



Sustainability Report 2017

Every drop counts





SUSTAINABILITY REPORT 2017

Every drop counts



Chairman's Message



Dear reader,

The document you have in your hands is our second Sustainability Report and portrays EYDAP's dynamic course and the initiatives taken for the achievement of environmental and social Sustainability. As you will

see, EYDAP works systematically for the effective incorporation of the principles of sustainability in its strategy and activities, a target that with common effort we will steadily achieve.

Our Company, one of the largest in Europe, continues to grow talking always under consideration its big share of responsibility not only towards the population of Attica but to the whole country. Our successful course consists in providing drinking water of high quality, collecting the effluent and returning it to nature, with the assurance that our activities aim at the constant minimization of our environmental footprint.

Water, this precious natural resource, is of decisive importance for the development of the Society and the Economy. EYDAP acts continually for the Sustainability of the resource, caring for the upgrade of the environment, life quality and Sustainability of human activities. The ecosystem is dynamic, conditions and data always in a change. Respectively, EYDAP reaches its target with its inexhaustible will for change, improvement and modernization.

Our complying with standards stricter than the ones imposed by the Greek and the EU legislation, brings our Company in a leading position in the protection of the environment, despite the difficulties and the number of problems encountered by the Greek society due to the current financial crisis.

An excellent example of the tremendous work done by the Company in the reference year, beyond its day-to-day operation for the provision of high quality drinking water to the citizens of Attica, is EYDAP's successful

intervention during the recent natural disaster in Eastern Attica and the continuous improvement of the Saronic Gulf's environmental state.

Efficiency in use, increasing in-house production of electric energy from the treatment of effluents and exploitation of hydroelectric projects are significant achievements on behalf of EYDAP with a direct impact on our future.

Innovation, expertise, genuine interest for public good and adaptability to new challenges secure the leading role of EYDAP and that the Company will continue to develop, to expand, to improve the environment through the upgrading of its activities and services. It will also secure that EYDAP will be one of the important development factors of the Capital, Attica and Greece in general.

In EYDAP's admittedly hard work, a key-role must be attributed to its employees, who with their experience and know-how, but also their wish to offer even under adverse weather conditions and natural disasters. Their ability to adapt to technological innovations permit EYDAP to innovate and in the application of cutting edge technology for the improvement of the already high quality of drinking water and the procedure followed for effluent treatment. Their devotion is EYDAP's driving force and catalyst for development.

To close, I would like to stress that Sustainable Development is undoubtedly our biggest and most essential responsibility, in order to hand to our children a world better than the one we inherited.

The President of the Board of Directors

A handwritten signature in blue ink, appearing to be 'Konstantinos Papadopoulos', written in a cursive style.

Konstantinos Papadopoulos

CEO's Message



Dear reader,

EYDAP is the largest Company in Greece operating in water management. The Company is consistently and responsibly supplying the people of Attica with quality and affordable water while on the other

side returning it to nature, clean, through modern sewerage and biological processes, always aiming at protecting the environment and improving local communities.

EYDAP is supplying Attica with water of the highest quality within Europe. The main sources of abstraction and the reservoirs used are in areas free of agricultural and industrial activity. The management of this precious resource is always done with care for the balance of nature.

EYDAP, with continuous investment in Water and Sewerage infrastructure, in technology and human resource education, is significantly contributing to the development of society, to Sustainable Development and to the satisfaction of the stakeholders' expectations.

*In 2017, EYDAP excelled in the quality of Athens drinking water, according to **Urban Water Atlas for Europe**.*

The Company's environmental and social responsibility goes hand in hand with financial responsibility. The 2017's results confirmed the Company's steady and profitable course.

Achievement of targets means that we are always focused on modern and rational planning with the use of the best technological methods, the dynamic monitoring of our operations, our anthropocentric and customer-centric design, the continuous education and upgrading of our human resources,

the financial return of our projects, the adoption of environmentally friendly methods.

EYDAP respects the Sustainable Development objectives and actively supports the economically vulnerable groups through its pricing policy so that no one is deprived of clean water.

Our vision in EYDAP is to maintain our leading position in the Watering and Sewerage sector in Greece, always oriented to cover the needs of People and Society.

Our mission is to provide affordable drinking water of premium quality to more and more citizens and to return it to environment clean, always safeguarding the resource's sustainability.

Our objective is to geographically expand our activities both in the water supply (through the incorporation of municipal water supply networks) and the sewerage services (Eastern Attica Wastewater Treatment Plants) for the protection of public health and the environment and for Sustainable Development.

Dear reader,

In the Report you hold in your hands, we analyze the essential issues of Sustainable Development that are based on our main pillars of action: Humanity, Society, the Market and the Environment.

The Chief Executive Officer

A stylized, handwritten signature in blue ink, appearing to read 'Ioannis Benisis'.

Ioannis Benisis

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ABOUT THE REPORT

GRI 102-48, GRI 102-49, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-55, GRI 102-56

PERIOD of REFERENCE

This is the second Sustainability Report of Athens Water Supply and Sewerage Company S.A. (EYDAP S.A.), a systematic review of the Company's Economic, Social and Environmental performance in 2017, with a reference period from January 1st 2017 until December 31st 2017. Our target is the establishment of an annual report.

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

The GRI table of contents, on page 122-124, lists the relevant references to the report.

In this Report there is a clear reference to recast data from previous editions, but there is no differentiation on the material issues and their boundaries.

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

COMMUNICATION

The provision of material information to EYDAP's stakeholders is our main target, so we encourage any remark or comment that can contribute to our effort for improvement. Communication details are available below:

EYDAP S.A.

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

Contact no : +30 210 7495420 - +30 2107495412

Email : pubrel@eydap.gr

STRIKING POINTS 2017



Urban Water Atlas for Europe 2017

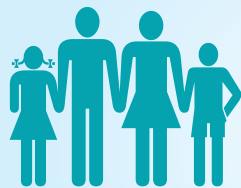
EYDAP was rated a 10 for Athens drinking water quality.

Business IT Excellence (BITE) Awards 2017

The first Public Sector Company that was awarded for the modernization of its operations

EYDAP won the first prize for the innovative realization of the plan "Manage through Objectives" in the Award Ceremony of Business IT Excellence (BITE) Awards 2017, in June 2017

Creating value for the society

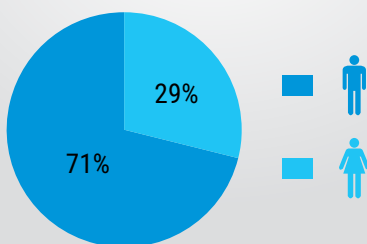


- ▶ 16,000 people attended EYDAP's Educational Programs
- ▶ EYDAP's Historical and Photographic Archive
- ▶ Promotion of Adrian's Aqueduct System and Reservoir (Dexameni)
- ▶ Actions of Social Solidarity
- ▶ Web App " From Antiquity to Tomorrow: People's Water"

Creating Value for our People

2,555 Employees

Managers and above



10,000 km

Water Supply Network

4.3 million people

Served Population

2,100,000

Connections

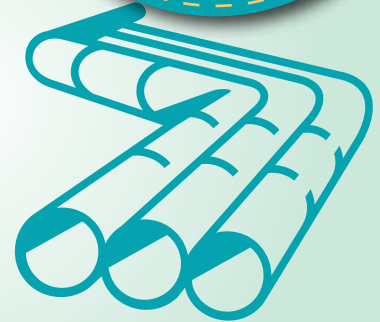
Distribution of 1,066,150 m³

Drinking Water daily

495 km

Maintenance & Operation of External Aqueducts

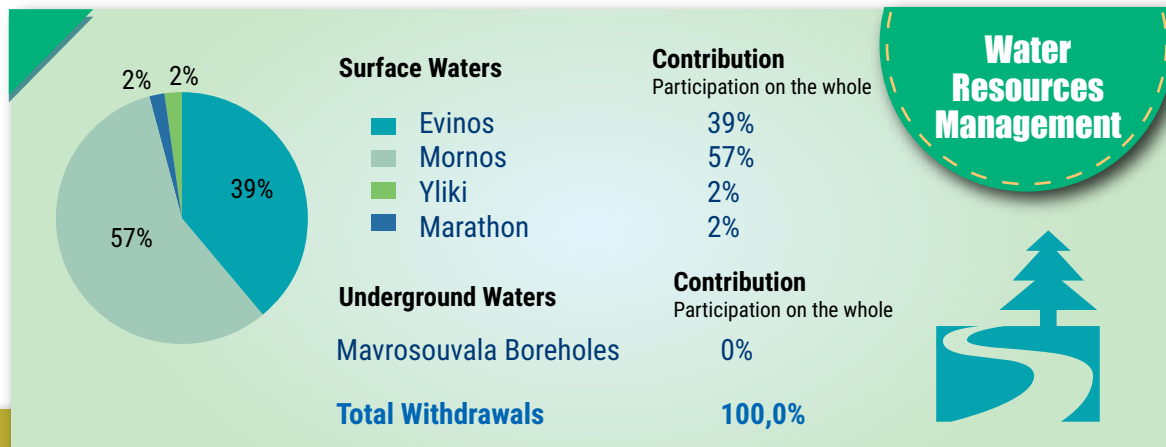
Water Supply Network



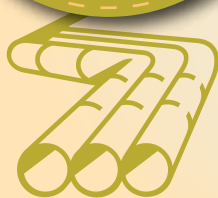
Water Quality

- ▶ Quality Controls of Drinking & Raw Water 7 days a week, 365 days a year
- ▶ Water Sample Analyses in our state-of-the-art laboratories at Galatsi & Aharnes
- ▶ 4 Water Treatment Plants of maximum total refining capacity 1,900,000 m³ daily
- ▶ a 5 Stage Refining Procedure





Sewerage System Network



- ▶ 8,300 km sewerage system network
- ▶ Served Population: 3,500 million people
- ▶ 3 WasteWater Treatment Plants (WWTP):
Psittalia, Metamorphosis, Thrasio
- ▶ Input & Output Control at the WWTPs
- ▶ Monitoring of the effluents directed to the Industrial Liquid Waste Network
- ▶ Treatment of a total of 754,600 m³ of effluents/day at the 3 WWTPs

Affordable Pricing



96% of submitted claims for bill reduction have been satisfied in 2017

EYDAP considers the affordable pricing of water and sewerage services as material and reliable services.



EYDAP offers

the Extraordinary Special Tariff to the beneficiaries of Social Solidarity Benefit

Charity Tariff

a Discount to water bills that refer to elderly people and large families

Energy Production from renewable & alternative sources

22,903,948 kWh

Energy production from Small Hydroelectric Stations

24,173,510 kWh

Electric Energy from Biogas

113,900,833 kWh

Thermal Energy from Biogas

160,978,291 kWh

Total Energy consumed

Creating Value for the Environment

WasteWater Treatment Plants

56,710 tn

Dried Sludge from the Psytalia WWTP

28,321,979 Nm³

Overall production of Biogas at the WWTPs

5,255,630m³

Overall amount of reused water

14,598 m³/day

Daily reuse (industrial water)



1

ABOUT THE
GROUP EYDAP S.A.



1.1 EYDAP GROUP PROFILE

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

EYDAP S.A.

The Leading Company in Water Industry in Greece

EYDAP S.A. is the leading company in the sector of water supply, sewerage and waste treatment in Greece, covering the needs of more than 40% of the total population of the country.

EYDAP supplies Attica with drinking water. Its quality is ranked among the best in Europe. The main raw water intake and reservoirs are situated in areas free of any agricultural and industrial activity; as

a result the City of Athens is provided with water of the highest quality, whereas its transfer is realized in the most natural way, via gravity with minimum energy consumption. Considering the Organisation's size and know-how, EYDAP is ranked among the largest commercial and industrial companies of Greece.

In 2017, EYDAP, in the field of Water Supply, with a network of 10,000 km, served approximately 4,300,000 citizens (2,100,000 connections approximately), while in the field of sewerage services, with a network of 8,300 km, served approximately 3,500,000 citizens. WasteWater Treatment Management refers to the drawing and implementation of an integrated process at the WasteWater Treatment Plants, always securing the environmental sustainability. Rainwater management and flood protection within EYDAP's Area of Service, under Law 2744/1999, is the responsibility of the Ministry of Transportation

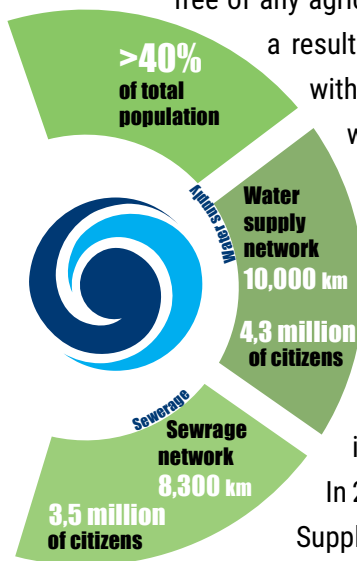
and Networks. Today, the study, the construction, the maintenance and the flood protection works in general including the cleaning of shafts is the responsibility of the Region of Attica and the Municipalities.

EYDAP was founded in 1980 under the "Incorporation of a Single Water Supply and Sewerage Company for Greater Athens" Law 1068/80, pursuant to a merge of the water supplier of Athens and Piraeus "Hellenic Water Company S.A." (EEY S.A.) with the "Greater Athens Sewerage Organization" (OAP).

The headquarters of the Company are in 156, Oropou Street, in Galatsi, Attica.

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

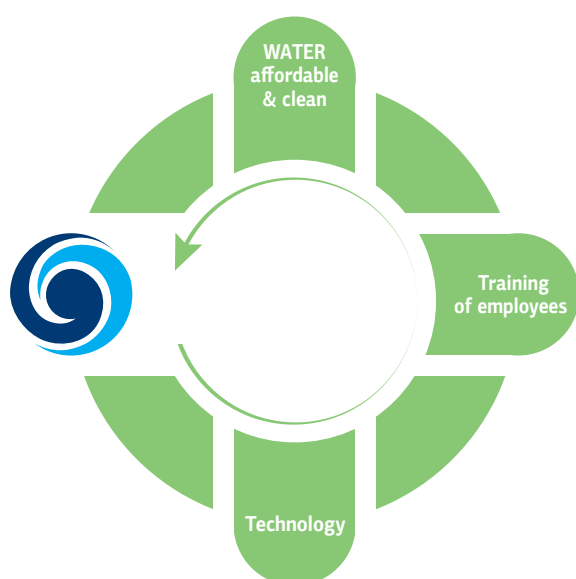
EYDAP has been granted the exclusive right to provide water-supply and sewerage services to the greater Attica region for a period of 20 years, commencing on the date Law 2744/1999 was published. This right is non-transferable and can be renewed by written



bilateral Agreement between EYDAP and the Greek State. In January 2000, EYDAP was listed on the Market of the Athens Stock Exchange.

The Company procures raw water from the Greek State, which in turn is obliged to provide EYDAP with raw water at adequate quantities in order the latter to be able to respond to the water supply demand in the geographical area of its competence, as it is analyzed in the relevant section.

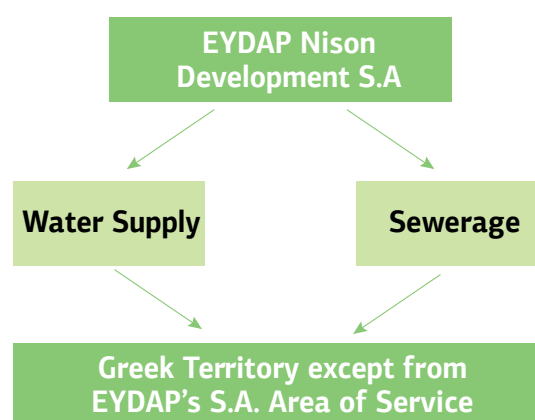
With high sense of responsibility towards millions of consumers and continuous investment on technological innovation and training, EYDAP cares to provide tap water, one of the purest in Europe, at an affordable price.



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

EYDAP Nison Development S.A.

Eydap Nison A.E. was founded in July 2011. EYDAP S.A. holds 100% of its capital. Aim of the Company is the supply of water and sewerage services to the Greek islands along with a series of other activities related to its core business.



Amendment voted by the Greek Parliament In January 2013 created the legal basis that permits EYDAP and its subsidiaries to carry out a study or outsource it, for the realization of projects relevant to the Company's activities and also assign and manage these projects in the islands.

In March 2013 EYDAP Nison S.A. proceeded to an increase of the company's capital share by 30.000€, while on February 7th, 2014 during an Extraordinary General Assembly of EYDAP Nison S.A. an increase of capital share by 150.000€ was validated.

On October 22 2014, EYDAP S.A., following the 18460/22.110.2014 Decision of the BoD, approved the increase of its share capital by 1.000.000€. The deposit of the amount was realized in two equal installments of 500.000€ on November 1st 2014 and on July 1st 2015.

At the Extraordinary General Assembly of September 21, 2017 the amendment of article 1 was approved and the name of the Company changed to "EYDAP Nison Development S.A." along with the amendment of article 2 (objective), according to which projects can be undertaken within the Greek territory and beyond the Area of Competence of EYDAP S.A. as defined in article 8, Law 2744/1999.

The Members of the Board of Directors are:

Benisis, Ioannis
Chairman of BoD and Chief Executive Officer

Vafeiadis, Konstantinos
Member

Vougiouklakis, Konstantinos
Member

Karagiannis, Georgios
Member

Matsoukis, Petros
Member

Glenis, Georgios
Member

Makrinos, Georgios
Member

Goal of EYDAP NISSON DEVELOPMENT S.A. is the provision of high quality services in water supply, sewerage and effluent treatment services to Greek islands and other areas within Greece, capitalizing on EYDAP's S.A. expertise, skilled workforce and technology.

“Our Strategy is to transfer to local authorities EYDAP's long experience in rational management of water resources, in appliance of new technologies, in use of national and EU funds in order to ensure, hand in hand, the effective operation of existing facilities and environmental protection through the disposal of highly treated effluents and their reuse so as to cover irrigation needs at the minimum cost for the local community. Cooperation with other entities and organizations is promoted for the realization of an integrated fund raise framework for water supply and sewerage projects in the Greek Islands”

Our main objective is the energy upgrading of the EL/MCH water supply and sewerage systems in the Island Territory. The targets are to be finalized through a joint action program for the use of allocated funds for the Environment and Climate Change.

In acknowledgment that hybrid RES systems, with an emphasis on joint coverage of water supply, sewerage and energy production, are a key tool in project design for the non-interconnected islands, EYDAP NISSON DEVELOPMENT S.A and DEI RENEWABLES S.A. have since 2017 joined forces.

Since 2017, EYDAP NISSON DEVELOPMENT S.A cooperates with the DEPOSIT AND LOANS FUND participating in the Fund's action to finance municipal works. This cooperation refers to the evaluation and technical support of water supply, sewerage and effluent treatment studies, where our Company has proven its expertise and leadership, while we participate in the campaign to communicate the action to beneficial municipalities.

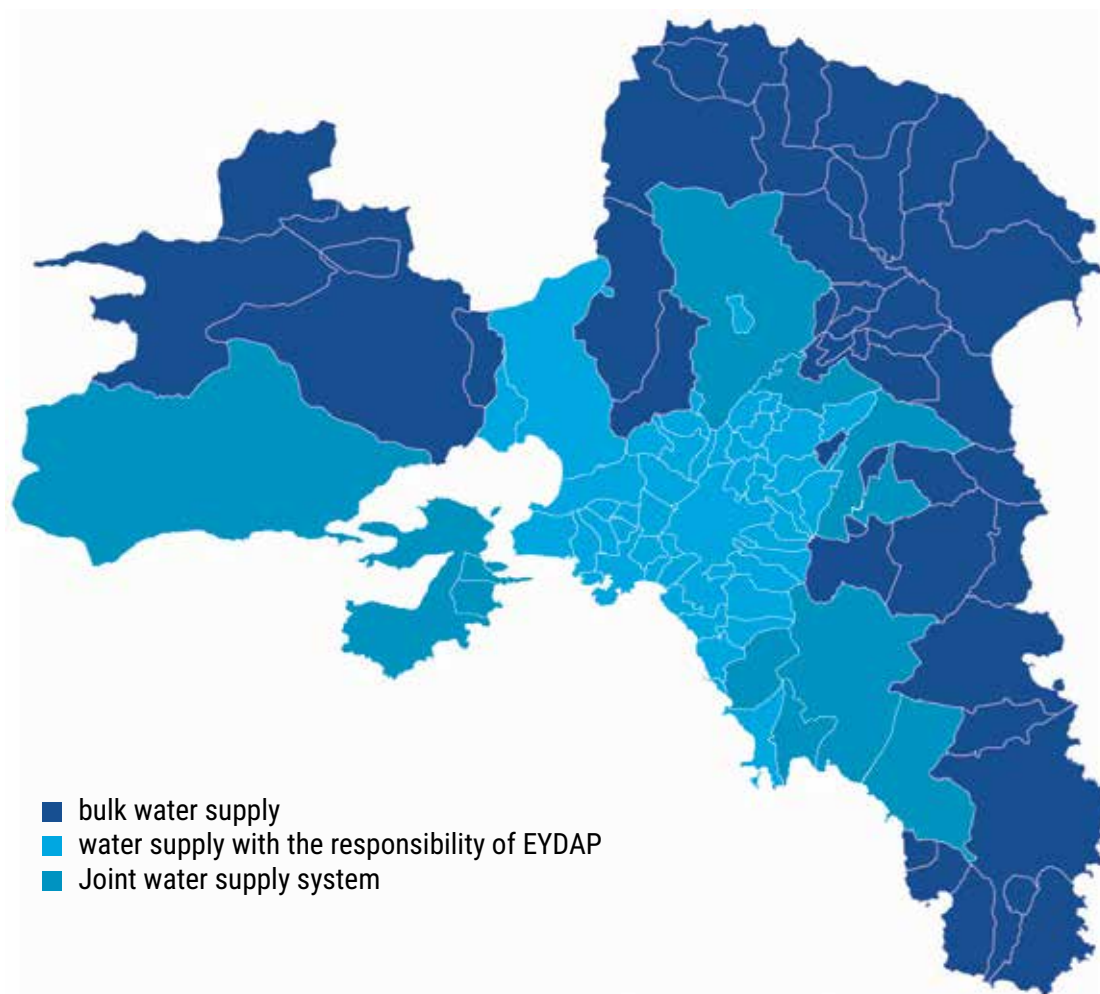
In this context, there is a constant cooperation with Local Authorities to plan actions and projects.

Area of Service

EYDAP's area of service is the greater metropolitan area of Athens, as determined by its Establishment Law 1068/1980, under which the company has been incorporated. Moreover, under Law 2744/1999, EYDAP has the exclusive right to provide water-supply and sewerage services in the geographical area of its competence. This right is non-transferable and non-delegable, and applies for a period of 20 years. In addition, its duration and renewal terms are specified in the Agreement signed between EYDAP and the Greek State. This Agreement was signed in December

1999. Recently the article 68 of Law 4313/17-12-2014 amended the article 8 of Law 2744/1999 resulting to the expansion of the company's area of service to all the municipalities of the Attica region, as defined in section h', paragraph 3 of article 3 of Law 3852/2010, except for the municipalities of Egina, Troizinia, Kithira, Agistri, Spetses, Idra and Poros of the Regional Unity of Islands of the Prefecture of Attica.

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



Municipalities and Municipal Groups within EYDAP's Area of Service

Direct Water Supply from EYDAP S.A

Direct Water Supply from EYDAP S.A

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

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

Bulk Water Supply to Municipal Networks (*)

- Anixi, Dionysos, Ag. Stefanos, Kryoneri, Stamata, Drosia, Rodopoli (Municipality of Dionysos)
- Ano Liosia, Fyli (Municipality of Fyli)
- Ekali, N. Erythra (Municipality of Kifisia)
- Keratea, Lavreotiki, Ag. Konstantinos (Municipality of Lavreotiki)
- Kouvaras, Anavisos, P. Fokea, Saronida (Municipality of Saronikos)
- Mandra, Villia, Erythres, Inoi, (Municipality of Mandra-Eidyllia)***
- Marathon, N. Makri, Varnavas, Grammatiko (Municipality of Marathonas) * Magoula (Municipality of Elefsina)
- Markopoulo Mesogaia

- (Municipality of Markopoulo Mesogaia)
- Peania (Municipality of Peania)
- * Rafina (Municipality of Pikermi)
- Spata – Artemida (Municipality of Artemida)
- Vrilissia (Municipality of Vrilissia)
- Oropos – Malakasa – Kalamos – Afidnes – Kapandriti – Markopoulo Oropos – Polidendri – Sikaminos (Municipality of Oropos) ****

Joint Water Supply System (**)

- Acharnes (Municipality of Acharnes)
- Anthousa, Gerakas, Pallini (Municipality of Pallini)
- Glyfada (Municipality of Glyfada)
- Glyka Nera (Municipality of Paiania)
- * Kalyvia Thorikou (Municipality of Saronikos)
- * Kifisia (Municipality of Kifisia)
- Megara -N. Peramos (Municipality of Megareon)
- * Municipality of Kropia
- Penteli (Municipality of Penteli)
- Salamina, Ampelakia (Municipality of Salamina) *****
- Vari (Municipality of Vari – Voula – Vouliagmeni)

*Areas serviced by EYDAP via municipal networks. EYDAP is neither involved nor responsible for the operation of these local networks.

** Areas served by means of a joint system, partly covered by EYDAP's network and partly by private or municipal networks.

*** Joint water supply system covered partly by EYDAP's network and partly by the external aqueduct network, ownership of EYDAP FIXED ASSETS, with the use of small filtration units situated near Thiva Control Centre.

**** Joint water supply system covered partly by EYDAP's network and partly by Mavrosouvala's boreholes.

***** On December 29, 2017 there was an Agreement for the incorporation of the Municipal Network of the Island of Salamina to the network of EYDAP's S.A. and we are in the middle of the final settlements.

Municipalities and Municipal Groups beyond EYDAP's Area of Service

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

Moreover, there is a number of Municipalities, Municipal Groups and Regions along the Mornos and Yliki aqueducts, beyond EYDAP's geographical jurisdiction, supplied either with EYDAP treated water through small water refinery units or with raw water directly by EYDAP FIXED ASSETS. Water in both cases is supplied to Local Municipality (OTA), with the help of special water connections, without the participation EYDAP in the operation of the local network. EYDAP, also supplies treated water to islands of Cyclades & Dodecanese through special water supply connections.

Finally, EYDAP supplies with raw water, via special water supply connections, a certain number of large private production units, that operate along the main external aqueducts.

Drinking Water supplied by EYDAP SA to Municipalities and Communities, through small water refinery units and special water supply connections:

More Specifically:

- from the small refinery unit situated close to Distomo, water is supplied to Distomo and Steri both part of Municipality of Distomo-Arahova-Antikyra.
- from the small refinery units situated close to Kyriaki and the agglomerations Tarsou-Kyriaki and Panagia Kalamiotissa, water is supplied to Kyriaki and the agglomerations Tarsos, Kyriaki and Panagia

Kalamiotissa (Zaltsa) all part of the Municipality of Livadeon Kyriaki.

- from the small refinery units situated close to Thiva Control Centre and the Communities of Kaparelli, Leyktra, Ellopi, Dombraina and Prodromos, water is supplied to Plataies, Kaparelli, Melissoxori, Ag. Vassilios, Loutafi, Leuktra, Ellopi, Xironomi, Dombraina, Thisvi, Prodromos and Saranti Coach all part of Municipality of Thivaion.

Raw Water Supply from EYDAP FIXED ASSETS, from special water connections, technically and operationally supported by EYDAP S.A. .

Water is refined, under the responsibility of the Local Authorities, at small refinery units.

More Specifically:

- from the Municipality of Delphi water is supplied to Amfissa and Desfina
- from the Municipality of Thiva water is supplied to Thiva and Thisvi
- from the Municipality of Tanagra water is supplied to Tanagra, Oinofyta, Schimatari and Aghios Thomas
- from the Municipality of Halkideon water is supplied to Avlida

EYDAP S.A. distributes Drinking Water to certain islands of Attica Region and of North Aegean Region (via water tankers), from special water connections

EYDAP supplies with drinking water (transferred by water tankers) the islands of Aigina and Agkistri, from special connections. Water networks operate under the responsibility of Local Authorities.

EYDAP also supplies, from special water connections, located at the port of Lavrio, drinking water to certain islands of North Aegean Region (Cyclades etc). Water is transferred by water tankers.

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

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

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

Eydap's Goals and Activities

GRI 102-16

- Provision of water-supply and sewerage services, as well as preparation of studies, construction, installation, operation, management, maintenance, expansion and upgrade of water-supply and sewerage systems.
- Pumping, desalination, processing, storage, transfer, distribution and management of all kinds of water, as

a means of serving EYDAP's aforementioned goals.

- Projects & procedures for the collection, transfer, storage, process, management and disposal of wastewater treatment products.
- Provision of telecommunication, energy and other associated services, on condition that the safe and reliable operation of water and sewerage system is not jeopardized, for other purposes such as the deployment of telecommunication and energy activities.
- Study and exploitation of natural springs and water resources, production and bottling of water and other refreshments or beverages containing water.
- Use of know-how and provision of technical support. Investments related to the scope and the activities of the Company.

Our Vision

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

Our Mission

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

Our Strategy

Is based on achieving a balanced and sustainable development for the benefit of our shareholders. The continuous upgrade of our service practices, in combination with an affordable pricing, is the pillar of our strategy. In the context of best service, EYDAP operates under an innovative people-oriented service system, thus achieving the satisfaction of its

customers along with the financial strength of the Company.

Managing through Objectives

In a view of improving efficiency and effectiveness, EYDAP proceeded with the implementation of the "Management System through Objectives and Indicator" measuring effectiveness and efficiency. The main pillars of this application are the definition and implementation of the objectives, and the development of a system of indicators for measuring efficiency and effectiveness in each organizational unit of the Company.

More specifically, after the adoption and establishment of Target Setting at all hierarchical levels, regarding not only the ongoing activities but also the more general planning of each area of responsibility, EYDAP designed and implemented a follow-up procedure of all targets set, forming a new, more functional and participatory environment for the effective implementation of the "Managing through Objective" Project in the Company.

The ultimate goal of this venture is the operation of this mechanism as a means of collecting information, which will contribute to a more effective administration, detection of malfunctions and finally to decision-making.

The achievement of the above is ensured through the proper design of the application and proper use of the software so as to analyze the references and the indicators:

- the presentation of the current situation regarding the implementation of the timetable both at company level and per organizational unit
- the cause of the delay, as far as the achievement of goals is concerned, lies with the workload of

the different grades of the hierarchy and possible malfunctions among the different parties

- the evaluation of all hierarchical levels, through a series of indicators.

In 2017, an online import data format has been designed and implemented, with the following benefits:

- complete process automation
- easy navigation and use of the system
- user-friendly environment
- workload reduction
- direct data control and assurance of original data correctness
- security (implementation of modern security techniques)
- speed of process completion

In 2017, the number of targets set by 120 organizational units of EYDAP exceeded 600, with more than 2000 implementation stages, while more than 170 objectives were completed during the year. EYDAP is the first Public Company to be awarded for the Modernization of its Operations.

Key Stones of Operation

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

Main Actions for an Integrated Modernization Program

- Adoption of modern financial planning techniques
- Restructuring & simplification of internal & external procedures
- Application of modern techniques for remote monitoring and remote operation for efficient network operation
- Crucial intervention in the network for the prevention of repeated costly damages
- Implementation of modern techniques & tools of risk management

- Expansion of e-Government in customer service

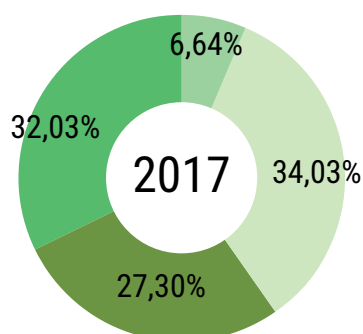
- Adoption of modern systems for the development and management of human resources
- Implementation of a new cooperation model with the Municipalities
- Enhancement of regulatory compliance and obtaining relevant certificates
- Production of business plans for new ventures and geographical expansion within and out of the Attica region

Company Size

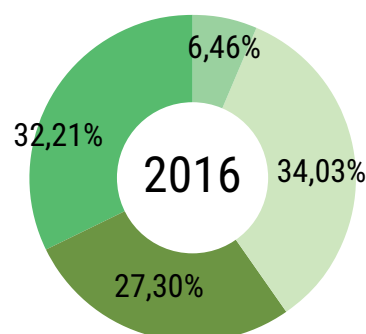
GRI 102-7

SIZE	2017	2016
Total number of employees	2,555	2,457
Total number of activities	3	3
Turnover (thousand €)	327,343	328,821
Total Capital (31/12)	666,690,000	594,270,000
Assets (thousand €)	1,532,781	1,551,953
OTHER	2017	2016
Total Assets (thousand €)	853,546	882,621

Shareholder Structure	2017			2016		
	Shares	Shareholders	%	Shares	Shareholders	%
Greek State	36,245,240	1	34,03%	36,245,240	1	34,03%
TAIPED	29,074,500	1	27,30%	29,074,500	1	27,30%
Legal Entities	34,112,289	252	32,03%	34,307,213	259	32,21%
Natural Persons	7,068,011	23,811	6,64%	6,873,047	24,192	6,46%
Total	106,500,000	24,065	100,00%	106,500,000	24,453	100,00%



■ Greek State
■ TAIPED
■ Legal Entities
■ Natural Persons



Basic data of EYDAP S.A.'s Share (2017): Number of Shares= 106,500,000 / Share Price end of year/period (€) = 6,26 / Capitalization end of year/period = 666,690,000/ Earnings after tax/share (€) = 0,41 / Dividend period 2017 (proposed to the Shareholders' General Meeting) (€) = 0,20

1.2 Corporate Governance

GRI 102-16, GRI 102-18

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

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

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

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

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

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

Board of Directors

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

employees and two representatives of the minority interests' shareholders.

On June 23rd, 2017 EYDAP's BoD, following the

General Meeting's ratification of the appointment of Mr. Alexander Pouliassi as independent non-executive Member, convened and set up as a body as follows :

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

In June 2017, at the employees' elections for the appointment of two representatives to the Company's BoD, Mr Emmanouel Aggelakis and Mr. George Alexandrakis were elected.

The BoD, taking into account the outcome of the elections during the July 6th Meeting, set up as a body as follows:

Konstantinos Papadopoulos	Chairman of the BoD- non-Executive Member
Ioannis Benisis	Chief Executive Officer, Executive Member
Konstatinos Vafeiadis	Executive Member
Ioannis Kardaras	non-executive Member
Georgios Makrynos	non-executive Member
Alexandros Pouliasis	non-executive Member
Nikolaos Sarantis	non-executive Member
Michail Stavroulakis	non-executive Member - Independent
Georgios Chalambalakis	non-executive Member
Christos Mistriotis	non-executive Member
Panayiotis Skoularikis	non-executive Member
Emmanouel Aggelakis	non-executive Member
George Alexandrakis	non-executive Member

SHAREHOLDERS

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

- Servicing and updating of shareholders, both individual and institutional, in Greece and abroad related to the exercise of their rights and payment of dividends
- Organizing Company's General Meetings of Shareholders
- Provision of information related to the exercise of their voting rights and agenda items
- Preparation and distribution of the Company's Annual Report
- Publishing of company-related information on the Company website so that all shareholders and investors can have equal and timely access to information
- Release of corporate publications to enhance the continuous flow of information on issues that relate to the company's operation, strategy, targets, and performance
- Facilitating the two-way communication channel between company representatives and the investment community
- Timely and equal dissemination of information on issues related to the financial results, via corporate presentations, roadshows and investor meetings

Control Mechanisms

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

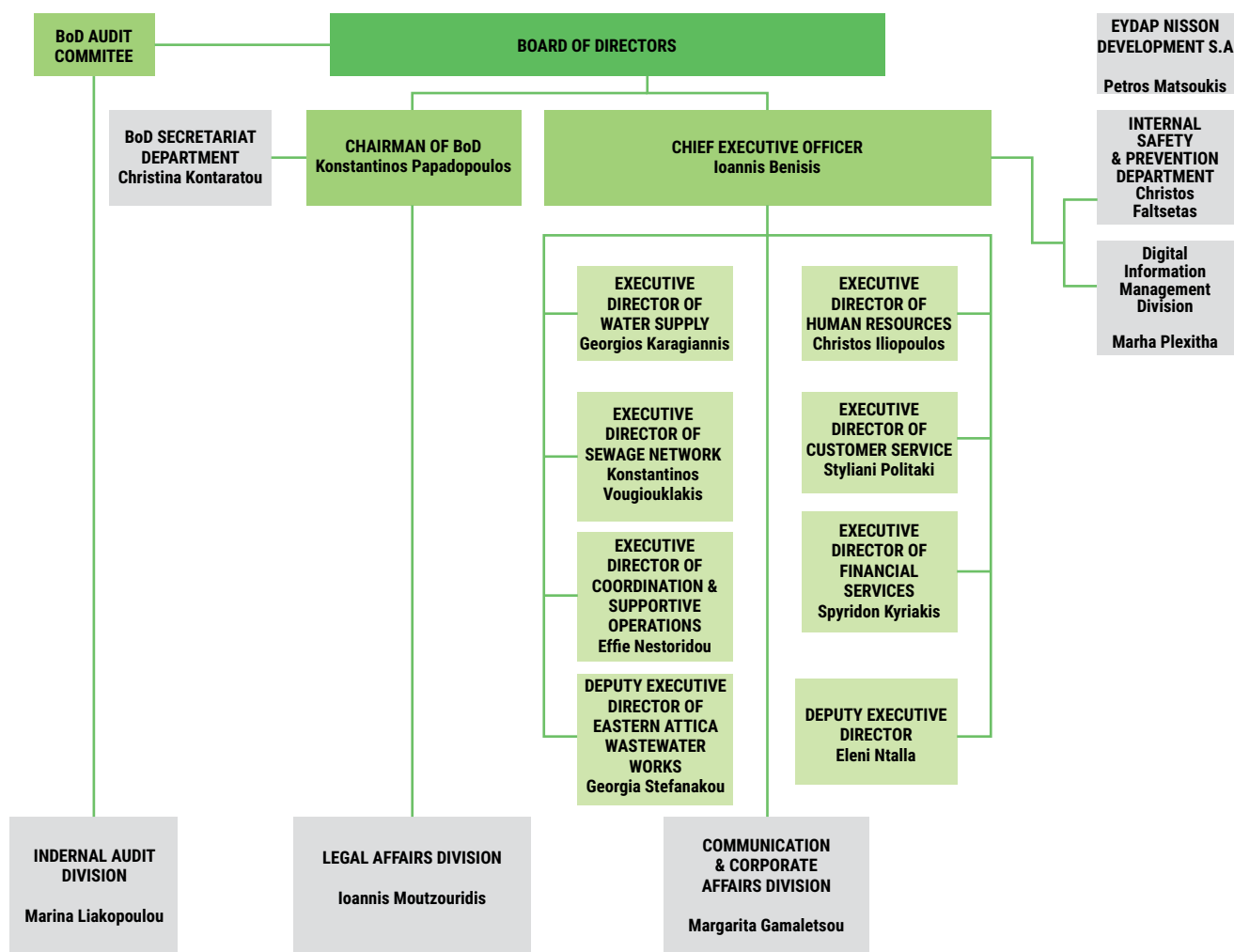
Data Governance

In 2017 EYDAP took another step forward in the Data Governance field as it is a fundamental part of the Company's digital reformation.

With the objective to bridge the gap, to understand, make full use and to continually improve data quality, EYDAP initiated the use of Big Data modern tools for the collection of all informative systems of the Company into a digital platform forming Reporting Systems.

The Data Analysis Office, part of the Digital Information Management Division, by providing Higher Administration with indispensable and adequate information, through the analysis of vast data, contributes to decision-making and problem-solving. A Data Governance Depository was designed and implemented, as an integrated approach to data management, aiming to secure the completeness and accuracy of data.

This approach will contribute to the compliance of EYDAP with the new EU General Data Protection Regulation (GDPR). In particular, it will help with recording and mapping of personal data along with the flow of information in accordance to our operational activities, in full compliance with GDPR, the latest until May 25th, 2018



ADMINISTRATION

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

A NEW DIRECTORATE – GENERAL

In July 2017, by decision of the EYDAP's Board of Directors, a new Directorate was established by the title "Digital Information Management Division". Object of the new Division is the modernization of specific Company operations. More specifically:

- The collection of data from all the information systems of the Company into a digital platform, in the framework of data governance.
- The creation of an internal reporting system, with the use of the appropriate visualization techniques
- The contribution to decision-making and problem-solving, by analyzing a large volume of data
- The contribution to the alignment and compliance of the Company with the new European General Regulation on the Protection of Personal Data Processing (General Data Protection Regulation, EE 679/2016).

Object of the new General Directorate is:

- The implementation of Management through Objectives
- The monitoring of the implementation of the objectives and the provision of relevant information to Higher Administration
- The processing and presentation of the results of the implementation of objectives and relevant references.

Basic Committees and Boards

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

1.3 Value Chain

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

Water Supply



Water Treatment Plant at Aspropyrgos

Sewerage & Effluent Treatment



WasteWater Treatment Plant at Psyttalia

1.4 Supply Chain

GRI 102-9, GRI 102-10, GRI 102-11

EYDAP, in order to meet its needs in materials and services, as well as implement technical projects, awards public contracts, operating responsibly and in accordance with Law 4412/2016 on Public Contracts pertaining to Works, Supplies and Services.

The development and operation of a supply chain that creates added value for the Company, with economically, environmentally and socially responsible management methods and practices, is a constant challenge for the Company, which reflects to its stakeholders as well as to society as a whole.

Affiliated suppliers are important partners for achieving the Company's business goals while responsible supply chain management ensures the competitiveness and sustainable development of EYDAP, affecting not only its economic performance but also its relations with other social partners. In this way EYDAP contributes to the achievement of the Sustainable Development Objectives 8 «Decent Work & Economic Development», 12 «Responsible Consumption & Production» and 16 «Peace, Justice & Strong Institutions» as defined by the United Nations.

Adherence to public contracts, pertaining to works, supply and services, legislation ensures the Company's maximization of value and safeguards the interests of its shareholders and its employees as well as its other stakeholders ensuring the uninterrupted flow of productive activity, with minimum cost, as well as compliance with the environmental conditions as described in the relevant legislation.

To enhance the transparency of public procurement, the Company will post to the Electronic Online Depository of Administrative Procedures («DIAVGEIA») the notices of all tenders publicized.

The Company, in addressing the risks that may arise from the non-implementation of the law and its amendments, has taken a number of actions to avoid this possibility.

At this point, it should be stressed that during 2017, EYDAP cooperated with approximately 200 suppliers and 198 contracts with a total value of approximately €50 million were signed. Of these contracts 61 concerned Supplies, 128 Services and 9 Supplies and Services (Mixed Contracts).

The main objective of all the Company's procurement activities is to meet the needs of different business units in materials and services from the domestic and international markets:

- **timely,**
- **with high quality,** according to the requirements as described in the individual technical specifications and
- **according to the best financial terms** (cost, payment terms, guarantees, etc.) for all parties involved.

In this way the Company is protected from stoppages, thus ensuring the continuous flow of its productive activity.

Additionally, with regard to suppliers, care is taken to ensure full understanding of the relevant

requirements from the outset, and then be able to be informed in detail through special meetings at a bilateral level.

The exclusion of suppliers against whom an irrevocable court decision has been issued, for any of the above categories, is prescribed by existing legislation (Law 4412/2016, Article 73). Furthermore, the legal and contractual obligations and EYDAP's ethical principles require the respect of the confidentiality of sensitive information concerning the Company and its suppliers, in accordance with the provisions of Article 21 of the Law 4412/2016 on Privacy.

EYDAP's executives directly or indirectly involved in tendering procedures, are prohibited from disclosing information between suppliers and contacting participating suppliers prior to the award of the contract, except for clarification purposes, strictly on issues of technical nature relating to competitive tendering, respecting the principles of equal treatment and non-circumvention of competition. In particular, the list of candidate suppliers, prices offered, payment terms etc. are considered confidential information, not to be disclosed to third parties (Law 4412/2016, Article 257).

Conducting competitive tendering is done under strict rules guaranteeing free competition, equal treatment of suppliers and a healthy partnership between EYDAP and its suppliers. According to Law 4412/2016, EYDAP proceeds with the conclusion of public contracts with suppliers taking into account:

- the ability of exercising business activity,
- their economic and financial capacity,
- their technical and professional ability and,
- their compliance to the quality and environmental management standards.

In particular, with regard to long-term agreements, we emphasize that they are compatible to the principles of free competition, subject to the following conditions:

- to be awarded following competitive procedures,
- technical specifications of products or services to be clear and detailed,
- to be governed by reciprocal obligations and rights between the contractual parties and periodically inspected as to whether they remain competitive.

The Company's obligation to fulfill its contractual obligations to suppliers, with particular emphasis on payments and the availability of the equipment, the means and materials that the contract provides, is a major priority, as this promotes the corporate image of EYDAP, as an integral and reliable member of the business community.

Accordingly, EYDAP expects suppliers to meet their contractual obligations. In order to monitor suppliers' compliance as well as to receive the goods and services provided, Monitoring and Receiving Committees comprised of three or five members, are set up to ensure the proper and lawful execution of the contracts.

Suppliers of materials, equipment & services selected as EYDAP partners in fulfilling their contractual obligations are required to:

- comply with national and European Community law, decrees & regulations,
- meet their contractual obligations,
- meet their obligations regarding the Health and the Safety of their employees and subcontractors,
- comply with environmental legislation,

- refrain from any action that can be interpreted as a bribe or an act of corruption or fraud.

The Monitoring and Acceptance Committee systematically monitors the performance of contracts in terms of meeting their contractual obligations. In the event of failure to comply with the conditions, the competent Committee for Monitoring & Acceptance may, in accordance with Law 4412/2016:

- disqualify the Supplier (article 203),
- impose contractual penalties to the Supplier (article 218), if the contracts relate to services,
- reject the material provided and impose penalties on the Supplier for late delivery of goods (article 208), when contracts relate to supply of goods.

EYDAP, in the context of monitoring all legal changes, keeps constantly training, through specialized seminars, all its executives involved directly or indirectly in the competitive procedures in the current regulatory framework.

In 2017, 9 seminars took place on Law 4412/2016 on the subject of:

- Institutional Framework for Public Contracts for Procurement and Services
- Attachment of a Standardized Document of Formal Declaration (SDFD) / of a Standard European Contractual Document (SECD).
- NEPPS (National Electronic Public Procurement System)
- Drafting of Tender Documents for Studies-Works
- Conducting Electronic Tendering Procedures for Works, Studies & other related Technical Services through the NEPPS Platform.

A total of 95 people (44 employees 51 executives) participated in these seminars.

With respect to compliance with legislation by suppliers in 2017, no incidents of violation of the Law were found relating to:

- child labor,
- forced labor,
- participation in a criminal organization,
- bribery,
- fraud,
- committing acts of terrorism or committing crimes associated with terrorist organizations,
- money laundering by suppliers.

1.5 Entries and Recognition

GRI 102-12, GRI 102-13

EYDAP, as the largest Company in Greece, active in the provision of water supply, sewerage and wastewater treatment services, is a member of Hellenic, European and International Unions that promote international co-operation and monitor developments related to Sustainable Water management.

On 20 January 2017, with the effort and cooperation of EYDAP's International Relations Office, [Aqua Publica Europe](#) BoDs welcomed EYDAP to its family, members of which are the largest European public and municipal water supply and sewerage companies such as Eau de Paris, Vivaqua of Belgium and others. APE is an international non-profit organization, members of which are exclusively public providers, whose sole objective is to address issues of water governance and relative political issues from the aspect of public administration.

Members



Union of Listed Companies

Association of Greek & COMPANIES LTD



Aqua
Public
Europe



ΤΕΧΝΙΚΟ ΕΠΙΜΕΛΗΤΗΡΙΟ ΕΛΛΑΔΟΣ

Technical
Chamber of
Greece



American – Hellenic
chamber of Greece



Greek Institute of Entrepreneurship
and Sustainable Development



Greek Customer
Service Institute



GWOPA - Global
Water Operator's
Partnership Alliance,
UN Habitat



CSR
HELLAS



GREEN
ANGELS

Participation

- European Benchmarking Cooperation (EBC) for the creation of key performance indicators (KPIs).
- National Consumer and Market Council (NCMC – ESKA)

Awards and Distinctions

European Benchmarking Cooperation (EBC) - Malta 2017

European Benchmarking Cooperation (EBC) is an Association of European Water Supply and Sewerage Companies. It was established in 2004 with the purpose of creating a single platform for the comparison of the operational performance of the Water Supply and Sewerage Companies. Its objective is the establishment of objective performance indicators along with the exchange of know-how and best practices for the upgrading of services offered, the reduction of operating costs and improvement of effective operation.

EBC counts as members 43 companies from 17 European countries and EYDAP is the only Greek participation.

At this year's EBC convention, held in Malta in November, EYDAP's team was awarded as "the Benchmarking Coordinator of the Year".



Business Awards : «HRIMA» - George Ouzounis 2017

The 2nd Business Award in the category of «Best Public Sector Company Award» was given to EYDAP in the «Business Awards» organized for the 15th consecutive year by ETHOS MEDIA SA and the investment and financial magazine HRIMA

Impact Bite Awards 2017

Award for the modernization of operations –Management through Objectives

EYDAP: the first Public Sector Company that is awarded for the modernization of its operations.

The first prize for the original implementation of Management through Objectives was given to EYDAP at the Business IT Excellence Awards 2017 Ceremony.

The project refers to the monitoring of the targets implementation of all organizational units and consequently the Company's operational procedures.





2

STRATEGY FOR SUSTAINABLE DEVELOPMENT



2.1 Dialogue with the Stakeholders



GRI 101, GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44

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

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

Business Associations and Bodies	<ul style="list-style-type: none"> • Personal Contact (meetings, phone calls and visits in the areas of interest) • E-mail • Written Communication • Conferences /Seminars • Research 	<ul style="list-style-type: none"> • As Appropriate 	<ul style="list-style-type: none"> • Workers' Health and Safety • Employment • Diversity and Equal Opportunities • Human Rights in the Workplace • Internal Communication • Training and Education
Suppliers and Contractors	<ul style="list-style-type: none"> • Personal Contact (meetings, phone calls and visits in the areas of interest) • E-mail • Written Communication • Announcements/ Proclamations 	<ul style="list-style-type: none"> • Daily • As Appropriate 	<ul style="list-style-type: none"> • Consumer Health and Safety - Water Quality (Water Supply) • Access to Clean Water Sustainability of Water Resources, Network Coverage (Water supply) • Anti-Corruption • Reliable Network & Water Efficiency (Water Supply) • Consumer Health & Safety (Sewerage System) • Debt Repayment
Local Communities/ Local Governance	<ul style="list-style-type: none"> • 1022 • Personal Contact (meetings, phone calls and visits in the areas of interest) • Written Communication • E-mail • Conferences 	<ul style="list-style-type: none"> • Daily • As Appropriate 	<ul style="list-style-type: none"> • Reliable Network & Water Efficiency (Water Supply) • Consumer Health and Safety - Water Quality (Water Supply) • Consumer Health and Safety (Sewerage) • Climate Change • Solid Waste Management (Circular Economy) • Environmental Compliance
Wider Society (through Mass Media/ Journalists)	<ul style="list-style-type: none"> • Entries in Daily Newspapers • Contact Form • Social Media 	<ul style="list-style-type: none"> • Daily • Weekly • As Appropriate 	<ul style="list-style-type: none"> • Consumer Health and Safety - Water Quality (Water Supply) • Affordable Pricing • Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply) • Consumer Health & Safety (Sewerage System) • Protection and Saving Water (Circular Economy) • Reliable Network & Water Efficiency (Water Supply)
Non-Governmental Organizations (NGO's)	<ul style="list-style-type: none"> • Personal Contact (meetings, phone calls and visits in the areas of interest) • E-mail • Written Communication • Conferences/ Events 	<ul style="list-style-type: none"> • As Appropriate 	<ul style="list-style-type: none"> • Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply) • Reliable Network & Water Efficiency (Water Supply) • Environmental Compliance • Indirect Economic and Social Impact • Raising Environmental Awareness & Sensitivity • Licensing and Regulatory Compliance • Anti-Corruption • Consumer Health & Safety - Water Quality (Water Supply) • Protection and Saving Water (Circular Economy) • Solid Waste Management (Circular Economy) • Protection of the Marine Environment (Wastewater Management)
State and Regulatory Authorities	<ul style="list-style-type: none"> • Personal Contact (meetings, phone calls and visits in the areas of interest) • E-mail • Written Communication • Conferences/ Events 	<ul style="list-style-type: none"> • Regularly • As Appropriate 	<ul style="list-style-type: none"> • Consumer Health and Safety - Water Quality (Water Supply) • Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply) • Reliable Network & Water Efficiency (Water Supply) • Consumer Health & Safety (Sewerage System) • Informing Consumers • Climate Change • Protection and Saving Water (Circular Economy) • Solid Waste Management (Circular Economy) • Protection of the Marine Environment (Wastewater Management) • Environmental Compliance

Academic Community	<ul style="list-style-type: none"> • Personal Contact (meetings, phone calls and visits in the areas of interest) • E-mail • Written Communication • Research Programs • Educational Programs 	<ul style="list-style-type: none"> • Upon request • Regularly • Annually in summer • As Appropriate 	<ul style="list-style-type: none"> • Consumer Health and Safety - Water Quality (Water Supply) • Consumer Health and Safety (Sewerage System) • Anti-Corruption • Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply) • Reliable Network and Water Efficiency (Water Supply) • Debt Repayment • Informing Consumers • Precautionary Measures for Emergency Situations
Shareholders and Investor Community	<ul style="list-style-type: none"> • Personal Contact (meetings, phone calls and visits in the areas of interest) • E-mail • Written Communication • General Meetings 	<ul style="list-style-type: none"> • Regularly • As Appropriate 	<ul style="list-style-type: none"> • Direct Economic Impact Licensing and Regulatory Compliance • Business Strategy • Privatization of EYDAP • Agreement with the Greek State • R & D

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

2.2 Analysis of Material Topics of Sustainable Development



GRI 102-46, GRI 102-47

In early 2017, EYDAP carried out a materiality analysis with the participation of internal and external stakeholders, aiming to define the material issues of sustainable development and consequently the contents of the 2016 Report and of 2017. Material Topics are those that reflect the major economic, environmental and social impact of the Company or those that influence considerably the evaluation and decisions of its stakeholders.

EYDAP will use this materiality analysis for the revision and improvement of its wider strategy for sustainable development. The analysis was carried out for the first time according to the International Standards of GRI Sustainability Reports. The methodology of materiality analysis on issues of sustainable development is presented below.

1st Phase: Recognition of related topics

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

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

2nd Phase: Prioritization of Topics

In the second phase, EYDAP carried out a materiality analysis, topics that reflect its major economic, social and environmental impact according to the new GRI Standards and the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development. These constituted the reference framework for the prioritization of EYDAP's topics regarding their influence on the Sustainable Development, taking always into account the GRI Principles of Stakeholders Engagement and Sustainability Context.

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

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

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

For the last criterion, EYDAP conducted a digital research with its stakeholders on a random sample of 820 representatives of the stakeholders. The results improved the qualitative analysis of material aspects and contributed to a deeper understanding of the expectations and concerns of the participating groups. The analysis results are presented on the materiality map that follows.

3rd Phase: Validation of the Results

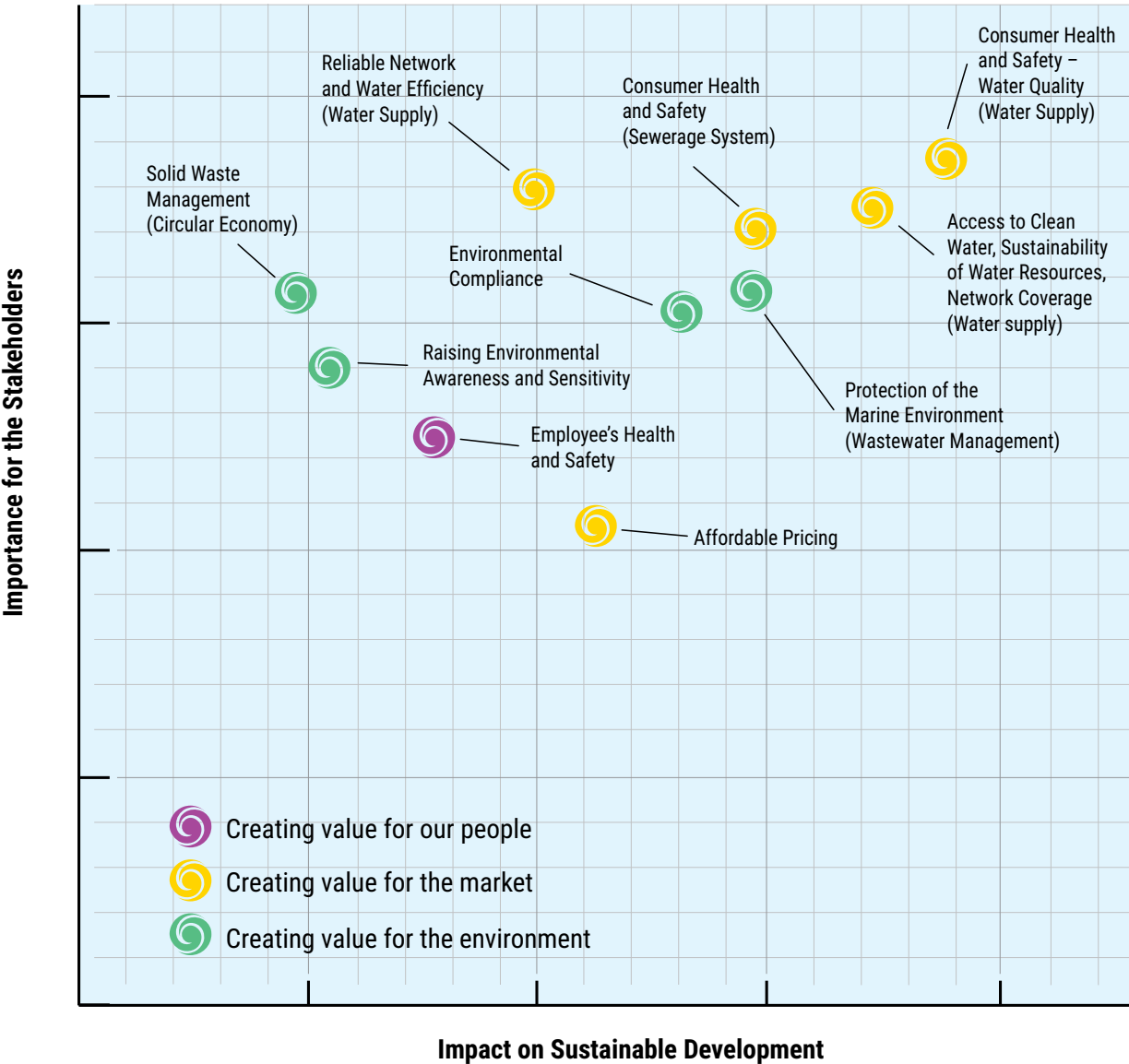
In the third Phase of the analysis, the results of prioritization were validated by Senior Management. During the process, the GRI Principle of Completeness and Stakeholder Engagement were taken into consideration.

As a result of this analysis, 10 topics were defined and selected to be included in the 2016 & 2017 Reports, shown in the following table along with their boundaries.

These material issues of sustainable development are further analyzed in the sub-chapters of the Reports.

The materiality map that follows presents the 28 relevant topics of sustainable development prioritized according to the materiality analysis.

EYDAP's Materiality Map - 2016










Sustainable Development Goals

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

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



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

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

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





3

CREATING VALUE
FOR OUR PEOPLE





3.1 Employment



How do we manage it?

GRI 103-2

Our people are the powerful and constantly evolving intellectual capital of the Company. Recruitment with specialized personnel takes place under both long-term and fixed-term contract, so as to ensure that our needs are always met and to be able to respond timely to the vital needs of water supply and sewerage of the inhabitants of the wider Attica region.

The Company has repeatedly highlighted the importance and necessity of the recruitment of workers under both open-ended and fixed term contracts, in order to ensure its proper operation (water supply, sewerage, meter reading etc) and the fulfillment of its social perspective.

In this context, EYDAP has occasionally proclaimed 8-month job vacancies in order to avoid the risk of failing to respond to the imperative requirements for clean water supply, sewerage services, etc., especially in periods of increased demand.

Recruitment is always carried out under the relevant legal framework and through ASEP, which ensures the objectivity and transparency of the process.

With regards to employment, EYDAP aims at recruiting under both open-ended and fixed term contracts, in order to ensure its proper operation and the realization of its projects.



The hitherto restrictions in recruitment due to Law 3833/2010 have led to a steady decrease of the number of employees and to the aging of the staff.

Meanwhile, the growing needs of the Company and the expansion of its activities (new geographical areas are integrated in the water supply and sewerage network) have led to the imperative need of recruiting permanent staff. Newcomers will further develop and give a creative flair to the Company. For this reason, in 2017, a tender for the recruitment of permanent staff was prepared and two competitions for fixed term (of 8 and 18 months) contractual staff were launched.

How do we evaluate our approach?

GRI 401-1, GRI 102-8, GRI 102-41, GRI 103-3, GRI 401-2, GRI 401-3

The Human Resources Department and its Services (Personnel, Payroll Service, General Secretariat Service, Medical Healthcare Service and Administrative Health Care Service) is certified with ISO, which was fully renewed in May 2017 in order to comply with the requirements of the latest version of the ISO 9001: 2015 standard.

HUMAN RESOURCE FACTS						
	Men 		Women 		Total	
Attica	2017	2016	2017	2016	2017	2016
Permanent	1,518	1,526	631	635	2,149	2,161
Fixed-term	164	97	111	60	275	157
Total	1,682	1,623	742	695	2,424	2,318
Boeotia	2017	2016	2017	2016	2017	2016
Permanent	75	85	4	4	79	89
Fixed-term	5	3	0	0	5	3
Total	80	88	4	4	84	92
Phocis	2017	2016	2017	2016	2017	2016
Permanent	25	27	6	6	31	33
Fixed-term	4	3	1	0	5	3
Total	29	30	7	6	36	36
Aitolokarnania	2017	2016	2017	2016	2017	2016
Permanent	11	11	0	0	11	11
Fixed-term	0	0	0	0	0	0
Total	11	11	0	0	11	11
TOTAL	2017	2016	2017	2016	2017	2016
Permanent	1,629	1,649	641	645	2,270	2,294
Fixed-term	173	103	112	60	285	163
Total	1,802	1,752	753	705	2,555	2,457

Notes:

- Data with effective date as of 31.12.2017
- The number of contract employees concerns: 8-month contracts and contractual cleaners
- Students and trainee lawyers are not taken into account as they are not considered as employees of the Company

The 88.85% of EYDAP's employees are under a Collective Labour Agreement. It is only the 11.15%, who work under a fixed-term contract and are not covered by the above Collective Agreement. Instead they are under the status of the General Provisions of Labour Law.

The particularity, the undeniable difficulty and the risk involved in our activities, make apparent the necessity for the recruitment of highly educated staff. EYDAP, in order to meet this need and to respond to the contemporary requirements of a modern company, employs a large number of personnel who have a university background and hold a 2nd degree or a postgraduate diploma or a PhD. More specifically, 618 employees are graduates of higher education. Out of these 7 hold a second university degree, 131 hold a postgraduate degree and 33 hold a PhD.

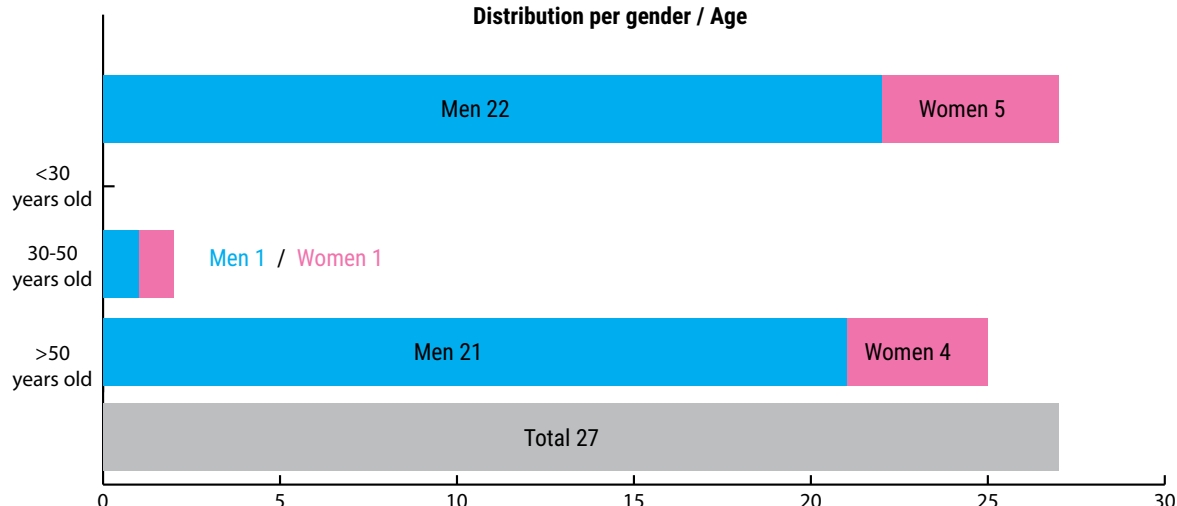
The promotion of staff depends to a large extent on appraisal and specific evaluation criteria. This procedure runs every year and is foreseen by the Staff Regulations. However, and according to Law 4046/2012, from February 14th, 2012 no salary increase is permitted.

In 2017, EYDAP, in order to meet its urgent and seasonal demands, announced the vacancy of
a) 220 workers, drivers, meter- readers, electricians and mechanics for 8 months (GMO 1/2017)
b) 57 cleaners for 18 months.

RECRUITMENT OF CONTRACTORS Recruitment in 2017*



WITHDRAWALS** Distribution per gender / Age



Notes:

* Data with effective data as of 31.12.2017, concerning the contractual employees

* New recruitments concern only workers with a fixer-term contract of 8months and cleaners under a fixed -term contract too.

* Students and trainee lawyers are not taken into account as they are not considered as Company employees.

** Withdrawals concern only permanent employees.

** Out of the total number of withdrawals (refers to permanent employees), 3 were working at the Company's facilities at the Municipality of Boiotia, whereas the rest were working within the Municipality of Attica

The Company offers significant benefits to permanent workers. Such benefits include Health Service, which refers to the medical and pharmaceutical insurance coverage of the employees, private insurance coverage and the provision of a lump sum upon retirement.

The benefits to permanent workers in all areas of activity are:

- *Insurance*
- *Private insurance coverage for employees and their children*
- *Compensation by the insurance company in case of partial or total disability to work, caused by accident at the workplace or in case of retirement with a disability*
- *Nine-month parental leave, for the upbringing of the newborn, to either the mother or the father*
- *Pension Insurance Contract for doctors (upon request)*
- *Pension Insurance Contract for engineers and lawyers (upon request)*
- *Provision of a lump sum upon retirement*
- *Payroll every fortnight*
- *Holding of shares*
- *Funding for learning one foreign language*
- *Funding for children summer camps*
- *Funding employees for undergraduate or postgraduate studies*
- *Loans to cover employees' children school and university expenditures*

More specifically, in 2017, 16 employees (12 Men and 4 Women) were granted a 9-month maternity/paternity leave for the upbringing of their newborn(Law 4342 / 23-12-2015).

CULTURAL CENTER OF EMPLOYEES

The Cultural Centre of EYDAP's Employees, with is long

presence contributes definitely to the development of meaningful relations between the employees and to the enhancement of team spirit and collaboration.

For this reason, activities which promote culture and positive interaction of people take place throughout the year. The employees, as part of a group, may experience mountaineering; acting or singing as part of a choir, attendance of theatrical plays or guided tours to exhibitions and archaeological sites. It also offers the opportunity to the Company's employees to donate blood and platelets, a procedure that takes place 3 times per year at the company's premises.

THE RIGHT TO SYNDICALISM

The constitutional right of being part of a trade union is exercised by the employees of EYDAP through the EYDAP Employees' Union, which was founded in 1979. It is a Secondary Trade Union Organization and represents the Company's employees.

The aim of the Union is to study, protect and promote the 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 claim the improvement of the employee working conditions through dialogue and cooperation with the Company's higher 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 acts for the establishment of the Collective Labour Agreements. Furthermore, the Union actively participates in the meetings of the Administrative and Disciplinary Boards and other entities. Finally, the Union has a presence in the Board of Directors of EYDAP with 2 members, with the right to vote.

EYDAP supports young people in their efforts to improve their education, to familiarize themselves with the working environment and to gain experience in a real workplace environment.

SUPPORT TO YOUNG PEOPLE

In this context, 360 students of higher education (undergraduates or postgraduates) were employed during the summer months of July and August of 2017, following a decision of the Board of Directors of the Company.

During 2017, 245 students of Technological Education (A.T.E.I.) have either begun or have completed their internship, as suggested in their curriculum, at the

Company's facilities, thus acquiring substantial knowledge and training in their educational fields. EYDAP materializes this for years and the students' preference for the Company continues to be great. This success is the result of the good collaboration between the Educational Institutions and the Managers of the Company and of course of the trainees themselves

Lastly, in 2017, following the decision of the EYDAP's Board of Directors and within the framework of its affiliation with the «Workplace Education Program», 28 apprentices from vocational high schools (EPAL) were recruited.

EYDAP, as the largest company in its field, aims with this decision to contribute to the successful implementation of this principle for the benefit of both the apprentices and the local community. The apprentices are trained in the workplace for 9 months and this, in combination with the educational program at University, will enable them to certify their knowledge and enter easier into the job market. Apprentices work in the areas of their expertise i.e. in both technical and managerial fields. Furthermore, they have full insurance coverage with EFKA and they receive a 12 day-annual leave, as required by law.

3.2 Training and Education



Continuous training of EYDAP's employees in new technologies and innovative knowledge in general is a prerequisite for the Company itself, as the knowledge gained serves for its better functioning, more efficient management of its operations, the development of its staff, its customer service, communication, etc, for the enhancement of the Company's shared value.

How do we manage it and how do we evaluate our approach?

GRI 103-2, GRI 103-3, GRI 404-1

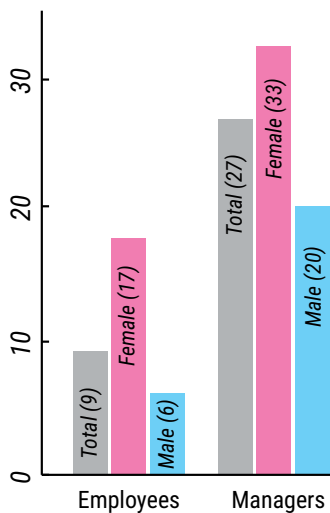
The Human Resources Training and Development Directorate in 2017 offered 82 training courses (technical, administration, finance, computer systems, etc.), implemented in 131 training seminars, while 887 employees were trained and put their knowledge into immediate use.

EYDAP additionally gives the opportunity to its employees to obtain a bachelor's or postgraduate degree or a specialization from Higher Education Institutions by covering tuition fees, provided the object of studies is related to the main or supporting activities of the Company. It also encourages the participation of its employees in seminars, conferences, training in new technologies, tactics of self-defense and security (armed guards). In 2017,

10 employees applied for and received part or all of the tuition fees to study.

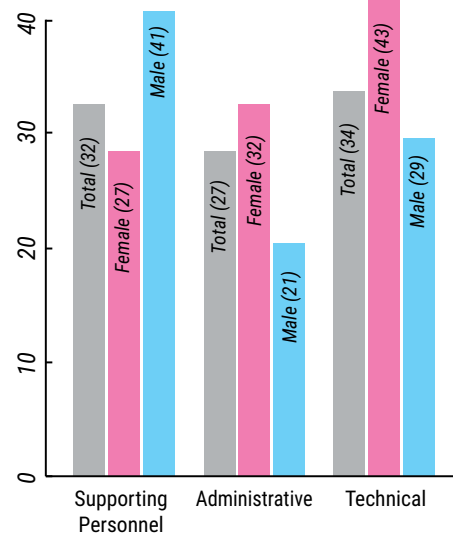
The Human Resources Training and Development Directorate and its Services (Educational Programs Evaluation & Assessment of Educational Programs Service and Training and Educating Support Service) are ISO 9001:2015 certified.

**Average Hours of training
Human Resources per Level***



* The average hours of training has been calculated per trainee of each level.

**Average hours of training
employees per Function***



* The average hours of training have been calculated per trainee of each function.

3.3 Worker's Health and Safety

Why is it material?



GRI 103-1

Ensuring health and safety conditions for employees is an indisputable right and at the same time an obligation of the company. EYDAP acknowledging that its activity (Water Supply – Sewerage Services - Wastewater Treatment) involves many and serious risks to its employees' Health and Safety, is taking

measures to prevent and avoid any work-related accidents.

Due to the large volume of its activities, EYDAP holds a contractual agreement with partners to get assistance in various technical activities, on

condition that security measures will be adopted and monitored, as required by current legislation. Control is carried out by supervising engineers.

By managing responsibly the issue of Health and Safety in the workplace, EYDAP's contributing to the achievement of Sustainable Development Objectives 3 «GOOD HEALTH AND Prosperity» and 8 «DECENT WORK AND ECONOMIC DEVELOPMENT» as defined by the United Nations.

Worker's Health and Safety Risks

- i. Misuse of Personal Protective Equipment and failure to apply security measures
- ii. Insufficient staff training
- iii. Little experience (workers with short-term contracts)
- iv. Use of non-certified tools
- v. Non-implementation of Occupational Risk Assessment.
- vi. Failure to comply with the Traffic Code when transporting workers.

Beyond the obvious risk to workers' health and economic impact of accidents in the workplace (lost labour hours, damages etc), there is also the risk of possible loss of confidence of the workforce to the employer, and also the loss of credibility of the company on behalf of consumers and partners.

How do we manage it?

GRI 103-2

Within the framework of managing this material issue, EYDAP has IPPS (Internal Protection & Prevention Service) staffed by Security Technicians (ST) and Occupational Physicians (OP) conducting hundreds of inspections (per year) in the places of work. IPPS is consulting the administration and they are both working with great care towards the reduction of occupational hazards.

The Security Technicians and the Occupational Physicians are responsible for preparing Health and Safety directives, upgrading standards for PPE (Personal Protective Equipment), WAOH (Written Assessments of Occupational Hazard), the pilot implementation of the OHSAS 1800001 Health & Safety System, measurement of harmful factors, publication of brochures.

Furthermore, EYDAP by implementing Law 3850/2010 (Codification of the entire Labour Legislation) has established a Health and Safety Commission for Workers (HSCW) composed of elected representatives, whose objective is to identify hazards, highlighting any problems (related to Health & Safety) in places of work etc.



Additionally, EYDAP by acknowledging the fact that Safety and Health in the Workplace and the prevention of occupational hazard are, not only legal and moral obligations but business necessity for the safeguarding of the Health and the Safety of its Workers as well as its Sustainable Development, it updated its Health & Safety Policy Statement. The Company in 2017 started the development and implementation of a Health & Safety Management System in the Workplace, in accordance with GSO

1801 (Greek Standardization Organization) and OHSAS 18001, which will be completed in 2018.

Safeguarding the Health and Safety of employees is a long-standing policy in all of our activities and it is linked to the observance of the following principles:

- **Compliance** of EYDAP with all current laws and regulations and application of programs to ensure it, creating additionally its own Health & Safety Guidelines.
- **Prevention** of accidents at work by applying procedures. Furthermore, present Policy Statement covers EYDAP's facilities and equipment against deterioration, hardware failure or destruction, as well as third parties and the environment from its activities.
- **Communication** with employees through training using in-depth seminars on health and safety at work, posting instructions, setting working procedures, mailing monthly Health & Safety messages, and finally through monitoring, documenting and assessing the safety level continually improve it.
- **Commitment** to continuous evaluation of occupational hazards, to assessment of these risks and implementation of necessary control measures, to protective and preventive measures for a safe working environment, to prevention of injuries, to elimination of accidents at work and occupational diseases.

How do we evaluate our approach?

GRI 103-3, GRI 403-2

Types of injuries and injury rates, occupational diseases, lost working days and unauthorized absences from work, and total number of work-related deaths

Number of work-related deaths	Male	Female	Total
Number of work-related deaths during the period considered	0	0	0
Injury Rate (IR)	Male	Female	Total
Total number of work-related injuries during the period considered	14	4	18
Total working hours during the period considered	3,114,504	1,287,216	4,401,720
Injury Rate (IR)	0,89901955	0,62149631	0,81786211
Occupational Diseases rate (ODR)	Male	Female	Total
Total cases of occupational diseases during the period considered	0	0	0
Total work hours during the period considered	3,114,504	1,287,216	4,401,720
Occupational Diseases Rate (ODR)	0	0	0
Lost work days rate (LDR)	Male	Female	Total
Total number of lost work days during the period considered	665	176	841
Total work days during the period considered	475,329	198,290	673,619
Lost days rate (LDR)	0,00017488	0,00011095	0,00124848
Absence rate (AR)	Male	Female	Total
Total number of days of absence during the considered period.	1.850	423	2.273
Total number of workdays during the period considered	475,329	198,290	673,619
Unauthorized absences rate (AR)	0,39%	0,21%	0,34%

Clarifications:

1. The Company's Health and Safety Policy applies to all employees, regardless of their type of contract. For this reason only the "Employees" field has been filled in the chart above. IPPD does not discriminate between EYDAP's employees based on the type of their contract.

2. All Workplace Accidents (WA) are reported to IPPD through a workplace accident report, regardless of severity and degree of injury.

3. WA statistical data are collected from:

- The report and the investigation of a Workplace Accident.
- The «Accidents Record» kept by the IPPD in which the main information of the WA is recorded (date, hour, worker's number, place, type of injury, victim's department, sex, days of absence due to sickness).
- Health Services (days of recovery) and Human Resources (hours of work, leaves, of absence and so on).

This statistical processing of data (WA number, recovery days, victim's sex, accident site, etc.) through the use of excel spreadsheets is being incorporated into the «Annual Activity Report» sent by IPPD to EYDAP's higher management at the beginning of the year and it refers to the employees of the Company (as mentioned above) not partners.

4. "Sick days" refer to calendar days.

5. "Sick days" begin from the day of the accident, if this happened near the beginning of the workday, or the next day, if this happened near the end of the workday.

For workers' groups who run an occupational disease risk, such as workers in Sewage Sectors, IPPD / EYDAP has proposed and EYDAP's Higher Management has accepted, the necessary preventive and precautionary measures:

- preventive vaccination against hepatitis B
 - distribution of personal protective equipment
 - annual preventive medical checks.
- Furthermore, all personnel, depending on their position get:
- All necessary equipment for the prevention of workplace accidents (Management Bulletin 22/15).
 - Annual seminars are carried out by the Security Technicians at the workplace, (at least one seminar per Department depending on the needs) in which they highlight workplace risks and ways to be avoided, the necessity and proper use of MPPs, the proper application of protection means, instructions for the use of fire extinguishers, instructions in case of an earthquake, instructions on proper manual labor etc.

IPPD's aim is to cooperate with the Directorate of Training for the establishment of a Health and Safety ETC.

**In EYDAP, in 2017
there was **NO** incident of
occupational disease and
no loss record of **human
life** loss (worker's death), due
to occupational
disease**

3.4 Human Rights at Work



How do we manage it?

GRI 103-2

EYDAP, in the context of social responsibility and its obligations, devotes the appropriate attention to the safeguarding of human rights at work and to the elimination of discrimination.

This attitude is reinforced by EYDAP's Internal Staff Regulations where in article 5 it is clearly stated that «employees of the Company must respect their colleagues, cooperate with them for the promotion of it's mission and the achievement of the Company's goals, be courteous and behave properly».

Workers' rights are safeguarded through Collective Agreements and compliance with legislation, i.e. respect for leaves, consistent and uninterrupted pay, health insurance and hospital care coverage for workers and their insured members, good facilities, pleasing work areas with ergonomic office equipment and sufficient technical equipment to ensure good employee performance.

At the same time, EYDAP has incorporated into its staff **232 people**, in accordance with the provisions of Law 1648/1986 (Law 2643/98).

How do we evaluate our approach?

GRI 103-3, GRI 405-1, GRI 405-2, GRI 406-1

MANAGEMENT BOARD COMPOSITION AND EMPLOYEES ANALYSIS

Board of Directors [2017]*				
	<30 years	30-50 years	>50 years	TOTAL
MALES	0	6	7	13
FEMALES	0	0	0	0
TOTAL	0	6	7	13
Managers [2017] **				
	<30 years	30-50 years	>50 years	TOTAL
MALES	0	46	78	124
FEMALES	0	74	64	138
TOTAL	0	120	142	262
REMAINING EMPLOYEES [2017] ***				
	<30 years	30-50 years	>50 years	TOTAL
MALES	0	566	937	1503
FEMALES	0	252	250	502
TOTAL	0	818	1187	2005
Total [2017]				
	<30 years	30-50 years	>50 years	TOTAL
MALES	0	618	1022	1.640
FEMALES	0	326	314	640
TOTAL	0	944	1336	2.280

Note:

* The Board of Directors of the Company consists of 13 persons, as provided for in paragraph 1 of Article 11 of the Charter. All members of the Board of Directors are men over 30 and up to 69 years of age.

**Management: Managers, Deputy Directors, Directors, Assistant General Directors, General Directors.

*** The percentages of the table for the remaining employees in 2017 have been calculated on the total number of permanent employees.

For all the Company's permanent staff, the minimum wages as well as the allowances are defined by the Collective Agreement and there is no distinction in terms of gender or age.

Everyone has the right and is encouraged to participate in educational and training programs provided mainly by EYDAP's Human Resources Education and Development Directorate.

There has **never** been an issue of **unequal** treatment and discrimination towards an employee due to **gender, age, religion, sexual orientation, disability, etc.**

A decorative graphic consisting of a solid green vertical bar at the top center, containing a large white number '4'. Below this bar are three horizontal green bars. To the left of these horizontal bars is a diagonal stack of several semi-transparent green bars of varying lengths, creating a sense of depth and movement.

4

CREATING VALUE
FOR THE SOCIETY



4.1 Development of Environmental Conscience & Awareness

Why is it material?



GRI 103-1

Nowadays, at global level, a great effort is being put into the preservation of balance in nature and the protection of natural resources, since human activity is disrupting and destroying natural environment with unpredictable consequences for the future of humanity. The awakening of worldwide community for water protection and preservation is within this context since, according to estimations; in 2025 one out of three residents of the planet will experience water scarcity and drought.

EYDAP, being the largest company in Greece that operates in the sector of water cycle, in recognition of its responsibility mainly towards the coming generations, focuses on the constant education and awareness of the citizens for the importance of the rational use of water, and by extension, of the resource. Our target is the communication of the huge work that is “hidden” behind the water supply and sewerage services, from a technical and scientific point of view, and specifically the excellent quality of Athens’ drinking water.

With the belief, that the encouragement of a critical and holistic thinking for the environment is closely connected to education – in any form, EYDAP has integrated in its activities educational programs addressed to all educational levels as well as to clubs and associations.

In this way, EYDAP contributes to the achievement of Goal 4 “QUALITY EDUCATION” and 12 “RESPONSIBLE CONSUMPTION AND PRODUCTION”, as defined by the United Nations.

How do we manage it?

GRI 103-2

It is our objective the contribution to the formulation of environmentally conscious and responsible citizens, implementing and supporting actions and initiatives which promote the cultivation of environmental consciousness and Sustainability.

In this context, EYDAP :

- Has an environmental section on its official website, aiming at the communication of the importance and the protection of the natural resource.
- Includes regularly in water bills informative leaflets for the rational use of water.
- Has on its official website audiovisual material, specially designed for children, based on 3D technology for their awareness for the rational use of water, the protection of the natural resources and the environment.
- Has, on its official website electronic games that explain to children, in an interactive way, the procedure followed by EYDAP for the cleaning of water, in order to make it drinkable, and for the biological treatment of effluents before they return to nature.
- Cooperates with environmental organizations and NGOs for the development of joint acts and initiatives in order to inform the public and the student community for the rational use of water.
- Grants organizations, in the context of active

participation in the development of environmental consciousness, who act aiming at environmental awakening.

- Participates in funded research programs and conferences for the sustainability of water resources.
- Organizes seminars, meetings and events in-house and outside the Company. On the occasion of the **World Water Day, on the 22nd of March**, EYDAP organizes events every year, addressing the general public, in order to inform and raise awareness. On 22nd of March 2017, EYDAP honoured the World Water Day. The festive events opened with a concert, as part of the cycle "New Greek Soloists- Sundays at Parnassus". On the day there was a presentation of the upgraded version of our environmental educational programme, that is held at the Water Treatment Plant at Galatsi.
- Implements educational programs, addressing entities and students of all educational levels, aiming at environmental awareness. About 16,000 students attend these programmes every year for free and receive booklets, stationery, etc

Environmental Educational Programs

EYDAP organizes and offers for free Environmental Educational Programs addressing all education levels, with necessary modifications. The programs are presented by specialized employees and conducted within our premises. Specifically:

- In **EYDAP's Water Treatment Plant at Galatsi**, the renewed educational program "Stagonoulis' journey" (meaning "the Droplet's journey") is presented in a new hall specially designed to cover this need, equipped with a modern

audiovisual system. It offers the children valuable knowledge for the water cycle and its important role in nature. Through rich audiovisual material,



children follow "**Stagonoulis**" at all stages of water's natural cycle, treatment, distribution and use, as well its biological processing. Children learn about water pollution and easy water saving methods.

- Meanwhile, the little visitors are guided along the journey of the drop through educational activities and games that combine fun and knowledge. Our aim is children to comprehend the whole cycle of the most valuable resource, the water, and to learn how to consume without harming the environment, thus contributing to planet's protection.
- The **Marathon Dam**, a work of historical importance, colossal for the era from a technical point of view,

and of huge importance for Attica's Sustainability. The Dam attracts the visit of schools, universities, associations and other entities. It's the only Dam in the world coated with Pentelikon marble, the same



marble used for the construction of Parthenon.

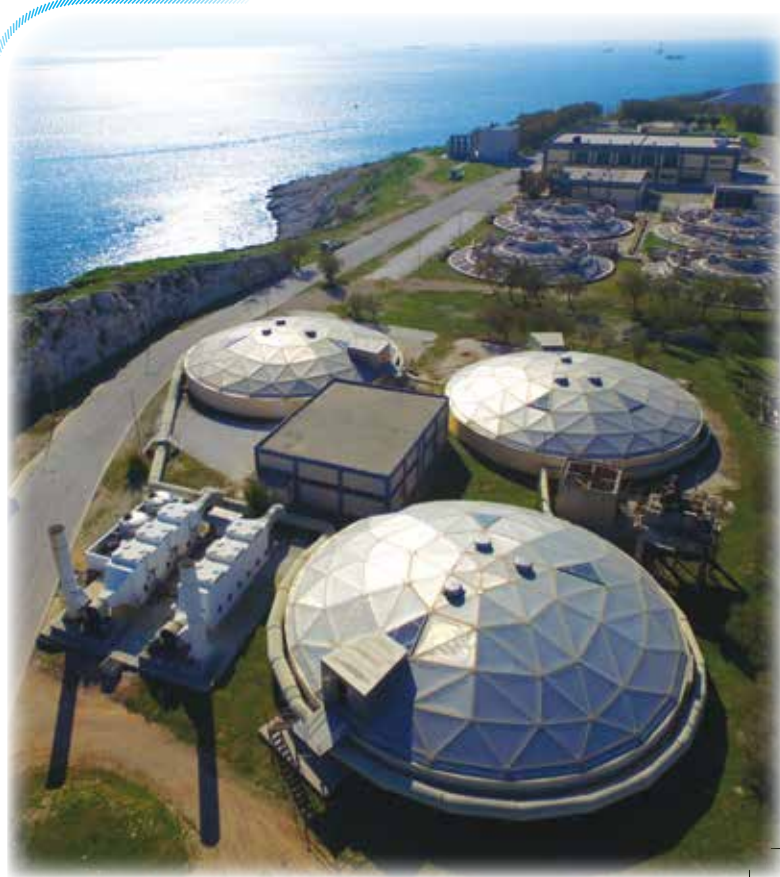
The Dam is arch shaped, with a length of 285 metres and a height of 54 metres. Its construction began in October 1926 and was completed in October 1929 by ULEN & CO. Near the Dam, in one of the old stone buildings (constructed in 1926 for the accommodation of the workers), recently renovated and specially reformed, the presentation of the main historical data concerning the water supply of Athens is hosted. Meanwhile, there is a projection of a 22 minutes film, dated back to 1920, saved by the staff of EYDAP and preserved with the collaboration of the Greek Film Archive and specialists from Bologna, Italy.

The presentation refers to the construction of the Marathon Dam and additional works between 1926-1929. The visit includes a guided tour to Water

Museum, where tools and work objects from the time of the Dam's construction are exhibited, a visit to the highest point of the Dam and occasionally to the "temple", which is situated at its lowest part and is a replica of the Athenian Thesaurus at Delphi, in honour of their historical triumph at the Battle of Marathon in 490 B.C.

Before the projection of the film, there is an introductory briefing of the visitors, in order to raise environmental awareness and make them conceive the importance of the dam project, which upgraded the living conditions of the citizens of Attica, in these difficult years. The visitors, children and adults, always leave excited by the program and the surrounding area.

- The **Psytalia Wastewater Treatment Plant (WWTP)** is one of the largest wastewater treatment plants at EU level. EYDAP, willing to contribute to the environmental awareness and sensitivity mainly of young people, and at the



same time highlight its beneficial effects for the Saronic Gulf, receives visitors of almost all educational levels from Greece and abroad. Visitors are given a tailored guided tour of the installations by EYDAP's staff.

- The **Water Treatment Plant at Aspropirgos** is one of the most contemporary water treatment plants in our country and one out of the four that EYDAP operates. Guided tours are offered to school kids and students and other entities from Greece and abroad.



How do we evaluate our approach?

GRI 103-3, EYDAP indicator

Approximately 16,000 people attended EYDAP's educational program.

In more details:

- In **EYDAP's Water Treatment Plants at Galatsi**, the educational program "Stagonoulis' journey" was attended by 9,750 students from 150 schools (an 8% increase in relation to last year).
- EYDAP's installations at the **Marathon Dam** were visited by 4,956 students and 950 people from other various sectors (the same number as 2016).
- The following visits were made at the **Psytalia WWT**:
 - 4 visits by Greek Institutes of higher education (about 160 people),
 - 2 visits by schools of secondary education (about 40 people),
 - 4 visits by EYDAP's Services staff and students in internship (about 50 people),
 - 1 visit by a specialized scientific team (about 40 people), and
 - 8 visits by foreign entities (about 80 people).
- 180 people visited the **Aspropyrgos WWTP**. Out of these 150 were students of the Technical University.

With regard to the educational programme "Stagonoulis' journey", as derives from the analysis and processing of the questionnaires given to the teachers for the evaluation of the program for 2017, 99% replied that they are fully satisfied with the program, and 99% answered that the program was an immense contribution to the kid's knowledge.

4.2 Actions of Social Solidarity and Preservation of Cultural Heritage



EYDAP'S HISTORICAL ARCHIVE

EYDAP, having a long history in water management and owing one of the biggest networks in Europe, has in her hands documentation, which is preserved from the beginnings of the 20th century, with precious information not only for the history of water but also for the city of Athens itself, and in general for the modern history of Greece.

With a view to promoting production and preservation of culture, EYDAP preserves various kinds of documentation that records the history of water and the importance of the role of EYDAP in the formation and development of the Athenian society, through the building of the water and sewerage infrastructure. In particular, in the context of corporate social responsibility, the Company seeks to raise awareness of society in matters relating to the safeguarding and prominence of cultural heritage, through actions in the field of culture.

EYDAP since 2016 started as an in-house project the management of its historical archive, by applying the principles of preservation and following international standards. The adoption of best practices aims at the preservation of this historical archive and its use in many ways. With the use of international digitization standards, our historical archive is constantly being enriched and documented as part of a major project in progress with the potential of promotion and future interconnection with other archives in relation to water agenda. The Historical Archive of EYDAP has a rich material of historic importance, which is mainly composed of:

- Photo record
(negatives, photographic plates, photographs)
- Audiovisual material
- Maps
- Three-dimensional objects

By the already collected documentation, the Archive is distinguished into the following thematic sections: the area of Marathon, the area of Galatsi, the additional works in Attica, the area of Yliki, the area of Psittalia. It is worth noticing that the thematic section of Marathon is our richest source and has to do with the technical works that took place between 1926-1930 and refers to the construction of the Dam and the artificial Marathon Lake. The documentation has to do with the stone made Marathon Dam of 285 meters length and 54 meters height, where 900 people worked. The project included the construction of the 13.4 km long Mpogiati Tunnel and the transfer of water from Marathona to Athens. The construction of the Water Treatment Plant at Galatsi was completed during the same period.

The Management of the Historical Archive has to do with the collection, the recording and documentation on the basis of the international standard «Dublin Core», along with the safeguarding of the preservation conditions of the originals. It also involves the digitization of this historical material, for its optimal preservation, access and exploitation, according to international standards. This stage includes the digitization of the material with the use of technology,

the processing of the original digital material (removal of dust and physical signs, tone and colour treatment), the digital archiving and documentation.

The ultimate aim of this project is the best utilization of our cultural heritage, as an offer to society. Through this project we seek to understand and reconstruct the history of EYDAP and its people.

Following an extroverted policy, EYDAP has launched a series of actions and events, through the exploitation of the existing archival material of historical significance, as:

- Publishing the Album, a research work: "Aquatic Historiography: A chronicle of Water Management in the Attica Region".
- The enrichment of our archival material through the cooperation with external Archival entities, such as the bestowal of Dimitrios P. Sinadinou's Archive, of the Stavropoulos Foundation, that mainly highlights the important work of the "Greater Athens Sewerage Organization (OAP S.A.)" in the 70's.
- The best use of the archival material for the Company's promotion at international exhibitions, such as the International Exhibition "2017 Seoul Biennale of Urbanism and Architecture", which was held in Seoul, South Korea.

The preservation, management and diffusion of EYDAP's documentation of historical meaning are part of a wider effort for the development of an internal cultural conscience, an effort defined as EYDAP's Culture Network.

The Network is expected to cultivate, through the adoption of an integrated policy and identity through the development of a united policy and identity, such as creation, planning and management of EYDAP's Historical Archive, the Editions that originate from and connect to it, EYDAP's Water Museum, as well as other projects under planning.

HISTORICAL MAP ARCHIVE

It was in 1925 that the construction of the infrastructure for the supply of the Capital with drinking water began. The contract was signed by the Greek State, the American Company ULEN and the Bank of Athens. The most known project of this era was the construction of the Marathon Dam (1926-1929). EYDAP was founded in 1980, after the merge of the Public Hellenic Water Company (EEY) and the Greater Athens Sewerage Organization (OAP).

Nowadays, EYDAP keeps record of the technical studies for water supply and Sewerage SERVICES in paper and digital form since 1925, as well as a Historical Archive of design drawings, which date almost a century.

In spite of the relevant good condition of this historical archive is, in 2017 the need for its preservation and digitization, in accordance to best practices, became clear. During the first phase, EYDAP cooperates with specialists for the appliance of the best preservation practices, regarding both the paper and the later digitized documentation.

EYDAP's Historical Archive of Maps includes:

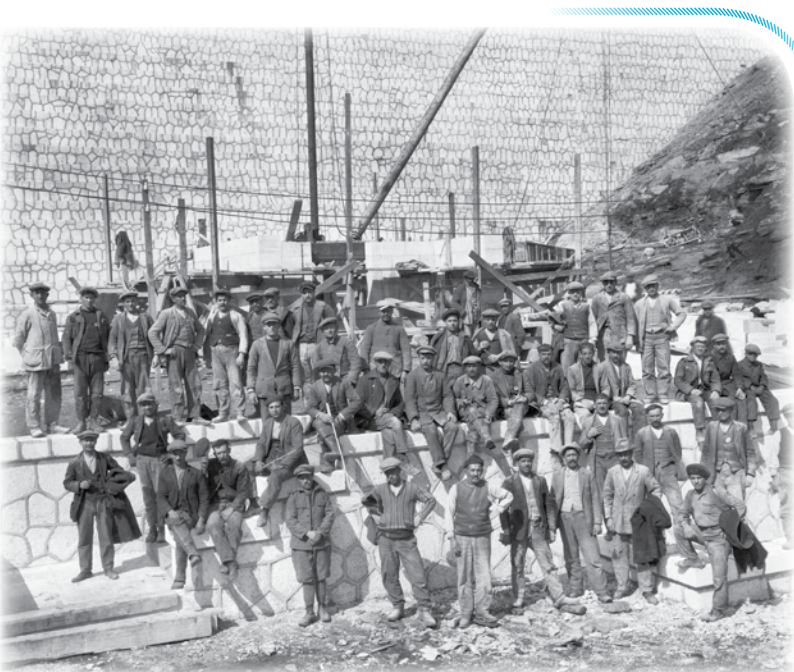
- ULEN's file with design drawings that refer to the construction of the Marathon Dam and all complementary works for the water supply of Athens.
- Design drawings for the pipelines that would transfer seawater to cover the cleaning and fire protection needs of the city.

- Ancient Hadrian's Aqueduct's design drawings.
- Design drawings of major works in order to cover land improvement and irrigation works at the Valleys at Serres-Drama, that were assigned to the Joint Venture of American Companies Monks-ULEN in 1929.

Our aim is not only to extend the life of this historical documentation - in paper and digitized form, but also to make it known to the public, inside and outside of EYDAP, with the creation of a digital museum.

Our target for 2018 is the award of the study for the preservation of the archive, and in 2019 to proceed with the tendering procedure.

Recently, EYDAP, in the context of bringing out its social role and best use of its Historical Archive, donated the General State Archives – Serres Sector a series of design drawings leather-backed, as well as a mock-up of the 1935 drainage works to the Technical Educational Institute of Central Macedonia.



PRESERVATION OF THE CONSTRUCTION HISTORY OF THE MARATHON DAM

Up until 1924, Athens was mainly supplied from Parnitha's water sources, through the ancient Hadrian's Aqueduct and the underground aquifer. However, the rapid increase of the population of Athens, after the Minor Asia Disaster, created new needs, intensifying the water supply needs of the Capital. It was in 1925 that the construction of the infrastructure for the supply of the Capital with drinking water began.

In 2017, EYDAP, in an effort to preserve and bring out the oral testimony of the people who worked in the big water supplying and sewerage projects of the Capital and meanwhile revive the working conditions at that time, founded and trained the Oral History of EYDAP's Employees Group. This Group will operate on a voluntary basis and in cooperation with EYDAP's Employees Cultural Association.

Main objective is the detection of the historical and cultural elements of the water supply and sewerage infrastructure, with the society as the ultimate recipient of this wealth.

EYDAP, through this procedure, lays the foundations for a contemporary guided tour experience to the Dam's visitor, which will be based on oral history. This is an innovative trend in museology that will unquestionably contribute to the acquisition of valuable knowledge that is in risk of disappearing before being heard.

Our aim for 2018 is to keep alive the employees' (or their direct descendants) oral testimonies for the construction of the Marathon Dam, and "bring to life" the atmosphere and work conditions, completing in this way our historical knowledge for this internationally unique monument.

HADRIAN'S AQUEDUCT

EYDAP, in the context of its cultural offer, in cooperation with the National Technological University of Athens and under the authorization

and supervision of the Ephorate of Prehistoric and Classical Antiquities, explores for the first time the Hadrian Aqueduct. With the help of special machinery and equipment, EYDAP's technical staff and the Universities' scientists dive into the Aqueduct's tunnels, in order to chart its cultural and hydraulic



value. In 2017, an ancient settling tank was brought to light at the meeting point of Hadrian's aqueduct with its extension at Halandri.

In parallel with the project's cultural promotion, EYDAP evaluates the flow capacity of this ancient infrastructure and the quality of the water with a view to use it for the irrigation of public areas in Athens. The works started in July of 2016, the first water pumping test was done in October of 2017 and the results are truly impressive.

Hadrian's Aqueduct is a great technical project; it was constructed under the emperor Hadrianos and completed in 140 B.C. Today EYDAP is liable for its function. Its tunnels start at the foot of Parnitha's and

Pendeli's and end up at the slope of Lycabettus Hill, at Dexameni Square at Kolonaki. Hadrian's Aqueduct and Hadrian's Reservoir supplied Athens with water until the beginning of the Ottoman rule. Then, the Aqueduct was abandoned, and as a result parts of its damaged walls collapsed.

In the 1870's, the ancient Hadrian Reservoir was reconstructed and today EYDAP has initiated the lighting of the exterior and the interior of the reservoir. The project will be completed in 2018. A new reservoir, near the old Hadrian one, has been constructed in the beginning of the 20th century, which EYDAP aims to convert into a free entry -museum.

EYDAP's Employees Cultural Association plans a series of activities under the subject "literary company at Dexameni", as participation to the cultural event "Athens World Book Capital 2018"

ON LINE APPLICATION «From Antiquity to Tomorrow: People's Water»

EYDAP was chosen to represent Athens in the International Exhibition "2017 Seoul Biennale of Urbanism and Architecture", in Seoul, South Korea



(02.09.2017-05.11.2017), participating in the theme exhibition "Four resources: Water, wind, energy and earth", with the project "From Antiquity to Tomorrow: The People's Water Project".

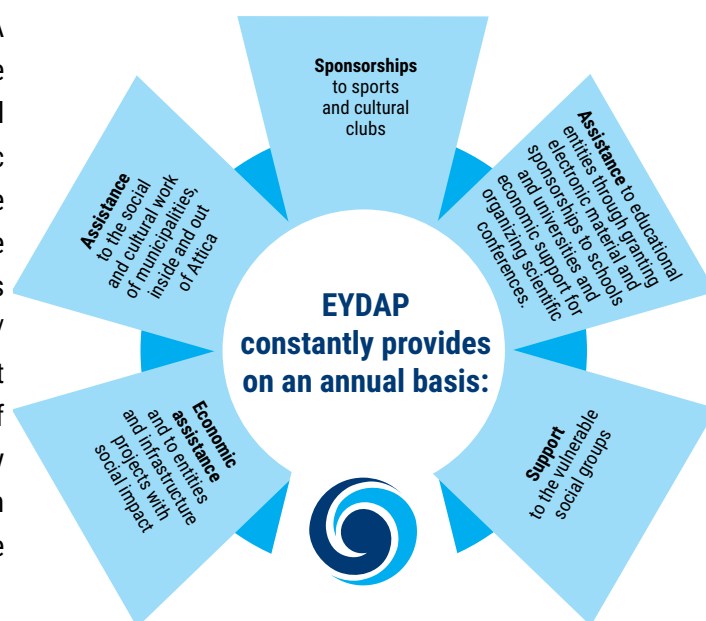
For this exhibition, EYDAP developed an interactive map of historical water sites and the contemporary hydrologic networks of Athens and of wider Attica. A random touch at two different spots on the satellite map of Athens cause to appear a series of typical photos of water use interconnected with the historic water network of the town that is still in operation. The users are guided to connect historical moments of the city and think about water use in modern cities. This digital application (http://www.eydap.gr/gis_files/index.htm) was designed to present the important historical and contemporary archival collection of photographs and drawings of the Company, is easily accessed on the website and at the same time is an innovative educational tool for the awareness of the users on modern cities' challenges.

SOCIAL SOLIDARITY INITIATIVES

EYDAP systematically supports actions and initiatives aiming to create, reliable, sustainable and resistant infrastructures for the support of economic development and human prosperity, focusing on equal access for everybody and sustainable management. In this context, the Company supports vulnerable social groups, education, research, culture, sports and local communities through sponsorships and donations, and at the same time expands its cooperation with entities that produce an important social work.

The implementation of social solidarity acts is connected to UN's Goal 1 for the elimination of poverty and the insurance of sustainable living conditions, to Goal 3 for good Health and Prosperity, to Goal 4 for Quality Education, to Goal 6 for clean

Water and Sewerage, to Goal 9 for Industry and Innovative Infrastructures, to Goal 11 for Sustainable Cities and Communities, to Goal 13 for Action for the Climate, to Goal 14 for Life in the Water and Goal 15 for Life in the Land.



The total amount spent for the aforementioned initiatives during 2017 totaled 323,000€. The allotment of the said amount is as follows: 17% pertains to the economic support of schools, universities and scientific conferences, 31% to the economic support of sports and cultural clubs, 25% to the assistance of communities and 27% to the assistance for projects and infrastructures promoting social prosperity and development.

SUPPORT FOR VULNERABLE SOCIAL GROUPS

EYDAP, adhering to the goals of Sustainable Development while acknowledging the financial distress in which Greek society is in, has taken on important initiatives, beyond those intended by the relevant Regulatory Framework, for the relief of vulnerable groups through its pricing policy, in order to not be deprived of access to clean water.

Thus, the reductions to water bills, applied under specific preconditions and procedures, should be calculated as EYDAP's social contribution, absorbing the loss of income (this topic is further expanded in the Affordable Pricing section).

Material assistance to educational entities and donations to schools and universities and financial support for the organization of scientific conferences.

Aiming to familiarize children with technology and promoting knowledge, EYDAP, responding to the requests of the schools of Attica, proceeded to the purchase of new electronic equipment in 2017, satisfying their needs.

Furthermore, EYDAP proceeded to the donation of used computer equipment to nursery, elementary and high schools, and other entities. Responding to the needs of higher education institutions and scientific associations proceeded to initiatives for the promotion of research and knowledge.

Specifically, the Company sponsored:

- the Faculty of Geology and Geoenvironment of the National & Kapodistrian University of Athens for the support of its research,
- the Faculty of Health Sciences- Laboratory of Physiology of the National & Kapodistrian University of Athens for the implementation of the students' activities in the context of implementing the program "Days of Physiology at Mani",
- the Faculty of Geology of National & Kapodistrian University of Athens for organizing the 11th Hydrogeological Conference of Greece,
- the School of Civil Engineering- Field of Hydraulics of Aristotle University Of Thessaloniki,
- the Agricultural University of Athens,
- the Association of Greek Geologists,

- the Panhellenic Association of Engineers
- EYDAP also financially assisted the organization of scientific conferences, aiming to develop and disperse scientific knowledge. It specifically sponsored:

- the organization of Delphi Economic Forum,
- the Smart Cities Conference,
- the organization of the Conference on Non-Performing Loans,
- the international conference "Water Conference 2017" that took place in Athens,
- the organization of the 3rd Hellenic Conference on Dams And Reservoirs,
- the "Social Security- Work Relations" conference, which was organized by the American-Hellenic Chamber of Commerce.

SPONSORSHIPS TO SPORTS AND CULTURAL CLUBS

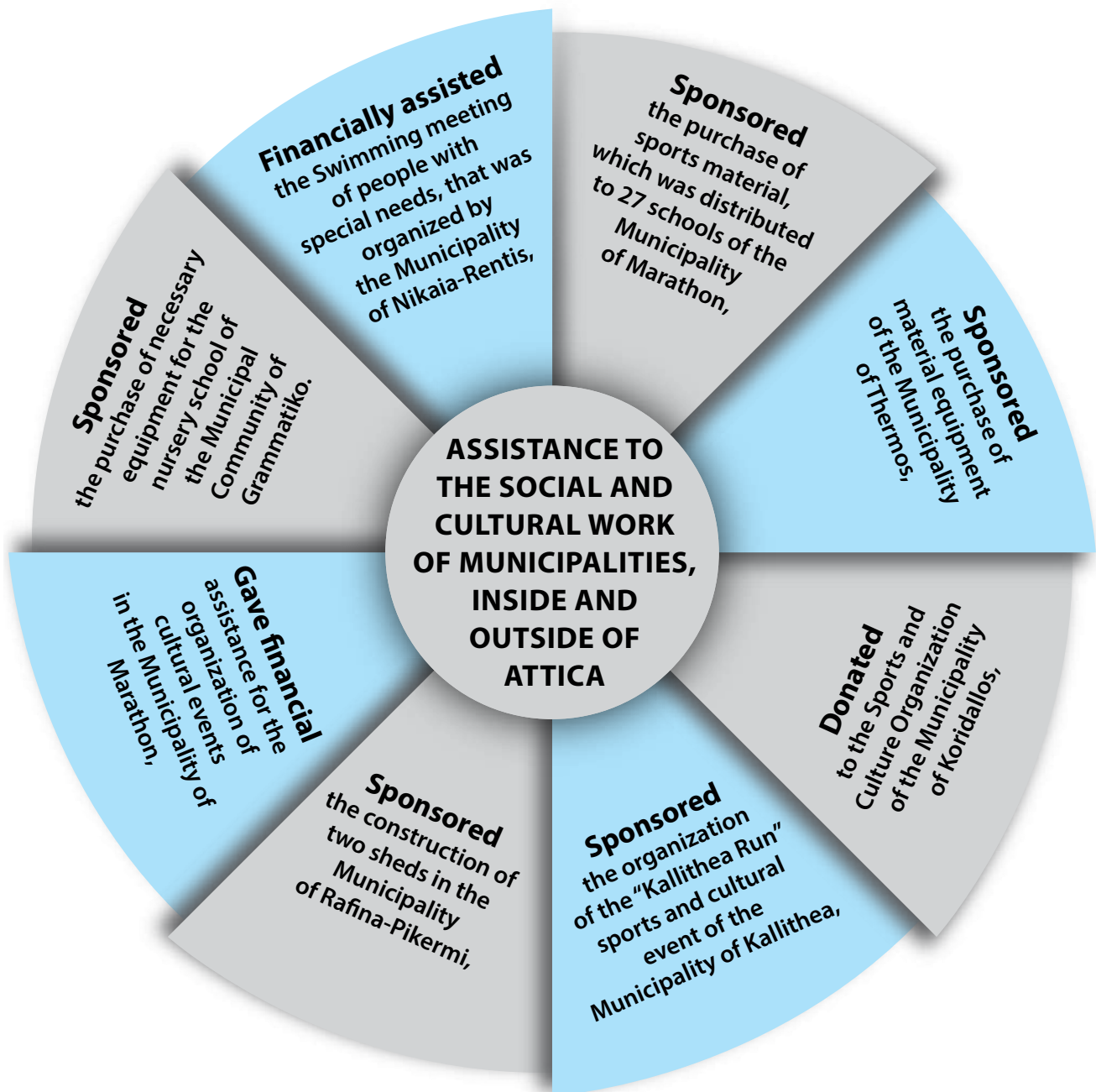
Aiming to develop culture and sports, EYDAP sponsored cultural and sport clubs.

This specific sponsorship program has been very carefully examined and structured. We have to make a special reference, among others, to:

- EYDAP's initiative in 2017 to give the chance to new Greek Soloists to create, and gain recognition. Hence, on the 22nd of March, the World Water Day, EYDAP presented the series: "New Greek Soloists- Sundays at Parnassus ", with the cooperation of internationally renowned soprano Sonia Theodoridou, the conductor Theodoros Orfanidis and the prominent Mobile orchestra.
- The sponsorship for the mission of the Hellenic Team of Deaf Athletes to the Paralympic Games.

ASSISTANCE TO THE SOCIAL AND CULTURAL WORK OF MUNICIPALITIES, INSIDE AND OUTSIDE OF ATTICA

Aiming at social, cultural and environmental initiatives, concerning local communities, EYDAP:



Financial assistance and expertise provision to infrastructure projects and entities with social work, aiming to develop initiatives to fight poverty and inequality, to develop health, security and work structures, as well as to raise awareness for environmental issues to communities and society in general.

For these purposes, EYDAP donated to the following entities:



EYDAP granted a charity tariff to the following entities during 2017:

- "The Smile of the Child"
- Church of Greece, 144 connections to 124 institutions
- Kosmeteio Foundation - «House of Constantinopolitans», 7 connections
- "Medecins du Monde", 2 connections
- "Wind of Renewal: Social Cooperative Enterprise for Social and Green Economy, Innovation and Culture", 2 connections
- "KETHEA", 2 connections
- "Society for the Care of Minors", 3 connections.

Moreover, in the context of its social policy, EYDAP:

- Decided **the cancelation of existing debts** on the 07.09.2017, of people entitled on the basis of Law 4389/2016 (**Beneficiaries of the Social Solidarity Income**),
- Actively contributed to the **restoration of the water supply network at Mandra, Attica**, even though it is beyond EYDAP's area of responsibility and to Municipality of Mandra-Eidillia, from the moment these areas were struck by natural disaster, by sending technical staff, material and machinery, substantially assisting the repairing of damages .
- Provided, in cooperation with the Lighthouse for the Blind of Greece, **specially designed services for the accessibility of the vision impaired consumers** (mailing of bills readable in braille form, large fonts, sending sms and emails). This service was the outcome of a joint venture aiming to cover the needs of the citizens of this category , facilitate them, thus contributing to their autonomy,
- Assisted financially the Church of St. Vissarion in Kehrinia, Valtos, to support its social work,
- Assisted financially the Church of the Holy Trinity, to support its social work,
- Provided school supplies to a hospitality structure for the refugees at Schistos.



5

CREATING VALUE
FOR THE MARKET



5.1 Affordable Pricing

Why is it material?



GRI 103-1

The Company gives special emphasis on the efficient monitoring and managing of potential risks, in order to maintain the consistency of its projects. It specifically forms a framework and proposes policy strategies and risk control policies and procedures. It defines, identifies and evaluates the assumed risks. It develops and implements tools, and educates the organizational units for their use. It designs a Crisis Situation Confrontation Plan. It forms a risk management corporate culture in every hierarchical level of the Company.

Although every member of the Company plays its own part – in the context of its responsibility – for ensuring adequate risk management, the Board of Directors bears the overall responsibility. It establishes the goals, defines the policy, decides how to respond and whether to accept or not the remaining risk. It chooses the risk management framework, whose implementation is assigned to the Company's executives. The Internal Control Directorate is responsible for providing objective assurance to management for achieving the goals of the Risk Management System, through recording and classifying them and through the adequacy and effectiveness control of the safety measures.

- Contract with the Greek State.

The conclusion of a written agreement, as defined in article 15 of the contract (9.12.1999) between the Greek State and the Company is pending since 2004. It will determine the price of the unprocessed water received. Due to the lack of a written agreement, the Company continues and after 30.06.2013 to

compensate the price of the unrefined water it draws to the cost of maintenance and operation services it offers of the fixed assets belonging to "EYDAP Fixed Assets Public Entity". Changes in the pricing of water and sewerage services will result with the implementation of Joint Ministerial Decision 135275 (Article 3 Paragraph 9), Gov. Gazette 1751/22.05.2017 "Approval of general Regulation for costing and pricing of water services . Method and procedures for water services cost retrieval in its various uses".

- Expansion of Client debt

In the framework of the general economic crisis striking the households, there is an increase of overall debt that through the systematic and persistent effort of the Company is retained at about the same levels, but with the risk of its expansion lurking.

The provision of an affordable tariff for water and sewerage services to consumers is an essential issue of sustainable development for EYDAP, as it permits the Company to meet the basic needs and expectations of citizens for clean and affordable water and reliable sewerage services. At the same time, the ranking tariff prevents the waste of the resource and contributes to achieving the UN's Sixth Sustainable Development Goal «Clean Water and Sanitation», which refers to access to clean water and sanitation for all citizens.

Customers of EYDAP	
Water Connections	91,983
Sewerage Connections	36,737
Water & Sewerage Connections	1,994,079
TOTAL CONNECTIONS	2,122,799

The annual total priced water consumption for 2017 amounts to 307,298,907 m³. 'Of these 192,497,153 m³ (62.64%) refer to the General Tariff, which is the main tariff of EYDAP and it mainly addressed to domestic use. EYDAP, also charges with a general tariff 9,646,019 m³ as compulsory and 1,025,279 m³ with Industrial - Professional tariff as compulsory too.

From 16/12/2013 the Company's water supply and sewerage services tariff is determined based on Gov. Gazette 3188B/16.12.2013 as follows:

WATER AND SEWERAGE SERVICES TARIFF RATES		
TARIFF CATEGORIES	MONTHLY CONSUMPTION (m³)	€/M³
	WATER SUPPLY SERVICES (effective since 16.12.2013- Gov.gaz.3188B/16.12.2013)	
Category I.		
DOMESTIC	0-5	0.3500
	5-20	0.6400
	20-27	1.8300
	27-35	2.5600
	over 35	3.2000
		*Implementation of minimum consumption 2 m³/ month is suspended in case of water meter removal
Category II.		
INDUSTRIAL/ PROFFESIONAL USE	up to 1,000	0.8300
	over 1,000	0.9800
Category III.		
GOVERNMENT BUILDINGS	Regardless of monthly consumption	0.9800
Category IV.		
CHARITY ACTIVITIES	Regardless of monthly consumption	0.2300
Category V.		
BULK WATER SUPPLY TO MUNICIPALITIES - ISLANDS	Regardless of monthly consumption	0.4800

Category VI.		
SHIP SUPPLY	Regardless of monthly consumption	2.4000
Category VII.		
FIRE INSTALLATIONS	Regardless of building size (m³) and tariff category	11.0100
Category VIII.		
UNREFINED WATER	for the entire consumption by all customers of this category	0.1804
STANDING CHARGE		€/month
	up to 30 m³/ Q	1.0000
water meter up to 5/8" and 3/4"	30 to 60 m³/ Q	1.0000
	over 60 m³/ Q	1.0000
water meter up to 1"	monthly - mainly for industrial and local authority	4.5000
water meter up to 1 1/2"		4.5000
water meter up to 2"		13.0000
water meter up to 3"		13.0000
water meter up to 4"		35.0000
water meter up to 6"		35.0000
SEWERAGE CHARGE		
HOUSEHOLDS	75% * water price (52.5% for gardens exceeding 200m²)	
GOVERNMENT BOULDINGS	75% * water price	
CHARITY ACTIVITIES	75% * water price	
INDUSTRIAL USE	37.5% over the water price	
	for distillery, ice industry, paper making industry, artificial silk industry, construction sites	
VAT		
VAT 13%	Since 17.12.2010 13% over the water price (Law .3899/2010 Gov. gaz. 212A/17.12.2010)	
VAT 24%	Since 01.06.2016 24% over standing charge + Sewerage charge (Law. 4389/2016 Gov. qaz. 94A/27.05.2016)	

Up until 2014, the pricing for water supply and sewerage services was determined by a Joint Ministerial Decision, after taking into consideration the BoD's recommendations. Article 33 of Law 4258/2014 amended the article 3 of Law 2744/1999 referring to EYDAP S.A. pricing policy, and defines that from July 1st of 2015 the tariffs for water and sewerage services are approved by decisions of the Special Secretary of Water after consultation with the Minister of Finance and other stakeholders, which are published in the Government Gazette.

Following the Framework Directive for Water (2000/60/EC, Article 9) and national legislation (Law 3199/2003 as amended by Law 4117/2013 and Law 4315/2014 and applies, the Presidential Decree 51/2007 and the J.M.D 322/2013), the Special Secretariat for Water (SSW) of the Ministry of Environment, Energy and Climate Change is responsible for the strategic planning, the formulation and evaluation of the policy applied for the rational and sustainable management of water services.

On 22/05/2017 Gov. 1751B/22.05.2017, Water Resources Committee, which consists of the Deputy Minister Of Environment & Energy, the Minister for the Interior, the Minister of Finance, the Minister of Health, the Minister for Infrastructure, Transport and Networks, and the Minister of Development, published the Decision 135275 for the "Approval of general Pricing Rules and Water services Pricing. Method and procedures for recovering the cost of water services in its various uses". This decision defines the procedures, methods and levels of cost recovery of water services, in order to boost the economy, and the general rules for the costing and pricing of water services, in order to ensure the provision of affordable water of appropriate quality and quantity to consumers.

From 2018 onwards, water service providers shall specify their tariffs and notify this decision to

the Directorate of Waters of the Decentralized Administration, which issues recommendations and, if necessary, informs the Special Secretariat for Water. According to the above Decision, for the determination of tariffs to end-users beyond the environmental cost, the resource costs are also included, and the environmental fee is shown in a distinct and comprehensible manner.

How do we manage it?

GRI 103-2

EYDAP, acknowledging the adverse economic circumstances that the Greek society is living under, and in the context of its longstanding contribution to society, has already taken on initiative in order to relieve those groups in need. Such as:

SPECIAL TARIFF

EYDAP, based on the legislative provision (Gov. Gaz. 552B/26-3-2009, Article 3.2.3, Gov. 3188B'/16-12-2013, Gov. 2221B'/9-9-2013), grants a tariff for specific categories of the consumers (businesses, charities, Hellenic Petroleum, service providers of ship supplies). It is also noted that the Charity tariff is provided, not only to foundations and unions in the sense of LD. 1111 of 8 / 11.2.72 and the ML. 2039/1939, but by decision of the Board of Directors to other charitable organizations. In the year 2017 a charity tariff was granted to 154 applicants. Specifically with the 19158 / 08.03.2017 decision of the Board of Directors it was decided to grant exceptionally until 31.12.2018 a Charitable Invoice to 144 connections that supply the charitable structures of the Church of Greece, operated by the Archdiocese of Athens and the Holy Metropolises of the Region of Attica, in order to strengthen their multidimensional charity work. In addition to the above structures, a charity tariff was issued to Anemos Ananeosis and to the Silogos Merimnis Anilikon.

EXTRAORDINARY SPECIAL TARIFF

From 01.02.2016 until 30.06.2017, the Extraordinary Special Tariff (EST) was granted to the beneficiaries of Law 4320/2015, according to which a free provision(100% discount) for a total of 6 m3 of water per quarter for each household with one or two members, and for each additional member, 3 m3 of free water. From 01.07.2017 grants this Extraordinary Tariff to the beneficiaries of Law 4389/16 for Social Solidarity Income, offering a 100% discount on water value of 2 m3 per month per household member, starting with the first scale of the General Invoice and for a quantity of 3 m3 per month for each household member with a disability exceeding 67%.

DISCOUNTS

Discount on bills for the connections that supply large families and senior citizens in appliance of relevant BoD decisions.

Discounts, under specific procedures based on relevant BoD decisions, for increased water consumption and water theft bills, taking into consideration social and income criteria.

DEBT PAY OFF SETTLEMENTS

EYDAP S.A. has established specific payoff/ settlements of debt procedures in monthly instalments based on a BoD decision, granting payment facilities to consumers to vulnerable social groups (beneficiaries of EST, Social Residential Tariff). Specifically, according to the BoD decisions 19102/21-12-2016 and 19184/05.04.2017, the surcharge and interest exemption and the inhibition of mandatory execution measure were abolished, but the interest-free settlements for the beneficiaries of EST and SRT were maintained

DEBT IMPAIRMENT

In the context of social solidarity, except from all the above, EYDAP has undertaken an initiative to relieve financially weak groups by reducing by 100% their existing debt on the 07.09.2017 amounting to € 564,986.65, and was applicable to beneficiaries under Law 4389/2016 «Emergency Provisions for Implementation Agreement on Budgetary Targets and Structural Reforms and Other Provisions, (Government Gazette 94 / A / 2016)».

ANTHROPOCENTRIC ORIENTATION

During 2017, the Company has implemented acts initiated since previous years, for the upgrading of customers service.

It specifically provides:

- Payments of settlement in external stations outside the counters
- Notification to customers by e-mail and sms about account statements, increased consumption, imminent water supply disconnection due to outstanding debt, existence of an overdue debt of leased property , etc.
- Installation and operation of POS in all counters.
- 24-hour support call center (1022 hotline) that collects dynamic data from consumers, technical departments and regional centres. Phone client support, notification of technical dpts, statistics production, complaint recording, notifying of third party -Services.
- The www.eydap.gr website for the electronic support regarding requests, electronic payment, debt settlements, electronic billing.

How do we evaluate our approach?

EYDAP INDICATOR

The 49.69% of the General Tariff is charged with the first rank, and 43.56% with the second. Finally, it is worth mentioning that the average annual price per m³ of water consumption by the General Tariff is 0.78€, whereas the respective average annual price of the water consumption and sewer usage is 1.21€.

For the evaluation of the consumer satisfaction, we use the index reflecting “the bill reduction claim satisfaction rate”. As denominator we use the annual number of submitted claims and as numerator the number of annual satisfied claims.

REQUEST SATISFACTION INDEX		
bill reduction claim satisfaction rate		
	2016	2017
Number of satisfied claims	7.269	8.764
Number of submitted claims for bill reductions	7.481	9.157

In 2017, 96% of the submitted claims for bill reductions (for increased water consumption and water theft bills) were satisfied, contrary to the 97% in 2016.

During 2017, there was an increase in the number of submitted claims by 1,495, in relation to previous year. The bills under examination were of a total value of 12,273,500.27€, on which a discount of 6,490,181€ was granted.

5.2 Fighting Against Corruption



GRI 103-1, GRI 205-1

In EYDAP we are consistently focused on conducting our business with integrity, honesty, transparency and respect towards the society and the environment.

The issue of Fighting Corruption and Bribery, as a basic precondition for sustainable development and corporate responsibility, is always of very high priority, as the existence of such incidents would seriously damage the Company's reputation, the citizens' trust, it causes legal liability and financial damage, it increases operating cost, it forms a negative corporate culture, and turns away business opportunity.

The Company by responsibly managing this issue, complying with all current laws, implementing relative EU policy targets, Greek Anti-corruption Strategy and Action Plan, best OECD practices and directives, contributes towards the achievement of the 16th Sustainable Development Goal "PEACE, JUSTICE AND STRONG INSTITUTIONS", as defined by the United Nations. Corruption and Bribery are extremely serious offences undermining the rule of law, are a threat to sound Corporate Government, sustainable development, democratic process and the legality of transactions.

The main risks related to issues of Corruption and Bribery, concerning EYDAP's activities are:

1. Bribing an employee, to accelerate a procedure or process a case, to advance collaboration with our Company.
2. Misappropriation of funds by Employees working at Company's cashiers, or fraud.
3. Abuse of power.
4. Abuse of authority for personal gain.

5. Dereliction of duty of a Company's employee to harm a citizen or the State, for personal gain or for other illegal reasons.

6. Overlooking illegal conducts or activities.

7. In particular, public contracts for the supply of goods, the provision of services and the execution of projects involve the following corruption risks:

- drafting contractual obligations in a way that favors specific economic operators,
- conflict of interest affecting various stages of competitive processes,
- recourse to direct award of contracts in order to avoid the obligations of the tender procedure,
- cooperation with unreliable or untrustworthy economic operators.

How do we manage it?

GRI 103-2

EYDAP is implementing preventive action against corruption within the framework of developing policies aiming at achieving sound Corporate Governance and Sustainable Development, in order to increase the Company's credibility and good reputation, transparency and efficiency of its corporate activities and the fulfillment of all stakeholders needs.

EYDAP is implementing a policy of zero tolerance towards Corruption and Bribery, committed to conduct business transparently, showing ethos and integrity, always ensuring a level of excellence in the services it provides, while focusing on the citizen. In this context, the relative regulatory and legislative framework is being followed along with the appropriate practices described below:

- Enhance transparency by applying the relevant procedures arising from the current institutional framework, in particular from stock exchange

legislation, such as disclosure of regulated information, valid and timely information to investors, disclosure of transactions by persons exercising managerial responsibilities to the Company, procedure to prevent abuse of privileged information and publication of important corporate information on the Company's website, disclosure of financial information statements to the Hellenic Capital Market Commission web portal, submission and publication of asset declarations by liable persons.

- Publishing and distributing corporate literature reinforcing the dissemination of information relative to Company's activities, strategy, targets and performance.

- Drafting an Internal Rules of Corporate Governance and Operation, in line with current legislation that facilitates the formulation of corporate governance policy and practices. The Regulation is structured to meet the needs of the Company. It clearly shows the elements of corporate governance, the internal control system, and the assessment and management of operational risks.

- Drafting of the Internal Staff Regulations, which establishes rights and obligations of its staff, especially when dealing with citizens. Among other things, it is expressly forbidden for the Company's employees to demand or receive from citizens, directly or indirectly, any gifts or fees or other benefits or related promises to themselves or to third parties.

- In the area of public contracts, the Procurement Division and its responsible Services fully implement the procedures of the new Law 4412/2016 "on public contracts of works, supplies and services", under which contracting entities are required to deal with economic operators equally, non-discriminatively, act transparently, respecting the principles of proportionality, protection of public interest, protection of the rights of individuals, freedom of competition, environmental protection and sustainable development. Provisions are made to meet the obligation to effectively prevent, identify and

remedy a conflict of interest, the obligation to disclose public contracts and the procedures and elements prior to their conclusion. In addition contracting is being set up digitally to provide additional guarantees regarding the prevention and detection of corruption practices as they help to increase transparency and facilitate control mechanisms. Furthermore, contracting entities exclude economic operators who are not trustworthy, especially if there is a final conviction against them for bribery or fraud or money laundering. Moreover it is noted that the personnel of the Procurement and Services Division has been trained, through seminars, to fully respect and apply the above.

- In 11.1.2017, the Company issued the special "Anti-Corruption and Bribery Policy", which was compiled according to the best business practices internationally, and EYDAP's special needs and corporate culture. The Company is committed to operate with professionalism, legality and integrity in all its professional transactions, as well as establishing anti-corruption measures, in order to maintain high levels of ethics and protect its reputation. The planning of anti-corruption preventive actions reduces the risk of fraud and strengthens the Company's stock market value as it is a demonstration to stakeholders of the commitment to good Corporate Governance and Corporate Social Responsibility.

Adopting a framework of anti-corruption procedures strengthens the company's reputation, the transparency and efficiency of its business activities and moreover it motivates and empowers employees allowing them to operate in a context in which efficiency is combined with respect for rules. This Policy applies to all Company personnel, irrespective of the level at which they work and the title / grade they carry, including top executives, senior officers, directors, Board members and Board of Directors, employees (permanent, with a fixed-term or temporary contract), consultants, contractors,

students and trainees.

Failure to comply with this Policy, whether intentional or unintentional, may result in disciplinary proceedings, which may result in dismissal, due to serious misconduct and the prosecution of the person involved under Greek law.

Personnel is encouraged to report concerns about any matter or suspicion regarding an offense as soon as possible. No employee will suffer consequences because of raising serious concerns regarding bribery, corruption, inappropriate donations and payments for facilitation.

Also, for the first time in the period 7-9 June 2017, on the initiative of the Administration through the Control Committee and the organizing support of the Internal Control Department, information events were organized on corruption and bribery issues, the purpose of which were to inform the executives about the «Company Policy Against Corruption and Bribery» and to comprehend the dimensions and aspects of such a serious risk, affecting not only businesses but also the country in general.

- Recording and evaluating the risks that the Company's every organizational structure faces, so as corruption and bribery to be prevented.

EYDAP's objective is to implement a process of perpetual improvement and development in order to strengthen its position and credibility, and this is what its policies and strategies are aimed at.

How do we evaluate our approach?

GRI 103-3, GRI 205-2, GRI 205-3

Within the framework of the Company's Corporate Governance, the evaluation of the Internal Control System and the implementation of the Decisions of the Supervisory Authorities (Hellenic Capital Market

Commission Decision 5/204/14.11.2000, Law 3016/17.05.2002, Law 4449/24.01.2017) a three-member Control Committee has been formed by members of the Board of Directors, which operates in accordance with Rules of Procedure approved by Company's Board of Directors. The Control Committee's Rules of Procedure was updated in 2017 to include the requirements of Law 4449/2017 and 1302/28-4-2017 Hellenic Capital Market Commission Bulletin. Control Committee's main responsibilities as defined by relevant legislation, regard the monitoring of financial information, the effective operation of the internal control system and the risk management system, as well as the proper functioning of the unit of internal inspectors of the Company.

Furthermore, under the provisions of the Corporate Governance Act (Law 3016/17.05.2002 and Decision of the Hellenic Capital Market Commission 5/204/14.11.2000) the Internal Control Department aims at providing assistance to the Administration, the Board of Directors, the Company's executives and the employees in general, to perform their duties more effectively, by assessing the operation of internal control systems, data analysis and advisory services. The Internal Control Department's Rules of Procedure, which was updated in 2017, has been prepared in accordance with the International Standards for the Professional Practice of Internal Auditing of the Institute of Internal Auditors (IEE) of the current Greek legislation on Corporate Governance (Law 3016/17.05.2002, No 5/204/14.11.2000, Law 449/2017) and the particularities of EYDAP's operational environment.

In addition, the Company is regularly audited by certified public accountants.

For cases of disciplinary offenses related to the violation of the Staff Regulations (PD 597/1985) and the Internal Staff Regulations, the Company's Disciplinary Board takes control of the proceedings.

Regulations and Policies are updated regularly to ensure constant compliance with current legislation and best international practices.

VERIFIED INCIDENTS OF CORRUPTION 2017	
A. Total number and nature of verified incidents of corruption.	<p>Workers implicated in a case of a misappropriation of funds from a Company Regional Center's Cashier's Desk, due to a legal technicality the process is pending.</p> <p>A worker who has used a certificate whose authenticity has not been authenticated, the disciplinary proceedings have been completed in the year 2017 and received the corresponding penalty in accordance with Staff Regulations EYDAP (PD 597/1985).</p>
B. Total number and nature of verified incidents of corruption resulting to disciplinary action against Company employees, during the aforementioned period.	For the year 2017, there are no other identified cases of corruption.
C. Total number and nature of verified incidents of corruption resulting in partner contract termination of contract or non- renewal due to incident of corruption, during the aforementioned period.	0
D. Public legal cases related to corruption filed against the Company or its employees, during the aforementioned period.	0

COMMUNICATION AND INFORMATION REGARDING COMPANY POLICIES AGAINST CORRUPTION	
A. Number of Management members informed on the company policy against corruption.	Management (President, CEO, 13 board members, Management Board (6 General Managers) percentage of coverage 100%).
B. Number of employees notified on the Company's policies against corruption.	All employees (2.270 percentage 100%) via the Company's website.
C. Number of partners notified on anti-corruption policies.	During 2017, the Company published its anti-corruption policies in newspapers and websites to inform the general public. In addition, those policies are posted on EYDAP's intranet, and in 2018 they were also posted on its corporate website www.eydap.gr .
D. Number of Administration members who attended seminars on the prevention of corruption and bribery.	President of the Board of Directors, CEO, 6 General Managers, 7 Assistant General Managers, 3 members of the Control Committee.
E. Number of employees participating in seminars relating to the prevention of corruption and bribery.	Organizing information sessions (June 7-9, 2017) for 234 employees from all General Divisions, Independent Divisions and Offices in relation to the "Company's Policy Against Corruption and Bribery" aiming at comprehending the dimensions and aspects of such a serious risk concerning not only all businesses but the country in general.

5.3 Consumers Health & Safety : Water Supply Quality

Why is it material?



GRI 103-1

Water is a fundamental good, essential for the preservation of life and well-being of the society. The access to safe and clean drinking water has been identified by the international community as a fundamental human right and has been characterized as one of the Developmental Goals of the Millennium.

EYDAP identifies the clean drinking water as an indisputable factor of well-being and sustainability, according to Goals 3 "GOOD HEALTH AND WELL-BEING" and 6 "CLEAN WATER AND SANITATION", as defined by the United Nations.

EYDAP, being the largest water services provider, and being aware of its responsibility towards millions of consumers, cares for the excellent quality of drinking water. Through constant investments in infrastructure projects, in technology and training of its human capital, EYDAP ensures the quality of drinking water, which is one of the highest in Europe, always in harmony with the current legislation.

According to Urban Water Atlas for Europe 2017, that is published by EU and presents the best practices in European cities, EYDAP was graded with 10 (excellent) with regard to the quality of drinking water for the city of Athens

(Urban Water Atlas for Europe 2017, European Commission, Publications Office of the European Union, Luxembourg, p.54-55).

The excellent quality already begins from the main supply reservoirs Evinos and Mornos. The danger for the gradual degradation of the quality of supply

water due to pressuring of human activities is limited because of their location – are situated at a large height, in rugged, under populated areas with very limited activities – as well as due to their protection through legislation.

The danger for the sudden burden of the quality of water that is provided to the consumers can however be resulted either from a natural disaster, or an involuntary inflow of improper substances in the water network, or a malicious or terrorist act, or inexpediency in the function of the facilities.

Preventive dealing of such dangers, apart from strengthening the good reputation of the Company, guarantees the consumers' and the resource's safety. Furthermore, it prevents the penalty infliction due to the non-observance of the current legislation.

For all the above reasons, and in order to constantly ensure the quality of water supply for the consumers, EYDAP has proceeded in analyzing and evaluating the dangers that might face in this sector. For none of these the possibility of appearance is characterized high. For every occasion of danger there is a relevant plan of preventive acts that has been planned and implemented.

In conclusion, EYDAP ensures that all the dangers that might possibly disrupt the quality of the water that enters its facilities, but especially the quality of the water that reaches the tap of the CONSUMER, are identified and sufficiently inspected through:

- Surveillance of the activities in the Water Basins
- Maintenance, monitoring and operation of the dams/ reservoirs/ aqueduct, through which water is collected and the region is supplied.
- Maintenance and operation of the distribution network of drinking water
- Constant quality controls of unprocessed and drinking water that is provided to the consumers.

How do we manage it?

GRI 103-2

EYDAP cares for the implementation of the appropriate procedures of the quality of water controls, in order to:

- Satisfy the requirements of the Legislation and its Interested Parts
- Implement correct laboratory practices and appropriate methods, in order to ensure the credibility of the measurements.
- Provide suitable and sufficient resources (workforce, equipment, information) for the implementation of the quality operations, and these resources to be used in such way to ensure the credibility and the overall effectiveness of all the measures that are planned and implemented.
- The quality, impartiality and integrity of measurements that are realized during quality monitoring are not to be influenced by any commercial, economic, or other forms of pressure.
- All the involved staff is to be trained and evaluated, in order to know and exactly execute the assigned project.

Framework Control

EYDAP has formed the appropriate control framework, in order to ensure that the water distributed to consumers is safe.

The quality controls refer to:

- The raw materials that are used for the water processing and
- The construction materials of the drinking water distribution network

The chemical substances that are destined for the human consumption water processing and the materials that are used in the drinking water distribution networks that EYDAP is supplied with,



are specified in order to be in agreement with the internationally formed standards, such as i.e. ELOT EN 878 Chemical substances used in processing drinking water-sulphuric aluminium, ELOT EN 937 Chemical substances used in processing drinking water- chlorine, ELOT EN 12201 Plastic pipelines systems for the provision of water, and for the drainage and sewage under pressure- polyethylene (PE). For every substance and for every material there is a quality plan according to which the appropriateness of its use is ensured.

- The unprocessed supply water, in the reservoirs and in the entrance of the Water Treatment Plants and
- The drinking water that is provided to the consumers

The daily quality controls of unprocessed

and drinking water, that are realised

7 days a week at EYDAP's

chemical and microbiological laboratories,

intend to ensure and certify the

excellent quality of the water that the

Company provides to the citizens of Athens.

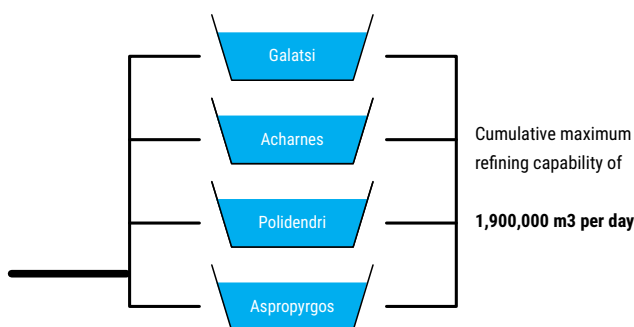
For this reason, the quality of water of the four reservoirs, Marathon, Iliki, Mornos and Evinos, is closely monitored, with on-the-spot visits, sampling and analyses at least eight (8) times per year, as well as the quality of drinking water in the water supply network, with daily sampling and analyses, in order to perceive immediately and confront in time whichever problem possibly appears.

For the control of the quality of water, EYDAP disposes laboratories in Galatsi and Acharnes. In these laboratories, samples of unprocessed water from the lakes-reservoirs, from EYDAP's boreholes, and samples of drinking water from the Company's Water Treatment Plants and water supply network are analyzed.



The Water Treatment Plants (WTP) have an absolutely definitive importance for the water we drink, that make it drinkable with an excellent quality.

The water arrives raw at the WTPs



and is submitted in 5 processing stages, which make it drinkable.

1st stage: chlorine addition (disinfection)

With pro-chlorination, an important number of

microbes that exist in the water is neutralized, and its processing is facilitated.

2nd stage: sulphuric aluminium addition (flocculation)

The addition of sulphuric aluminium helps the solid particles that are inside the water to be merged and to settle. The whole procedure is known as flocculation.

3rd stage: subsidence

After flocculation, the incorporated solids settle in the bottom of the subsidence tank. In this way the water is cleaned in a percentage of about 80%.

4th stage: filtration

The very light particles that don't settle (20%), are retained in special sand filters, from which the water is extracted clean and clear, in order to be given to consumption.

5th stage: after-chlorination

As long as pre-chlorination is found non-satisfactory to the Sanitary Regulations, supplementary chlorine is added during the entrance of the water to the WTP's closed storage tanks, before its distribution to the city network.

In EYDAP's laboratories cutting edge analysis methods are applied, in order to define the required elements in water samples so as to achieve high sensitivity, accuracy and measurement repeatability.

Among the applied analysis techniques are the automatic photometric analysis, the ion chromatography, the gas chromatography with MS/MS "triple quadrupole" sensors, ECD, FID and olfactometry, HPLC liquid chromatography with fluorescence and UV sensors, the plasma spectroscopy with emission detector, toxicity control with Daphnia organisms and ELISA method.

In addition, critical qualitative parametres, such as residual chlorine, are monitored on-line, in selected tanks of the drinking water distribution network. In 2017, state-of-the-art systems for the on-line monitoring of critical qualitative parametres were additionally installed in crucial positions and in external aqueducts, which send results in real time with telemetry and timely notifications in case of extreme rates.

Projects and initiatives

In the context of constant improvement of the quality control mechanisms used, EYDAP has started from 2017 and is expected to have completed within 2018, the update and the enrichment of the sampling spots. In addition, the expansion of the equipment network for the constant monitoring of the drinking water quality has been initiated, through the supply and installation of 29 new on-line tools (in addition to the existing). The new tools will be installed in chosen spots until the end of 2019.

EYDAP is regularly monitoring and recording, in archives that are kept in the Water Quality Control Service and according to the Quality Assurance System, not only the current Legislation but also the international trends in regulative issues, which might possibly constitute future legislative or stakeholder's requirements. As a result, the list of the substances that are being monitored is appropriately enriched. In this context, contracts with Greek Educational and Research Institutes (NKUA, Dimokritos) were made during 2017, that are located among the pioneers in their field throughout Europe, in order to cooperate for the experience acquisition in the most state-of-the-art chemical analysis techniques. Moreover, the supply of edge technology analytical equipment has already been initiated and is expected to be completed around the end of 2018.

How do we evaluate our approach?

GRI 103-3, GRI 416-2, EYDAP INDICATOR

Certifications

The Chemical Laboratories at Galatsi and Acharnes, as well as the Microbiological Laboratory are accredited with EL0T ISO EN 17025 since 2005 by the Hellenic Accreditation System (ESYD) for carrying out tests in order to specify 60 chemical and 5 microbiological parameters in raw and drinking water (Certificate No. 192). EYDAP's laboratories systematically monitor the international progresses and trends in the field of water analyses. There is a constant development and

improvement of their operation, which is reflected upon the continuous expansion of the accreditation scope of the laboratories, that is the constant increase of the number of substances detected with the use of accredited methods.

More extensively, during the period 2005-2017, the accredited methods of EYDAP's water quality control laboratories were increased from 25 to 65, whereas there is a planning for a further enrichment of the accreditation scope with even more methods.

Complaint management

EYDAP gives absolute priority to ensure a high-level satisfaction for all the consumers. It has established a four-digit hotline (1022) in order to record and promptly deal with any quality issues that might possibly be reported by the consumers.

All quality issues reported are immediately forwarded through the appropriate software to the Water Quality Control Department, which takes over the investigation of each case. At the 100% of the cases, phone contact with the consumer is made. If any relevant necessity arises, sampling on the spot of the complaint and analyses of the respective samples are being made.

For 2017, 49% of the expressed complaints was examined in this way. If a need of applying technical measures arises from examining the complaints, the Technical Service in charge is activated and relevant re-tests are made until it is ensured that the matter has been restored. For 2017, technical measures were required for the 8% of the quality complaints that were reported to 1022.

100% of the complaints for which a need of interference from EYDAP S.A. had been arisen was resolved.

Performance

As it is proved by the results of about 185,000 definitions

in about 10,000 samples of drinking water and 2,000 samples of raw water annually, EYDAP constantly certifies that the water of Athens is of excellent quality and one of the best in Europe.

The results of the analyses certify that the quality of drinking water of EYDAP meets the legislative requirements of Joint Ministerial Decision (JMD) 67322/2017, which is the amendment to the European Directive 2015/17/87 "Quality of Water for human consumption" complying with the Directive 98/83/EC of the European Council (as amended and is in force) and in accordance . **The average of all the parameters specified by EYDAP's laboratories is reported on an annual basis. This is announced on the Company's website, so that each interested part can have access to it.** In addition, every year, EYDAP is obliged by recent Law to share to the Ministry of Health the drinking water quality data that was collected.

Furthermore, internal self-evaluation inspections of the individual procedures of the Water Quality Control Department are conducted on an annual basis, and all functions related to the Quality Control Department are reviewed. In this way, any deviations from established procedures are detected, and opportunities for improvement are recorded, which are then planned and implemented.

During the reference period, there were no incidents of non-compliance to the regulations and the voluntary rules that are related to the quality of the water supply and the negative effects upon the HEALTH and the CONSUMER SAFETY.

The drinking water quality control data from EYDAP's water supply network are available below:

DRINKING WATER QUALITY CONTROL DATA FROM EYDAP'S WATER SUPPLY NETWORK FOR THE YEAR 2017

Parameter	Unit	Average #	Parametric Value (Based on current national legislation JMD 67322/2017)
Hydrogen Ion Concentration	pH	7,7	6,5-9,5
Conductivity, 25°C	µS/cm	295	2764, 25°C (2500, 20°C)
Alkalinity (Total)	mg CaCO ₃ /l	114	
Ammonium	mg NH ₄ ⁺ /l	0,01	0,50
Aluminium	µg Al/l	75	200
Calcium	mg Ca/l	46	
Taste *		1 (acceptable)	Acceptable to consumers and no abnormal change
Sulphate	mg SO ₄ ²⁻ /l	25	250
Turbidity	NTU	0,21	Acceptable to consumers and no abnormal change
Cyanide	µg CN-/l	N.D.	50

Magnesium	mg Mg/l	5	
Nitrate	mg NO ₃ -/l	0,59	50
Nitrite	mg NO ₂ -/l	0	0,1
NITRITE/3 + NITRATE/50	mg/l	0,01	1
Odour *		2 (δεκτή)	Acceptable to consumers and no abnormal change
Hardness (Calculated)	mg CaCO ₃ /l	136	
Residual Chlorine	mg Cl ₂ /l	0,36	≥ 0,20
Fluoride	mg F-/l	0,09	1,5
Phosphate	mg PO ₄ ³⁻ /l	0,012	5 mg/l P ₂ O ₅
Chloride	mg Cl-/l	7,0	250
Colour	mg Pt/l	1	Acceptable to consumers and no abnormal change
Bromate	µg BrO ₃ -/l	N.D.	10
Sodium	mg Na/l	5,2	200
Potassium	mg K/l	0,98	
Silver	µg Ag/l	0,33	
Arsenic	µg As/l	1,1	10
Barium	µg Ba/l	30	
Boron	µg B/l	10	1000
Cadmium	µg Cd/l	0,074	5
Total Chromium	µg Cr/l	0,30	50
Copper	µg Cu/l	0,62	2000
Iron	µg Fe/l	4,1	200
Mercury	µg Hg/l	0,028	1
Manganese	µg Mn/l	0,51	50
Nickel	µg Ni/l	0,37	20
Lead	µg Pb/l	1,7	10
Antimony	µg Sb/l	0,021	5
Selenium	µg Se/l	1,1	10
Tin	µg Sn/l	0,62	
Zinc	µg Zn/l	4,1	
Dissolved Organic Carbon (DOC)	mg/l	1,0	No abnormal change
Dibromochloromethane (CHBr ₂ Cl)	µg/l	0,9	
Dichlorobromomethane (CHBrCl ₂)	µg/l	4,5	
Chloroform (CHCl ₃)	µg/l	15,5	
Bromoform (CHBr ₃)	µg/l	0,5	
Total Trihalomethanes (TAM)	µg/l	20,8	100

Trichloroethylene	µg/l	N.D.	10
Tetrachloroethylene	µg/l	N.D.	
Benzene	µg/l	N.D.	1
Bromobenzene	µg/l	N.D.	
Chlorobenzene	µg/l	N.D.	
Ethylbenzene	µg/l	N.D.	
n-butylbenzene	µg/l	N.D.	
sec-butylbenzene	µg/l	N.D.	
tert-butylbenzene	µg/l	N.D.	
n-propylbenzene	µg/l	N.D.	
1,2-dichloroethane	µg/l	N.D.	3
1,1-dichloroethane	µg/l	N.D.	
1,2-dibromoethane	µg/l	N.D.	
1,1-dichloroethene	µg/l	N.D.	
1,1,2-trichloroethane	µg/l	N.D.	
1,1,2,2-tetrachloroethane	µg/l	N.D.	
Naphthalene	µg/l	N.D.	
Styrene	µg/l	N.D.	
Toluene	µg/l	N.D.	
o-xylene	µg/l	N.D.	
p- and m- xylene	µg/l	N.D.	
Dibromomethane	µg/l	N.D.	
Dichloromethane	µg/l	N.D.	
Hexachlorobutadiene	µg/l	N.D.	
Bromochloromethane	µg/l	N.D.	
1,2,3-trichlorobenzene	µg/l	N.D.	
1,2,4-trichlorobenzene	µg/l	N.D.	
1,2-dibromo-3-chloropropane	µg/l	N.D.	
1,2-dichloropropane	µg/l	N.D.	
1,3-dichloropropane	µg/l	N.D.	
2-ethoxy-2-methyl-propane	µg/l	N.D.	
2-methoxy-2-methyl-butane	µg/l	N.D.	
TRIFLURALIN	µg/l	N.D.	0,100
α-BHC	µg/l	N.D.	0,100
β-BHC	µg/l	N.D.	0,100
LINDANE	µg/l	N.D.	0,100
δ-BHC	µg/l	N.D.	0,100
HEPTACHLOR	µg/l	N.D.	0,030
HEPTACHLOR EPOXIDE	µg/l	N.D.	0,030
α-ENDOSULFAN	µg/l	N.D.	0,100
β-ENDOSULFAN	µg/l	N.D.	0,100
DIELDRIN	µg/l	N.D.	0,030

ENDRIN	µg/l	N.D.	0,100
op'-DDD	µg/l	N.D.	0,100
pp'-DDD	µg/l	N.D.	0,100
op'-DDE	µg/l	N.D.	0,100
pp'-DDE	µg/l	N.D.	0,100
op'-DDT	µg/l	N.D.	0,100
pp'-DDT	µg/l	N.D.	0,100
Total biocides/pesticides	µg/l	N.D.	0,500
1,12 Benzoperylene	µg/l	N.D.	
Benzo(b)fluoranthene	µg/l	N.D.	
Benzo(k)fluoranthene	µg/l	N.D.	
Indeno(1,2,3-cd) pyrene	µg/l	N.D.	
Total PAH except for Benzo(a)pyrene	µg/l	N.D.	0,100
Benzo(a) pyrene	µg/l	N.D.	0,010
Vinyl chloride	µg/l	N.D.	0,50
Acrylamide	µg/l	N.D.	0,10
Epichlorohydrin	µg/l	N.D.	0,10
Isotope of Uranium U-238	mBq/l	1,3	
Isotope of Uranium U-234	mBq/l	2,7	
Total Uranium	µg/l	0,1	
Total alpha radiation	Bq/l	N.D.	
Total beta radiation	Bq/l	N.D.	
Radioactivity (total indicative dose)	mSv/year	<0,10	0,10
Total concentration of asbestos fibers	Asbestos fibers/l	N.D.	
Concentration of asbestos fibers with length >10µm	Asbestos fibers /l	N.D.	
Total Coliforms	cfu/100ml	0	0
Escherichiacoli (E. coli)	cfu/100ml	0	0
Enterococci	cfu/100ml	0	0
Colony count in 22° C	cfu/ml	0	No abnormal change
Colony count in 36° C	cfu/ml	0	No abnormal change
Clostridium perfringens (including spores)	cfu/100ml	0	0

* For the parameters taste and odour, which were organoleptically tested, the numbers mean: 1=threshold, 2=mild.

For microbiological parameters, the median is used as a measure of central tendency. N.D.: not detected.

The data above resulted from sampling and analyses carried out in order to monitor the compliance of EYDAP's S.A. water supply quality of the water with current legislation. Based on this monitoring, EYDAP certifies that the quality of the water supply is inspected and meets the requirements and terms of the Ministerial Decision JMD 67322/2017 "Quality of Water for Human Consumption" in compliance with the European Council Directive 98/83/EC of 3 November 1998, as it was amended and currently in force.

5.4 Consumer Health and Safety: Sewerage Services of EYDAP

Why is it material?



GRI 103-1

The existence of a sewerage system, its proper operation and the effective effluent treatment aims at the avoidance of polluting the soil, the aquifer and the surface waters. Effluent led to the environment without prior treatment; carry a series of harmful for our health substances to the natural water recipients resulting to serious threat for public health and to serious environmental degradation. Consequently the sewerage projects, where large public and social resources are invested, consist basic infrastructure at state level and are an undeniable indicator of social and cultural development, ensuring at the same time both public health and improvement of the living standards.

EYDAP is always committed to both the protection of the environment and consumers' health and safety. For this reason, it constantly aims at ensuring the effective and uninterrupted operation, maintenance and upgrading of the wastewater collection,

transport and treatment of effluents within the Attica Basin, thus contributing to the achievement of the Sustainable Development goals 3 'Good Health and Well-being' and 6 'Clean Water and Hygiene', as they have been defined by the United Nations.

Given the above, the sewerage system management is of major importance to EYDAP due to the fact that the proper and timely response to the problems encountered in the operation of the network or in the operation of the Wastewater Treatment Plants, have a direct impact on the customers of the company and a strong influence on the social profile and the value of EYDAP.

Moreover, the Hellenic Republic as a Member State of the European Union is obliged to comply with the Directive 91/271 / EEC of May, 21st 1991 regarding urban wastewater treatment. This Directive concerns the collection, the treatment and the disposal of urban wastewater as well as the treatment and the discharge of effluents from certain industrial sectors. In particular, the Directive provides that 'state members care that all residential areas should provide urban wastewater sewerage systems by December the 31st, 2000 at the latest, for the residential areas of more than 15,000 population, etc. «Failure to comply with this directive results to penalties (fines imposed by the European Commission on the Greek State).

Serious threats for the health and safety of consumers also include:

- the illegal connection of storm water in the sewerage network, as in case of heavy rainstorms it is likely to provoke overflow and wastewater influx into properties,



- the disposal of solids in the sewerage network (such as paper, rubble, construction materials), that are likely to cause blockages and consequently wastewater influx into properties.

EYDAP addresses the above risks in accordance to the Sewerage Network Regulation (SNR), which provides the right to the Company to suspend water supply in the relevant property until the owner of it complies with the terms of the SNR. In case that overflows in the sewerage system cause damage to any property and a compensation request follows, EYDAP proceeds with the surveillance and if responsible grants compensation.

- The disposal of unsuitable, according to the Specific Sewerage System Regulation, effluents that are likely to cause damage to the network or affect the operations of the Wastewater Treatment Plants (WWTPs).

EYDAP monitors the liquid waste disposals of the licensed industries, through random sampling. Samples are taken from a specific shaft or from the liquid discharge point of the industry or from any other point of the industry – at EYDAP's discretion. Samples are analyzed and specific parameters are examined, determined according to the nature of the organization's production. If the results of the analysis exceed the acceptable limits set by the Specific Sewerage System Regulation, penalties are applied as foreseen by the Specific Regulation such as: suspension of water supply, suspension of the industry's connection to the network, imposition of a fine for exceeding set quality levels, restoration of damages caused by the illegal disposal in the network or the WWTPs. The restoration cost is charged to the company via its water bill.

How do we evaluate our approach?

GRI 103-2

The sewerage of the Attica Basin is realized with storm water and wastewater pipelines. The storm water pipelines end up in the sea with natural flow.

The Region of Attica and the local Municipalities are accountable for the study, construction and maintenance of the storm water sewerage projects, the flood protection projects in general and the cleaning of the catchment shafts. The wastewater pipelines operate with gravity. However, there are pipelines that operate under pressure (force mains) and for this reason there are 44 pumping stations across the Attica Basin, mainly along the coastal collector of the Saronic Gulf.

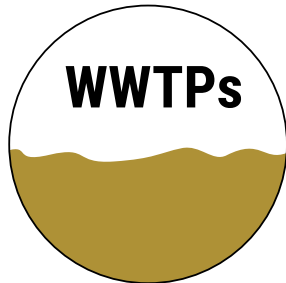
The sewage collection of served areas is carried out through the secondary sewerage network, through connection of each property to these pipelines. The secondary network ends up to the transfer network (primary network) and eventually to the main sewage collectors (Parakifisios, SKAA, KPS, CSF, collectors D and A at Thriassio, etc.) through which the effluents end up in the Wastewater Treatment Plants.

The total length of the sewerage network is approximately 8,300 kilometers.



The network is separate (wastewater pipelines – storm water pipelines), except for the center of Athens, where the network is combined (common pipelines for wastewater and storm water).

Wastewater Treatment



EYDAP has designed and implemented an integrated wastewater treatment network with Wastewater Treatment Plants (WWTPs) located: at Metamorphosis, Attica (Metamorphosis Wastewater Treatment Plant), in the Psyttalia island (Psyttalia Wastewater Treatment Plant) and at Thriassio (Thriassio Wastewater Treatment Plant).

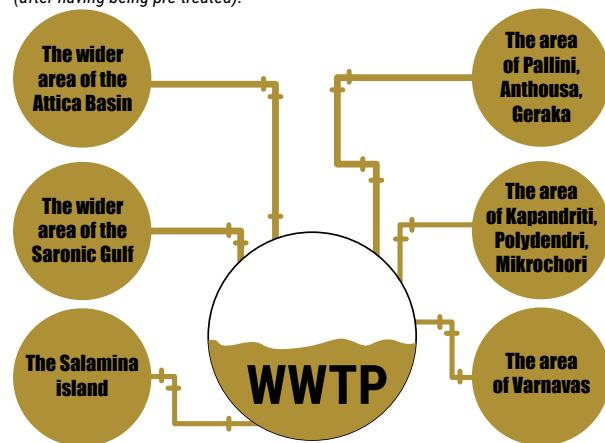


Psyttalia Wastewater Treatment Plant (Psyttalia WWTP)

Psyttalia WWTP is one of the largest Wastewater Treatment Plants in Europe and internationally. The average inflow of effluents is approximately 730,000 m³/day.

It is in the Psyttalia WWTP where urban and industrial effluents of the following areas end up (after having being pre-treated):

In the WWTP urban of the following areas end up:



The Wastewater Treatment in Psyttalia's WWTP includes:

- Pre-treatment, which begins at the Akrokeramos installations and includes the removal of heavy solids, the screening, the desanding and the deodorization. Pre-treated effluents are transported by underwater pipelines to Psyttalia.
- Primary treatment, during which the primary sludge is collected.
- Advanced secondary biological treatment during which, with the use of the activated sludge method, the organic material is removed and the nitrogen is subtracted.
- Sludge treatment i.e. thickening, anaerobic digestion, dehydration and eventually thermal drying of the sludge.

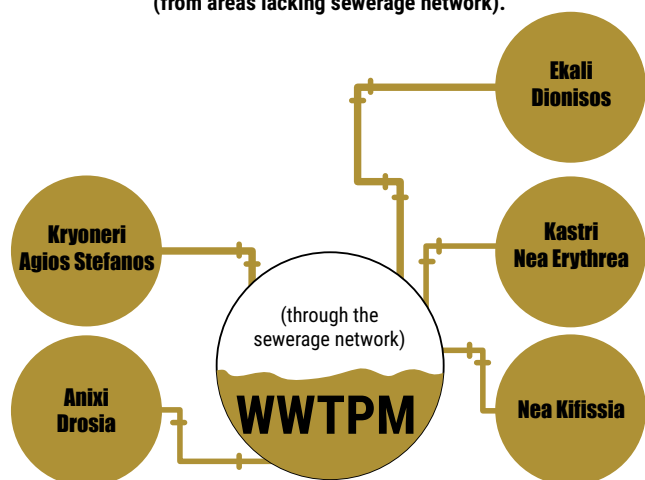
In Psyttalia WWTP there are units for the co-production of electricity and thermal energy. These units operate with biogas and natural gas. The produced electricity is consumed in-house and the surplus is exported to the Hellenic Electricity Distribution Network Operator (EDNO).

The Psyttalia WWTP treated outflow is dispersed into the Saronic Gulf with deep dispersion pipes free from the organic load at a rate of 93% and from nitrogen at a rate of 80% approximately.

Metamorphosis Wastewater Treatment Plant (Metamorphosis WWTP)

The average flow rate of incoming sewage is approximately 10,000 m³ / day and of septage approximately 10,000 m³ / day, as well.

Metamorphosis WWTP receives and co-processes urban wastewater (from the North Suburbs) and domestic sewage (from areas lacking sewerage network).

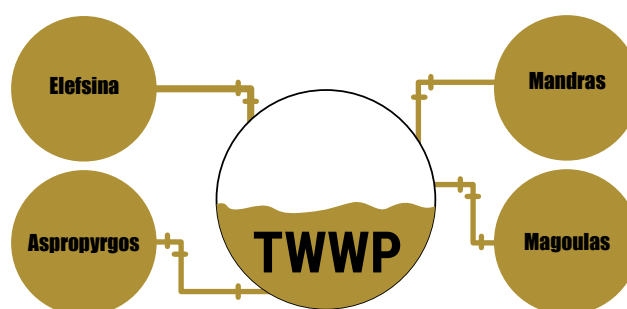


The wastewater treatment at the Metamorphosis WWTP includes:

- Pretreatment, with separate screening - desanding for urban wastewater and degreasing for septage.
- Primary treatment - in different tanks - of urban wastewater and septage.
- Secondary treatment of primary treated urban wastewater and septage in a ventilation tank and in the final settling tanks.
- Disinfection with the use of sodium hypochlorite solution
- Sludge processing i.e. anaerobic digestion, dehydration. Dehydrated sludge is transferred by trucks for final disposal either to a licensed unit or at the Psyttalia WWTP for thermal drying.

Thriassio Wastewater Treatment Plant (Thriassio WWTP)

The Thriassio WWTP operates since 2012 and offers an integrated solution to a chronic problem of the residents and businesses of the area. The Thriassio WWTP contributes to the restoration of Elefsina's Gulf ecosystem balance, which has been classified as a sensitive recipient.



Today, the average supply of incoming sewage ranks at 4,600 m³ / day.

The wastewater treatment at Thriassio WWTP includes:

- Pre-treatment (screening, desanding) for the removal of solids and sand.
- Primary sedimentation for the removal and collection of the primary sludge.
- Biological treatment with the use of the activated sludge method (nitrification, biological removal of nitrogen and phosphorus), with the possibility of strengthening the phosphorus removal by adding.
- Treatment of the entire produced sludge (thickening, digestion, dehydration). The dehydrated sludge is then transferred for heat drying to the Psyttalia WWTP.
- Refining with the use of sand filters for the final filtration of treated wastewater.
- Disinfection of treated sewage before being discharged into the sea via a submarine pipeline, free from its pollutant load at a rate of 95%.

EYDAP has designed and implemented an integrated

sewerage system and the Wastewater Treatment Plants. The objective is to ensure their effective and uninterrupted operation with the ultimate goal to protect public health.

According to the sewerage system's central planning, EYDAP ensures the avoidance of any kind of risk for public health due to the absence of sewage network in certain areas or in the process of sewage collection or transport (either because of blocked pipes or branches or of malfunctioning of the pumping stations) or during the wastewater treatment procedure due to improper operation and maintenance of the Wastewater Treatment Plants (WWTPs).

The company's objective is to serve the community and to ensure the proper operation of the sewerage network. Within this frame the Company:

- plans the design and construction of further sewerage networks in order to serve areas deprived of sewage
- has designed and implemented an integrated sewerage management system in order to ensure its continuous and uninterrupted operation
- owns equipment for the control, tracking and restoration of damages in the sewerage network
- concerns for the effective and uninterrupted operation and maintenance of the Wastewater Treatment Plants
- complies with all the rules regarding the sample analysis process which take place in its certified laboratories at Akrokeramos and Metamorphosis
- cares for the continuous training of its personnel in order to ensure their efficiency.

New sewerage projects and initiatives

EYDAP, in collaboration with the municipalities, proceeds to the design and study of sewerage projects and Wastewater Treatment Plants, in order to ensure the existence of a sewerage in all the areas of its competence. In this context the following activities take place:

- The final study is being drafted for the sewerage of Kalamos and Kapandriti-Mikrochori-Polydendri.
- The study for the sewerage network of the Municipality of Pallini has been completed (construction of the primary, secondary and tertiary network) and the tender documents are being drafted in order to proceed with the bidding of the project, of total budget planned 60,000 Euros. The project has been included for financing in the OPERATIONAL PROGRAMME 'Transport Infrastructure, Environment & Sustainable Development' 2014-2020, PRIORITY AXIS 14 'Preservation and Protection of the Environment – Promotion of the Efficient Use of Resources (Cohesion Fund)'.
- The project of sewerage collectors for the areas Dionysos, Rodopolis, Anoiksi and Stamata (municipality of Dionysos), has been auctioned of total budget planned 1,844,445 Euros, which will be financed by 92% . The project is under construction and it is estimated to be completed by the end of the first semester of 2019. The project has been included in the Operational Programme «Attica 2014-2020», in the Priority Axis «Improving Quality of Life in the Urban Environment» and is co-funded by the European Regional Development Fund.

In order to optimize the management of treated effluents, an application has been designed and it is to be implemented soon, which will permit the on the spot treatment– in a compact unit – part of the incoming sewage in the pump station of the Central Coastal Collector and the reuse of the treated outflow for the irrigation of adjacent areas

EYDAP plans, develops and implements methods for monitoring the disposal of liquid industrial effluents in the wastewater network. In this context, the company plans to increase the sampling points in the network for the monitoring of the quality of incoming effluents and the identification of any unsuitable for the network inflow with the use of innovative instruments.

The company cares for the constant maintenance and upgrade of the equipment used for chemical analysis, in order to ensure the credibility of the procedure, through the acquisition of the necessary spare parts and the most reliable instruments.

Sewerage Network and Wastewater Treatment Plants

EYDAP, with its trained staff and appropriate equipment, maintains and upgrades the wastewater network in line with the contemporary trend in technology, aiming at:

- the constant and uninterrupted operation of the sewerage network, on a 24 hour basis,
- the resolution and mitigation of any malfunction that may occur by taking the relevant appropriate measures (drain obstruction or pipelines cleaning using high-pressure tank-vehicles, reconstruction of pipeline sections, reconstruction of the network's branches, effective maintenance of the pumping

stations' electromechanical equipment).

For the maintenance of the sewerage network, there are used:

- High-pressure recycling tank-vehicles for pipe cleaning
 - High pressure tank-vehicles for pipe unblocking
- High-tech telemonitoring mobile units are used for the accurate positioning and detection of the network's malfunctions. These units are Inspection Vehicles equipped with robotic systems that permit the repair of damages with the use of No Dig Technology.

EYDAP manages the optimal operation of the WWTPs, through a continuous maintenance and upgrading process. The Company, in compliance with the approved environmental terms, aims at succeeding outflows of quality within the determined limits, to the water recipients.

More specifically EYDAP has designed and plans:

- a) to upgrade and further develop the existing installations at Metamorphosis WWTP. This project includes the creation of more discharge points at the Tanker-Trucks Discharge Area, the implementation of deodorizing procedures which will mostly merit the local inhabitants and of the liquid industrial effluents treatment,
- b) to upgrade – improve the existing installations of Psyttalia WWTP.



EYDAP's Design for the sewerage in areas of East Attica

The Eastern Attica Project Division manages the implementation of the sewerage system project in the Eastern Attica region. More specifically, the programming of the following projects is underway:

- Collection – Treatment of urban wastewater of the **Municipalities of Rafina-Pikermi and Spata-Artemida**, and the Reuse – Disposal of treated outflows.
- Collection – Treatment of urban wastewater of the **Municipality of Marathonas**, and Disposal – Reuse of treated outflows.
- Collection – Treatment of urban wastewater of the **Municipality of Saronic** and Disposal – Reuse of treated outflows.
- Construction of the wastewater network at Glyka Nera, Municipality Paiania. The collected wastewaters will be led for treatment at the Koropi-Paiania WWTP.

These projects will provide a definite solution to the management of urban wastewater in the aforementioned areas.

The Wastewater Treatment Plant (WWTP) of the Municipalities of Rafina-Pikermi and Spata-Artemida and the Wastewater Treatment Plant (WWTP) of the Municipality of Marathon are designed to operate with state-of-the-art technology, thus ensuring the environmentally optimal wastewater management process. **The design of the WWTPs enable the reuse of the treated outflows in order to cover the area's irrigation need of the Municipalities above in summer and urban and suburban use in winter. (Municipalities of Rafina-Pikermi and Spata-Artemida)** in compliance with the current Institutional Framework for reuse (Joint Ministerial Decision 142116/2011 & Ministerial Order No. 191002/2013).

Within the area of the WWTPs of the Municipalities

of Rafina-Pikermi and Spata-Artemida there is provision for a Center for Environmental Awareness and Information, where pilot programmes will be presented for the optimal use of the treated outflows, along with environmental educational activities. For the full integration of the installations into the natural environment, recreational and leisure facilities will be developed, whilst extended green areas and multiple bioclimatic elements are planned, such as roof garden, solar panel shelter, bioclimatic shelters along interactive walkways and bicycle paths, geothermal exchangers etc.

With the completion and operation of the sewerage projects in the eastern Attica region, compliance with National and European legislation will be achieved, and environmental and coastal protection will be ensured. Moreover, the activities for environmental awareness will constitute a pole of attraction for the public, thus enhancing the growth prospects of the wider region.

EYDAP is in constant collaboration with the local Municipal Authorities for their information, but also in order to ensure their active contribution to



the progress and completion of the project, for the benefit of the residents and visitors of the area.

In 2017, a significant progress was made in the maturing of the projects in Eastern Attica as

authorization, financing (NSRF 2014-2020), required studies and planning of the construction is concerned. With the objective of the optimal co-ordination of the parties involved and the swiftest implementation of the sewerage project in the Municipalities of Rafina-Pikermi and Spata-Artemida, a Programmatic Contract was signed between the above Municipalities and EYDAP. Under this Contract EYDAP was assigned the responsibility for the construction of the secondary wastewater network, for this part of the network that is to be financed by the Cohesion Fund.

Moreover, through **the Programmatic Agreement between EYDAP and the Municipality of Paiania**, the construction of the wastewater network of the Glyka Nera, Municipality of Peania, was incorporated in the East Attica Projects. Furthermore, the funding approval of the project was completed through its integration with the Operational Programme «Attica 2014-2020».

EYDAP, committed to the implementation of innovative sewerage projects, ensures social consensus in the areas where it invests in new infrastructure whilst at the same time it contributes to the achievement of Objective 9 'Industry, Innovation and Infrastructure' as it has been defined by the United Nations.

How do we evaluate our approach?

GRI 103-3, GRI 416-2

EYDAP, in compliance with the Directive 91/271/EEC, constructed **the sewerage projects of Thriassio (130 km of Pipes, 3 pumping stations and the WWTP), which operate since 2012**. However, due to the reluctance of the inhabitants to connect to the sewerage network for financial reasons, given the economic crisis, not all inhabitants of the areas where the relevant network exists are served. As a result, the European Commission asks for a fine imposition to the Greek State (Action brought by the European Commission against the Hellenic Republic (Case C-328/16), due to its failure to comply with

the WEU Decision of June 24th, 2004 Case C-119/02 'Biological Treatment at Thriassio').

EYDAP in an attempt to mitigate the risk of fine imposition in the Thriassio case and to increase the number of properties' connections and subsequently the percentage of served residents proceeded to the following actions:

- Decided the implementation of a programme regarding the provision of financial incentives to the residents of the Thriassio Pedio area and more specifically to properties exclusively for residential use, with the scope to urge those residents to connect to the sewerage network. The programme involved the allocation of up to € 2,500 plus VAT per property and the settlement of that amount by EYDAP (within a maximum period of six years) and with the exemption from the sewage connection fees for a period of 2 years for those who proceed with the connection. This programme has been put into action since mid-2014 and is still in force. By the end of 2017, 565 applications had been submitted by residents of the Thriassio.

- Enhanced its ability for more sewerage connections in the Municipalities of Elefsina, Mandra-Eidylia and Aspropyrgos through two contractors, for the construction of 850 network connections during 2017.

As a result of the aforementioned actions, in 2017 there is a significant increase in the Wastewater Treatment Plant inflow, and in comparison to previous years, is constantly increasing. In 2015, the average daily inflow was 2,100 m³ / day whereas in 2016 and the last quarter of 2017 was 2,400 m³ / day and 4.000 m³/day, respectively.

The sewerage system management efficiency is evaluated through the development of the following applications and practices, some of which consist of important innovations for the sewerage system operation:

1. Use of Sewerage Information Systems

EYDAP's high requirements for information systems so as to cover the Sewerage Divisions needs for:

- the acquisition of reliable digital information,
- the use of specific and specialised applications,
- the acquisition of powerful information systems

aiming not only facilitates the day-to-day business but company's growth, as well led the Company to install new Sewerage Information Applications and to upgrade the existing ones.

Information Systems used and Actions developed:

- Trucks Fleet Management Information System (e-TRACK).
- Sewer Portal application- Insertion and processing of data resulting from the intervention in the network
- Pilot online Application, for the recording of maintenance data in the relevant section of Sewer Portal
- Two-way Interconnection of e-TRACK and Sewer Portal for direct signaling to all vehicles of all Sectors.
- Insertion, processing and analysis of spatial data in a GIS environment.
- Compilation and study of statistical analysis, based on the above data and on data from our Hot Line (1022) in Portal application.
- Monitoring the operation of the pumping stations with Remote Controlled – Telemetry (SCADA) systems.

2. Monitoring of the inflow and outflow of WWTPs through sampling and microbiological analysis in the laboratories of the General Directorate of Sewage.

Wastewater sampling is realized according to the needs and existing legislation and it is carried out

at the points of inflow and outflow at the WWTP. Samples are also taken at middle stages of treatment. Subsequently, the samples undergo microbiological analysis so as to ascertain the quality of incoming and treated effluents, aiming at the evaluation of the facilities' operation and the compliance with environmental conditions.

3. Monitoring of liquid industrial effluents through sampling and chemical analysis in the laboratories of the Sewage General Directorate.

The Competent Department of EYDAP proceeds to constant monitoring of inflows from industries and craft businesses, to which EYDAP has granted the permission to discharge their industrial effluents in the sewerage network. The quality of the inflows is monitored through sampling and analysis.

[Laboratories of the General Directorate for Drainage](#)

The General Sewerage Directorate's laboratories are accredited by the Hellenic Accreditation System (E.SY.D.). In these laboratories specification tests are carried out on samples of wastes, sludge and effluents, as outflows from the WWTPs, the sewer pipes and the industries that undergo tests for the quality of their discharges into the network. The analysis (BOD, COD, FAT & OIL, NH₃, Hexavalent CHROMIUM, COLOUR, SULFUR, METAL, TP, TN, etc.) is carried out in compliance with the chemical analysis procedures.

4. Publishing of the wastewater treatment results in the National Database of the Ministry of Infrastructure and Transport.

In the electronic Database of the Special Secretariat of Waters quantitative and qualitative characteristics of inflows and outflows of the Wastewater Treatment Plants (WWTPs) are published. The disclosed chemical characteristics are as follows:

- Inflow
- Incoming load
- Amount of sludge produced
- BOD₅, COD, SS, T-N, NH₄-N, T-P (at the input)
- BOD₅, COD, SS, T-N, NH₄-N, NO₃-N, T-P (at the point of outflow)

All citizens have free access to this database.

5. Monitoring of the marine ecosystem of the Saronic Gulf and the Gulf of Elefsina and evaluation of the results in collaboration with independent research body (HCMR).

The evolution of the ecological state of the Inner Saronic Gulf and the Gulf of Elefsina, under the effect of the Wastewater Treatment Plants of Psytalia and Thriassio Pedio (as defined by the current environmental terms of WWTPs), is monitored by the Hellenic Center for Marine Research (HCMR) through the implementation of relevant programmes, which take place under a contractual agreement with EYDAP (seven consecutive programmes have been funded since September 2005 by EYDAP for this purpose).

During this Programme, HCMR proceeds with measurements, samplings and analysis of various parameters of the water column. Based on the data collected, the ecological status of the Inner Saronic Gulf, the Gulf of Elefsina and the Keratsini Bay is depicted, potential changes in certain parameters of the ecosystem compared to the past are investigated and the effect of the discharged outflows along with the nutritional and ecological state of the area are assessed.

The results show a continuous, gradual improvement in the ecological status of the Saronic Gulf, in the Gulf of Elefsina, especially at the estuary areas of the WWTPs.

Compliance with the regulations and voluntary codes

During the report period, there was NO incident of non-compliance with regulations and voluntary codes, regarding the impact of EYDAP'S services on the HEALTH and SAFETY of consumers.

5.5 Access to clean water, Sustainability of Water Resources, Supply & Water Network Coverage

Why is it material?



GRI 103-1

EYDAP, in order to ensure reasonable levels of water consumption by its customers and meet the obligations of water supply services, is supplied with the required raw water entirely by the Greek State at the entrance of its Water Treatment Plants (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). The Company in 2017 delivered daily, at an average annual rate, 1,066.150 m3 of drinking water 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.

The constant safeguarding of the necessary water resources, the reassurance of the adequate water treatment so as to produce drinking water of the highest quality and the ability to distribute it to the customers via its water network, constitute the main activity of EYDAP.

Beyond doubt, any malfunction with a negative impact on the quantitative safeguarding of the water resources and the transfer and distribution capability of water (external Aqueduct System – header feeding System of drinking water 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.



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

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

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

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

How do we manage it?

GRI 103-2

EYDAP acquires raw waters mainly from surface water resources, from the basins of Marathonas, Yliki, Mornos and Evinos that are ranked in A2 category, according to the Directive 75/440/EEC for surface water quality standards intended for the production of drinking water. From the reservoirs in these basins, only the one in Yliki is natural (lake) whereas the others are the result of the construction of dams at adequate spots on the riverbeds of the Charadros (Marathon dam), Evinos and Mornos rivers. In the water sources used by EYDAP, underground water resources are included, which can be exploited with the operation of approximately 100 boreholes, with an annual total pumping capacity of 70 - 125 m³ of water, depending on the disposal of underground resources and proper use policy.

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

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

The transfer of raw water, from the sources to the Water Treatment Plants, is done via the following aqueducts with a total length of 495 km.:

- Mornos Aqueduct - Main Aqueduct
- Yliki Aqueduct-Main Aqueduct
- Con. Aq. Mornos-Yliki- Connecting Aqueduct
- Con. Aq. Marathonas-Galatsi Connecting Aqueduct
- Con.Aq. Distomo- Connecting Aqueduct
- Tunnel Evinos-Mornos – Connecting Aqueduct

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.

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 and by random checks of the water quality in the reservoirs.

The management methods of the water supply network are arranged by order of importance into the operation of the existing water supply system, the regulation of the flow downstream of the reservoirs, the water abstraction breakdown per primary, auxiliary or backup source and water transfer via the external aqueduct system. These methods may also refer to 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 Water Supply System (EWSS), aiming at the quantitatively reliable, qualitatively and environmentally safe and cost-effective coverage of water demand in the area of EYDAP's competence, through the efficient use of the available water resources.

The management of the water resources system refers to the determination of the extracted quantity from the reservoirs and the aquifers, its distribution (breakdown) into the network of the external aqueducts, so as to ensure the long-term efficiency of the 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 external aqueducts network is actually the entire pipeline system and its additional works (as pumping stations etc.), extending from the exit of the reservoirs up to the Water Treatment Plants (WTPs). The external water supply system is depicted below: 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):

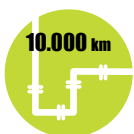
- Geographical Information System, for pictorial representation and monitoring of the water supply system,
- Monitoring System of Water Resources, intended for the supply of Athens,
- Evaluation and Prediction System of Water resources, intended for the supply of Athens,
- Support system for managing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

All water supply network facilities ensure the adequate coverage of the demand for drinking water. The water network consists of approximately 10,000 km of pipelines. Out of these, 1,300 km constitute the main supply network, with pipelines of diameter bigger than 300 mm up to 2,000 mm, while the remaining kilometers of pipelines constitute the distribution network, which transfers the drinking water to the consumers, with pipelines of diameter less than 300 mm. Across the area of our competence are spread 55 aqueducts of total capacity 885,000 m³, 81 pumping stations of total combined installed power 30,000 HP, 618 pressure reducing valves of diameter from 80 mm up to 600 mm, about 90,000 isolation valves, 100 telemonitoring points (SCADA), 783 points of data recording and teletransmission (SMS) and about 850 quality control points (600 for chlorine measurement and 250 for chlorine measurement and other parameters in compliance with legislation). All above installations ensure the uninterrupted and continuous supply of drinking water along with the successful coverage of regular and seasonal daily consumers' demands.

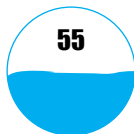
Further technical, quantitative and qualitative data

The total number of water meters in full service is close to 2,100,000. The average daily water consumption for 2017 was 1,066,150 m³ (minimum daily consumption: 895,025 m³ in December 2017 and maximum daily consumption 1,272,423 m³ in July 2017).

can be drawn from our website under the tab named "WATER SUPPLY".



1,300 km constitute the main supply network
>300mm up to 2000mm
8,700 km distribution network <300 mm



aqueducts of total capacity 885,000 m³



pumping stations of total combined installed power 30,000 HP



pressure reducing valves of diameter from 80 mm up to 600 mm



isolation valves



telemonitoring points (SCADA)



points of data recording and teletransmission (SMS)



quality control points

How do we evaluate our approach?

GRI 103-3, GRI 303-1, EYDAP INDICATOR

The implemented management methods of water resources are characterized by:

- **Scientifically grounded rationality**
- **Efficiency:** optimal use of water resources
- **Sustainability:** we cover today's needs avoiding depletion of water resources in the future.

Demand is covered with enhanced credibility, reducing to extremely low and acceptable levels the probability of failing to provide the required water quantity. The term "credibility" mainly refers to the reduction of the uncertainty factor created by the variability of water resources natural supply (drought). It also refers to other factors such as the adverse emergency situations (damages) occurring during works across the water supply network, which EYDAP cares to handle efficiently. Supply demand is covered with safe water and respect to the environment (to the ecosystems) avoiding the extraction of excessive amounts of water. Finally, the demand is covered at the most cost-effective way.

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

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

For those few areas, situated mainly in West Attica, that are not supplied with water from EYDAP but from boreholes, the Company has adopted a series of interventions and actions in cooperation with the Local Governments. EYDAP's intention is, in near future, these areas to be included in the area of its service. Within this prospect, the Company initiated the construction of a steel pipeline of diameter 500mm and approximately 15 km long to supply with EYDAP water the area of **Kinetta**. At the same time, EYDAP in collaboration with the Municipality of Megara is preparing the studies for

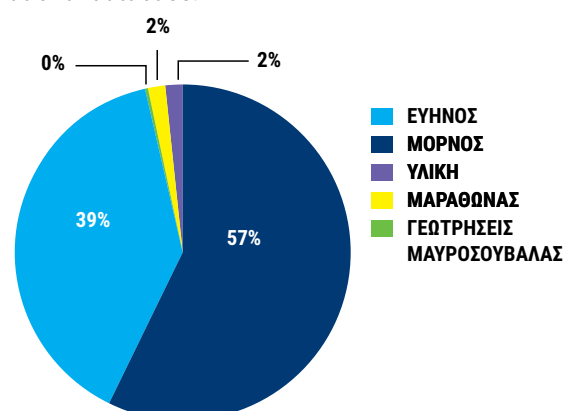
supplying with drinking water the town of **Alepoxori** and the surrounding areas within the Municipality. Under construction is also **the submarine pipeline that will connect the island of Salamina with the island of Aigina for the supply of water** to the latter. The works are under the jurisdiction of the Attica Prefecture.

The company's 5-year Business Plan foresees the incorporation of water supply networks that operate under the management of Local Governments, but also the incorporation of the management of Local Government networks located outside the company's jurisdiction area. In 2017 EYDAP's BoD decided the transfer of ownership of the remaining **water supply network of Island of Salamina** to the Company (the island at present is supplied with EYDAP's water by 50%), thus adding to its customers approximately 20,000 water meters and 300 km of network. At an advanced stage of incorporation is the **municipal water supply network of Magoula of the Municipality of Elefsina** and that of the Municipality of Megara. The incorporation is expected within 2018.

The water resources abstraction breakdown for the coverage of the total water supply demand (EYDAP SA, Local Governments, Organizations, etc) in accordance to the 2017 data is as follows:

WATER RESOURCES BREAKDOWN Annual Abstraction (mil. Cubical meters- percentage %)

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



5.6 Reliable Water Network and Water Efficiency

Why is it material?



GRI 103-1

The safeguarding of the adequate quantity, acceptable pressure level and high quality of drinking water throughout the water supply network is EYDAP's first priority.

The responsible management of the water supply network and water efficiency responds to the satisfaction of the needs and expectation of our stakeholders, and to the increase of trust to the Company. In this way EYDAP contributes positively to the Sustainable Development and in particular to the achievement of the Sustainable Development Goals 6 "Clean Water and Sanitation", 8 "Decent Work and Economic Growth" and 12 "Responsible Consumption and Production" as defined by the United Nations. These Goals contribute globally to efficient water resources management as long as consumption, production and distinction between economic development and environmental degradation are concerned.

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

EYDAP's area of competence is the greater area of the Capital, as defined is the Founding Law 1068/1980,

while with the Law 2744/1999 EYDAP was given the possibility to expand its activities, under certain conditions, both inside and outside the Attica Basin. Further information on the subject is available in the relevant section where there is a detailed reference to EYDAP's Area of Service and the administrative boundaries of Municipalities and Communities that are directly supplied with water by EYDAP, where the network is also managed by the Company or via bulk supply where the network management is the Local Authorities' responsibility. Our ultimate goal is the sustainable management of water and the optimization of the quality of drinking water. EYDAP's strategic aim is the gradual incorporation of the water supply networks of all the Municipalities of Attica. EYDAP's objective is the effective functioning, the maintenance and the improvement of the drinking water distribution network (main supply pipelines, distribution pipelines, meters, tanks, aqueducts, pumping stations and their equipment) across the geographical area of its competence.

How do we manage it and how do we evaluate our approach?

GRI 103-2, GRI 103-3, EYDAP INDICATOR

To achieve this goal the following categories of activities are required:

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

Attica is characterized by an intense topographic arrangement. EYDAP supplies with water areas at an elevation from 0 to 600 meters from the sea level. For the best control of the pipe pressure level, pressure zones were created every 30 to 40 meters difference in altitude. Each zone operates under

specific pressure. The network is remotely monitored and controlled on a 24-hour basis (SCADA system). In 2017, for the more effective management of the network, the Company installed 20 new flow meters on the supply network and 40 telemonitoring stations, in addition to the existing, thus increasing the number of telemonitoring stations to 783, the SCADA stations to 100 and the number of flow meters to approximately 100.

Network maintenance – for prevention or on emergency (pumping stations maintenance, valves - fire hydrants, tanks cleaning, pipe leakage or meter repair etc.).

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

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

It is worth mentioning that in 2017, the total number of leakages – ruptures raised to 6,000 approximately. These damages were fully and immediately repaired by the General Water Directorate.

Replacement of existing pipelines and water meters.

The existing water supply network consists of pipelines of different dimension and material. These pipelines have been installed over the years for the supply of Athens with drinking water. Many of these pipelines have been subjected to heavy stresses

over their long years of operation that consequently lead to frequent fractures. As main stress factors we could consider the original installation conditions, the development of the city along with a continuous reconfiguration of public roads and spaces in combination with the vehicles circulation and other external factors. The same applies to the water meters for property use, served from these pipelines. These water connections suffer the same stresses as the water pipes. EYDAP evaluates the operation conditions of the above, marks out the operation area and applies a replacement project with new pipelines and water meters of advanced technology.

In 2017, EYDAP replaced 50,000 meters of pipelines of diameter 110 mm, 160 mm, 200 mm etc., repaired approximately 15,000 water meters and proceeded to a mass replacement of approximately 90,000 water meters for domestic use.

In addition to the above, EYDAP installs new water connection for property use and for bulk supply. The relevant petitions (submitted by individual consumers, the Municipalities, industries, etc.) are examined by the Company for compliance with the Water Supply Network Regulation. If approved, the water meters are installed at the premises.

The water connections that are connected to the water supply pipelines are distinguished into:

Household use, fire-fighting use, common property use, irrigation of public or municipal areas, temporary for construction or other use.

In 2017, EYDAP installed approximately 3,500 connections for domestic and fire-fighting use.

Incorporation of water networks

EYDAP, within its area of service, incorporates Water Supply Networks managed till then by local Municipalities. EYDAP's strategic target is the incorporation of these local networks, mainly situated in the area of East and West Attica. This target is directly linked to the expansion of our activities, to the supply of water of high quality to all the Attica Basin residents and to the provision of best service to the citizens of the above mentioned areas.

The incorporation of local networks to EYDAP's property is not done unilaterally. A basic prerequisite for this is the positive decision of the City Council wishing to deliver the network to EYDAP.

In 2017 there was an important process with the Municipality of Western mainly, but Eastern Attica too, towards the delivering on behalf of the Municipalities and reception on behalf of EYDAP of the local water networks. As a characteristic example, we could mention the 19487/27.12.2017 Decision of the BoD of EYDAP, for the incorporation of the remaining water network of the Island of Salamina.

On the 29.12.2017, the Municipality of Salamina and EYDAP signed the Contract for the delivery and reception of the local network and the recognition of the Municipality's debts to EYDAP. The signing of the Delivery-Reception Protocol is expected after the completion of the envisaged procedures.

With this Contract and after the signing of the relevant Delivery-Reception Protocol that is expected within the first trimester of 2018, the entire network of the island will be incorporated into the Company, adding approximately 20,000 water meters to its existing clientele.

Alongside the above, consultations at the final stage are held with:

- the **Municipality of Megara** for the Delivery and

Reception of the entire local water network (Megara, the rest of the network of N.Peramo, Kineta, etc),

- the **Municipality of Elefsina** for the Delivery and Reception by EYDAP of the municipal water network of Magoula,

- the **Municipality of Penteli**, for the municipal water network of the area of Ag. Dimitrios.

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

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

Finally, the BoD of EYDAP, with the Decision 15858/4-4-2007 and in compliance with the article 7 par. 3 of Law 3429/2005, which is obligatory for all Public Entities and Organizations, approved the Charter of Consumers' Responsibilities (CCR). This document includes the main responsibilities of the Company towards Consumers, the time to meet these obligations and the way these rights are claimed. The text of EYDAP's CCR is brief, comprehensive and clear and it is available on EYDAP's website in the relevant section: <https://www.eydap.gr/CustomerSupport/ServicePoints/>

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

For EYDAP's success, as essential preconditions we consider focusing on customer satisfaction, the efficient management and protection of water resources, the maintenance of a constructive two-way relationship between the Company and the

Customer. Our target is the improvement of the Company's services. To this reason, the Company has included in its strategic actions for the optimal management of its network, the following:

- The application of modern technology for the management of pressure in the water network, with a positive result to unnecessary stresses on the grid pipes due to excessive pressure. That consequently leads to the avoidance of ruptures in the network and to an increase of its life span with significant financial benefits.

- An essential precondition for the above is the reliable and organized collection of data of malfunctions, operation etc. so as through well-structured and collaborative applications to achieve further processing and meaningful use of the collected data.

- Main objective in the maintenance process is the identification of the frequency of the deficiencies, the speed and the quality of repairs, the cause of occurrence etc. in order to draft an integrated and systematic maintenance program of the water supply network.

- Part of the five-year Business Plan of our Company is the implementation of a targeted, well documented on priority needs plan for the annual replacement of approximately 450 km of pipelines, which corresponds to around the 1,5% of the total length of the network, in compliance with global best practices.

All above measures and in combination with other, that have already been put into effect (mass replacements of water meters, interference in main supply pipelines, maintenance and renovation of existing infrastructure, such as pumping stations, meter shafts and valves, operational interference in the network with the use of modern software and modernization of existing operating structures), we estimate we will achieve an efficient operation of the water supply network, a consistent, reliable and continuous water supply thus improving the customers' service and the upgrading of the Company's image.



6

CREATING VALUE
FOR THE ENVIROMENT



6.1 Protection of the Marine Environment (Effluent Treatment)

Why is it material?



GRI 103-1

The protection of the marine environment through the responsible treatment of wastewater has always been an issue of high priority to EYDAP and its stakeholders. The issue is considered material as it also relates to Sustainable Development. The protection of marine ecosystems is an issue of high importance for the international community as well, while it is also an important requirement in the area of our competence and specifically in Eastern Attica. EYDAP, being aware of the potential impact of its activities on the citizens' health and the environment, collects and treats the effluents targeting to the minimization of these effects. The Company, always in compliance with the required specifications, invests in the upgrading of the used technology and applies Circular Economy practices.

Through these practices and the responsible management of effluents, the Company is contributing to the accomplishment of Sustainable Development Goals: 6 "Clean Water and Sanitation", 12 "Responsible Consumption and Production", and 14 "Life Below Water", as defined by the United Nations Organization.

The three Waste Water Treatment Plants and more specifically the WWTP at Psytalia, the WWTP at Metamorphosi and the WWTP at Thriasio with their central collectors, the extensive sewerage network and the serving pumping stations consist the principal environmental infrastructure for the collection and treatment of urban wastewater for the protection of the health of the citizens and the water recipients.

How do we manage it?

GRI 103-2

Through the technically advanced treatment of urban wastewater in EYDAP's Wastewater Treatment Plants, clean water returns to aquatic ecosystems, while a part of it is being reused within the facilities. The solid residue from the treatment of the wastewater is the sludge, which is dehydrated, dried and used as solid fuel by a cement manufacturer.

EYDAP's Wastewater Treatment Plants are playing an important role in the integrated water management and serve Attica, Athens' wider region, betwixt other areas.

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

The effective operation and treatment of effluents in the WWTPs, the compliance with the Environmental Conditions are documented by the continuous and systematic sampling of those specific outflows (according to Directives EU 91/271 etc and the approved Environmental Conditions).

The basic qualitative objectives for the preservation of the ecosystem's good state is the compliance with Terms for the treated outflows from the WWTPs, as determined by the Study for Environmental Impacts and the Decision for the Approval of Installations' Environmental Terms and Conditions.

The degree to which we meet our targets is validated through the continuous monitoring of the quality of the treated outflows from the WWTP's and of the water recipient in cooperation with the Hellenic Centre for Marine Research (HCMR).

As in previous years, in 2017 all WWTPs operated in full compliance with the terms and conditions for the treated outflows.

To the minimization of the indirect outflows into the water recipients greatly contributes the effective operation, the monitoring, the continuous maintenance by means of high technology and the development of the sewerage network.

The preservation of the Saronic Gulf's good ecological state, to the degree it is affected by **the effective operation of the WWTP's and the achievement of the qualitative targets, safeguards the reputation and image of the Company from the risk of negative impact**, while in parallel protects it from financial and operation risks, such as the imposition of fines.

The negative reputation may refer to the overall image of the Company but also to the trust of the stakeholders to the adopted environmental technologies, as for example the ones used at the Wastewater Treatment Plants.

On the contrary, the effective operation of the Psyttalia WWTP, as proved by the improvement of the ecological state of the Saronic Gulf, strengthens the trust of the stakeholders, while it contributes positively to the acceptance of new technologies and the development of new WWTP's.

It is worth mentioning that the preservation of the good ecological state of the Saronic Gulf does not depend solely on the competent operation of the Psyttalia WWTP and the sewerage network. A whole slew of factors that unfortunately are beyond EYDAP's purview, as for example the illegal waste disposal, marine accidents, rainwater runoffs etc, influence the quality of the water recipients.

How do we evaluate our approach?

GRI 103-3, GRI 306-5

Psyttalia WWTP, ever since its initial phase of operation in 1994, signaled the improvement of the Saronic marine ecosystem that had been significantly downgraded due to the uncontrolled disposal of untreated effluents. The operation of the Psyttalia WWTP has contributed immensely to the preservation of the good environmental state of the Saronic aquatic ecosystem, the quality of which is very important for a series of activities such as fishing, tourism, sports, etc.

The improvement of the quality of coastal waters for recreation is proved by the fact that almost all the Saronic Coasts have been merited with blue flags, a symbol of environmental quality awarded with strict criteria to organized beaches managed by the coastal municipalities.

Psyttalia's Wastewater Treatment Plant has allowed Saronic Gulf's unique marine ecosystem to recover from its former critical condition. Following the operation of Psyttalia's WWTP for more than 22 years (14 years after the start of the second phase) the Saronic Gulf is in a very good ecological state (Directive 2000/60).

The results of the tests on the samples taken from the WWTPs outflows are uploaded to the Ministry of Environment and Energy National Database (<http://astikalimata.ypeka.gr>), accessible to the public.

The results, regarding the achievement of the treated outflows quality terms, per controlled parameter, for each one of EYDAP's WWTPs, are depicted in the table below:

Achievement of the treated outflows quality terms				
2017	BOD5 Biochemically required oxygen (of the first 5 days)	COD Chemically required oxygen	TSS Total suspended Solids	T-N Total Nitrogen
Psytalia WWTP	✓	✓	✓	✓
Metamorphosis WWTP	✓	✓	✓	✓
Thriasio WWTP	✓	✓	✓	✓

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

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

The most recent data from the Hellenic Center for Marine Research ongoing monitoring programme, recently completed (2017), certifies the preservation of the good state of the Saronic.

The improvement of those systematically tested characteristics of the marine ecosystem of the Inner Saronic Gulf, along with the general public's acceptance and use of the beaches by the citizens of Attica, confirm the catalytic role of the effective operation of WTPs, especially that of Psytalia since it is the largest of the 3 WTPs and with a direct effect to the Saronic Gulf.

Today the beaches of the Saronic Gulf around Psytalia present qualitative features that comply with the high prerequisites for bathing waters- fact proved by the environmental monitoring, with frequent tests realized by the competent state entities like Special Secretariat for Water, the Ministry of Environment and Energy and the Blue Flags programme.

6.2 ENVIRONMENTAL COMPLIANCE

Why is it material?



GRI 102-11, GRI 103-1

Environmental compliance is an essential commitment in the application of an environmental policy within the Company's activities, as they are formed by the national environmental legislation.

EYDAP is in full compliance with the environmental legislation and its activities are in harmony with the National and European Policy and Targets, in the field of water resource and effluent management.

It is our aim the preservation and the responsible management of water as a precious natural resource, so the environmental compliance is essential but also the minimum requirement given the fact in many cases EYDAP takes initiatives beyond the fulfillment of the minimum legislative requirements for environmental compliance.

EYDAP, as a Public Utility Company, acknowledges the particular importance of the issue of environmental compliance, which in case of failure may provoke the imposing of high fines with significant financial consequences for the Company, as a result of the particularly rigorous National and European Legislation. Non environmental compliance may in addition cause substantial harm to corporate reputation regarding EYDAP's responsible environmental operation, considering that water management is its principle environmental activity.

Environmental compliance consists for EYDAP an essential factor of Sustainable Development, contributing at the same time to the achievement of Sustainable Development Goal 16 "Peace, Justice and Strong Institutions" as set by the United Nations.

Environmental compliance is of high-priority to the Company's stakeholders, as shown by the Materiality Analysis, conducted in early 2017.

How do we manage it?

GRI 103-2

EYDAP is committed to supporting and encouraging:

- a preventive approach towards environmental challenges,
- initiatives towards the promotion of environmental responsibility,
- development and dissemination of environment-friendly technologies. The implementation of the principles of prevention and protection in EYDAP's works and activities is applied through:
- studies on environmental impact assessment,
- monitoring the effective operation of the wastewater treatment plants,
- collection of urban wastes with continuous on the spot samples and checking of proper operation in real time.

More specifically, environmental compliance is based on the development and consistency to the procedures of environmental authorization and refers to the following:

- environmental authorization for installations and activities
- compliance with environmental terms and conditions
- monitoring the compliance with environmental terms

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

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

This procedure, which aims at timely evaluating the environmental impacts when planning the Company's operations, includes the Drawing up of Environmental Impact Assessment (EIA), the consultation with the competent bodies and the stakeholders and the integration of compliance terms in the construction and operation of the works.

During the construction and operation of the works, there is constant monitoring for the implementation of the approved Environmental Terms. It is through this procedure that the environmental policies, for the protection of the environment and the Sustainable development, are integrated into the works study. These policies are expressed via the current National and European Legislation and the International Treaties and Specifications. Individual Company regulations and specifications may be integrated in the initial design phase of the works, through the environmental authorization procedure, if this is part of the preliminary design phase that prescribes the next phases of the technical studies. Beyond the procedure followed for the drawing up of the environmental impact assessment and the environmental authorization, the principles of prevention and protection are integrated into the technical design of water supply and sewerage projects via rigid environmental specifications in the following fields.

- choice of appropriate materials and machinery
- appropriate study of the works, with effective back-up systems
- safeguard mechanism to deal with environmental accidents (accidents causing environmental pollution).

The operation and maintenance of infrastructure is of major importance for the achievement of environmental compliance. In EYDAP, we have the units, ready at all times; to face effectively any problem that may occur in our network or installations both in the water supply and in the sewerage sector.

At Institutional level, the principles of prevention and protection are incorporated into the Company's operations through a series of protective regulations that refer not only to the operation of the network and the installations but to the protection of the reservoirs and the basin areas too.

How do we evaluate our approach?

GRI 103-3, GRI 307-1

EYDAP is in full compliance with the environmental legislation and adopts approved environmental guidelines for all its facilities (WasteWater Treatment Plants and Water Treatment Plants).

Every WasteWater Treatment Plant and every Water Treatment Plant, and their additional works, operates under the Decision of Approved Environmental Terms. The same applies to every new work or modification of an existing one.

Compliance with environmental Legislation and Regulations

During the reference period there were no incidents of non-compliance with the environmental legislation and regulations

6.3 Wastewater and Solid Waste Management (Circular Economy)

Why is it material?



GRI 103-1

EYDAP, as a public utility company operating in the field of water services, has as its main activities in the production and distribution of drinking water as well as the collection, management and treatment of urban wastewater.

In this context, EYDAP's operations regarding solid waste and wastewater management are of particular importance for both the protection of the environment and the rational management of available natural resources.

The international environmental awareness is directly related to the preservation of natural resources. The reuse of materials which were formerly regarded as «waste», is gradually being incorporated into the Company's responsible business activity.

Through the responsible management of these wastewater and solid waste as well as through the implementation of the circular economy practices, the Company contributes to the achievement of the Sustainable Development Objectives as they have been defined by the United Nations and more specifically the objectives 3 'GOOD HEALTH AND WELLBEING', 7 'AFFORDABLE AND CLEAN ENERGY', 12 'RESPONSIBLE CONSUMPTION AND PRODUCTION', 14: 'LIFE BELOW WATER' and 15 'LIFE ON LAND'.

Moreover, EYDAP, through its effort to contribute to the responsible management of recyclable materials and in order to actively contribute to the global effort for the exploitation of raw materials and their reintegration into the economic cycle, promotes the collection and recycling of paper and batteries.

In the case of inefficient management of solid byproducts and/or improper wastewater treatment in EYDAP's facilities, institutional and financial risks may arise due to the possible imposition of fines and penalties. Moreover, such case would have a negative impact on the Company's image, which as a utility company should show that its highest priority is the protection of the environment and natural resources.

How do we manage it?

GRI 103-2

Following the wastewater treatment in the Wastewater Treatment Plants (WWTPs), the produced water (processed outflow) is free from pollutant load by approximately 95% and ends up in the sea without adverse effects on the ecological balance of the marine ecosystem, whereas a part of it is reused in activities within EYDAP's premises. The solid residue of municipal wastewater treatment is the sludge, which after being dehydrated and dried is used as fuel in the cement industry. The processed outflow from all the three wastewater treatment plants end up in the wider marine area of the Saronic Gulf through proper disposal pipelines. In particular, the outflow of the Psytalia WWTP ends up in the southern part of the Psytalia island, the outflow of the Thriassio WWTP ends up in the Gulf of Elefsina and the outflow of the Metamorphosis WWTP ends up in the Saronic Gulf through the Kifissos river.

During the wastewater treatment process, **solid wastes** are generated, which mainly consist of sludge and of byproducts produced throughout the wastewater pre-treatment. These are non-hazardous waste, the responsible disposal and management of which is a priority for EYDAP's stakeholders, such as

the local communities of WWTPs, taking at the same time into particular consideration the large annual quantities they produce.

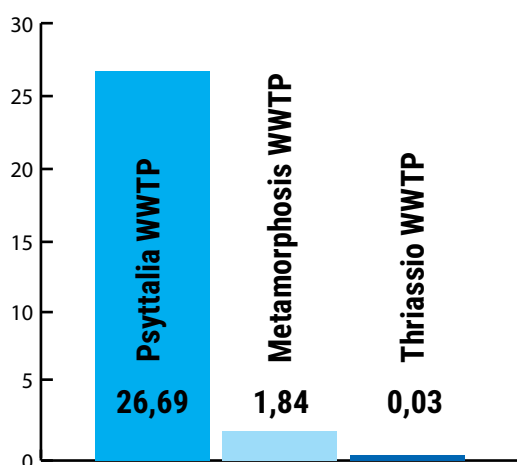
The sludge created by the sedimentation and the filter washing in the **Water Treatment Plants** is transferred through a special pipeline to existing premises, where a part of the recovered water is led through a pumping station to the water treatment tanks. Then, having acquired an aqueous form is led to the Psittalia Wastewater Treatment Plant through the sewage system of EYDAP.

In the refineries of Aspropyrgos and Polydendri, this sludge is dehydrated and the solid product due to its composition is suitable for a range of alternative uses in areas such as:

- Cement industry
- Ceramics
- Horticultural
- Soil improvement

The solid wastes derived from the wastewater pre-treatment production process at the Waste Water Treatment Plants (screenings, sand and heavy solids) and the primary sludge (fine sludge scrubbing) are led to the landfill.

Average daily quantity of screenings per Wastewater Treatment Plant (WWTP) (Psyttalia, Metamorphosis and Thriassio) 2017
Screenings and sand (tn/d)



Total 2017 (screenings and sands to Landfills): 10.282,1 tn

The drying of the dewatered sludge produced by all the three Wastewater Treatment Plants is carried out at the Psyttalia Wastewater Treatment Plant.

The total amount of the dried product produced is thermally exploited by the cement industry as an alternative fuel, applying this way a sustainable management solution as well as a technologically modern and environmentally acceptable solution.

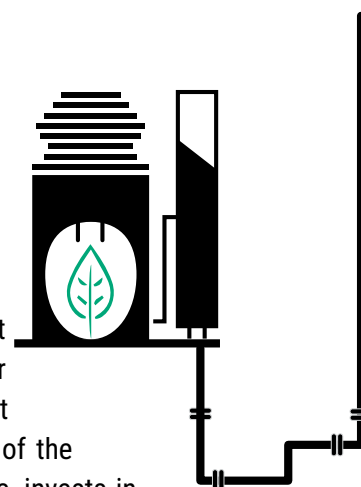
Dried sludge from the Psyttalia WWTP drying unit for 2017: 56,710 tn

In addition to the above, during the digestion process the sludge produces biogas, both in Psyttalia WWTP and in Metamorphosis WWTP. The produced biogas is utilized for the production of energy. In particular, in the Psyttalia WWTP the total quantity of biogas produced is used for the premise's needs whereas in Metamorphosis WWTP approximately 70% of the amount of the biogas produced is used.

The total amount of biogas produced in the WWTPs of EYDAP: 28.321.979 Nm₃

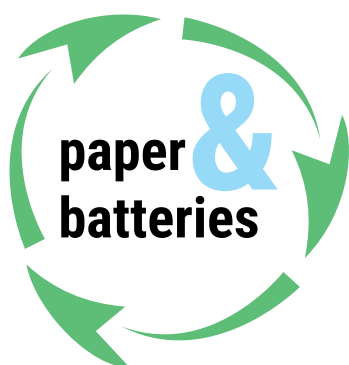
EYDAP, within the context of sustainable water resources management and the implementation of the best techniques available, invests in the upgrade of the facilities in the **Water Treatment Plants** of Menidi and Galatsi, by constructing the necessary additional works for the treatment and management of the sludge produced during the process of water refining.

Similarly with the Aspropyrgos and Polydendri refineries, the sludge produced from the water



treatment, will be utilized as soil improver for cultivating various crops or planting trees, for the cement and pottery industries. The necessary studies for the above projects have been conducted and the projects will be auctioned promptly.

Paper and battery recycling



A material recycling system has been set up in the office buildings as well as in the other facilities of EYDAP.

Since July 2017 and in collaboration with Green Angels, recycling paper bins have been placed

in all of the EYDAP's main buildings. Used office paper is not thrown in the garbage, it is collected in the buildings «produced» and then distributed to recycling companies.

How do we evaluate our approach?

GRI 103-3, GRI 306-2

Reuse of Outflows of the Wastewater Treatment Plants

Part of the outflow of the Wastewater Treatment Plants (Psyttalia and Metamorphosis) is used for irrigation as well as for covering various needs in the premises, such as washing and other water uses (industrial water).

This quantity is used in the facilities of EYDAP and is not yet available to third parties.

Volume of recovered water (from the processed outflow) which was reused in 2017



The integrated wastewater management of Attica is a strategic objective to EYDAP (this topic is analyzed further in the chapter 'Health and Safety of Consumers: Sewerage Services')

The planned projects will terminate the uncontrolled disposal of the untreated effluents and they will ensure the quality and sustainability of the groundwater resources. In this way, EYDAP further contributes to the achievement of the Sustainable Development Goal 14: LIFE BELOW WATER.

Through the use of recovering water for irrigation of farming land and urban parks, valuable natural resource is being saved. Furthermore, the conditions for the regeneration of primary activity in the area are created as well as for the regeneration of further related activities directly dependent on the availability of water, thus contributing to the achievement of the Sustainable Development Goal 15: LIFE ON EARTH.

Reuse with sewer mining

EYDAP implements a reuse strategy in its existing WWTPs while further developing relevant research programmes aimed at the decentralized reuse through the exploitation of wastewater directly from the sewerage network.

More specifically, under the DESSIN European Research Programme, the unit established in EYDAP's Environmental Research and Development (R & D) Service in Metamorphosis, is examining a new technique known as **sewer mining**, which is being implemented for the first time in Greece and it has been implemented so far only in Australia.

A sewer mining unit **receives sewage directly from the sewerage network**, processes it on site and consequently **produces recycled water for reuse**.

«**Sewer mining**» can decrease pressure on the water and sewerage network from the increase received due to the population growth and aging of the infrastructure. It also reduces energy consumption due to the lack of wastewater transport to the central

processing plant and due to the lack of the recycled water transport to the point of use, as it achieves decentralized treatment and reuse in the area where the water is required.

The social and environmental benefits of the sewer mining technology are important as it achieves:

- Reduction in the quantities of treated effluents led to water recipients
- Reduction in the water demand from surface and groundwater aquifers and conservation of their water reserves.
- Possibility of enrichment of underground aquifers.
- Cost reduction of effluent transfer.
- Possibility to create and maintain urban green areas that are very important for the quality of life in the city, without using drinking water for their irrigation.
- Possibility to provide recovered water for irrigation use in areas with water scarcity, such as the islands.

EYDAP, continuing the utilization of the sewer-mining technology, participates in the funded European research project **NEXTGEN**, with a similar reuse unit,

as part of the redevelopment of the Elaionas area and in collaboration with the Municipality of Athens.

DESSIN and EYDAP won awards in the «Products and Services» and «Biodiversity» categories, during the 6th «Business Awards for the Environment».

Paper and battery recycling.

Regarding paper recycling, 9,377 kg was collected in 2017. Similarly, used batteries are gathered in special bins in the company's buildings and facilities and from there they are collected by AFIS (recycling of batteries). According to AFIS and EYDAP data, 227 kg of batteries had been collected from the buildings of EYDAP in 2017

6.4 Energy saving

Production of energy from renewable and alternative sources

EYDAP, in order to exploit renewable and alternative energy sources and with a view to optimize its energy balance, has developed energy production facilities from small hydropower projects installed in its aqueducts as well as heat and electric energy cogeneration plants by using the biogas produced from the sludge treatment in the Wastewater Treatment Plants (as it has been described above).

Moreover, energy saving actions are carried out at the Company's premises and buildings, aiming at reducing the energy consumed.

Specifically:

1

A tender is currently in place regarding the supply and installation of LED lamps in five (5) buildings of EYDAP to replace the existing old technology, high energy consumption ones. Furthermore, the immediate next stage is for this to be expanded in the other privately-owned buildings of the Company as well as in the exterior / all around lighting at the large plots of EYDAP (e.g. in the Water Treatment Plants, in Marathon, etc.)

2

Energy audits have been carried out in five (5) buildings of EYDAP with proposals for their energy upgrade, whereas the relevant audits for six (6) more buildings are in progress. This activity will continue until all EYDAP building are covered. Based on these proposals / suggestions, energy-saving actions will be undertaken.

3

With the assistance of an external energy consultant, the possibility of installing **photovoltaic power stations** through the use of the net metering system at EYDAP's facilities is investigated aiming at the achievement of significant energy savings.

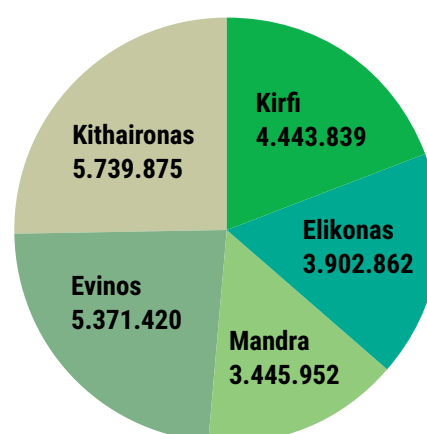
4

Lastly, the potential of installing **wind power plants** is investigated with the contribution of the aforementioned energy consultant.

Energy production from small hydropower plants (SHPP) along the external aqueducts reaches **22,903,948 kWh / year**.

In detail, the energy output from each Small Hydropower Plants (SHPP) is given in the following table:

Energy Consumption (KWh) 2017



TOTAL 22.903.948

Total electrical energy produced from Biogas in the WWTPs (kWh/y) 24.173.510

Total thermal energy produced from Biogas in the WWTPs (kWh/y) 113.900.833

The exploitation of Biogas in the WWTPs and the energy production from Small Hydroelectric Plants contributes to the achievement of the National objective regarding the increase of energy production from Renewable Energy Sources whereas at the same time it contributes to the achievement of the Sustainable Development Objective 7: Affordable and Clean Energy.

Total Energy Produced from Renewable Energy Sources 160.978.291 kWh

Total Energy Consumed 341.945.568,8 kWh

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[GRI 102-55]

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