



SUSTAINABILITY REPORT 2018



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GRI 102-14

CHAIRMAN'S MESSAGE



Dear readers,

2018 Sustainability Report forcefully demonstrates EYDAP'S commitment to the principles of sustainable development and its focus on human beings, the society, and the environment.

Our company, the largest in Greece in the water supply and sewerage treatment sector and one of the largest in Europe, continues to grow. This position of leadership makes us proud, while at the same time we acknowledge the great share of responsibility to which we must respond. It is our aim, EYDAP to operate as a model business of social and environmental responsibility, not only for Attica's businesses, our area of responsibility, but for all the country's small and large businesses active in any sector.

Main pillar of our company's corporate responsibility is the continuation of both the Social and the Charitable Billing, and to ensure that no fellow citizen will be deprived of water, the most precious resource of life, for economic reasons, giving a breath of life to vulnerable social groups.

At the same time, we adhere to the central axis of our activity, which is the distribution of water of excellent quality. We achieve this through continuous test controls, through the adoption of new technologies and modernization our facilities. This effort is recognized every year with national and international distinctions.

Our main goal, with great impact on the environment, society and the economy is the improvement of the company's energy footprint with the production of electricity during the wastewater treatment process, the use of hydroelectric projects and photovoltaic systems and the constant effort to save energy during operation.

As a great investment for the environment, we consider the successful progressive implementation of the Wastewater Treatment Plants in Eastern Attica. A project that will solve the sewage problem that has been plaguing the area for decades, using advanced technologies with zero inconvenience and thus constituting one of the most modern Wastewater Treatment Centers, from a technological point of view in Greece.

A special reference is worth making to the key role of our employees, with their technical expertise, their experience and their dedication, that allows EYDAP to hold a leading role and to its continuous growth.

Our investment in innovation, our continuous training in new technologies and the willingness of our people to offer, in all areas of our activity, constitute important factors of the Company's social and environmental responsibility.

Sustainable development is our biggest bet and our greatest commitment to today's and to future generations.

Enjoy the report,

Konstantinos Papadopoulos
President of the Board of Directors

GRI 102-14

CEO's Message



Dear Readers,

The Report you hold in your hands constitutes the third Sustainable Development Report of EYDAP, the largest company in Greece and one of the largest in Europe, which is active in the management of the water cycle.

It is our fixed position that access to clean drinking water is an undeniable human right.

In this context, sincerely acknowledging the social mission of our Company, in 2018 EYDAP continued to provide the residents of the Attica Basin with one of the cleanest waters in Europe, to ensure its return to nature clean by applying modern and uninterrupted wastewater services, and to maintain our practical support to the economically weak fellow citizens.

Responding to our role, we continuously apply innovative solutions in both the technical and the administrative sector and we invest in our continuous growth, for the benefit of citizens and society.

In this context, we apply management through objectives, recognizing the need to provide valid and timely information as a management tool, while at the same time we continually upgrade our electronic services.

With a clear orientation towards the protection of the environment, we focus on the rational management of the sensitive water resource, the reduction of our environmental footprint, the protection of aquifers and marine areas, the saving of energy following the best international practices.

Our primary concern is to ensure the highest quality of water with continuous investment in infrastructure projects and in cutting-edge technology. It is no coincidence that the quality of drinking water in Athens was rated as excellent by Urban Water Atlas for Europe and by the European Benchmarking Cooperation, in an international evaluation of 34 water supply companies.

Correspondingly, the collection of wastewater, through an extensive sewerage network and integrated treatment in state-of-the-art sewage treatment centers with the use of cutting edge technology, ensures the health of the citizens of Attica and the protection of the water recipients.

Ensuring free access to clean water could not be absent from our planning. Thus, in 2018 three public fountains were placed in central Athens, in collaboration with the municipality of Athens. Our aim is to install 11 more in 2019.

EYDAP, in response to the objectives of Sustainable Development, has undertaken important initiatives, beyond the relevant Regulatory Framework, for the relief of vulnerable economic groups, through its pricing policy.

Moreover, as the company with a comprehensive expertise on water management, we are always ready to address, in various ways and throughout Greek territory, extreme natural phenomena with logistical and human help, as we have done in the past in the island of kefalonia, in Mandra, in Mati.

The Sustainable Development strategy of our company is not limited to the acquis. The geographic expansion of our activities, both in the water (reception of municipal water supply networks) and the sewerage sector (Wastewater Treatment Plants of East Attica, with reuse of processed outputs) strengthens our turnover, always taking into account the needs of the interested parties, along with the Sustainability of the environment and the natural resource.

This is one of the reasons, in 2018 the Company continued its steady and profitable course, as a proof of its good operating and financial management practices.

Our actions are always focused on the citizens, on the dynamic monitoring of our functions and the technological developments and challenges. Our driving force is the dedication and the expertise of our human capital.

The award of our company – as the first Public Sector Company – with the International Certificate of Business Excellence by the European Foundation for Quality Management (EFQM), reflects our commitment to responsible entrepreneurship, our unbreakable ties with the society and our respect for the environment.

Our vision is to maintain our leading position in the market, using innovative solutions, always geared towards man and society. Our mission is to continue to provide top quality water to all our fellow citizens, guaranteeing their right to its access.

Ioannis Benisis
Chief Executive Officer

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

ABOUT THE REPORT

REPORT PROFILE

This is the second Sustainability Report of Athens Water Supply and Sewerage Company S.A., with the distinctive title EYDAP S.A. (For the sake of brevity hereinafter referred to as the ‘Company’ or “EYDAP”) is a systematic review of the Company’s Economic, Social and Environmental performance in 2018, with a reference period from January 1st 2018 until December 31st 2018.

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.

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 “Sustainable Development Materiality Analysis”.

The GRI table of contents, on page 160-162, 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 diversification of 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 Directorates-General and Higher Management.



TELL US YOUR OPINION

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 continuous improvement. Communication details are available below:

EYDAP

9, Ilission & Laodikeias St., 157 71, Athens
Contact no: +30 210 7495420, +30 2107495412
Email: pubrel@eydap.gr



STRIKING POINTS

Continuous education of our employees in new technologies



Our people

2,497
employees



Managers and above

122
men

135
women



Educational Level

437
with a University Degree

32

hold a Doctorate Degree

120

hold a Bachelor's Degree



AWARDS

EXCELLENT QUALITY OF DRINKING WATER
URBAN WATER ATLAS FOR EUROPE 2017

99.868%

Evaluation of water quality
European Benchmarking Cooperation 2018

1st Public Sector
Company with

**INTERNATIONAL
CERTIFICATE OF
BUSINESS EXCELLENCE
EFQM COMMITTED
TO EXCELLENCE 2 STAR**

2 Star Certificate
European Benchmarking
Cooperation

**2 GOLD AWARDS
IN ENVIRONMENTAL
PROTECTION AND
SUSTAINABILITY**

Environmental Awards
2018

1st and only Public Sector
Company with

**SILVER AWARD
FOR BUSINESS ETHICS,
SOCIAL RESPONSIBILITY,
CORPORATE GOVERNANCE**

Responsible Management
Excellence Awards EBEN GR
2018

WATER RESOURCES MANAGEMENT

SURFACE WATERS (% in total)

74%
Evínos

22%
Mornos









2%
Yliki

2%
Marathon





UNDERGROUND WATERS (% in total)

0%
**Mavrosouvala
Boreholes**









WATER SUPPLY

 <p>4,4 million people Served population</p>	 <p>4 Reservoirs</p>	 <p>495 km External Aqueducts</p>	 <p>4 (WTPs) Water Treatment Plants of maximum total refinery capacity 1,900,000 m³ daily</p>
 <p>5 Processing Stages</p>	 <p>14,000 km Water Supply Network</p>	 <p>2,160,000 Water Connections</p>	 <p>1,040,977 m³ Daily Average Distribution of Drinking Water</p>

WATER QUALITY

 <p>7 days a week 365 days a year Quality controls of raw and treated water</p>	 <p>850 quality control spots of drinking water</p>	 <p>Analysis of 10,000 samples of drinking water and 2,000 samples of raw water in our certified, state of the art laboratories at Galatsi and Aharnes</p>	 <p>On-line monitoring of water quality</p>
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SEWERAGE

 <p>3,5 million people Served population</p>	 <p>9,500 km Sewerage System Network</p>	 <p>3 WasteWater Treatment Plants</p>	 <p>Certified Laboratories for Chemical Analysis of Effluents</p>
 <p>WWTPs' Input & Output Control</p>	 <p>Monitoring of Industrial effluents directed to the network</p>	 <p>754,800 m³ of effluents treated at the WWTPs</p>	 <p>Effluents free from pollutant load by 95%</p>

STRIKING POINTS



Creating Value for the Society

- Memorandum of Cooperation with the City of Athens "Athens Resilience Strategy for 2030"
- EYDAP Historical Archive
- Oral History Group
- Public Taps
- Actions of Social Solidarity and Preservation of Cultural History
- Full access to vision impaired citizens through specially designed services

- Protection of water as public asset, accessible to all citizens
- Extraordinary Special Tariff for the beneficiaries of Social Solidarity Income
- Discounts on bills that concern large families and senior citizens
- Favorable provisions for the payoff/settlement of debts
- Charity tariff
- 97% of the submitted claims for bill reduction satisfied in 2018
- Provision of know-how local water and sewerage companies
- E-bill for direct and fast service
- Management through targets



Creating Value for our People

- Respect to human and employment rights
- Protection of health and safety rights at workplace
- No severe accident
- No discrimination on the ground of gender or age
- Highly trained employees



Creating Value for the Market

Creating Value for the Environment



- Rational management of water for the Sustainability of the resource
- Adaptation of Principles and Practices of Circular Economy
- Effluent Collection and Treatment so as to return to the environment clean
- Environmental Awareness -16,000 people attended our Educational Program
- Management of Eastern Attica Sewerage Works
- Recycling of paper and batteries
 - 34,456 kg paper & 256 kg batteries
- 50.4% reduction of CO² at WWTP at Psytalia
- Energy production from renewable and alternative sources of energy
 - 21,239,297 KWh produced energy from Small Hydropower Plants - (SHPP) along the external aqueducts.
 - 21,582,180 KWh produced electrical energy from Biogas from Sewage Processing Units (S.P.U)
 - 192,129,800 KWh produced heat energy from Biogas from S.P.U.
 - 237,276,964 KWh Total Produced Energy from Renewable sources.
 - 404,114,858 KWh Total Energy consumed at EYDAP Sewage Processing Units
 - 44,39 tn dried sludge from the drying unit of Psytalia S.P.U
 - 33,087,514 nm³ total Biogas produced by the S.P.U
 - 5,372,966 m³ Total volume of reusable 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

“Athens Water Supply and Sewerage Company S.A.” (or “EYDAP” or the “Company”) 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. Water is transferred in the most natural way, via gravity with minimum energy consumption. Considering the Organization’s size and know-how, EYDAP is ranked among the largest commercial and industrial companies of Greece.



In 2018, EYDAP, in the field of Water Supply, with a network of 14,000 km, served approximately 4,400,000 citizens (2,160,000 connections), while in the field of sewerage services, with a network of 9,500 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, in accordance with Law 2744/1999, was the responsibility of the Ministry of Transportation and Networks. Today the study, construction, maintenance and flood protection works in general, including the cleaning of shafts, is the responsibility of the Region of Attica and of the Municipalities.

"Athens Water Supply and Sewerage Company" was established by Law 1068/1980 "Recommendation of a Single Entity for the Water Supply and Sewerage of Greater Athens" 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 at 156, Oropou Street, in Galatsi, Attica.

In 1999 in accordance with Law 2744/1999 "Issues Related to Athens Water Supply and Sewerage Company and other provisions", EYDAP took its present legal form and all its major assets were transferred to "EYDAP FIXED ASSETS" (Legal Entity under Public Law) remaining under the property of the Greek State. "EYDAP FIXED ASSETS" is the owner of dams, reservoirs, external aqueducts, pumping stations and other facilities that allows the safe transfer of water to the Treatment Plants for its process 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 of water supply and sewerage services to the greater Attica region for a period of 20 years, with an implementation date from the date of publication of Law 2744/1999. 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 return is to provide EYDAP with raw water at adequate quantities for 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 a 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 cleanest 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.







Aspropyrgos Water Treatment Plant







Psytalia Wastewater Treatment Plant



EYDAP NISON DEVELOPMENT SA

In July 2011 the company «EYDAP NISON SA» was established. EYDAP owns 100% of EYDAP NISON S.A. share capital. The purpose of the Company is to provide water, sewerage services as well as a number of activities related to the above to the Greek island territory.

In January 2013, an amendment voted by the Parliament created the legal framework, according to which, EYDAP or its subsidiaries can undertake the preparation or assignment of studies for the construction of projects related to the Company's activities, as well as the assignment and the administration of these projects in island regions.

In March 2013 EYDAP NISON S.A., proceeded to an increase in its share capital by 30.000 euros, while on the 7th of February 2014, in the extraordinary general meeting of EYDAP NISON S.A., a new share capital increase of 150,000.00 euros was validated. On the 22th of October 2014, EYDAP SA (18460/22.10.14), approved the increase of the share capital of EYDAP NISON SA by 1.000.000 euros, with payment of two equal installments of 500.000 euros, on the 1st of November and the 1st of July 2015.

At the Extraordinary General Meeting of 21st of September 2017, the modification of article 1 was decided, which changed the name to «EYDAP NISSON DEVELOPMENT S.A.» and of article 2 (purpose), according to which, the activities will be undertaken within the Greek territory and outside the area defined in article 8 of Law 2744/1999, as the responsibility of EYDAP SA.

The board of directors consists of the following people:

Ioannis Emmanouil Benisis -

Chairman of the Board and the company's CEO

Konstantinos Vafeiadis - Member

Konstantinos Vougiouklakis - Member

Georgios Karagiannis - Member

Petros Matsoukis - Member

Glenis Georgios - Member

Makrynos Georgios - Member

The purpose of “EYDAP NISSON DEVELOPMENT S.A.” is to utilize the undoubted expertise, the experienced personnel and the modern technology of EYDAP S.A. for the provision of high quality services in the sectors of water supply and effluent treatment in the Greek islands, as well as in all the areas of Greece that might need them.

Our target is to transfer to the local water supply and sewerage services entities the decade-long experience of EYDAP SA in the rational management of water resources, in the application of new technologies, in the utilization of national and European funds caring to ensure the proper operation of facilities and the and the environmental sustainability at the minimum cost for the citizen and the local community.

Activities of “EYDAP NISON DEVELOPMENT S.A.” in 2018 in detail:

1. Astypalea island

‘EYDAP NISON DEVELOPMENT S.A.’ signed a contract with the Municipality of Astypalea regarding the evacuation and cleaning of septic tanks and the maintenance of WWTP’s in the area of B’ Pounta of Astypalea. The work was completed successfully and the project was delivered.

2. Antiparos island

‘EYDAP NISON DEVELOPMENT S.A.’ responded to the invitation of the Municipality of Antiparos by proposing a plan for the preparation of a Programming Agreement with the Municipality of Antiparos for the award to ‘EYDAP NISON DEVELOPMENT S.A.’ of the role of the contracting authority, the implementing body as well as the author of the tender documents and the technical specifications regarding the project ‘Supply and installation of the Municipality of Antiparos desalination plant’.

3. Island of Tilos

‘EYDAP NISON DEVELOPMENT S.A.’ responded to the invitation of the Municipality of Tilos by proposing a plan for the preparation of a Programming Agreement with the Municipality

- i) Regarding the assignment to ‘EYDAP ISLAND DEVELOPMENT S.A.’ of the role of the contracting authority, the implementing body as well as the author of the tender documents and the technical specifications related to the project ‘Construction of works for the re-operation of Tilos Reservoir in order to address the water scarcity’.
- ii) And for the project «Tilos Municipality Treatment Plant for septic wastewater».

4. Kassos island

‘EYDAP ISLAND DEVELOPMENT S.A.’ signed a contract with the Municipality of Kasos for the project «Digital mapping of the existing drinking water networks of the city of Kasos and the control of the operation and hydraulic behavior of the city’s distribution networks.» The work was successfully completed and the project was delivered.

5. DEYA of Kastoria

‘EYDAP NISON DEVELOPMENT S.A.’, at the invitation of DEYA of Kastoria, submitted a tender for the cleaning of the A’ & B’ wastewater pumping stations of the city of Kastoria. The contract is expected to be signed in early 2019.



6. DEYA Nafplio

‘EYDAP NISON DEVELOPMENT S.A.’, at the invitation of DEYA Nafplio, submitted a tender for the maintenance of the sewerage network. The contract is expected to be signed in early 2019.

7. Deposits & Loans Fund

‘EYDAP NISON DEVELOPMENT S.A.’ following a series of discussions and actions by the Management of EYDAP, participated in the promotion of the programme of the Deposits and Loans Fund, entitled «Granting of studies for the maturity of local authorities’ projects. It selected 46 island municipalities, utilizing the list of ‘Beneficiaries’ table’ which is available on the website of the Deposits and Loans Fund and with whom they communicated both by telephone and online in order to inform them but also to assist them in submitting the proposal for inclusion in the program. 18 of those municipalities had expressed an initial interest in the company’s projects but no specific project suitable for financing was finalized. Lastly, the Municipality of Antiparos requested cooperation with ‘EYDAP NISON DEVELOPMENT S.A.’ for desalination projects.

8. Investment plan FILODIMOS I

‘EYDAP NISON DEVELOPMENT S.A.’ following a series of discussions and actions of EYDAP’s Management, participated in the promotion of the Ministry of Interior programme entitled ‘FILODIMOS I’. It has approached municipalities which can participate in the program, with a view to inform them and, on the other hand, to help them submit the proposal so as to be included in the program.



9. PUBLIC POWER CORPORATION RENEWABLES

Recognizing the fact that hybrid renewable energy sources systems with an emphasis on jointly serving sewerage and power generation needs are a key tool in designing projects in non-interconnected islands, EYDAP NISON DEVELOPMENT S.A. and PPC Renewables are in the process of developing a joint action for a candidate study on a pilot application in Skiathos.

10. ADMINISTRATIVE MATURITY, INCORPORATION AND FINANCING OF EYDAP NISON DEVELOPMENT ACTIVITIES IN THE FRAMEWORK OF ESPA 2014-2020

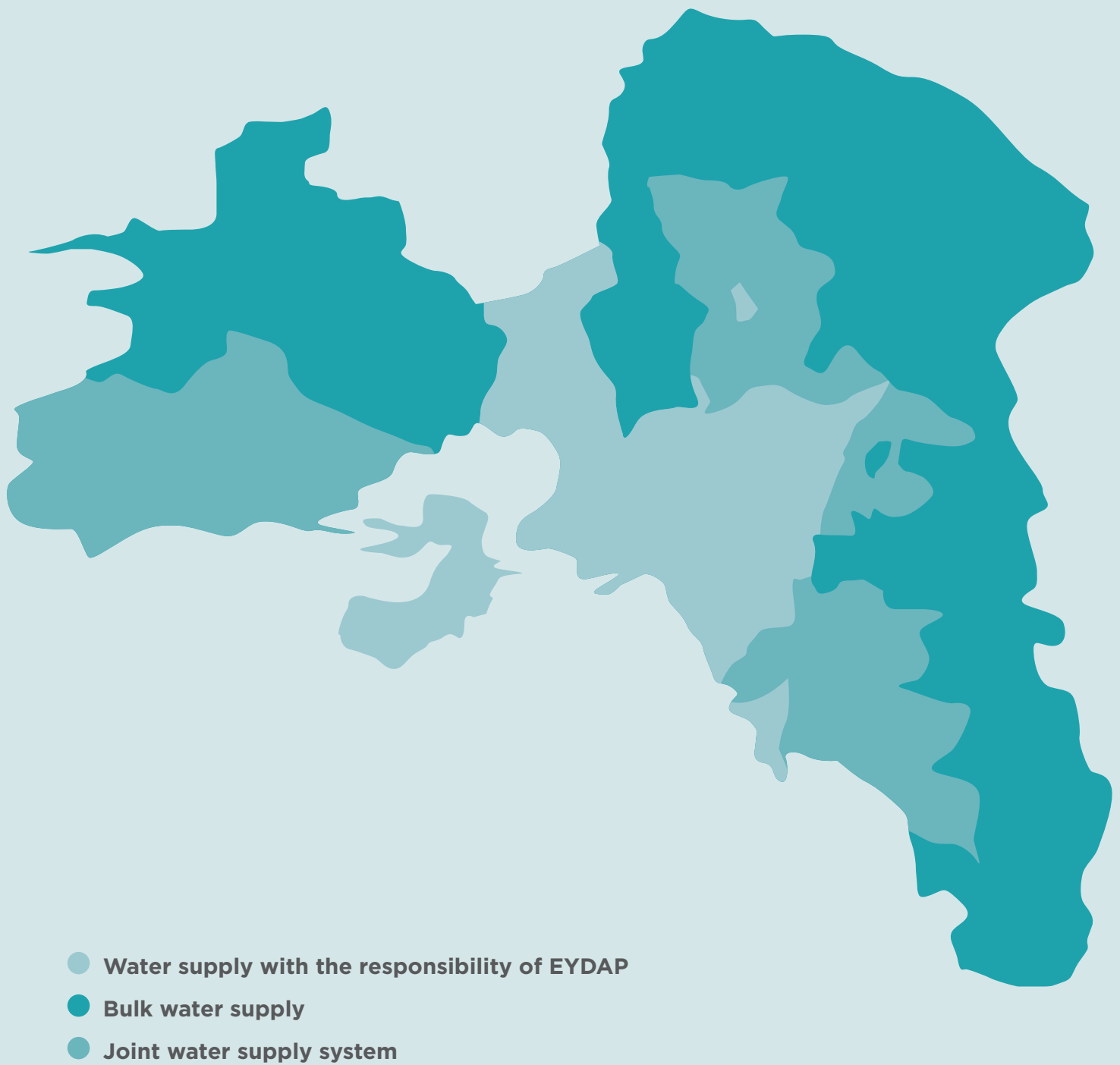
In cooperation with relevant entities, actions are being taken for the co-submission of funding proposals for the upgrading of our customer services through modern information systems. The proposal is expected to be submitted in 2019.

EYDAP S.A. 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 Entity of the Attica Region Islands.

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

CHARTER OF EYDAP S.A. AREA OF SERVICE



MUNICIPALITIES AND MUNICIPAL ENTITIES WITHIN EYDAP's AREA OF SERVICE

Direct water supply by EYDAP

- Municipality of Athens
- Municipality of Aghioi Anargyroi – Kamatero
 - Municipal Unit of Aghioi Anargyroi
 - Municipal Unit of Kamatero
- Municipality of Aigaleo
- Municipality of Alimos
- Municipality of Maroussi
- Municipality of Aspropyrgos
- Municipality of Acharnes
 - Municipal Unit of Thracomakedones
- Municipality of Aghia Varvara
- Municipality of Vari – Voula – Vouliagmeni
 - Municipal Unit of Voula
 - Municipal Unit of Vouliagmeni
- Municipality of Vyronas
- Municipality of Glyfada
- Municipality of Galatsi
- Municipality of Dafni – Ymittos
 - Municipal Unit of Dafni
 - Municipal Unit of Ymittos
- Municipality of Aghios Dimitrios
- Municipality of Elefsina
 - Municipal Unit of Elefsina
 - Municipal Unit of Magoula
- Municipality of Elliniko – Argiroupoli
 - Municipal Unit of Elliniko
 - Municipal Unit of Argiroupoli
- Municipality of Zografou
- Municipality of Ilioupoli
- Municipality of Herakleion
- Municipality of N. Ionia
- Municipality of Ilion
- Municipality of Kaissariani
- Municipality of Kallithea
- Municipality of Keratsini – Drapetsona
 - Municipal Unit of Keratsini
 - Municipal Unit of Drapetsona
- Municipality of Koridallou
- Municipality of Likovrisi – Pefki
 - Municipal Unit of Pefki
 - Municipal Unit of Likovrisi
- Municipality of Moschato – Tavros
 - Municipal Unit of Moschato
 - Municipal Unit of Tavros
- Municipality of Nikaia – Aghios Ioannis Rentis
 - Municipal Unit of Nikaia
 - Municipal Unit of Aghios Ioannis Rentis
- Municipality of Penteli
 - Municipal Unit of Melissia
 - Municipal Unit of Nea Penteli
 - Municipal Unit of Penteli
- Municipality of Papagou – Cholongou
 - Municipal Unit of Papagos
 - Municipal Unit of Cholongou
- Municipality of Aghia Paraskevi
- Municipality of Piraeus
- Municipality of Perama
- Municipality of Peristeri
- Municipality of Petroupoli
- Municipality of Nea Smirni
- Municipality of Salamina
- Municipality of Philadelphia – Chalkidona
 - Municipal Unit of Nea Philadelphia
 - Municipal Unit of Nea Chalkidona
- Municipality of Filothei – Psychiko
 - Municipal Unit of Filothei
 - Municipal Unit of Psychiko
 - Municipal Unit of Neo Psychiko
- Municipality of Chaidari
- Municipality of Chalandri

Bulk Water Supply to Municipal Networks (*)

- Municipality of Dionysos
 - Municipal Unit of Dionysos
 - Municipal Unit of Anoiksi
 - Municipal Unit of Aghios Stefanos
 - Municipal Unit of Kryoneri
 - Municipal Unit of Stamata
 - Municipal Unit of Drosia
 - Municipal Unit of Rodopoli
- Municipality of Fili
 - Municipal Unit of Ano Liosia
 - Municipal Unit of Fili
- Municipality of Kifissia
 - Municipal Unit of Ekali
- Municipality of Vrillissia
- Municipality of Lavreotiki
 - Municipal Unit of Keratea
 - Municipal Unit of Lavreotiki
 - Municipal Unit of Aghios Konstantinos
- Municipality of Saronikos
 - Municipal Unit of Anavissos
 - Municipal Unit of Palaia Fokaia
 - Municipal Unit of Kouvaras
- Municipality of Mandra-Idillia (support from EYDAP's S.A. network and from the system of external aqueducts of EYDAP Fixed Assets via small water refinery units situated close to the Thiva Centre of Regional Control)
 - Municipal Unit of Mandra (support from EYDAP's S.A. watering system)
 - Municipal Unit of Vilia (support from EYDAP's S.A. small refinery unit)
 - Municipal Unit of Erythres (support from EYDAP's S.A. small refinery unit)
 - Municipal Unit of Inoi (support from EYDAP's S.A. fast-refiner)
- Municipality of Megara
 - Municipal Unit of Megara
- Municipality of Marathonas
 - Municipal Unit of Marathonas
 - Municipal Unit of Nea Makri
 - Municipal Unit of Grammatiko
- Municipality of Markopoulo Mesogaia
- Municipality of Peania
 - Municipal Unit of Peania
- Municipality of Spata-Artemida
 - Municipal Unit of Spata-Loutsa
 - Municipal Unit of Artemida

- Municipality of Rafina - Pikermi
 - Municipal Unit of Pikermi
- Municipality of Oropos (support from EYDAP's S.A. network and from EYDAP's S.A. drillings at Mavrosouvala)
 - Municipal Unit of Oropos (drillings of Mavrosouvala)
 - Municipal Unit of Kalamos (drillings of Mavrosouvala)
 - Municipal Unit of Malakassa (drillings of Mavrosouvala)
 - Municipal Unit of Markopoulo Oropos (drillings of Mavrosouvala)
 - Municipal Unit of Sikamino (drillings of Mavrosouvala)
 - Municipal Unit of Aphidnes (support from EYDAP's S.A. network)
 - Municipal Unit of Kapandriti (support from EYDAP's S.A. network)
 - Municipal Unit of Polydendri (support from EYDAP's S.A. network)

Joint Water Supply System (**)

- Municipality of Acharnes
 - Municipal Unit of Acharnes
- Municipality of Vari - Voula - Vouliagmeni
 - Municipal Unit of Vari
- Municipality of Saronikos
 - Municipal Unit of Kalivia Thorikos
 - Municipal Unit of Saronida
- Municipality of Pallini
 - Municipal Unit of Anthoussa
 - Municipal Unit of Gerakas
 - Municipal Unit of Pallini
- Municipality of Kifissia
 - Municipal Unit of Kifissia (Politeia)
 - Municipal Unit of Erithraia
- Municipality of Kropia
- Municipality of Rafina - Pikermi
 - Municipal Unit of Rafina
- Municipality of Megara
 - Municipal Unit of Nea Peramos
- Municipality of Peania
 - Municipal Unit of Glyka Nera
- Municipality of Metamorfosi

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

** Regions served via joint water supply system: certain parts of the aforementioned Municipal Entities are directly supplied by EYDAP while other parts either by bulk water supply or via boreholes under the responsibility of the Municipality.



MUNICIPALITIES AND MUNICIPAL GROUPS BEYOND EYDAP's AREA OF SERVICE

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

There is a number of Municipalities, Municipal Groups and Regions along Mornos' and Yliki's aqueducts, beyond EYDAP's geographical jurisdiction, supplied either by EYDAP with treated water, through small water refinery units or with raw water directly by EYDAP FIXED ASSETS. Water in both cases is supplied via special water connections without the participation EYDAP in the operation of the local network. EYDAP, also supplies treated water (transferred using water tankers) to the islands of Southern Aegean and the Regional Unit of Islands of the Region of Attica 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 S.A. 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 Steiri both part of Municipality of Distomo-Arahova-Antikyra.
- from the small refinery units situated close to Kyriaki and the villages of Tarsou-Karyoti and Panagia Kalamiotissa, water is supplied to Kyriaki and the villages of Tarsos, Karyotis and Panagia Kalamiotissa (Zaltsa) all part of the Municipality of Livadeon.
- from the small refinery units situated close to Thiva Control Centre and the Communities of Kaparelli, Leyktra, Ellopieia, Dombraina and Prodromos, water is supplied to Plataies, Kaparelli, Melissochori, Ag. Vassilios, Loutoufi, Leuktra, Ellopieia, Xironomi, Dombraina, Thisvi, Prodromos and Saranti Coach all part of Municipality of Thivaion.

Raw Water Supply by 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 the Attica Region and of the South Aegean Region (via water tankers), using special water connections

EYDAP supplies with drinking water (transferred by water tankers) the islands of **Aigina** and **Agkistri**, using special connections. Water networks operate under the responsibility of the Local Authorities. EYDAP also supplies, using special water connections, located at the port of Lavrio, drinking water to **certain islands of the South Aegean Region (Cyclades etc.)**. Water is transferred by water tankers.



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

Precondition, for the attempted ,at any time, extension of activities, is EYDAP's examination and assurance of 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 Contracts with local authorities, establishes for the Company a new growth framework, thus expanding market opportunities.

In order to secure the water supply of the greater metropolitan area of Athens, as mentioned above, EYDAP 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).



GRI 102-16

EYDAP'S GOALS AND ACTIVITIES

- Provision of water-supply and sewerage services, as well as preparation of studies, construction, installation, operation, exploitation, management, maintenance, expansion and update 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 and their if applicable, 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 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 balanced and sustainable development, in the interest of our stakeholders alongside the Sustainability of the environment and the natural resources. The upgrading of our service practices, in combination with affordable pricing, is the pillar of our strategy. In the context of best service, EYDAP operates under an innovative client -oriented service system, thus achieving the satisfaction of its customers along with the financial strength of the Company.

KEY STONES OF OPERATION

- Increase of the operation efficiency of our Company
- Upgrade of services
- Expansion of customer base – Increase of geographical coverage
- New 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 in order to ensure efficient network operation
- Implementation of crucial interventions 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 obtainment of relevant certificates
- Production of business plans for new ventures and geographical expansion within and out of the Attica region

APPLICATION OF THE GENERAL DATA PROTECTION REGULATION

EYDAP S.A. in compliance with the provisions of the General Data Protection Regulation EU 2016/679 (hereinafter referred to as GDPR) has primarily designated Data Protection Officer (DPO) since April 2018, who ensures the Company's continuous compliance, advises, recommends and updates the corporate measures.

Additionally, the Company has already prepared and made public the Policies adopted in relation to the Protection of the Personal Data of Subjects, whose data it processes. In particular, since May 2018, the following policies have been posted on the website of EYDAP S.A. (www.eydap.gr) and on the Company's portal:

- Proper Use and Data Protection Policy
- Employee Data Protection Policy of EYDAP S.A.
- Consumer Data Protection Policy of EYDAP S.A.
- Supplier's Data Protection Policy of EYDAP S.A.

In addition, by decision of the Board of Directors, the Code of Ethics of the Company was adopted in accordance with Article 40 of the GDPR. The above Policies and the Code of Conduct have been communicated to all stakeholders.

Furthermore, at the office of the Data Protection Officer, the total record of activities of EYDAP S.A. is filed, which counts 315 activities and is constantly updated and reformed according to the guidelines of the European Commission and the published directives and decisions of the Hellenic Data Protection Authority.

As for the activities involving a high risk, impact assessments (DPIAS) have been carried out and countermeasures for risk reduction have been taken into account.

Regarding the exercise of the rights of the subjects and their targeted notification, the relevant documents (information request form and informational text for video surveillance system) have been prepared and communicated.

In exceptional cases of special category data processing, the relevant forms have been prepared and disseminated for proper consent.

With regard to contracts with third parties, suppliers, health providers, EYDAP S.A. has already launched the relevant questionnaires-instructions for the determination of the nature of the processing and their role (executing-responsible). Similarly, the procedure for the inclusion of relevant terms in the water supply and sewerage contracts is in progress. Ongoing personnel training on personal data management during the execution of their duties takes place. EYDAP S.A. is constantly alert and makes every effort to fully comply with the GDPR.



INTEGRATED INFORMATION SYSTEM FOR MANAGEMENT THROUGH OBJECTIVES

In the context of the implementation of the management system through objectives, EYDAP in 2018 designed and implemented a comprehensive information system, monitoring the progress of the implementation of the operational objectives of all organizational units of the company, creating a new, fully automated and more functional environment

This is a modern web application through which users submit data according to given specifications. These data are validated, evaluated and stored in a database and then exported through one of the most modern visualization software. In total, from approximately 150 organizational units of EYDAP, **1050 operational objectives were set, out of which 560 have been completed.**

Beyond the realization of the original purpose, i.e. the more effective monitoring of the actions implemented by the company's operational structures, the purpose of the integrated information system is to use this mechanism as a means of gathering information, which will contribute to a more effective management exercise, to the detection of any malfunction and in decision making in general.

The achievement of the above is ensured through the correct design and proper use of the integrated information system, in order to analyze the reports and indicators relating to:

- the mapping of the current situation with regard to the implementation of the timetable at company level and per organizational unit
- the causes of delays in achieving the objectives, the workload of the different tiers of the hierarchy and possible malfunctions of entities involved
- the valuation of hierarchy at all levels through a series of indicators

The **results** achieved, through the development of the Integrated Information System of submission and management, were the following:

- **A fully automated process was created with the use of modern technology, which facilitates both the work of the Target Implementation Department and the users**
- **Response times and required man-hours were significantly reduced.**
- **Possibilities for further development of the system were created**
- **The correctness of the data was ensured**
- **A new digital environment was formed in EYDAP utilizing new technologies**

CORPORATE DATA GOVERNANCE

Data Governance is a key pillar of Digital Transformation and Upgrading of the reporting system.

EYDAP completed the interfacing of Corporate Information Systems in a single platform with the use of the most advanced Big Data tools.

In recognition of the need for the provision of valid and timely information, necessary for decision-making, interventions and actions, EYDAP created a Digital Governance hub and direct access to EYDAP's database was achieved, leading to an integrated management of this information.

Our aim for 2019 is an integrated processing of the large volume of stored (raw) data and the extraction of qualitative information. At the beginning of 2019, the Company initiated the planning of the transferring, evaluation and transformation of data by setting operational rules. It is our goal for 2019 to export quality results and useful information for the configuration of a reporting system, through consistent and integrated data.

E -GOVERNMENT

EYDAP reaffirms its commitment to the objectives of e-Government. Our targets relate to the use of Information and Communication Technologies (ICT), for the upgrade of services and internal operations so as to secure high quality customer service, through:

- **Customer and community satisfaction**
- **Equal opportunities for everyone that transacts with EYDAP**
- **Transparency in corporate procedures**
- **Effective management**
- **Employee satisfaction via active participation**
- **Minimization of Corporate Environmental footprint.**

The adoption of E-Government culture is an on-going procedure; in 2018 we introduced the following applications:

1) The Company's website (www.eydap.gr)

- Simplification of e-EYDAP user registration process, via taxisnet. Subscription to e-EYDAP permits our customers access to extensive information regarding their water meters i.e. financial obligations, payments, communication with EYDAP.
- In the first quarter of 2019, we simplified customer data correction procedure through the use of the taxisnet platform, thus contributing to the facilitation of our website use.

• E-BILL

- Currently, through a very simple process, the customer can choose to receive his/her bill digitally.
- E-notification to customers who choose to get informed via sms/e-mail, i.e. water supply disconnection due to debts, etc.
- Electronic payment in a secure banking environment.

• Update of published corporate information

- **Click to call:** As of January 29, 2018, we offer our customers the opportunity to submit contact details, to select the subject matter and the desired contact time, for the call center representative to communicate.
- Addition of **the e-pos** DIAS Payment System option to our online bill account payment options through our website.
- Option to pay **installments** at external service channels.



- 24-hour phone service via hot-line 1022 that collects dynamic information from consumers, technical departments and regional centers. 1022 offers customer service, informs the technical division, produces statistics, lists complaints, informs third-parties.

- Uploading of informative video series at the corporate website.

- Our website offers Electronic filing and processing of certain **request categories**, along with request tracking.
 - Special tariffs Request: Extraordinary Special Tariff, Large Families, Charity, Elderly and Business.
 - Debt settlement request.
 - Personal data update.
 - Settlement of debts (electronic filing of the application and completion of request).

- Since 2017, we issue bills in the **braille code**.

- E-booking for our environmental program specially designed for schools.

- Digital journalists' platform

2) The **upgraded mobile application EydApp** for customer reporting on technical failure, bill payment and communication with Customer Service Department.

3) The **customer service information systems**. The Company provides effectively a 24/7 service, based on its information systems.

4) The **ERP** and **CRM** of the Company

5) The upgrading of the **Remote Control Information Systems of the Water Treatment Plants**.

6) The harmonization of information systems and infrastructure with the principles of security and **protection of personal data**.

7) The gradual transition of infrastructure & applications into a **secure corporate cloud environment**.

8) At the use of **electronic signature** for in-house production and distribution of corporate documents.

9) Development of a **series of informative corporate videos** with instructions on how to locate the water meter, read it and check for a leak on the property, all posted on the social media accounts of the Company.

Direct Corporate Objectives in the context of e-Government are:

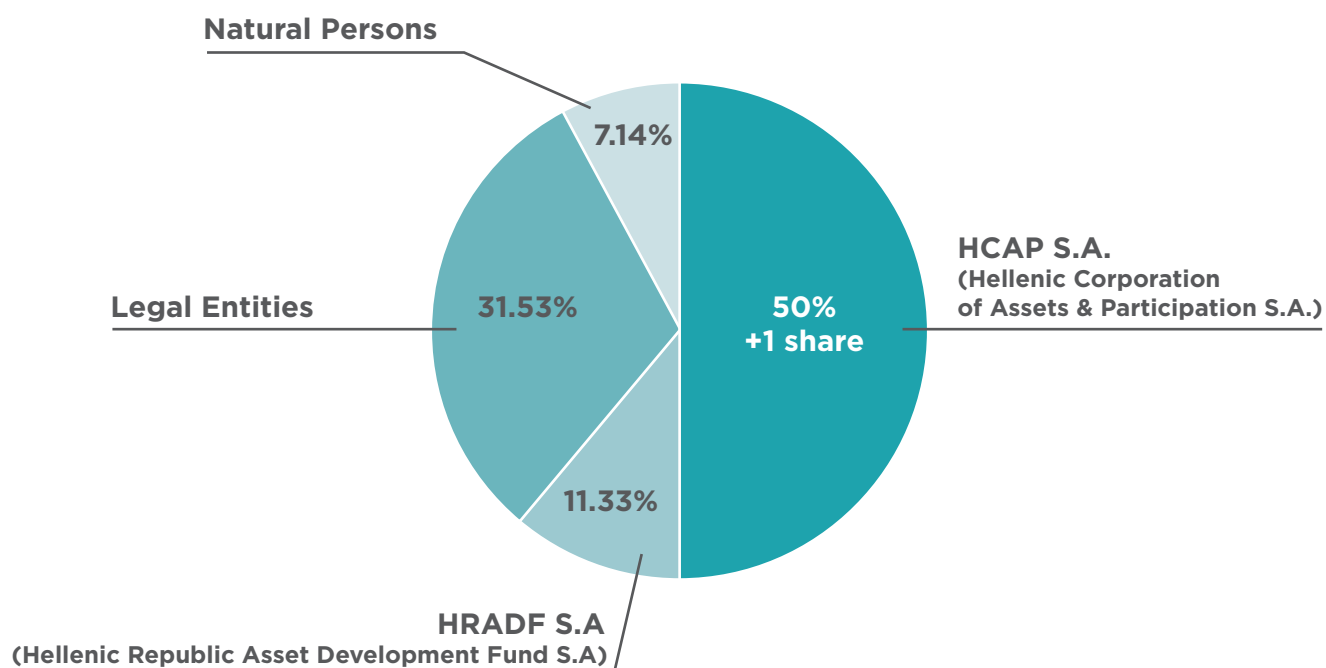
1. The option to the customers to register their meter reading
2. The option to the customers to file a Discount Request due to a not obvious water leakage
3. Virtual pricing
4. Upgrading of our intranet services for an efficient co-operation and operation of organizational units.

EYDAP, committed to providing high quality services to its customers and citizens in general, is focused to the continuous improvement of digital services and to ongoing research for the development of new, innovative and secure solutions, following and exploiting modern technology trends.

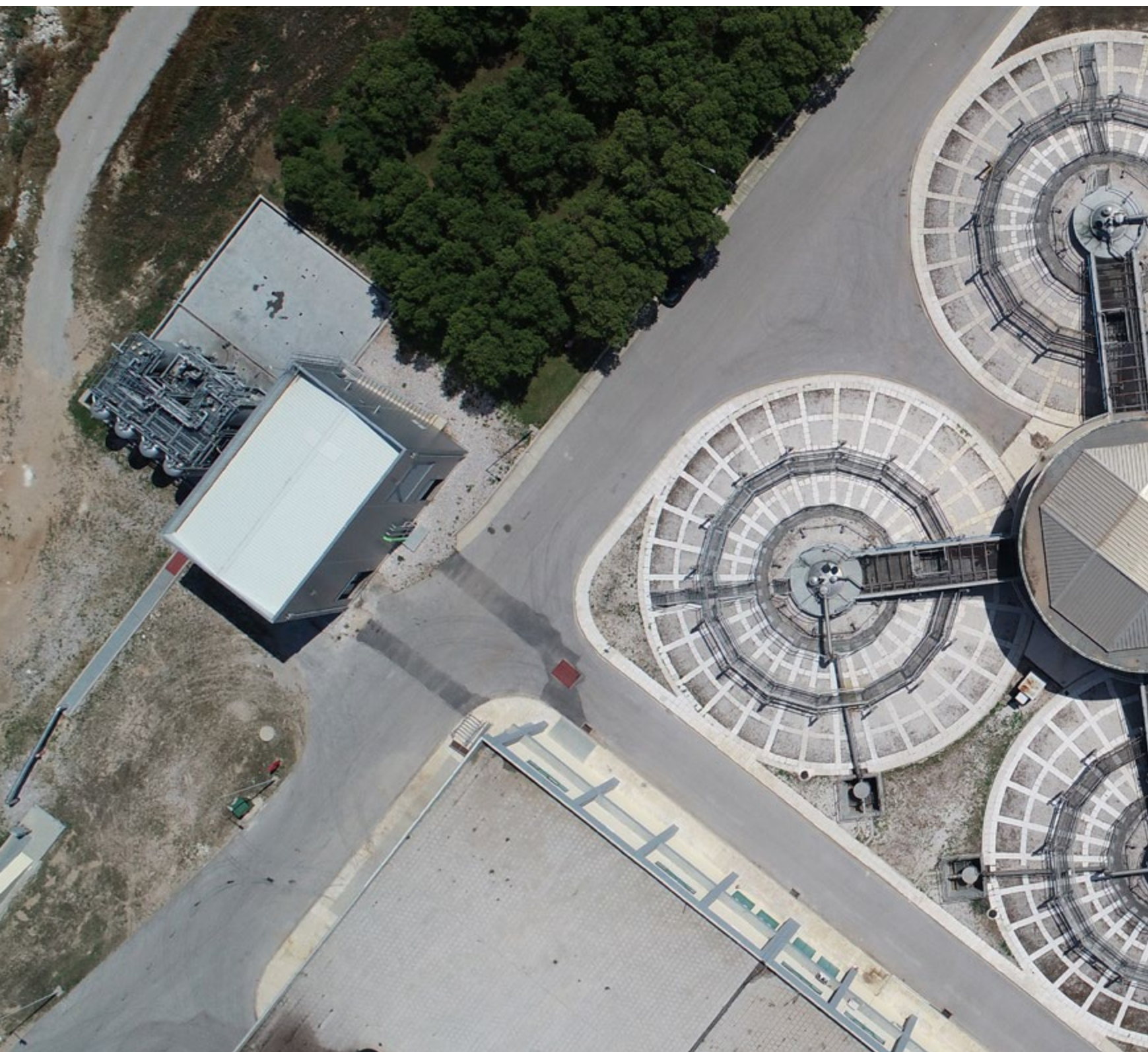
COMPANY SIZE

Size				2018	2017	
Total number of employees				2,497	2,555	
Total number of activities				3	3	
Turnover (thousand €)				322,396	327,343	
Total Capital (31/12)				532,500,000	666,690,000	
Assets (thousand €)				1,533,821	1,532,781	
Other	2018			2017		
Total Assets (thousand €)	826,352			853,546		
Shareholder Structure	2018			2017		
	Shares #	Shareholders #	%	Shares #	Shareholders #	%
Hellenic Corporation of Assets and Participations S.A.” (HCAP S.A.)	53,250,001	1	50%+1 share	36,245,240	1	34.03%
HRADF S.A.	12,069,739	1	11.33%	29,074,500	1	27.30%
Legal Entities	33,576,383	279	31.53	34,112,289	252	32.03%
Natural Persons	7,603,877	23,470	7.14	7,068,011	23,811	6.64%
Total	106,500,000		100.00%	106,500,000	24,065	100.00%

Shares Distribution 2018



On March 2nd, 2018 EYDAP received a notification from the Ministry of Finance that the total number of voting rights (indirectly and directly) controlled by the Greek State amounts to 65.319.740 (61.33%), of which the direct voting rights refer to 53.250.001 (50%+1 share) common registered shares and the indirect voting rights refer to 12.069.739 (11.33 %) common registered shares. This change in the direct and indirect shareholding of the Greek State in EYDAP S.A. is due to the transfer of 17,004,761 shares (15.97%) from HRADF directly to the Greek State, following the execution of an over-the-counter transaction, free of charge, according to decision 262 of the Interministerial Committee for Restructuring and Privatizations (GG tB / 614/22.02.2018), and the correction of the error (GG B 697/1.3.2018) which partially revoked the decision 195/27.10.2011 (GG B 759) of the Interministerial Committee for Restructuring and Privatization, following the decision 1906/2014 of the Council of State.



On March 21st , 2018, EYDAP received a notification from the Ministry of Finance, that the total number of indirect voting rights controlled by the Greek State amounts to 65.319.740 (61.33%). This change in the voting rights is due to the transfer of 53,250,001 shares of EYDAP S.A., from the Greek State to the “Hellenic Corporation of Assets and Participations S.A.” (HCAP S.A.) following the execution of an over-the-counter transaction on March 20th 2018, free of charge, according to paragraph 20, article 380 of L. 4512/2018, which replaced paragraph 1, article 197 of L. 4389/2016, as in force from 1/1/2018.

The total (100%) of the shares of HRADF S.A. is held by the “Hellenic Corporation of Assets and Participations S.A.” (HCAP S.A.), which now controls directly the voting rights of 53.250.001 shares (50%+1 share) and indirectly the voting rights of 12.069.739 shares (11.33%) via HRADF. Consequently, the total percentage of voting rights (indirect and direct) of HCAP S.A. amounts to 61.33%. The Greek State controls HCAP S.A. by 100%.



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 single 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 and 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. Of the Board's thirteen members, two are executive – the Chief Executive Officer and one Member-whereas eleven are non-executive. 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.

In the year 2018, there were two independent non-executive members in the BoD. EYDAP S.A. in line with the Corporate Governance Law, the relevant European Directives and the Greek Corporate Governance Code for Listed Companies, and with a view to ensuring the objectivity of the decisions of the governing body, observes objectivity criteria on the basis of which independent, non-executive members of the Board of Directors must be elected:

Composition of the Board of Directors

The current composition of the Board of Directors was formed in 2018 as follows:

The Special Meeting of the Minority Shareholders took place on June 11, 2018, at the Athens Stock Exchange, where Mr. Panagiotis Skoularikis and Mr. Christos Mistriotis were elected as Members of the Board of Directors of EYDAP S.A. on behalf of the Minority Shareholders. At the Meeting of the Board of Directors on June 28, 2018, the Board of Directors unanimously decided to extend the tenure of the nine members of the Board of Directors of EYDAP S.A. who had been elected by the majority shareholders, namely Konstantinos Papadopoulos, Ioannis Benissis, Konstantinos Vafiadis, Ioannis Kardaras, Georgios Makrynos, Alexandros Pouliassis, Nikolaos Sarantis, Michael Stavroulakis and Georgios Halabalakis for a period of one year, i.e. until 28.06.2019.

More specifically, the Board of Directors consists of:

Konstantinos Papadopoulos, Chairman of the BoD, non-Executive Member

Ioannis Benissis, Chief Executive Officer - Executive Member

Konstantinos Vafeiadis, Executive Member

Ioannis Kardaras, non-Executive Member

Georgios Makrynos, non-Executive Member

Alexandros Pouliassis, Independent non-Executive Member

Nikolaos Sarantis, non-Executive Member

Michail Stavroulakis, Independent non-Executive Member

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



GENERAL MEETING OF 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. Its legal decisions also bind the shareholders who were absent or disagreed. The General Meeting of Shareholders is convened by the Board of Directors and meets regularly at the headquarters of the Company, at least once a year.

Each share entitles one vote to the General Meeting. The shareholder participates in the General Meeting and votes either in person or through representatives. The Company also offers the forms to be used by the shareholder to designate his / her representative (s) on its website as well as in printed form at the Company's offices.

The General Meeting is in quorum and validly deliberates on the items on the agenda, if at least fifty percent (51%) of the paid-up share capital is represented.

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

Internal Audit System & Risk Management

The internal audit system of EYDAP S.A. is a set of processes, policies, principles, regulations, safeguards and organizational structures that are designed to provide reasonable assurance as to the accuracy and reliability of accounting and operational data, the protection and efficient use of Company's resources, the achievement of strategic objectives and the overall efficiency and performance of all operations.

The board of directors of the company shapes the Company's vision and strategic objectives and has the overall monitoring of the effectiveness of the Internal Audit System. Company Managers (General Managers, Assistant General Managers, Deputy Managers) are responsible for the design, implementation, management, on-going control and continuous assessment of the operational procedures, the risk management processes and the safeguards. All the employees are responsible for the implementation of the internal control system in their area of responsibility. The internal and external auditors are responsible for providing reasonable assurance to the Board of Directors regarding the adequacy and effectiveness of the company's internal audit system.

- **Audit Committee**

In the framework of the Corporate Governance of the Company, the evaluation of the Internal Audit System and the implementation of the Decisions of the Supervisory Authorities, the Company has established an Audit Committee, which consists of at least three (3) non-executive members of the Board of Directors. Appointed by the General Meeting of Company's Shareholders and operates in accordance with the provisions of 3016/2002 Law and 4449/2017 Law and approved by the Operations Regulation of the Board of Directors (decision of BoD 191412/8-11-2017) which specified the purpose, jurisdiction, the election, the composition, powers and responsibilities.

- **Division of Internal Audit**

The internal audit of the Company is exercised by the Internal Audit Department, which is an independent organizational unit and reports to the Company's Board of Directors. The Internal Audit Department is supervised by the Audit Committee of the Board of Directors and provides advisory and trust services. It operates in accordance with the applicable Greek legislation, the Rules of Procedure approved by the Board of Directors, the International Auditing Standards for the professional implementation of the Internal Audit of the Institute of Internal Auditors as well as the ethical rules dictated by the basic principles of auditing.

The Internal Audit Department aims to assist the Management, the Board of Directors, the Company's executives and employees in general, to perform their tasks more efficiently and to achieve the company's objectives by evaluating the operation of the internal control systems, risk management and corporate governance practices through audits and advisory services.

- **External Audit of the Company by statutory auditors**

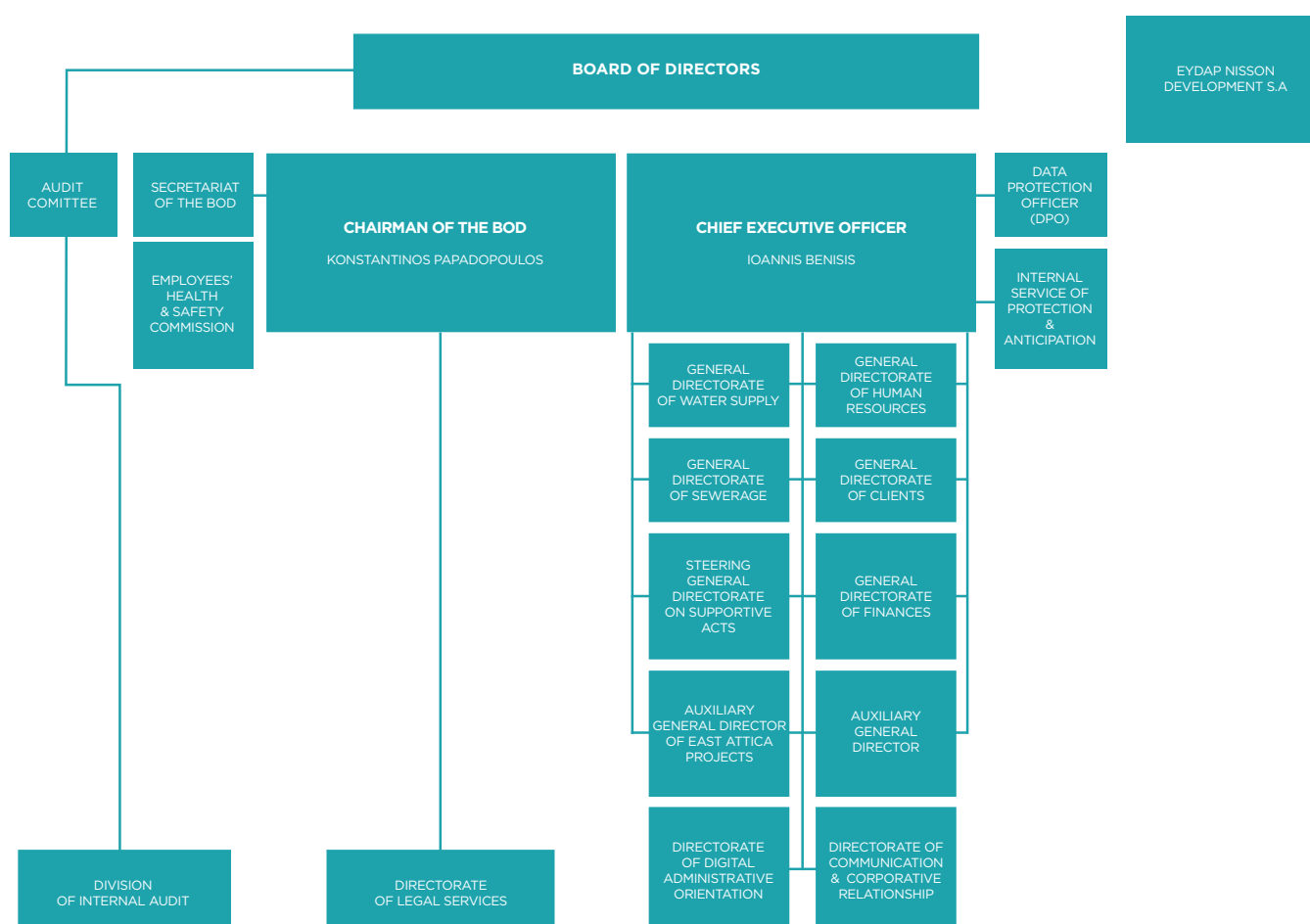
More information on Corporate Governance is available on the Company's website www.eydap.gr and in the Annual Report of the Board of Directors, which accompanies the financial statements, which is also posted on the corporate website.



ADMINISTRATION

In 2018, the main body of the Company administration, after the Board of Directors, was composed of 5 General Directorates where executives of multiannual experience serve with commitment to the Company's purpose.

ORGANIZATION CHART 31.12.2018



On 17.4.19, the Board of Directors decided to modify the Organization Chart of the Company by:

A) Eliminating the General Directorate of Financial Services and the General Directorate of Human Resources and creating the new General Directorate of Financial Services and Development who is administratively subordinate to the CEO of the Company. This new Directorate will be managed by a General Director who will be assisted by four (4) Deputy General Directors, as follows:

- Deputy General Director of Financial Services who is in charge of the Directorate of Financial Services and Directorate of Financial Analysis
- Deputy General Director of Human Resources who will be in charge of the Directorate of Human Resources and the Directorate of Education and Development of Human Resources
- Deputy General Director of the Supply Chain, who is in charge of the Directorate of Provisions and the Directorate of Inventory and Transport.
- Deputy General Director of Digital Reform, who is in charge of the Directorate of Digital Administrative Orientation and the Directorate of Informatics.

B) Eliminating one (1) of the two (2) Deputy General Director positions directly subordinate to the CEO of the Company. The CEO will be assisted by one (1) Deputy General Director in charge of the Directorate of Eastern Attica Projects.

C) Subsuming the Directorate of Facility Safety and the Directorate of Administrative Support of Civil Planning in Emergencies to the General Directorate of Coordination and Supportive Actions.

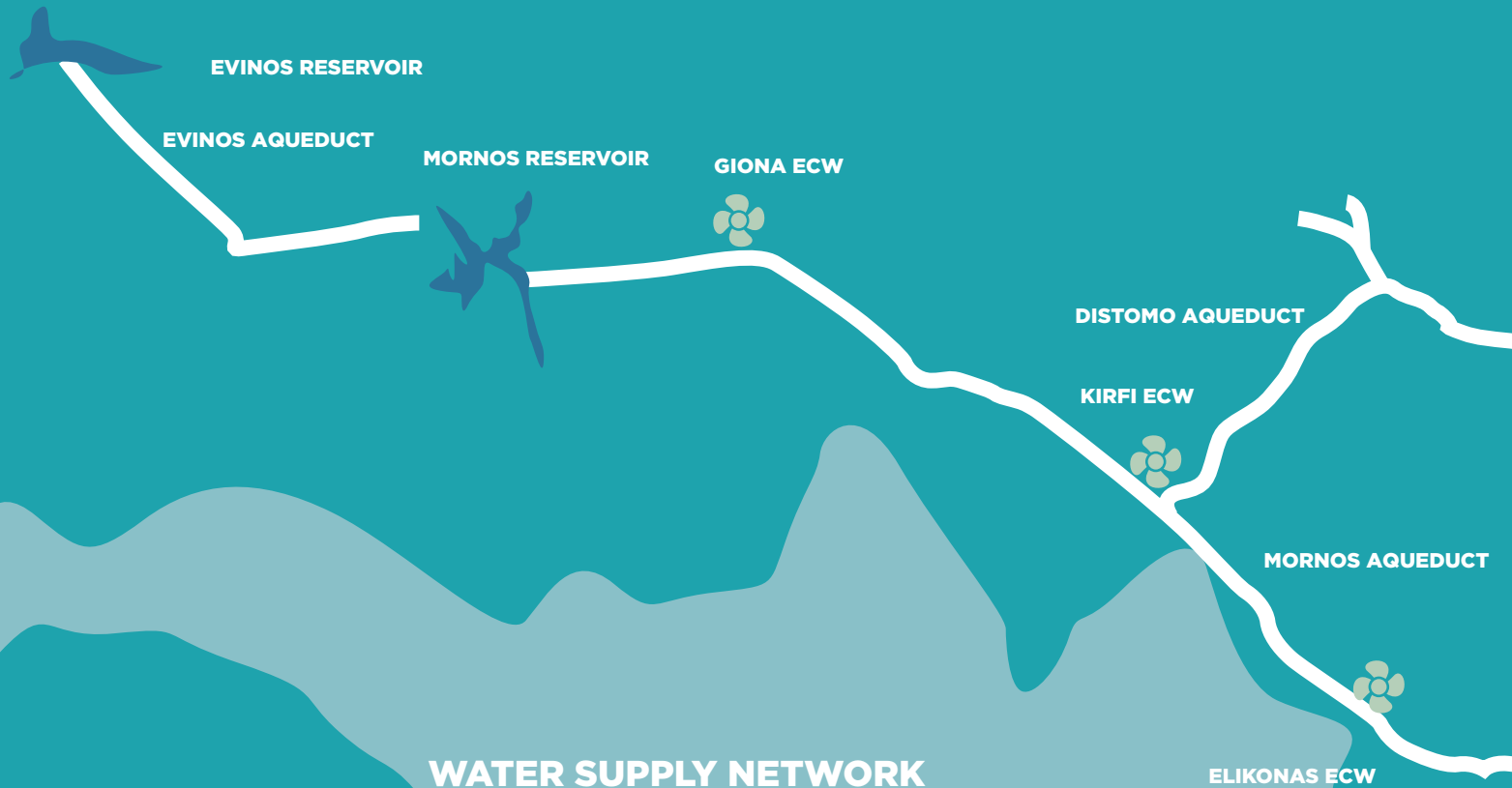
BASIC COMMITTEES AND BOARDS


















- Board of Directors Audit Committee
- Commission for the Health & Safety of the Employees
- Committees for the Procurement and Execution Procedures of Public Contracts
- Committees for the Award of State Contracts, Studies or the Provision of Technical and other Relative Scientific Services and Projects with Study Evaluation.
- Committees for the Inspection and Reception of Public Contracts for Supplies and General Services
- Committees for the Award of Public Contracts for Supplies and General Services
- Committees for the Evaluation of Objections and Appeals
- Committee for the Compensation of Third Parties
- Commission for the Upgrade of Services & Management of Customers' Requests
- Commission of e-Governance & Digital Information Technology
- Commission for the Assessment of Debt Settlement Requests
- Medical Council
- Administrative Board
- Promotion Council: A' Council, B' Council
- Disciplinary Board: First Level Board
Secondary Board
- Management Board
- Technical Board



1.3 Value Chain










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

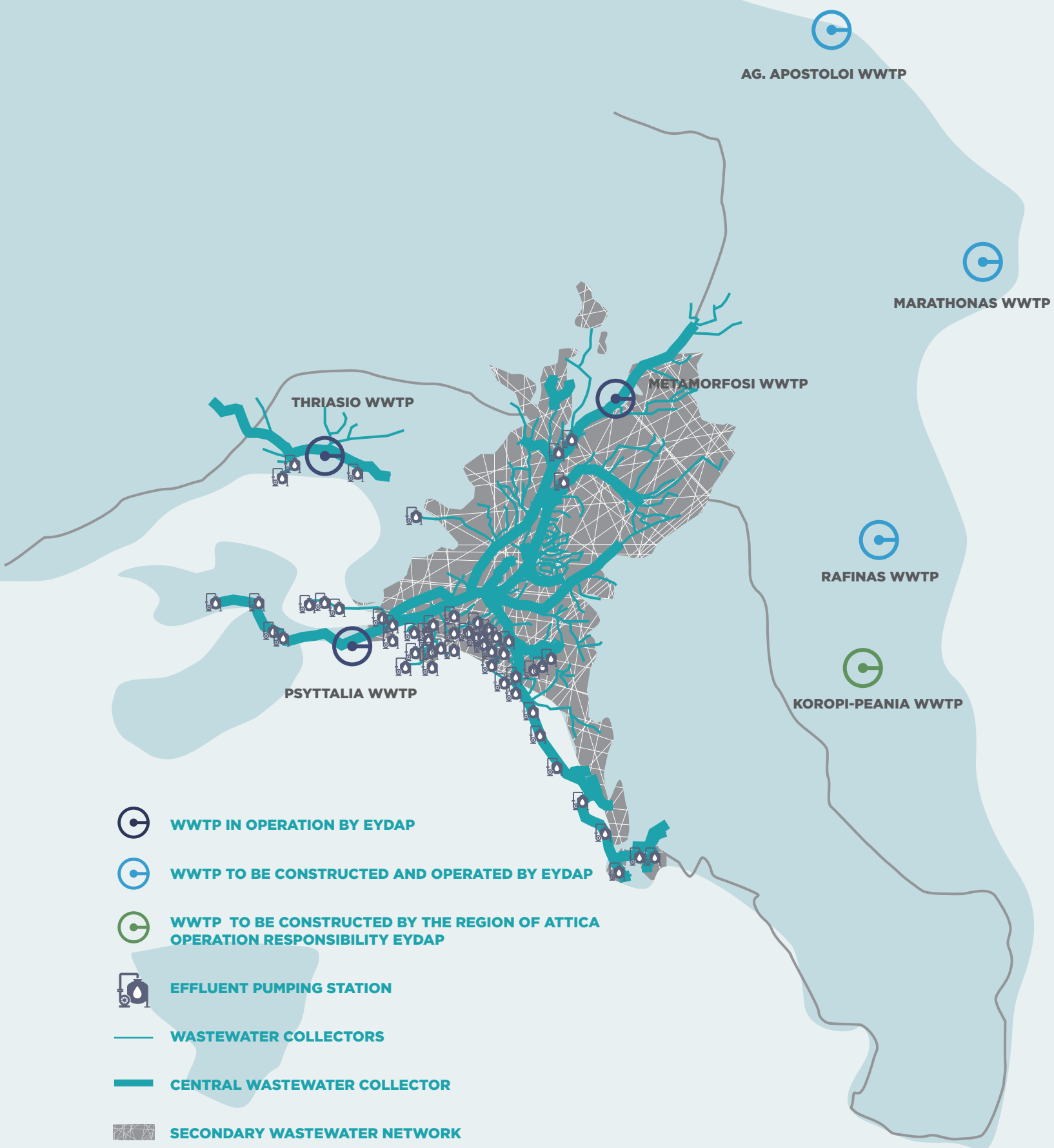


 <p>4 Reservoirs Mornos, Evinos, Marathonas, Yliki</p>	 <p>4.4 million residents Served population</p>	 <p>495 km External Aqueducts</p>	 <p>1,040,977 m³ Daily Average distribution of drinking water</p>	 <p>4 (WTPs) Water Treatment Plants with cumulative maximum refining capacity up to 1,900,00 m³ daily</p>
 <p>A 5 Stage Water Refining Procedure</p>	 <p>7 days a week 365 days a year Quality control of raw and drinking water</p>	 <p>14,000 km Water Supply Network</p>	 <p>2,160,000 connections</p>	 <p>618 valves Reducing pressure from Φ80 up to Φ600</p>
 <p>81 pumping stations of accumulative installed force 30.000 HP</p>	 <p>100 points SCADA tracking</p>	 <p>783 points recording and transmitting data (SMS)</p>	 <p>55 water tanks total capacity 885.000 m³</p>	<p>About 90,000 Isolation valves</p>
 <p>850 points quality control of drinking water</p>	 <p>10,000 drinking and 2,000 raw water sample analysis in verified cutting-edge laboratories at Galatsi and Acharnes</p>			 <p>Online water quality monitoring</p>



SEWAGE NETWORK

 <p>3,5 million people Served population</p>	 <p>9,500 km sewerage network</p>	 <p>Central Sewerage Pipe Central Coastal Collector, Parakifissios Waste Collector, Auxiliary Central Sewerage Pipeline, Pressure Relief Pipeline</p>	
 <p>3 Wastewater Treatment Plants Psyttalia – Metamorfosi – Thriasio</p>	<p>New Sewage Processing Centers in Eastern Attica with the reuse of processed outflows</p>	 <p>Verified laboratories For sewage chemical analysis</p>	 <p>Input & Output Control at the WWTP's</p>
 <p>Control of Liquid Industrial Waste</p>	 <p>754,800 μ³ of effluent daily processed at WWTP's</p>	 <p>by 95% effluents free from pollutant load</p>	



1.4 Supply Chain

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

The constant needs of EYDAP, both in goods and services, are met through the implementation of the National Legal Framework Procurement as defined by Law 4412/16 (Government Gazette 147 / 08.08.2016) «Public Works Contracts, Procurement and Services (adaptation to Directives 2014/24 / EU and 2014/25 / EU) and the secondary institutional framework.

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

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

Indicatively, during the financial year 2018, 566 contracts were signed between EYDAP and Suppliers / Service Providers, with a total value of approximately 57 million euros. Out of these contracts, 125 concern Supplies and 441 concern Services.

The contractors contribute to the accomplishment of corporate goals and are promoted through the aforementioned Legal Framework, which guarantees the existence of free competition, equal treatment of suppliers and a healthy relationship between EYDAP and its suppliers.

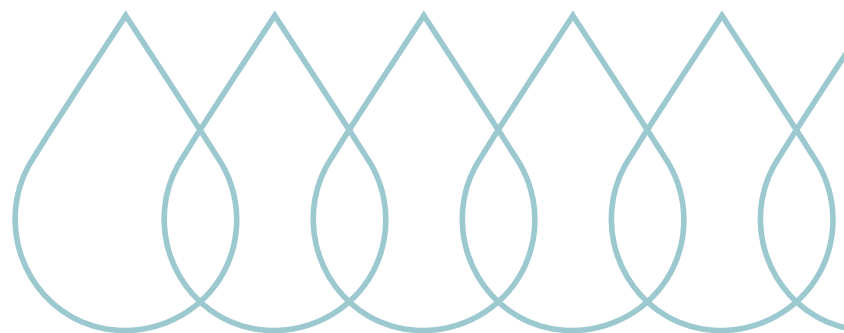
The competition process follows strict rules and includes:

The invitation to tender, the adoption of commonly accepted Technical Specifications, the award of the lowest bidder on the basis of award criteria and the signing of the contract.

EYDAP executives who are directly or indirectly involved in tendering procedures are prohibited from disclosing supplier information and contacting participating suppliers prior to final award, except for clarifications regarding the tender procedures, with respect to the principles of equal treatment and non-circumvention of the competition. In particular, the list of candidate suppliers, prices offered, payment terms etc. is considered as confidential information and is not to be disclosed to third parties.

The company places special emphasis on attracting new economic operators through the posting of Declarations:

- On the Electronic Online Depository of Administrative Procedures (DIAVGEIA)
- On the Central Electronic Registry for Public Contracts (KHDMI)
- At the National Electronic Public Procurement System (ESDIS)
- On the Annex to the Publications of the Official Journal of the European Union
- On the website of the EYDAP SA (<http://www.eydap.gr>) in the COMPETITIONS section, PUBLIC PROCUREMENT NOTICE



EYDAP, in accordance with the Law 4412/2016, proceeds with the award of public contracts with suppliers by taking into account:

- their competence in exercising business activity
- their economic and financial capacity
- their technical and professional ability
- their compliance with quality assurance and environmental management standards
- their compliance with the provisions of workers' health and safety legislation and with their obligations regarding social security and labour law

As for long-term agreements, we emphasize on their compatibility with 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 availability of the equipment, instruments and materials provided for in the contract, is a major priority, as this promotes the corporate image of EYDAP as an integral and reliable member of the business community.

By contrast to its obligations, EYDAP expects suppliers to comply with their contractual obligations.

Suppliers of materials, equipment & services selected as associates of EYDAP are required to comply with the provisions of health and safety legislation for workers and occupational risk prevention as well as their environmental, social and labor law obligations established by the law of the Union, National law, collective agreements or international environmental, social and labor law provisions listed in Annex XIV of Annex B to Law 4412/2016.

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:

- disqualify the Supplier
- impose contractual penalties to the Supplier, if the contract refers to services
- reject the materials provided and impose penalties on the Supplier for late delivery of goods, when contracts relate to supply of goods



In 2018, concerning the compliance with legislation by suppliers, no incidents of violation of the Law were found relating to:

- child labour,
- forced labour,
- participation in criminal organization,
- bribery, corruption
- fraud,
- acts of terrorism or crimes associated with terrorist organizations,
- money laundering by suppliers,
- environmental legislation, climate change

Especially for the Anti-Corruption and Bribery Policy, EYDAP applies zero tolerance and is committed to working with professionalism, legality and integrity in all its professional transactions. Exclusion of suppliers against whom an irrevocable court order has been issued for any of the above categories is provided by existing legislation.

Furthermore, the legal and contractual obligations, as well as the ethical principles of EYDAP, require the confidentiality of sensitive information regarding the Company and its suppliers to be respected in accordance with the «Confidentiality Law».

The Company, having secured proper publicity and application of objective selection criteria, applies safety provisions for the immediate application of changes in the Legal Framework of Public Procurement and the continuous training of its employees in order to achieve uniform application in all contract awards.

The company, in addressing the risks of non-implementation of Law 4412/2016 and its constant amendments, has taken a number of actions.

In particular, the main potential risk concerns the adaptation of internal procedures to the continuous amendments of provisions of Law 4412/2016.

EYDAP, by making every reasonable effort through high quality services with emphasis on transparency and moral integrity, and by implementing preventive continuing education and early compliance policies, ensures that it continuously trains through specialized seminars in the current regulatory framework, those executives who are directly involved or indirectly in competitive procedures.

In 2018 there were 7 seminars on Law 4412/2016. 244 people were trained in total.

As another serious risk, we consider the Compliance Level of our Supply Chain to the requirements of Law 4412/2016.

In this context EYDAP ensures, through the necessary clarifications and with the appropriate technical guidance, the proper involvement of Suppliers in the tender procedures.



EYDAP, by integrating in Contractual Agreements the Supplier's Compliance Terms and the UN Global Compact Principles for Human Rights, Labour, Environment and Corruption, ensures that all Suppliers along its Supply Chain apply practices that promote respect for human rights and are in line with the company's policies on social, labour and environmental issues.



1.5 Participations and Recognition

GRI 102-12, GRI 102-13

EYDAP is the largest Greek company in the water supply, sewerage and waste water treatment sector, and is a member of Greek, European and International Associations promoting international cooperation and following the developments relating to sustainable water management.

EYDAP is a member of Aqua Publica Europea (APE) since January 2017. APE is the exclusive association of all public and municipal water and sewerage companies in Europe, members of which are large companies such as Eau de Paris, Vivaqua from Belgium, Cap Milan etc. EYDAP is the only member which is not a fully public company. Nevertheless, our European partners support EYDAP's effort to remain a public, efficient company in service of the society.

The aim of cooperation is to draw up an international policy in these sectors promoting dialogue between public providers, business sector, academic word and other international organizations.

MEMBER

- Association of Listed Companies
- Association of Public Limited Liability Companies
- AQUA PUBLICA EUROPEA
- Technical Chamber of Greece
- Greek-American Chamber
- Greek Institute of Entrepreneurship and Sustainable Development.
- Greek institute of Customer Service
- Hellenic Management Association
- Global Water Operators' Partnership Alliance, UN Habitat
- CSR HELLAS
- GREEN ANGELS

PARTICIPATION

- European Benchmarking Cooperation (EBC) – for index creation (KPIs)
- National Consumer and Market Council



AWARDS AND DISTINCTIONS



- **Excellence - for the Quality of Drinking Water in Athens**

- **European Benchmarking Cooperation.** EYDAP in 2018 for the quality of drinking water was rated with 99,868 % in an international evaluation of 34 water supply companies
- **Urban Water Atlas for Europe (2017)**
EYDAP was rated excellent

- **International Certification of Business Excellence “EFQM Committed to Excellence - 2 Star”**

EYDAP is the first public sector company to which the high distinction of excellence «Committed to Excellence - 2 Star» by the European Foundation for Quality Management was awarded. EFQM Model of Excellence is based on a set of European values and is a practical, non-restrictive framework which assesses organizations on their way to entrepreneurial excellence. An international certification-commitment to Entrepreneurial Excellence «EFQM-Committed to Excellence» was awarded to the Directorate of Digital Management Information of the Company.

- **EYDAP received two gold awards for its contribution to the protection of the environment and sustainability, in Environmental Awards 2018, presented Tuesday, July 10th 2018. The Company received:**

- **gold award in the category Water Stewardship/Water Management and Conservation / Wastewater treatment with the project “Innovative process of phosphorus and nitrogen recovery from Wastewater Treatment Plant sludge output, in the context of the European research project SMART-PLANT».** SMART-PLANT’s purpose is the creation and implementation of innovative solutions in the process of wastewater treatment, achieving the quality required in the processed sewage, through the simultaneous recovery of materials (nitrogen, phosphorus and biodegradable organic material) and energy (biogas).
- **gold award for the Company’s contribution to environmental education and children awareness overtime, on the water cycle.** The Company received the award in the Environmental Leadership category, for the Environmental Education Program “Stagonoulis Journey” in which more than 15.000 children participate annually the last 30 years.

- **Responsible Management Excellence Awards, EBEN GR 2018**

EYDAP is the first and only public company awarded in EBEN GR. EYDAP’s Internal Audit Department received the **Silver Award** in the ceremony for the 11th Responsible Management Excellence Awards of EBEN GR, for **business ethics, social responsibility and corporate governance**. The Internal Audit Department was evaluated on the basis of the EBEN RME Model which includes specific criteria for assessing in the areas of business ethics and corporate responsibility, and received after a successful fulfillment of those criteria a special certification.

- **EYDAP received an award in the «Environmental Awareness» category by the Hellenic Association of Environmental Protection Companies during the Greek Environmental Awards Ceremony.**







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 • Correspondence • 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 (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 the one 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 2015, 2016 and 2017.
- Internal documents regarding policies, procedures, strategies and results of consultations with the stakeholders.
- Publications in 2018 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

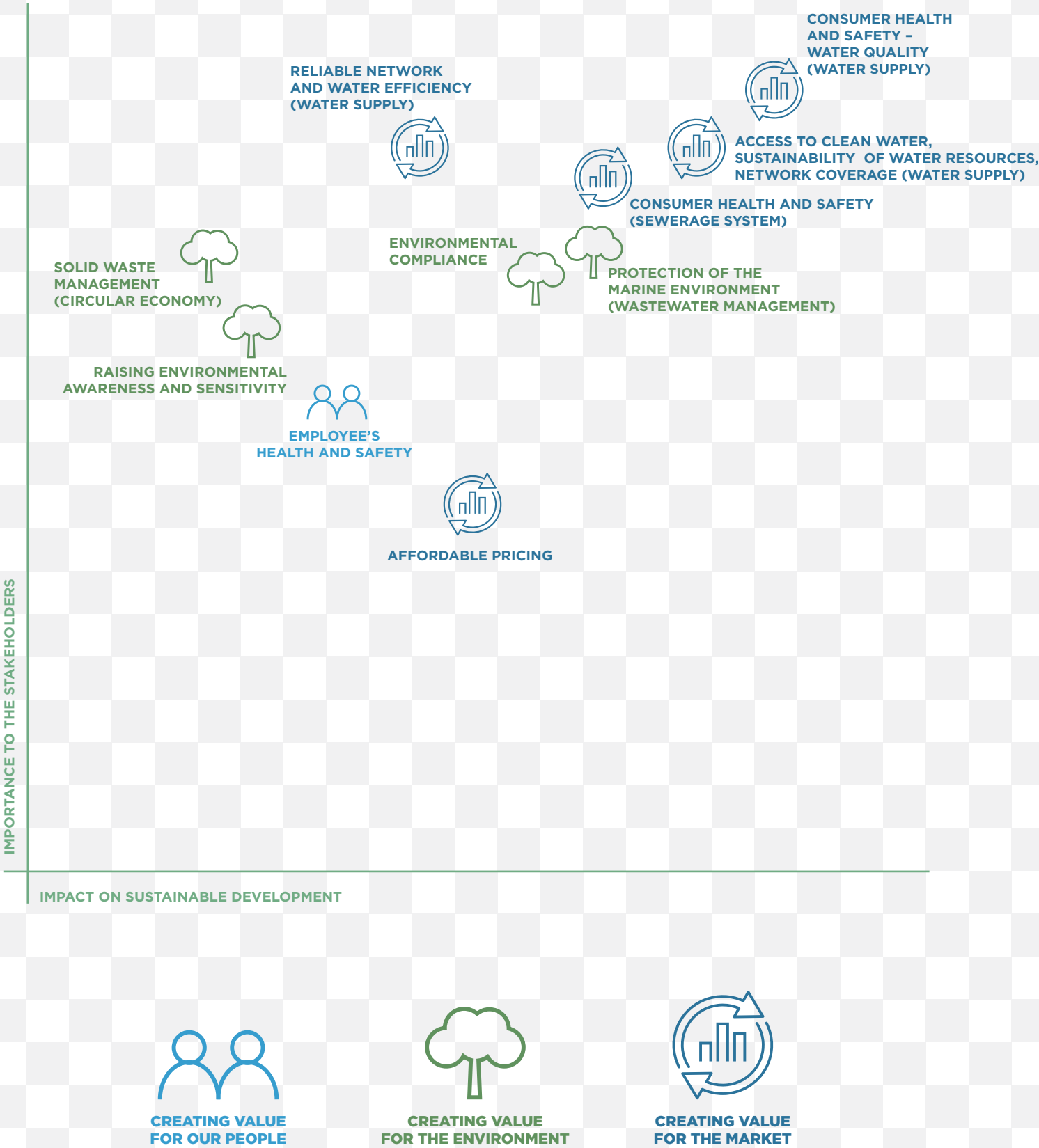
In the third Phase of the analysis, the results of prioritization were validated by Senior Management. During the process, the GRI Principle of Completeness and Stakeholder Engagement were taken into consideration. As a result of this analysis, 10 topics were defined and selected to be included in the 2016, 2017 & 2018 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



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.







3. CREATING VALUE FOR OUR PEOPLE





3.1 Employment

GRI 103-2

HOW DO WE MANAGE IT?

Our long-standing commitment to supply the Capital with water of high quality, to collect and recycle it with processes that ensure resource viability, citizens' health and environmental protection would not be possible without the high level of dedication, commitment and know-how of our employees. Recruiting in EYDAP people dedicated, with a sense of commitment, with a high level of know-how and education, underlines this effort.

Recognizing that we operate in a sector of constant environmental and technological challenges, we encourage the development of personal skills and innovative initiatives, we provide equal opportunities for education regarding new technologies and infrastructures, we place particular emphasis on the safety of workers by seeking to provide a healthy working environment with respect to human and labor rights. It is our absolute belief that the development of the company is in line with the growth of our employees.

The organizational structure of the Company and the procedures implemented regarding the responsible management of the human capital are governed by its Internal Regulations, always in full compliance with the National and European Regulatory Framework. In this way, the Company contributes to the achievement of the Sustainable Development Objectives, as defined by the United Nations, namely the objectives 8 «DECENT WORK AND ECONOMIC DEVELOPMENT» and 16 «PEACE, JUSTICE AND POWERFUL INSTITUTIONS».

The recruitment process is always carried out under a relevant legal framework and through the Supreme Council for Personnel Selection (ASEP) in order to meet the needs of the Company, which ensures the objectivity and transparency of the process. However, the restriction in recruitments, due to the Law 3833/2010, results in a steady decrease in the number of employees and the aging of the staff. Thus, the risk of not being able to meet the ever-increasing needs and obligations of the Company in the future becomes apparent. At the same time, there is the risk of losing the know-how alongside with the employees leaving for retirement due to the delay in their replacement.

In order to avoid the risk of not responding to pressure requirements, particularly in times of increased demand, the Company has occasionally announced eight-month job positions. Particular emphasis is placed on the training and education of all employees with a view to disseminating know-how and upgrading their knowledge.

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

HOW DO WE EVALUATE OUR APPROACH?



The increasing needs, the expansion of the Company's fields of operation (new areas are integrated into the water supply and sewerage network), the Company's concern for the protection of the environment and the sustainability of natural resources have made it imperative to empower existing staff by recruiting permanent workers of various specialties and educational levels, who will give life, creativity and growth to EYDAP.

For this reason, in 2018, two (2) competitions for the recruitment of permanent staff of all levels and different specialties (e.g. engineers, administrators, economists, developers, electricians, counters, workers, guards, etc.) as well as two (2) competitions for the recruitment of staff with a fixed term contract of 8 and 18 months, respectively, were launched. Submission of applications was completed in this year. The results for the recruitment of permanent staff are expected by ASEP whereas the recruitment of the contract staff is in progress.

In 2018, EYDAP, in order to meet the urgent and periodical needs, announced the opening of job positions of a) 8-months duration (Fixed-term contract 1/2018) for 220 contractor workers, drivers, plumbers, counters, electro-technical and machinery workers b) 18 months (Fixed-term contract 2/2018) for 54 contractor cleaners who are supposed to meet the needs of 2019.

The Human Resource Division and its Services (Staff Service, Payroll Service, General Secretariat Service, Medical Healthcare Service and Administrative Health Care Service) have been ISO certified since 2014. In May 2017, the Division's procedures have been fully harmonized with the requirements of the latest version of the ISO 9001: 2015 Standard. The validity of the Standard is renewed annually and for a total of three years, following a successful annual Surveillance which is carried out by the Certification Body. In 2018, the 1st Annual Surveillance was held, and it was successful.

Employees with an open-ended & fixed term contract

					Total	
Attica region	2018	2017	2018	2017	2018	2017
Open-ended	1,476	1,518	629	631	2,105	2,149
Fixed-term	160	164	103	111	263	275
Total	1,636	1,682	732	742	2,368	2,424
Boeotia	2018	2017	2018	2017	2018	2017
Open-ended	80	75	4	4	84	79
Fixed-term	1	5	0	0	1	5
Total	81	80	4	4	85	84
Phocis	2018	2017	2018	2017	2018	2017
Open-ended	25	25	6	6	31	31
Fixed-term	1	4	1	1	2	5
Total	26	29	7	7	33	36
Aitolioakarnania	2018	2017	2018	2017	2018	2017
Open-ended	11	11	0	0	11	11
Fixed-term	0	0	0	0	0	0
Total	11	11	0	0	11	11
TOTAL	2018	2017	2018	2017	2018	2017
Open-ended	1,592	1,629	639	641	2,231	2,270
Fixed-term	162	173	104	112	266	285
Total	1,754	1,802	743	753	2,497	2,555

Notes:

- Data with effective date as of 31.12.2018.
- 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.





RECRUITMENT OF EMPLOYEES & RETIREMENT *

Contractors Recruitment

Recruitments 2018	
Men	149
Women	94
TOTAL	243
Recruitment 2018 / Age	
<30 years old	15
30 - 50 years old	144
>50 years old	84
TOTAL	243
Recruitment 2018	
Attica Region	240
Boeotia Region	1
Phocis Region	2
Aitoloakarnania Region	0
TOTAL	243

Retirement of Permanent Staff 2018**

Breakdown By Gender		
Men		36
Women		1
TOTAL		37
Breakdown by Age		
<30 years old	0	0
30 - 50 years old	4	0
>50 years old	32	1
TOTAL	36	1

Notes:

* Data with effective date as of 31.12.2018, for fixed-term contracts.

* Recruitment concerns only workers with a fixed-term contract for 8 months and cleaners under a fixed-term contract, too. Recruitment of permanent staff did not take place in 2018.

* Students and lawyers are not counted as they are not considered as employees of the company.

** Out of those retired, 2 (permanent employees) were employed at the company's premises in N. Boeotia while the other departures came from N. Attica.

EYDAP, in order to better meet the citizens' needs and manage its activities more rationally, owns and manages facilities (regional centers, technical sectors, refineries, aqueducts, etc.) scattered all over the Attica basin, but also in the Prefectures of Boeotia, Phocis and Aitoloakarnania.



WORKPLACE ENVIRONMENT

The Company's response to the particular environmental challenges, continuous technological developments and the riskiness of some of our activities (waste water management, etc.) requires highly educated staff.

Thus, a large number of EYDAP's employees have university education and hold a second degree or postgraduate diploma and / or a doctorate.



Educational Level

**661
with a University Degree**

437

UNIVERSITY GRADUATES

Out of which:

280 employees hold one Degree,
5 employees hold two Degrees
and MSc,
13 employees hold a Degree,
an MSc and a PhD,
19 employees hold a Degree
and a PhD (no MSc)

224

TECHNICAL SCHOOLS GRADUATES

Out of which:

20 employees hold
and an Msc Degree

89.35% of EYDAP employees are covered by Business Collective Labor Agreements. Only 10.65% of the fixed-term employees are not covered by the above Collective Agreements but by the General Labor Legislation. All employees, permanent staff and contractors work full-time, except for contractor cleaners, who work for 4 hours a day.

The rank and salary promotion of staff depends to a large extent on the assessment of employees through Evaluation Reports, which take place every year as foreseen in EYDAP's Staff Regulation. However, as of 14/2/2012 and in accordance to Law 4048/2012, all wage promotions have been suspended.

All employees are required to adhere to the rules of conduct that determine the relationship between them, their relationship with the Company, the external partners and the customers according to the Company's policy.

We strive to strengthen our corporate identity and culture through the promotion of large scale water supply and sewerage projects and constant education of our employees to new technologies by encouraging participation in in-house training and seminars as well as in training and conferences organized outside the Company.

With sensitivity to employees' personal needs and in our effort to reduce our environmental footprint, the Company takes into account the employees' place of residence in the choice of workplace, if possible. In addition, for remote buildings and remote spatial work areas, EYDAP provides corporate means of transport or leased vehicles (buses) for the commuting of employees.



BENEFITS OF PERMANENT WORKERS

The Company, within the context of industrial peace and stability and beyond the main remuneration, insurance, legal benefits and permits, has also instituted the following benefits for all its permanent employees in all areas of its activity:

- Health Service, which provides primary healthcare to employees and insured members of their families and manages their medical and pharmaceutical coverage
- Private insurance coverage for employees and their children
- Compensation by insurance company in case of partial or total disability to work caused by an accident at the workplace
- Nine-month full parental leave, instead of part-time parental leave, to either the mother or the father
- Leave for various reasons (study leave, child illness, blood donation, etc.)
- Provision of a half-pay parental leave for child up to two (2) years old.
- Retirement insurance for doctors (upon request)
- Retirement insurance for engineers and lawyers (upon request)
- One-off indemnity to any permanent employee who retires
- Ownership of shares
- Funding for learning a foreign language
- Funding for children summer camps
- Funding for undergraduate or postgraduate studies
- Provision of loans to cover employees' expenditure on children's school and university



PARENTAL LEAVE

In 2018, in accordance to Law 4342 / 23-12-2015, 13 employees (9 Men and 4 Women) were provided with a 9-month parental leave instead of the reduced working hours provided by the law.

100% of the employees who have been given a parental leave ending in 2018 returned to work after its expire. Furthermore, 4 days off are granted to the parents of children aged 5-18 years old in order to be informed about their progress in school.

On EYDAP's initiative

- Employees are being provided with eight (8) days leave instead of five (5) according to the law in case of a child's illness up to 16 years of age, not up to 12 years old as the law foresees.
- Working mothers, after using up maternity leave, are provided with the opportunity to obtain parental leave with half of their pay until their child turns two (2) years old.

CULTURAL CENTER OF EMPLOYEES

The Cultural Center of EYDAP's Employees, with its 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, all year round, it organizes activities that promote culture and good interaction of employees, either by participating in groups e.g. mountaineering, theatrical, choir, or by providing the chance of attending theater or organizing tours in exhibitions and archaeological sites, or even giving the possibility of donating blood for our fellow men and women in the blood donations organized 3 times a year at the facilities of EYDAP. A recent significant contribution, the assistance provided by the CCE EYDAP to the burn victims by the catastrophic fire at Mati. The Blood Bank of CCE EYDAP ranks among the largest in the country.

New activities are added each year such as:

«**Athens, Book World Capital» for 2018.** Participation of CCE EYDAP in the official events. The Greek capital was at the heart of world cultural interest, carrying the message «Books Everywhere»! This was after all the goal of this honorary event, which was rightfully awarded to Athens by UNESCO.

The operation of **Dexameni cinema** is one CCE's main activities, an important means of promoting its activities and a source of income for financing its activities. Dexameni was also used for **non-commercial purposes related to culture**, such as book presentations, academic debates while its Board achieved an opening to society and to institutions to publicize social, environmental and political issues.

Formation of **Oral History Club**. CCE contributes actively through its members, current and former, to identify informers on the history of the Marathon Dam (active and retired workers, and residents of the village). With the support of the historian Tasoula Vervenioti, workshops began preparing and processing the material of the Marathon Dam, the results of which were presented at the event on November 24, 2018 at the Personnel Club, in EYDAP Facilities, at Marathon Dam.

THE RIGHT TO SYNDICALISM

The constitutional right of being a member 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 EYDAP'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 act 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, who have the right to vote.



SUPPORT TO YOUNG PEOPLE

EYDAP, through its effort to support young people, accepted as interns 332 students (undergraduate or postgraduate) in July and August 2018. This initiative aims to familiarize young people with the working environment and help them gain experience in a real workplace.

In 2018, within the framework of the prerequisite internship for Higher Technological Institute students, 232 Technological Education students who either started or completed their training at the premises and departments of the Company, obtaining substantial knowledge and education on the subject of their study.

Lastly, in 2018, 20 students worked through NSRF in their field of study and for a two-month period at the company's premises, coming mainly from Polytechnic School and IT School.

These activities have been realized for many years and it is in high demand among students. As an assessment measure may be used the fact that every year more and more students from faculties of diverse fields submit applications to complete their internship at EYDAP. This success is the result of good cooperation between the Educational Institutions and the Company's executives, the substantial and high level of information, education and practical training offered to the students and of course to the trainees.

In 2018, EYDAP established a reward program for the children of the Company's employees following their successful admission to Higher Education.

This initiative aims at the ethical recognition of excellence, as a result of hard work, hoping that this will be an incentive for the development of students in their academic studies and in their professional field.

EYDAP fully implements and respects Labour Legislation.





3.2 Training and Education

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

HOW DO WE MANAGE IT AND HOW DO WE EVALUATE OUR APPROACH?

For EYDAP the continuous training of its employees is a tool of knowledge and skill transfer, improvement of work produced, procedures' modernization and achievement of corporate strategic objectives. The training of our human capital is an investment which ensures the Company's Sustainability, in an environmentally and technologically ever-evolving and demanding framework.

Our objective is to provide **targeted** training in-line with the general corporate strategies. Our experience in the subject has proved that education offers not only the professional and personal development of our people, but also the enhancement of cooperation and corporate identity.

Training opportunity is provided to all workers on the principle of equality, without criteria in order to address the challenges and risks associated with new technologies.

In avoidance of the risk of not covering important corporate need that arise in the different activities of the Company, the selection of the educational curriculum is subject of evaluation of the program completed and consultation with the Company's executive managers, so as to ensure the coverage

of corporate needs and demands. Their views are reflected in open-ended questionnaires.

The Human Resources Training and Development Division is implementing a Quality Management System certified according to ISO 9001: 2015 leveraging the subsidy of the OAED / LAEK program 0.24% as a reimbursement of employers' social security contributions for the provision of training programs to employees.

In 2018, 78 subjects of training (technical, administration, economics, IT systems, etc.) were organized. These objects were implemented in 130 training sessions whereas 675 trained workers put their knowledge into practice. Courses take place either in the morning or in the afternoon zone, in line with the professional and personal obligations of the participants.

EYDAP offers its employees the opportunity to obtain a Bachelor or MSc Degree or specific qualification from Universities or Higher Technical Schools providing a significant part of the tuition fees and the relevant student leave, as provided for by law (14 or 20 days per year). In 2018, 16 employees asked and received this scholarship.

In the context of continuous training and corporate outreach, EYDAP's managerial staff is encouraged to attend events, exhibitions or conferences, to participate in scientific forums, national or international, with scientific announcements and with full coverage of the cost. In 2018, 68 people attended seminars and conferences in Greece and abroad.



The time period of November 14 – 16, 2018, EYDAP hosted the annual European Benchmarking Cooperation Conference (EBC) titled, “Turning Data to Solutions - Improving Water Services with the power of performance data”.



90 representatives of water and sewerage companies participated in the event, from 20 countries, from the USA to Oman and Singapore, and from Scandinavia, to Central and Southern Europe. EYDAP representatives have been actively involved in sending primary data regarding the past 3 years, in order to engage in discussions and exchange views on the performance indicators gathered.

AVERAGE HOURS OF HUMAN RESOURCE TRAINING PER LEVEL *

	EMPLOYEES	TOTAL TRAINING HOURS	AVERAGE TRAINING HOURS / EMPLOYEE
ALL EMPLOYEES*	2231	25845	11,6
MEN	1592	11631	7,3
WOMEN	639	14214	22,2
HEADS OF Dpts (+HIGHER LEVELS)	257	6697	26,1
HEADS-MEN	122	2608	21,4
HEADS-WOMEN	135	4089	30,3
EMPLOYEES	1974	19148	9,7
EMPLOYEES – MEN	1470	9023	6,1
EMPLOYEES - WOMEN	504	10125	20,1
TOTAL SUPPORT STAFF	191	2099	11,0
SUPPORT STAFF MEN	105	915	8,7
SUPPORT STAFF WOMEN	86	1184	13,8
ADMINISTRATIVE STAFF TOTAL	808	12799	15,8
ADMINISTRATIVE STAFF MEN	415	3934	9,5
ADMINISTRATIVE STAFF WOMEN	393	8865	22,6
TECHNICAL STAFF TOTAL	1232	10947	8,9
TECHNICAL STAFF MEN	1072	6782	6,3
TECHNICAL STAFF WOMEN	160	4165	26,0

* The 3 Members of Higher Management are not included

** Hours refer to the actual training hours



3.3 Worker's Health And Safety

GRI 103-1

WHY IS IT MATERIAL?

EYDAP, in the framework of protecting human rights and its corporate social responsibility, recognizes the importance of protecting the health of its employees and commits to ensuring it. Ensuring health and safety conditions in the workplace is an undeniable right of employees and an obligation for the company.

Given that the corporate activities of EYDAP (Water Supply-Sewerage-Wastewater Treatment) are hazardous to the Health and Safety of its employees, the Company is committed to ensure implementation of preventive measures and avoidance of accidents at work and constant and continuous improvement of conditions in the working environment, always taking into account technical and technological developments and fully implementing national and EU legislation.

Occupational accident is any undesirable damage, physical or mental, or death occurring in or because of the workplace. According to the law, as occupational accident is considered an accident that happens during the time of transition or departure from the workplace, irrespectively of the means of transport, provided that there is temporal and spatial correlation.

Main risks are related to the particularities of workplace (exterior, construction sites, refineries etc.), use of machinery and tools, ergonomics and situations of force majeure (extreme weather etc.).

Risks of accidents for EYDAP are:

- Electric shocks
- Falls, trips, slips
- Road accidents
- Failure of equipment (e.g. angle grinder)
- Incomplete use of protective measures
- Bad working practices
- Extreme weather conditions
- Incomplete maintenance of equipment (machinery, tools)

The prevention and timely treatment of any issues related involves the identification of risks, the evaluation of their frequency and impact, the drafting of a plan to address them and the continuous training and information of employees.

Our Main goal is to ensure a safe and pleasant working environment, the physical and mental health of our employees and to upgrade the corporate image, thus contributing to the achievement of Sustainable Development Goals: 3 "GOOD HEALTH & PROSPERITY", 8 "DECENT WORK & ECONOMIC DEVELOPMENT", 9 "INDUSTRIAL INNOVATION & INFRASTRUCTURES" και 16 "PEACE, JUSTICE & POWERFUL INSTITUTIONS".



GRI 103-2

HOW DO WE MANAGE IT?

EYDAP acknowledges that Safety and Health at Work and the prevention of occupational risk are no longer only a legal and moral obligation but also a business necessity in order to ensure the Health and Safety of its employees as well as its Sustainable Development.

For the application of the above and according to legislation (law 3850/2010), EYDAP has established the Internal Protection and Prevention Service (IPPS), which operates as a consultant of the Higher Management in matters of health and safety.

The IPPS is staffed by Security Technicians (ST), Occupational Physicians (OP), nursing and administrative personnel.

At the same time, under the same law, the Committee on Workers Health and Safety (WHSC) was established of elected workers representatives. WHSC is an advisory body with competence to study working conditions in the Company, to monitor the compliance with measures for the health and safety of workers and to identify occupational hazards. In the event of a serious occupational accident, it proposes measures to prevent repetition and in the event of imminent and serious danger it calls on the Higher Management of the Company to take the necessary measures, even to interrupt the operation of machinery or installation or production process. In this context, WHSC employees visit all Company's facilities.

Trilateral meetings between the Higher Management, the representatives of WHSC and the IPPS with the presence of the Occupational Physician and the Security Technician are carried out every three months to resolve issues that arise and to plan further actions.

The main objective for 2019 in relation to the health and safety of workers is: The maximum possible reduction of occupational accidents combined with the cultivation of health and safety culture among the staff

The Company's Health and Safety Policy applies to all employees of EYDAP, no matter the type of contract (counters, part-time cleaning contractors, 8-month contract workers, 6-month and 2-month interns, trainee lawyers, EPIS students). Therefore, the data in this report relate to the categories of workers in this paragraph.

IPPS's obligations to monitor compliance with safety and health rules do not include contractors working in EYDAP facilities. According to Legislation, contractors are obliged to monitor the applied safety rules with their own Technical Security and Occupational Physician.

In 2017, EYDAP updated the Health and Safety Policy Statement, which is posted on the corporate website (www.eydap.gr), and in which the Company recognizes the issue as its responsibility and commits to the continuous recognition of occupational risks, so as to allocate resources that will ensure a safe working environment without accidents and to provide continuous education and information for workers, always in compliance with the institutional framework.

IPPS is staffed by Security Technicians (ST) and Occupational Physicians (OP).

The main responsibilities of the Security Technician (Law 3850/2010, Article 15) are:

1. Inspection of work premises and procedures and recording of findings in a Book stamped by the Labour Inspector
2. Preparation of Written Occupational Hazard Assessments (WOHA).
3. Measurements of Harmful (eg. hazardous gases in the sewer) and Natural Factors (eg. lighting, sound)
4. Drafting of Personal Protective Equipment and security measure Standards.
5. Investigation of accidents at work and near accidents.

The main responsibilities of the Occupational Physician are:

1. Inspection of work premises and procedures and recording of findings in a Book stamped by the Labour Inspector
2. Preparation of Written Occupational Risk Assessments (WORA).
3. Prepares a periodic medical check, advises on the initial placement or change of job for health reasons of the staff.
4. Prepares vaccination programs for workers (in cooperation with the nursing staff).



INSPECTION SCHEDULE

For the implementation of the above, Security Technicians and Occupational Physicians carry out annual periodic inspections in all Departments in accordance with an annual visits Program declared at the beginning of the year to Labour Inspection, communicated to all the facilities of EYDAP. The minimum required hours of inspection of each facility is a proportion of the number of employees and the classification of the establishment per financial activity (L. 3850/2010, Article 21).

In EYDAP, the inspections carried out exceed the minimum required by Law. Inspections concern employees either at the premises or outside (mobile construction sites).

For 2018 the following number of inspections has been carried out, the number of which exceeds the minimum provided for by the legislation:

- Water Supply Network Division: 110
- Sewerage Network Division: 154
- Raw Water Intake Division: 267
- WTP Division: 77
- WWTP Division: 54
- Premises: 209

WRITTEN RISK ASSESSMENTS

IPPS (in compliance with L.3850/2010, number.43) draws up a Written Assessment of existing at work Risks for the safety and health of workers. Risk Assessments (WRA) are prepared for the regular Company activities and for exceptional projects, using special software in four steps:

1. Identification of hazards.
2. Determination of exposure of workers to sources of risk
3. Risk assessment
4. Existing and additional measures

These assessments are systematically reviewed due to changes in the conditions of work performed or new data.

- in the process – in the way of performing the task
- in the number of employees performing the task
- in the environment the task is performed
- in the means used to perform the task
- in any other factor affecting the task

**From 2009 to 2018, 456 WRAs were elaborated.
In 2018 2 WRAs were revised.**

INVESTIGATION OF INCIDENTS

All incidents, regardless of scale or impact, must be reported. These include near accidents, so that preventive actions can be taken.

The procedure followed for the investigation, the formulation of an opinion on the causal factors of incidents or near accidents and the recognition of occupational risks include:

- informing the Internal Protection and Prevention Dept. on the incident or risky working conditions,
- an autopsy on the site of the incident with photos taken,
- communication with the parties involved,
- drawing up a report identifying the dangerous circumstances which caused the accident and proposals to avoid a similar accident in future. In this context, amendments may also be made to the WRA.

The Investigation Report shall be communicated to the Higher Management of the Company. In the event that an employee is unable to cope with his/her duties due to an arisen health problem, in collaboration with the Occupational Physicians, this employee's capability to continue his task is examined taking into account the Individual Health Bulletin.

EMPLOYEE HEALTH COVERAGE

The subject is discussed in the "Employment" section, of the same chapter.



INITIATIVES 2018

In addition to its legal obligations, IPPS, in order to achieve its objectives in 2018, took the following initiatives:

1. **Employee training.** IPPS (law 3850/2010, number 48), using education as a tool and aiming to ensure the physical and mental health of its employees, organizes annual training cycles at the employee's working place, keeping a record of these sessions (subjects and staff involved). Extra training is organized in order to meet the needs of new staff, the introduction to new technologies, the taking up of new tasks. Training is always provided free of charge as well as the training material that is distributed. In 2018, 34 seminars with a 2 hour duration were held at workplace and were attended by 333 employees.
2. **A gradual revision of the educational leaflets,** first circulated in 2007, **starring “Eydapios”** concerning all EYDAP's main activities. In 2018 the new brochure titled “Eydapios in the Sewerage Network” was released.
3. **Internet communication** with employees with **the Security messages of the month.** The Aim of these messages is to stress the need for safe practices at work, the importance of using IPMs etc.
4. Organization of the **4th Health and Safety workshop** with guest speakers-representatives from the Health and Safety Department, who submitted their experiences and suggestions, thus establishing the workshop an institution for EYDAP.



INITIATIVES for 2019 in the framework of implementing the objectives set are:

1. **IPPS Certification for the occupational Health and Safety Management System (ELOT 1801:2008/OHSAS 18001:2008 Occupational Health and safety management system-requirement).** The OHSAS 18001 standard is an internationally applied standard for occupational Health and Safety management systems. OHSAS Is widely recognized and constitutes a “passport” for the international market, which gives prestige and promotes the image of EYDAP.
2. **IPPS Certification for the ISO 9001:2015 “Quality Management System”,** an internationally recognized standard for quality management in order to ensure continuous improvement of its processes and thus the services it provides to the Company and its employees.
3. Creation of **new publications** starring «Eydapios».
4. Revision and modification of the **WRA Structure** (Written Risk Assessments) in order to be a more user-friendly and effective tool to the Plant Managers.
5. Organization of the 5th Health and **Safety Conference**.
6. Cooperation with the Directorate of Education in the framework of organizing the **training** of personnel in matters of health and safety.
7. Continue of the **online communication** with employees with messages on security issues on a monthly basis.

GRI 103-3, GRI 403-2

HOW DO WE EVALUATE OUR APPROACH?

	2017	2018
Number of fatal accidents	0	0
Number of serious accidents	0	0
Number of accidents at work	18	11
Number of working hours	4,401,720	4,253,160
Percentage of fatalities at work	0	0
Percentage of serious accidents at work	0	0
Percentage of accidents at work	0.81786211	0.517262

Notes:

- The rate of occupational accidents has been calculated using the number 200,000 hours of work, for comparison with 2017.
- The figures in the Table are derived from the occupational accident Protocol maintained in the IPPS.
- As criterion for the characterization of an occupational accident as serious was considered the absence of an employee from work for a period of more than six months.
- The Results of the table concern all employees of EYDAP, regardless the type of contract (water meter readers, cleaners working part-time, 8-month contractors, students working with 6-month and 2-month contracts, lawyer trainees, students of Vocational High Schools) not contracting companies.
- Most frequent injuries concern injured limbs

Comparing the results 2017 and 2018 shows a reduction in occupational accidents in 2018.

The initiatives taken by IPPS in 2018 are considered to have contributed to the reduction of occupational accidents for the same year.

In 2018 there was no mention of an occupational disease.





3.4 Human Rights at Work

GRI 103-2

HOW DO WE MANAGE IT?

The safeguarding of human rights at work and the elimination of discrimination in all operation fields of the Company consists of a permanent and long-term commitment within the context of its Sustainable Development.

The Company's staff should operate in accordance with the principles of respect to legitimacy and professional ethics, following the instructions given each time by the Company's hierarchy. This attitude is reinforced by the fact that in the Internal Staff Regulations of EYDAP, and specifically in Article 5 regarding Personnel Behaviour, it is provided that "the employees of the Company must respect their colleagues, cooperate for work promotion and achievement of the objectives of the Company, behave to all with courtesy and generally to have the appropriate behaviour".

Workers' rights are safeguarded through the Collective Labour Agreements and compliance with legislation, such as the respect of leave, the consistent and uninterrupted payroll, the health insurance and the hospital care coverage for workers and their insured members, the good building facilities, the pleasant work areas with ergonomic offices and the adequate technical equipment in order to ensure good employee performance.

We support all Company employees and strive to bring out their abilities.

We are defending the rights of our employees, as well as the rights of our fellow citizens with special needs and we take the appropriate measures to facilitate their easier movement and unhindered transactions in our areas of operation.

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

HOW DO WE EVALUATE OUR APPROACH?

Results of these policies and non-financial key indicators

COMPOSITION OF BOARD OF DIRECTORS

BOARD OF DIRECTORS *

MEN	<30 years old	30-50 years old	>50 years old
13 (0.5%)	0 (0%)	6 (0.3%)	7 (0.3%)
WOMEN	<30 years old	30-50 years old	>50 years old
0 (0%)	0 (0%)	0 (0%)	0 (0%)
TOTAL	<30 years old	30-50 years old	>50 years old
13 (0.5%)	0 (0%)	6 (0.3%)	7 (0.3%)

Note:

* The Company's Board of Directors consists of 13 people, as provided for in the paragraph 1 of Article 11 of the Statute. All members of the Board of Directors are men over 30 and up to 70 years of age.

EMPLOYEES BREAKDOWN

HEADS OF DEPARTMENTS & HIGHER LEVELS**

MEN	<30 years old	30-50 years old	>50 years old
122 (5.5%)	0 (0%)	34 (27.9%)	88 (72.1%)
WOMEN	<30 years old	30-50 years old	>50 years old
135 (6.1%)	0 (0%)	57 (42.2%)	78 (57.7%)
TOTAL	<30 years old	30-50 years old	>50 years old
257 (11.5%)	0 (0%)	122 (47.7%)	135 (52.5%)

OTHER EMPLOYEES ***

MEN	<30 years old	30-50 years old	>50 years old
1470	0 (0%)	435 (29.6%)	1035 (70.4%)
WOMEN	<30 years old	30-50 years old	>50 years old
504	0 (0%)	224 (44.4%)	280 (55.5%)
TOTAL	<30 years old	30-50 years old	>50 years old
1,974	0 (0%)	716 (36.3%)	1315 (66.7%)

TOTAL

MEN	<30 years old	30-50 years old	>50 years old
1592	0 (0%)	469 (29.5%)	1123 (70.5%)
WOMEN	<30 years old	30-50 years old	>50 years old
639	0 (0%)	281 (44%)	358 (56%)
TOTAL	<30 years old	30-50 years old	>50 years old
2,231	0 (0%)	750 (33.6%)	1481 (66.4%)

Note:

** Heads of Departments & Upper Management: Heads of Departments, Deputy Directors, Directors, Deputy Executive Directors, Executive Directors.

*** The percentages of the table for the rest of employees in 2018 was calculated on the number of employees of open-ended contract.

For all permanent staff of the Company, the basic salary as well as the benefits are formed in compliance with the Collective Agreement and is applicable to all the permanent employees of the Company. There is no discrimination in terms of gender or age.

All workers are treated equally, free of discrimination and irrespectively of gender.

More specifically, 135 of the 257 employees holding positions of responsibility are women. In 2016 and in order to enhance the transparency of the procedures, the recruitment of the Company's top hierarchical rank was made after the appraisal of the candidates by an independent management company. The entire selection process lasted three (3) months, from July to September 2016.

All employees, regardless of their position in the hierarchy, have the right and are encouraged to participate in educational and training programs provided both by the Directorate of Education and Human Resources Development of EYDAP, as well as by external bodies.

EYDAP has incorporated into its human resources 222 people, in accordance with the provisions of Law 1648/1986 (Law 2643/98) regarding people with special needs, large families, children of civilian invalids, etc. In our effort to ensure ease of access and movement in the workplaces of both workers and citizens with reduced mobility, all buildings have an elevator and ramps at the entrance.

For the support of our corporate culture, the promotion of peaceful relationships and equal access to corporate knowledge, there is free access to the Company's internal corporate portal for all employees, on which all internal decisions, circulars, announcements and regulations, basic information on procedures per activity, educational programs, standards of standard documents etc. are shared.

The Company treats all employees in accordance with the principles of equal opportunities and meritocracy.

The relationships between the Company employees are governed by mutual respect in order to achieve the highest possible level of co-operation for mutual progress. As a result, in EYDAP there has never been a case of unequal treatment and discrimination based on gender, age, religion, sexual orientation, disability etc. **Never has child or forced labour occurred in the Company and we always encourage free expression.**







4. CREATING VALUE FOR THE SOCIETY



4.1 Development of Environmental Conscience & Awareness

GRI 103-1

WHY IS IT MATERIAL?

In recent years, the concept of Sustainable Development has re-shaped the international dialogue on environmental protection issues and is developing a new framework, whereby economic growth must now be kept in line and interwoven with environmental protection and social justice.

The dynamic triptych environment-economy-society redefines EYDAP's environmental protection policies, with a view to the sustainable management of water and the development of responsible environmental standards and social values.

In this context, the Company contributes to the achievement of UN Objective 9 on the development of sustainable infrastructures that ensure a balance of quality of life and quality of the environment, as well as Objective 13 for action aimed at preventing environmental issues.

It is for this reason the Company, the last 20 years, focuses on environmental education aiming to raise awareness about the environment while highlighting the necessity of sustainable water use.

The Development of environmental awareness helps achieve the Objectives 3 «GOOD HEALTH and PROSPERITY», 4 «QUALITY EDUCATION», 11 «SUSTAINABLE CITIES and COMMUNITIES» 12 «RESPONSIBLE CONSUMPTION and PRODUCTION» and 13 «CLIMATE ACTIONS» as defined by the United Nations to ensure that all trainees acquire the necessary knowledge to be able to take action and participate at all levels for the protection of natural resources.



GRI 103-2

HOW DO WE MANAGE IT?

EYDAP contributes to the cultivation of environmental awareness and sensitivity both with the responsible use of natural resources and with the support of business actions that promote environmental and social benefits.

In this context, the Company is aiming at:

- Broadening the use of new technologies and technology networks, both internally and with its customers aiming, in addition to saving time, the reduction of its environmental footprint. We mention, for example, the extension of use of electronic correspondence and electronic transactions via internet and mobile phone.
- Designing strategies for enhancing its environmental performance and adopting energy-efficient technologies such as replacing central coolers in air conditioning systems, installing LED lamps, saving paper and recycling of batteries.
- Maintaining and promoting the important archival material that it possesses through the Establishment and Operation of the Historical Archive as a body that highlights the vital importance of water over time, and all actions related to its management cycle, to the development of modern societies. At the same time, it contributes to the development and diffusion of corporate culture among employees through their sensitization towards environmental issues, rendering them conduits of the Company's values and vision.
- Keeping rich audiovisual material specially designed for children in its website, through which messages are transmitted for the rational use of water, the protection of natural resources and the environment.
- Collaborating with environmental organizations and bodies to develop joint actions and initiatives aimed at informing the public and the student community to maintain a balance between the quality of life and the quality of environment.
- Participating in funded research projects in Greece and abroad, as well as in conferences to address environmental issues and promote innovative solutions.
- Raising consumers' awareness of the rational use of water and other actions that are in line with the spirit of its environmental policy by posting it in its official social media (Facebook, Instagram, YouTube, Twitter, LinkedIn) and its website.
- Implementing educational programs and informative visits, addressed to interested parties and students of all levels of education, aiming at the development of environmental culture. EYDAP, through its model educational program, seeks to cultivate environmental conscience and raise the awareness of the new generation for the environment and in particular for water in order to ensure the viability of the precious natural resource.

On the World Water Day, the Company, taken the nature of the resource managed, devotes every year a special honorary celebration reflecting the contribution of EYDAP to the cultivation of environmental awareness.

Specifically on **World Water Day 2018:**

- Organized a special multicultural celebration for students of the **Municipal School of Intercultural Education in Alsoupolis**, who visited the facilities of EYDAP, in order to meet «The Journey of Stagonoulis». This event was accompanied by interactive water themed games, based on theatrical techniques, enjoyed by the young visitors, who promised to make the planet a more hospitable place.
- On that same day students of the **Special School for the Blind in Kallithea** had the opportunity to tour the journey of the drop through educational activities and games that combine fun with knowledge for the most valuable natural resource, water.
- The Company promoted **communication activities in various news media**, aiming to raise public awareness. Indicative of one of the most original actions was the countdown to World Water Day. Each day another window with information about water opened, until World Water Day, on March 22, when a video with the central message was presented.



ENVIRONMENTAL EDUCATIONAL PROGRAMS

EYDAP designs and implements Environmental Educational Programs, which are provided free of charge, are addressed to all educational levels, are implemented by specialized executives of the Company and are carried out at its premises.

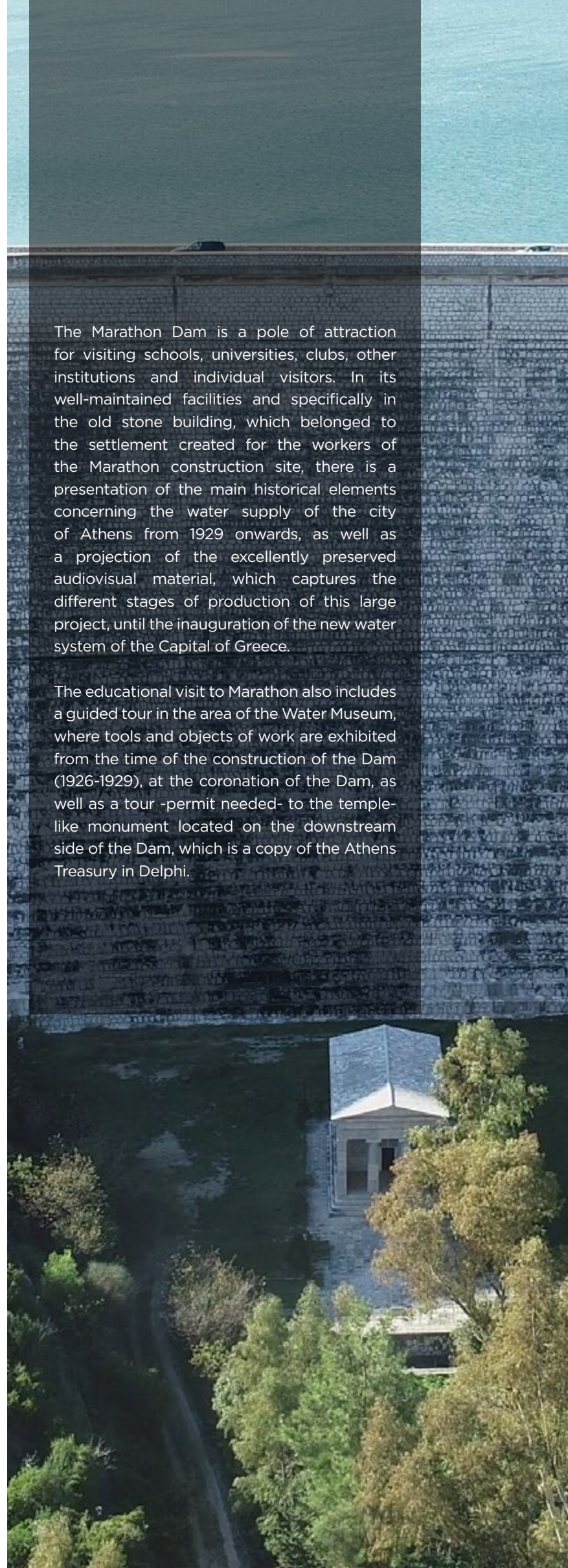
In EYDAP's **Water Treatment Plants (WTP) at Galatsi** the educational program "The Journey of Stagonoulis" is held. With a participatory approach and experiential actions and the use of rich audiovisual material and modern tools of active learning, children are encouraged to participate in original group games, to get to know the whole cycle of water use, investigate and discover through experiments, understand and interpret environmental problems globally and adopt a responsible behavior in their everyday life.

EYDAP for the educational program "The Journey of Stagonoulis" won in Environmental Awards 2018 the second gold award in the category Environmental Leadership.



The Marathon Dam is a pole of attraction for visiting schools, universities, clubs, other institutions and individual visitors. In its well-maintained facilities and specifically in the old stone building, which belonged to the settlement created for the workers of the Marathon construction site, there is a presentation of the main historical elements concerning the water supply of the city of Athens from 1929 onwards, as well as a projection of the excellently preserved audiovisual material, which captures the different stages of production of this large project, until the inauguration of the new water system of the Capital of Greece.

The educational visit to Marathon also includes a guided tour in the area of the Water Museum, where tools and objects of work are exhibited from the time of the construction of the Dam (1926-1929), at the coronation of the Dam, as well as a tour -permit needed- to the temple-like monument located on the downstream side of the Dam, which is a copy of the Athens Treasury in Delphi.



The Aspropyrgos Water Treatment Plant is one of the most modern water treatment plants in Greece, where guided tours are carried out to bodies of almost all levels of education, as well as to other interested parties both from Greece and abroad. Visitors navigate the WTP's facilities with the help of EYDAP staff and attend the program which is formed specifically, so that it corresponds to the educational level and the interests of the visitors.



GRI 103-3, EYDAP INDICATOR

HOW DO WE EVALUATE OUR APPROACH?

About 15,000 people visited EYDAP's facilities of in 2018.

More specifically:

- At the **Water Treatment Plants** of EYDAP at **Galatsi**, the educational program, "The Journey of Stagonoulis" was attended by **9,700 pupils** from 132 schools.
- The facilities of EYDAP at the **Marathon Dam** were visited by **4,728 pupils** from 48 schools and **688 people** from various other institutions.
- In the **Water Treatment Plants** of EYDAP in Aspropyrgos about **170 people** were guided, of which 150 students from Crete's Polytechnic.
- **558 visits** were carried out at **the Psytalia Wastewater Treatment Plant**:
 - 10 visits from domestic and foreign higher education institutions (213 people)
 - 2 visits by secondary schools (55 people)
 - 2 visits by EYDAP staff and interns (about 50 people)
 - 1 special scientific interest group visit (40 people)
 - 4 visits of scientific bodies from abroad (150 people)

The Waste Water Treatment Plant of Psytalia (PWWTP) is one of the most modern Effluent Treatment Units in Europe and receives visitors from entities of all educational levels and specialized scientific groups from Greece and abroad. The visitors are guided in the establishment escorted by trained employees and attend a custom made program so that it corresponds to the educational level and the interests of the visitors. The Psytalia Wastewater Treatment Plant (WWTPP) is one of the most modern Wastewater Treatment Plants at a European level and receives visits from bodies of almost all levels of education and special scientific groups, both from Greece, as well as from abroad. Visitors navigate the WWTPP premises, accompanied by EYDAP's skilled personnel and follow the program which is formed specifically, so that it corresponds to the educational level and the interests of the visitors.



The 25th Elementary School of Athens that attended the educational program "The Journey of Stagonoulis" in Galatsi wrote: "We attended a very interesting presentation that gave us answers to basic questions about water, its origins, quality etc. In a simple and understandable way, difficult concepts were presented that were understood by children. "Congratulations on the excellent work", while the 3rd Elementary School of Kifissia notes: "Warm welcome, excellent presentation, appropriately designed for the age of children. Rich material, the children were pleased, informed and left with the best impressions. Congratulations to those responsible!!!."





4.2 Actions of Social Solidarity and Preservation of Cultural Heritage

EYDAP INDICATOR

EYDAP'S HISTORICAL ARCHIVE

EEY, OAP and EYDAP, as companies with sequential operation of 93 years (1925-2018), depict the evolutionary process of supplying water and sewerage services to residents of the Attica Basin and are undoubtedly bodies of history interlinked with the country's social, economic and political history. The importance of the projects that have taken place over the years, is due both to the pioneering and technologically advanced equipment used for their construction, as well as to their symbolic and historical character, as they laid the foundations for the modernization of the Athenian society.

Extracts from this story exist in the various documents that EYDAP has in its possession, as well as in other documents that are found in external entities (file preservation agents, private collections, etc.).

EYDAP preserves, records and documents all kinds of documents such as administrative, technical, legal documentation, photographs, other visual material and various objects dating from the early 20th century, following the international standard «Dublin Core». In addition, it aims to create the appropriate conditions for the preservation of the original physical form, to digitize on the basis of international standards, thus seeking the greatest possible salvaging and preservation of the digitized material of historical importance. The digitization of the material is completed, with the digital archiving and documentation.

Some of the themes that make up the archival material of historical importance come from the Hadrian Aqueduct, the construction works of the water supply system of Athens-Piraeus and Neighboring Areas (of the period 1925-1931), the land reclamation- irrigation works of the Serres and Drama plains (1929) and the construction of Yliki and Mornos.

In 2018, EYDAP instituted Corporate Policy of Historical Archive, which reflects the Company's commitment to the unified management of this important heritage, with the ultimate aim of rescuing, highlighting and exploiting it. This is a project that is in perpetual development.



In 2018, EYDAP carried out the following **cultural activities**, in order to disseminate the unknown aspects of its history:

- **Collection of a part of the Archive of Nestor and Theodore Nestoridis**, who was a supervisor in the works for the construction of the modern water supply network of Athens-Piraeus and Neighboring Areas in 1930, and the chief engineer at the Hellenic Water Company in 1970 respectively.
- **Participation** in the international celebration of the **World Archives Day at 9/06/2018**.
- Establishment of the event **«Network Stories: Getting Acquainted with the Archive»**, as an internal cultural action, which aims to raise awareness among the employees of EYDAP in matters of preservation and management of historical documents and acquaint them with the Company's history.
- **Establishment of the Oral History Group of EYDAP** in February 2018. EYDAP in collaboration with the Cultural Center of Employees, the voluntary participation of employees outside working hours and with the guidance of the historian Tasoula Vervenioti. The first action of the Group focused on the preservation of the memory of the people who worked for the construction of the Marathon Dam. In November 2018, 15 interviews were completed and the first presentation of the research to the public, in the old stone house, which constituted the old settlement of the workers of Marathon in 1926, and is now the site of the Club of Staff at Marathon was carried out.
- **Exhibition setup of the Staff Club in Marathon**, with photographic material of the Historical Archive of EYDAP, in which audiovisual material from 1920 is screened, with the theme of the construction of the then new water supply system of the city of Athens, as part of the educational program.
- **Provision of historical and archival material to external cultural entities** for promotion and access to knowledge.
- **Maintenance of the fountain at Zappeio**, the first fountain of Athens, as an internal project, in March 2018.
- **Temporary lighting** for the promotion of the **covered Cistern in Kolonaki**, constructed in 1870.
- **Implementation of the Study for the Lighting of the Marathon Dam**, which was submitted to the Ministry of Tourism with a proposal for implementation by the Ministry as a competent body.
- **Maintenance of 2 generators** manufactured by the Italian Company Franco Tosi Meccanica, from 1932 and 1951, as well as of their Electroproductive distribution Table. The generators Were transported and placed in the courtyard of the facilities of EYDAP in Galatsi. The whole project of rehabilitation and transportation was done in collaboration with the specialized collaborators of the Company HED ENGINEERING. The work of their maintenance, as well as information about their history, were presented in the event **«Network Stories: Acquaintance with the Archive»**, at 8/06/2018 in Galatsi.



HADRIAN'S AQUEDUCT

EYDAP, for the promotion of knowledge and culture having the responsibility for the operation of Hadrian's Aqueduct through collaboration with the National Polytechnic of Athens and the Authorities of Antiquities, completed the investigation of Hadrian's Aqueduct and recorded the current situation in certain underground parts of it.

The Company already collaborates with the Municipality of Athens for the future coverage of needs of municipal irrigation and replenishment of water tanks along the Aqueduct.

Hadrian's Aqueduct, is a marvelous feat from a technical and historical point of view, which was constructed by order of the Roman Emperor Hadrian and functioned in 140 A.D. Its tunnels start at the foothills of Parnitha and Penteli and end

up on the hillside of Lycabettus Hill, in Dexameni Square.

Hadrian's Aqueduct and Cistern provided Athens with water until the period of Ottoman domination, when their operation was abandoned. With the end of the Revolution, the liberation and establishment of the new Greek state, the growing population and the inadequate amount of water, led in 1840 to the exploration and abstraction of water from the ruins of Hadrian's Aqueduct. In 1870 Hadrian's Cistern was discovered, it was reconstructed and used until 1940.

As part of giving prominence to Aqueduct's important history, EYDAP supported BBC in the production of a documentary from the «Invisible Cities» series.

Our Educational cooperation with the post graduate program of architecture of the University of Pennsylvania Penn Design, which resulted in the presentation of pilot digital tools and installations in Dexameni square giving prominence to Hadrian's Aqueduct and Cisterns, is also important, as is the implementation of «Apomechanes» local workshop with students from the USA and the creation of an architectural document featuring approaches for showcasing this space.



SOCIAL SOLIDARITY INITIATIVES

EYDAP invests in Social Responsibility and adopts the rules of Sustainable Development taking initiatives and actions that enforce the society and the culture.

The Company promotes social solidarity, invests on education and research and supports the growth of civilization, of athletics and of local communities through sponsorships and donations.

The implementation of social solidarity actions is linked to UN Objective 1 to eradicate poverty and to ensure sustainable living conditions, with Objective 3 «Good Health and well-Being», with Objective 4 «Quality Education», with Objective 6 «Clean Water and Sewerage », with Objective 9 «Industry, Innovation and Infrastructure», with Objective 11 «Sustainable Cities and Communities» and with Objective 13 «Climate Action».

EYDAP provides consistently, on an annual basis:

- Support for vulnerable social groups
- Financial support for education entities with donations to schools and universities and for the organization of scientific conferences
- Donations to sport and cultural clubs
- Support for the social and cultural work of municipalities in and out of Attica
- Financial support and provision of know-how to institutions and infrastructure projects that have social ramifications.

The total amount spent by EYDAP in 2018 through its sponsorship amounted to €298,000 and is distributed as follows: 34% concerns sponsorships for the education and organization of scientific conferences, 37% the financial support of sports and cultural clubs, 14% the financial support of municipalities and 15% support for actions and bodies with well-respected social and environmental work.

SUPPORT FOR VULNERABLE SOCIAL GROUPS

EYDAP, respecting the objectives of Sustainable Development while acknowledging the unfavourable economic situation in which Greek society has fallen, has undertaken important initiatives, in addition to the regulations defined by the relevant Regulatory Framework, to relieve weaker groups through its applicable pricing policy. The aim is to conserve water as a public good, accessible to all citizens.

As a donation of EYDAP to society should be taken into account the initiatives that the company takes continuously in the context of its pricing policy along with the loss of revenue itself

(e.g. special pricing, discounts on multi-member families and households of seniors, discounts on increased accounts as well as in illegal water collection accounts with specific and approved procedures by the Board of EYDAP, based on social and income criteria, repayment of debts in installments by providing payment facilities to consumers belonging to financially weaker groups – beneficiaries of KOT, EET).

The issue is discussed extensively in the «AFFORDABLE PRICING» section.



SUPPORT TO EDUCATIONAL ENTITIES WITH DONATIONS TO SCHOOLS AND UNIVERSITIES AND FINANCIAL SUPPORT FOR THE ORGANIZATION OF SCIENTIFIC CONFERENCES

In the field of education, the Company, aiming to familiarize children with the technology and diffusion of knowledge, and responding to **requests from schools**, proceeded in 2018:

- in purchasing new electronic equipment to meet the needs of schools in and out of Attica
- in sponsoring the technical equipment of the school halls of the “Laboratory of Special Vocational Education and Training in Amfissa”
- in supporting financially educational school trips, in and out of Greece, within the framework of special educational programs
- in financially supporting the participation of students in seminars and competitions in robotics in Greece and abroad.

The Company, responding to the **needs of higher education institutions** and scientific bodies, proceeded to donations for the promotion of research and knowledge.

Specifically, the Company supported:

- the Department of Geology and Geoenvironment of the Aristotle University for the development of research activities
- the Department of Health Sciences-Laboratory of Physiology of the National and Kapodistrian University of Athens for the implementation of students' rural exercises in the framework of implementing a program titled “Days of Physiology in Mani”
- the Department of Engineering of Aristotle University for conducting research during the Swats 5th International Conference held in Thessaloniki
- the Department of Civil Engineering-Hydraulics Division of the Aristotle University of Thessaloniki
- the Hellenic Geological Society for the upgrading of their website
- the Pediatric Clinic of the Kapodistrian University of Athens.

EYDAP also **supported financially the organization of scientific conferences** aiming at the promotion of scientific research and knowledge.

More specifically it supported:

- the organization of Delphi Economic Forum
- the 5th International Conference on Green Chemistry
- the organization of Ecopolis 2018
- the organization of a Conference titled “**A turn to Tap Water**” by the Mediterranean SOS Network
- the organization of the Second Sustainability Summit
- the organization of the Annual Conference of the Hellenic Institute of Internal Auditors
- the organization of the international Water Conference 2018 held in Athens
- the organization of the 16th annual Corporate Conference on Social Responsibility organized by the Hellenic-American Chamber of Commerce
- the organization of the 4th Conference on Dams
- the organization of the World Conference of Cultural Heritage
- the organization of the Mediterranean Food Festival held by the Varnavas Folklore Society.



SPONSORSHIPS TO SPORT AND CULTURAL CLUBS

Aiming at the promotion of culture and the development of sports, EYDAP granted a multitude of sport and cultural clubs that go a long way at contributing to social well-being.

Indicatively we mention our support:

- to the great international event “Olympians Run for 2020” under the Auspices of the Ministry of Tourism/EOT
- to the Greek Fencing Champion for his participation in the World Program of the Fencing Federation
- the organization “MESO” for a series of actions in the Pedio tou Areos park titled “MUSAFIR-ides” aiming at refugees integration in society’s everyday life and interaction in culture and art
- to “Krikos Cultural Events” for concerts with the themes “Epirus travels” and “This Small Great World” aiming at bringing forward our rich cultural heritage
- at the Karolos Koun Art Theatre in order to continue its humanitarian and cultural work.

ASSISTANCE TO SOCIAL AND CULTURAL PROJECTS OF MUNICIPALITIES WITHIN AND OUTSIDE ATTICA

Aiming at implementing actions of social, cultural and environmental character concerning local communities, EYDAP:

- sponsored the organization of the 5th Half Marathon of the Municipality of Marathon
- granted the required amount for the purchase of sports material distributed in schools of the Municipality of Marathon
- granted an amount for the purchase of equipment for the Municipality of Vrilissia
- donated to the Sports and Culture Organization of the Municipality of Rafina-Pikermi
- sponsored the organization of the sport and cultural event “Kallithea Run 2018” of the Municipality of Kallithea
- sponsored the organization of cultural and sporting events in the Municipality of Marathon
- granted an amount for the purchase of necessary equipment for the Nursery School of Marathon Tomb Beach
- contributed to the cleaning of streams in the area of Elefsis
- participated in processing residues and chip burnt branches in the fire-stricken areas of Neos Voutzas, Marathon, Rafina – Pikermi Municipalities
- provided an amount for the purchase of electronic equipment at Kechrinias School
- **contributed to the restoration of damages of the Municipality of Rafina-Pikermi. Provided equipment supporting significantly the recovery of losses of these Municipalities and the relief of civilians affected by the fatal fire**





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

- successfully continued the implementation of **specially designed universal accessibility services by visually impaired persons**, which include, inter alia, the dispatch of special readable bills (in braille format, large fonts); Sending SMS and E-mail
- collaborated with the **Holy Diocese of Guinea** in its considerable effort to address the problems of water scarcity, financially supporting the **opening of two wells in Kida, New Guinea**, in order for more and more families to have **access to water**
- granted money for the purchase of a **pressure washer in Leivadia Diocese**
- granted financial support to the **Holy Church of Ascension of the Lord in Rafina** for the purpose of **organizing a soup kitchen in that parish**
- **purchased a wheelchair** at the “Maria Dimadi” Special Elementary School of Agrinio
- provided an amount for the **repair of a service vehicle of the Police Directorate of Dorida**
- covered the purchase of **an all-in-one printer for the Police Directorate of Fokida**
- **provided logistical assistance** to the affected areas of **East Attica** from the **fire of July 2018**, resupplied with water the fire trucks and dispatched two crews for the fastest possible repair of damages to the local water supply network, even though the municipalities concerned are **not within its area of service**.
- **provided free water** for the six months from 23.07.2018 to 23.01.2019 to the Municipality of Marathon (**Mati and Ano Voutzas**) and the Municipal Unity of **Rafina (Little Red Harbor)**

In 2018, EYDAP granted **charitable billing** to 9 beneficiaries:

- the «Kosmeteion» Foundation,
- the Global Federation of Constantinopolitans
- UNESCO of Piraeus and Islands

MEMORANDUM OF COOPERATION OF EYDAP WITH THE MUNICIPALITY OF ATHENS

As part of its corporate responsibility and the development of social policy actions, EYDAP contributes to the Athens Resilience Strategy for 2030. In particular, it contributes to the following three axes of the Action Plan for Climate Change of the Municipality of Athens, as well as to the Triple Green Redevelopment:

• Sustainable water management and water saving in public areas:

EYDAP has signed a cooperation agreement with the Municipality of Athens for the measurement and evaluation of the direct blue footprint of its activities. Since March 2018, it has supported the organization of the municipal uses/consumption of water archive and its management to detect the waste of the resource.

• Protection of public health and access to drinking water through the creation of public drinking fountains:

Since the summer of 2018, EYDAP cooperated in the construction with the Municipality of Athens and undertook the design, purchase, installation and maintenance of three public drinking fountains (Syntagma Square, Asomaton Square, Kerameikos Metro Station), aiming mainly at rational water management, the upgrading of the sustainable water management strategy and the access of the Athenians-and the visitors of the city-again to potable water from public drinking fountains after several years. The goal for 2019 is the placement of 11 more drinking fountains.

• Creation of blue corridors and reinforcement of aquatic elements in the city:

Moreover, EYDAP and the Municipality of Athens collaborated on the design and cooperate in the implementation of the “Blue Path” of the Lycabettus Design Strategy and specifically in the section related to the “Kyriakou” aqueduct (newest branch of the Hadrian system-1870).







5. CREATING VALUE FOR THE MARKET



5.1 Affordable Pricing

GRI 103-1

WHY IS IT MATERIAL?

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.

In order to meet these expectations, EYDAP operates with a view to minimizing risks, giving emphasis on their effective monitoring and management, to maintain the stability and continuity of its operations.

Regarding the affordable invoice provided to its customers, the Company through the Customer Service Division develops a comprehensive framework and proposes strategic policies and procedures for managing and controlling the risks associated with it. For example:

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. This 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”, while the terms of the agreement are being discussed with the competent bodies.

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. Methods and procedures for water services cost retrieval in its various uses”.

CUSTOMERS' DEBT

Despite the general economic crisis striking Greek households, the overall debt, through the systematic and persistent effort of the Company, is held at about the same levels with last year, even though there is always a risk of it rising.

The annual total priced water consumption for 2018 amounts to 294,511,032 m³. An extended reference and a breakdown of the consumption pattern is included in the sub-section “Review of Operations – Progress of water consumption and billed income of water and sewerage usage” of EYDAP Annual Report (subsection “Review of Operations – Progress of water consumption and billed income of water and sewerage usage”) published on the Company's website www.eydap.gr and on the Greek Stock Exchange website www.helex.gr.

GRI 103-2

HOW DO WE MANAGE IT?

WATER SUPPLY & SEWERAGE SERVICES TARIFF

Since 16.12.2013 the water supply and sewerage services tariff is determined in compliance with the Gov. Gazette 3188B/16.12.2013 as follows:

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 2m³ / month, suspended in case of water meter removal	
Category II		
INDUSTRIAL	up to 1.000	0.8300
	over 1.000	0.9800
	* Mandatory minimum consumption 100m³ / month	
Category III		
GOVERNMENT BUILDINGS	Regardless of consumption	0.9800
Category IV		
CHARITY	Regardless of consumption	0.2300
Category V		
BULK WATER SUPPLY TO MUNICIPALITIES AND ISLANDS	Regardless of consumption	0.4800
Category VI		
SHIP SUPPLY	Regardless of consumption	2.4000
Category VII		
FIRE EXTINGUISHING INSTALLATIONS	Regardless of building volume (m³) and tariff category	11.0100
Category VIII		
RAW WATER	for the entire consumption by all the consumers 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 SERVICES CHARGE		
HOUSEHOLDS	75% x water price (52.5% for gardens exceeding 200m²)	
GOVERNMENT BUILDINGS	75% x water price	
CHARITY ACTIVITIES	75% x water price	
INDUSTRIAL USE	75% x water price	
	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 (L.E.3899/2010 Gov. gaz. 212A/17.12.2010)	
VAT 24%	Since 01.06.2016 24% over standing charge + Sewerage charge (L.E. 4389/2016 Gov. gaz. 94A/27.05.2016)	

Up until 2014, the pricing for water supply and sewerage services was determined by a Common Ministerial Decision(JMD), 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 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 JMD 322/2013), the Special Secretariat for Water (SSW) of the Ministry of Environment and Energy is responsible for the strategic planning, the formulation and evaluation of the policy applied for the rational and sustainable management of water services.

In 22/05/2017, the National Water Resources Committee, comprised of the Deputy Minister Of Environment, the Minister for the Interior, the Minister of Finance and Development, the Minister of Health, the Minister For Infrastructure, Transport and Networks, and the Minister of Development, issued

the 135275 Joint Ministerial Decision (Gov. Gaz. 1751B/22.05.2017), for the "adoption of general costing rules and Water services Pricing. Methods 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 to boost the economy as well as the general rules for the costing and pricing of water services to ensure the provision of affordable water of appropriate quality and quantity to consumers.

From 2018 onwards, water service providers specify their tariffs and relay 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 Law, for the determination of tariffs to end-users, apart from the environmental cost, the resource cost is also included, and the environmental fee is indicated in a distinct, transparent and comprehensible manner. Towards this direction, in 2018, the work of a competent committee was completed, aiming at the implementation of the above Joint Ministerial Decision at EYDAP S.A. The deliverable of the committee is the prerequisite for the determination of the proposed Tariff for Water supply and Sewerage Services of EYDAP S.A., the determination of which will be made as soon as the Greek State will determine the price of the unrefined water.



GRI 103-2

HOW DO WE MANAGE IT?

EYDAP, acknowledging the adverse economic circumstances that the Greek society is living under, and in the context of its longstanding contribution to society, is constantly undertaking initiatives 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. Gaz. 3188B'/16-12-2013, Gov. Gaz. 2221B'/9-9-2013), grants a tariff for specific categories of 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 L.D. 1111 of 8 / 11.2.72 and the M.L. 2039/1939, but by decision of the Board of Directors to other charitable organizations.

In 2018 a charity tariff was granted to 9 applicants and more specifically to the Kosmeteion Foundation, to the Ecumenical Federation of Constantinople and to the UNESCO of Piraeus and Islands.

Emergency special tariff

Since 1/2/2016 until 30/06/2017, the Emergency Special Tariff (EST) was granted to the beneficiaries of Law 4320/2015, according to which, a gratis (100% discount) water provision was provided for a total of 6m³ per quarter for each household with one or two members, and for each additional member, 3 m³ of gratis water was provided.

Since 01.07.2017 the Company grants Emergency Special Tariff (EST) to Social Solidarity Income entitled beneficiaries of Law 4389/16, granting a 100% discount on water value of 2m³ per month, per household member, starting with the first scale of the General Invoice and a quantity of 3m³ per month, for each household member with a disability exceeding 67%. The total households benefiting from the above arrangements amounted to 9,172 until 31/12/2018, compared to 5,415 households by 31/12/2017, an increase of 69.4%.

Discounts

EYDAP, as a Company with social sensitivity and a practical contribution to the Greek family, recognizes the difficulties of **multi-member families** and, with statutory decisions of its Board of Directors, provides a discount on their accounts.

Until the end of 2018, the number of **water connections for multi-member families amounted to 12,765.**

Correspondingly, a similar discount is also enjoyed by the **Company's senior customers.** Until 31/12/2018, a total of **484 elderly households benefited from the relevant discount.**

Finally, discounts, with specific procedures approved by relevant Board of Directors decisions, are also provided for increased consumption accounts, as well as clandestine water abstraction bills, taking into account social and income criteria. In 2018, the total value of the deduction from discounts amounted to € 5,828,716.63 compared to € 6,490,181.00 in 2017.

Debt pay-off settlements

EYDAP has established specific payoff/settlements of debt procedures based on a BoD decisions, granting payment facilities for consumers' connections that belong to financially weak groups (beneficiaries of EST, etc.).

Specifically, according to the BoD Decisions 19102/21-12-2016 and 19184/05.04.2017, the surcharge and interest exemption as well as the inhibition of mandatory execution measures were annulled, but the interest-free settlements for the beneficiaries of EST and SRT were maintained.



ANTHROPOCENTRIC ORIENTATION

In 2018, the Company continued the implementation of initiatives it had taken over the past years to upgrade the quality of customer service.

Thus, it continues to provide and to enrich continuously the breadth of its **electronic services**, placing more emphasis on direct and efficient customer service, utilizing existing digital networks. More specifically, the Company continued to provide:

- Settlement of payments at external stations outside the Company's counters
- Electronic notification to customers by e-mail and sms regarding 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 customer service centers. Phone client support, notification of technical departments, statistics development, complaint recording, notification of third party - departments.
- The www.eydap.gr website for the electronic support regarding requests, electronic payment, debt settlements, electronic billing.
- Online customer service capabilities through the www.eydap.gr website, where various requests are served, such as electronic payment, debt settlements, electronic account issuance, etc.

Within 2018, the following have also been completed:

- The "Clicktocall" service, which enables the customer to enter his/her contact information, choose the subject and the desired contact time, during which the call center employee will contact him / her.
- Electronic payment using the DIAS Payment System e-pos.
- Water bill account issuance and posting on the website in pdf format, available to registered users.

It is the Company's philosophy, that the well-trained and informed customer is also a protected customer. A series of videos were developed, that give guidance on how to find the property's water-meter, how to read it, and how to locate a leak on the property. These videos are posted on the EYDAP's corporate website (www.eydap.gr) as well as on the Company's YouTube channel.

EMPHASIS ON SPECIAL CUSTOMERS

In 2016, the Special Customers Management Division was founded with the aim of targeting specialized clients such as Municipalities, Government Agencies and Large Customers. Large customers include those with large consumptions, a large number of connections, large-diameter connections, specific special tariffs and customers in general, which, for business reasons, their special management is considered particularly beneficial. The responsibilities of the Division include the processing of their requests for issues relating to the state of their connection, the counting of consumption, the settlement of their debts, and their prompt updating on various relevant issues of their interest.

In 2018, the Special Customer Management Division completed a series of processes related to the dispatch and mailing of multiple bills issuance, the settlement of chronic controversial water meters, Formulation of Electronic Reports to Track Problem Benefits, i.e. continuously zero consumption index or continuous imputable consumptions.

In addition, the Division managed to increase the collection of outstanding debts of municipalities by approximately 31.3%, reaching the amount of 62.730.241,73 €. Out of this total, 15.531.298,18 €, or approximately 25%, was collected by the Ministry of Interior following decisions to enable the Local Authorities to repay their debts directly to EYDAP through the Deposits and Loans Fund.

ΔΕΙΚΤΗΣ ΕΥΔΑΠ

HOW DO WE EVALUATE OUR APPROACH?

The 49.91% of the General Tariff is charged with the first rank, and 43.83% 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.

	2017	2018
Number of requests submitted for bill reductions	9,157	6,851
Number of satisfied claims	8,764	6,653
Value of water bills to be considered	12,273,500.27	10,477,180.49
Value of discount	6,490,181.00	5,828,716.63
Change (increase/decrease) of requests number for billing reductions 2018/2017	1,495	(2,306)

Compared to 2017, when 96% of the requests submitted for bill reductions were met (from leaks, smuggling, etc.), in 2018, 97% of these claims were met.

In 2018, there is a decrease in the number of requests examined by 2,306 requests compared to the previous year. The bills to be examined were of a total value of € 10,477,180.49 over which a deduction of € 5,828,716.63 was granted.





5.2 Consumers Health & Safety: Water Supply Quality

GRI 103-1

WHY IS IT MATERIAL?

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 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).

Moreover, according to the international evaluation of water supply companies by the European Benchmarking Co-operation, the water quality of EYDAP was rated at 99.868%, which is higher than the average score achieved by the 34 participating companies.

The excellent quality already begins from the main supply reservoirs Evinos and Mornos. The danger of gradual degradation of the quality of supply water due to human activities is limited as the reservoirs are situated at high altitude with a difficult terrain and under populated with very limited activities. EYDAP ensures the protection of its reservoirs by complying with strict legislation, as result of the Sanitary Provision A5/2280/1983 «For the protection of water used for the water supply of the Capital from pollution and infections” and of the Presidential Decree 51/2007 concerning the establishment of measures and procedures for integrated water protection and management, in compliance with the provisions of Directive 2000/60/EC.

The risk of a sudden deterioration of water quality can however result from a natural disaster, an involuntary inflow of improper substances in the water network, a malicious or terrorist act and failure in the operation of the facilities.

Preventive risk management strengthens the Company's reputation, guarantees the safety of consumers and resources and prevents penalty imposition for non-compliance with current legislation.

For all the reasons above and for the sake of the water's high quality, EYDAP has proceeded in analyzing and evaluating the possible risks involved in the specific sector. The possibility of appearance of any of these risks is not characterized as high. For every risk we have conducted and implemented a relevant plan of preventive acts.

In conclusion, EYDAP ensures that all possible risks that might disrupt the quality of the water that enters its facilities, and especially the quality of water that reaches the consumers, are sufficiently identified and monitored through:

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



GRI 103-2

HOW DO WE MANAGE IT?

EYDAP applies the appropriate procedures to control the quality of water, so that:

- the requirements of the Legislation and its Stakeholders are satisfied
- correct laboratory practices and appropriate methods are implemented so as to ensure the validity of measurements
- suitable and sufficient resources (workforce, equipment, information) for the implementation of the quality operations. The use of these resources in way that ensures the credibility and the overall effectiveness of all the measures that are planned and implemented.
- the quality, impartiality and integrity of measurements realized for water quality monitoring not to be influenced by any commercial, economic or other forms of pressure.
- all staff involved to be trained and evaluated, in order to know and exactly execute the assigned project.

CONTROL FRAMEWORK

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, ELOT EN 937, ELOT EN 12201 etc. For every substance and for every material there is a quality plan according to which the appropriateness of its use is ensured.

The unprocessed water in the reservoirs and at 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, realised 7 days a week at EYDAP's chemical and microbiological laboratories, intend to ensure and certify the excellent quality of the water provided to the citizens of Athens.

It is for this reason the four reservoirs' water quality, Marathon's, Ilikí's, Mornos' and Evínos', is closely monitored with on-the-spot visits and sampling analyses at least eight (8) times per year. The quality of drinking water in the water supply network is secured with daily sampling and analyses. This procedure permits timely intervention if needed.

Our aim is to secure the quality of water. Especially Water Controls of potable water surpass the frequency defined for by Law.

The number of samples tested for microbiological parameters exceed 8,000 against the 3,300 defined for by Law.

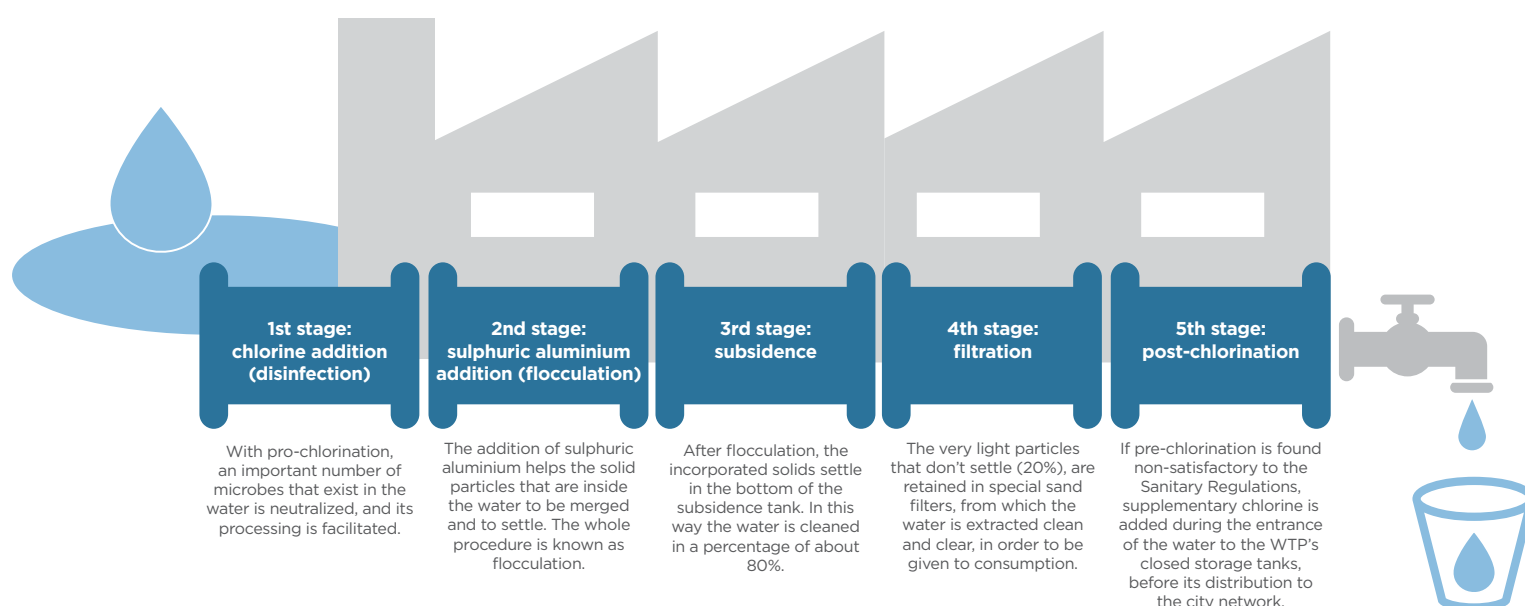
EYDAP's laboratories, for the control of the quality of water, are situated at Galatsi and Acharnes. In these laboratories, samples of unprocessed water from the lakes-reservoirs, from EYDAP's boreholes, and samples of drinking water from the Company's Water Treatment Plants and water supply network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



Laboratories for the testing of intermediary processing stages are established in all WTPs. The Water Treatment Plants are of major importance for the excellent quality of drinking water.

The Water Treatment Plants (WTP) are crucial for the water we drink, for the potable water of excellent quality. These 4 WTPs are situated at Galatsi, Acharnes (Menidi), Polidendri (Kiourka) and Mandra of Aspropyrgos, and have a cumulative maximum refining capability of 1,900,000 m³ per day.

Water arrives raw at the WTPs and is subjected to 5 processing stages, which render it drinkable.



In EYDAP's laboratories cutting edge analysis methods are applied 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.

Critical qualitative parameters, such as residual chlorine, **are monitored on-line**, at selected tanks of the drinking water distribution network. State-of-the-art systems for the **on-line monitoring of critical qualitative parameters** were additionally installed at crucial positions and at the external aqueducts, which send real-time results, with the use of telemetry and timely notifications in case of extreme rates. In 2018, we launched a pilot installation of «smart systems» at the drinking water network, for the monitoring of qualitative parameters that act as an early warning and permits timely action.

PROJECTS AND INITIATIVES

In 2017 and 2018, with a sense of responsibility and social sensitivity, inter alia and with water quality controls, EYDAP contributed to the effort of the state and the local municipalities to address the extraordinary catastrophic events in Mandra, Mati and Kinetta.

In the context of constant improvement of quality control mechanisms, EYDAP in 2017 **launched** and is expected to have been completed within 2018, **the update and the enrichment of its sampling spots**. In the total number of our checkpoints, in 2018 we included parts of the Magoula Elefsinas network, which joined EYDAP's network in 2018.

In addition, in 2018 the Company initiated a written informative procedure for consumers/property owners on their properties' water quality control, as part of the legislative requirement for **water control at Consumers' taps**.

In 2018, a tendering procedure was launched for the supply and installation of 29 new on-line instruments (in addition to existing ones) aiming **to increase the number of instruments for the continuous monitoring of the drinking water quality**. The new instruments are expected to have been installed at selected points by the end of 2019.

EYDAP, through its Water Quality Control Department and in accordance to the Quality Assurance System, monitors, records and files

not only current Legislation but also international regulative trends, which might possibly constitute future legislative or stakeholder's requirements. As a result, **the list of substances monitored is appropriately enriched**.

In this context, **in 2017 contracts were signed and are in progress with Greek Educational and Research Institutes (National and Kapodistrian University of Athens, NCSR «Demokritos»)** - pioneers in their field throughout Europe. Through this cooperation we aspire to the exploration of specialized water quality issues.

Cooperation with NKUA aims to implement a combination of sophisticated «targeted» and «non-targeted» analysis techniques, which scan the sample for the detection and identification of a wide range of unknown substances (investigation, detection of more than 10,000 chemical compounds, not included into the monitoring lists and the detection of pollutants discharges into the environment, impossible to be detected until now). Through this collaboration samples from the reservoirs (Mornos, Evinos, Marathon, Yliki) are tested. This collaboration aims to offer experience to EYDAP executives on the modern chemical analysis techniques.

The collaboration between EYDAP and Demokritos began in 2017 with the award of an industrial scholarship to a postdoctoral researcher, aiming at the development of new methods and techniques as contribution to organic pollutants risk assessment procedure throughout the drinking water cycle, from the reservoirs to the consumer's tap.

In addition, the tendering procedure for **the supply of cutting-edge technology analytical equipment** (UHPLC-HRMS Q-TOF technology, automatic pre-treatment of samples with SPE, ICP-MS, etc.) is in process.

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

HOW DO WE EVALUATE OUR APPROACH?

CERTIFICATIONS

The Chemical Laboratories at Galatsi and Acharnes, as well as the Microbiological Laboratory are accredited with ELOT 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. The constant development and improvement of operation 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.

In 2018 an application was appropriately prepared and submitted to the ESYD for an extension of the scope of accreditation, which is expected to be completed in the first half of 2019. The extension includes accreditation of the sampling procedure, and further enrichment of the scope of accreditation with 28 additional parameters.



COMPLAINT MANAGEMENT

EYDAP gives absolute priority to ensure a high-level of satisfaction to all consumers. We have established

a four-digit hotline (1022)

in order to record and promptly deal with any quality issues that might possibly be reported by consumers.

All quality issues reported are immediately forwarded electronically to the Water Quality Control Department, which takes over the investigation of each case. In all cases, phone contact, within 24 hours, with the consumer is made. In case of need and in accordance to the consumer's will, sampling on the spot of the complaint and analyses of the respective samples are being made.

For 2018, 46.5% of reported complaints were settled by telephone, while the remaining 53.5% was investigated through sampling and laboratory analyses. If through the investigation of complaints the need to implement technical actions arises, the competent Technical Service is activated and inspections are carried out until such time as it is ensured, through communications with consumers and through the necessary checks, that restoration of the issue has been achieved. For 2018, technical measures were required for the 7.5% of the quality complaints that were reported to 1022 and 100% of the complaints for which a need of interference from EYDAP S.A. had been arisen was resolved.

There was no consumer request left not satisfied and no incident of a fine or compensation imposed for water quality issues.



PERFORMANCE

As 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 its water 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, "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. These values are announced on the Company's website for easy access to any interested party. In addition, every year, EYDAP in compliance with Law sends to the Ministry of Health the collected drinking water quality data.

On an annual basis, an internal audit is run for self- evaluation of procedures followed by the Water Quality Control Dpt. and of functions related to Quality Control. In this way, any deviation from established procedures is identified and opportunities for improvement are recorded, planned and implemented.

Compliance with regulations and voluntary rules

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 SAFETY of the CONSUMERS

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 2018

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	112	
Ammonium	mg NH ₄ ⁺ /l	0.01	0.50
Aluminium	µg Al/l	83	200
Calcium	mg Ca/l	45	
Taste *		1 (acceptable)	Acceptable to consumers and no abnormal change
Sulphate	mg SO ₄ ²⁻ /l	25	250
Turbidity	NTU	0.29	Acceptable to consumers and no abnormal change
Cyanide	µg CN ⁻ /l	M.A.	50
Magnesium	mg Mg/l	5	
Nitrate	mg NO ₃ ⁻ /l	0.37	50
Nitrite	mg NO ₂ ⁻ /l	M.A.	0.1
NITRITE/3 + NITRATE/50	mg/l	0.01	1
Odour *		2 (acceptable)	Acceptable to consumers and no abnormal change
Hardness (Calculated)	mg CaCO ₃ /l	136	
Residual Chlorine	mg Cl ₂ /l	0.34	
Fluoride	mg F ⁻ /l	0.08	1.5
Phosphate	mg PO ₄ ³⁻ /l	0.010	5 mg/l P ₂ O ₅
Chloride	mg Cl ⁻ /l	6.1	250

Color	mg Pt/l	1	Acceptable to consumers and no abnormal change
Sodium	mg Na/l	5.0	200
Potassium	mg K/l	0.80	
Silver	µg Ag/l	M.A.	
Arsenic	µg As/l	1.0	10
Barium	µg Ba/l	33	
Boron	µg B/l	11	1000
Cadmium	µg Cd/l	0.053	5
Total Chromium	µg Cr/l	0.26	50
Copper	µg Cu/l	11.7	2000
Iron	µg Fe/l	12.5	200
Mercury	µg Hg/l	0.018	1
Manganese	µg Mn/l	1.4	50
Nickel	µg Ni/l	4.5	20
Lead	µg Pb/l	2.2	10
Antimony	µg Sb/l	0.07	5
Selenium	µg Se/l	1.02	10
Tin	µg Sn/l	0.60	
Zinc	µg Zn/l	35.9	
Dissolved Organic Carbon (DOC)	mg/l	1.0	No abnormal change
Dibromochloromethane (CHBr ₂ Cl)	µg/l	1.8	
Dichlorobromomethane (CHBrCl ₂)	µg/l	8.1	
Chloroform (CHCl ₃)	µg/l	26.4	
Bromoform (CHBr ₃)	µg/l	0.3	
Total Trihalomethanes (TAM)	µg/l	36.6	100
Trichloroethylene	µg/l	M.A.	10 (Sum of two substances)
Tetrachloroethylene	µg/l	M.A.	
Benzene	µg/l	M.A.	1
Bromobenzene	µg/l	M.A.	
Chlorobenzene	µg/l	M.A.	
Ethylbenzene	µg/l	M.A.	
n-butylbenzene	µg/l	M.A.	
1,2-dichloroethane	µg/l	M.A.	3
Naphthalene	µg/l	M.A.	
Toluene	µg/l	M.A.	
Hexachlorobutadiene	µg/l	M.A.	
1,2,4-trichlorobenzene	µg/l	M.A.	
TRIFLURALIN	µg/l	M.A.	0.100
α-BHC	µg/l	M.A.	0.100
β-BHC	µg/l	M.A.	0.100
LINDANE	µg/l	M.A.	0.100
δ-BHC	µg/l	M.A.	0.100
HEPTACHLOR	µg/l	M.A.	0.030
HEPTACHLOR EPOXIDE	µg/l	M.A.	0.030
α-ENDOSULFAN	µg/l	M.A.	0.100
β-ENDOSULFAN	µg/l	M.A.	0.100
DIELDRIN	µg/l	M.A.	0.030
ENDRIN	µg/l	M.A.	0.100
op'-DDD	µg/l	M.A.	0.100
pp'-DDD	µg/l	M.A.	0.100
op'-DDE	µg/l	M.A.	0.100
pp'-DDE	µg/l	M.A.	0.100
op'-DDT	µg/l	M.A.	0.100
pp'-DDT	µg/l	M.A.	0.100
Total biocides/pesticides	µg/l	M.A.	0.500
1,12 Benzoperylene	µg/l	M.A.	
Benzo(b)fluoranthene	µg/l	M.A.	
Benzo(k)fluoranthene	µg/l	M.A.	
Indeno(1,2,3-cd) pyrene	µg/l	M.A.	
Total PAH except for Benzo(a)pyrene	µg/l	M.A.	0.100
Benzo(a) pyrene	µg/l	M.A.	0.010
Vinyl chloride	µg/l	M.A.	0.50
Acrylamide	µg/l	M.A.	0.10
Epichlorohydrin	µg/l	M.A.	0.10
Isotope of Uranium U-238	mBq/l	1.4	
Isotope of Uranium U-234	mBq/l	2.7	
Total Uranium	µg/l	0.1	
Total alpha radiation	Bq/l	M.A.	
Total beta radiation	Bq/l	M.A.	
Radioactivity (total indicative dose)	mSv/year	<0.10	0.10**
Total concentration of asbestos fibers	Asbestos fibers/l	0	0
Concentration of asbestos fibers with length >10µm	Asbestos fibers /l	0	0
Total Coliforms	cfu/100ml	0	0
Escherichia coli (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	1.4	no abnormal change
Clostridium perfringens (including spores)	cfu/100ml	2.7	

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

** For the indicative dose the parametric value results from the JMD P/112/1057/2016

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

N.D.: not detected

The data above resulted from sampling and analysis carried out in order to monitor the compliance of EYDAP's S.A. water supply quality with current legislation. Based on this monitoring, EYDAP certifies that the water quality of the water supply system is inspected and complies with 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, as amended and currently in force.



5.3 Consumer Health and Safety: EYDAP Sewerage Services

GRI 103-1

WHY IS IT MATERIAL?

Sewerage projects, in which major public and community resources are invested, constitute a basic infrastructure at state level and an irrefutable sample of culture and progress, ensuring public health, the living standards of the inhabitants and the environmental protection, undoubtedly contributing to the social and economic development of the region.

EYDAP, as the largest company in Greece operating in the water cycle, ensures the collection and treatment of wastewater, so that it returns to the environment free from its polluting load. The operation of EYDAP is based on the legislative framework and on corporate initiatives.

The disposal and treatment of sewage of houses, foundations, factories or other facilities of a region is governed by the provisions of Greek and European legislation. The Hellenic Republic, as a Member State of the European Union, is obliged to comply with the relevant European Union Directives.

According to the legislation, the disposal of waste water from houses, foundations, factories or other establishments in a region must be made in sewer network. In absence of a network, the construction of watertight cesspools is an obligation.

The Council Directive 91/271/EEC of May 21, 1991 provides that "Member States shall ensure that all settlements with an equivalent population exceeding 15,000 have a sewage network of urban waste water by 31.12.2000 at the latest and for settlements with an equivalent population of 2,000 to 15,000 at the latest by 31.12.2005". Failure to comply with the legislation, in addition to being able to bring about fines, poses serious risks to public health, soil pollution, groundwater aquifers and surface water.

The most important benefits that arise from the installation and operation of a modern sewerage system in summary are:

- Protecting the health of residents
- Improving the living standards of residents
- Preservation and upgrading of the natural environment
- Saving and utilization (recycling) of water-sewage sludge utilization
- Economic and social development

The recognition and evaluation of potential risks is of crucial importance for the Company, that manages this issue with particular attention and through specific Operational planning, aware of their economic, social and environmental impact.

The main risks related to sewerage issues are:

- **Degradation of the environment, in areas where there is no sewage network as waste water is channeled through non-watertight cesspools into the soil or directly to natural liquid recipients.**

For the service of areas deprived of sewage network, planning (elaboration of studies) and construction of new sewerage projects are underway.

- **Effluent inflow in buildings or effluent overflow in streets and streams due to heavy rainfall, illegal channeling of rainwater in the network or blockage of pipelines caused by disposal of solid objects and materials (paper, tow, rubble, etc.) in the network.**

Continuous and direct interventions in the network with the use of modern equipment for the control, detection and rapid repair of faults in the sewerage network are the main measure of prevention and confrontation of the specific risk. The detection of illegal connections may result in penalties for those responsible (e.g. water supply interruption), in case of non-compliance, in accordance with the Sewerage Network Regulation of Operation.

In cases of wastewater inflow, upon written petition and after the case is investigated by the relevant committee, the Company proceeds to the compensation of the owner of the property.

- **Disposal in the sewerage network of unsuitable for treatment effluents, as determined by the Sewerage Network Regulation of Operation, with negative effects on pipelines and on the operation of the WWTPs and on the environment.**

To avoid the effects of unsuitable waste disposal in the grid, systematic sampling and control of the incoming sewage system is carried out with the application of modern methods and innovative technologies. Systematic laboratory analyses of samples and carried out in the accredited laboratories of the Company (Akrokeramo and Metamorfosi).

- **Marine ecosystem burden in case of improper wastewater treatment, non-compliance with the regulated values (BOD, TSS, etc.) during the outflow of treated sewage into the marine environment.**

For avoidance of the risk, the Company takes all necessary measures to ensure the proper maintenance and uninterrupted operation of the Wastewater Treatment Plants, the effluent treatment and the management of its products through modern methods and always in full harmony with the current environmental terms.

EYDAP always, aiming at the protection of the environment and the health and safety of consumers, ensures the proper and uninterrupted operation, the maintenance and upgrading of the system for the collection, transfer and treatment of wastewater in areas of competence, contributing to the achievement of objectives 3 «GOOD HEALTH AND PROSPERITY» and 6 «CLEAN WATER AND HYGIENE» of sustainable development, as these objectives have been defined by the United Nations Organization.



HOW DO WE MANAGE IT?

SEWERAGE NETWORK DESCRIPTION

EYDAP is responsible for the construction, operation and maintenance of the sewerage network in its area of competence, as defined by article 8 of law 2744/99 as currently in force. The concept of “sewerage network” means the sewage pipelines, the combined pipelines (old network in the center of Athens), the pumping stations, the depressed ducts, the overflows and in general any project that aims to collect and transport the sewage to the final recipients. The network was manufactured by the competent bodies in accordance with the approved studies. Pipelines and external sewerage branches manufactured by third parties are included in the definitive sewerage network, after receipt by EYDAP.

The drainage of the basin of Attica is carried out by storm and sewage waters drains.

Rainwater ducts end up with natural flow to the sea. According to the current legislative framework, the responsibility for the study, construction, maintenance of rainwater drainage and flood protection projects in general, as well as **for the cleaning of the storm drains belong to the Region of Attica and the local authorities.**

Sewerage ducts are gravity conductors. There are also pipelines that operate under pressure (pressure pipes), since the drainage system of Attica includes 44 pumping stations, mainly along the coastal collector of the Saronic coast. **The total length of the sewerage network of Attica in 2018 amounts to approximately 9.500 kilometers.** The system is separate (sewage water pipelines – rainwater ducts), except in the area of the center of Athens, where the grid is combined (common pipelines for sewage and storm water). **The served population amounts to 3.5 million.**

The sewage collection is carried out through the secondary sewerage network and the connections to each property. The secondary network ends up to the conveyor (primary network) and finally to the basic sewerage pipelines (Parakifisios, SKAA, KAA, KPS, pipelines D and A in Thriasio, etc.) through which the sewage reaches the Wastewater Treatment Plants.



9,500
Sewerage
network



3.5 million
people
Served population

SEWAGE NETWORK CONTROL AND MAINTENANCE

EYDAP, with the help of excellently trained personnel and the use of the appropriate equipment, that is constantly modernized to new technologies, manages the sewerage network and ensures:

- Continuous and uninterrupted operation on a 24-hour basis
- Problem solving and malfunctions mitigation occasionally occurring, by taking the necessary actions (unblocking or cleaning of pipelines using high-pressure tanker trucks, rebuilding of pipeline parts, reconstruction of branches, proper maintenance of the electromechanical equipment of the pumping stations).

For **sewage network pipeline cleaning**, high pressure recycling tankers are used.

For **pipe unblocking**, high pressure tankers are used.

For the **control and detection of sewerage network failure**, high-tech mobile video control units are used, tele-inspection vehicles with all necessary equipment.

In case of damage (fracture, erosion) in the ducts and/or branches, we have the possibility to repair these with No Dig Technology, via a Tele-Inspection vehicle equipped with robots for repair without excavation.

When **replacing parts of the pipeline** i.e. reconstruction, work is done through contracting under the supervision of the Sewerage Network Directorate. In 2018, two contractual agreements were signed for the repair-reconstruction of pipelines, branches and drains of its areas of competence were signed.

TREATMENT OF SEWAGE OF EYDAP'S REGIONS OF COMPETENCE

The treatment of effluents in EYDAP's areas of competence, wherever there is a sewerage network, is carried out at the three Wastewater Treatment Plants (WWTP) at Metamorfosi, (WWTPM), at the island of Psyttalia (WWTPP) and at Thrasio Pedio (WWTPT).

Psyttalia Wastewater Treatment Plant (WWTPP)

It is one of the largest WWTPs internationally, with a sewage treatment capacity (average design supply) of 1 million m³/day. Today, the average supply of incoming sewage is in the order of 700,000 m³/day.

In the WWTPP end up urban and industrial wastewater (after pre-treatment) from:

- The wider area of the Attica Basin, except for certain areas whose waste end up at the Metamorfosis Wastewater Treatment Plant,
- The broader Saronic Gulf (major Capital Region),
- The island of Salamina.

Channeled to the WWTPP will also be the sewage from:

- The areas of Pallini, Anthousa, Gerakas (rest) of the municipality of Pallini
- The areas of Kapandriti, Polydendri, Mikrochori of the municipality of Oropos
- The Varnava area of the municipality of Marathon

Sewage treatment in WWTPP includes:

Pretreatment (removal of heavy solids, screening, removal of sand, deodorization), primary treatment, advanced secondary biological treatment (with removal of organic load and nitrogen), sludge treatment (fattening, anaerobic digestion, dehydration, thermal drying of the sludge).



730,000 m³/day

the average supply of incoming sewage

Metamorfosi Wastewater Treatment Plant (WWTPM)

It is a facility for the reception and co-treatment of urban wastewater (northern suburbs) and domestic sewage (from areas of Attica lacking drainage network). The installation treats non-hazardous liquid waste from industries and companies that are licensed for this purpose by the competent department of EYDAP (Prefectural Decision of IMS/35809/1992, GG 682 b/20.11.92).

The WWTPM is capable of processing (average design provision) 44,000 m³/day of sewage (20,000 m³/day of urban wastewater and 24,000 m³/day of urban sewage). Today, the average supply of incoming wastewater is in the range of 10,000 m³/day and the sewage in the range of 10,000 m³/day as well.

In the WWTPM end up-through the pipeline network-the sewage from the areas of: Kryoneri, Agios Stefanos, Anoixi, Drosia, Ekali, Dionysos, Kastri, Nea Erythraia and Nea Kifisia.

Sewage treatment in WWTPM includes:

Pre-treatment (separate screening-sand removal for urban wastewater and degreasing for sewage), primary treatment (in different tanks of municipal wastewater and sewage), secondary treatment of primary processed urban sewage, disinfection with sodium hypochlorite solution, sludge treatment (anaerobic digestion, dehydration). The dehydrated sludge is transported by trucks for thermal drying at the WWTPP.



10,000 m³/day
the average supply of incoming
sewage

10,000 m³/day
the average supply of incoming
wastewater

Thriasio Pedio Wastewater Treatment Plant (WWTPT)

The WWTPT has been operating since 2012 and an integrated solution to a long lasting problem of the Thriasio residents, but also of professionals operating in the wider region. At the same time, it contributes to restoring the balance of the ecosystem of Elefsina Bay, which has been characterized as a sensitive recipient. It serves the areas of Elefsina, Aspropirgos, Mandra, Magoula.

This WWTP is capable of processing (average design provision) of 21,000 m³/day of sewage. Today, the average supply of incoming waste water is in the range of 4,800 m³ per day.

Sewage treatment in the WWTPT includes:

Pretreatment (screening, sand removal), primary precipitation, biological treatment with the method of active sludge (nitrification, biological removal of nitrogen and phosphorus), sludge treatment (fattening, digestion, dehydration), refining in sand filters, disinfection of treated sewage before being disposed of at sea through an underwater pipeline, after the

**removal of their polluting
load at a rate of more than
95%.**

The dehydrated sludge is then transported for thermal drying at the WWTP at Psytalia.

To address the problems and eliminate risks, with the ultimate aim of protecting public health, EYDAP ensures the expansion of the sewerage network and services in new areas by planning, designing and implementing new sewerage projects. Our aim is the continuous control of sewerage fluids, the proper and uninterrupted operation and maintenance of the network and the WWTPs, the continuous improvement of environmental performance, the supply and disposal of equipment for the detection and repair of faults and the continuous training of our people.

4,800 m³/day
the average supply of incoming
wastewater

THRIASIO PEDIO

In compliance with the aforementioned Directive 91/271/EEC for the treatment of urban wastewater, EYDAP constructed the sewerage projects of **Thriasio (130 km. pipelines, 3 pumping stations and the WWTP). The WWTP has been in operation since 2012.** However, due to the reluctance of the inhabitants of the Thriasio region, where a network has been built, to connect to the system -given the economic crisis- all of the inhabitants of the area are not served. Due to the above and although the project had been completed and put into operation, the European Commission imposed fines on the Greek State (European Commission referral to the European Court of Justice against the Hellenic Republic (Case C-328/16) due to non-implementation of the WEU decision of 24/6/2004 in case C-119/02 "Thriassio Pedio biological cleaning).

EYDAP, in order to deal with the issue of fines for the case of Thriasio (reduction, cancellation), to increase the number of buildings' connections and consequently the percentage of served population, proceeded with the following actions:

- decided to implement a program providing **financial incentives** to the residents of Thriasio Pedio by providing an amount up to €2,500 plus VAT per property so that they connect to the sewerage network. The collection of the above amount by EYDAP Inc. will be done in settlements (over a period of six years maximum) with an exemption from the sewerage charges for those buildings that have been connected for two (2) years.

This program started in mid 2014 and following the Decision of the Board of Directors of EYDAP on 6th March, 2019 was prolonged until the 30th of June 2019

- Intensified works for the **construction of connections** in the municipalities of Elefsina, Mandra-Eidyllias and Aspropyrgos, through two initiatives of EYDAP, in which about 1,000 connections were constructed, in 2017 and until May 2018.

WASTE DISPOSAL CONTROL FROM SMALL AND BIG INDUSTRIES

The Special Sewerage Network Regulation of Operation (decision D16C/381/5/44/C of the Deputy Minister of Infrastructure, Transport and Networks, Gov. Gazette/b/286/13.02.2012) regulates the special obligations imposed to professional, industrial and craft activities for the disposal of wastewater in the sewerage system, in the areas of EYDAP's competence. This regulation refers to liquids which are unsuitable for placing in the grid, which may endanger the life or health of workers, cause problems to the smooth functioning of the network and the WWTP and the pollution of the water recipients of treated sewage. The classification and management of hazardous wastewater shall be carried out in accordance with the Joint Ministerial Decision 13588/725/2006 (GG/b/383/28-03-2006) and the relevant revisions, as well as the joint Ministerial Decision 37591/2031/2003 (GG 1419B/01-10-2003) on the waste of sanitary units.

EYDAP **checks the effluents of authorized companies for the disposal of wastewater**, by taking samples in random checks from the special sampling shaft or from the company's processed outflow, or from another point-at the Company's discretion. Analyses of the samples follow, the tested parameters are determined according to the nature of the company's production.

In this context, the sampling points have been increased.

In case that parametric values of test results exceed the accepted ones, as defined in the tables of the Special Sewerage Network Regulation of Operation, corresponding penalties are imposed: interruption of the company's connection to water supply, imposition of a Quality Overrun Fee (QOF), repair of damage caused to the network or the WWTPs due to the disposal of inappropriate waste, at the company's charge through its water bill.



LABORATORIES FOR CHEMICAL ANALYSIS OF SEWAGE

The laboratories are accredited by the National Accreditation System (NAS) according to the ISO 17025 standard.

The official fields of accreditation of laboratories are referred to in the certificates with numbers 862-2 (Akrokeramos laboratory) and 856-3 (Metamorfosis Laboratories). These tests are carried out on samples of sewage, sludge and waste from the WWTPs, from the network pipelines and from industries on the quality of sewage disposal in the network. The tests (BOD, COD, fats and oils, NH₃, hexavalent chromium, color, sulfur, metals, TP, LCY, etc.) are carried under the proper application and adherence to chemical analysis procedures.

The company cares for the continuous maintenance and upgrading of laboratories equipment where chemical analyses are carried out and ensures the reliability of the analyses performed, by supplying the necessary spare parts and the most reliable instruments.

MAINTENANCE OF WASTEWATER TREATMENT PLANT AND PROCESSED WASTE MANAGEMENT

EYDAP ensures the smooth and optimum operation of the Psyttalia, Metamorfosis and Thriasio WWTPs, with their continuous maintenance and upgrade and ensures the compliance with the approved environmental terms, aiming at achieving the quality of outflows to water recipients within the acceptable limits.

Especially:

- **Projects** have been designed to upgrade and improve the existing installations of the Metamorfosi WWTP, for example projects to improve the Tanker Evacuation Area, by creating more evacuation locations and implementation, of the particularly important for the region and the inhabitants, deodorization projects, as well as industrial waste treatment projects. The procedures for the implementation of these projects are progressing.

- **Projects** have been designed to upgrade and improve the existing facilities of the Psyttalia WWTP for the complete compliance with the environmental conditions issued for the WWTP. The implementation of these planned projects is progressing. They refer to the storage of bins with pretreated products with deodorization, to the improvement of the overflow duct in Akrokeramo, to the improvements and complementary works for the removal and processing-management of floats (fats, etc.) from BOI and other parts of the WWTP.

EDUCATION-STAFF TRAINING

The staff is constantly trained to respond in the best and safest way in their duties. The training is realized with:

- Seminars on legislation, on the network, on problems encountered and ways to be encountered, on the use of available control equipment, on maintenance and repair of network faults, on the use of personal safety measures (PSM).
- Practical training of technical personnel with the use of control and maintenance equipment, and the use of Means of Personal Protection.
- Participation in exhibitions for sewerage materials, maintenance equipment, innovative sewage and wastewater treatment technologies.



EYDAP'S SEWERAGE PLANNING FOR REGIONS OF EASTERN ATTICA

The absence of an integrated wastewater management system in the Eastern Attica region is a serious factor of environmental degradation, while the inability to find a mutually acceptable solution among the entities involved, has proved to be a major challenge in recent decades.

EYDAP, aiming at the protection and upgrading of the environment and the protection of the precious water resource, undertakes substantial action for the definitive solution of the issue and regulatory compliance with the relevant Directive 91/271/EEC.

EYDAP is managing the sewerage projects of East Attica and in particular:

- 1. Collection, Treatment of municipal wastewater of the Rafina-Pikermi and Spata Artemis Municipalities and reuse-disposal of processed outputs («Large Project» as defined in the EU Regulation 1303/2013/17.12. 2013, Article 100).**
- 2. Collection of Marathon Municipality urban wastewater, treatment and disposal of processed outputs («Large Project» as defined in the EU Regulation 1303/2013/17.12. 2013, Article 100).**
- 3. Collection, and treatment of the Saronikos and Agia Marina and Agios Dimitrios of Kropia municipalities urban wastewater and reuse-disposal of processed outputs.**
- 4. Construction of a sewerage network in the area of Glyka Nera in Paiania Municipality.**
- 5. Reuse of processed outputs from Eastern Attica Wastewater Treatment Plants (WWTP).**
- 6. Master Plan for the management, final processing and utilization/disposal of the produced biosolids of Eastern Attica's WWTP's.**
- 7. Sewerage Network construction in the areas Leontario-Kantzia, Kato Balana, Agios Nikolaos of the Pallini municipality, sewage received by the WWTP in the Peania-Koropi municipality.**



ENVIRONMENTAL BENEFITS FROM THE IMPLEMENTATION OF WORKS

The environmental benefits from the implementation of the projects are extremely important, contributing directly to the improvement of the quality of life of the residents and visitors:

Water resource protection

The reuse of outputs coming from the WWTPs (Wastewater Treatment Plant) is a key strategic choice in the planning and implementation of projects. The WWTP of the Rafina-Pikermi and Spata-Artemida Municipalities are designed to work with cutting-edge technology, ensuring environmentally optimum wastewater management. The design of the WWTPs makes possible the reuse of processed outputs to cover irrigation needs during summertime and for urban use within the municipalities of Rafina – Pikermi and Spata – Artemis, always in compliance with the current institutional framework for reused water (JMD 142116/2011 & MD 191002/2013).

Protection of the ecosystem.

The implementation of these projects is expected to upgrade the coasts, with direct positive consequences for fisheries as well.

Significant reduction of GHG greenhouse gas emissions in the wider region.

According to the completed studies this is considered as a major advantage of the implementation and operation of the projects.

The following measures have been taken for the reduction of the energy footprint of the projects:

- **Reduction of energy consumption**, through the implementation of new technologies and high-level automation systems, which enables the analytical control and regulation of biological processes and optimisation of operation, with a positive result to the operating costs. Regulating the operation of basic equipment is an option in the WWTPs. In Addition, continuous monitoring of operation through a modern remote control system (SCADA) is expected to significantly reduce energy consumption.
- **Use of renewables to cover part of the expenses of Rafina-Pikermi and Spata-Artemida WWTP.** The utilization of the produced biogas as well as the installation of photovoltaic panels on the free surfaces of the WWTP is in the plans.

Sanitation of the groundwater aquifer.

The operation of sewerage projects in the region of East Attica will achieve a drastic reduction in the use of cesspools.

Upgrading of the water system.

The possibility of reusing the processed outputs for irrigation is going to reduce the pumping of groundwater and thus limit the salinization of the water system.

All the environmental benefits resulting from the projects are reinforced with the operation of **the Environmental Awareness and Information Center** at the premises of the WWTP at Municipalities of Rafina-Pikermi and Spata-Artemis. In the Centre there will be pilot projects for the optimum utilization of recovered water along with informative and educational activities of environmental nature. For the full integration of the project into the natural environment, recreation areas will be created, while extensive planting will take place along with various bioclimatic elements such as planted roof on the buildings, photovoltaic shelter, bioclimatic shelters along interactive promenades and bicycle paths, geothermal generators.

With the completion and operation of sewerage projects in the region of East Attica, compliance with national and European legislation will be ensured, as will the protection of the environment and the bathing coasts, while the actions of raising environmental awareness, will be a pole of attraction for the public, reinforcing the potential for development in the wider region.



EYDAP's COOPERATION WITH LOCAL GOVERNMENTS INVOLVED

EYDAP is in constant cooperation with the relevant Municipal Authorities, both to inform them and to ensure their active contribution to the development and completion of sewerage projects, for the benefit of residents and visitors of the region.

As part of the actions for the rapid implementation and operation of the sewerage projects in Eastern Attica, **EYDAP adopts for the first time a holistic approach in the construction of all the individual parts of the projects.** In particular, it undertakes through contracts the simultaneous construction of the secondary sewerage network and the corresponding external branches to connect the properties, the construction of which belongs under the existing legislation to the municipalities. A notable achievement of this policy is the avoidance of problems and delays resulting from the fragmentation of the jurisdiction in these sewerage projects. Furthermore, in collaboration with the municipalities involved, actions are planned to promote the fastest possible connection of properties to the sewerage network upon completion of construction.

ACTIONS FOR THE PROMOTION OF THE IMPLEMENTATION OF THE SEWERAGE WORKS IN 2018

In 2018, significant progress was achieved for the completion of the sewerage projects in Eastern Attica.

The environmental licensing process for the sewerage project of the municipalities of Rafina Pikermi and Spata Artemis has been completed, with the publication in 3/10/2018 of the MI-NEN/65181/2140 Minister of Environment and Energy's Decision to Approve the Environmental Conditions set.

All the relevant studies of the two «Major Projects» of sewerage **were completed and approved by the Board of Directors of EYDAP** and are already at an advanced stage and are being routed for auctioning, i.e. the collection, urban wastewater treatment projects **of Rafina-Pikermi and Spata-Artemis Municipalities** and reuse-disposal of the processed outputs, as well as the projects for the collection, treatment of wastewater of the Municipality of Marathon and disposal-reuse of the processed outputs.

With the 5517/15-10-2018 Finance-Infrastructure-Transport JMD (GG 229AAP/16-10-2018) **a forced expropriation** was declared on an area 12,017.54 m² in size, for the construction of **the Rafina-Pikermi and Spata-Artemida municipalities Wastewater Treatment Plant (WWTP)** at Plati Horafi. A compensation has been determined, in accordance with article 7A of L.2882/01 on forced expropriations, Athens Court of Appeals issued Judgment number 6349/21.12.018. In application of this decision, EYDAP deposited the amount of €5,432,488.33 in the Deposits and Loans Fund of Athens, in order to compensate the affected owners.

For the co-financing of the «Major Projects» as defined in the EU Regulation 1303/2013/17.12.2013, Article 100, the requests for the inclusion of projects in the Operational Program «Transport Infrastructures, Environment and Sustainable Development», Axis Priority 14 «Conservation and Protection of the Environment - Promotion of Resource Efficiency (CF)», co-financed by the Cohesion Fund, in the framework of the Cfi. 3801/14-11-2017 the Invitation, with the Code of ATT-TS001, of the prefecture of ATTICA, titled «Integration of Urban Wastewater Collection and Treatment Infrastructures in the Remaining Settlements of A' and B' Priority», which were submitted through the Integrated Information System/TOS of the Ministry of Economy and Development.

The **tender documents** for the **Construction of the sewerage network at Glika Nera of the Municipality of Peania** and the tender for the award of the project were drawn up. The tender process is in a phase of completion and the contract is expected to be signed by the contractor. The project is co-financed by the OP «Attiki 2014-2020».

Regarding the reuse of the processed outputs of the WWTPs, which is a strategic choice of EYDAP for the **protection of the water resource** through their operation, **the Master Plan for Reuse of the Processed Outputs of the Wastewater Treatment Plants of Eastern Attica** was drafted and approved by the board of directors of EYDAP.

In collaboration with the **Agricultural University of Athens**, new actions are promoted for the reuse of the processed outputs of the Wastewater Treatment Plants of Eastern Attica.

Aiming at the proper environmental management, final processing and utilization-disposal of the **produced biosolids of the East Attica WWTPs**, the documents were compiled for the investigation through the elaboration of corresponding studies, all options, to select and implement the best possible solution.

The sewerage studies for the areas of Leontari-Koundas, Kato Balanas and Ag. Nikolaos in the Municipality of Pallini, having as recipient the Peania-Koropi WWTP, as well as the studies for the collection and treatment of urban wastewater of the municipality of Saronikos and Agia Marina and Agios Dimitrios of Kropia municipality.

EYDAP, committed to the implementation of innovative sewerage projects, ensures the social consensus in the areas it operates, investing in new infrastructures and contributing to the achievement of Objective 9 «Industry, Innovation and Infrastructure» as defined By the United Nations.



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

HOW DO WE EVALUATE OUR APPROACH?

The evaluation of the effectiveness of the management of the sewerage system is done through the development of the following applications and practices, some of which are important operational innovations:

1. Use of sewage information systems.

The high standard of EYDAP regarding the information systems and the needs of the sewerage departments for:

- The acquisition of reliable digital information,
- The use of specific and specialized applications,
- The acquisition of reliable information systems aiming not only at facilitating everyday work but also at the development of operations, led the company to the installation of new systems and to the improvement of existing sewerage applications.

Information systems used and actions taken:

- Information System for the Management of a Fleet of Emergency Intervention Team (e-TRACK).
- Introduction and processing of data resulting from the interventions of the repair workshops from the Sewerage Network Directorate, in the Sewerage Portal application.
- Pilot application of on line update of sewerage portal faults application with field data.
- Two-way interconnection of e-TRACK systems and sewerage Portal for direct forwarding of signals to vehicles of all sectors.
- Introduction, processing and analysis of spatial data network in GIS environment.
- Compilation and study of statistical analyses based on the aforementioned data and the data from the Complaint Center 1022 in the sewerage Portal application.
- Monitoring of the operation of pumping stations with remote control-telemetry (SCADA) systems.

2. Control of inputs and outputs in the WWTPs by continuous sampling and microbiological analyses in the laboratories of the Directorate General for Sewerage.

We plan sewage samplings, according to the needs and the current legislation, at the entrance and exit of the WWTPs, as well as at intermediate processing stages, followed by microbiological analyses to monitor the quality of effluent, in order to assess the operation of the facilities and to comply with environmental standards.

The results of the analyses show that the limits set by the environmental standards of the WWTPs are kept. These results refer also to the quality of these outputs.

3. Sewage Test Results of liquid industrial waste in the network by sampling and conducting chemical analyses of wastewater and liquid industrial waste in the laboratories of the Directorate General for Sewerage.

Given the checks' results and the number of businesses served (more than 10,000), it follows that these generally comply, given the fact that the fines imposed are few (e.g. involving 5 companies within 2018).



4. New Sewerage Works

EYDAP, in order to ensure the drainage of all areas that are under its competence and of those deprived of sewerage services today, in cooperation with the municipalities, is proceeding to the planning of the necessary sewerage works and Wastewater Treatment Plants. In this context:

- The final study for the sewerage works of **Kalamos** and **Agii Apostoli** of the **municipality of Oropos** and the sewerage works of **Kapandriti-Mikrochori-Polydendri** of the same municipality has been completed and the procedures for their realization are progressing.
- The open bid for the sewerage projects of the **municipality of Pallini** (construction of the primary, secondary sewerage network and the tertiary network), with a budget of 60 million euro is in progress and it has been included for funding in the OPERATIONAL PROGRAM «Transport Infrastructures, Environment and Sustainable Development» 2014-2020, priority axis 14 «Conservation and Protection of the Environment-Promotion of Resource Efficiency (COHESION FUND).
- The sewerage receptors are under construction in the areas of **Dionysos, Rodopolis, Anoixi and Stamata** of the **municipality of Dionysos**, with a budget of 1,844,445 euros funded at 92, 1%, and are expected to be completed by the end of the 1st semester of 2019. The project has been included in the operational program «Attica 2014-2020», on the priority axis «Improvement of Quality of Life in the Urban Environment» and is co-financed by the European Regional Development Fund.

5. Publication of the results of wastewater treatment in the national database of the Ministry of Infrastructure and Transport.

In the electronic Database of the Special Secretariat for Water, quantitative and qualitative characteristics of the inputs and outputs of sewage treatment plants are made public. The features that are made public are the following:

- Incoming Supply
- Incoming Load
- Quantity of sludge produced
- BOD5, COD, SS, T-N, NH4-N, T-P (entrance)
- BOD5, COD, SS, T-N, NH4-N, NO3-N, T-P (exit)

Access to the database is free for all citizens.

6. Measurement of incoming flow to the WWTP of Thriasio

In 2018, following the initiatives of EYDAP for Thriasio (financial incentives towards residents and connection works contracts), there was a substantial increase of inflow in the WWTP, with an uptrend as the data show: in 2015 the average daily supply was 2,100 m³/day, in 2016 was 2,400 m³/day, the last quarter of 2017 was 4,000 m³/day and in 2018 exceeded 4,500 m³/day.

7. E-Pass for the sewage tankers in the WWTP of Metamorphosis

In February 2018, the use of a new electronic control system (e-pass) was adopted at the Metamorphosis WWTP for the incoming municipal and industrial sewage tankers. The e-pass is issued for each vehicle after the submission of the required certificates. Vehicles enter the plant using a prepaid card, even during holidays.

In 2018 244 electronic tickets (e-pass) were issued at the Metamorfosis WWTP



8. Saronic Gulf's and Elefsina's Gulf marine ecosystem monitoring and results' evaluation in collaboration with independent research organisation.

The progress of status of the ecosystem in Saronic Gulf and Elefsina's Bay, under the influence of the Psyttalia and the Thriassio WWTP (operating in compliance with the current environmental WWTPs conditions) is under continuous monitoring, through contracts with the Hellenic Center for Marine Research (since September 2005, EYDAP has funded seven consecutive monitoring programs). During the program, HCMR carries out measurements, sampling and analysis of various parameters of the water. Collected data illustrate the ecological status of the Saronic Gulf, Elefsina Bay and Keratsini Bay. On that basis, possible changes in certain characteristics of the ecosystem in relation to the past, along with the effect of treated outflow on the trophic and ecological status of the receiving waters are assessed. The results show continuous improvement of the ecological status of the Saronic Gulf, Elefsina Bay, especially at the WWTP estuary.

The Psyttalia WWTP's treated outflow is diffused in the Saronic Gulf, via deep diffusion ducts, with a waste water organic load reduced by approximately 93% and of nitrogen by 80%.

9. For optimum handling of processing products:

- It has been designed and is under implementation the **on-the-spot processing** -with the use of a compact unit- **part of the incoming sewage**, in a pumping station of the Central Coastal Collector. The project aims at the reuse of the processed outflow for the irrigation of the Elliniko Park.
- A study is carried out, in collaboration with the company "Plagazi, turning waste into green hydrogen", for the installation of a unit at Metamorphosis WWTP, following the appropriate method, **for the production of hydrogen** by the sludge produced in the WWTP which currently is transported to the WWTP for drying.
- In WWTPP there are units for the **cogeneration of electric and thermal energy**, operating via biogas and natural gas -firing. The total electricity produced is self-consumed in the WWTPP, while any excess is exported to the HEDNO power grid.

10. Social assistance initiatives

- EYDAP, **to ensure the health of citizens**, upon request, intervenes **even in areas outside its competence** in view of its know-how and specialized means it possesses.
- EYDAP intervenes **in cases of extraordinary phenomena** for the protection of the life and health of citizens, as done during **the fire in the area of Mati** with the disposal of water tankers and personnel in the effort to deal with the phenomenon (July 2018).
- In accordance with the current legislative framework, pipelines with a diameter exceeding 30 cm are constructed by EYDAP. Secondary sewage network, with pipelines of a diameter up to 30 cm, and the connections of the properties to the network, lie with the responsibility of the municipalities. **However, in some cases** (e.g. in case of construction failure by the municipalities), **EYDAP proceeds with the construction of the properties' connection and of the secondary pipeline network.**



Compliance with regulations and voluntary codes:

A for the effects of EYDAP's services on the health and safety of citizens, during the reference period there were no incidents of non-compliance with regulations and voluntary codes.





5.4 Access to Clean Water, Sustainability of Water Resources, Supply & Water Network Coverage

GRI 103-1

WHY IS IT MATERIAL?

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 2018 delivered daily, at an average annual rate, **1,040,977 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. By managing the issue with utmost responsibility, the Company also contributes to the implementation of the 6th Global Goal for Sustainable Development, as this has been defined by the United Nations.

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).

Given that the duration of the aforementioned Agreement between EYDAP and the Greek State is near its conclusion, deliberations on the signing of a new contract which is expected to be completed within 2019 have already begun.

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.



HOW DO WE MANAGE IT?

EYDAP acquires raw water mainly from surface water resources, from the basins of Marathonas, Yliki, Mornos and Evinos that are ranked in A2 category, according to the Directive 75/440/EEC for surface water quality standards intended for the production of drinking water.

From the reservoirs in these basins, only the one in Yliki is natural (lake) whereas the others are the result of the construction of dams at adequate spots on the riverbeds of the Charadros (Marathon dam), Evinos and Mornos rivers. In the water 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, thus actively contributing to the reduction of our environmental footprint.

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:

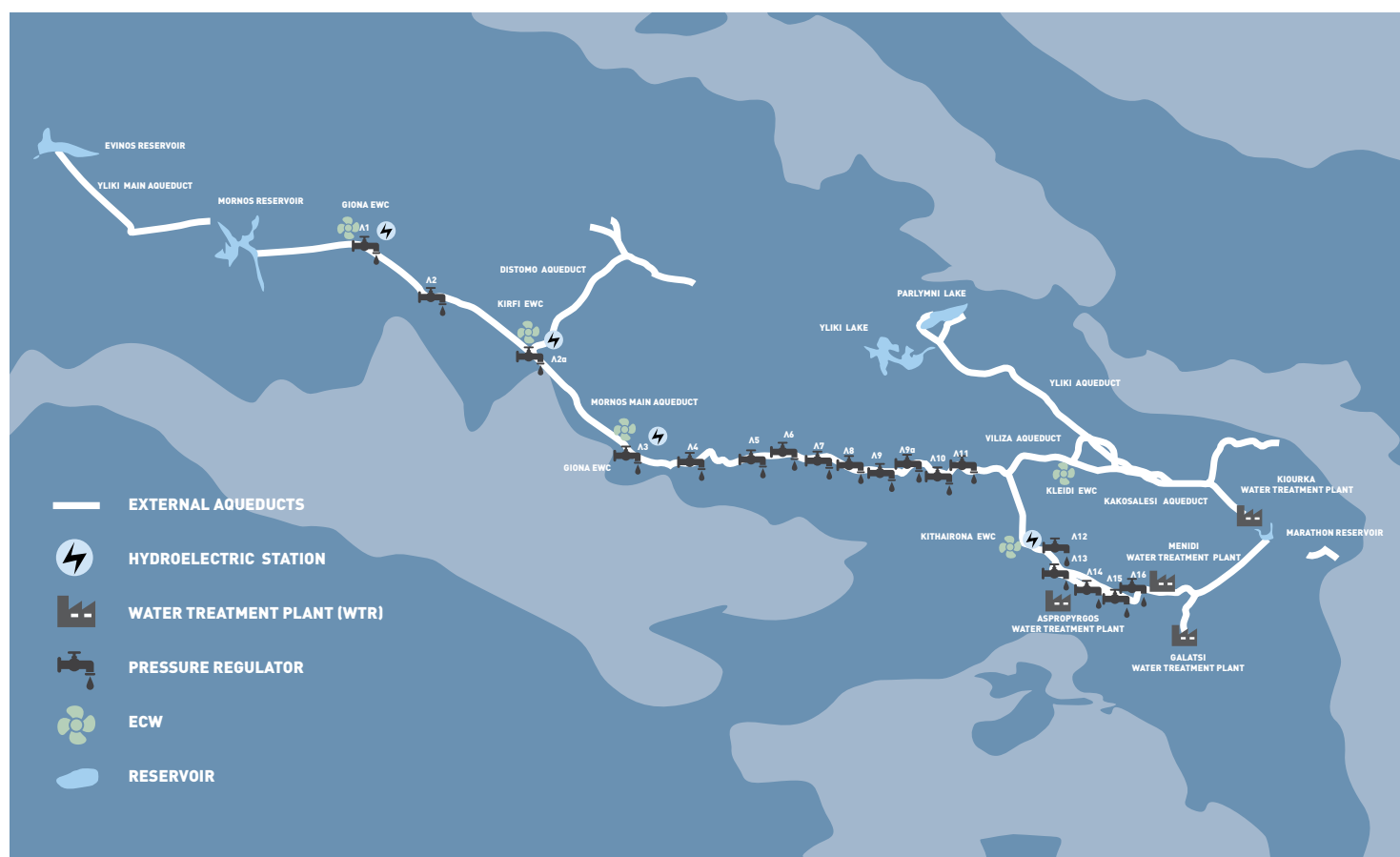
- the operation of the existing water supply system
- the regulation of the flow downstream the reservoirs
- the water abstraction breakdown per primary, auxiliary or backup source
- the water transfer via the external aqueduct system
- the additional works for the reinforcement and safety of the water 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












As far as ensuring the coverage with potable water is concerned, this is done by all the facilities of the water supply network.

The main supply network (primary network) has a length of about 1,300 km and consists of pipelines of diameter bigger than 300 mm and up to 2000 mm. The supply network has a length of about 12,700 km, consists of the secondary and tertiary network, which have a total length of approximately 9,000 km the secondary and 3,700 kilometers approximately the tertiary. The supply network consists of pipelines with a diameter of less than 300 mm, transporting drinking water to consumers.

Scattered in the area of our competence there are 55 tanks with a total capacity of 885,000 m³, 81 pumping stations of total installed power 30,000 HP, 618 pressure reduction valves from 80mm to 600mm, about 90,000 isolation valves, 100 remote monitoring points (SCADA), 783 data recording and remote transmission points (SMS) and about 850 drinking water quality control points (600 for chloromeasurements and 250 for chloromeasurements and other parameters according to legal requirements).

There are up to 2,160,000 water meters connected. All the above facilities ensure the uninterrupted continuous supply of drinking water and the ability to meet the daily needs of consumers, taking into account the conditions of seasonal demand. There are almost 2,160,000 water meters in full service.

The average daily water consumption for 2018 was 1,040,977 m³ (minimum daily consumption: 851,636 m³ in December 2018 and maximum daily consumption 1,255,556 m³ in July 2018). Further technical, quantitative and qualitative data can be drawn from our website in the "WATER SUPPLY" section.

 <p>1,040,977 m³ Daily average distribution of drinking water</p>	 <p>81 pumping stations of total installed power 30,000 HP</p>	 <p>14,000 km Supply network</p>	 <p>2,160,000 Connections</p>	  
 <p>850 Drinking water quality control points</p>	 <p>100 remote monitoring points(SCADA)</p>	 <p>783 data recording and remote transmission points (SMS)</p>	 <p>55 tanks with a total capacity of 885,000 m³</p>	<p>618 Pressure reducing valves Diameter from 80mm up to 600mm</p> <p>90.000 Isolation valves</p>

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

HOW DO WE EVALUATE OUR APPROACH?

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 manage efficiently. **Supply demand is covered with safe water and respect to the environment (to the ecosystems) avoiding the extraction of excessive amounts of water for irrigation. 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 the 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.

To this end, the Company initiated the tendering procedure for the construction of a steel pipeline of 500mm in diameter 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

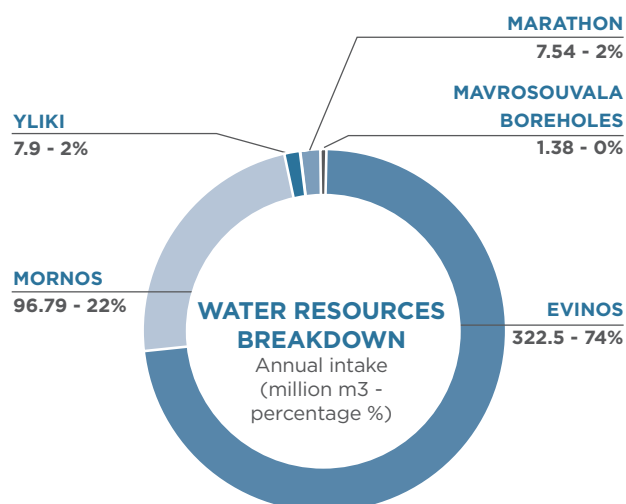
supplying with drinking water the town of **Alepoxori** and the surrounding areas within the municipality. Under construction is also **the submarine pipeline that will connect the island of Salamina with the island of Aigina for the supply of water** to the latter. The works are under the jurisdiction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

Furthermore, 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.

In 2018 the municipal water supply network **of Magoula in the municipality of Elefsina** was received and so was the municipal network of the settlement **of Agios Dimitrios of Penteli-Vrilissia** municipality which added to EYDAP 43 of network and 2500 water connections, while at the same time launched the receipt of the Municipal water supply and Sewage Networks along with the Biological Treatment Centre of the municipality of **Megara** and its adjacent areas, which are estimated to be completed within 2019.

The water resources abstraction breakdown for the coverage of the total water supply demand (EYDAP SA, Local Governments, Organizations, etc) in accordance to 2018 data is as follows:



The above 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.



5.5 Reliable Water Network and Water Efficiency

GRI 103-1

WHY IS IT MATERIAL?

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



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 the 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.

The size of the area supplied with water, the morphology of the soil, the population density and the estimated change as well as its geographic distribution, the height of the buildings, the expected consumption by calculating average daily-low and high-are some of the factors that determine the amount of drinking water provided, the pressure of supply and thus the rational design of the network.

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.

One can be informed more specifically in the corresponding section, which describes EYDAP's area of competence, with the administrative boundaries of Municipalities and Communities, which it hydrates either directly, managing the network itself, or with special (network reinforcement), where network management is carried out by the individual Local Authorities.

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.

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.

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.



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

HOW DO WE MANAGE IT AND HOW DO WE EVALUATE OUR APPROACH?

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 pressure range within the hydraulic zones ranges from 2 to 12 atm with the overwhelming majority being 4-6 atm. 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, tank 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 happening 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 and restore the network's full functionality in the areas affected by damages in the system.

It is worth mentioning that in 2018, the total number of leakages – ruptures raised to 6,200 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 Attica 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 and 2018, EYDAP replaced 85,400 meters of pipelines of diameter 110 mm, 160 mm, 200 mm etc., repaired approximately 25,500 water meters and proceeded to a mass replacement of approximately 200,000 water meters for domestic use in municipalities of its competence.

In particular, in the municipalities of Chalandri and Paleo Faliro, EYDAP replaced 80,000 old household water meters with new **smart meters** and in 2018 started a program replacing 1066 old water meters for special water supplies of 2 inch to 6 inches, with the installation of the corresponding modern technology (smart meters), which will be completed within 2019.

In 2019 EYDAP is to install 300,000 new water meters (smart meters) replacing existing older technology ones in various areas, implementing its investment program and the transition to smart water network and to modern technologies.

EYDAP continues to install **new common and special connections** in buildings, other installations and entities, satisfying petitions submitted by applicants (consumers, municipalities, industries etc). A new connection petition is examined for compliance with the Water Supply Network Regulation. If approved, the water meters are installed.

The water connections that are connected to the water supply pipelines are distinguished into: Household use, fire-fighting use, common property use, for irrigation of public or municipal areas, temporary for construction or other use.

In 2018, EYDAP installed approximately 4,000 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 to deliver the network to EYDAP.

In 2018 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**, as well as **the municipal networks of Magoula and Elefsina**, and the settlement of **Agios Dimitrios** of the **Penteli municipality**, which added cumulatively to EYDAP's network about **22,500 water meters**.

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 supply network (Megara, the rest of the network of N.Peramo, Kineta, etc). Preliminary discussions have started with the **Municipalities of Marathon** and **Markopoulo** at Eastern Attica.

Under specific conditions, EYDAP can undertake the supply and the management of networks outside its area of jurisdiction.

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 **pressure management**, 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**.
- To this end it has been a part of the five-year Business Plan of our Company the implementation of a targeted, well documented on priority needs plan for the annual replacement of approximately 150 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 a more effective operation of the water supply network, a consistent, reliable and uninterrupted water supply and thus improve our services and upgrade the Company's image.

The Aim of EYDAP, in the Water Supply Sector, is the stable and targeted transition to the new technology era, monitoring and making use of the modern trends in the technologically advanced international water market.

In this direction, many EYDAP executives follow international water organizations, international exhibitions, visit large factories producing materials and instruments and are in constant consultation with other advanced water companies that have already adopted or are at the stage of incorporating new technologies aiming to the transition to a smart water network.





5.6 Fight Against Corruption

GRI 103-1, GRI 205-1

WHY IS IT MATERIAL?

The Sustainable Development Goal (SDG) 16, set by the United Nations towards 2030, for which our Company has committed, refers to reducing corruption, increasing transparency, reducing illicit cash flows and improving access to information. As long as there is corruption, it is clear that sustainable development cannot exist, as it seriously harms the prestige and reputation of the business.

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



EYDAP's Higher Management, within the framework of developing policies for a sound Corporate Governance and Sustainable Development, in order to increase Company's credibility, reputation, clarity and efficiency of its business activities and respond to the needs of all interested parties (clients, suppliers, stakeholders, shareholders, investment community, employees, society) implements preventive actions against corruption. In line with the European Policy and the National Action Plan Against Corruption, EYDAP composed Policy against Corruption and Bribery, the application of which is systematically monitored. Thus the Company actively contributes to the achievement of the 16th Sustainable Development Goal «PEACE, JUSTICE AND STRONG INSTITUTIONS» as defined by the United Nations.

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

1. Bribing an employee.
2. Misappropriation of funds by Employees working at Company's cashiers.
3. Participation in fraud.
4. Dereliction of duty of Company's employee to harm a citizen or the State, for personal gain or for other illegal reasons.
5. 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 favours 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 a the tender procedure.
 - Cooperation with unreliable or untrustworthy economic operators.



HOW DO WE MANAGE IT?

EYDAP is implementing preventive actions against corruption and zero tolerance policy towards Corruption and Bribery, within the framework of developing policies for a sound Corporate Governance and Sustainable Development. Committed to conduct business transparently, showing ethos and integrity, always ensuring a level of excellence in the services provided, 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 Rule 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.

- **Establishment of "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 are 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.

- **Recording and evaluating of risks** encountered by all organizational structures of the Company, so that inter alia corruption and bribery is prevented.

Internal Audit is strengthening the company's position and credibility.

In this context our goals for 2019 are:

1. Certification of internal auditors (CIA):

In 2018, the process of certifying internal auditors began and is in progress, adding value to the Company. Our primary objective was certification to be obtained by internal auditors on voluntary bases.

2. Setting up a "Whistleblowing System":

The incorporation in the Company's culture the mentality of revealing risks, injustices and reprehensible behaviours promotes corporate interest and mitigates the possibility of fraud and corruption. The Company in compliance with the guidelines of Organization for Economic Co-operation and Development (OECD), Transparency International, EU Directives and legal framework (N.4308/2014, N.4403/2016) studies and plans the drafting of an internal policy mechanism for reasonable concerns, that will determine standards and reporting procedures, thus contributing to the cultivation of open communication, transparency, accountability and responsibility.

3. Development of "Code of Business Ethics and Professional Behaviour":

The planned "Code of Business Ethics and Professional Behaviour" will strengthen moral behaviour and values that the Company considers significant in all its business activities.

4. Use of new technologies to enhance internal audit:

An upgrade of control procedures is planned, with the use of specialized software, as well as the utilization of managing tools for data analysis and big data and the organization of corporate and regulatory documents.

5. Procedures' Certification of Internal Audit's Division according to ISO 9001:

The operation of Internal Audit's Division according to ISO 9001 is a significant goal, which will contribute to procedures' optimization.

6. Seminars on Internal Audit matters:

In the framework of creative cooperation between the Internal Audit Division and the other Divisions of the Company, seminars are planned for the employees, with lectures members of the Internal Audit and members of public and private carrier vectors, sponsored by Institute of Internal Auditors.



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

HOW DO WE EVALUATE OUR APPROACH?

- **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.
- 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 Audit 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.
The Internal Audit Department supports Management's efforts to develop a corporate culture that incorporates business ethics, integrity and transparency. Although it is the responsibility of management to design and implement systems and procedures to prevent, detect and reduce fraud and corruption, Internal Audit evaluates - through controls - the effectiveness of these systems.
- 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 periodically updated to continuously comply with applicable legislation and international best practices.
- **Recording processes** throughout the Company's activities in a unified and structured manner. This process is a strategic tool of senior management to continuously improve business processes and enhance accountability and transparency.
- **Risk Assessment Registration.** The first quarter of 2018 conducted a systematic risk assessment based on a specific methodology. Risks have been identified through scoring and mapping across the Company's scope and defined how to reduce them.
- **Audit Reports** from 1999 are kept in paper and digital form.
- **Planning and follow-up of agreed changes** on behalf of the Divisions, in the context of registered corrective actions in the prospect of maximizing procedure efficiency and promoting principles of sound corporate governance

INCIDENTS OF CORRUPTION 2018	
A. Total number and nature of incidents of corruption	1. Three (3) workers have used certificates whose authenticity has not been authenticated. The disciplinary proceedings have been completed in the year 2018 and received the corresponding penalty in accordance with Staff Regulations EYDAP (PD 597/1985).
B. Total number and nature of incidents of corruption resulting to disciplinary action against Company employees, during the aforementioned period	2. There was one (1) confirmed incident of customers' water bills reformation, beyond the lawful procedures, by employees at a Customers' Service Center. Penalty was imposed according to the Internal Staff Regulation.
C. Total number and nature of 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

1. Information bulletin of the Internal Audit (newsletter): From March 2018 and every quarter, the PERISKOPIO magazine is issued by the Internal Audit Division to inform employees on the principles and best practices of corporate governance. E-mail notification to all employees helps reduce the Company's energy footprint. The aim is to strengthen Company's communication and to raise awareness among stakeholders in internal auditing, auditing culture, business ethics and corporate governance.

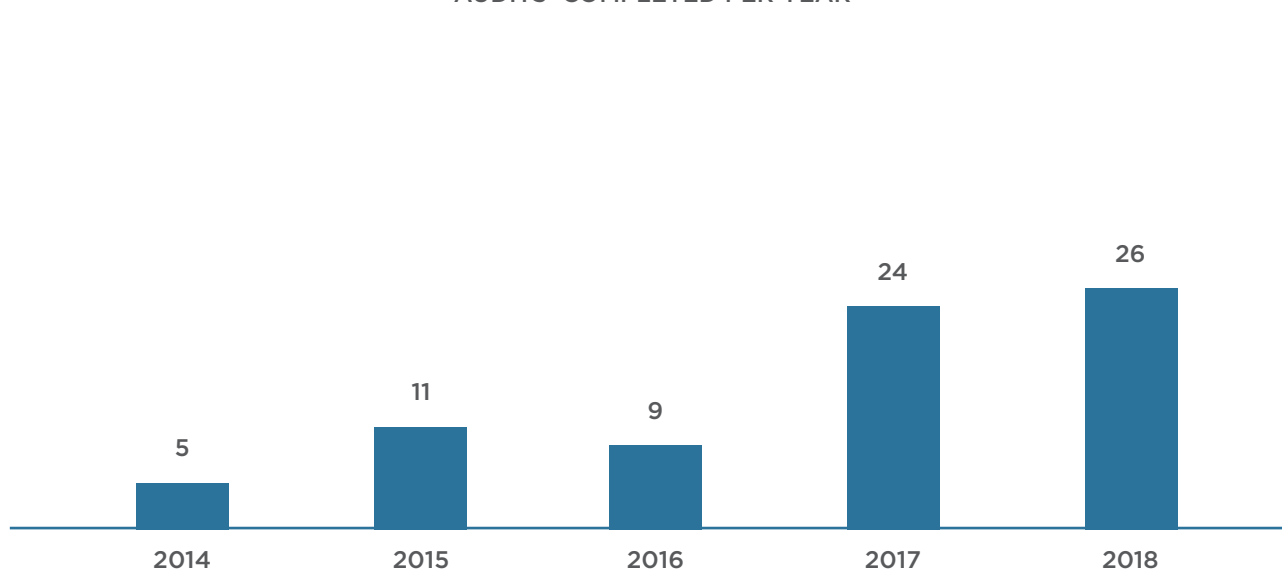
2. Internal Audit's "Private Website" has been created to inform Internal Auditors. Specific performance indicators have also been established and are constantly monitored and updated for the continuous improvement of audit services.

3. An Internal Audit open website has also been created, accessible by employees, and includes archives with useful documents and electronic newsletters of Internal Audit Division.

4. A specific email has been created, **where any employee can send queries, remarks, comments, concerns.**

TABLE OF COMPLETED INTERNAL AUDITS 2014 -2018

AUDITS COMPLETED PER YEAR







6. CREATING VALUE FOR THE ENVIRONMENT



6.1 Protection of the Marine Environment (Effluent Treatment)

GRI 103-1

WHY IS IT MATERIAL?

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.



While the protection of marine ecosystems is an issue of high importance for the international community, it is also considered important in the area of our competence and specifically in Eastern Attica. EYDAP, being aware of the potential impacts of its activities on the citizens' health and the environment, collects and treats the effluents targeting to the minimization of these effects. The Company, in compliance with required quality standards, invests in technology development 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.

The three Wastewater Treatment Plants and more specifically the WWTP at Psyttalia, the WWTP at Metamorfofi and the WWTP at Thriasio, along with the central collectors, the extensive sewerage network and the pumping stations, constitute the principal environmental infrastructure for the collection and treatment of urban wastewater aiming at the protection of citizen's health and water recipients as well.

In the same direction, EYDAP is planning the construction of WWTPs and the supporting sewerage works for Eastern Attica.



GRI 103-2

HOW DO WE MANAGE IT?

Through the technically advanced treatment of urban wastewater in EYDAP's Wastewater Treatment Plants, the aqueous part is treated and then returned to aquatic ecosystems, while a part of it is being reused within the facilities. The solid residue is the sludge, which is dehydrated, dried and used as solid fuel in cement manufacturing.

EYDAP's Wastewater Treatment Plants operate as part of an integrated and responsible water management network serving Athens' wider area population, among other areas.

EYDAP's Business Plan, in its key lines of action, includes environmental protection through the improvement of water and wastewater management infrastructure and management and disposal of wastewater treatment products.

The proper functioning of WWTPs, the effective treatment of effluents and the compliance with Environmental Standards are documented by the continuous and systematic outflow sampling (according to Directives EU 91/271 etc and the approved Environmental Standards).

Our basic qualitative objective for the conservation of the ecosystem is the compliance with terms set for WWTPs treated outflows, as determined by the Study for Environmental Impacts and the Decision for the Approval of Installations' Environmental Terms and Conditions.

The achievement of our targets is validated on the basis of the continuous monitoring of the quality of the WWTP's treated outflows and the state of the water recipient, in cooperation with the Hellenic Center for Marine Research (HCMR).

In 2018, as in previous years, all WWTPs operated in full compliance with the terms and conditions set for treated outflows.

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

The conservation of the Saronic Gulf ecosystem, to the degree that depends on **the effective operation of the WWTP's and the achievement of the qualitative targets, safeguards the reputation of the Company from the risk of negative impact**, while in parallel protects it from financial and operational risks, such as imposition of fines.

Negative reputation may refer to the overall image of the Company but also to the trust of stakeholders to implemented environmental technologies, such as in the Wastewater Treatment Plants.

In contrast, the effective operation of the Psytalia WWTP, as supported by the improved ecological state of the Saronic Gulf, strengthens the trust of the stakeholders, while it contributes positively to the acceptance of new technologies and the installation of new WWTPs.

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 Psytalia WWTP and the sewerage network. A long series of factors that unfortunately lie beyond EYDAP's responsibility, as for example illegal waste disposal, marine accidents, rainwater runoffs etc, influence the quality of the water recipients.

GRI 103-3, GRI 306-5

HOW DO WE EVALUATE OUR APPROACH?

The Psyttalia WWTP, since its initial phase of operation in 1994, initiated the improvement of the marine ecosystem of the Saronic Gulf that in previous years had been seriously downgraded due to the uncontrolled effluent disposal.

The operation of the Psyttalia WWTP has contributed immensely to the preservation of the good environmental state of the Saronic aquatic ecosystem.

The improvement of coastal waters is proved by the fact that almost all along the Saronic coastline, organized beaches managed by the coastal municipalities, were merited with blue flags under strict criteria, a symbol of environmental quality.

Following the operation of Psyttalia's WWTP for more than 24 years and 15 years from the operation of the secondary biological treatment phase, the Saronic Gulf is in a very good ecological state (Directive 2000/60).

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

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

EYDAP has assigned the Hellenic Center for Marine Research the systematic monitoring of Saronic Gulf and Elefsis 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 ongoing monitoring program of the Hellenic Center for Marine Research, recently completed, certifies the preservation of the good state of the Saronic Gulf.

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 confirm the catalytic role of the effective operation of WWTPs, especially that of Psyttalia since it is the largest of the 3.

Today **the beaches of Saronic Gulf, around Psyttalia, present qualitative features that comply with the high prerequisites for bathing waters-** a fact which is proved by the environmental monitoring, with frequent tests realized by competent state entities, such as the Special Secretariat for Water, the Ministry of Environment and Energy and the "Blue Flags" program.

Achievement of treated outflows quality terms				
2018	BOD5 Biochemical Oxygen Demand (of the first 5 days)	COD Chemical Oxygen Demand	TSS Total Suspended Solids	T-N Total Nitrogen
Psyttalia WWTP	✓	✓	✓	✓
Metamorfofi WWTP	✓	✓	✓	✓
Thriasio WWTP	✓	✓	✓	✓



6.2 Environmental Compliance

GRI 102-11, GRI 103-1

WHY IS IT MATERIAL?

Our commitment to environmental compliance, as formed by the national environmental legislation, is reflected in our integrated environmental policy.

EYDAP operates in full compliance with 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.

EYDAP is firmly committed to the preservation and responsible management of water, this precious natural resource, so environmental compliance is considered as essential and at the same time as a minimum requirement. Within this context, it is in many cases that the Company takes initiatives beyond the minimum legislative requirements for environmental compliance.

EYDAP, as a Public Utility Company, recognizes the particular importance of environmental compliance, as in event of failure this 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, since water management is considered as the Company's primal 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.

GRI 103-2

HOW DO WE MANAGE IT?

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
- the collection of urban effluents with continuous on the spot samples and real time operational controls.

More specifically, environmental compliance is based on the preparation 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**
- **registered to the Effluent Electronic System**

Furthermore, the Company is active in 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 evaluating timely the environmental impacts when planning the Company's operations, includes the Drawing up of Environmental Impact Assessment (EIA), the consultation with competent bodies and stakeholders and the integration of compliance terms in the construction and operational procedures.

During the construction and operation of 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 current National and European Legislation and International Treaties and Specifications. Separate 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 environmental impact assessment and environmental authorization procedure, the principles of prevention and protection are integrated into the technical design of water supply and sewerage projects through the imposition of rigid environmental specifications concerning the:

- choice of appropriate materials and machinery
- appropriate design of works, with effective back-up systems
- safeguard mechanism to prevent environmental casualties (casualties causing environmental pollution)

The operation and maintenance of infrastructure is of major importance for the achievement of environmental compliance. In EYDAP, we do have the organized units, always proactive; to face effectively any problem may occur in our network or installations.

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 basins areas too.

CO₂ EMISSIONS – INTERNATIONAL TREATIES

EYDAP reports the pollutant release rate coming from effluents treatment (from the Psytalia WWTP and the Thriassion WWTP). The reports are submitted in the context of the European Pollutant Release and Transfer Register (PRTR). The data are submitted yearly with a deadline at the end of March.

The Psytalia WWTP has been incorporated in the European Emissions Trading System (Greenhouse Gases) and complies with the relevant predictions set by the European and National Legislation.



GRI 103-3, GRI 307-1

HOW DO WE EVALUATE OUR APPROACH?

The Company is in full compliance with environmental legislation and adopts approved environmental specifications for all its facilities (Wastewater Treatment Plants and Water Treatment Plants, External Water Supply System).

Every Wastewater Treatment Plant and every Water Treatment Plant along with their supportive projects, operate under the Approved Environmental Terms. The same applies to all the installations of the External Water Supply System.

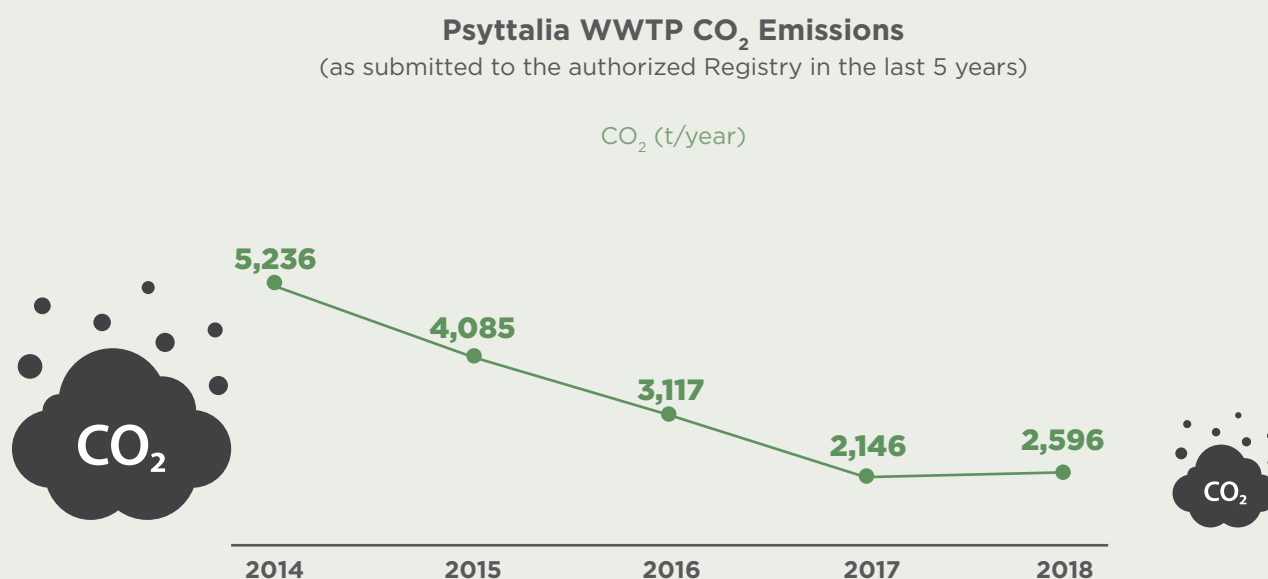
Environmental Licensing is issued for every new or amended project.

According to the 2016 Environmental Studies for the Marathon and Mornos Reservoirs

- **Mornos reservoir:** in 2018 EYDAP completed the first year of **systematic monitoring of the ecological state of the river, downstream the reservoir**. The aim of the monitoring is the collection of data for a period of 3 to 5 years, for the conclusive results for the installation of an **Eco flow**.
- **Marathon reservoir:** an **Eco flow** 25 lt/sec was installed.

CO₂ EMISSIONS

The following data refer to CO₂ emissions in the atmosphere and to the transfer of emissions rights. An external certified auditor verifies the data which are consecutively submitted to the authorized European Registry.



Compliance with environmental Legislation and Regulations

During the reference period there was NOT ONE incident of non-compliance with the environmental legislation and regulations



6.3 Wastewater and Solid Waste Management (Circular Economy)

GRI 103-1

WHY IS IT MATERIAL?

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

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

International environmental awareness is directly related to the sustainability of resources. The reuse of materials, formerly regarded as «waste», is gradually being incorporated into the responsible business activity of the Company.

Through the responsible management of effluents and solid waste and through the implementation of 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'.

The **integrated management approach for the East Attica effluents** is a strategic objective for EYDAP (the issue is thoroughly analyzed in the chapter "Health & Safety of Consumers: Sewerage Services).

The planned projects will terminate the uncontrolled disposal of untreated effluents and will ensure the quality and sustainability of the groundwater resources. Thus, EYDAP contributes to the achievement of the Sustainable Goal 14: "Life below Water"

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

Non-rational management of solid byproducts and improper wastewater treatment in EYDAP's facilities may provoke institutional and financial risks through the imposition of fines and penalties. In such a case a negative impact on the Company's image, as a public utility company for the protection of the environment and the water resources, would be inevitable



HOW DO WE MANAGE IT?

Due to the effluent treatment in the Wastewater Treatment Plants (WWTPs),

the produced water (processed outflow) is free from its pollutant load by approximately 95%

and ends up in the sea without disturbing the ecological balance of the marine ecosystem. Part of this outflow is reused in-house. The municipal wastewater treatment solid residue is the sludge, which is being dehydrated and dried and is utilized as fuel in the cement industry.

The processed outflow from all three wastewater treatment plants end up in the wider marine area of the Saronic Gulf with the use of appropriate disposal ducts. More specifically, the outflow from the Psytalia WWTP ends up in the southern part of the Psytalia Island, the outflow from the Thriassio WWTP ends up in the Gulf of Elefsina and the outflow from the Metamorfosis WWTP ends up in the Saronic Gulf via the Kifissos River.

During the **wastewater treatment process solid waste** is generated, mainly consisting of sludge and wastewater pre-treatment byproducts – a non-hazardous waste. The responsible disposal and management of this solid waste, taking into account the large annual quantity produced, is a priority for EYDAP's stakeholders especially for the local communities.

Any sludge resulting from the precipitation and the filter washing procedure in the **Water Treatment Plants** is transferred, through pipeline, to our premises. Part of **recovered water** is pumped to the water treatment tanks in aqueous form and then, through the sewerage system, is led to the Psytalia Wastewater Treatment Plant.

Aspropyrgos and Polydendri Water Treatment Plant: the sludge produced is dehydrated. Any solid derived from the production process, due to its composition, is suitable for a range of alternative uses in :

- Cement industry
- Ceramics
- Horticultural
- Soil improvement

EYDAP, within the context of sustainable water resources management and the implementation of the best available techniques, 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

In the context of environmental sensitivity and responsibility, it is EYDAP's absolute priority to make the most of the sludge derived from the water treatment process. In order to achieve this:

- a) **Polydendri WTP:** in 2018 we started the construction of a sludge processing unit, which is expected to be completed in the first months of 2019.
- b) **Acharnon WTP:** in 2018 the construction of the sludge processing unit was put out to tender and, according to plan, in 2019 its construction will be put ahead.
- c) **Galatsi WTP:** the construction of the sludge processing unit is in the licensing phase
- d) **Aspropyrgos WTP:** in 2019 we expect the maintenance and modernization of the existing sludge processing systems, after having been tendered out.

The sludge resulting from the treatment of raw water will be used, as in the Aspropyrgos and Polydendri refineries, for soil improvement in cultivation or tree planting, by cement industry and ceramics. These projects are either in the construction phase or are to be put out to tender.

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

The drying process of the dewatered sludge, produced in all the three WWTPs, is carried out in the Psytalia WWTP.

The total amount of the dried product is thermally exploited by the cement industry as an alternative fuel, thus applying a technologically modern, environmentally acceptable and Sustainable solution.

Both in the Psyttalia and Metamorfosi's WWTP, during the sludge digestion process biogas is produced. The produced biogas is utilized for the production of energy. Specifically, at the Psyttalia WWTP the total quantity of biogas produced is used in-house, whereas at Metamorfosi WWTP approximately the 70% of the biogas produced is used.

PAPER AND BATTERY RECYCLING

A recycling system has been organized in the offices and other facilities of EYDAP.

Since July 2017 and in collaboration with the Organization "Green Angels", recycling paper bins have been placed in all our main buildings. Used office paper is not thrown in the garbage, but it is collected in the buildings «produced» and then it is distributed to recycling companies.



GRI 103-3, GRI 306-2

HOW DO WE EVALUATE OUR APPROACH?

SOLID WASTE FROM EFFLUENT TREATMENT

The solid waste from the three (3) Wastewater Treatment Plants is depicted below:



Re-use with sewer mining

EYDAP implements a recycling strategy in its WWTPs. At the same time the Company develops relevant research projects, aiming at decentralized recycling through the reuse of wastewater directly from the sewerage network.

More specifically, under the DESSIN European Research Program, the unit installed at EYDAP's Environmental Research and Development (R & D) Dpt at Metamorfoosi is investigating a new technique known as **sewer mining** implemented for the first time in Greece and it has been implemented so far only in Australia.

A sewer mining unit receives effluent directly from the sewerage network, processes it on the spot and produces recycled water for reuse.

«Sewer mining» can «relieve» water and sewerage network from the increasing quantity of inflow, due to population growth and aging of infrastructure. It also contributes to the reduction of energy consumption as it not necessary to transfer effluents to the central processing plant and back to the point of use, as it achieves decentralized treatment and reuse where needed.

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

- **Reduction of treated effluents led to water recipients.**
- **Reduction of water demand from surface and groundwater aquifers and sustainability of water reserves.**
- **Enrichment of underground aquifers.**
- **Cost reduction of effluent transfer.**
- **Creation and maintenance of urban green spaces, very important for the quality of city life, with no use of drinking water for irrigation.**
- **Provision of recovered water for irrigation uses in areas with water scarcity, such as the islands.**

EYDAP, in the context of utilizing sewer-mining technology, participates in **NEXTGEN** - a funded European research project - 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 were being awarded in the categories of «Products and Services» and «Biodiversity» categories, during the 6th «Business Awards for the Environment».

PAPER AND BATTERY RECYCLING

In 2008 **34,456 Kg** of paper was collected for recycling. Respectively, used batteries are gathered in special bins in the company's buildings and facilities and collected by AFIS (recycling of portable batteries and accumulators).

According to AFIS and EYDAP data, 256 kg of batteries had been collected from the buildings of EYDAP in 2018.





6.4 Energy saving

Production of energy from renewable and alternative sources

EYDAP exploits renewable and alternative energy sources with a view to optimize its energy balance. In this context the Company has developed renewable energy sources: small hydro-electric projects installed in its aqueducts as well as heat and electric energy cogeneration plants using the biogas produced from the sludge treatment in the Wastewater Treatment Plants.

In 2018, energy production from small hydro-electric projects installed along the external aqueduct system was

21,239,297 KWh

In 2018, at Psyttalia the installed at the outfall since 2015 small hydro-electric project, produced

2,325,669 KWh

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

21,582.180

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

192,129,800



Biogas produced in Psyttalia's facilities is used as fuel:

- **in internal combustion engines, for co-production of thermal and electric power**
- **in the thermal processing Units, for the dehydration of sludge produced**
- **in the boiler-room of the Unit, for heating the sludge produced**
- **in the steam-production Unit (for the sludge thermal hydrolysis Unit)**

In addition to the above, the **exhaust thermal energy produced** at Psyttalia, in the heat and electric energy cogeneration Unit (for sludge heating and steam production) and **the waste gases** produced in the sludge thermal processing Units, before their release in the atmosphere, are processed in Regenerative Thermal Oxidizers.

The use of the produced Biogas in the WWTPs and the generated electricity from Small Hydroelectric Plants contributes to the National Objective for 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

237,276,946 KWh

Total Energy Consumed

404,114,858 KWh

Additional energy saving projects are scheduled, aiming at reducing our facilities energy consumption.

More specifically:

1. A tender is underway for the maintenance and **modernization of the raw and treated water pump station in the Polydendri WTP**, the second company installation in energy consumption after the Psyttalia WWTP. We estimate that the completion of this project will contribute greatly to the decrease of energy consumption in this facility.
2. A Study is underway, in collaboration with the company "PLAGAZI, turning waste into green hydrogen" for the installation in Metamorfosi WWTP of a Unit for **the production of Hydrogen**, under specific methodology, from the in-house produced sludge which at present is transferred for dehydration to Psyttalia WWTP.
3. A tender is underway for the award of a contract relating to the supply and installation of **LED lamps** in five (5) of EYDAP's buildings for the replacement of light lamps with high energy consumption. In the next stage, we plan the extension of this project to the rest of our own buildings as well as to the surrounding areas of our establishments (e.g. in the Water Treatment Plants, etc.).
4. Energy **audits have been carried out in five (5) of our buildings, proposals have been submitted for their energy upgrade**, whereas the relevant audits for six (6) more buildings are in progress. This project will continue until all EYDAP building are covered. Based on these proposals / suggestions, energy-saving actions will be undertaken.
5. With the assistance of an external energy consultant, the possibility of installing in our facilities **photovoltaic power stations**, with the use of the net metering system, is under investigation aiming at the achievement of significant energy saving.
6. A tender is underway for the award of a contract relating to the supply and installation of **photovoltaic power station 1.971,20 KW** in Acharnais WTP, with the objective **to sell the produced electric energy**.

GRI 102-55

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