



SUSTAINABILITY REPORT
2022

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1. Messages from the Chairman and Chief Executive Officer

(GRI 2-22)

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



We are currently experiencing a challenged-packed period for businesses, the economy and society. No country or business in Europe has been left untouched by it. We are experiencing the impacts of the climate crisis with disastrous –often tragic– results. Instability in the energy markets, primarily due to geopolitical causes, is becoming permanent, while Europe (after a gap of many years) is again afflicted by persistent inflation.

As an operator of critical water supply and sewerage infrastructure in the wider Thessaloniki urban area, EYATH S.A. is called upon to address those challenges by adopting a strict framework of environmental laws coupled with a regulated pricing policy since it is now back in public ownership as of August 2023.

We consider that the best way to respond to the challenges of our times is to intensify our efforts towards the sustainability of the business by further improving the performance of facilities, increasing the resilience of our infrastructure against the consequences of the climate crisis, and by using energy resources more rationally.

These priorities are also the pillars of sustainable, stable growth for the business, as already recorded in the first Sustainability Report we published in 2021.

With that in mind, we are publishing the 2022 Sustainability Report, which is now the third one of its kind. The new report is more comprehensive; we believe it better reflects the effort we have made as an organisation, seen through our improved sustainability indicators.

Using the wide range of data set out in the report, readers will be able to ascertain our emphasis on reducing our water and energy footprint and on implementing corporate governance principles which relate both to the company's human resources and to our customers and suppliers, and social partners.

EYATH S.A.'s inclusion in the Athens Exchange's ESG Index in November 2022 comes not only as recognition of our efforts but signals our commitment to continuing to move towards sustainable, responsible development for the company.

Prof. Agis M. Papadopoulos

Message from the EYATH S.A. Chief Executive Officer



2022 was a year marked by many challenges and opportunities for our company. Although the COVID-19 pandemic was no longer the focus of our attention, we were called upon to address the situation created by the intense consequences of the climate crisis as well as rapid geopolitical and economic developments. Having said that, we continued our activities with a firm eye on ensuring the sustainability and prosperity of the community in which we operate, and are proud of EYATH S.A.'s inclusion in the Athens Exchange's ESG Index in November 2022, which is proof positive of our dedication to these goals.

EYATH remains firmly dedicated to ESG values and seeks to integrate the dimensions of social, environmental and economic sustainability into every aspect of its operations. Against that backdrop, we continued to promote initiatives for the circular economy, environmental protection and transparency in corporate governance.

Our commitment to sustainability is also reflected in our investments to modernise, upgrade and expand our facilities and infrastructure to reduce the company's footprint. At the same time, focusing on people, we protect vulnerable and less-well-of groups and offer our employees a safe, pleasant working environment which provides them with opportunities for growth and development.

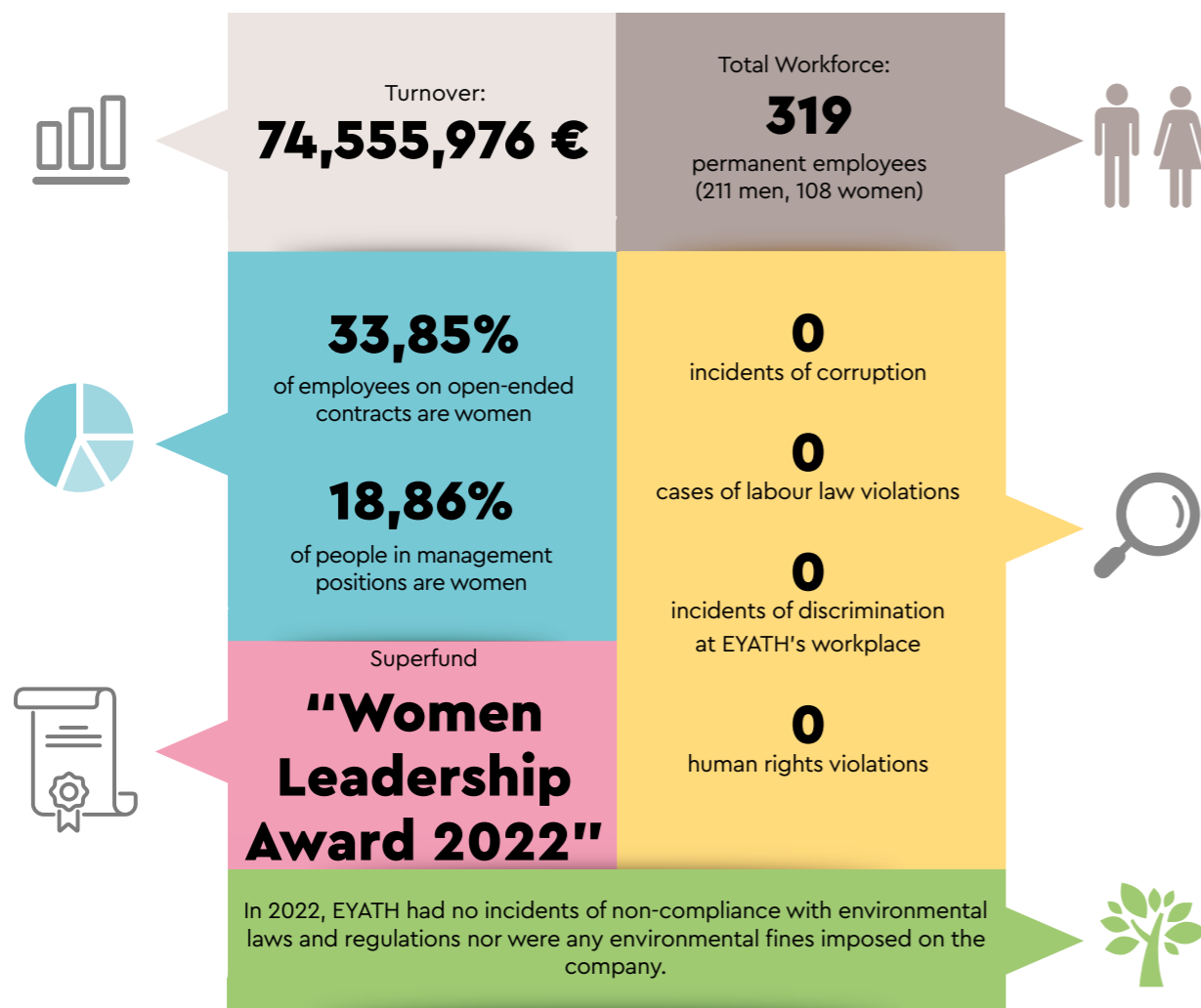
We continue to bolster our social responsibility and, of course, to ensure the uninterrupted supply of water to our city by offering top quality services to all. We are proud of our contribution to the development and prosperity of Thessaloniki and neighbouring areas, and are committed to continuing to have a positive impact on the city and its residents, highlighting the character and mission of our company.

We thank all those who support our mission and who work with us to achieve a more sustainable future. We continue to focus on sustainable development in a spirit of cooperation and continuous improvement.

Anthimos A. Amanatidis

2. The company at a glance in 2022

EYATH and the UN Sustainable Development Goals (ATHEX C-G4-1)



EYATH and the UN Sustainable Development Goals

(ATHEX C-G4-1)

On 25 September 2015, at the 70th Session of the UN General Assembly, all UN members adopted the 2030 Agenda for Sustainable Development, which is an ambitious plan of action for people, the planet and prosperity. With this fundamental decision of universal scope, all of the UN Member States agreed to join forces to work towards global prosperity, peace and justice for a healthy planet. In other words, the nations of the world began their 'journey' towards sustainability.

The 17 Sustainable Development Goals (SDGs) and their 169 targets form an integral part of the 2030 Agenda for Sustainable Development. These Goals are interrelated and indivisible and balance the three dimensions of sustainable development (social, environmental and economic).

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 by establishing and strictly adhering to its own sustainability policy. 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.

With this in mind, 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.

EYATH's Contribution to the UN Sustainable Development Goals



The 17 Sustainable Development Goals (SDGs) are a crucial framework for creating a sustainable and fairer future for mankind everywhere. EYATH recognises the important nature of these goals and aligns its activities in such a way that it in turn contributes to achieving them as quickly as possible. At the same time, EYATH is investing in its own digital transformation, creating a suitable environment and helping take steps to achieve quite a few of the Sustainable Development Goals and targets.

The individual Sustainable Development Goals and the steps EYATH has taken to achieve them are presented below.



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 targets 1.4 and 1.5).



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).



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).

In addition, 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. This programme also allows other public health indicators to be monitored.



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).



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 2022, equivalent to 33.85% of all EYATH's employees with open-ended employment contracts, while 18.86% of management positions at the Company were held by women.



EYATH provides excellent quality drinking water and sewerage connection for all.

(Thus serving targets 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 targets 6.5 and 6.6).

Finally, it 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 plant. **(Thus serving target 7.2).**

It invests in setting up photovoltaic parks to produce and utilise 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).**

During the reporting year the biogas cogeneration plant was commissioned. **(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 the ERGA.8 target).**

It supports the professional and individual development of 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 targets 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 targets 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 its area of operation and the wider SE Europe area. It funds special studies and research projects of interest to it by 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. In addition, 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 targets 11.2 and 11.6).**

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

EYATH is investing in its own digital transformation creating a suitable environment for developing sustainable targets.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION

EYATH manages and utilises waste in accordance with circular economy principles. **(Thus serving targets 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).**


Its activities always seek to protect natural resources, the aquifer and biodiversity. **(Thus serving target 15.1a).**



16 PEACE, JUSTICE AND 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 sustainable development policies. **(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).**

The Significance of the European Green Deal

The climate crisis and its adverse impacts are forcing our planet and, consequently, the European Union itself to confront a number of problems, challenges and risks. Seeking to ensure a coordinated response to those challenges, in December 2019 the European Commission presented the European Green Deal, a roadmap towards achieving sustainable development within Europe. 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 around the world will play a decisive role.

Keenly aware of the importance of the European Green Deal targets, EYATH is contributing to achieving both the intermediate target of reducing greenhouse gas emissions by 55% by 2030 and the final target of full climate neutrality by 2050 via its operations and capital flows towards green investments and digital transformation investments leading towards green and digital transition respectively.



EYATH's Actions towards Sustainable Development

(ATHEX C-G4-1)

Some of EYATH's action plans for Sustainable Development are summarised below. They are either already being implemented or will be implemented in the near future. These plans are practical proof of the company's commitment to a sustainable future.



Significant decisions to optimise corporate governance practices.



Implementing and supporting environmental information campaigns.



Major investments in infrastructure projects and innovative technological applications.



Extensive programme of social contribution actions.



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



Ensuring access to water by vulnerable or disadvantaged citizens.



Implementing an integrated Occupational Health and Safety Management System.



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



Implementing a policy on equal opportunity and diversity at work.



Implementing circular economy practices in waste management.



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



Recycling.

Moreover, it should be noted that for the reporting year the company has achieved:

1. A 9.15% reduction in energy consumption, exceeding the 8% target set in 2020 for the next two years.
2. A 4.5% reduction in non-revenue water compared to 2019, when the percentage of non-revenue water was around 32%.
3. Modernising, upgrading and expanding its facilities and infrastructure.
4. Maintaining its pricing policy.
5. Protecting vulnerable and sensitive groups.

EYATH's Initiatives towards Sustainable Development

EYATH takes important initiatives, regularly highlighting the importance of sustainable development and environmental protection. Examples of such initiatives include:

• Organising and participating in info-events

The company uses press releases, articles or workshops to highlight the risks and opportunities that could arise from climate change. We tie these into new projects that are happening, damage that has been caused, celebrations/international days, and environmental events.

• Environmental awareness and protection actions

2022 saw EYATH participating again in the international celebrations for World Water Day (22 March) and World Environment Day (5 June) hosting info-events for the general public as well as environmental awareness actions.

As part of this, EYATH installed stands at central locations in the city where info-materials (relating to the relevant World Day) were distributed to citizens passing by.

EYATH also signed a MoU with Aegean Rebreath focused primarily on limiting the consumption of single-use plastics and on raising awareness among bodies and citizens about sustainability, the circular economy and an overall sustainable lifestyle. This partnership demonstrates EYATH's unwavering dedication and commitment to constantly promoting environmental protection, safeguarding Thessaloniki's water resources.

• Activities together with educational institutions

In May 2022, an event was organised at which pupils from the city were invited to submit proposals on how to save water in their day-to-day lives, with the prize being a trip to Brussels and a tour of the European Parliament. At the one-day event entitled 'Water, Water' EYATH's Chairman, Agis Papadopoulos, presented water's journey from the source all the way to the glass in front of an audience of pupils from Thessaloniki's five junior and senior high schools. Issues such as water scarcity, the EU initiative to protect water resources in Europe and the Right2Water initiative of European citizens themselves were discussed at the event. At the end of the event two junior high schools emerged as winners; their prize is that they get to present their work to the European Parliament.

3. About the Sustainability Report (GRI 2-2, GRI 2-3)

This Report is the company's third endeavour to set out its strategy and annual activities on sustainable development issues and follows on from last year's Sustainability Report. This Report covers the period 1.1.2022 – 31.12.2022 which is the same as the reporting period for its financial statements.

EYATH's 2022 Sustainability Report covers all company business activities in Greece. The activities of company suppliers and other joint venture activities in general are not included in this Report. The financial information presented in the Report relates solely to the company's domestic activities. In addition, for the sake of completeness and disclosure of comparable information, this Report presents indicative data from 2020 to 2022. This Sustainability Report makes no reference to the activities of the subsidiary "EYATH SERVICES S.A.".

The Report presents the steps taken by the company to ensure sustainability, their results and its commitments for the years to come, and is aimed at all stakeholders.

The objective is to enable the company to respond as best as possible to the needs of stakeholders by showcasing the efforts the company is making and the steps it is taking towards Sustainable Development.

Communication about the Report

(GRI 2-3)

The Investment Plan Office is responsible for calculating, collecting and collating quantitative data and for the accuracy and completeness of the quantitative and qualitative data included in this Report.

For more information and clarification regarding the content of the Report, contact the EYATH Investment Plan Office. You can contact us using the following contact details:

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Tsimiski 91, GR-54622 Thessaloniki
Tel.: +30 2310966610
E-mail: dspiridi@eyath.gr

Applying the Global Reporting Initiative

(ATHEX C-G4-1)

The aim of the Sustainability Report is to fully and comprehensively brief EYATH's stakeholders about our responsible operating practices and our performance on sustainable development issues. To that end, the Report was prepared in accordance with the GRI International Standards (2021) which are the revised standards for preparing sustainable development reports, and replace the older GRI Standards (2016).

Applying the Athens Exchange ESG Reporting Guide

(ATHEX C-G4-1)

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. To date two guides have been issued by the Athens Stock Exchange which help listed companies understand what non-financial information they need to present from here on in.

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



Implementation of the Sustainability Accounting Standards Board (SASB) Standard

(ATHEX C-G4-1)

This is the first year that the company took into account the Sustainability Accounting Standards Board (SASB) standard while preparing its Sustainability Report. The Report was prepared in accordance with the definitions and methodology outlined in the SASB standard and in particular bearing in mind materiality issues of the Water Utilities and Services sector.

Materiality analysis

(GRI 3-1, GRI 3-2, GRI 3-3, GRI 2-14)

(ATHEX C-G3-1)

The Materiality Analysis process is a vital tool for EYATH, supporting its responsible business operation and effectively shaping its Sustainable Development strategy. It is a dynamic process which is constantly developing and promotes dialogue with stakeholder groups.

In order to recognise and prioritise the positive and negative impacts (actual and potential) arising from EYATH's activities on the environment, society (including human rights) and the economy, a materiality analysis was carried out. This choice of impacts helped identify the material topics that require the company's attention.

The materiality analysis was carried out in accordance with the new revised GRI Standards 2021 and the 4 steps specified in this process were followed:

1

Understanding the business environment:

Internal policies, procedures and practices implemented by EYATH were examined and analysed. Trends at national and international level relating to sustainable development, including markets, expectations and regulatory frameworks which affect the company were also examined. In addition, regard was had to internationally recognised standards for sustainable development such as the GRI and SASB standards, ESG assessment bodies (such as MSCI), while similar companies and the Sustainable Development Goals (SDGs) were examined.

2

Identifying impacts:

The positive and negative, actual and potential impacts arising from the company's business activities in relation to sustainable development were recognised.

3

3. Assessing the importance of impacts:

As part of the materiality analysis and ongoing engagement with stakeholders, an anonymous online questionnaire was developed which was distributed to them. Stakeholders determined what impacts of the company they consider to be the most important. Taking into account the views of stakeholders, the positive and negative impacts (actual and potential) were evaluated bearing in mind the degree, extent and likelihood of those impacts. The ability to address and restore negative impacts was also evaluated. At the same time, the Company's Board of Directors recognised and evaluated the company's impacts in order to determine the material topics for the Sustainability Report.

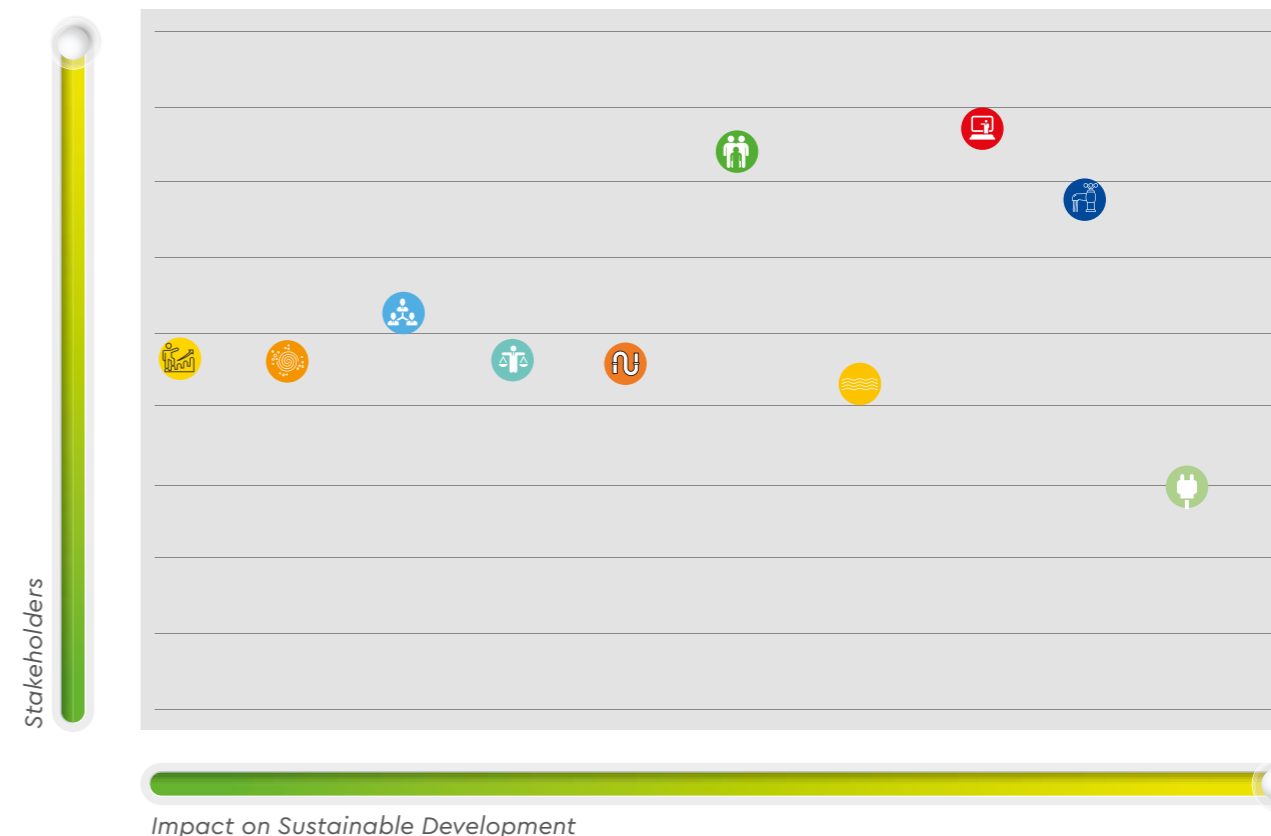
4

4. Prioritising impacts and validating material topics:

After identifying, analysing and evaluating the impacts, Management confirmed the material topics which formed the basis for determining the content of the Report. Presenting material topics includes evaluating their impacts. As far as negative impacts are concerned, emphasis has been placed on the impact they would have on the environment, the economy and people (including human rights) and on possible omissions or erroneous applications of the policies and procedures the company has developed.

The material topics in this Report are presented below, ranked for each pillar.

Materiality Map



Environment

- Energy management and greenhouse gas emissions reduction
- Protecting water resources and resilience to climate change
- Reliable sewerage system and biodiversity protection
- Transition to a circular economy and sustainable development practices

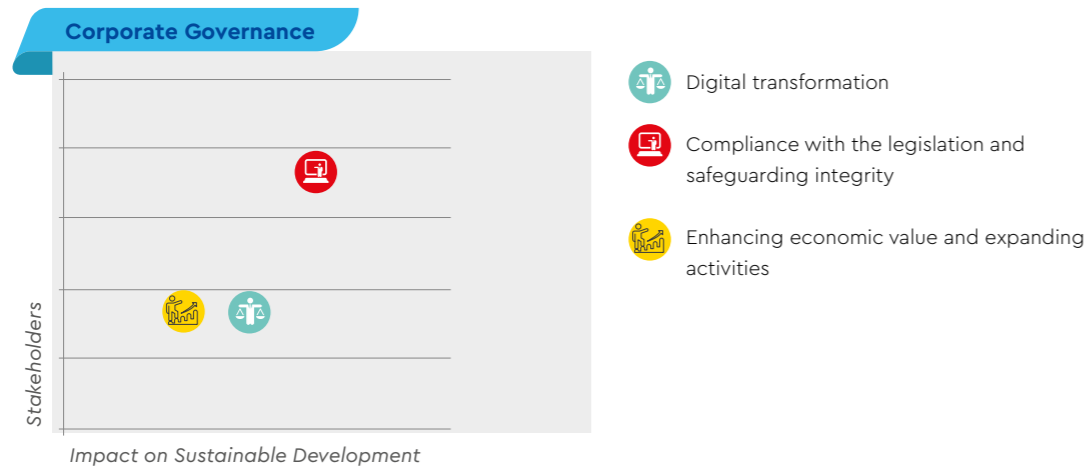
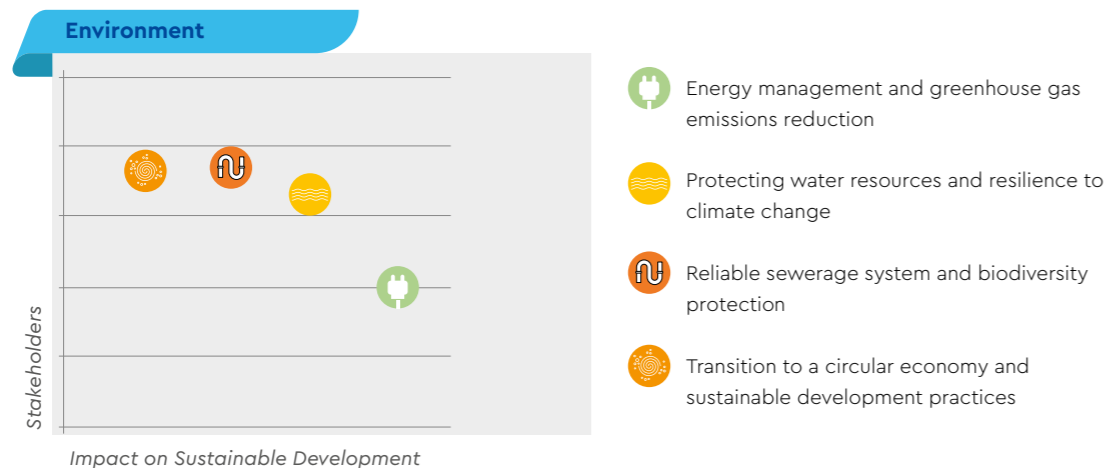
Society

- Business continuity and high drinking water quality
- Corporate social responsibility, affordable tariffs and consumer relations
- Working environment and HR development

Corporate Governance

- Digital transformation
- Compliance with the legislation and safeguarding integrity
- Enhancing economic value and expanding activities

The material topics in this Report are presented below, ranked for each pillar.



By analysing the results of this materiality analysis and comparing them with those of previous years, there were certain minor changes. More specifically, this materiality analysis highlighted "Digital Transformation" as a new material topic, while some material topics were reformulated, such as "Transition to a Circular Economy and Sustainable Development Practices". It should be stressed that these material topics are closely tied into the UN's Sustainable Development Goals (SDGs) and the company contributes to achieving these via its responsible operations, programmes, and actions and the relevant results it generates.

Stakeholders

(GRI 2-29)
(ATHEX C-S1-1)

Stakeholders mean 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 when needed based on the Company's values and strategy and general business circumstances. 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.

The stakeholders selected are presented below because they are an important part of EYATH since they interact frequently and the Company always takes their thoughts, proposals and concerns seriously into account when taking its decisions.



Stakeholder Requirements

Stakeholder requirements and expectations of EYATH are detailed below:

CONSUMERS:	Wish to have a smooth cooperation with the Company in all areas and to be supplied with quality services that meet approved specifications.	Engagement with consumers is ongoing through the use of the company's social media accounts. Direct communication is also possible through the Customer Service Department; customer satisfaction surveys are also conducted.
EMPLOYEES:	Wish to work in a safe setting, to be paid fairly, to have opportunities for growth within the Company, and to be treated with respect based on merit.	Communication with employees is regular as part of raising their awareness of environmental issues and public relations (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.	In relation to the State and Local Government, real-time, continuous communication takes place via the website, notices/announcements, and press releases. On an annual basis, engagement is through the Sustainability Report and the Annual Financial Report.
THE NEWS MEDIA:	Wish to learn about the company's sustainability activities, about the most important economic, environmental and social aspects of the company and any changes to them, as well as about EYATH's business developments and activities.	EYATH engages daily with the media 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 Associations, Unions and Chambers. Information is also available through the website in real time and on an ongoing basis. On an annual basis, this is ensured through the Sustainability Report and the Annual Financial Report.
EYATH FIXED ASSETS:	Interested in generating and disbursing economic value, business developments, as well as its performance relative to social and environmental topics. Wish to ensure the Company's sustainability and its management based on strict standards and corporate governance principles.	EYATH Fixed Assets is kept informed through announcements, press releases, presentations, the Company's Sustainability Report and through regular meetings with Management.
SUPPLIERS, PARTNERS AND CONTRACTORS:	Wish to improve their market share.	Engagement with Suppliers, Partners and Contractors is through the website and news media in real time and on an ongoing basis. On an annual basis, this is ensured through the Sustainability Report and the Annual Financial Report.
SHAREHOLDERS AND INVESTORS:	Are interested in the Company's progress and its future plans.	Engagement with Shareholders and Investors is through the website, announcements, press releases, General Meetings, presentations and through the news media and the Athens Stock Exchange in real time and on an ongoing basis. On an annual basis, this is ensured through the Sustainability 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.	Engagement with local communities is systematically ensured as part of actions held by the Company, as well as through partnerships, sponsorships and donations.

Engagement with Stakeholders

(GRI 2-29)

The company has adopted methods specially tailored for communicating with stakeholders to ensure optimal information and substantive, two-way interaction with them. The methods EYATH uses to engage with its stakeholders are presented below:

Stakeholder Concerns

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.



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

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.

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.

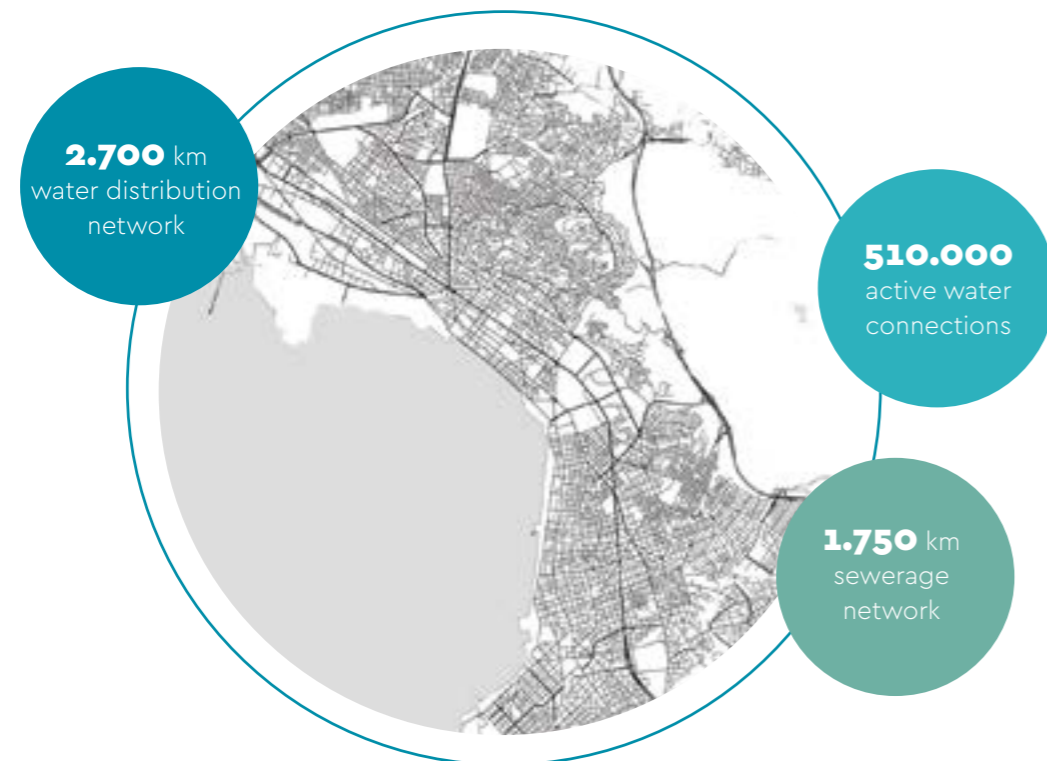
The society of Thessaloniki expressed interest in new jobs announced by EYATH for full- and part-time employment, increased support for environmental actions and mainly for social solidarity actions.

All of the above, transposed into the journalistic agenda, were the topics that also concerned the city's news media relative to the Company. Resilience, infrastructure sustainability, consumer benefits, investments and social action were included in the topics in 2022.

Company Profile

(GRI 2-1, GRI 2-6) (ATHEX A-G1-1)

Thessaloniki Water Supply and Sewerage Co. S.A. ("EYATH") is the second largest water supply and sewerage services provider in Greece. Greece is the company's exclusive country of operation. Its registered offices are in Thessaloniki at 91 Tsimiski St.



EYATH 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).

EYATH serves more than 1,000,000 residents (around 510,000 active water supply connections and 60,000 active sewerage connections). Meanwhile, it 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.

Company consumers include both citizens with household water meters, which constitute the majority, and businesses, industries, public and local government organisations and the local fuel refineries and other customers.

In 2022, the number of water supplies was around 481,570.

EYATH Activities

(GRI 2-6) (ATHEX A-G1-1)

EYATH's toolbox contains a broad range of activities

Among other things, 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 and management of all types of water, as well as the collection, transport, treatment, storage and management of waste (other than toxic).**

Other activities are the utilisation of products from wastewater treatment and 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.

Against this backdrop, natural or legal persons located downstream in the value chain such as residential consumers, businesses, services and buildings of public interest (such as schools and hospitals) in the Thessaloniki urban area and interconnected municipalities, industrial areas, the fire-fighting network and neighbouring municipal water supply and sewerage companies are supplied with water and receive sewerage handling services.



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

- water abstraction works
- external aqueducts, boreholes and related pipework
- pumping stations and tanks
- the distribution network with related pipelines and water meters.

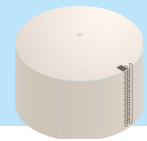


EYATH's 3 water abstraction springs are as follows:

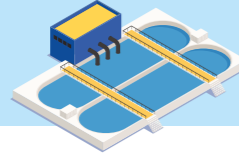
1. the Aliakmon River
2. the Aravissos springs in Pella Prefecture
3. the boreholes in the Thessaloniki Plain

The Company operates and maintains 39 pumping stations and 41 storage tanks for the transport, storage and distribution of drinking water, while the length of the water supply pipeline according to geographic information system (GIS) data exceeds 2,746.62 km.

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.



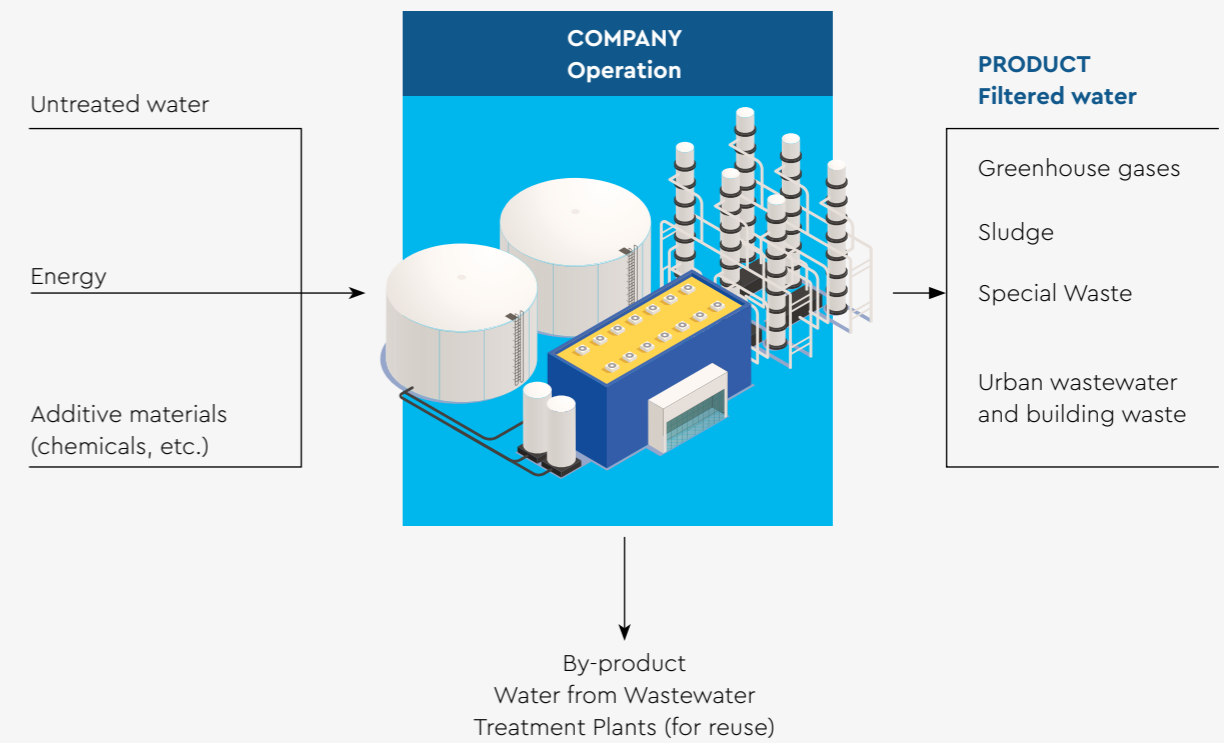
41
storage tanks



39
pumping stations



2.746,62 km
of water supply pipes



Historical Retrospective

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 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., effective from 1-1-2018.
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 from 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 Greek State 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.

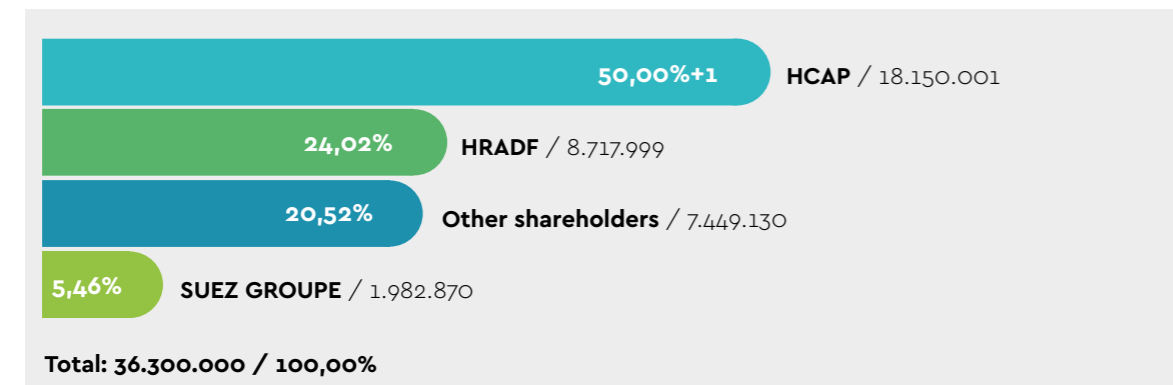
Articles 114 and 115 of Law 4694/2022 (30-7-2022), enacted in implementation of the relevant Council of State judgment, made the transfer of 50%+1 share by the Greek State to HCAP valid and effective and provided for checks and balances to ensure constitutional safety so that:

- HCAP's decisions on EYATH must be taken exclusively by the Greek State as HCAP's sole shareholder.
- As a shareholder, HCAP and the management team of EYATH S.A. must have a duty to constantly provide top class water supply and sewerage services to society as a whole.

Shareholders

(GRI 2-1)

EYATH shares are listed for trading on the Mid-Capitalisation category of the Athens Stock Exchange. According to the Company's Shareholder Registry, on 31-12-2022, shareholders holding a significant percentage in the Company were:



EYATH Participations – Partnerships

(GRI 2-28)

EYATH actively participates in strategic partnerships with various organisations to bolster its activities and contribute to the water sector overall, thereby promoting sustainable development overall.

Below is an overview of the company's involvement in various strategic partnerships and participations:

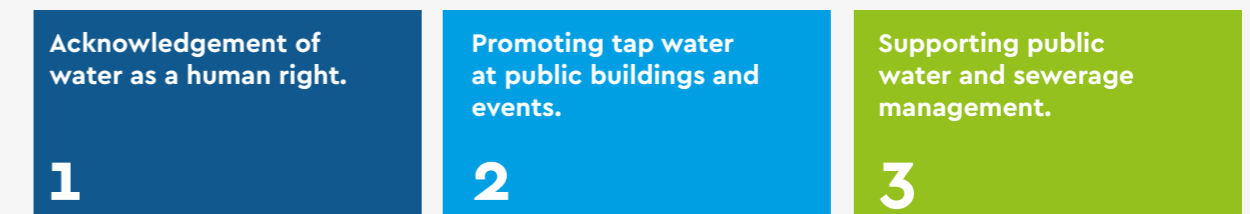
1. EurEau: EYATH is an active member of EurEau, the European Federation of National Associations of Water Services. As a member, EYATH pays an annual subscription and actively participates in three committees: EurEau1 (drinking water), EurEau2 (wastewater) and EurEau3 (economic and legal issues). EYATH appoints six representatives to these committees who collaborate with other experts in the sector to address key water-related issues in Europe.

2. GWOPA: EYATH is a registered member of GWOPA. Although the Global Water Operators' Partnerships Alliance (GWOPA) was inactive for a few years, it recently became operational again and EYATH intends to participate more actively in the future. Through GWOPA, EYATH seeks to promote partnerships, exchange knowledge and promote sustainable practices in water supply and sewerage services.

3. IWA: EYATH is a registered member of the International Water Association (IWA) and pays an annual membership fee. As a member, the company actively participates in conferences, seminars and workshops organised by IWA. In addition, EYATH receives scientific publications from the association ensuring access to and knowledge about the latest research and developments in the water sector.

4. IAHR: EYATH is also a registered member of the International Association of Hydro-environment Engineering and Research (IAHR). As with IWA, EYATH pays an annual membership fee to support the association's activities. The company actively participates in IAHR conferences, seminars and other events related to hydro-environment engineering and research. By participating in those meetings, EYATH is able to keep abreast of cutting-edge technologies and developments in the sector.

5. Blue Communities: EYATH supports the Blue Communities initiative to protect water as a public good and to manage it fairly and equitably. The charter of "Blue Communities" members presumes vigilance and action along three key principles:



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. Through this partnership, EYATH collaborates with other organisations and stakeholders to promote responsible water use, conservation and environmental management.

6. EΔEYA: EYATH is an active member of the Environmental Committee of the Hellenic Association of Municipal Water and Sewerage Utilities (EΔEYA). EYATH participates as an invited body, contributing two to three representatives to committee meetings. This participation allows the company to actively contribute to the association's environmental discussions and decisions.

7. ESA: EYATH is also an active member of the ESA Biofilm Topical Team, a specialised team within the European Space Agency (ESA). Whenever considered necessary, EYATH appoints a representative from its Research and Development Department to participate in the team's activities. This partnership allows EYATH to contribute know-how and knowledge to address the challenges associated with biofilms in water systems.

8. Resilient Cities Network: EYATH supports the Resilient Cities Network, an international network of cities that seeks to build resilience and sustainability, and collaborates closely with it. The Municipality of Thessaloniki also participates in that network, and the company supports it in the water sector. As part of its involvement, the company actively participates in various initiatives, surveys and questionnaires relating to water management when so requested by the network. Through this partnership, EYATH is contributing to the development of resilient, water-safe cities.

Through these strategic partnerships, EYATH is demonstrating its commitment to corporate excellence, innovation and cooperation, as well as to quality in the water and sewerage sector. By actively collaborating with international and national organisations, EYATH utilises collective knowledge and expertise to address water-related challenges and contributes to sustainable management of water resources and wastewater in general.

Vision-Strategy

(ATHEX A-G1-1)

EYATH's Vision

The company must be a robust organisation which develops and operates modern, resilient infrastructure, provides high quality services to consumers and ensures the sustainability of the water ecosystem in the wider Thessaloniki area.

EYATH's Commitment

EYATH is committed to carrying out its work based on the principles of sustainable development and takes strategic initiatives to achieve the targets set by the UN. Its priorities are the targets which are directly related to the Sustainable Development strategy it has prepared, so as to generate added value for society, the environment, the market and its people over time.

Specifically, it has adopted the UN Agenda for 2030, as expressed through the 17 SDGs. It is the Management's decision to actively contribute to achieving these SDGs by promoting the well-being and safety of the population, protecting the environment and combating poverty.

EYATH's Goal

The Company's strategic goal is to ensure its sustainable operation and growth as it responds to the demands of all stakeholders, provide integrated, top-quality water and sewerage services to its customers, maintain an excellent working environment for its people, and foster mutually beneficial relationships with all its suppliers and partners as it creates added value for shareholders with sustainable environmental management practices and by investing in social prosperity. EYATH's priority is to combine business operations with social responsibility, providing a high level of water supply and sewerage services at the lowest possible cost.

At the same time, serving as manager and provider of a public commodity such as water, the Company also makes sure to provide it to sensitive (vulnerable or special) groups of citizens so that they can cover their basic needs. To achieve that strategic goal, EYATH is committed to constantly striving to improve its economic, environmental and social performance.

EYATH's Strategy

(GRI 2-12)

(ATHEX A-G3-1, A-G3-2, A-G3-3)

The strategy EYATH charts and develops focuses on improving the quality of its services through its investment plan by upgrading its facilities, expanding technological infrastructure with the use of advanced software packages and developing customised IT applications.

With that in mind, the company seeks to bolster its financial value over the long term by implementing the principles of good corporate governance, by operating with the maximum possible transparency in all procedures and actions of company officers. In this regard, Company Management participates in identifying risks and material sustainable development issues to address them in time and effectively, while the competent Administrative Units are responsible for planning, coordinating, monitoring and publicising sustainable development actions, and managing the impacts that the company's activities could have.

EYATH has an organised set of targets to reach by 2030 which can be categorised as follows:

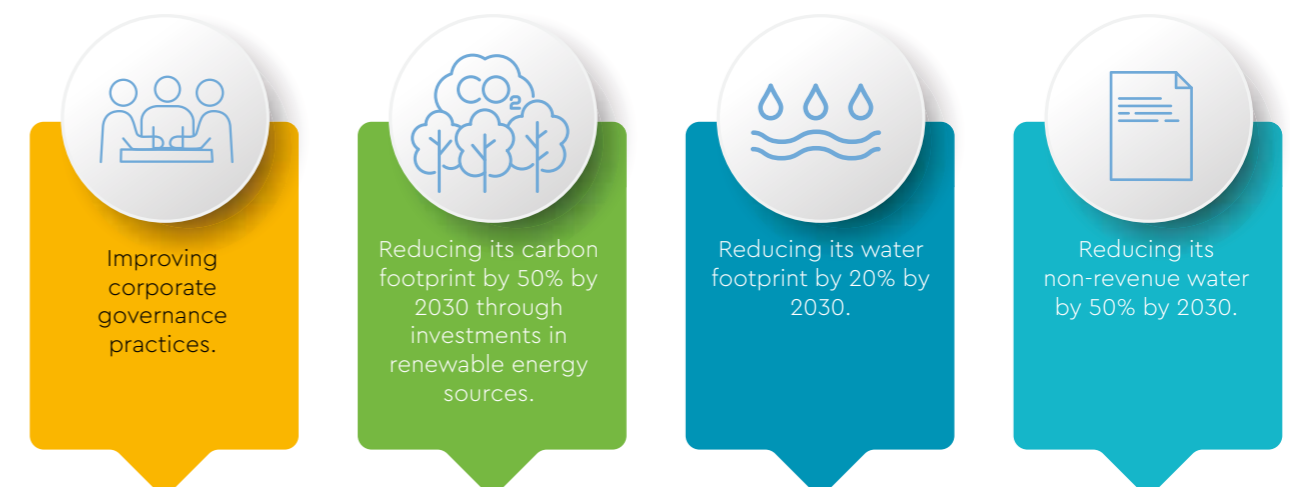
Short-term targets

- Reducing company energy consumption is a short-term target for EYATH.
- EYATH is also targeting short-term reductions in non-revenue water.
- Licensing and operation of photovoltaic parks by 2023.
- Modernising the fleet of vehicles by procuring electric and hybrid vehicles.

Medium-term targets

- Meeting the needs of neighbouring municipalities by increasing turnover by 30% by 2026.
- Supplying electricity via 'green' bilateral contracts (power purchase agreements (PPAs) up to 80 GWh per year from RES) in order to put a brake on the rapid increase in energy costs, to limit economic instability and to reduce the company's environmental footprint at the same time.

Long-term targets

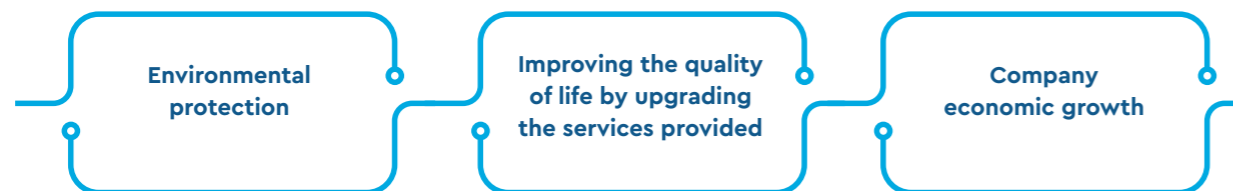


Strategic and Business Plan 2023–2028

(ATHEX A-G1-1, A-G3-1)

The company dynamically reviewed and updated the financial projections in its strategic and business plan for the period 2023–2028, which was approved by the BoD in December 2022. The potential of this updated business plan is reflected in the large project contracts which are in the pipeline.

EYATH's key strategic planning priorities can be summarised as follows:



The current investment plan includes major project contracts. More specifically:

1. A MoU was signed with the Municipalities of Pylea-Hortiatis and Thermaikos and one will soon be signed with the Municipality of Oreokastro to supply water while also upgrading infrastructure using financing tools.
2. Improving the environmental and energy aspect of the Thessaloniki Wastewater Treatment Plant to bring it into line with the stricter regulatory framework now in force.
3. In November 2022, a 2.5 MW biogas cogeneration plant was commissioned which will lead to energy savings of around 20%-30%. In fact, as part of the circular economy, treated wastewater is now also being used in irrigation and sludge is being used commercially.
4. After around 40 years the Aravissos aqueduct has been improved and repaired, with a budget of €3.4 million. This project is nearing completion. Sections of the pipeline damaged in the past have been almost fully repaired. Note that work has been carried out without affecting the day-to-day life of citizens since any intervention is made with the pipeline remaining fully operational. The Aravissos – Aliakmon aqueducts have been interconnected so that there are alternative ways to supply water to the city.
5. The water supply SCADA is currently being developed; this is a telemetry and remote control system for the water supply network to forecast its operation and manage water reserves daily and in crisis situations. This is a project worth €2.4 million financed with money from the Partnership Agreement for Regional Development via the Central Macedonia Region which provides for the installation of new local water supply control stations at pumping stations, tanks and boreholes. It is expected to be completed in May 2023.
6. Renovation, energy improvement and operational upgrade of the Aeneia Wastewater Treatment Plant. The project budget is €7.7 million and work includes the installation of a 800 kW photovoltaic system.



7. A modern work ecosystem for employees in an energy-efficient, earthquake-proof, functionally redesigned flagship "green" main building for the company, with a budget of €4 million.

8. Replacing 200,000 conventional water meters with smart water meters. Priority has been given to large consumers. This allows consumption from pumping stations to consumers to be monitored in real time, the cost of recording and billing to be reduced and the quantity of non-revenue water to be significantly reduced.

9. Design, supply, installation and commissioning of an integrated remote control – remote surveillance system for sewerage pumping stations with a budget of €1.4 million.

10. Connection to the sewerage network in low-lying areas of Western Thessaloniki to the Thessaloniki Wastewater Treatment Plant (via transport hub K16) so that all urban wastewater ends up at the Thessaloniki Wastewater Treatment Plant. This is an environmental protection project and has been a long-standing demand of the residents of Western Thessaloniki. The project is expected to be completed during 2023.

11. Construction of new tanks at the Thessaloniki Water Treatment Plant to increase the storage capacity of refined and untreated water.

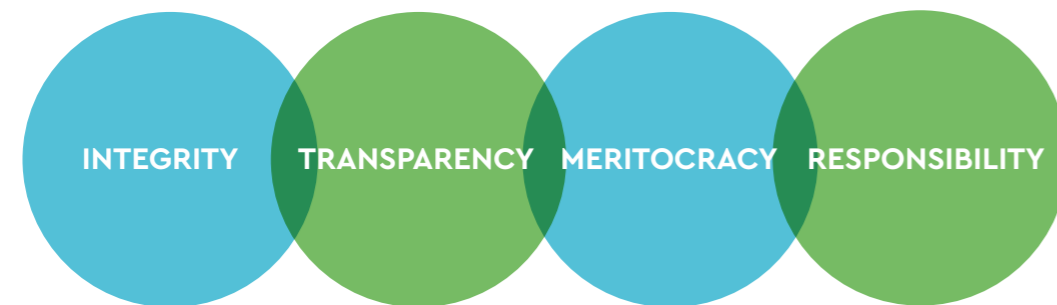
12. Implementation of a new integrated customer service and billing system for EYATH with a budget of €4.9 million as part of the process of accelerating the company's digital transformation.

The company's Strategic and Business Plan is being implemented gradually.

Values

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 overall. Moreover, the company has adopted high standards of conduct in everything it does; this bolsters its image and shows respect for society and the environment.

More specifically, the principles and values of the company's business ethics are:



- **Integrity**, which entails the company acting honestly and diligently in all its operations, defending its interests, beyond any personal or other private benefit. Moreover, integrity is based on objectivity, not allowing conflicts of interest to arise and third parties to influence professional judgement.
- **Transparency**, which leads the company to operate with accountability and to promote open communication and consultation with all stakeholders. The main objective is to build and bolster trust in relations with stakeholders across the entire range of procedures and functions.
- **Meritocracy and responsibility**, which direct the company to act objectively, to respect diversity and to ensure equal treatment and equal opportunities in the workplace, not allowing prejudice and discrimination against anyone.

Through these fundamental principles and values, EYATH ensures that it operates to high business standards and contributes to promoting the general good and sustainability.

Distinctions in the 2022 reporting year

During 2022 the company was recognised and awarded for its business excellence in various sectors. The awards EYATH received include:



These awards acknowledge EYATH's unwavering dedication and commitment to corporate excellence, innovation and social responsibility, while also bolstering the company's reputation and prestige for 2022.

Supply Chain

(GRI 2-6, GRI 408-1, GRI 409-1)
(ATHEX A-G1-1, ATHEX C-S8-1)

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

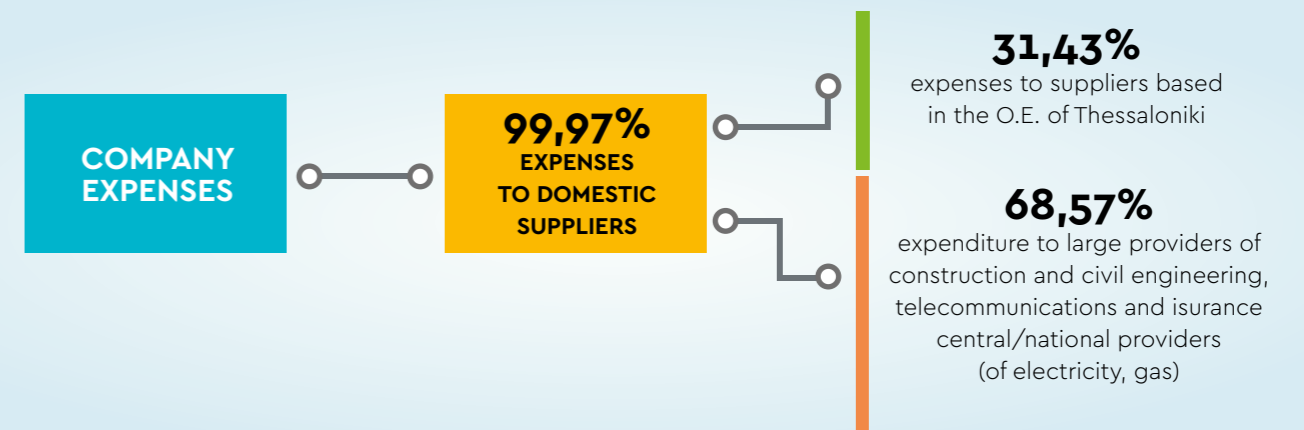
The Company adheres to Greek Law 4412/2016 governing contracts for procurement of public works, supplies and services and, where permitted by law, the Company stipulates that calls for tenders should include a requirement for additional certified management systems for quality, environment, occupational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

Moreover, the Company informs its partners, suppliers and providers of the Code of Ethics it implements before concluding a contract. That information may also be obtained on the website on which the Code has been posted. In this context, all EYATH partners are briefed and full compliance with the principles of business ethics and conduct adopted by the company is ensured. In this way every concerted effort is made to avoid and stamp out corruption and immoral conduct in the supply chain.

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.

EYATH's main types of (upstream) 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 companies.**
- **Information and awareness raising services for society as a whole.**



EYATH operates in the domestic market and consequently there are no major transactions with foreign suppliers. In the last 3 years (2020-2022) the company had a total of approximately 2,500 active suppliers, and expenditure for 2022 on domestic suppliers was 99.97% of the company's total expenditure.

More specifically, expenditure for suppliers based within the Thessaloniki Regional Unit stood at 31.43%. The majority of the remaining 68.57% relates to certain large providers of construction and technical works, telecommunications and insurance. To a large extent this also includes expenditure to central/national providers (electricity, natural gas) whose registered offices are outside of Thessaloniki.

Note that there is no risk of incidents of child labour or forced labour at EYATH involving service providers and works contractors, given that it is mandatory for all persons providing services/works at company facilities to submit a detailed periodic return to the IKA Fund before an invoice can be paid. That return indicates all staff of the contractor and the type of work provided.

Thanks to that, in 2022 no incidents of child labour and forced labour were recorded either within the company or at its partners/suppliers.

In taking this approach, EYATH ensures the transparency, legitimacy and business ethics of all suppliers and individual partners by exclusively promoting sustainable, ethical professional partnerships.

Lastly, it should be stressed that in the reporting year there was no major change in the supply chain compared to the previous year.

4. Energy Management and Greenhouse Gas Emissions Reduction

(GRI 3-3, GRI 2-27)

Energy Consumption

(GRI 2-4, GRI 302-1, GRI 302-3, GRI 302-4)
(ATHEX C-E3-1, C-E3-2, C-E3-3, C-E3-4, C-E3-5)
(IF-WU-130a.1)

The 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 savings across its entire range of activities. For example, EYATH's facilities have 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.

The table below shows EYATH's energy consumption data for the 3-year period 2020-2022. The table shows a major drop (a) in both natural gas usage in 2022, which stood at 92.85% of the 2021 figure, and (b) the total energy consumed by the company, which dropped by 3.59%¹ compared to 2021. Note that the Dehydrated Sludge Thermal Drying Plant at the Thessaloniki Wastewater Treatment Plant was not operational during that year, resulting in a drastic reduction in natural gas consumption and consequently in overall energy consumption.

Total Energy Consumption (MWh)						
	2020		2021		2022 ²	
	Quantity	Percentage	Quantity	Percentage	Quantity	Percentage
Electricity	116.340,67	77,7%	114.739,88	93,40%	112.346,40	94,98% ³
Natural gas	32.916,81	21,9%	7.504,0	26,11%	500,79	0,42%
Heating oil	-	-	-	-	273,93	0,23%
Diesel	458,73	0,3%	450,95	0,37%	512,88	0,43%
Gasoline	202,77	0,1%	152,21	0,12%	134,60	0,11%
Biogas/LPG	-	-	-	-	2.982,86	2,52%
RES - Electricity	-	-	-	-	663,95	0,56%
RES - Thermal energy	-	-	-	-	875,04	0,74%
Total	149.918,98	100%	122.710,07	100%	118.290,46	100%

(1) Types of energy included in the reductions: electricity, heat from fixed combustion sources and vehicles, power generation from a cogeneration plant. The base year for calculating energy consumption reductions was 2021, during which the company's initial carbon footprint was calculated. The reduction in energy was calculated based on the bills issued by energy providers (electricity, oil, petrol, LPG, natural gas) and by directly measuring the energy generated by the cogeneration plant.

(2) Conversion factor sources: 1) Directive 2012/27/EU and Law 4843/2021 and 2) Ministry of the Environment and Energy: Energy Audits Guide (2nd revision 2017).

(3) Electricity comes from the electricity grid.

2022

reduction
in natural gas use
93,33%
compared to 2021.

2022

reduction in total
energy consumed within
the company, which
decreased by
3,59%
compared to 2021.

The inclusion of RES in both the electricity and thermal energy consumed by the company is also considered important. The figure was 1.30% in 2022. Note that the base year for calculating energy consumption reductions was 2021, during which the company's initial carbon footprint was calculated. In calculating the carbon footprint, the fuel's HHV coefficients were updated with the result that the final quantities of energy and fuels changed compared to the figures in the 2021 Sustainability Report.

In addition, during the reporting year the company generated 1,538.99 MWh of energy, all of which came from renewable energy sources (100%).

EYATH uses a percentage of the biogas produced at the Wastewater Treatment Plants to heat the sludge, and since October 2022 it has also been used to operate two cogeneration plants in parallel at the Thessaloniki Wastewater Treatment Plants.

During the reporting year a total of 2,375,985 m³ of biogas were produced at the Thessaloniki Wastewater Treatment Plant and 137,240 m³ at the Aeneia plant.

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

EYATH's strong focus on environmental protection and compliance with European and national environmental legislation is demonstrated by the fact that in 2022, there was no incidence of non-compliance with environmental laws and regulations, nor were any environmental fines imposed on the Company.

Energy Intensity Ratio

The Energy Intensity Ratio examines the energy consumed by the company in relation to water sales. The data for energy intensity ratio for the period 2020, 2021 and 2022 are presented below.

Energy Intensity Ratio (MWh/m³ of water)



(4) 2020: Energy/Priced water = 149,918.9807 MWh/56,243,116 m³ of water = 0.00266 MWh/m³ of water
 (5) 2021: Energy/Priced water = 143,337.99 MWh/55,997,074 m³ of water = 0.00255 MWh/m³ of water
 (6) 2022: Energy/Priced water = 118,299.46 MWh/54,821,581 m³ of water = 0.00216 MWh/m³ of water

To ensure comparability and transparency, the Energy Intensity Ratio is analysed per m³ of water per type of energy source.

Type of Energy	Energy Intensity (MWh/m ³ of water)
Electricity	0,00205
Natural gas	0,00001
Heating oil	0,00001
Diesel	0,00001
Petrol	0,00000
LPG	0,00005
RES - Electricity	0,00001
RES - Thermal energy	0,00002

The Energy Intensity Ratio below examines the energy consumed by the company in relation to its turnover. The data for energy intensity ratio for the period 2020, 2021 and 2022 are presented below:

Energy Intensity Ratio (MWh/€ million)



(7) 2020: Energy/Turnover = 149,918.98207 MWh/€71,911,000 = 0.00208 MWh/mil.€
 (8) 2021: Energy/Turnover = 143,337.99 MWh/€73,626,000 = 0.00194 MWh/mil.€

Greenhouse Gas Emissions

(GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5)
(ATHEX C-E1-1, C-E1-2, C-E2-1, C-E2-2, A-E1-1, A-E1-2)

EYATH recognises the importance of recording greenhouse gas (GHG) emissions from its operations and its fleet. Bearing that in mind, it determines its emissions each year and undertakes to reduce them to the extent that that is feasible. EYATH's carbon footprint for the 2-year period 2021-2022 is presented below.

More specifically, for the years 2021 and 2022, the breakdown of the carbon footprint per emission scope is presented in the table below:

GHG Emissions Category	Unit of Measurement	2021 value	2022 value
GHG Direct Emissions (Scope 1)	(tons) CO ₂ e	2.876,54	24,542.46
GHG Indirect Emissions (Scope 2)	(tons) CO ₂ e	105.560,69	70,347.90
GHG Indirect Emissions (Scope 3)	(tons) CO ₂ e	4.003,03	4,402.01
Total GHG emissions (Scopes 1 & 2 & 3)	(tons) CO ₂ e	112.440,26	99,292.37

Emissions per Scope	Greenhouse Gas (kgr)				Total CO ₂ e Equivalent Emissions	CO ₂ e emissions (kgr)/FU1 kgr/m ³ of water	CO ₂ e emissions (kgr)/FU2 kgr/€
	CO ₂ (kgr)	CH ₄ (kgr)	N ₂ O (kgr)	HFCs (kgr)			
Total Scope 1 emissions	1,031,140.15	25,302.45	86,013.20	9,353.60	24,542.46	0.4477	0.0003461
Total Scope 2 emissions	69,654,767.85	1,787.89	2,426.68	0.00	70,347.90	1.2832	0.0009922
Total Scope 3 emissions	2,091,015.96	53.64	3,539.38	0.00	4,402.01	0.0803	0.0000621
Total emissions	72,776,923.95	27,143.98	91,979.27	9,353.60	99,292.37	1,811	0.00140

11,69%

Note that total emissions in 2022 were down 11.69% compared to the previous year.



Εκπομπές CO₂e (tons)/m³ νερού

0.00123

Εκπομπές CO₂e (tons)/€

0.00095

Greenhouse Gas (GHG) Emission Intensity Ratio

The GHG Emission Intensity Ratio examines the emissions of GHG caused by company operations in relation to water sales. For the reporting year the ratio was equivalent to 0.00181 tCO₂e/m³.

Below is a breakdown of the GHG Emission Intensity Ratio per emission scope for 2022.

Ratio	Unit of Measurement	Value
GHG Intensity Ratio for direct emissions Scope 1	tCO ₂ e/m ³	0.00045
GHG Intensity Ratio for indirect emissions Scope 2	tCO ₂ e/m ³	0.00128
GHG Intensity Ratio for indirect emissions Scope 3	tCO ₂ e/m ³	0.0000803

Procurement of new vehicles

During 2022 the procedure to procure 24 new environmentally-friendly, hybrid and electric vehicles was completed; this was part of a move to replace old, polluting service vehicles in line with the decisions of EYATH's Board of Directors. In addition, a recharging station was installed at the car park for service vehicles.

Our goal is to renew the fleet to ensure the safety of drivers and passengers, and assist the company reach its overall goals of reducing its carbon footprint.

Reliable Sewerage System and Biodiversity Protection

(GRI 3-3, GRI 303-2)

(ATHEX A-E5-1)

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
- 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 the Plagiari area 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 residential 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 (Government Gazette 169/A/26-7-2001) and any amendments thereto.

Note that this Regulation applies in a supplementary manner to the network of sewers in the Thessaloniki area regulation approved by Presidential Decree 348/1976.

EYATH does not dispose of water but accepts wastewater and processes it in compliance with the specifications for disposal in the Thermaikos Bay (there are a large number of European Directives and corresponding adjustments to Greek legislation on the management of wastewater/waste and sludge, which are followed, set out in tender notices and govern procedures for the operation and maintenance of the Wastewater Treatment Plants) while every effort is made to re-use part of that water whenever that is 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.



Overall, the company is responsible for running and maintaining three wastewater treatment plants in the wider Thessaloniki urban area. In particular, it oversees:

1. **The Thessaloniki Wastewater – Septic Tank Wastewater Treatment Plant in the Sindos area next to the Gallikos River**
2. **The Aeneia Wastewater – Septic Tank Wastewater Treatment Plant in the tourist areas of Angelohori, Thessaloniki**
3. **The Waste Treatment Plant in the Sindos Industrial Area of Thessaloniki**

According to the General Plan prepared in the late 1970s and then implemented, the greater Thessaloniki area was divided into the following

- 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. The Thessaloniki Wastewater Treatment Plant receives the majority of urban wastewater from the city of Thessaloniki via the central sewerage pipe and every day also receives tanker trucks from remote areas which are not connected to the city's sewerage network.
- Wastewater from eastern (tourist) areas is collected and transported to the Wastewater Treatment Plant in AENEIA in the Municipality of Thermaikos. More specifically, the Aeneia Wastewater Treatment Plant receives urban wastewater from villages in the Thessaloniki tourist area from Perea to Michaniona, and a large number of trucks daily, and by further extending the sewerage networks it will cover the entire area.
- Waste from the Thessaloniki Industrial Area in Sindos is collected and treated at the Waste Treatment Plant, which EYATH became entitled to use from January 2003 onwards. Note that once the sewerage networks and pumping stations are completed, the entire industrial area and the villages of Sindos and Anchialos will be covered.

Clean, treated wastewater from all three plants is directed to Thermaikos Bay which is the final recipient of treated water.

It should be noted that two wastewater treatment plants (the Thessaloniki Wastewater Treatment Plant and Aeneia) are adjacent to protected areas of high biodiversity value. More specifically, the Thessaloniki Wastewater Treatment Plant is located within the NATURA area and the Aeneia Wastewater Treatment Plant is located close to it, so the relevant legislation is followed for those two plants. Moreover, Thermaikos Bay is characterised as a sensitive body of water so the relevant provisions are complied with. 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.

In light of the above, due to strict compliance with the legislative framework, there is no risk or negative consequences for biodiversity in areas which could arise from EYATH's activities.



I. Thessaloniki Wastewater Treatment Plant

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 140,000–155,000 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 the biologically treated wastewater is disposed of in Thessaloniki Bay.

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 2022.

Wastewater treatment capacity (in population equivalent / PE units) Organic load capacity (planned): 296,000m³/day (based on design, Directive 91/271/EEC)

Flow data for 2022:

Population served (planned population): 1.333.000

Average daily flow (m³): 145.375

Type of wastewater – quantities (m³/day):

Urban wastewater: 144.940

Industrial wastewater –

Waste from septic tanks: 435

Annual sludge transported in 2022: 30.500

Volume of wastewater treated in 2022 (m³): 50.872.920

Annual average outlet quality for 2022 (mg/L)	BOD ₅	COD	SS	Total N	Total P
	15,2	68,7	25,2	7,71	4,02

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 mainly 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.

Since the spring of 2017, the new ozonation plant to decontaminate treated wastewater and remove pathogenic microorganisms before it is disposed of in Thermaikos Bay has been in full operation.

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 2022
Organic load capacity (planned): 87,000 m³ (based on design, Directive 91/271/EEC)

Flow data for 2022:

Average daily flow (m³):
8.160

Type of wastewater – quantities (m³):

Urban wastewater:

7.740

Industrial wastewater –

Waste from septic tanks:

420

Annual dehydrated sludge transferred (approximately):

3.740

Volume of wastewater treated

in 2022 (m³):

3.117.450

Annual average outlet quality at AENEIA for 2022 (mg/L)	BOD5	COD	SS	Total N	Total P
	10,4	26,1	16,6	10,15	3,6

III. Thessaloniki Industrial Area Waste Treatment Plant

EYATH 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 2022 :

Wastewater treatment plant capacity:

13.260 m³/day

Average daily flow(m³):

13.260 m³/day

Quantity of dehydrated sludge transported annually, for 2022:

5.800 tons

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:

1. 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 terms and conditions from the Special Environmental Service of the Ministry of the Environment, Planning and Public Works (Joint Ministerial Decision No. 106129/25-10-2006) valid for 9 years, which was amended by Joint Ministerial Decision No. 198531/20-04-2011, valid until 31-12-2015 and then by Joint Ministerial Decision No. 171602/20-03-2014, and then amended in 2020 by Decision No. ΥΠΕΝ/ ΔΙΠΑ/115449/6972/03-08-2020 of the Ministry of the Environment and Energy which is valid until 20-03-2024.
- In December 2022, a contract was signed with a design consultancy for a feasibility study to adapt the Thessaloniki Wastewater Treatment Plant to the phosphorus limit in the 2020 decision approving the environmental terms and conditions, and to update the environmental terms and conditions to incorporate certain new projects being implemented in the context of Thessaloniki Wastewater Treatment Plant tender procedure No. Δ1/2016.
- 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. It will be renewed as part of the new projects.

2. AENEIA Wastewater Treatment Plant

It has:

- Approval under decision No. 23665/15-05-2017 amending Joint Ministerial Decision No. 85222/15-07-2002, as renewed and amended by Joint Ministerial Decision No. 133119/06-12-2010 and Decision No. 100622/29-01-2016 of the Director General for Environmental Policy, relating to the wastewater treatment plant in the tourist areas of Thessaloniki, located in the Aeneia area in the Michaniona Municipal Unit of the Prefecture of Thessaloniki, and the sewerage works for the Thermaikos, Michaniona and Epanomi Municipal Units of the Municipality of Thermaikos and the Mikra Municipal Unit of the Municipality of Thermi (Web Ref. No. 7ΕΔ4653Π8-0AZ).

- Approval for its environmental terms and 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 terms and 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.

3. Thessaloniki Industrial Area Waste Treatment Plant

- In 2020, fire protection certificate No. 9719/Φ.701.4/1654/16-06-2020 was issued by the Central Macedonia Fire Service Regional Administration and, following issuance of document No. 306847(7181)/29-06-2020 from the Thessaloniki Metropolitan Area Development & Environment Directorate 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 the Thessaloniki Regional Unit.

EYATH is also preparing fire protection designs and issuing fire protection certificates for water supply and sewerage pumping stations and its facilities in general (offices, work crews, warehouses, etc.).

Protecting Water Resources and Resilience to Climate Change

(GRI 3-3)

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.

The Company 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.

Issues of top priority on the international agenda are to secure access for all to water supply and sanitation by 2030 and proper and sustainable management of water resources for future generations and are in fact the UN's 6th Sustainable Development Goal. In that context, EYATH takes steps to protect the environment which go beyond the narrow limits of mere compliance with the legislation. Moreover, the products offered by the company contribute to a sustainable lifestyle.

The planning and management of EYATH's installations, buildings and activities is always undertaken with the aim of protecting the environment and conserving energy.

In light of that, EYATH's environmental protection compass is:

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.

8 Actively contributing to the surface cleaning of the waters in the bay of Thessaloniki from floating objects and 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.

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.

7 Collaborating with similar European companies and bodies as part of 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.

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.



Meanwhile, 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).

In addition, 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 area. 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.

At the same time, 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).

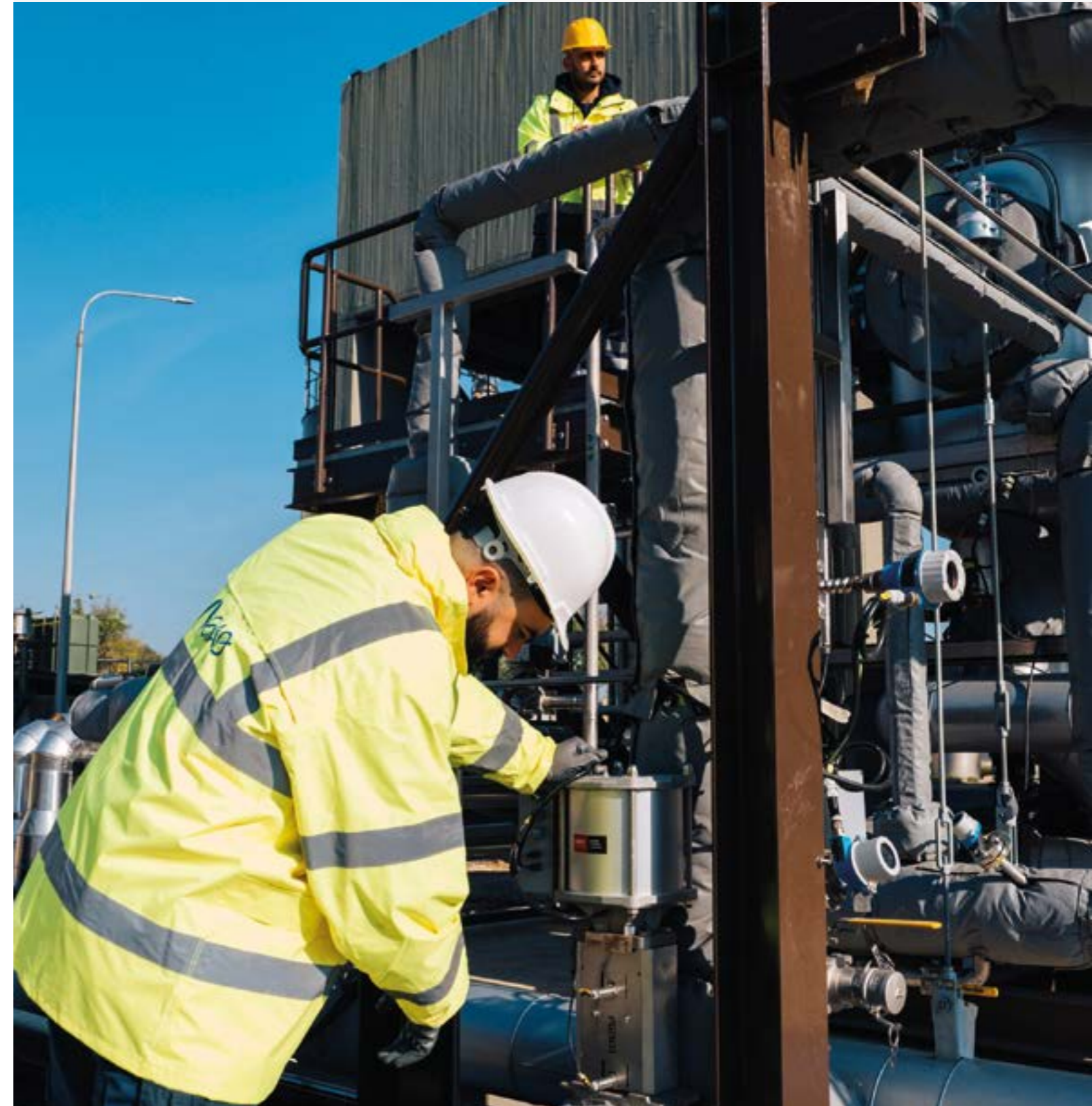
The project has set the following goals:

- 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. The project's total budget is €6.9 million and EYATH S.A.'s contribution to the budget is €188 thousand of which 70% will be financed by the European Union (funding: €132 thousand). Note that the project was successfully completed on 31.12.2022.

Moreover, a risk analysis and assessment study has been prepared in the context of which steps were taken to minimise the likelihood of an incident occurring. More specifically, crisis management protocols were developed and modern technologies (such as SCADA) were integrated to constantly monitor infrastructure. At the same time, over recent years an energy saving programme has been implemented by installing more efficient RES equipment and systems.

Moreover, there are plans in place to ensure continuity of operations at the Thessaloniki Wastewater Treatment Plant and the AENEIA 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, Sfageia, repair shops, etc.).



Transition to a Circular Economy and Sustainable Development Practices

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

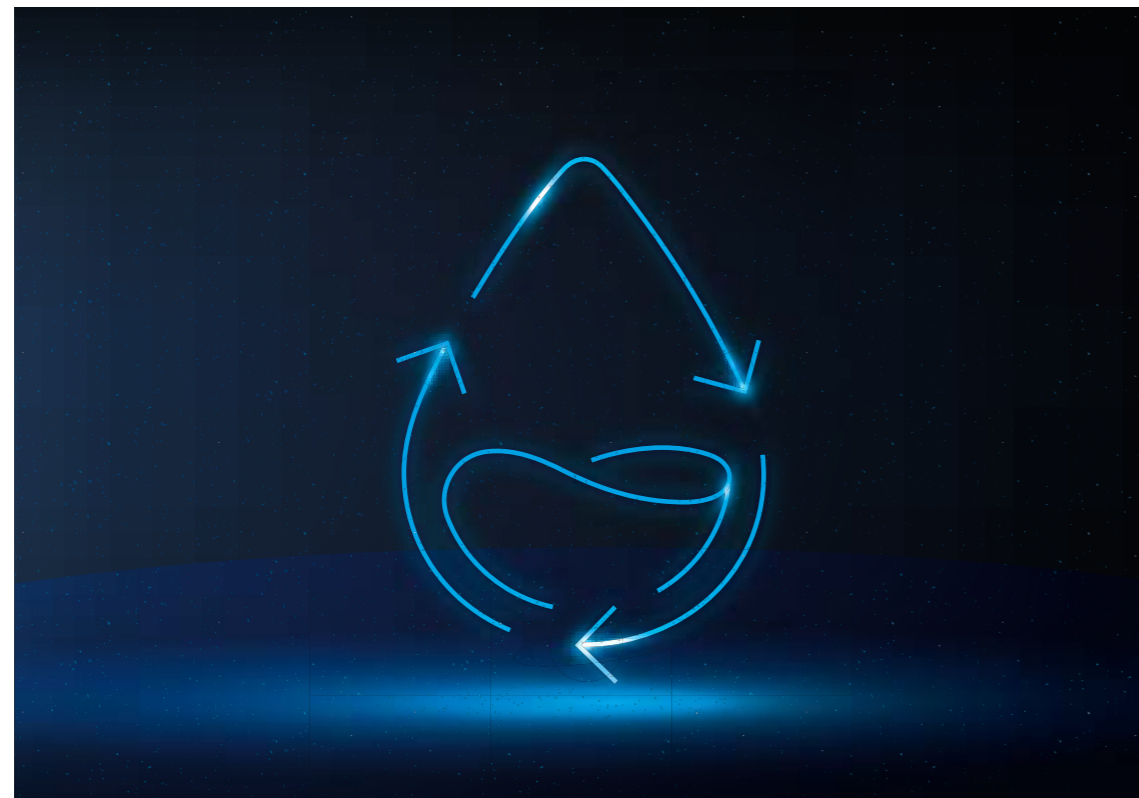
(ATHEX A-E3-1, A-E3-2, A-E3-3, A-E3-4, A-E3-5, A-E3-6)

The transition to a circular economy is imperative 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. Meanwhile, it 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 total 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

	2020	2021	2022
Total	62.986.906	61.727.168	60.061.115



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
IRON & STEEL	61,950	0,1749	NON-HAZARDOUS	TEMPORARY STORAGE
PLASTIC WASTES	11,630	0,0328	NON-HAZARDOUS	TEMPORARY STORAGE
METALLIC WASTES	10,320	0,0291	NON-HAZARDOUS	TEMPORARY STORAGE
DEMOLITION WASTE (CONCRETE)	8,650	0,0244	NON-HAZARDOUS	TEMPORARY STORAGE
MIXED CONSTRUCTION AND DEMOLITION WASTES OTHER THAN THOSE MENTIONED IN 17 09 01, 17 09 02 KAI 17 09 03	223,770	0,6317	NON-HAZARDOUS	TEMPORARY STORAGE
SLUDGES FROM TREATMENT OF URBAN WASTE WATER	12.512,490	35,3229	NON-HAZARDOUS	Recycling/reclamation of organic substances which are not used as solvents
SLUDGES FROM TREATMENT OF URBAN WASTE WATER	17.975,040	50,7437	NON-HAZARDOUS	Recycling/reclamation of other inorganic materials
WASTE FROM DESANDING	509,700	1,4389	NON-HAZARDOUS	Recycling/reclamation of organic substances which are not used as solvents

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
SCREENINGS	3.250,810	9,1771	Non-hazardous	Recycling/reclamation of organic substances which are not used as solvents
WASTE FROM SEWAGE CLEANING (NETWORK GRATES)	549,450	1,5511	Non-hazardous	Recycling/reclamation of organic substances which are not used as solvents
WASTE FROM SEWAGE CLEANING (NETWORK GRATES)	306,810	0,8661	Non-hazardous	Exchange of waste pending any other operations
TOTAL NON-HAZARDOUS WASTE	35.420,62	99,9928		
FLUORESCENT TUBES AND OTHER MERCURY-CONTAINING WASTE	0,045	0,0001		Temporary storage
MINERAL-BASED NON-CHLORINATED ENGINE, GEAR AND LUBRICATING OILS	1,572	0,0044		Oil re-refining or other reuses of oil
WASTES WHOSE COLLECTION AND DISPOSAL IS SUBJECT TO SPECIAL REQUIREMENTS IN ORDER TO PREVENT INFECTION	0,099	0,0003		Physico-chemical treatment which results in final compounds or mixtures which are discarded by means of any of the operations (e.g. evaporation, drying, calcination, etc.).

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
ABSORBENTS, FILTER MATERIALS (INCLUDING OIL FILTERS NOT OTHERWISE SPECIFIED), WIPING CLOTHS, PROTECTIVE CLOTHING CONTAMINATED BY DANGEROUS SUBSTANCES	0,459	0,0013	Hazardous	Temporary storage
PACKAGING CONTAINING RESIDUES OF OR CONTAMINATED BY DANGEROUS SUBSTANCES	0,099	0,0003	Hazardous	Temporary storage
OIL FILTERS	0,031	0,0001	Hazardous	Temporary storage
LABORATORY CHEMICALS CONSISTING OF OR CONTAINING DANGEROUS SUBSTANCES INCLUDING MIXTURES OF LABORATORY CHEMICALS	0,232	0,0007	Hazardous	Temporary storage
BATTERIES AND ACCUMULATORS (INCLUDED IN 16 06 01, 16 06 02 OR 16 06 03) AND UNSORTED BATTERIES AND ACCUMULATORS CONTAINING THESE BATTERIES	0,023	0,0001	Hazardous	Temporary storage
TOTAL HAZARDOUS WASTE	2,560	0,0072		
TOTAL WASTE	35.424,069	100,0000		

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 CONSISTING OF OR CONTAINING DANGEROUS SUBSTANCES INCLUDING MIXTURES OF LABORATORY CHEMICALS	0,096	0,003	Hazardous	Temporary storage
MINERAL-BASED NON-CHLORINATED ENGINE, GEAR AND LUBRICATING OILS	0,308	0,008	Hazardous	Oil re-refining or other reuses of oil
TOTAL HAZARDOUS WASTE	0,404	0,011		
SCREENINGS	16,920	0,449	Non-Hazardous	Recycling/reclamation of organic substances which are not used as solvents
WASTE FROM DESANDING	22,020	0,584	Non-Hazardous	Recycling/reclamation of organic substances which are not used as solvents
SLUDGES FROM TREATMENT OF URBAN WASTE WATER	3.731,030	98,956	Non-Hazardous	Recycling/reclamation of organic substances which are not used as solvents
TOTAL NON-HAZARDOUS WASTE	3.769,97	99,989		
TOTAL WASTE	3.770,374	100,000		

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
SLUDGES FROM BIOLOGICAL TREATMENT OF INDUSTRIAL WASTE WATER	4.504,900	77,668	Non-hazardous	Recycling/reclamation of organic substances which are not used as solvents
SLUDGES FROM BIOLOGICAL TREATMENT OF INDUSTRIAL WASTE WATER	1.295,040	22,328	Non-hazardous	Exchange of waste pending any other operations
TOTAL NON-HAZARDOUS WASTE	5.799,94	99,996		
MINERAL-BASED NON-CHLORINATED ENGINE, GEAR AND LUBRICATING OILS	0,178	0,003	Hazardous	Oil re-refining or other reuses of oil
LABORATORY CHEMICALS CONSISTING OF OR CONTAINING DANGEROUS SUBSTANCES INCLUDING MIXTURES OF LABORATORY CHEMICALS	0,059	0,001	Hazardous	Temporary storage
TOTAL HAZARDOUS WASTE	0,237	0,004		
TOTAL WASTE	5.800,177	100,000		

Overall, the company's waste for the 2022 reporting year was:



In 2022, management of individual waste streams at the company per type of treatment is outlined in the table below overall:

Type of treatment	% of waste
Recycling	99%
Composting	0%
Incineration	0%
Landfill disposal	1%

Wastewater

(ATHEX A-E4-1)

(IF-WU-140b.2, IF-WU-450a.1, IF-WU-450a.2, IF-WU-000.D)

As far as wastewater is concerned, the total quantity of wastewater which contains polluting substances disposed of from the company's three plants in 2022 was as follows::

Thessaloniki Wastewater Treatment

Plant (Sindos)

139.378 m³/day

Thessaloniki Tourist Area Wastewater

Treatment Plant (Aeneia)

8.544 m³/day

Waste Treatment Plant (Sindos

Industrial Area of Thessaloniki)

10.916 m³/day

The average volume of treated wastewater per day for the three Waste Treatment Plants is:

Thessaloniki Wastewater Treatment

Plant (Sindos)

145.375 m³/day

Thessaloniki Tourist Area Wastewater

Treatment Plant (Aeneia)

8.460 m³/day

Waste Treatment Plant (Sindos

Industrial Area of Thessaloniki)

10.916 m³/day

In 2022 overall the quantities of wastewater generated by the three plants were:

Thessaloniki Wastewater Treatment

Plant (Sindos)

50.872.920 m³

Thessaloniki Tourist Area Wastewater

Treatment Plant (Aeneia)

3.118.516 m³

Waste Treatment Plant (Sindos Industrial Area of Thessaloniki)

3.984.340 m³

The sewerage network in the city of Thessaloniki, tourist areas and the Sindos Industrial Area of Thessaloniki is a combined network.

As far as the network's resilience to the impacts of climate change is concerned, it should be noted that there is no accurate data about the number and volume of Sanitary Sewer Overflows (SSOs) since there are few cases of such overflows with a negligible quantity of wastewater which is not perceptible in most cases. Consequently, the percentage of such wastewater recovered was 0%.

As far as the ability to treat wastewater in flood zones with a 100-year recurrence rate is concerned, it is worth noting that although the Thessaloniki Wastewater Treatment Plant is located next to the Gallikos River, it is not at risk of flooding since it has a very wide bed, minimal flow and there is also a quite high embankment on the side of the facility.

Treatment capacity at the three Waste Treatment Plants:

Average design flow for the three Waste Treatment Plants:	Equivalent design population for the three Waste Treatment Plants:
335.260 m³/day	1.499.630 resident equivalents

The wastewater entering the sewerage network has an organic (carbon compounds) and nutritional (nitrogen-phosphorus compounds) load which among other things contains low concentrations of heavy metals, fats-oils, etc. The objective of the three Waste Treatment Plants is to treat and remove loads below the limits laid down by law and to return treated wastewater to the final recipient body of water and sludge to suitably licensed facilities for further management/reuse.

During the process of transporting wastewater to the sewerage network, pumping stations, which have E/M equipment, are used. Waste generated during preventative maintenance or repairs to the network relates to electrical materials (switches, fuses, cables, lamps) which are sent for recycling to suppliers from whom new equipment is purchased. Any lubricants are disposed of by the equipment repair or maintenance contractor. The aforementioned waste is not characterised as hazardous and does not affect the operation of the organisation or the supply chain.

Thinking strategically about how to manage Contaminants of Emerging Concern (CECs) in wastewater the company has launched a research programme to monitor and measure the relevant contaminants and a new programme is currently being discussed to further more closely monitor and measure them and to explore ways of dealing with them. Having said that, there are no laws or limits governing wastewater and sludge so far.

Moreover, during the repairs phase for network faults, excavation waste arises which is not hazardous waste nor does it affect the company's operation. Such waste is given by contractors in accordance with contract specifications to licensed recycling plants.

Lastly, part of the treated wastewater is used at the facilities as industrial water for cooling, internal washing of equipment, etc.

Measures to Promote the Circular Economy

The biogas produced by the digestion process at the two Wastewater Treatment Plants (the Thessaloniki Wastewater Treatment Plant and Aeneia Wastewater Treatment Plant) is used to generate electricity and thermal energy at the first and to heat the management building at the second. However, in both cases a quantity of biogas is reused to heat the digesters themselves which must operate at temperatures around 35°C.

At the same time, through international/national tenders, technical companies with suitable experience are assigned the operation and maintenance of facilities. Contracts are monitored via the tender documents (tender notices, specifications, special tender documents, etc.) which outline in detail all obligations of contractors including them and issues relating to the management of by-products. In addition to the tender documents which from time to time set out all obligations of service providers for managing by-products monitored by supervision committees, there are a large number of pieces of legislation which dictate how waste is to be handled and which set out the procedures that need to be followed (reports to ministries/agencies/organisations each year), updates of the electronic waste register, collection of waste management certificates, monitoring of collection – transport, etc.).

In addition, the company is attempting to use long-life equipment which requires as little maintenance as possible so that it is not necessary to frequently use spare parts and consumables, or to have to repair network faults. To that end, it reuses any spare parts it considers functional right up to the end of their lifespan before they are sent for recycling.

As far as waste is concerned, contracts have been entered into with specially authorised companies to manage (i) the reagents and chemical waste stored by the Chemical Lab and (ii) dehydrated sludge.

As mentioned above, a large part of the waste relates to consumables, spare parts and excavation products. These materials are either disposed of or sent for recycling by the relevant contractors. The company always ensures that contractors have the appropriate operating permit and the relevant ISO environmental management certificates. However, the Division does not have a data monitoring system relating to waste since it is managed by contractors / repairers.

It is estimated that around 20% of waste diverted from disposal remains to be managed by the Division and 20% is reused after maintenance or repairs are carried out. The rest is sent for recycling. It is also illustrative that the only waste which is directed to conventional disposal is disposable gloves used by the company's work crews.

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 objective is for the sludge left over from treating Thessaloniki's urban wastewater to (i) be of better quality bearing in mind environmental terms and conditions, and (ii) ensure greater energy efficiency. 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:



As a fuel admixture for industrial processes.



As an admixture to fertiliser for application to crops, in composting facilities, soil restoration, in construction material manufacturing, etc.



As a soil improver in non-edible crops

In September 2022 a contract was signed to "Restore operation of the thermal drying plant at the Thessaloniki Wastewater Treatment Plant" worth €1,752,129.38 (plus VAT) which was valid for a period of 12 months. The scope is repair of various problems, wear and tear and malfunctions, including modifying the automation - operating philosophy and to ensure efficient and safe operation of the thermal drying unit at the Thessaloniki Wastewater Treatment Plant.

The total amount of dehydrated sludge produced in 2022 came to 40,018.500 tons, from all three EYATH plants (30,487.530 from the Thessaloniki Wastewater Treatment Plant, 3,731.030 from AENEIA and 5,799.940 from the Waste Treatment Plant).

For 2022 sludge from all facilities was transported to authorised composting facilities and managed there to produce soil improvers and agricultural fertiliser products. In addition, using EYATH's Dehydrated Sludge Thermal Drying Unit, sludge is thermally processed to produce a final dry product which is then marketed as a fuel for energy generation.

5. Working Environment and HR Development

(GRI 3-3, GRI 2-7, GRI 2-8, GRI 2-21, GRI 2-27, GRI 2-30, GRI 202-2, GRI 404-3, GRI 405-1)
(ATHEX SS-S4-1, C-S2-1, C-S3-1, C-S7-1)

EYATH firmly believes that 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 HRM practices and ensures that a modern working environment is created, offering a meritocratic environment and equal opportunities for all, with fair recruitment, reward and career advancement policies for all its staff, without discrimination.

During 2022 there were no confirmed cases of breach of labour law at the company. As a result no fines were imposed.

On 31-12-2022, the Company employed 319 people on a permanent basis, compared to 323 in 2021.

The total number of women was 108, employed under open-ended contracts (EYATH employed 8 women on fixed-term contracts in 2022), which is equivalent to 33.85% of employees on open-ended contracts. The percentage of women in the company who hold management positions (i.e. in the top 10% of employees receiving the highest pay) stood at 18.86% in 2022.

All employees (100%) were covered by collective bargaining agreements in 2022. It should be noted that all full-time employees at EYATH are also covered by such collective bargaining agreements.

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 (100%).

EYATH's personnel is broken down in numbers below.

No. of employees in 2022

	Women		Men		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
Employees with fixed-term contracts	8	6,90%	9	4,09%	17	5,06%
Employees on open-ended contracts	108	93,10%	211	95,91%	319	94,94%
Total	116	100%	220	100%	336	100%
Full-time employees	114	100%	222	100%	336	100%
Part-time employees	0	0%	0	0%	0	0%
Total	114	100%	222	100%	336	100%

Breakdown of Staff with Open-Ended Employment Contracts

	Total		Employee Category	Age Categories							
				30-40	41-50	51-60	61-70				
Men in positions of responsibility	8	2.5%	Administrative	1	0.3%	4	1.3%	3	0.9%	-	-
	18	5.6%	Technical	-	-	6	1.9%	8	2.5%	4	1.3%
Total men in a position of responsibility	26	8.2%		1	0.3%	10	3.1%	11	3.4%	4	1.3%
Male employees	36	11.3%	Administrative	3	0.9%	10	3.1%	19	6.0%	4	1.3%
	149	46.7%	Technical	18	5.6%	72	22.6%	46	14.4%	13	4.1%
Total male employees	185	58.0%		21	6.6%	82	27.5%	65	20.4%	17	5.3%
Total for men	211	66.1%		22	6.9%	92	28.8%	76	23.8%	21	6.6%
Women in positions of responsibility	15	4.7%	Administrative	-	-	4	1.3%	8	2.5%	3	0.9%
	5	1.6%	Technical	1	0.3%	1	0.3%	3	0.9%	-	-
Total women in a position of responsibility	20	6.3%		1	0.3%	5	1.6%	11	3.4%	3	0.9%
Female employees	49	15.4%	Administrative	2	0.6%	22	6.9%	18	5.6%	7	2.2%
	39	12.2%	Technical	7	2.2%	23	7.2%	6	1.9%	3	0.9%
Total female employees	88	27.6%		9	2.8%	45	14.1%	24	7.5%	10	3.1%
Total for women	108	33.9%		10	3.1%	50	15.7%	35	11.0%	13	4.1%
Grand total	319	100.0%		32	10.0%	142	44.5%	111	34.8%	34	10.7%

The company's entire workforce is employed in Thessaloniki.

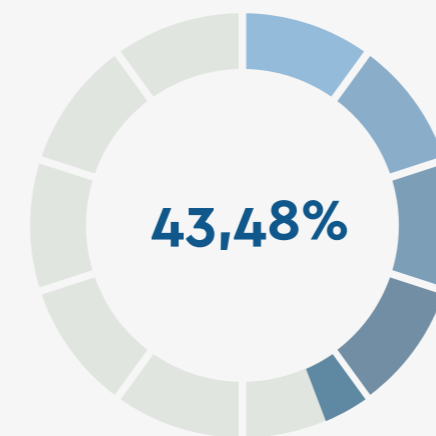
As is clear from the table above, EYATH does not employ any part-time staff. It is also worth making special reference to the fact that the company, respecting the principle of providing equal opportunities to all without exception, has 14 disabled people on its staff (6 women and 8 men).

That data is based on the EYATH staff management plan which includes all necessary details about persons employed on open-ended (ordinary), fixed-term (8-month) employment contracts, apprenticeships (OAED Vocational Colleges) and internships (students).

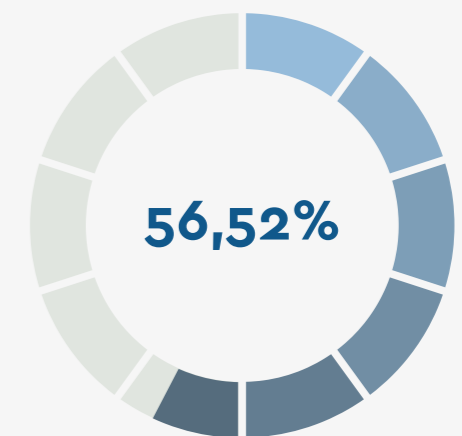
As far as the methodologies for calculating the total number of employees are concerned, the head count method is used to collect data at the end of the reporting period.

In addition, in 2022 there were a total of 46 employees in positions of responsibility.

Employees in Positions of Responsibility in 2022



Number of women in positions of responsibility
20



Number of men in positions of responsibility
26

Total employees in positions of responsibility: 46

Note that the annual total compensation ratio⁹ for 2022 was 2.068¹⁰ or 2.028¹¹ and the annual total compensation for 2022 due to implementation of EYATH's Enterprise-Specific Collective Bargaining Agreement rose by 1.57% compared to 2021.

(9) By extrapolating compensation to an annualised basis (full-time work for all employees, whether ordinary or fixed-term).

(10) 2,068 = 66,600/32,200 (gross pay)

(11) 2,028 = 79,700/39,300 (total gross pay + employer contributions)

Employee Hires and Turnover at the Company

(GRI 401-1) (ATHEX C-S4-1, C-S4-2)

RECRUITMENT FIGURES FOR 2022

	Total	Gender	Age Categories					
			18-20	20-30	30-40	41-50	51-60	61-70
Full-time Employees	2	Men	-	-	-	2	-	-
	0	Women	-	-	-	-	-	-
Total	2		-	-	0	2	0	0
Employees on private law employment contracts	8	Men	-	-	1	5	2	-
	9	Women	-	-	1	5	3	-
Total	17		-	-	2	10	5	0
Students on 6-month internships	40	Men	-	40	-	-	-	-
	42	Women	-	42	-	-	-	-
Total	82		-	82	-	-	-	-
Students at OAED Vocational Colleges	9	Men	9	-	-	-	-	-
	14	Women	14	-	-	-	-	-
Total	23		23	-	-	-	-	-

EMPLOYEE TURNOVER IN 2022

	Total	Gender	Age Categories					
			18-20	20-30	30-40	41-50	51-60	61-70
Full-time Employees	8	Men	-	-	1	-	1	6
	5	Women	-	-	1	-	1	3
Total	13		-	-	2	0	2	9
Employees on private law employment contracts	6	Men	-	-	1	1	3	1
	8	Women	-	-	1	5	2	-
Total	14		-	-	2	6	5	1
Students on 6-month internships	44	Men	-	44	-	-	-	-
	36	Women	-	36	-	-	-	-
Total	80		-	80	-	-	-	-
Students at OAED Vocational Colleges	9	Men	9	-	-	-	-	-
	17	Women	17	-	-	-	-	-
Total	26		26	-	-	-	-	-

It should be noted that indirect employees at EYATH report to their employers.

EYATH hires personnel with either open-ended or fixed-term private contracts, after a competitive procedure, 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. Given the resignation of two employees on a private contract the voluntary mobility index was 0.627%, while the non-voluntary mobility index for 2022 was zero.

The table below shows the number of employees evaluated as part of the staff evaluation process and the percentages for each category compared to the total number of employees evaluated in 2022.

Employee evaluations for 2022

	Total		Age Group							
			30-40	41-50	51-60	61-70				
Men in positions of responsibility	25	8.1%	1	0.3%	10	3.2%	11	3.6%	3	1.0%
Male employees	180	58.4%	20	6.5%	81	26.3%	65	21.1%	14	4.5%
Total for men	205	66.6%	21	6.8%	91	29.5%	76	24.7%	17	5.5%
Women in positions of responsibility	20	6.5%	1	0.3%	5	1.6%	11	3.6%	3	1.0%
Female employees	83	26.9%	8	2.6%	45	14.6%	24	7.8%	6	1.9%
Total for women	103	33.4%	9	2.9%	50	16.2%	35	11.4%	9	2.9%
Grand Total	308	100%	30	9.7%	141	45.8%	111	36%	26	8.4%

Lastly, EYATH also collaborates with freelance professionals. The total number of freelance professionals is around 80. Depending on the services provided, they can be categorised as follows:

1. Legal Department: This include lawyers, notaries and court process servers. No contracts or private agreements are entered into with these associates.
2. Strategic Planning, Projects & Development Division: This category primarily includes civil engineers who provide contract-based services.
3. Freelancers and computer engineers: They configure or maintain software programs and collaborate with EYATH either on the basis of a contract or simply issue invoices to the company.

Moreover, during 2022 services were also provided by graphic designers, research consultants, electrical systems designer, among others.

Employee Training and Education

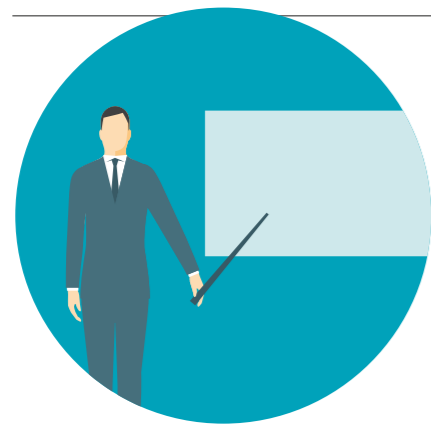
(GRI 404-1)

(ATHEX C-S5-1, C-S5-2, A-S2-1)

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 to constantly bolster its human capital by ensuring they are able to acquire new technical skills and engage in vocational training. To that end, attendance at training seminars is encouraged and funded, and studies at universities and postgraduate degrees are encouraged. Staff are systematically and meritocratically evaluated within the company.

The seminars and various other actions and programmes EYATH offers its employees are intended to help trainees acquire new and develop existing 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.



Seminars
57

Training hours
2.581,5

Investment in education
22.995,57 €

In 2022, EYATH spent €22,995.57 on employee training and held 57 seminars during the same reporting year.

There were a total of 2,581.5 hours of employee training in 2022.

More specifically, in 2022 EYATH's full-time employees attended 57 seminars run by educational bodies and university training courses on technical issues. In addition, 10 meetings were held as part of specialised European programmes and 3 actions were taken to exchange information and knowledge with companies related to EYATH's business.

Staff also participated in 13 conferences and 2 exhibitions/fairs at European level.

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

Types of Seminars / Training Activities	No. of Seminars / Training Activities	No. of Participants/ Type	Total Training Hours/Type of Action
Business practices	1	1	5
Communication	1	3	7.5
Labour – Social security issues	2	5	20
Office management	1	3	30
Quality Assurance	2	4	32
Technical – Specialised topics	2	3	72
Implementation of legislation	2	10	80
Environmental	3	5	86
Project organisation	4	4	112
Auditing	2	4	186
Information technology and security	7	7	823
Business Meetings	13	26	384
Fairs/Exhibitions	4	9	296
Conferences	13	26	448
Total	57	110	2.581,5

The average number of hours of training per employee in 2022 was 8.091 hours¹²

The average number of hours of training per female employee in 2022 was 7.148 hours¹³

The average number of hours of training per male employee in 2022 was 8.57 hours¹⁴

In 2022, the average number of hours of training in administrative specialisations was 5.75 hours¹⁵ while for technical specialisations it was 9.28 hours¹⁶.

As far as the average training hours for EYATH's highest and lowest paid employees in 2022 are concerned, the average number of training hours for 10% of the highest paid employees was 10.75 hours, while the average number of training hours for 90% of the lowest paid employees was 7.83 hours.

(12) Total training hours / total No. of employees 2,581 / 319 = 8.091

(13) Total training hours for women / total No. of female employees = 772 / 108 = 7.148

(14) Total hours of training for men / total No. of male employees = 1,809 / 211 = 8.57

(15) Total number of hours of training provided in administrative specialisations/total number of administrative posts = 621.5/108 = 5.75

(16) Total number of hours of training provided in technical specialisations/total number of technical posts = 1,960/211 = 9.28

Benefits for Company employees

(GRI 401-2, GRI 401-3)

To ensure the prosperity and general well-being of its workforce, the company provides full-time employees with the following benefits. It:



Offers its employees a group life and health insurance plan (hospital and outpatient care).



Invests in developing employees' skills and life-long learning, offering multiple opportunities for training both via specialised seminars and through post-graduate education programmes.



Supports staff families and covers the cost of kindergartens and summer camps for employees' children.



Rewards the children of employees who enter university.



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.



Provides compensation to employees due to retirement.

At the same time, EYATH complies with labour law requirements and the Company's Employment Regulation as regards paid leave (e.g. maternity/paternity leave, etc.). All staff are entitled to parental leave in accordance with the provisions of the Staff Regulations and all ordinary employees entitled to such leave receive it without exception. Returning from parental leave they continue to work as normal at the company.

In 2022, 13 employees applied for parental leave (childcare leave), 9 of whom were men and 4 women. Employees whose leave ended in 2022 continued to work as normal, and there was no request to depart from the company. The rate of employees who returned to work after parental leave was 100%¹⁷. EYATH granted a total of 1,238 days of parental leave; the total number of hours was 9,285.

At the same time, recognising the importance of trade unions and the significant role they play the company has an active trade union and takes measures to support it more broadly. 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. In addition, the Company ensures that its Board of Directors always includes two employee representatives.

In June 2022, EYATH carried out the first employee satisfaction survey in an attempt to map the positive and negative aspects of their day-to-day work. Our primary objective was to address any complaints and improve working conditions, where necessary.

The results of the survey showed a high level of overall job satisfaction at EYATH with the overall percentage of the two most positive responses being 75% (top2box 75%) for all demographic groups, while the dissatisfaction rates were in single digits (8% dissatisfied).

⁽¹⁷⁾ 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 406-1)

(ATHEX C-S6-1, C-G5-1)

As a responsible corporate entity focused on its statutory principles and values, EYATH is committed to promoting and maintaining a working environment inspired by the principle of equality, respect for individual and collective rights and, of course, respect for diversity in all its aspects (age, gender, nationality, physical/mental ability, religion, marital status, disability, sexual orientation, political and cultural beliefs).

In that context, the company has a Human Rights Policy which was adopted by Board of Directors Decision No. 426/2022. This policy draws on internationally recognised standards and guidelines, such as the principles of the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the UN Convention on the Elimination of All Forms of Discrimination against Women (Article 11 of Law 1342/1983), among others.

That policy is binding both on members of the Board of Directors and persons with managerial responsibilities and on other staff and suppliers, providers and associates. In this way EYATH safeguards respect for human rights as a non-negotiable value of its culture and business ethics which contributes to its sustainable development.

Consequently, the company operates in an equal and fair manner in its dealings with its employees, ensuring equal opportunities for growth and development, both at individual and corporate level, and evaluates their performance objectively and impartially, recognising the skills and abilities of each one of them.

There is no room at EYATH for tolerance of any form of discrimination, harassment, insulting or inappropriate conduct and any behaviour which constitutes physical, sexual, psychological violence, intimidation and unfair treatment or retaliation.

Moreover, 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.



Overall, respect for human dignity and value without discrimination is non-negotiable and integrally linked to EYATH's principles. Consequently, in 2022 there were no incidents of discrimination at EYATH's workplace nor were there incidents of human rights violations overall. Additionally, 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.

Note that 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.

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.

Lastly, the company recognises and fully respects the fundamental right of association and collective bargaining and ensures that employees participating in trade unions do not face intimidation, harassment or fear of retaliation. In this regard, Company Management undertakes to engage in constructive dialogue with lawfully elected employee representatives and to consult with them about the drafting and signing of collective bargaining agreements for staff. Moreover, according to the Company's Articles of Association, two employee representatives nominated by the union and elected by staff sit on the Board of Directors as non-executive members.

Staff Salaries

(GRI 405-2)
(ATHEX A-S3-1)

EYATH respects national law and complies with all applicable labour and social security laws, and the way in which employee pay is set is based on collective bargaining agreements signed by Management with the most representative collective body of its employees. In this case, male and female employees are paid in accordance with the EYATH Enterprise-Specific Collective Bargaining Agreement.

Employees receive equal pay for their own work irrespective of race, gender, nationality, ethnic origin, class, religion, age, disability, or gender identity and political or cultural beliefs.

EYATH's staff are paid in good time with the money being depositing in a bank account. At the same time, employees have access to their pay slips which set out in detail all their pay, including overtime, benefits and lawful withholdings.

The average annual pay, including additional pay, for full-time male employees was €33,800 and for full-time female employees €30,600. Based on this data, the gender pay gap is estimated at 9.46%, with men's earnings being higher than women's by that percentage.

Likewise, the average annual pay (regular pay) for full-time male employees was €27,900 compared to €27,100 for full-time female employees. Based on this data, the gender pay gap is estimated at 2.87%, with men's earnings being higher than women's by that percentage.

The difference is primarily due to the additional allowances (due to the nature of the job) and the additional pay for technicians (primarily men) in work crews involved in repairing damage to the water supply – sewerage networks, maintaining them and attending to other technical emergencies. In many cases, such work requires additional daily work during night hours as well as work on non-working days, which are periods of time when the overall pay increases.

All employees are placed in pay bands based on individualised criteria as defined in the Collective Bargaining Agreement. In effect there is no difference in pay between men and women.

Occupational Health and Safety

(GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-6, GRI 403-7, GRI 403-9, GRI 403-10)
(ATHEX SS-S6-1, SS-S6-2, SS-S6-3, SS-S6-4)

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 work force is of primary importance for EYATH.

In this context, the company strictly complies with the relevant national and European legislation and the regulatory provisions relating to occupational health and safety in order to provide a healthy and safe environment free of hazardous or harmful working conditions.

The systematic and ongoing endeavour to promote and build a corporate culture of health and safety that encourages all employees to behave responsibly for their own personal safety and that of their co-workers is an unwavering daily commitment on EYATH's part.

To that end, in 2022 the Company took another step towards developing and adopting the ISO 45001:2018 standard to ensure employee health and safety and to make sure it is better organised concerning occupational health and safety issues. At the same time, in 2023 it undertook to obtain certification from an external body with which a contract had already been signed. ISO 45001:2018 on Occupational Health and Safety Management Systems is an international standard for companies seeking to manage risks and opportunities associated with occupational health and safety for employees, customers, suppliers and the general public. There can be no doubt that steps taken by companies on health and safety issues add value, create an environment of trust and cultivate attitudes which increase awareness of and build a culture around health and safety issues.

To promote employee health and safety at work, prevent occupational risks and protect health and safety, eliminate risk factors for occupational accidents and occupational diseases and inform and train employees, EYATH also follows the rules and implements the general principles laid down in the provisions of Law 3850/2010 and Law 4808/2021.

The company employs a Safety Technician, Occupational Physician and has an Employee Health and Safety Committee elected by employees which engages in consultations on the relevant issues in partnership with the Safety Technician's Office. The visit schedule is notified to the Labour Inspectorate and posted at the workplace to inform employees of any inspections by supervisory bodies.

EYATH schedules meetings every quarter which are attended by staff from the Occupational Physician's Office and the Safety Technician's Office. Their purpose is to discuss employee health and safety issues. At the same time, individual support is provided to employees in cases of serious health issues and in cases of persons impacted by natural disasters.

The term in office of the current Employee Health and Safety Committee began on 1.1.2022 and runs for 2 years. This Committee is also a body employees can contact to report work-related risks and hazardous situations. Moreover, when the Safety Technician is present during his/her visits at the frequency specified by law and notified to all employees, this provides another forum for employees to discuss any concerns / problems they have about those issues, and the Safety Technician's Office is always at their disposal.

Since 2017 when the Safety Technician's Office was included in the company's organisational chart, EYATH has employed one full-time member of staff. A specific schedule of visits to company facilities where staff are employed has also been put in place. The ongoing collaboration between the Safety Technician's Office and Company Divisions seeks to ensure that proper procedures are put in place to protect both employees and Company facilities, to record and rationalise the relevant inspection procedures, and to showcase and upgrade the Safety Technician's Office. Particular attention is paid to disseminating knowledge via discussions with and briefings of competent officers about the facilities within their remit. Additionally, as part of its activities, the Internal Audit Unit identifies hazards, and investigates the inherent risk and potential incidents.

The Company's Occupational Physician provides his/her medical services to all company employees. Both the Safety Technician and Occupational Physician are notified about any accident at the company.

The process followed is set out below:

- **The Safety Technician** investigates the possible causes, conditions and factors which led to the incident, prepares an occupational accident investigation report and proposes measures to avoid similar accidents.
- **The Occupational Physician** monitors the health of employees who have suffered an accident and prepares a certificate on their suitability for continuing work, if that is feasible, given their state of health.

Thanks to its systematic, ongoing efforts to promote and build a corporate H&S culture, EYATH encourages all employees to behave responsibly for their own personal safety as well as the safety of their co-workers; this is an unwavering daily commitment on the company's part.

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. To minimise the likelihood of accidents occurring at work, EYATH is constantly striving to modernise its inspection systems while also setting training, information and procurement targets for suitable PPE for its employees.

Also, in accordance with the obligations resulting from collective bargaining agreements, EYATH provides employees who work in unhealthy or hazardous areas with work uniforms, footwear and personal protection equipment, as well as personal hygiene products.

As far as other actions related to occupational health and safety are concerned, note that in the first half of 2023 the following were planned and implemented:

- **First aid seminars hosted by Hellenic Rescue Team**
- **Procurement of 8 defibrillators which were then installed at an easily accessible location at 8 different EYATH facilities that have a large number of employees**
- **Medical lab tests**

In 2022 there were 2 occupational accidents involving the company's own staff, one of which resulted in an injury for which sick leave was not granted. The second related to a road traffic accident and there was no injury.

An occupational accident is characterised as serious insofar as it entails a need for medical intervention or a period of long hospitalisation or long period of leave. Despite that, neither of the two accidents was characterised as serious in terms of their outcome. The accident rate in 2022 was 0.659¹⁸. The accident severity rate was zero¹⁹ for 2022.

Moreover, in the reporting year there were no deaths or illnesses associated with company operations.

Given the company's concern for occupational health and safety, EYATH updated its documentation and prepared a new occupational risk assessment study. This was necessitated by the continuing development of the risks which exist in the company's field of operations, the need to develop measures in response to them, as well as continuous legislative changes being made on matters relating to EYATH's business activities. Preparation of the new study is expected to be completed in early 2023. It is clear that the study needs to be updated to fully, correctly and effectively reflect reality, covering all aspects of employee activity and comprehensively assessing health and safety risks.

More specifically, using a specific methodology, a detailed risk assessment is carried out and guidelines and best practices are formulated per risk. Note that the analysis was carried out for each Division and Department to ensure the study was organised in the best possible way.

The Occupational Risk Assessment Study systematically examines all work done by the company to:

- Identify sources of occupational risk;
- Ascertain to what extent and by what measures the sources of risk can be eliminated or those risks avoided, and if that is not possible to check how the sources of risk can be replaced by other safer ones;
- Record the prevention measures already implemented and propose those which should be taken in addition to controlling risks and protecting workers.

This can be achieved by:

- Identifying and recording existing risks to employee health and safety and those which may arise;
- Qualitatively and quantitatively determining harmful factors (physical, chemical, biological);
- Taking preventative measures already adopted and/or proposed for adoption which are designed to control risks and safeguard employees.

In fact, the Occupational Risk Assessment Study is a useful tool for the company, providing timely and valid responses to risks to employee health and safety and to infrastructure by proposing suitable measures and allowing the company to decide which of them to adopt. It is a dynamic tool for re-assessing risk or adding some new risk that arises from a new activity.

Moreover, given the importance the company attaches to the safety of both its employees and its infrastructure, to ensure that this issue is systematically addressed and that all infrastructure is fully compliant from a fire protection perspective, the Company is gradually implementing all measures needed and installing all equipment specified in the fire protection designs, which will make those facilities and employees safe in emergencies.

⁽¹⁸⁾ Accident frequency rate = (Number of recorded injuries x 200,000)/Number of hours worked by all employees in the calendar year

⁽¹⁹⁾ 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

Response to the COVID-19 Pandemic

As far as the COVID-19 pandemic is concerned, from the outset EYATH took measures to focus on its employees so that staff were safe and could continue to remain active under crisis conditions. It prepared a business plan for the employment of staff which involved a skeleton staff, tele-working and rotating work depending on staff duties, and closed offices providing services to the public in the spring, only allowing people in by appointment. Immediate implementation of all ministry circulars to safeguard personal health and hygiene allowed services to be provided as normal to consumers in Thessaloniki throughout the entire pandemic period.



In 2022 the company continued to comply with public health measures, adapting its response accordingly in light of epidemiological data (teleworking, provision of protective gear, regular disinfections, etc.). Making people a priority, the company continued to monitor epidemiological data and will continue to do so in line with recommendations from the National Public Health Organisation, in order to maintain the sense of security for both employees and consumers. As far as the EYATH Water Supply Museum is concerned, all necessary public health measures were taken to ensure the health and safety of pupils during school visits. By providing suitable equipment such as masks and disinfectants and applying special protection measures, EYATH ensured the overall health and safety of visitors.

Group tours of the museum were limited to single classes with groups of up to just 20 people in line with established protocol. In addition, after each visit, the area was properly ventilated, providing a safe and healthy environment for visitors.

At the same time, in June 2022 pest control and rodent eradication were carried out for public health reasons, further bolstering preventative actions designed to combat the spread of the virus. EYATH undertook to maintain a clean, healthy environment, offering a safe environment for all visitors.

Overall, between February and December 2022 around 5,000 school pupils visited the museum along with 150 individual visitors, primarily of foreign origin. It is important to note that of those visitors, 46 children were disabled, which resulted in the museum's specially designed facilities being used. These were specially created to make it easier for such children to have full access to the museum.

Through these efforts, EYATH demonstrated its unwavering dedication to the health and safety of visitors, compliance with public health protocols and the provision of a safe environment for the recreation, education and cultural development of visitors.

Continuous efforts to combat the pandemic and our ongoing sensitivity towards the needs of vulnerable groups demonstrate EYATH's commitment to achieving and promoting social prosperity overall.

Corporate Social Responsibility, Affordable Tariffs and Consumer Relations

(GRI 3-3)

EYATH and the local community

(GRI 203-1)

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. In this regard, all investment projects implemented have a positive impact on society since they affect the basic water supply and sewerage services of local communities and service for consumers themselves.

Giving something back to local communities is intimately bound up with EYATH's business activities. The Company supports local bodies and organisations whose work benefits society as a whole with a systematic and targeted approach. EYATH listens to current needs, as well as the needs that may arise at national, local and even global level, and as appropriate engages in programmes and actions to meet the real and important needs of society and makes donations. For example, EYATH sends materials or undertakes infrastructure projects at refugee camps, and supports fire victims, social or cultural groups or ecological routes. At the same time, the company also responds to emergencies (such as pandemics, natural disasters) in addition to implementing its already well-established social responsibility plan.

Note that at project planning and implementation level, municipalities are involved in decision-making (depending on the project). For example, a public consultation with local bodies was held to update the Sewerage Regulations. In effect, business activities are conducted in consultation with local bodies (licensing procedures, examination of any operating impacts, etc.).

Special attention is also paid to vulnerable groups, in other words citizens affected by the socio-economic crisis. This manifests itself through actions such as the social tariff, the debt repayment scheme, sponsorships, support for the unemployed, and so on. All these are steps taken by EYATH to promote the values of solidarity and contribution, which have a high social impact, improving the day-to-day lives of the most vulnerable groups. In the same context, the company actively encourages and promotes volunteerism among its own employees to serve the common good.

True to its social mission, in 2022 EYATH took a series of diverse steps both in environmental and socio-economic terms in order to provide the best possible assistance to society as a whole.



More specifically:

In 2022, EYATH donated €10,000 to support local organisations and the Red Cross in its efforts to help Ukrainian refugees, thereby assisting with the humanitarian crisis in Ukraine.

As far as the health sector is concerned, the company continued unabated its collaboration with the Aristotle University of Thessaloniki to identify the coronavirus in wastewater, which has now become a vital tool in combating the pandemic. It should be noted that there are also plans to expand collaboration with the University by including additional topics so that wastewater can serve as "window into the state of public health" for the entire Thessaloniki urban area. In the health sector, the company also supported the STORGI Association of Friends of Children with Cancer. In effect, throughout all of 2022 the company supported organisations and collectives in an effort to fully restore normality after the pandemic and to bolster the social cohesion which has been impacted by it.

In addition, the company supported the Aravissos-based "Metamorfoosi Sotiros Sports Association" providing it with sports equipment and also built a playground in the location of the Aravissos springs, which is a key source of water for Thessaloniki. It is equally important that the company supported Thess Truth, Thessaloniki's first and largest city-wide game. This activity was organised by THETA Social Cooperative as part of our effort both to entertain and educate young people in the city.

Also in 2022, the scholarship programme for AUTH students continued. This cooperation agreement between EYATH and AUTH provides for two scholarships annually paying €7,000 each (€23,500 on an annual basis) 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. During the reporting year grants were awarded for 3 postgraduate courses. EYATH also always responds to requests from schools in Thessaloniki, where it operates to renew / donate electronic equipment.

As far as actions to support and empower socially vulnerable groups are concerned, in 2022 EYATH also supported the unemployed in Thessaloniki via the Labour Centre, purchasing vouchers for basic necessities. Overall, the company encourages its staff to participate in voluntary activities such as collecting food or clothing for the most deprived persons in society and also has an annual subscription to the Schedia Street Journal, thereby supporting the city's unemployed and homeless.

EYATH also supported environmental actions such as surface cleaning of the Thermaikos Bay in partnership with NORTH AEGEANS SLOPS. The company also offered a prize in the 1st Smart Forest Innovation Challenge and supported one-day events / conferences held at the Aristotle University of Thessaloniki focusing on air quality, geology and hydrology, sustainable energy, as well as environmental management more broadly.

The company also took steps to ensure employee well-being, such as purchasing tickets for the entire theatrical season of the National Theatre of Northern Greece or providing company calendars from Smile of the Child to both employees and associates. In addition, the company provided Christmas gifts to employees' children and awarded the top 7 individuals who came first in tertiary education with a cash prize of €500. Of course, in 2022 we also organised an event in honour of the Prophet Elijah, protector of EYATH's employee.

The company also provided support to 50-50 Women On Board, an organisation whose primary objective is to bolster the role of women and overall improve diversity on Boards around the world. In doing so, EYATH envisages a business environment which is marked by equality and the elimination of discrimination and has towards implementation of this vision.

EYATH provided financial support for the reporting year and supported a range of events such as:

- **Greek Institute for Research and Development – 5th Thessaloniki Development Conference**
- **Technical Chamber of Greece – Central Macedonia Region – support for the Panhellenic 'Industry Castles' Conference**
- **Delphi Economic Forum 2022**
- **ITC 2022 – 5th Infrastructure – Transport Conference**
- **Hellenic Hydrotechnical Union – 15th Panhellenic Conference**
- **17th Samothrace Journalists Conference**
- **VORIA – Workshop on Northern Greece and the energy crisis**
- **Palladian – 4th 'Thales of Miletus' Business Awards**

Special reference should also be made to EYATH's support for the arts and culture since in 2022 the company supported both the 5th Photography – Photojournalism Competition held by the Cultural Foundation of the Macedonia-Thrace Association of Journalists as well as organisation of the 11th Thessaloniki Literary Stage. To that end, EYATH also supported the Thessaloniki Concert Hall in organising an exhibition of sculptures and paintings and the Museum of the Macedonian Struggle in organising an exhibition entitled "LANDSCAPES OF MEMORY: From Pontus and Asia Minor to Macedonia".

EYATH also ran and completed an innovation and entrepreneurship competition in partnership with HCAP and MITEF Greece to provide incentives to start-ups or research teams. The first prize of €5,000 (with an additional cash bonus of €1,000) was handed over at an event at EYATH's head offices to the 4-member research team of G. Fytianos by the name of "Envifyti", which submitted the most flexible and functional proposal to meet the needs of EYATH's facilities.

EYATH spent a total of €138,000 on Corporate Social Responsibility actions in 2022.

Customer Service and Satisfaction

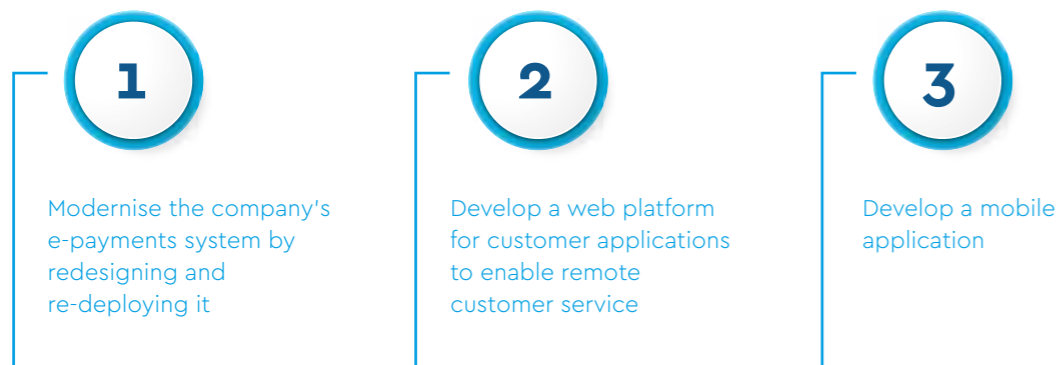
(SS-S8-1)

Always focused on providing prompt, excellent customer service, as well as top quality services, EYATH has opened new, state-of-the-art service stores at central locations in the city of Thessaloniki. In fact, the Customer Service Division operates at new, cutting-edge offices at 6 Angelaki St. which handle all day-to-day transactions and customer requests.

The primary purpose of relocating was to improve service and communication with consumers inside open-plan, ergonomic, well-designed premises, by applying accelerated procedures.

At the same time, EYATH is constantly seeking to improve customer experience by exploring new innovative processes and automations which will improve the day-to-day operation of its facilities and offer even better customer service. For example, both the company's website and the customer service portal lay the foundations for improving customers' overall experience and ensuring they are served as quickly as possible.

In fact, a contract is under way to supply, configure and commission a customer portal application under which EYATH seeks to:



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 consumers and aim to better serve their needs.

As far as the handling of problems which arose during 2022 is concerned, of the 7,569 problems reported, 5,670 were resolved on the same day or the following day (74.91%), 1,091 were resolved within 7 days (14.41%) and lastly 808 were resolved within a period of more than 7 days (10.68%). Moreover, there was a total of 2,381 water supply disruptions in 2022, 97 of which were scheduled and all the others were emergencies.

In addition, to evaluate what picture customers have of the company and to explore their customer experience and views, EYATH carried out a phone survey between 2 and 12 December 2022. When compared against the results of the previous survey done in April 2021, this new one found that EYATH undoubtedly continues to be seen as a recognisably public entity. In fact the figure slightly increased up by 2% (from 85% to 87%). At the same time, the survey showed that the company's positive rating improved during the pandemic, up from +2 to +7.

As far as the favourability index is concerned, EYATH remains in first place among four large enterprises which provide services to the general public. In fact, the average value of the index went up from 3.7 to 3.8. However, it remains in third place among four large companies in terms of familiarity, with a slight worsening in its rating.

Overall, the survey highlights the following advantages for the company:

- **It is essential.**
- **It respects the environment.**
- **It implements societally-beneficial projects.**

On the other hand, the comparative weaknesses which emerged related to:

- **Profitability**
- **Experience/knowledge**
- **Modernisation**
- **Future prospects**

These results show that EYATH has positive aspects in relation to consumers service having created 'channels' to communication between them and the company that allow them to make various requests online. It also shows that EYATH has become engraved in their minds as a responsible corporate entity, essential for the task it performs, offers something back to society and at the same time as a company that respects the need for environmental protection. Of course, the survey also shows that there are margins for improvement, especially in the fields of profitability, experience/knowledge, modernisation and future prospects.

Having said that, by constantly developing and taking sustainability and digital transformation measures, EYATH can further bolster its position in the market and provide even better service to customers, while at all times seeking to maximise the overall benefits they enjoy.

Mechanisms for seeking advice and expressing customer concerns

(GRI 2-27, GRI 416-2)



The company has accounts on a range of social networks such as Facebook, LinkedIn, Instagram and YouTube to make communication with customers as easy as possible. It also has a profile on Google. This allows consumers to send inbox messages, record comments and submit an evaluation using each of the aforementioned media. Lastly, it is possible to submit a document to info@eyath.gr or file a complaint via EYATH's switchboard.

In 2022 there were no cases of non-compliance with the relevant legislation and regulations concerning the impacts on health and safety of customers who used EYATH's products and services.

Pricing Policy

(IF-WU-240a.4)

EYATH continues to implement the pricing policy which was ratified by Joint Decision No. 4799/19-12-2012 of the Ministers of Finance and Macedonia-Thrace (Government Gazette 3450/B/27.12.2012). That decision has remained in effect to this day following successive extensions.

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 billing rules as well as measures to improve water services for various uses of water, and to lay down procedures and methods for recovering the cost of such services, including environmental costs and water resource costs.

At the same time, the objective of the Joint Ministerial Decision is to ensure that pricing policy for water offers adequate incentives to users to efficiently use water resources and for the different uses of water to adequately contribute to recovery of the cost of water supply services. Services are charged for based on cost factors, including financial costs, environmental costs and resource costs. Financial costs are worked out by the provider (EYATH S.A. in this instance) whereas environmental and resource costs are calculated and approved by decision of the competent authority, and overall are added to tariffs as an environmental levy per m³ of water used.

Note too that when designing its pricing policy EYATH takes into account macroeconomic conditions and the specific groups of consumers in the area it serves. In this way, it sets its tariffs proportionally, adapted to the various groups of consumers in question.

In this case, the pricing policy for the 2019-2023 period recommended by EYATH to the Special Secretariat for Water was approved by decision No. 26142/180 of the Special Secretary for Water (Government Gazette 1105/B/3.4.2019) and has been in effect since May 2019.

The pricing policy follows the logic of a drop in the cost of water for lower levels of consumption, to ensure it has a social focus, and a rise in cost for high consumption to avoid natural resource wastage.

In this regard, for socially and economically vulnerable groups of consumers, the social tariff has been retained and bolstered. It is now tied into the social and income criteria in the Social Residential Tariffs which have been adopted for electricity (SRT A and SRT B). Beneficiaries are automatically be included in the tariff (and are removed when they no longer meet the criteria) without bureaucracy since they will not need to submit supporting documents because the company will receive the relevant files from e-Government Centre for Social Security/HEDNO.

Social Tariff

(IF-WU-240a.1, IF-WU-240a.2, IF-WU-240a.4, IF-WU-000.A, IF-WU-000.C)

EYATH is firmly committed to providing water at an affordable price to the most vulnerable social groups. The company's social tariffs for 2022 covering these matters are analysed below.

Consumers on the social residential tariff A are entitled to the following discounts:

- The first 0–30m³ of water consumed in any 4-month period is free of charge. In other words, only the fixed charge of €8 (plus VAT) is charged on the total number of cubic metres consumed.
- For water consumption levels from 31 to 80 m³ in any 4-month period, there is a 70% discount on the price of the household tariff on the total volume of water consumed.
- For water consumption levels from 81 to 120 m³ in any 4-month period there is a 35% discount on the total volume of water consumed.
- For water consumption levels over 120 m³ in any 4-month period, there is no discount on the total volume of water consumed.

Overall, the discount rate for this category is calculated on the household tariff and for all cubic metres consumed.

Consumers on the social residential tariff B are entitled to the following discounts:

- The first 0–30m³ of water consumed in any 4-month period is **free** of charge. In other words, only the fixed charge of €8 (plus VAT) is charged on the total number of cubic metres consumed.
- For water consumption levels from 31 to 80 m³ in any 4-month period, there is a **50% discount** on the price of the household tariff on the total volume of water consumed.
- For water consumption levels from 81 to 120 m³ in any 4-month period there is a **25% discount** on the total volume of water consumed.
- For water consumption levels over 120 m³ in any 4-month period, there is no discount on the total volume of water consumed.

The discount percentage is calculated on the household tariff and for all cubic meters consumed. It should be noted that an environmental levy is included in the new tariffs, which is paid over to the Green Fund to finance water resource management and protection projects.

In addition, for the period 2021–2023 there will be a 2% annual increase in tariffs (apart from household scale one with consumption of up to 10 m³/4-months) to ensure that the company's investment plan can be implemented (which foresees major water supply and sewerage projects, such as an extension to the Thessaloniki water treatment plant, maintenance of the Aravissos aqueduct, works to improve the water supply and sewerage networks), while the sewerage levy fixed charges and special water cycle levy will remain firm and fixed over the tariff's 5-year period.

Household scale one is excluded from the increase, where the water supply charge will remain fixed at €0.420 per m³ for the years 2019 to 2023 inclusive. In addition, customers with whom EYATH has entered into special pricing agreements (Hellenic Petroleum and Titan) are excluded from the increase.

As the manager and provider of a commodity of utmost importance like water, EYATH has adopted a social water supply tariff to ensure access to clean water of unparalleled quality in the most cost-effective manner for society's most sensitive groups (vulnerable persons/those with special needs) so that they are not deprived of this recognised fundamental human right. It should be noted at this point that due to the nature of water as a social natural good with monopolistic characteristics, the cost of providing the service is supervised and regulated.

The pricing policy for 2022 is as follows:

1. Retail – Sliding scale of consumption in a 4-month period

- 0–10 m³: 0,420 €
- 11–30 m³: 0,624 €
- 41–60 m³: 0,728 €
- 61–120 m³: 1,248 €
- 121–180 m³: 3,745 €
- 181+ m³: 4,578 €

2. Business tariff – Sliding scale of consumption in a 4-month period

- 0–200 m³: 0,714 €
- 201+ m³: 0,969 €

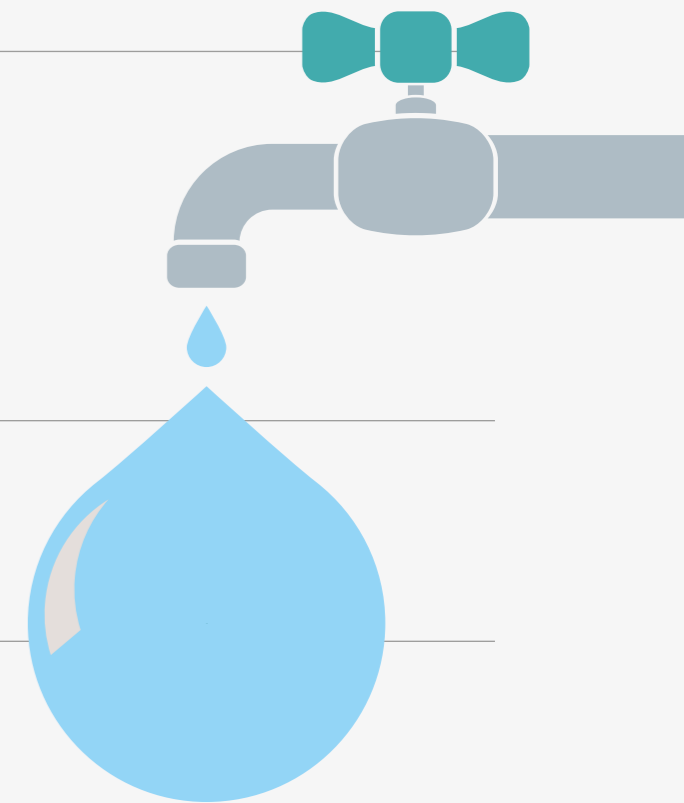
3. Industrial tariff – sliding scale of consumption in a single month

- 0–500 m³: 0,530 €
- 501+ m³: 0,887 €

Average retail sale price of water for 2022:

- Household users: 0,63 €/m³
- Businesses: 0,88 €/m³
- Industries: 0,87 €/m³

For example, an average/standard monthly water bill for household customers who consume 10 m³ of water per month is around €20.



Regarding the number of water supplies of the company, these amounted for the year 2022 to:

478.000

Domestic Use
(including domestic customers, household customers, family Hope and vulnerable consumers)

3.298

Commercial Use

272

Industrial Use

The table below shows the billable cubic meters of water, the number of measurements and the net value per category of customer for 2022:

CONSUMPTION CATEGORY (in m ³)	CONSUMPTION IN 2022
Household use	36.968.246
Local government authorities – network reinforcement	5.548.109
Industrial use	4.663.686
Businesses/Fire Hydrants	2.569.142
State – Municipalities	3.023.420
Hellenic Petroleum	1.990.266
Other	58.712
TOTAL	54.821.581m³

The total sum of billable cubic meters in 2022 was 54,821,581 m³.

Customer debts

(IF-WU-240a.3)

EYATH has a debt repayment plan for customers who fall into arrears. Such debts can be divided into two categories: debts below €2,000 and over €2,000.

Below is a description of the two categories of debt and the debt repayment scheme.

Case 1: Debts below €2,000

As far as debt repayment plan for debts below €2,000 is concerned, it is a condition that the debtor is obliged to pay the bill, and therefore the water connection must be in the name of the actual user. If the debtor has entered into a debt repayment plan more than twice in the past, an advance of 30% is requested and 36 instalments are given, which may not be less than €50 per month. If the debtor has not complied with previous debt repayment plans, an advance of 50% of the debt is requested. In cases where the name of the owner changes, 30% is payable in advance, whereas the figure is 40% in advance for tenants. If the debtor is a member of a vulnerable group (beneficiary of the social residential tariff) 30% is requested for large debts and repayments can be made in 72 monthly instalments.

Case 2: Debts over €2,000

Debt over €2,000 is repaid in accordance with the following decisions of EYATH's Board of Directors:

1. Decision No 396/2015 regulates the duration, the interest rate, the minimum instalment amount, the interest exemption, arrangements in the case of a cancelled account for consumers facing financial difficulties and the use of a credit card.
2. Decision No. 232/2020 adopts the zero default interest rate due to emergency measures to address the pandemic (any return to the previous situation has not yet been re-examined).
3. Decision No. 286/2020 regulates issues relating to consumers facing proven financial difficulties.
4. Decision No. 358/2020 allows for private agreements to be entered into with consumers with debts over €2,000.

It should be noted that Board of Directors Decision No. 501/2020 ratified Management Board Decision No. 13/2020 which allows for the repayment of debts for all professionals in up to 48 instalments.

As far as water supply disruptions for 2022 are concerned, note that the water supply to 667 household customers was interrupted due to overdue debts, 465 of which were reconnected, and it should be stressed that 61.47% (410) were reconnected within 30 days.

Below is a brief overview of the number of requests submitted for reductions in bills during the reporting year. EYATH receives discount requests for leakages or changes in the tariff (for professional and social reasons) via two routes: PAPHYROS and EXTRALINE. "PAPHYROS" is an application operated by EYATH for the electronic distribution of documents, while through "EXTRALINE" receives requests submitted by consumers/customers via EYATH's website. The company also receives discount requests for other reasons (debt sharing, returns).

Overall, it is estimated that around 99% of the requests submitted in 2022 were dealt with. These points demonstrate the company's commitment to combining its business activities with safeguarding social welfare, especially for those who need it most. In this way the company provides clean, affordable water to safeguard the achievement of the Sustainable Development Goals.

Business Continuity and High Drinking Water Quality

(GRI 3-3, GRI 303-1, GRI 303-2)

(IF-WU-140a.1, IF-WU-140a.2, IF-WU-000.B, IF-WU-000.E)

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 laboratory accredited under the ISO 17025:2017 standard.

As far as the EYATH network is concerned, the external water supply network is 448.6 km long while the total length of the sewerage network is 1,777.78 km. In addition, in 2022 the company replaced 6,153 m of water pipes, which accounts for around 0.27% of the network. The majority were replaced due to age (frequent leaks) while some of them were replaced due either to regeneration works carried out by municipalities or to the need to relocate them outside plots. Of the 6,153 m, an estimated 5,000 m were replaced due to age and the other 1,153 m for other reasons.



The Division of Water Supply Installations

The Division's main objective is to ensure uninterrupted supply of high quality drinking water from the Thessaloniki Water Treatment Plant to the area served by EYATH, and quality control of water from its source to its supply to consumers.

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.
- The supply of tested, safe and hygienic drinking water is assured, as specified by law.

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.

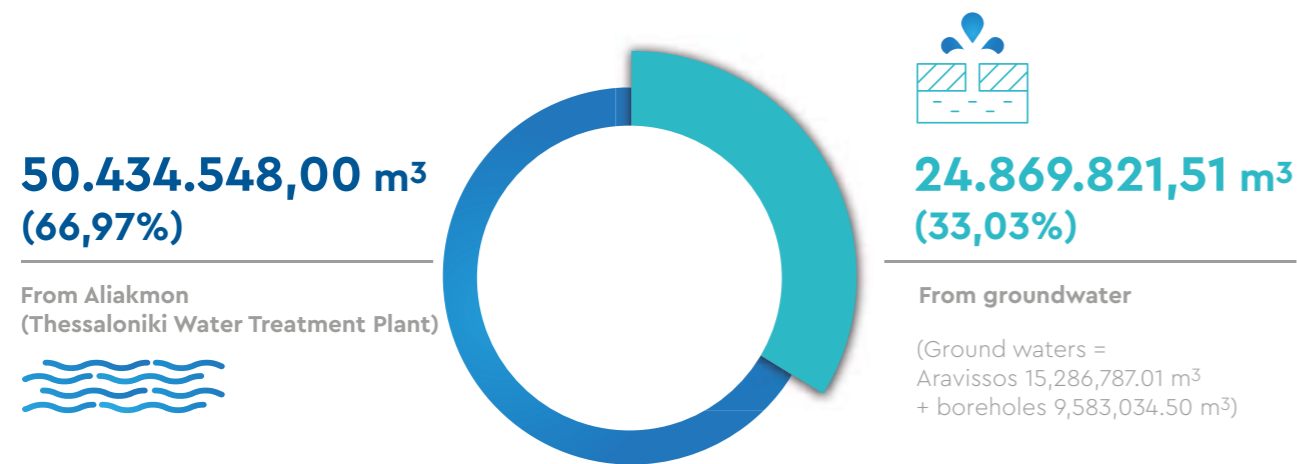
It is noted that EYATH S.A. more than meets the daily demand for water, as the assured supply indicator was nearly 99%.

The average daily water flow is 252,519.23 m³/day.

The quantity of water billed in the years 2020, 2021 and 2022 came to:

Quantity of water in m ³	2020	2021	2022
	56.243.116	55.997.074	54.821.581

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:



The total volume of water pumped from these two springs was

75.304.369,51 m³ in 2022.

Of that total, the volume of water billed was **54.821.581,00 m³** (72.8%) while the volume of water not billed was **20.482.788,51 m³** (27,2%).



Department of Water Treatment Plant Laboratory

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

EYATH's laboratory

EYATH has a modern, accredited laboratory, the Department of Water Treatment Plant Laboratory, whose main objective is to carry out quality controls on water from the Thessaloniki urban area, water from boreholes, water being treated in the intermediate stages at the Thessaloniki Water Treatment Plant in accordance with a specific schedule, and water at outlet D3, in order to monitor the overall process, as well as water in the channel that directs water back to the Aliakmon River. 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.



The Water Treatment Plant Operation & Maintenance Department and the Chlorination Work Crew take samples and carry out sanitary checks at water abstraction springs and the distribution network to ensure the suitability of potable water. To more effectively safeguard the quality of drinking water from a microbiological perspective, a sodium hypochlorite solution (NaOCl) is used for decontamination at central pumping pH stations 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 Department carries out residual disinfectant action checks on the distribution network and water abstraction sources.

The lab now covers the entire range of physico-chemical, organic and microbiological parameters which the company is obliged to monitor in accordance with the new applicable legislation (Decision No. Δ1(δ)/ΓΠ οικ. 27829, Government Gazette 3525/B/25.5.2023) on the quality of water intended for human consumption in compliance with the provisions of Directive (EU) 2020/2184 of the European Parliament and of the Council of 16 December 2020 (OJ L 435/1, 23.12.2020)" on a daily basis 7 days a week, 365 days a year.

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 Thessaloniki Wastewater Treatment Plant. To ensure proper, well-documented testing, EYATH's labs use analytical methods and examine a series of parameters (organoleptic, physico-chemical, metal, microbiological and organic) to identify the required elements in water samples to achieve high sensitivity, accuracy and repeatability of measurements.

The lab has specialised, fully trained staff in a wide range of areas of specialisation including a chemist, chemical engineer, hydrobiologist and food technologist. EYATH ensures that Laboratory staff are constantly trained and briefed by participating in seminars and workshops about all new developments and technologies in the field of drinking water laboratory analyses.

Lab Infrastructure

The lab is fitted with cutting-edge equipment to ensure maximum accuracy of the quality testing of drinking water. Specifically:

Liquid chromatography using a triple quadrupole mass detector (LC-MS/MS) to identify semi-volatile pesticides, phenolic compounds and per- and polyfluoroalkyl substances (PFAs).	Gas chromatography-mass spectrometry (GC/MS) to identify pesticides and volatile organic compounds and solvents, odour and flavour compounds.	Gas chromatography using a triple quadrupole mass detector (GC-MS/MS) to identify polycyclic aromatic hydrocarbons and pesticides. Atomic absorption with a graphite furnace and a hydride system to identify metals and metalloids.
	Ion chromatography system for anions and cations.	
	Incubation furnaces and wet and dry sterilising furnaces.	
Visible and ultraviolet spectrophotometers.	Fluoride ion-selective electrode.	IDEXX Colilert equipment (Quanti-Tray Sealer PLUS, UV light and UV Viewing Cabinet).
Oxygen meters.		Chlorine residue photometers.
		Analytical balances.
Instrument for determining total organic carbon (TOC).	Devices to produce ultrapure and deionised water.	Conductivity meters, turbidimeters, pH meters.

Laboratory Accreditation

(IF-WU-440a.1, IF-WU-440a.2)

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

The key objective of accreditation outlined in the requirements of the ISO/IEC 17025 standard is to reduce the likelihood of errors arising both when carrying out analyses and in the stages before and after they are carried out. Additionally, the lab participates in inter-lab testing to regularly check the reliability of its results, to monitor the performance of lab tests and so to constantly improve operations and the quality of services provided to Thessaloniki's citizens.

In 2022 the Water Treatment Plant Lab / EYATH Water Supply Facilities Division ran:

- For the parameters under Group A of the legislation (legislative requirement for 675 samples): daily sampling and analyses on 1,545 samples of drinking water from specific, representative locations in the EYATH S.A. water supply network;
- For the parameters under Group B of the legislation (legislative requirement for 36 samples): 37 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 carried out by the Company.

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

- **The 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.**

To constantly upgrade its lab infrastructure, the company has installed a continuous monitoring system for organic carbon and ammonia at the entrance to the Thessaloniki Water Treatment Plant. Lastly, EYATH does not collect from third party providers water it has already sold to consumers and does not deliver recycled water to its customers.

6. Board of Directors

(GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-12, GRI 2-13, GRI 2-14, GRI 405-1)
(ATHEX C-G1-1, C-G1-2, C-G1-3, C-G1-4, C-G1-5, C-G2-1, A-G1-1)

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. K2-16550/19-11-2007 of the Ministry of Development (Government Gazette 13309/20-11-2007) the Company is run by a Board of Directors.



The procedure for selecting the highest governance body, namely the Board of Directors in this case, is in full compliance with the provisions of Law 4964/2022 (Government Gazette 150/A/30.7.2022) and in particular Article 114(4) according to which: «HCAP shall, as majority shareholder, propose to the General Meeting of Shareholders of the companies EYDAP S.A. and EYATH S.A. the members of their Board of Directors to be elected, following prior approval by the General Meeting of the sole shareholder, the Greek State. Members of the Boards of Directors of the two companies who acquire that capacity on a proposal from the HCAP under the said procedure shall act within the framework laid down in Article 5(5) and Article 21(3) of the Constitution on the continuous provision of high quality water supply and sewerage services to society as a whole».

In this way the rules of succession of the Board of Directors are regulated by the provisions of law specific to the company. In addition, taking into account the company's strong public and societal mission, each CEO is selected, taking into account the above provision, by the Greek State, which is the sole shareholder of the company's dominant shareholder (HCAP S.A.). 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. In 2022 the Chairman of EYATH's Board of Directors was not a senior executive of the organisation (non-executive member).

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 2022, the members of the Board of Directors met 34 times in total.

Members of the Board of Directors are divided into executive and non-executive members, at least two of whom are independent and must meet the independence requirements laid down by law. In addition, two members of the BoD 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 must notify any relationship of dependence in accordance with Article 9 of Law 4706/2020 and the procedure laid down by the Company in Board of Directors decision No. 111/2022 to ensure compliance with the independence requirements and to ascertain that those conditions are met each year. This must be done before the annual financial report is published. That report includes reference to the relevant finding.

The Board of Directors' term in office is 4 years, and is extended by law, and there are no members of EYATH's Board of Directors who have family ties to each other.

In addition, it should be noted that the Company's Board of Directors has approved a Fit and Proper Policy for Board Members and a Remuneration and Nominations Committee has been set up as a mandatory requirement under Law 4706/2020 on the corporate governance of societies anonymes. Overall, the Board of Directors' primary duty is to promote the protection of the company's interests, while at the same time it is the body primarily responsible for representing the company and takes all appropriate measures and decisions to achieve the company's objects.

More specifically, the competences and duties of the company's highest executive body include the following:

1. It determines the Company's long-term strategy and operational objectives.
2. It is responsible for checking and making decisions in the context of the provisions of the relevant legislation and the Articles of Association, and for complying with corporate governance principles.
3. It lays down the corporate governance system referred to in Articles 1 to 24 of Law 4706/2020, oversees implementation and monitors and periodically evaluates implementation and effectiveness at least every three financial years.
4. It ensures adequate and effective operation of the Company's Internal Audit System which seeks to achieve the following objectives:

- a. Consistent implementation of business strategy by effectively using available resources;
- b. Identification and management of material risks associated with the company's business activity and operations;
- c. Effective operation of the Internal Audit Unit and the Regulatory Compliance and Crisis and Risk Management Unit;
- d. Ensuring the completeness and reliability of the data and information required for the accurate and timely determination of the Company's financial status and the preparation of reliable financial statements, as well as its non-financial statements in accordance with Article 151 of Law 4548/2018;
- e. Compliance with the regulatory and legislative framework and the internal regulations and policies governing Company operations.
More specifically, as far as the CEO is concerned, he is the company's highest executive body, supervises all its departments, directs their work and takes the necessary decisions in the context of all relevant provisions governing the operation of the business, approved programmes and budgets and decisions of the Board of Directors. At the same time, the CEO exercises all substantive managerial powers and all other competences assigned/granted by the Board of Directors and represents the company before all judicial and other authorities. The CEO also monitors the Company's day-to-day work and supervises the business of each department, while managing the Company's staff.

The CEO recommends the following to the Board of Directors:

- a. Preparation of designs, construction of projects and award of supplies and services in accordance with the applicable provisions in force from time to time.
- b. Any sale or lease of real estate or chattels belonging to the company.
- c. Discontinuation of actions filed or judicial remedies or settlements, whether extrajudicial or judicial.
- d. Taking out loans

Lastly, the CEO makes recommendations at Board meetings about the items to be discussed and is responsible for implementing Board decisions.

On 31.12.2022 the line-up of EYATH's Board of Directors 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 30-4-2020. Term in office ends on: 29-4-2024.
- **Katerina Tsikaloudaki, daughter of Georgios, Non-Executive Director.**
Elected on 30-4-2020. Term in office ends on: 29-4-2024.
- **Maria Petala, daughter of Dimitrios, Independent Non-Executive Director.**
Elected on 30-4-2020. Term in office ends on: 29-4-2024.
- **Georgios Archontopoulos, son of Savvas, Employee Representative, Non-Executive Director.**
Elected on 19-6-2020. Term in office ends on: 18-6-2024..
- **Ioannis Mitziias, son of Konstantinos, Employee Representative, Non-Executive Director.**
Elected on 19-6-2020. Term in office ends on: 18-6-2024.

Members of the Board of Directors

Total	Gender	Age Categories							
		30-40	41-50	51-60	61-70				
8	72,72%	Men	-	4	36,36%	3	27,27%	1	9,09%
3	27,27%	Women	-	3	27,27%	-	-	-	-
11	100,00%		-	7	63,63%	3	27,27%	1	9,09%

As is clear from the above, EYATH's Board of Directors consists of 11 members. 3 of its 11 members (or 27.27%) are women. Moreover, the percentage of members of the Board of Directors who are non-executive members was 81.81% (9 out of 11 overall) while the percentage of members of the Board of Directors who are non-executive and independent members was 36.36% in 2022 (4 out of 11 overall).

Fully embracing 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. In effect, it has general oversight over sustainability issues and in addition independent members participate in ad hoc committees relating to sustainable development issues based on their professional background. It is illustrative that Mrs. Tsikaloudaki and Mrs. Petala are responsible for environmental issues, while Mrs. Amanatidou is responsible for corporate governance issues, among other things.

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.

3 places occupied
by women
27,27%

age group
41-50
63,63%

They are:

1

The Chairman, Mr. Papadopoulos, is a distinguished mechanical engineer with a strong academic background. He holds a degree in Mechanical Engineering from the Aristotle University of Thessaloniki and a postgraduate degree in Energy Saving and Environmental Protection from Cranfield University (1991) and a PhD from the School of Mechanical Engineering of the Aristotle University of Thessaloniki (1994).

Since 1998 Mr. Papadopoulos has been Professor of Energy Systems at the School of Mechanical Engineering at that same University and since 2013 has been Director of the Process Systems Design Lab. He has served as a member of the Regulatory Authority for Energy (2003-2005) and on the Board of Directors of the AHEPA Hospital in Thessaloniki (2005-2007). Mr Papadopoulos has also served as a visiting professor at the University of Cyprus (2012-2013), the International Hellenic University (2011-2019) and the Technical University of Hamburg in Germany since 2015.

From 2014 to 2018 he held the post of Vice President for Academic Affairs on the Management Board of the Open University of Cyprus.

2

The CEO, Mr. Amanatidis, is a highly acclaimed engineer and professional in the project management sector. He holds a degree in Mechanical Engineering from the Aristotle University of Thessaloniki and has two postgraduate degrees in Sustainable Development and Energy Production and Management. Since 2010 he has been a key member of ERGOSE S.A. which oversees tendering and management of the construction of large infrastructure and electromechanical projects.

Mr Amanatidis has also served as a Consultant of ETAD S.A., working on project tenders and concession agreements. He has also served as Advisor to the Central Macedonia Region, focusing on environmental rehabilitation issues, and as Vice President of the Thessaloniki Gas Distribution Company, contributing to the company's development programme. With his strong educational background and extensive experience, Mr. Amanatidis is a valuable asset in the field of engineering and energy management.

3

The Vice-Chairman, Mr. Penelis, is a qualified civil engineer, graduate of the Aristotle University of Thessaloniki, with postgraduate studies in Seismic Engineering at Imperial College London and a PhD from the Aristotle University of Thessaloniki's Faculty of Engineering. He is Managing Director of Penelis Consulting Engineers S.A. and 3pi Software Ltd. He is the author of the books "Concrete Buildings in Seismic Regions" and "Structural Restoration of Masonry Monuments" published by Taylor and Francis (CRC Press). He has been involved in the structural design of new buildings and has twice been awarded the gold medal of the Patriarchate of Alexandria for his contribution.

4

The executive member, Mr. Koulouris, graduated from the Evelpidon Higher Military Academy (1984), the Armed Forces Cross-Branch War Academy and the Rome Defence College (NADEFCOL).

He also holds a degree in Law from the Law School of the Faculty of Law and Economics of the Aristotle University of Thessaloniki (1996) and a Master of Arts in International Politics from the Centre Européen de Recherché Internationales et Strategiques (CERIS) in Brussels, where he prepared a dissertation on Water Management. In his military career he has served in various operational posts in Greece and abroad, reaching the rank of senior officer (lieutenant general).

5

Mrs. Ammanatidou is a graduate of the Department of Business Administration and holds a postgraduate degree in Information Systems Management from the University of Macedonia. She is a grade A Insolvency Administrator and a grade A economist/accountant.

She has been involved in liquidation – resolution procedures for companies such as ELVO S.A., Hellenic Sugar Industry S.A., and AXON HOLDINGS S.A., among others. She has been an accredited mediator and member of the Insolvency Management Committee of the Ministry of Finance since 2017. She also holds certifications in Financial Accounting from the Harvard Business School and in International Accounting Standards from the Association of International Accountants, as well as ESG EXECUTIVE certification from the ATHEX Academy.

6

Mrs. Tsikaloudaki has a Ph.D in civil engineering and works as a professor in the School of Civil Engineering of the Aristotle University of Thessaloniki. Her research interests lie in the energy performance of the building envelope, the bioclimatic design of buildings and open spaces, building physics, and sustainability in general in the built environment. She has extensive academic experience and has produced a significant body of scientific and research work.

In addition, she was actively involved in preparing the Building Energy Performance Regulations, in preparing technical guidelines for the Technical Chamber of Greece on how to implement them, and in preparing manuals to train energy inspectors. She was a member of the national coordination committee to update the legislation on the energy performance of buildings, the relevant committees of the Technical Chamber of Greece and the team which prepared the draft regulatory framework for buildings with almost zero energy consumption.

7

Dr. Petala holds a degree in chemical engineering from the Aristotle University of Thessaloniki and a PhD from the Aristotle University of Thessaloniki's Faculty of Engineering. Since 2000 she has been engaged in research on environmental engineering and since 2013 has been a permanent member of the teaching staff at the Laboratory of Environmental Engineering and Design / AUTH School of Civil Engineering. Her scientific interests include the quality of water, liquid and solid waste, water and liquid waste treatment methods, the recovery and re-use of wastewater and the environmental impacts from the disposal of liquid waste. Her scientific work has been published in reputable international scientific journals and has been presented at international scientific conferences.

She also serves as technical advisor to national and local public bodies on issues of managing water resources, improving water supply networks and water quality. She has served as assistant scientific officer in research programmes and is the author of a book on environmental engineering. She has served as a member of numerous scientific committees at national and international conferences, as a reviewer for respected international journals and as an evaluator of research proposals at national and international level.

8

Mr. Klitou is a graduate of the Department of Accounting and Finance of the University of Macedonia. He has a postgraduate degree in Strategic Finance, Accounting and Financial Management. He is an ACCA certified public accountant and member of the Institute of Certified Public Accountants in Greece (ICPA (GR)). He has extensive professional experience as a certified public accountant for both Ernst & Young and public bodies. Mr Klitou is Deputy CFO of Diamantis Masoutis S.A., responsible for financial planning and analysis of deviations, and Chairman of the Audit Committee of ALUMIL S.A.

9

Mr. Konstantakopoulos is a graduate of the Athens University School of Economics and holds a Master of Arts in Finance and Investments from Exeter University, Devon UK. He has worked in the banking sector for more than 30 years. Since 1994 he has worked for the National Bank Group (ETEVA and NBG), advising on major infrastructure projects (such as Athens International Airport, Rio-Antirrio Bridge, Attiki Odos, motorway concession projects) and on the financing of long-term concession projects and PPPs. He worked at NBG as Asst. Manager in the Special Financing Division.

Since 2018 he has worked for HCAP as Investments & Concessions Manager and as Portfolio Manager for companies in the Fund's portfolio.

The other professional commitments of members of EYATH's Board of Directors (including major non-executive commitments to companies and non-profit institutions) are presented in detail below:

Name-surname of member	Company Name	Professional commitment
Agis Papadopoulos	EYATH SERVICES S.A.	Chairman of the Board of Directors
	Aristotle University of Thessaloniki	Professor
Anthimos Amanatidis	EYATH SERVICES S.A.	CEO
Grigorios Penelis	PENELIS CONSULTANT ENGINEERS S.A.	CEO
	3P-PENELIS SOFTWARE LTD	CEO
Nikos Klitou	ALUMIL S.A.	Chairman of the Audit Committee
	D. MASOUTIS S.A.	Asst. Financial Manager
Ekaterini Tsikaloudaki	EYATH SERVICES S.A.	Non-executive board member
	Aristotle University of Thessaloniki	Professor
Maria Petala	Aristotle University of Thessaloniki	Member of the teaching staff of the School of Civil Engineering
Sofia Ammanatidou	EYATH SERVICES S.A.	Vice-Chairman, Executive Member
	MINISTRY OF FINANCE	Member of the Insolvency Management Committee
	GREEK SUGAR INDUSTRY	Special proxy
	ICA PC FINANCIAL CONSULTANCY	Administrator
Dimitrios Konstantakopoulos	Hellenic Corporation of Assets and Participations S.A. (HCAP)	Portfolio Manager
	Athens Water Supply and Sewerage Co. S.A. (EYDAP)	Non-executive board member
Georgios Archontopoulos	EYATH S.A.	President of the Trade Union
Ioannis Mitzias	EYATH S.A.	Secretary of the Trade Union

Board of Directors Training Policy

(GRI 2-17)

The Company has a training policy approved by the Board of Directors which it implements for members of the Board of Directors, senior executives and other executives, especially those involved in internal audit, risk management, regulatory compliance and IT systems. According to the Policy, education and training of EYATH's staff is recognised as a factor in achieving its objectives.

For all executives, especially those holding managerial posts or performing duties falling within the Internal Audit System, it is important to ensure that they have the necessary knowledge, skills and experience to effectively perform their role and that they enrich and update them. In this regard, each new executive receives the necessary induction training which will support him/her in ensuring problem-free, effective integration into the company and in managing his/her new duties. To ensure that staff receive ongoing training, the Management and Organisation Division prepares an annual training needs plan.

Note that in 2022 Board members were briefed about environmental issues.

In addition, in 2023 the Board is expected to prepare and approve an annual training plan for its members and executives on topics relating directly to Sustainable Development, ESG issues, violence and harassment at work, and so on.

Evaluation of the Board of Directors and its members

(GRI 2-18)

EYATH developed a structured framework for evaluating the Board of Directors, Chairman, CEO and other members of the Board for the first time in 2022. That evaluation was carried out by an independent external consultant on overall operational issues and to assess the adequacy of their knowledge, and its conclusions related both to individual Board of Directors suitability criteria and to collective criteria. The results of evaluation will be taken into account in the context of the succession plan for Board members and evaluation will hereinafter be an annual obligation.

More specifically, members of the Board of Directors achieved very high scores for individual suitability criteria, with the complementarity of members in terms of their specialisation in setting up a team capable of effectively supervising and deciding on individual issues and special features of company operations being noted positively. The evaluation showed that the diversity and experience of Board members have a positive impact on achieving targets and on more efficient company operations.

As far as the collective suitability criteria for the Board of Directors are concerned, the evaluation concluded that there is full compliance with the pillars examined and a high degree of receptivity and ability to manage issues of strategic importance and relevance to the company's development policy.

Overall, the first evaluation carried out in 2022 highlighted the very high level of training, operational continuity, active participation, environmental awareness, social responsibility and corporate governance, coupled with the honesty, integrity and good reputation of Board members.

Note that the Remuneration and Nominations Committee had evaluated the collective suitability of the Board as a body and the individual suitability of its members in accordance with its minutes No. 29/1-7-2022. Based on the results of the evaluations, there were no changes to the structure of the Board.

At the same time, in 2022 the Internal Audit System was evaluated as part of the wider Corporate Governance System, as appointed by the Company's Board of Directors.

Having said that, it should be noted that the evaluation did not mention the performance of the highest governance body in overseeing the management of impacts on the economy, the environment and people, other than the reference to awareness raising and involvement of members in these matters.

Lastly, in 2023 an independent external evaluation of Board operations is expected to be carried out for the first time.

Communicating critical issues

(GRI 2-16)

For EYATH, it is a key issue to communicate any critical issues which could relate to both potential and actual issues involving negative impacts on company stakeholders from the company's activities and/or its own conduct.

The flow of information is based on the Board's annual plan of actions and beyond that, whenever there are issues relating to sustainable development issues.

The titles/content of these topics which took place in 2022 are set out below:

1. Suitability of the thermal drying unit at the Thessaloniki Wastewater Treatment Plant: carrying out improvement and reconstruction work.
2. Approval of the technical report on the Thessaloniki Wastewater Treatment Plant Energy Management System.
3. Final contractor for operation of the Aeneia Wastewater Treatment Plant and the 14 pumping stations in the Thessaloniki tourist areas for a period of 60 months.
4. Preparation of a dossier amending the environmental terms and conditions for the project entitled "Thessaloniki water supply from the Aliakmon River and related projects".
5. Partial acceptance of the contract relating to operation of the Thessaloniki Wastewater Treatment Plant.
6. Assignment of work to renovate the roof of the Kalohori central warehouse to a company on condition that the asbestos is managed by a specialist company, which provides a final management certificate.
7. Provision of quality monitoring services for the Thermaikos Bay based on sailings, field measurements, taking of sea samples and carrying out of lab tests.
8. Application to monitor the operation of combined pipelines and avoid overflows using the IoT platform and AI.
9. Since November 2022 the biogas cogeneration unit has been in operation. This will make a major contribution to reducing the cost of electricity.
10. The Chairman and CEO of EYATH held a video conference with executives from the Fund who are involved in climate change management and response issues. During the video conference, reference was made to further actions needed to highlight the company's stance on environmental management issues and specific steps which are being gradually planned, indicating an intensification of efforts to improve company behaviour on environmental issues and ESG in general.
11. Signing of a MoU with the Central Macedonia Region under which flood protection studies will be prepared for areas close to the port, the White Tower and Agii Pantas.
12. Approval of supply – installation and commissioning of a steam boiler to improve dehydration along with all accompanying equipment and infrastructure.

Any critical issues are notified to the Board of Directors via reports and recommendations or via email.

Directors' Pay

(GRI 2-19, GRI 2-20)

(ATHEX A-G4-1, A-S4-1, A-S4-2)

The Remuneration Policy has been prepared in accordance with Directive (EU) 2017/828, Law 4548/2018 and the guidelines issued by HCAP (as majority shareholder). The Remuneration and Nominations Committee is responsible for preparing the Policy. The Committee is assisted in its task by an independent external consultant who provides his services on an arm's length basis after being awarded the contract via a tender procedure. As far as the issue of approval by the General Meeting of Shareholders is concerned, following a recommendation from the Remuneration and Nominations Committee, the policy is posted on the company's website 20 days before the Meeting so that shareholders can take cognisance of it, to allow them to exercise their legal rights relating to the items on the agenda. The policy is also re-examined every year. The policy can be found at: <https://www.eyath.gr/politikes/> and is valid for 4 years, i.e. up to 31/12/2023.

In this regard, the fees of executive and non-executive members of the Board of Directors are set out in the Company's approved Remuneration Policy. More specifically, 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. It should be stressed that the aforementioned 24 meetings were not remunerated.

In 2022, the CEO's overall pay was €77,000. The ratio of annual pay to average annual overall pay for employees is 2.8. Variable pay as a percentage of total pay for executives is 4.41%⁽²⁰⁾.



(20) Percentage variable compensation = Amount of variable compensation in euro/Total remuneration for executives in euro = 47,605.15/1,079,747.70 = 4.41%

Audit Committee

(GRI 2-9)

The Audit Committee is the body which oversees the ordinary audit of the company's financial statements and the flow of financial information.

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

1. A Board of Directors Committee which consists of non-executive members.
2. An independent committee comprised of non-executive members of the Board of Directors and third parties.
3. An independent committee comprised 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. In fact, the term in office of members of the Audit Committee is the same as that of members of the Board of Directors. 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 EYATH's operations. 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.

For the 2022 reporting year, the type of Audit Committee approved was a Board of Directors Committee comprised of three (3) independent non-executive members. This was based on a decision of the Company's Ordinary General Meeting of Shareholders.

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

- **Nikolaos Klitou:** Independent non-executive member of the Board of Directors, Chairman of the Audit Committee.
- **Sofia Ammanatidou:** Independent non-executive member of the Board of Directors.
- **Maria Petala:** Independent non-executive member of the Board of Directors.

The key 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 separate and consolidated financial statements, and the company's policies and internal audit system.

Moreover, the Audit Committee's competences also include evaluating the adequacy, effectiveness and efficiency of the internal audit systems, the audit function of the internal audit work and external auditors, to ensure the independence, quality, formal qualifications and performance of auditors.

The Audit Committee meets regularly and at least four times a year to examine and take decisions on all issues within its remit. During 2022 it met 14 times. All Audit Committee members participated in all of its meetings during that year.

In performing its duties, in 2022 the Committee examined issues such as:

- Repeat examination of internal audit findings from 2021 and corrective actions taken by management.
- Submission of a recommendation / proposal to the Company's Board of Directors by independent evaluators to assign one of them the task of evaluating the internal audit system.
- Implementation of proposals from the Internal Audit Unit to run training courses for staff in the Internal Audit Unit and to attend seminars organised by the Hellenic Institute of Internal Auditors in the context of implementing the International Standard for the Professional Practice of Internal Auditing 1230 "Continuous Professional Development" according to which internal auditors must improve their knowledge, capabilities and other skills through continuous professional development.

Remuneration and Nominations Committee

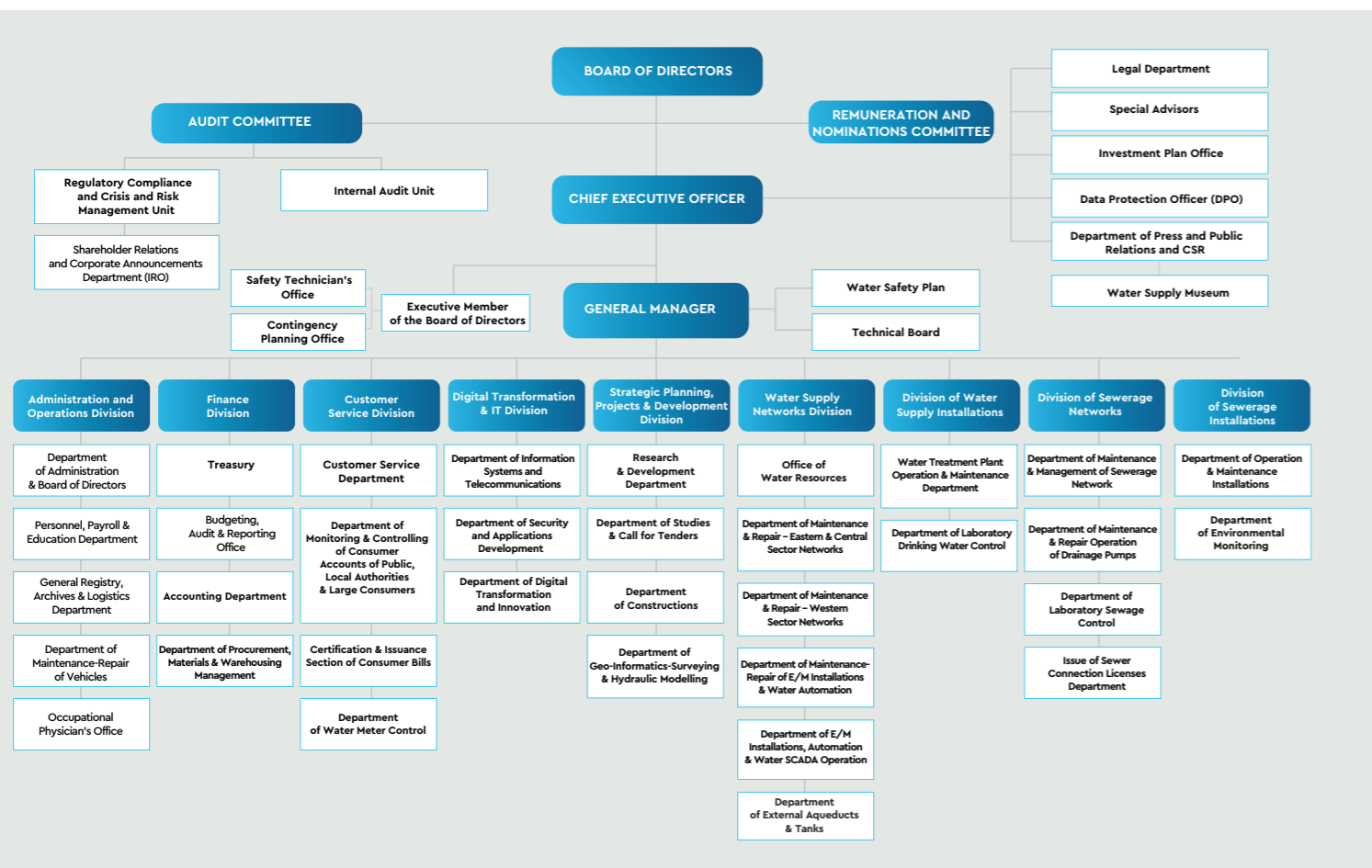
(GRI 2-9)

The Remuneration and Nominations Committee is the body which has: a) a recommendatory/ advisory role concerning remuneration policy and b) a recommendatory role concerning persons fit and proper to serve on the Board of Directors.

The establishment, meetings, decision-making, competences and interaction of the Remuneration and Nominations Committee with other organisational structures of the Company are laid down in Law (and in particular Law 4548/2018 and Law 4706/2020 and the regulatory decisions and circulars of the Hellenic Capital Market Commission) and the Remuneration and Nominations Committee's Bylaws which is posted on the company's website www.eyath.gr.

The Company's organisational chart

EYATH's organisational chart is presented in the following format:



This organisational chart clearly and transparently shows EYATH's governance structure.

The organisational chart shows the important position of the Audit Committee and the Remuneration and Nominations Committee. These committees are supported by and collaborate with the Internal Audit Unit which submits quarterly reports to the company's Board of Directors and the Regulatory Compliance and Crisis and Risk Management Unit.

The company's organisational chart can be found on the company's official website: <https://www.eyath.gr/schetika-me/>.

Enhancing Economic Value and Expanding Activities

(GRI 3-3, GRI 201-1, GRI 201-4)

EYATH places particular emphasis on financial transparency and the sound presentation of its financial position so that all stakeholders are fully informed when making 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 (<https://www.eyath.gr/enimerosi-ependyton/>). Aside from EYATH, the consolidated financial statements only include the subsidiary "EYATH SERVICES S.A.".

CATEGORY	DESCRIPTION	AMOUNT
Direct economic value generated = revenues	Turnover + other income	74.555.976
Direct Economic Value Distributed		78.737.888
Operating Cost	85.01 + Group 6* apart from the following categories	64.088.618
Employee benefits (salaries and benefits such as bonuses)	Acc. 60*, excluding expenses not directly related to staff salaries	13.966.870
Current tax liabilities (taxes paid)	Acc. 63*, excluding Deferred tax	660.215
Social Investments	CSR donations	22.185

EYATH's Sustainable Economic Activity

(ATHEX A-S1-1, A-S1-2, A-S1-3)

EYATH's turnover²¹ remained 100% sustainable for 2022. 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 expenditures²² 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.

In addition, EYATH's operating expenses²³ are also considered 100% sustainable.

More specifically, they relate to:

- **Plant operation.**
- **Network maintenance, installation and repairs.**
- **Maintenance, repairs and improvements to reduce carbon footprint and support the circular economy.**

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

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

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

KEY PERFORMANCE AND EFFICIENCY INDICATORS				
	01/01/2020-31/12/2020	01/01/2021-31/12/2021	01/01/2022-31/12/2022	Deviation
Gross Profit Margin	38,41%	31,34%	7,86%	-23,48%
EBITDA Margin	31,44%	28,48%	1,24%	-27,25%
EBIT	22,75%	20,87%	-6,49%	-27,35%
EBT Margin	23,26%	21,40%	-5,98%	-27,38%
EAT Margin	16,52%	15,40%	-5,63%	-21,03%

INVESTMENT INDICATORS				
Earnings per Share after Tax	0,3273	0,3123	0,1100	-135,22%

LIQUIDITY RATIOS				
General liquidity (Current assets/Short-term liabilities)	11,13	8,30	6,25	-24,67%

CAPITAL STRUCTURE & VIABILITY RATIOS				
Equity/Debt	526,05%	482,40%	404,48%	-77,92%

Note that in 2022 EYATH received €39,129 in financial assistance from OAED.

Instituting Procedures to Forecast and Manage Risks

(ATHEX SS-E4-1)

(IF-WU-440a.3)

EYATH is exploring the impacts of the availability of water resources and the impact on climate change, and also undertakes to finance those risks. Consequently, at strategic level the company has adopted a model for capturing and managing risks using documented procedures.

With that in mind, the Company has created the Risk Register which 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 include operational and financial risks, as well as reputation and compliance risks, related directly or indirectly to climate change.

In this case, the Register has recorded all risks which have been recognised by each Division of the company with the relevant checks and balances for each risk and, where not feasible, a risk management action plan was recorded.

In particular, risks with direct or indirect impacts on climate change have been isolated from the register along with the response mechanisms and are examined separately.

More specifically:

1

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 focuses on making surface water originating in West Macedonia the main abstraction 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.

2

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. The company's current pricing policy expires on 31.12.2023.

3

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 and actions to reduce the risk of similar phenomena being repeated. EYATH also carries out works to repair and upgrade its water supply tanks.

Climate Change Risks and Opportunities

(ATHEX A-E2-1)

(IF-WU-440a.1, IF-WU-450a.4)

It is widely accepted that climate change significantly impacts the water cycle, as increased temperatures and extreme weather conditions affect the quantity of water available at abstraction sites. 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.

Consequently, it is clear that EYATH does not pump water from areas at risk of water scarcity.

At the same time, the continuous monitoring systems for the water supply network that EYATH has installed reduce water losses and consequently ensure rational use of water resources in general.



Extreme weather phenomena and rising sea levels are also manifestations of the climate crisis and are a risk to the company's infrastructure. However, 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 administration building is being retrofitted and acquiring a green identity, Company facilities are subject to 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 consequences 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.

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 its sustainable development 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 respectively.

Financial risks

The company is exposed to various financial risks, the most important of which are price risk and credit risk. The company's risk management policies aim to minimise the negative impacts that those risks could have on the company's financial position and performance.



Risk management is primarily done by the Company's general management and the relevant policies are approved by the Board of Directors. Financial risk management includes identifying, calculating and hedging financial risks in close collaboration with the company's business units.

Important Milestones for 2022

2022 was an important year for EYATH. Below are some noteworthy events which took place in 2022:



- 1 After the COVID-19 pandemic, the company's **Water Supply Museum** became fully operational again in early 2022.
- 2 During the reporting year, **EYATH's Communication Policy (January 2022), Gifts, Hospitality and Entertainment Policy (March 2022) and Donation and Sponsorship Policy (October 2022)** were prepared and approved.
- 3 The company carried out the first **quantitative employee satisfaction survey** (31 May to 10 June 2022) with a very satisfactory level of overall job satisfaction at EYATH (top2box 75%) for all demographic groups and with dissatisfaction rates in the single digits (8% dissatisfied).
- 4 Moreover, in June EYATH's first **innovation and entrepreneurship tender procedure** was completed with the prize being awarded to the winning research team that will seek out technologies to remove pollutant load from untreated wastewater, which could be utilised to generate energy in the context of the circular economy. The tender procedure was organised in collaboration with HCAP and MITEF Greece to provide incentives to start-ups or research teams. More specifically, the first prize of €5,000 (with an additional cash bonus of €1,000) was handed over at an event at EYATH's head offices to the 4-member research team of G. Fytianos by the name of "Envifyti", which submitted the most flexible and functional proposal to meet the needs of EYATH's facilities.

5 Moreover, in November 2022 EYATH S.A. signed a **MoU with Aegean Rebreath** to limit the consumption of disposable plastics and to raise awareness among residents of Thessaloniki about marine environmental issues. As agreed, both sides will collaborate in the fields of education – training, awareness-raising among organisations and citizens, promoting volunteerism and developing know-how via pilot projects and specific synergies, each contributing its own experience, specialisation and raw data. EYATH and Aegean Rebreath will jointly seek to protect the marine environment and above all to raise social awareness about sustainability and the circular economy, issues which have become urgent due to the climate and public health crisis.

6 At the same time, on **World Water Day 2022** EYATH highlighted the need for coordinated action to promote the sustainability of natural resources by adopting the UN theme "Groundwater: our hidden asset". At two central locations in the city, EYATH distributed **2,000 info-leaflets and packets of seeds** as a 'reminder' of the major issue of protecting water and aquatic ecosystems against the climate crisis, and as a simple symbolic gesture of environmental sensitivity.

7 On the occasion of **World Environment Day** on Friday 3 June, **1,500 info-leaflets and bags made of recycled plastic bottles** were distributed at two stands at central locations in Thessaloniki with the UN's message: "#OnlyOneEarth" (the hashtag for the Day) and despite that, we use the equivalent of 1.6 planets like Earth to maintain our modern lifestyle. Ecosystems cannot meet our needs, while the climate crisis is causing extreme weather phenomena with human victims, population displacements and losses of trillions.

At the same time, on Sunday 5 June, which is actual World Environment Day, EYATH organised an open voluntary action to improve the look of the Kalohori Red Road in collaboration with the Central Macedonia Region's Development and Environment Sub-Region and the "Echedoros Nature" group. As part of the volunteer effort, which involved **40 or so persons**, trees were painted, tamarisk trees were planted, maintenance work was carried out on benches, bridges and an information sign for the leisure area, and the foundations were laid for a lightweight pergola under which for walkers could rest. Volunteers were given organic produce and symbolic gifts that captured the #OnlyOneEarth hashtag.

8 **A 'children's corner' once again opened at the 86th Thessaloniki International Fair (after a gap of two years because of the pandemic)** at EYATH's kiosk, with instructors from the Aristotle University of Thessaloniki Teloglion Foundation presenting samples of their work at the Thessaloniki Water Supply Museum. Through puzzles, craft games, painting and crosswords, 300 young visitors learned about the life cycle of water and the need to protect this precious natural resource as an indirect invitation to visit our museum.

9 EYATH underwent evaluation in November 2022 based on the published data in the Sustainability Report and **was admitted to the ATHEX ESG Index of the Athens Exchange**, which is home to companies with the top levels of sustainable development performance in Greece. EYATH's inclusion in the index is proof of the Company's dedication to caring for the environment, social solidarity and sound management, respect for the legislative framework and regulations, and its unwavering pursuit of a safe working environment free of discrimination and prejudice. The adoption of ESG KPIs in action and in the annual reports shows the company's consistent, transparent, coherent strategy of striving for sustainable development, highlighting its consistent strategic planning towards sustainable development and how it contributes to national, European and international 'green' transition goals.

10 Implementation of the **carbon footprint report** (November 2022).

11 EYATH S.A. launched a tender procedure to procure electricity via **'green' bilateral agreements** (power purchase agreements / PPAs) to put a brake on the rapid increase in energy costs over recent months, to limit economic instability and to reduce the company's environmental footprint at the same time. This was the first such public tender procedure under Law 4412 on power purchase agreements (PPAs).

12 Due to the expiry of EYATH S.A.'s Enterprise-Level Collective Bargaining Agreement on 3.10.2019, after negotiations with the trade union were completed, the Company signed a new **Enterprise-Level Collective Labour Agreement** valid for 3 years from 1.9.2022 to 31.8.2025.

13 **ISO 45001:2018** certification.

14 **Signing of MoU** with the Romanian water supply and sewerage company **RAJA S.A.** whose registered offices are in Constanța. The partnership with RAJA S.A. is part of the company's strategic development plan for 2020-2026 which, among other development objectives, seeks to establish EYATH as an innovation and research body among similar water supply and sewerage companies, both at national and international level. That MoU provides, inter alia, for the exchange of know-how and experience between the two companies on the following matters:

- a. loss of water;
- b. energy savings;
- c. digitisation and energy utilisation of sludge;
- d. implementation of best practices in the drinking water and urban wastewater sectors;
- e. cooperation in research and development programmes with an outward-looking focus and joint projects in SE Europe.

Major Investment Projects for 2022

(GRI 2-6, GRI 203-1, GRI 201-4)

In line with the 2017-2023 investment plan, EYATH has significantly increased its investments over the last two years, peaking in 2022 with investments of €14.7 million.

More specifically, in 2022 EYATH put the following works and design contracts out to tender via an open tender procedure:

"Repair of damage and local replacement of sections of sewerage network pipelines in 2022", with a budget of €600 thousand (plus VAT). A contract was signed in May 2022.

€ 600.000

"Repair of damage to the load-bearing structure and reinforcement of the foundations of the eastern chamber of water supply tank D5" with a budget of € 600 thousand (plus VAT). A contract was signed in November 2022.

€ 600.000

"Group A of urgent water supply projects for 2023", with a budget of € 3 million (plus VAT). The tender procedure is under way.

€ 3.000.000

In addition, in 2022 the tender procedure to select a contractor was launched and the following works contracts were signed:

"Construction of an extension to the Thessaloniki Water Treatment Plant – Phase A2", with a budget of €21.7 million (plus VAT). A contract was signed in September 2022.

€ 21.700.000

"Repair and maintenance of water supply network in central and eastern Thessaloniki in 2022", with a budget of €750 thousand (plus VAT). A contract was signed in July 2022.

€ 750.000

"Repair and maintenance of the water supply network in western Thessaloniki in 2023" with a budget of € 950 thousand (plus VAT). The tender procedure is under way.

€ 950.000

"Final Design for Tanks D2a and D3a and the New Lime Saturation Sedimentation Tank at the Thessaloniki Water Treatment Plant", budget of €1.4 million (plus VAT). A contract was signed in January 2022.

€ 1.400.000

During 2022 the following contracts were also signed for the preparation of designs and provision of technical services:

4th individual contract with a contractual value of €106,209.70 (VAT excl.) under the Framework Agreement entitled: "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 (04/2022).

€ 1.320.000

Updating / supplementation of the repair study for two final settling tanks FST 41.023 and FST 41.024 at the Thessaloniki Waste Water Treatment Plant and installation of mechanical equipment with a contractual value of €18,300.00 (VAT excl.) (December 2022).

€ 18.300,00

Contract entitled "Repair of damage and local replacement of sections of sewerage network pipelines in 2022", with a budget of € 600 thousand (plus VAT). The contract was signed on 11/5/2022.

€ 600.000

Preparation of a dossier amending the environmental terms and conditions in the decision approving the environmental terms and conditions for the project entitled "Thessaloniki water supply project from the Aliakmon River and related projects" with a contractual value of €15,000.00 (VAT excl.) (April 2022).

€ 15.000,00

"Final study for tanks D2a and D3a and New Lime Saturation Sedimentation Tank at the Thessaloniki Water Treatment Plant", for a contractual fee of €600 thousand (plus VAT) (January 2022).

€ 600.000

Contract entitled "Design, supply, installation and commissioning of an integrated sewerage pumping station remote control and remote surveillance system" with a budget of €1,400,000 plus VAT. The contract was signed on 25.7.2022 for a total award value of €911,571.00 plus VAT.

€ 911.571,00

Moreover, in August 2022 the Framework Agreement entitled "Framework Agreement for the supply, installation, commissioning and operation of household water meters in EYATH S.A.'s territorial remit" was put out to tender with a budget of **€21,165,000.00** plus VAT or €49,565,000.00 including options, plus VAT. This tender procedure is under way.

Lastly, on 5.12.2022 the service agreement was signed to prepare a feasibility study and amend decision No. 106129/25-10-2006 approving environmental terms and conditions for the Thessaloniki Wastewater Treatment Plant project, with a contractual value of **€30 thousand** (VAT excl.).

First Part of 2023

As part of its ongoing development, EYATH is investing in projects and programmes to improve water infrastructure, effectively manage wastewater, protect the environment, increase infrastructure safety and exploit renewable energy. As far as the first months of 2023 are concerned, the company is continuing its investment venture without interruption to further optimise its operations.

The following contracts are currently under way:

“Operation and Maintenance of the Wastewater 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: a) major additional maintenance works / repairs / upgrades / replacement / addition of equipment (additional operational interventions) and b) energy optimisation interventions for the facilities to reduce the Thessaloniki Wastewater Treatment Plant's energy footprint. It also includes the design, supply, installation and operation of a 1 MW photovoltaic park and the power plant comprised of two units with a total capacity of 2.5 MW has been commissioned, exploiting the biogas produced from the anaerobic digestion tanks for dehydrated sludge.

“Restoration of operation of the thermal drying plant at the Wastewater Treatment Plant”

The scope is repair of various problems, wear and tear and malfunctions, including modifying the automation – operating philosophy and to ensure efficient and safe operation of the dehydrated sludge functions at the Wastewater Treatment Plant. The contract worth €1,752,129.38 plus VAT was signed on 14.9.2022 for and is valid for 12 months.

“Operation of the Thessaloniki Water Treatment Plant”

As part of tender procedure 2B/2019 for the framework agreement on “operation of the Thessaloniki Water Treatment Plant”, the 10-month contract with the contractor on general efficient operation, maintenance and overall responsibility for the Thessaloniki Water Treatment Plant was completed on 11.2.2022 for a price of €1,925,321 plus VAT and an amendment to it was made, extending it from 12.2.2022 to 13.3.2022 (30 days) for a total price of €181,761.89 plus VAT. On 14.3.2022 the 2nd Implementing Agreement for Framework Agreement No. 2B/2019 on operation of the Thessaloniki Water Treatment Plant was signed with a budget of €3,267,754.00 plus VAT, valid for 18 months.

In 2022, the Thessaloniki Water Treatment Plant treated a total of 53,066,467 m³ of surface water from the Aliakmon River and 50,440,810 m³ of drinking water was released from the Facility for consumption with an average daily flow of 138,194 m³. That water met all the requirements of the applicable legislation in Joint Ministerial Decision No. Υ2/οικ.2600/2001 and Joint Ministerial Decision No. Γ1(δ)/ΓΠοικ. 67322/2017 (Government Gazette 3282/19.9.2017) for drinking water with an average outlet turbidity of 0.091 NTU.

“Supply and installation of an integrated security system with a SCADA system interface to protect critical infrastructure at the facilities of the Thessaloniki Water Supply & Sewerage Company (EYATH S.A.)”

This includes installing electronic systems with accessories and providing the necessary infrastructure, and providing implementation and support services for a total of 16 EYATH facilities. The purpose is to protect the said facilities against risks such as vandalism, theft, sabotage, etc. to prevent such risks occurring, to constantly monitor them on round the clock / 365 days a year using electronic systems, to identify and spot incidents in good time, to ensure a greater sense of security, to provide in and out checks during hours when the facilities are not in operation and to save resources, by limiting the number of son/

daughter of people employed. The total contractual price is €1,266,792.00 plus VAT. The overall project implementation deadline is 36 months, i.e. 12 months for project implementation (€1,184,160.00) and 24 months for technical support and post-implementation subscriptions/benefits (€82,632.00). Moreover, in 2022 the Sewerage Pumping Station Operation and Maintenance – Repair Department, actively participating in the Company's wider effort to save energy and improve its energy footprint in general, submitted an application to DEDDIE to install a photovoltaic station at the Sofouli Pumping Station as part of the energy net metering scheme. The connection terms have already been approved and the project is expected to be completed in 2023.

In 2022, the Company 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 8 km and relocating or placing new water supply pipelines, for a total length of about 10 km.

Lastly, in 2022 it put the final touches to the tender notice for the open online tender procedure for the EYATH S.A. Sewerage Network Development and Implementation Service to protect the sewerage network from edible fats and oils and solid food waste. The total budget was €140,000. The tender procedure will be completed and the scope of works will be implemented in 2023.

Compliance with the Legislation and Safeguarding Integrity (GRI 3-3)

EYATH recognises that in order to operate properly as a responsible corporate entity, it is obliged to put in place responsible and sound policies for its employees, consumers, associates and suppliers, and at the same time to comply with and strictly implement the relevant legislation and checks and balances on compliance with the rules relating to its operations.

To that end, EYATH has developed and implements bylaws and relevant individual policies. In addition, it has adopted the Hellenic Corporate Governance Code of the Hellenic Corporate Governance Council (HCGC) for listed companies, while the corporate structure and governance rules it implements allows it to have a close relationship with investors with the overriding goal of generating added value for shareholders. At the same time, it has competent, trained committees and takes the necessary measures to prevent all conduct contrary to its Code of Ethics and Professional Conduct, and also has policies and procedures that help enhance transparency, accountability and sustainable corporate governance overall.

Specifically, the Company has a Regulatory Compliance and Crisis and Risk Management 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. EYATH also evaluates and manages business risks to safeguard the interests of all stakeholders.

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 2-23)

(ATHEX C-G4-1, C-G5-1, C-S6-1)

The company has policies which are publicly available in accordance with legislative requirements. Commitments made in the policies apply both in-house to the Company and to suppliers, subcontractors, associated enterprises, subject to approval by the Board of Directors. The general public has access to the company's publicly available policies, while other approved policies, which the company is not obliged to publicly disclose, are accessible to all EYATH employees.

More specifically, the company has a Code of Ethics and Professional Conduct which protects both the company's stakeholders and itself, while at the same time the limits and obligations of each interested party are clearly set out. During 2022 no violations of the EYATH Code of Ethics and Professional Conduct were identified.

At the same time, in order to ensure its continuing development and in order to be able to address all manner of risks and opportunities, at its Board of Directors meeting on 22.7.2021 the company approved the Risk Management Policy and Methodology for evaluating risks and at its meeting on 4.11.2021 it approved the Risk Register which sets out all forms of risk entailed by running the company so that it can constantly monitor those risks as well as the control mechanisms which help reduce them.

The Compliance and Risk Management Unit ensured that during the period 01/01/2022 – 31/12/2022 the Company's Board of Directors approved in turn the Code of Ethics and Professional Conduct, the Communication Policy, the Anti-Corruption and Bribery Policy, the Gifts, Hospitality and Entertainment Policy, the Human Rights Policy, the Sponsorship – Donation Policy and the Policy against Violence and Harassment at Work.

There were no reported incidents of infringement of these Policies during the reporting year.

The table below summarises all approved company policies and the Division responsible for supervising them in each case:

EYATH'S REGULATORY FRAMEWORK		
POLICIES	COMPETENT DIVISION	COMMENTS/REMARKS
1 Fit and Proper Policy for Board Members	Remuneration and Nominations Committee	Approved
2 Directors' Remuneration Policy	Regulatory Compliance Unit – Management & Organisation Division	Approved
3 Internal Audit System periodic evaluation policy	Regulatory Compliance Unit – Management & Organisation Division	Approved
4 Internal Audit System periodic evaluation policy	Audit Committee	Approved
5 Risk Management Policy & Evaluation Methodology	Regulatory Compliance & Risk Management Unit	Approved
6 Code of Ethics & Professional Conduct	Regulatory Compliance Unit	Approved
7 Conflict of Interest Prevention & Response Policy	Regulatory Compliance Unit	Approved
8 Anti-Corruption and Bribery Policy	Regulatory Compliance Unit	Approved
9 Gifts and hospitality policy	Regulatory Compliance Unit	Approved
10 Communication Policy	Press Office – Regulatory Compliance Unit	Approved
11 Compliance Policy	Regulatory Compliance Unit	Approved
12 Corporate Social Responsibility (CSR) policy	Press Office – Administration & Organisation Division	Approved
13 Sustainability Policy	Board of Directors – Audit Committee	Approved

EYATH'S REGULATORY FRAMEWORK		
POLICIES	COMPETENT DIVISION	COMMENTS/REMARKS
14 GDPR-01 Privacy Policy GDPR-02 Employee Data Protection Policy GDPR-04 Customer Phone Call Recording Policy GDPR-05 CCTV System Protection Policy GDPR-07 Data Protection by default Policy GDPR-08 File Retention, Protection and Destruction Policy GDPR-10 Social Media Policy	Digital Transformation & IT Division	Approved
15 P01 – Security Policy P02 – Information Security Organisation Policy P03 – Information security roles and responsibilities P04 – Acceptable Use Policy P05 – Information Classification Policy P06 – Information Management Policy P07 – Storage Media and Document Management Policy P08 – Human Resources Security Policy P09 – Network Security Policy P10 – Implementation Control Policy P11 – Access Management Policy P12 – Code Management Policy P13 – Encryption Policy P14 – Physical and Environmental Safety Policy P15 – Operations Security Policy P16 – Communications Security Policy P17 – Information Systems Development, Acquisition and Operation Policy P18 – Third Party and Supplier Management Policy P19 – Safety Incident Management Policy P20 – Business Continuity Management Policy P21 – Compliance Policy	Digital Transformation & IT Division	Approved
16 Human Rights Policy	Regulatory Compliance Unit – Management & Organisation Division	Approved
17 Policy against violence and harassment in the workplace	Regulatory Compliance Unit – Management & Organisation Division	Approved
18 Reporting Policy	Regulatory Compliance Unit – Legal Service	Approved
19 Sponsorship – Donations Policy	BoD – Public Relations Office	Approved

Moreover, preparatory work commenced in 2022 and the necessary steps have been taken both to prepare the Procurement Regulations and the Works Regulations, final preparation of which is expected in 2023. At the same time, preparations / investigations are under way to draft and prepare a policy on risks and opportunities from climate change, and approval of the Reporting Policy and Whistleblowing Procedure, which is expected to be achieved in mid-2023.

These diverse company policies and actions emphatically demonstrate EYATH's desire for its activities and relations with stakeholders to be governed by the principles of respect, transparency, business ethics and trust.

Sustainability Policy (ATHEX C-G4-1)

Water is a resource of vital importance for human health and well-being, and for the growth of the economy and business. Nevertheless, due to the demographic explosion, economic growth and changes in the consumption model, global demand for water is expected to increase by 20-30% by 2050. Meanwhile, outdated supply pipelines and water losses in the supply and distribution systems are a problem the world over.

In recent years, an increase in global demand for water has been noted mainly for four recognised reasons:

- 1** Increase in the global population.
- 2** Expansion of irrigated agriculture.
- 3** Increase in per capita water consumption.
- 4** Ongoing industrial development.

In addition, the worldwide water supplies are being continually diminished. For example:

- More than 40% of the world's population is faced with water shortages.
- More than 1.7 billion people live in river basins where supplies are being replenished at a rate slower than the water consumption rate.
- In addition, 20% of the aquifers is being drained faster than is being replenished by rainfall.
- By 2050, one in four people will live in a country affected by chronic or recurring water shortages²⁴.

(24) Deloitte Report "Tracking the trends 2018"; United Nations Water reports; Miya Arison Group

Embedding Policy Commitments within the Company

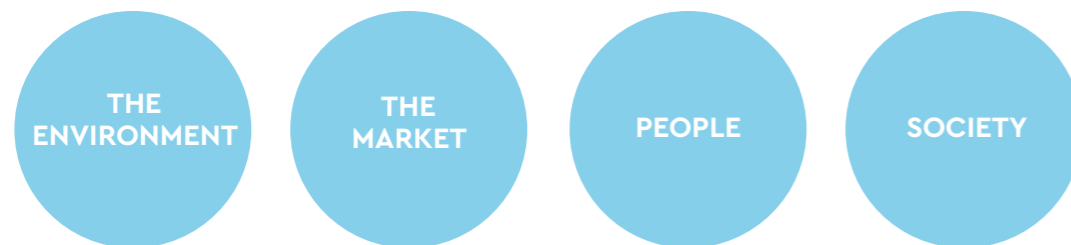
(GRI 2-23, GRI 2-24)

(ATHEX C-G5-1)

Bearing those points in mind, EYATH has developed a Sustainability Policy which has been approved by the Board of Directors. The Policy refers to EYATH's vision of providing top quality services to consumers by ensuring the sustainability of the water ecosystem in the wider Thessaloniki area. Through actions and initiatives the company attempts to contribute to the achievement of the 17 United Nations Sustainable Development Goals.

This policy adopts environmental, social cohesion and governance (ESG) criteria which combine development and economic performance with social and environmental sustainability. EYATH's policy seeks to create value for its stakeholders, namely shareholders, customers, employees and society as a whole in general.

The Sustainability Policy is an integral part of EYATH's corporate governance and part of its own culture, since it summarises its commitment and approach to sustainability issues, and is a guideline for preparing specialised policies relating to HR training and development, occupational health and safety and environmental protection. The policy focuses on the important issues related to the company's activities and seeks to ensure its continuous development, always as a responsible corporate citizen, focusing on four pillars:



Recognising the benefits of business operations in terms of sustainability, even though it has no legal obligation to do so, the company has adopted the most modern sustainability practices in all aspects of its operations.

In effect, comprehensive handling of EYATH's operations in accordance with this policy contributes both to responsible handling of environmental and social issues and to bolstering the company's own economic value.

Lastly, it should be stressed that Management is committed to implementing the Sustainability Policy at all levels of the company and in all sectors in which it operates.

The principles contained in those policies are inviolable and binding on all. The company's commitments are embedded in the relevant policies, such as the Code of Ethics and Professional Conduct and the Human Rights Policy. These documents have been approved by EYATH's Board of Directors and have been posted to the company's website. They are notified to the company's workforce by email, who are urged to study and comply with them and to submit queries and any questions as exhorted by the reporting officer, namely the head of the Regulatory Compliance and Crisis and Risk Management Unit. A solemn declaration is also sent, which each employee undertakes to sign to signal implementation of and compliance with the said policies.

In this way, the Regulatory Compliance and Crisis and Risk Management Unit contributes to the creation of a common corporate culture and regulatory compliance culture, based on the principles and values of the company as a whole. It should be noted that the Unit along with the Internal Audit Unit, the Administration and Organisation Division and the Legal Service jointly manage reports via a 4-member committee.

Any training on individual policies is usually done online, at specific meetings or asynchronously via an online platform. Usually the content of training is relevant to the scope of the Regulatory Compliance and Crisis and Risk Management Unit. In all events, the role of the Unit remains advisory and educational with the result that the Unit does not carry out checks apart from the case where a report is submitted about an infringement which falls within its remit.

Overall, EYATH's commitments are integrated into its day-to-day operations via optimum standards of professional conduct and via its corporate culture and mentality. The company's strategy is to engage in responsible business activity, guided by good governance and the commitments deriving from that.

The company's actions in effect seek to train and raise awareness among its employees about compliance with the commitments it has made.

Conflicts of interests

(GRI 2-15)

The company has adopted a policy to prevent and handle conflicts of interest. This Policy defines the concept of "conflict of interest" in relation to the company's activities and social mission, the range of persons for whom the existence of conflict of interest situations is checked and adopts the basic principles of preventing and managing conflicts of interest bearing in mind EYATH's interests. This Policy was approved by Board of Directors Decision No. 674/2021.

A procedure approved by the Board of Directors is also implemented to prevent and address conflicts of interest based on the said Policy. The procedure states that before taking up an administrative or management post which is controlled in terms of conflict of interest in accordance with the Policy, the relevant person must disclose business or other activities or posts he holds in other organisations which could give rise to a conflict of interest. There are also ways to manage such a situation if it becomes a reality, such as for example by that person refraining from any procedure or action by the company related to that situation. Of course, if such a situation exists, the executive is obliged to promptly inform the company in order for the relevant steps to be taken. Lastly, it should be noted that the Regulatory Compliance and Crisis and Risk Management Unit prepares and maintains a register of conflicts of interest for EYATH.

In 2022 there was only one case of conflict of interest which related to the employment relationship between an executive and a company supplier.

In the Regulatory Compliance Officer's view, the approved EYATH policy and procedure was followed to address the conflict of interest situation and the situation was effectively addressed.

Combating corruption and bribery

(GRI 205-2, GRI 205-3)

Integrity is a fundamental principle for EYATH since it undertakes to follow high standards of morality and integrity when carrying on its activities. With that in mind, all transactions must be entered into in a lawful and ethical manner in accordance with the applicable legislation. In this case, conduct, acts or omissions which could expose the company to risk or even give rise to a mere suspicion of corruption are not tolerated. Moreover, all company staff are obliged to refrain from any act or omission which could create conditions for unlawful activity. Any form of promise or provision or offer or acceptance, directly or indirectly, for the purpose of financial or any personal or other benefit, to/from a natural or legal person in the private or public sector, for the purpose of securing preferential treatment or business advantage is expressly prohibited.

It is vital that everyone follows this Policy and all cases of potential corruption and bribery must be reported to the Regulatory Compliance Officer. In fact, any person who, in the performance of his/her duties, commits or is silent about or conceals the crime of corruption or bribery is liable in law and the requisite disciplinary proceedings or criminal proceedings will be initiated.

More specifically, the company recognises that the following risks are related to incidents of corruption:

- ▶ **Risk from transactions within the company or with third parties in return for consideration (financial function).**
- ▶ **Risk of mismanagement or embezzlement of monies (financial function).**
- ▶ **Risk of ineffective operation of the Internal Audit System (IAS) to identify infringements in good time (as an inability to identify corruption).**

These risks account for 3% of all risks and have been assessed as innate risks of medium importance, i.e. not taking into account the existence of checks and balances to reduce them. In all events, the risk associated with corruption potentially relates to all company operations (production, commercial, financial, IT systems) but as a risk has been recorded in practice in financial operations.

It is worth noting that the Anti-Corruption and Bribery Policy has been notified to all 11 members of the Board of Directors (100%) and all staff of EYATH (100%) and of course to the company's main shareholder and the individual special advisors. Despite that, no training on these issues has been provided to the Board and company staff.

In 2022 no cases of corruption and bribery were identified within EYATH following checks carried out by the Internal Audit Unit and naturally there were no reports of violations of this Policy.

Procedures to remediate negative impacts

(GRI 2-25, GRI 2-26, GRI 2-27)

(ATHEX A-G2-1)

(IF-WU-14ob.1, IF-WU-250a.1)

The provision of information, encouragement, the development of standards, training, awareness raising and monitoring of compliance with commitments are the most important mechanisms for the company. The entire organisation is accordingly charged with the above, while the Regulatory Compliance and Crisis and Risk Management Unit is responsible for receiving questions, listening to concerns and discussing proposals, aiming at constructive dialogue and further improving the company's practices.

In 2022, after audits were carried out by the Internal Audit Unit in accordance with the approved 2022 Annual Plan, there were no material cases of non-compliance with the laws and regulations which were reported to the Regulatory Compliance Unit and at the same time no fine was imposed relating to violations of business ethics by EYATH.

At the same time, the number of cases of non-compliance with regulations and voluntary rules on water quality which could lead to possible direct negative impacts on consumer health and safety was deemed to be zero in 2022. Moreover, no cases with potential or actual negative impacts on consumer health and safety were identified for the same reporting year.

All these points demonstrate EYATH's unwavering commitment to business legality, to safeguarding the health of its consumers and to ethical practices when carrying on its activities.

Acting with a sense of responsibility and accountability, if the company identifies an incident which realistically has or could hypothetically have a negative impact on its image, it immediately takes the following measures:

1. Incident investigation: The company carries out a detailed investigation to understand the nature and causes of the incident. This includes collecting and analysing information about the incident, identifying the factors involved and evaluating impacts.

2. Rehabilitation measures: Based on an analysis of the incident, the company takes the necessary measures to address the impacts. This may include fixing problems, announcing prevention measures for the future or implementing changes in company procedures and practices.





3. Briefing the public: If necessary, the company informs the public about the incident and the measures taken to address it. Communication may take the form of public announcements, reports in the media or other appropriate media.

4. Establishment of control mechanisms: The company examines the current procedure or practices which led to the incident and adopts control mechanisms to avoid similar incidents in the future. This may include revising procedures, training staff or improving security measures.

In addition, the company has a complaint form on its website for all issues relating to its operations, which is handled by the competent department/division. There is also a customer service call centre for all reports or complaints about damage to EYATH's networks and infrastructure. The company records complaints and monitors how they are resolved and the response time.

At Division and CEO level, incidents with negative impacts are reviewed so that if necessary improvements can be taken to avoid them.

In this regard:

-  **Full responsibility is assumed for anything that needs remedying**
-  **There is a call line for complaints which is handled by the competent division**
-  **There is collaboration with local government and NGOs to better address environmental impacts (such as with Aegean Rebreath 2022)**
-  **There is regular collaboration with bodies within EYATH's remit (Region, Municipalities) to manage the impacts of EYATH's operations (such as rainwater, wastewater management, reduced traffic problems when road repairs are being dealt with).**

These measures demonstrate the company's commitment to addressing the negative impacts overall and to protecting its image, allowing the public to report problems and obtain answers about their concerns.

7. Digital Transformation (GRI 3-3)

Digital transformation is a vital endeavour for EYATH since it helps improve its efficiency and competitiveness in an ever-changing technological environment. To achieve that goal, it is necessary to have a digital strategy with clear priorities and targets, which will be based on current developments and focus on the future, bearing in mind the need to provide improved services to citizens.

By providing tangible support not just for the green transition but also for the digital transition, which complement each other, EYATH is at the forefront of technological developments.

To support this, the company has set the following digital strategy targets for 2022:

1

Improved customer service

- Development of a customer portal for submitting online customer requests and online payments. Thanks to the creation of user accounts, all actions on the portal will be logged. That portal will also be used to carry out automated customer validation checks and will allow applications to be automatically submitted to the ERP. The interface will be made using an existing customer management information system, Singular Logic – Solution 2 (this project is currently under way).
- 5 communication campaigns run by the company using new digital communication channels (Viber, SMS and email) to brief citizens about frost protection measures, the option to set up meetings online via the company's website, the company's activities for Environment Day, the Sustainability Report questionnaire and the need for customers to update their data.
- Activate the Click To Call application on the company's website.
- Interface with IT systems of other bodies to obtain information, specifically:
 - Interface with IDIKA to verify customers entitled to a social tariff. For that reason a contract has been signed with IDIKA each year. During 2022 the relevant interconnection service was integrated at an automated level with the central customer billing ERP to improve the relevant functionality.
 - Connect a new customer portal to TaxisNet to provide authentication services for EYATH's customers.

2

Improve the employee experience

- To improve employee experience and wider communication with them, EYATH intends to digitise its customers' hard copy files by implementing the Papyrus document and correspondence management system which is hosted by Microsoft Azure. This will allow their documents to be effectively stored and retrieved.

- The company will also expand the use of approved digital signatures for its executives and will provide training to employees about new digital technologies, including Papyrus, the Portal and cybersecurity measures.

- At the same time, a project is being implemented to digitise EYATH's customer hard copy files (water supply and sewerage) with a total budget of around €300,000. The project commenced in 2022 and is expected to be completed within the first half of 2023. The archive will be uploaded to the Papyrus correspondence and document management system.

- At the same time, in 2022 a project to procure the Business Intelligence system (MS Power BI) to record and generate reports and performance indicators for energy consumption data for major EYATH facilities was launched.

This project was initiated given that:

- Energy costs are the most critical element of the company's overall operating costs and

- There are regulatory requirements for holistic monitoring and management of energy cost management activities.

More specifically, a BI system is a set of analysis methods, technologies, skills and strategies which seek to process available data and extract useful information from it to support the business decision-making process.

The proposed BI application will initially collect and analyse all data relating to energy consumption at EYATH's Medium Voltage Facilities to generate targeted reports.

After using and evaluating the BI system to monitor energy consumption, in the future additional systems relating to SCADA Operational Technology environments and in particular water supply and sewerage operating modules (using data from internal systems, third party systems, meters, IoT, etc.) will be able to be incorporated in separate stages after evaluations are conducted.

In addition, that system can be integrated into and interconnected with the overall future ecosystem of EYATH's new IT system.

- Lastly, a series of initiatives to digitally facilitate company employees lay the foundations for improving their performance:

Support for dark fibre networking of central lines (closed ring): The use of dark fibre, i.e. unexploited optical fibres, allows the company to increase capacity and improve the safety and reliability of its central communication lines.

Upgrade of 1 Gbps central internet line – Securing an alternative provider.

Installation, provision of Wi-Fi services to employees and visitors at central offices: The Wi-Fi installation provides wireless connectivity to employees and visitors at the company's head offices, allowing them to connect to the network and communicate wirelessly with each other.

Support for networking of remote offices, facilities with an alternative provider.

Provision of portable devices to selected users depending on service needs to cover remote work needs: Making portable devices such as laptops or tablets available to selected users allows remote work and access to the necessary resources and applications from any location.

3

Control and cost reduction – ensuring business continuity

- During 2022 the company began exploring and determining the relevant schedule in cooperation with the General Secretariat for Information Systems (GSIS), Microsoft and other third party associates - service providers, to gradually transfer the company's central IT systems to gCloud (MS Azure) with priority being given to the transfer of SAP, ERP customer and HCM (personnel management) systems.
 - In 2022 the following projects commenced:
 - In 2022 the following projects commenced:
 - a. Enhancement of the existing IT system security system with full activation and updating This includes preparing/approving the IT master plan.
 - b. Information Security Risk Assessment.
 - c. Acquisition of new hardware/software and firewall to protect and maintain the business continuity of on-premises (on-prem) IT systems and applications.
 - Moreover, in 2022 the following project was launched for Operational Technology (OT) systems:
 - a. Improvement of the existing security system for SCADA Operational Technology systems by fully activating its overall operation and preparing/approving the relevant OT master plan.
 - b. Developing and approving relevant procedures such as a security plan, security incident management procedure, disaster recovery plan, risk assessment and response procedure.
 - c. Risk assessment project for SCADA systems.
 - d. Procurement of firewall equipment to ensure secure remote interconnection between administrators and users of EYATH's SCADA systems.
 - There are two research projects under way during the current period to monitor the quality of natural resources used for water supply (rivers, lakes, etc.):
 - a. **"Copernicus Assisted Lake Water Quality Emergency Monitoring Service (WQeMS)"**: This project seeks to optimise resource use by having access to locally accurate information about water which can be collected frequently and cover a large area using Copernicus tools. Via WQeMS citizens will gain a better picture of selected drinking water quality criteria. It should be noted that Lake Polyfyto will be monitored as part of the project.
 - b. **KILIDA**: This project will develop a platform which will use satellite image processing tools using virtual intelligence to detect oil spills in lakes in good time and to inform competent officers in emergencies.
 - All these actions and initiatives highlight EYATH's commitment to the digital transition in the most characteristic way, which will in turn make the green transition of its activities easier.
- These objectives are milestones in EYATH's digital strategy and will make it easier and significantly improve the provision of services to citizens.

Information System Security and Personal Data Protection

(GRI 418-1)

(ATHEX SS-S5-1, C-G6-1)

EYATH manages the issue of the security of its IT systems with the due importance it deserves in the context of modern digital developments. For example, from October 2019 to the present day the company has taken a series of steps to digitally protect itself from possible cyber threats.



More specifically, to support this, during 2022 the following digital steps were taken:

- Renewal of cybersecurity risk insurance contract to June 2023.
- A Personal Data Impact Assessment (DPIA) study was carried out on the customer portal being developed (March 2022).
- Extension of the 24/7 service to monitor and handle cybersecurity incidents (June 2022).
- Penetration testing and vulnerability assessment for the needs of the customer portal being implemented (September 2022).
- Provision of a service to bolster IT infrastructure against vulnerabilities and cyberattacks (December 2022).
- Launch of a project to provide cybersecurity upgrade services and to bolster the resilience of EYATH S.A. IT systems and infrastructure (December 2022).
- Participation in a Superfund project to train EYATH employees and raise their level of awareness about cybersecurity issues and to carry out threat and cyberattack simulation campaigns.
- Continuous actions to raise staff awareness about cybersecurity and cyber threats.
- Staff briefing and training about the GDPR.

As far as the security and protection of employee personal data is concerned, EYATH takes all suitable measures to ensure confidentiality, security and protection and to prevent it being altered, lost or destroyed if accessed by unauthorised users. It also ensures employees can effectively exercise their rights in relation to the processing of their personal data in accordance with the provisions of the General Data Protection Regulation and the company's own data protection policy.

Maintaining the confidentiality of information and data is an issue of utmost importance for the company and a factor in effective corporate governance. At EYATH, the use and disclosure of confidential 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 also acknowledges that the personal data of its staff and that of third parties who place their trust in it are considered to be of utmost importance and its protects that data with great care and responsibility. Consequently, it takes technical and organisational measures to safeguard the confidentiality of personal data from unauthorised access and non-approved or inappropriate use.

At the same time, the company is bound by the Code of Ethics and Professional Conduct and to ensure that all persons who, due to their specific position within the company, manage confidential information are obliged to protect it and not use, exploit or disclose it. This information may include, amongst other things, information regarding tariffs and customer lists. The requirement to protect and properly use the information and data continues to apply even after such individuals stop working at the Company. Violation of these rules constitutes not only a breach of the EYATH Code of Business Ethics, but also the relevant law and carries administrative and criminal effect.

Approval for the 21 company security policies and for the GDPR policies has been obtained from the company's Board of Directors. More specifically, the Board of Directors demonstrates its commitment to information security management by taking the following indicative steps:

- It approves the development and implementation of an information security management system and strives to constantly improve its effectiveness.

- It approves incorporation of security requirements into company procedures, operations and services.
- It approves the availability of all necessary resources.
- It approves recommendations on information security issues.
- It approves internal audits to create security levels within the company's own infrastructure.
- It develops business strategies and plans.
- It ensures strategies and plans align with short- and long-term goals.
- It takes financial decisions about the company's information security strategy.
- It develops and approves the information security strategy via the Information Security Management Committee and its meetings.
- It decides on risk management in the context of risk and threat management.

All individual security policies are notified to all staff and all security issues are notified (when and if they arise) to the Data Protection Officer (DPO). Evolution Projects Plus has been appointed as the company's Data Protection Officer (DPO). Its contact details are as follows: dpo@eyath.gr, 91 Tsimiski St., Thessaloniki, GR-54622, 2310 966600.

As far as the Company's website privacy policy is concerned, it is worth noting that the personal data of EYATH users is collected and held only for the time absolutely needed and then deleted. In addition, a secure connection (https://) is used to protect the personal data of users and visitors to the website as well as data security measures to prevent the risk of loss, improper use, unauthorised access and disclosure of user personal information. Note that the data collected by EYATH is necessary to run its website and to optimise it and ensure the security of its IT systems in general.

In all events, if there is a complaint about the company's use of personal data, consumers can first contact the company directly to have their complaint examined and on the other hand are entitled, if their personal data protection rights are considered to have been infringed, to submit a complaint to the Hellenic Data Protection Authority.

For example, since the entry into force of the General Data Protection Regulation (GDPR) three (3) case notes have been sent to the Hellenic Data Protection Authority relating to:

- Unauthorised access to company email accounts.**
- Theft of a mobile telephone.**
- Unauthorised access to company accounts due to phishing in 2022.**

Note that in all 3 cases there was no loss of company customer data.

In this regard, no complaints were received in 2022 about violations of customer personal data by external parties or regulatory bodies and consequently no fine was imposed on the company.

To make things easier for the public and company stakeholders, EYATH's Data Protection Policy is available on the company's website: <https://www.eyath.gr/privacy/>.

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Οδηγός Δημοσιοποίησης Πληροφοριών ESG 2022 – Χρηματιστηρίου Αθηνών

Κατηγορία ESG	2022 ID	Ονομασία Δείκτη	Αναφορά (Ενότητες Βιώσιμης Ανάπτυξης)	Σελίδα Έκθεσης Βιώσιμης Ανάπτυξης 2022
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	IF-WU-140a.1	Water pipe replacement rate	0,27% του συνολικού δικτύου (6.153 μέτρα)	Business Continuity and High Drinking Water Quality	110
Distribution network efficiency	IF-WU-140a.2	Volume of non-revenue consumption (actual losses)	20.482.788,51 m ³	Business Continuity and High Drinking Water Quality	112
	IF-WU-140b.1	No. of non-conformities related to water quality permits, standards and regulations	The number of cases of non-conformities with regulations and voluntary rules on water quality which could lead to possible direct negative impacts on consumer health and safety was deemed to be zero in 2022.	Procedures to remediate negative impacts	152-153
Διαχείριση Ποιότητας Λυμάτων	IF-WU-140b.2	Discussing strategies to manage Contaminants of Emerging Concern (CECs) in wastewater	As far as the existence of a strategy for the company to manage Contaminants of Emerging Concern (CECs) in wastewater is concerned, the company has a research programme to monitor and measure the relevant pollutants and a new programme is currently being discussed to further more closely monitor and measure them and to explore ways to: dealing with them.	Wastewater	78

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	IF-WU-240a.2	Typical monthly water bill for household customers for consumption of 10 m ³ of water per month	For example, an average/standard monthly water bill for household customers who consume 10 m ³ of water per month is around €20.	Social Tariff	107
	IF-WU-240a.3	(1) Number of disruptions in water supply for household customers due to overdue debts (2) reconnection rate within 30 days	1) In 2022 water supply to 667 residential customers was suspended due to overdue debts. 2) 465 were reconnected and it should be stressed that 61.47% (410) were reconnected within 30 days.	Customer debts	109
	IF-WU-240a.4	Discussion of the impact of external factors on the affordability of water for customers, including the economic conditions in the service area	- Scaled tariffs tailored to each consumer group - Reduction in the price of water at low consumption levels - Social tariff (SRT A, SRT B) - Leakage discounts - Special tariffs for vulnerable groups, charitable bodies governed by private law, EYATH employees - Loc. Govt. Authority support	Pricing Policy Social Tariff	105-107

Subject	SASB Indicator	Description of SASB Indicator	Data	Section	Page
Quality of drinking water	IF-WU-250a.1	No. of cases of non-compliance with water quality regulations which could lead to (1) possible direct negative impacts on consumer health and safety, (2) possible negative impacts on consumer health and safety after long-term use and (3) impacts not related to consumer health and safety	No incidents with potential or actual negative impacts on consumer health and safety were identified for 2022.	Procedures to remediate negative impacts	152
	IF-WU-250a.2	Discussing strategies to manage possible drinking water contamination with pollutants of emerging concern (CECs)			
End-use effectiveness	IF-WU-420a.1	% of revenues of the water supply utility from the pricing structure designed to promote the preservation and resilience of revenues	The specific information has not been measured for the reporting period.		
	IF-WU-420a.2	Customer water savings after water saving measures			
	IF-WU-440a.1	1) Total water from areas with high or exceptionally high baseline water stress, (2) percentage from a third party provider	(1) 0 (2) 0%		
Water supply resilience	IF-WU-440a.2	Volume of recycled water delivered to customers	EYATH does not deliver recycled water to its customers.	Laboratory Accreditation	115, 135

Table of contents based on the SASB standard (Water Utility & Services)

Subject	SASB Indicator	Description of SASB Indicator	Data	Section	Page
	IF-WU-440a.3	Strategies for managing risks associated with the quality and availability of water resources	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 abstraction 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.	Instituting Procedures to Forecast and Manage Risks	134
Network resilience and climate change impacts	IF-WU-450a.1	Option to treat wastewater in flood zones with a 100-year recurrence rate	As far as the ability to treat wastewater in flood zones with a 100-year recurrence rate is concerned, it is worth noting that although the Thessaloniki Wastewater Treatment Plant is located next to the Gallikos River, it is not at risk of flooding since it has a very wide bed, minimal flow and there is also a quite high embankment on the side of the facility.	Wastewater	78

Subject	SASB Indicator	Description of SASB Indicator	Data	Section	Page
Network resilience and climate change impacts	IF-WU-450a.2	1) Number and (2) volume of SSOs, (3) percentage of volume recovered	As far as the network's resilience to the impacts of climate change is concerned, it should be noted that there is no accurate data about the number and volume of Sanitary Sewer Overflows (SSOs) since there are few cases of such overflows with a negligible quantity of wastewater which is not perceptible in most cases. Consequently, the percentage recovered was 0%.	Wastewater	78
	IF-WU-450a.3	(1) Number of unplanned service disruptions, and (2) customers affected, each by duration category (e.g. 4-12 hour disruptions, etc.)			

Table of contents based on the SASB standard (Water Utility & Services)

Subject	SASB Indicator	Description of SASB Indicator	Data	Section	Page
Network resilience and climate change impacts	IF-WU-450a.4	A description of efforts to identify and manage risks and opportunities associated with the impact of climate change on water distribution and wastewater infrastructure.	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. At the same time, the continuous monitoring systems for the water supply network EYATH has installed reduce water losses and consequently ensure rational use of water resources. Extreme weather phenomena and rising sea levels are also manifestations of the climate crisis and are a risk to the company's infrastructure. However, 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. The formulation of the Company's strategy based on changing circumstances relative to the climate, society and the market ensure its sustainable development 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 respectively.	Climate Change Risks and Opportunities	135

Subject	SASB Indicator	Description of SASB Indicator	Data	Section	Page
Activity measurements	IF-WU-000.A	No. of customers served: (1) residential, (2) commercial and (3) industrial	(1) around 478,000 (including residential customers, families assisted by Elpis and vulnerable consumers), (2) 3,298, (3) 272	Social Tariff	110
	IF-WU-000.B	Total water sourced, percentage by source type (e.g. surface water)	Primary water: 75,304,369.51 m ³ Surface waters (Aliakmon): 66.97% Ground waters (Aravissos springs, boreholes): 33.03%	Business Continuity and High Drinking Water Quality	112
	IF-WU-000.C	Total quantity of drinking water distributed: (1) homes, (2) commercial enterprises, (3) industrial enterprises, and (4) all other customers	The total sum of billable m ³ in 2022 was 54,899,373 m ³ . For each individual category see Table 2 Billable cubic meters of water per customer category 2022	Social Tariff	108

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Subject	SASB Indicator	Description of SASB Indicator	Data	Section	Page
Activity measurements	IF-WU-000.D	Average volume of wastewater treated per day, by (1) sanitary sewer, (2) stormwater, and (3) combined sewer	<p>The average volume of treated wastewater per day for the three Waste Treatment Plants is:</p> <ul style="list-style-type: none"> •Thessaloniki Wastewater Treatment Plant (Sindos) 145,375 m³/day • Aeneia Wastewater Treatment Plant in the tourist areas of Thessaloniki 8,460 m³/day •Waste Treatment Plant (Sindos Industrial Area) 10,916 m³/day <p>The sewerage network in the city of Thessaloniki, the tourist areas and the Sindos Industrial Area is a combined sewer.</p>	Wastewater	77
	IF-WU-000.E	Length of (1) water mains and (2) sewer pipe	As far as the EYATH network is concerned, the external water supply network is 448.6 km long while the total length of the sewerage network is 1,777.78 km	Business Continuity and High Drinking Water Quality	110

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