# Sustainability Report 2020





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## Message from the President of the Board

GRI 102-14

Ladies and Gentlemen,

Looking back at a year like 2020, causes contradictory feelings as it is a year that we will remember because of a pandemic that caused an incalculable humanitarian catastrophe.

And yet even in these circumstances we can still find elements making us proud. We have shown that we can combine the necessary actions to protect society and workers with goals and aspirations ensuring better living conditions.

The report you have the opportunity to examine is proof that we can achieve important goals even in extreme adverse conditions. Our report this year is the proof that the EYDAP family has succeeded. We have succeeded in serving the great goals concerning the protection of the environment, the support of society, the service of the public interest.



In the following pages you will find detailed information about the progress that has been achieved in each area, but mainly you will find that with a plan, with dedication, with consistency we continue a great effort.

Our commitment is that the next report will be better. Our goal is to perform better in the field of environment and in particular in the reduction of greenhouse gas emissions, always taking into account the principles of circular economy both in our daily practices and in the design of new projects. Our means is the utilization of new technologies and innovations, and our passion for continuous development. Our final destination is the sustainability of water resources, the reuse of treated water for irrigation, the protection of marine ecosystems.

We in the EYDAP family must combine two great aspirations at the same time. To meet the needs of society and people for drinking water and sanitary wastewater management but also to protect the environment we manage with care and responsibility.

This is our great responsibility but also the task we carry out. To meet the needs of people, while protecting the environment. We are proud because this double mission is our daily routine.

Theodora Varvarigou

## Message from the Chief Executive Officer

#### GRI 102-14

Ladies and gentlemen, dear friends



In recent years, corporate action has focused internationally on supporting ESG objectives related to environmental protection, community support and corporate governance. These goals are now a strategic route and a demand on the part of civil society, and also of all stakeholders. We at EYDAP, this new social demand for compliance and alignment with ESG goals, we turn every day into a corporate reality. Our daily life is consistently focused on the protection of the natural and valuable water resource, the protection of the marine environment and the underground aquifer, and also the support of society.

We are proud because the water we continue to supply the population of Attica with is one of the cleanest in Europe, a fact that is confirmed by the international and European evaluations of water companies. Even in the difficult and unprecedented for all of us conditions of the pandemic, we continued to work with dedication and often with selflessness, so that water reached safely the homes of all citizens and returned to the environment clean.

At EYDAP, the largest company in the country managing the water cycle, we are at the forefront of the effort for the environment and society and this goal is not verbal it is implemented. It is very typical that we are not talking about reducing gas emissions, we are achieving it.

We have gone from theory to practice and it is characteristic that in 2020, the year marked by the unexpected pandemic, along with the protection of the public and the employees of the company, we managed to make progress in both the transformation of the Company and the acceleration of our investment program, as well as in our pursuit of a cleaner environment.

For the EYDAP family, the sustainability of the resources we manage is inextricably linked to the principles of the circular economy. We expand our activities while maintaining and upgrading our existing facilities using innovative and holistic solutions. A long-term and achievable goal is to reduce our environmental footprint by actively participating in the national and European effort to reduce carbon dioxide emissions.

In 2020 we achieved a reduction in  $CO_2$  emissions from Psyttalia WWTP of the order of 8.86% compared to the corresponding level of 2019, while the corresponding percentage reduction of  $CO_2$  emissions from the level of 2018 amounts to 29.05%.

This example concerning  $CO_2$  emissions alone, proves our consistency and commitment to environmental protection, with concrete and measurable results.

But we are not content with that. We continue the large sewerage projects of Eastern Attica, which will allow the use of treated effluents for irrigation and urban use, as well as the individual projects to increase the rate of use of recovered water.

At the same time, we complete the Sustainability Strategy that connects our strategic actions and initiatives with the issues that highlight our stakeholders and sets the goals of sustainable development for the next three years.

This Report is the reflection of our activities, with measurable returns but also of our commitment to the protection of the environment, of the support of society and of the service of the public interest. Finally, the 2020 Sustainability Report includes another innovation compared to public companies in Greece: EYDAP is the first Public organization that has integrated and harmonized with the international SASB standards for the water services sector, which are used worldwide for publication of substantive "ESG" issues.

This is EYDAP's great contribution: to approach our great goals, without big words, but in practice.

#### **Harry Sachinis**

### Message from the Deputy Chief Executive Officer

GRI 102-14

Ladies and gentlemen,

The last year has been unprecedented. The conditions of the pandemic affected not only the society and each of us individually but also the whole of the productive process, highlighting the need for rational crisis management and rapid response in dealing with them, with targeted and effective actions.

At EYDAP, we won this bet. We have timely and resolutely protected and continue to protect our employees and citizens, continuously providing our services, along with the transformation of the Company and the implementation of projects planned.

The transformation of the company aims at the materialization of our strategic priorities and the acceleration of the absorption of our investment program. It moves in three axes: the modernization of operations, the operational upgrade and the optimal utilization of resources. The relevant Directorate-General for Transformation has already been set up to undertake projects such as

modernizing and optimizing network management and monitoring, energy upgrading and reducing the carbon footprint of our operations, digitizing data and designing an upgraded business resource planning system (ERP), upgrading the customer experience and finally, optimizing the utilization of resources and costs.

These are important projects for the wider Mesogia region and based on the strategic planning of EYDAP, they will have a positive impact on resource management and the environment, will strengthen the primary sector and will overall upgrade the quality of life of the residents. They will be a complete project of circular economy, as the water will be recycled through the production process in the Wastewater Treatment Plants and will return clean for use for irrigation or enrichment of Attica's aquifer.

Projects throughout Eastern Attica are progressing rapidly. To date, sewerage projects have been auctioned in the Municipalities of Pallini, Rafina-Pikermi, Spata-Artemida and Marathon, with a total auction budget of 462 million euros, including the construction of 840 km of network and 37,000 external branches for the connection of buildings to the network, the construction, maintenance and operation of the Wastewater Treatment Plant (WWTP) of the Municipalities of Rafina - Pikermi and Spata - Artemis servicing 135,000 inhabitants.

To date, over 85% of the secondary network in the area of Glyka Nera and about 35% in the area of Fouresi has been completed, as well as 1,460 external branches in these areas. The works in the Municipality of Pallini are scheduled to start in the Autumn of 2021, together with the start of the construction works of networks in the areas of Rafina and Pikermi.

With the completion of our design, the residents of the areas of Eastern Attica will enjoy the benefits resulting from the holistic design of the projects and the smooth operation of the WWTPs, through the collection, treatment, and reuse of recycled water, as well as creating green spaces.

We place special emphasis on their Sustainable Development, which is of great importance, inextricably linked to the business strategy of EYDAP, to the protection of the health of the citizens who benefit from our projects, as well as the environment.

For all of us who believe that the most valuable resources in our lives are those that have not yet been utilized, we continue our work with a high sense of social responsibility.

**Anastasios Tosios** 



#### **About the Report**

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

## The profile of the report

The Sustainable Development Report of the Water Supply and Sewerage Company of the Capital SA, with the distinctive title EYDAP SA (hereinafter referred to for the sake of brevity as "Company" or "EYDAP"), includes a review of its economic, social and environmental performance (ESGs) for the year 2020, with a reference period from 1 January 2020 to 31 December 2020.

The Report has been prepared in accordance with the basic choice (Core) of the GRI Standards, in order to meet the needs and expectations of the stakeholders of EYDAP and to present the way in which the Company manages its most substantial effects, in the context of Sustainability.

The company's impact was assessed in terms of the United Nations Global Sustainable Development Goals, nationwide. More information on determining the content and the process of analyzing the substance of the issues included in the Report is available in the section "Analysis of Sustainability Substantial Issues".

This Report is in line with the GRI Standard, the Sustainability Accounting Standards Board (SASB) and especially with the essential issues of the Water Utility and Services sector as well as with the Athens Stock Exchange Guide for the disclosure of non-financial information. 206-210 contains the Table of Contents of the Templates and include the relevant references in the Report.

In this year's Report, relevant restatements of data compared to previous editions are pointed out, there are no differences in the list of essential issues of sustainable development and their limits of influence though. This Report is not externally secured, but all data and its content have been reviewed and approved by the relevant Directorates-General and the Administration.

### Tell us your opinion

Having as its main goal the substantial and complete information of all our stakeholders, we encourage any observation or comment that can help in the effort for continuous improvement. Relevant contact details are available below:

EYDAP SA Iro Aggeli Supervisor Corporate Responsibility and Sustainability Service Contact telephone number: + 30 210 7495412 aage@eydap.gr

Secretariat: Contact telephone number: + 30 210 7495420 Email: pubrel@eydap.gr



# Actions towards our Sustainable Development



Urban Water for Europe 2017 published by the European Union



Protection of marine ecosystems

**Protection of reservoirs** 

Returning wastewater to nature 95% clean

**Biodiversity protection** 

Circular economy

**Energy saving** 

Steady reduction of carbon footprint

Tiered billing for drinking water consumption

Development of leakage reduction programs

New projects for Holistic Management of the water resource

Continuous Maintenance & Upgrading of Network Facilities





**Excellent Drinking Water Quality** 

Access to clean water for all citizens

Uninterrupted and Reliable Water & Sewerage Services

Donation of €2.5 million to tackle the COVID-19 pandemic

Assistance for the protection of human life in emergency situations

> Protection of Health & Safety of Workers & Citizens

Ensuring Human Rights at Work No differentiation in terms of gender, age, religion

Client-centered approach Continuous employee training Synergies with Educators

Institutions & Small Businesses

Affordable tariff for all with sensitivity towards economically vulnerable groups

Financial support to institutions with social work

> Protection & Promotion of Cultural Heritage

Upgraded Environmental & Cultural Education Programs

Support to young people through special employment programs

Establishment of Doctoral Dissertation Scholarships





Implementation of the Corporate Governance Code

Full compliance with National and Community Law

Full Compliance with Environmental Legislation

Anti-Corruption & Bribery Policy

Regular Audits by Certified Public Accountants

Application of General Data Protection Regulation

**Electronic Governance** 

**Internal Staff Regulation** 

Public Procurement with strict application of the Law

Dialogue with stakeholders

Sponsorship Policy

## Important events 2020

## **COVID-19** pandemic

On March 11, 2020, the World Health Organization officially declared the Covid-19 coronavirus epidemic a pandemic. The Company has established a Corporate Virus Crisis Management Policy. The issue is analyzed in the 2020 Annual Financial Report (posted on the official corporate website www.eydap.gr), but also in sections of this Report. On March 27, 2020, the Board of EYDAP approved the donation of 2.5 million euros to address the pandemic. EYDAP allocated 2 million euros to donate medical and hospital equipment, and free water to reference hospitals, amounting to 500,000 euros for the entire period of the pandemic.

#### **Extension of current contract**

The 2020 fiscal year was characterized by the effort to finally settle chronic outstanding issues with the Greek State, in view of the renewal of the exclusive right of EYDAP to provide water and sewerage services in its geographical area of responsibility. The duration of the extension of the Contract between EYDAP and the Greek State expired on 22.04.2020. The current Contract has been extended until June 30, 2021. The Company is in the final stage of negotiations with the Greek State for the renewal of the exclusive right to provide water and sewerage services in its geographical area of responsibility for the next 20 years.





Change in the composition of the Board of Directors and the Audit Committee of EYDAP SA

On May 15, 2020, the Extraordinary General Meeting of Shareholders was held, with issues of the agenda the election of Board Members by the Majority Shareholder and the election of Members of the Audit Committee. The issue is referred to in Chapter 1 of this Report in the section "Corporate Governance".

## New Articles of Association June 2020

By decision of the General Meeting of Shareholders, the Company amended its Articles of Association. The main change was the addition of new objects to the purposes of the Company. In order to carry out its purposes, the Company may form companies or joint ventures or participate in companies or joint ventures within or outside Greece, provide technical or consulting services to natural or legal persons, etc. The new Articles of Association are posted on the Company's official website eydap.gr

## New Organisational Structure

In order for the Company to respond to two major challenges: the better utilization of its human resources and the implementation of the highly demanding investment plan that emphasizes the transformation of the Company and the implementation of its major projects, the new corporate organizational structure was approved, which came into effect on April 1, 2021.



#### **Transformation Projects**

In 2020, the Company continued its transformation process, completing 5 optimization projects in key operational areas: financial services, procurement, human resources, customer services and finally Information Systems.



#### **Debt Management**

In 2020, the collection of overdue debts from municipalities and the prevention of the accumulation of new ones continued. To manage the debts of private customers, the Company takes all necessary steps to ensure their collection.



CoE Decision on the Tender for the operation and maintenance of the WWTP of Psyttaleia

The Council of State confirmed with its judgment in decision 271/2020 the correctness of the Company's actions regarding the receipt of clarifications from all participants following a detailed expert opinion on behalf of the Technical Chamber of Greece. Consequently, the tender is proceeding well.

#### **Projects in East Attica**

In 2020, the Company is further strengthening its efforts to promote the major integrated sewerage projects in East Attica and the greater absorption of investments that will put the Company on a path of dynamic growth.

## Important events 2021

### **EYDAP** Award

EYDAP won an award in the category "Best Public Company" at the 18th award ceremony of the HRIMA 2020 Business Awards, organized by Ethos Events, Ethos Group, and the investment and financial magazine HRIMA.



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

The Inter-Ministerial Committee on PPP approved on January 15 the project "Operation, Maintenance, Repair and Rehabilitation of the External Water Supply System (EWS) Assets to meet the needs of the Greater Capital Region". The operation and maintenance of these assets for the last 20 years has been carried out by EYDAP S.A.

The contracting authority is the Ministry of Infrastructure and Transport and the indicative budget of the project is 235 million euro. The Company has already amended its Articles of Association and is awaiting the amendment of its Constitutive Law, so that it can participate through a consortium in the tender for the above PPP and is considering the expression of interest by third parties for joint participation in this tender.

## Staffing of the new Organizational Structure

The staffing of the new organizational structure has been in place since April 1st.





# 1. About the Group EYDAP SA

Greece's largest company in the water market.

Supplies Attica with some of the highest quality water in Europe.

It serves >40% of the country's total population.

## 1.1 EYDAP SA Group Profile

GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-9 GRI 102-7, GRI 102-13, GRI 102-16, GRI 102-18, GRI 102-22, GRI 102-45, GRI 201-1

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

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

#### Watering

**4,400,000 inhabitants** population served

14,000 km network



Sanitation

3,695,000 inhabitants population served

> 8,500 km network

2,165,500 water connections

The management of wastewater is done by designing and implementing an integrated treatment system in the Wastewater Treatment Plants, particularly important for the protection of the environment.

The responsibility for the drainage of rainwater and flood protection in the areas of EYDAP competence, with Law 2744/1999, was transferred to the then Ministry of Environment, Spatial Planning and Public Works, and today, according to current legislation, the Region and the municipalities are responsible for the design, construction and maintenance of rainwater drainage and flood protection works in general, as well as for the cleaning of the drainage wells.

The "Water Supply and Sewerage Company of the Capital" was founded in 1980 with Law 1068 "on the establishment of a single Water Supply and Sewerage Company" after the merger of the Hellenic Water Company of the cities of Athens - Piraeus and surrounding areas. The Company's headquarters are located at 156 Oropou Street, in Galatsi, Attica.

In 1999 with Law 2744 / 25.10.1999 "Regulations of issues of the Water Supply and Sewerage Company of the Capital and other provisions" EYDAP came into its current legal form, as the main assets of the Company were absorbed by the Company of Fixed Assets in EYDAP remaining under State ownership. The Company owns the dams, reservoirs, external aqueducts and pumping stations, as well as other facilities that ensure the safe transport of water to the facilities of EYDAP, which are treated into drinking water.

After an Agreement signed between EYDAP and the Greek State, in December 1999, EYDAP continues to be responsible for the operation and maintenance of the existing infrastructure of the External Water Supply System on behalf of the Fixed Assets Company.

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

The Greek State, is obliged to provide sufficient quantities of untreated water to EYDAP, so that it can meet the requirements for water supply in its area of competence, as further analyzed in the relevant section.



EYDAP's activity as amended by article 68 of Law 4313/2014 extends to the municipalities of the Region of Attica, as defined in paragraph i of par. 3 of article 3 of Law 3852/2010, except for the Municipalities of Aegina, Trizinia , Kythera, Agistri, Spetses, Hydra and Poros of the Regional Unit of Islands of the Attica Region.

EYDAP has the exclusive right to provide water supply and distribution services and sewerage services in the region of Attica for 20 years starting from the date of publication of Law 2744/1999. This right is non-transferable and can be renewed with a written agreement between the Company and the Greek State.



The consultations for the conclusion of a new contract with the competent Ministries and the EYDAP Fixed Assets Company are already in progress. The duration of the extension of the above Contract between EYDAP and the Greek State expired on 22.04.2020. The current Contract has been extended until June 30, 2021. The Management is in negotiations for the final closure of the agreement for the next 20 years.



### **Corporate Goals and Activities**

By decision of the 38th General Meeting of Shareholders in June 2020, the Company amended its Articles of Association to meet the needs of the market, the exploitation of the Company's expertise, but also the use of opportunities related to its field of activity. A key change in the Articles of Association was the addition of new items for the purposes of the Company, such as the provision of services on behalf of third parties (eg maintenance of water meters, inspection of sewerage networks with cameras, water quality controls at EYDAP laboratories, etc.), the receiving of meter readings of other utilities, the provision of training services, the provision of consultancy services in matters of urban resilience and sustainable operation related to its object, the installation of power generation systems for own or commercial use, the bottling and commercial distribution of drinking water, the production of water from wastewater treatment (recovered water) for reuse and the exploitation of recovered and non-potable water especially for irrigation purposes, for the enrichment of underground aquifers, for industrial and municipal use.

Additionally, in order to achieve its purposes, the Company may form companies or joint ventures or participate in companies or joint ventures inside or outside Greece, provide technical or consulting services to natural or legal persons, etc.

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

Research and Development is undoubtedly one of the critical areas for the evolution, modernization and development of a large modern company such as EYDAP.

Motivating force helping in its mission, is its human resources, which for so many years with the specialized experience, its excellent training as well as the dedication with which it surrounds the Company, acts as a catalyst for its developmental trajectory.



## **Corporate policy on COVID-19**

The Company has established management policies to deal with the COVID-19 pandemic for all its operations and mainly for the uninterrupted provision of water supply and sewerage services.

The Company's reaction was immediate and it adjusted at a very fast pace and effectively, as its operations continued smoothly.

- Almmediate establishment of a Special Coronavirus Crisis Management Team, which coordinated all actions for the prevention and protection of employees and customers.
- Appointment of a Covid-19 Management Coordinator, with the responsibility of coordinating the actions in case of an incident in the Company.
- · Availability of personal protective equipment in all services and facilities
- Application to the maximum of remote and rotational work.
- Encouraging consumers to utilize the Company's digital channels for their transactions or requests.

Due to the immediacy of measures taken and the responsibility of the human resources, a relatively limited number of confirmed cases were observed, in relation to the size of the Company. EYDAP continues to adapt and adopt each new directive of NPHO, with the aim of returning to a smoother operation while protecting its employees.

However, in addition to the general measures, special ones were taken, which are reported in each separate section of this Report. The section "Employee Health and Safety" makes extensive reference to the measures taken to protect workers against the pandemic.

#### **EYDAP NISON SA**

In July 2011, the Company "EYDAP Nison SA" was established, 100% of which belongs to EYDAP SA. The purpose of the Company is the provision of water supply, sewerage services as well as a number of activities related to the above, in the area outside the competence of EYDAP SA, through the utilization of expertise, specialized staff and modern tools available to EYDAP SA.

The Board of Directors was appointed in July 2019, until 26/05/2022 and it consists of the following:

Harry Sachinis	Chairman of the Board and Chief Executive Officer
Anastasios Tossios	Member
Constantinos Vougiouklakis	Member
Georgios Karagiannis	Member
Petros Matsoukis	Member

In **2020**, in the context of the aims and objectives of the Company, a contract was signed with the Municipality of Iroiki Kasos for the provision of consulting services for the formulation of pricing policy of the water services on the island. The works were successfully completed and the project was delivered to the Municipality, while the cleaning project of three sewerage pipes in the city of Patras was successfully completed and delivered.

At the same time, EYDAP Nison SA Developmental is at the stage of investigating needs, possible cooperation or negotiations with the Municipalities of Astypalea, Kalavrita, Lefkada, West Mani, Mouzaki in Karditsa, Fili, as well as with the Industrial Area of Lamia and the DEYA of Nafplion. It is pointed out that due to the pandemic and the restrictive measures (COVID-19) the Municipalities / Communities in the year 2020 a large percentage of activities related to water supply and sewerage projects were suspended.

In the context of shaping the corporate strategy, in 2021 the strategy of EYDAP Nison Developmental is expected to develop, in order to function as a further growth lever for the Group.



### Area of competence EYDAP SA

The area of competence of EYDAP SA was defined as the major area of the Capital, as defined in its founding Law 1068/1980. At the same time, according to Law 2744/1999, EYDAP SA has the exclusive right to provide water supply and sewerage services in the geographical area of the jurisdiction. This right is inalienable and non-transferable. The duration of this right, which is valid for 20 years and its renewal, is governed by the contract concluded between the Greek State and EYDAP SA. This contract was signed in December 1999. Recently, article 68 of Law 4313/17-12-2014 amended article 8 of Law 4313/17-12-2014. 2744/1999. The area of activity of EYDAP SA was extended to all the municipalities of the Region of Attica, as defined in subparagraph1 of paragraph 3 of Article 3 of Law No. 3852/2010 except for the Municipalities of Aegina, Trizinia, Kythera, Agistri, Spetses, Hydra and Poros, of the Regional Unit of the Islands of the Region of Attica.

More specifically, the area of competence of EYDAP SA covers administrative boundaries of the following Municipalities and Municipal Units, which water supply either directly or with special supplies:



#### Municipalities and Municipal Units within the Area of Responsibility of EYDAP SA

#### Direct water supply **EYDAP SA**

- · Ag. Anargyri Kamatero
- Aq. Varvara
- Ag. Demetrios
- Aq. Paraskevi
- Athens
- Aigaleo
- Alimos
- Amarousion
- Aspropyrgos
- Voula, (Vari Voula Vouliagmeni municipality)
- Vouliagmeni (Vari Voula Vouliagmeni municipality)
- Byron
- Galatsi
- Daphni Ymittos
- Elefsina
- Elliniko Argyroupoli
- Zefiri (Fili municipality)
- Zografou
- Ilioupoli
- Heraklion
- Thracomacedones (Acharnai municipality)
- Ilion

- Lycovrisi Pefki
- Metamorphosis
- Moschato Tavros
- N. Ionia
- N. Smyrni
- Nikea St. Ioanis Rentis
- Papagos Cholargos
- Piraeus
- Penteli
- Perama
- Peristeri
- Petroupoli
- Palaio Faliro
- Salamina
- Philadelphia Chalkidona
- Filothei Psychiko
- Haidari
- Halandri

#### Water supply through Support of Municipal Network (\*)

- Ano Liosia, Fili (Fili municipality)
- Vrilissia
- · Dionysos, Anoixi, Ag. Stefanos, Kryoneri, Stamata, Drosia, Rodopolis (Dionysos municipality)
- Ekali, N. Erythrea (Kifissia municipality)
- Keratea, Lavreotiki and Agios Konstantinos (Lavreotiki municipality)
- Kouvaras, Anavissos, Palaea Phocaea, Saronida (Saronikos municipality)
- Mandra, Vilia, Erythres, Oinoi (Mandra Idyllia municipality, support from the EYDAP SA water supply network and from the external water supply network of EYDAP Asset Company NPE through a refinery located near the Thiva Regional Control Centre).
- Marathon, N. Makri, Varnavas, Grammatiko (Marathon municipality)
- Markopoulo Messogaia
- Peania (Peania municipality)
- Rafina Pikermi
- Spata Loutsa, Artemis (Spata Artemis municipality)
- Oropos, Kalamos, Malakasa, Afidnes, Kapandriti, Oropos' Markopoulo, Polydendri, Sykamino (Oropos municipality, support from the water supply network of EYDAP and from the EYDAP's Mayrosouvala boreholes)

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

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





- Kaisariani
- Kallithea
- Keratsini Drapetsona
- Korydallos

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

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

Along the Mornos and Yliki aqueducts there are municipalities and municipal units, located in areas outside the EYDAP SA's competence, which are supplied either by EYDAP SA with refined water through small water treatment plants or by EYDAP Asset Company with untreated water. In both cases, the water supply is provided through special connections granted to each municipality, without the participation of EYDAP SA in the operation of the local network.

EYDAP SA also supplies treated water (transported by ships) through special connections to the islands of the South Aegean Region and the Regional Unit of the Islands of the Region of Attica. Finally, EYDAP SA supplies untreated water, through special connections, to a number of important private production entities operating in areas along the major water supply aqueducts. Water supply by EYDAP SA with treated water, through small water treatment units (refineries) and special connections to municipalities and communities along the Mornos Aqueduct

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



Supply of untreated water by the EYDAP Asset Company through special connections with the technical and operational support of EYDAP SA, and its subsequent treatment through local water treatment plants, which are operated by the competent local municipalities.

- The Municipality of Delphi supplies water to Amfissa and Desfina
- The Municipality of Thiva supplies water to Thiva and Thisvi.
- The Municipality of Tanagra supplies water to Tanagra, Oinofita, Schemattari and Ag. Thomas
- The Municipality of Chalkida supplies water to Avlida.

Water supply by EYDAP SA with treated water (transport by ship), through special connections, islands of the Regional Unit of Islands of the Region of Attica and the Region of South Aegean

In the Municipalities of Aegina and Agistri, EYDAP SA provides treated water (transported by ship) through special connections without the participation of EYDAP SA in the operation of the local water supply networks.

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

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

A prerequisite for any attempted expansion of activities is that EYDAP SA must examine and ensure, on the one hand, the reasonable return on investment and, on the other hand, the possibility of financing the Company with own or private funds for the proper fulfilment of its obligations. The adoption of Law no. 4053/2012, under which EYDAP SA may provide the full range of services defined in Law 2744/1999 outside the area of the Company's jurisdiction, through subsidiaries and through the conclusion of contracts with local authorities, forms a new development framework for the Company, expanding the market in which it can operate and develop.

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



### **Our Vision**

is to remain the largest and most reliable Company in the management of the water cycle, always oriented towards Human beings, Society and the Environment.



#### **Our mission**

is to provide drinking water of high quality and low price to more and more citizens and to return it to the environment clean, through the effective management of all available resources. with social sensitivity, guided by our determination to contribute to social well-being.



#### **Our Strategy**

is based on the achievement of a balanced and sustainable development for the benefit of society as a whole, customers, employees, shareholders, the environment, and all those who have a legitimate interest in it.



The dynamic triptych > Safety at work > Efficiency in operation > Development for society redefines the strategic priorities of the Company, with emphasis on Sustainable Development, sustainable water management and the implementation of responsible environmental practices for the benefit of customers, society, shareholders and the environment.

Strict application & compliance with all quality & functional standards Increasing EYDAP's operational efficiency

Settlement of the regulatory & contractual framework with the Greek State

Upscaling services provided

## Main operating axes

Utilization of technology & innovation

> Utilization of human resources

Expansion of the clientele -Increase of geographical coverage

Development of new activities

#### e-Government



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

#### EYDAP's response to the COVID-19 pandemic.

In the context of the emergency circumstances caused by the Covid-19 pandemic and the need for remote work, a series of actions were taken to implement and make digital solutions available, in order to support business processes.

- Supply and distribution of laptops and IT equipment.
- Implementation of a virtual job provision platform to ensure safe remote work. The new infrastructure (Virtual Desktops Infrastructure) was developed in cloud infrastructure and we effectively assisted in the execution of remote work.
- 84% increase in the number of executives with digital signature. The widespread use of digital signatures, combined with the digitization of business processes, has had a positive impact on reducing operating costs and processing time, as well as enhancing transparency.
- Automation of procedures, with priority in the process of handling suggestions.

#### **Optimization project**

- Completion of the Information Systems optimization project
- Launch of immediate actions for Digital Modernization, cost rationalization and improvement of services provided to customers (internal and external).
- Establishment of a new Directorate General of Digital Governance with effect from April 2021. Its scope includes Data Governance, Cybersecurity, the integration of the use of cloud computing technologies, Business Intelligence, Knowledge Systems, planning and digital services etc.

#### **Development of digital skills**

Recognizing as the main pillar of the strategy for the Digital Transformation of the Company the investment in the development of the digital skills of the human resources, the implementation of actions in this direction was intensified, in collaboration with the Directorate of Education.

In 2020, more than 200 employees were trained remotely, through a modern training platform. Training involved the use of digital tools and applications, video conferencing systems, remote access services, but also the use of tools for analysis of large data sets and business intelligence to support decision making.

#### **Digital services**

The range of electronic services is constantly enriched with a greater emphasis on immediate and efficient customer care, utilizing existing digital networks.

#### Payment of bills / settlements



- Possibility of payment via POS to all cash registers of the Regional Customer Service Centers.
- Electronic payment using the e-pos of the DIAS Payment System.
- Possibility of settlement payment in alternative channels apart from EYDAP Regional Centers.
- Possibility of electronic payment of bill or settlement installment, even if it has expired, from our website:
- By using a debit, credit or prepaid card through the payment system environment of DIAS SA
- Via web banking.

#### **Online services**



 Possibility of digital service through EydApp, in the www.eydap.gr website, it can be used for submission of requests for: debt settlement, e-bill issuance, inclusion in special discounts and in EET, reduction of a bill due to invisible leakage, reconnection after disconnection due to debts, lab test of meter, meter removal and abolition of supply, etc. Property owners have additional possibilities such as removal of meter for safety reasons, abolition of supply even if there is a meter and interruption of water supply due to debts.

Requests for settlement 2019: 1,310 2020: 4,842

- Ability to enter the meter reading of a specific time period.
- Complete management of the water bills for all the connections at one's disposal by making only one registration in eEYDAP and at the same time maintaining the history of bills on the website, in pdf format. The customer can correct data through taxisnet, have access to messages sent by EYDAP, monitor the progress of his requests, as well as be informed about current or old settlements.

#### Data corrections 2019: 18,733 2020: 45,435

- Electronic notification to customers by email and sms, regarding bill issuance, increased consumption, impending water supply interruption due to debt, informing the owner of a leased property about the existence of overdue debt of the tenant, etc.
- Creation and posting of a customer's water bill while keeping the history of the bills on the site, in pdf format available for registered users.
- 24-hour telephone service through the hotline 1022 that collects dynamic information from consumers, technical departments and regional centers. Provides telephone customer service, information on technical services, production´ statistics, recording´ complaints, information to third parties - Services.

## Calls to 1022 2020: 460,936

146.872 for Technical Services and 314.064 for Customers

Emails 2019: 41,046 2020: 98,088

 Official updates through social media. In order to provide immediate, reliable and wide information to the public, EYDAP makes full use of its official social media pages both for customer service issues and for the ongoing developments and response actions concerning Covid- 19.

244,803 phone calls were put on wait for less than 40"

## Application of the General Data Protection Regulation



EYDAP, with a particular sense of responsibility and respect for the customer, employee, supplier, partner, whose data it processes in the context of the cooperation and business relationship between them, took special care and, from April 2018, before the application of the provisions of the General Data Protection Regulation EU 2016/679 (hereinafter "GDPR"), which is in force from 25.05.2018, appointed a Data Protection Officer (DPO).

With a view to the Company's continuous compliance, the appointed DPO, who reports directly to the CEO, monitors, with full independence from the instructions of the Management (as required by the GDPR), the Company's compliance in the light of the provisions of the EU GDPR 2016/679 and the applicable national legislative framework (Law 4624/2019, Law 3471/2006), expressing her views on issues related to the processing of personal data. At the same time, it updates the organizational measures taken, addresses any vulnerabilities, updates the correction of these, proposes solutions to optimize the existing procedures (wherever and in cases where personal data processing is an issue), communicates with the officials and executives and guides where necessary in order to achieve the fastest, most timely and effective satisfaction of the Subjects' requests.

Our major achievements in 2020, following a series of innovative actions related to the establishment and operation of a DPO office and following on from the actions that took place in 2018 and 2019 are:

- 1. Continuous updating of the Fair Use and Personal Data Protection Policy of the EYDAP website, taking into account and incorporating in detail the new activities/processes carried out by the user during his/her navigation on the EYDAP S.A. website (www.eydap.gr) and during the use of the services.
- **2.** Drafting of a Consumer Information Policy for 1022 and formulation of a relevant policy for proper call recording.
- Drafting a Policy-Guidelines for remote work due to the nationwide health crisis, in collaboration with the IT Department. Drafting and formulation of a policy for tracking Covid-19 cases with respect to the legality of processing personal data of customers and employees.
- 4. Drafting a Privacy and Personal Data Protection Statement for candidates/interested persons to be employed by EYDAP (CNA Contracts) and formulating a procedure according to the guidelines of the DPA, checking the legality of the procedure as regards the notification of the results of the CNA Notice 1/2020 for the recruitment of CNA staff.
- **5.** Updating the Cookies Policy of the EYDAP website, taking into account the new relevant legislative requirements and best practices.

- 6. Update of the Portable Device Policy and End User Notification, and from the point of view of personal data, the Application for a Corporate Device was updated. Clear instructions were given to the relevant organizational units on the routing/management of the above documents.
- 7. Continuous updating of the Activity File on all the Company's recorded activities, which currently amount to 325 in number, in coordinated cooperation and communication with the Company's General Managers. Through the process of updating the Activity File, questions, thoughts, relevant issues and questions, as well as any vulnerabilities on almost all of the Services of the General Directorates of EYDAP were covered.
- Daily resolution of concerns on personal data processing issues on matters of concern to the Services of EYDAP and individual drafting of opinions.
- **9.** With regard to the information systems and applications used in the Company, the DPO's office constantly updates, records and communicates the comments-observations and suggestions, in order to optimize the existing procedures and policies.
- **10.** With regard to contracts with external partners, suppliers, health care providers, the DPO has already promoted the relevant questionnaires-instructions in order to identify the nature of the processing and the role of these (processors data controllers). The DPO office, where appropriate and consulted, expresses its views and any comments on issues related to the protection of personal data and on issues of terms added, modified or removed from the already existing legal documents.
- **11.** Opinions were expressed on the final formulation of the forms-documents used in the General Directorate of Customers in the context of the Company's transactions with the consumer public.
- **12.** The DPO's office carried out an audit and update of the process of answering emails to customers through the EDP website by updating website procedures and highlighting points of information on digital payments.

- 13. In cooperation with the Legal Services Department and the Procurement Department, the DPO office carries out a continuous review of the terms of the calls for tenders, tenders, contracts that EYDAP is asked to sign, as well as policies and statements drafted in the context of corporate governance such as, conflict of interest statements, shareholder policy due to Covid-19, electronic conduct of the Extraordinary General Meeting, formulation of terms for the security and legality of the process of conducting Covid Test of the company's employees in private.
- 14. In the Communication and Corporate Relations Department, procedures were checked in terms of conducting survey questionnaires to third parties and employees in order to optimize the Company's services, terms of use and policies were drafted in relation to the eydApp application and the www.eydApp.gr website, a DPIA was carried out on the measures taken, the legality of the processing and the risk to the rights and privacy of the subjects.
- **15.** The DPO's contribution to staff training is ongoing with teleconferences, due to the pandemic, and face-to-face when possible. However, and taking into account the optimizations made to date and the need to raise awareness among the Company's employees, training of the Company's staff has already taken place with targeted training programs (GDPR AWARENESS) on personal data processing issues in the performance of their duties and is ongoing.

The next steps of the DPO, in the task of continuous compliance and upgrading the level of the already existing one, have been planned, always in cooperation with the Company's Management and its continuous and uninterrupted assistance towards this goal.

#### Key financial results of the company

2020 was marked by two important events that affected this year's financial statements:

- the effort to finally settle the price of raw water for the period 2013 to 2020, as discussions with the Greek State for the extension of the right of exclusive disposal of water in its area of competence are in an advanced state.
- the significant change in the company's customer requirements, which is due in large part to the COVID-19 pandemic and led to the need to form an additional provision for impairment of financial assets of € 11.4 million (€ 2.6 million in 2019). The issue is analyzed in detail in the Annual Financial Report 2020.

In the context of **adjusting the price of raw water** for the period 2013 to 2020 and taking into account the development of the relevant negotiations, as well as the studies and opinions of its technical and legal advisors, the Company proceeded to form a forecast for the additional cost of raw water for the period 2013-2020, amounting to  $\in$  157.5 million, which burdens the results of the year 2020 alone. For the year 2020, the forecast amounts to approximately Euro 22.2 million included in the cost of sales. For the years 2013 to 2019, a forecast of a total amount of Euro 135.3 million was formed, which is included in Other Costs.

The result of the above changes contributed to the reduction of EBITDA<sup>1</sup> of the Company by -164.8 million (-153%), which amounted to -57.1 million € from € 107.7 million in 2019. The EBITDA margin stood at -17.3% from 33.3% in 2019.

Without these two sub-forecasts for untreated water, Adjusted EBITDA would have been € 100.4 million compared to € 107.6 million in 2019, down € 7.3 million (-6.7%).

Excluding the provision for impairment of financial assets and the two additional provisions for untreated water for the period 2013-2020, Adjusted EBITDA-I<sup>2</sup> would have amounted to  $\in$  111.8 million from  $\in$  110.3 million in 2019, increased by  $\in$  1.5 million (+ 1.4%).

The turnover of the Company amounted to  $\notin$  330.3 million from  $\notin$  323.7 million in 2019, an increase of 2% (+6.6 million  $\notin$ ). **Overall from its main activities** (water supply and sewerage) the Company presented an increase in revenue by  $\notin$  6.1 million (+ 1.9%).

The goal of the Management is **the permanent settlement of these outstanding issues in 2021**, thus setting the bases and conditions for the future operation of the Company in the new regulatory framework provided by JMD 135275 (no. 3, par. 9) Government Gazette 1751 /22.05.2017, which we expect to be implemented transparently and based on best practices either through the competent services of the Ministry of Environment and Energy, or through a new Independent Water Regulatory Authority.

<sup>1,2 \*</sup>Alternative Performance Indicators: For explanations and calculation of indicators see Section, "Alternative Performance Indicators" Annual Financial Report 2020
#### **Company Size**

Size	2020	2019
Total number of employees	2,345	2,217
Total number of operating units / operations	3	3
Turnover (thousands €)	330,3	323,744
Total capitalization	731,655,000	804,075,000
Assets (thousands €)	1,613,996	1,562,867
Other elements		
Total assets	792,011	803,445

Ownership structure		2020			2019	
	Shares	Share- holders	%	Shares	Share- holders	%
НСАР	53,250,001	1	50%+1 share	53,250,001	1	50%+1 share
HRADF	12,069,739	1	11.33%	12,069,739	1	11.33%
Legal Persons	34,137,974	343	32.06%	34,348,356	365	32.25
Natural Persons	7,042,286	21,816	6.61%	6,831,904	21,984	6.42%
Total	106,500,000		100.00%	106,500,000		100.00%

#### EYDAP SA Share Basic Information 2020

Number of Shares = 106,500,000, Share Price yearend = 6.87€, Capitalization yearend = 731,655,000.

The Board of Directors of the Company decided and proposes to the General Meeting the distribution of a dividend of previous years amounting to  $\leq 25,560,000$ , ie a dividend of  $\leq 0.24$  per share as well as the return of capital from the item "Difference from the issue of premium shares" amounting to  $\leq 24,495,000$ , ie a return of capital of  $\leq 0.23$  per share. The total amount proposed to be distributed to shareholders amounts to  $\leq 50,055,000$ . Based on the closing price on 31/12/2020, the dividend yield is 6.8%.

Utilizing the expertise of the employees, the constant modernization through the new technologies, continuously improve the productivity and consequently the competitiveness of the company. In combination with the monopolistic nature of the offered product, EYDAP will continue to have high liquidity, without borrowing, and will achieve sustainable growth, ensuring the interests of both society and shareholders.

#### **Ownership structure 31/12/2020**



#### **1.2** Corporate Governance

GRI 102-16, GRI 102-18

EYDAP is committed to operating in the light of corporate governance principles throughout its range of activities. For this purpose, the Company promotes the understanding of business ethics in decision making and is committed to defending the interests of shareholders and all stakeholders. EYDAP relies on the relevant domestic legislation, provisions and regulations, international developments, as well as its internal corporate values, which promote corporate recognition and reputation.

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

#### Management

The composition of the Board of Directors from 01.01.2020 to 31.12.2020 was as follows:

Theodora Varvarigou	Chairman of the Board of Directors, Non-Executive Member
Harry Sachinis	Chief Executive Officer, Executive Member
Anastasios Tossios	Deputy CEO, Executive Member
Aikaterini K. Beritsi	Independent Non-Executive Member
Alexander Nassuphis	Independent Non-Executive Member
Michail Stavroulakis	Independent Non-Executive Member
Angelos Amditis	Non-Executive Member
Demetrios G. Konstantakopoulos	Non-Executive Member
Alexandros Pouliasis	Non-Executive Member
Christos Mistriotis	Non-Executive Member
Panagiotis Skoularikis	Non-Executive Member
Emmanouel Aggelakis	Non-Executive Member
Georgios Alexandrakis	Non-Executive Member

#### Members of the Board of Directors from 01.01.2020 to 14.05.2020





The composition of the Board of Directors from 15.05.2020 to 31.12.2020 was as follows:

Theodora Varvarigou	Chairman of the Board of Directors, Non-Executive Member		
Harry Sachinis	Chief Executive Officer, Executive Member		
Anastasios Tossios	Deputy CEO, Executive Member		
Aikaterini K. Beritsi	Independent Non-Executive Member		
Alexander Nassuphis	Independent Non-Executive Member		
Michail Stavroulakis	Independent Non-Executive Member		
Angelos Amditis	Non-Executive Member		
Demetrios G. Konstantakopoulos	Non-Executive Member		
Christos Karaplis	Non-Executive Member		
Christos Mistriotis	Non-Executive Member		
Panagiotis Skoularikis	Non-Executive Member		
Emmanouel Aggelakis	Non-Executive Member		
Georgios Alexandrakis	Non-Executive Member		

#### Members of the Board of Directors from 15.5.2020 to 31.12.2020

The CVs of the members of the Board of Directors are posted on the Company's website www.eydap.gr

In **2020** the operation of the Company was based, in addition to the Board of Directors, on 5 General Directorates which are served by executives of the Company with many years of experience and dedication to their work.

#### **New Organizational Structure**

On November 27, 2020, the Board of Directors of the Company approved the new organizational structure of the Company, which will be implemented from April 1, 2021.

The new Organization Chart was designed with the Company's response to two major challenges in mind: the better utilization of the Company's staff and the implementation of the highly demanding investment plan that emphasizes the transformation of the Company and the implementation of its major projects.

#### **Establishment Plan**

The new establishment plan introduces **new organizational units**, such as the General Directorate of Transformation, the Directorates of Risk Management, Regulatory Compliance and Data Protection, the Directorate of Health, Environmental Safety and Quality Assurance, the Directorate of Strategy and Innovation, the Company's response to the above challenges.

For the execution of the transformation program, in line with the best practices of other infrastructure companies in Europe, **the General Division of Transformation was created**, **with the aim of managing and aligning all projects / actions with the strategic objectives of EYDAP**. The General Division of Transformation will undertake the full supervision and management of the portfolio of optimization projects of EYDAP, as the size, complexity and horizon of implementation of the strategic transformation program create the need to manage and align the General Divisions and Divisions to perform individual projects, exceeding 90 in number.



**Transformation Projects** 

In 2020, the first projects on which the transformation of the Company is based, into a modern, efficient and adapted to the needs of the customer Organization, were completed:

The operation of the Financial Management the optimization of the Procurement and Logistics procedures - the customer service - the management of the human resources - the optimization of the Company's information systems.

The completion of the projects laid the groundwork for immediate corrective actions, while in the medium term, projects have already begun towards the completion of the transformation.

These projects include the modernization and optimization of network and asset management and monitoring (smart grid), data digitization and the transformation of ERP systems and processes to optimize performance and decision-making, cost optimization, resource redistribution and utilization of human resources, in upgrading energy management and reducing the carbon footprint, in redesigning the operational supply chain and transport management model and in transforming the customer experience.



#### Management or supervisory bodies or committees of the company

#### **1.3** Supply Chain Issues

GRI 102-9, GRI 412-1

For EYDAP, the management of its Supply Chain is directly related to ensuring transparent procedures for the supply of materials, services, systems and information, but also with respect for the environment and human rights.

The coverage of its needs is done both by the domestic and the international market and in full harmonization with the National Legal Framework on Public Procurement as defined by Law 4412/16, as amended and in force (Government Gazette A '147 / 08- 08-2016), the Public Procurement of Works, Procurement and Services (adaptation to Directives 2014/24 / EU and 2014/25 / EU), and the secondary institutional framework, without room for differentiation.

Its purpose is the complete and timely harmonization and integration of the Company with the regulatory procedures, always with emphasis on transparency, consistency and the principles of good administration.



#### **Optimization projects**

In the context of achieving its corporate goals, in 2020, a project for the optimization of structures and procedures was implemented through a specialized external consultant in matters of Procurement as well as the drafting of a new flexible Procurement Regulation for Contracts below the limits, following the developments and requirements of modern management. The goal was flexibility in the way of awarding and executing Contracts, the development of new models of procurement and inventory management for the maximum possible increase of the business efficiency and the added value of the Company.

The optimization project guarantees the strict observance of the fundamental principles governing public procurement and in particular the principles of equal treatment of suppliers, the development of sufficient competition with the participation of the largest number of participants, good administration, and transparent and optimal management of resources available.

EYDAP, in tenders of great importance and high cost, conducts tenders published at European level, in order to ensure the participation of important suppliers operating both domestically and in Europe, thus ensuring the development of healthy competition which leads to the achievement of a significant financial benefit for the Company. Recent examples are the large tender procedures for the Operation and Maintenance of the Psyttalia Wastewater Treatment Plant and the provision of postal services for the collection, transport, sorting and distribution of EYDAP postal items in which domestic and foreign corporations with strong corporate presence participated, from the cooperation with which EYDAP expects to benefit. In the context of optimizing corporate procedures, the project of "Diagnostic study of the operation of Financial Management and Support of Budget Preparation and Monitoring" was received, with the aim of extracting financial results as quickly as possible and restructuring budget procedures. The object of the project was to examine the operating procedures of the Financial Management at an accounting level and to provide an appropriate methodology for organizing its operations in order to achieve the goal of closing procedures on a monthly basis as fast as possible taking into account the best market practices. The budget restructuring process focuses on budget preparation procedures and the classification of their funds. The proposals of the two projects were adopted immediately as the closing time of the quarter was improved by about twelve days and the data processing for the reliability and completeness of the budget figures was improved.



The purpose and goal of EYDAP is to manage its needs in a timely manner, qualitatively and financially, with the best conditions for the contracting parties.

The Company, anticipating the possible risks from the non-implementation of Law 4412/2016 and its continuous amendments, has responsibly taken a series of actions aimed at their timely and effective response.

The biggest challenge concerns the adaptation of internal procedures to the continuous amendments of the provisions of Law 4412/2016. In order to immediately and universally apply both the existing terms and any amendments to the Institutional Framework of Public Procurement, it acts preventively, methodically and purposefully, with continuous specialized training of the involved executives in all areas of its activity.

The legal and contractual obligations, as well as the ethical principles that govern the operation of the Company require the observance of the confidentiality of sensitive information and data concerning the Company and its suppliers / service providers, in accordance with the provisions of the relevant law "on Confidentiality". An equally serious challenge and imperative required by law concerns the level of compliance of the cooperating suppliers / service providers with Law 4412/2016.

In 2020, there were no instances of acts or omissions raising risks of regulatory compliance and there were no incidents of noncompliance during the bidding process. In 2020, 570 contracts were signed between EYDAP and suppliers / service providers, with a total value of approximately 88.36 million euros. Of these contracts, 67 relate to Supplies and 503 to Services. In addition, 100 Private Contracts for Amendment or Termination of Contracts were signed.

The Company places special emphasis on attracting new economic operators through the posting of the Announcements:

- to the Electronic Online Depository of Administrative Acts (DIAVGEIA)
- to the Central Electronic Public Procurement Registry (KIMDIS)
- to the National Electronic Public Procurement System (ESIDIS)
- to the Annex to the Publications of the Declarations of the Official Journal of the European Union
- to EYDAP SA's website (<u>http://www.eydap.gr</u>)

The tender procedure is carried out according to strict rules and includes the announcement of the tender, the establishment of commonly accepted Technical Specifications, the nomination of the lowest bidder based on award criteria and the signing of the relevant Contract.

EYDAP proceeds to the signing of public contracts with its suppliers taking into account:

- their suitability to exercise their professional activity,
- their economic and financial adequacy,
- their technical and professional ability,
- their compliance with quality assurance and environmental management standards,
- their compliance with the provisions of the legislation on health and safety of workers, and their obligations in the fields of social security and labor law.
- their compliance with the legal framework concerning transparency and protection of personal data.

With regard to long-term agreements, it should be noted that they are compatible with the principles of free competition subject to the following conditions:

- have been concluded following tender procedures,
- the technical specifications of the products or services are clear and detailed,
- be governed by the mutual obligations and rights of the parties and be checked periodically to see if they remain competitive.

In 2020, regarding the observance of the current legislation by the suppliers / service providers, there were two cases of breach of the terms of the contracts (due to inability to fulfill the contractual obligations. Two companies were declared insolvent and their letters of guarantee were forfeited). There were no other cases of recidivism, breach of obligations or violation of labor and insurance laws and, consequently, termination and forced termination of a contract. In the same year, there was no violation of the provisions concerning:

- child labor,
- forced labor,
- participation in a criminal organization,
- bribery, corruption,
- fraud,
- committing acts of terrorism or, more generally, committing crimes linked to terrorist organizations,
- money laundering by suppliers
- environmental legislation, climate change.

EYDAP in full implementation of the Policy against Corruption and Bribery shows zero tolerance and is committed to operate with professionalism, legality and integrity in all its professional transactions.

EYDAP, by incorporating in its Contracts, the conditions for compliance of Suppliers / Service Providers with the principles of the UN Global Compact, in the fields of Human Rights, Labor, Environment and Corruption, ensures that all Suppliers / Service Providers of the Supply Chain, apply practices that promote respect for human rights and are in line with the Company's policies on social, labor and environmental issues.



#### 1.4 Value Chain

GRI 102-2. GRI 102-4. GRI 102-7



Mornos, Evinos, Marathon & Yliki

495 km External **Aqueducts** 

4

reservoirs Mornos, Evinos, Marathon & Yliki Water Treatment

**Plants** with maximum cumulative refining capacity 1.900.000 m<sup>3</sup> of water daily

**5 Stages** in Water **Treatment**  connections

57 tanks of total capacity . 885.000 m<sup>3</sup>

> 14,000 km Water Supply Network

telemetry stations

**110 SCADA** points of remote monitoring

175 water connections Sewerage Network

#### **3 WWTPs** Wastewater Treatment **Plants**

Psyttalia, Metamorphosis & Thriasion Under construction Wastewater Treatment Plants in Eastern Attica with reuse of treated effluents

### **1.5** Participations & Recognition

GRI 102-12, GRI 102-13

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

#### Aqua Publica Europea (APE).

APE is an international non-profit association, whose members are exclusively public providers, whose sole purpose is to address water governance issues and related policy issues from the point of view of public administration.

Aqua Publica Europea (APE) was founded in 2009 with the aim of promoting and strengthening public water and sewerage management at European and international level. The association facilitates and strengthens the exchange of expertise and the implementation of joint projects between its members. The aim of the cooperation is to formulate international policy in these areas by promoting dialogue between public providers, the business sector, academia and various international organizations.

EYDAP is a member of Aqua Publica Europea since January 2017 which is the exclusive association of all public and municipal water and sewerage providers in Europe whose members are the largest companies, such as Eau de Paris (France), Vivaqua (Belgium), CAP Milan (Italy) etc. EYDAP is the only member that does not belong entirely to the State. Nevertheless, our counterparts, European public providers, support and embrace EYDAP's effort to remain a profitable public company in the service of society.

#### Member

- · Union of Listed Companies
- · AQUA PUBLICA EUROPEA
- · Technical Chamber of Greece
- · American-Hellenic Chamber of Commerce
- Hellenic Institute of Entrepreneurship & Sustainability
- · Hellenic Customer Service Institute
- Hellenic Management Association
- Global Water Operators' Partnership Alliance, UN Habitat
- $\cdot$  CSR HELLAS
- $\cdot$  GREEN ANGELS

#### **Participation**

European Benchmarking Cooperation
 National Consumer and Market Council

Awards and Distinctions

EYDAP won an award in the category "Best Public Company" in the 18th awarding of the Business Hrima Awards 2020, organized by Ethos Events, of the Ethos Group, and the investment and financial magazine HRIMA.

The award ceremony took place on Thursday, January 28, 2021 via digital broadcast, which was attended by nominees for the awards.



# 2. Strategy for Sustainable Development



# 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.

### 2.1 Dialogue with the Stakeholders

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

EYDAP recognizes as stakeholders, the entities or 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> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letter mail</li> <li>Internet</li> </ul>	• Daily • Annually • As Appropriate	<ul> <li>Employment</li> <li>Training &amp; Education</li> <li>Employee's Health &amp; Safety</li> <li>Human Rights in the Workplace</li> <li>Internal Communication</li> <li>Diversity &amp; Equal Opportunities</li> <li>Indirect Economic &amp; Social Impact</li> <li>Raising Environmental Awareness &amp; Sensitivity</li> <li>Consultation &amp; Cooperation with the Local and Wider Society</li> <li>Direct Economic Impact</li> <li>Affordable Pricing</li> <li>Anti-Corruption</li> <li>Responsible Supply Chain</li> <li>Consumer Health &amp; Safety – Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Informing Consumers</li> <li>Precautionary Measures for Emergency Situations</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Solid Waste Management (Circular Economy)</li> <li>Protection of the Marine Environment (Wastewater Management)</li> <li>Environmental Compliance</li> </ul>
Clients/ Consumers	<ul> <li>1022</li> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>Letter mail</li> <li>E-mail</li> <li>Company's Website</li> <li>Informative Events</li> <li>Informative Text-Messages</li> <li>Social Media</li> </ul>	• Daily • As Appropriate	<ul> <li>Consumer Health &amp; Safety - Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Reliable Network and Water Efficiency (Water Supply)</li> <li>Affordable Pricing</li> <li>Anti-Corruption</li> </ul>
Business Associations and Bodies	<ul> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letter mail</li> <li>Conferences /Seminars</li> <li>Research</li> </ul>	• As Appropriate	<ul> <li>Workers' Health and Safety</li> <li>Employment</li> <li>Diversity and Equal Opportunities</li> <li>Human Rights in the Workplace</li> <li>Internal Communication</li> <li>Training and Education</li> </ul>

Suppliers and Contractors	<ul> <li>Personal Contact (meetings, phone calls and visits in the areas of interest</li> <li>E-mail</li> <li>Letter mail</li> <li>Announcements/ Proclamations</li> </ul>	• Daily • As Appropriate	<ul> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Anti-Corruption</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Debt Repayment</li> </ul>
Local Communities/ Local Governance	<ul> <li>1022</li> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>Letter mail</li> <li>E-mail</li> <li>Conferences</li> </ul>	• Daily • As Appropriate	<ul> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Consumer Health and Safety (Sewerage)</li> <li>Climate Change</li> <li>Solid Waste Management (Circular Economy)</li> <li>Environmental Compliance</li> </ul>
Wider Society (Mass Media / Journalists)	• Entries in Daily Newspapers • Contact Form • Social Media	• Daily • Weekly • As Appropriate	<ul> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Affordable Pricing</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> </ul>
Non- Governmental Organizations (NGO's)	<ul> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letter mail</li> <li>Conferences/Events</li> </ul>	• As Appropriate	<ul> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Environmental Compliance</li> <li>Indirect Economic and Social Impact</li> <li>Raising Environmental Awareness &amp; Sensitivity</li> <li>Licensing and Regulatory Compliance</li> <li>Anti-Corruption</li> <li>Consumer Health &amp; Safety - Water Quality (Water Supply)</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Solid Waste Management (Circular Economy)</li> <li>Protection of the Marine Environment (Wastewater Management)</li> </ul>
State and Regulatory Authorities	<ul> <li>Personal Contact (meetings, phone calls and visits in the areas of interest</li> <li>E-mail</li> <li>Letter mail</li> <li>Conferences/Events</li> </ul>	• Regularly • As Appropriate	<ul> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network &amp; Water Efficiency (Water Supply)</li> <li>Consumer Health &amp; Safety (Sewerage System)</li> <li>Informing Consumers</li> <li>Climate Change</li> <li>Protection and Saving Water (Circular Economy)</li> <li>Solid Waste Management (Circular Economy)</li> <li>Protection of the Marine Environment (Wastewater Management)</li> <li>Environmental Compliance</li> </ul>
Academic Community	<ul> <li>Personal Contact (meetings, phone calls and visits in the areas of interest)</li> <li>E-mail</li> <li>Letter mail</li> <li>Research Programs</li> <li>Educational Programs</li> </ul>	• Upon request • Regularly • Annually in summer • As Appropriate	<ul> <li>Consumer Health and Safety - Water Quality (Water Supply)</li> <li>Consumer Health and Safety (Sewerage System)</li> <li>Anti-Corruption</li> <li>Access to Clean Water, Sustainability of Water Resources, Network Coverage (Water supply)</li> <li>Reliable Network and Water Efficiency (Water Supply)</li> <li>Debt Repayment</li> <li>Informing Consumers</li> <li>Precautionary Measures for Emergency Situations</li> </ul>
Shareholders and Investor Community	<ul> <li>Personal Contact (meetings, phone calls and visits in the areas of interest</li> <li>E-mail</li> <li>Letter mail</li> <li>General Meetings</li> </ul>	• Regularly • As Appropriate	<ul> <li>Direct Economic Impact</li> <li>Licensing and Regulatory Compliance</li> <li>Business Strategy</li> <li>Privatization of EYDAP</li> <li>Agreement with the Greek State</li> <li>R &amp; D</li> </ul>

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

### 2.2 Analysis of Material Topics

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 2016,2017,18,2019 Reports as well as the one of 2020. 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 this year as well. The analysis was carried out 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 2020.
- Internal documents regarding policies, procedures, strategies and results of consultations with the stakeholders.

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. 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, that constituted the reference framework for the prioritization of EYDAP's topics and is depicted on the horizontal axis of the following diagram, the Company organized a special workshop with the participation of the Executive Directors. For the last criterion, EYDAP conducted a digital research involving its stakeholders on a random sample of 820 representatives of the stakeholders. The results improved the qualitative analysis of material aspects. 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 2020 Reports as well.

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

#### **EYDAP's Materiality Map**



CREATING VALUE FOR OUR PEOPLE CREATING VALUE CREATING VALUE FOR THE MARKET FOR THE ENVIRONMENT In the end of 2020 and in the context of shaping the Sustainable Development Strategy of EYDAP, the Company initiated a materiality analysis for the prioritization of the material topics that influence its activities and present the most important economic, social and environmental impact on its stakeholders. The completion of the materiality analysis and the formation of the Sustainable Development Strategy is expected in the first months of 2021, reflecting the Company's commitment to creation of long-term added value.



# 3. Creating Value for the Environment



# We manage the water resource responsibly and sensitively. We return it to nature clean. We adopt the principles of circular economy, steadily reducing our environmental footprint.



# **3.1** Protection of the Marine Environment

#### Why is it essential?

GRI 103-1

EYDAP, by providing high quality water supply and sewerage services, efficiently contributes to the achievement of the Sustainable Development Goals, as defined by the United Nations, incorporating in its activities all three dimensions of sustainable development: economic, social and environmental.

The maintenance of the good quality of the marine ecosystem of the Saronic Gulf, to the extent that is associated with the proper functioning of the Wastewater Treatment Plants and the achievement of the qualitative targets, ensures the trust of stakeholders in the effectiveness of the Company's management, safeguarding it from the risks of negative reputation.

#### How do we manage it?

GRI 103-2

WWTPs are basic environmental infrastructures, effectively protecting the marine recipients through the collection and treatment of the capital's wastewater.

The proper functioning of EYDAP's WasteWater Treatment Plants: Psyttalia, Metamorphosis and Thriasion, the compliance with strict standards for the outflow, the monitoring, the continuous maintenance with high-technology means and the development of the sewerage network, contribute to the mitigation of the impact and maintenance of the good condition of marine ecosystems.

However, it should be defined that the condition of the receiving water's marine environment also depends on a series of other factors that lie beyond EYDAP's responsibility (illegal waste disposal, marine accidents, rainwater runoffs, etc.).

#### How we evaluate our approach

GRI 103-3, GRI 303-1 , GRI 303-2, GRI 306-5

#### Sustainable Management Of Urban Effluent

EYDAP manages and operates the largest Wastewater Treatment Plants in Greece. Its proven expertise guarantees the expansion of its activities, with major sewerage and urban wastewater treatment projects.

The WWTPs achieve their objectives by mitigating the impact of treated outflow on marine recipients. The treated outflow from the Psyttalia and Thriasion WWTPs ends up to the Saronic and Elefsina Gulfs while the treated outflow from Metamorphosis WWTP ends up to the Saronic Gulf, through its main recipient, the Kifissos River.

The treated outflow from WWTPs ends up in the sea free of their pollutant load at a rate of about

95%

A decisive factor for the protection of the marine environment will be the implementation of new sewerage projects in the areas of Eastern Attica with the integrated wastewater management and application of the principles of the circular economy. The WWTPs are designed to operate with cutting-edge technology for the reuse of recovered water, after its treatment, for urban use and irrigation purposes, while reducing the energy footprint of the projects. (The issue is analyzed extensively in the Report in the section Health & Consumer Safety: EYDAP Sewerage Services).

#### **Improvement of the Status of Water Recipients**

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

The upgrade of coastal recreational waters is also proved by the fact that almost all the Saronic coastline was merited with "blue flags" a symbol of environmental quality, which is being awarded strictly to organized coasts managed by coastal municipalities, with the main parameter being the quality of sea water.

# Synergies with scientific bodies and disclosure of the WWTPs proper functioning outcomes to the public

The proper function of WWTP's is closely related to the quality of their outflow.

EYDAP to confirm the efficient operation of its Wastewater Treatment Plants, with the flagship of Psyttalia's WWTP, carries out

- · inspections in the marine environment
- studies, which relate to the effect of the disposal of treated wastewater on the swimming beaches of Attica.

EYDAP implements an extensive modernization program of its facilities that leads to

- outflow quality limits much lower than these defined in the Environmental Approval Decisions,
- reduce energy consumption
- energy autonomy, in the case of Psyttalia's WWTP

Nowadays, the beaches of the Saronic Gulf around Psyttalia have quality characteristics that meet the required high quality of bathing water, as proved by environmental monitoring, with frequent measurements carried out by the competent government agencies, such as the Hellenic Centre for Marine Research, the Special Secretariat for Natural Environment and Waters of the Ministry of Environment and Energy, Region of Attica and the "Blue Flags" Program.

#### EYDAP has entrusted to the Hellenic Centre for Marine Research the systematic monitoring of the Saronic and Elefsina Gulfs ecosystems, which are identified as sensitive recipients.

The monitoring program of the ecosystems of the Saronic Gulf has started even before the construction and operation of Psyttalia's WWTP.

The sampling results of the WWTPs output quality data, as obtained from the appropriate samplings, are published on the internet and are accessible to the public on the National Database for the Monitoring the Operation of the Wastewater Treatment Plants of YPEKA (<u>http://astikalimata.ypeka.gr/</u>).

Monitoring includes necessary indicators and parameters for the evaluation of the environmental and ecological status of marine ecosystem, namely: physical parameters such as temperature, salinity, density, dissolved oxygen, fluorescence clarity / cloudiness, nutrients and chlorophyll.

The ecological assessment of the Saronic Gulf also includes the study of the bio-communities, phytoplankton, zoo benthic bio-communities and sediments for the determination of organic carbon, total nitrogen, total carbon and heavy metals.

#### Achievement of 2020 output quality limits per controlled parameter for each of the EYDAP WWTPs

	BOD5 Biochemical Oxygen Demand (of the first 5 days)	COD Chemical Oxygen Demand	TSS Total Suspended Solids	T-N Total Nitrogen
Psyttalia WWTP	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
Metamorfosi WWTP	~	$\checkmark$	$\checkmark$	$\checkmark$
Thriasion WWTP	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$

In 2020, as in previous years, the compliance of EYDAP's WWTPs with the above outflow quality terms greatly contribute to the quality of the Saronic Gulf.



## **3.2** Climate Change Greenhouse Gas Emissions Reduction

#### Why is it essential?

GRI 103-1

Tackling climate change is one of the great contemporary challenges. It is expressed by the raise of temperatures, the change of the rainfall characteristics and the rise of the sea level. Scientific studies show that the mitigation of the phenomenon is directly related to the management of greenhouse gas emissions from human activity.

These objectives are achieved through compliance with environmental policies, as incorporated into National and European law.



#### How do we manage it?

GRI 103-2, GRI 102-15

The application of prevention and protection principles in EYDAP's works and activities is applied through:



Prevention and protection principles are incorporated to the technical design of water supply and sewerage works through strict water supply and sewerage regulations, environmental specifications and standards which include :

- selection of appropriate materials and machinery,
- proper work planning, including backups and safeguard mechanisms against environmental accidents (pollution related accidents).

Specifically, in tackling climate change issues we work with the following:

- Estimation, in new studies, of the emission of gaseous pollutants that have a direct impact on climate change (greenhouse effect).
- Investigation of measures to address the effects of climate change and protect new infrastructure from extreme phenomena such as floods, as a result of raising average atmospheric temperatures.

The infrastructure operation and maintenance sector is very important in achieving environmental compliance. EYDAP has organized units, both in the field of water supply and in the field of sewerage, available at any time to address any problem that may occur in the operation of networks and facilities.



#### Water and Climate Change

Climate change is expected to significantly affect water lifecycle. Changes in weather and hydrological data can lead to water scarcity, as well as increase the intensity of weather phenomena. It is also expected that the possibility for natural storage of water in form of snow or ice will get less as the temperature will rise.

Pressures created will have a direct impact on water supply and sewerage service companies such as EYDAP, given the impact on reservoirs and in general on water sources, infrastructures and cities served.

#### Tackling Climate Change - Reducing CO<sub>2</sub> Emissions

EYDAP in the context of European Pollutant Release and Transfer Register (E-PRTR) reports on the amount of pollutants released into the atmosphere from effluent treatment from the Psyttalia, Metamorphosis and Thriasion WWTPs.

The Psyttalia WWTP of EYDAP has been incorporated in the European Emissions (Allowances) Trading System (Greenhouse Gas) and complies with the relevant European and National legislation.

EYDAP, aiming at the improvement of energy efficiency and reduction of carbon footprint in all corporate activities, is in the process of identifying potential in-house actions:

<sup>•</sup> For the reduction of Corporate carbon footprint and after evaluation, integrating in funding programs or/ and financial support by and/ or European resources.

<sup>•</sup> Rationalization and long-term reduction of company expenses (financial benefit).

#### How do we evaluate our approach?

GRI 103-3, GRI 305-5, GRI 307-1

#### **Environmental Compliance**

EYDAP operates in compliance with environmental legislation.

- Complies with the approved environmental terms for all its facilities (WWTPs, WTPs,External Water Supply System etc).
- The relevant environmental permit procedure is followed for each new project or modification of the existing ones.
- A Decision of Approval of Environmental Conditions has been issued for each Wastewater Treatment Plant (WWTP) and Water Treatment Plant (WTP) with their accompanying projects.
- The Photovoltaic Station of WTP Acharnes has been subject to Standard Environmental Commitments.
   The same applies to all the facilities of the External Water Supply System.
- For all the projects and activities of the company, there are either decisions in force for Approval of Environmental Conditions, or requests for their renewal or modification have been submitted on time.

#### **Compliance with Environmental Laws and Regulations**

No incidents of non-compliance with environmental laws and regulations have been observed during the reporting period.

Carbon Dioxide Emissions (CO<sub>2</sub>)

During 2014 - 2020, EYDAP has reduced its Carbon Dioxide emissions (CO2) from the operation of the Psyttalia WWTP, approximate in percentage

# 65%



The achievement of this reduction is due to appropriate interventions and actions in the operations of the Company.

The following table provides detailed information on Carbon Dioxide emissions  $(CO_2)$  in the atmosphere. The data have been certified by an independent auditor and submitted to the competent national authority (YPEKA) and to the relevant European Union Registry.

#### Annual (2014-2020) CO, emissions from Psyttalia WWTP



Carbon dioxide emissions (CO<sub>2</sub>) from the Psyttalia WWTP\*

\*As submitted in the above Registry over the last three years.

In 2020 the reduction in CO<sub>2</sub> emissions from Psyttalia WWTP is of the order of

8.86%

compared to the relevant rate of 2019, while the relevant percentage reduction of  $CO_2$  emissions from the rate of 2018 amounts to

# 29.05%

The significant reduction in CO, emissions is due to a number of management targets namely in:

limiting the use of natural gas, and to replace it with biogenic biogas produced at the facilities from the sludge treatment

the implementation of projects through which the production of biogenic biogas was increased the installation of an integrated automatic power and energy management system, which allows the most rational management of energy resources



# **3.3** Water Resources Management and Biodiversity Protection

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

GRI 103-2, GRI 103-3, GRI 303-1, GRI 303-2, GRI 304-1, GRI 304-2, GRI 304-3

In the context of Sustainable water resources management, a key parameter is the conservation of biodiversity. EYDAP, through the water cycle management, protects aquatic ecosystems in its areas of operation.

Water Resources Management

The main objective of reservoirs management is the safeguarding of quantitative and qualitative sustainability of water.

EYDAP, with its organized services, safeguards the monitoring of the quality of the activities in the catchment areas of the reservoirs and the compliance of the health provision A5 / 1983, thus protecting the sensitive wetland ecosystems.

Health Provision A5/1983 is the regulating tool that defines the activities permitted in the lakes and the protection zones around them, thereby constituting an important shield, not only for water quality but also for lakes' ecosystems. (The issue is analyzed in detail in unit t, Access to Clean Water, Sustainability of Watery Resources & Water Supply Coverage).

#### **Monitoring and Protection Of Surface Water**

After the successful completion of the European research program INTCATCH, EYDAP has at its disposal two autonomous robotic boats equipped with sensors for measuring and recording environmental parameters such as pH, dissolved oxygen, temperature, conductivity, chlorophyll, total nitrogen and phosphorus. The data are evaluated in real time in the field (via tablet and mobile phone), while anyone interested, through appropriate applications, can access them.

The use of autonomous vessels enables EYDAP to conduct a comprehensive and better control of the quality of its reservoirs, detecting in a timely manner, if necessary, possible pollution from anthropogenic activities and / or natural processes.

#### 290.000 data

In 2020, despite the limitations and difficulties caused by the COVID-19 Pandemic, inspections were carried out with autonomous vessels in all reservoirs and more than 290,000 readings were collected along a total of more than 90 kilometers around the Reservoirs.

The robotic vessels, through publicity actions, were presented for the first time to stakeholders throughout Greece, highlighting the strategic role of EYDAP in new technologies and sustainable development.



#### **Synergies**

The ultimate goal of EYDAP is to consolidate its cooperation with public and private companies by providing services for the protection of surface waters and the integrated management of water resources.

The monitoring of the reservoirs with this innovative technology strengthens the existing monitoring program of water quality, offering the potential for an integrated and better monitoring of the quality of the reservoirs detecting timely a possible pollution due to human activities.

#### **Protection of biodiversity**

As human activities are rigorously regulated, the lakes evolve into important wetland ecosystems that support protected bird species, interesting fish fauna and unique lakeside vegetation.

# While the primary role of EYDAP's reservoirs is to store water of high quality for the capital's water supply, they also serve as important ecosystems:

Yliki natural lake is a water supply source for the Water Supply System of the Capital and part of the nature protection network Natura 2000.

Marathon artificial lake is the first reservoir of the Attica water supply system and an important wetland biotopes.

Mornos Reservoir and Evinos Reservoir are important wetland ecosystems.


Water for the ecosystem - "enviromental flow"

EYDAP, for the safeguarding of the continuity of wetland biotopes, appointed to scientists in collaboration with the National Technical University of Athens, the feasibility study for the maintenance of a minimum flow, called "environmental flow", in river ecosystems downstream of dams. This minimum required flow is in line with the legislation, the environmental conditions and the contemporary international trends in the environmental management of reservoirs.



At the Marathon Dam after the necessary interventions the flow downstream the Marathon Dam has been increased to 25 l/ sec.



The river ecosystem downstream the Mornos Dam is in a good state due to the continuous flow of surface water into the riverbed. EYDAP systematically monitors its ecological and chemical status by applying a hydro morphological, physiochemical, biological and chemical evaluation program always in compliance with the requirements of the Water Framework Directive 2000/60/ EU and the Water Management Plan GR 04.



At the river Evinos, the newest reservoir, an «environmental flow» of 1 m<sup>3</sup>/sec has been planned. Consequently, the riverside ecosystems downstream of the dam retain their natural pattern and important biodiversity

## **Synergies**

The collaboration of EYDAP with the Ornithological Society and other scientists in the research of the biotope, has depicted that in the wider surrounding area of the artificial lake of Marathon, various and interesting ecosystems are located.

In July 2020, the "Alkyoni" program of the environmental organizations "Alkyoni - Aegean Wlidlife Hospital" and "Roi" were completed. Object of the program was the reintegration of indigenous aquatic bird species treated by "Alkyoni". Herons, gulls, ospreys and mallards and other aquatic species of birds after their treatment and rescue by environmental organizations and citizens were reintegrated in the shores of the lake, where fishing and hunting is prohibited and is an ideal place for reintegration. Object of the program is in parallel the research of the biodiversity of the lake.



## **Protection of marine ecosystems**

## EYDAP's Wastewater Treatment Plants are important environmental infrastructure projects safeguarding the unique ecosystems of the recipients.

#### **Ecosystems of the Saronic Gulf**

Studies show a long-term improvement both in terms of physicochemical parameters and the condition of the marine ecosystem. In the context of directive 2000/60 and the implementation of River Basin Management Plans, the ecological condition of the Saronic Gulf, recipient of Psyttalia WWTP, has been assessed as "good".

#### **Wastewater Treatment Plants**

Construction is realized after the elaboration of Environmental Impact Studies, which analyzes the current condition of the aquatic ecosystems of the recipients. The quality of the recipient, for the protection of its ecosystems, always plays an important role on the degree of processing of designed WWTP. In cases of particularly sensitive recipients, such as the Gulf of Elefsina (recipient of Triasion WWTP), an even higher degree of processing is selected to ensure their protection.

### **Eastern Attica Works**

EYDAP's Plan for a complete Triasion system in Eastern Attica areas is expected to provide a definitive solution to a long-standing problem.

The Integrated effluent management of the area with a focus on re-use of treated outflows for irrigation and mitigation of the disposal to the sea, will undoubtedly have positive effects on the protection of the marine ecosystem.

## Exploitation of Hadrian's aqueduct as a water resource - Participation in the European program CULTURAL H.ID.RA.N.T.

This is a goal towards which the Company is moving rapidly along the entire length of the Aqueduct. From being an unseen monument that watered the areas it passes through, the Hadrian's Aqueduct is being exploited by increasing environmental sustainability in the management of the basin's water needs.

The European project "CULTURAL H.ID.RA.N.T. Hidden Identities Identities Reappear Through Networks of Water" (co-funded by the European Urban Innovative Actions) is a pilot project for EYDAP in the broader context that treats the aqueduct in an integrated way as a water resource, as a monument, as an axis for activating communities towards a resilient city and local development.

From July 2020 and for three years, EYDAP, which has been the initiator of the concept, is participating as a partner in this project, having, among other things, the main responsibility for the design and construction of a pipeline network of about 5 km. The aim of the network is to meet 25,000 m<sup>3</sup>/year of non-potable water needs around the Hadrian's Aqueduct in Halandri.

At the heart of the program is the cultural promotion and utilization of non-potable water from Hadrian's Aqueduct for uses of the Municipality of Halandri. The program includes the construction of a supply network of non-potable water, the redevelopment of the area and the aqueduct as well as the creation of a vibrant community of citizens around the project.



## **Digital Application**

EYDAP contributes to the promotion of Hadrian's Aqueduct through information and public awareness actions. An important contribution is the implementation of a digital information application on the value of Hadrian's Aqueduct as a water resource, aiming to create public interest in the uses of its non-potable water.



## **3.4** Management of liquid and solid waste (circular economy)

## Why is it essential?

GRI 103-1

The transition to a circular economy is a necessary condition for the protection of natural resources and the environment.

EYDAP, through the continuous upgrading of its facilities, aims to gradually reduce the waste generated by reusing by-products from production processes, by recovering and generating energy from waste from production processes and by steadily reducing greenhouse gas emissions.

## How do we manage it?

GRI 103-2

### Circular economy, water resources management and sludge management

In the water sector, operating within the framework of the circular economy and sustainable management starts with a preference for renewable water supplies, the choice of low-energy technologies, transport and distribution, and reuse of renewable water supplies.

In water treatment plants (WTPs), integrated management includes the adoption of good practices and actions aimed at reducing the consumption of water used for treatment.

## During the production of treated water, the amount of water required to clean the plant and remove solid treatment residues is not discharged.

Through appropriate treatment processes, much of it is recycled and reintroduced into the production process, leading to its maximum utilization, minimizing its losses.

### **Sludge treatment in WTPs**

At the Acharnai and Galatsi WTPs today, the sludge created by the sedimentation and washing of the filters is transferred to existing tanks and then part of it is part of the reclaimed water and is led to the entrance of the WTPs for re-treatment, while the rest is led through the sewerage system of EYDAP to the Wastewater Treatment Plant of Psyttaleia.

**In all the WTPs**, in the context of Sustainable Water Resources Management and the application of best available techniques, **EYDAP invests in their upgrading** by constructing the necessary additional works for the **treatment and management of the sludge produced during the water refining process.** 

With sensitivity and environmental responsibility, EYDAP has made it a priority to optimize the treatment of the sludge generated as waste from water treatment.

For this purpose:

- In 2019, the construction and commissioning of the modern sludge management unit was completed in the **Polydendri WTP**, through which the sludge produced from the refining of water is further processed, the solid waste is separated from the water and then the water enters the WTP for re-treatment. The solid sludge produced is collected and transported to licensed areas.
- At the **Aspropyrgos WTP**, the repair and modernization of the existing sludge treatment systems was completed in 2019 and they were put into operation.
- At the Acharnai WTP, the construction of the sludge and leachate reverse washing treatment plant started in 2019, with an estimated completion date of August 2021.
- At the **Galatsi WTP**, the construction project of the sludge management unit is currently in the tendering phase and is expected to start in summer 2021.

#### It is estimated that in the Sludge Treatment Plants, already operating at the Polydendri and Aspropyrgos, will be saved:

2,500,000 m<sup>3</sup> annually (1,500,000 m<sup>3</sup> Polydendri WTP - 1,000,000 m<sup>3</sup> Aspropyrgos WTP)

resources from the reduction of energy demand chemical treatment materials

The sludge produced after the treatment of untreated water is further treated in flocculation tanks and ends up as the last stage in the dewatering unit. The quantities of treated sludge produced by the WTPs shall be recorded annually on the online digital platform for the collection and processing of waste production and management data (HMA) in accordance with the relevant legislation, and is collected by licensed companies for further use as a soil conditioner, for various crops, in the case of tree plantations, for the cement industry and for the ceramics industry.

### Circular economy in wastewater management

Wastewater treatment generates solid waste, which consists mainly of wastewater pre-treatment by-products and sludge.

These are non-hazardous wastes, the responsible disposal and management of which is a priority for the stakeholders of EYDAP, such as the local communities of the WWTPs, particularly in view of their large annual volumes.

**Solid waste in the Wastewater Treatment Plants**, originating from the production process at the pretreatment stage of the Wastewater (sludge, sand and heavy solids) and primary sludge, is sent to landfill.

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



The integrated management of wastewater in Attica is a strategic objective of EYDAP.

## **Recycling of paper and batteries**

A recycling system for materials has been organized in the office buildings and other EYDAP facilities.

## How we evaluate our approach

GRI 103-3, GRI 306-2

## Solid waste from wastewater treatment at the WWTPs

## Ash and sand

Total ash and sand to landfill (tn)

11,744	2018
9,267	2019
8,547	2020

In 2020, the total amount of ash and sand has decreased by 7.77% compared to 2019 and by 27.22% compared to 2018. This is due to the fact that in 2018 the sand quantities from the Metamorphosis WWTP were particularly high due to the emptying and cleaning of a digestion tank at this facility.

Total quantity of dried sludge from the drying plant at WWTPP (tn)



A 5.95% decrease in the amount of dried sludge at the WWTPP compared to the 2019 value and a 14.62% decrease from the 2018 value.

## **Biogas Production**

All the biogas produced at the Wastewater Treatment Plants (WWTPs) of EYDAP is used for energy:

Biogas produced at EUDAP's WWTPs (m<sup>3</sup>)



In 2020, biogas production is **0.65%** higher compared to the 2019 value and **1.67%** higher compared to 2018.

## **Reclaimed water**

## Reuse of the produced water from the treatment of sludge in the WTPs

The construction of the sludge treatment works in the WTPs will enable the reuse of the water resulting from the centrifugation of the sludge resulting from the water-refining process. This water will be added to the reuse of all the water already used for washing the refinery filters by reintroducing it into the raw water transfer aqueduct for refining.

#### Annual water recycling (m<sup>3</sup>)



## **Re-use of reclaimed water from wastewater treatment in WWTPs**

Part of the treated effluent of the Wastewater Treatment Plants of Psyttalia (WWTPP) and Metamorphosis (WWTPM) is used for irrigation of greenery and other water needs of the facilities (washing, industrial water). This water is used within the EYDAP facilities and is not yet available to third parties

### Total volume of recovered water (m<sup>3</sup>) from treated effluent reused

5,370,792	2018	
4,789,043	2019	
5,313,221	2020	

Daily reuse of reclaimed water (industrial water m³/day) from treated effluent



Total volume of recovered water

16,790,517 m<sup>3</sup>

Re-use of reclaimed water in the new sewerage projects in Eastern Attica

EYDAP's objective with the construction of these projects is the integrated management of the region's wastewater, focusing on the possibility of reusing the treated effluent for the irrigation of crops and urban greenery.

In 2020, significant progress was made in the development of the sewage projects in East Attica. This issue is discussed in detail in the section "Consumer Health & Safety, Wastewater Services of EYDAP".

#### **Sewer Mining**

In the context of the application of the principles of circular economy, EYDAP implements research projects aiming at decentralized reuse by utilizing liquid wastewater directly from the sewerage network.

After the successful completion of the European research project DESSIN, the wastewater treatment plant utilizing the sewer mining technique is put into operation for the first time in Greece by the Research and Development (R&D) Department of EYDAP in Metamorphosis, while so far it has been applied only in Australia.

The social and environmental benefits of Sewer Mining technology are remarkable:

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

The Sewer Mining technology is being extended, through the European funded research project NEXTGEN, to a similar reuse unit, in the context of the redevelopment of the Athens Municipality's Nursery.

A sewer mining plant receives wastewater directly from the sewerage network, treats it on site and then produces recycled water for reuse. The recycled water meeting regulatory requirements is used to irrigate areas of ornamental plants at the EYDAP facility in Metamorphosis.

## Paper recycling (kg)

34,456	2018
28,741	2019
29,962	2020

According to the data in the table above, there is an overall decrease in paper recycling of 13.04% from the corresponding value in 2018.

The reduction in the use and consequently the reduction in paper recycling was largely attributed to the development of e-government applications, electronic document management and minimization of printing.

## **93,159 kg paper** $\rightarrow$ **1.500 trees!** (2018 - 2019 - 2020)



In 2021, recycling of waste electrical and electronic equipment is expected to be extended to a certified collection system without a fee.

### **Battery recycling**



Used batteries are collected in special bins in the Company's buildings and facilities, where they are collected by AFES (Portable Battery Recycling).

A ton of batteries! 2017 - 2020 recycled 1,042 kg



In 2020, the year of the COVID-19 pandemic, a significant percentage of the company's employees worked remotely for a long period of time, which is directly related to the reduction in the amount of batteries collected in the workplace bins.



## 3.5 Energy saving

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

GRI 103-2, GRI 103-3, GRI 302-1, GRI 302-4, GRI 302-5

## Energy production from renewable and alternative sources

The utilization of biogas from the WWTPs, as well as the production of energy from the Small Hydroelectric Power Plants (SHPPs) and the Photovoltaic Plant, contribute to the achievement of the national target of increasing the production of energy from Renewable Energy Sources, as well as to the optimization of the company's energy balance.

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

Power plants from small hydroelectric installations in its aqueducts.

Combined heat and power (CHPPs) plants, utilizing biogas produced from the treatment of sludge in urban waste water treatment plants.

Photovoltaic station at the premises of the Acharnai WTP.



Small Hydroelectric Power Plant (SHPP) of Kirfi





## Small hydroelectric power stations (SHPPs) along external aqueducts

## Small hydroelectric power plants operate along the external aqueducts that transport water from the reservoirs to the refineries.

The water from the aqueducts is diverted into a side channel, where a hydroelectric turbine converts the hydraulic energy into mechanical energy and then, via a generator, into electrical energy. The water is then fed back into the main aqueduct, where it continues to flow.

## SHPPs in operation:



## 2020 Total energy production from SHPPs amounts to 21,962,864 kWh + 7.3% compared to 2019 + 3.4% compared to 2018

The energy produced by SHPPs is totally dependent on the range of the DEI electricity network instabilities, as well as on the weather conditions and the resulting failures of the electromechanical equipment of the installations. This energy is sold to DAPEEP.

Total annual energy production from Small hydroelectric power stations SHPPs (kWh)





## Small Hydropower Plant at the Psyttalia WWTP

A small hydroelectric power plant is installed in the outfall pipeline in Psyttalia, which has been in operation since 2015.

In 2020, self-produced electricity reached 2,267,376 kWh + 1.9% compared to 2019 - 2.5% compared to 2018

The variation of the power generation from this unit in the outfall of the Psyttalia WWTP is due to the annual variation of the wastewater flow.

Annual electricity production from the outflow pipe at the Psyttalia WWTP (kWh)



**Cogeneration of Electricity & Thermal Energy from Biogas** 

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

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



The recovered thermal energy of the combined heat and power (CHP) units at the Psyttalia WWTP is used for sludge heating in the digestion unit, as well as for steam production. The waste gases from the thermal drying plant are treated in regenerative thermal oxidizers before being discharged into the atmosphere.

Energy	2018	2019	2020	
Total electricity produced from biogas in the WWTPs (kWh/per annum)	21,582,180	26,201,220	24,044,200	
Thermal Energy recovered from the electricity production process at Psyttalia WWTP (kWh/per annum)	4,427,280	5,266,830	8,848,749	
Thermal Energy produced from biogas at the Metamorfosi WWTP (kWh/per annum)	3,566,111	3,693,055	3,092,000	

## Acharnai Photovoltaic station

In the direction of producing energy from renewable sources and reducing its carbon footprint, the company installed a photovoltaic (PV) station with a capacity of 1,9712 MW at its premises in the Municipality of Acharnai, in order to sell the electricity produced.

In 2020, the first year of full operation of the PV plant, the energy production amounted to

## 3,231,348 kWh

2019 was the first year of operation of the PV plant. It operated for a total of three (3) months, from 3/10/2019 to 31/12/2019, and energy production amounted to 515,000 kWh.

## 2020

EYDAP

Total electricity generated from **51,505,788 kWh** 

- 24,044,200 kWh WWTPP Biogas

21,962,864 kWh MYHΣ SHPPs along external aqueducts

2,267,376 kWh Psyttalia SHPP

3,231,348 kWh P/V plant

Total Energy Consumption self-produced from

26,275,624 kWh

Self-consumption from WWTPP LNG Turbine

## 73,197 kWh

**Consumption of Natural Gas** 

549,123 kWh

2,267,376 kWh WWTPP hydroelectric

24,008,248 kWh

**WWTPP Biogas** 

Total own consumption (WWTPP RES & LNG Turbine)

## 26,348,221 kWh

**Oil - Petrol Consumption** 

7,485,230 kWh

## Total energy consumption 204,652,470 kWh

(electricity purchased - LNG - oil - petrol - own consumption of energy from RES & WTPP PV turbine)

## Electricity consumption purchased 170,269,896 kWh



## Actions underway to save energy

The Polydendri WTP has a nominal refining capacity of 200,000 m<sup>3</sup>/d. The two pumping stations for untreated and refined water were built in the 1970s and have been operating continuously since then with the same pumping units with very low efficiency, resulting in high energy consumption. As part of the redesign of the two pumping stations, the replacement of the existing pumps with new modern pumps of high efficiency, new building infrastructure, new pipelines, valves, transformers, airlocks, SCADA, etc. is planned. The project is expected to be completed in terms of design and to be launched for implementation in 2021.

**Completed: the installation** of LED lamps in five (5) EYDAP buildings, replacing the existing, old technology and higher energy consumption lamps.

**Completed: the tender procedure** for the replacement of the perimeter lighting with LED lamps in eight (8) large facilities of the company.

The construction of **4 PV power plants** with net metering system is underway at EYDAP facilities (3 at the Acharnai WTP, of which 2 on rooftops and 1 on the ground and 1 at the Polydendri WTP on the ground), with the aim of achieving significant energy savings.

**Photovoltaics integrated as structural elements in buildings - (Building Integrated PhotoVoltaic).** EYDAP participates in the ongoing European project "PVAdapt", in the framework of which an energy solution consisting of flexible and low-cost prefabricated BIPV (Building Integrated PhotoVoltaic) modules made of recycled/reusable parts will be implemented at the KEREFYT facilities. The innovative photovoltaic cells will be integrated as structural elements in the buildings, providing thermal insulation properties and protection against weather conditions, while combining the production of electrical and thermal energy. In addition, through an intelligent management system using algorithms, it will be possible to distribute the energy produced according to the needs of the end user.

# 4. Creating Value for the Market



Water supply network

# 4.4 million inhabitants population served

Sewerage network

# 3.975 million inhabitants population served





4 Reservoirs Mornos, Evinos, Marathon & Yliki

5

Water Treatment Stages



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



1,000 drinking water quality control points

4.4 **Million inhabitants Population served** 



7 days a week 365 days a year Quality control of raw and drinking water



110 SCADA monitoring points



495 km. **External Aqueducts** 



14,000 km Water supply network



1,450 recording and remote data transmission points SMS and GPRS



Analysis of 10,000 drinking water samples and 2,000 raw water samples at the accredited state-of-the-art laboratories in Galatsi and Acharnai

1,066,585 km<sup>2</sup> 4 Water Treatment Plants with a cumulative maximum refining capacity of 1,900,000 m³ per day



Average daily

drinking water

2,165,500 Connections



57 reservoirs with a total capacity of 885,000 m<sup>3</sup>





660 pressure reducing valves

90.000 isolation valves



On-line water quality monitoring



# **4.1** Access to Clean Water,Securing Supply Resources& Water Network Coverage

## Why is it essential?

GRI 103-1

In order to ensure the reasonable consumption of water by its customers and thus meet its water supply service obligations, EYDAP procures the untreated water required, entirely from the Greek State at the entrance of the Water Treatment Plants (WTP). The only exception is the Mavrosouvala boreholes, owned by EYDAP.

## The Company manages water as a valuable natural resource and as a precious and vital commodity for the inhabitants of Attica (mostly).





## EYDAP's response to the COVID-19 pandemic.

In line with the instructions of the Authorities and the State, EYDAP took all necessary actions from the very first moment to protect its Employees and Customers and to ensure the uninterrupted provision of water supply services. In order to ensure uninterrupted water supply to households, the relevant General Directorate organized its staff into teams, with fifteen (15) days shifts, so that in case of an outbreak, another team would ensure continuity of service. A detailed report on the measures taken to protect workers in response to the pandemic can be found in the section "Health & Safety of Workers".



1,066,585 m<sup>3</sup> Average daily distribution of drinking water for 2020

in the whole area of its competence, as well as in some islands of the South Aegean Region (Cyclades) and the Argosaronic (Municipalities of Aegina, Agistri) through water carriers, from special supplies, but also to cruise ships and boats in ports of Attica, etc.

It is a fact that any interference in the quantitative safeguarding of water resources and in the possibility of their transport and distribution (External Aqueduct Facilities - Drinking Water Supply Network etc.) would immediately have a significant impact on consumers (water shortage), but also on the Company itself (damage to its image, reduction of revenues etc.), proportionally according to the size of the problem that may arise. By managing the whole issue responsibly, the Company contributes to the achievement of the Global Goals for Sustainable Development.

## Contract between the Greek State and EYDAP SA

In accordance with Law 2744/1999 and the Contract between the Greek State and EYDAP, which came into existence in application of this Law, and which is in force from 25.10.1999, the Greek State retains responsibility for the exploration and collection of untreated water, as well as for the construction of the necessary works, in order to make available to EYDAP the quantities of raw water necessary for water supply. The Company, for its part, has exclusive responsibility - a non-transferable right - for the treatment of this water, its distribution, and the operation and maintenance of its own water supply network, in order to meet the water supply needs, in terms of both quality and quantity, of all consumers, irrespective of their location, in the area of its competence.

Under the same Contract, EYDAP has undertaken (for a price) the operation and maintenance of all the untreated water collection and transport facilities owned by the Greek State, as well as the preparation of project studies to ensure the safety of the facilities and the alternative water supply of the water supply plants in case of failures. In this way it is able to control, primarily and fully, the technical works for the transport of untreated water from the sources to the Water Treatment Plants (WTPs).

Consultations for the conclusion of a new contract with the relevant Ministries and the Asset Company EYDAP are already underway. The existing contract has been extended through successive extensions granted until 30 June 2021.

## How do we manage it?

GRI 103-2

#### Water sources

EYDAP supplies raw water:

Mainly from surface water resources of the Marathon, Yliki, Mornos and Evinos catchment areas, which are classified in category A2, according to the European Directive 75/440/EEC on the quality required for surface water intended for the production of drinking water.

Between the reservoirs, only that of Yliki is natural (lake), while the others have been created by the construction of dams at appropriate points in the bed of the rivers Haradros (Marathon dam), Evinos and Mornos. From underground water resources, which can be exploited through the operation of around 100 boreholes with a total annual pumping capacity of approximately 70-125 million m3 of water per year, depending on the availability of underground resources and the policy for their use. Based on the current operating conditions, EYDAP's water intake sources can be divided as:



Main water suppliers

Mornos, Evinos



Auxiliary water suppliers

Marathon (for the supply of the Galatsi WTP) and Yliki (in cases of emergency).



Back-up water sources

Groundwater resources boreholes

### **Reservoir protection**

EYDAP ensures the protection of reservoirs by

- compliance with strict legislation (Health Decree A5/2280/1983 on the protection of waters used for water supply in the capital region from pollution and contamination),
- control of projects and activities in the protection zones of reservoir basins
- sample measurements of reservoir water



## Water transport - external water supply system

Water is transported from the water sources to the water treatment plants via aqueducts.



Despite the great distance of the main water sources (Mornos, Evinos) from Attica, the largest amount of water is transported through aqueducts by gravity, without the economic and environmental burden of energy-intensive pumping, which is only activated in cases of emergency, thus actively contributing to the reduction of our environmental footprint.

Implementation of four major, critical projects in the External Water Supply System (EWS) to support-secure the existing critical infrastructure of the EWS for their fuller operation and the possibility of alternative water supply of the Basin from Lake Yliki.

#### The projects concern:

- 1. Rehabilitation works of the unitary aqueduct Mornos Marathon, Kleidi - Dafnoula section
- 2. Securing of raw water transport infrastructure of the Kithairon Canal in the wider Kokkinio area
- 3. Completion of works in the Thiva Canal of the Mornos Aqueduct
- 4. Construction of a supplementary cross-section aqueduct of the Mornos Aqueduct downstream of Kithairon.

In 2019, the Board of Directors of EYDAP approved the tender procedures for the selection of contractors for the preparation of three studies which, in combination with a study being prepared by EYDAP, will contribute to the implementation of the above projects. **These studies were contracted in the first months of 2020 and are expected to be completed by mid-2021**.

### Water supply system management

The ways and methodologies of managing the water supply system are prioritized

- the operation of the existing water supply system,
- regulating the flow of the reservoirs,
- the allocation of water abstraction by main, secondary or back-up source
- the transfer of water through the external aqueduct network
- additional works to reinforce and secure the water supply system, where necessary.

The objective of the Management Plan is to study rational, efficient and sustainable ways and methodologies for the management of the External Water Supply System (EWS), with the aim of meeting the demand for water supply in the EWS's area of competence in a quantitatively reliable, qualitatively and environmentally safe and economically viable manner, through the appropriate use of the water resources available to meet this demand.

The management of the water resources system consists in determining the quantities that can be withdrawn from reservoirs and aquifers and the way they can be channeled (shared) to the external aqueduct network, in order to ensure the long-term adequacy of the water supply resources of the EYDAP's area of competence at the lowest possible cost. It also consists of additional works to reinforce the water supply system, if necessary.

The external aqueduct network is all pipelines and other works (such as pumping stations, etc.) from the outlet of the reservoirs to the Water Treatment Plants (WTP).



The **Decision Support System**, which is used on a daily operational basis by EYDAP for the supervision and management of the water supply system, includes the following components (subsystems):

Geographic information system for the visualization and monitoring of the water supply system

Water resources measurement system for the water supply of Athens

Assessment and forecasting system for the water resources of Athens

System to support the management of the water resources of Athens' water supply



The Inter-ministerial Committee for PPPs approved on 15 January 2021 the project "Operation, maintenance, repair and rehabilitation of the fixed assets of the External Water Supply System (EWS) to meet the needs of the major capital region".

The project concerns the operation, maintenance, repair and rehabilitation of the fixed assets of the external water supply system (EWS) to meet the needs of the greater metropolitan area of the capital.

All of the services provided relate to the assets owned by the EYDAP Asset Company, which are used for the collection, storage and transport of raw water from the sources to the entrance of the Water Treatment Plants.

The operation and maintenance of these assets for the last 20 years is carried out by EYDAP S.A. The contracting authority is the Ministry of Infrastructure and Transport and the indicative budget of the project is 235 million euros.

Our Company has already made a change to its Articles of Association and is awaiting the amendment of its Founding Law, so that it can participate through a consortium in the tender for the above PPP and is considering the expression of interest by third parties for joint participation in this tender.

### Ensuring coverage with drinking water

The coverage of drinking water is ensured by the entire water supply network.



- \* Consists of pipelines with diameters larger than 300 mm up to 2,000 mm
- \*\* It consists of the secondary and tertiary networks, which have a total length of approximately 9,000 km for the secondary network and approximately 3,700 km for the tertiary network respectively. The distribution network consists of pipelines with a diameter of less than 300 mm, which transport drinking water to consumers.
- \*\*\* 700 points for chlorine measurements and 300 combined for chlorine measurements and other parameters as required by legislation. In 2019, approximately 150 new drinking water quality control points were added to the water supply network, in order to update and enrich the sampling points on the one hand, and to cover the new networks that EYDAP integrated after their acceptance by the local municipalities (Salamis, Magoula, Agios Dimitrios in Penteli).

\*\*\*\* In 2020, telemetric instruments for data recording and telemetry (GPRS) were added in 204 water supply network locations.

## All of the above facilities ensure the uninterrupted continuous supply of drinking water and the ability to meet the daily needs of consumers in the respective demand conditions.

Further technical, quantitative and qualitative data can be obtained from the Company's website (<u>www.eydap.gr</u>) in the Company / Water Supply section.

## How we evaluate our approach

GRI 103-3, GRI 303-1, GRI 303-3

The applied methods of water resources management are characterized by:

- Scientifically based rationality
- Efficiency: in that they use water resources to the maximum extent possible
- Sustainability: in that they do not create a problem of depletion of water resources in the future by meeting the needs of today.

Demand is met with increased reliability, reducing the probability of not meeting the required amount of water to very small and acceptable levels.

The concept of reliability refers primarily to the reduction of uncertainty caused by the variability of natural water supply (droughts), but also includes other sources of uncertainty, such as adverse events (breakdowns) during water supply system works, for which EYDAP ensures that they are dealt with.

Demand is met with safe water without creating problems for the environment (ecosystems) due to excessive water withdrawal, in order to make it available for water supply use and always with a view to the most economically viable way. EYDAP manages water demand by developing leakage reduction programs (pressure management - water zones, immediate repair of water supply network pipe failures - breaks, rehabilitation and replacement of water supply networks), aiming not only to serve customers but also to protect the natural resource from waste.

Today, EYDAP provides excellent quality drinking water, in the necessary quantity and pressure, regardless of whether the Company in all areas has the responsibility of managing the Water Supply Network primarily, or in some of them the local network is managed by the local municipalities.

For those few areas that are not supplied with water by EYDAP but by wells, mainly in Western Attica, EYDAP has launched a series of interventions and actions, in cooperation with the local authorities, so that in a short period of time they will be included in the total number of areas that will be receiving water from EYDAP.

 the tender of the project "Water supply of Kinetta Settlement in Megara -A' Phase" was launched, which includes the construction of a new steel supply 500mm pipeline, about 15km long, as well as a water reservoir, through which the area of Kinetta will be supplied with water, as it is currently not supplied by EYDAP. The contract for the construction of the project was signed on 01.04.2020. The project is ongoing.

- the tender for the project "Feeding Pipeline of Perama Reservoirs from Schistos Avenue" was completed, for the construction of a new steel feeding pipeline, with a cross-section of 300mm-600mm and a length of approximately 4km, which will feed the existing reservoirs of the Municipality of Perama, without the help of the boosters that are currently used for the water supply of the area, thus reducing the current electricity consumption to a minimum. In 2020, the Contractor of the project was selected and the signing of the contract for the start of the construction is expected in the first months of 2021.
- the construction of the submarine supply pipeline, which will connect Salamina with Aegina, began, under the responsibility and competence of the Region of Attica, through which the island of Aegina will be supplied with water by EYDAP.

## Withdrawals from reservoirs & wells for use (in hm<sup>3</sup>)

In 2020, the distribution of abstractions (in hm3) refers to the optimal management of water resources allocated to cover all water supply needs (EYDAP, Municipalities, Organizations, etc.) and is analyzed as follows:



Abstractions are measured at the water intakes with flow meters.

# **4.2** Reliable Water Network & Water Efficiency



## Why is it essential?

GRI 103-1

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

The design, construction, operation, maintenance and continuous development of the water supply network is a complex multi-factorial process, requiring a high level of expertise.

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

The **water supply system of an area**, through which the drinking water supply is ensured, comprises a system of reservoirs, supply (main) pipelines, distribution pipelines and water intakes.

By **'water supply network'** we mean the set of pipelines carrying refined water from the local water treatment plants to the water meters of the consumers. It is the main part of the whole of a water company's facilities, most of which are underground. The water supply network provides pressurized water suitable for drinking, in accordance with the standards in force in Greece, to all consumers. Responsible management of the water supply network and ensuring water efficiency contributes to meeting the needs and expectations of our stakeholders and increasing their confidence in the Company. In this way EYDAP contributes positively to Sustainable Development and specifically to the achievement of the Sustainable Development Goals, as defined by the United Nations, which contribute to the gradual improvement of global resource efficiency in both consumption and production and to the effort to separate economic growth from environmental degradation.

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

GRI 103-2, GRI 103-3, GRI 303-1

Attica is characterized by an intense terrain. EYDAP supplies water to areas with ground elevations from 0 to 600 meters above sea level. In order to better control the pressure of the pipelines, pressure zones were created, i.e. ground areas every 30 to 40 meters of altitude difference. The range of pressures within the hydraulic zones varies from 2 to 12 atm with the vast majority ranging from 4 to 6 atm. The water supply network is monitored on a 24-hour basis by a remote control - remote management system (SCADA).

In 2020, to better manage the network, EYDAP has

- 175 flowmeters in network feeders
- 1,450 telemetry stations
- 110 SCADA stations

Monitoring and improving water supply network operation (demand monitoring, pressure monitoring, pressure zone modifications, etc.).



Network maintenance - preventive and emergency (maintenance of pumping stations, fire hydrants, cleaning of tanks, repairs of leaking pipelines supplies, etc.).

**Θ**ΕΥΔΑΠ

Proactive maintenance of the pipelines is mainly based on statistical analysis of faults. The same applies to the maintenance of water supply mains, through specific modern intervention methods, as well as to all the other supporting infrastructure of the water supply network (pumping stations, tanks, special water supply wells and large pumps, fire hydrants, etc.).

ALL water supply network faults, which cause leaks or breaks in the network, are collected at the EYDAP fault - complaint call center (1022) and the Water Supply portal and are routed for repair. Their repair is implemented immediately, so as to minimize the inconvenience caused to consumers - customers and to restore normal water supply.

In 2020, the total number of leaks - breakages of both pipes and valves in all the networks handled by EYDAP amounted to approximately 6,700. These leaks were repaired in their entirety immediately.

## 

Replacement and rehabilitation of existing network pipelines and water supply systems for properties The existing EYDAP network consists of pipelines of different cross-sections and different materials, which have been installed over the years to serve the increased water supply needs of the residents of Attica.

Many of these pipelines have been in operation for many years, and due to the original conditions under which they were laid and the development of the city and the successive reconfigurations of roads and other public spaces, combined with other nuisances (vehicle traffic, other external factors), they have been subjected to significant stresses leading to frequent breakages. The water connections of the properties supplied by these pipelines are of the same age and are subject to similar stresses as the pipelines.

The operating conditions of these pipelines are being assessed by EYDAP in order to implement programs for the replacement of pipelines and water connections in properties, using the most modern materials.

In 2020 EYDAP planned and replaced

- total of 81,000km of 63mm,
  110mm, 160mm, 160mm, 200mm,
  250mm pipes
- 13,700 water connections to properties.



## **Smart Meters**

In May 2020, the replacement of 1,066 old water meters of 2 to 6 inch diameter with the installation of corresponding smart meters with the same number of data loggers was completed.

Through these, EYDAP will be able to collect detailed data on the status of each specific supply with a remote-programmable rate of data collection and transmission to a central infrastructure and to provide detailed and graphical information on consumption and supply to its individual customers online.

## EYDAP has included in its investment program the installation of 300,000 new smart meters

to replace existing ones of older technology in various areas, which will be added to the 80,000 electronic household water meters already installed in 2017-2018 in the Municipalities of Halandri & P. Faliro in order to transition to the smart water network and modern technologies.



## **New connections**

EYDAP installs new common water connections and Special Connections to properties, upon request and as long as they are approved in accordance with the provisions of the Water Supply Network Operation Regulation.

The water supplies connected to the water mains are divided into: Water supply, fire-fighting, common areas of real estate, irrigation of public or municipal areas, temporary for construction or other use.

## 2020 5,400 new household, special and fire-fighting connections



New type water meter well

Certified water meter laboratory



New type water meter well system
# 

# Receipt of new networks

EYDAP takes over water supply networks within its area of competence, which are managed by the local municipality.

The takeover of these networks, which are currently mainly concentrated in East and West Attica, is a strategic objective of EYDAP.

The takeover of the Municipal Water Supply Networks by EYDAP is not carried out unilaterally. The basic condition is the decision of the Municipal Council of the Municipality. In **2020**, no new municipal water supply network acceptance was implemented, but consultations on the acceptance have started:

- The water supply network of the Municipality of Peania
- The remaining part of the water supply network of the Municipality of Vari Voula Vouliagmeni
- The water supply network constructed by the OAED in the Municipality of Elefsis for the supply of water to social housing
- The water supply network of the 'POLITEIA' Building Cooperative of Members of Parliament
- the municipal water supply networks of the Municipality of Megaris, following a decision of the Board of Directors of EYDAP

At the same time:

• The necessary procedures and interventions for the smooth integration of the municipal water supply networks into the EYDAP network were scheduled: Salamis, Magoula of the Municipality of Elefsis and the settlement of Agios Dimitrios of the Municipality of Penteli (received 2018-2019). Already, in this context, the Board of Directors approved the launch of a new public electronic tender for the implementation of works for the extension, improvement and replacement of pipelines, water supply and other facilities of the water supply network of the island of Salamis and the approval of the tender documents for the project is underway.



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

## >>> >>> >>

# Water Supply Network Regulation

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

# Strategic Actions for the optimal management of the Water Supply Network



- application of modern technologies for advanced pressure management in the water supply network, which results in avoiding unnecessary stress on the network pipes from excessive pressures and thus avoiding network breakages, thus achieving an increase in the lifetime of the network over a great part of it with significant economic benefits.
- reliable and organized collection of data on faults, operation, etc. so that further processing and statistical exploitation of the collected data can be achieved through structured and cooperating applications.
- identification of the frequency of occurrence of faults, the speed and quality of repairs, the determination of their geographical distribution, the cause of their occurrence, etc. in order to draw up a comprehensive and systematic maintenance program for the water supply network.
- inclusion in the Company's five-year investment program, implementation of a targeted, documented priority water supply network replacement program, which includes the replacement of approximately 150 km of pipelines (primary-secondary and tertiary network), corresponding to approximately 1.5% of the total length of the network per year, following and complying with global best practices.

With the above, in combination with other actions and interventions already initiated (massive replacements of water meters, interventions in supply pipelines, maintenance and renovation of existing infrastructure such as pumping stations, manholes and valves, initiation of operational interventions in the network through modern software and modernization of existing operating structures), it is estimated that more efficient operation of the water supply network, consistent reliable and uninterrupted water supply, improvement of the level of water quality and quality of the water supply will be achieved.

EYDAP's objective in the Water Supply Sector is a steady and targeted transition to new technologies by monitoring and exploiting all modern trends in the technologically advanced international water market.

To this aim, a number of EYDAP executives follow the actions of international water organizations, and international water-related exhibitions, visit large factories producing materials and instruments, and are in constant consultation with other advanced water companies that have incorporated or have started to incorporate new technologies in order to transition to the smart water network.

# Synergies - Digital Innovation Competition



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

Start-up companies, teams of scientists, university research centers, etc. were invited to offer innovative solutions to two challenges:

• Creating an algorithm that uses historical measurement data to predict which water meters are faulty.

 Creating an algorithm that uses historical metering data to predict the future consumption of a supply in the medium term.

162 applications were received from academic and research teams, small businesses and start-ups with expertise in data processing and analysis, business intelligence, software systems, artificial intelligence and machine learning, and experience in the operation of hydraulic systems.

After the evaluation of the applications, the selected teams will be placed in a mentorship program by a team of EYDAP executives to support them in the development of the solutions they submit.

The winners of the competition will receive a cash prize and may also be awarded a contract for the use of their proposed solution by EYDAP, as well as the development of additional functionality based on the solution provided, as a smart metering model can make a significant contribution to the timely and effective detection of faults and thus to the reduction of unnecessary water waste.

### 4.3 Consumer Health and Safety

### 4.3.1 Water Quality

### Why is it essential?

GRI 103-1



EYDAP, as the largest provider of water supply services, conscious of its responsibility to millions of consumers, ensures excellent drinking water quality. Through continuous investments in infrastructure, technology and training of its human capital, EYDAP ensures drinking water quality among the highest in Europe, always in compliance with the applicable regulations.

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

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

# 99.838% for EYDAP's water quality

Higher than the average score achieved by the Western European companies participating in the annual international assessment of water companies published in 2020 by the European Benchmarking Co-operation 2019.



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

The risk of gradual deterioration of the quality of the water supply due to pressures from anthropogenic activities is limited, due to their location as they are located at high altitude, in rugged, sparsely populated areas with very limited activities.

EYDAP ensures the protection of the reservoirs by complying with strict legislation as it results from the Health Decree A5/2280/1983 "for the protection of waters used for the water supply of the capital region from pollution and contamination" and the PD51/2007 concerning the definition of measures and procedures for integrated water protection and management in compliance with the provisions of Directive 2000/60/EC.

The risk of sudden deterioration in the quality of the water available to consumers may, however, arise either from a natural disaster, the unintentional introduction of inappropriate substances into the water supply network, a malicious or terrorist act, or a failure in the operation of installations.

The proactive response to such risks, apart from enhancing the Company's reputation, guarantees the safety of consumers and the resource. Moreover, it prevents the imposition of fines for non-compliance with the applicable legislation. For all the above reasons, and in order to ensure the continuous quality of water supply for consumers, EYDAP has carried out an analysis and assessment of the risks it may face in this area. For none of them, the probability of occurrence is considered high. For each of the risks, an appropriate preventive action plan has been developed and implemented. For all the above reasons, and in order to ensure the continuous quality of water supply for consumers,

EYDAP has carried out an analysis and assessment of the risks it may face in this area. For none of them, the probability of occurrence is considered high. For each of the risks, an appropriate preventive action plan has been developed and implemented.

EYDAP ensures that all risks that could potentially disrupt the quality of both the water entering its facilities and, in particular, the water reaching the consumer's tap are adequately identified and controlled through:

- monitoring of activities in reservoirs
- Maintenance, monitoring and operation of the dams/reservoirs/ aqueducts through which water is collected and supplied to the basin
- Maintenance and operation of the drinking water distribution network
- Continuous quality control of raw water and drinking water supplied to the public.

### How do we manage it?

#### GRI 103-2

Implementation of appropriate water quality control procedures to:

- Meet the requirements of legislation and its Stakeholders.
- Implement good laboratory practices and appropriate methods to ensure the reliability of measurements.
- Adequate and sufficient resources (human resources, equipment, information) are provided for the implementation of the quality functions and are used in such a way as to ensure the reliability and overall effectiveness of all measures designed and implemented.
- The quality, impartiality and integrity of the measurements made during quality checks are not affected by any commercial, economic and other pressures.
- All staff involved should be trained and evaluated to ensure that they know and properly carry out the work assigned to them.

#### **Control framework**

EYDAP has put in place an appropriate framework of controls to ensure that the water supplied to the public is safe.

The quality controls cover:

- The raw materials used to process the water; and
- The materials used in the construction of the drinking water distribution network

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

- The raw water, in the reservoirs and at the entrance of the Water Treatment Plants and
- Drinking water supplied to the public

#### **Frequency of checks**

**EYDAP carries out:** 

- Quality checks of raw and drinking water 24/7
- close monitoring of the water quality of the 4 reservoirs, Marathon, Yliki, Mornos and Evinos, with onsite visits, sampling and analyses at least eight (8) times/year,
- daily sampling and analysis of the quality of drinking water in the water supply network, in order to address in a timely manner any problem that may arise.

The checks carried out, particularly on drinking water, exceed the frequency required by law.

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

WTP - Water treatment stages

Water Treatment Plants (WTPs) are absolutely crucial for the water we drink, making it potable water of excellent quality, with a cumulative maximum refining capacity of 1,900,000 m<sup>3</sup> of water per day.

The 4 WTPs are located:



Polydendri (Kiourka)

Mandra in Aspropyrgos

The water arrives untreated at the WTPs and undergoes 5 stages of treatment, which make it potable. More information is available on the EYDAP corporate website (<u>www.eydap.gr</u>) in the section "The Company / Water Supply / Water Treatment Plants".

#### Water quality control laboratories

EYDAP has accredited laboratories in Galatsi and Acharnai for water quality testing. Samples of raw water from EYDAP's reservoir lakes and boreholes and samples of drinking water from the Water Treatment Plants and from the Company's water supply network are analyzed. EYDAP has laboratories for the control of the intermediate stages of water treatment, installed in each of the 4 Water Treatment Plants.

The laboratories of EYDAP apply state-of-the-art analytical methods for the determination of the elements required in water samples in order to achieve high sensitivity, accuracy and repeatability of measurement.

Among the analytical techniques applied are automated photometric analysis, ion chromatography, gas chromatography with MS/MS "triple quadrupole", ECD, FID and olfactometry detectors, HPLC liquid chromatography with fluorescence and UV detectors, plasma spectroscopy with emission detector, online toxicity testing with Daphnia organisms, and ELISA.

Critical quality parameters, such as residual chlorine, are monitored on-line in selected tanks of the drinking water distribution network. Sophisticated systems for on-line monitoring of critical quality parameters are also installed at key locations and in external aqueducts, which send real-time results with telemetry and timely alerts in case of extreme values.

#### Quality parameter monitoring systems

In 2018, two quality monitoring systems were installed in the drinking water network to monitor water quality. In 2019 they were supplemented with additional sensors and capabilities, according to the requirements of EYDAP.

In 2020 these two systems were further developed with the possibility of returning the sampling water to avoid water losses, as well as the possibility of energy supply from solar panels and/or hydro turbines. One is installed within the urban area and close to the Galatsi Water Treatment Plant, while the second is located in the area of Sounio (the extremity of the network).

EYDAP now has two "smart", energy autonomous and environmentally friendly systems for the real-time monitoring of quality parameters in the water supply network, as well as the early warning and prevention of potential problems, while in the near future, after the success of this effort, the expansion and increase of these systems will be planned.





#### Projects and initiatives

In the context of the continuous improvement of quality control mechanisms, the procedures for the procurement of state-of-the-art analytical equipment have already been initiated and are in progress, including a UHPLC-HRMS liquid chromatography system with q-TOF technology, an ICP-MS spectrometry system, a new gas chromatography - sequential mass spectrometry GC-MS/MS system, a new ion chromatography anion system, and an automatic thermal cycler.

Procedures have been initiated for the procurement of equipment to automate and optimize laboratory operations, including a system for automatic sample pre-treatment with SPE, an automated system for the preparation of nutrient substrates and their distribution in petri dishes.

The procurement of supporting laboratory equipment is planned for the modernization or replacement of obsolete equipment, including a liquid sterilization furnace (autoclave), a refrigerated incubator, a laboratory refrigerator, etc. In the case of the remote settlement of Kanakia in Salamis, where the municipal network was recently integrated into the EYDAP network, in order to ensure the continuous supply of drinking water of excellent quality, EYDAP carried out during 2020 successive technical actions and controls, which included cleaning and disinfection of the network and tanks, water quality sampling tests, as well as installation of permanent equipment for systematic chlorination and remote monitoring of residual chlorine.

EYDAP systematically monitors and records, in a file kept at the Water Quality Control Service and in accordance with the provisions of the Quality Assurance System, not only the existing legislation but also international trends in regulatory issues, which may constitute future legislative requirements or stakeholder requirements. As a result of this action, the list of substances monitored is continuously updated.



Procedures are underway to increase the number of instruments for continuous monitoring of drinking water quality, through the supply and installation of 29 new on-line instruments (in addition to the existing ones).



#### **Synergies**

Since 2017, contracts have been concluded and are in progress with Greek Educational and Research Institutions (EKPA, EKEFE Demokritos), which are among the European pioneers in their field, in order to cooperate in the investigation of specialized water quality issues.

In 2020, the cooperation with EKPA was completed, it aimed to investigate the possible detection of emerging organic pollutants in the reservoirs (Mornos, Evinos, Marathon, Yliki).

A combination of sophisticated "targeted" as well as "non-targeted" analysis techniques was applied to scan the sample for the detection and identification of a wide range of unknown substances (over 70,000 compounds), which until now are not in monitoring lists, and the identification of cases of pollutant discharge into the environment that until now have been impossible to detect.

The results of the collaboration constitute the first comprehensive study for the detection of emerging contaminants in reservoir waters intended for drinking water and contribute to the timely preparation of EYDAP to the developments of European and Greek legislation on the quality of water for human consumption and surface water.

Recast of Directive 98/83/EC on the quality of water intended for human consumption

EYDAP executives, due to their expertise and experience, were institutionally involved in the consultation which had started in February 2018 and was completed in 2020.

In addition, through this cooperation, EYDAP staff was given the opportunity to gain experience in the most modern chemical analysis techniques.

The collaboration between EYDAP and EKEFE DEMOKRITOS started in 2017 with the award of an industrial fellowship to a post-doctoral researcher, aiming to develop new methods and techniques that will contribute to risk assessment related to organic contaminants throughout EYDAP's drinking water cycle, from the reservoirs to the consumer's tap, and is expected to be completed soon.

#### How we evaluate our approach

GRI 103-3, GRI 303-1, GRI 307-1, GRI 416-2, EYDAP Index

#### Certifications

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

Now completing 16 years of accreditation, the laboratories of EYDAP's Water Quality Control Service achieved three distinct objectives during the November 2020 inspection:

- Maintaining accreditation
- The transition of the Quality System in accordance with the new version of the ELOT EN ISO/IEC 17025:2017 standard.
- The expansion of the Official Scope of Accreditation with new methods

The performance of the EYDAP laboratories was considered by the evaluators as highly satisfactory and reflects the high level of its staff.

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

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



#### **Complaints management - consumer information**

EYDAP has established a **four-digit telephone hotline (1022)** for the registration and rapid response to all quality issues that may be reported by the consumer public.

# In 100% of cases, the response from EYDAP is immediate and within 24 hours at the most.

53.4% of complaints made were settled by telephone 46.6% investigated through sampling and laboratory analysis 100% of complaints for which a need for intervention by EYDAP was identified.

#### 5%

of quality complaints reported to 1022 for which technical action was required

There was no incident of a consumer request not being satisfied, nor was there an incident of a fine or compensation for water quality issues.

# Systematically informing consumers about water quality.

Export of annual average values of all the parameters identified and their posting on the Company's website, with free access to all. Recorded information on water quality for each applicant. The majority of responses include reports of sample result reports from taps within the properties of the stakeholders. Systematic sending of water quality data from the EYDAP water supply network to the Ministry of Health. Data for the 3 years 2017-2019 were sent in early 2020.

#### Performance

As documented by the results of approximately 185,000 determinations on about 10,000 drinking water samples and 2,000 untreated water samples per year, EYDAP constantly certifies that Athens' water is of excellent quality and one of the best in Europe.

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

On an annual basis, internal self-assessment inspections of the individual processes of the Water Quality Control Service are conducted and all functions related to Quality Control are reviewed. This identifies any deviations from established procedures and records opportunities for improvement, which are then planned and implemented.

Compliance with regulations and voluntary rules

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

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



## Sewerage network





# **4.3.2** Wastewater services of EYDAP



### Why is it essential?

GRI 103-1

The Sustainable Development of Attica is firmly linked to the responsible and efficient management of wastewater. EYDAP today, as the largest company in Greece operating in the water cycle, ensures that the collection and treatment of wastewater returns to the environment treated water free of pollutant load, applying the best international practices.

Our main activity is our continuous and dynamic presence in this sector, through our indisputable high level of expertise and with the main objective of protecting natural resources, using modern methods of circular economy and continuously improving the quality of life of citizens, with an underground network of about 8,500 km extending from Agios Stefanos to Salamina and from Varkiza to Mandra.







**Thriasion WWTP** 

#### Metamorphosis WWTP



Psyttalia WWTP



The operation of EYDAP and especially the disposal and treatment of the wastewater of residences, institutions, factories or other facilities is based on the provisions of Greek and European legislation and corporate initiatives.

Non-compliance with the legislation, apart from the fact that it may result in fines, poses serious risks to public health, soil, groundwater and surface water pollution.

The identification, assessment and response to potential risks is a very important issue that the Company manages with great care by drawing up a specific Business Plan, taking into consideration their economic, social and environmental impact.

The main risks associated with drainage issues are:

- environmental degradation in areas where there is a lack of sewerage networks,
- sewage inflow into properties or escape into the environment (roads, streams) due to overflows or blockages in pipelines,
- problems in the operation of treatment plants due to the discharge into the network of waste water unsuitable for disposal,
- pollution of the marine ecosystem in case of improper treatment of waste water.



Takingpreventive measures, reviewing action procedures and continuously modernizing the systems aims to ensure the smooth and safe operation of the sewerage network and waste water treatment plants, contributing to the achievement of the Sustainable Development Goals as defined by the United Nations. EYDAP's response to the COVID-19 pandemic.

Targeted measures were taken to ensure the protection of the health of employees and the uninterrupted provision of sanitation services critical to the health of citizens, tailored to the requirements of uninterrupted operation. A detailed report on the measures taken to protect workers in response to the pandemic is provided in the section "Health & Safety of Workers".

EYDAP, having an active role in the challenges of today's world, is collaborating with the National Kapodistrian University of Athens (EKPA) to conduct specialized analyses of wastewater. The results of these analyses provide a realtime insight of what is happening in society (e.g. use of drugs, substances, etc.). In particular, in the last year, these analyses have been carried out daily and are a predictive tool **for the spread of COVID-19.** 



#### How we manage it

GRI 103-2

#### Sewerage network description

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



The drainage of the Attica basin is carried out by rainwater and raw water pipelines. According to the current legislative framework, the responsibility for **rainwater drainage and flood protection projects**, as well as for the cleaning of the drainage wells, belongs to the Region of Attica and the municipalities.

The term 'sewerage network' in the area under the competence of EYDAP, for which EYDAP is responsible, means the sewage pipelines, the allflow pipelines (the old mixed network in the center of Athens), the pumping stations, the pressure relief pipelines, the spillways and, in general, any project designed to collect and transport the sewage to the final recipients. Pipelines and external branches of sewage systems constructed by third parties are included in the final sewerage network after acceptance by EYDAP.

**Sewerage pipelines** are usually gravity pipelines, but where necessary there are pressurized pipelines. The sewerage system of the basin includes 44 pumping stations, mainly along the coastal front of Piraeus and the Saronic coast.

Wastewater flows through the main collectors to the Wastewater Treatment Plants.

#### Sewerage network inspection and maintenance

The maintenance of the network and the restoration of damages is carried out with continuous and immediate interventions, by highly trained staff and the use of appropriate equipment that is constantly upgraded.

Damage to the sewerage network is caused by blockages due to the discharge of non-drainable materials such as debris, fats and oils and other objects into the network, as well as the ingress of roots from adjacent trees.

#### The aim of preventive maintenance is to reduce damage

80% of the network is digitally imaged, which contributes to the rapid response to problems that occur.

#### Prevention and effective treatment of problems is achieved by:

- using high-tech Mobile Video Inspection Units (Video Inspection Vehicles) to check and identify faults
- use of high-pressure tankers in case of blockages or pipeline cleaning
- use of No Dig Technology via Video Inspection Vehicles equipped with robotic machinery for trenchless repair
- rehabilitation/reconstruction of pipeline sections
- maintenance of electromechanical equipment of pumping stations.

#### and the extensive use of modern information systems:

- Information System for the Management of the Fleet Management System of Emergency Repair Workshop Vehicles (e-TRACK).
- Input and processing of data resulting from crew interventions in the Sewerage Portal application.
- On-line pilot application of on line updating of the Sewerage Portal Faults application from field data.
- Two-way Interface between e-TRACK and Sewerage Portal systems for direct forwarding of signals to vehicles of all Sectors.
- Import, processing and analysis of spatial network data in a GIS environment.
- Compilation and study of statistical analyses based on the aforementioned data and 1022 Complaint Center data in the Sewerage Portal application.
- Monitoring the operation of pumping stations with Remote Control Telemetry (SCADA) systems. This is a system that monitors, controls and ensures the automated operation of pumping stations through the level of sewage.

#### Wastewater treatment of the areas under the competence of EYDAP

The treatment of wastewater from the areas under the jurisdiction of EYDAP that currently have a sewerage network is carried out at the three Wastewater Treatment Plants (WWTP) in Metamorphosis in Attica (WWTPM), Psyttaleia Island (WWTPP) and Thriasion Field (WWTPT).

#### EYDAP's main concern is:

The optimal and uninterrupted operation of the WWTPs, with continuous and proper maintenance. The management of the treatment products with the most modern methods.

The most modern and up-to-date treatment processes using the most modern technologies.

Their continuous upgrade.

Compliance with the environmental conditions in force. Compliance with the principles of the circular economy and the application of sustainable management (production of biogas and management of the sludge produced as an alternative fuel). This is discussed in detail in the chapter on energy saving.



Wastewater Treatment Plant of Psyttalia (WWTPP)

730,000 m<sup>3</sup> /day average flow of incoming wastewater



This is one of the largest WWTPs in Europe and the globe, with a treatment capacity (average design flow) of 1,000,000 m<sup>3</sup> /day of wastewater.

The WWTPP receives municipal and industrial waste water from:

- The wider area of the Attica basin, except for certain areas whose wastewater ends up in the Metamorphosis Wastewater Treatment Plant,
- The wider Saronic Gulf (major capital area),
- The island of Salamis.

Tertiary biological treatment and sludge treatment is carried out at the WWTPP. The pollutant load removal rate, in terms of organic load, is 93%.

**Biogas** is produced from the sludge treatment, which is used for energy production. The **dried sludge** produced is used as an alternative fuel in cement industry. This topic is further discussed in the section "Liquid & Solid Waste Management - Circular Economy".

As part of the maintenance/optimization of its operation and in full compliance with environmental conditions, they are designed to be implemented within the next five years:

- the project for the storage of pre-treatment product bins with deodorization,
- the project to improve the overflow pipe at Akrokeramos,
- the complementary projects for the removal and treatment management of residues (fats, etc.) from the Primary Settling Tanks (PSTs) and other parts of the WWTP.

In 2020, as part of the response to crises related to emergency incidents of charging of the WWTP of Psyttaleia (wastewater of non-standard urban composition), cooperation with the University of Patras was initiated for the probabilistic modelling of these incidents in order to minimize the economic and environmental costs.

The treatment of the wastewater of WWTP Psyttaleia, in terms of the requirements arising from the Environmental Terms, over time, is completely successful, a fact which is also established by the results announced and posted annually on the website of the Ministry of Spatial Planning and Public Works as required by law.

However, there is a deviation in the compliance with the condition concerning the chlorination of the treated effluent (non-observance of M.A. Eiv221/1965), which is reflected in its inclusion as a new condition concerning the necessity of chlorination of the treated effluent in the renewal of the Decisions Approving Environmental Conditions in 2009, concerning the operation of the WWTPP. It should be noted that neither the studies, nor the corresponding DAECs, nor the construction of the WWTPP (Phase A and Phase B) by the Greek State had anticipated the construction of a chlorination unit.

On this issue, studies by reputable public bodies report the following:

A study by the National Technical University of Athens on the issue of chlorination of treated wastewater concluded that "it is not advisable to chlorinate the wastewater of Psyttaleia it should be avoided". The study also shows that the quality of the coastline is characterized as excellent to adequate to say the least and in any case suitable for bathing. The reports of the Hellenic Marine Research Institute show that there is no pollution of the marine receptor due to regulatory deviation. The study by the Department of Analytical Chemistry of the School of Chemistry of the National Kapodistrian University of Athens (EKPA) shows that: "In conclusion, the addition of the additional chlorination stage is not recommended as a strategy for the treatment of the outgoing wastewater from the Psyttaleia WWTP prior to its discharge into the aquatic ecosystem".

In view of all the above, EYDAP is in continuous discussions with the competent Ministries for the elimination of this term from the DAEC of the Psyttalia WWTP in order to formally eliminate this apparent regulatory deviation for the benefit of the environment and society.





Metamorphosis Wastewater Treatment Plant (WWTP)

24,000 m³/day average flow of incoming wastewater



It is a reception and co-treatment facility for:

- urban waste water through a network of wastewater collectors
- domestic sewage from areas of Attica lacking a sewerage network
- non-hazardous waste water from industries and businesses.

The WWTPM has a treatment capacity (average design flow) of 44,000 m<sup>3</sup>/ day of wastewater (20,000 m<sup>3</sup>/day of urban wastewater and 24,000 m<sup>3</sup>/day of urban sewage).

At the WWTPM there is tertiary treatment of urban wastewater and biosolids and sludge dewatering treatment. The pollutant load removal rate, in terms of organic load, is over **99%**.

The final recipient of the effluent of the WWTPM is the Pyrna stream. The dewatered sludge is transported to the WWTP of Psyttalia for drying (this is further discussed in the section "Liquid & Solid Waste Management - Circular Economy").

The WWTPM is the oldest treatment facility.

Our goal is to optimize and modernize its operation with:

- projects to improve the existing treatment facilities and the facilities at the Tanker Emptying Area,
- implementation of the deodorization projects, which are particularly important for the region and its inhabitants
- projects for the treatment of biodegradable industrial waste.
- projects for the energy recovery of the biogas produced

As part of the control system and faster service for the incoming tankers transporting municipal and industrial wastewater to the WWTPM, an electronic control system (e-passport) was installed in 2018. Vehicles enter the Center using a prepaid card.



Thriasion Field Wastewater Treatment Plant (WWTPT)

6,000 m³/day average flow of incoming wastewater



The WWTPT has been operating since 2012 and is the most modern WWTP. It is a comprehensive solution to a chronic problem of the residents of Thriasion, thus contributing to the restoration of the balance of the ecosystem of the Gulf of Elefsis, which has been designated a sensitive receptor.

The WWTPT serves the areas of Elefsis, Aspropyrgos, Mandra and Magoula, with a treatment capacity (average design flow) of 21,000 m<sup>3</sup>/day of wastewater.

Tertiary treatment is carried out at the WWTPT. The removal of the pollutant load is achieved at a rate of more than 95%.

The dewatered sludge produced is transported for thermal drying to the WWTP of Psyttalia.

The WWTPT, 130 km of pipelines and 3 pumping stations were constructed as part of the sewerage works in the area of Thriasio in compliance with Directive 91/271/EEC on urban waste water treatment.

In order to increase the number of property connections, EYDAP:

- Implemented a program of financial incentives for its residents. This program was implemented from mid-2014 to 30.6.2019.
- It reinforced the front of the construction of connections in the Municipalities of Elefsis, Mandra-Eidyllia and Aspropyrgos (2017 and 2018).

#### 85% increase of connections

was the result of the actions of EYDAP and the parallel actions of local municipalities for the installation of connections.

#### Control of sewage effluents from craft and industrial plants

The specific obligations of **professional**, **industrial and manufacturing activities** for the disposal of wastewater into the sewerage network in the areas under the competence of EYDAP are regulated by the Special Regulation for the Operation of the Sewerage Network in conjunction with the relevant JMDs.

EYDAP licenses the companies that produce liquid waste from their production activities to legally dispose of it in the sewerage network and systematically carries out sampling and controls of the waste entering the network.

Laboratory analyses of the samples are carried out in our accredited laboratories in Akrokeramos and Metamorphosis.

**Sanctions** are imposed if the desired limits of the parametric values are exceeded, as defined in the Special Sewerage Network Operating Regulation.

Wastewater chemical analysis laboratories

Our laboratories are accredited by the National Accreditation System (ESYD) according to ISO 17025 - Certificates with numbers 862-2 (Akrokeramos Laboratory) and 856-3 (Metamorphosis Laboratories).

In 2020, 66,000 analyses were carried out on 12,000 samples

In these tests are carried out on samples of wastewater, sludge and waste, originating from: • the WWTPs

- sewers of the sewerage network
- industrial enterprises connected to the network
- tankers transporting sludge to the Metamorphosis WWTP
- properties which have suffered damage possibly related to sewerage
- the Environmental Inspectors for issues within their competence relating to environmental pollution

In the case of industrial enterprises, the parameters to be examined, their limits and the frequency of sampling are determined by the relevant legal framework and the corresponding environmental regulations in the case of the WWTPs.

In 2020, the upgrading of laboratory equipment continued to ensure the reliability of the analyses carried out. The total cost amounted to approximately EUR 685,000 plus VAT.

SUSTAINABILITY REPORT 2020

#### Staff education-training

Sewerage staff working in particularly unfavourable and unhealthy conditions (inside manholes and pipelines with the release of gases dangerous to health, etc.) are constantly trained in order to perform their duties in the safest and most optimal way.

#### How we evaluate our approach

GRI 103-3, GRI 303-2, GRI 303-4, GRI 416-2, GRI 307-1

We evaluate the effectiveness of the operation and management of the wastewater system by developing the following applications and practices, some of which, are significant innovations in the operation of the system:

#### 1. Monitoring of the marine ecosystem of the Saronic Gulf and the Gulf of Elefsis and evaluation of the results, in cooperation with an independent research organization (ELKETE).

Monitoring of the evolution of the ecosystem of the Inner Saronic Gulf and the Gulf of Elefsis and Keratsini Bay, under the influence of the Psyttalia Wastewater Treatment Plant and the Thriasio Field Wastewater Treatment Plant, is carried out by the Hellenic Centre for Marine Research (ELKETE) through contracts with EYDAP. This monitoring started in 2005 and continues to date. The results show continuous improvement of the ecological status of the Saronic Gulf, the Gulf of Elefsis, especially at the discharge points of the WWTPs.

#### 2. Publication of the results of wastewater treatment in the National Database of the Ministry of Infrastructure and Transport.

Quantitative and qualitative characteristics of the inputs and outputs of the wastewater treatment plants are published in the electronic database of the Special Secretariat for Water. The characteristics published are as follow:

- Incoming flow
- Incoming load
- Quantity of sewage sludge produced
- BOD5, COD, SS, T-N, T-N, NH4-N, T-P (inlet)
- BOD5, COD, COD, SS, T-N, T-N, NH4-N, NO3-N, T-P (at the outlet)

# Access to the database is free for all citizens.

#### 3. Progress of wastewater projects.

In order to ensure that all the areas under the jurisdiction of EYDAP that are currently without sewerage are provided with sewerage, EYDAP, in cooperation with the municipalities, is proceeding with the planning and design of the required sewerage projects and Wastewater Treatment Plants. In this context:

• Dionysos, Rodopolis, Anoixi and Stamata of the Municipality of Dionysos.

The sewerage collectors project has been received and is ready to be put into operation:

- Kalamos, Ag. Apostoli of the Municipality of Oropos: The Final Study for the sewerage works has been issued.
- The contract for the drainage of Kapandriti -Mikrochori - Polydendri, of the Municipality of Oropos has been completed. The procedures for the inclusion of the sewerage projects for financing and implementation are progressing.
- Areas of the Municipality of Pallini. Construction of the primary, secondary and tertiary sewerage networks. Since December 2018, the tender for the sewerage projects is underway, with a budget of 60.000.000 euros, which has been included for funding in the OPERATIONAL PROGRAM "Transport Infrastructure, Environment & Sustainable Development" 2014-2020, PRIORITY AXIS 14 "Conservation and Protection of the Environment - Promotion of the Efficient Use of Resources (COHESION FUND).

The tendering procedures for projects are particularly lengthy, due to constant amendments to the law and legal entanglements, with the result that the appointment of the contractor and the signing of the relevant contract takes place after a long period of time - more than a year in many cases - from the publication of the tender documents.

#### 4. Use of information systems

The high demands of EYDAP in terms of information systems have led the Company to continuously improve the existing IT applications of the Sewerage Department and to install new ones.

## 5. Steady reduction of failures in the sewerage network

In 2017, the number of sewer system failures was 26,325, in 2018 it was 25,957, and in 2019 it decreased to 24,900. In **2020** they remained stable at 24,906.

#### 6. Continuous upgrade of equipment

- In 2020, the process for the procurement of :
- 18 suction and high-pressure water tankers from wastewater recycling,
- 10 high-pressure water and sewage suction tankers, for a total cost of approximately 15,250,000.00 (plus VAT) and their partial delivery is in progress.

#### 7. Control of inputs and outputs at the WWTPs with continuous sampling and microbiological analyses at the EYDAP laboratories.

Systematic sampling of waste water, as required and in accordance with current legislation, at the inlet and outlet of the treatment plants and at intermediate stages of treatment, for chemical and microbiological analyses.

The results of the analyses confirm that the limits set by the environmental conditions of the WWTPs are respected.

## 8. Results of industrial wastewater testing through sampling at the EYDAP laboratories

The results of the inspections and the large number of companies (more than 10,000) that were discharging wastewater show that the companies generally comply with the requirements of the legislation. It should be noted that the sanctions imposed are minimal, for the years up to 2019, they concerned 5 companies. For 2020 they have not yet been issued.

## 9. Measurement of incoming flow at the WWTP of Thriasion

Following the actions taken by EYDAP in the Thriasio area, there is a continuous increase in the incoming flow to the WWTP.

In the year 2015 the average daily flow was 2,100 m<sup>3</sup>/day, in the year 2016 it was 2,400 m<sup>3</sup>/day, in the year 2017 it was 4,000 m<sup>3</sup>/day, in the year 2018 it was 4,500 m<sup>3</sup>/day, in the year 2019 it was 5,500 m<sup>3</sup>/day and in the year 2020 it reached 6,000 m<sup>3</sup>/day.

Of the households that can be connected to the sewerage network, 85% have been connected.

## 10. For optimal management of processing products - Circular Economy

- The study has been completed and is in the process of implementation for the on-site treatment - in a compact unit - of part of the incoming wastewater in a pumping station of the Central Coastal Collector and the reuse of the treated effluent for the irrigation of Elliniko Park,
- The process of characterisation of the dried sludge produced in the WWTPP as an alternative fuel is underway.
- Combined heat and power plants at the WWTP of Psyttalia with biogas and natural gas combustion. The electricity produced is consumed at the WWTPP, usually in its entirety, while any excess is exported to the electricity network of the DEDDIE.
- Reuse of treated effluents, which reached 316,000 m<sup>3</sup> in 2020 at the WWTPM and 5,313,221 m3 at the WWTPP.

11. In cases of inability of the Municipalities to construct the secondary sewage pipes, EYDAP undertakes the construction to and the construction of the connections of the properties, after signing a contract with the respective Municipality. In 2020, contracts were signed:

- with the **Municipality of Penteli** for the construction of pipelines and connections in the area of **Kallithea in Penteli**.
- with the Municipality of Kifissia, for the construction of pipelines of the secondary sewerage network in the streets of the Municipalities of Ekali and Kifissia of the Municipality of Kifissia and the construction of the required connections,
- with the Municipality of Oropos, for the construction of the secondary sewerage network and connections to the areas of Kapandriti, Mikrochori, Polydendri and Afidnai of the Municipality of Oropos.

#### Social assistance initiatives

EYDAP acts to safeguard public health • in areas outside its competence, • in cases of emergencies by providing equipment and human resources in 2020, it contributed to damage restoration in the affected areas of Evia

Compliance with regulations and voluntary codes: In the reporting period there were no incidents of non-compliance with regulations and voluntary codes, relating to impacts of the services to EYDAP on the health and safety of citizens. 138 EYDAP

Municipality of Marathon WWTP

# Sewerage projects of Eastern Attica

Municipalities of Rafina-Pikermi & Spata-Artemis WWTP

	MUNICIPALITY OF OROPOS
	PART OF THE MUNICIPALITY OF OROPOS WITH SEWERAGE WORKS BY EYDAP S.A.
	MUNICIPALITY OF MARATHON
	PART OF THE MUNICIPALITY OF MARATHON WITH SEWERAGE WORKS BY EYDAP S.A.
	MUNICIPALITY OF RAFINA-PIKERMI
	MUNICIPALITY OF SPATA-ARTEMIS
	MUNICIPALITY OF PALLINI
	MUNICIPALITY OF PAEANIA
4	PART OF THE MUNICIPALITY OF PAEANIA WITH SEWERAGE WORKS BY EYDAP S.A.
	MUNICIPALITY OF SARONIKOS

## 4.3.3 Sewerage projects in East Attica

GRI 303-2

With a view to environmental protection, sustainable development, the protection of public health and a definitive solution to the problem of urban wastewater disposal in East Attica, EYDAP has included the implementation of the sewerage projects in the area in its operational objectives.

EYDAP's planning for these important sewerage projects aims at the integrated management of the region's wastewater with the possibility of reusing the treated effluents to ensure maximum environmental benefit.

To this end, the Wastewater Treatment Plants- WWTPs to be constructed have been designed to operate with state-of-the-art technology, ensuring the possibility of reusing the treated effluents, in full compliance with the current institutional framework for reuse.

#### Environmental awareness and information center

An Environmental Awareness and Information Center will operate in the premises of the Municipalities of Rafina-Pikermi and Spata-Artemis, where pilot programs for the optimal use of reclaimed water as well as environmental information and education activities will be implemented.



# Project planning in East Attica

The design for the construction and operation of integrated wastewater management systems includes projects in the municipalities of Rafina-Pikermi, Spata-Artemis, Marathon, Peania, Saronikos and the Municipality of Kropia.

- Collection, Treatment of urban wastewater of the Municipalities of Rafina-Pikermi and Spata-Artemis and Reuse-Disposal of treated effluents
- Collection, Treatment of urban waste water of the Municipality of Marathon and Disposal-Reuse of treated effluents
- Construction of a sewage network for the sewage system in the area of Glyka Nera of the Municipality of Peania
- Collection, Treatment of urban wastewater of the coastal zone of the Municipality of Saronicos and the Municipality of Kropia and Reuse-Disposal of treated effluents
- 5. Reuse of Treated Effluents of the Wastewater Treatment Plants (WWTPs) of East Attica
- 6. Management, final treatment and utilisation/ disposal of the biosolids produced by the East Attica WWTPs
- 7. Wastewater disposal in the areas of Leontario-Kantza, Kato Balana and Ag. Nikolaos, Municipality of Pallini
- Sewage drainage of the southern part of the Municipal Unit of Artemis.

# Environmental benefits from the implementation of the projects

According to the plan, in the coming years, about 300,000 residents of East Attica will be connected to the sewerage network in the first phase, while 35,000 hectares - at least - of arable land in the region will be irrigated with recycled water.



# 1. Protecting the water resource

The reuse of treated effluent from the WWTP is a strategic choice for EYDAP in the design and implementation of its projects, with a significant impact on the purification and enrichment of the groundwater aquifer and the conservation of the precious resource of water.



### 2. Reducing the energy footprint of projects

The significant reduction of GHG emissions in the wider region is assessed as a major result of the implementation and operation of the projects.

- **Reduction in energy consumption**, through the application of new technologies and high-level automation systems, which allow the analytical control and optimal operation of processes, with a positive effect on the resulting operating costs. The design of the WWTPs provides for the possibility of regulating the operation of the basic equipment and the continuous monitoring of the operation through a modern remote control remote management system (SCADA) to reduce energy consumption.
- Use of RES to cover part of the energy consumption of the WWTP of Rafina-Pikermi and Spata-Artemis

The utilization of the produced biogas is planned as well as the installation of photovoltaic systems on the free surfaces of the WWTP.



### 3. Groundwater aquifer remediation

According to EYDAP's design, the treated effluents of the Koropi-Peania WWTP will be reused for the artificial enrichment of the underground aquifer either through existing wells or through drilling. Studies by EYDAP and other bodies have established that the developing aquifers in the area around the Koropi-Paiania WWTP are locally under over-exploitation and show a strong drop in level (wells aquifer), cases of salination and nitrate pollution. Through the supply - artificial enrichment of the underground aquifers and their qualitative upgrading, we protect the environment and the quality of life of the inhabitants of the region.

The operation of the sewerage projects in the East Attica region will also achieve a **drastic reduction in the use of cesspools**, most of which are absorptive and their operation imposes a significant pollutant load on groundwater.



### 4. Ecosystem upgrading

The implementation of the drainage projects contributes to the protection of the ecosystem of the area, to the preservation of the ecological integrity of Natura 2000 sites, but also to their environmental upgrading. The operation of the projects is expected to improve the beaches for swimmers, while the improvement of the **marine** environment will also have a direct positive impact on **fisheries**.

The possibility to reuse treated effluents for irrigation is expected to reduce pumping from the underground aquifer and thus reduce **salination of the water system**.

# Project implementation strategy

EYDAP, in the context of the actions for the rapid operation of the sewerage projects in Eastern Attica and the avoidance of problems and delays, resulting from the dispersion of responsibilities for the construction of sewerage projects

- adopts for the first time a holistic approach to the construction of all individual parts of the projects
- undertakes the simultaneous construction of the secondary sewerage network and the corresponding external branches to connect the properties, the instalment of which belongs to the local authorities under existing legislation
- plans actions, in cooperation with the Municipalities involved, for the faster connection of properties to the sewerage network with the completion of the construction
- created, in cooperation with the Municipality of Peania, an office to service property owners at the Municipal Office of Glyka Nera and at its construction offices in Fourezi to provide information and submit applications - with the required documents - for the connection of their properties to the sewerage network of EYDAP, which is in the process of construction.

# Progress of the projects

In 2020, significant progress was made in the implementation of the sewerage projects in East Attica.

1. "Construction of the sewerage network of the area of Glyka Nera of the Municipality of Peania"

STAGE: CONSTRUCTION

The project is co-funded by the NSRF / Operational Program "Attica 2014-2020". The project will serve in the initial phase approximately **10,000 residents**. The physical scope is approximately **50% complete.** 

2. "Collection, Treatment of urban wastewater of the Municipalities of Rafina-Pikermi and Spata-Artemis and Reuse - Disposal of treated effluents"

STAGE: CONSTRUCTION TENDER

The project is co-funded by the NSRF/ Operational Program "Transport Infrastructure, Environment and Sustainable Development 2014-2020".

The project is to serve 135,000 inhabitants in the initial phase. The physical scope includes the construction of the Wastewater Treatment Plant in Platy Horafi, the wastewater collection and transport network - including the external branches to connect the properties, other and necessary "accompanying" sub-projects such as Expropriation, Relocation of Public Utility Networks, Archaeological excavations and works, Waste Management of Excavation and Demolition Waste - AECC as well as a sub-project of Technical Consultant and Publicity.

#### **Project implementation milestones:**

- The financial contribution to the project was approved by the European Commission by Executive Decision C(2020) 4877/15.7.2020.
- Awarded all three contracts for the construction of the sewerage network, which involve the construction of approximately 430 km of pipelines, 30 pumping stations and 18,500 external branches, for the connection of properties to the sewerage network. In particular, the following sub-projects were put out to tender:

 Rafina-Pikermi and Spaton-Artemis Municipality: Construction of sewage networks and sewage transport pipelines, budget 63,700,000€.
 Municipality of Spata-Artemis: Construction of sewage networks and sewage transport pipelines in areas, budget 70,000,000 €.
 Rafina-Pikermi Municipality - areas of Pikermi, Drafi, Agios Spyridon, Dionis: Construction of sewerage networks, budget 34,200,000€.

The tender and the tender documents of the sub-project of the Technical Support Consultant with a budget of 3,769,620.08 € were approved. The contract notice was published in the Official Journal of the European Union (OJEU) on 04-01-2021.

### 3. "Collection, Treatment of urban wastewater of the Municipality of Marathon and Disposal - Reuse of treated effluents".

STAGE: CONSTRUCTION TENDER

The project is co-funded by the NSRF/Operational Program "Transport Infrastructure, Environment and Sustainable Development 2014-2020".

The project is to serve **51,400 inhabitants** in the initial phase. The physical scope includes the construction of the **Wastewater Treatment Plant, the sewage collection and transport network** - including the external branches to connect the properties, and also necessary "accompanying" sub-projects such as Expropriations, Relocation of Public Utility Networks, Archaeological investigations and works, Waste Management of Excavation and Demolition Waste and also a sub-project of Technical Consultant and Publicity.

#### **Project implementation milestones:**

- The request for co-financing of the project has been submitted for approval by the European Commission and the approval of the financial contribution is expected.
- The Board of Directors of EYDAP approved the tender for the implementation of the sub-project of the Technical Support Consultant, with a budget of 1,796,760.52€.

### 4. "Sewerage of the areas of Leontario in Kantza, Kato Balana and Ag. Nikolaos of the Municipality of Pallini with the Peania-Koropi WWTP as the recipient"

STAGE: TENDER FOR THE STUDY

The project is co-funded by the NSRF / Operational Program "Transport Infrastructure, Environment and Sustainable Development 2014-2020". The project is expected to serve approximately **10,000 inhabitants** in the initial phase.

#### **Project implementation milestones:**

• The preliminary study for the design and implementation of the project has been completed.

A request for the inclusion of the project study in the NSRF, EP YMEPERAA 2014-2020 was submitted. By decision of the Programs Management Special Secretary of the ERDF, the inclusion of the Act "Final design of the transfer and secondary sewerage network of the sewerage system of the settlement of Leontario (Kantza) and other areas of the Municipality of Pallini south of the Western Regional Avenue of Ymittos" with code OPS 5060322 was approved. The budget of the Act amounts to 507,213.00€.

An Environmental Modification Study File was prepared and the relevant Environmental Authorization
Decision for the project was issued: "Collection, transport, treatment and disposal of wastewater from
the areas of Koropi-Peania of the Prefecture of Attica, in order to include the sewerage projects of the
settlements of South Pallini (areas of Kantza - Leonontari, Kato Balana, Loutro, Social Housing, schools,
Kambas estate and Industrial Park of Loutro)".

5. "Collection and treatment of urban wastewater of the Municipality of Saronicos and Agia Marina and Agios Dimitrios of the Municipality of Kropia" STAGE 1: APPROVAL OF THE FUNDING OF THE PROJECT (INCLUSION OF THE PROJECT IN THE NSRF) and PREPARATION OF THE ENVIRONMENTAL IMPACT ASSESSMENT.

During the initial operation phase of the project, 73,000 inhabitants will be served.

The project study is expected to be co-funded by the NSRF / Operational Program "Transport Infrastructure, Environment and Sustainable Development 2014-2020", following a request from EYDAP.

#### **Project implementation milestones:**

 A multi-criteria analysis of the evaluation of the project design alternatives was completed and subsequently approved, by decision of the Board of Directors of EYDAP, the redesign of the sewerage projects in Eastern Attica, according to which the sewage of the coastal areas of the Municipalities of Saronicos and Kropia will be transported to the Koropi-Peania WWTP.
### 6. "Reuse of Treated Effluents of the Wastewater Treatment Plants (WWTP) of East Attica"

STAGE: FEASIBILITY/ ECONOMIC VIABILITY STUDY

Project maturation activities are ongoing to create the appropriate conditions for the promotion of the use of the recycled water of the WWTPs. The project aims for the **reuse of the recycled water of the WWTPs** for irrigation and urban use for the benefit of agricultural cooperatives and local communities.

**Project implementation milestones:** 

- A pilot project is underway with the **cooperation of EYDAP** and the **Agricultural University of Athens** in the area of Spata in order to demonstrate and highlight the use of the treated effluents of the WWTP and at the same time to inform local agricultural operators of the municipalities of Spata Artemis and Rafina Pikermi about the potential for possible restructuring of crops that emerge from the use of reclaimed water.
- The active participation of the municipalities involved in the reuse of recycled water from the WWTPs is ensured by the **Memorandum of Understanding and Cooperation** of 21/1/2020 between EYDAP, the Attica Regional Governor and the Mayors of Rafina-Pikermi and Spata-Artemis.
- A similar Memorandum of Understanding and Cooperation was signed on 17/7/2020 between EYDAP SA, the Governor of Attica and the Mayor of Marathon.
- For the active participation and information of the community and potential users of recycled water, EYDAP is in **constant dialogue** with the local agricultural community (agricultural cooperatives) in order to highlight the benefits of using recycled water.

The completion of the sewerage projects in East Attica, in addition to regulatory compliance with Directive 91/271/EEC, will be a factor in ensuring the sustainability of the precious resource of water, upgrading the marine environment and the aquifer and protecting the health of the residents, thus contributing to the achievement of the Sustainable Development Goals as defined by the UN.

# **4.4** Affordable Tariff Customer Service



#### Why is it essential?

GRI 103-1

In an ever-changing environment, an excellent customer experience is important to a company's long-term success. Our goal is for customers to receive value not only from the delivery of services but from their overall experience with the Company.

#### Key Pillar of our Strategy

Customer service Meeting requests with speed & security The challenges of the digital era Reducing our environmental footprint Safeguarding public health Customer and employee safety

Providing an affordable tariff for water and sanitation services helps to meet basic needs and the expectations of citizens for clean and cheap water and reliable sanitation services.

In 2020, our customer service refers to:

2,051,538 connections Water and Sanitation

122,429 benefits Water supply



44,482 benefits Sanitation

2,182,052 water connections are for domestic use.

#### EYDAP's response to the COVID-19 pandemic.

During the pandemic period, EYDAP fully complies with the applicable provisions to safeguard Public Health and applies all necessary protective measures: To avoid crowding, alternative service channels (electronic and telephone) were strengthened, the range of digital services was upgraded and service at the Regional Centers was established, when necessary, by appointment. Detailed information on the measures taken to protect workers and visitors to the Services is provided in the section on "Health & Safety". Safety of Workers'.

During the periods from 12 March to 25 June and from 12 November to 31 December, the process of issuing and implementing technical actions for water meter interruptions and removals was suspended, except for those requested by customers. The procedure for referring debts for compulsory collection was also suspended.

### How we manage it

GRI 103-2

For the direct communication of the customer with our services even from a distance, we provide

- 24hour telephone service at 1022 and email at 1022@eydap.gr
- Click to Call for service, free of charge to the customer
- www.eydap.gr for online information
- eEYDAP for electronic processing of requests
- mobile application "EydApp" for the most modern functions
- social media for useful updates and information

Particularly for the registered user of our online services, the possibility is provided for a complete management of his accounts, registration of his water meter reading, receiving updates via sms and processing of numerous requests (special reference to our new digital services is made in the "Digital Transformation" section of this Report).

# Stable relationship of trust with the customer

# Optimization project "customer identification"

Good customer service and optimal management of requests is ensured through:

continuously upgrading the range and quality of our digital services

Structured Process System Certified with ISO 9001:2015 on an annual basis

full harmonisation with the existing legislative framework

solid corporate initiatives, sensitive to current conditions

continuous training of its human resources, in order to meet both the new digital challenges and the ever-changing needs of its customers The Company's customer-centric orientation is based on the continuous understanding and satisfaction of customer needs and has as its goal the constant improvement of the customer service experience.

Since 2019, the company has been proceeding with the project of optimizing its processes with the aim of "Customer Identification", aiming to update its customer database so that it includes correct and valid information, not only now but also in perpetuity, with clearly defined procedures and methodology for the continuous updating of the customer register data.

# Pricing policy

As of 16.12.2013, the Company's water supply and sewerage billing is determined on the basis of Government Gazette 3188B/16.12.2013, which remains in force and which is available on the Company's website (www. eydap.gr) in the section "Customer Service / Billing".

EYDAP, in order to meet the changing needs of its customers, but also to ensure its financial soundness, applies a pricing policy that provides a flexible and affordable tariff for all.

# The tiered tariff acts as a deterrent to waste of the natural resource and raises awareness among consumers to adopt a rational use of the resource.

On 22.05.2017, the National Water Commission issued the 135275 Joint Ministerial Decision (Government Gazette 1751B/22.05.2017) on the "Approval of General Rules for Costing and Pricing of Water Services. Method and procedures for the recovery of costs of water services in its various uses". The above Joint Ministerial Decision sets out the procedures, methods and levels of cost recovery of water services, in order to boost the economy, as well as the general rules for costing and pricing of water services, in order to ensure the provision of affordable water of appropriate quality and quantity to consumers. According to the above-mentioned GG, for the determination of tariffs to end-users, in addition to the environmental cost, the resource cost is included and the environmental charge will be compulsorily indicated in a distinct, clear and understandable manner.

The Company's new pricing policy will be submitted for approval to the competent regulatory authorities, within a reasonable period of time, after the signing of the new contract with the Greek State.



#### **Special billing**

EYDAP, based on a legislative provision (Government Gazette 552B/26.3.2009, article 3.2.3, Government Gazette 3188B'/16.12.2013, Government Gazette 2221B'/9.9.2013), grants tariffs for **special categories of consumers**, in recognition of the need to cover specific social needs, emergency and permanent.

#### Industrial/Professional billing

Recognizing its role as the sole provider of drinking water in the basin, EYDAP provides a special tariff to businesses, based on established criteria, for their support and development.

By the end of 2020, the total number of benefits in this category is 3,887.

Charity billing

It is provided not only to foundations and associations within the meaning of Law 1111 of 8/11.2.72 and Law 2039/1939, but also by decision of the Board of Directors and other institutions - bodies that carry out charitable - public benefit work.

By the end of 2020, the total number of recipients in this category is 364.

#### Tariff for "Strengthening Networks of Municipalities & Communities - Water Supply of the Islands"

This tariff refers to the special services that EYDAP places for the

- enhancement of water supply networks of Municipalities and Communities, according to the quality procedures of EYDAP
- water supply of off-city planning areas until the completion of the Urban Redevelopment Enterprise by area of each local Municipality.
- supply with refined water which is transported by ships, through special supplies located in the port of Lavrio to islands of the South Aegean Region (Cyclades etc.).

#### By the end of 2020, the total number of benefits in this category is 417.

#### • Billing for the "Supply of Ships"

This invoice involves the special supplies installed for the supply of drinking water to the PPA, the Hellenic Refineries of Aspropyrgos S.A., to Natural or Legal Entities Public or Private for the supply of ships.

#### By the end of 2020, the total number of recipients in this category is 62.

## Customer debts

Despite the general economic crisis affecting households, the debts of customers, with the systematic and persistent effort of the Services, are kept at approximately the same levels as last year, but always with the risk of their increase.

EYDAP, acting in line with its social sensitivity, **applies a discount policy, takes preventive measures to avoid debt ballooning** and applies debt repayment options through procedures approved by the Board of Directors.

In 2020, the Company's main actions to minimize, as far as possible, the debts are as follow:

- Timely notification of the customer for increased consumption by sending an email to the identified customers, but also by pasting a special form at the entrance of the property.
- Use of new online services
- Letters informing on debt issues.

#### 261,207 letters in 2020 compared to 321,563 in 2019

• Settlement of debts based on specific and formal procedures by submitting a relevant application. Special arrangements for the weaker social groups.

#### 18,198 debt settlement requests in 2020

• Denial of service due to outstanding debts / Removal of the water meter / application of the KEDE, if the conditions are met and always in accordance with the Regulation on the Operation of the Water Supply Network.

## In 2020 denial of service due to outstanding debt was imposed on 21,711 water connections. It was lifted for 47% of them within 30 days.

A detailed discussion of customer debts is provided in the Notes to the Financial Statements 22 and 39.

# Support to society

EYDAP undertakes important initiatives within the framework of its billing policy to support vulnerable social groups, recognizing the unfavorable economic situation experienced by Greek society, as well as the crisis caused by the Covid-19 pandemic.

#### • Free supply of drinking water in the municipal unit of Nea Makri

EYDAP approved the free supply of drinking water - for the consumption period from 24.01.2019 and until the end of the state of emergency on 24.07.2020 or for as long as the government extends this state - in the municipal unit of Nea Makri and up to the amount of 300,000 € per six months.

#### Free drinking water supply in the Rafina municipal unit

EYDAP approved the free supply of drinking water - for the consumption period from 24.01.2019 and until the end of the state of emergency on 24.07.2020 or for as long as the government extends this state - in the municipal unit of Rafina and up to the amount of 300,000 € per six months.

#### Discount for COVID-19 reference hospitals

EYDAP provides a discount on the bills of the Reference Hospitals, up to a total of €500,000.



# Supporting vulnerable social groups

#### **Extraordinary special tariff**

From 1.2.2016 until 30.06.2017, beneficiaries of Law 4320/2015 were granted an Extraordinary Special Tariff. Since 1.7.2017, EYDAP has been granting an Extraordinary Special Tariff to the beneficiaries of the Social Solidarity Income of Law 4389/16, providing a discount on the value of water, with terms and conditions detailed at <u>www.eydap.gr</u>.



#### Universal accessibility to our services for the visually impaired

EYDAP is a pioneer in the effort to ensure equal access for non-sighted consumers and provides the possibility of **specially designed services** which, among other things, include sending special readable bills (in braille, large fonts), sending sms and e-mail.

#### Equal access to communication for the deaf/hard of hearing

In the broader context of reducing inequalities and social exclusion of people with hearing impairment, EYDAP has accepted and **adopted a relay service** to facilitate their access to communication with us.

#### Focus on special customers

EYDAP, recognizing the needs and requirements of the different Customer Groups, created in 2016 a separate administrative unit for the management of all the issues of this special group of consumers concerning Municipalities, Public Services and Large Customers. These Special Customers account for 24% of annual collections.



#### How we evaluate our approach

GRI 103-3

53%58%calls via the 1022 line or 210-214444444 were answered in a waiting time of less than 40" in 2020increased the number of incoming e-mails in 2020in 2020compared to 2019. 75% of e-mails were answered immediately	The average annual price per m <sup>3</sup> of water consumption with General Billing 1.21€ the average annual price of water consumption and sewer use per km
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To assess customer satisfaction, the "satisfaction of requests for bill reductions" indicator is used, which has as denominator the number of requests submitted annually for bill reductions and as numerator the number of corresponding requests satisfied by the Company.

	2018	2019	2020
Number of requests received for bill reductions	6,851	6,694	6,052
Number of requests met	6,653	6,559	5,982
Value of the invoices to be examined	10,477,180.49	10,573,915.91	10,214,043.48
Discount value	5,828,716.63	5,874,058.28	5,594,417.20

Compared to 2018, when 97% of the requests submitted for bill reductions (from hidden leaks, illegal water abstractions, etc.) of consumers were satisfied, in 2019 98% and in 2020 99% of these requests were satisfied, with the value of the discount granted amounting to 55% of the value of the invoices to be examined.

In 2020, there is a decrease in the number of examined requests by 642 requests compared to the previous year. The bills to be examined were of a total value of 10,214,043.48€ on which a discount of 5,594,417.20€ (55%) was granted.

# **4.5** Anti-corruption and bribery issues – Regulatory compliance



EYDAP recognizes that corruption and bribery undermine the ethical environment of any business and constitute a complex problem with economic, social, environmental and political implications.

Tackling **corruption and bribery** can: a) contribute to the identification, better assessment and management of risks as well as regulatory compliance which is a non-negotiable principle in all its activities; b) enhance its protection against any fraud, embezzlement and abuse further strengthening its credibility and the trust of its stakeholders; and c) serve its business objectives.

Regulatory compliance is a key element of EYDAP's business. This position is based on the non-negotiable principle of compliance with the requirements of the law and the commitments it has voluntarily undertaken on the basis of the quality and operational standards it has adopted and best corporate practices.

Any deviation from the principles and ethical practices of EYDAP puts at risk its objective to remain the largest and most reliable company in the management of the water cycle, always oriented towards people and the environment. The main risks related to corruption and bribery issues, in relation to all EYDAP's activities, are:

- **1.** Bribery of an employee.
- Misappropriation of money on behalf of Employees working in the Company's Service Counters.
- **3.** Engaging in fraud.
- Breach of duty by an official with intent to harm a citizen or the state or to gain an illegal advantage for himself or herself or another person
- **5.** In particular, contracts for the supply of goods, services and works are subject to the following risks of corruption:
  - wording of the specifications in such a way as to favor certain economic operators,
  - conflict of interest affecting various stages of the competitive processes, resorting to direct assignments in order to avoid the obligations of the tendering procedure,
  - cooperation with undependable or unreliable economic operators.
- 6. Discrimination in recruitment.
- 7. Sponsorships-Donations.

#### How we manage it How we evaluate our approach

GRI 103-2, GRI 103-3, GRI 205-1, GRI 205-2, GRI 205-3

EYDAP, through the adoption of an Anti-Corruption and Anti-Bribery Policy in line with the European Policy and the Greek Anti-Corruption Action Plan, is committed to conducting its entire range of activities with transparency, ethics, integrity and respect for society and the environment, applying a zero-tolerance policy against Corruption and Bribery.

EYDAP recognizes that not fighting corruption is an obstacle to development and reform with a negative impact on the allocation of resources to protect the environment and achieve social objectives.

The UN Sustainable Development Goal 16 "PEACE, JUSTICE AND STRONG INSTITUTIONS", set by the UN for 2030, to which our Company is committed, refers to reducing corruption, increasing transparency, reducing illicit financial flows and improving access to information.

Responding to the needs of all our stakeholders (customers, suppliers, institutions, shareholders, investors, employees, society), we enhance the Company's credibility and reputation, transparency and efficiency, not only by fully complying with the legislative and regulatory framework, but also by implementing a series of preventive actions against corruption by taking appropriate due diligence and risk management measures, conducting security and compliance audits and establishing policies and procedures:

 Within the framework of the "Anti-Corruption and Bribery Policy", which was drafted in accordance with international best business practices and the specific needs and corporate culture of EYDAP:

- **Covered persons** are the members of the Board of Directors, senior and top management and all employees of the Company regardless of the type of employment relationship.
- An analysis of the circumstances and identification of potential risks or threats that may encourage the existence of such incidents in the corporate environment is carried out through a process of due diligence. This practice covers corporate activities that pose risks for the occurrence of such incidents, such as: donations and charitable contributions, sponsorships, gifts and hospitality, relationships with business partners and suppliers, and aims to establish prevention procedures where they do not exist.
- Covered persons are encouraged to disclose any matter or suspicion of wrongdoing as soon as it comes to their attention and, if reported in good faith, are protected from any retaliatory acts with respect to their position and advancement. Incidents reported shall be investigated by the Company in an appropriate manner and if confirmed, corrective action shall be taken.
- Non-compliance may lead to disciplinary action, which may result in dismissal for serious misconduct, according to the disciplinary provisions of the Company's Personnel Regulations, non-compliance may cause material or moral damage to the Company. Furthermore, the person involved may be subject to criminal prosecution under the applicable Greek legislation.

- **Sponsorship Policy:** EYDAP has established and implements a Sponsorship Policy, which identifies the basic principles of its sponsorship activity, as derived from its Strategy and priorities, the characteristics that should govern the sponsored actions and the beneficiaries, as well as the process that should be followed up to the final stage of their implementation.
- Enhancing transparency by implementing the relevant procedures resulting from the current institutional framework and in particular from the stock exchange legislation, such as the procedure for the disclosure of regulated information, valid and timely information to the investing public, the procedure for the disclosure of transactions by persons exercising managerial functions in the Company, the procedure to avoid the misuse of privileged information and the publication of important corporate information on the Company's website, the publication of the Company's financial statements and the publication of the Company's financial statements.
- Adoption of enhanced accountability practices such as the issuance, distribution and publication of corporate publications that enhance information on the Company's activities, strategy, objectives and performance.
- Implementation of the Corporate Governance Code - Internal Operating Rules, which facilitates the formulation of corporate governance policies and practices. The Regulations have been structured to meet the needs of the Company as well as high standards of corporate governance and transparency. It clearly presents the elements relating to corporate governance, the internal control system and the assessment and management of business risks.
  - Implementation of the Staff Internal Operating Rules, which establishes principles of ethics and professional conduct, particularly in the context of transactions with consumers. Among other things, it is expressly prohibited for the Company's personnel to demand or accept from any trader, directly or indirectly, any gifts or rewards or other benefits or related promises for themselves or for third parties.

The Company's Disciplinary Board addresses cases of **disciplinary misconduct**, related to the violation of the Personnel Regulation (P.D. 597/1985) and the Internal Staff Regulation.

- In the field of **public procurement**, the Company's competent organizational units strictly apply the procedures of the new Law 4412/2016 "on public works, supply and service contracts", according to which contracting entities are obliged to treat economic operators equally and without discrimination and to act transparently, respecting the principle of proportionality, the protection of public interest, the protection of private rights, the freedom of competition, the protection of the environment and sustainable development. In addition to the Company's existing practices, the prevention, identification, monitoring and management of conflict of interest situations during the planning and preparation of a contract and during its award and execution will be implemented from the year 2021 onwards through the implementation of the Conflict of Interest Policy and the specific provisions contained therein.
- Digital governance (e-eydap): through the digital expansion of its services, EYDAP reduces the chances of illegal transactions and corruption. The provision of services is depersonalized, the consumer is identified electronically and the processing procedures are recorded in detail so that their quality and legality can be checked. Through e-governance, an attempt is made to modernize processes, regulatory frameworks, human resources, the overall corporate culture and ultimately the value of the Company. In this direction, the Innovation and Digital Transformation Committee is responsible for strategic issues regarding new technologies and innovations including the digital transformation of the Company, cybersecurity and sustainability issues.

- Updating the recording and assessment of the risks faced by each of the Company's organizational structures, in order to ensure their proper management and effective response, in order to prevent, among other things, incidents of corruption and bribery.
- Establishment of an independent Risk Management Unit to support the risk management strategy, coordinate management at corporate level and prepare reports to the Board of Directors and the Company's shareholders on risk issues. Its organizational structure, operating procedures, responsibilities and working relationships will be reflected in its Operating Regulations.
- Establishment of a Whistleblowing System: EYDAP has drafted a Whistleblowing Policy, which will be approved by the Board of Directors of EYDAP in 2021. The Policy sets out the standards and procedures for managing whistleblowing reports, thus contributing to fostering a climate of open communication, transparency, accountability and responsibility. The purpose of the Policy for the Management of anonymous or eponymous reports and complaints is to create the framework for the timely identification of irregularities, omissions or criminal acts that threaten the proper functioning and organization of the Company; with emphasis on the confidentiality of the identity of the complainant and the protection of the complainant from any retaliation.
- Updating Regulations and Policies at regular intervals in order to ensure continuous compliance with current legislation and international best practices.

The strengthening of the Internal Audit System is a further strengthening of the company's position and credibility.

In 2020, our actions in this direction were:

- Conflict of Interest Policy: The Regulatory Compliance Service has completed the drafting of a Conflict of Interest Policy which will provide guidance as an operational and auxiliary tool to the members of the Board of Directors, the managers and employees of the Company on how conflicts of interest are defined, how they can be recognized and what procedures should be followed when their existence is established, in order to protect the interests of customers or suppliers and the Company itself.
- Whistleblowing Policy: The Regulatory Compliance Service completed the drafting of a Whistleblowing Policy in order to document the procedures for the submission and management of reports and complaints with emphasis on the confidentiality of the identity of the complainant and the protection of the complainant from any retaliation.
- Adoption of the Rules of Procedure of the Remuneration Committee of the Board of Directors of EYDAP.
- Update of the Internal Audit Department's Operating Regulations.
- Adoption of the Sponsorship Policy and its posting on the official website of the Company.
- Updating of the **Regulation of Operation** of the **Regional Center Counters**.

# **Targets for 2021**

Drafting a Code of Ethics and Professional Conduct to reinforce ethical behavior and promote the values that the company considers important, in all forms of its business activity.

Approval and implementation of the established Conflict of Interest Policy.

Approval and implementation of the established Whistleblowing Policy.

Adoption of the Rules of Operation of the Regulatory Compliance Service. Full compliance with the new legislative framework on corporate governance introduced by Law No. 4706/2020 with effect from 17.7.2021 as follows:

 Updating the Operating Regulations in accordance with the minimum mandatory content of Law 4706/2020.
 Adoption of a Corporate Governance Code prepared by a reputable body in accordance with the new legislative framework.

• Adoption of a Suitability Policy in such a way as to ensure that the Board of Directors is composed of persons of integrity and reputation, capable and appropriate to exercise their responsibilities in the most effective manner in relation to the size and business characteristics of the Company and the nature of its activities.

Approval of the Procurement and General Services Regulation with provision for the creation of a Register of Suppliers and the establishment of rules for the evaluation of tenders in order to prevent collusion and corruption.

Approval of the Regulation on the Award and Execution of Contracts for Projects, Studies and the Provision of Technical and Other Related Scientific Services.

No confirmed cases of corruption in 2020

# 5. Creating Value for our people



# No fatal accidents

2,637 employees 789 women

Of the 266 who hold positions of responsibility, 53.4% are women

94.47% of employees are covered by Company Collective Labor Agreements

Business Action Plan for the response to pandemic COVID-19



# **5.1** Health & Employee Safety

#### Why is it essential?

GRI 103-1

For EYDAP, ensuring safe working conditions and protecting the mental and physical health of employees is an inalienable human right and a fundamental element of business development.

Safety at work is inextricably linked to the concept of providing high quality services.

The main risks that the Company is required to anticipate and address are related to the specificities of workplaces (external workshops, construction sites, refineries, etc.) with the use of machinery and tools, the ergonomics of workplaces and unforeseen situations.



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

GRI 103-2, GRI 103-3, GRI 403-1, GRI 403-2, GRI 403- 3, 403-4, GRI 403-5, GRI 403-6, GRI 403-7, GRI 403-8, GRI 403-9, GRI 403-10

In **2020**, under the unprecedented severe threat of **COVID-19**, but always taking into account the **specificities of each individual operational unit**, EYDAP acted with a strong sense of responsibility and remaining constantly vigilant.

#### EYDAP's response to the COVID-19 pandemic.

On 11 March 2020, the World Health Organization (WHO) officially designated the epidemic of the new SARS-COV-2 coronavirus as a pandemic. EYDAP succeeded from the very first moment, building its preparedness, to put forward a **mechanism to protect** its employees, customers and its business operations through **operational plans** and **organizational measures**.

With a strong sense of responsibility and remaining constantly vigilant, EYDAP followed from the very first moment and long before its spread, the specific health protocols of the National Public Health Organization (EODY) and the regulatory provisions (Legislative Acts, Guidelines, etc.) of the Greek State and proceeded to the establishment of a Special Crisis Management Unit for the preparation of a Business Action Plan. Based on the Action Plan, the operational and administrative staff was organized along the lines of emergency staff and rotational working.

**The multi-faceted plan**, with the following actions and instructions to employees, following the guidelines of the EODY and the World Health Organization, included:

- revision of the Company's Written Occupational Risk Assessments in order to include the risk of coronavirus spreading.
- timely adoption of increased hygiene measures and supervision of their observance.
- taking measures to maintain a physical distance and avoid crowding.
- activation of **remote working** for 50% of the workforce working in offices, **implementation of online meetings**, application of three **different arrival and departure times for employees**.
- protection of workers belonging to increased risk groups and workers who are not included in these groups but are suffering from a disease, according to the opinion of their doctor and the agreement of the Safety Doctor.
- program of **regular disinfections** on a fortnightly basis (with approved certified material, nottoxic, colorless and odorless) in all installations.

- Giving specific instructions to staff on the correct use of air conditioners.
- Distribution of alcohol-based antiseptic liquid, disposable gloves, reusable masks.
- Continuous information of employees on the prevention measures against coronavirus. Preparation of easy-to-understand messages and instructions on how to behave in order to be protected against possible infection. The messages were either sent by e-mail to all employees or posted in areas where in addition to the employees the public is present.
- **Upgrading digital applications** to expand electronic customer service in order to reduce the number of customers attending the Regional Center and provide remote service.
- Attendance at the Regional Centers on the basis of a **scheduled appointment** and if their request cannot be met digitally. Except for the counters, which were operating normally.
- Mandatory use of masks in all buildings by both employees and citizens.
- Following the issuance of the EODY protocol on workplace outbreak management, a **workplace outbreak management procedure** was notified (detailing all suspected and confirmed outbreak management procedures).
- **Psychological support for employees**, by the Company's Occupational Physicians along with their daily inspections.

#### **EYDAP** initiatives:

- Remote thermometry at the entrance of all buildings for both employees and customers, by placing thermometry columns at the entrances of the buildings. Prohibition of entry to persons with a temperature > 37,5°C
- Preventive diagnostic tests to all employees at the Company's expense upon their return from summer holidays.
- Conducting **PCRs**, in case of a suspected case or close contact with a confirmed case. The Company also provided the opportunity to conduct tests to first-degree relatives of employees at preferential rates.
- Preventive **rapid testing** of employees. The tests were carried out by special teams on site at the Company's premises.
- Placement of protective plexiglass dividers and special markings in the public service areas for the observance of the prescribed distances.
- Diversion of corporate phone calls for public service on days of remote work.
- EYDAP Health Service: Serving insured persons with their physical presence by appointment with adherence to specific health security measures, promotion of paperless prescriptions, prescribing with notification of the barcode of the prescription to the chronically ill and vulnerable groups, use of the necessary equipment for the protection of doctors/nurses.
- Manage administrative issues relating to staff using information systems and physical presence when this was not possible only by appointment. Particular provision has been made for dealing with the requests of vulnerable groups of employees.
- Providing instructions, counseling, prescription and service to the **insured persons by telephone or email;** and
- **Prescribing with notification of the barcode** of the prescription to the chronically ill and vulnerable groups.

EYDAP recognizes that the Safety and Health of employees and risk prevention is not only a legal but also a moral obligation.

#### Internal Protection & Prevention Service Employee Health & Safety Committee

In application of the legislation, EYDAP has established an Internal Protection & Prevention Service which is an advisor to the Management on health and safety issues.

At the same time and in accordance with the same law, a Health & Safety Committee has been established, an advisory body consisting of elected representatives of employees, with the duty to identify occupational hazards. In the event of a serious occupational accident, it proposes measures to prevent its recurrence and, in the event of an immediate and serious risk, to call on the management to take the necessary measures, even to stop the operation of a machine/installation/production process.

Tripartite meetings between the Management, the representatives of the Internal Protection & Prevention Service and the Health & Safety Committee with the presence of the Occupational Physician and the Safety Technician take place every three months.

#### **EYDAP**

- Follows the Health Policy Statement & Safety Policy which is posted on the corporate website www.eydap.gr and applies it to all employees regardless of the type of their contract (permanent employees, hydrologists, part-time cleaning contractors, 8-month contract employees, 8-month and 2-month contract students, trainee lawyers, students of Vocational High Schools).
- · Complies with legislative requirements, standards and internal guidelines
- Enhances prevention measures and safe practices at work
- Communicates openly and transparently with all stakeholders
- Takes action for the strengthening of a culture of health and safety at work
- Inspects and ensures the respect of the rules
- Develops Written Occupational Risk Assessments for each job performed
- Performs measurements of harmful agents (e.g. hazardous gases in sewage) and physical agents
- Draws up specifications of Personal Protective Equipment and Group Protection Equipment.
- Investigates industrial accidents and near misses.
- Drafts instructions for safe work (general and specific)
- Compiles an annual activity report at the beginning of each year, which records the observations of the Safety Technicians / per activity as well as the suggestions for process improvement
- Issues certificates of suitability for any change in the employee's employment. The drafting of the certificate is drawn up by the occupational doctors who also keep the individual health cards.
- Develops vaccination programs for workers in particularly sensitive areas of activity.

The Company's Health and Safety Policy applies to all EYDAP employees regardless of the type of their contract (permanent employees, hydrologists, part-time cleaning contractors, 8-month contract employees, 6-month and 2-month contract students, trainee lawyers, students of Vocational High Schools).

The data described in this Report relate to the categories of employees listed above. The duties of the Internal Protection & Prevention Service to monitor compliance with health and safety rules do not include contractor personnel working at an EYDAP site. According to the legislation the respective contractor is obliged to comply with the safety rules with their own Safety Technician.

#### Certifications

In 2020, the Company's Internal Protection & Prevention Service was certified with ISO 9001:2015 "Quality Management System" & ISO 45001:2018 "Occupational Health and Safety" two internationally recognized standards for the quality management of the services offered in the field of occupational health and safety that we as a Company provide to our employees.

#### Written Occupational Risk Assessments - Digital upgrade

In 2020, following the instructions of the EODY, the Written Occupational Risk Assessments were revised to include the risk of Covid-19 spreading and WORAs "Work in a pandemic situation" were drafted for all of EYDAP's Departments & Services.

The Written Occupational Risk Assessment is a basic requirement of the legislation (Law 3850/2010, article 43) and of the international standards of Safety & Health, for the prevention of incidents (occupational accidents and/or occupational diseases), which are caused as a result of the exposure of workers to the hazards of workplaces and activities carried out in them.

In **2020**, the procurement of upgraded software for drafting and reviewing WORAs was completed.

#### Inspection program

As part of the preparation of the annual programs of Technical Safety & Occupational Physicians, the program of inspections was submitted at the beginning of 2020 to the Labor Inspectors.

The main objective of these inspections is to provide advice on safety at work to avoid accidents, to point out unsafe conditions to workers, and to investigate industrial accidents or nearaccidents.

#### Health coverage for employees

This issue is discussed in the "Employment" section of the same chapter.

#### **Training of workers**

In **2020** the annual trainings due to COVID-19 did not take place. Only from October to December 2020 the trainings of new recruits (meter readers, engineers, sanitation & water workers) were held  $\approx$ 90 persons.

#### **Training topics**

#### Dangerous conditions - Personal protective equipment - Accident at work - Signage - Dangerous conditions -Legislation

Training sessions were either held in an open area with all the protective measures for coronavirus or in a closed area with a maximum number of 9 participants.

#### **3 teleconferences**

in November and December 2020, with  $\approx$ 30 participants (administrative workers) on the topic of security in office spaces.

#### **Revision of educational brochures**

featuring "Eydapios" concerning all the main operations carried out in the company. In 2020, the brochure titled "Work with wheels" was released.

#### Safety information signs

In all our facilities we have posted a Safety Information Sign with clear instructions on the dangers of the premises and the required PPE that a visitor must carry.

# Personal protective equipment (PPE)

A re-testing and revision of PPE specifications was carried out in order to update them in accordance with modern European standards. The process is repeated every year. PPE was distributed to employees as every year.

#### **Evacuation plans**

In **2020**, **28 evacuation plans** were implemented in EYDAP buildings and **13 more are pending.** 

#### 6th Workshop on Health & Safety

Due to pandemic conditions it did not take place.



#### **Medical Labor Events**

**Issue of certificates of suitability** for any change in the service of an employee of EYDAP such as:

- Change of job or change of working hours
- Deployment or transfer to another job
- Return to work
- Placement of a new recruit

The certificates are drawn up by EYDAP's Occupational Physicians, who also maintain the Individual Health Certificates of all employees.

Development of a vaccination program (hepatitis B vaccination) workers in particularly sensitive areas of our activity in cooperation with nursing staff (workers in the wastewater quality control laboratories, workers in the Sewerage Network, workers in the Wastewater Treatment Plants (WWTPs).

#### Investigation of incidents

All incidents, regardless of scale or impact, must be reported. This includes near-accidents, to enable preventive action to be taken. For the recording of near-accidents, a near-accident reporting form has been posted on the EYDAP 'Thalassa' intranet site, accessible for completion by all our employees.



#### **Initiatives - Objectives 2021**

The main objective for 2021 always remains the same:

Zero incidents (as reflected in the Health and Safety Policy Statement) combined with the strengthening of the health and safety culture of staff. 1.

Continuous vigilance of compliance with measures to **protect our employees against the COVID-19** pandemic through strict adherence and compliance with all EODY health protocols. The Company's endeavor to further ensure the health of both its human resources and its partners and customers through a certification scheme against Covid-19.

Continue in 2021 to conduct **rapid tests** in workers for detection of asymptomatic carriers.

#### 2.

**Creation of new "Eydapios" publications.** Upgrading the information and the design quality of the brochure with the selection of topics based on the latest risk assessment resulting from investigations of accidents.

#### 3.

Training on health and safety at work. Due to the Covid-19 pandemic, the annual training in the months of April - June will be scheduled according to the progress of the pandemic. For 2021, our goal is, always in compliance with the health protocols of the EODY, to conduct the training in open spaces, maintaining distances and with our employees wearing masks. Training via videoconference is also planned, with the aim of continuously cultivating a culture on health and safety at work.

4.

# Sending emails on security issues on a monthly basis.

#### 5.

Completion of all the **evacuation plans of the EYDAP buildings** (13 remaining) and posting them on the buildings.

#### **Industrial accidents**

	2020	2019
Number of fatal accidents (non-traffic accidents)	0	0
Number of serious accidents	2	2
Number of accidents at work	8	8
Number of working hours	4,355,784	4,267,176
Rate of fatal accidents at work	0	0
Rate of serious accidents at work	0.091831	0.234347
Rate of accidents at work	0.367327	0.4686940

**Clarifications:** 

• The rate of occupational accidents has been calculated using the figure of 200,000 working hours, to compare with 2019.

- The numerical data of the Table are derived from the Register of occupational accidents kept at Internal Protection & Prevention Service.
- The absence of an employee from work for a period of fifteen (15) days or more has been taken as a criterion for the classification of an industrial accident as serious.
- The results of the table refer to all EYDAP employees regardless of the type of their contract (permanent employees, hydrologists, part-time cleaning contractors, 8-month contract employees, students on 6-month and 2-month contracts, trainee lawyers, students of Vocational High Schools) and not to contractors.



A comparison of the results for 2019 and 2020 shows a slight decrease in occupational accidents for the year 2020. This is due to the continuous cultivation of an occupational health and safety culture through continuous training of employees and the suggestions made to improve working practices and conditions.

In 2020 there was no report of occupational illness.

## **5.2** Employment



Our long-standing commitment to supply the capital with drinking water of excellent quality and to manage wastewater according to best practices is made possible by staffing the services with people with a high level of expertise and dedication to their work. The sense of responsibility and commitment of the employees is demonstrated daily in every activity of the Company.

#### EYDAP's response to the COVID-19 pandemic.

The occurrence of emergency problems and situations due to the spread of the pandemic COVID-19 are handled in the best possible way by the experienced and responsible staff of the Company, in order to ensure uninterrupted and quality services to citizens while strictly observing the measures.

The outbreak and spread of the pandemic led to immediate and effective management and response actions.

The Company's Medical Healthcare Service has taken and adhered to all preventive measures to protect both insured persons and employees. Preventive measures were taken and strictly adhered to throughout the pandemic, in accordance with the guidelines of the EODY and the Government's institutional framework

Details of all the measures taken to manage the issue are set out in the "Employee Health & Safety" section.

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

GRI 103-2, GRI 103-3, GRI 102-8, GRI 102-41, GRI 401-2, GRI 401-3, GRI 407-1

The Company's commitment to respond to modern challenges and to the specificities of its activities determines its policy of continuous employee development, the incorporation in its procedures of all laws that ensure safe working conditions, equal and non-discriminatory remuneration, full health coverage for the employees and their insured family members, thus steadily leading the Company towards its Sustainable Development for the benefit of society, shareholders and employees.

#### **At EYDAP**

Each employee, by offering his/ her knowledge and experience, becomes a facilitator and an active shaper of proposals, ideas and solutions The development of personal skills and innovative actions is encouraged

Equal opportunities for training in new technologies and structures, respecting human and labor rights is provided



Special attention is given to measures and benefits for a healthy working environment



Its organizational structure and human resources management procedures are governed by the Internal Regulatory Framework, always in full compliance with the National and European Regulatory Framework, with respect to human and labor rights.

#### **Optimization projects**

With the absolute conviction that the Company's development goes hand in hand with the development of our employees and with the aim of implementing the principles of Sustainable Development, the Company continues its transformation into a modern and efficient Organization, ensuring a fair and dynamic working environment by implementing optimization projects in the field of Human Resources.

Based on the findings of the study, there are proposals for 14 optimization projects and the following are already underway:

Project to develop a strategic human resources plan and evaluate the Company's human resources.

Project to evaluate and optimize the processes and services of the Health Service.



The whole project includes the mapping and evaluation of the existing situation as well as proposals for an implementation plan for human resources management and development of the "Worker of Tomorrow".

#### Recruitment

The recruitment process for the coverage of the Company's needs is always carried out on the basis of the relevant **legal framework through ASEP**, which ensures the objectivity and transparency of the process.

However, the restriction of recruitment due to Law no. 3833/2010, resulted in the constantly decreasing number of employees due to retirement, the increase in the average age of the staff (approximately 54 years), the potential risk of difficulty in meeting the ever increasing needs and obligations of the Company in the future, and the non-transfer of existing know-how to younger employees. This risk has been significantly reduced due to the **recruitment of permanent and contract workers**.

In 2018, two (2) competitions (1K/2018 and 4K/2018) were announced for the recruitment of 300 people of various specialties with an indefinite period contract.

The final results of the competitions were issued in **2020**. By 31.12.2020, the recruitment of 183 people with an indefinite period contract was completed. The process resulted in a number of resignations and ASEP was asked to replace those who resigned. The initial recruitment process is expected to be completed in 2021.

In **2020**, an 8-month employment positions notice (SOH 1/2020) was published to cover exceptional operational needs. On the basis of this, **62 contract workers, drivers, meter readers, electricians and machinists were employed**.

The growing needs, the expansion of the Company's field of activity (integration of new areas into the water supply and sewerage network, construction of new projects in East Attica), made it imperative to immediately strengthen the existing staff by recruiting regular staff of various specialties and educational levels.

For this reason, following the approval of the Board of Directors of the Company, a request was submitted to the Ministry of Infrastructure and Transport for the approval of the recruitment of 145 persons from the shortlists of Call for Notices 1K/2018 and 4K/2018 of ASEP.



#### Number of temporary & permanent employees

EYDAP, in order to better meet the needs of citizens and for the more rational management of its activities, has and staffs facilities (regional centers, technical sectors, refineries, aqueducts, etc.), scattered throughout the Attica basin and in the prefectures of Boeotia, Fokida and Aitoloakarnania.

	Men		Women		Total	
	2020	2019	2020	2019	2020	2019
Attica						
Indefinite	1,522	1,458	698	632	2,220	2,090
Fixed-term	66	159	79	114	145	273
Total	1,588	1,617	777	746	2,365	2,363
Boeotia						
Indefinite	77	81	5	4	82	85
Fixed-term	0	7	0	0	0	7
Total	77	88	5	4	82	92
Fokida						
Indefinite	26	25	6	6	32	31
Fixed-term	0	2	1	1	1	3
Total	26	27	7	7	33	34
Aitoloakarnania						
Indefinite	11	11	0	0	11	11
Fixed-term	0	0	0	0	0	0
Total	11	11	0	0	11	11
Total						
Indefinite	1,636	1,575	709	642	2,345	2,217
Fixed-term	66	168	80	115	146	283
Total	1,702	1,743	789	757	2,637	2,500

Notes:

Fixed-therm employees are 8-month contract employees and cleaning contract employees, who worked for the Company during the year 2020.
Students and trainee lawyers are not included, as they are not considered employees of the Company. Also, the 5 members of the management (President, CEO, Deputy CEO, 2 persons staffing the Office of the CEO) are not included.

<sup>•</sup> Data with a validity date of 31.12.2020.

#### **Employee recruitment & departures**

#### **Recruitment of Indefinite staff\***

#### Recruitment of Fixed-term contract staff\*

Recruitment in 2020		Recruitment in 2020	
Men	111	Men	31
Women	72	Women	31
TOTAL	183	TOTAL	62

\* Data with a validity date of 31.12.2020.

\* Students and trainee lawyers are not included, as they are not considered employees of the Company.

#### Permanent staff departures in 2020\*\*

Distribution by gender		Age distribution	Men	Women
Men	50	<30 years old	0	0
Women	5	30 - 50 years old	2	1
TOTAL	55	>50 years old	48	4
		TOTAL	50	5

\*\* Of those who left (permanent employees), 5 men were employees of the Company's facilities in Boeotia, 1 in Aetoloakarnania, while the rest came from Attica.

#### **Certification of procedures**

In **2020**, the recertification of the management system according to the **EN ISO 9001:2015 standard** implemented by the Human Resources and Services Division was carried out, adding undeniable value to our Company.

The standard concerns the **procedures** applicable and the **services provided to employees**, their insured members and insured pensioners.



Safety Committee

#### Working environment

#### EYDAP fully implements and complies with the provisions of labor legislation.

One of the Company's main objectives regarding its human resources is the rational and objective utilization of its human resources, providing them with the opportunity for personal improvement and professional development.

In order to reduce the risk of losing know-how, special emphasis is placed on training all employees to ensure that knowledge is disseminated and upgraded. (The issue of employee training is discussed in the relevant chapter in the same section).

Peace at the workplace is a key concern of the Company. This is achieved by:



and Prevention Service

The issue of Worker Safety is discussed in the relevant chapter of the same section.

#### 94,47%

The Collective Labor

**Agreements** 

of EYDAP's employees are covered by **Collective Labor Agreements**. Only 5.53% of the employees with fixed-term contracts are not covered by these Collective Agreements but by the General Provisions of the Labor Law.

All employees, both regular and contractors, work **full-time**, except for contract cleaners, who work a 4-hour day.

#### Promotion of staff in grade and salary

The promotion of staff in terms of rank and salary depends to a certain extent on the evaluation of employees through the annual appraisal of the staff, which is done every year and is provided for by the Personnel Regulation of EYDAP. Since 14/2/2012, however, and in application of Law no. 4048/2012, no salary promotions are made due to their suspension.

#### **Rules of Conduct**

All employees are required to comply with the Code of Conduct, which defines their relations with each other, with the Company, with external partners and customers and reflects the Company's policy (based on the Internal Operating Rules of EYDAP's Personnel and the Code of Corporate Governance, which is revised according to business needs and changes).

# The strengthening of the corporate identity and culture is an objective for the Company.

#### Workers educational level

The Company's response to the particular challenges, the continuous technological developments and the hazardous nature of some of our activities (wastewater management, etc.) as well as the need to respond to any emergency situation in a correct and timely manner, requires highly educated and skilled personnel.

A large number of the Company's employees have a university education and hold a second degree or a master's degree and/or a doctoral degree, while at the same time the lifelong education and training of employees continues. For this reason, the student leaves with pay as defined by law are granted, but there is also the possibility of taking unpaid educational leave for as long as the employee requests.

31% of employees are graduates of higher education.

Specifically:

# 472 people (20%) are graduates of higher education

(holders of 1 and/or 2 degrees, and/or postgraduate diplomas and doctorate)

# 254 people (11%) are graduates of higher education

(holders of 1 and/or 2 degrees, and/or postgraduate diplomas).
### **Benefits for permanent workers**

The Company, in the context of peace at the workplace and stability, in addition to the legal benefits to its employees, has also established benefits such as:

Т

Health Service, which provides primary health care services to workers and their insured family members and manages their medical and pharmaceutical coverage	Pension insurance for doctors, engineers and lawyers (upon request)
	Ownership of shares
Private insurance for employees and children	Provision of expenditure for children's camps, for undergraduate or postgraduate studies for employees, etc.

### **Protection of the family**

In **2020**, in the context of family protection and in implementation of Law 4342/23-12-2015, 13 employees of the Company (6 Men and 7 Women) were granted a 9-month parental leave instead of the reduced working hours provided by law.

**100%** of the workers who were granted leave and whose leave was due to expire in 2020 returned to work after it expired.

#### On the initiative of EYDAP

- employees are granted eight (8) days of leave/year, instead of the five (5) required by law, due to the illness
  of their child, aged up to 16 years old and not up to 12 years old as required by law.
- working mothers, after exhausting the statutory maternity leave, are given the opportunity to take leave to raise their child with half pay until the child is two (2) years old
- 4 days off for each child to inform working parents about their children's progress at school, a benefit for children aged 5-18 years.

#### The right to unionization

The constitutional right to unionization is exercised by the EYDAP Employees' Federation, which was founded in 1979, is a Secondary Trade Union Organization and represents the Company's employees.

The purpose of the OME - EYDAP is the study, protection and promotion of the union, economic, professional, ethical, insurance and social interests of its members, the protection of the environment, the realization of the principle of gender equality and the safeguarding of corporate responsibility.

The aim is to claim the improvement of the working conditions of the employees using dialogue and cooperation with the Company's Management, always within the framework of the rules of corporate social responsibility.

In order to achieve its objectives, the Federation negotiates to solve the problems of its members with any competent body or person and ensures the drawing up of the Collective Labor Agreements. The Federation shall also participate actively in the Staff Councils, Disciplinary Councils and any other body or body represented. Finally, the Federation is represented by 2 members, who have voting rights, on the Board of Directors of the Company.

#### Support for young people - student employment

In July and August 2020, EYDAP employed 94 university students (undergraduate or postgraduate) to familiarize young people with a real working environment. The initiative aims to link academic knowledge to the labor market.

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In 2020, in the framework of the compulsory internship for students of Higher Education Institutions of Technology, 87 students of Technological Education either started or completed their internship in the Company's Services, gaining substantial knowledge and training in their field of study.

In 2020, 13 students were employed for a two-month period in the Company's facilities and in their field of study through NSRF.

These institutions have been running for a number of years and have provided valuable knowledge and high quality experience and practical training to a large number of students.

### **EYDAP** scholarships

In 2020, EYDAP established the awarding of at least two scholarships per year, in cooperation with the **State Scholarship Foundation**, which are awarded to students at doctoral level, who are conducting their doctoral thesis at universities in Greece and in a subject related to water management.



### **Rewarding children of workers**

In 2020, EYDAP continued the program of rewarding the children of the Company's employees for their successful admission to Higher Education Institutions.

EYDAP's initiative aims at the moral recognition of excellence that comes as a result of hard work and methodical effort, hoping that it will motivate young people in their future academic studies and professional career.

### 5.3 Charging & Training



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

GRI 103-2, GRI 103-3, GRI 401-4

Employee training is an investment for EYDAP and a necessary condition for corporate empowerment and continuity.

Training programs act as a catalyst for individual development, strengthening cooperation and corporate identity, as well as for the exchange of experiences and views, thus making training a means of disseminating intangible corporate knowledge.

### EYDAP's response to the COVID-19 pandemic

In **2020**, the start of the training period coincided with the start of the pandemic. Training procedures were immediately adapted to the new data with the significant implementation of information systems. All courses were conducted **remotely through the e-collaboration platform** operated at EYDAP. The new conditions have highlighted new possibilities and future opportunities for training processes and knowledge management.

#### Certification

The Company has an Education & Development Human Resources Directorate, which implements a Quality Management System certified according to ISO 9001:2015 and utilizes the 0.24% subsidy from the OAED/ LAEK program as a reimbursement of employer contributions for the provision of training programs to employees.

### **Educational programs**

The choice of educational subjects is made taking into account:

Proposals of the individual organizational units Proposals of the Company's Management Approaches to professional development of human resources

The evaluation of the educational work is carried out at the end of each seminar and by the Company's Directorates at the end of each six-month training period, using an open and closed questionnaire.

Aspropyrgos WTP

**Training Subjects** 

#### In **2020**



Many workers choose to train in subjects outside their job, e.g. foreign languages.

**Category of educational objects** 

	Number of Seminars	Training Hours	Total Trainees
Networks, Installations, Technical Objects	15	74	252
Administration, Economy, Work	38	519	501
Information Technology & Control Systems	27	90	346

The number of seminars in the category "Information Technology & Control Systems" mainly comes from courses on the use of new systems and cloud technologies and reflects the Company's ongoing commitment to process automation and the adoption of modern digital governance practices and contribute to the digital transformation of EYDAP

\*Technical, administration, finance, IT systems, etc.

#### **University education**

EYDAP provides the opportunity for its employees to **obtain a degree or postgraduate degree or specialization from Higher Educational Institutions**, covering most of their tuition fees by providing the student leave provided by law (14 or 20 days per year).

In 2020, 3 employees received a tuition fee subsidy for postgraduate studies.

#### **Corporate extroversion**

EYDAP staff are encouraged to attend events, expositions or conferences, to participate in scientific conferences with scientific announcements, national or international, with full coverage of costs, in order to keep abreast of new technologies and new data.

#### **Synergies**

The Company is **open to innovative ideas** coming from Educational Institutions and Research Centers. At the same time, the company offers its expertise on issues related to water treatment, wastewater treatment, circular economy, nutrient recovery, etc. to Municipal Water Supply and Sewerage Enterprises, to companies in the country and abroad.



Average hours of human resources training by level

## 2,345 Employees

8,108 Total training hours

3,971 for men 4,137 for women

### 9.60

Average hours of training of officials holding a position of responsibility

9.00 for men 10.13 for women

### **3.02** Average of training hours support staff

3.21 for men 2.81 for women

### 3.63

Average of training hours technical staff

2.52 for men9.81 for women

## 709 women 1,636 men

**3.46** Average number of training hours

2.43 for men 5.83 for women

### **2.67** Average hours of trainir

Average hours of training of officials not holding a position of responsibility

1.89 for men 4.76 for women

**3.29** Average of training hours administrative staff

1.99 for men4.60 for women

**61** Total hours of training people with disabilities

### **5.4** Human rights at work



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

GRI 103-2, GRI 103-3, GRI 412-1, GRI 405-1, GRI 405-2, GRI 406-1

Ensuring human rights at work and the elimination of discrimination in all areas of the Company's operations is a long-standing commitment of EYDAP. Relations between the Company and its employees are governed by mutual respect, meritocracy and equality in order to achieve the highest possible level of cooperation for common progress.

The Company **supports all its employees** in order to develop their abilities and assists them in their personal and corporate development efforts.



Employees' rights to equality and safe working conditions are ensured through Collective Labor Agreements and compliance with the law.

**Ensuring a healthy, safe and pleasant workplace** is a key concern of the Company in order to achieve good employee performance.

For all permanent staff of the Company there is no gender or age differentiation in terms of basic salary and benefits, which are determined by a Collective Agreement. There has never been any child or forced labor in the Company and free expression has always been encouraged. All employees are treated equally, without any discrimination.

All employees have the opportunity and **are encouraged** to participate in educational and training programs.

The Company's intranet portal is a basic means and channel of communication and information with free access for all employees.

### Board composition and employee analysis

#### **Board of Directors\***

	30-50 years	>50 years
Men		
11 (0.5%)	5 (0.3%)	6 (0.3%)
Women		
2 (0.1%)	0 (0%)	2 (0.1%)
Total		
13 (0.5%)	5 (0.3%)	8 (0.3%)

#### Supervisors & Upper [2020]\*\*

	30-50 years	s >50 years
Men		
124 (5.3%)	30 (11%)	94 (35.3%)
Women		
142 (6%)	26 (10%)	116 (43.6%)
Total		
266 (11.3%)	56 (21%)	210 (78.9%)

#### Other employees

#### <30 years 30-50 years >50 years <30 years 30-50 years >50 years 0 1.194 0 318 1.636 348 1.288 1.512 (0%) (15.3%) (57.4%) (69.7%) (0%) (14.8%) (55%) 4 157 406 709 4 183 522 567 (0.2%) (7.5%) (19.5%) (30.3%) (0.2%) (7.8%) (22.2%) 4 475 1.600 2.345 4 531 1.810 2.079 (0.2%) (22.8%) (77%) (100%) (0.2%) (22.6%) (77.2%)

Total\*\*\*

Notes:

\* The Board of Directors of the Company consists of 13 persons, as stipulated in paragraph 1 of article 11 of the Articles of Association.

\*\* Supervisors and above: Supervisors, Deputy Directors, Directors, Assistant Directors General, Directors General

\*\*\* The percentages in the table refer to 2020 employee totals and have been calculated on the total number of permanent employees.



Presence of women at EYDAP

In 2020, of all permanent workers:

### 30% are women

Of the 266 employees in positions of responsibility, 53.3% are women

Of the 2,079 employees who do not hold positions of responsibility, 27.3% are women

Presence of women on the Board of Directors of the Company

Of the 13 members of the Board of Directors, 2 are women of which one is the Chairman of the Board of Directors.

### People with special needs, large families, children of war invalids, etc.

In application of the provisions of Law 1648/1986 (Law 2643/98) concerning people with disabilities, large families, children of war invalids, etc., EYDAP has included 212 people in its workforce, who have been provided with every facility and protection in accordance with existing legislation so that they can work in a safe and efficient manner. The Company's sensitivity and high level of compliance with the laws is also demonstrated by the fact that of the 183 persons who, up to 31.12.2020, were recruited through ASEP following notices for permanent staff, 20 were recruited in application of the provisions of Law No. 1648/1986 (Law 2643/98), i.e. 10.9%.

The Company has never had an issue of unequal treatment and discrimination against an employee on the basis of gender, age, religion, sexual orientation, disability, etc.

# 6. Creating Value for the society



EYDAP is committed to the values of Sustainable Development taking significant initiatives for the support of activities with social, environmental and cultural impact



## **6.1** Development of Environmental Awareness

GRI 103-1

Preventative actions in response to climate change and raise of public awareness to meet the expectations of society are at the heart of corporate interest. Responsible social and environmental actions are in the center of Company's agenda in recognition of its responsibility for active contribution to environmental and natural resources protection and to cultivation of citizens' environmental awareness.

### Eydap Contribution to deal with Pandemic Covid-19

HThe Company **made full use of** its official pages in Social Media and provided the public with immediate and reliable information on corporate actions regarding the pandemic COVID-19.

On the occasion of **World Water Day on March 22**, a digital and print campaign was launched. The theme of the campaign was **"Water: Your ally in every moment of life**» highlighting, under the light of the pandemic COVID-19, the universal value of proper management of water resource as a "weapon" for the protection of health.

Due to the pandemic extraordinary conditions and in the context of precautionary measures adopted by EYDAP to protect the health of its employees and citizens, **educational visits to the Company's facilities** were suspended since March 2020.



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

GRI 103-2, GRI 103-3, GRI 303-1

### EYDAP in 2020

Completed its first major Exhibition on the construction of the Marathon Dam and the first water supply system of Athens to highlight the importance of water supply works, as infrastructure projects and as a precondition for the development and prosperity of societies.

Completed the creation of an internal employee information website: "Our Source", for the continuous updating of employees on corporate actions and raise of environmental awareness.

Received students and stakeholders in its facilities.

Informed and enforced public awareness on the rational use of water and other environmental issues through its posts on its official social media (Facebook, Instagram, Youtube, Twitter, LinkedIn) and its website.

Participated in the dialogue on environmental issues with all social partners so as to prioritize the material issues of Sustainable Development of the Company. World Water Day on March 22. Digital campaign, under the light of the pandemic COVID-19, highlighting the universal value of proper management of water resource as a "weapon" for the protection of health.

### **Environmental Educational Programs**

With the belief that environmental awareness is cultivated and taught, EYDAP carries out educational environmental programs at specially designed spaces in its facilities.

The programs are addressed to students of educational institutions of all levels, from Greece and abroad. These programs are realized:



### At Galatsi Water Treatment Plant

The educational program "The journey of Stagonoulis" has won the gold award at Environmental Awards, distinguished in the category Environmental Leadership. It is addressed to elementary and high school students. A rich audiovisual material familiarizes them the management of the whole cycle of water use and learn to adopt responsible behavior in their daily lives

In 2020 the program was attended by 800 students from 20 schools.



### At the Marathon Dam

The educational program takes place in a renovated stone building of 1926. The program focuses on the history of the construction of the Dam and is completely renewed to meet the interest of our young visitors. The new program will be launched in October 2021.

In 2020 the program was attended by 145 students from 4 schools and 154 visitors



### At Aspropyrgos Water Treatment Plant

The educational program is addressed to all educational levels. Visitors are guided around the facilities and are informed on the water treatment process.



### At Psyttalia Wastewater Treatment Plant

Psyttalia Wastewater Treatment Plant is one of the most modern wastewater treatment facilities at European level and receives visitors from institutions of higher educational level and scientific teams from Greece and abroad.

In 2020 the program was attended by 50 students from the Open University. A tele-presentation took place with the participation of 80 students from the Technical University of Crete

### EYDAP Presence in Social Media in Numbers

Since 2013, EYDAP has had an active presence on Social Media with pages on the platforms: Facebook, Messenger, Instagram, Twitter, LinkedIn and YouTube, while in parallel monitors the trends, considering the prospect of creating pages on other platforms.

EYDAP makes full use of these official pages to provide immediate, reliable and wide information to the public both for corporate news and customer service issues as well as for the ongoing corporate actions in the context of dealing with COVID-19.

The development of all pages is managed in-house, with 1 to 2 posts or stories per week, as a reflection

of users' interest on the Company uploads on Social Media and its image in general.

Following are data from 01/01/2020 until 31/12/2020 :

### FACEBOOK

11 To

fro 31

(source: https://www.facebook.com/eydapgr/)

,960	49	132,473
otal followers	Total number of posts	unique users
m the beginning until /12/2019	from 01/01/2020 until 31/12/2020	Total impact on the posts (post reach) fro 01/01/2020 until 31/2

(1 post / week)

- In 2020, the most successful posts on Facebook were about: Official updates on the ongoing developments of the COVID-19 pandemic and EYDAP's reaction EYDAP Cultural activities and Historical Archive



TWITTER (source: https://twitter.com/home?lang=en

1,144 **Total followers** 

from the beginning until 31/12/2020

46 Total number of tweets above

om 12/2020

from 01/01/2020 until 31/12/2020

In 2020, the most successful posts on Twitter were: • EYDAP Cultural activities and Historical Archive Higher Management Announcements

### LINKEDIN

(source: https://www.linkedin.com/company/eydap)

### 2.679 **Total followers**

from 01/01/2020 until

### 41 Total number of posts

from 01/01/2020 until 31/12/2020

Domains from which the visitors of the EYDAP page on Linkedin come

Top Industries	Visitors	% of Visitors	
Utilities	665		13.88%
Information Technology and Services	458	9.56%	
Civil Engineering	248	5.18%	
Construction	143	2.99%	
Higher Education	140	2.92%	
Management Consulting	130	2.71%	
Oil & Energy	130	2.71%	
Financial Services	121	2.53%	
Research	114	2.38%	
Outsourcing/Offshoring	107	2.23%	

In 2020, the most successful posts on Linkedin were about: • Official updates on the ongoing developments of the COVID-19 pandemic and EYDAP's reaction • Higher Management Announcements



### Instagram

(source: https://www.instagram.com/eydapgr/)

705 **Total followers** 

from the beginning until 31/12/2020

Total number of posts

from 01/01/2020 until 31/12/2020

In 2020, the most successful posts on LinkedIn were about: • Official updates on the ongoing developments of the COVID-19 pandemic and EYDAP's reaction • EYDAP Cultural activities and Historical



#### **MESSENGER**

(source: https://www.facebook.com/eydapgr/)

1,213 **Total customer** messages

received and answered from the beginning until 31/12/2020

### 2021 Target

As part of the wider Digital and Corporate Transformation, the Company's goal for 2021 is to upgrade its mobile application and its newsletter website www.eydapp. com. The project is expected to be completed within the first quarter of 2021.



## **6.2** Social Responsibility – Actions Of Social Solidarity

EYDAP, committed to the principles of Sustainable Development, implements important initiatives, beyond the relevant Regulatory Framework, to support actions with social and environmental impact.

These actions include the permanent support to the financially vulnerable groups through its Tariff Policy (the issue is analyzed in the unit "Affordable Pricing – Customer Service" in the same Report) and the safeguarding of human rights in workplace and the elimination of discrimination (the issue is analyzed in the unit " Social and work issues and Respect to Human Rights").



### EYDAP contribution to deal with Pandemic COVID-19

In 2020, the concept of corporate responsibility has taken a leading role due to the health crisis caused by the pandemic COVID-19. This unprecedented period highlighted the need for planned and integrated response and management of risks for the protection of society.

In 2020, the Board of Directors of EYDAP approved a donation of 2.5 million euros to address the pandemic.

- 2 million euros for the purchase of medical and hospital equipment
- free water to the reference hospitals, amounting to 500,000 euros for the entire period of the health crisis.

The Company being active on Social Media, throughout this period, offers immediate and reliable information to the public on Corporate Action under the light of COVID-19 and on the safe service of its customers in these circumstances.

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

GRI 103-2, GRI 103-3, EYDAP Index

### **EYDAP** sponsorship Policy

In 2020 EYDAP instituted a Corporate Sponsorship Policy reviewing the submission and management of social requests, setting procedure boundaries, enhancing transparency, thus ensuring the harmonization of sponsorships with Corporate strategic objectives.

### Target 2021

The digital management of all requests.

### **EYDAP Scholarships**

In 2020 EYDAP established the award of at least two scholarships per year, in collaboration with the State Scholarship Foundation (IKY). The grants are addressed to PhD students, in Greek Universities and their field of studies lies with water management.

### Sponsorship program 2020

EYDAP in 2020, in the context of its responsible operation, continued to undertake actions based on social contribution, covering a wide range of social issues.

In 2020, the total amount spent by EYDAP through its sponsorship program amounted to €103,380 and is divided as follows:

#### 56%

on sponsorships on financial for education and scientific conferences

### 12% support for

sports and

cultural

on support of actions and organizations with recognized associations social and environmental work

32%

### EYDAP in 2020 provided financial support to:

- initiative for the provision of new electronic equipment to A and B grade schools n Aitolokarnania, Fokida and **East Attica**
- conferences for the promotion of and scientific research, knowledge aiming at the synergies with Higher **Educational Institutions**
- entities that promote civilization and athletics
- entities action with recognized social work



## **6.3** Protection of Cultural Heritage

In **2020**, due to the extraordinary circumstances due to COVID-19, the Company publicized virtual material of historical importance and several activities regarding its Historical Archive.

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

### **EYDAP'S historical archive**

EYDAP, with a long history of over 95 years in water management, stores and manages objects preserved since the beginning of the 20th century.

In this way it contributes to the recording and promotion of water management history and the importance of the role of the Company in the formation and development of the Athenian society, through the implementation of the Water Supply and Sewerage infrastructure projects in Attica.



### Historical archive corporate policy

In 2018, EYDAP established a Historical Archive Corporate Policy, setting the boundaries of an intergraded management approach of its corporate material of historical importance.

EYDAP Historical Archive saves and records objects of all kinds, paper documents (administerial, technical, legal, technical drawings and studies) pictures, film, audiovisual material along with a variety of objects dating since the beginning of the 20th Century in compliance with the international standard "Dublin Core". The Company also creates the adequate circumstances for the maintenance of the original form and digitizes also in accordance to International standards aiming at the safefuarding of the digitized material of historical importance.

Some of the topics that make up the archival material of historical importance come from the Hadrian's Aqueduct, the construction works of the water supply system of Athens-Piraeus and Suburbs (1925-1931), the land improvement-irrigation works of the plains of Serres and Drama (1929) and the works in Yliki and Mornos.

### **EYDAP'S culture network**

EYDAP's Cultural Network, through the adoption and development of an integrated policy and identity, takes actions that highlight the cultural contribution of the Company.

### **2020 Actions**

The anniversary exhibition "The Great Challenge: 90 Years of Marathon Dam", held at the Cultural Center "Hellenic World" November 2018 – March 2020

The first important acquaintance of the public with the Historical Archive of EYDAP was completed. The Exhibition was inaugurated on November 12, 2019 and lasted until March 2020. It was discontinued in the context of the general measures for the protection of public health from the pandemic COVID-19.

The attendance of the public reached **10,000** visitors. During the Exhibition a series of guided tours were organized for employees, groups of visitors and schools almost on a weekly basis. Private tours were carried out to executives of large companies and Municipalities.

Special concern was taken for the attraction of our young visitors. Museum Educators escorted school visits, offering a specially adapted and alternative educational way of approach to the Exhibition.

The 3D virtual tour of the Exhibition (<u>http://fragma.hellenic-cosmos.gr/tour.html</u>) was posted on the internet, so that citizens could safely browse the exhibits from home.



### Participation in the international celebration of the world archives day on june 9, 2020

with the uploading on the internet the short film "The Marathon Dam", with cinematic shots that captured the construction phases of the Dam, the Boyiati Tunnel, the Galatsi Water Treatment Plant and of the water supply network of the greater area of Athens (1926-1931). The film was initially silent and sound was added on the occasion of the Anniversary Exhibition.

### **Synergies**

Cooperation with the Department of Preservation of Antiquities and Works of Art, School of Applied Arts and Culture of the University of West Attica, for the preservation of the exhibits at the Marathon Museum, with the participation of students.

### 2021 Target

- The cultural promotion of the history of the old settlement at the Marathon Dam and the enrichment of the existing Water Museum.
- Synergies with University Institutions and Archives Associations for the preservation and digitization of objects of historical importance.

### Adrianio-Roman Aqueduct In EYDAP Water Supply System

Hadrian's Aqueduct was built between the years 125 and 140 AD. for the water supply of Athens.

It is a **20 km long underground tunnel** that still collects water from underground aquifers and streams along its axis from Parnitha to the reservoir in Kolonaki Square.

Today the Adrianio aqueduct runs through the Municipalities of Acharnai, Metamorfosis, Irakleion, Amaroussion, Chalandri, Psychico and Athens. The entrance of 'Dexameni" (water tank) is decorated with an inscribed arched propylon. Today part of this is in the National Garden of Athens.

This Aqueduct was "rediscovered" again in the 1870s, when the main tunnels were cleaned and reused for the water supply of Athens, while at the same time the tank was completely renovated.

The use of the Aqueduct was gradually reduced with the construction of the Marathon Dam until its complete abolition during World War II.

In **2020**, Hadrian's Aqueduct was, for another year, a thematic contribution of EYDAP to higher education and research.

EYDAP proposals for the promotion of Hadrian's Aqueduct through "green" urban planning in parts of it:

- are the subject of a workshop in the New Jersey Institute of Technology Postgraduate Infrastructure Planning program, which will run until the summer of 2021,
- are among the basic material of the research "Special topics in digital cultural management and new technologies" on the subject of Hadrian's Aqueduct in the Interuniversity Postgraduate Program "Monument Management: Archeology, City and Architecture" carried out by the University of Athens, the University of Patras and the University of the Aegean.
- The diploma thesis under the title "Investigation of Groundwater Infiltration in Hydromassage Tunnels : The case of Hadrian's Aqueduct" was completed



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ID	Metric	Unit	Unit	Source Text	Page Number
ENVIR	OMENT				
C-E1	Scope 1 emissions	tons of CO <sub>2</sub> equivalent	1,842 tn/year CO <sub>2</sub> (WWTP Psyttalia)	Direct Emissions (scope1)	68, 69
C-E3	Energy consumption within the organisation - Percentage of energy consumed from renewable sources	% Percentage	1. 83.20 % 2. 12.84 %	1. Electric Energy cnsumed 2. Electric Energy from Renewable Sources	89
A-E2	Climate change risks and opportunities	Qualitative	Qualitative	Climate Change - Reduction of Greenhouse Gases Environmental Compliance	65-67
SS-E4	Water management	Qualitative	Qualitative	Water resources management & protection of Dioversity, Water reuse, Access to clean water- Sustainability of water resources & Sewerage Services - Sewerage Plan for East Attica areas, Utilization of Andrian Aqueduct, Affordable pricing, Environmental Awareness	70-75, 94-145 149, 194-199
SS-E5	Waste Managemnt	Quantitative	755,500 m³ / day Waste Managemnt	Liquid & Solid waste management (circular economy) - EYDAP Sewerage Services	76-82, 122-146
SOCIA	L				
C-S1	Female employees	% Percentage	(789 per 2637) 30%	Number of Emloyees under open ended & fixed-term contract	177, 191
C-S2	Female employees in management positions	% Percentage	142 per 266 53.3%	Human Rights in Worklpace	190, 191
C-S4	Employee training - Employees in the top 10% of employees by total compensation	training hours	9.60 average hours per epmloyee	Average hours of emloyees training/level	188
C-S4	Employee training - Employees in the bottom 90% of employees by total compensation	training hours	2.67 average hours per employee	Average hours of emloyees training/level	188
C-S5	Human rights policy	Qualitative	Qualitative	Human Rights in Worklpace	46, 158, 189-191
C-S6	Collective bargaining agreements	% Percentage	94.47%	Employement	174, 179. 182
C-S7	Supplier assessment	Qualitative	Qualitative	Supply Chain	44-46
A-S1	Stakeholder engagement	Qualitative	Qualitative	Dialogue with stakeholders & Materiality Analysis	52-57
A-S3	Gender pay gap	% Percentage	0%	Human Rights in Worklpace	189
SS-S4	Labour Regulation Compliance	% Percentage	0%	Violation of Human Rights	179
SS-S6	Health and safety performance - Number of injuries	Number	10	Employees' Health & Safety	172
SS-S9	Complaint Management	Qualitative	Qualitative	Complaint Mechanism	33, 106, 120-121, 147, 155
SS-S10	Integration of ENG in corporate policies	Qualitative	Qualitative	Actions for a Sustainable Development	10, 11
GOVER	NANCE				
C-G1	Sustainability oversight	Qualitative	Qualitative	Issues of Sustainable Development, Due Diligence & Outcome of these policies	57-58
C-G2	Business ethics policy	Qualitative	Qualitative	Fight against Corruption and Corporate Governance Compliance	156-161
C-G3	Data security policy	Qualitative	Qualitative	GDPR Compliance	32, 34-35
A-G1	Business model	Qualitative	Qualitative	Business model	18-31, 38-40, 42
A-G2	Materiality	Qualitative	Qualitative	Materiality Map	56
A-G3	ESG targets - Short-term	Qualitative	Qualitative	Contract with the Greek State, Solid Waste management, Energy Saving, Water Supply Projects, External Aqueduct Works, Modernization Projecst, Digital Transformation, East Attica Projects.	21, 76-82, 89, 98, 106, 108-109, 111, 32,44, 175, 199, 201, 205 138-145
A-G3	ESG targets - Medium-term	Qualitative	Qualitative	Use of Andrian Aqueduct as water resource, East Attica Sewerage Projects.	65, 105-109
A-G3	ESG targets - Long-term	Qualitative	Qualitative	Climate Change - Reduction of Greenhouse Gases	61-62
A-G5	External assurance	Qualitative	Qualitative	External Audit	8
SS-G2	Whistle Blowing Policy	Qualitative	Qualitative	Fight against Corruption	159

### Table of Contents based on the SASB Standard (Water Utility & Services) Standard

Issue	SASB Index		Description	Reference Page
Page	<ol> <li>Total energy consumed,</li> <li>percentage grid electricity,</li> <li>percentage renewable</li> </ol>	IF-WU-130a.1	<ul> <li>(1) Total energy consumption (purchased grid electricity – gas – diesel etc – gasoline- in-house consumption): 204.652.470kWh</li> <li>(2) Percentage grid electricity :83,20%</li> <li>(3) Percentage of consumption from renewable sources: 12.84%</li> </ul>	Σελ. 89
	Water main replacement rate	IF-WU-140a.1	81,000 m/ 14,000 km = 0.58%	18, 107
	Volume of non-revenue real water losses	IF-WU-140a.2	Not available information	
Effluent	Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations	IF-WU-140b.1	During the reference period there was no incident of non- compliance with environmental regulatory framework. During the reference period there was no incident of non- compliance with regulations and voluntary terms regarding the quality of drinking water, with negative impact on the health and safety of consumers.	68, 121
Quality Management	Discussion of strategies to manage effluents of emerging concern	IF-WU-140b.2	EYDAP, through the continuous upgrading of its facilities, aims at the gradual mitigation of produced waste with reuse of byproducts and steady reduction of greenhouse gases. The effluent treatment process includes the production of solid waste, mainly consisting of pre-process effluent byproducts and sludge. The responsible disposal and management of this non-hazardous waste is a priority for EYDAP's stakeholders.	76,78
Water Affordability & Access	Average retail water rate for (1) residential, (2) commercial, and (3) industrial customers	IF-WU-240a.1	<ol> <li>Average annual cost/m³ of drinking water under the General Tariff: 0.77€</li> <li>Average annual cost /m3 of water supply and sewerage service: 1.21€.</li> </ol>	155
	Typical monthly water bill for residential customers for 10 Ccf of water delivered per month	IF-WU-240a.2	The usual monthly consumption in Athens per 10m3 (3.53 Ccf) costs 11.44 euro (13.55\$)/month, this including the sewerage services and taxes. The 10 Ccf /month (28.32 m3) is a very high consumption and does not represent average use. Pricing is based on an escalated basis as a large consumption deterrent.	155
Water	Number of residential customer water disconnections for non-payment, percentage reconnected within 30 days	IF-WU-240a.3	In 2020, due to overdue debt, there was a water supply cut- off at 21,711 water connections. There was a reconnection to the water supply system within 30 days in 10,233 cases (47%).	151
Affordability & Access	Discussion of impact of external factors on customer affordability of water, including the economic conditions of the service territory	IF-WU-240a.4	Economic Crisis: Despite the general economic crisis affecting private households, the general debt rate, due to a systematic and persistent effort of the Company, is restrained close to last year's level. EYDAP adopts a discount policy, takes proactive initiatives for non-accumulation of debt and applies a settlement based pay-off system. Pandemic COVID -19: EYDAP takes strong initiatives in the context of its pricing policy for the support of financially vulnerable social groups, in recognition of the adverse financial situation of the Greek society.Climate Change: the change of weather and hydrological conditions may have an impact on water storage and intensity of weather conditions. These pressures affect water and sewerage services supply companies, like EYDAP, as there will be an immediate impact on the reservoirs, on water resources in general, on the infrastructure and on the cities served.	66, 151-152
	Number of (1) acute health-based, (2) nonacute health-based, and (3) non-health-based drinking water violations	IF-WU-250a.1	There is no case of non-compliance relevant to these issues	
Drinking Water Quality	Discussion of strategies to manage drinking water contaminants of emerging concern	IF-WU-250a.2	EYDAP accredited laboratories apply the most modern analytical methods for the determination of required values of water samples so as to achieve high sensitivity, accuracy and repeatability in measurement. Critical quality parameters, such as residual chlorine, are monitored on-line, at selected tanks of the drinking water supply system. Sophisticated systems for the on-line monitoring of critical quality parameters are also installed in key locations and at the external aqueducts, collecting real-time results, offering timely notifications in case of extreme values. 185,000 assays in approximately 10,000 samples of drinking and 2,000 samples of untreated water per year certify the excellent quality of EYDAP drinking water.	116, 171
End-Use Efficiency	Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience	IF-WU-420a.1	Not measured in reference period.	

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Issue	SASB Index		Description	Reference Page
	Total water sourced from regions with High or Extremely High Baseline Water Stress, percentage purchased from a third party	IF-WU-440a.2	0%	
	Volume of recycled water delivered to customers	IF-WU-440a.2	0%	
Water Supply Resilience	Discussion of strategies to manage risks associated with the quality and availability of water resources	IF-WU-440a.3	Risk analysis and assessment in this field has shown that the probability of occurrence is not high. For each recognized risk a precautionary action plan has been drawn up and implemented. RESERVOIR PROTECTION with: strict implementation of legal framework, monitoring of works and activities in reservoirs' protection zones and water quality samplings. MANAGEMENT of WATER SUPPLY SYSTEM according to management plan aiming at quantitatively reliable, qualitatively and environmentally safe and economically rational water supply coverage. Distribution of reception for the optimal long-term safeguarding of the water resources. Projects for the enhancement of the water supply system. Analysis of 2,000 samples/ year of non-treated water at EYDAP's accredited laboratories. USE OF ADRIAN AQUEDUCTS AS WATER RESOURCE: Participation in the European Program CULTURAL H.I.D.R.A.N.T. Use of the non-potable water of Adrian Aqueduct for the irrigation of the Municipality of Chalandri. SEWER MINING: Innovative solution for the on the spot treatment of effluent and reuse of processed outflow for irrigation use. EAST ATTICA PROJECT : Holistic approach for the collection and treatment of local effluents aiming at the reuse of treated outflow for urban and agricultural use. The works, among other positive impacts, will safeguard the water resources and rehabilitate the underground aquifer.	75, 81, 97, 98, 99, 103, 105, 106, 113, 121
	Wastewater treatment capacity located in 100- year flood zones	IF-WU-450a.1	Not applicable- separated network (separated management of urban effluent and stormwater)	
	(1) Number and (2) volume of sanitary sewer overflows (SSO), (3) percentage of volume recovered	IF-WU-450a.2	No overflows in the reference period.	
	(1) Number of unplanned service disruptions, and (2) customers affected, each by duration category	IF-WU-450a.3	(1) 6,700 Not measured	
Network Resiliency & Impacts of Climate Change	Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure	IF-WU-450α.4	Addressing Climate Change: • Studies for the evaluation of gas emissions with an impact on climate change (greenhouse phenomenon • Enlargement in application of new methods for the combat of climate change and protection of infrastructure against extreme weather conditions, like floods, as a direct effect of temperature rise. EYDAP, aiming at the upgrading of its energy efficiency and mitigation of carbon footprint in all Company activities, is in the process of developing in-house activities for: • The mitigation of Company's carbon footprint and its introduction, after evaluation, to fund raising programs or/ and financial assistance with national or/and European resources. • The rationalization and long-term reduction of Company's expenses (economic benefit).	65-67
	Number of: (1) residential, (2) commercial, and (3) industrial customers served, by service provided	IF-WU-000.A	Total number of water supply connections 2,218,322 out of which 3,896 for professional use (industry, professional activity), 417 for bulk water supply to Municipalities for household and professional use.	146, 150
	Total water sourced, percentage by source type	IF-WU-000.B	<ul> <li>429.1 million m3 in 2020</li> <li>100% surface waters</li> </ul>	103
Activity Metrics	Total water delivered to: (1) residential, (2) commercial, (3) industrial, and (4) all other customers	IF-WU-000.C	389,303,780 m <sup>3</sup> total amount of drinking water delivered in 2020. Beyond drinking water supply, the Company delivers untreated water - through "EYDAP Fixed Asset" to Municipalities situated in areas close to the reservoirs - to industries under set conditions	103
	Average volume of wastewater treated per day, by (1) sanitary sewer, (2) stormwater, and (3) combined sewer	IF-WU-000.D	760,000 m³ average cumulatively sewage treatment/day	122, 132, 133, 137
	Length of (1) water mains and (2) sewer pipe	IF-WU-000.E	(1) 14,000 km Water Supply System (2) 495 km External Water Supply System (3) 8,500 km Sewerage Network	98



EYDAP S.A. WATER SUPPLY & SEWERAGE COMPANY OF THE CAPITAL 156, OROPOU STR, GALATSI, P.O. BOX 11146





