



Sustainability Report 2021



EYATH S.A.

Address: Tsimiski 91 | P.C. 54622 | Thessaloniki




 www.eyath.gr

 +30 2310 966610

    EYATH S.A.

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1.

MESSAGES
FROM THE CHAIRMAN
AND CHIEF EXECUTIVE
OFFICER



1.

Messages from the Chairman and Chief Executive Officer

(GRI 102-14)



Message from the EYATH S.A. Chairman of the Board

When we published last year's – our first – sustainability report for the Company, we expressed the hope that we could play an important role as far as possible "in absorbing the social and economic shocks of this unparalleled crisis", referring to the pandemic. One year later, with the pandemic still to recede, we are in the midst of the greatest energy crisis since 1973 and fearing an extended period of stagflation hanging over all of Europe.

For a company like EYATH, which handles the operation of critical water supply and sewerage infrastructure for the greater Thessaloniki urban area within a strict environmental law framework and regulated pricing policy, the challenges are growing exponentially.

The improved energy efficiency of our facilities and the more rational use of energy sources, along with our infrastructure's increased resilience to the climate crisis are all factors which constitute the pillars of sustainability that require investment of time and money, which are critical commodities under current conditions.

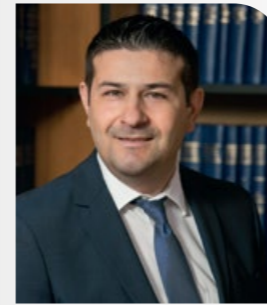
Despite these adverse circumstances, we are moving towards improving our sustainability indicators with planning, target-setting and consistent monitoring of progress. We used the first sustainability report published in 2021 as a point of departure and are now releasing our second report, which is more comprehensive and reflects our improved performance, in accordance with the GRI-G4 standard framework.

As the reader will see, the Company consistently applies the principles of corporate responsibility when it comes to its human resources and its relationship with customers, suppliers and social organisations, in addition to placing emphasis on reducing its water and energy footprint. We have decreased our carbon footprint, improved our response time to faults in the system and optimized our intra-company procedures.

As a company listed on the Athens Exchange and a member of the Greek Growthfund group of companies, EYATH S.A. has set a strategic goal to evolve into a forward-looking enterprise that responds to consumer demands, supports the growth prospects of the country's economy and meets the expectations of employees and shareholders to benefit all parties.

We believe this is reflected in the data presented in the second Sustainability Report and we are committed to continue moving in this same direction.

Prof. Agis M. Papadopoulos



Message from EYATH S.A.'s Chief Executive Officer

The Covid-19 pandemic crisis in 2021, together with the energy crisis and dramatic geopolitical changes that have marked the year 2022, underscored the fact that an immediate adaptation of the entire planet to these developments is the only available option. Specifically, it is now imperative to place universal human values and the protection of the environment at the centre of any type of activity, whether it involves nations or businesses or other organisations. In the post-Covid era, the need to redefine the needs and priorities of all citizens aimed at securing a more sustainable future is self-evident.

With that in mind, EYATH has consistently focused its attention in recent years on achieving sustainable development with people and the environment at its core. EYATH's strategic plan is based on a holistic approach to the principles of sustainability, endeavouring through the entire spectrum of its business operation to respond to all three aspects of sustainable development (social, environmental and economic), while documenting its performance along the lines of Environment, Society and Corporate Governance (ESG) criteria. Through initiatives addressing the circular economy, environmental protection, safeguarding its employees' health and safety and adopting policies that strengthen corporate governance, EYATH demonstrates its commitment to sustainability in tangible terms. At the same time, stepping up the work performed and enhancing the value for the society of Thessaloniki proves that EYATH does not forget its timeless commitment to making a positive contribution to the growth and development of our city.

As an organisation that manages such a valuable public commodity critical to life as water is, it succeeded in responding to the vast challenges that presented themselves while acknowledging its social responsibility and implementing a targeted corporate responsibility blueprint for 2021 that included top-quality services for everyone with numerous targeted actions and investments.

Acting on quick reflexes, EYATH heard and mapped out the challenges in good time and exploited emerging opportunities. Since 2021, EYATH has had in place a Risk Register and is able to identify even more quickly the risks that the Company's operation entails, with the aim of monitoring them constantly and thus helping to mitigate them while promptly identifying opportunities for the Company.

With full awareness of the importance of its mission, EYATH safeguards its corporate functions to ensure the smooth, ongoing water supply of approximately 1,200,000 citizens in the greater Thessaloniki urban area and the management of the city's sewerage system. Within this framework, it aims at investing in the ongoing modernisation of its networks, such as the energy upgrade of its wastewater treatment plants and the water supply and sewerage SCADA systems. Such investments will improve the quality of life of Thessaloniki's citizens. Meanwhile, EYATH is investing in its digital transformation, focusing on the digitisation of the undertaking's customer service procedures. With its extensively trained and experienced human resources and high standard of expertise, EYATH will be able to fully implement the new digital solutions it offers.

As it adheres to the principles of sustainability as a matter of priority while operating within a system of absolute transparency and sound governance, EYATH achieves its goals while also contributing to the sustainable growth and prosperity of the city of Thessaloniki, its adjacent areas and our fellow citizens.

Anthimos A. Amanatidis



2.

EYATH and the UN Sustainable Development Goals



2.

EYATH and the UN Sustainable Development Goals

(ATHEX C-G4)

With the establishment of the United Nations Sustainable Development Goals (SDGs), organisations and companies realised the importance of sustainable development and are beginning to define their place and role within this new state of things and the collective efforts needed to achieve it. With a historic decision of universal scope at the 70th Session of the UN General Assembly, all UN members in September 2015 adopted the 2030 Agenda for Sustainable Development, which is an ambitious plan of action for people, the planet and prosperity. All of the UN Member States agreed to join forces to work towards global prosperity, peace and justice for a healthy planet.

An integral part of the 2030 Agenda for Sustainable Development are the 17 Sustainable Development Goals and the 169 associated targets which are integrated and indivisible and balance the three aspects of sustainable development: the economic, social and environmental. The Sustainable Development Goals are universal and the aim is to implement them by 2030.

As EYATH is aware of the universal nature of the SDGs and the importance of implementing the 2030 Agenda to achieve global prosperity and peace for a healthy planet, it immediately decided to play an active role in this collective effort.

EYATH's continuous and active contribution to achieving the SDGs is a non-negotiable Management decision. To that end, it is committed to its vision: to be an economically robust, outward-looking organisation which develops and operates modern, resilient infrastructure and ensures the sustainability of the water ecosystems within its remit. From this perspective, EYATH's priority are the goals which are directly linked to the sustainable development strategy that has been adopted to create added value for society, the environment, the market and its human resources over the long term. For EYATH, the



endeavour to achieve the SDGs is a fundamental axis of its evolution into a modern undertaking that is responsive to the demands of its consumers and employees, that supports the growth potential of the country's economy, respects human rights and fully realises the vast responsibility that managing a commodity of utmost significance to life like water entails.

Therefore, EYATH is committed to following the 17 Goals of the 2030 Agenda for Sustainable Development, as it integrates protection of the environment, the uninterrupted supply of top-quality water, protection of water resources, the safety and well-being of citizens and combating poverty into the Company's strategic goals.



Our Contribution to the UN Sustainable Development Goals

1. NO POVERTY



EYATH gives value back to consumers and the local communities in which it operates. It ensures that they all have access to basic water supply and sewerage services and applies a special social tariff for vulnerable groups.
/ **THUS SERVING TARGET 1.4 AND 1.5**

2. ZERO HUNGER



EYATH contributes to developing agriculture and crops by ensuring the use of sustainable systems and resilient farming practices that support the ability to adapt to climate change, extreme weather conditions and drought. It adopts practices for rational and sustainable management of water resources and provides outflow water from the Thessaloniki Wastewater Treatment Plant to local farmers to help meet their irrigation needs. / **THUS SERVING TARGET 2.4**

3. GOOD HEALTH AND WELL-BEING



Systematic quality controls of the water supply and sewerage networks minimise the risk of water and ground pollution and contamination and thus the risk of endangering public health.
/ **THUS SERVING TARGET 3.9**

EYATH helps to monitor the COVID-19 pandemic in Thessaloniki through an innovative programme that detects the virus in the city's wastewater, in cooperation with AUTH's interdisciplinary team.

4. QUALITY EDUCATION



EYATH constantly invests in education and continuing training for its employees without discrimination.
/ **THUS SERVING TARGET 4.5**
It also cooperates with universities and offers scholarships to post-graduate students and PhD candidates. It provides internships to undergraduate students from fields related to environmental protection and sustainable development.
/ **THUS SERVING TARGET 4.7**

5. GENDER EQUALITY



EYATH adheres to the principle of non-discrimination. Specifically, it implements equal opportunity policies to prevent any discrimination based on gender, race, ethnic origin, beliefs, disability, age or sexual orientation. / **THUS SERVING TARGET 5.1**
At EYATH, women are always assured equal access to senior management positions and positions of responsibility. / **THUS SERVING TARGET 5.5**
For example, there were 108 women at the Company in 2021, equivalent to 33% of all EYATH's employees with indefinite-term employment contracts, while 43% of positions of responsibility at the Company were held by women.

6. CLEAN WATER AND SANITATION



EYATH provides excellent quality drinking water and sewerage connection for all.
/ **THUS SERVING TARGET 6.1 AND 6.2**
It constantly monitors and inspects the sewerage systems to minimise the risk of pollution and contamination.
/ **THUS SERVING TARGET 6.3**
It ensures the quality control of treated effluent from the wastewater treatment plants.
It supervises and maintains the water supply network to reduce water losses.
/ **THUS SERVING TARGET 6.4**
The Company aims at the rational management and sustainability of the water resource system (water use permits and approved catchment basin management plans, maintaining protection zones, quantitative data collection network)
/ **THUS SERVING TARGET 6.5 AND 6.6**
and continually monitors the quality of drinking water.



7. AFFORDABLE AND CLEAN ENERGY



EYATH promotes the use of dewatered sludge generated by wastewater treatment as an alternative fuel.
/ **THUS SERVING TARGET 7.2**

EYATH's Dehydrated Sludge Thermal Drying Plant accepts the dehydrated sludge generated daily by the Thessaloniki Wastewater Treatment Plant, and after it undergoes thermal treatment and the water content in the sludge evaporates, the dry finished product can be used as a fuel by industries or as a soil improvement medium.

/ **THUS SERVING TARGET 7.2**

EYATH supports the biogas production unit already located at the Sindos wastewater treatment facility.

/ **THUS SERVING TARGET 7.2**

It invests in creating photovoltaic parks to generate and develop RES

/ **THUS SERVING TARGET 7.2**

It systematically performs an energy audit at its facilities and takes measures to increase their energy efficiency.

/ **THUS SERVING TARGET 7.3**

8. DECENT WORK AND ECONOMIC GROWTH



EYATH steadfastly complies with current national and European law, the regulatory provisions related to Occupational Health and Safety, and with labour law.

/ **THUS SERVING TARGET 8.8**

It supports the professional and personal development of its employees

/ **THUS SERVING TARGET 8.5** and schedules ongoing training for its personnel.

It also encourages staff to participate in volunteer actions and to achieve a balance between family and work life.

/ **THUS SERVING TARGET 8.5 AND 8.6**

9. INDUSTRY, INNOVATION AND INFRASTRUCTURE



EYATH upgrades its infrastructure, modernises and maintains its networks and facilities, updates its laboratories and promotes tele-control and automation of the water supply system.

/ **THUS SERVING TARGET 9.1 AND 9.4**

It advances intracompany research and innovation, it participates in research programmes (national or international) and works in partnership with similar European companies and bodies as part of research on the impact of climate change on aquifers, helping to promote solutions to further sustainable development in our region and the wider SE Europe area. It funds special studies and research projects of interest to it in partnership with research institutions.

/ **THUS SERVING TARGET 9.5**

10. REDUCED INEQUALITIES



EYATH adopts policies to ensure equal opportunities and to prevent any discrimination. It adopts equal treatment of consumers based on established and specific procedures, while also supporting organisations and actions of a social nature.

/ **THUS SERVING TARGET 10.4**

11. SUSTAINABLE CITIES AND COMMUNITIES



EYATH invests in improving its facilities to ensure better performance and reduce energy consumption. It designs and implements actions to conserve energy and improve the energy efficiency of its facilities.

/ **THUS SERVING TARGET 11.6**

It provides all citizens access to clean water and ensures the qualitative management and treatment of urban wastewater.

/ **THUS SERVING TARGET 11.2 AND 11.6**

The Company also promotes rational business-related travel for its personnel.



12. RESPONSIBLE CONSUMPTION AND PRODUCTION



EYATH manages and utilises waste in accordance with circular economy principles.
/ **THUS SERVING TARGET 12.4 AND 12.5**

It cultivates environmental awareness amongst consumers through various actions, such as collecting fryer oil, tree-planting, informational events and supporting environmental volunteerism.

/ **THUS SERVING TARGET 12.6**

It promotes procedures for entering into agreements based on environmental criteria, in accordance with applicable legislation and national strategy.

/ **THUS SERVING TARGET 12.7**

13. CLIMATE ACTION



EYATH is fully compliant with environmental law.

It promotes the reduction of its energy and environmental footprint.

It promotes topics related to city resilience, with the ultimate goal of safeguarding the future of the greater urban area against pressure brought to bear by climate change.

It supports environmental infrastructure in the urban fabric, the effective utilisation of waste, sustainable and just energy policy and the resilience of urban water systems.

14. LIFE BELOW WATER



EYATH returns treated wastewater to the environment in a clean state.

/ **THUS SERVING TARGET 14.1**

In cooperation with accredited bodies, it has implemented a programme to monitor the water quality of Thermaikos Bay.

/ **THUS SERVING TARGET 14.2**

15. LIFE ON LAND



EYATH promotes the protection of aquatic ecosystems.

/ **THUS SERVING TARGET 15.1**

and its actions ultimately aim at protecting natural resources, aquifers and biodiversity.

/ **THUS SERVING TARGET 15.1A**

16. PEACE AND JUSTICE STRONG INSTITUTIONS



EYATH is in full compliance with national and Community law. Through its Corporate Governance Code and regulations it has established, it ensures:

- Anti-corruption and anti-bribery actions / **THUS SERVING TARGET 16.5**
- Transparency / **THUS SERVING TARGET 16.6**
- Responsible, non-exclusionary, participatory and representative decision-making / **THUS SERVING TARGET 16.7**
- Engagement with all stakeholders / **THUS SERVING TARGET 16.7**

17. PARTNERSHIPS FOR THE GOALS



EYATH has formed partnerships with the State and with civil society to achieve the UN targets. More specifically:

- It promotes and implements policies for sustainable development / **THUS SERVING TARGET 17.14**
- It encourages and promotes effective partnerships with the public sector, the public-private sector and civil society / **THUS SERVING TARGET 17.17**





3.

The significance of the European Green Deal



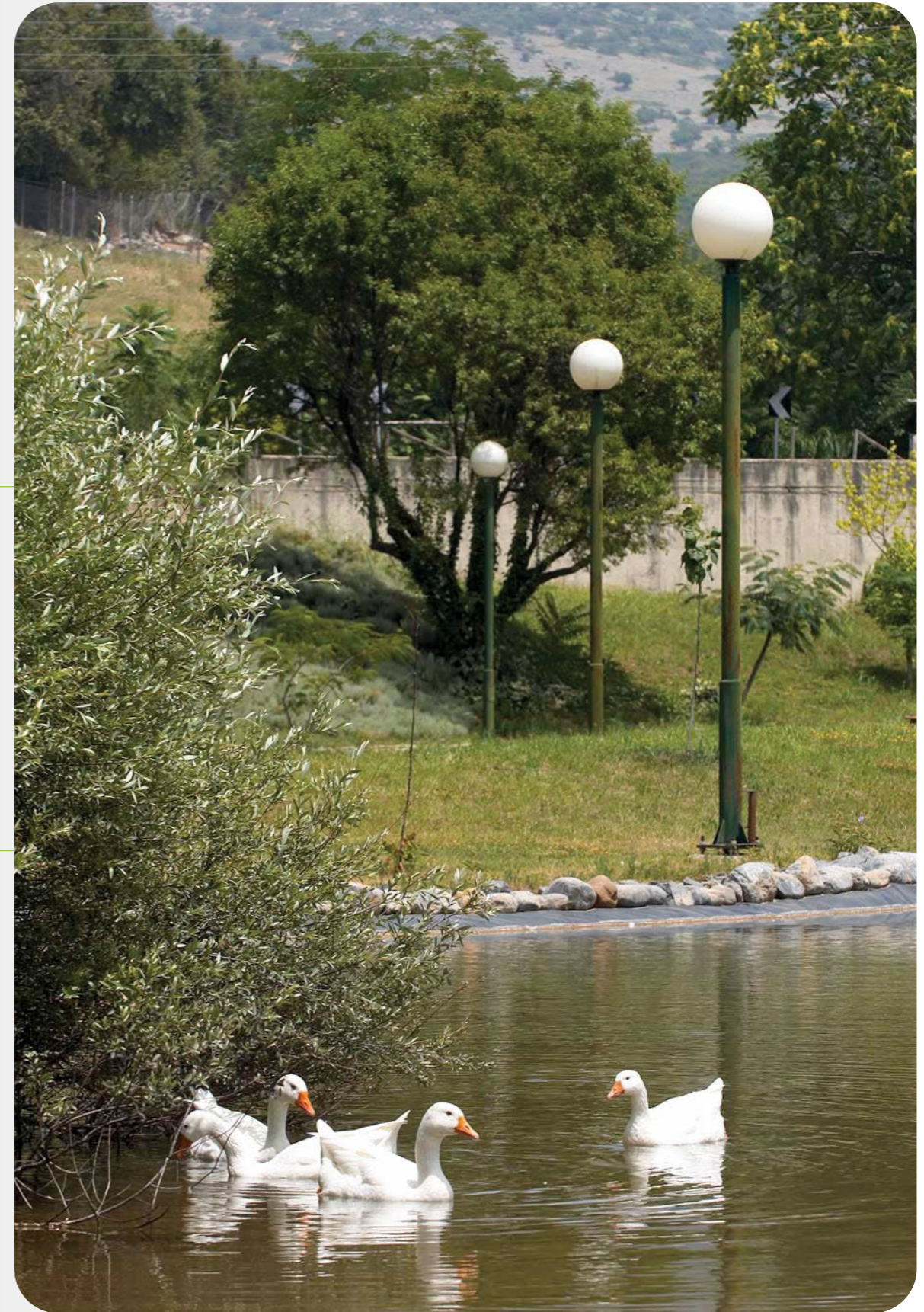
3.

The significance of the European Green Deal

The climate crisis and its adverse impacts are forcing our planet and the European Union itself to confront a number of problems, challenges and risks.

Aiming at developing a coordinated response to these challenges, the European Commission in December 2019 introduced the European Green Deal. Through the [European Green Deal](#), the European Union hopes to transform itself into a just and prosperous society whose economy will be competitive, resource-efficient and with zero net greenhouse gas emissions by 2050.

Achieving a neutral and circular economy and the green transition in general requires coordinated action and synergies, in which business will play a decisive role. Keenly aware of the importance of the European Green Deal goals, EYATH endeavours to tangibly support green and digital transition through its activities and by channelling capital towards green investments and investing in digital transformation.





4.

EYATH's Actions towards Sustainable Development



4.

EYATH's Actions towards Sustainable Development

(ATHEX C-G4)

Some of EYATH's plans of action towards sustainable development, which are already being implemented or will be implemented in the near future, are summarised below and present tangible proof of the Company's commitment to a sustainable future.



Significant decisions to **optimise corporate governance practices**



Significant investments in **infrastructure projects** and **innovated technological applications**



Continuing regular and stringent controls to **safeguard the quality of drinking water**



Implementing an integrated Occupational Health and **Safety Management System**



Implementing a policy on **equal opportunity** and diversity at work



Investing in **training programmes** for employees and emphasising the importance of their participation in them



Implementing and supporting **environmental information campaigns**



Extensive programme of **social contribution actions**



Ensuring **access to water** by vulnerable or disadvantaged citizens



Undertaking meaningful actions to protect **biodiversity in Thermaikos Bay** and water supply springs



Implementing **circular economy** practices in waste management







Recycling



Some examples of actions EYATH is already taking towards a sustainable, competitive and technologically advanced environment are included below.

EYATH has implemented a hydrological data collection network in the Aravissos springs area to support sustainable management of water resources. Monitoring hydrological parameters using instrumentation (rainfall, temperature, flow rates, groundwater levels) at the Aravissos springs began in earnest in December 2007 and includes these systems:

-  **Rain meter** (Aravissos springs)
-  **Water level logger** (borehole Γ15)
-  **A fully equipped meteorological station** (Megala Livadia), **run in partnership with the Hydraulics and Environmental Engineering Division of the AUTH School of Civil Engineering**
-  **Surface flow velocity radar** (Platanos stream)

The work to restore artificial lakes and surrounding areas at the Aravissos spring hydrological park was undertaken as part of the project for "Maintenance of EYATH S.A. Facilities for 2018". The park grounds are a point of reference for both the Aravissos settlement and the broader area, and serves as a destination for excursions and school field trips. The artificial lakes add diversity to the landscape and improve the aesthetic and environmental image of the setting. The lakes serve as a safe habitat for endemic birds and help preserve the area's biodiversity. Nevertheless, to create and highlight these beneficial features requires the corresponding aesthetic and construction quality. The first is achieved through qualitative landscaping of the peripheral shoreline of the lake and its shape, while the second by placing suitable materials and layering them.

The need to restore and rebuild the artificial lakes arose from the deterioration and wrongful placement of polyethylene sheets, mainly their anchorages, after strong rainfall and flooding of the area when the waters from the aquifer seeped to the surface. The purpose of the study was to rebuild the artificial lakes and surrounding area to ensure the qualitative and environmental upgrade of the landscape as part of the Company's corporate social responsibility. The work was completed in May 2021.

In addition, EYATH is implementing the project "Smart Water- Smart infrastructure for remote metering of water consumption and management of water demand" (June 2018-December 2021), which is a research partnership between EYATH, the telecom company Apifon, the Information Technologies Institute (ITI) and the Centre for Research and Technology Hellas (CERTH).



The project has set the following goals:



- 1.** Creating model integrated infrastructure to smartly manage the water supply network which will utilise remote measuring and remote control technologies to offer innovative services to the water supply company and end consumer.
- 2.** Research and development of alternative technologies to implement the remote measurement and remote control network, via a pilot scheme under real conditions in Thessaloniki's urban environment, to test and evaluate their reliability and efficiency.
- 3.** R&D and pilot testing of the water consumption data management, imaging and analysis system to support decision-making, automatically identify incidents through alerts, provide personalised information to consumers and automated procedures for company water supply.
- 4.** Evaluation of the infrastructure overall, based on criteria such as business performance, ease-of-use and reliability, cost-benefit for the water supply company, user/consumer satisfaction and financial return on the investment.

The project "Enhancing standardisation strategies to integrate innovative technologies for safety and security in existing water networks, aqua 3S" (start: 09/2019 – duration: 3 years), with the participation of 23 partners from all over Europe, aims at improving security and protection of the water supply system in the greater metropolitan area of Thessaloniki. Its purpose is to highlight the best combination of online instrumentation and optimal water supply network topography to identify a range of pollutants and to prevent accidental and/or deliberate pollution of drinking water. Additionally, the project results will determine the appropriate mitigation measures and actions regarding the methods for water resource monitoring, procedures for communication between the competent "emergency intervention" supervisory bodies, methods for collecting data to exploit social networking media, etc. In this way, it will highlight the general rules and procedures for incorporating them into a framework of a fixed standardised methodology for responding to emergencies and safeguarding the quality of the final product.

Since the summer of 2018, EYATH has been actively participating in the "City Water Resilience Framework (CWRF)" programme managed by ARUP and 100 Resilient Cities. The aim of the programme is to identify weak (non-resilient) points in the Company's water management and to apply optimal, cohesive decisions.





5.

EYATH's Initiatives towards Sustainable Development



5.

EYATH's Initiatives towards Sustainable Development

(GRI 102-12)

ORGANIZING AND PARTICIPATING IN INFORMATION SOCIETIES

From time to time, the Company undertakes notable initiatives to highlight the importance of sustainable development, environmental protection, etc.

Through press releases (23 press releases were issued in 2021 overall), articles or staging one-day events, the Company shines a spotlight through various occasions (e.g. projects, faults, celebrations, environmental events) on the risks and opportunities brought by climate change.

ENVIRONMENTAL AWARENESS ACTIONS

EYATH participates in both World Water Day (22 March) and World Environment Day (5 June) with informational events for the general public and environmental awareness actions by setting up stands at central locations in the city to distribute informational materials (related to the particular day being observed) to passers-by.

INNOVATION AND ENTREPRENEURSHIP COMPETITION

Additionally, as part of the international observance, an innovation and entrepreneurship competition was announced on the topic of binding the pollution load coming into the Thessaloniki Wastewater Treatment Plant and then recovering valuable materials through its treatment. The thinking behind this novel competition was based on the circular economy and sustainable development, and included cash prizes for the winners.

PARTICIPATION IN THE #WATER2ME PROGRAMME

EYATH took part in the #Water2Me programme, for which the United Nations invited the world's population to an open dialogue on water and its supreme importance to human life. EYATH's contribution to this "dialogue" was aligned with the Company's aim to expand its zone of responsibility over the next five years, to double the available quantity of water for the urban complex and, finally, to reduce – at a drainage basin level – its water footprint by 20% by 2030.

REPLACEMENT/ DONATIONS OF ELECTRONIC EQUIPMENT TO SCHOOLS IN THESSALONIKI

Moreover, EYATH is also responsive to requests from schools in Thessaloniki for updates or donations of electronic equipment.

SUPPORT FOR THE SANITATION OF THERMAIKOS

EYATH vigorously supports actions by local agencies and organisations related to the environment and water, either by co-sponsoring actions and events or by funding them, such as cleaning-addressing pollution in Thermaikos Bay at the invitation of the Ministry of Interior-Macedonia and Thrace or participating each year in the Municipality of Thessaloniki's Recycling Festival at the Thessaloniki International Trade Fair.

PARTICIPATION IN A CROWDFUNDING CAMPAIGN

The Company implements social actions in areas of sensitive biodiversity as appropriate. In 2021, it took part in the crowdfunding initiative of the Central Macedonia Region to create an ecological route through the Gallikos River Delta.



6.

About the Sustainable Development Report



6.

About the Sustainable Development Report

(GRI 102-50, GRI 102-52)

This Report is the Company's second attempt at documenting its strategy and annual activities as they relate to sustainable development. [This Report covers the period 1/1/2021-31/12/2021.](#)

Communication about the report (GRI 102-53)

To facilitate Company stakeholders, the Sustainable Development Report will be posted on EYATH's official website: www.eyath.gr

The Company's Investment Programme Office is responsible for providing more information and clarifications about the content of the Report. Division/Department: INVESTMENT PROGRAMME OFFICE

91 Tsimiski str., GR-54622 Thessaloniki

Tel.: +30 2310966610 / e-mail: dspiridi@eyath.gr

Applying the Global Reporting Initiative (GRI 102-54)

The goal of the Sustainable Development Report is to provide a complete and integrated channel of information for EYATH's stakeholders regarding the responsible operating practices it employs. The Report was drafted in accordance with the international GRI (2016) standards.

Applying the Athens Exchange ESG Reporting Guide

In 2018, the Athens Stock Exchange joined the UN Sustainable Stock Exchange (SSE) initiative to help promote best practices in reporting and incorporating non-financial information (ESG) aimed at developing sustainable investments in local capital markets. To serve that purpose, the Athens Stock Exchange released the "ESG Reporting Guide" seeking to promote and enhance the ESG reporting practices of Greek-listed companies. The Athens Stock Exchange has so far issued two guides to help listed companies understand the ESG content they will have to present henceforth.

This Report takes into account the 2022 edition of the Athens Stock Exchange ESG Reporting Guide.

Materiality analysis (GRI 102-46, GRI 102-47) (ATHEX C-G3)

At EYATH, for 2021, we conducted a materiality analysis using a questionnaire distributed to the Company's stakeholders as part of the ongoing improvement of the Company's approach to sustainable development and social responsibility, in order to prioritise the topics with the most significant impacts on the Company, as well as those topics of concern to its stakeholders.

Meanwhile, we are keeping our stakeholders abreast of the work we are doing in the area of sustainable development by publishing this second Report, in accordance with internationally accepted sustainable development standards.

The materiality assessment of significant topics related to environmental, social and governance (ESG) issues was based on the prioritisation of top sustainable development topics for EYATH and its stakeholders.

The vertical axis shows the selections made by stakeholders, while the horizontal axis depicts the Company's position. The mapping of the impact of material topics on EYATH's sustainable development was done by the Company after analysing data and perspectives based on the Company's strategic planning and short-term targets, feedback from the divisions, comparative assessment, the synthesis and completion of results and their validation by EYATH. At the same time, EYATH took into consideration the contribution and impact of its activities on the environment and society to arrive at the material topics of interest. The mapping of priorities for EYATH and its stakeholders provide a renewed basis for the Company's strategies relative to sustainable development, target definition and disclosures.

The completion of the assessment process came up with 20 topics of interest that are related to EYATH's sustainable development. Nevertheless, in the materiality matrix that follows, the Company prioritises the 11 most important material topics of high or very high priority, which are described in detail in the individual sections of this Report.



The Company requested the assistance of representatives of its internal and external stakeholders in order to identify the Company's sustainable development material topics.



Material topics are those which present the most significant economic, social and environmental impacts, as well as those which impact the assessments and decisions of stakeholders relative to an organisation.

Step 1

Identifying material topics

During the first phase of the analysis, the Company took into account the GRI Principles of Stakeholder Inclusiveness and Sustainability Context to identify significant topics related to its activities. These were derived in part from the materiality questionnaire, which was given to stakeholders so they could provide input.

The questionnaire was available to stakeholders on EYATH's official website during the period 5–22 August 2022.

Step 2

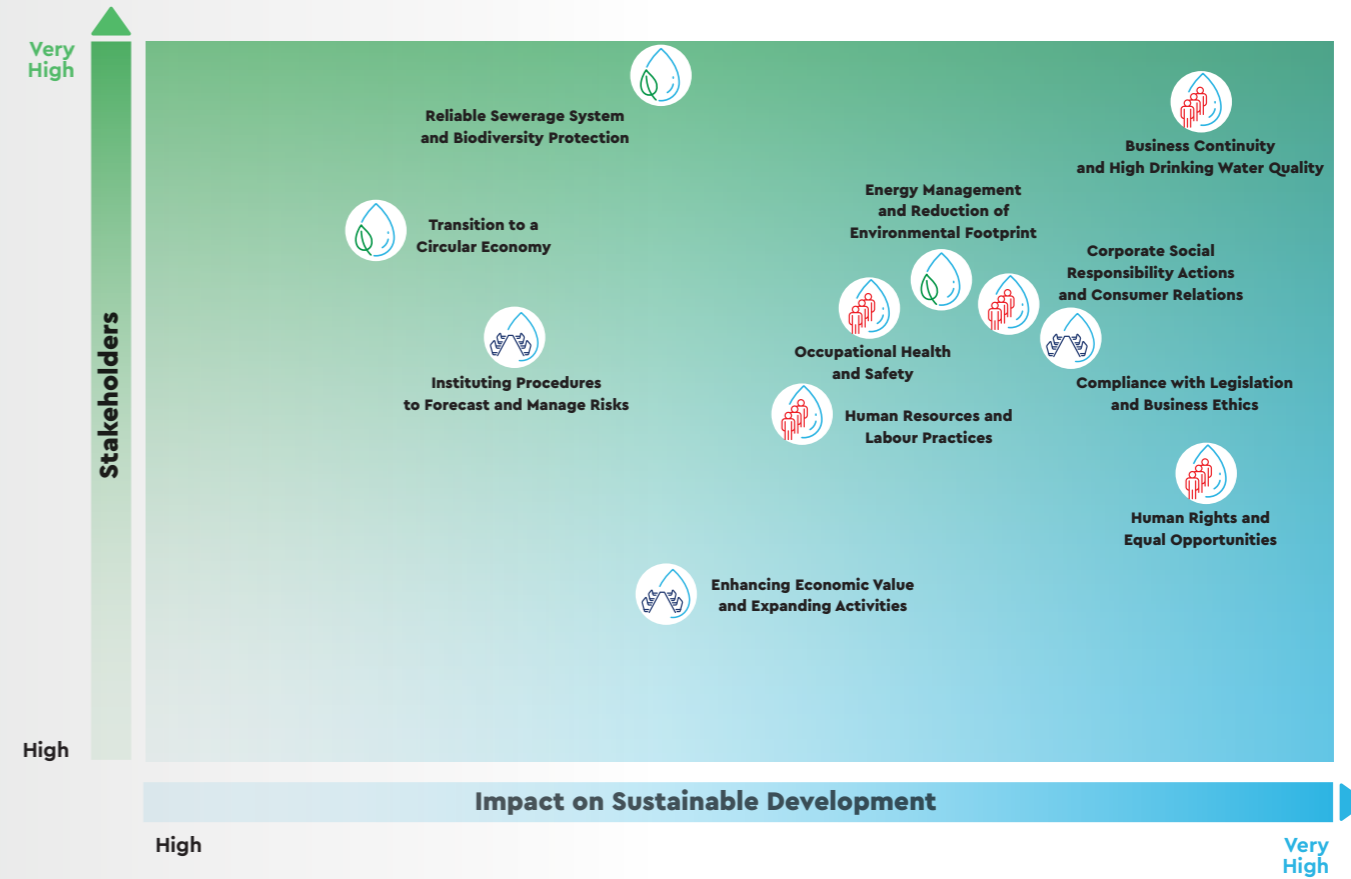
Topic prioritisation

EYATH took into account the Principles of Materiality and Stakeholder Inclusiveness, as defined by the GRI standard, and prioritised the topics identified during Step 1.

Step 3

Validation of results

During the final phase of the analysis, EYATH prioritised the results, taking account of the views of stakeholders and the strategic planning of Company Management. This step took the GRI Principles of Completeness and Stakeholder Inclusiveness into consideration. The analysis determined and selected the more important material topics used to develop the matrix of material topics.



 **Environment**
 **Society**
 **Corporate Governance**





Stakeholders



7.

Stakeholders

(GRI 102-40, GRI 102-42)

(ATHEX C-S1)



Stakeholders are defined as those who directly or indirectly impact EYATH's operation and actions, as well as those who are affected by the Company's business activities. Stakeholders are evaluated at regular intervals and redefined, as needed, based on the Company's values and strategy, as well as the broader business conditions.

Stakeholder engagement is a dynamic process with a significant impact on both the Company's daily operation and on its decision-making, while it also enhances relationships of trust which have developed between stakeholders.

EYATH's stakeholders are:



These stakeholders have been selected as they constitute an important part of EYATH, there is frequent interaction and the Company always takes their thoughts, proposals and concerns into serious consideration in its decision-making.



STAKEHOLDER REQUIREMENTS	EXPECTATIONS	ENGAGEMENT WITH STAKEHOLDERS (GRI 102-43)
CONSUMERS	Want to have a good relationship with the Company in all areas and to receive quality services that meet approved specifications.	Engagement is ongoing through the Company's social media. Direct communication is also possible through the Customer Service Department; customer satisfaction surveys are also conducted.
EMPLOYEES	Want to work in a safe environment, be paid fairly, have opportunities for growth within the Company and be treated with respect and based on merit.	Communication with employees is regular as part of raising their awareness of environmental issues and cultivating a corporate culture (organising volunteer actions, holiday celebrations for them and their families). Additionally, engagement is achieved through the intranet on an ongoing basis and in real time based on various developments and depending on the needs that arise. There is also constant engagement between the Administration and Organisation Division with Company employees to ensure they are always properly informed of the Company's progress.
STATE AND LOCAL GOVERNMENT	Is interested in the Company's responsible and lawful activity, environmental protection, social actions, respect and protection of rights, and employee and consumer health and safety.	engagement is through the website, announcements, press releases in real time and on an ongoing basis. On an annual basis, engagement is through the Sustainable Development Report and the Annual Financial Report.
THE NEWS MEDIA	Want to be informed about the Company's sustainable development actions, its more important economic, environmental and social data and any changes to them, and EYATH's business developments and activities.	EYATH engages with them daily to clarify issues related to the Company. Engagement is through telephone communication, press releases/conferences, or through social media, and through regular meetings with the Corporate Communication Division. There is a built-in relationship of trust fostered over time, with an awareness of social responsibility and professional duty dictated by the traditions and principles of journalistic ethics and transparency. At the same time, EYATH always applies the principles of the Journalists' Union of Macedonia and Thrace by-laws in its engagement with the news media.
ASSOCIATIONS, CLUBS, UNIONS AND CHAMBERS	Collaboration with associations and clubs aims at gaining support for the Company's sustainable development targets.	There is constant engagement with representatives and officers of such organisations. Information is also available through the website in real time and on an ongoing basis. On an annual basis, engagement is through the Sustainable Development Report and the Annual Financial Report.
EYATH FIXED ASSETS	It is interested in creating and distributing economic value, in the business developments and in the Company's performance in regard to social and environmental aspects. It wishes to safeguard the Company's sustainability and its management based on stringent standards and corporate governance principles.	Kept informed through announcements, press releases, presentations, the Company's Sustainable Development Report and through regular meetings with Management.
SUPPLIERS, PARTNERS AND CONTRACTORS	Want to improve their share of the relevant market.	Engagement is through the website and news media in real time and on an ongoing basis. On an annual basis, engagement is through the Sustainable Development Report and the Annual Financial Report.
SHAREHOLDERS AND INVESTORS	Are interested in the Company's progress and its future plans.	Engagement is through the website, announcements, press releases, General Meetings, Company presentations and through the news media and the Athens Stock Exchange in real time and on an ongoing basis. On an annual basis, engagement is through the Sustainable Development Report and the Annual Financial Report.
LOCAL SOCIAL GROUPS	Are interested in the availability of employment opportunities and in the Company's actions in areas of shared interest, such as environmental protection and social solidarity actions.	Relations with local communities are systematically cultivated as part of actions held by the Company, as well as through partnerships, sponsorships and donations.



Stakeholder Concerns

(GRI 102-44), (ATHEX C-G3)

The year 2021 was once again marked by the pandemic. As a result, the key topics and concerns highlighted through engagement with stakeholders mainly focused on issues related to the pandemic. Nevertheless, other significant issues also arose from EYATH's cooperation with its stakeholders.



A.

STATE AND REGION OF CENTRAL MACEDONIA

Specifically, the interest of the State and the Central Macedonia Region concentrated on the uninterrupted supply of water to consumers, safeguarding public health and bolstering the national effort to address the COVID-19 pandemic. Interest also extended to topics such as the continuation of EYATH's investment programme and the Company's orientation towards sustainability.

B.

CONSUMERS

Consumers were mainly interested in the uninterrupted supply of water and the appropriate and expedient handling of their transactions during the pandemic.

Γ.

EMPLOYEES

Topics related to safety and health protection concerned employees, including issues such as teleworking and the potential for COVID-19 infections that could disrupt the flow of work.

Δ.

UNIONS AND CHAMBERS

Unions and chambers were interested in the continuation of their operations and their cooperation with the Company, particularly as funding recipients, in order to maintain normality.

Ε.

LOCAL COMMUNITY

The society of Thessaloniki expressed interest in new jobs announced by EYATH for full- and part-time employment, increased support for environmental actions and mainly for social solidarity actions.

All of the above, transposed into the journalistic agenda, were the topics that also concerned the city's news media relative to our Company. Resilience, infrastructure sustainability, consumer benefits, investments and social action were included in the topics covered by journalists in 2021.





Company Profile



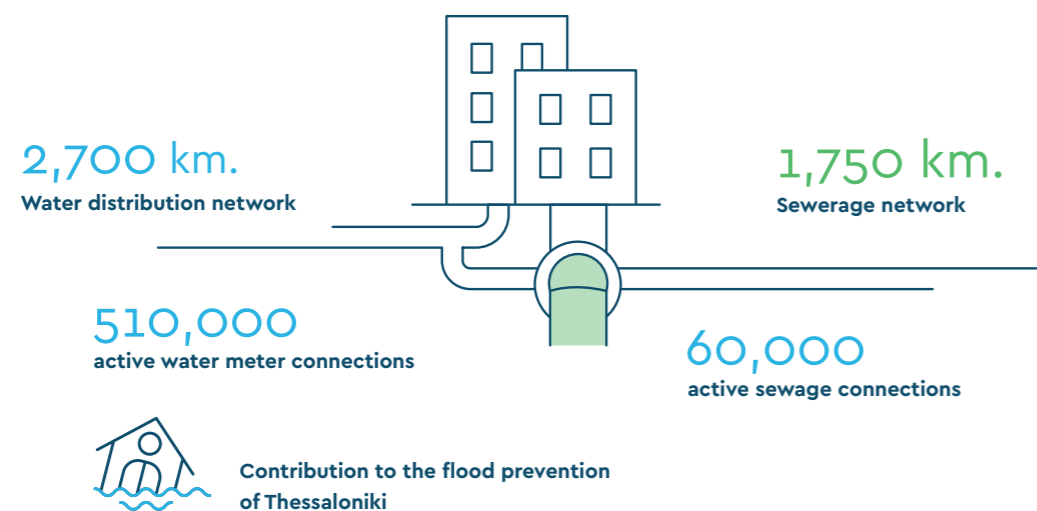
8.

Company Profile

(GRI 102-6)
(ATHEX A-G1)

EYATH is the second-largest water supply and sewerage services provider in Greece.

It provides water supply services via a 2,700 km long water distribution network within its territorial remit (the greater Thessaloniki urban area and industrial area) and sewerage services via a 1,750 km long sewerage network within its territorial remit (from the River Axios, the Municipalities of Delta and Halkidona, and the high areas of the Thessaloniki urban area to the Municipality of Thermaikos at the tourist areas).



Meanwhile, EYATH also helps with flood protection in the city of Thessaloniki following a framework agreement with the Central Macedonia Region, which along with the municipalities of the urban area is responsible for designing, constructing and maintaining rainwater drainage works and flood protection works in general.

EYATH's consumers amount to about 510,000 active water meters and 60,000 active sewage hook-ups over a geographic area with approximately 1,200,000 citizens of the greater urban area of Thessaloniki. Consumers include both household water meters, which constitute the majority, and businesses, industries, public and local government organisations and the local fuel refineries and other customers.

EYATH Activities

(GRI 102-2, GRI 102-4)
(ATHEX A-G1)

EYATH's toolbox contains a broad range of activities.

It specialises

- / in the design / construction / installation / operation
- / utilisation / management / maintenance
- / extension and renewal of water supply and sewerage systems

Its activities also include projects such as

- / desalination
- / pumping / treatment / storage / transport / distribution
- / management of all types of water
- as well as the collection / transport / treatment / storage
- / & management of waste (other than toxic)

Other activities are

- / the utilisation of products from wastewater treatment
- / the provision of telecom services via the water supply and sewerage networks it operates.
- The Company is also involved
- / in the sale of self-generated electricity (primarily generated by utilising water from springs, dams, aqueducts and pipelines).

EYATH's competencies also include extending its network to new areas or changes to water supply-sewerage systems (networks and facilities) to improve the quality and quantity of water provided to consumers.

Nevertheless, EYATH's principal activities are water supply and sewerage, and it maintains the respective divisions for each area for better functioning and coordination of the Company's activities. Within this framework, EYATH supplies with water household consumers, businesses, services and buildings of public interest (such as schools and hospitals) in Thessaloniki and the interconnected municipalities, industrial areas, the fire-fighting network and neighbouring municipal water supply and sewerage companies.

The facilities EYATH manages for water supply pursuant to its agreement of 27-7-2001 with the Greek State, include:

- (a) water abstraction works
- (b) external aqueducts, boreholes and related pipework
- (c) pumping stations and storage tanks and
- (d) the distribution network with related pipelines and water meters.



The 3 sources of abstraction are:

- the Aliakmon River
- the Aravissos springs in Pella Prefecture
- the boreholes in the Thessaloniki Plain

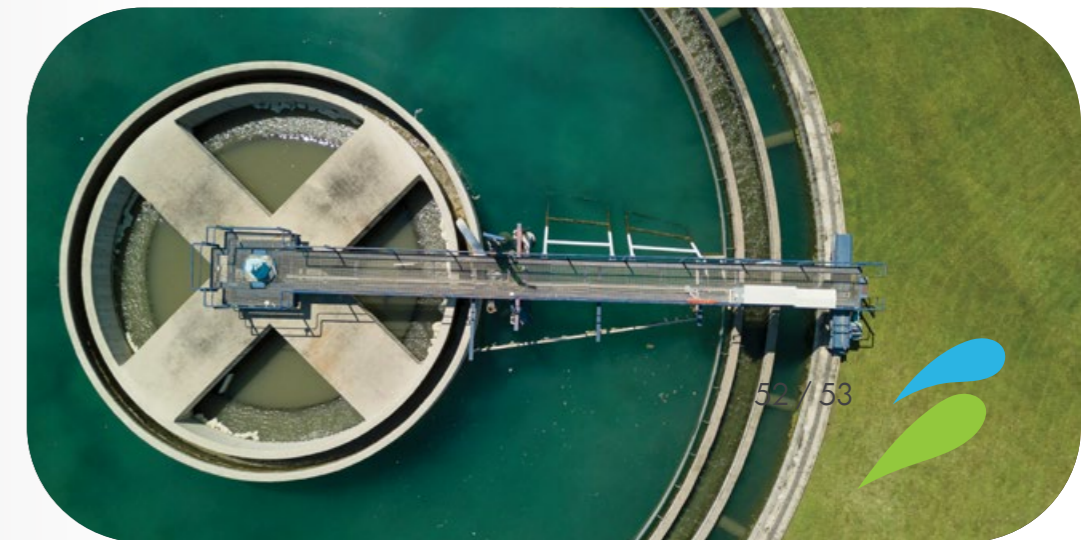
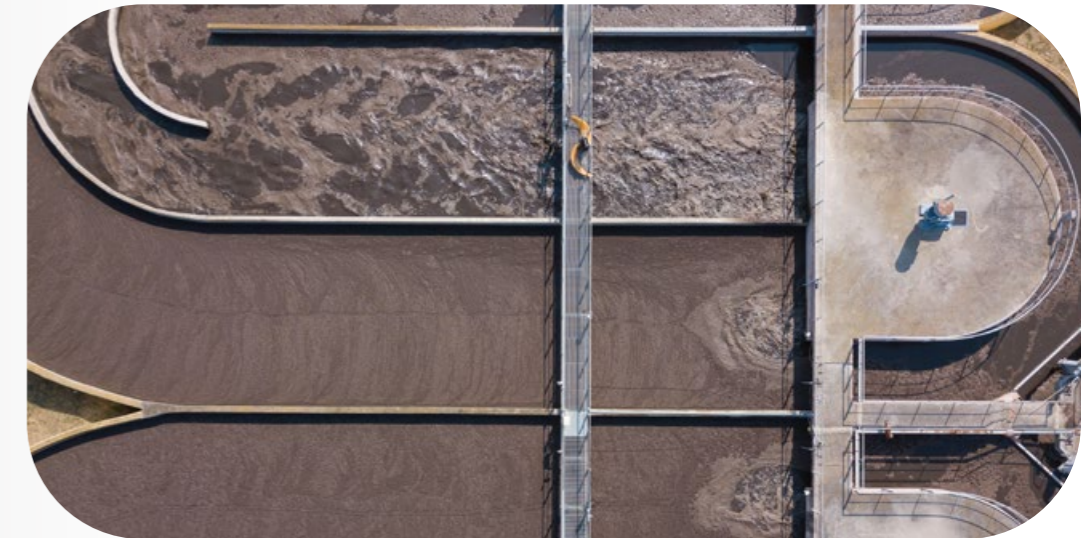
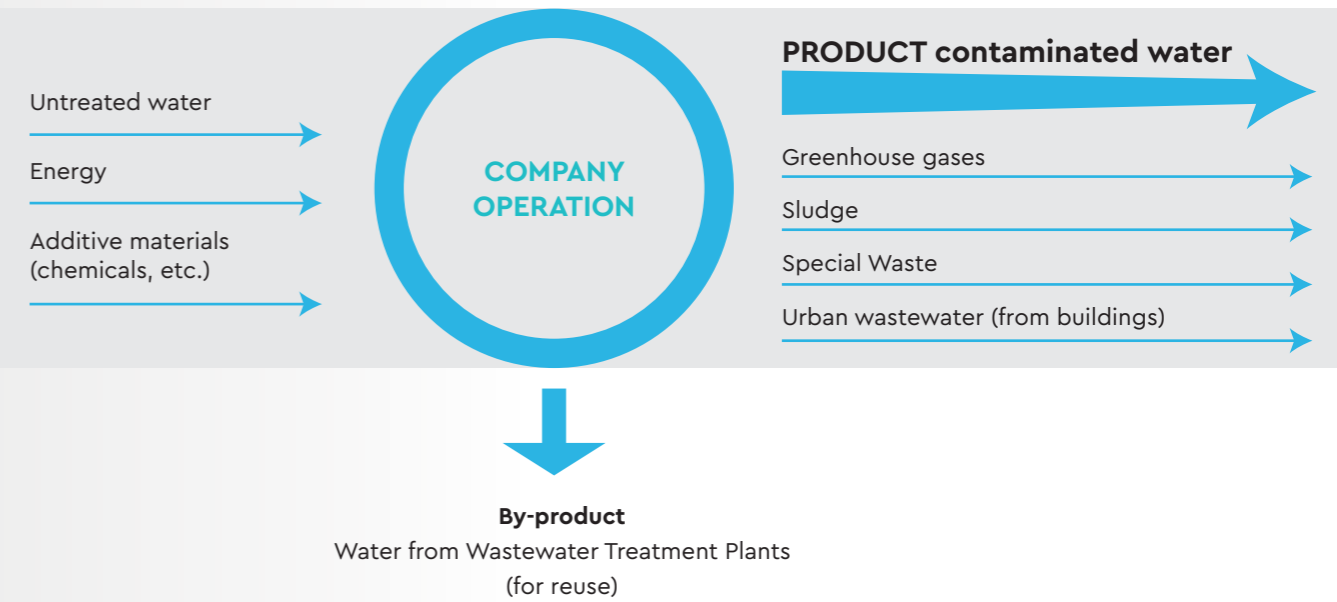
For the transport, storage and distribution of drinking water the Company operates and maintains

41
Storage tanks

39
Pumping stations

2,746.62 km.
Total length of water supply pipelines according to GIS

A critical link in Thessaloniki's water supply from the Aliakmon River is the Thessaloniki Water Treatment Plant, where surface water is treated using state-of-the-art methods to ensure it is hygienic and drinkable.



Historical Retrospective

(GRI 102-1, GRI 102-3)

The **Thessaloniki Water Supply & Sewerage Co. S.A. (trading as EYATH S.A.)** was established in 1998 under Law 2651/2-11-1998 (Government Gazette A/248/3-11-1998); it is a société anonyme created by the merger of the former companies "Thessaloniki Water Supply Organisation S.A." (OYTH S.A.) and the "Thessaloniki Wastewater Treatment Organisation S.A." (OATH S.A.). This was preceded by the conversion on 25 June 1997 of the Legal Persons under Public Law OYTH and OATH into sociétés anonymes. As per Article 18 of Law 2937/2001, EYATH S.A. is governed by the provisions of Law 4548/2018, Article 22 of Law 2733/1999, which applies to EYATH S.A. since the publication of said law and also by the provisions of Emergency Law 1563/1939, Legislative Decree 787/1970, Presidential Decree 156/1997, 157/1997 and Article 20 of Law 2651/1998; it is overseen by the Ministers of Finance and of Macedonia-Thrace.

The Company's registered offices are at 91 Tsimiski str., Thessaloniki.

The Company's effective term is 99 years from 3 November 1998, and expires on 3 November 2097.

The Company is also subject to Chapter II of Law 3429/2009 on public corporations. The original Articles of Association were approved by decision no. ΕΓΑ/606/26-7-2001 (GovGaz 989/30-7-2001) and the Company is entered in the Companies Register (Reg. No. 41913/06/B/98/32) and the General Electronic Commercial Registry (GCR) under No. 58240404000.

The Interministerial Privatisation Committee (IPC) issued decision nos. 563/17-10-2000 and 605/27-7-2001 and resolved to list EYATH S.A. on the Athens Stock Exchange. This was accomplished by selling shares created by the share capital increase and sale of existing shares owned by the Greek State, which until that point had been the sole shareholder.

Upon its listing on ATHEX, in accordance with Article 22 of Law 2937/26-7-2001, the majority of EYATH S.A.'s fixed assets were transferred to the newly formed legal person under public law registered as "EYATH Fixed Assets", free of consideration. Under a 30-year contract signed on 27-7-2001 by the Greek State, EYATH Fixed Assets and EYATH S.A., the latter was granted the exclusive right to provide water supply and sewerage services within its territorial remit. Under that same contract EYATH Fixed Assets is obliged to provide EYATH with S.A. with the necessary quantities of water, at a predetermined price, to facilitate its customers (consumers), and at the same time EYATH S.A. was to take measure to rationally use the water sold and to make concerted efforts to reduce leaks and losses as much as possible, by implementing a programme to improve and repair the water supply distribution network.



On 26-4-2016, the Board of Directors of the Hellenic Republic Asset Development Fund (HRADF) approved the updated Asset Development Plan (ADP), which on 25-5-2016 was approved by the Government Economic Policy Council (GovGaz B/1472). According to the above plan, 23% of the Company's shares are to be sold. At its meeting on 21-2-2018, the Interministerial Committee for Restructuring and Privatisation decided to:

1. Revoke Interministerial Committee for Restructuring and Privatisation decision No. 195/27-10-2011 (GovGaz B/754) to the extent that it transferred 14,520,000 shares in EYATH to the company registered as Hellenic Republic Asset Development Fund S.A.
2. Revoke Interministerial Committee for Restructuring and Privatisation decision No. 206/25-4-2012 (GovGaz 1363/26-4-2012), to the extent that it transferred 3,630,001 shares in EYATH owned by the Greek State to the company registered as Hellenic Republic Asset Development Fund S.A., effective 1-1-2018.

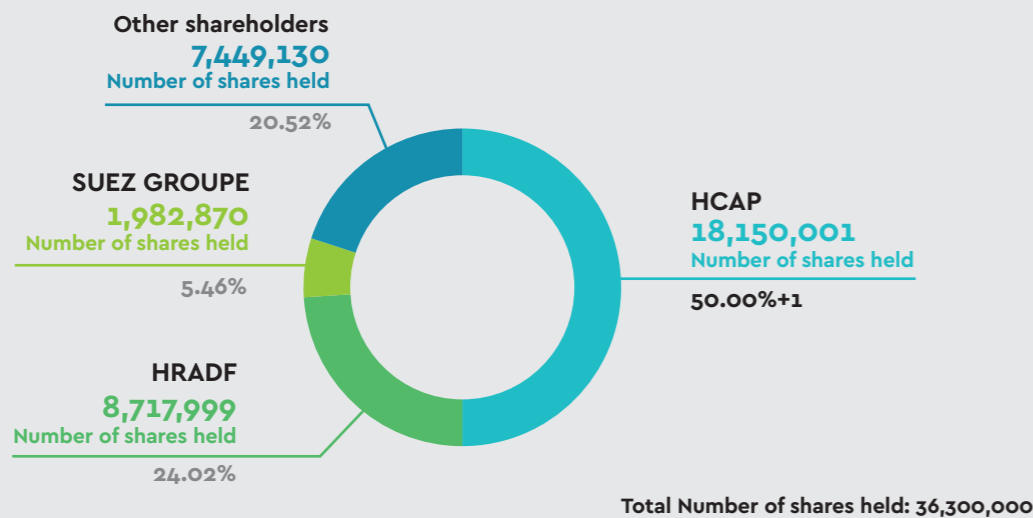
This decision was published in GovGaz B/614/22-2-2018. Following that, according to the notice submitted by the Ministry of Finance, which the company received by email on 21-3-2018, on 20-3-2018 following an OTC trade on that date the Hellenic Republic transferred free of charge 18,150,001 shares in EYATH S.A. to HCAP, in accordance with Article 380(20) of Law 4512/2018 as amended by Article 197(1) of Law 4389/2016. That transfer is effective from 1-1-2018.

HCAP S.A. holds a direct stake of 50% +1 in EYATH and a 24.02% indirect stake through HRADF. HCAP's total voting rights amount to 74.02%. The Greek State holds 100% of its voting rights.

Shareholders

(GRI 102-5)

EYATH shares are listed for trading on the Large Capitalisation category of the Athens Stock Exchange. According to the Company's Shareholder Registry, on 31-12-2021, shareholders holding a significant percentage in the Company were:



EYATH Participations – Partnerships

(GRI 102-13)

EYATH maintains important participations in and partnerships with international organisations to promote sustainable development.

Specifically, EYATH has been part of the Blue Communities network since 2016 which acts to protect water as a public commodity and ensure its fair management. The charter of "Blue Communities" members presumes vigilance and action along three key principles:

Acknowledgement of water as a human right

Promoting tap water in public buildings and events

Generally supporting public management of water and sewerage

In fact, EYATH has been authorised as an "ambassador" to include other interested water supply companies, municipalities or collectives in Greece in the same network. In June 2018, the Municipality of Thessaloniki became the first in Greece to join the Blue Communities network, which includes cities such as Berlin and Paris, to protect the public character of water.

The Company is also an active member in working groups of the European Federation of National Associations of Water and Wastewater Services (EurEau) (groups for water supply sewerage, communication, etc.), monitoring international developments in these sectors and helping to shape the European legislative framework to benefit the sustainability of water resources.

EYATH also customarily supports the Association of Greek Chemists at the Macedonia environmental conferences, and at events on sustainable development or environmentally related topics.

EYATH maintains a constant, long-term relationship with Shedia street magazine, purchasing ads, buying corporate gifts from "Shediart" made by unemployed individuals, and promoting their work at the Thessaloniki International Trade Fair (shared booth with EYATH). At the same time, the Company's customer service offices serve as a "safe place" for those selling the Shedia magazine.

Vision-Strategy

(ATHEX A-G1)

EYATH prioritises the combination of business operations with corporate social responsibility, providing high-quality water supply and sewerage services at the lowest possible cost. Meanwhile, serving as the manager and provider of a basic commodity like water, it ensures it is accessible to all social groups of citizens. With sustainable environmental management practices and investments in social prosperity, EYATH seeks to create added value for its shareholders.

EYATH's strategic goal is to ensure its sustainable operation and development in response to the demands of all stakeholders, providing integrated, top-quality water supply and sewerage services to its customers, ensuring an excellent work setting for its people and relations of mutual benefit with all its suppliers and partners. The Company also aims to secure universal and equal access for all to clean water and environmentally safe sewerage network, and to provide quality and integrated water supply and sewerage services by developing, improving and expanding infrastructure based on sustainable environmental management practices. EYATH also focuses on improving the quality of the services it provides through the ongoing upgrade of its facilities, expanding its technological infrastructure by using advanced software packages and developing specialised IT applications.



Strategic Plan 2021–2024

(ATHEX A-G3, A-G1)

The Company has in place an approved strategic and business plan for the period 2021–2024 with actions related to development, improvement and expansion of its infrastructure with the intent of adopting sustainable practices.

EYATH's initiatives in the environmental sector based on its 2021–2024 strategic plan are:

- Increasing environmental security based on maintaining/upgrading the quality and securing the quantity of water resources. EYATH plans to expand the use of technology and to improve the applied methodologies used to monitor water quality.
- Reduction of the high cost of operating the Company's facilities, particularly the cost of energy consumed. The Company will modernise its facilities and network to increase energy efficiency. One example of its plan is the conversion of its main headquarters into a "green" building, a project which is already in progress.
- Investment in renewable energy sources with upgraded wastewater treatment and installation of a biogas unit by mid-2023 and the installation of a photovoltaic park by 2024.
- Implementing a number of investments to improve and modernise the water distribution network, as well as applying automation, controls and digitisation of EYATH's functions and systems by installing the CRM system by 2023, enhancing and expanding the new SCADA system (the Company has already embarked on investments) by 2024 and continuing the digital transformation of its internal activities and procedures into 2025.
- Expansion of the network into new areas and expansion of the Thessaloniki Water Treatment section by 2024 and first phase of the expansion to Asvestochori, Exochi, Hortiatis and Oreokastro by 2025.
- Replacement of old water meters. The first batch of 200,000 older water meters will be replaced by 2025.

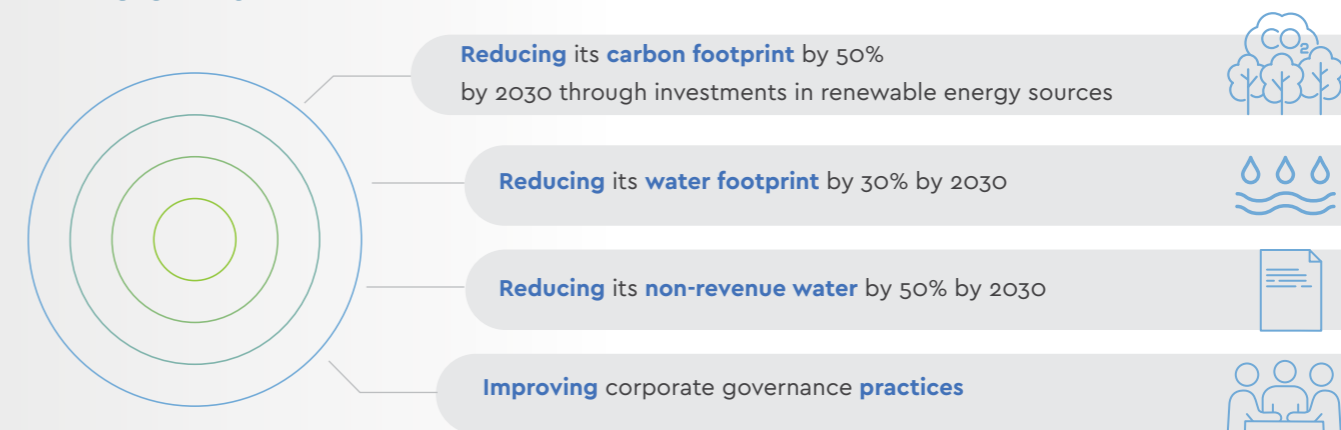
Similarly, EYATH's initiatives relative to society are:

- The adoption of new technologies and innovative applications in IT and network management so they can potentially boost the productivity of EYATH's employees and customer services.
- Extending dialogue with stakeholders as a follow-up to materiality studies conducted for this Report.
- Expansion and upgrade of the sewerage network with the ultimate aim of improving residents' quality of life.

Lastly, initiatives related to Corporate Governance are:

- The proper evaluation of employees to bolster corporate governance and promote transparency.
- Application of the Hellenic Corporate Governance Code, which EYATH has already adopted.
- Expanding corporate social responsibility programmes.

EYATH HAS SET THESE LONG-TERM GOALS



Values

(GRI 102–16)

Endeavouring to protect the public interest, EYATH operates in accordance with the principles of corporate governance to effectively achieve its corporate targets, profitability and sustainability. Additionally, it has set high standards of conduct that promote its image and demonstrate respect for society and the environment.

The Company's principles and values are:

integrity

transparency

meritocracy

responsibility



Supply chain

(GRI 409-1, GRI 102-9)

(ATHEX C-S8)

EYATH conducts business with its partners and suppliers with trust and mutual respect, impartiality and rectitude to ensure sound cooperation in contract performance.









EYATH adheres to Greek Law 4412/2016 governing contracts for procurement of public works, supplies and services and, where permitted by law, the Company stipulates that calls for tenders should include a requirement for additional certified management systems for quality, environment, occupational health and safety and anti-bribery (ISO 37001).

The review of EYATH's partners and suppliers is a prerequisite for their participation in tenders and any final court judgment in cases involving child or forced labour is ground for exclusion, as described in Article 73(1) of Law 4412/2016 governing public procurement contracts. At the same time, where permitted by law in calls for tender, EYATH requires the existence of additional certified management systems for Quality (ISO 9001), the Environment (ISO 14001), Occupational Health and Safety (ISO 45001), and Anti-bribery (ISO 37001) in relation to its candidate suppliers and partners.

The Company informs its partners, suppliers and providers of the Code of Ethics it implements before concluding a contract. Meanwhile, all partners are required to comply with the principles of business ethics and conduct adopted by EYATH.

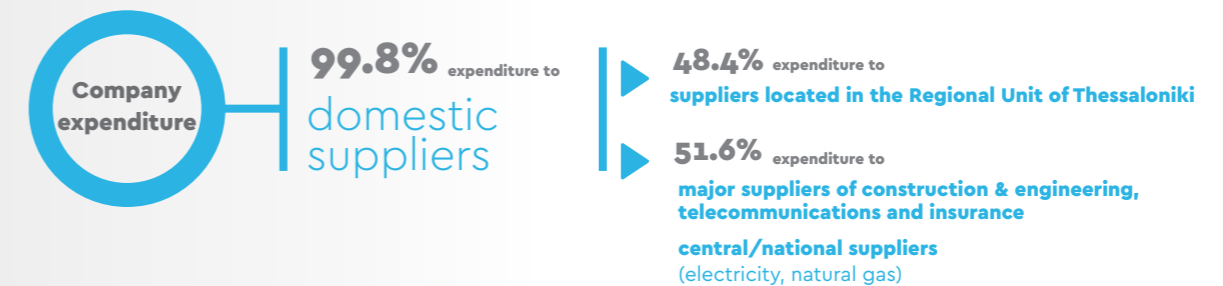
EYATH is active in the domestic market. No significant business is conducted with foreign-based suppliers. The total number of suppliers (active over the last three-year period, 2019–2021) is 2,481.

EYATH's main types of suppliers are:

-  Energy (electricity and natural gas)
-  Construction projects
-  Technical services (fault repairs, contractors, construction companies, maintenance, etc.)
-  Other services (legal, consulting, engineering, IT)
-  Merchants of electrical/mechanical/plumbing equipment and spare parts
-  Telecoms
-  Insurance organisations
-  Advertising

Over the period 2019–2021, EYATH's active suppliers were almost all domestic (99.1%), who, for the most part, were from the broader area of the Thessaloniki Regional Unit (71.3% of the total).

Expenditures to domestic suppliers came to 99.8% of total Company expenditures. Specifically, payments to suppliers based within the Thessaloniki Regional Unit came to 48.4%, while the majority of the remaining 51.6% were to major providers of construction and technical works, telecoms and insurance. Part of this proportion also included, to a great extent, expenditures to central/national providers (electricity, natural gas) which are based outside Thessaloniki.



The median number of days for paying suppliers in 2021 was 34 days, in full compliance with the payment terms agreed upon with each supplier.

Raw Materials

The raw materials used during the production process, according to data from the Executive Division of Water Supply Installations, are broken down below and reflect chemicals used in the treatment process to produce drinking water:

CARBON DIOXIDE = 1,128,128 kg

POLYALUMINIUM CHLORIDE (PAC) = 659,224 kg

ANIONIC POLYELECTROLYTE FLOCCULANT = 2,388 kg

CALCIUM HYDROXIDE (SLAKED LIME) = 163,618 kg

CHLORINE GAS = 37,997 kg

SODIUM HYPOCHLORITE = 225,220 kg

VIRGIN GRANULAR ACTIVATED CARBON (GAC) = 200,000 kg





Environment



9.

Energy Management and Reduction of Environmental Footprint

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 102-11, GRI 307-1)

EYATH is aware of the critical situation relative to climate change and specifically the global problems of deteriorated quality and quantity of water. As such, in its capacity as the manager of a commodity of primary importance like water, it makes a maximum effort to address the problem, while respect and protection of the environment are an integral priority for the Company.

EYATH takes the effects of its activities on the natural environment into serious consideration and, through a dynamic and constantly evolving process, aims to reduce its negative impact. Through actions and operations, an effort is made to contribute to raising public awareness of issues related to the rational use of water resources, sustainable management of liquid waste, reducing the environmental footprint and generally protecting the environment.

EYATH's commitment to protecting the environment is filtered through the Company's daily operation, its daily practices, its ongoing compliance with relevant laws, investments in upgrading production facilities, exploiting new technological advances and implementing best available techniques by business sector.

At the same time, the planning and management of EYATH's installations, buildings and activities is always undertaken with the aim of protecting the environment and conserving energy to the greatest extent possible.



Based on the above, and with environmental protection as a guide, EYATH aims at:

1. Fully implementing European and national environmental legislation to minimise the impacts of its activities on the environment.
2. Incorporating the principles of Sustainable Development into its decisions and procedures
3. Supporting research and studies on the protection and upgrade of the environment.
4. Investing in modernisation of water supply networks and reducing losses and water leaks.
5. Investing in upgrading its facilities to improve efficiency and reduce the energy they consume.
6. Implementing a programme to reuse water treated at the Thessaloniki Wastewater Treatment Plant to irrigate fields in the Halastra-Kalohori plains during periods of emergency and water shortages.
7. Working in partnership with similar European companies and bodies as part of conducting research activities on the impact of climate change on aquifers. One example of such a partnership is EYATH's active participation in the European Federation of National Associations of Water and Wastewater Services (EurEau), in which the Company actively contributes to promoting sustainable development solutions in the Thessaloniki urban area and SE Europe in general.
8. Actively assisting with cleaning of the waters in the Thessaloniki bay, removing floating objects, oil spills or contaminants.
9. Removing urban and industrial wastewater from the Thessaloniki urban area with a broad-based, modern sewerage network controlled remotely to ensure continuous operation and upgrading of infrastructure resilience through preventive maintenance and prompt repair of faults.
10. Bolstering the circular economy by managing sludge from the wastewater treatment plants. Management is improved by enhancement of the biogas production and utilisation unit already located at the Sindos wastewater treatment plant and by exploiting its heat-generating capacity. Specifically, as part of its investment plan related to sustainable development, EYATH is implementing a project to improve the energy efficiency of the Thessaloniki Wastewater Treatment Plant. The plan calls for upgrading the sludge dehydrating facility, operating an electricity co-generation unit, biogas treatment and the expansion of anaerobic digestion. The generated biogas is expected to be consumed as a fuel alternative to natural gas in the drying unit, in the electricity and heat co-generation unit and the biogas burners.
11. Rationalising business travel and applying environmental criteria to suppliers.
12. Monitoring water quality in Thermaikos Bay, which is the final recipient of outflows from the city's wastewater treatment plants.
13. Taking action to preserve biodiversity at water resource points of origin and at the final recipient of treated wastewater.
14. Generally supporting organisations active in the protection of the city's environment and participating with similar initiatives.

EYATH's focus on environmental protection and compliance with European and national environmental legislation is demonstrated by the fact that in 2021, there was no incidence of EYATH's non-compliance with environmental laws and regulations, nor were any environmental fines imposed on the Company.



Energy Consumption

(GRI 302-1, GRI 302-3, GRI 302-4)
(ATHEX C-E3)

The proper and rational management of energy plays an important role in both EYATH's smooth operation and in the reduction of its environmental footprint. The Company focuses on energy conservation through the entire range of its activities; for example, EYATH facilities have installed inverters to control pumps that help save energy. At the same time, EYATH is required by relevant law to conduct energy audits of its facilities every four years.

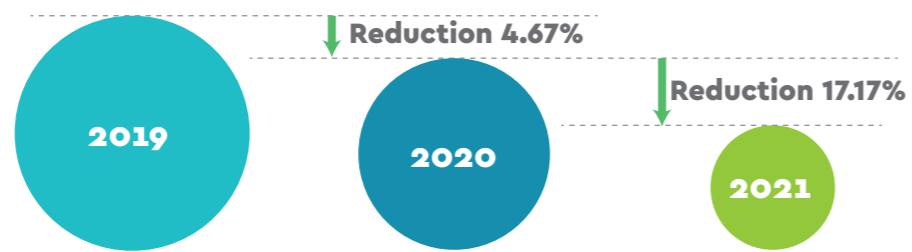
EYATH's energy consumption data for the period 2019-2021 are presented below. The data indicate a reduction in energy consumption from 2019 to 2021. Specifically, a 4.67% decrease in energy consumption was noted in 2020, compared to 2019, and energy consumption was further decreased by 17.17% in 2021, as compared to 2020. The significant percentage decrease in energy consumption noted in 2021 was due to the fact that the Thermal Drying Unit at the Thessaloniki Wastewater Treatment Plant was out of operation for nine months, drastically reducing the use of natural gas and thus overall energy consumption, as shown in the table below.

Total Energy Consumption (MWh)

	2019		2020		2021	
Electricity	116,653.90885	74.2%	116,340.670	77.7%	114,739.880	80.04%
Natural gas	39,922.29727	25.4%	32,916.81444	21.9%	8,184.810	5.72%
Diesel	364.59853	0.2%	458.73063	0.3%	519.59381	0.36%
Gasoline	238.82663	0.2%	202.76700	0.1%	181.86563	0.13%
Biogas	-	-	-	-	19,711.85	13.75%
ΣΥΝΟΛΟ	157,179.63127	100%	149,918.98207	100%	143,337.99	100%

2020: Reduction of energy consumption 4.67% in comparison with 2019

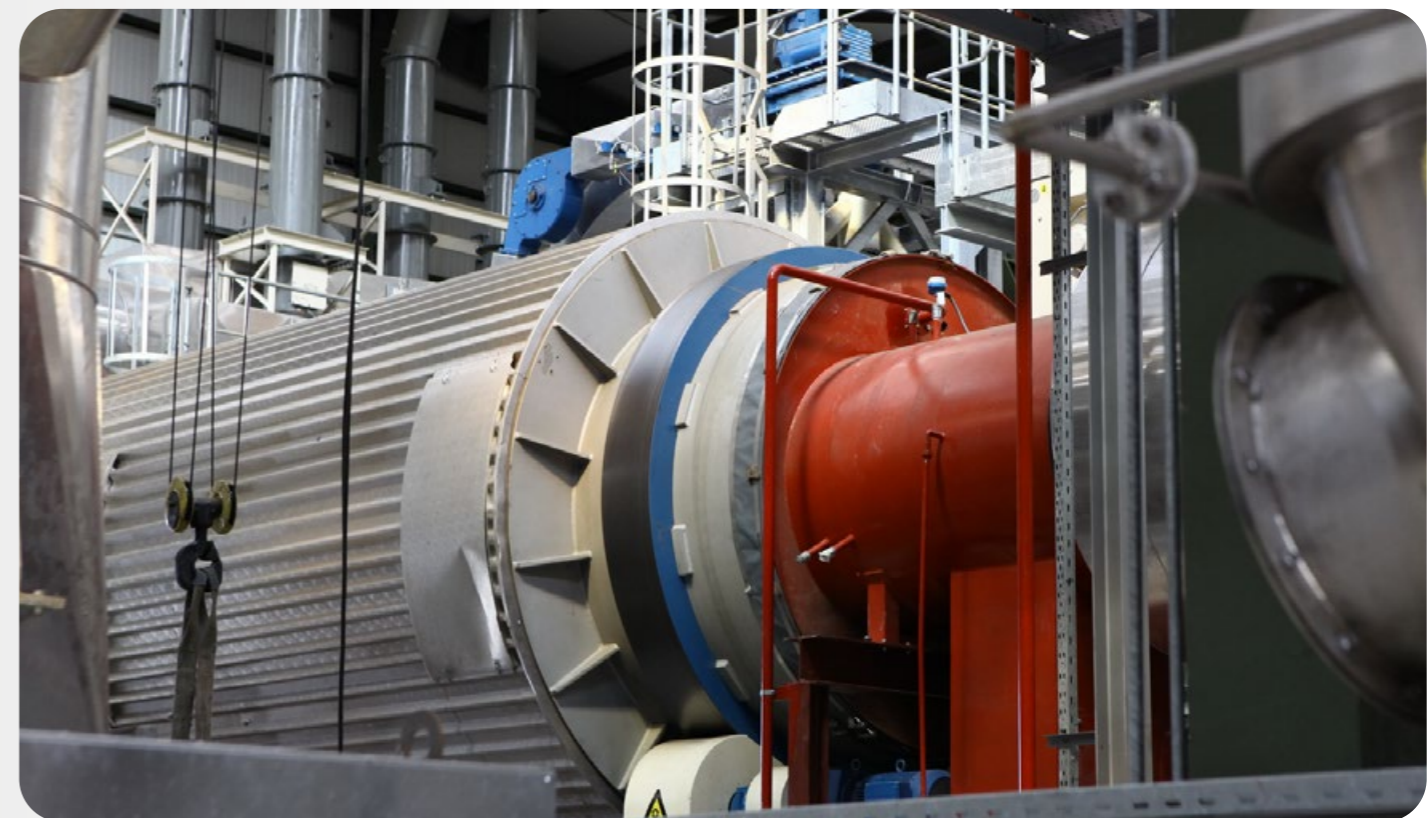
2021: Reduction of energy consumption 17.17% in comparison with 2020



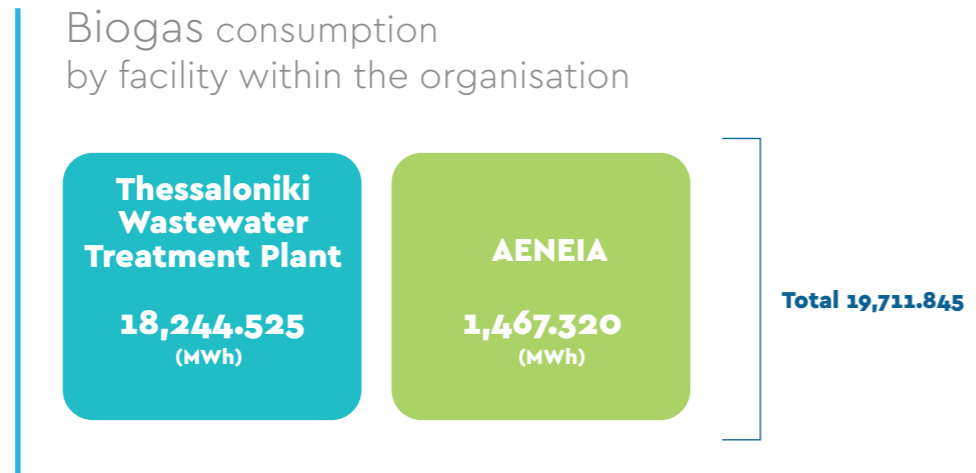
Meanwhile, EYATH keeps records of energy use measurements at all of the organisation's 200 facilities, which include pumping stations, offices, boreholes, storage tanks, etc. More specifically:

Total Energy Consumption by facility (in MWh) for 2021

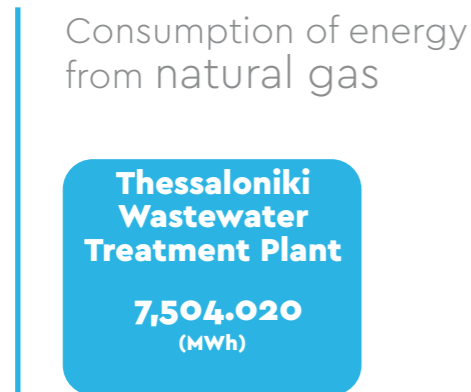
WATER SUPPLY PUMPING STATIONS	66,325.00
BOREHOLES	10,235.00
THESSALONIKI WATER TREATMENT PLANT (REFINERY)	3,727.00
WASTEWATER PUMPING STATIONS	6,508.00
WASTEWATER TREATMENT PLANTS	22,996.00
THESSALONIKI WASTEWATER TREATMENT PLANT	17,658.00
AENEIA	2,326.00
WASTE TREATMENT PLANT	3,012.00
OTHER CONSUMPTION (BUILDINGS, GROUNDS, ETC.)	4,948.88
TOTAL	114,739.880



In 2021, EYATH also generated and consumed energy derived from renewable energy sources, specifically biogas. Total biogas consumption came to 19,711 MWh, representing 13.75%³ of total energy consumption, while total energy generated from biogas came to 100%. Biogas consumption at EYATH facilities for 2021 is presented below.



Consumption of energy from natural gas for the Thessaloniki Wastewater Treatment Plant came to 7,504.020 MWh for 2021.



Energy consumption outside the organisation for 2021, according to the Executive Division of Water Supply Installations refers to the procurement of LPG used as a fuel at the Activated Carbon Regeneration Unit at the Thessaloniki Water Treatment Plant, which operates on a permanent basis, except when repairs or maintenance are required. For 2021, this came to 8,874 kg.

³Total Consumption and RES Consumption = 123,626.14944 + 19,711.845 = 143,337.99444
RES Consumption (%) = 19,711.845 / 143,337.99444 = 13.75%

To measure energy intensity, EYATH uses these 2 indicators

1 Energy Intensity Indicator

Energy Intensity Indicator 1 examines the energy consumed by the Company relative to its turnover. The data for energy intensity indicator 1 for the period 2019, 2020 and 2021 are presented below.

2 Energy Intensity Indicator

Similarly, Energy Intensity Indicator 2 examines the energy consumed by the Company relative to its water sales. The data for energy intensity indicator 2 for the period 2019, 2020 and 2021 are presented below.

ENERGY INTENSITY INDICATOR 1 (MWH/MIL.€)

2019 ²	2020 ³	2021 ⁴
0.00216	0.00208	0.00194

ENERGY INTENSITY INDICATOR 2 (MWH/M³ WATER)

2019 ⁵	2020 ⁶	2021 ⁷
0.00277	0.00266	0.00255

²2019: Energy/Turnover = 157,179.63127 MWh/€72,686,000 = 0.00216 MWh/mil.€

³2020: Energy/Turnover = 149,918.98207 MWh/€71,911,000 = 0.00208 MWh/mil.€

⁴2021: Energy/Turnover = 143,337.99 MWh/€73,626,000 = 0.00194 MWh/mil.€

⁵2019: Energy/Billed water = 157,179.63127 MWh/56,648,373 m³ water = 0.00277 MWh/m³ water

⁶2020: Energy/Billed water = 149,918.9807 MWh/56,243,116 m³ water = 0.00266 MWh/m³ water

⁷2021: Energy/Billed water = 143,337.99 MWh/55,997,074 m³ water = 0.00255 MWh/m³ water



Greenhouse Gas Emissions

(GRI 305-1, GRI 305-2, GRI 305-4)
(ATHEX C-E1, C-E2)

EYATH considers tracking of greenhouse gas emissions produced by its facilities and fleet of vehicles to be very important. That is why each year it strives to measure its emissions and to reduce them wherever possible. EYATH's carbon and water footprint analysis for 2019-2021 is presented below, along with the percentage decrease the Company achieved.

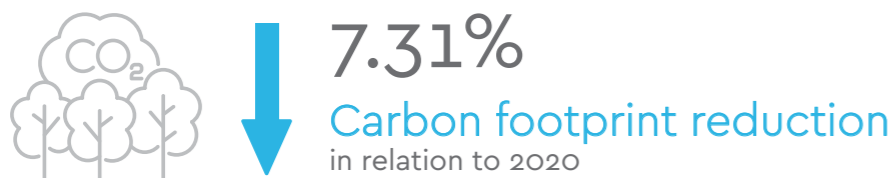
	Emissions kgCO ₂ eq			Total emissions	Corrected amount GRI 305-4		Corrected amount for total operation
	Gas	Electricity	Transport Fuels	kgCO ₂ eq	Water kgCO ₂ eq/m ³	Wastewater kgCO ₂ eq/m ³	kgCO ₂ eq/m ³
2019 ▶	8,623,216	81,171,289	129,545	89,924,051	1.587	1.399	0.744
2020 ▶	7,110,032	80,953,328	145,011	88,208,371	1.567	1.400	0.740
2021 ▶	1,767,919	79,839,451	155,455	81,762,825	1.460	1.325	0.693

Based on the table above, EYATH's carbon footprint, as defined under scopes 1 and 2 and by examining the gross direct and indirect greenhouse gas emissions for 2021, was calculated as follows:

Scope 1: 1,923,374⁸ kgCO₂eq = 1,923.374 tCO₂eq

Scope 2: 79,839,451kgCO₂eq = 79,839.451 tCO₂eq

Compared to emissions in 2020, a 7.31% decrease was noted as an absolute value or 6.32% reduced to m³ of billed water.



⁸Scope 1: 1,767,919 + 155,455 = 1,923,374kgCO₂eq

The GHG emission intensity indicator per turnover and billed water was as follows for 2021:

- Intensity of direct GHG emissions (kgCO₂e) =
1,923,374 kgCO₂e / €73,626,000 = 0.026 kgCO₂e/ €
1,923,374 kgCO₂e / 55,997,074 m³ = 0.034 kgCO₂eq/m³
- Intensity of indirect GHG emissions (kgCO₂e) =
79,839,451 kgCO₂e / 73,626,000 = 1.084 kgCO₂e/ €
79,839,451 / 55,997,074 = 1.426 kgCO₂eq/m³

Reliable Sewerage System and Biodiversity Protection

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 303-2)
(ATHEX A-E5)

The Sewerage Division

The key aim and mission of the Sewerage Division is collecting liquid urban waste and industrial waste via the network of sewer drains, transporting it, cleaning it at wastewater treatment plants and then disposing of it in the natural environment.

- The main infrastructure of the sewerage system includes:
- / THE NETWORK
 - / THE PUMPING STATIONS
 - / WASTEWATER AND WASTE TREATMENT PLANTS AND
 - / THE DEHYDRATED SLUDGE THERMAL DRYING PLANT

In the Thessaloniki urban area, there are 60 sewerage pumping stations in operation round the clock covering areas from Plagiari to the Sindos Industrial Area.

EYATH also implements the Special Sewerage Regulation (SSR). The purpose of the regulation is to ensure the smooth operation of EYATH's sewerage networks and wastewater treatment plants to protect human health and the environment, maintain infrastructure sustainability, contain the necessary cost of maintenance and operation and to proportionally distribute that cost amongst users based on the "polluter pays principle".





Therefore, this regulation sets out the terms and conditions any organisation must comply with when performing any type of economic activity that generates liquid waste for disposal through a sewerage network within EYATH's remit or its transfer and disposal at the EYATH wastewater treatment plants when collected from areas without an EYATH sewerage network. The regulation scope does not include economic activity organisations which generate only household wastewater, such as offices, commercial stores, warehouses, etc. The regulation covers the entire geographical area of EYATH's remit for sewerage, as specified in Article 26 of Law 2937/2001 (GovGaz 169/A/26-7-2001) and any amendments thereto.

EYATH does not dispose of water, but accepts wastewater for treatment to meet the specifications for disposal into Thermaikos Bay, and endeavours to reuse some part of it where feasible. Wastewater treatment also generates sludge, which is handled according to set specifications. EYATH follows specific steps to monitor and control the wastewater treatment and disposal process. **More specifically:**

- It complies with specifications of the approved environmental conditions for wastewater treatment plants.
- It monitors daily the operating parameters of the wastewater treatment plants and the qualitative characteristics of treated outflows.
- It keeps monthly reports on all data related to the operation and maintenance of wastewater treatment plants.
- It creates and sends annual reports to the competent bodies (Ministry of Environment and Energy, Region of Central Macedonia).
- It collects, removes and manages all by-products from the various stages of wastewater treatment plant operations (screening, grit removal, sludge processing) as specified by current environmental legislation.
- It partners with appropriately licensed soil improvement companies, through tenders and contracts, to manage all by-products, as specified in contracts and relevant legislative provisions, to monitor its transport via GPS, document the process through weigh station forms and bills of lading, certificates of receipt, on-site supervision at facilities, etc.

According to the General Plan prepared in the late 1970s, the broader Thessaloniki area was divided into six liquid waste collection and treatment zones:

Liquid waste collection and treatment zones

I.

Wastewater from the central and western areas, where most of the urban and industrial activities are concentrated, is collected and transported to the Thessaloniki Wastewater Treatment Plant in the Sindos area.

II.

Waste water from eastern (tourist) areas is collected and transported to another Waste Water Treatment Plant at AENEIA in the Municipality of Thermaikos.

III.

Waste from the Thessaloniki Industrial Area is collected and treated at the Waste Treatment Plant, which EYATH S.A. became entitled to use from January 2003 onwards.

The two wastewater treatment Plants (Thessaloniki and AENEIA) are located near protected areas of highly valuable biodiversity.

The purpose and mode of operation of these facilities is to protect the areas and to manage wastewater based on the operating conditions established for each facility, which are designed to protect these sensitive areas. The drainage basin and final recipient of the treated wastewater is Thermaikos Bay.



I.

Thessaloniki Wastewater Treatment Plant (EYATH indicator)

The history of this particular facility begins with **Stage I** of works on the Thessaloniki Wastewater Treatment Plant with a total budget of approximately **€11 million**, which commenced in **1983** and was completed in February 1992, when the facility was commissioned by the builder. In the interim (1989–1992), it was necessary to make the necessary changes to individual units in order to achieve a higher (than originally foreseen) treatment rate of part of the city's wastewater, while the outfall of the treated wastewater changed (due to the protection of the Axios delta) and now flows into Thermaikos Bay (final recipient).

In 1992, the Thessaloniki Wastewater Treatment Plant began treating around **40,000 m³/day**, gradually increasing it to **70,000 m³/day** when **Stage II** became operational in **2000**, with the treatment rate at **over 90%**.

Stage II works commenced in late **1996** with a budget of **€34 million** and were completed in early 2000, achieving a treatment rate of over **95%** of urban wastewater from the city of Thessaloniki while using a conventional biological treatment system and simultaneous nitrogen removal.

The Thessaloniki Wastewater Treatment Plant receives around **140,000–150,000 m³** of wastewater daily, but the specifications for the facility mean it can accept average wastewater flows of up to **296,000 m³/day** and pollutant loads of BOD₅, SS and Total N, of 80, 76 and 16 tn/day, respectively.

While completing the project to receive and pre-treat septic tank waste in mid-2002 (with a budget of € 4.7 million), the Thessaloniki Wastewater Treatment Plant can now receive around **1,500 m³** of wastewater a day delivered by tanker trucks from areas not connected to the sewerage network.

The Thessaloniki Wastewater Treatment Plant outflow is directed via the twin Sewage Waste Disposal Pipeline out into Thermaikos Bay. The **€19 million** project was completed in mid-2001 and extends **10.5 km over land and 2.5 km out to sea to a depth of 23 m**.

Wastewater undergoes secondary treatment at the Thessaloniki Wastewater Treatment Plant with simultaneous nitrogen removal and Thermaikos Bay is the recipient of the biologically treated wastewater.

However, given its very good quality and as part of the response to the anticipated decrease in water sufficiency at a global and local level, EYATH is working with the National Agricultural Research Foundation and other bodies to explore (using the old twin pipe towards Axios River) the possibility of using treated wastewater mixed with Axios water to irrigate crops in areas close to the Thessaloniki Wastewater Treatment Plant. This action has been implemented during previous summers.

THESSALONIKI WASTEWATER TREATMENT PLANT

SUMMARY DATA FOR 2021

Wastewater treatment plant capacity
296,000 m³/day

Population served
(planned population)
1,333,000

FLOW DATA FOR 2021

AVERAGE DAILY FLOW
142,960 m³

TYPE OF WASTE WATER – QUANTITIES

142,400 m³ Urban wastewater

– Industrial wastewater

560 m³ Waste from septic tanks

ANNUAL SLUDGE PRODUCTION

24,272 tons

22,855 tons dehydrated sludge &
1,417 tons dry sludge

VOLUME OF WASTE WATER TREATED

50,544,770 m³

ANNUAL AVERAGE OUTLET QUALITY FOR 2021 (mg/L)

BOD ₅	COD	SS	N-NH ₄	Total N	Total P
14.7	67.8	25.8	1.47	8.53	4.16



II.

Wastewater Treatment Plant for Thessaloniki's tourist areas (AENEIA)

The Wastewater Treatment Plant serving Thessaloniki's tourist areas "AENEIA" was opened in 1997 and in the first planning stage of Phase I, it can treat up to 27,000 m³ of wastewater per day. Initially it handled small quantities of wastewater from Michaniona and Angelohori received via the network and three pumping stations, and larger quantities of septic tank waste from other areas in the Municipality of Thermaikos, taken to the plant by tanker trucks. The central sewerage pipeline for the tourist areas, with 11 pumping stations, and the sewerage network of areas in the Municipality of Thermaikos, the wastewater from which is directed to the Tourist Area Wastewater Treatment Plant to be treated, has been in operation since 2001. Wastewater from the Plagiari-Triadi area has also been included.

The new ozonation unit for decontaminating treated wastewater before it is released into Thermaikos Bay has been in operation since its turn-key delivery in Spring 2017.

The sludge produced daily is disposed of as a raw material to produce soil improvers for crops using aerobic composting to promote sustainable development and uphold the principles of a circular economy.

WASTEWATER TREATMENT PLANT FOR THESSALONIKI'S TOURIST AREAS (AENEIA)

SUMMARY DATA FOR 2021

Wastewater treatment plant capacity
26,000 m³/day

FLOW DATA FOR 2021

AVERAGE DAILY FLOW

7,683 m³

TYPE OF WASTEWATER – QUANTITIES

7,190 m³ Urban wastewater

○ Industrial wastewater

493 m³ Waste from septic tanks

ANNUAL QUANTITY OF DEHYDRATED SLUDGE

3,783 tons

VOLUME OF WASTEWATER TREATED

2,803,540 m³

ANNUAL AVERAGE OUTLET QUALITY AT AENEIA FOR 2021 (mg/L)

BOD ₅	COD	SS	N-NH ₄	Total N	Total P
8.96	30.41	15.42	1.15	11.14	4.57



III.

Thessaloniki Industrial Area Waste Treatment Plant

EYATH S.A. took over the plant in **2003** and it handles around **10,000–15,000 m³** of industrial waste a day from the Thessaloniki Industrial Area.

ETVA Industrial and Business Parks S.A. (ETVA VIPE) submitted an environmental impact study to the Ministry of the Environment, Energy & Climate Change and a new decision approving environmental conditions was issued, which includes the upgrade works and the conditions for the operation of the Waste Treatment Plant. A request was also submitted to the Central Macedonia Region and **a technical reconstruction permit** was issued to enable the upgrade works to be carried out.

In **2012**, preliminary works financed by ETVA VIPE S.A. were carried out and incorporated into the overall project to upgrade and improve Waste Treatment Plant operations. When the preliminary works were completed, about **70% of the organic load in the waste was removed and once technical upgrades are completed**, the efficiency rate **will be over 90%**. Additional works are also needed to optimise the plant's operations and to bring it fully into line with requirements.

Trial operation of the technical upgrades implemented by ETVA VIPE S.A. was completed in **2018**.

FLOW DATA FOR 2021

WASTEWATER TREATMENT PLANT CAPACITY

13,260 m³/day

AVERAGE DAILY FLOW

9,590 m³

QUANTITY OF DEHYDRATED SLUDGE PRODUCED ANNUALLY

6,364 τόνοι



Permits for EYATH Facilities

To ensure proper disposal of water, EYATH meets the specifications in the approved environmental conditions for wastewater treatment plants, monitors the operating parameters for the plants and the qualitative specifications of treated outflow daily, prepares monthly reports with all data pertaining to the wastewater treatment plants, conducts simultaneous analyses at the EYATH Sewerage Laboratory for various parameters and, lastly, develops and sends annual reports to the competent bodies (Ministry of Environment, Region of Central Macedonia). EYATH holds the following permits for its facilities:

A. Thessaloniki Wastewater Treatment Plant

- The plant has a permit (Ref. No. 30/οικ6604/18-11-2003) to dispose of wastewater into Thermaikos Bay, based on Decision No. ΔΥ/22374/91/11-1-94 of the Prefect of Thessaloniki, which was amended by Decision No. 30/οικ4439/13-6-2006.
- It has approval for the environmental conditions from the Special Environmental Department of the Ministry of the Environment, Planning & Public Works (JMD No. 106129/25-10-2006), valid for nine years, which was amended by JMD No. 198531/20-4-2011, valid until 31-12-2015 and then by JMD No. 171602/20-3-14 and subsequently amended in 2020 by Decision Ref. No. ΥΠΕΝ/ΔΙΠΑ/115449/6972/3-8-2020, valid until 20-3-2024.
- The Thessaloniki Prefectural Authority has issued a single installation and operating permit for the Thessaloniki Wastewater Treatment Plant, Ref. No.15/Φ.14.2.22243/2/10664/28-11-2003, with unlimited duration, which is in the process of being renewed to include the drying unit.
- The 2.5 MWe biogas power generation plant at the Thessaloniki Wastewater Treatment Plant. The operating permit for that plant was granted by decision of the General Secretary of the Central Macedonia Region (No. 8253/12-12-2003), valid for 10 years. This will be renewed as part of new projects.

B. Wastewater Treatment Plant AENEIA

The AENEIA Waste Water Treatment Plant has:

- Decision Ref. No. 23665/15-5-2017 amending JMD No. 85222/15-7-2002, as renewed and amended by JMD No. 133119/6-12-2010 and Decision No. 100622/29-1-2016 decision of the General Manager of Environmental Policy; it applies to the wastewater treatment plant for Thessaloniki's tourist areas, which is located in the Aeneia area of the Municipal Unit of Michaniona, Thessaloniki Prefecture, and to sewerage works in the Municipal Units of Thermaikos, Michaniona and Epanomi, in the Municipality of Thermaikos, and the Mikra Municipal Unit, in the Municipality of Thermi (Web Ref. No.: 71ΞΔ4653Π8-0ΑΖ).
- Approval for its environmental conditions from the Special Environmental Service of DG Environment/Ministry of the Environment, Energy & Climate Change (JMD No. 133119/6-12-2010) valid for 10 years, renewing and amending the environmental conditions for the wastewater treatment and cleaning plant in the tourist areas of Thessaloniki, which is located in the Aeneia area of the Municipality of Nea Michaniona, Prefecture of Thessaloniki, and for the construction and operation of the main sewerage pipelines, pumping stations and networks in the Municipalities of Thermaikos, Nea Michaniona, Epanomi and Mikra, which amended the original JMD No. 85222/15-7-2002.
- It holds a final permit to dispose of wastewater-industrial waste from the AENEIA Wastewater Treatment Plant for Thessaloniki's tourist areas (Prefect of Thessaloniki Decision No. 30/3748/29-7-2002 which was amended by Decision No. 30/οικ.1096/8-2-2007).
- It also has a fire protection certificate (No. 14937 Φ.701.4/7642/7-10-2010) from the Regional Fire Service of the Central Macedonia Region. Single installation and operating permit for the EYATH S.A. wastewater treatment plant Ref. No. 15/Φ.14.2.24558/2/5978/15-5-2007, Decision by the Prefect of Thessaloniki.
- MD ΔΥΓ2/Γ.Π. 102784/19-9-2008 approving the method for decontaminating treated wastewater from the AENEIA Wastewater Treatment Plant for Thessaloniki's tourist areas.

Γ. Thessaloniki Industrial Area Waste Treatment Plant

In 2020, fire protection certificate No. 9719/Φ.701.4/1654/16-6-2020 was issued by the Central Macedonia Fire Service Regional Administration and, following issuance of document No. 306847(7181)/29-6-2020 from the Thessaloniki Metropolitan Area Development & Environment of the Central Macedonia Region, approval was given for operation for an unlimited time of the Waste Treatment Plant at the Thessaloniki Industrial Area located in the Sindos Municipal Community of the Municipality of Delta in Thessaloniki Prefecture.



Transition to a Circular Economy

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 306-2, GRI 306-3, GRI 306-4)

(ATHEX A-E3, A-E4)

The transition to a circular economy is essential for the protection of water resources. EYATH aims to gradually reduce the amount of waste it generates so it can decrease its environmental footprint by modernising its facilities and network. EYATH is endeavouring to create an organised circular economy system, both in terms of its waste management and treatment and in relation to its Dehydrated Sludge Thermal Drying Plant.

The quantity of wastewater the Company handled over the last three years at its three plants is presented in the following table:

WASTEWATER VOLUME in m³

2019	2020	2021
64,262,577	62,986,906	61,727,168

The waste handled by third parties or the Company itself at each plant is listed below:

THESSALONIKI WASTEWATER TREATMENT PLANT

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
WASTE FROM GRIT REMOVAL	32.210	0.01	Non-hazardous	Recycling or recovery of metals and metal compounds
WASTE FROM GRIT REMOVAL	18.130	1.09	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	905.850	3.11	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	4,653.850	15.97	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	1,099.460	3.77	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	512.530	1.76	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	8,673.650	29.77	Non-hazardous	Recycling or recovery of metals and metal compounds
SCREENING MATERIALS	961.220	3.30	Non-hazardous	Recycling or recovery of metals and metal compounds



THESSALONIKI WASTEWATER TREATMENT PLANT

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
SCREENING MATERIALS	6.120	0.02	Non-hazardous	Recycling or recovery of metals and metal compounds
SCREENING MATERIALS	234.100	0.80	Non-hazardous	Recycling or recovery of metals and metal compounds
SCREENING MATERIALS	880.315	3.02	Non-hazardous	Recycling or recovery of metals and metal compounds
SCREENING MATERIALS	725.900	2.49	Non-hazardous	Storage
SCREENING MATERIALS	1,648.240	5.66	Non-hazardous	Storage
SLUDGE FROM URBAN WASTEWATER TREATMENT	511.040	1.75	Non-hazardous	Storage
DISPOSAL OF ELECTRICAL & ELECTRONIC EQUIPMENT	0.042	0.0001	Non-hazardous	Storage
IRON & STEEL	14.560	0.05	Non-hazardous	Storage
IRON & STEEL	9.700	0.03	Non-hazardous	Storage
MIXED CONSTRUCTION & DEMOLITION WASTE	1.050	0.004	Non-hazardous	Acid or base regeneration
MIXED CONSTRUCTION & DEMOLITION WASTE	58.590	0.20	Non-hazardous	Acid or base regeneration

THESSALONIKI WASTEWATER TREATMENT PLANT

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
SLUDGE FROM URBAN WASTEWATER TREATMENT	976.560	3.35	Non-hazardous	Acid or base regeneration
SLUDGE FROM URBAN WASTEWATER TREATMENT	6,939.060	23.81	Non-hazardous	Exchange of waste subjected to other processes
ΠΛΑΣΤΙΚΑ ΚΑΙ ΚΑΟΥΤΣΟΥΚ	6.344	0.02	Non-hazardous	Exchange of waste subjected to other processes
TOTAL NON-HAZARDOUS WASTE	29,138.521	99.994		
FLUORESCENT TUBES & OTHER WASTE CONTAINING MERCURY	0.049	0.00017	Hazardous	Storage
LABORATORY CHEMICALS COMPRISING HAZARDOUS SUBSTANCES OR WHICH CONTAIN HAZARDOUS SUBSTANCES, INCLUDING MIXTURES OF LABORATORY CHEMICALS	0.074	0.0002	Hazardous	Storage



**ΕΓΚΑΤΑΣΤΑΣΗ ΕΠΕΞΕΡΓΑΣΙΑΣ ΛΥΜΑΤΩΝ ΘΕΣΣΑΛΟΝΙΚΗΣ
(Ε.Ε.Λ.Θ.)**

Ανάκτηση/διάθεση αποβλήτων εκτός της Εγκατάστασης (διαχείριση από τρίτους)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
WASTE THE COLLECTION AND DISPOSAL OF WHICH IS SUBJECT TO SPECIAL REQUIREMENTS TO PREVENT CONTAMINATION	0.057	0.0002	Hazardous	Physical or chemical processing that leads to compounds or mixtures the disposal of which is achieved through tasks such as evaporation, drying, mineralisation, etc.
NON-CHLORINATED MACHINE OILS, GEAR BOX OILS AND MINERAL-BASE LUBRICANTS	1.425	0.004	Hazardous	Mainly used as fuel or other means of generating energy
TOTAL HAZARDOUS WASTE	1.605	0.006		
TOTAL WASTE	29,140.126	100.000		

Recovery/disposal of waste off-site

WASTE FROM GRIT REMOVAL	320.340	6.65	Non-hazardous	Preliminary storage (Commenced 2017)
IRON & STEEL	40.000	0.83	Non-hazardous	Preliminary storage (Commenced 2017)
SCREENING MATERIALS	4,455.900	92.52	Non-hazardous	Preliminary storage (Commenced 2017)
TOTAL WASTE	4,816.240	100.000		

**WASTEWATER TREATMENT PLANT FOR THESSALONIKI'S TOURIST AREAS
(AENEIA)**

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
PACKAGING WITH RESIDUES OF HAZARDOUS SUBSTANCES OR WHICH HAVE BEEN CONTAMINATED BY THEM	0.027	0.0007	Hazardous	Storage
DISPOSAL OF INORGANIC CHEMICALS COMPOSED OF HAZARDOUS SUBSTANCES OR WHICH CONTAIN THEM	0.044	0.001	Hazardous	Storage
ABSORBENT MATERIALS, FILTRATION MATERIALS (INCLUDING OIL FILTERS WHICH ARE NOT OTHERWISE SPECIFIED), CLOTH WIPES, PROTECTIVE CLOTHING CONTAMINATED BY HAZARDOUS SUBSTANCES	0.133	0.003	Hazardous	Storage



**WASTEWATER TREATMENT PLANT FOR THESSALONIKI'S TOURIST AREAS
(AENEIA)**

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
LABORATORY CHEMICALS COMPRISING HAZARDOUS SUBSTANCES OR WHICH CONTAIN HAZARDOUS SUBSTANCES, INCLUDING MIXTURES OF LABORATORY CHEMICALS	0.218	0.005	Hazardous	Storage
LABORATORY CHEMICALS COMPRISING HAZARDOUS SUBSTANCES OR WHICH CONTAIN HAZARDOUS SUBSTANCES, INCLUDING MIXTURES OF LABORATORY CHEMICALS	0.099	0.002	Hazardous	Storage
TOTAL HAZARDOUS WASTE	0.521	0.02		

**WASTEWATER TREATMENT PLANT FOR THESSALONIKI'S TOURIST AREAS
(AENEIA)**

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
SLUDGE FROM URBAN WASTEWATER TREATMENT	364.160	9.62	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	1,589.450	42.00	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	204.130	5.39	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM URBAN WASTEWATER TREATMENT	1,625.520	42.96	Non-hazardous	Recycling or recovery of metals and metal compounds
TOTAL NON-HAZARDOUS WASTE	3,783.260	99.98		
TOTAL WASTE	3,783.781	100.00		



WASTE TREATMENT PLANT

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	2,825.320	44.39	Non-hazardous	Exchange of waste subjected to other processes
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	1,265.910	19.89	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	510.940	8.02	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	167.500	2.63	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	5.230	0.08	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	1,074.660	16.88	Non-hazardous	Recycling or recovery of metals and metal compounds

WASTE TREATMENT PLANT

Recovery/disposal of waste off-site (Third-party handling)

TYPE OF WASTE	QUANTITY OF WASTE (t)	PERCENTAGE (%)	WASTE CATEGORY	WASTE TREATMENT METHOD
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	514.210	8.08	Non-hazardous	Recycling or recovery of metals and metal compounds
TOTAL NON-HAZARDOUS WASTE	6,363.770	99.99		
TOTAL HAZARDOUS WASTE <small>Non-chlorinated machine oils, gear box oils and mineral-base lubricants</small>	0.189	0.01	Hazardous	Mainly used as fuel or other means of generating energy
TOTAL WASTE	6,363.959	100.00		

Recovery/disposal of waste on-site

SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	10,245	59.08	Non-hazardous	Recycling or recovery of metals and metal compounds
SLUDGE FROM THE BIOLOGICAL TREATMENT OF INDUSTRIAL WASTEWATER	7,094	40.92	Non-hazardous	Preliminary storage (Commenced storage 2020)
TOTAL NON-HAZARDOUS WASTE	17,339	100.000		



The total quantities of waste generated by the Thessaloniki Wastewater Treatment Plant, the AENEIA Wastewater Treatment Plant and the Waste Treatment Plant for 2021 are summarised below.

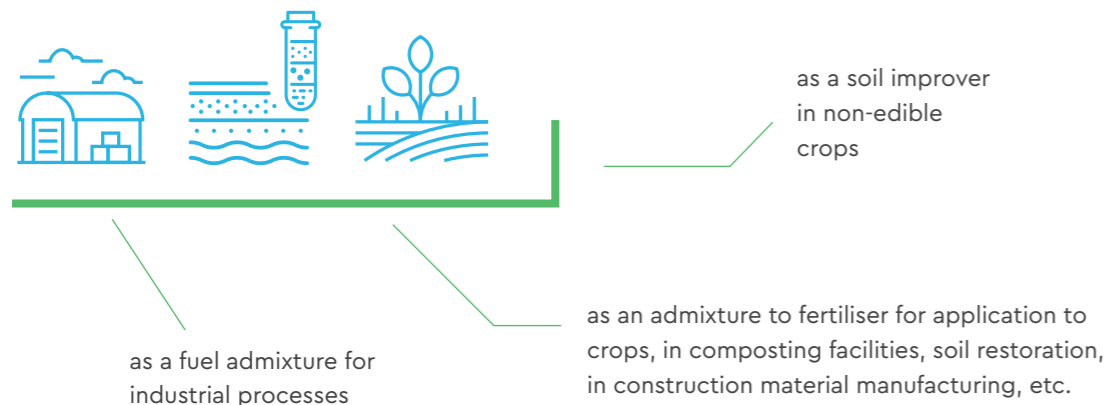
Total produced quantities of waste

	THESSALONIKI WASTEWATER TREATMENT PLANT	AENEIA	WASTE TREATMENT PLANT	TOTAL 2021
LIQUID WASTE (m3)	52,172,946	2,624,548	3,463,208	58,260,702
SOLID WASTE (t)	29,140.13	3,783.78	6,363.96	39,287.87
NON-HAZARDOUS (t)	29,138.52	3,783.26	6,363.77	39,285.55
HAZARDOUS (t)	1.605	0.52	0.189	2.314
REUSE (WASHED) (m3)	1,050,000	262,800	82,185	1,394,985
RECYCLABLES (t)	29,138.52	3,783.26	6,363.96	39,285.74

Dehydrated Sludge Thermal Drying Plant

On 16-1-2012, the Dehydrated Sludge Thermal Drying Plant commenced a 15-month trial period. The Public Works Special Service of the Ministry of Competitiveness, Infrastructure, Transport and Networks was responsible for construction and trial operation of the plant. In line with agreed plans, when the trial period ended on 16-4-2013, EYATH was to take over running and maintenance of the plant (as operator). The function was then awarded to a contractor following a tender procedure.

The Dehydrated Sludge Thermal Drying Plant at the Thessaloniki Wastewater Treatment Plant receives quantities of dehydrated sludge produced daily by the Plant to thermally treat it, evaporate any water in the sludge, and produce a dry finished product which is more than 92% solid. The quantity produced daily (up to 20 t/day of dry product with 5-8% water content compared to 150 t/day of dehydrated sludge with 77-78% water content) can by its very nature be used in a wider variety of ways than dehydrated or limed sludge. The dry product is suitable for the following applications:



In light of that, the entire quantity of sludge produced throughout 2021 was taken to soil improver production facilities by contractors chosen following a tender procedure.

The total amount of dehydrated sludge produced in 2021 came to 34,149 tons, from all three EYATH plants (24,272 from the Thessaloniki Plant, 3,783 from AENEIA and 6,364 from the Waste Treatment Plant). Out of the 34,149 tons, 95.88⁹% of the waste was composted and 4.12¹⁰% was incinerated.

⁹Total amount of composted sludge / Total amount of dehydrated and dried sludge = 33,002 (tn) / 34,149 (tn) = 95.88%

¹⁰Total amount of incinerated sludge / Total amount of dehydrated and dried sludge = 1,417 (tn) / 34,149 (tn) = 4.12%





10.

Society



10.

Human Resources and Labour Practices

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 102-8, GRI 102-41)
(ATHEX SS-S4, C-S2, C-S3, C-S4, C-S7)

EYATH firmly believes its work force is the cornerstone of the proper and ongoing development of its activities.

Additionally, it endeavours to play a decisive role in the growth of the local community by creating jobs. The Company implements responsible human resources management practices and continuously strives to shape a modern working environment by cultivating a merit-based workplace and offering equal opportunities to all.

In 2021, there was no verified violation of labour law.

Total employee hours for those with indefinite-duration work contracts came to 560,000, while fixed-term employees worked a total of 22,300 hours. The total employee hours for 2021 was 582,300.

On 31-12-2021, the Company employed 323 people on a permanent basis, compared to 329 in 2020.

The total number of women was 108 and included women with indefinite-duration contracts (EYATH did not employ women on fixed-term contracts in 2021), which is equivalent to 33% of employees with indefinite-duration contracts.

In 2021, EYATH S.A. hired a total of 20 persons with employment contracts under private law with a fixed, eight-month duration. Indirect employees at EYATH report to their employers.

All employees (100%) are covered by collective labour agreements, as are full-time employees who fully covered (100%) by collective labour agreements at EYATH.

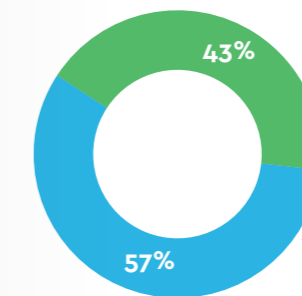
In addition, EYATH places particular emphasis on the local community and how best to serve it. That is why EYATH supports and contributes to the local community by selecting almost all of its managers and particularly the Company's senior executives from the area. As a result, the proportion of senior executives from the local community is 100%.

EYATH's personnel is broken down in numbers below.

Employees in 2021

	Women		Men		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
Employees with fixed-term contracts	0	0	10	8,51%	10	5,83%
Employees with indefinite-duration contracts	108	100%	215	91,49%	323	94,17%
Total	108	100%	225	100%	333	100%
Full-time employees	108	100%	235	100%	343	100%
Part-time employees	0	0%	0	0%	0	0%
Total	108	100%	235	100%	343	100%

There were 47 employees in positions of responsibility in 2021



20 Number of women in positions of responsibility

27 Number of men in positions of responsibility

Turnover and New Hires in 2021

	New hires		Turnover	
	Men	Women	Men	Women
Indefinite-duration contracts	1	0	6	1
Fixed-term contracts	10	0	10	0



Voluntary Departure Index

EYATH hires personnel with either indefinite-duration or fixed-term private contracts, in accordance with the provisions of Laws 2190/1994 and 4765/2021. By law, fixed-term contracts are of an eight-month duration and their expiry does not constitute a voluntary departure. As a result, the non-voluntary turnover index for 2021 was zero.

The voluntary turnover for 2021 was 2.167¹ %.

Employee Training and Education

(GRI 103-2, GRI 404-1, GRI 404-2)

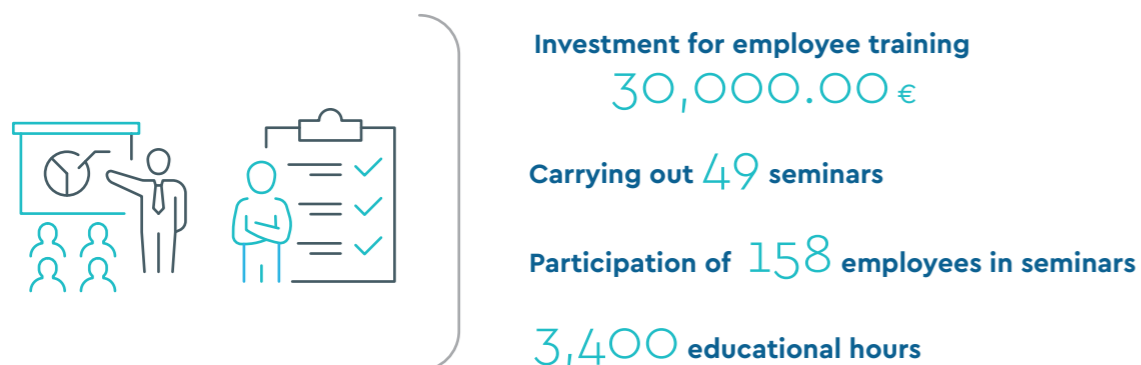
(ATHEX C-S5, A-S2)

Company management operates with a sense of responsibility and reliability towards its employees. Investment in human resources is an integral part of the corporate culture, as it forms the foundation for implementing corporate goals, and achieving positive results and continued growth of the Company. EYATH's philosophy is summarised through its ongoing support of its human assets as they acquire new technical skills and professional training. To that end, participation in training seminars is encouraged and funded, and studies at higher educational institutions towards post-graduate degrees is supported.

The seminars and various other actions and programmes EYATH offers its employees are intended to help trainees acquire and develop the skills necessary for their professional growth so they can more easily respond to new demands of the business climate in which EYATH conducts business. These programmes are part of "lifelong learning", as they are intended to foster ongoing development of skills and abilities that employees already possess.

In 2021, EYATH spent €30,000 on training its employees. Overall, there were 158 participations in various seminars put on by EYATH. The Company held 49 such seminars in 2021.

There were a total of 3,400 hours of employee training.



¹ (7 departures of private indefinite-duration employees/323 total employees on 31-12-2022)*100 = 2.167%

The table below presents a break-down of the seminar topics and the hours participants spent at each one.

Type of Seminar	No. of Seminars	No. of Participants /Type of Seminar	Total Training Hours /Type of Seminar
Quality assurance	1	3	9
Auditing	3	5	106
Communication	2	2	18
Business practices	3	3	45
Law implementation	8	38	1033
Project organisation	1	3	72
Environmental	10	22	537
Technology	2	4	112
IT / Applications-systems-handling / IT security	14	65	1199
Foreign languages	1	2	144
Business meeting	4	11	125
Total	49	158	3400

Due to the pandemic, the training programme on health and safety topics was suspended in 2021.



The number of employees taking part in the above actions came to 82, of which 39 were men and 43 were women.

OF THE 39 MEN

11 were in positions of responsibility with an average number of training hours of 37.18, with the other 28 employees fell into these categories:

- ▶ 5 Administrative positions with an average number of trainings hours of 108 and
- ▶ 23 Technical positions with an average number of trainings hours of 38.13.

OF THE 43 WOMEN

12 were in positions of responsibility with an average number of training hours of 58.42, with the other 31 employees fell into these categories:

- ▶ 9 Administrative positions with an average number of trainings hours of 25 and
- ▶ 22 Technical positions with an average number of trainings hours of 29.41.

The average number of training hours for the 10% highest-paid employees was 8.031² hours. Meanwhile, the average number of training hours for the 90% lowest-paid employees was 10.32³ hours. The table below presents a break-down of employees taking part in the above seminars based on age, gender and their position in the Company.

Gender	Position in the Company			Age Categories		
	Administrative	Technical	Total	30-40	41-50	51-60
Men in positions of responsibility	3	8	11	1	5	5
Male employees	5	23	28	5	12	11
Women in positions of responsibility	7	5	12	1	3	8
Female employees	9	21	31	5	21	5
Total	24	57	82	12	41	29

² Average no. of training hours (10% highest-paid employees) = Total number of training hours provided for top 10% of employees based on total compensation/Total number of employees in the top 10% based on total compensation = 257 hours/32 employees = 8.031

³ Average no. of training hours (90% lowest-paid employees) = Total number of training hours provided for lower 90% of employees based on total compensation/Total number of employees in the lower 90% based on total compensation = 3,008 hours/291 employees = 10.32

Employee evaluation

(GRI 103-2, 404-3)

All of EYATH's permanent employees were evaluated in 2021.

Gender	Age Categories				TOTAL
	30-40	41-50	51-60	61-70	
Men in positions of responsibility	1	11	10	5	27
Male employees	33	74	67	15	189
Women in positions of responsibility	1	7	11	1	20
Female employees	9	47	24	7	87
Total	44	139	112	28	323

Benefits for Company employees

(GRI 401-2, GRI 401-3)

As regards Human Resources, EYATH does the following:

- ▶ implements a group life and health insurance plan for its employees.
- ▶ invests in developing its employees' skills and life-long learning, offering multiple opportunities for training both via specialised seminars and through post-graduate education programmes.
- ▶ assists its employees' families.
- ▶ covers the cost of day-care and summer camps for employees' children, and awards prizes to the children of employees who are admitted to higher education institutions.
- ▶ organises holiday events for employees' children.
- ▶ implements policies to protect the health and safety of all employees.
- ▶ ensures equal opportunities for both genders when it comes to promotions.
- ▶ provides employees with a work uniform and personal protection equipment.
- ▶ grants loans to its employees.





Meanwhile, the total projected amount recognised in financial year 2021 relative to bonuses paid to EYATH personnel leaving due to retirement came to €56,990.30. This amount was determined by an independent accounting firm.

EYATH complies with labour law requirements and the Company's Employment Regulation as regards paid leave (e.g. maternity/paternity leave, etc.).

In 2021, 5 employees, one of whom was a woman, took parental leave. The rate of employees who returned to work after parental leave was 100%⁴. The number of parental leave days granted to employees for 2021 came to 198 hours, while the number of working hours lost was 7,425.

EYATH recognises the importance of labour unions and the significant role that an active employee union can play. Specifically, the labour organisation registered as the "THESSALONIKI WATER SUPPLY AND SEWERAGE COMPANY EMPLOYEES UNION" (SEYATH) has 280 members. Through its representatives, the union takes part in developing the terms of the collective bargaining agreements and the EYATH Rules of Procedure for Personnel. At the same time, EYATH ensures that its Board of Directors always includes two employee representatives.

⁴ Rate of employees returning to work after parental leave (%) = (Total number of employees returning to work after parental leave/Total number of employees still on parental leave)*100

Human Rights and Equal Opportunities

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 406-1)
(ATHEX C-S6)

EYATH is committed to maintaining a work environment based on the principle of equality, respect for individual rights and for diversity

(age, gender, nationality, physical/mental ability, religion, family status, disability, sexual orientation or political and religious beliefs). It treats its employees equally and fairly, providing equal opportunities for growth and advancement and evaluates their performance objectively and impartially, recognising the skills and abilities of each individual. It does not tolerate any form of discrimination, harassment, offensive or inappropriate behaviour or any conduct that constitutes physical, sexual, or psychological violence, intimidation and unfair treatment or retaliation. EYATH has adopted a Code of Ethics and Professional Conduct which specifically sets out the ethical principles and values and internal rules of ethics and moral conduct with which everyone who works for or with the Company is required to comply.

Respect for human dignity and value without discrimination is non-negotiable and integrally linked to EYATH's principles. That is why there were no incidences of discrimination in the EYATH workplace in 2021, nor any violations of human rights.

EYATH does not employ anyone under the age of 18, except students at vocational secondary schools who participate in practical work experience programmes, according to specifications in relevant legislative provisions.

The Company has zero tolerance for any incidents or conditions which could facilitate any form of modern slavery. It prohibits the use of any type of forced or compulsory labour, corporal punishment, psychological or physical coercion, and sexual or verbal abuse.

As part of its commitment to provide equal opportunities to all, in 2021 EYATH employed 13 persons with disabilities. At the same time, EYATH provides employment and professional experience to students and pupils of technical schools as part of an internship programme it has operated since 1999.



Employee Compensation

(ATHEX A-S3)

The average annual compensation, including additional benefits for full-time male employees came to €31,135.00⁵, and for women to €28,130.00⁶. A 9.65%⁷ gender pay gap is noted between the two genders, in favour of men.

Similarly, the average yearly pay for employees for normal remuneration for men came to €25,900.00⁸, while for women it was €25,980.00⁹. A 0.3%¹⁰ gender pay gap is noted, in favour of women.

Due to the nature of work at EYATH, employment of technicians, who are mainly men, is more prevalent, so that payment for additional work and their resulting average yearly compensation is greater than for women.

Therefore, the difference is not due to discrimination between men and women, since in reality compensation is based on common scales and parameters, depending on the specialisation and years of service. As a result, payroll is based on the capabilities of each employee according to objective criteria.

⁵ Average yearly pay for full-time male employees = Total of all yearly base salaries for all full-time male employees (incl. bonuses)/Total number of full-time male employees = €6,694,000.00/215 = €31,135.00

⁶ Average yearly pay for full-time female employees = Total of all annual base salaries for all full-time female employees (incl. bonuses)/Total number of full-time female employees = €3,038,000.00/108 = €28,130.00

⁷ Gender pay gap (%) with additional benefits = $[(31,135.00 - 28,130.00)/31,135.00] * 100 = 9.65\%$

⁸ Average yearly pay for full-time male employees = Total of all annual base salaries for all full-time male employees/- Total number of full-time male employees = €5,568,000.00/215 = €25,900.00

⁹ Average yearly pay for full-time female employees = Total of all annual base salaries for all full-time female employees/- Total number of full-time female employees = €2,805,800.00/108 = €25,980.00

¹⁰ Gender pay gap (%) for normal remuneration = $[(25,900.00 - 25,980.00)/25,900.00] * 100 = 0.3\%$

Occupational Health and Safety

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 403-1, GRI 403-2, GRI 403-3,

GRI 403-4, GRI 403-9)

(ATHEX SS-S6)

EYATH is acutely aware of how important it is for employees to have access to safe and dignified working conditions and it places a high priority on health and safety.

The full and safe employment of its workers is of primary importance for EYATH. To that end, EYATH strictly complies with current national and European law and regulatory provisions related to occupational health and safety, aiming to provide a healthy and safe working environment free of hazardous or harmful working conditions. It monitors and controls related risks and takes all necessary preventive measures against accidents and occupational illnesses in the workplace, as instructed by the Safety Technician and Occupational Health Physician.

EYATH employs a Safety Technician and Occupational Health Physician, as required by current law. The visit schedule is notified to the Labour Inspectorate and posted at the workplace to inform employees of any inspections by supervisory bodies.

Upon assuming their duties, the Safety Technician follows a specific schedule of visits to Company facilities staffed by its personnel. The ongoing cooperation between the Safety Technician's Office and the Company divisions aim at ensuring proper procedures are implemented to protect both the employees and the facilities of the Company, to document and streamline control procedures and to promote and upgrade the status of the Safety Technician's Office. Particular effort is made to disseminate knowledge through discussion and updates of those in charge of facilities within their remit. Additionally, the Internal Audit Unit, as part of its range of activities, identifies hazards and investigates the risk they may entail, as well as any incidents.

The Occupational Health Physician hired by the Company provides medical services to all Company employees, while EYATH also provides an additional medical and healthcare insurance policy with a significant range of benefits for its employees.

Through systematic and ongoing efforts to promote and shape a corporate culture of health and safety, EYATH encourages all employees to conduct themselves responsibly for their own safety and that of their co-workers, as part of EYATH's standard commitment.

Along with the development and implementation of procedures and actions that help to further improve the level of health and safety in the EYATH workplace, the Company continues to identify and assess business risks and takes measures to control and contain them while developing preventive action plans to improve working conditions while minimising or eliminating risks. In the effort to minimise the possibility of causing an accident at work, EYATH constantly strives to modernise control systems while setting targets for training, informing and supplying its employees with appropriate personal protection equipment. In addition, in fulfilling obligations arising from collective labour agreements, EYATH provides employees who work in unhealthy or hazardous places with work uniforms, footwear and personal protection equipment, as well as personal hygiene items.



Business Continuity and High Drinking Water Quality

(GRI 103-1, GRI 103-2, GRI 303-1, GRI 303-2)

Water is a fundamental commodity and essential for supporting life and the growth and well-being of society. EYATH recognises the importance of convenient and direct access to safe, clean drinking water as a fundamental human right specified in UN Sustainable Development Goal 6 (Clean Water and Sanitation).

With significant investments in infrastructure, innovative technological applications and training of its human capital, EYATH ensures the excellent quality of drinking water for its consumers.

As to safeguarding water quality, EYATH carries out continuous sampling based on current standards and regulations at its laboratories accredited under the ISO 17025:2017 standard.

As regards protection of water resources, EYATH adheres to environmental legislative provisions on resource protection, complies with the specifications in the approved environmental conditions for wastewater treatment plants, monitors the wastewater treatment plant operation daily and measures the parameters and quality data of the treated outflow released to each recipient and also monitors the quality of Thermaikos Bay with sea vessels, field measurements, seawater sampling and lab analyses.

The Water Supply Division

The main purpose of the Water Supply Division is to ensure the uninterrupted supply of high-quality drinking water and adequate pressure in the EYATH service area, while also sustainably managing water resources.

To ensure high-quality drinking water:

- advanced treatment processes are used to clean water from the Aliakmon River at the Thessaloniki Water Treatment Plant;
- the water from the Aravissos springs and boreholes is disinfected by chlorination at the water supply facilities (pumping stations and storage tanks);
- ongoing testing and analyses of the water quality are carried out from the source to its final supply to consumers; and
- the supply of tested, safe and hygienic drinking water is assured, as specified by law.

The Company did not record any work accidents in either 2019 or 2020. In 2021, there were 2 on-the-job injuries involving Company employees with a resulting loss of 48 work days. Both injured persons were direct employees of the Company. No dangerous or fatal accidents were recorded in 2021. The accident frequency rate came to 0.687¹¹, while the accident severity rate came to 16.48¹².

It is noted that 2021 was again a year of pandemic conditions and strict health measures affecting the entire country. Because of that, information materials were sent to all Company employees (June and October 2021) on topics related to:

- safe working conditions | technical personnel
- safe working conditions in offices
- work under extreme heat conditions (heat wave)
- cooling units (Legionnaires' disease)



¹¹ Accident frequency rate = (Number of recorded injuries x 200,000)/Number of hours worked by all employees in the calendar year

¹² Severity rate = (Number of work days lost due to work-related accidents x 200,000)/Number of hours worked by all employees in the calendar year



To ensure uninterrupted water supply with adequate pressure:

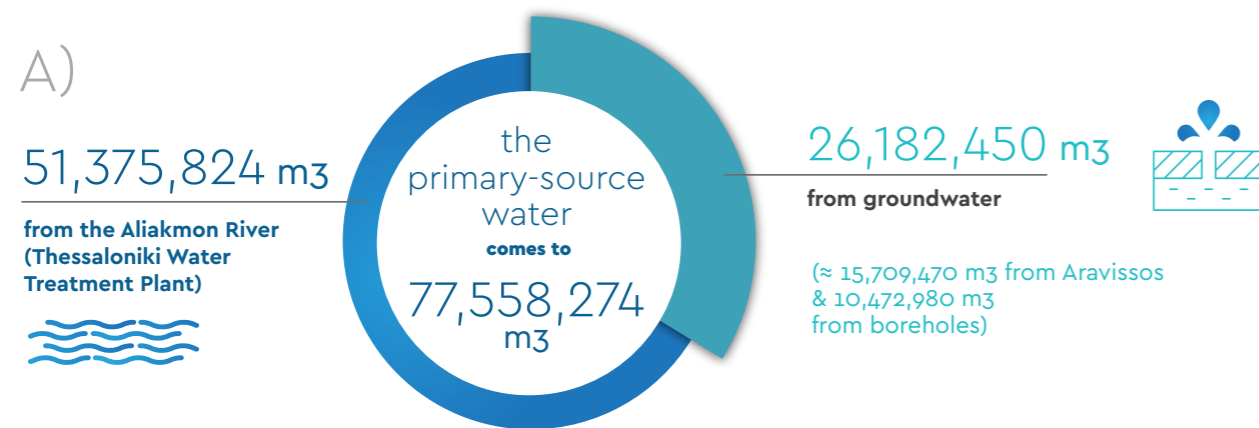
- continued management and monitoring is performed at water abstraction sites, reserves and water flow with the assistance of telemonitoring and remote control systems (SCADA);
- response to emergency system failures is ensured on a 24/7 basis;
- maintenance, repairs and upgrades of the network, water supply facilities, electromechanical equipment and automation systems are performed;
- there is oversight of the operation, maintenance and repair of the Thessaloniki Water Supply Plant; and
- innovative actions are implemented to reduce water losses.

EYATH S.A. more than meets the daily demand for water, as the assured supply indicator was nearly 99%. The average daily water flow is 155,547.428 m³/day.

The quantity of water billed in the years 2019, 2020 and 2021 came to:

QUANTITY OF WATER IN m ³	2019	2020	2021
	56,648,373	56,243,116	55,997,074

Water is managed at the Thessaloniki Water Treatment Plant (Aravissos springs and boreholes, 20 in all). The water is initially transferred through the two main pumping stations at Ionia and Dendropotamos and then through the internal network that disperses drinking water for consumption. More specifically:



B) **BILLED WATER** amounted to 55,997,074 m³ and **NON-BILLED WATER** to 21,561,200 m³ (72.2% and 27.8%, respectively)



Our laboratories

(GRI 103-3, GRI 303-1, GRI 303-2)
(ATHEX SS-S1)

EYATH operates two modern, accredited laboratories which test samples daily and publish important data on the features and quality of water provided on the Ministry of Environment website, and monthly on the EYATH website. Information on EYATH's laboratories is detailed below:

- I. The Laboratory Control of Drinking Water Section, which is largely responsible for testing the water in the Thessaloniki urban area and boreholes.
- II. The Thessaloniki Water Treatment Plant Laboratory, which is largely responsible for the quality control of treated water from the Aliakmon River and the adduction channel, as well as defining all organic parameters for Thessaloniki water.

The two labs cover the entire range of physicochemical, organic and microbiological parameters the Company is required to monitor, as specified in current legislation, JMD No. Γ1(δ)/ΓΠ οικ. 67322/GovGaz B/3282/19-9-2017, and in compliance with Directive 98/83/EC on the quality of water intended for human consumption, as amended.

To ensure proper and thorough controls, the EYATH laboratories employ analytical methods to examine a number of parameters (organoleptic, physicochemical, metals, microbiological and organic) to identify the elements required in water samples so that a high degree of measurement sensitivity, accuracy and repeatability is achieved.

Our labs are staffed by fully trained experts in a wide range of fields, including chemistry, chemical engineering, hydrobiology, environmental engineering and food technology. EYATH takes steps to ensure the quality control lab staff receive continuing training and education by attending seminars and workshops on all new developments and technologies in the drinking water lab testing field.



Lab Infrastructure

The labs are fitted with cutting-edge equipment to ensure maximum accuracy of the quality testing of drinking water. Specifically, they have:

Liquid chromatography with a triple quadrupole mass spectrometer (LC-MS/MS), to identify semi-volatile pesticides, phenol compounds, and other non-volatile micro-pollutants of water	Gas chromatography-mass spectrometry (GC/MS) to identify pesticides and volatile organic compounds and solvents, odour and flavour compounds	high- pressure liquid chromatography with UV detector to identify polycyclic aromatic hydrocarbons
	visible and ultraviolet spectrophotometers	
	atomic absorption with a graphite furnace and a hydride system to identify metals and metalloids	Incubation furnaces and wet and dry sterilising furnaces
Conductivity meters, turbidimeters, pH meters	ion chromatography for both anions and cations (currently being installed)	IDEXX Collert equipment (Quanti-Tray Sealer PLUS, UV light and UV Viewing Cabinet)
Oxygen meters		fluoride ion-selective electrode
		Analytical balances
Total organic carbon analyser	Devices to produce ultrapure and deionised water	Residual chlorine photometer

Laboratory Accreditation

The Company holds a certificate for the ISO 17025/2017 standard (Competence of Testing and Calibration Laboratories) issued by the Hellenic Accreditation System. Specifically, after the laboratories were consolidated in December 2020, the parameters on ESYD Certificate No. 1139 (Drinking Water Laboratory) were included in the special scope of accreditation of ESYD Certificate No. 1217, with additional steps taken to extend the special scope of accreditation 17025/2017 in 2021. Following ESYD inspections that took place at the Drinking Water Laboratory in 2021, ESYD Accreditation Certificate No. 1217 now includes all physicochemical and microbiological tests mandated by drinking water legislation, as well as all tests for organic compounds (VOCs, pesticides-153 and another 166, 16 polycyclic aromatic hydrocarbons) and inorganic parameters (12 metals, 6 anions and 4 cations), except aluminium.

The key objective of accreditation, as outlined in the requirements of the ISO/IEC 17025 international standard, is to reduce the likelihood of errors while carrying out analyses and in the stages before and after they are carried out. The extension of the Laboratory's special scope of accreditation is also pending.

Additionally, both labs participate in inter-lab testing to regularly check the reliability of their results, to monitor the performance of lab tests and so to constantly improve operations and the quality of services provided to Thessaloniki's citizens.

Meanwhile, EYATH has committed to implementing the ISO 45001 standard (for occupational health and safety management systems) within 2022 and then to seek certification by an outside body. A contract has already been signed to that effect.

A more detailed description of tasks carried out by both EYATH laboratories follows.

1. I. Sector of Laboratory Control of Drinking Water

EYATH's Drinking Water Testing Lab carries out checks, takes samples and performs analyses on drinking water from the EYATH distribution network and water from abstraction springs, ensuring the Company at least meets the threshold of its legislative obligations. It monitors national and European legislation on issues relating to the quality of drinking water and briefs other Divisions with a shared remit in this area.

EYATH tests water quality daily, 7 days week/365 days a year, at its laboratory so that it meets the specifications established by current law (JMD No. Γ1(δ)/ΓΠ οικ. 67322/GovGaz B/3282/19-9-2017, in compliance with Directive 98/83/EC on "quality of water intended for human consumption", as amended.

Health and microbiological tests are carried out at the water abstraction springs and the distribution network to ensure the suitability of drinking water. Meanwhile, the lab performs microbiological tests for Total Coliforms, Escherichia Coli (E.Coli), Enterococci, Clostridium perfringens and total bacteria at 37 °C and at 22 °C, on samples taken from the distribution network and locations where water is released for consumption.

For more effective assurance of drinking water quality from a microbiological aspect, the main pumping stations are disinfected with a sodium hypochlorite (NaOCl) solution round the clock throughout the year. Free chlorine residual content is continuously present and is detected at the very end points of the distribution network with a minimum concentration limit of 0.2 mg/l of free chlorine residual content, in accordance with Sanitary Decree YM 5673 (GovGaz 5/B/9-1-1958) on disinfection of the water in the water supply. The Drinking Water Testing Lab carries out residual decontaminating action tests on the distribution network.

During 2020, the Drinking Water Testing Lab took steps to extend the special scope of accreditation No. 17025:2005 (ESYD certificate No. 1139) to an additional fifteen (15) physicochemical parameters, covering all of the physicochemical parameters and all microbiological parameters set out in the legislation.

The Sector of Laboratory Control of Drinking Water of the Department of Water Treatment Plant Laboratory, under the EYATH Executive Division of Water Supply Installations, in 2021 conducted:

- a) for the parameters under Group A of the legislation (legislative requirement for 668 samples): daily sampling and analyses on 1,304 samples of drinking water from specific, representative locations in the EYATH water supply network;
- b) for the parameters under Group B of the legislation (legislative requirement for 36 samples): 41 representative samples from the network were tested to these parameters at regular intervals.

It is worth noting that EYATH places special emphasis on schools and hospitals because of the particular nature of their populations and these are included in the daily schedule for sampling and health controls.



These actions ensure the excellent quality of water, verified by the following characteristics:

- Our city's drinking water has excellent physicochemical properties.
- It has a pleasant taste, it is odourless and clear.
- It is running water and reaches consumers at just the right temperature.
- It contains dissolved natural mineral salts and trace elements that give it its flavour and nutritional value.
- It is hygienic and microbiologically safe.
- It is environmentally friendly because it is not bottled.
- It is about 1,000 times cheaper than other types of water.

2. II. Water Treatment Plant Laboratory

Since 2-2-2018, EYATH has been the exclusive operator of the Laboratory at the Thessaloniki Water Treatment Plant. It carries out lab tests at the intake point to the Thessaloniki Water Treatment Plant, at intermediate processing stages in line with the specific schedule, and at the plant outlet (D3) to monitor the process and verify that the water meets the requirements of current public health provisions (GovGaz 3282/19-9-2017) before it is released for consumption.

All analyses of organic parameters (pesticides, polycyclic aromatic hydrocarbons, volatile organic compounds) are carried out at this lab, where these methods were validated to obtain ISO 17025 accreditation.

The Laboratory also monitors the parameters established to comply with the decisions approving the environmental conditions for the Thessaloniki Water Treatment Plant, such as disposal in the Gallikos River and disposal of waste at the Waste Treatment Plant.

There were 9,388 samples taken to check the operation of the Thessaloniki Water Treatment Plant in 2021; these no longer include samples related to sludge, lime, recirculation of Sedimentation Tanks, etc.

As part of the ongoing upgrade of its laboratory infrastructure, the Company has installed a system to monitor organic carbon at the Thessaloniki Water Treatment Plant inflow and is preparing to introduce techniques to monitor PFAS levels, in cooperation with Aristotle University of Thessaloniki. Such monitoring will be mandatory under the new water management directive.

Emergency Response Plans

There are plans in place to ensure continuity of operations at the Thessaloniki Wastewater Treatment Plant, the AENEIA plant and the Water Treatment Plant in the event of an emergency. The plans have been drafted by contractors as part of their contractual obligations. There is also a continuity of operations plan for the water supply infrastructure in the event of a power outage. However, there are no plans/protocols for managing emergency events (earthquake, fire) and training competent personnel, as part of preparedness drills (simulated) for other infrastructures (buildings at Tsimiski, Aggelaki, 26th October, Sfrageia, repair shops, etc.).



Corporate Social Responsibility Actions and Consumer Relations

(GRI 103-1, GRI 103-2, GRI 103-3)

Through its activity, EYATH aims to give value back to consumers and the local communities in which it operates in a consistent and continuous manner. It supports local bodies and organisations whose work benefits society as a whole with a systematic and targeted approach.

The Company is in tune to the present-day needs and needs on a national, local, but also global level and makes donations as appropriate. For example, in 2021, EYATH regularly sent materials or undertook infrastructure projects at refugee camps, and supported fire victims, social or cultural groups or ecological routes. Special care is provided to vulnerable groups of our fellow citizens who have been impacted by the socio-economic crisis with actions such as a social tariffs, payments by instalment, sponsorships, support for the unemployed, etc. These actions by EYATH promote the values of solidarity and contribution and have a high social impact that helps to improve the lives of citizens.

The flagship of EYATH's CSR programme in 2021 was its partnership, in relation to wastewater and COVID-19, with Aristotle University of Thessaloniki's interdisciplinary team focusing on the epidemiology of wastewater. It includes scientists from 11 different AUTH laboratories from the departments of Medicine, Veterinary Medicine, Pharmacology, Biology, Chemistry, Civil Engineering, and Planning and Development Engineers. By developing a globally pioneering methodology, this partnership has become a very important tool in the response to the pandemic in Greece and is already being expanded with a view to mapping the point-by-point spread of the virus and, in future, to detecting potentially harmful organisms. Our Company strengthened this partnership by funding the installation and operation of a multisensor for on-line measurement of key physicochemical parameters in incoming urban wastewater at the exit of Thessaloniki's Central Sewerage Pipeline. This system was installed and commenced preliminary operation in September 2021 and, in combination with the control and telemetry unit activated at the same time, represents an important tool for recording, in real time, the values of various physicochemical parameters that could change when samples are being taken to the laboratory. This would affect the streamlining of measurements of the SARS-CoV2 virus concentration and add uncertainty to the assessment of the viral load secretion.

Also in 2021, the scholarship programme for AUTH students continued. This cooperation agreement between EYATH and AUTH, provides for two scholarships annually paying €7,000 each to students at the Polytechnic and School of Physical Sciences at AUTH for a post-graduate programme related to EYATH's activities. Another scholarship is provided every four years to a doctoral candidate in AUTH's Civil Engineering Department for a total of four years for each recipient. The announcement of scholarships and student selection is undertaken by the competent university bodies, while the topics for thesis projects and doctoral research are selected with EYATH's input. Parts of this work must be conducted at Company facilities. Meanwhile, EYATH itself uses AUTH facilities and technological and scientific support on issues related to IT systems, e-governance, generating and saving energy, water quality and waste management, i.e. whatever is related to the Company's zone of activity. Provision for student internships at EYATH's offices and installations is also particularly important and includes the completion of projects on topics which constitute common ground for the Company's activities and the subject areas of AUTH's academic departments.

The CSR programme also included the purchase of air cleaners for AUTH amphitheatres, support for schools (such as the purchase of a weather station for a school in Kalamaria and sending books to a school in Attica) and student actions and teams (AUTH Racing Team, scholarships), cultural and sporting events promoting well-being (Literary Stage, AUTH Climathon), and support of unemployed and vulnerable fellow citizens (Shedia, SOS Children's Villages) who belong to high-risk groups due to the pandemic.

In 2021, EYATH announced an innovation and entrepreneurship competition on the topic of binding the pollution load coming into the Thessaloniki Wastewater Treatment Plant and then recovering valuable materials through its treatment. The topic is in keeping with the spirit of a circular economy and sustainable development and offered cash prizes to the winners.

Once again, our Company took on the cleaning of Thermaikos Bay and removed floating objects and oil spills to allow Thessaloniki residents to enjoy the summer tourist season.

At the same time, through the **educational programmes of the Water Supply Museum**, which includes guidelines for conserving water, we are essentially preparing tomorrow's environmentally aware citizens. With a sense of responsibility towards society as a whole, EYATH invests in the Water Supply Museum and its actions. No visits took place up until June 2021 due to the pandemic. However, as the 2021–2022 school year began and health conditions in Greece improved, about 860 pupils visited the museum from October to December. While the museum's operation was suspended, the focus of intensive work was shifted to organising the museum's archival materials. In 2021, about 1,240 artefacts (letters, documents, maps, water meters) were documented and 285 books in the museum library were catalogued.

Additionally, as it took into account the pandemic restrictions, EYATH in 2021 contributed to **partnerships with organisations and made procurements from associates** to maintain some semblance of normality and to bolster the local market in the midst of economic distress.

At the same time, the Department of Press Relations, Public Relations and CSR has a wide network of partners-suppliers. Business relationships are selected based on the return of benefits to the local community, environmental corporate awareness and the working conditions provided by each partner. As a result, some of the selected actions were: support with a printer for an addiction rehabilitation centre, the purchase of environmentally friendly promotional materials (green marketing), support of a Social Cooperative Enterprise (KOINSEP) to assist the unemployed for the purchase of promotional materials and support of smaller collectives carrying out work to help disadvantaged people.

EYATH supports the unemployed of Thessaloniki through the Labour Centre, each year distributing gift certificates at Christmas to the unemployed, and supports agencies by buying essential items for the homeless. EYATH encourages its employees to participate in volunteer actions such as collecting foodstuffs or clothing for the poor, and generally applauds their participation in actions for charitable causes.



Pricing Policy – Social Tariff

Decision No. 416/2011 of the Board of Directors set the Company's pricing policy for the 2012–2013 period, which was ratified with JMD 4799/19-12-2012 (GovGaz 3450/-B/27-12-2012) of the Ministers of Finance and Macedonia-Thrace. In National Water Committee Decision No. 135275/22-5-2017 (GovGaz 1751/B) "on general rules for costing and billing water services, methods and procedures for recovering costs of water services for various water uses", the Committee laid down the general costing and billing rules for water services. The purpose of the decision is to approve the general costing and pricing rules as well as measures to improve water services for various uses, and to lay down procedures and methods for recovering the cost of such services, including environmental costs and water resource costs.

During 2018, the Company also reviewed and approved, as per the above decision, a pricing policy for the five-year period 1-1-2019 to 31-12-2023, which was submitted to the Special Secretariat for Water for its approval. That pricing policy has already been approved (GovGaz 1105/B/3-4-2019) and went into effect 1-5-2019.

Nevertheless, as the manager and provider of a vitally important commodity such as water, EYATH has established the social tariff for water to ensure the basic needs of vulnerable or special groups of citizens are met.

EYATH always strives to provide relief for socially vulnerable groups and endeavours to combine its business activity with social responsibility. To that end, it offers a broad arrangement for payment of overdue bills by instalments for all debtors and economically disadvantaged groups. In fact, since May 2019, the inclusion of vulnerable groups follows the same criteria as their inclusion in the social residential tariff for the PPC (SRT A and SRT B) and other electricity providers.

To assist consumers and accelerate the application process for inclusion in the social tariff, the Company receives a relevant file from the e-Government Centre for E-governance Social Security/HEDNO and, without requiring the submission of supporting documents from consumers, places beneficiaries on the tariff or automatically removes them when they do not meet the criteria. The pricing policy is based on the logic of reducing the price of water at low levels of consumption to ensure its social character and increasing it at high levels of consumption to discourage waste.

Prices were also reduced for business tariffs for lower levels of consumption and increased for higher levels of consumption as an incentive to avoid wasting this precious natural resource; for 83% of industries, the charges remain fixed.

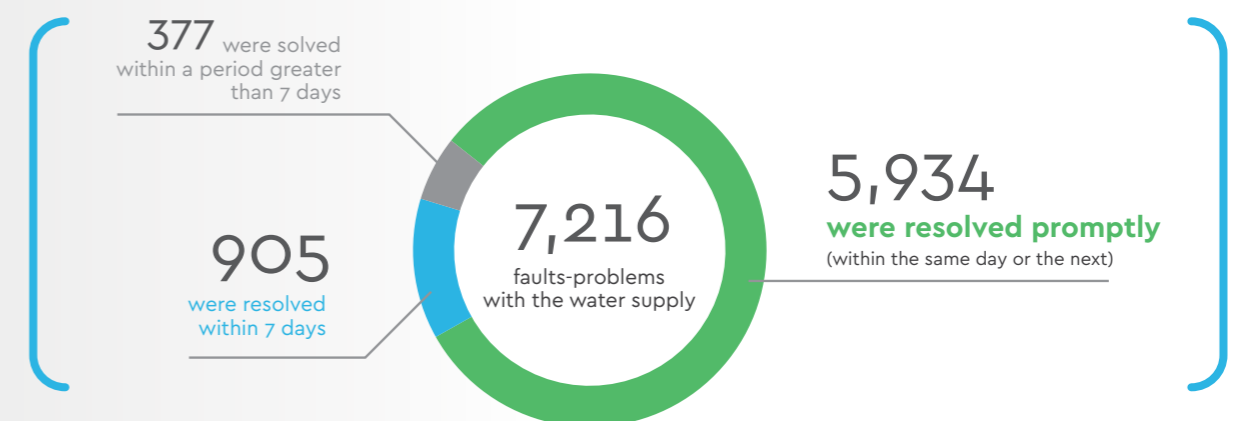
Customer service and satisfaction

In its efforts to provide prompt, excellent service for its consumers, EYATH has opened new, state-of-the-art customer service branches at central locations in the city of Thessaloniki.

Meanwhile, as part of continually improving its consumer service experience, it is exploring the use of innovative procedures and automations to optimise the daily operation of its facilities and better serve consumers. Particular emphasis has been placed on the digital transformation and digitisation of the Company's consumer service procedures (e.g. through the ability to conduct online transactions using web banking). At the same time, the ability to pay bills through a wide network of partners and cooperating businesses (150 supermarket chain stores in Thessaloniki Prefecture and neighbouring prefectures of Halkidiki, Pieria, Imathia, Pella and Kilkis) at no additional charge or at contracting OPAP betting shops and the Hellenic Post Office, increase the options available to our consumers and aim to better serve their needs.

The year 2021 was made more difficult by the pandemic. However, our Company followed a coordinated programme for working remotely or in rotation and provided all the necessary means for health protection to its employees. Thus, it was able to provide its services to consumers without interruption throughout 2021, with a rate of prompt repairs (within the day) to faults exceeding 80%.

Specifically, in 2021, 7,216 faults-problems with the water supply were reported, 5,934 (82.23%) of which were resolved promptly (within the same day or the next), 905 (12.54%) were resolved within 7 days and the remaining 377 (5.22%) within a period greater than 7 days.



Meanwhile, EYATH conducted:

1 to 14 April 2021
a survey relative
to the Company's image

a sample of
800 people
in the Thessaloniki urban area

Other surveys had also been conducted in 2010, 2017, 2018 (on the breakdown at Aravissos, as well as an intracompany survey on the same topic) and in 2019.

The survey focused on issues related to water supply-sewerage, corporate essentials (positioning, image, favourability, familiarity), perception and assessment of the pandemic during that period and its progress. Respondents were also asked for recommendations on how to improve EYATH's operation and services.

The positive aspects highlighted by the survey were related to how EYATH manages the most important natural commodity – water. Therefore, its social significance is of paramount importance and EYATH itself is considered irreplaceable due to its activity.

This strong sense of the "value" of water mandates the perceived need to retain the public character of the undertaking, which is rooted in the need to safeguard universal access to water.

These two takeaways lead to the conclusion that EYATH has clear goals and reason to exist, which are questions that are constantly open for most businesses. It therefore has a clear strategic plan moving forward and can improve its weaknesses.

On the other hand, the survey also indicated that the Company should not be complacent because of the important object it is concerned with, i.e. providing water to all, nor should it let the huge "value" of water work as some kind of reassurance. EYATH will have to constantly maintain the quality and distribution of water at high levels, along with marketing and its corporate image. Thus, the undertaking's improvements in critical areas must be ongoing and unceasing.

The survey also showed that the Net Promoter Score needs improvement. Lastly, the survey indicated that EYATH needs a clear and understandable communication strategy plan in its consumer relations which will set out its business plan and timeline of actions, separating them into immediate and medium-term initiatives.

Following an analysis
of survey results,

EYATH will immediately proceed
to:

A.
improve its customer service and change its
business culture

B.
implement faster response to requests and
fault reports

Γ.
improve its communication strategy

Δ.
upgrade its systems
using technology.

EYATH's medium-term actions aim at:

- improving the water supply network and the quality of drinking water
- the overall modernisation of the undertaking
- the targeted formulation of a corporate social responsibility programme (this will be positively impacted by its partnership with AUTH).





11.

Corporate Governance



9.

Board of Directors

(GRI 102-18)

(ATHEX C-G1, C-G2, A-G1)

EYATH S.A. applies the Greek legislation on companies contained in Codified Law 2190/1920, as in force today, and Law 3016/2002 as a listed company, and has also brought its Articles of Association into line with Law 3429/2005.

According to Article 13 of EYATH's Codified Articles of Association, approved by decision no. K 2-16550/19-11-2007 of the Ministry of Development (GovGaz 13309/20-11-2007), the Company is run by a Board of Directors.

Once elected, the Board of Directors must convene as a body and elect a chair and one or more vice-chairs. The position of board chair and CEO may be held by the same person. The Board of Directors also decides on the appointment of general managers and defines their duties. According to the Company's Articles of Association, the Board of Directors may meet up to four times a month. In 2021, the members of the Board of Directors met 40 times. Members are either executive or non-executive (at least two of the latter must also be independent). Two members of the Board of Directors are employee representatives.

The members of the Board do not hold shares in the Company and in all events are obliged to notify transactions in accordance with Regulation (EU) No 596/2014 and the transaction notification procedure laid down by the Company. Additionally, independent non-executive members of the Board of Directors and persons closely associated with them shall notify any relationship of dependence in accordance with Article 9 of Law 4706/2020 and the procedure laid down by the Company in decision No. 111/2022 of the Board of Directors to ensure compliance with the conditions of independence and to verify compliance with those conditions on an annual basis and before publication of the annual financial report, which includes the relevant finding.

Board members serve a four-year term. No members are associated by family ties. The Board of Directors promotes the protection of the corporate interest while also being the competent body to represent the Company.

On 31/12/2021, the EYATH Board of Directors line-up was as follows:

Agis Papadopoulos, son of Michail

Chairman, Non-Executive Director.
Elected on 2/8/2019. Term in office ends on: 1/8/2023.

Anthimos Amanatidis, son of Anastasios

CEO, Executive Director.
Elected on 30-4-2020. Term in office ends on: 29-4-2024.

Grigorios Penelis, son of Georgios

Vice Chairman, Independent Non-Executive Director.
Elected on 21/2/2019. Term in office ends on: 20/2/2023.

Theodoros Koulouris, son of Nikiforos

Executive Director.
Elected on 27/8/2019. Term in office ends on: 26/8/2023.

Nikos Klitou, son of Konstantinos

Independent Non-Executive Director, (Chairman of the Audit Committee).
Elected on 21/2/2019. Term in office ends on: 20/2/2023.

Dimitrios Konstantakopoulos, son of Grigorios

Non-Executive Director.
Elected on 16/12/2021. Term in office ends on: 29/4/2024.

Sofia Ammanatidou, daughter of Ilias

Independent Non-Executive Director.
Elected on 30/04/2020. Term in office ends on: 29/4/2024.

Katerina Tsikaloudaki, daughter of Georgios

Non-Executive Director.
Elected on 30/04/2020. Term in office ends on: 29/4/2024.

Maria Petala, daughter of Dimitrios

Independent Non-Executive Director.
Elected on 30/04/2020. Term in office ends on: 29/4/2024.

Georgios Archontopoulos, son of Savvas

Employee representative, Non-Executive Director.
Elected on 19/06/2020. Term in office ends on: 18/6/2024.

Ioannis Mitziias, son of Konstantinos

Employee representative, Non-Executive Director.
Elected on 19/06/2020. Term in office ends on: 18/6/2024.

The Board of Directors of EYATH, as shown above, consists of 11 members of which

3 positions occupied by women 27.27%

the percentage of non-executive members of the board of directors 81.81% amounts to 81.81%

the percentage of non-executive and independent members of the board of directors amounts to 36.36%

Having realised the importance of sustainable development to the Company's future course, the Board of Directors charts its strategy and sets sustainable development and corporate governance goals, monitors their implementation and adopts additional actions where necessary. By decision of the Board in December 2021, the Company has assigned two members of the Board exclusive competency on matters of sustainable development and corporate social responsibility.

Meanwhile, the nine members of the Board who are elected by the General Meeting (the other two are employee representatives) have many years of experience and qualifications on issues related to Environment, Society and Governance (ESG) and in business administration. They are:

Chairman Agis Papadopoulos, who for 28 years has been a professor in the Department of Mechanical Engineering at AUTH, focusing on energy and the environment. He also has experience in university administration organisations (Vice President of the Cyprus Open University) and has been a member of the Regulatory Authority for Energy and the Board of AHEPA University General Hospital of Thessaloniki.

CEO Anthimos Amanatidis, who is a mechanical engineer with post-graduate diplomas (MSc) in sustainable development and energy generation and use and has extensive experience in the design and implementation of demanding infrastructure projects.

Executive Director Theodoros Koulouris, who has lengthy experience in human resource management as a Lieutenant-General (retired) and is a graduate of the AUTH Law School.

As to its non-executive directors:

Vice Chairman Grigorios Penelis is a Doctor of Civil Engineering with extensive international experience in the planning and design of complex structures and projects.

Ms Katerina Tsikaloudaki is a professor of Civil Engineering at AUTH, specialising in energy and environmental planning.

Dr Maria Petala is a member of the laboratory teaching staff in the AUTH Department of Civil Engineering, specialising in water resource management.

Mr Nikos Klitou has many years of experience as a certified auditor and is deputy financial officer for the Masoutis Group.

Ms Sofia Ammanatidou is an experienced economist/accountant and insolvency administrator.

Mr Dimitrios Konstantakopoulos is an executive with HCAP and has lengthy experience in the financial sector and in assessing investment projects.

There is no independent external assessment of the Board's performance and effectiveness; however, one is planned for the near future.



Board Member Remuneration

(ATHEX A-S4, A-G4)

The executive members of the Board of Directors are remunerated based on a contract with the Company and receive additional benefits (company expenses, group insurance policy, company car, etc.). In particular, the executive members of the Board of Directors, namely the CEO and Executive Director, do not receive a fee for their participation on the Board, since that is part of their duties.

Fees take into account the number of meetings and their total length, duties and responsibility for each member's participation in Board meetings. The annual maximum (gross) amount for Board meetings is €8,000 and for up to 24 meetings a year. Any meetings after the 24th are not remunerated.

Total remuneration for the CEO for 2021 was €77,000. The ratio of the CEO's annual remuneration relative to the average annual total pay for employees is 2,556¹, while the percentage of variable compensation relative to total remuneration for senior executives is 16,24%².

¹ Ratio of CEO compensation = Annual total remuneration for CEO/Median of total remuneration for all employees = 77,000/30,130 = 2.556

² Percentage variable compensation = Amount of variable compensation in euro/Total remuneration for executives in euro = 113,300.00/697,666.00 = 0.1624 = 16.24%



Audit Committee

Based on its current rules of procedure, the Audit Committee, consisting of at least three (3) members, may be:

- a) a **Board of Directors**, committee consisting of its non-executive members, or
- β) an **independent committee**, consisting of **non-executive Board members** and third parties, or
- γ) an **independent committee**, consisting only of **third parties**. Third party means any person who is not a Board member.

The type of Audit Committee, the term of service, the number and capacity of its members is decided on by the Company's General Meeting of Shareholders. The members of the Audit Committee may be re-elected. The members of the Audit Committee are appointed by the Board of Directors or by the General Meeting and are mainly independent of the Company, in accordance with the provisions on independence in force from time to time (Article 9 of Law 4706/2020). The Chair of the Audit Committee is selected by its members when it meets to convene as a body and is independent of the Company. All members of the Audit Committee have adequate knowledge of the sector in which the Company operates. At least one member of the Audit Committee, who is independent of the Company and has sufficient knowledge and experience in auditing or accounting, must attend the Audit Committee meetings relating to approval of the annual corporate and consolidated financial statements.

The members appointed as members of the Audit Committee for 2021 are as follows:

- Nikolaos Klitou:** independent non-executive member of the Board of Directors
- Sofia Ammanatidou:** independent non-executive member of the Board of Directors and
- Maria Petala:** independent non-executive member of the Board of Directors

The principal mission of the Audit Committee is to assist the Board of Directors in performing its duties by overseeing financial reporting procedures, the completeness and correctness of the annual corporate and consolidated financial statements, and the Company's policies and internal audit system and evaluating the adequacy, effectiveness and efficiency of internal control systems, the audit function of the internal audit unit and external auditors, thereby ensuring the independence, quality, formal qualifications and performance of auditors.

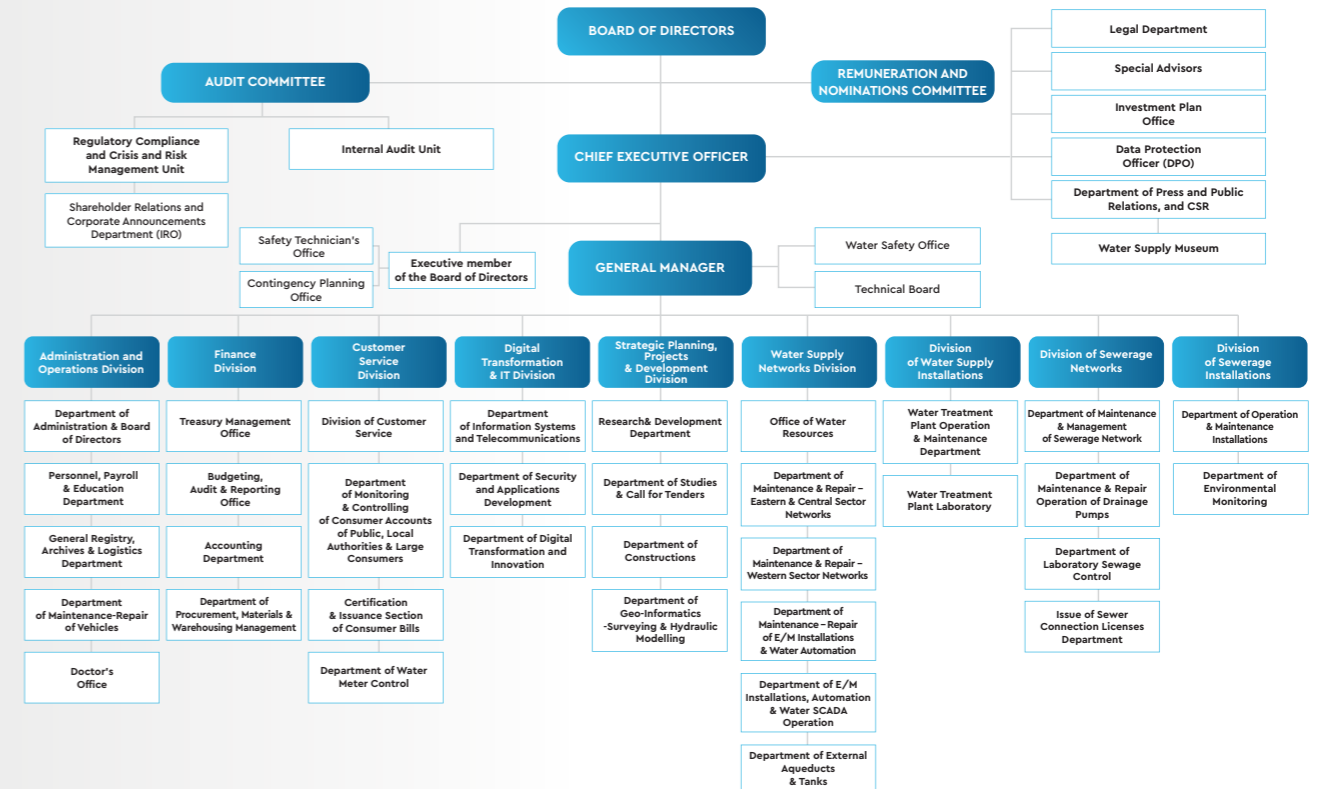
The Audit Committee met 13 times in 2021. The frequency at which members of the Audit Committee participated in its meetings in 2021 was 100%.

In 2021, one of the topics reviewed by the Audit Committee was monitoring of the Company's Sustainable Development Policy, which sets out Management's approach and commitment to issues of sustainable development and responsible operation.

Organisational Chart



The Company's organisational chart is as follows:



The chart depicts the Company's governance structure and the places of the committees within it, specifically the Audit Committee and the Remuneration and Nomination Committee. These committees are supported by and work together with the Internal Audit Unit and the Regulatory Compliance and Crisis and Risk Management Unit.

The Company's organisational chart is posted on its official website: <https://www.eyath.gr/schetika-me/>



Enhancing Economic Value and Expanding Activities

Key Financials

(GRI 103-1, GRI 103-2, GRI 103-3, GRI 102-7, GRI 102-45, GRI 201-1)

EYATH places particular emphasis on financial transparency and the sound presentation of its financial position so that all stakeholders are fully informed when called upon to make investment decisions. To that end, EYATH publishes annual and interim financial reports for the Group and the Company. Specifically, the financial statements of the Group and Company, the Audit Report by the independent statutory auditors, and the Board of Directors' Management Report to the Annual Ordinary General Meeting are posted to the Company's website in a timely manner. Aside from EYATH S.A., the consolidated financial statements only include the subsidiary "EYATH SERVICES S.A."

Below are

the key financial figures of the company:

The amounts are in thousand €.

	2019	2020	2021
TURNOVER	72,688	71,911 -1.07%	73,626 +2.38%
COST OF SALES	43,617	44,290 +1.54%	50,549 +14.13%
CASH	75,844	81,916 +8.01%	91,305 +11.46%
EQUITY	183,212	185,394 +1.195	189,253 +2.081%
GROSS PROFITS	29,069	27,621 -4.98%	23,077 -16.45%
EARNINGS BEFORE TAX	20,652	16,709 -19.09%	15,753 -5.72%
EARNINGS AFTER TAX	14,658	11,868 -19.03%	11,335 -4.49%
TOTAL ASSETS	218,579	221,347	228,485
SALES (water supply connections)	47,771	47,324	47,928
CSR INVESTMENTS (for sponsorships, donations and other CSR actions)	138	140	145
NO. OF PERMANENT STAFF	344	329	323

The amounts are in thousand €.

Direct Economic Value Generated and Distributed		
	2020 (€)	2021 (€)
Direct Economic Value Generated		
	2020	2021
Total Revenues	71,911	73,626
Direct Economic Value Distributed		
	2020	2021
Operating Cost	11,293	13,486
Employee Benefits	13,324	12,980
Payments to capital providers (Dividends) ³	9,625	8,012
Payments to capital providers (Taxes paid)	107	120
Current tax liabilities	2,173	3,540
Social Investments	140	145
TOTAL	36,662	38,283
Non-distributed economic value	35,249	35,343

³ Shareholder dividends, interest payments to lenders (this includes interest on all types of debts and loans).



KEY PERFORMANCE AND EFFICIENCY INDICATORS

	01/01/2020-31/12/2020	01/01/2021-31/12/2021	Deviation
GROSS PROFIT MARGIN	38.41%	31.34%	-7.07%
EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION & AMORTISATION (EBITDA)	31.44%	28.48%	-2.95%
EARNINGS BEFORE INTEREST AND TAXES (E.B.I.T.)	22.75%	20.87%	-1.89%
EARNINGS BEFORE TAX (E.B.T.)	23.26%	21.40%	-1.86%
EARNINGS AFTER TAX (E.A.T.)	16.52%	15.40%	-1.13%

INVESTMENT INDICATORS

EARNINGS PER SHARE AFTER TAX	0.3273	0.3123	-4.59%
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LIQUIDITY RATIOS

GENERAL LIQUIDITY (CURRENT ASSETS/SHORT-TERM LIABILITIES)	11.13	8.30	-25.43%
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CAPITAL STRUCTURE & VIABILITY RATIOS

EQUITY/BORROWED CAPITAL	526.05%	482.40%	-43.65%
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EYATH's Sustainable Economic Activity

(ATHEX A-S1)

EYATH's turnover⁴ is 100% sustainable. It comprises the Company's activities in water sales, sewerage management and the improvement of flood-control works for the Region, which have a positive impact on the environment and society.

It should be noted that wastewater management and flood protection fall within Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment.

At the same time, EYATH's capital expenditures⁵ involve 100% investments and activities focused on sustainability.

Specifically, the investments refer to:



Water supply and sewerage facilities with the aim of improving Waste/Water/Energy ratios



Upgrade of buildings with the aim of using RES and improving energy efficiency.

EYATH's operating expenses⁶ are also considered 100% sustainable.

Specifically, these involve:

Plan operation

Network maintenance, installation and repairs

Maintenance, repairs and improvements to reduce carbon footprint and support the circular economy.

The preceding data were calculated based on cost centres.

⁴ [Sustainable turnover (%) = (Turnover from sustainable assets, products and services/Total turnover)*100]

⁵ [Sustainable capital expenditures (%) = (Capital expenditures from sustainable assets, products and services/Total capital expenditures)*100]

⁶ [Sustainable operating expenses (%) = (Operating expenses from sustainable assets, products and services/Total operating expenses)*100]






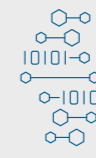
Important Milestones for 2021

(GRI 102-10, GRI 203-1)

EYATH assumed the role of Lenders' Technical Advisor (LTA) through its subsidiary, EYATH Services S.A., for the Cypriot AstroBank in the area of financed projects for wastewater treatment facilities and specifically for infrastructure projects related to its area (plants, sewerage networks, etc.). With the experience of its executives and their deep know-how, EYATH will implement major projects; the first project to be evaluated is the new wastewater treatment plant in Paralimni-Agia Napa in Cyprus. For EYATH, this project is a typical example of its outward-looking strategy. On the other hand, this action will help the bank reduce its financial risk while EYATH expands its business objects and helps its executives acquire value and technical know-how. The LTA service agreement was signed 6 September 2021.



HIGHLIGHTS 2021

	<p>Technical Advisor for the Cypriot bank Astrobank</p>		<p>Implementation of surveys to improve its environmental footprint</p>
	<p>Tendering of contracts and studies through an open call for tenders</p>		<p>Digital Transformation</p>

EYATH also held an open tender process to award the following projects and studies:

Contract titled
"First group of urgent sewerage works 2021"
BUDGET € 3.5 mil.

Contract titled
"First group of urgent water supply works 2021"
BUDGET € 3 mil.

Contract titled
"Maintenance of EYATH S.A. facilities 2021"
BUDGET 900,000 €

Contract for
"Repair to water supply network in Ryzia area of the Thessaloniki Industrial Area"
BUDGET 287.500 €

Study titled
"Final Design for Tanks D2a and D3a and the New Lime Saturation Sedimentation Tank at the Thessaloniki Water Treatment Plant"
BUDGET € 1.4 mil.



Also in 2021, the tender process to award the following contracts moved forward:

- 1**

Contract titled
"Repair and maintenance of the water supply network in Western Thessaloniki 2020"

BUDGET € 2 mil. (plus VAT)
- 2**

Contract titled
"Cancellation-Reconnection of water abstraction sites and replacement of water meters within EYATH S.A.'s territorial remit 2020"

BUDGET 500,000 € (plus VAT)
- 3**

Contract titled
"Sewage treatment for wastewater in the Neokastro area, south-east of the village of Galini in the Municipality of Oreokastro"

BUDGET € 1.2 mil. (plus VAT)
- 4**

Contract titled
"Upgrade of the EYATH S.A. Administration Building at 127 Egnatias Str."

BUDGET € 5 mil. (plus VAT)
- 5**

Contract titled
"Installation of Main Control Centre for the new water supply SCADA"

BUDGET 185,000 € (plus VAT)
- 6**

Contract titled
"Construction of an expansion to the Thessaloniki Water Treatment Plant – Phase A2"

BUDGET € 21.7 mil. (plus VAT)
- 7**

Lastly, in 2021 (November 2021), EYATH S.A. awarded the contract for the
"Installation of Main Control Centre for the new water supply SCADA at the Dendropotamos pumping station"

BUDGET 150,000 €

As regards contracts for preparing studies and providing technical services, EYATH:

In 2021 (January 2021) also signed the 3rd individual contract for €315,216.64 (excl. VAT) as part of the framework agreement titled: "Framework Agreement for the provision of Technical Advisor support services for designs and projects under the EYATH S.A. Strategic and Business Plan", with a budget of €1.32 million.

EYATH examined the possibilities of extending sewerage networks, with third parties assuming part of the cost, that would involve pipelines about 1.0 km long in various areas, rebuilding or replacing sewerage pipelines for a total length of about 6 km and relocating or placing new water supply pipelines, for a total length of about 12 km.

In 2021, EYATH S.A. embarked on the process of restoring the operation of water supply tank D5 in the Municipality of Evosmos, above the ring road. In the context of this procedure, companies with specialisation and years of experience in geotechnical surveys and reinforcement of reinforced concrete structures were assigned the task of preparing the following studies via the direct award procedure: – "Geotechnical investigation and study to reinforce the foundation of Tank D5", with a budget of €27,500 (plus VAT). The contract was signed on 24/5/2021. – "Provision of Technical Advisor services for repair of damage to the load-bearing structure and reinforcement of foundations of water supply tank D5", budget of €10,500.00 (plus VAT).

EYATH also implemented studies in 2021 for the main purpose of increasing its positive impact on the environment. Specifically, it undertook:

a specialised study on EYATH's pumping stations to receive energy-saving proposals.

the drafting and implementation of studies on the renovation of EYATH's administration building to ensure the building will be low energy-consuming of at least a Class A.

the purchase of 10 new environmentally friendly cars. The cars are already in the process of being delivered and related procedures have been completed.

Meanwhile, in 2021, EYATH focused more specifically on its digital transformation. In 2021, it implemented a mail and document handler by procuring document and workflow management software with a view to saving on resources, digitising and filing all documents to facilitate users, enabling faster distribution of documents, improving EYATH's internal operations and improving customer service by providing top-level services.



First Part of 2022

For EYATH, the year 2021 was a period of multiple investments in various areas of its business activities. Similarly, numerous investments were made in the first quarter of 2022, whereby the contracts listed below are now in progress:

"OPERATION AND MAINTENANCE OF THE WASTE WATER TREATMENT PLANT IN THE WIDER THESSALONIKI AREA"

Tender procedure No. Δ1/2016 for the "Operation and Maintenance of the Greater Thessaloniki Area Wastewater Treatment Plant" was completed in December 2020 and a five-year contract was signed with the contractor for the sum of €42,087,089. Aside from more general effective operation, maintenance, sanitary monitoring and overall responsibility of the Thessaloniki Wastewater Treatment Plant, includes in addition:

- α) the implementation of significant additional interventions to maintain/repair/upgrade/replace/add equipment (Additional operational interventions),
- β) interventions to optimise the energy efficiency of facilities aiming at reducing the energy footprint of the Thessaloniki Wastewater Treatment Plant. Specifically, a 1 MW photovoltaic park is being installed on the Plant grounds and is estimated to generate 1,300 MWh per year, with a corresponding decrease in current energy consumption. Once the contract is completed, the photovoltaic park will pass into EYATH's hands to make a significant contribution to reducing the Company's energy footprint.

"OPERATION OF THE THESSALONIKI WATER TREATMENT PLANT"

As part of tender procedure No. 2B/2019 for the framework agreement on the "Operation of the Thessaloniki Water Treatment Plant", the procedure for concluding this first implementing agreement was completed. A 10-month contract with the contractor was signed on 12/4/2021 for the amount of €1,925,321 plus VAT. Aside from the more general efficient operation, maintenance and overall responsibility of the Thessaloniki Water Treatment Plant, the contract also includes:

- α) a training course for EYATH executives
- β) an upgrade to the Thessaloniki Water Treatment Plant's SCADA system.

In addition, in 2021 EYATH signed a Memorandum of Understanding with HEDNO S.A. to collect and transfer high-density data (in real time,) via new HEDNO electrometers. The data will be generated using smart water meters that EYATH S.A. will install in the water supply network. EYATH S.A. has already signed a contract to procure eighty (80) smart water meters.

Additionally, the Company also plans to launch the customer web portal and a mobile application in September 2022 aimed at improving electronic services for its customers.

Compliance with Legislation and Business Ethics

(GRI 103-1, GRI 103-2, GRI 103-3)

EYATH recognises that, to ensure the smooth functioning of Corporate Governance, the Company must establish certain policies for its employees, consumers, partners and suppliers while also complying with and rigorously implementing the laws and safeguards to ensure compliance with the rules that apply to its activity. It has adopted the Hellenic Corporate Governance Code for listed companies, while the corporate structure and governance it follows allows for close relationships with investors to allow it create added value for shareholders. It has competent, trained committees and adopts measures to prevent any behaviour that runs counter to the Code of Ethics, it also has in place policies and procedures that help enhance transparency.

The Company has a Regulatory Compliance Unit whose main mission is to introduce policies and procedures that promote business ethics and transparency as a model of corporate culture and a measure to bolster corporate identity, thereby contributing to minimising risks and legal consequences for the Company.

Meanwhile, EYATH assesses and manages business risks to safeguard the interests of all its stakeholders through the Risk Management Unit. In line with the Risk Management Policy, the Company has laid down specific risk management procedures and all senior executives are involved in the process of identification and preliminary assessment of risks to make it easier for the Board of Directors to plan actions and take further decisions to mitigate them.



Company Policies

(GRI 102-17, GRI 205-2, GRI 205-3)

(ATHEX A-G2, C-G4, C-G5, C-S6)

The Company has a Code of Ethics and Professional Conduct. This is to protect both Company stakeholders and the Company itself, while also establishing clear limits and obligations for each stakeholder group. No violation of the Code of Ethics and Professional Conduct were identified in 2021.

The Company also abides with the Hellenic Corporate Governance Code of the Hellenic Corporate Governance Council (HCGC). It applies the Code's mandatory provisions and complies with the Special Practices and guidelines of the Hellenic Capital Market Commission.

At the same time, the Company has adopted and implements a policy and procedure for preventing and handling conflicts of interest which was approved by decision No. 674/2021 of its Board of Directors.

At its meeting of 22/7/2021, the Company's Board of Directors approved the Risk Management Policy and the Risk Assessment Methodology and, at the meeting of 4/11/2021, it approved the Risk Register, which sets out all forms of risk the Company's operations entail and facilitates the ongoing monitoring of risks and the control mechanisms which help mitigate them.

In 2021, the Company committed to implementing improved policies and practices within 2022 to further strengthen its excellent relations with all its stakeholders. For example, EYATH committed in 2021 to introducing its policy on human rights within 2022.

In 2021, the Company also committed to developing, and did implement and approve in early 2022, the Code of Ethics and Professional Conduct, the Communication Policy, the Anti-Corruption & Anti-Bribery and Gifts Policy, and the Hospitality & Entertainment Policy, while the Policy against Violence and Harassment in the Workplace and the Whistleblowing Policy and Procedure are in the final draft stage.

Moreover, in 2021, EYATH held numerous actions to foster complete understanding of the Anti-Corruption and Anti-Bribery Policy.

Specifically:



All employees were made aware of the Policy

100% rate



Executives (Division and Department heads) took part in a workshop on the topic in which 45 persons participated

13.6% rate



All 11 members of the Board of Directors took part in a related workshop

100% rate



An online survey on the policy was also developed but has not yet been completed (participation is estimated at 200+/240 people).

The drafting of a Third-Party Due Diligence Policy is in progress, while EYATH in 2021, in cooperation with HCAP, began to draft a policy and procedures for reporting delinquent behaviours/acts which will be implemented via an online platform that HCAP will make available to all its subsidiaries.

EYATH is investigating the possibility of drafting a policy concerning the risks and opportunities related to climate change, while it is also in the process of drafting a Sustainable Development Policy.

These actions are strong declarations of EYATH's desire to ensure that its actions and relations with its stakeholders are imbued with respect and transparency.

No violations were found in 2021, nor were any fines imposed as a result of any breaches of business ethics. Additionally, no incidences of corruption, bribery or misconduct were identified in 2021.



Personal Data Protection

(GRI 418-1)

(ATHEX SS-S5, C-G6)

EYATH takes all appropriate measures to safeguard the confidentiality, security and protection of its employees' personal data and to prevent their alteration, loss or destruction, protect against access by unauthorised users and ensure the effective exercise of employee rights against processing of their personal data, as specified in the provisions of the General Data Protection Regulation and the Company's Data Protection Policy.



Maintaining the confidentiality of information and data is of the utmost importance for the Company. At EYATH, it is explicitly understood that the use and disclosure of such information is prohibited, unless there is prior written approval by the competent corporate officer or if required by judicial authorities. Confidential information is disclosed only if required by law or for business reasons. Confidential information is any information in the Company's possession, or information the Company's suppliers and customers have entrusted to it, as well as all non-public information which, if revealed, would be harmful to the Company, its customers or its suppliers and run counter to their interests.

EYATH is aware that its executives' personal data and those of third parties disclosed to it are significant and protects them with great care and diligence.

To that end, it takes technical and organisational measures to protect the privacy of personal data from unauthorised access and non-approved or inappropriate use.

EYATH is bound by the Code of Professional Ethics that those who, due to their position with the Company, handle or have access to confidential information must protect it and not use, exploit or disclose it. This information includes, amongst other things, pricing details and customer lists. The obligation to protect and properly use this information and data continues to apply even after employees stop working at the Company. Violation of these rules constitutes not only a breach of the Code of Professional Ethics, but also the relevant law and carries administrative and criminal effect.

In all cases, EYATH's security policies are approved by the Board of the Directors and are always notified to all personnel, while all security-related issues are notified (if/when they should occur) to the Data Protection Officer (DPO). The Company's DPO and special advisor on related issues is AUTH Law School Professor of Law and Informatics Dr Ioannis Igglezakis. Mr Georgios Angelou is the Information and Networks Security Officer.

One incident was identified in 2021 that concerned the breach of an e-mail account after receipt of a phishing e-mail which the user opened. All necessary actions were then taken (account blocking, change of password, use of multi-factor authentication). No fines were imposed in 2021 for a breach of data or privacy at EYATH.



Instituting Procedures to Forecast and Manage Risks

(GRI 103-1, GRI 103-2, GRI 103-3)

(ATHEX A-E2, ATHEX SS-E4)

EYATH created the Risk Register as part of its ongoing advancement and to position itself to better respond to risks and opportunities.

EYATH's Risk Register is a record of identified risks and events that may pose risks; it includes an assessment of the impacts and likelihood of occurrence, and defines monitoring mechanisms, along with measures to prevent their occurrence and actions to manage them. These risks include operational and financial risks, as well as reputational and compliance risks.

NATURAL RISKS

A key risk is the reduced use of the groundwater of the broader region. To address it, EYATH endeavours to maintain the groundwater in excellent condition so it can be used in the event of intense climate changes. Additionally, EYATH is aiming to make surface water originating in West Macedonia the main source for the future, as all scenarios indicate this particular region will not face water shortages and is expected to maintain its water balance at a good level.

Actions taken to address potential natural risks include: upgrading the network and installing SCADA systems to reduce losses in water management and decrease non-revenue water, resulting in rational use of the water resource.

REGULATORY RISKS

The pricing policy has been approved by the Secretary General for Water. The Company does not change its rates without approval from the regulatory authority.

REPUTATIONAL RISKS

A key risk related to unforeseen events would be for the Company to be unable to respond to water supply needs (e.g. in 2018, there was an unforeseen event when a pipeline broke in Aravissos). In the wake of that event, EYATH took a number of measures to reduce the risk of similar phenomena being repeated. At the same time, EYATH undertakes works to repair and upgrade water supply tanks.

Nevertheless, there are other risks related directly or indirectly to climate change. It is widely accepted that climate change significantly impacts the water cycle, as extreme weather conditions affect the quantity of water available at abstraction sites. Meanwhile, due to the population explosion, economic development and changes in the consumption model, the global demand for water is expected to increase 20%-30% by 2050. The ageing networks and water losses in water supply and distribution systems are also a worldwide problem. Particular emphasis and attention must be given to these issues as they present a risk for Company infrastructure. EYATH has prepared action plans to respond promptly to problems that may arise during such phenomena. It also implements a maintenance schedule for its networks and facilities to enhance the resilience of its infrastructure.

Additionally, rising temperatures result in increased energy needs to cool buildings, which lead to a larger carbon footprint and higher operating costs. At EYATH, taking action to upgrade its building stock, conserve energy and incorporate and develop RES is of utmost importance. Already, the EYATH administration building is being retrofitted and acquiring a green identity, Company facilities are subject to regular energy audits, and the process to obtain permits and operate photovoltaic parks that will make a particularly positive contribution to the Company's energy and environmental profile is advancing.

All of the foregoing makes it clear that EYATH recognises the serious and long-term consequence of climate change. Aside from the mitigating and adaptive actions it takes as part of its strategic goals for sustainable development, it takes a diligent approach to identifying, monitoring and managing underlying risks by providing for and implementing measures for the timely and rational response to them.

Specifically, EYATH follows a programme of rational and sustainable management of water sources, it implements actions to protect groundwater and monitors hydrological data in the areas around its springs. It is noted that EYATH's main water abstraction springs are located in areas that are less affected by the impacts of climate change and are therefore at lower risk for water shortages. Meanwhile, the continuous monitoring systems EYATH has installed on the water supply network achieves a reduction in water losses.

Aside from the risks associated with the climate crisis, opportunities are also created which shape the Company's strategy and financial planning. The increase in investments in actions and projects that promote sustainability, lead to a decreased carbon footprint and incorporate the principles of a circular economy is a move in that direction. The formulation of the Company's strategy based on changing circumstances relative to the climate, society and the market ensure sustainable development and its continuation with respect for the environment and people.

In this sense, investments such as the water supply and sewerage SCADA systems, modernisation and energy upgrades of the wastewater treatment plants, and others, are not just investments in the Company's fixed assets, but investments that serve the goals of sustainability, such as UN Goal 6 and 7 for water and energy.



12.

Guide
Disclosure ESG information
2022 – Athens Exchange
Group



ΠΕΡΙΒΑΛΛΟΝ

ESG CLASSIFICATION	ID	METRIC TITLE	REFERENCE (SECTIONS IN 2021 SUSTAINABLE DEVELOPMENT REPORT)	REFERENCE (PAGES IN 2021 SUSTAINABLE DEVE- LOPMENT REPORT)
ENVIRONMENT	C-E1	DIRECT EMISSIONS (SCOPE 1)	Greenhouse Gas Emissions	70
	C-E2	INDIRECT EMISSIONS (SCOPE 2)	Greenhouse Gas Emissions	70
	C-E3	ENERGY CONSUMPTION AND PRODUCTION	Energy Consumption	66 - 68
	A-E2	CLIMATE CHANGE RISKS AND OPPORTUNITIES	Instituting Procedures to Forecast and Manage Risks	142 - 143
	A-E3	WASTE MANAGEMENT	Transition to a Circular Economy	82 - 93
	A-E4	EFFLUENT DISCHARGE	Transition to a Circular Economy	82 - 93
	A-E5	BIODIVERSITY SENSITIVE AREAS	Reliable Sewerage System and Biodiversity Protection	72 - 81
	SS-E4	WATER MANAGEMENT	Instituting Procedures to Forecast and Manage Risks	142-143



SOCIETY				
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SOCIETY	C-S1	STAKEHOLDER ENGAGEMENT	Stakeholders	42 - 47
	C-S2	FEMALE EMPLOYEES	Human Resources and Labour Practices	97
	C-S3	FEMALE EMPLOYEES IN MANAGEMENT POSITIONS	Human Resources and Labour Practices	97
	C-S4	EMPLOYEE TURNOVER	Human Resources and Labour Practices	97 - 98
	C-S5	EMPLOYEE TRAINING	Employee Training and Education	98 - 101
	C-S6	HUMAN RIGHTS POLICY	Human Rights and Equal Opportunities Company Policies	103, 138
	C-S7	COLLECTIVE BARGAINING AGREEMENTS	Human Resources and Labour Practices	96
	C-S8	SUPPLIER ASSESSMENT	Supply Chain	60 - 61
	A-S1	SUSTAINABLE ECONOMIC ACTIVITY	EYATH's Sustainable Economic Activity	131



SOCIETY				
ESG CLASSIFICATION	ID	METRIC TITLE	REFERENCE (SECTIONS IN 2021 SUSTAINABLE DEVELOPMENT REPORT)	REFERENCE (PAGES IN 2021 SUSTAINABLE DEVELOPMENT REPORT)
KOINONIA	A-S2	EMPLOYEE TRAINING EXPENDITURE	Employee Training and Education	98
	A-S3	GENDER PAY GAP	Employee Compensation	104
	A-S4	CEO PAY RATIO	Board Member Remuneration	125
	SS-S1	PRODUCT QUALITY AND SAFETY	Our Laboratories	109 - 113
	SS-S4	LABOUR LAW VIOLATIONS	Human Resources and Labour Practices	96
	SS-S5	DATA SECURITY AND PRIVACY FINES	Personal Data Protection	141
	SS-S6	HEALTH AND SAFETY PERFORMANCE	Occupational Health and Safety	106



CORPORATE GOVERNANCE

ESG CLASSIFICATION	ID	METRIC TITLE	REFERENCE (SECTIONS IN 2021 SUSTAINABLE DEVELOPMENT REPORT)	REFERENCE (PAGES IN 2021 SUSTAINABLE DEVE- LOPMENT REPORT)
CORPORATE GOVERNANCE	C-G1	LINE-UP OF THE BOARD OF DIRECTORS	Board of Directors	122 - 125
	C-G2	SUSTAINABILITY OVERSIGHT	Board of Directors	124 - 125
	C-G3	MATERIAL TOPICS	Materiality analysis Stakeholder Concerns	36 - 39 42 - 47
	C-G4	SUSTAINABILITY POLICY	EYATH and the UN Sustainable Development Goals EYATH's Actions towards Sustainable Development Company Policies	12 - 19, 26 - 29, 139
	C-G5	BUSINESS ETHICS POLICY	Company Policies	138
	C-G6	DATA SECURITY POLICY	Personal Data Protection	140 - 141
	A-G1	BUSINESS MODEL	Company Profile EYATH Activities Vision-Strategy Strategic plan Board of directors	50 - 53, 57 - 59, 122 - 123



CORPORATE GOVERNANCE

ESG CLASSIFICATION	ID	METRIC TITLE	REFERENCE (SECTIONS IN 2021 SUSTAINABLE DEVELOPMENT REPORT)	REFERENCE (PAGES IN 2021 SUSTAINABLE DEVE- LOPMENT REPORT)
CORPORATE GOVERNANCE	A-G2	BUSINESS ETHICS VIOLATIONS	Company Policies	139
	A-G3	ESG TARGETS	Strategic Plan 2021-2024	58 - 59
	A-G4	VARIABLE PAY	Board Member Remuneration	125
	A-G5	EXTERNAL ASSURANCE	There is no external assurance	There is no external assurance



13.

GRI STANDARDS Content Index



GRI STANDARDS Content Index (GRI 102-55)

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	102-1 Name of the organisation	Historical Retrospective	54
	102-2 Activities, brands, products and services	EYATH Activities	51 - 53
	102-3 Location of headquarters	Historical Retrospective	54
	102-4 Location of operations	EYATH Activities	51
	102-5 Ownership and legal form	Shareholders	56
	102-6 Markets served	Company Profile	50 - 51
	102-7 Scale of the organisation	Key Financials	128 - 130
	102-8 Information on employees and other workers	Human Resources and Labour Practices	96 - 97
	102-9 Supply chain	Supply Chain	60 - 61
102-10 Significant changes to the organisation and its supply chain	Important Milestones for 2021	132 - 136	

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GRI 102 General Disclosures	Profile of Organisation		
	102-11 Precautionary Principle	Energy Management and Reduction of Environmental Footprint	64 - 65
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	102-13 Membership of associations	EYATH Participations - Partnerships	56 - 57
	Strategy		
	102-14 Statement from senior decision-maker	Messages from the Chairman and Chief Executive Officer	8 - 9
	Ethics & Integrity		
	102-16 Values, principles, standards and norms of behaviour	Values	59
	102-17 Mechanisms for advice and concerns about ethics	Company Policies	138 - 139
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102-18 Governance structure	Board of Directors	122 - 127	



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GENERAL DISCLOSURES

GRI 102 General Disclosures	Profile of Organisation		
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102-42 Identifying and selecting stakeholders	Stakeholders	42	
102-43 Approach to stake- holder engagement	Engagement with Stakeholders	44 - 45	
102-44 Key topics and concerns raised	Stakeholder Concerns	46 - 47	
Report Methodology			
102-45 Entities included in the consolidated economic statements	Key Financials	128	
102-46 Defining report content and topic Boundaries	Materiality analysis	37 - 38	
102-47 List of material topics	Materiality analysis	39	

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GENERAL DISCLOSURES

GRI 102 General Disclosures	Profile of Organisation		
102-48 Restatements of information	There were none		
102-49 Changes in reporting	There were none		
102-50 Reporting period	according to the sustainable report	1/1-31/12/20 21	
102-51 Date of most recent report	24/1/2022 https://www.eyath.gr/misc/sustainability-reports/EYATH-2019-2020-EBOOK.pdf		
102-52 Reporting cycle	according to the sustainable report	Annual	
102-53 Contact person for questions regarding the report	Communication about the report	36	
102-54 Claims of reporting in accordance with GRI Standards	Applying the Global Reporting Initiative	36	
102-55 GRI content index	GRI Index	152-153	
102-56 External assurance	Has not received external assurance		



GRI STANDARDS	DESCRIPTION	REFERENCE (SECTIONS IN 2021 SUSTAINABLE DEVELOPMENT REPORT)	REFERENCE (PAGES IN 2021 SUSTAINABLE DEVELOPMENT REPORT)
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MATERIAL TOPICS

ENVIRONMENT

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GRI 302 Energy	302-1 Energy consumption within the organisation	Energy Consumption	66 – 68
	302-3 Energy intensity	Energy Consumption	67 – 69
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GRI 305 Emissions	305-1 Direct (Scope 1) GHG emissions	Greenhouse Gas Emissions	70
	305-2 Indirect (Scope 2) GHG emissions	Greenhouse Gas Emissions	70
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ENVIRONMENT

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GRI 103 Management Approach	Reliable Sewerage System and Biodiversity Protection		
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	103-2 The management approach and its components	Reliable Sewerage System and Biodiversity Protection	70 – 73
	103-3 Evaluation of the management approach	Reliable Sewerage System and Biodiversity Protection	70 – 73
EYATH indicator	Wastewater treatment plant capacity	I. Thessaloniki Wastewater Treatment Plant II. Wastewater Treatment Plant for Thessaloniki's tourist areas (AENEIA) III. Thessaloniki Industrial Area Waste Treatment Plant	74 – 78
ATHEX A-E5	Biodiversity sensitive areas	Reliable Sewerage System and Biodiversity Protection	72 – 81
	Transition to a Circular Economy		
GRI 103 Management Approach	103-1 Explanation of the material topic and its Boundary	Transition to a Circular Economy	82
	103-2 The management approach and its components	Transition to a Circular Economy	82, 92 – 93



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ENVIRONMENT

GRI 103 Management Approach	Transition to a Circular Economy		
	103-3 Evaluation of the management approach	Transition to a Circular Economy	82
GRI 306 Waste	306-2 Management of significant waste-related impacts	Transition to a Circular Economy	82, 92 - 93
	306-3 Waste generated	Transition to a Circular Economy	92
	306-4 Waste diverted from disposal	Transition to a Circular Economy	83 - 91

SOCIETY

GRI 103 Management Approach	Human Resources and Labour Practices		
	103-1 Explanation of the material topic and its Boundary	Human Resources and Labour Practices	96
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