (Quality Exceedance Fee) are minimal; 10 companies had been fined up to 2020. Data for 2021 are not yet available.

11. Measurement of inflow at Thriasio WWTP

Following the actions taken by EYDAP in the Thriassio area, a steady increase in incoming discharge has been noted at the WWTP. Specifically, based on data from previous years:

2015 2016 2017 2018 2019 2020 2021

Average daily discharge

85%

of households that could be connected to the sewerage network, have already been connected.

12. For the best management of treatment by-products - Circular Economy,

- a study was completed and an application is ready for implementation for onsite treatment – in a compact unit – of part of the incoming wastewater at a pumping station of the Central Coastal Collector. The treated effluent will be used for irrigation at the Elliniko Park;
- the process for characterizing dried sludge produced at the Psyttalia WWTP as an alternative fuel is in progress;
- cogeneration plants generating electrical and thermal energy at the Psyttalia WWTP are fueled by biogas and natural gas. All of the electricity generated is consumed at the Psyttalia WWTP. Any excess amount is exported to the Hellenic Electricity Distribution Network Operator (DEDDIE) power grid;
- reuse of treated effluent, which amounted to 300,0000 m3 at the Metamorfosi WWTP in 2021 and 4,719,279 m3 at the Psyttalia WWTP.

13. Social assistance initiatives

- To safeguard the health of citizens, EYDAP intervenes even in areas outside its remit.
- EYDAP intervenes in cases of emergency events to protect the life and health of citizens by providing equipment and human resources.
- In 2020, EYDAP participated in damage restoration in areas affected by flooding on the island of Evia.

«Differences in measurable data compared to those published in Financial Results 2021 (Non-Financial Information) are due to additional data received after publication of the Financial Statements».

14. Where municipalities are unable to construct secondary sewage pipelines, EYDAP undertakes to build them, as well as to construct property connections, as part of a program contract signed with each municipality.

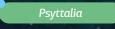
In 2020, program contracts were signed::

- with the **Municipality of Penteli** for the construction of pipelines and connections in the Kallithea area of Penteli;
- with the Municipality of Kifissia for the construction of a secondary sewerage system along some streets of the Municipal Units of Ekali and Kifissia of the Municipality of Kifissia and the construction of required connections;
- with the **Municipality of Oropos**, for the construction of the secondary sewerage network and connections in the areas of Kapandriti, Mikrochori, Polydendri and Afidnes in the Municipality of Oropos.



Compliance with regulations and voluntary codes

During the reporting period, there were no incidences of non-compliance with regulations and voluntary codes that apply to the impacts of EYDAP>s services on citizen health and safety.



Eydap's sewerage planning for areas of east attica

With a view to protecting the environment, ensuring sustainable development, safeguarding public health and providing a permanent solution to the issue of urban wastewater disposal in East Attica, EYDAP incorporated the construction of sewerage projects in the area in its operational objectives.

As the company responsible for providing water and sewerage services in the Attica area, EYDAP SA has taken substantial action to resolve the problem of nonintegrated wastewater treatment, which for years has led to environmental degradation, the less-thanoptimal management of valuable water resources and the imposition of penalties due to non-compliance with European Council Directive 91/271/EEC.

EYDAP>s planning for these important sewerage projects aims at securing the integrated management of the area's wastewater and the reuse of treated effluent for maximum environmental benefit.

To that end, the wastewater treatment plants (WWTPs) to be built have been designed to operate with cutting-edge technology to ensure the reuse of treated effluent, in full compliance with the current institutional framework for reuse. An Environmental Awareness and Information Centre will operate at the WWTP facilities of the Municipalities of Rafina-Pikermi and Spata-Artemida and will be used for the implementation of pilot programmes for the best use of recovered water as well as for informational and educational activities focusing on the environment.

In 2021, EYDAP developed the exclusive website katharonero.eydap.gr, under its official corporate website <u>www.eydap.gr, for the</u> continuous information of citizens on the crucial sewerage works in East Attica and the consequent environmental benefits.

Plans for the construction and operation of integrated wastewater management systems in East Attica include works in the Municipalities of Rafina-Pikermi, Spata-Artemida, Marathonas, Palini-Paiania, Saronikos, Kropia and Oropos.

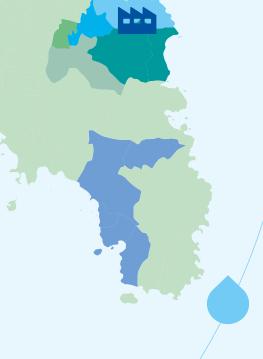
A. Sewerage projects in East Attica

- 1. Collection and treatment of urban wastewater of the **Municipalities of Rafina-Pikermi and Spata-Artemida** and reuse-discharge of treated effluent
- 2. Collection and treatment of urban wastewater of the **Municipality of Marathonas** and reuse-discharge of treated effluent
- 3. Sewerage system for the settlement of **Varnavas-Municipality** of Marathonas
- 4. Construction of sewerage works in the **Municipality of Pallini** area
- 5. Construction of a sewerage network in the **Glyka Nera area in the Municipality of Paiania**
- Collection and treatment of coastal zone urban effluents of the Municipality of Saronikos and the Municipality of Kropia and reuse-discharge of treated effluent
- 7. Sewerage system in the Kitsi area, Municipality of Kropia
- 8. Sewerage network in the areas of **Leontari-Kantza, Kato Balana and Agios Nikolaos-Municipality of Pallini**
- 09. Sewerage network in the southern section of the **Municipal Unit of Artemida**
- 10. Sewerage and wastewater treatment for the **Municipality of Oropos** and discharge of treated effluent for reuse
- 11. Reuse of **treated effluent** from the East Attica WWTPs
- 12. Management, final treatment and **utilization/disposal of generated biosolids** from East Attica WWTPs

- MUNICIPALITY OF OROPOS
- PART OF THE MUNICIPALITY OF OROPOS REGION WITH SEWERAGE PROJECTS BY EYDAP S.A.
- MUNICIPALITY OF MARATHONAS
- PART OF THE MUNICIPALITY OF MARATHONAS REGION WITH SEWERAGE PROJECTS BY EYDAP S.A.
- MUNICIPALITY OF RAFINA-PIKERMI
- MUNICIPALITY OF SPATA-ARTEMIDA
- MUNICIPALITY OF PALLINI
- MUNICIPALITY OF PAIANIA
- PART OF THE MUNICIPALITY OF PAIANIA REGION WITH SEWERAGE PROJECTS BY EYDAP S.A.
- MUNICIPALITY OF SARONIKOS

WWTP MUNICIPALITY OF MARATHONAS

WWTP MUNICIPALITIES OF RAFINA-PIKERMI AND, SPATA-ARTEMIDA



EYDAP / Sustainability Report 2021 / 147

B. Environmental benefits from project implementation

Based on plans for the coming years,

approximately 300,000 residents of East Attica

will be connected to the sewerage network, while at least **35,000 hectares** -of arable land in the area will be irrigated with recycled water.

B1. Water resource protection

For EYDAP, the reuse of treated effluent from the WWTPs is a key strategic choice in the planning and implementation of projects with a positive impact on aquifer remediation and enrichment and on the conservation of valuable water resources.



B2. Reducing the energy footprint of projects

The significant reduction of greenhouse gas (GHG) emissions in the wider region is seen as an important outcome of project implementation and operation.

Provision has been made:

- to reduce energy consumption, by implementing new technologies and sophisticated automation systems that enable precise control and optimal regulation of processes, with a positive effect on related operating costs. The WWTPs have been designed to allow regulation of standard equipment operation and its continuous monitoring via a modern remote control (SCADA) system to reduce energy consumption.
- The use of renewable energy sources (RES) to cover part of the energy consumption at the Rafina-Pikermi and Spata-Artemida WWTP

There is provision for utilising the generated biogas and for installing photovoltaic arrays on the WWTP's free surfaces.

B3. Underground aquifer remediation

According to EYDAP's planning, the Koropi-Paiania WWTP's treated effluent will be reused for the artificial enrichment of the groundwater aquifer, through either existing wells or boreholes. Studies by EYDAP and other bodies have shown that developing aquifers in the area around the Koropi-Paiania WWTP have been over-exploited, resulting in a marked, multi-year decline in water level (phreatic aquifer), salinization phenomena and nitrate contamination. Through the supply-artificial enrichment of groundwater aquifers and their improved quality, we are protecting the environment and local residents' quality of life.

The operation of a sewerage system in the East Attica area will also result in a drastic reduction in the use of septic tanks, mainly absorbent, which creates a significant pollutant load for groundwater.

B4. Upgrading the ecosystem

Implemented sewerage projects contribute to the protection of the local ecosystem and to maintaining the ecological integrity of NATURA 2000 areas, as well as to their environmental upgrade. The works are expected to improve coastal bathing areas, while the improvement of the marine environment will also have direct positive impacts on fisheries.

The ability to reuse treated effluent for irrigation will reduce water pumping from the underground aquifer and mitigate salinization of water bodies.

C. Project implementation strategy

To ensure the quickest possible operation of sewerage projects in East Attica and to avoid problems and delays resulting from divided responsibilities during the construction process, EYDAP

has adopted for the first time a holistic approach to the construction of the individual parts of the projects. is undertaking the simultaneous construction of the secondary sewerage network and the corresponding external branches to connect the properties, the construction of which, based on current legislation, is the responsibility of local authorities.

is planning actions, in cooperation with the local authorities involved, to ensure a quicker connection of properties to the network once projects are completed.

in cooperation with the Municipalities, is establishing property-owner service centres in the respective areas to provide information and accept applications along with required documents for the construction of external branches to connect their properties to the EYDAP sewerage network currently under construction;

is already operating customer service centres in the Municipalities of Paiania, Rafina-Pikermi and Pallini, and a new centre is scheduled to begin operating in 2022 at the Municipality of Marathonas to facilitate the process of connecting properties to the sewerage network.

50 EYDAP / Sustainability Report 202

D. Project progress

In **2021**, significant progress was made in implementing the sewerage projects in East Attica.

D1. "Collection and treatment of urban wastewater from the Municipalities of Rafina-Pikermi and Spata-Artemida and reuse-discharge of treated effluent"

The project is co-financed by the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020".

Milestones in project implementation:

Two construction contracts were signed and the construction of the sewerage network in the areas of Rafina, Kallitechnoupoli, Neos Boutzas, Pikermi, Drafi and Dioni-Municipality of Rafina-Pikermi and transfer projects in Spata and Artemida-Municipality of Spata-Artemida is in progress. A tender for the construction of the sewerage network in the Municipality of Spata-Artemida is pending.

STAGE: CONSTRUCTION

D2. "Collection and treatment of urban wastewater from the Municipality of Marathonas and reuse-discharge of treated effluent".

The project is co-financed by the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020".

Milestones in project implementation:

The tender process to award the construction of the sewerage network was completed and the signing of the contract is in the final stages.

STAGE: CONSTRUCTION TENDER

D3. "Sewerage system for settlement of Varnavas-Municipality of Marathonas"

An application has been submitted for financing of the project design through the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020".

Milestones in project implementation:

EYDAP submitted an application for financing in December 2021 (MIS 5155006).

STAGE: FINANCING APPROVAL/DESIGN

D4. "Construction of sewerage works in Municipality of Pallini areas"

The project is co-financed by the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020".

Milestones in project implementation:

A contract was signed for the construction of a sewerage network for the areas of Gerakas, Pallini and Anthousa-Municipality of Pallini; the project is in progress.

STAGE: CONSTRUCTION

D5. "Construction of a sewerage network for the Glyka Nera area-Municipality of Paiania"

The project is co-financed by the NSRF/Operational Programme "Attica 2014-2020".

In its initial phase, the project will serve approximately 10,000 residents.

Approximately 70% of the physical construction has been completed.

STAGE: CONSTRUCTION

EYDAP / Sustainability Report 2021 / 15

D6. "Collection and treatment of urban wastewater from the Municipality of Saronikos and Agia Marina and Agios Dimitrios-Municipality of Kropia"

In its initial phase, the project will serve 73,000 residents.

The environmental impact assessment study for the project was drawn up. The final project design was included for co-financing by the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020", after EYDAP submitted an application.

Milestones in project implementation:

Collaboration with the JASPERS team to prepare an application dossier for project financing.

STAGE: DESIGN

D7. "Sewerage system in the Kitsi area, Municipality of Kropia"

An application has been submitted for financing of the project design through the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020".

Milestones in project implementation:

EYDAP submitted an application for financing the design in December 2021 (MIS 5154718).

STAGE: FINANCING APPROVAL/DESIGN



D8. "Construction of a sewerage network in the areas of Leontari-Kantza, Kato Balana and Agios Nikolaos-Municipality of Pallini"

The design of the project is co-financed by the NSRF/Operational Program "Transport infrastructure, Environment and Sustainable Development 2014-2020". In its initial phase, the project will serve approximately 10,000 residents.

Milestones in project implementation:

The project design has been tendered and the tender process is underway to award the design contract to the successful bidder.

STAGE: DESIGN TENDER

D9. "Sewerage network in southern section of the Municipal Unit of Artemida"

Drafting of final design for a sewerage system for Regional Unit 4 and Regional Unit 6-14 in the southern section of Artemida.

Milestones in project implementation:

Drafting of the final design is in progress

STAGE: DESIGN

D10. Sewerage and wastewater treatment for the Municipality of Oropos and discharge of treated effluent"

An application has been submitted for co-financing by the NSRF/Operational Programme "Transport infrastructure, Environment and Sustainable Development 2014-2020" for the "Construction of a sewerage network and sewage pipelines in the areas of Kapandriti, Afidnes, Polydendri and Mikrochori-Municipality of Oropos".

Also the design is being drafted, titled: "Design for sewerage works and wastewater treatment facilities for the communities of Avlonas, Markopoulos, Oropos, Nea Palatia and Chalkoutsi-Municipality of Oropos"; the environmental impact study for the project is currently being drafted.

Meanwhile, sewerage projects in other areas of the municipality (Agioi Apostoloi, Kalamos, etc.) are currently maturing.

Milestones in project implementation:

EYDAP submitted an application for financing of the sewerage project for the areas of Kapandriti, Afidnes, Polydendri and Mikrochori in November 2021 (MIS 5149311).

EIA submission for the sewerage project for the regions of Avlonas, Markopoulos, etc. and issue of a Decision to Approve Environmental Conditions.

STAGE: APPROVAL OF FINANCING/CONSTRUCTION

for the Kapandriti, Afidnes, Polydendri and Mikrochori project – DRAFTING of the EIA for the regions of Avlonas, Markopoulos, etc. project)

D11. "Reuse of treated effluent from the East Attica Wastewater Treatment Plants (WWTPs)"

Projects maturation actions continue for the creation of the appropriate conditions to promote the use of recycled water from WWTPs. The project aims at the reuse of recovered water from the WWTPs for irrigation and peri-urban use to benefit agricultural cooperatives and local communities.

STAGE: FEASIBILITY/ECONOMIC SUSTAINABILITY STUDY

EYDAP / Sustainability Report 2021 / 153



Building/ strengthening a solid relationship of trust with customers and end users

Why is it material

Understanding customer needs, analyzing data and continuously adapting our processes are key factors in building a solid relationship of trust that ensures continuity and growth.

The Company's customer-centric orientation has as its ultimate goal the continuous adaptation to the modern concerns of consumers through a more efficient operating model while always maintaining the provision of high quality services.

In order to address any risks that may arise with regards to customers service, measures and safeguards are taken to avert the loss of customer communication which ensure the optimization of the customer experience by adhering to time and quality indicators, based on the customer commitment charter.

How do we manage it & How do we evaluate our approach

EYDAP's response to the COVID-19 pandemic

During the pandemic period, the company, with an absolute sense of responsibility, created a safe sanitary environment for both its employees and its customers, fully implementing the sanitary protocols and adopting additional protective measures based on the needs and processes of its individual departments.

In 2021, new digital tools were also adopted to ensure both service and the health of customers and employees. Where this was not feasible, customer visits to the Regional Centers were made following booking.



Modern water supply and sewerage services

EYDAP with the responsibility of supplying water to more than 40% of the Greek territory, is conscious of its responsibility to provide drinking water of excellent quality

and uninterrupted collection of wastewater returning it to the environment, at the same time,

95% Free of its pollutant load

All our actions are oriented to the protection of the natural resource and marine environment.

Reducing the environmental footprint

The Company's operation, through an ambitious and at the same time flexible plan, has set targets to reduce its environmental footprint, as a process of adaptation to climate change, using modern technological applications.

Through initiatives and actions

- We encourage our customers to save the natural resource, water.
- We serve our customers remotely
- We reduce the required trips of customers resulting in reduced emissions of pollutants
- We reduce consumption of paper and consumables
- We are constantly upgrading our facilities in order to save energy inside the buildings,

to fulfill the objectives of environmental responsibility towards the community.

Customer Transformation

The Company implements a Customer Relationship Management System that will cover the areas of Marketing, Customer Service, Technical Operations and Pricing, with the direct result of creating multiple communication channels for the customers.

We have already achieved:

- Fast, easy, friendly customer service through continuous review of its processes
- the better relationship and communication with customers and through the digital transition
- the reduction of time and costs of customer service and support
- optimization of technical operations
- maximizing the benefit for the company and increasing the degree of customer satisfaction

In this context, in 2021 the Company created a separate Customer Management and Experience Division.

The Customer Experience transformation process is based on:

- The identification and description of the customer's needs with exceptional commitment and respect for their needs.
- The mapping of the customer's «journey» in the Company
- The comparison between the delivered and desired customer experience.
- The setting of monitoring indicators
- The strengthening of Technical Support
- The implementation of a Pricing System
- The creation of an EYDAP store network-online store
- Active participation of the Company's people by reviewing and revising processes

Customer centric strategic approach based on the overall understanding of the customer will maximize the benefit to the Company and increase the level of customer satisfaction.

Updating the customer database

Since 2019, the company has been updating its customer database to include correct and valid information, not only in the present but also in perpetuity, with clearly defined procedures and methodology.

72.35% From a total of 2,226,996 water connections, the 1,611,272 are identified.

Our objective is to identify all water connections.

Certification of procedures

EYDAP has a system of structured procedures certified with ISO.

The General Customer Division and specifically the Customer Service Division and the Customer Management and Experience Division are certified with ISO 9001:2015 quality management system for the provision of Telephone, Online and in-person Customer Service, Customer Request Management, Water Supply Management and Water and Sewerage Bill Collection Services with initial certification since 2010 (ISO 9001:2008) which is renewed on an annual basis.

Digital Customer Service

We continuously enrich the range of electronic services by offering easy-to-use digital services, fulfilling the set goals of quality, quantity and time response.

By adopting modern forms of communication, we ensure timely information to our customers through multiple communication channels, in order to respond effectively to the modern challenges of the digital era and the need to exploit new digital technologies.

In 2021 the Company continued to provide:

Online service options through its website www.eydap.gr, where it is possible to submit requests through eEYDAP for: debt settlement, e-bill, inclusion in special rates and EET, bill reduction due to hidden leakage, reconnection after disconnection due to outstanding debts, laboratory testing of meter, removal of water supply connection through removal of water supply meter etc. In the case of a landlord, there are additional possibilities such as removal of a meter for safety reasons, removal of water supply connection where there is a water meter and disconnection of water supply due to outstanding debts.

Settlement requests originating from our website

2020 4,482 2021 4,270



- Ability to register a meter reading at a specific time.
- Integrated management of the water bills for all the supplies available to the customer by making only one registration on eEYDAP and at the same time maintaining the history of the bills on the website, in pdf format. In addition, the customer can make data corrections online via taxisnet, access the archive of mail received from EYDAP, monitor the progress of their requests, and be informed of current or old settlements.

Online requests for data correction

2020 45,435 2021 59,528



Digital notification to customers by e-mail and sms, regarding the issuance of bills, increased consumption, impending water supply interruption due to debt, informing the owner of a rented property about the existence of an outstanding debt of the tenant, etc.

Electronic notifications

2021 485,584

- Creation and posting of the water bill while **maintaining a history of the bills on the website**, in pdf format available to registered users.
- 24-hour telephone service via the 1022 hotline, which collects dynamic information from consumers, technical departments and regional centers. Customer telephone service, information for technical services, the production of statistics, the recording of complaints and information for third-party service providers are available.

Calls to the 1022 hotline

2021 530,564

(123,257 for Technical Services and 407,307 for Customers)

+15,11% compared to 2020

It is important to note that 230,895 calls had a waiting time for communication of less than 40 minutes

Percentage decrease by **6.02%**.

Number of electronic notifications (e-mails) received by the 1022 line

2020 98,088 2021 140,052



- Click2Call: Telephone service at the time the customer wishes (morningafternoon)
- Official updates via social media In order to provide immediate, reliable and broad information to the public, EYDAP, fully utilizes its official social media pages for both customer service issues and ongoing developments and response actions related to Covid-19.

In 2021 EYDAP started to provide:

- Partial payment option through our website.
- Booking through our website or via 1022 for appointments at our Regional Centers by selecting the date and time of desired visit.

Customer complaint management

EYDAP applies a holistic approach to the management and resolution of customer complaints through three distinct contact channels.

a) in person (fully implementing the coronavirus non-proliferation protocols)
b) by telephone, by calling the number 1022
c) online, by sending their complaint by e-mail.

Turning customers to electronic bill

2021 20,790 Connections canceled the paper bill for the first time while registering to the e-bill

Targets for 2022

EYDAP is in the process of integrating a modern **Chatbot** to provide a better service experience and twoway interaction with its customers. EYDAP is participating in the action for the development of an **Open Data Web Hub** of the Hellenic Company of Holdings and Assets, with the aim of sharing knowledge, contributing decisively to digital transformation, enhancing transparency and promoting research and innovation. Exploring cooperation with the Independent Authority for Public Revenue (IAPR) in order **to link EYDAP's customer IT system and IAPR database** in an effort to achieve paperless processes and minimize data, time and optimize customer service.

Effective **planning of market development activities** to find new commercial opportunities (entering new markets), expanding the customer base within the area of activity, in line with corporate objectives and with the aim of resilience and further growth of the Company.

The Company's main objective

for 2022 is to measure customer satisfaction through, among other things, personal interviews, telephone interviews, emails and online questionnaires.



5

Affordable Tariff and Secure Customer Service



160 EYDAP / Sustainability Report 2021

Why is it material

For EYDAP, continuing to provide high quality water supply and sanitation services at an affordable price for consumers, protecting the environment, serving customers safely through structured procedures and the continuous improvement of our electronic services is part of the steady course to ensure business continuity and growth.

Direct and efficient customer service is a strategic objective of the company.

Ensuring an excellent customer experience and its continuous improvement is a key priority for the company, which becomes even more important when the special circumstances created by the COVID-19 pandemic are taken into account.

Taking into account that the services provided are particularly important in ensuring social cohesion, the Company acts to meet the requirements of all its stakeholders.

How we manage it & How we evaluate our approach

Our main pillar of strategy

- Providing high quality water and sanitation services
- Effective Customer Service, with respect to their needs
- Maintaining affordable tariffs with special care for economically vulnerable groups
- Monitoring and adoption of good international practices with the capability to collect and analyze the necessary data for customers.
- Processing of Requests with Customer authentication without their physical presence.
- Integrating digital transformation into the customer experience.
- Harmonization with the Legislative Regulatory Framework
- Innovation continuous process optimization projects using digital media

EYDAP response to the pandemic covid-19

In response to the economic consequences of the pandemic (reduction of income, work suspensions, job losses, reduction of business turnover), our company implemented flexible forms of payments and settlements to alleviate the burden on individuals and businesses, fulfilling its mission to the community. Providing water at an affordable price, to our customers, so that they can fulfill their economic activity is a constant policy of our company, especially in the critical period of the pandemic we are experiencing.

Direct communication of the customer with our services even from a distance

24/7

24/7 telephone service at 1022 and email at 1022@eydap.gr

Click to Call for service, free of charge to the customer

www.eydap.gr for online information

eEYDAP for electronic processing of requests

«EydApp» mobile application

for the most modern functions

Social media

for useful updates and information

39%

of calls made through the 1022 line or to 210-2144444 were answered in less than 40 minutes in 2021..

The number of incoming e-mails increased by **43%** in 2021 compared to 2020. **75%** of these were answered immediately.

Particularly for the user registered in our electronic services,

the possibility of integrated management of his accounts, registration of his water meter indication, receiving updates via sms and processing of numerous requests is provided.

Consumer data protection

EYDAP, as a Data Controller, places particular emphasis on the **protection of its customers' personal data** both during collection - and this applies to all analogue or digital sources - and during processing and maintenance. It takes particular care to implement the technical and organizational measures provided for by the current legislative framework and invests in the appropriate training of its human resources by area of specialization.

In order to inform consumers on Personal Data Protection issues, EYDAP updates and publishes the Consumer Privacy Policy, through the bill (printed or electronic form), the official corporate website www.eydap.gr, the digital applications and directly when a request is made. In cases of use of digital applications of EYDAP or the digital services provided through its website, further specific information is provided to the user through simple and clear terms of use and specific updates - Privacy Policies regarding the processing of his/her data. **All personal data** processed by EYDAP have been brought to its knowledge by the Subject or a person authorized by the Subject or are obtained from publicly published data or Public Authorities to which the Company has legal access and limited to the service of the water supply contract and consumer information. Where appropriate and in the context of serving the Company's legal obligations, data may be disclosed to public authorities (e.g. the Hellenic Revenue Authority, judicial or investigative authorities), which process data as third party and independent Data Controllers for a specific and sole purpose, as defined by the legal framework.

In case of the necessity to issue statistical data, as in this case the relevant need was created in the year 2021 in the context of the Project "Designing a Strategy for the Sustainable Development of the Company" and for the general optimization of the services provided by the Company, the competent Services of the Company take care of procedures for the anonymization of personal data, ensuring the prior notification of the Subjects.

EYDAP evaluates, examines and responds to and, where appropriate, satisfies any query submitted to it with a particular sense of responsibility and respect towards the consumer, adhering to the relevant Policies and Procedures that it applies in principle within the legal timeframes set by the regulatory framework.

In the reporting period, there were no findings of violations of the legal framework regarding the management of the Company's consumers' personal data.



Pricing policy

EYDAP, committed to its values of access to clean and cheap water for all and reliable sanitation services, but also fully aligned with the current conditions created by the pandemic for both households and businesses, applies a pricing policy that provides a flexible and affordable tariff based on the needs of the customer.



In 2021, our customer service refers to

2,226,996 water connections. 0.39% increase from 2020

2,188,366 connections are for domestic use 0.29% increase from 2020

2,192,207 common/professional/industrial connections served

2,059,230 connections for Water and Sewerage 0.37% increase from 2020

123,030 connections relate to Water Supply 0.49% increase from 2020

44,736 onnections relate to Sewerage 0.57% increase from 2020



The Company's water supply and sanitation tariff is determined on the basis Government Gazette of 3188B/16.12.2013 and is available on the Company's website (www.eydap.gr) in the «Customer Service / Tariff» section.

The tiered tariff acts as a deterrent to the waste of the natural resource and indirectly contributes to the reduction of the environmental footprint.

The average monthly water bill is 11.44 €/month

(Adjusted Price for normal consumption 10 m3 = 3.53 CcF)

The average annual price per m³ of water consumption is 0.76 €/m³

The price refers to total revenue from water supply and sewerage services to total consumption: 309.278(x thousand.€)/406.782 (thousand m3)=0.76€/m3

The adoption of the above policies has a twofold objective

- respond to a large extent to the actual needs of households and businesses
- help and raise awareness among consumers to adopt a rational use of the natural resource.

The existence of affordable tariffs ensures that social inequalities are mitigated and protects vulnerable social groups from being deprived of water, a basic social good.

On 22.05.2017 the National Water Commission issued the 135275 Joint Ministerial Decision (Government Gazette 1751B/22.05.2017) on the "Approval of General Rules for Costing and Pricing of Water Services. Method and procedures for the recovery of costs of water services in its various uses". The above Joint Ministerial Decision sets out the procedures, methods and levels of cost recovery of water services, in order to boost the economy, as well as the general rules for

costing and pricing of water services, in order to ensure the provision of affordable water of appropriate quality and quantity to consumers. According to the abovementioned GG, for the determination of tariffs to end-users, in addition to the environmental cost, the resource cost is included and the environmental charge will be compulsorily indicated in a distinct, clear and understandable manner.

Special tariffs

EYDAP under a legislative provision (Government Gazette 552B/26.3.2009, article 3.2.3, Government Gazette 3188B'/16.12.2013, Government Gazette 2221B'/9.9.2013) grants tariffs for special categories of consumers, in recognition of the need to cover specific social needs, emergency and fixed.

Industrial / Professional Rates

Recognizing its role as the sole provider of drinking water in Attica, EYDAP provides a special tariff to businesses, based on established criteria, to support and develop them.

3,832 supplies by the end of 2021

• Charity Tariff

It is provided not only to foundations and associations within the context of Law 1111 of 8/11.2.72 and Law 2039/1939, but also by decision of the Board of Directors and other institutions - bodies that carry out charitable - public benefit work.

356 supplies by the end of 2021

• Tariff for "Strengthening Networks of Municipalities & Communities - Water Supply of the Islands"

This tariff refers to the special services that EYDAP places for

- 1. enhancing the water supply of Municipalities and Communities networks, in accordance with EYDAP quality procedures
- 2. **water supply of off-city plan areas** until the completion of the Urban Redevelopment Enterprise (E.P.A.) by Local Municipalities competence.
- 3. water supply with treated water which is transported by ship, through special supplies located in the port of Lavrio to islands of the South Aegean Region (Cyclades etc.).

422 supplies by the end of 2021

• Tariff for "Ship Supply"

This tariff concerns the special supplies installed for the provision of drinking water to the Hellenic Refineries of Aspropyrgos S.A., to Natural or Legal Entities, Public or Private for the **supply of ships**.

62 supplies by the end of 2021

Customer debts

EYDAP, recognizing the inconvenience created by the delay in the delivery of bills to consumers, extended the period for the payment of bills. The smoothing of collections was achieved over a longer period of time.

EYDAP, putting its social sensitivity into practice, applies a discount policy, takes preventive measures to avoid debt ballooning and applies debt repayment arrangements through procedures approved by the Board of Directors.

In 2021, the main measures to minimize debts:

- Timely customer notification of increased consumption by sending an email to identified customers, and also by pasting a special notification at the entrance of the property.
- Informing letters concerning debt issues.
- **2020 261,207 letters 2021 66,989 letters**
- In 2021, 54,129 electronic notices (37,548 sms/16,581 emails) were sent regarding an impending water supply interruption due to debt.
- Settlement of debts based on specific and established procedures after submitting a request either at the Regional Centers or by using our new online services.
- In 2021 the number of debt settlement requests made was 16,812.
- Interruption of water supply to the property due to overdue debts/ Removal of the water meter/ application of the Code for the Collection of Public Revenues, if the conditions are met and always in accordance with the Regulation on the Operation of the Water Supply Network

In 2021, water supply was interrupted due to outstanding debts to 26,786 water connections.

Within 30 days 51% was reconnected

Payment of bills/settlements

- Possibility to pay via POS at all Regional Customer Service Centers.
- Digital payment using the e-pos of the DIAS Payment System.
- Possibilities of payment of settlements in non-company external outlets.
- Possibilities of electronic payment of a bill or settlement instalment even if it has expired from our website:
 - Using a debit, credit or prepaid card of the respective partner banks and redirecting to the payment system environment of DIAS SA.
 - Through web banking.
- Partial payment on the website easily and quickly.

Interruption of the sending of bills

In 2021, for a period of approximately 5 months (from 24/4/2021 to 22/7/2021 and from 16/9/2021 to 14/11/2021), the dispatch of water and sewerage bills to consumers was interrupted as a result of the long-lasting legal dispute between the candidate postal service providers, during the tender procedure for the award of postal services by EYDAP and in application of Law 4412/2016 «Public Contracts for Works, Supplies and Services».

The result of this externality was the delayed delivery of bills, due to the inability of EYDAP, due to the legal framework, to assign this service to one of the providers. This inability was overcome by a legislative regulation and on the 15 of November the distribution of bills to consumers started without further delays. During this period and for the cases of consumers affected by this delay, the Company did not interrupt the water supply and ensured that no surcharges were imposed.

Throughout this period, consumers have been able to receive an ebill via email or sms, by registering on its eEYDAP online store, through <u>www.eydap.gr</u>.

Supporting society

EYDAP is undertaking important initiatives within the framework of its pricing policy to support vulnerable social groups, recognizing the unfavorable economic situation experienced by Greek society, as well as the crisis caused by the Covid-19 pandemic.

Special debt settlements are in place for consumers belonging to the weaker social groups (COT and EET beneficiaries).

• FREE PROVISION OF DRINKING WATER to the Municipal Unit of NEA MAKRI

EYDAP continued the supply of free drinking water to the municipal unit of Nea Makri up to the amount of $300.000 \in$ per six months.

• FREE PROVISION OF FREE DRINKING WATER, RAFINA Municipal Unit

EYDAP continued the supply of free drinking water to the municipal unit of Rafina up to the amount of $300,000 \in$ per six months.

SETTLEMENT OF BILLS OF FIRE VICTIMS

The settlement concerns the supplies of the fire-affected areas of 2021 (Thrakomakedones and Varibombi of the Municipality of Acharnai and Adamai of the Municipality of Kifissia) for which even though a Large Consumption Report was issued, billing was based on last year, s consumption.



166 EYDAP / Sustainability Report 2021

Support for vulnerable social groups

EYDAP, as a Company with social sensitivity and a practical contribution to the Greek family, recognizes the difficulties of sensitive social groups and, with the statutory decisions of its Board of Directors, provides a discount on their bills:

Extraordinary Special Tariff

From 1.2.2016 until 30.06.2017, the beneficiaries of Law 4320/2015 were granted an Extraordinary Special Tariff. Since 01.07.2017, EYDAP has been granting an Extraordinary Special Tariff (EET) to the beneficiaries of the Social Solidarity Income of Law 4389/16, providing a discount on the price of water under terms and conditions detailed in <u>www.eydap.gr</u>.

The total number of beneficiary households amounted to

5,449	13,178	
2021	2020	

58.65% decrease

Discounts to Large Families

The total number of supplies connected to large families amounted to

9,61010,6932021202010,13% decrease

Senior Customers

A similar discount is also available to senior consumers. .

The total number of supplies connected to seniorconsumers from the discount amounted to56054120212020

3.51% increase



EYDAP / Sustainability Report 2021 / 167

Increased consumption bills

Taking into account social and income criteria and applying specific procedures approved by the Company's Board of Directors, the Company provides discounts on high consumption bills as well as on water misappropriation bills.

	2019	2020	2021
Number of requests received for bill reductions	6,694	6,052	6,655
Number of requests granted	6,559	5,982	6,549
Value of the invoices to be examined	10,573,915.91	10,214,043.48	11,057,904.06
Discount value	5,874,058.28	5,594,417.20	6,246,893.57

The total value of discounts provided from bill reductions

6,246,893.57€	5,594,417.20€
2021	2020
11,66% increase	

To assess customer satisfaction, the «satisfaction of requests for bill reductions» indicator is used, which has as denominator the number of requests submitted annually for bill reductions and as numerator the number of corresponding requests satisfied by the Company.

Satisfied requests submitted by consumers for bill reductions (from hidden leaks, illegal water intakes, etc.)

2019 98%

2020 99%

2021 98%

value of the discount granted amounting to

56%

of the value of the bills under consideration

In 2021, there was an increase in the number of claims examined by 603 compared to the previous year.

Universal accessibility to our services for people with visual impairments

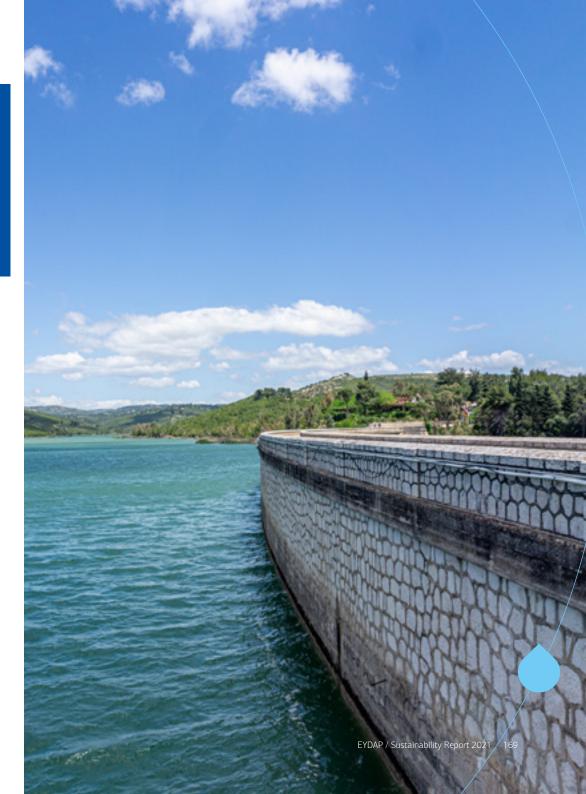
EYDAP is a pioneer in the effort to ensure equal access for visually impaired consumers and provides the possibility of specially designed services which also include, the sending of special readable bills (in braille, large fonts), sending sms and e-mail messages. By the end of 2021 the number of visually impaired customers served reached 6 people.

Equal access to communication for the deaf/hard of hearing.

In the broader context of reducing inequalities and social exclusion of people with hearing impairment, EYDAP has accepted and adopted a relay service to facilitate their access to communication with us.

Focus on special customers

EYDAP, recognizing the needs and requirements of the different Customer Groups, created in 2016 a separate administrative unit for the management of all the issues of this special group.



6. Labor issues and respect for human rights

MATERIAL

6.1 Protection of labor rights and respect to diversity



Respect for human rights at work

Why is it material How we manage it & How we evaluate our approach

The guarantee of human rights at work and the elimination of discrimination in all areas of operation of the Company constitute a firm and long-term commitment of EYDAP.

The Company supports all its employees so as to highlight their skills, and is there to assist in their efforts to achieve growth, both personal and corporate. The Company's personnel is required to operate in accordance with the principles of respect to legality and professional ethos, while also following the instructions given each time by the Company's hierarchy and by the Rules of Internal Procedure of EYDAP Personnel.

Employees> rights to equality and safety at work are guaranteed through Collective Bargaining Agreements and compliance with law.

In 2021, by decision of the EYDAP Board of Directors, a **Diversity Policy** was established and implemented, which is fully in line with the business strategy, mission, vision and values of the Company. Based on this Policy, the Company is committed to staying true to its philosophy of not tolerating any kind of discrimination or offensive behaviour against an individual's personality, or any social exclusion or unfair treatment for any reason.

95.8%

of EYDAP employees are covered by Business Collective Bargaining Agreements.

Only 4.2% of employees under fixedterm contracts are not covered by the aforementioned Collective Bargaining Agreements but by the General Provisions of Labour Legislation.

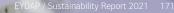
All employees, whether regular staff or contract staff, work full time.

With regard to all permanent staff of the Company, there is no distinction in terms of gender or age when it comes to the basic salary and benefits, which are determined based on the Collective Bargaining Agreement. All employees, regardless of gender, earn the same, with their salaries differing only in terms of their formal qualifications, years of experience, field of specialisation and position of responsibility, if held by the employee.

There has never been any child or forced labour in the Company, and freedom of expression is always encouraged. All employees are treated equally, without any discrimination.

All employees are given the opportunity and are encouraged to participate in educational and training programmes.

The **internal corporate portal of the Company** serves as a basic means and channel of communication and information, and can be freely accessed by all employees.



Protection of human resources personal data

In the framework of the smooth operation of the Company and its contractual and legal obligations, and in particular in the framework of social security or labour law, the employees themselves constitute a basic category of data subjects. EYDAP considers its human resources as the basic pillar of its operation and constantly takes measures to protect their personal data across the entire range of its activities, even in critical situations, such as that of the **global health crisis**, demonstrating absolute respect towards the individual freedoms and rights of employees.

Via its **Employee Personal Data Protection Policy**, EYDAP informs its employees about the processing of their personal data by the Company and, as the case may be, they are called on to individually sign forms/statements to ensure that they are informed. This information is updated according to Company activities and also includes specific information on individual processing, based on policies such as the Insured Parties Policy of the Healthcare Directorate and the Whistleblowing Policy.

The personal data of our human resources are protected through:

- technical and organisational security measures on our premises and in the systems used to keep the data;
- the establishment of Limited Access Policies, Information System Security Policies and Confidentiality Clauses;

is facilitated in the exercise of their relevant rights through the establishment of simple and clear procedures for the exercise of rights, processing, evaluation and satisfaction of requests. This procedure is regularly filtered and re-evaluated by the Data Protection Officer.

There were no breaches of personal data rights regarding employees in 2021.

The right to trade unionism

The constitutional right of being a member of a trade union is exercised by the EYDAP Employees. Union, which is a Secondary Trade Union founded in 1979 and represents the Company's employees.

The aim of the EYDAP Employees> Union is to study, protect and promote the trade unionist, financial, professional, moral, insurance and social interests of its members, to protect the environment, to implement the principle of gender equality and to ensure corporate responsibility.

The objective is to pursue the improvement of employee working conditions through dialogue and cooperation with EYDAP, s management, always within the framework of corporate social responsibility rules.

In order to achieve its objectives, the Union negotiates with each competent body or person so as to resolve the problems of its members and act for the drafting of Business Collective Bargaining Agreements. Furthermore, the Union actively participates in the meetings of the Administrative and Disciplinary Boards and other entities. Finally, the Union has a presence on the Board of Directors of EYDAP with 2 members, who have the right to vote.

Benefits for employees under open-ended contracts

The Company, in the context of peace and stability at work, has, in addition to the legal benefits it provides its employees, also established benefits such as:

- Health Service, which provides primary health care services to employees and their insured family members and manages their medical and pharmaceutical coverage
- Private insurance for employees and their children
- Pension insurance for doctors, engineers and lawyers (upon request)
- Ownership of shares
- Provision of expenses for children>s camps, for undergraduate or postgraduate studies of employees, etc.

Protection of the family

In 2021 and in the framework of family protection, but also in implementation of Law 4342/23-12-2015, 18 Company employees (10 Men and 8 Women) were granted 9-month parental leave, instead of the reduced hours provided by law. 100% of employees who were granted leave which expired in 2021, **returned** to work after it expired.

At the initiative of EYDAP

- employees are provided with eight (8) days of leave per year, instead of the five (5) days prescribed by law, due to a child's illness, aged up to 16 years and not up to 12 years as again defined by law.
- working mothers are given the opportunity, after exhausting the maternity leave provided by law, to receive parental leave with half salary until the child turns two (2);
- 4 days of leave are granted to every parent for each of their children so that the working parents may be informed about their children's progress at school; this benefit concerns children aged 5-18 years.

Women in eydap

In 2021, out of the total number of employees under open-ended contracts:

54.44%

of employees holding positions of responsibility are women

34.54%

of employees not holding positions of responsibility are women

Out of the 13 members of the Board of Directors, 2 are women (15.38%), one of whom is the Chairwoman of the Board of Directors.

People with special needs, large families, children of war invalids, etc.

Pursuant to the provisions of law 1648/1986 (law 2643/98) concerning people with special needs, large families, children of war invalids, etc. EYDAP has included in its human resources 213 individuals, to whom every facility and protection has been provided in accordance with current legislation so that they can work safely and efficiently.

The Company has never had an issue of unequal treatment and discrimination against an employee due to gender, age, religion, sexual orientation, disability, etc.

30,7%

are women

6.2 Ensuring workers' health & safety



Why is it material

For EYDAP, protecting its employees' mental and physical health is part of its business ethic and integrally linked to its business continuity and growth. In the belief that strong protections in the workplace contribute positively to performance and good labour relations, Occupational Health and Safety is seen as an important obligation our Company has to both employees and to their families.

The main risks the Company must address in regard to employee safety, as part of providing uninterrupted water and sewerage services to the Greek capital, relate to the variety and particularities of the workplaces (administrative services, off-site work crews, work sites, refineries, wastewater handling, etc.), the use of machinery and tools, the ergonomics of the workplace, and unforeseen situations (e.g. extreme weather conditions, the COVID-19 pandemic).

Having developed a framework of environmental, social and corporate governance (ESG) principles, the Company can comprehend and address inherent ESG risks, and commit to protecting the health and safety of its employees. Safeguards against ESG risks minimise potential adverse impacts (financial, reputation, etc.) and work to ensure its economic prosperity in the long term.

The importance of coordinated preventive and preparedness efforts as a factor in social cohesion became even more apparent while managing the COVID-19 pandemic.

How we manage it

EYDAP recognises that worker health and safety and preventing risk is not only a legal but also a moral obligation.



Eydap's response to the covid-19 pandemic

In the wake of the World Health Organization (WHO) classifying the epidemic of the new coronavirus SARS-CoV-2 as a pandemic on 11 March 2020, EYDAP responded to the threat with awareness of the particularities of each business unit and coordinated business plans and organisational measures to ensure its continued operation and safeguard the health of its employees and customers.

With a strong sense of responsibility, EYDAP steadfastly complied with all special health protocols issued by the Greek National Public Health Organisation (EODY) and the regulatory provisions (legislative acts, circulars, etc.) issued by the Greek government. The Company established a Special Crisis Management Team and compiled an Operational Action Plan.

In 2021, EYDAP reinforced its policy against the COVID-19 threat and received a **COVID SHIELD EXCELLENCE Certificate** on 14/6/2021 from the accredited certification body, **TUV AUSTRIA**, for swiftly adopting the necessary measures to prevent transmission and spread of the disease, the effectiveness of the measures taken, the compliance to the observations of the certification body and the monitoring and strict adoption of the recommendations of the current legislation.

The certification applies to the essential measures in place, based on the current health protocol, at the regional plant facilities throughout Attica, at the administrative and personnel buildings in Perissos and the buildings at Athinas and Laodikias streets, and includes an assessment of the Company's performance on a weekly basis. It also covers reviews of the effectiveness of adopted measures, compliance with the certifying body's comments for improvements and, as already mentioned, monitoring and rigorous adoption of guidelines under current law. The certificate is valid for 1 year, and provides for 5 supervisory visits within that year.

Employee awareness of the value of complying with the adopted measures went a long way to increasing their effectiveness. Thanks to ongoing information and reminders by the Internal Protection & Prevention Department, compliance was significant in 2021.

YDAP / Sustainability Report 2021 17

Action plan to ensure the Company's smooth operation

EYDAP continued to operate smoothly while following the health protocols in place in 2021.

Specifically, the following were implemented:

- COVID case management with coordination and continual briefings by the COVID Coordinator.
- Revision of Written Occupational Risk Assessments to account for the risk of coronavirus spread.
- Organization of personnel based on rotating shifts and security personnel.
- Customer service arranged by appointment or using electronic means, except in the cashier's area, which functioned normally while complying with all applicable measures.
- Placement of protective Plexiglas surfaces (drive through windows) in the customer service areas and in the Company's offices, as well as floor markings, in order to maintain the required distances.
- Temperature readings were taken and antiseptic was made available at the entrance to all buildings.
- Protective measures were maintained in public toilets (sufficient soap, hand antiseptic, card with instructions for proper handwashing, frequent emptying of bins, etc.).

- Placement of covered, foot pedal rubbish bins in prominent locations with appropriate signage for disposal of personal protective equipment (gloves, masks) against COVID-19.
- Recommendation to use stairways and to avoid using the lifts.
- Checks on adequate supply of protective means (antiseptic solutions, disposable gloves, etc.).
- Mandatory mask use for everyone in all work areas (including external associates).
- Drafting of easily understood reminders (easily understood by everyone, even people who do not speak Greek) and instructions regarding proper behavior to prevent infection.
- Remote work to the greatest extent possible, as permitted by the regulatory framework in force.
- Holding work meetings and events (training, seminars, workshops, etc.) via telecommunications devices to avoid in-person meetings and crowding, by upgrading the Company's digital applications.
- Granting special leave to employees in at-risk groups.
- Complying with protective measures in Company vehicles.
- Disinfecting areas using suitable, approved preparations and products in the event of a confirmed COVID-19 case.
- Company first aid kits with pharmaceutical supplies to treat initial symptoms of the new coronavirus; place in all buildings.

Procurement of supplies for employee protection.

15,000 litres of hand antiseptic

19,000

masks

400,000 pairs of disposable gloves (nitrile)

370

Plexiglas separator panels

700

face guards

2,450 PCR tests

2,700 rapid tests

15,000 self-tests

Initiatives in the light of Corporate Social Responsibility

To bolster these protective measures during the pandemic and as part of its corporate social responsibility, the Company adopted additional measures to safeguard the health of its employees and customers.

- Entering into a cooperative agreement with a private laboratory to conduct free PCR tests when the health protocol mandates such tests (employees who are deemed suspicious cases or close contacts of a confirmed case must undergo a PCR test).
- Ability to obtain a PCR test at a reduced price for all Company employees, as part of a cooperative agreement with a private laboratory.
- Starting in December 2020 and through April 2021, 2,700 Company employees had preventive and repeat rapid tests at various Company buildings, paid for by the Company.
- On 29/4/2021, EYDAP procured self-tests so that all workers (regardless of work relationship) could obtain 1 test per week to use before coming to work.
- Weekly disinfection of areas with suitable, approved preparations and products to contain the spread of the coronavirus.
- Installation of temperature screening kiosks at the main entrances to buildings.
- Ongoing and uninterrupted information-training in the application of protective measures and management of COVID cases by the Company's Internal Protection and Prevention Department (IPPD) and the COVID Coordinator.
- Upgraded digital services to serve customers electronically.
- Implementation of daily cleaning schedules for critical surfaces, spaces and work equipment using approved preparations.
- Psychological support to employees, on the advice of the IPPD Occupational Health Physicians, with inspections of the Company's premises.

EYDAP / Sustainability Report 2021 / 177

"COVID SHIELD" certification Monitoring-improvement

- 1. Starting in November 2020 and every 4 months thereafter, a **self-assessment** check list is distributed to Company departments with regard to measures to prevent the spread of the coronavirus SARS-CoV-2.
- 2. The form is filled out by those responsible for the Labour Inspectorate Book at each facility and is forwarded to Management for review and assessment of responses. The form includes:
 - General information
 - Organisational measures
 - Personal hygiene measures and PPE
 - Environmental measures
 - Special measures to prevent spread and monitoring employee health in relation to the coronavirus SARS-CoV-2.
- 3. At the end of each week, Management is briefed, through the Division for Health, Safety, Environment and Quality, on the **number of cases at the Company,** where the cases occurred, and a visual representation of the data in graph form. In this way, Management can assess the results of implementing all the measures and plan next steps.
- 4. **Compliance is verified** through members of the IPPD, particularly Safety Technicians and Occupational Health Physicians.
- 5. At the end of the year, Management conducts an **annual review** to assess our performance, whereby all of the findings from internal inspections that have been conducted are collected for assessment and the effectiveness of applied measures is reviewed, along with compliance with the certification body's recommended improvements and monitoring and rigorous adoption of current legislative guidelines.

Internal protection & prevention department Worker health & safety committee

As part of implementing applicable legislation, EYDAP has established the **Internal Protection & Prevention Department,** which serves as an advisor to Management on health and safety issues. As per the same law, a **Worker Health & Safety Committee** has been formed as an advisory body and consists of elected worker representatives assigned to highlight occupational risks. In case of a serious work-related accident, the Committee proposes measures to prevent a recurrence and, if there is immediate and serious risk, it asks Management to take the necessary measures and even to stop the operation of the machine, installation or production process.

Quarterly meetings are held with Management, WHSC and IPPD representatives, and are attended by the Occupational Health Physician and the Safety Technician.



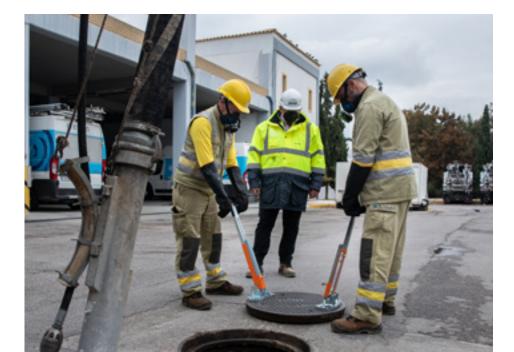
EYDAP's Health & Safety Policy, posted on the corporate website <u>www.eydap.gr</u>, applies to all employees regardless of their type of work contract (open-ended contract, waterworks service workers, part-time cleaning contract workers, 8-month contract workers, 8- and 2-month student interns, trainee lawyers, Vocational School students). The obligations of EYDAP do not include contractor personnel working in EYDAP's area of responsibility.

Contractors are required to comply with occupational health and safety legislation and have their own Safety Technicians and Occupational Physicians.

The data described in this Report relate to the categories of employees listed above.

The Internal Protection & Prevention Department:

- Complies with legal requirements, standards and internal guidelines.
- Communicates openly and transparently with all interested parties.
- Ensures the strengthening of a health and safety culture at the workplace.
- Drafts Written Occupational Risk Assessments for every task performed.
- Takes measurements of harmful substances in work areas.
- Drafts specifications for personal protective equipment and collective protective measures.
- Records and investigates occupational accidents.
- Drafts an annual activity report with observations by Safety Technicians by activity, as well as Internal Protection & Prevention Department recommendations for improving procedures.
- Prepares a programme for Occupational Health Physicians to issue Fit for Work Statements.
- Prepares a schedule to vaccinate employees.



Certifications

Since 2020 and during 2021, the IPPD was certified to the ISO 9001:2015 standard for the Quality Management System and to the ISO 45001:2018 standard for Occupational Health and Safety. These are two internationally recognised standards for managing the quality of the services the Company offers in the area of Occupational Health and Safety. Reassessment was pending as of March 2022.

Written occupational risk assessments (wora) digital upgrade

The revision of Written Occupational Risk Assessments (WORA) began in 2020 to include new data related to COVID-19. The revision was completed in 2021 with its harmonisation with the Company's new organisational chart. WORAs are updated each time a change in work method is noted by the Safety Technicians or pointed out by employees. Any employee suggestion is taken seriously; it is recorded and considered for adoption.

In 2022, a consultation process will be undertaken by the competent organisational units to adopt employee suggestions related to WORAs.

In 2021, 250 revisions were made to WORAs (out of a total of 300 WORAs)

The WORA is a key requirement of the law (Article 43 of Law 3850/2010) and of the international health & safety standards for prevention of incidents (occupational injuries and/or illness) which are the result of employee exposure to hazards in the workplace and the activities carried out there. **Since 2020, new, upgraded software** is used to make WORA revisions. The software is an easy-to-use and effective tool for reviewing and revising WORAs so they can remain effective and up-to-date, and has the capability to access older versions of the document.

YDAP / Sustainability Report 2021 / 179

Inspection schedule

As every year when preparing the annual programmes for Safety Technicians & Occupational Health Physicians, the inspection schedule was submitted to the Labour Inspectorate at the start of 2021.

The **main purpose** of these inspections is to offer advice on occupational safety issues aimed at preventing accidents, having workers point out unsafe conditions, investigating work-related accidents or «near misses" and measuring hazardous factors (*noise, humidity, temperature, radiation, with the appropriately calibrated instruments etc.*).

Employee healthcare

The topic is examined in the «Employment» section of the same chapter.

Employee safety training

In 2021, as in 2020, no training was provided due to the COVID-19 pandemic. Training was provided only to new hires (meter readers, engineers, sewerage and water supply workers).

The training topics were:

- Hazardous conditions
- Personal Protective Equipment
- Work-related accident
- Signage
- Hazardous conditions
- Legislation.

Trainings offered to water supply and sewerage crews and at water treatment plants were held either in **open spaces** or indoors with a maximum of 9 participants, while taking all protective measures against the coronavirus.

Treating training as a factor that helps strengthen corporate culture, some training materials were revised, with "Eydapio" featuring first. The publication was distributed to employees and explains all of the Company's main activities.

Safety information signs

Safety information signs were posted at all our facilities with clear instructions about the hazards in the various areas and the required PPE that visitors should wear to be allowed to enter.

Personal protective equipment (ppe)

The specifications for PPE were reviewed, revised and updated to comply with the latest European standards. **The process is repeated every year**. PPE was distributed to employees, as it is every year.

Evacuation plans

In 2021, the IPPD implemented **evacuation plans** at EYDAP buildings which did not have one. There are still 13 evacuation plans to be completed.

Occupational health activities

As every year, **Fit for Work Statements** were issued to reflect any changes in EYDAP employee status. In 2021, Fit for Work Statements were re-issued for more senior employees to bring them up to date.

Statements for employees to stay or change their place of work are issued by EYDAP_>s Occupational Health Physicians, who maintain personal health booklets for all employees, after taking into account any health problems diagnosed by employees' personal physician and any medical tests submitted by the employee.

A vaccination schedule (hepatitis B) is drawn up by IPPD nursing staff for employees working in particularly sensitive areas of activity (those who work in sewage quality control labs, the sewerage network, and at wastewater treatment plants).

Incident investigation

All incidents, regardless of severity or impact, must be reported to the IPPD. Such incidents include near-misses so that preventive measures can be taken to avoid them in future.

A special form for reporting "near-miss" incidents has been posted on EYDAPs intranet website, "Thalassa", which is **accessible to all employees who wish to submit one.**

The WHSC conducts a risk identification and a hazard assessment control through a documented procedure within the management system with the aim of documenting all hazard sources, their link with risks they engender, assessing their threat level and implementing all necessary control measures relative to Health and Safety.



 The results of procedures to assess and continually improve the Occupational Health and Safety Management System and to document and investigate incidents are used to monitor the achievement of objectives and comprise the OHS Management System's performance indicators.

Specifically, the OHS programmes are regularly reviewed and updated, along with checking the extent to which set objectives are met, drawing up timelines and determining those responsible for implementing related actions and the necessary means.

- The IPPD is responsible for drafting and updating WORAs for the entire Company and includes an analysis of occupational risks per activity for every department in the Company.
- All incidents, regardless of severity or impact, are reported and documented and notified to Company Management, and the complete record is kept to investigate them so that preventive actions can be taken. A record of reported incidents is also kept at the Labour Inspectorate.
- The IPPD also maintains statistical analysis data on work-related accidents and incidents to assess and investigate them and take measures and corrective actions where deemed necessary.
- The IPPD follows a documented procedure on preparedness and response to emergency situations which have been identified by the Directorate of Administrative Support-Civil Emergency Planning Division (PSEA). It follows specified actions based on PSEA plans and the procedure for formally notifying the Company to mobilise and remove employees from their work areas in hazardous situations.

YDAP / Sustainability Report 2021 / 18⁻

EYDAP projects in east Attica

With the start of sewerage works in East Attica, in the last six months, EYDAP has been working under a contract concluded on 31/8/2021 with occupational safety coordinators who oversee contractors on projects to ensure compliance with laws governing employee health and safety. These projects involve the installation-construction of sewerage networks and pumping stations in East Attica, as well as contracts for other works on water supply and sewerage networks.

Initiatives - goals for 2022

The main goal for 2022 regarding employee health and safety remains consistent:

Zero incidents (as reflected in the Health and Safety Policy Statement) in combination with a strengthened culture of health and safety amongst staff.

Other goals:

- 1. Ongoing updates and communication of current regulatory framework for the protection of our employees, associates and customers in the face of the COVID-19 pandemic. Awareness about fully complying with all health protocols issued by the Greek National Public Health Organisation (EODY). The Company seeks to further safeguard the health of its human resources and its associates and customers, through continuing compliance with measures specified by the COVID SHIELD certification scheme to protect against COVID-19.
- 2. **Producing new editions of "Eydapios"** Updated information based on more recent risk assessment.
- 3. In 2022, planning for in-person training on health and safety issues will be undertaken by Safety Technicians and Occupational Health Physicians, based on the progress of the pandemic during the months April-June (when annual training is usually held) and in compliance with EODY health protocols. Our aim is to hold training sessions in open spaces while maintaining safe distancing and wearing masks.
- 4. The Directorate for Administrative Support-PSEA competent for scheduling evacuation drills is already in consultation with the supervisors of EYDAPs Regional Centres. The IPPD will then be informed so it can assist with drill supervision.
- 5. Lastly, the Company is in the process of developing a Corporate Social Responsibility System with the aim of becoming certified to the SA 8000 standard.



How we evaluate our approach

Work-related accidents

The law defines a work-related accident as the insured's death or inability to work as a result of a serious incident that occurred while working or as a result of working (while the employee was travelling to the workplace and while returning home).

The IPPD recommends measures and monitors their implementation. Specifically, it recommends, through inspections, the compliance with laws, use of PPE and general protective measures, observing the Traffic Code, following safety guidelines and WORAs.

Accidents	2020	2021
Number of fatal accidents (non-road)	0	1
Number of serious accidents	2	8
Number of work-related accidents	8	13
Number of work-hours	4,355,784	4,878,938
Rate (%) of fatal accidents	0	0.041
Rate (%) of serious accidents	0.091831	0.328
Rate (%) of work-related accidents	0.367327	0.533
Severity rate	-	19.72

In 2021, no work-related illness was reported.

Clarifications:

- The rate of work-related accidents has been calculated based on 200,000 hours worked.
- The numerical data of the table are taken from the work-related accident protocol maintained by the IPPD.
- The criterion for determining the severity of a work-related accident is based on the employee's absence from work for a period of 15 days or more.
- Accidents at work include road traffic accidents
- An accident at work is considered minor if the hospitalization is less than 5 days
- The table results concern all EYDAP employees, regardless of their contract type (open-ended contract, parttime cleaning staff, 8-month contract workers, 6- and 2-month student interns, trainee lawyers, NSRF students), excluding contractors.

EYDAP'S response to emergencies related to august 2021 fires

- EYDAP responded immediately and effectively to the emergency conditions brought on by the sudden outbreak of fires in Attica in August 2021. Its crews made every possible effort to minimise any disruption to consumers.
- it took active part with personnel and means at its disposal;
- it provided support to the government apparatus. It was in constant communication and full cooperation with forces engaged in the area, working to fully restore services at its facilities and water supply as quickly as possible.
- Following the fires in August, EYDAP intensified ad hoc maintenance of fire safety systems and strives to continually update records of its current fire safety status, aiming at continuing to enhance and optimise its fire fighting capacity and effectively respond to potentially extreme fire conditions.



EYDAP / Sustainability Report 2021 / 18

6.3 Human Resources



As we operate in a sector facing ongoing challenges, both environmental and technological, EYDAP is making efforts to upgrade its operations and develop a dynamic work environment. Human resources, as a factor of know-how and innovation, are a significant corporate asset which ensures a business' endurance and continuity.

Our long-term commitment to supply Attica with top-quality water and to apply best practices for the management of waste water is made possible through the best possible utilization of our Company's people, through the staffing of our services with employees having a high level of know-how, and through the reinforcement of our human resources with new staff members specializing in areas that are of interest to the Company. The sense of responsibility and commitment of employees is proven daily in every operation of the Company.

EYDAP response to pandemic COVID 19

2021 was a year in which management was also affected by the COVID-19 pandemic. It was defined by our immediate adjustment to NPHO (National Public Health Organization) guidelines and to the legal and regulatory framework of the Greek State in order to ensure the uninterrupted and qualitative provision of services to citizens, while also protecting the health of employees.

The need to cover this emergency situation led to immediate, preventive and effective actions.

- As early as March 2020, when the pandemic first broke out, a Special Crisis Management Team for the coronavirus was established and a COVID-19 Coordinator was appointed in order to provide employees with guidelines for managing and dealing with COVID cases.
- The Company's Medical Healthcare Service strictly observed all prevention measures for the protection of insured parties and employees. (the topic will be discussed at the "Safeguarding the Health & Safety of employees" chapter of this report)





How do we manage it & How do we evaluate our approach

The Company is committed to

- ensuring the constant development of its employees
- integrating all laws which ensure safe working conditions into its procedures
- equal pay without discrimination
- full health coverage of employees and their insured family members.

At EYDAP

- each employee is **encouraged** to develop personal skills, and through their experience, they provide assistance in actively shaping proposals, ideas and solutions
- equal training opportunities are **provided** in new technologies and structures, respecting human and labour rights
- **particular emphasis** is placed on measures and benefits for a healthy work environment
- its organizational structure and human resource management procedures are governed by the Internal Regulatory Framework, always in full compliance with the National and European Regulatory Framework, with respect for human and **labour rights**.

Optimization Projects

The management of change is a necessity but also an opportunity for businesses to ensure their sustainability by adapting to the constantly changing business requirements and rapid technological developments.

With the absolute belief that the evolution of the Company is in line with the development of our employees and with the aim of applying the principles of Sustainable Development, the Company continues its transformation by implementing optimization projects in the field of Human Resources. The aim is to make optimal use of human resources and of all technological tools and processes through the implementation of an advanced new HRMS system which will be able to effectively support both the current and future needs of the Organization.

Strategic Plan for Human Resources

The development of a complete Strategic Plan for the Company's Human Resources and the utilization of its human capital in a way that is structured and oriented towards its strategic and operational needs is linked to the corresponding adoption of a new Corporate Culture of constant development of its human resources and achievement of its strategic goals.

- Development of a plan for the strategic programming of needs in human resources
- Development of a model for optimizing the management of human resources
- Modernization of performance evaluation procedures
- Reallocation of resources
- Management of change and corporate culture

In this framework, and in order to achieve its strategic goals, the Company proceeded to change its organizational structure with the aim of utilizing the organization's Human Resources and achieving operational effectiveness.

The following commenced in 2021 and are currently in progress:

• Updating the organizational chart through internal tender procedures and by notifying all staff via email and posts on the Company's internal portal.

23 internal tender procedures for the filling of

- 5 General Manager positions,
- **24** Manager positions
- 51 Head of Service positions. .

The staffing of the General Manager positions, except one, of the Manager positions and of certain Head of Service positions was completed within the year.

The procedures are still ongoing and are expected to be completed within 2022.

• The modernization of the Company's **Human Resources Evaluation System** (monitoring and enhancing of performance, identifying areas that need improvement) with the aim of achieving steady improvement of the Company's results.

Recruitment

The recruitment process for the purposes of covering the needs of the Company is always carried out on the basis of a relevant legal framework through the **Supreme Council for Civil Personnel Selection (ASEP)**, which ensures the objectivity and transparency of the process. Given that certain procedures can sometimes be time consuming, EYDAP temporarily covers part of its needs through the recruitment of contract staff following the announcement of a tender procedure via ASEP.

The **restriction of recruitments** due to Law 3833/2010 resulted in the constantly decreasing number of employees due to retirement, the increase in the staff's average age, the occurrence of the possible risk of having difficulty meeting the ever increasing needs of the Company in the future, but also the risk of not passing on the existing know-how to younger employees.

This **risk** was significantly reduced after the announcement of two (2) tenders (1K/2018 and 4K/2018) for the **recruitment of 300 individuals with various specializations under open-ended contracts.** The final results of the tenders were issued in 2020 and the recruitment process began immediately, and was continued in 2021.

Recruitment

249 individuals

were recruited under open-ended contracts (66 individuals were recruited in the year 2021.

66 individuals

in 2021

5 water distribution regulators

(following a final judgment by the Athens Appeals Court - earlier announcement of 2019)

During the procedure several resignations occurred and ASEP was asked to proceed with the replacement of resignations.

The initial recruitment process is expected to be completed in 2022.

The need for new specialized knowledge and the expansion of the Company's scope of activity (integration of new areas in the water supply and sewerage network, construction of new projects in East Attica), **have made the need for the immediate further strengthening of existing personnel through the recruitment of regular personnel covering various fields of specialization even more imperative.**

Therefore, in 2021 the Ministry of Infrastructure and Transport approved an application by the Company to recruit **145** individuals from the Lists of Runners-up of ASEP Tenders 1K/2018 and 4K/2018.

In 2021, for the purposes of covering emergency operational needs and following a tender for **8-month fixed-term employment contracts** (Fixed –Term Contracts 1/2020), 102 contract labourers, drivers, measurement technicians, electrical technicians and mechanical technicians were recruited. Out of these, the contracts of 61 individuals expired within the year.

Permanent staff mobility

0.08% voluntary mobility

0 involuntary mobility

EYDAP / Sustainability Report 2021 / 187

Number of fixed-term and open-ended contract employees

EYDAP has and staffs facilities (regional centres, technical divisions, water treatment plants, aqueducts, etc.) throughout the Attica basin and also in the Prefectures of Boeotia, Phocis and Aetolia-Acarnania.

	М	en	Woi	men	То	tal
	2021	2020	2021	2020	2021	2020
Attica						
Open-ended	1,506	1,522	703	698	2,209	2,220
Fixed-term	30	66	11	79	41	145
Total	1,536	1,588	714	777	2,250	2,365
Boeotia						
Open-ended	73	77	5	5	78	82
Fixed-term	0	0	0	0	0	0
Total	73	77	5	5	78	82
Phocis						
Open-ended	22	26	6	6	28	32
Fixed-term	0	0	0	1	0	1
Total	22	26	6	7	28	33
Aetolia-Acarnania						
Open-ended	11	11	0	0	11	11
Fixed-term	0	0	0	0	0	0
Total	11	11	0	0	11	11
TOTAL						
Open-ended	1,612	1,636	714	709	2,326	2,345
Fixed-term	30	66	11	80	41	146
Total	1,642	1,702	725	789	2,367	2,491

NOLES:

Fixed-term contract employees are employees covering various fields of specialization (labourers, measurement technicians, etc.) under an 8-month employment contract.
 Students and trainee lawyers are not taken into account, as they are not considered employees of the Company. Also, these numbers do not take into account the 5 members of Management (Chairman, Managing Director, Deputy Managing Director, 2 individuals staffing the Office of the Managing Director).



Recruitment of Permanent Employees*	2021
Men	43
Women	28
Women	71

Recruitment of Contract Employees*	2021
Men	30
Women	11
TOTAL	41

Departures of permanent employees in 2021**	20	21
Breakdown by sex		
Men	6	8
Women	2	3
Σύνολο	91	
Breakdown by age	Μ	W
<30 years	0	0
30 - 50 years	1	1
>50 years	67	22
TOTAL	68	23

Notes:

* Data valid as of 31.12.2021..

Students and trainee lawyers are not taken into account, as they are not considered employees of the Company. The 5 recruitments of water distribution regulators from a past tender are also taken into account.
 ** Out of the departures (permanent employees), 4 men were employed at the Company's facilities in the Prefecture of Boeotia, 4 in the Prefecture of Aetolia-Acarnania and the rest in the Prefecture of Attica.



Work Enviroment

EYDAP implements and observes all the provisions set out in labour legislation.

The Company's main objective is the **rational and objective utilization** of its human resources, coupled with personal improvement and professional development.

In order to reduce the risk of losing know-how, and also to keep abreast of new knowledge, particular emphasis is placed on the training of all employees. (*The issue of Employee Training is analyzed in the corresponding chapter of the same section*).

Peace in the workplace is a key concern of the Company. This is achieved with continuous care in order to ensure a healthy, safe and pleasant working environment, through compliance with the law, staying up to date in order to minimize workplace accidents, improving existing methods and techniques while also adopting new ones, and strengthening job security among employees.

Employee rights to equality and safety at work are safeguarded through **Collective Bargaining Agreements** and **compliance with the legislation** on the existence of an **Internal Safety and Prevention Service** and of a **Committee for the Health & Safety of Employees** (The issue of Employee Safety is analyzed in the corresponding chapter of the same section).

The **grade and salary promotion** of staff depends to a certain degree on the yearly evaluation of employees with the use of Evaluation Sheets, as foreseen by the Personnel Regulations of EYDAP. However, as of 14/2/2012 and in implementation of Law 4048/2012, salary promotions (maturity) are no longer provided due to their suspension.

During the year, there were only two cases of fines being imposed due to inadequate observance of the law and, in particular, due to the violation of the minimum mandatory weekly rest period due to emergency situations.

Code of Ethics

All employees are required to observe the Code of Ethics, which determines the relationships with each other, with the Company, with external collaborators and with clients, and also reflects the Company's policy. There is full compliance with the Regulatory Framework applying to EYDAP (Rules of Internal Procedure of EYDAP Personnel, the Company's Rules of Operation, which are revised based on business needs and changes).

Supporting youth

Employing students: In 2021, in the context of the compulsory internship of ATEI students, 87 students from technological education institutes either started or completed their internship at the Company's Services, thus obtaining knowledge and training in their field of study.

Employment via the NSRF: In 2021, **13 students** were employed for **two months** at the Company's facilities and in their field of study. These initiatives have been implemented for a number of years and have offered valuable knowledge and a high level of experience and practical training to a large number of students.

Rewarding children of employees In 2021 EYDAP continued the reward program for the children of Company employees for their successful admission to Higher Education Institutions (Universities and Higher Technological Educational Institutes).

EYDAP>s initiative aims at the moral recognition of excellence, which comes as a result of methodical and hard work, hoping that it will serve as an incentive in the course that is to be followed by young people, both in their academic and career paths.

Corporate Culture

One of the Company's goals is to strengthen its corporate identity and culture.

To EYDAP, corporate culture is the link between employees, which ensures the achievement of the Company's mission and vision, and serves as the common denominator that brings together all employees, making them feel like part of a team with common goals..

The new corporate culture that is to be developed will embody the corporate values of: Integrity, diversity and inclusion, respect, cooperativeness, operational excellence, reliability.

The Internal Communication and Culture Function was established in 2021 and was staffed in November of the same year. Our goal is to develop suitable forms and channels of internal communication.

The monthly electronic magazine **"I Pigi mas"** (meaning "Our Source") was launched in 2020 and includes corporate news and informative articles on the Company's actions.

The goal for 2022 is to map the existing corporate culture, use multi-channel communication platforms with the employees and develop corporate volunteering.

«Differences in measurable data compared to those published in the Financial Results 2021 (Non-Financial Information) are due to additional data received after the publication of the Financial Statements.»

Educational level of employees

The smooth and contemporary operation of the Company requires staff with a high level of education and specialised training.

33.14% of employees have Higher Education degrees.

Specifically:

496 individuals

are University Graduates (holding 1 and/or 2 degrees, and/or postgraduate degrees and doctorates)

are Higher Technological Educational Institutes Graduates (holding 1 and/or 2 degrees and/or postgraduate degrees)

EYDAP / Sustainability Report 2021 / 191

6.4 Training & Education



How do we manage it & how do we evaluate our approach

EYDAP invests in the training and skills development of its employees, since they are its most valuable assets, either by implementing training pro participation in seminars/conferences outside the Company

EYDAP, the constant training of employees constitutes

- a lever of growth for human resources
- an investment, as it is in line with its corporate strategy and business goals
- a condition for corporate development and continuity
- a reinforcing factor of Corporate identity
- a means of dissemination of solid corporate ki
- a factor of Sustainability

employees' employer contributions.

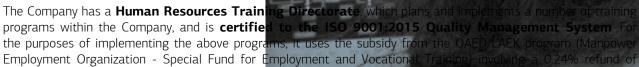
Training during the covid-19 pandemi

seminars

total expenditure on e studies at Universities)

Subjects: Networks, Installations and Technical Subjects, Management, Economy & W Informatics & Control Systems.

Distance education through the electronic collaboration platform or



2021

nployee training (education expenses, subsidies for undergraduate/postgra







Educational Programs

A number of educational programs were implemented in 2021, which also included programs deriving from law and related to their **regulatory compliance** such as, for example, the program on the conclusion, execution and implementation of Public Contracts.

Overall, the seminars in compliance with law are presented in the table below:

Se	minars	Individuals who underwent training
1	Conclusion, execution and implementation of Public Contracts	42 They received relevant certification following examinations
2	Rules of Operation of EYDAP S.A. (Version 7)	42
3	Basic corporate policies / Policy against corruption and bribery Whistleblowing Policy	28
4	Conflict of Interest Policy	26
5	New Procurement Regulations of EYDAP S.A.	154
6	Contemporary Techniques for the Management and Disposal of Asbestos- containing Materials (duration: 20 hours). The programme included theory classes and practical training with physical attendance, and observance of all health protocols, in accordance with the approved timetable of the Ministry of Labour.	11 They received a relevant certificate from the Hellenic Institute for Occupational Health and Safety.

Subjects 2021

62

educational subjects (technical, management, finance, IT systems, etc.).

109

training seminars

559

employees were trained and immediately put their new knowledge into practice.

18

seminars related to ESG goals

10 on the environment3 on society5 on corporate governance

Adult Trainer Training

A second cycle of the programme was implemented, which aims at creating a register of certified internal instructors after taking the examinations held by the National Organisation for the Certification of Qualifications and Vocational Guidance, for the purposes of exporting the Company's know-how to third parties, e.g. Municipalities, Municipal Water Supply and Sewerage Companies etc.

Educational subjects

The selection is made taking into account:

- proposals of the individual organizational units
- proposals of the Company's Management
- professional development approaches of human resources

Category of educational subjects	Number of Seminars	Hours of Training	Total Number of Trainees
Networks, Installations, Technical Subjects	21	129	353
Administration, Economy, Work	63	791	965
Informatics & Control Systems	25	117	318

Training human resources on personal data protection

To EYDAP, Personal Data Protection is – apart from the obligation to establish Policies and Procedures – important because it concerns all its employees, as conveyors of the Company's guidelines.

As such, they are called on to implement the procedures and properly manage personal data issues which occur while working (communication with consumers and external collaborators, processing data of other colleagues, etc.).

From the entry into force of the General Data Protection Regulation, **targeted training programmes** were organised, both in person and from a distance.

The need for constant staff training became stronger under **conditions of remote working**, especially for the purposes of preventing attacks and recognizing malware, in accordance with the Guidelines of the Hellenic Data Protection Authority under number 32/2021.

In 2021, in collaboration with the General Division of Customers, a **"Manual with Questions/Answers and Instructions"** was drawn up on issues regarding the management of personal data belonging to customers/consumers and touching on specific issues that came up during the training of staff from the Directorate General of Customers in the year 2020.

In the framework of issuing Guidelines 1/2021 of the European Data Protection Board (EDPB), the DPO office created a **table / guide of examples** in Greek regarding the notification of personal data breaches by practically depicting the casuistry of such breaches (18 scenarios in 6 groups) and the extent to which a breach requires notification/reporting.

The training was a continuation of the training provided in 2019 and 2020, which involved simulation of situations, thus achieving – through a specially prepared methodology – the "awareness" set out in the Regulation, placing particular emphasis on employees in the field of customer service, with the aim of establishing desired user behaviours.

The next goal for 2022 is to continue the interactive staff training process with the aim of assessing their alertness and understanding of established policies and procedures which the company has integrated in the framework of its regulatory compliance.

Evaluation of training programmes

Each training program is evaluated by the participants. At the end of every six-month training period and with the use of a **questionnaire with open-ended and closed-ended questions**, the evaluation is carried out by the involved organizational units of the Company.

21 seminars in the 1st training semester

27 seminars

in the 2nd training semester

8.1 to 9.8

the average of evaluations

as it is derived from the corresponding evaluation form of the ISO 9001:2015 Quality System, made by trainees and instructors

Lifelong Learning

The Company's willingness to **support the lifelong learning and education** of its employees is expressed through the granting, based on the statutory conditions, of paid student leave, while also giving employees the opportunity to take unpaid educational leave for as long as applied for.

EYDAP provides the opportunity for its employees to obtain a degree, a postgraduate degree or specialization from Higher Education Institutions, covering most of their tuition fees by providing the statutory student leave (14 or 20 days per year).

2021

9 employees received a tuition subsidy

for undergraduate or postgraduate studies in fields related to economics and management.

EYDAP staff is **encouraged** to attend **events, exhibitions or conferences**, whether domestic or international, with full coverage of the costs for the purpose of keeping abreast of new technologies and new facts in various scientific fields related to the scope of the corresponding organizational units.

2021

51 employees participated in such trainings.

Synergies

The Company is **open to innovative ideas** coming from Educational Institutions and Research Centres. EYDAP participated in **actions co-funded by the EU**, such as: Erasmus+, Horizon 2020 and the program titled: Research - Create - Innovate (2nd Cycle). It also participates as an Associated Partner in the program titled Erasmus+ (CATALIST) "European VET Excellence Centre for Leading Sustainable Systems and Business Transformation".

Average hours of human resources training by level

The calculation is based on the total number of employees (under open-ended contracts) on 31/12/2021

2,326 Total number of employees

14,446.50 Total hours of training

6.22 Average hours of staff training

15.86 Average hours of training of employees occupying a position of responsibility

5.01 Average hours of training of employees not occupying a position of responsibility 6.63 Average hours of training of support staff

6.67 Average hours of training administrative staff

5.86 Average hours of training technical staff

	Employees	Total hours of training	Average hours of training per employee
All employees	2,326	14,466.50	6.22
Men	1,612	5,887.00	3.65
Women	714	8,579.50	12.02
Heads and above	259	4,108.00	15.86
Heads - men	118	1,296.00	10.98
Heads - women	141	2,812.00	12.94
Employees	2,067	10,358.50	5.01
Employees - men	1,492	4,591.00	3.08
Employees - women	575	5,767.50	10.03
Support staff	195	1,293.50	6.63
Support Staff - men	108	616.50	5.71
Support Staff - women	87	677	7.78
Total administrative staff	839	5,596.50	6.67
Administrative Staff - men	421	1,414.00	3.36
Administrative Staff - women	418	4,182.50	10.01
Total technical staff	1,292	7,576.50	5.86
Technical Staff - men	1,083	3,856.50	3.56
Technical Staff - women	209	3,720.00	17.80
Persons with disabilities	213	3	0.01

«Differences in measurable data compared to those published in the Financial Results 2021 (Non-Financial Information) are due to additional data received after the publication of the Financial Statements.»

EYDAP / Sustainability Report 2021 / 197

7
Corporate
Responsibility Local
Community
Support Environmental
Awareness



Social and environmental actions occupy a prominent place in the Company's corporate agenda, recognizing its responsibility to actively contribute to the strengthening of society, the protection of the environment, the continuous cultivation of the environmental culture of citizens, along with the continuous development and transformation into a modern Company.

How do we manage it & how do we evaluate our approach

EYDAP response to the COVID-19 pandemic

In 2021, the concept of corporate responsibility took on a prominent place due to the health crisis brought about by the COVID-19 pandemic. This unprecedented period highlighted the need for planning and integrated risk response and management to protect society

In 2021, EYDAP responding to these exceptional circumstances

Donation of 2 high-tech CT scanners to 2 hospitals (Athens Breastplate General Hospital «I Sotiria» and «Attiko Hospital»).

- continued to develop **digital solutions** with a focus on direct, efficient and safe customer service, while ensuring the health of its employees.
- further upgraded the services of **eEYDAP**, the first online customer service center of EYDAP
- Completed the **upgrade of the EYDAPP mobile application**.
- Provided immediate and reliable information on corporate measures to address COVID-19, making full use of the official Social Media pages and the official corporate website www.eydap.gr. .



World Water Day 2021

With the question «What is water to you?» the United Nations called on the citizens of the world to raise awareness and mobilize for water protection on World Water Day 2021.

EYDAP, on the day, carried out an information campaign on the importance of water through the message «Celebrating our most valuable source of protection! We invest in the day after!»

Through this campaign and with a focus on the excellent quality of drinking water, the protection of the resource and the best service to its customers, EYDAP sought to raise public awareness about the need to protect water and to inform stakeholders about the Company's digital transformation, the continuous investments in innovation and the circular economy.

Actions of Social Solidarity

EYDAP, firmly committed to the principles of Sustainable Development, develops significant operations beyond the relevant Regulatory Framework to support actions and initiatives with social and environmental impact.

A predominant position in these operations is held by the consistent and long-standing support to economically vulnerable groups through its Tariff Policy.

(This is discussed in the section «Affordable Tariff - Customer Service with Security»).

In 2021, the Company, in the context of supporting local communities, took initiative to collect and make available to the earthquakestricken Municipality of Archanai-Asterousia, Crete, the necessary water supply and sanitation materials, such as pipes, equipment, etc. for the restoration of the damage to the water supply network, contributing to the restoration of water supply for approximately 18,000 residents.



EYDAP'S Sponsorship Policy

In 2021, in the context of the institutionalized Corporate Sponsorship Policy and strengthening the constructive relationship it has built with social entities, EYDAP started the full implementation of the digital management of all sponsorship requests. Thus, all sponsorship requests are now submitted electronically through the Company's official website and are evaluated by the competent Sponsorship Committee according to specific criteria, enhancing transparency and ensuring the compatibility of sponsorships with the Company's strategic objectives.

Sponsorship Program 2021

In 2021, through its sponsorship program, EYDAP continued its broader engagement through selected actions in areas directly linked to

- a) its culture and business values,
- b) the impact of its business activities,
- c) basic social needs and
- d) the Global Sustainable Development Goals. .

16%

to support actions and initiatives of local communities with a significant social impact.

29%

for financial support for sports and cultural institutions In 2021, the total amount approved by the Company through its sponsorship program amounted to

194,890.00 €

or the financial support of actions and institutions with recognized social and environmental work

concerns sponsorships

for education and the holding of scientific

35%

conferences

20%

Support for young scientists Digital innovation competition

An original, open competition of technological innovation, was announced in November 2020 in collaboration with the Innovation Network of HCAP and MIT Enterprise Forum Greece and in which start-ups, teams of scientists, university research centers, etc. participated and were invited to offer innovative solutions for two challenges (*reference to section «Digital Transformation» of the same report*).

EYDAP Scholarships

In 2020 EYDAP established the awarding of at least two scholarships per year, in cooperation with the State Scholarship Foundation, for doctoral candidates who are pursuing their doctoral thesis at universities in Greece in a field related to water management.

Installation Photo shooting

The Company started a cooperation with **Leica Akademie Greece**, in order to practice - shooting of the Company's facilities, in the **framework of the course** Photo Applications (Industrial Photography), starting with the shooting of the facilities of the Wastewater Treatment Centre of Psyttalia.

Synergies

In 2021, the Company signed a **Memorandum of Understanding and Cooperation with the National Technical University of Athens (NTUA)** for the water supply of the Technical University Campus of Zografou from the EYDAP network. **The scope of the cooperation between the two parties includes the free study of the water supply of the Technical University Campus.** In recognition of this offer, the Technical University will enable six engineers from EYDAP to participate for the next ten years in three interdisciplinary postgraduate programs.

Enviromental Awareness Actions

In 2021, EYDAP:

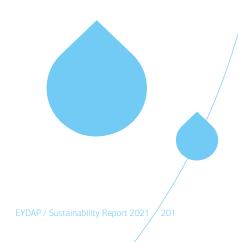
- Developed the special website katharonero.eydap.gr, on the corporate website www.eydap.gr, to continuously inform citizens about the important Sanitation Projects of East Attica and the environmental benefits of the projects (extensive reference to the East Attica Projects is made in the section «Customer Health & Safety Sanitation Network» of the same Report).
- Informed and enhanced the environmental awareness of its employees through its internal corporate website «Our Source» and additional internal updates.
- Carried out the «Together we will turn paper to oxygen» campaign, whereby a tree is planted for every 5 paper bills eliminated. In this context, it distributed to its customers information material on the activation of the eBill service and the abolition of the paper bill.
- created the digital application-game «Drop a Message», with 81 registered users so far, in the framework of the European co-funded project CULTURAL HIDRANT, focusing on the utilization of Hadrian Aqueduct in the Municipality of Halandri and the use of its non-potable water (the issue is analyzed in the section «Sustainable Management of Natural Resources» of the same Report).
- It carried out educational visits to schools in Eastern Attica, with the aim of highlighting the reuse of recycled water.
- Informed and sensitized consumers on the rational use of water and other environmental issues through posts on its official social media (Facebook, Instagram, Youtube, Twitter, LinkedIn) and on its website.
- Organized a dialogue with stakeholder representatives in the context of the Sustainable Development Strategy.

Environmental Educational Programs

Environmental education has been a dominant objective for EYDAP

over the years. In this context, the Company carries out environmental education programs in appropriately designed areas on its premises. The programs are addressed to school children and students of educational institutions of all levels, from Greece and abroad. These programs are carried out:

- At the Water Treatment Plant (WTP) in Galatsi. The educational program «Stagonoulis» Journey» has won the gold award at the Environmental Awards, distinguished in the Environmental Leadership category and is addressed to primary and secondary school children. The program follows a participatory approach and includes the screening of rich audiovisual material.
- At the Marathon Dam. The educational program takes place in a renovated stone building from 1926. It focuses on the history of the construction of the Dam and is fully updated to meet the interest of our young visitors.
- At the Aspropyrgos Water Treatment Plant, the educational program is aimed at young people of all educational levels, as well as other stakeholders, who are given a guided tour of the Company's facilities and informed about the water refining process.
- In the Wastewater Treatment Plant of Psyttalia, which is one of the most advanced Wastewater Treatment Plants in Europe and is visited by students, scientific groups and delegations from Greece and abroad.



In 2021, 4 executives from the Environmental Inspectorate, 10 executives from EYATH and 30 professors and students from Leica Academy Greece visited the Psyttalia facility.

Due to the special conditions formed by the COVID - 19 pandemic and as part of the preventive measures adopted by EYDAP to protect the health of its employees and citizens, educational visits and briefings at the Company's facilities have been suspended since March 2020.

P / Sustai

v Report 202

<u>6 ΕΥΔΑΓ</u>

Implementation of a corporate social responsibility system according to the SA 8000:2014 STANDARD

EYDAP's goal for 2022 is the development and implementation of a corporate social responsibility system in the Company, aiming at its accreditation according to the most prestigious international standard SA 8000:2014, enhancing its social identity.

EYDAP'S presence INin social networks in figures

Since 2013, EYDAP has an active presence in the Social Networks with pages on Facebook, Messenger, Instagram, Twitter, LinkedIn and YouTube, while at the same time it monitors trends and considers the creation of pages on other platforms. The aim is to provide direct, reliable and broad public information on both corporate news and customer service issues.

The development of all EYDAP's pages is mainly achieved organically, with 1 to 2 posts or "stories" per week, reflecting the users' search for the Company's content on social networks and its general image. Occasionally, to encourage interaction with the public and proliferation of updates, promoted posts are posted.

In 2021, EYDAP, as part of the broader Digital and Business Transformation, upgraded its mobile application EYDAPP and its informative website <u>www.eydapp.com</u>.



Instagram (source: https://www.instagram.com/eydapgr/)

+284 Followers since 01/01/2021 until 31/12/2021

943 Total followers since the launch of the page until 31/12/2021

106

Total number of posts (posts and stories) since 01/01/2021 until 31/12/2021

2,384 unique visitors Total visits to the page since 01/01/2021 until 31/12/2021: In 2021, the **most successful posts** on Instagram was::

300,580 unique viewers 18 May International Museum Day Inauguration of the cultural action by the Historical Archive of EYDAP. Digital - Audio tour for the people who lived and worked at the Marathon Dam.

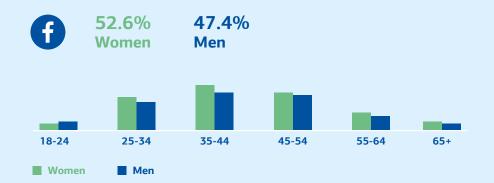
11,952 unique visitors June 5 World Environment Day

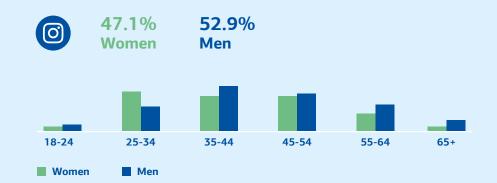




EYDAP / Sustainability Report 2021 / 203

EYDAP's audience on Instagram and Facebook:





A

Facebook (source: https://www.facebook.com/eydapgr/)

+599

Followers from 01/01/2021 to 31/12/2021

12,490

Total followers from the launch of the page until 31/12/2021

48

Total number of posts (posts and stories) since 01/01/2021 until 31/12/2021 (approximately 1 post per week)

551,136 unique visitors

Overall reach of any page content since 01/01/2021 until 31/12/2021

In 2021, the most successful posts on Facebook were:

196,248 unique visitors

The culture action of the Historical Archive of EYDAP for the digital audio tour with stories of people who lived & worked at the Marathon Dam.

40,248 unique visitors

The World Environment Day (June 5) which is celebrated every year by our Company

204 EYDAP / Sustainability Report 202



Twitter (source: https://twitter.com/home?lang=en)

+106 Followers since 01/01/2021 until 31/12/2021

1,250

Total followers since the launch of the page until 31/12/2021

53

Total number of posts (tweets) since 01/01/2021 until 31/12/2021

In 2021, the most successful tweets were about::

Useful tips for **frost days**

Possibility of booking an **electronic appointment** with the Services of EYDAP

EUpdates on the water supply of Attica during the period of the **inclement weather «Medea»**, in February 2021

Premiere: «Mirror in Time: Water for Athens» by the COSMOTE HISTORY HD channel, with narrations and interviews by specialists in the field of water supply history and technology, but also with testimonies of people who worked for the water supply of the capital city during 1926-1931





LinkedIn (source: https://www.linkedin.com/company/eydap)

+436

Followers since 01/01/2021 until 31/12/2021

3,076

Total followers since the launch of the page until 31/12/2021

43

Total number of posts since 01/01/2021 to 31/12/2021

Page visitors by industry

Top Industries	Visitors	% of Visitor
Utilities	572	10.57%
Information Technology and Services	563	10.4%
Civil Engineering	220	4.06%
Financial Services	199	3.68%
Management Consulting	194	3.58%
Telecommunications	176	3.25%
Oil & Energy	170	3.14%
Banking	167	3.09%
Construction	157	2.9%
Accounting	157	2.85%

In 2021, the most successful posts on LinkedIn were:

- a) The Chairman of the Board of Directors of EYDAP, Ms. Varvarigou is among the 2% of the most influential scientific researchers in the world. The ranking was announced by Stanford University and Elsevier and republished by the School of Electrical and Computer Engineering of the National Technical University of Athens.
- b) The Deputy CEO of EYDAP, Mr. Anastasios Tosios, participated in the Water Conference 2021 which would be held under the title «Water Management & Sustainability». In his speech he covered topics such as the water recycling, the reduction of the environmental footprint, the net zero emissions of pollutants until 2030, the convergence with ESG indicators whereas he also discussed the main axes of the strategy of EYDAP.

Page visitors by professional background/sector

Top Industries	Visitors	% of Visitors
Engineering	846	16.49%
Business Development	625	12.18%
Sales	462	9%
Operations	438	8.54%
Information Technology	408	7.95%
Administrative	255	4.97%
Research	237	4.62%
Media Communication	200	3.9%
Education	199	3.88%
Legal	191	3.72%

Page visitors by employment positions

Top Industries	Visitors	% of Visitors
Entry	2,197	41.53%
Senior	1,842	34.82%
Manager	323	6.11%
Director	282	5.33%
Training	214	4.05%
CXO	195	3.69%
Owner	96	1.81%
VP	94	1.78%
Partner	41	0.78%
Unpaid	6	0.11%

The new mobile app EYDAPP

In September 2021, EYDAP took another step towards immediate and effective digital service for each customer, with the launch of the new upgraded EYDAPP mobile app, for iOS and Android, as well as the renewed mini site of the application www.eydapp.com.

EYDAPP was designed from the ground up, adopting the latest trends in App Design and enriched with the most modern features, intended for users to enjoy on their screens a new, easy-to-use and friendly experience, based on User Experience (UX).

Through thoughtful design, the content and the functionality of the new mobile app EYDAPP and the mini site <u>www.eydapp.com</u> allow each customer to navigate and be served, including people with Special Needs, as they meet the specifications defined by the **WCAG (Web Content Accessibility Guidelines) 2.0. Level AA.**

The mobile app EYDAPP in numbers

Data for the period September – December 2021

101,700

total users Total users (app users), Android software (Google Play) and iOS (App Store) for the time period from 01/09/2021 to 31/12/2021



Statistics by application software

68,647 (67.5%) Android users

Total users (app users) of Android software (Google Play) for the time period between 01/09/2021 and 31/12/2021

33,052 (32.5%) iOS users

Total users (app users) of iOS software (App Store) for the time period between 01/09/2021 and 31/12/2021

Statistics per user device

97,937 (96.3%) Total mobile smartphone users for the time period between 01/09/2021 and 31/12/2021

3,762 (3.7%) Total users of tablets for the time period between 01/09/2021 and 31/12/2021

EYDAP / Sustainability Report 2021 / 207

Cultural Heritage Management – EYDAP SA Historical Archive

EYDAP has been providing uninterrupted water supply and sewerage services to the residents of the Attica basin for almost a century, creating iconic projects that highlight the Company's significant role in the shaping and development of Attica. In the context of the need to save, preserve and manage the Corporate Historical Archive, in 2018 EYDAP established a Historical Archive Policy, defining the procedures for the uniform constitution and management of its corporate material of historical importance.

How do we manage it

EYDAP Historical Archive

In its Historical Archive, EYDAP preserves, records and documents all kinds of evidence, such as paper and photographic material, audiovisual material, as well as various objects dating back to the beginning of the 20th century. In addition, it creates the appropriate conditions for the preservation of the original physical form and digitizes in accordance with **international standards**, thereby seeking to maximize the preservation and conservation of digitized material of historical importance.

The Historical Archive of EYDAP refers to the Hadrian Aqueduct, the construction projects of the Marathon Dam, the water supply projects of Athens-Piraeus and its environs (from 1925 to 1931) and the projects of Yliki and Mornos.

EYDAP Cultural Network

EYDAP's Cultural Network, through the adoption and development of a comprehensive policy, implements actions that highlight the Company's cultural contribution.

EYDAP response to pandemic COVID 19

In 2021, due to the circumstances of the COVID-19 pandemic, the Company's Historical Archive focused on carrying out **online activities** through the publication of material of historical importance and the presentation of various activities of its Historical Archive.

How we evaluate our approach

In 2021, EYDAP

- Restored and highlighted two historic manhole covers of historical significance, dating back to the 19th century, in collaboration with qualified scientific staff.
- Completely redesigned the Educational Program in Marathon entitled "Breaking the Barrier of Engineering", which will be implemented in a restored building of the old construction site of the Marathon Dam.
- This year it continued its cooperation with the Department of Conservation of Antiquities and Works of Art of the School of Applied Arts and Culture of the University of West Attica for the conservation of the exhibits of the Marathon Museum and other objects of historical importance.
- Created the digital-audio tour "Marathon Dam: Life in the settlement". The visitor has the opportunity to take a 360° tour of the old settlement of Marathon, while listening to the stories collected from information and documents of the Company's Historical Archive, as well as from the testimonies collected by the EYDAP Oral History Team for each site.
- The EYDAP Oral History Team and its workshop created a video presentation capturing the process of the creation of the Team, as well as the **workshop that was materialized**
- Participated in the research and recording of two air raid shelters and two observation posts from the Army History Directorate of the General Staff, located near Marathon Lake, which were intended to protect the personnel of the Hellenic Water Company
- Participated in the publication of an article in the international journal "Restaurator- International Journal for the Preservation of Library and Archival Material", entitled "Survey Methodology for a Collection of Technical Drawings", which refers to the study of the evaluation of the archive of drawings of historical importance held by the Company and proposals for their utilization, and was carried out on behalf of the University of West Attica.





YDAP / Sustainability Report 2021 / 209

Bringing Hadrian's Aqueduct into the modern era

In 2021, aiming at the comprehensive promotion and utilization of an important technical project of the Roman era, Hadrian's Aqueduct, EYDAP starts cooperation with the Ministry of Culture and Sports, the Region of Attica and the interested Municipalities, which will gain significant advantages in terms of irrigation of the area and the development of entertainment and cultural areas.

(This issue is discussed in detail in the section 'Management of Natural Resources/Water Sources').

Synergies for the promotion of Hadrian's Aqueduct

- In the framework of cooperation between EYDAP and a specialist civil engineer speleologist, operations are carried out for the maintenance, restoration and promotion of visible points of Hadrian's Aqueduct and more specifically 39 manholes, as well as the installation of information signs and handrails in manholes and open access points such as the sloping tunnel in the Olympic Village
- EYDAP proposals for highlighting the design of the underground Hadrianic Aqueduct through **"green" urban planning**, are among the base material on the subject of Hadrian's Aqueduct in an Inter-University Postgraduate Program between the University of Athens, the University of Patras and the University of the Aegean, which was successfully completed.
- EYDAP proposals to highlight the design of the underground Hadrianic Aqueduct, through "green" urban planning, were the subject of a workshop at the Postgraduate Program in Infrastructure Planning of the New Jersey Institute of Technology, USA, which was completed in the summer of 2021.
- Presentation of Hadrian's Aqueduct in a workshop of the ERASMUS Program at the 12th High School of Acharnai, in the context of a broader cooperation with this school community.

- Provision of material and scientific support to a postgraduate student in the context of his thesis entitled "Utilization of non-potable water from Hadrian's Aqueduct in the urban area."
- Participation in the 1st HIDRANT FESTIVAL in September in the framework of the European Cultural HIDRANT Project, at the Theatre of Rematia and in the neighborhoods Hadrian's Aqueduct crosses in Halandri, aiming to highlight the historical, environmental and social dimension Hadrian's Aqueduct, past and present, as recorded by scholars and residents of Halandri.
- EYDAP contribution to the creation of the public digital repository of documents and testimonies on the local history of Halandri, within the framework of the European Cultural HIDRANT Project, by collecting and giving access to very important documents of the Historical Archive of EYDAP that relate to the history of water supply and sanitation in Attica and in particular to Hadrian's Aqueduct.

Targets for 2022 are:

- The completion of the conservation documentation of the exhibits of the Water Museum in Marathon as well as other objects of historical importance and their promotion,
- The organization of visits of University Institutions in the context of research work, if the conditions of the pandemic allow it.
- The cooperation with public utility entities in the context of joint actions on issues of organization, conservation, digitization of material of historical importance.
- The continuation of the work of recording, clearing, sorting and creating metadata for a catalogue of historical importance, with the aim of a standardized management of the Company's archival material of historical importance

Corporate Governance

Corporate governance & business ethics & integrity practices
 Digital Transformationç
 Personal data protection
 Supply chain

214

224

230

232

240

EU Taxonomy





Corporate Governance & Business Ethics & Integrity Practices

AAT

214 EYDAP / Sustainability Report 2021

Why is it material

EYDAP is committed to operate under the principles of corporate governance across the whole range of its activities, in the context of business ethics, safeguarding the interests of shareholders and all stakeholders, creating value for social partners.

Regulatory compliance is a key element of EYDAP's operations. This position is based on the nonnegotiable principle of respecting both legal requirements and commitments, voluntarily undertaken on the basis of quality and performance standards adopted alongside with best corporate practices.

Adherence to the principles of Corporate Governance and business practice with ethical and transparent principles safeguard business integrity and corporate reputation.

EYDAP creates «value» for shareholders and social partners through its business activities, making a meaningful contribution to economy, society and environment.

How do we manage it

A. Corporate Governance

In 2021, EYDAP adopted the **Greek Corporate Governance Code** of the Hellenic Corporate Governance Council in accordance with article 17 of Law 4706/2020 and the 2/905/03.03.2021 Decision of the Hellenic Capital Market Commission. The Board of Directors of the Company defines and supervises the implementation of corporate governance system and ensures the adequate and effective operation of internal control mechanisms and procedures, including risk management and regulatory compliance, thus ensuring the Company's safe and efficient operation.

Board of Directors

The operation of the Board of Directors is described in chapter 1 of the same report.

Regulation of Operation

The Company has an Operating Regulation approved by the Board of Directors; a summary of which is uploaded on the Company's website <u>www.eydap.gr</u>, in accordance with the requirements of article 14 of Law 4706/2020. The Regulation describes the organizational structure of the Company, the responsibilities and activities of each individual organizational unit, along with their structure and operation that ensure the lawful and orderly operation of the Company. In the same framework, the Company establishes a procedure for the recruitment and performance evaluation of senior managers.

Sustainable Development Supervision

The Board of Directors is responsible for the supervision and management of the Company's Sustainable Development issues, in the context of its strategic planning. During its meetings, the Board discusses the objectives related to its sustainable development.

The Board of Directors, in expression of its **Sustainability Policy,** in its **Annual Report** identifies the non-financial issues that are determined as essential for strategy implementation, taking into account the requirements of its stakeholders. The Report includes a reference to management and evaluation methods based on recognized international standards.

System of Corporate Governance

The Company's BoD is responsible for ensuring the proper and effective operation of the Company's Internal Audit System, aiming among other things to the identification and management of material risks, associated with the Company's business activity and operation.

Internal Audit System (IAS)

The Company has an adequate and effective Internal Audit System, in terms of financial and non-financial information, for the effective management of operational risks arising from its activities and from changes in regulatory and governance framework regarding its operation, which may lead to legal sanctions and imposition of fines for non-compliance.

The IAS reporting model includes the audit environment, risk management, audit mechanisms and safeguards, information, communication and monitoring system of IAS, through a set of Principles, Regulations, Policies, Procedures, **Safeguards and organizational structures, designed to provide reasonable assurance for the accuracy and reliability of accounting and operational data**.



Risk Management

The Company recognizes and includes in its Business Risk Register the ESG Risks.

Through an ongoing compliance program, the Company places particular emphasis on the effective response and management of potential risks and acts to continuously monitor and update them.

Management involves identifying, assessing, monitoring/ responding to risks and issuing appropriate system support reports.

Management of operational risk, through a systematic perspective, aims to:

- Enhancing transparency by adopting common criteria, standards and risk reporting.
- Embedding risk concepts in key business functions.
- Management Support in making important decisions taking into account the willingness to take risks.
- Prioritization of significant risks requiring immediate management intervention.

Systemic risks: management of these risks includes the record creation of audit mechanisms for the prevention of any production process interruption, due to an electric supply blackout, with the immediate use of alternative sources of energy supply. The production units have emergency contingency plans, with regular staff training.

In compliance with current Regulatory Framework and by decision of the BoD of the Company

- A Risk Management and Regulatory Compliance Division, was established for the development and implementation of an operational risk management framework and the adaptation of all necessary actions for the full and continuous compliance of the company with regulatory framework, through the adoption and implementation of appropriate and updated Policies and Regulations.
- A Risk Management Committee was established, consisting of members of the BoD, reporting, via its Chairman, to the Board of Directors. The Operating Regulations of this Committee defines its purpose, jurisdiction, election, composition, powers, responsibilities and mode of operation (in the BoD Annual Report, adjusted to Financial Report, page 72 there is an extensive reference to the establishment and functioning of the Committee).

B. Fight Against Corruption

EYDAP recognizes that corruption and bribery undermine the ethical environment of any company and constitute a complex problem with economic, social, environmental and political implications and therefore adopts Policies and Procedures to combat it.

The fight against corruption and bribery is an issue of priority for EYDAP as it can: a) contributes to the identification, better assessment and risk management as well as to regulatory compliance, which is a non-negotiable principle in all its activities; b) enhances protection against any fraud, misappropriation and fund misuse by further strengthening its transparency and integrity, its credibility and stakeholders' trust and c) serve the business objectives of EYDAP.

Regulatory compliance is a key element of EYDAP>s business.

Key Risks

- 1. Bribery of Employee
- 2. Misappropriation of money by Employees working in the Company's Service Counters.
- 3. Engaging in fraud.
- **4.** Breach of duty by an employee to harm a citizen or the state or provide himself or other an illegal benefit
- **5.** Specifically, contracts for the supply of goods, provision of services and execution of works, involve the following corruption risks:
 - wording of obligations in a way that favours certain economic operators
 - conflict of interest affecting various stages of the competitive procedures
 - direct award of contracts in order to avoid the obligations of competitive procedure
 - cooperation with unreliable or insolvent economic operators.
- 6. Discrimination in recruitment
- **7.** Sponsorship-Donations
- 8. Psychosocial risks (such as violence and harassment at work)

Management - Coping tactics

EYDAP, through the adoption of an **Anti-Corruption and Anti-Bribery Policy** in compliance with the European Policy and the Greek Anti-Corruption Action Plan, is committed to conducting its entire range of activities with transparency, ethics, integrity and respect for society and environment, applying a zero-tolerance policy against corruption and bribery. The development of proactive anti-corruption measures reduces the risk of fraud and enhances the Company's market value, as it is a real proof to stakeholders of our commitment to good corporate governance and corporate social responsibility.

- In the context of the "Anti-Corruption and Bribery Policy", drafted in compliance with international best business practices and the specific needs and corporate culture of EYDAP:
 - **Covered persons** are the members of the Board of Directors, senior and top management and all employees of the Company regardless of the type of employment relationship.
 - Analysis of the circumstances and **identification of potential risks or threats** that may encourage such incidents in corporate environment is conducted, through a process of thorough screening and due diligence.
 - Covered persons are **encouraged to disclose** any matter or suspicion of wrongdoing as soon as it comes to their attention and, in the event of an in good faith report, are protected from any act of retaliation with respect to their position and promotion. Incidents reported asre investigated by the Company appropriately and if confirmed, corrective action are taken.
 - Non-compliance may lead to **disciplinary actions**, which may result to dismissal for serious offence, as under the disciplinary provisions of the Company's Personnel Regulations, non-compliance may provoke material or moral damage to the Company. Furthermore, the person involved may be subject to criminal prosecution under the applicable Greek legislation.
- Audit mechanisms, found in all corporate functions and involve all personnel, consist of a system of policies, procedures and practices. These audits are applied in relation to the management of existing risks, taking into account the cost-benefit ratio. These mechanisms concern, inter alia, the standardization of operations and the reduction of exposure to operational risks.

The audit mechanisms applied to information systems also play an important role. This position is based on the absolute principle of compliance with the requirements of the law and the commitments that the Company has voluntarily undertaken on the basis of the quality and operational standards it has adopted and the best corporate practices. **The strengthening of the Internal Audit System is a further strengthening of the Company's position and credibility**.

Adoption of a Conflict of Interest Policy: the Company adopts a Conflict of Interest Policy in order to fulfil its obligations to maintain and implement adequate and effective procedures and audit mechanisms regarding the prevention, identification, management and response to existing and potential conflict of interest situations, in compliance with the applicable legislation on corporate governance and the Public Procurement Law.

Also, in the context of dealing with situations that constitute a conflict of interest and ensuring the implementation of the Conflict of Interest Policy, the Company has adopted a procedure for the submission of a conflict of interest declaration by the covered persons and the signing of a declaration that they are aware of the content of the aforementioned Policy and that they are committed to complying with its content.

Adoption of a Sponsorship Policy: EYDAP has established and implements a Sponsorship Policy, which identifies the basic principles of its sponsorship program, as derived from its Strategy and priorities, the characteristics that should govern the sponsored actions and the beneficiaries, as well as the process that should be followed up to the final stage of their implementation.

EYDAP / Sustainability Report 2021 / 219

- Adoption of the Regulation on the Operation of Counters, which establishes a Counter Audit Team in order to ensure compliance with the relevant instructions and procedures described in the Regulation and the security of transactions. The Company adopts a "Policy for the management of imprests Petty Cash Funds of EYDAP SA", in which the procedures to be followed by each Service Unit of the Company are defined.
- Enhancing transparency by implementing the relevant procedures resulting from the current institutional framework and in particular from the **stock exchange legislation**, such as the procedure for the disclosure of regulated information, valid and timely information to the investing public, the procedure for the disclosure of transactions by persons exercising managerial duties in the Company, the procedure to avoid the abuse of privileged information and the publication of important corporate information on the Company's website, the publication of the Company's financial statements, submission and publication of asset declaration by the liable persons.
- Adoption of increased accountability practices such as the issuance, distribution and publication of corporate publications that facilitate information on the Company's activities, strategy, objectives and performance.

- Adoption of the Corporate Governance Code by the Hellenic Corporate Governance Council (June 2021).
- Implementation of the Staff Internal Operating Rules, establishing principles of ethics and professional behaviour, particularly in the context of transactions with consumers. In cases of disciplinary misconduct related to the violation of the Personnel Regulation (P.D. 597/1985) and the Internal Staff Regulation, the Company's Disciplinary Board takes action.
- In the field of public procurement, the Company's competent organizational units implement fully the procedures of Law 4412/2016 "on public procurement of works, supplies and services" as amended and in force. In this context, the Company adopted the "Procurement and General Services Regulation of EYDAP SA" (special reference is made in the section "Supply Chain" of the same Report).

In addition to the existing practices of the Company, prevention, identification, monitoring and management of conflict of interest situations during the planning and preparation of a contract as well as during its award and execution will be implemented from 2021 onwards through the implementation of the Conflict of Interest Policy and the specific provisions included in it.



• Security assurance of employees' and customers' Personal Data collection. Transparency in the mechanisms for managing personal information

The Company, with respect and responsibility to compliance with the regulatory framework on Personal Data Protection (General Data Protection Regulation (EU) 2016/679 (GDPR), Law No. 4624/2019, v. 2472/1997, as in force under the individual provisions, Law No. 3471/2006 in the electronic communications sector), has established Mechanisms, Policies and Compliance Control Procedures.

In order to ensure the collection **and general management of personal data of individuals with whom it deals** (employees, customers, suppliers, contractors, shareholders) and transparency in the mechanisms for the management of data - personal information, **EYDAP adopts the following Policies, which are periodically updated, such as:**

Code of Conduct, Equipment Management Policy, EYDAP Employees' Personal Data Protection Policy, Consumers' Personal Data Protection Policy, Personal Data Protection Policy for the Award and Execution of Public Contracts, Video Surveillance Systems Policy, Website Users' Privacy Policy, Shareholders' Personal Data Protection Policy, Whistleblowing Policy.

In 2021 the Company adopted the Information Security Policy.

In specific cases of tenders, the Company sets clear and specific policies for transparent information of the Subject as to the processing of his/her data by the competent Services of EYDAP by checking from the design of an activity/process the lawfulness of the processing.

The Company's appropriately trained personnel on personal data management issues, in order to limit the risk of intentional or unintentional disclosure of information, ensures before the processing of data to check the legality of the process, with the assistance of the Office of Data Protection.

- adopting specific Information Policies, respecting the principles of legality, transparency and confidentiality of information
- taking the necessary technical and organizational measures

Determining factors of risk reduction

- continuous update of Company's Activity Record
- clear communication
- promptness in **requests** set from stakeholders and the public
- **regular monitoring**, through specific data logging questionnaires, of the data and technical security measures that the Company's external partners are required to comply with, with strict liability and accountability control clauses, when they are entrusted with the processing of personal data of individuals dealing with the Company
- **vigilance** in order to detect vulnerability, so as to mitigate risk by strengthening data protection measures
- **Digital governance (e-eydap):** through the expansion of its digital services, EYDAP reduces the chances of illegal transactions and corruption. The provision of services is depersonalized, the consumer is identified electronically and the processing procedures are recorded in detail so that quality and legitimacy of services can be monitored.
- **Updating of risks' records and assessment,** faced by each organizational structure of the Company, in order to ensure proper management and effective response and prevent, among other things, incidents of corruption and bribery.
- Establishment of an **independent Risk Management and Compliance Unit** (reference to this issue at the beginning of this section)
- Establishment of a **"Whistleblowing" System**: EYDAP has drafted a Whistleblowing Policy, approved in August 2021 by the BoD of EYDAP. The Policy sets out the standards and procedures for managing reports with an emphasis on confidentiality of the identity of the complainant and protection from retaliation. The policy clearly outlines the methods of making a complaint (e.g., by email or hotline).
- **Regulations and Policies are periodically updated** to ensure the continuous compliance with applicable legislation and international best practices.

In 2021 a series of Regulation were approved and put into action (new Regulations are included in chapter 1 of the same Report)

Targets 2022

Code of Ethics and Professional Behaviour to reinforce ethical behaviour and promote the values that the Company considers important, in all areas of its business activity.

Adoption of the Rules of Procedure of the Risk Management and Compliance Division.

Approval of the Regulation on the Award and Execution of Contracts for Projects, Studies and Provision of Technical and Other Related Scientific Services.

Adoption of an Anti-Violence and Harassment Policy.

222 EYDAP / Sustainability Report 202

How do we evaluate our approach

In 2021, EYDAP implemented all necessary internal policies and procedures in compliance with the legal and regulatory framework governing its operation and there were no confirmed incidents of corruption. In particular:

Incidents of corruption 2021	
A. Total number and nature of incidents of corruption	0
B. Total number of corruption incidents involving disciplinary sanctions against Company employees during the reporting period	0
C. Total number of incidents of corruption related to termination of partner contracts or non-renewal of contracts due to corruption, during the reporting period	0
D. Legal cases relating to corruption issues filed against the Company or its employees during the reporting period	0

Legislative-Regulatory Compliance

The Company develops of a regulatory compliance «culture», so as to inform its Personnel and Executives on the content and implementation of the Company's Policies and Regulations and to ensure compliance with them.

Reference to employee training related to regulatory compliance is made in section «Training & Education» in the same Report.

Compliance with applicable legislation and implementation of audit mechanisms for the compliance with the regulatory framework governing the Company's operation resulted in the absence for 2021 – of registered incidents of non-compliance with legislation and related significant impacts on social, environmental and economic impacts.

2 Digital MATERIAL Transformation

224 EYDAP / Sustainability Report 2021

Why is it material

Digital transformation is a strategic priority for EYDAP, as it aims to enhance its agility and efficiency while improving the effectiveness and quality of the services it provides. It creates value for the benefit of all its stakeholders and its Sustainable Development, through a new environment of direct interaction and communication between citizens and the company.

The acceleration of digital modernization acts as a lever for the modernization of corporate governance, addressing pressing needs, as the need for more transparency, the fight against bureaucracy as well as the need for Company's economic growth. Effectiveness and efficiency of Public Services is generally accepted to be directly linked to the implementation of modern and appropriate technological innovations, with an impact on the reduction of operational risks and enforcement of citizens' trust.

How do we manage it

Creation of 2 new General Directorates to cover new areas, such as Data Governance and Cybersecurity in compliance with corporate strategy with the principles of sustainability:

- Coverage of digital transformation needs
- Integration of Cloud Computing technologies and Business Intelligence methodologies into corporate information systems
- Development of new supervisory control tools (SCADA)
- Implementation of automations and new digital services

Our Company's total digital upgrade program is estimated at EUR 45.2 million with projects targeting to:

- Automation in data mining
- faster analysis of data for accurate and timely decisions
- improvement in the flexibility of our systems by developing access to information systems via mobile electronic devices while increasing cyber security systems
- Updating direct communication with citizens with the use of mobile applications and social media.

Our Company's goal is to complete the commissioning of the projects by the end of 2023 and have them fully implemented by the end of 2025.

Upgrading of the Operational Resource Management System (ERP)

The Company, by adopting best practices in line with operational needs, is redesigning its operating model with the implementation of new systems and tools aiming at:

- more efficient operation
- increase in productivity
- mitigation of operating costs
- improvement in reporting
- sagefuard of an effective control environment
- optimization and automation of processes with the inclusion of new ones
- full adaptation to IASS and to IFRS (Greek and International Accounting Standards)
- forecasting, planning, financial modeling and performance reporting.
- Data security and classified access to information
- improved management of resources (e.g. stocks, vehicle fleet, etc.)
- improved information Timely receipt of reliable data at a common point (single source of truth)
- access to crucial information, anytime and anywhere

Data mapping

Investigation and evaluation of digital data in the Company's information systems in order to organize, classify - structure and further analyze them with modern tools and security rules, aiming at:

- early identification
- quantification
- prioritization and
- risk management

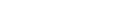
This procedure will contribute to early detection, quantification, prioritization, and risk management.

Maturity in Cyber Security Issues

Digital transformation of EYDAP requires immediate actions to secure and protect the information systems.

- creation of a detailed register of information infrastructure (hardware), software and intangible information assets
- conduction of Penetration Test on the Company's information systems and Preparedness Control for the Company's compliance with cybersecurity regulatory obligations by the National Cybersecurity Authority
- prepareation of a comprehensive Business Continuity Plan & Disaster Recovery Plan for the Company's information systems
- launch of a a new system for immediate detection and management of breach incidents is launched in collaboration with the Chief Information Security Officer (CISO).

All above underline that compliance with Community and National legislative framework on personal data protection and cybersecurity, as framed by other international standards for the security of information systems, networks and information, is the Company's top priority.



Synergies

Cybersecurity Exercises

EYDAP participates in annual Cybersecurity exercises under the auspices of the Hellenic National Defense General Staff (Pantoptis). The Company also takes part in a research proposal, accepted for evaluation in the European HORIZON Program, in collaboration with Democritus, European University Institutions and other Public Utilities. Target is the creation of a digital platform under a special state structure (e.g. the Hellenic National Defense General Staff) to monitor Security Operations Events, for the timely detection of the possibility of a wider malicious threat to critical infrastructure.

Digital Innovation Competition

The Digital Innovation Competition, an original, open competition for technological innovations, announced in November 2020 in collaboration with the EESYP Innovation Network and MIT Enterprise Forum Greece, has reached its final stage.

162 applications were received in total **from start-ups, teams of scientists, university research centers,** etc. in order to offer innovative solutions to the following two challenges:

- Creation of an algorithm that uses historical metering data to detect which water meters are faulty.
- Creation of an algorithm that uses historical metering data to predict n medium term a meter's future consumption.

After the evaluation of the applications, 76 teams were selected and placed in a mentorship program, under the guidelines of an EYDAP executive team, to support them in the development of their proposals.

For the **prediction of defective meters,** 18 teams submitted a proposal. More than 350 water meters were replaced in order to verify in the field whether these meters are defective or not. EYDAP's Water Meters Laboratory was in charge of carrying out measurements and evaluating them, ranking the solutions with the highest success rate to determine the winning teams.

 Γ_{IQ} For the prediction of a **meter's water consumption** in the medium term, proposals from 23 groups were submitted. These were evaluated, assessed and ranked based on the smallest deviation from actual metering data.

The two winning teams of each challenge will receive a cash prize. A framework for cooperation will be set, part of the pilot implementation of the proposed solution and possibly the base for the development of new operating structures.

O2 Hub, a new innovative Open Data & Open API Hub

EYDAP, a member of EESYP's subsidiaries, actively contributed to the collaborative development of the **innovative pilot platform O2 Hub.** The pioneering Open Data & Open API Hub, contributes decisively to digital transformation, enhancing transparency and innovation and is an important tool for universities, research institutions, start-ups, public and private organizations, ensuring the ability to obtain the necessary data that will help them develop new services and solutions for the benefit of society as a whole.

EYDAP participates in the O2 Hub pilot operation, making publicly available 6 datasets related to reservoir reserves, drinking water production at Water Treatment Plants (WTPs), consumption volumes, quality data at the outlet of Wastewater Treatment Plants (WWTPs), data on new and existing services, as well as data related to customer service centers per region (Regional Centers).

The aim is the constant upgrade of Hub and further exploit it as a reference point in the wider ecosystem, by continuously updating the data and enriching it with more information sets, thus ensuring its sustainability and creating the necessary open data culture.

How do we evaluate our approach

In the context of the exceptional circumstances created by the Covid-19 pandemic and the needs that arose for remote working, a series of actions were taken to implement and make available digital solutions to support business processes.



Indicatively:

- Supply and distribution of **340 laptops** and computer equipment.
- Implementation of a platform for the provision of virtual workstations to ensure secure remote working. The new infrastructure (Virtual Desktops Infrastructure) was deployed on cloud infrastructure and effectively assisted in the execution of remote working.
- Intensification of process for the adoption and use of digital signatures
 505

number of executives with digital signatures

The extensive use of digital signatures, combined with the digitization of business processes, has had a positive impact on operational costs and processing time, as well as on transparency enhancement.

- Process automation, with priority given to the upgrade of digital document circulation process. In this way, a key business corporate process is becoming fully digital (paperless), significantly reducing time needed to process cases.
- **Call centers upgrade,** with the addition of transfer landline calls to mobile devices, initially for **thirty (30) executives,** and with a plan to extend the application to the employees in critical areas of the Company.
- Development of a series of new corporate security policies and regulations for secure remote use of information systems and equipment.

The new conditions have led a significant part of the staff to adopt a new professional culture, making technological leaps, embracing new working practices with environmental, economic and social impacts beyond the workplace.

Digital Skills Development - Training

Investing in the development of digital skills and the retraining of our employees is of crucial importance for EYDAP.

2021

>350 employees

received distance training on the use of digital tools and applications, videoconferencing systems, remote access services.

Training in numbers:

• Office 365:

31 training hours **42** trainees

- Microsoft Teams:
 9 training hours 37 trainees
- SAP Business One (for the financial directorates)
 4,5 training hours 10 trainees
- Application Entry & Budgeting (SAP Business One)
 15 training hours
 76 trainees
- Budget entry & new functionality in how to enter the procurement plan in the year 2022 budget subsystem in SAP Business One: 18 training hours
 142 trainees
- Digital Proposal Circulation
 12 training hours 56 trainees

Digital Services

Digital services with an application to Company's external customers were significantly enhanced.

In 2021, the following new additional services were implemented on the Company's website:

- Addition of the next meter reading date on the online water bill
- Partial payment of bill, with the use of e-banking / e-POS
- Addition of Optima Bank to the e-payment network
- Addition of «Other debts» option (temporarily available only for the previous outstanding bill) in the tab of the registered user
- Creation of a sponsorship request form (43 requests in 5 months)
- Display of the latest bill of an identified account, for non-registered users
- Creation of a Whistleblowing Form for any type of complaint (from customers, external partners or internal employees)
- Addition of a new Contact Form with defined sequential options (7,405 contact requests in two months)

Use of new technologies for customer convenience:

- Payments via mobile application Number of transactions: 2,688
- e-bill information campaign
 117,720 emails and 274,443 SMS sent
- Informing the residents of Pallini about the expansion of the sewerage network:
 1,278 email and 1,662 SMS sent

Digital Services - Requests	Number 2020	Number 2021	Change %
Issue of a large family tariff	104	197	89%
Abolition of water supply with an existing meter (by owner)	38	58	53%
Sewerage Service Cost exemption (settlement of undue payments)	5	7	40%
Reconnection (restoration of water supply after interruption due to outstanding debt)	32	57	78%
Disconnection of water supply - meter already disconnected	5	16	220%
Garden discount	81	103	27%
Instalments with the approval of a supervisor	4,850	4,661	-4%
Interruption of water supply due to outstanding debt at the request of the owner	55	100	82%
Granting of a senior citizens, tariff	37	31	-16%
Certification of existing debt following connection with the sewer network	8	9	13%
Charge reduction due to apparent leakage	1,234	1,396	13%
Water Meter removal for security reasons (by the owner)	111	160	44%
Meter laboratory test	450	355	-21%
Issue of a professional invoice	10	19	90%
Issue of a social tariff	1,852	1,691	-9%
Digital meter reading	347	1,319	280%

3 Personal Data Protection

EYDAP manages the issue of Personal Data Protection with a view to the continuous compliance of the Company in the light of the provisions of the General Data Protection Regulation EU2016/679 and the current legislative framework (n4624/2019, n 347/2006), the Guidelines of the Working Group of the European Data Protection Supervisor No. 29 (WP29), the European Data Protection Board (EDPS), the European Commission, the relevant Directives, Decisions, Opinions of the Data Protection Authority. In this context, a Data Protection Officer's Office has been established, staffed by individuals with expertise and knowledge of internal Company procedures, in order to ensure continuous and secure compliance.

The plan of the DPO office for the year 2021 has been formulated in the spirit of balancing the difficult situation that the global community has been called upon to face as a consequence of the SARS-CoV-2 and COVID-19 pandemic.

The trade-off between the individual rights and personal data of the subjects against the overriding constitutionally based right of all citizens to public health was great and particularly demanding. The Company was required to take additional measures to inform staff, customers and enhance security. On the other hand, emphasis was placed on addressing this urgent situation without neglecting the Company's plan to continuously comply with the provisions of the applicable legal framework for the protection of personal data of the subjects (customers, staff, partners, suppliers and so on).

With a specific reference to 2021, the Data Protection Officer, as an advisory agent of the Company, in cooperation with the relevant service agents, took care of the following actions:

- 1. Continuous updating of the Activity File in coordinated cooperation and communication with the executives of EYDAP.
- 2. Recommendations for corrections of vulnerabilities.
- 3. Update-completion of relevant forms, official Company documents, recommendations, Annexes, contracts, existing Policies.
- 4. Provision of legal advice regarding current legislative developments
- 5. In the context of partnerships with third parties and in their role as "Executor", an audit of the technical and organizational measures taken was conducted prior to Contract signing, so as to safeguard personal data.
- 6. Management of customer/employee complaints/claims.
- 7. Terms and policies of www.eydap.gr website and eydap.gr application update.
- 8. Updating and strengthening of Data Protection Policies in the context of: secure conduct of EYDAP General Meetings by technical and audio-visual means, use of special applications by consumers, anonymized surveys with EYDAP employees and customers as participants, development of internal complaint management systems [whistleblowing], CCTV, internal evaluations of positions of responsibility, tender procedures.
- 9. Audit of : personnel and non-staff auditing procedures of vaccination certificates, recovery certificates and/or certificates of conducting screening tests for coronavirus.
- 10. Drafting guidelines for remote working.
- 11. Formulating opinions and guidelines on enhancing physical and technical security, restricting access to certain activities and minimizing use of data in procedures and forms involving customer personal data.
- 12. Providing clear instructions and guidance to managers and staff as to the proper management of customer data and the handling of potential breach incidents.

Training of our staff on data protection issues is an ongoing process (the subject is analysed in chapter "Training & education" of the same Report.

Our goal for 2022 is the updating of the Activity File following the change of the Organization Chart from 1.4.2021, the update of procedures and the awareness of employees in matters relating to personal data.

Although during the reporting period there was a small number of requestcomplaints on behalf of EYDAP customers, their management was satisfactory. There were no formal complaints before the competent Authority, apart from one with a positive outcome for the Company, nor were any fines imposed or reprimands or recommendation for violation of provisions of the GDPR.

Reference to the Protection of Personal Data of our customers in chapters:

- 1. "Work matters & Respect of Human Rights"
- 2. "Training & Education"
- 3. "Affordable Pricing & Secure Customer Service "
- 4. "Governance"
- 5. "Digital Transformation"

4 Supply Chain

To EYDAP, supply chain management is directly linked to the shaping and implementation of all actions and activities related to supply, production and distribution procedures, and also to the full coordination of involved parties in all stages of material flow, through the adoption of sustainable strategies.

Taking into account the direct and indirect consequences that **climate change** and the **pandemic** have on global conditions, as well as the short-/long-term instability of local and international markets, EYDAP examines the potential operational risks it runs, mainly financial, functional and reputational risks. The Company adopts and applies sustainable practices and an integrated approach for identifying, assessing and minimizing them via suitable control mechanisms, in order to deal with chain reactions caused by any extended adverse circumstances.

The supply network involves the procedures of:

material supply, storage and distribution 2. transport management through programming and maintenance of vehicles and machinery 3. service provision

232 EYDAP / Sustainability Report 2021

How do we manage it & how we evaluate our approach

Regulatory Framework

Covering the needs of the supply chain is done both by domestic and international market, and in **full harmonization with the National Legal Framework on Public Procurement**, as defined by Law 4412/16, as amended and in force (Government Gazette A 147/08-08-2016), Public Procurement of Works, Supplies and Services (adaptation to Directives 2014/24/EU and 2014/25/EU), the secondary institutional framework and EYDAP's Procurement and General Services Regulation.

The Company, anticipating the possible risks from non-implementation of Law 4412/2016 and its continuous amendments, has responsibly taken a series of actions aimed at their timely and effective management..

The biggest challenge involves the adaptation of internal procedures to the continuous amendments of the provisions of Law 4412/2016.

An equally serious challenge and imperative by law is the level of compliance of cooperating suppliers / service providers with Law 4412/2016.

Our target is the complete and timely harmonization and alignment of EYDAP with regulatory procedures, always with an emphasis on reliability, transparency, consistency and the principles of sound administration. The legal and contractual obligations, as well as the ethical principles that govern the operation of EYDAP require the observance of confidentiality of sensitive information and data of the Company and its suppliers / service providers, in accordance with the provisions of the relevant law "on Privacy".

In 2021, there were no instances of acts or omissions raising risks of regulatory compliance and there were no incidents of non-compliance on the part of EYDAP, in its capacity as the awarding body, during the procurement and service tender procedures.

As for the observance of current legislation by suppliers / service providers, in 2021 there were five (5) incidents of breach of terms and conditions of contracts (due to inability to fulfil contractual obligations, the corresponding letters of guarantee were forfeited). There were no other cases of recidivism, breach of obligations or violation of labour and insurance laws and, consequently, termination and forced termination of a contract.

In full implementation of its Policy against Corruption and Bribery, EYDAP shows zero tolerance and is committed to operating with professionalism, legality and integrity in all its professional dealings.

In the same year, there was no violation of the provisions concerning: • child labour,

- forced labour,
- participation in a criminal organization,
- bribery and corruption,
- fraud,
- committing acts of terrorism or, more generally, committing crimes linked to terrorist organizations,
- money laundering by suppliers environmental legislation and climate change

By incorporating in its Contracts the terms and conditions for compliance of Suppliers / Service Providers with the principles of the UN Global Compact in the fields of Human Rights, Labour, Environment and Corruption, EYDAP ensures that all Suppliers / Service Providers of the Supply Chain apply practices that promote respect for human rights and are in line with the Company's policies on social, labour and environmental issues.

Tender Procedure

Tender procedure is carried out according to **strict rules** and includes invitation to tender, establishment of commonly accepted Technical Specifications, nomination of the lowest bidder based on award criteria and signing of the relevant Contract.

EYDAP concludes **public contracts** with its suppliers taking into account their:

- appropriateness to exercise their professional activity
- economic and financial capacity
- technical and professional ability
- compliance with quality assurance and environmental management standards
- compliance with the provisions of the legislation on health and safety of workers, and their obligations in the fields of social security and labour law,
- compliance with the legal framework concerning transparency and protection of personal data.

The Company places special emphasis **on attracting new economic operators** through the posting of Notices:

- in the Electronic Online Depository of Administrative Acts (DIAVGEIA)
- in the Central Electronic Public Procurement Registry (KIMDIS)
- in the National Electronic Public Procurement System (ESIDIS)
- in the Annex to the Publications of Notices in the Official Journal of the European Union
- on the website of EYDAP S.A (<u>http://www.eydap.gr</u>).

Long-Term Agreements

With regard to long-term agreements, it should be noted that they are compatible with the principles of **free competition**, subject to the following conditions:

- they have been concluded following tender procedures
- the technical specifications of the products or services are clear and detailed
- they are governed by mutual obligations and rights of the parties and
- they are checked periodically to see if they remain competitive.

Tender Procedures of Great Importance

When it comes to tender procedures of great importance and high cost, **EYDAP publishes these tenders at European level**, in order to ensure the participation of important suppliers operating both in the domestic and European business scene, thus ensuring the development of healthy competition which leads to the achievement of a significant financial benefit for the Company.

Recent examples are the large tender procedures for the operation and maintenance of the **Psyttalia Wastewater Treatment Plant** and the provision of **postal services.** That is for the collection, transport, sorting and distribution of EYDAP postal items in which domestic and foreign corporate schemes, with strong corporate presence participated and from whose participation EYDAP expects to gain both financial and other benefits.

The purpose and goal of EYDAP is to manage its needs in a timely, qualitative and economical manner, with the best terms and conditions for the contracting parties. In 2021, the following were concluded:

• 351 Contracts

between EYDAP and suppliers / service providers, with a total value of approximately 95.2 million euros plus VAT, of which 70 involved supplies and 281 involved services

• **213** Private Agreements

Amendment or Termination of Contracts.

• 6 Works Contracts

of total value of approximately 89.5 million euros plus VAT

• **11** Design Contracts

and Contracts for the Provision of Technical and Other Related Scientific Services worth a total value of 1.4 million euros.

Staff Education and Training as a reply to constantly expanding and everchanging contemporary institutional framework governing the procedures for concluding supply and services contracts.

The consistent adaptation of internal procedures to the constant amendments of the provisions of Law 4412/2016 and, consequently, the immediate and general application of both existing terms and any amendments of the institutional framework regarding public procurement contracts are achieved through

continuous training of the staff members involved in all areas of its activity through specialized seminars.

In accordance with Article 344 of Law 4412/2016 (as amended by Law 4782/2021, Article 133) on the "Training and Certification of Awarding Authorities/Bodies", EYDAP, as an Awarding Body, is required to provide its staff, which has been tasked with the exercise of duties coming under the above law, with continuous training on public procurement contracts through accredited programs.

From 2016, which is the year in which Law 4412 entered into effect, until today, the Company has implemented a series of specialized seminars and training programs.

ln 2021

42 employees

employees were certified to the Procedures for the Preparation, Conclusion and Execution of Public Procurement Contracts, in accordance with Book II of Law 4412/2016 applied by EYDAP.

Since 2021, upon the entry into effect of EYDAP's new Procurement and General Services Regulation, the Company started the first cycles of seminars and is continuing its staff training, having set the following training goals:

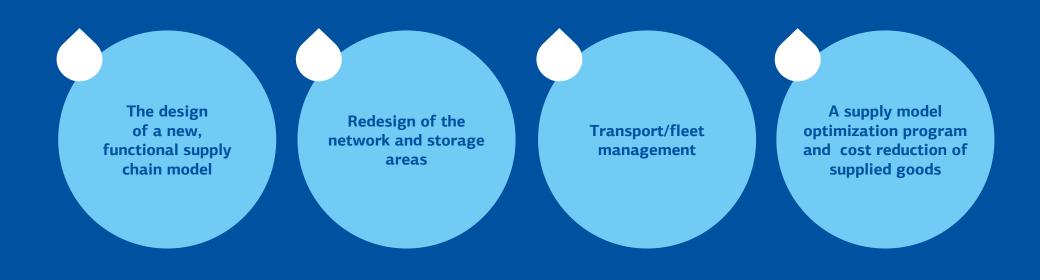


The acquisition of knowledge, skills and abilities of its managerial staff ensures the reliability of procedure, giving the Company a competitive advantage.

EYDAP / Sustainability Report 2021 / 235

The Optimisation Projects, through a strict observance of the Fundamental Principles governing the procedure and mainly the principles of equal treatment, the development of sufficient competition, good administration, and transparent and optimal management of available resources in a timely and valid manner, in accordance with the best terms and conditions for the contracting parties, aim at restructuring the supply chain at the level of organization, operations, storage, transport and inventory network, optimization of operating expenses, increase of efficiency and acceleration of procedures.

These include:



For the achievement of 2021 objectives are in progress:

Preparation and Implementation of the new Procurement and general services regulation

By monitoring the developments and demands of modern management principles, and in the framework of achieving its company objectives for the maximum possible increase of business efficiency (flexibility in the method of awarding and executing contracts, the development of new models of procurement and inventory management), EYDAP has proceeded to prepare and implement a **new, flexible Procurement and General Services Regulation** (excluding Projects).

The Procurement and General Services Regulation was unanimously approved by EYDAP's Board of Directors and, following the unanimous agreement of the Hellenic Single Public Procurement Authority (HSPPA) under decision number $\Gamma4/2021$, has been in force since 1 July 2021. The implementation of the Procurement and General Services Regulation addresses the legislative gap arising from the amendment of Law 4412/2016 and restores the regulatory framework applied by EYDAP for the conclusion of public procurement and service contracts accordingly.

As regards the projects, the preparation of the Regulation on Projects, Designs, Technical and Other Related Scientific Services is currently in progress.

Preparation of a Regulation on the holding of tenders for the divestment / sale of EYDAP's redundant or old materials

The new Regulation was prepared for the purpose of improving the management of inventories and is applied in cases of sale of any redundant or old materials, movable assets and consumables of the Company. The basic rationale behind this strategy is that the above do not constitute a useless burden but a valuable resource which, if utilised properly, can provide multiple benefits with a positive financial and environmental impact.

Redesign of the transport service target operating model (TOM), preparation of Fleet Management specifications and Strategic Allocation Design to meet transport needs

In the framework of its broader operational plan, EYDAP has drawn up the specifications for a project involving three interconnected phases which form the general framework of its transportation needs, including the Company's leased vehicles and machinery.

The Fleet Management Project began in 2021 and aims at the constant monitoring of vehicles through the installation and proper operation of an integrated system.

The aim is to ensure the efficiency of operations through the use of cuttingedge tools and the simultaneous programming of assets and resources so as to cover transport needs, given the ever-changing needs in terms of corrective and scheduled maintenance.



Procurement of innovative material for improving emissions from EYDAP'S privatelyowned fleet of vehicles and machinery

In the framework of achieving more sound and environmentally-friendly management of vehicles and machinery, EYDAP has proceeded with the pilot application of an innovative material, **the Environmental Fuel Additive**, which derives from the sector of fossil fuel technology, with the aim of **reducing carbon footprint caused by internal combustion engines**.

The use of the Environmental Fuel Additive drastically reduces

- Black Carbon (PM, CO, HC), which is the second largest man-made contributor to Climate Change and has 2/3 of the climate impact of CO2. It also reduces the consumption of liquid fossil fuels, as well as carbon dioxide (CO2) and nitrogen oxide (NOx) emissions to a corresponding degree, and also
- fuel consumption, resulting in the further percentage decrease in emission rates, including CO2 (carbon dioxide) and NOx (nitrogen oxides), without increasing the concentration (ppm) in the volume of the remaining fuel products and without creating any new emissions.

The results of the pilot application indicated:

- improvement of pollutant levels
- reduction of fuel
- reduction of exhaust emissions
- reduction of operating costs
- saving of resources

In early 2022, the investigation of its use in all the Company's gas stations and the vehicles and machinery was approved.

General reform of EYDA's supply chain network in the framework of changes in the Company's organisational chart

in 2021, with regard to the Company's Supply Chain, the reform – on an entirely new base – of the supply chain's activities was completed with the aim of improving its function, as a strong contributor to its operational activities as a whole.

In this framework, the Strategic Procurement and Project Planning Directorate was created in order to improve its approach and strategy in matters pertaining to the award and execution of works contracts, design contracts, as well as product procurement and service provision contracts.

The basic goals of the new organisational unit include a feasibility check, which will not only be based on financial criteria but also on social and environmental criteria, as well as contemporary approaches. These goals have been planned over a horizon of three years in order to achieve:

- economies of scale
- attraction of small and medium-sized enterprises
- strengthening of the Company's image
- dealing with potential risks
- sustainable environmental, social and economic development



Notifications related with article 8 of the regulation taxonomy (EU CLASSIFICATION)

The EU Taxonomy Regulation («the Regulation») constitutes one of the tools established under the European Green Deal, which aims to achieve the European Union>s climate neutrality by 2050. The Regulation establishes the criteria for determining whether an economic activity is environmentally sustainable, in order to determine the extent to which an investment is environmentally sustainable. The Regulation creates a common language that investors can use when investing in projects and economic activities that have a significant positive impact on the climate and the environment.

Taxonomy Regulation 2020/852/EU

The «Taxonomy Regulation» 2020/852/EU is supplemented by the «Delegated Regulation 2021/2178/EU» and the «Delegated Regulation 2021/2139/EU».

In order an economic activity to be characterized as environmentally sustainable, it should:

- **Contributes substantially** (complies with the technical control criteria) to at least one of the following six environmental objectives::
- 1. Mitigating climate change
- 2. Climate change adaptation
- 3. Sustainable use and protection of water and marine resources
- 4. Transition to a circular economy
- 5. Prevention and control of pollution
- 6. Protection and restoration of biodiversity and ecosystems
- do not significantly harm (DNSH) any of the other five environmental objectives,
- is exercised in accordance with the minimum safeguards, in relation to the OECD Guidelines for multinational enterprises and the United Nations guidelines for business and human rights, including the principles and rights that are defined in the eight fundamental agreements which are specified in the declaration of the International Labor Organization for the fundamental principles and labor rights and the International Charter of Human Rights.



In the delegated Regulation 2021/2139/EU, published on 4 June 2021, the technical control criteria are enacted for determining the conditions under which an economic activity is considered to contribute significantly to the first two environmental objectives: **climate change mitigation and climate change adaptation.** This Regulation also defines the conditions for determining whether this economic activity does not significantly burden any of the other environmental objectives.

Compliance with Regulation 2020/852/EU -Methodology and accounting policy

Article 8, paragraph 1 of Regulation 2020/852/EU stipulates that companies required to disclose non-financial information (according to Directive 2013/34/ EU), should disclose additional information regarding with the way and to what extent their activities are linked to environmentally sustainable economic activities, as defined by this Regulation.

More specifically, on the basis of the delegated Regulation 2021/2178 EU (Article 10, paragraph 2) for the disclosure that will take place in the year 2022 and refer to the financial year 2021 (without the obligation of comparative information for 2020), arises for non-financial enterprises the obligation to publish the percentage of eligible and ineligible for the taxonomy of economic activities, in relation to the following key performance indicators:

- Turnover
- Capital Expenditures (CapEx)
- Operational Expenditures (OpEx)

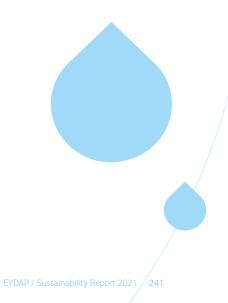
on the total turnover, of capital and operating expenses.

For the disclosures that will take place in the year 2023 and will refer to the financial year 2022, the obligations will be increased, as the companies will have to disclose -among other things- if their eligible financial activities are aligned with technical criteria of the Regulation.

Accounting policy for the determination of key performance indicators (KPI) Turnover

The percentage of turnover is calculated as the part of net turnover derived from products or services, which are related to taxonomy eligible economic activities (numerator), divided by the net amount of turnover (denominator). Turnover covers revenue recognized in accordance with International Financial Reporting Standard (IFRS) 15.

The turnover does not include any intra-group transactions and specifically the transactions between EYDAP SA and its subsidiary, EYDAP NISON SA.



Capital Expenditures (CapEx)

The percentage of capital expenditure referred to in Article 8, paragraph 2, (b) of Regulation (EU) 2020/852 shall be calculated as the numerator divided by the denominator as defined in points 1.1.2.1 and 1.1.2.2 of Annex I to the delegated regulation (EU) 2021/2178.

Denominator

The denominator shall cover the additions to tangible and intangible assets during the financial year considered before depreciation and any revaluations, including those arising from revaluations and impairments, for the relevant financial year and excluding changes in fair value. The denominator also covers additions to tangible and intangible assets arising from business mergers.

For non-financial corporations applying International Financial Reporting Standards (IFRS), as approved by Regulation (HCMC) No. 1126/2008, capital expenditures cover expenditures accounted for on the basis of: a) IAS 16 Property, Plant and Equipment, paragraph 73 (e) (i) and (iii)· a) IAS 38 Intangible Assets (paragraph 118) (e) (i)· c) IFRS 16 Leases, paragraph 53 (h).

Numerator

The numerator is equal to the part of the capital expenditure included in the denominator and is any of the following:

- (a) related to assets or procedures related to taxonomic eligible economic activities
- (b) part of a plan to extend taxonomic eligible economic activities

Operational Expenditures (OpEx)

The percentage of operating expenditure referred to Article 8, paragraph 2, (b) of Regulation (EU) 2020/852 shall be calculated as the numerator divided by the denominator as defined in points 1.1.3.1 and 1.1.3.2 of Annex I to the delegated regulation (EU) 2021/2178.

Denominator

The denominator covers direct non-capitalized costs related to research and development, building renovation measures, short-term lease, maintenance and repair, as well as any other direct costs related to the day-to-day maintenance of property, plant and equipment by the company or third party, which are assigned the activities necessary to ensure the continuous and efficient operation of these assets.

Numerator

The numerator is equal to the share of operating costs included in the denominator and related to assets or processes related to taxonomic eligible economic activities, including education and other human resource adjustment needs, and direct non-capitalized expenditure representing research and development;

Research and development expenditures that have already been taken into account in the KPI capital expenditures are not counted as operational expenditures.

Eligible economic activities

The eligible taxonomic economic activities of EYDAP SA for the financial year 2021 include:

- 4.1. Electricity generation using solar photovoltaic technology
- 4.5. Electricity generation from hydroelectric power
- 5.1. Construction, expansion and operation of water collection, treatment and supply systems
- 5.3. Construction, expansion and operation of sewage collection and treatment systems

In addition to the above activities, part of the energy needs of EYDAP in sewage treatment centers, is covered by the energy utilization of biogas produced by anaerobic digestion of sewage treatment sludge. This activity does not generate revenue for the company and for this reason; it is not reflected in the table below as a separate economic activity. The capital expenditures as well as the operational expenditures of the specific activity are integrated in the respective indicators of the economic activity.

	KPI	КРІ	КРІ
Economic Activity EYDAP	% Revenue	% Capital Expenditures	% Operational Expenditures
Eligible economic activities	100%	100%	100%
4.1. Electricity generation using solar photovoltaic technology	0.6%	0%	
4.5. Electricity generation from hydroelectric power	0.4%	0%	1000/ *
5.1. Construction, expansion and operation of water collection, treatment and supply systems	70%	61%	100%*
5.3. Construction, expansion and operation of sewage collection and treatment systems	29%	39%	
Non eligible economic activities	0%	0 %	0%
Total	100%	100%	100%

Admissions:

• *Operating expenses relate to the total activities of the Company.

This section is included for the first time in the non-financial statement of the Annual Financial Report 2021, following the provisions of EU regulations 2020/852, 2021/2178 and the 2615 / 10.11.2021 and 209 / 31.01.2022 letters of the Hellenic Capital Market Commission. As for this subject, it has interpreted the relevant instructions and as the relevant legislation that governing the European Classification is constantly evolving, the Group monitors any changes with aim to appropriately adapt its approach and the disclosures it will publish to the general public.

GRI Table of Contents

GRI 102-55

		Page
101-	FOUNDATION	
102-	GENERAL DISCLOSURES	
102-1, 102-2, 102-3, 102-4, 102-5, 102,6 102-7	About the report The name of the organization, Activities, Brands, Products & Services, Headquarters, Ownership & Legal form, Markets served, Size of Organization	19, 22, 24, 27, 29
102-8	Information on employees and other workers	184, 188
102-9	Supply Chain	234
102-11	Precautionary Principle or approach	62, 68, 70, 74, 80, 88
102-12, 102-13	External initiatives, Membership of associations	44, 45
102-14	Statement from senior decision-maker	6
102-15	Key impacts, risks and importunities	12,13, 38, 74
102-16	Values, principles, standards and norms of behaviour	190, 193-195, 220, 221
102-17	Mechanisms for advice and concerns about ethics	218-223
102-18,102-19, 102-20, 102-22, 102-23, 102-24, 102-25, 102-26, 102-27, 102-28	Leadership - Responsibilities-Actions Governance structure,Delegating Authority, Executive level responsibility for economic, environmental and social topics, Composition of the highest governance body and its commeetees,Chair of the highest body, Nominating and selecting the highest governance body, Conflicts of interest, Role of highest governing body in setting purposes, values and strategy, Collective knowledge of highest governance body, Evaluating the highest body, s performance	32-36
102-21	Consulting stakeholders on economic, environmental and social topics	57
102-29	Identifying and managing economic, environmetal and social impacts	32, 37, 57
102-30, 102-31, 102-32	Effectiveness of risk managing process	32, 215, 216-217
102-35, 102-36	Renumeration policies	33, 171

		Page		
101-	FOUNDATION			
102-	GENERAL DISCLOSURES			
102-40, 102-42, 102-43, 102-44, 102-46, 102-47	Chapter 2 List of shareholding group participating in the consultation, Identifying & selecting stakeholders participating in the consultation, Approach to stakeholders engagement, Key topics and concerns raised,Defining report content and topic Boundaries, List of material topics.	48-57		
102-41	Percentage of employees covered by collective bargaining engagement	171		
102-45	Entities included in the consolidated financial	22,27		
102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-55,	About the Report Restatement of information, Changes in reporting, Reporting period, Date of most recent report, Reporting cycle, contact point for questions regarding the report, claims of reporting in accordance with the GRI Standards, GRI context index	7, 244-248		
102-56	External Assurance	265-266		
03-1, 103-2, 103-3				
201-1		41-43		
201-2	Financial performance & development	39-40		
201-4		40		
103-1, 103-2, 103-3		62-67		
303-1		62-67		
307-1	Sustainable management of natural resources/water sources			
EYDAP INDEX				
103-2,103-3		68-69		
304-1	Protection of Biodiversity	68-69, 72		

		Page		
103-2, 103-3		70-73		
303-2	Protection of Marine Environment (Effluent Treatment)			
306-5	Protection of Marine Environment (Effluent Treatment)	70-73		
307-1		72		
103-1, 103-2, 103-3		74-79		
305-1, 305-2, 305-3, 305-4, 305-5	Climate Change, measuring, control & mitigation of greenhouse emissions effects & other gases	74-79		
307-1		76		
103-1, 103-2, 103-3		80, 87		
302-1	Energy saving	82-86		
307-1		87		
103-1, 103-2, 103-3		88-93		
306-2	Circular economy- Management of liquid & solid waste	90-91, 93		
307-1		93		
103-1, 103-2, 103-3	Access to clean water (Safeguard of water recourses & Courses of Water Swark, actually	98-106		
303-1, 303-3, 303-5	Access to clean water/ Safeguard of water resources & Coverage of Water Supply network	98-106		
103-1, 103-2, 103-3		108-115		
303-1	Reliable water supply network & Water Efficiency	110-115		
EYDAP INDEX		110-115		
103-1, 103-2, 103-3		116-125		
303-1	Health & Safety of employees	117		
416-2	Water Quality	125		
EYDAP INDEX		118-125		

		Pages
103-1, 103-2, 103-3		128-141
201-4	Health & Safety of Emloyees EYDAP Sewerage Network - East Attica Works	151-153
303-2, 303-4		134-153
306-1, 306-5		134-145
413-1		146-153
416-2		145
EYDAP INDEX		142-153
103-1, 103-2, 103-3		154-159
413-1	Building/strengthening a solid relationship of trust with customers and end users	157-158
EYDAP INDEX		154-159
103-1, 103-2, 103-3		160-169
413-1	Affordable Tariff & Secure Customer Service	164-167
418-1	Digital customer service	162
EYDAP INDEX		169
103-1, 103-2, 103-3		170-173
405-1, 405-2		171, 173
406-1, 407-1	Human rights at work - Diversity & Equal Opportunities	171, 172, 173
401-2, 401-3		172, 173
408-1, 409-1		171,173
103-1, 103-2, 103-3		174-183
403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10	Ensuring Workers' Health & Safety	174-183
418-1		172

		Page
103-2, 103-3		184-191
401-1	Human Resources	187-189
103-2, 103-3		192-197
205-2		193
404-1, 404-2	Training & Education	197, 193-196, 228
405-1, 405-2		192-197
103-2, 103-3		198-207
413-1	Corporate responsibility - Supporting the local community - Environmental Awareness	197-200
EYDAP INDEX		198-207
103-2, 103-3		208-209
303-1	Cultural heritage management - EYDAP SA Historical Archive	210-211
EYDAP INDEX		208-209
103-1, 103-2, 103-3		214-222
205-1, 205-2, 205-3	Corporate Governance & Business ethics & integirty practices	218,193,223
419-1		223
03-1, 103-2, 103-3		224-229
EYDAP INDEX	Digital transformation	229
03-2, 103-3		230
418-1	Personal Data Protection	231
103-2, 103-3, 102-9	Supply Chain	232-238

Table of Contents based on the Athens Stock Exchange Guide

ATHEX ESG Reporting Guide 2022					Company Input				
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
Environmental	C-E1	C-E1-1	Scope 1 emissions - Total amount of direct emissions (Scope 1)	Quantitative	113,185.69	Tons CO2 equivalent (tCO2e)	Measurement of greenhouse emissions	78	
	C-E1	C-E1-2	Scope 1 emissions - GHG intensity of Scope 1 emissions	Quantitative	313,739	Ratio i.e. emissions per million euros	Measurement of greenhouse emissions	79	Estimated as a fraction of the organisations' annual turnover as published in 2021 Annual Report
	C-E2	C-E2-1	Scope 2 emissions - Total amount of indirect emissions (Scope 2)	Quantitative	102,494.60	Tons CO2 equivalent (tCO2e)	Measurement of greenhouse emissions	78	
	C-E2	C-E2-2	Scope 2 emissions - GHG intensity of Scope 2 emissions	Quantitative	284.104	Ratio i.e. emissions per million euro	Measurement of greenhouse emissions	79	Estimated as a fraction of the organisations' annual turnover as published in 2021 Annual Report
	C-E3	C-E3-1	Energy consumption and production - Total amount of energy consumed within the organisation	Quantitative	360,871	Megawatt hour (MWh)	Energy Saving	86	A deviation from the published, in 2021 Annual Report, Energy Balance data is due to retroactive corrections of electricity consumptions, sent by the supplier in May 2022

EYDAP / Sustainability Report 2021 / 249

ATHEX ESG Rep	ATHEX ESG Reporting Guide 2022					Company Input				
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company	
Environmental	C-E3	C-E3-2	Energy consumption and production - Percentage of electricity consumed	Quantitative	46.96%	Percentage	Energy Saving	86	A deviation from the published in 2021 Annual Report, on Energy Balance is due to retroactive corrections of electricity consumptions, sent by the supplier in May 2022	
	C-E3	C-E3-3	Energy consumption and production - Percentage of renewable energy consumed	Quantitative	47.43%	Percentage	Energy Saving	86	A deviation from the published in 2021 Annual Report, on Energy Balance is due to retroactive corrections of electricity consumptions, sent by the supplier in May 2022	
	C-E3	С-ЕЗ-4	Energy consumption and production - Total amount of energy produced	Quantitative	191,869	Megawatt hour (MWh)	Energy Saving	86		
	C-E3	C-E3-5	Energy consumption and production - Percentage of renewable energy produced	Quantitative	99.97%	Percentage	Energy Saving	86		

ESG	2022	2022		_				Page	Comments from
Classification	ID	Sub - ID	Metric	Туре	Value	Unit	Reference	Number	Company
	A-E1	A-E1-1	Scope 3 emissions - Total amount of other indirect emissions (Scope 3)	Quantitative	11,713.62	Tons CO2 equivalent (tCO2e)	Measurement of greenhouse gas emissions	78	
Environmental	A-E1	A-E1-2	Scope 3 emissions - GHG intensity of Scope 3 emissions	Quantitative	32.469	Ratio i.e. emissions per million euros	Measurement of greenhouse gas emissions	79	Estimated as a fraction of the organisations' annual turnover as published in 2021 Annual Report
	A-E2	A-E2-1	Climate change risks and opportunities - Discussion of climate change- related risks and opportunities that can affect business operations	Qualitative	Yes - Disclosed	 Incorporation of ESG risks in Registry of Business Risks Sustainable Development Policy Supervision of Sustainability Development by the BoD Strategy & Innovation Committee of the BoD, for the formation of Sustainability Strategy and targets BoD & Executive Members Evaluation Strategy & Innovation Division for the development & application of strategic targets. Sustainable management of water resources & water supply network, Progressive transition to "smart grid", East Attica Works, Circular Economy, Reduction of Energy Consumption & Carbon Footprint, Actions for the use of recovered or non potable water (Hadrian's Aqueduct) for irrigation & industrial use in-house. Environmental Compliance 	Corporate Governance, Measurement, control, mitigation of greenhouse gas emissions & other gases, Energy saving, Circular Economy, Access to clean water, supply & coverage of water supply network, reliable water network, East Attica Works	37, 219, 32, 34, 39, 40, 63, 98-106, 110-115, 146-153, 88-93, 80-87, 74-87, 63-67	
	A-E3	A-E3-2	Waste management - Total amount of non-hazardous waste	Quantitative	50,650.94	Tons	Circular Economy	91, 92, 93, 126	WWTP sludge + paper (recycle) + WTF sludge+screenings (batteries not included)

EYDAP / Sustainability Report 2021 / 25

ATHEX ESG Repo	ATHEX ESG Reporting Guide 2022					Company Input					
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company		
Environmental	A-E3	A-E3-3	Waste management - Percentage of waste by type of treatment - Recycled	Quantitative	77.87%	Percentage (%)	Circular Economy EYDAP Sewerage Service Network	91, 92, 93, 126	Percentage of the total (A E3 2) Includes: WWTP: Screenings, sand, sludge, WTP sludge. No batteries + recycled paper		
	A-E3	A-E3-4	Waste management - Percentage of waste by type of treatment - Composted	Quantitative	7.66%	Percentage (%)	Circular Economy	92	Sludge from WTPS (Composting. Sludge produced at WTPs is disposed to licensed installations along with other organics and is subject to composting)		
	A-E3	A-E3-6	Waste management - Percentage of waste by type of treatment - Landfilled	Quantitative	14.47%	Percentage (%)	Circular Economy	91	Only sludge & screenings from WWTPs are subject to landfield (DUMP of West Attica)		
	A-E4	A-E4-1	Total amount of effluent discharge containing polluting substances	Quantitative	0	Cubic meters (m3)	Marine Environment Protection EYDAP Sewerage Service Network	126, 135, 138, 140	WWTPs treated outflow is 95% free of its pollutant load. The pollutant load either is absent or is within accepted limits		

ATHEX ESG Rep	porting G	uide 2022			Company In	put			
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
Environmental	A-E5	A-E5-1	Biodiversity sensitive areas - Description of the impact of business operations on biodiversity sensitive areas	Qualitative	Yes - Disclosed	 Full compliance with regulatory framework for water protection used for the supply of Athens & sample measurements "environmental flow" at the reservoirs monitoring of works & activities at the reservoirs' catchment protected areas Operation of 3 Waste Water Treatment Plants & return of treated outflows to the environment appr. 95% free of their pollutant load Systematic monitoring of the Saronic & Elefsina Gulf by the Hellenic Centre for Marine Research Modern Sewerage Works at East Attica with a positive impact on ecosystem protection. 	Protection of Biodiversity Protection of Marine Ecosystem East Attica Works	68-73, 146-151	
	SS-E4	SS-E4-1	Water management - Description of water management risks and the respective mitigation measures taken	Qualitative	Yes - Disclosed	Sustainable management of reservoirs, Sustainable management of water supply network. Water supply network optimisation projects, East Attica Works, Synergies for the use of Hadrian's Aqueduct, Reuse of non potable water by direct pumping from sewers. (Sewer Mining)	Sustainable management of natural resources/water resources, Reliable Network	62- 67,108- 115, 146- 153, 228	
Social	C-S1	C-S1-1	Stakeholder engagement - Discussion of organisation's main stakeholders and analysis of key stakeholder engagement practices	Qualitative	Yes - Disclosed	 Materiality Analysis General Assembly of Shareholders EYDAP SA official website Social Media 	Materiality Analysis, General Assembly of Shareholders, Corporate Responsibility, Support of local community, Environmental Awareness	46, 32, 203-207	

EYDAP / Sustainability Report 2021 / 253

ATHEX ESG Rep	oorting G	uide 2022			Company Input					
SG lassification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company	
	C-S2	C-S2-1	Percentage of female employees	Quantitative	30.70%	Percentage (%)	Protection of rights at workplace & respect to diversity	173		
	C-S3	C-S3-1	Percentage of women in managerial positions (i.e. top 10% of employees by total compensation)	Quantitative	54.44%	Percentage (%)	Protection of rights at workplace & respect to diversity	173		
	C-S4	C-S4-1	Employee turnover - Percentage of full-time employee voluntary turnover	Quantitative	0.08%	Percentage (%)	Human Resources	187	Regarding open- ended contract staff	
S	C-S4	C-S4-2	Employee turnover - Percentage of full-time employee involuntary turnover	Quantitative	0%	Percentage (%)	Human Resources	187	Regarding open- ended contract staff	
ocial	C-S5	C-S5-1	Employee training - Average training hours of employees in the top 10% of employees by total compensation	Quantitative	15.86	number of hours	Training & Education	196-197	Refers to employees with a position of responsibility	
	C-S5	C-S5-2	Employee training - Average training hours of employees in the bottom 90% of employees by total compensation	Quantitative	5.01	number of hours	Training & Education	196-197	Refers to employees with no position of responsibility	
	C-S7	C-S7-1	Percentage of employees covered by collective bargaining agreements	Quantitative	95.80%	Percentage (%)	Protection of rights at workplace & respect to diversity	171		

ATHEX ESG Rep	orting G	uide 2022			Company In	put			
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
	C-S8	C-S8-1	Supplier assessment - Discussion of supplier screening using ESG criteria	Qualitative	Yes - Disclosed	EYDAP proceeds to the conclusion of public contracts with its suppliers taking under consideration ESG criteria. Conflict of Interest Policy	Supply Chain	236	
	A-S1	A-S1-1	Sustainable economic activity - Percentage of sustainable turnover	Quantitative	100%	Percentage (%)	EU Taxonomy	245	
S	A-S1	A-S1-2	Sustainable economic activity - Percentage of sustainable CapEx	Quantitative	100%	Percentage (%)	EU Taxonomy	245	
Social	A-S1	A-S1-3	Sustainable economic activity - Percentage of sustainable OpEx	Quantitative	100%	Percentage (%)	EU Taxonomy	245	
	A-S2	A-S2-1	Total amount of monetary expenditure on employee training	Quantitative	346,000	Euros(€)	Training & Education	192	Employees' training expenses & subsidies for undergraduate and post graduate studies are included.

ATHEX ESG Rep	orting Gu	ide 2022			Company In	put			
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
	A-S3	A-S3-1	Percentage of difference between male and female earnings	Quantitative	0%	Percentage (%)	Protection of rights at workplace & respect to diversity	171	For all the employees that work under an open-ended contract there is no discrimination in term of sex or age regarding basic salary and allowances.
Social	SS-56	SS-S6-1	Health and safety performance - Number of injuries	Quantitative	Yes - Disclosed	8 serious accidents 13 working accidents in total	Ensuring Health & Safety of Employees	183	The critical factor for characterising an accident as serious is the absence of an employee from work for a period of 15 days and above, Car accidents are included in working accidents
	SS-S6	SS-S6-2	Health and safety performance - Number of fatalities	Quantitative	1	number	Ensuring Health & Safety of Employees	183	
	SS-S6	SS-S6-3	Health and safety performance - Accident frequency rate	Quantitative	0.533	number	Ensuring Health & Safety of Employees	183	
	SS-S6	SS-S6-4	Health and safety performance - Accident severity rate	Quantitative	19.72	number	Ensuring Health & Safety of Employees	183	

256 EYDAP / Sustainability Report 202

ATHEX ESG Rep	orting G	uide 2022			Company In	put			
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
	C-G1	C-G1-1	Board composition - ESG related qualifications of the board members	Qualitative	Yes - Disclosed	The CVs of the Members of the BoD can be found on the official corporate website	Corporate Governance	33	
	C-G1	C-G1-2	Board composition - Classification of the Chairman of the Board	Qualitative	Non- Executive	The President of the BoD is not an executive member	Corporate Governance	33	
Governance	C-G1	C-G1-3	Board composition - Percentage of female board members	Quantitative	15.38%	Percentage (%)	Protection of rights at workplace & respect to diversity. Corporate Governance	173,33	
	C-G1	C-G1-4	Board composition - Percentage of non-executive board members	Quantitative	84.61%	Percentage (%)	Corporate Governance	33	
	C-G1	C-G1-5	Board composition - Percentage of both non-executive and independent board members	Quantitative	30.70%	Percentage (%)	Corporate Governance	33	

ATHEX ESG Rep	oorting G	uide 2022			Company In	put			
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
	C-G2	C-G2-1	Sustainability oversight - Description of approach to sustainability oversight	Qualitative	Yes - Disclosed	BoD's Strategy & Innovation Committee forms the Company's Strategy by setting the strategic priorities and corporate targets in the context of Sustainable Development. The Committee is informed, analyses, evaluates and advises the Higher Management and the BoD of the Company on general strategic issues and specifically on strategies relating to new technologies and innovation, on digital transformation, on cyber security and on sustainability with the use of technological innovations	Sustainability Development Policy	33	
G	C-G3	C-G3-1	Materiality - Description of the materiality assessment process	Qualitative	Yes - Disclosed	Materiality Analysis	Materiality Analysis for a Sustainable Development	46	
Governance	C-G4	C-G4-1	Sustainability policy - Description of sustainability policy and fundamental principles	Qualitative	Yes - Policy in place	Sustainability Development Policy, in full compliance with corporate strategy, mission, values and vision	EYDAP AS Group Profile	32	
	С-G6	C-G6-1	Data security policy - Description of data security policy and fundamental principles	Qualitative	Yes - Policy in place	EYDAP Data Security Policy	EYDAP AS Group Profile / Policies & Regulations	36	Document for internal use. Reference to the specific Policy is done in 2021 Annual Report, which is subject to External Assurance
	A-G1	A-G1-1	Business model - Discussion of business model and the creation of value	Qualitative	Yes - Disclosed	Business model, area of competence, strategy, vision, mission, targets, objectives & activities	EYDAP AS Group Profile	11-13, 22-27, 29	

SG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit	Reference	Page Number	Comments from Company
	A-G2	A-G2-1	Total amount of monetary losses as a result of business ethics violations	Quantitative	0	Euros(€)	Corporate Governance	225	
G	A-G3	A-G3-1	ESG targets - Short-term targets associated with strategic ESG objectives	Qualitative	Yes - Disclosed	 Continuous development of mechanisms for monitoring quality of potable & non potable water Water Supply Network & External Suply System optimisation projects Sewerage projects & East Attica Works Circular economy application projects Development of Corporate Sustainability System in compliance with SA 8000 Digital transformation Geographical expansion within the Company's area of competence Customer satisfaction measurement Human resources - Optimisation Projects Supply Chain Optimisation Projects Targets relating to Corporate Governance Enhancement of cultural heritage Improvement of employees' safety 	Access to clean water, Reliable network, Quality of potable water, EYDAP sewerage network- East Attica Works, Budding a solid relationship of trust with customers, Safeguarding Health & safety of employees, Human Resources, Management of Cultural Heritage	80-90, 102-106, 111-115, 119-123, 127, 136-139, 142, 159, 182, 186, 202, 208-211, 224, 226-228, 238-240	
	A-G3	A-G3-2	ESG targets - Medium-term targets associated with strategic ESG objectives	Qualitative	Yes - Disclosed	 East Attica Works Smart Grid Use of Handrian's Aqueducts as a water resource Reuse of non potable water by direct pumping of effluent from the network (sewer mining) 	Sustainable management of natural resources/water resources. East Attica Works	65,66, 146	
_	A-G3	A-G3-3	ESG targets - Long-term targets associated with strategic ESG objectives	Qualitative	YD	Zero Carbon Footprint - Fight for Climate Change	Measurement of greenhouse emissions	74	

EYDAP / Sustainability Report 2021 / 259

ATHEX ESG Rep	orting	Guide 20	22		Company Inp	out				
ESG Classification	2022 ID	2022 Sub - ID	Metric	Туре	Value	Unit		Reference	Page Number	Comments from Compa
G overnance	A-G5	A-G5-1	External assurance - of external assurance ESG information		Qualitative	Yes - Certain metrics have been externally assured	Annual CO2 emissions (TONNES EQUIVALENT) (FROM PSYTTALIA), Mitigation of annual greenhouse emissions (C)2) (tn) (GRI 305-5), Average volume of effluent treatment/day from sanitary drainage, rainwater and combined drainage system (m3) (SASB IF WU .000.D), Percentage % of electrical supply consumed from Renewable Sources (SASB IF WU130a.1,C-E3), Total energy consumption (kWh)(GRI 302-1, SASB IF WU 130a.1), Total energy consumption from Renewable Sources (kWh) (GRI 302-1), Total energy consumption from Non Renewable Sources (kWh) (GRI 302-1) Number of households, business and industrial customers served (SASB IF-WU-OOO.A), Violation of rules regarding potable water with an effect on citizens' health (SASB IF WU 250a 1), Number of occupational accidents (403-9), Number of fatal accidents (car accidents not included) (403-9), Number of not scheduled water supply interruption (SASB IF WU 450a 3), Percentage of reconnections within 1 month regarding households, where interruption occurred due to existing debts (SASB IF WU 240a.3), Percentage of women in a responsible managerial position , Complain procedure application- Whistleblowing Policy, Percentage of Gender Pay Gap (A S3).		265-266	
Suplementary Data	G-SD1	G-SD1-1	Data coverage Companies are advised t data covering the whole their operations. Where a available, companies mu which segments (and per their operations are cove disclosures. Group companies are en to provide data covering organisation, i.e. both th company and its subsidia included in the group's co financial statements or e documents. The operation percentage) that are incl reporting scope should b stated.	spectrum of data is not ist clearly state rcentage) of ered in their couraged the whole e parent aries that are onsolidated equivalent ons (and luded in the	Qualitative	>75% of revenues OR >75% of business operations	Sustainability Report refers to EYDAP Group. EYDAP SA is active in treatment & collection of water, in the supply of water and sewerage services and in effluent treatment in Attica. Its subsidiary "EYDAP NISON DEVELOPEMENT SA" is active in the supply of water & sewerage services and in a variety of other activities relating with the above beyond EYDAP'S SA area of competence. Topic analysis is based on materiality analysis and refers to the whole Group.			

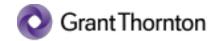
Table of Contents based on the SASB Standard (Water Utility & Services)

Subject	SASB Index		Description	Reference
Energy Management	 (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable 	IF-WU- 130a.1	 (1) Total consumption of energy: 360,871MWh (2) Percentage of electric energy purchased: 85.6% (3) Percentage of electric energy consumed from Renewable Sources: 14.3% 	Page 86
Distribution	Water main replacement rate	IF-WU- 140a.1	0,80% (112,600metres/14,000 klm)	Page 111
Network Efficiency	Volume of non-revenue real water losses	IF-WU- 140a.2	110,231 (thousand m3)	Page 111
Effluent Quality	Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations	IF-WU- 140b.1	During the reporting period there was no incident of non compliance with regulations and voluntary codes, regarding effects of EYDAP services to the health & safety of citizens	Page 145
Management	Discussion of strategies to manage effluents of emerging concern	IF-WU- 140b.2	Responsible and effective management of sewage, through the continuous upgrading of our installations (network-WWTPs), use of modern technology, monitoring and extension of network. Development of new centres for the holistic management of effluents in East Attica, with a positive impact on corporate footprint and on the aquifer/the coastal marine environment	Page 127-153
Water Affordability & Access	Average retail water rate for (1) residential, (2) commercial, and (3) industrial customers	IF-WU- 240a.1	Average annual rate per m3 of consumed water under the General Tariff: 0.76% The rate represents total revenue from water supply and sewerage services to total consumption : 309,278 (thousand \in) /406,782 (thousand m3) =0.76 \in /m3.	Page164

Subject	SASB Index		Description	Reference
	Typical monthly water bill for residential customers for 10 Ccf of water delivered per month	IF-WU- 240a.2	In Athens, the usual monthly consumption of 10 m3 (3.53 Ccf) costs 11.44 € (13.55\$)/month, including sewerage service cost and taxes. The consumption of 10Ccf/month (1Ccf=28.32 m3) is very high and does not represent average use. Tiered pricing is applied to prevent large consumption	Page 164
	Number of residential customer water disconnections for non- payment, percentage reconnected within 30 days	IF-WU- 240a.3	In 2021, water disconnections due to debts referred to 26,786 water meters. Within 30 days 51% of these water meters were reconnected.	Page 165
Water Affordability & Access	Discussion of impact of external factors on customer affordability of water, including the economic conditions of the service territory	IF-WU- 240a.4	 Tiered tariff Special tariff for businesses Charity Tariff Upgrade/enrichment of Digital Services Precautionary measures for debt restrain Support of vulnerable social groups Support of large families Support of the elderly Reduction of increased bills, based on specific set procedures, considering social criteria and income Support to areas with extraordinary needs COVID-19 Pandemic EYDAP in the battle for the consequences of the pandemic, on a financial basis (income reduction, work suspension etc) applied a flexible payment and installment policy. Water supply at an affordable price is the Company's standard policy	Page 160 - 16
	Number of (1) acute health-based, (2) nonacute health-based, and (3) non-health-based drinking water violations	IF-WU- 250a.1	During the period of reference, no incident of non compliance with regulations and voluntary codes regarding the quality of water supply was recognized, with a negative effect on consumers' health	Page 125
Drinking Water Quality	Discussion of strategies to manage drinking water contaminants of emerging concern	IF-WU- 250a.2	 4 Water Treatment Plants 5 Treatment Stages In EYDAP's accredited laboratories, the most modern analytical methods are applied for the determination of data required in water samples in order to achieve high sensitivity, accuracy and repeatability of measurement. Continues progress in quality control mechanisms. Advanced systems, for the on-line monitoring of critical qualitative parameters in untreated and potable water, are installed in key positions and deliver results in real time. 170,000 assays in approximately 10,000 samples of potable and 2,000 samples of untreated water annually, certify the excellent quality of potable water of EYDAP SA. 	Page 116-12!

Subject	SASB Index		Description	Reference
End-Use Efficiency	Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience	IF-WU- 420a.1	Not measured during the reporting period	
	Customer water savings from efficiency measures, by market	IF-WU- 420a.2	Not measured during the reporting period	
	Total water sourced from regions with High or Extremely High Baseline Water Stress, percentage purchased from a third	IF-WU- 440a.2	0%	Page 100
	Volume of recycled water delivered to customers	IF-WU- 440a.2	0%	
Water Supply Resilience	Discussion of strategies to manage risks associated with the quality and availability of water resources	IF-WU- 440a.3	 Analysis and assessment of risks in that domain. For each one of these, likelihood of occurrence is not characterised as high. For each one of those risks a relevant plan of precautionary measures has been drawn up and put into action. PROTECTION OF RESERVOIRS: strict compliance with regulatory framework, monitoring of works and activities at the protected areas of reservoir catchments and sample measurements of the quality of the reservoirs' water. MANAGEMENT OF WATER SUPPLY SYSTEM in accordance to a Management Plan, aiming at the quantitatively reliable, qualitatively safe and economically viable network coverage. Distribution of water extraction, so as to safeguard the long term sufficiency of water resources. Works for the reinforcement of the water supply system. WATER QYALITY: The number of potable water samples, examined for microbiological parameters, exceed the 9,000 annually, in contrast to the 3,300 defined by the regulatory framework. USE OF HANDRIAN'S AQUEDUCT AS WATER RESOURCE: Participation in the European program CULTURAL H.ID.RA.N.T Use of the Handrian's Aqueduct water to cover irrigation needs of the Municipality of Halandri SEWER MINING: An innovative solution for the on the spot treatment of effluent and reuse of treated outflow for irrigation. EAST ATTICA WORKS: An holistic effluent management project, including local collection and treatment of effluent aiming at the reuse of treated outflow for urban and irrigation use. 	Page 75,81, 97,98,99,103, 105,106,113,121

Subject	SASB Index		Description	Reference
	Wastewater treatment capacity located in 100- year flood zones	IF-WU- 450a.1	Not applicable - separate network (urban effluent undergo different treatment to storm water)	
	(1) Number and (2) volume of sanitary sewer overflows (SSO), (3) percentage of volume recovered	IF-WU- 450a.2	Overflow of effluent, due to heavy rain is acceptable according to the relevant article of the environmental operational terms of the Psyttalia WWTP. According to the records, effluent destined to be treated at the Psyttalia WWTP and according to the capacity of the Akrokeramo entrance pumping station, is estimated that the pipe that overflew in 2021, due to floods, was approximately 2,700,000 m3.	Page 143
Network Resiliency &	 Number of unplanned service disruptions, and customers affected, each by duration category 	IF-WU- 450a.3	1. 6,750 2. not measured	Page 111
Impacts of Climate Change	Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure	IF-WU- 450a.4	For the management of Climate Change: • Sustainable management of reservoirs • Sustainable management of water supply network • Continuous upgrade of networks and installations • East Attica works for an holistic effluent management • Tiered tariff • Reuse of treated water with direct pumping from the sewerage network • Use of Hadrian's Aqueduct water • Increase of energy efficiency • Mitigation of carbon footprint • Circular economy activities • Upgrade of digital systems	Page 62-68, 74-9 226-231, 102, 13 153
	Number of: (1) residential, (2) commercial, and (3) industrial customers served, by service provided	IF-WU- 000.A	Total amount of water meters: 2,226,996 Water meters for household use: 2,188,366 Water meters for professional use: 3,832	Page 163-164
	Total water sourced, percentage by source type	IF-WU- 000.B	439.2 million m3 in 2021 100% surface waters	Page 106
Activity Metrics	Total water delivered to: (1) residential, (2) commercial, (3) industrial, and (4) all other customers	IF-WU- 000.C	394,687,089m3 total amount of potable water distributed in 2021 Beyond the amount of potable water, not treated water is distributed: • via EYDAP Fixed Assets (Legal Entity under Public Law) to Municipalities near the reservoirs • to industries under certain conditions	Page 104
	Average volume of wastewater treated per day, by (1) sanitary sewer, (2) stormwater, and (3) combined sewer	IF-WU- 000.D	723,957 m3/day average daily treatment of effluent at WWTPs	Page 126,135, 138, 140
	Length of (1) water mains and (2) sewer pipe	IF-WU- 000.E	 1) 14,000 km of Water Supply network 2) 495 km External Water Supply network 3) 8,438 km of Sewerage network 	Page 96, 126



Independent Limited Assurance Report

To the Board of Directors of EYDAP S.A.

The Board of Directors of "EYDAP S.A." (hereinafter "the Company") engaged "GRANT THORNTON S.A. CHARTERED ACCOUNTANTS MANAGEMENT CONSULTANTS" (hereinafter "Grant Thornton") to review selected data included in the 2021 Sustainability Report of EYDAP S.A. for the fiscal year ended on December 31st, 2021 (hereinafter "the selected data"), in accordance with the Global Reporting Initiative (GRI) Standards (hereinafter "GRI-Standards") in core level.

Scope

We performed our engagement in accordance with the provisions of "International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000"), in order to provide limited assurance on the below:

- Response to GRI 102: General Disclosures based on the requirements of the GRI Standards in accordance with "Core" level.
- The accuracy and completeness of the qualitative and quantitative information of the below selected indicators which are related to the material issues of the Company:
 - ✓ Total amount of annual CO₂ emissions (equivalent tn from Psitalia) (ATHEX C-E1)
 - ✓ Reduction of annual GHG emissions (tn CO₂) (GRI 305-5)
 - ✓ Average volume of wastewater treated per day, by sanitary sewer, stormwater, and combined sewer (SASB IF-WU 000.D)
 - ✓ Percentage of electric energy consumed from Renewable Sources (SASB IF-WU130a.1, ATHEX C-E3)
 - ✓ Total energy consumption (kWh) (GRI 302-1, SASB IF-WU-130a.1)

© 2022 Grant Thornton Greece. All rights reserved.

- ✓ Total energy consumption from Renewable Sources (kWh) (GRI 302-1)
- ✓ Total energy consumption from Non-Renewable Sources (kWh) (GRI 302-1)
- ✓ Number of residential, commercial, and industrial customers served, by service provided (SASB IF-WU-000.A)
- ✓ Number of acute health-based, nonacute health-based, and non-health-based drinking water violations (SASB IF-WU-250a.1)
- ✓ Number of injuries (GRI 403-9)
- ✓ Number of fatalities (GRI 403-9)
- ✓ Number of unplanned service disruptions (SASB IF-WU-450a.3)
- ✓ Percentage of residential customer water disconnections for nonpayment that reconnected within 30 days (SASB IF-WU-240a.3)
- ✓ Percentage of women in a responsible managerial position
- ✓ Whistleblowing Policy (ATHEX SS-G1)
- ✓ Percentage of difference between male and female earnings (ATHEX A-S3).

Management Responsibility

The Management of EYDAP S.A. is responsible for the preparation, completeness, accuracy and presentation of the selected data provided to us, as incorporated in the 2021 Sustainability Report of the Company. Furthermore, the Management is responsible for maintaining records and adequate internal controls that are designed to support the reporting process.

Grant Thornton Responsibility

Our responsibility is to carry out a limited assurance engagement and to express our conclusions based on the procedures carried out for the selected data, as described in the "Scope" section. The procedures we carried out were designed to provide limited assurance, as specified by ISAE 3000, based on which we shaped the conclusion to our engagement. These procedures are not as extensive as those required for providing reasonable assurance; consequently, a lower level of assurance is obtained.

Our responsibility is limited to the information related to the fiscal year that ended on December 31, 2021, as these were included in the 2021 Sustainability Report of the Company. To the extent it is permitted by the legislation in force, we neither accept nor assume any responsibility for our engagement or this report towards anyone other than the Company, unless the terms have been agreed explicitly in writing, with our prior consent.

© 2022 Grant Thornton Greece. All rights reserved

Limitations

- To conduct our work, we relied exclusively on the information provided to us by the Company's executives, which we accepted in good faith as being complete, accurate, real, and not misleading. Therefore, we did not submit it to any verification procedures, apart from the procedures explicitly stated in our Report and which arise from our mutually agreed methodology.
- Our engagement was limited to the Greek version of the 2021 Responsibility and Sustainability Report. Therefore, in the event of any inconsistency in translation between the Greek and English versions, as far as our conclusions are concerned, the Greek version of the Report shall prevail.
- No work has been conducted on data for previous reporting periods, as well as on data related to forecasts and targets.
- No work has been conducted on anything other than the agreed scope and consequently, our opinion is limited to that scope.

Work conducted

We conducted our work so as to collect all the data, relevant documentation, information and explanations we considered necessary as to the selected data described in the "Scope" section. The procedures followed regarding the selected data included:

- Performed interviews with personnel of the Company responsible for managing, collecting and processing data in order to obtain an understanding of key structures, systems, policies and relevant procedures applied.
- Applied audit procedures, on a sample basis, in order to collect and review audit evidence.
- Review of the GRI Table included in the 2021 Sustainability Report of the Company (pages 244 248) regarding the scope of work.

Independence

Grant Thornton implements the requirements of International Standard on Quality Control 1. Based on this, it maintains an integrated quality control system that includes policies and procedures for compliance with moral principles, professional standards and relevant legal and regulatory requirements. We comply with the independence requirements and other ethical standards of the IFAC Code of Ethics for Professional Accountants of the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, impartiality, professional adequacy, confidentiality and professional conduct. In this context, the assurance team is independent from the Company and has not participated in the preparation of the Company's 2021 Sustainability Report.

Conclusion

As per the scope and the limitations of our engagement, as described above, we conclude that:

- nothing has come to our attention that causes us to believe that the 2021 Sustainability Report of the Company does not meet the requirements of the General and Specific Disclosures prescribed by the GRI Standards, in accordance "Core" option,
- nothing has come to our attention that causes us to believe that the KPIs as described in "Scope" section and included in the Company's 2021 Sustainability Report are materially misstated.



Athina Moustaki

CPA (GR) Reg. 28871

© 2022 Grant Thornton Greece. All rights reserved.

The Ten Principles of the UN Global Compact

Society

Human Rights

 1^{st} Businesses should support and respect the protection of internationally proclaimed human rights. 2^{nd} Businesses should make sure that they are not complicit in human rights abuses.

Labour

- **3**rd Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- 4th Businesses should uphold the elimination of all forms of forced and compulsory labour.
- **5**th Businesses should uphold the effective abolition of child labour.
- 6th Businesses should uphold the elimination of discrimination in respect of employment and occupation.

- Protection of human rights and respect todiversity (CSR Report 2021 p.170-173, 190-191, 233)
- Employees' health & safety (CSR Report 2021 p.174-183)
- Employment (CSR Report 2021 p.184-191)
- Personal data protection (CSR Report 2021 p.162, p.230-231).
- Personal data fair use and protection Policy (<u>Link here</u>)
- Consumers' Health and Safety: Drinking Water quality
- Sewerage Services (CSR Report 2021 p.116-127 & 128-153)
- Affordable tariff and secure customer service (CSR Report 2021 p.160-169)

Bnvironment

- 7th Businesses should support a precautionary approach to environmental challenges.
- 8th Undertake initiatives to promote greater environmental responsibility.
- **9**th Encourage the development and diffusion of environmentally friendly technologies.

- Sustainable Development Policy (CSR Report 2021 p.33, Link here)
- Sustainable management of resources (CSR Report 2021 p.62-67)
- Biodiversity protection Protection of marine environment (CSR Report 2021 p.68-73)
- Mitigation of environmental impact (CSR Report 2021 p.74-87, p.148-149, p.155, p.238)
- Circular economy (CSR Report 2021 p.88-93)
- Digital Services (CSR Report 2021 p.228-229, p.)
- Environmental awareness (CSR Report 2021 p.198-202)
- Reliable water supply network (CSR Report 2021 p.108-115)



Elimination of discrimination

Anti-Corruption

10th Businesses should work against corruption in all its forms, including extortion and bribery.

- Policies, Regulations & amp; Certificates (CSR Report 2021 p.36-37)
- Fight Against Corruption (CSR Report 2021 p.116, 218-223)
- Cybersecurity (CSR Report 2021 p.225)
- Educational program on regulatory issues (CSR Report 2021 p.193)
- Whistleblowing Policy (<u>Link here</u>)
- Corporate Governance & Integrity Practices (CSR Report p.218-223, 233)
- Supply Chain (CSR Report p.232-238)



EYDAP SA ATHENS WATER SUPPLY & SEWERAGE COMPANY 156, OROPOU STR, GALATSI, ZIP CODE 11146



