

**ACCOUNTING
CORPORATE RESPONSIBILITY AND
SUSTAINABLE DEVELOPMENT 2021**



**ELITE STRATEGY
CONSULTING**



Urban Rail Transport S.A. (STA.SY S.A.)



ACCOUNTING CORPORATE RESPONSIBILITY AND SUSTAINABLE DEVELOPMENT 2021

Contents



1	INTRODUCTORY MESSAGE	06	5	RESPONSIBLE DEVELOPMENT	34
2	THE STA.SY AT A GLANCE	07	5.1	Financial Performance	34
3	REPORT INFORMATION	08	5.2	Supply chain	41
4	STA.SY	10	5.3	Passenger Service and Safety	45
4.1	Company profile	10	5.4	Quality Assurance Policies	53
4.2	Historical Review	12	5.5	Projects and Investments	58
4.3	Stakeholders	15	5.6	GDPR compliance (GDPR)	61
4.4	Development Strategy	16	5.7	Passenger Complaint Management	62
4.5	Modern trends prevailing in the industry	17	6	OUR PEOPLE	64
4.6	SWOT analysis	20	6.1	Human Resources	64
4.7	Infrastructure	22	6.2	Respect for Human Rights	67
4.8	Corporate Governance Framework	26	6.3	Workers' Representative Unions	68
4.9	Approach to Corporate Responsibility and Sustainable Development	32	6.4	Benefits and Privileges	69
			6.5	Employee leave	70
			6.6	Workers' Health and Safety	73
			6.7	Employee Training	87

Contents



7	SOCIETY	88
7.1	Social and Cultural Activities	92
7.2	Special Pricing Policy	108
7.3	Culture	110

8	ENVIRONMENT	113
8.1	Environment-Friendly Fixed-Rail Transport	114
8.2	Redevelopment and Aesthetic Upgrades	119
8.3	Environmental Awareness	120

9	ANNEX	121
9.1	GRI STANDARDS indicator table	121
9.2	Table ISO 26000:2010	134
9.3	Sustainable Development Goals (SDGs)	139
9.4	UN Global Compact table	143

1

INTRODUCTORY MESSAGE

Dear Readers,

This document is a brief update on the goals and ideals of STA.SY and its employees. Our main concern and our primary strategic orientation was, is and will be the provision of safe services for our passengers, through a functional and high quality transport network, which not only has a positive impact on the environment at various levels, but also on society and the economy.

The trust shown by our thousands of daily passengers honors all of us at STA.SY and motivates us to work more efficiently in order to facilitate citizens as much as possible and to transport them quickly, reliably and safely in all their daily activities.

It is undeniable that the operation and work of STA.SY affects its human resources, its partner companies and suppliers, the passenger public and society in general, having at the same time, the opportunity and the responsibility of contributing to a more sustainable, humane and inclusive city. As a modern organization, we follow and apply international standards and practices, so that we not only respond effectively, but also exceed expectations regarding environmental and social issues through the long-term corporate strategy we develop.

We continue our work based on values, we strive to continuously improve and contribute positively to the operation of the city and its people, through corporate responsibility and sustainability of STA.SY.

Our vision is to be the first and most attractive sustainable transport option for residents and visitors of Attica, on their routes to the areas where they live, work and have fun.

In the Corporate Responsibility and Sustainability Report of STA.SY, which follows, we are pleased to share with you our actions for the year 2021.

Good reading!

2

THE STA.SY AT A GLANCE

- ▶ **142.936.178** Boardings
- ▶ **391.046** Boardings per day
- ▶ **68.824** Less cars on the road per day
- ▶ **825.889** Less distance covered by cars in the city from the use of fixed track means
- ▶ **1.472** MWh less energy consumed per day
- ▶ Peak period operating rates **86,1%** (Line 1), **99,3%** (Line 2), **98,1%** (Line 3), **98,2%** (TPAM Line)
- ▶ **97,85%** Route Punctuality index (delays of more than two minutes)
- ▶ **97,7%** Availability of Rail-road Sevices
- ▶ Settlement of **702** requests - complaints through the application of filing complaints.
- ▶ **1.030** Hours of employee training with **424** participations
- ▶ **231** Hours of external training of employees with **47** participations
- ▶ **799** hours of internal training of employees with **377** participations
- ▶ Free distribution of **337** tickets to employees for cultural events worth **3.370** euros

3

REPORT INFORMATION

This edition of the Corporate Responsibility and Sustainable Development Report 2021 is a continuation of the previous sustainable development reports of STA.SY. The report has been prepared based on the international standards for the Single Annual Reports where the UN Global Reporting Initiative (GRI) framework is applied, with a reporting period of 01.01.2021 to 31.12.2021. The information presented in the report relates exclusively to STA.SY's activity in Greece (unless otherwise noted) and the company is committed to reporting its financial, environmental and social performance on an annual basis.

The outbreak of the Covid-19 pandemic and the health crisis that it has caused, impacting the international community both economically and socially, have highlighted the importance of the role that businesses have to play, as the data and the needs created are the challenge to be able to keep working, for themselves and the societies in which they operate.

It is a fact that the relationship between business and society is a two-way street. This is why businesses must recognize their responsibility, adapt their behavior and take action using every possible mean at their disposal.

In the preceding decades, several steps were taken, as social, environmental and economic reasons such as environmental degradation, increasing social inequalities, unemployment, consumer demand for environmentally friendly products led to the development of corporate social responsibility (CSR), which was adapted and evolved in turn according to the conditions and requirements created over the years.

In determining the contents of the report, the company has taken into account the provisions of Law no. 4403/2016 regarding the new type of report for entities of public interest, which are provided for in the provisions of Law 4308/2014, and the relevant Circular of the Ministry of Economy, Development & Economy, No. 62784/07.06.2017. Tourism [General Secretariat of Commerce & Tourism Consumer Protection, General Directorate of the Market, Directorate of Companies & Consumer Protection, General Directorate of the Market, Directorate of Companies & Consumer Protection GEMI, Department of Institutional Regulations & General Commercial Register (GEMI)].

In addition to the GRI indicators, STA.SY has adopted the seven Principles of Social Responsibility of the international standard ISO 26000:2010. More information on the company's policies and results corresponding to the seven principles of the standard are reflected on page 82 of the Annex to this report.



At the same time, in order to determine the company's impact on sustainable development, STA.SY has also adopted the United Nations Sustainable Development Goals (SDGs), examining the impact of its actions and results on the SDGs.

The present Corporate Responsibility and Sustainable Development Report is also a report on the progress made by STA.SY in complying with the 10 Principles of the UN Global Compact, which reflects the company's commitment to adopt a set of core values in the areas of human rights, working conditions, the environment and the fight against corruption.

Through this report, the company seeks to maintain communication with all stakeholder groups in order to inform them about issues relating to the environment, people - employees, society and the financial situation of the company. STA.SY encourages all readers of the report to contact the company by providing comments, observations and suggestions for improvement, both on the content of the report and on the actions and corporate responsibility strategy adopted by STA.SY.

Please contact us at the following details:

Urban Rail Transport S.A. (STA.SY S.A.)

67 Athinas Street, 105 52, Athens, Greece

214 414 6400

The Corporate Responsibility and Sustainable Development Report is available through the company's website: www.stasy.gr

4.1 Company profile

The company **Urban Rail Transport S.A.** (STA.SY. S.A., hereinafter referred to as STA.SY) was established on **17 June 2011 (Government Gazette No.1454)**. The new company includes the **Athens-Piraeus Electric Railways S.A. (ISAP)**, **Attiko Metro Operating Company (AMEL- the Athens Metro Operator)** and **TRAM S.A.**

STA.SY is a subsidiary company of the O.A.S.A. group and its main responsibility is the execution of the transport project within the boundaries of the Region of Attica for the service of the passenger public, with the (ground and underground) means of fixed track.

The merger of the three companies has as its primary objective the saving of resources through the creation of economies of scale and, as far as the transport is concerned, the necessary complementarity of the fixed-route means of transport, so that they become established in the consciousness of the citizens of the Basin and visitors to the city, as their first choice for their travel. The company's main strategic choice is to constantly recognize and respond to the needs of the travelling public.

The strategic **vision of** STA.SY is to establish and remain in the public's consciousness as the leading transport operator in Greece, providing excellent services with absolute safety, comfort and respect to the passenger.

The main **mission of** the company is to transport citizens with safety, reliability, comfort, passenger-centric philosophy and respect for the environment, while ensuring the continuous improvement of the quality of the services provided.

The corporate **values** that govern the company are:

- High Level of Service (reliability, cleanliness, equality of access and comfort)
- Safety for workers and passengers through procedures and training
- Environmental responsibility and innovation, promoting the use of fixed transport and the integration of technology.
- Social action for the benefit of citizens and the country.



Regarding the **market served**, STA.SY operates exclusively and monopolistically the urban rail public transport system of the Prefecture of Attica and therefore there is no direct competition from companies of the same scope. The main competitors of the company are therefore identified as car and taxi drivers. In addition, on the "Doukissis Plakentias - Airport" section, it operates as a rail operator among other companies with different types of services and different frequencies and therefore has the main share of passengers. Competition could increase in the event of an amendment to the existing legal framework for urban transport in order to allow the entry of new companies that can operate the existing infrastructure in sections or as a whole, in which case the company's strategy will have to be redesigned in order to cope with the new environment.

The **business environment** in which STA.SY operates consists of the coverage of the transport network in the Attica basin, the time distances observed, i.e. the frequency with which trains pass, the speed of travel to the destination, the conditions of the surrounding area (cleanliness of stations, trains, communication with company staff, reception of information messages, safety) as well as the feeling of using an environmentally friendly means of transport, where citizens can move without the use of a personal vehicle, with fair price.

The combination of these parameters with high-tech events and applications, especially in stations with high traffic, can serve as a complementary criterion for the use of urban-rail transport and constitutes the **business model** implemented by the company, as well as the guide for future activities and expansions.

The main and long-standing **objectives of** STA.SY that derive from the company's mission are to maintain the high quality of the transport services provided, to improve internal efficiency and to maintain and expand the levels of safety and security.

In addition to the core services provided, the company aims to develop secondary operation services, which will increase overall revenues. In this direction, the company has initiated a complete inventory of its real estate assets which will lead to increased revenues from its targeted commercial exploitation.

Electric Railway

1855, Foundation of the Athens - Piraeus railway.

1867, Commencement of the Electric Railway construction.

27th February 1869, the official inauguration of the Electric Railway.

16th September 1904, electrification of the Railway.

1910, operation of the Piraeus coast TRAM (1910-1960).

1926 cooperation of Athens-Piraeus Railways with the English group POWER.

1936, operation of the Perama TRAM (1936-1977).

1937, H.E.M. undertakes the electrification of the Kifissia Railway.

1957, completion of the electric railway from Piraeus to Kifissia.

1976, the E.H.S. is acquired by the Greek State and renamed to Athens-Piraeus Electric Railways S.A. (ISAP).

2001, ISAP ceases to operate the Athens-Piraeus Bus Line (Green Buses).



METRO

1977, a preliminary study on the design of the METRO network.

1985, the plans for the construction of the METRO network are included in the new Regulatory Plan of Athens presented in the same year.

1992, start of construction of the two new Metro lines.

1996, amendment and adaptation of the statutes of O.A.S.A. to the provisions of Law 2414 on the modernization of Urban Transport.

1998, urban Transport of the Athens-Piraeus and surrounding region enter a new phase. The planning, programming, organization, coordination, control and provision of the Transport Project of all Public Transport means come under the responsibility of O.A.S.A.

2000, the first part of the Line 2 project "Syntagma-Sepolia" and Line 3 "National Defence-Syntagma" are put into operation.

2003, addition to the Metro network of the section of Line 3 "Syntagma-Monastiraki".

2004, , the extensions of Line 3 northwards to the "Doukissis Plakentias" station are delivered.

2007, the extension of Line 3 from Monastiraki to Egaleo is included in the METRO network.

2008, Tender procedure is launched for the extension of METRO Line 3.

2011, Urban Rail Transport S.A. (STASY S.A.) is established, following the merger by absorption of ISAP S.A. and TRAM S.A by AMEL S.A.

2013, Seven new stations open to the public.

Today, the extension of Line 2 to Piraeus is under construction.



TRAM

1882, the first trams appear on the streets of Athens.

1887, the steam-powered TRAM of Faliro begins operating.

1902, expansion of the areas served with the addition of Ippokratous, Mitropoleos and Acharnon streets.

1908, circulation of the first electric TRAMs, which were to gradually replace the horse-drawn vehicles.

1939, refurbishment of all in-use trams.

1940, delivery of 60 large, modern trams.

1953, decommissioning of the Patission - Ampelokipon and Kypseli - Pagrati lines.

1960, cessation of operation of the Athens TRAM.

1977, cessation of the operation of the Perama TRAM.

2004, Tram resumes operation almost simultaneously with the start of Athens Olympics Games.

2007, extension, from the Glyfada "Kolymvitirio" station to the Asklepieion Hospital of Voula, with a new stop called "Asklipiio Voulas".

The continuous effort of STA.SY in the practical implementation of sustainable development requires and seeks cooperation, communication and fulfilling the expectations of all its stakeholders, in order to evolve and progress responsibly and sustainably. Stakeholders are identified as social groups that are affected and can directly or indirectly influence the company, its operations and activities.

The stakeholders of the STA.SY are presented below:

- Governmental Agencies and Authorities
- Passengers
- Employees
- Employee Unions and Collectives
- Academic and Educational Community
- Business Community
- Suppliers
- Local Communities
- Media
- Non-Governmental Organizations (NGOs)
- Cultural Bodies

4.4 Development Strategy

The company constantly seeks to increase passenger traffic and attract more and more passengers - users of its infrastructure. To achieve this, the growth strategy followed is based mainly on market development and the development of new products and services.

More specifically, the development of the market consists mainly in attracting new groups of users who do not currently use public transport and in ensuring a more efficient management of the company's assets (buildings, shops, transfer areas).

The company's new products concern services provided using technology before or after boarding the vehicle, new promotional actions to increase the convenience and satisfaction of users-passengers as well as new commercial exploitation activities.

In the scope of operation of STA.SY, according to its statutes, are included:

- The planning, organization and execution of the transport work in the area under the responsibility of OASA, which is carried out by rails (ground and underground),
- The organization, operation and exploitation of fiber optics, telecommunications systems of all types (and other similar systems),
- The promotion and dissemination of goods/services, the commercial exploitation of its trade marks and the exploitation of the premises of its stops and stations, including car parks and its general movable and immovable property,
- The completion of the construction, supervision and organization of the urban railway and tramway projects and studies that are in progress at the completion of the merger (N3920/2011) or any other activity related to the above.

Public transport is becoming increasingly important for the world's major developed cities, as population mobility towards large urban centers increases over the years, while at the same time the need for more environmentally friendly transport is gradually becoming part of the citizens' consciousness. This often creates the need for greater capacity and increased frequency of public transport services.

According to a study by the European Union of Railway Industries (Union des Industries Ferroviaires Européennes - UNIFE), by 2021, fixed rail will be the main preference of passengers. Urban transport companies will have to respond to this increase in demand by upgrading their existing fleets, expanding their network through the creation of new stations and purchasing new equipment, etc. At the same time, the boundaries of urban centers are expanding to include the suburbs, thus the synergies between metro lines and urban and/or intercity trains facilitate the movement of a large proportion of passengers who use a combination of means of transport, as their permanent residence is outside the urban core of the city.

With regard to fixed railways, it has been recorded that in recent years the metro, has established itself as the most practical and fastest means of transport in major urban centers of the world. Today, more than 180 cities have a metro network infrastructure and over 12,000 kilometers of operating lines. At the same time, despite the decline it experienced as an option in the decades after the Second World War, mainly due to the increasing penetration of cars as a mean of transport within cities, trams have re-emerged as an option for passengers wishing to travel using the road network without a car. The use of the tram supports the enhancement of the passenger's environmental awareness. However, as it runs on rails, it lags significantly behind road transport, which obviously offers greater levels of travel flexibility.

Urbanization

Urbanization is a social phenomenon linked to social and economic changes and refers to the ever-increasing influx of populations into large cities in order to find better living conditions, employment, etc. Moreover, the increase in the number of inhabitants of the cities can be attributed to the natural growth of population and to the expansion of city boundaries. Population concentration contributes to intensifying the need for fast, affordable and easy transport. The use of the car as the main mean of transport led to urban sprawl in developed cities throughout the second half of the 20th century, a phenomenon that was reversed after the turn of the century.



Age of public transport users

Given scientific/medical advances, it is expected that in the coming years the number of older people, especially those over 80 years of age, will increase significantly. In particular, the European Rail Research Advisory Council (ERRAC) predicts that by 2050 more and more senior citizens will be using fixed rail for both urban and suburban travel. At the same time, however, the younger age group also shows a clear preference for public transport for intra-urban journeys and generally avoids the use of private cars for commuting. Urban transport is expected to continue to see increasing use in the coming years.

Smart cities

Current trends for smarter cities include automation with a focus on multi-modal transport, smart ticketing and accessibility to a dynamically connected public transport network. Due to the increasing population density in large cities, the development of integrated services and intelligent transport systems is important for the efficient operation of the system.

Automation

An increasing trend is observed in the percentage of the existing network coverage with automated lines on fixed railways and more specifically on metro lines. According to the International Union of Public Transport (UITP), in July 2016 there were 55 fully automated metro lines operating in 37 cities around the world, covering a total of 803 km of tracks. However, based on projections for 2025, it appears that there will be further coverage to around 2,300 kilometers of the network with automated metro lines in major urban centers. The automation of the network offers multiple advantages and benefits for the operation of the fixed rail network, such as increased safety and reliability, reduced intervals between two trains and operational flexibility.

Environment

The issue of environmental pollution from the impacts of urban activity in cities has been one of the most important issues affecting sustainable development in recent years. In addition, the problem of environmental pollution is exacerbated by the pollutants produced from the activity of industrial plants and vehicles carrying passengers and freight. In view of the significant negative impact on the environment, public and private bodies and organizations in most countries, through a series of measures, are making constant efforts to reduce the negative environmental impact of the daily activities carried out in large urban centers. One of the most effective sustainability actions that can be adopted in the current era of intense urbanization is to invest in the development of sophisticated fleets and networks for urban public transport, given their potential to make a significant contribution to reducing air pollution and 'external' costs. In this context, efforts are being made through legislative and scientific initiatives for the use of innovative equipment, new engines, hybrid engines and alternative fuels.



Connectivity - Internet access - Smart software

The development of technology and the adoption of innovative and smart solutions and applications are constantly causing changes in people's daily lives. In particular, people, realizing the new possibilities offered by new systems and technologies, are gradually rejecting traditional systems and processes and are seeking the use of systems that will provide them with features such as immediacy and flexibility in all activities of their daily lives. Therefore, taking into account the current evolutionary trends, pressure is being exerted on all stakeholders to be fully aligned and harmonized with them, aiming at providing, which will make use of technology and include the characteristics of high quality and flexibility.

With regard to urban transport, the relevant actions of the competent bodies include a series of actions and activities along two main axes. The first axis relates to the intensive effort for optimal connectivity of the different means of transport in practice (e.g. common electronic fare, synergies, nearby transfer stations, etc.), while the second axis relates to a series of services which focuses on informing passengers in real time (through applications on their mobile phones or through interactive panels at stations and stops), as well as on providing free wireless network (internet) when they are within the company's infrastructure. According to a recent UITP study, 73% of metro stations worldwide provide internet access (in some cases to specific information websites), while the percentage of internet access inside train cars is 58%. Finally, 68% of the world's metro companies are immediately considering the development of systems that will help to increase the level of connectivity of their services over the next three years.

Strong points

▶ Unique provider of fixed-track services (metro, tram, electric) between the centre and suburbs of Athens

▶ Serving a large number of residents in the centre of Athens, many of whom remain loyal customers (monthly cards, etc.)

▶ Ability to bypass traffic congestion (especially during peak hours), facilitating travel

▶ High reliability and expertise

Weak Points

▶ The ticket price is determined exogenously and does not allow the company to exercise a pricing policy

▶ The company's revenues are shared between the company and OSY on the basis of a decision of the Board of Directors of OASA, which does not reflect the actual revenues on its network

▶ High rate of fare evasion/smuggling

▶ Deficient financial operation, and due to reduced reimbursement of social benefit services (e.g. free beneficiaries). The current legislation to which the company is subject requires a specific internal structure and increases bureaucracy (recruitment, procurement, contracts, etc.)

Opportunities

- ▶ Combating ticket evasion by using electronic ticketing and replacing gates (in new extensions)
- ▶ Real estate development (including through PPP projects)
- ▶ Further optimization of maintenance programs, human resources utilization and rationalization of procurement/processes
- ▶ Improvement of the economic environment, resulting in increased passenger traffic and increased revenues from commercial exploitation
- ▶ Commissioning of new projects in Greece and/or abroad (e.g. operation of the Thessaloniki metro system)

Threats

- ▶ The construction and completion of the new lines depends on Attiko Metro SA and involves the risk of delays in the completion of the works and consequently the operation of the new sections
- ▶ Security and protection of the company's property (vandalism)
- ▶ Severe decline due to pandemic against COVID-19
- ▶ Deterioration of the economic environment, resulting in a reduction in passenger traffic and/or the need to reduce ticket prices



ELECTRIC RAILWAY

The Electric Railway has 24 stations and is part of the capital's Metro network (Line 1), which was created with the operation of Metro Lines 2 and 3.

Today the Electric line starts from the port of Piraeus, heads east to Neo Faliro, runs parallel to the Athens - Piraeus road, passing through the boundaries of Moschato, Kallithea, Petralona, the centre of Athens (Monastiraki and Omonia) and continues north through Patissia, Nea Ionia, Heraklion and Maroussi, to end in Kifissia.

The five-car composition trains are of older types, namely the 8th delivery of 1983 and the 10th delivery of 1993 and are limited to Line 1, while the six-car composition trains are of the 11th delivery of 2000.

The Line does not have a the same infrastructure at all points, but its main features are the 1,435 mm line width and the power supply, which is provided by a third electrified ground track parallel to the two tracks, with a direct current of 750 volts. More specifically, the basic infrastructure is from "Piraeus" station to "Neo Faliro" station and includes wooden sleepers and joined rail track, while from "Neo Faliro" station to "Kifissia" station includes concrete-cast sleepers, cement sleepers and welded rail track.

METRO

In 2000 the operation of Lines 2 and 3 of the Athens Metro started. The total length of the Lines is 63.6 km with 44 stations (the station "Syntagma" is considered double because it is included in Lines 2 and 3), including the 1.4 km underground connection of the D. Plakentias station with the OSE network.

The Athens International Airport Eleftherios Venizelos, as well as the Mesogeia area, are directly linked to the city centre by METRO trains, serving four stations (Pallini, Kantza-Peania, Koropi and Airport) on the Suburban Railway network, on a route of 20.7 km.

Line 2 of the Athens Metro is the Anthoupoli - Hellinikon Line, which is shown in red on the maps, consists of 20 stations and has a length of 19.2 km.

Line 3 of the Athens Metro is the 22.3 km long Line Nikaia - Doukissis Plakentias - Airport, which is shown in blue on the maps, connecting the station Nikaia west suburbs of Athens with the Athens International Airport "Eleftherios Venizelos". It has 19 stations and most of it, from Nikaia station to Doukissis Plakentias station, is underground.



On Lines 2 and 3 of Athens Metro, trains in six-car configuration are in operation. The **1st Generation** trains were manufactured in 2000 and are the oldest trains of Lines 2 and 3, they are manufactured by Siemens, Alstom and Adtranz. These trains serve Line 2 and a section of Line 3, they do not offer the possibility to move between cars as in the newer trains and are the only METRO trains with sliding doors rather than snap-on doors.

The **2nd Generation** trains were built in 2003 by Mitsubishi and Rotem, are the second trains of Lines 2 and 3 serving Lines 2 and 3, and differ significantly from the older trains of these lines. They are air-conditioned and offer the possibility of moving between carriages, as on the newer trains. Seven of the 21 trains in service have the ability to run on the national rail network to the airport on alternating current overhead cable at higher speeds.

Built in 2012, the **3rd Generation** trains, built by Hyundai Rotem and Siemens, serve Line 2 and part of Line 3, and feature black, white and light green exteriors and televisions with electronic panels inside. Like the second-generation trains, they are air-conditioned and offer inter-car movement.

Finally, a new **U-shaped** line (Line 4) is expected to be built by ATTIKO METRO, which will have a length of 33 km. The line is planned to connect the University - Galatsi and Katechaki - Maroussi axes. The first part of the extension, "ALSOS VEIKOU - GOUDI" was auctioned on 10 April 2017.

TRAM

TRAM as a mean of public transport is designed to penetrate the urban fabric and connect municipalities and neighborhoods, offering reliable, fast, comfortable and safe daily transport. However, for TRAM to be able to consistently fulfil this role, it must be supported by the necessary infrastructure.

Until December 2021, the Athens TRAM network will comprise three lines and will operate the routes Syntagma-Voula (Line 5), Syntagma-Peace and Friendship Stadium (Line 4) and Peace and Friendship Stadium-Voula (Line 3). It extends over a length of 25.9 km (including the 2.2 km connecting line between the depot and the commercial line).

This is an investment of €340 million and the project was mainly financed by grants from the Community Support Programs and loans from the European Investment Bank.

A system has been installed at the stops to inform passengers through audio announcements and variable message signs (telematics) about the arrival times of the trams at the stop, any delays or deviations in the timetables and other additional information.

There is also an emergency phone, which is used only in cases of emergency to communicate with the Operations Control Centre or in the event of works being carried out in the network. Furthermore, a closed-circuit television system has been installed at all stops and at several intersections to ensure the safety of the travelling public and prevent malicious acts, protect the company's assets, monitor and better regulate tram traffic at the points of intersection with road vehicles.

The modern Athens tram is a two-way articulated vehicle and is capable of coupling two vehicles in train mode. It has a capacity of 56 seated passengers, including specially designed seats for the disabled, and over 200 standing passengers. It provides heating, ventilation, air conditioning, both in the passenger area and in the drivers' cabins, which are seasonally regulated. Currently 60 trams are available.

The construction of the Athens Tramway was based on the latest international standards and specifications, resulting in safe tram intersections with vehicles, which are all controlled by traffic lights and pedestrian traffic is controlled by clearly defined pedestrian crossings, safe passenger access to stops (with special ramps) as well as to the vehicle (without steps) and the necessary infrastructure (such as railings and kerbs) to prevent any passenger actions that could cause accidents.



Parking spaces

For the better service of the passenger public, STA.SY has four organized parking areas in its network. More specifically, at the "Syngrou-Fix" station, a controlled underground parking and transfer area operates daily and on a 24-hour basis.

A controlled outdoor parking area operates at "Halandri" station. At the "Nomismatokopeio" station, a controlled underground parking and transfer area is operated daily, 24 hours a day. At 'Agia Marina' and 'Kerameikos' stations, controlled parking and transfer areas are in operation.

The charge for the use of these areas makes them particularly attractive for METRO passengers, as they provide high quality services at low comparative costs.

Additional uncontrolled parking spaces exist at the Metro stations "Katechaki", "Ethniki Amyna" and "Doukissis Plakentias". Regarding the TRAM, uncontrolled parking spaces are located near the TRAM stops "Trocadero", "Marina Flisvou", "Asklipio Voulas", "SEF", "2nd Agios Kosmas", "Kentro Istoploias" and "Delta Falirou".



4.8 Corporate Governance Framework

The adoption of corporate governance for STA.SY., in accordance with the current Greek legislation 3920/2011 and international practices, is identified with transparency and accountability in decision-making towards the stakeholders. For this reason, the new organizational chart of the company (Government Gazette 85/PRA.D.I.T./15.06.2021) has been put into force, according to which the company determines the structure, configuration, gradation, internal organization and the main responsibilities of its units/services.

At the same time, the hierarchical organization and the two-way relationship of the units/services with each other and with the administration is defined. The analytical organizational structure of STA.SY. with the distinction of staff is reflected in the Internal Organization and Operation Regulation (Government Gazette 505 / 28.02.2014).



The Management Bodies of the Company are:

- Board of Directors
- Managing Director

The units that make up the organization chart are ranked from the highest to the lowest level as follows:

- Board of Directors
- Chairman of the Board.
- Managing Director
- General Directorate
- Division
- Sub-division
- Departments

The work of the **Board of Directors** and the **Chairman of the Board of Directors is supported by** the following bodies, external partners, organizational units and workplaces, which **report administratively to the CEO.**

- Legal Management Consultant
- Department of the Secretariat of the Governing Board
- Secretary
- Special Advisor
- Audit Committee (Law 3429/2005)
- Internal Audit Service (independent service-institution under Law 3429/2005)
- Regulatory Compliance Officer
- Technical Council (collective body Government Gazette No. 227/V/05.02.2014)



The **organizational units** reporting directly to the **CEO are the** following eight:

- Directorate General for Strategy & Development
- General Management of Operations
- General Management of Maintenance
- General Management for Corporate Support
- Legal Services
- Management of the CEO's Office
- Management Corporate Communication & Passenger Experience
- Security & Safety Directorate Network Security & Control

In addition to the above, the company structure includes the following bodies - services and jobs that report to the **CEO**:

- Occupational physician (Law 3850/2010)
- Security Technician (Law 3850/2010)
- Data Protection Officer - DPO (Law 4624/2019)
- Special Advisor
- Political Emergency Planning - Emergency Planning - PSEA (based on Law 17/1974)



The Managing Director may, by decision (by deed), appoint **ungraded (outside the hierarchical structure) bodies - services**, for the execution of specific projects or assign the assumption of specific roles, which are reported to the Managing Director, such as:

- Advisory Bodies, Tender Committees, Contract Monitoring and Acceptance Committees, Objections Evaluation Committees, etc.
- Incident Investigation Committees
- Working Groups
- Fire Chief (role),
- Chief of Civil Emergency Planning (role)
- Fire Department Contact Link (role)
- Police Contact Link (role)
- Civil Protection Secretariat Contact Link (role) etc.

The above bodies/services are staffed by people who have very good knowledge and experience in the subject matter assigned to them. Depending on the needs of each task or role, these people are either temporarily seconded from the organizational units to which they belong for the duration of the task or role, or they remain in their organizational post while carrying out the specific tasks of the task or role assigned to them.



The **composition of the Board of Directors as at 31.12.2021** was as follows:

Chairman of the Board.

Charalambos Damaskos of Spyridon

Managing Director

Nikolaos Heretas of Stavros

Members

Independent Board Members: Maria Kolyva of Demosthenes, Eleni Vlachogianni of Ioannis, Panagiotis Pegas of Evangelos

Board Members: Nikolaos Athanasopoulos of Charalambos, Spyridon Revithis of Theodoros (employee representative)

Based on the provisions of Law 4389/2016 as in force, O.A.S.A. and its subsidiaries OSY and STA.SY., in accordance with the provisions of Law 3920/2011 concerning the intercompany relations of O.A.S.A., OSY, and STA.SY, are among the first companies to be transferred to the Hellenic Corporation of Assets and Participations S.A. (Ypertameio-N.4512/2018). Therefore, the governance model of both OASA and its subsidiaries should be aligned with that of HCAP S.A.

Regulatory Compliance is also implemented in STA.SY.. To date, the following policies have been approved by its Board of Directors: the Code of Conduct & Professional Conduct, the Gratuity & Hospitality Policy, the policy to combat Bribery & Corruption, the Compliance System Framework, the Anti-Violence & Harassment at Work Policy and the Reporting Policy and the Whistleblowing Procedure.

4

QUALITY
EDUCATION

8

DECENT WORK AND
ECONOMIC GROWTH

9

INDUSTRY, INNOVATION
AND INFRASTRUCTURE

11

SUSTAINABLE CITIES
AND COMMUNITIES

12

RESPONSIBLE
CONSUMPTION
AND PRODUCTION

4.9

Approach to Corporate Responsibility and Sustainable Development

Corporate Responsibility and Sustainable Development is an integral part of the philosophy and strategy that characterizes the business entity of STA.SY. The company is committed through a set of policies, principles, values, commitments and procedures and in accordance with the principles of corporate governance to contribute to economic growth in a sustainable manner by providing high quality transport services, improving the quality of life of employees and their families. In addition, STA.SY actively participates in social, cultural and educational activities. At the same time, the company takes all necessary measures to preserve natural resources.

“The target is, Corporate Responsibility and Sustainable Development to govern every operation internally and externally and to be a... **way of life**”.

For this reason, STA.SY has aligned its activities with the **UN Sustainable Development Goals (SDGs)** and prepares an annual Corporate Responsibility and Sustainable Development Report.

At the same time, in response to the expectations of its stakeholders and in combination with its commitment to continuous improvement, STA.SY. proceeded with the publication of the annual Corporate Responsibility and Sustainable Development Report for the year 2020, which was prepared in accordance with the new **Guidelines (GRI - Core) of the International Sustainability Reporting Initiative (GRI)**.

In addition, the company has signed the **UN Global compact**, which is an international initiative of the United Nations Organization to protect the environment, respect and protect labor and human rights and fight against corruption.

The Corporate Responsibility and Sustainability Report 2021 focuses on sustainability issues that are important for the achievement of the company's strategic objectives. It also focuses on the actions of employees in key areas, the environment, society, culture and education, seeking maximum positive impact.

STA.SY has as a priority the continuous and adequate information and training of its employees regarding health and safety in the workplace. STA.SY also has a corporate blood bank and a football team at its disposal, at the same time expects the development of the skills of its employees and contributes to their reward by providing free tickets for cultural events.

In addition, the company continuously demonstrates environmental awareness by monitoring its resource consumption and controlling the way it manages its waste. At the same time, STA.SY, participates in a contributory recycling program to minimize its impact on the environment.



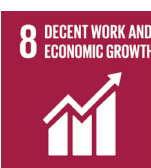
STA.SY supports vulnerable social groups and funds events in cooperation with Non-Governmental Organizations and bodies, supporting remarkable actions of character. The company supports the Greek culture through modern art and antiquities exhibitions at METRO and electric railway stations, maintains the Museum of Electric Railways and organizes educational visits and guided tours for schools at the stations of the network.

However, an important fact in the drafting of the report is the rapid spread of the coronavirus and its declaration of a pandemic by the World Health Organization, an unprecedented test for the whole world with uncertain results. The Company is closely monitoring developments regarding the spread of coronavirus in order to adapt to the specific circumstances that arise.

5

RESPONSIBLE DEVELOPMENT

STA.SY attaches great importance to its responsible operation, the good financial situation of the company, the safety and service of the passengers, the quality assurance of the transport services and the continuous investments made are essential elements for the development of the company.



5.1 Financial Performance

In 2021, the total revenues of STA.SY. amounted to **151.726.800 euros**, representing an increase of **0.37% compared to 2020**, mainly due to the increase in revenues from the advertising exploitation of stations and trains.

Regarding the **primary revenues**, the Company's main income comes from sales of tickets and unlimited travel cards of the companies of the OASA group. The pricing policy is not dependent on STA.SY. SA and therefore passenger traffic and revenue sharing are the main parameters determining its revenues. It should be noted that STA.SY. S.A. has the most points of sale within the OASA network.

According to article 6 of Law 3920/2011, the revenues from the sales of tickets and cards of the companies of the OASA Group are attributed to OASA and are distributed to STA.SY. S.A. and OSI S.A. The exception is the section "Doukissis Plakentias – Airport", the revenues of which are entirely attributed to STA.SY. S.A..

46.83% of the revenue generated comes from ticket and card sales as well as from parking and fine revenues. Primary revenue showed a decrease of **2.85%** mainly due to a drop in revenue during the implementation of the pandemic traffic restriction measures from March 2020.

According to the sales data of STA.SY. S.A. for the year 2021, the total revenue from tickets and season and annual passes amounted to **43.58 million euros**, the invoiced revenue from contracts with the Greek State for the transport of special beneficiary categories to **25.00 million euros** and the revenue from fines and parking to **2.43 million euros**.

It should be noted that in 2021 the revenues from parking spaces decreased by **8.38%**, with the implementation of traffic restriction measures due to the pandemic, which is considered satisfactory if we take into account the reduced traffic of private vehicles (with teleworking etc.).

Total operating income decreased by **1.94%**, while grants decreased by **2.55%**.



The total operating expenses of the Company for the year 2021 amounted to EUR **138,557,473.57**, increased by **5.72%** compared to 2020 due to an increase in energy costs. STA.SY is one of the largest employers in the country as staff salaries and expenses for 2021 amounted to **72,664,104.23** euros. The fees and expenses of third parties amounted to **3,325,168.88 euros**.

The third-party benefits mainly relate to traction, lighting and rent from the cost of using the system shared by the OSE. They show an increase of **38.52%**, mainly due to the following:

- The increased cost of using the airport system by EUR **1.58 million** compared to the same period in 2020 with a gradual but slow return to normality in 2021.
- The increased cost of energy as a result of the energy crisis, which gradually began to become apparent from November 2021. It should be noted that the traction current, which relates to the means of transport of fixed rail vehicles, seems to be moving on a monthly basis as of 12/2021 to **1.64 million** euros compared to **1.15 million** euros in 2020.

Taxes and fees decreased by **4.95%**. The decrease occurs mainly in the prorated, due to the differentiation of the common input VAT fraction.

Finally, the spare parts consumption amounted to EUR **2.496.951,40**.



Primary revenue	2020	2021	Change
Ticket- Card Sales	70.896.409,45	68.584.392,41	-3,26%
Revenue from parking lots	629.008,01	576.294,39	-8,38%
Fines	1.604.099,19	1.856.793,88	15,75%
Material sales	8.088,80	36.473,94	350,92%
Total	73.137.605,45	71.053.954,62	-2,85%
Secondary revenues	2020	2021	Change
Capital grant	66.548.300,48	64.849.935,10	-2,55%
Other operating income (rent-advertisement-other)	7.330.420,36	4.465.658,07	-39,08%
Commissions and brokerage	1.229.956,63	1.928.762,58	56,82%
Capital interest	38.698,13	66.951,69	73,01%
Extraordinary and non-recurrent revenue - revenue from unused provisions from previous financial year - revenue from unused provisions from previous financial year	5.746.045,34	9.112.605,11	58,59%
Total	78.028.685,65	80.672.846,23	3,39%
Grand total	151.166.264,10	151.726.800,85	0,37%

In secondary income, 2021, amounts of EUR 64.85 million were accounted for in grants, of which:

- EUR 0,04 million for the repayment of overdue liabilities to the DEH.
- EUR 22,00 million from the Regular State Budget.
- EUR 39.87 million emergency grant to cover lost revenue by restricting travel due to the pandemic.
- EUR 2.03 million to cover the salary costs of newly recruited officials.
- EUR 0.92 million to cover urgent non-recurring costs arising from the pandemic.

Accordingly, in 2020, amounts of EUR 66.55 million were accounted for in grants, of which:

- EUR 3,76 million for the repayment of overdue debts to the DEH.
- EUR 9,99 million from the Regular State Budget.
- EUR 2.42 million to cover the non-salary benefits of the extension of the 1/1-31/12/2020 extension of the 3.10.2016 ΕΣΣΕ.
- EUR 49.85 million emergency grant to cover lost revenue by restricting travel due to the pandemic.
- EUR 0.54 million to cover urgent non-recurring costs arising from the pandemic.



PROSPECTS AND UNCERTAINTIES FOR 2021

Prospects for the development of the Company

The Company constantly seeks to increase passenger traffic and attract more and more passengers - users of its infrastructure. To achieve this, the growth strategy followed is based mainly on market development and the development of new products and services.

More specifically, the development of the market consists mainly in attracting new groups of users who do not currently use public transport and the more efficient management of the company's assets (buildings, shops, transfer areas).

The new products of the company concern services provided using technology before and during the use of the vehicle and new promotional actions to increase the convenience and satisfaction of users - passengers as well as new commercial exploitation actions.

In addition, the ongoing extensions of the Metro and TRAM network, although not planned by STA.SY, contribute decisively to the company's growth, since more areas will be served, thus increasing the penetration of fixed railways and creating added value in the promotion and advertising services on them.

Description of the main Risks and Uncertainties

The Company also holds various other financial instruments such as commercial receivables and commercial liabilities, which arise directly from its operations.

The Company's policy during the year was and remains that it does not engage in the trading of financial instruments.

The Board of Directors shall consider and adopt principles for the management of each of these risks, which are summarized below.



Risks related to business activities

Risks arising from damage/harm to persons, equipment and the environment (insurance liability)

The company's activities face risks that may arise from negative events such as, among others, accidents, injuries and damage to people (employees and/or third parties), damage to the environment, damage to equipment and property of third parties. All of the above may very likely cause delays or, in the worst case, stoppage of work on the projects involved. All necessary precautionary measures are of course taken to avoid such negative events and the necessary insurance contracts are concluded at the same time. However, the possibility cannot be excluded that the company's liabilities from such /negative events may exceed the insurance claims it will receive, with the consequence that part of these liabilities may have to be covered by the company itself. In addition, insurance coverage is not available against the most common risks related to assets and other equipment, as well as to issues of security and protection of the company's property (vandalism).

High rate of fare evasion/smuggling

High levels of smuggling have a negative impact on the company's turnover. The company is taking all necessary measures to reduce contraband by fully implementing electronic ticketing, reducing gate closing times and by strengthening the control staff which will lead to more controls being carried out.

Risks of non-recovery of fines imposed

In addition to the fines imposed which are collected in cash, there is a serious risk of non-recovery of fines for various reasons. In order to minimize the risk of non-recovery, the company searches and processes the data of the debtors. Upon completion of the processing of the data, it confirms the claims to the respective tax authorities, which are being monitored and depending on the collection rate, the total amount of collection is estimated in the future.



Financial risks

Interest rate risk

There are no loans and therefore the company is not exposed to interest rate risk.

Foreign exchange rate risk

Foreign exchange rate risk: The Company operates in Greece and therefore is not exposed to foreign exchange risk arising from changes in other currencies against the Euro.

Also, as of 31.12.2020 there are no cash and borrowings in foreign currencies.

Credit risk

The Company is exposed to credit risk, which is the risk that a counterparty will be unable to repay in full the amounts due when they are incurred. The risk is addressed by monitoring the timely recovery of claims, and in the event that non-recovery of claims has occurred, relevant provisions have been made.

Liquidity risk

Liquidity risk is kept low through the availability of sufficient cash. The company regularly submits an application for subsidy of overdue liabilities to the D.E.H., as a General Government entity, based on the Government's Order No. Dec. Deputy Minister of Finance 2/57103/DPG/23-6-2016. In addition, STA.SY. does not have the ability to set the ticket price (it is determined exogenously), which means that it cannot exercise pricing policy.

5.2 Supply chain

STA.SY pays particular attention to the management of its supply chain. The implementing body of the supply chain implementation processes of STA.SY is the **Procurement and Supply Management**, which ensures the proper execution of the procedures for the preparation and conduct of tenders, utilizes appropriate negotiation techniques and tools provided by the legislation, develops constructive relations both internally in STA.SY and externally with suppliers and focuses on identifying opportunities to improve the management of procurement.

The Directorate operates in a customer-oriented manner. Its basic operating principle is to meet the needs of its **internal customers** with the ultimate goal of continuously improving the services provided to passengers.

The **objectives** set by STA.SY for the proper management of the supply chain are the following:

- The right material/service
- From the right supplier
- At the right time
- In the right quality
- In the right quantity
- At the right price
- To the right destination

During 2021, the **Procurement and Supply Management** was invited to participate in the implementation of STA.SY's planning to **deal with the consequences of the pandemic**, ensuring the timely supply and availability of the necessary materials and services to the company's staff. At the same time, and despite the mandatory rotation of a significant percentage of the Division's staff and the shortage of staff, it continued its activities in all areas by implementing an extensive teleworking programme.

Furthermore, the Division continued its efforts for the full digitalization of the Supply Chain processes of STA.SY, with the ultimate goal of creating a **paperless operation** that will improve the efficiency of the processes, it will contribute to the reduction of the company's environmental footprint (carbon footprint) and the achievement of sustainable development goals.

In order to achieve the above objectives, the Procurement and Contracts Division, in cooperation with the Quality, Certification and Environment Sector, completed the writing of the procedures of the **Procurement Process**, in accordance with the ISO 9000 standard and in application of the legal framework on public procurement (Law 4412/2016). The process was brought to the attention of the Company's Management, which approved and implemented it.

The process of reviewing the procurement procedures is already underway in view of a) the changes in the legal framework and b) the digitalization of the procedures with the cooperation of the Information Technology Department. However, the procedure "PREPARATION AND PUBLIC PROCUREMENT OF TENDERS - MANAGEMENT OF TENDERS - CONTRACT AWARD" has been completed and approved.

According to the new organizational chart of STA.SY, the **Procurement and Supply Management**, consists of the following organizational units:

- Procurement Administrative Support Department,
- Spare Parts / Equipment Supply Department
- Services Procurement Department
- Department of Other Procurement & Projects
- Certification Monitoring Department & Certification Monitoring Department Payments
- **Supply Division**
 - Piraeus Refuelling Department
 - Supply Department of Sepolia
 - Hellenic Refuelling Department
 - Eleonas Supply Department

The new structure of the **Procurement and Supply Management** aims at the timely settlement of requests from the competent organizational structures in order to ensure the uninterrupted operation of the STA.SY. Indicatively, for the year 2021, the Directorate received 2,037 requests for processing.

More specifically, the Departments that make up the Directorate have, among other things, the following responsibilities:



The **Procurement Administrative Support Department** ensures the preparation of the Company's annual procurement programme and budget, as well as the systematic and methodical analysis of expenditure. In addition, it collaborates with all organizational units for the timely submission of feasibility forms based on the approved procurement program and budget and is responsible for allocating them to the relevant Procurement Departments for further action. Also, in accordance with the applicable legislation, posts - publishes the required tender and contract documents in the relevant information systems. Finally, it ensures the formulation of proposals for the continuous improvement of the management of supplies in STA.SY and the use of the full range of practices and methodologies for public procurement provided for in European legislation.

The objective for the year 2021 is to configure a unified coding system of procured items, the grouping of the requests of the organizational units by code of goods, service, studies and works according to the "Common Procurement Vocabulary (CPV)" of Law 4412/16 as in force and the selection of the tender procedures.

The Departments

- **Supply of spare parts/equipment,**
- **Supply of services**
- **Other supplies and projects**

are responsible for the planning, organization and management of the entire tendering cycle of the respective categories of suppliers - contracts, from the formulation of needs by the organizational units of STA.SY until the completion of the award contracts. In addition, it ensures the implementation of the procedures for the award of the procurement of materials/services, which consists in the preparation of technical specifications in cooperation with the relevant organizational units of STA.SY, the preparation of the respective tender documents, the draft contracts and all decisions related to the establishment of the Committees required in each case.

The **Certification and Payment Monitoring Department is responsible** for the monitoring of the financial scope of the contracts from the registration of the request for the tender in the OPS until the completion of the contract and the final acceptance of the contract scope. It cooperates with the "Procurement" Departments, the Budget and Results Department and the bodies responsible for the execution of the contracts, in order to check the compliance with the respective budgets, update the OPS and the Register of Commitments and finally to check and transmit to the Financial Services Directorate all the required documents and vouchers, in order to ensure the timely processing of payments to suppliers/contractors.

The role of the **Supply Division** is the management of the company's warehouse and to support with spare parts and consumables the preventive and corrective maintenance procedures implemented by the Technical Directorates of STA.SY. In this context, it participates in the process of drafting the **Annual Procurement** Plan in terms of spare parts and consumables, and also implements procedures such as:

- maintenance and development of the existing system of coding of spare parts and other materials,
- the maintenance of their coding file,
- predicting demand and stock reordering,
- replenishment of the regional warehouses, handling of spare parts and conducting the annual general inventory of the stocks of STA.SY



Obligations to Passengers

Consumer Respect and the cultivation of a high consumer awareness are examples of culture and quality development.

STA.SY, highlighting consumer issues as a central axis of its policy, is committed to providing a high level of service to the travelling public in their travels. Our participation in the drafting of a chart of obligations to consumers, applicable to OASA and the Public Transportation Companies operating in the area of Athens – Piraeus, shows that we have proven our commitment in practice.

This chart is a regulatory document, which establishes the framework for the provision of passenger transport services by public transport operators using public road transport (buses) and fixed-track vehicles (electric railways, metro, trams), with the aim of providing quality, efficient and continuously improving services in order to enhance` the efficiency and sustainability of passenger transport in Greece.

In particular, it includes the rights and obligations of passengers on regular and emergency services by public transport and fixed rail transport, as well as the obligations of carriers.

In addition, it includes the mechanism for processing complaints about violations of rights and obligations under the Regulation of the rights of passengers on regular and occasional services by public road transport and fixed rail services, the payment of compensation by a carrier or travel agent or tour operator, the penalties imposed in cases where the provisions of the Regulation of the rights of passengers on regular and occasional services by public road transport and fixed rail services are found to have been infringed, and the principles for monitoring the application of the Regulation on the rights of passengers on regular and occasional services by public road transport and fixed rail services.

Safe and Proper Operation of Metro (Lines 1,2 and 3)

The Athens Metro is one of the safest metro systems in the world and not by chance, since the advanced technological systems installed are operated by experienced and properly trained staff. Safety in the Metro is the result of careful planning and design, taking all necessary measures at the stage of implementation, of thorough inspections and of an ongoing evaluation process for corrective measures.

Advanced technical systems, such as the Automatic Train Protection System (ATP), the Fire Detection and Fire Extinguishing System, the Ventilation and Smoke Extraction System, the Closed Circuit Television (CCTV), the Surveillance and Alarm Systems, Uninterrupted Operation Systems, etc., ensure the maximum level of safety for passengers, staff and equipment.



The signaling system through sophisticated software, which is aligned with the most modern and stringent standards, ensures the safe movement of trains under normal and emergency conditions. Also, the traction power supply system has been designed in such a way that even if there is a failure in any power supply, the movement of trains can continue unhindered. Furthermore, the ventilation system through sophisticated software ensures a pleasant environment in the stations under normal operating conditions, and in the event of smoke or fire provides a safe escape route for staff and passengers through a fully automated process.

Through the closed-circuit television system, the passenger traffic at the stations is constantly monitored and evaluated, so that corrective actions can be taken in the future, in order to optimize the services provided to the passenger. Announcements are made in real time in order to prevent possible accidents to passengers, damage to technical equipment, to inform passengers about train movements or disabled persons about the operation of lifts.

METRO's daily operation is coordinated by the Operation Control Centre, which operates 24 hours a day, every day of the year. The staff of the Operations Control Centre receives accurate real-time information on the system of the two lines through the centre's state-of-the-art equipment. All the individual technical systems (signalling, power supply, ventilation, communications, building management, etc.) are monitored and remotely controlled from the Operations Control Centre. For each subsystem, there is a double and triple backup locally.

STA.SY attaches particular importance to the safety and service of the passengers travelling by METRO, constantly making sure that important information is communicated to the passenger during their travel and that they are provided with the necessary instructions during the use of the fixed track means of transport.



For the proper use of the fixed railways, STA.SY has established a series of prohibitions to protect the services to the passenger public. In particular, the following are not allowed:

- Smoking
- Transport of flammable or dangerous materials, materials and objects
- Transfer of objects causing nuisance
- Consuming beverages and food
- Boarding trains under the influence of alcohol or drugs
- Sale or distribution of goods or services
- Use of musical instruments
- Begging or harassing passengers
- Littering
- Stepping down onto the tracks and entering the tunnel

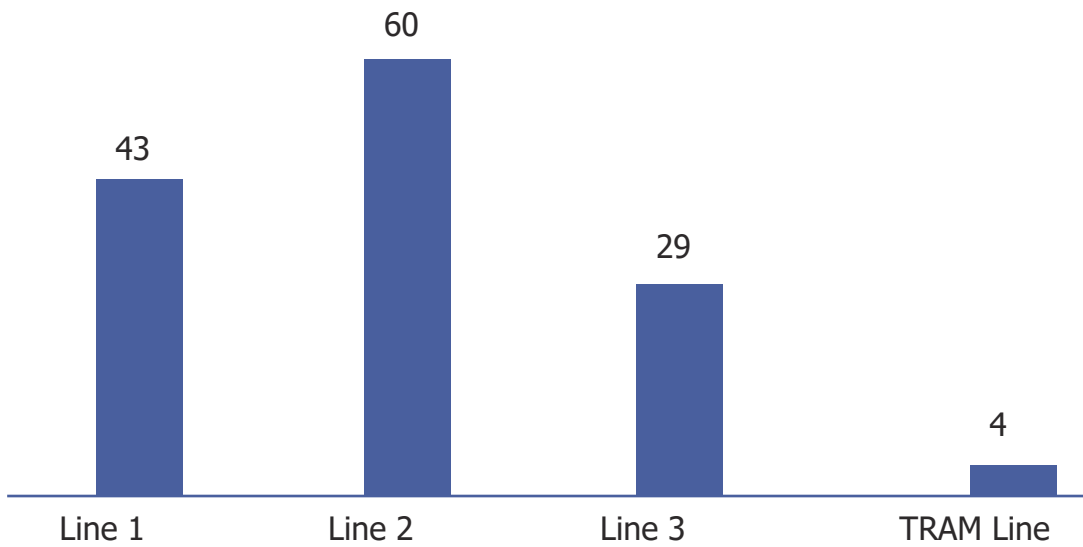
Safe and Proper Operation of TRAMs

Regarding the use of the TRAM, STA.SY takes into account not only the passengers but also the drivers and pedestrians that the TRAM encounters in its routes.

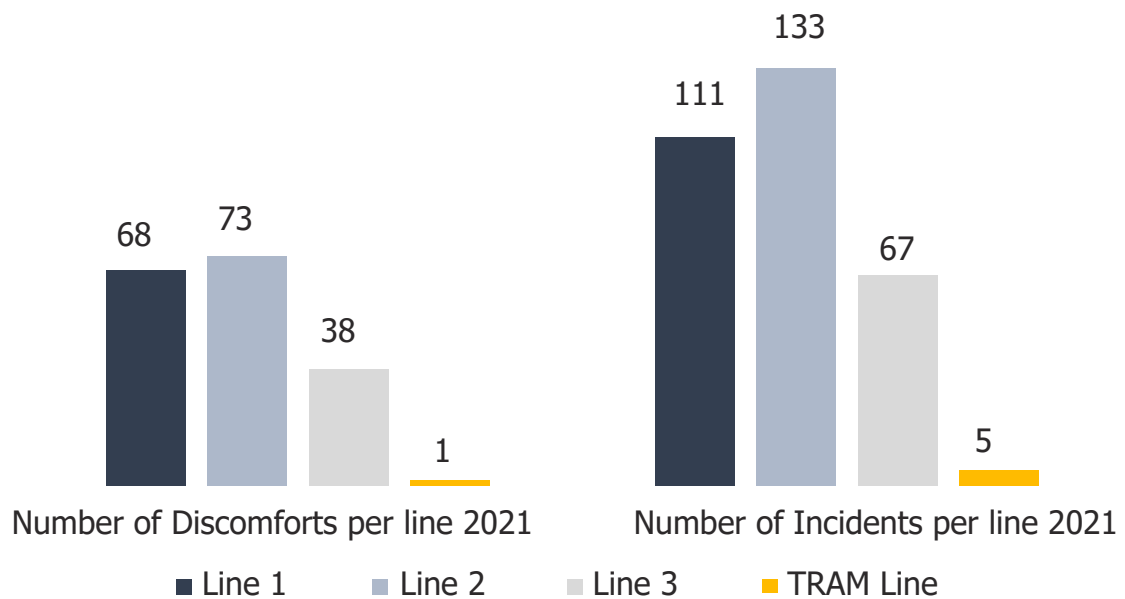
Accidents, Incidents and Passenger Misconduct by Means of Transport

STA.SY makes sure that it is able to deal with any emergency. For this reason the company prioritizes the protection of its passengers by monitoring accidents, aiming at zero fatalities and serious incidents and systematically reducing the number of accidents of the company's passengers.

Passenger accidents per line 2021



Number of Events & Illnesses for the year 2021



Loss of Personal Property

In case of loss of personal belongings, passengers can contact the Station's Hall of each station or the Passenger Services Department, either to report the loss or to collect the recovered item. If a passenger finds an item, he or she must hand it over to the staff at the station where it is located.

Facilities for people with disabilities¹

STA.SY constantly ensures that its network facilities are accessible to people with disabilities and that their use of the facilities is not hindered in any way.

With the station redevelopment projects on the Electric Railway, substantial interventions have been made to optimize access for people with disabilities to the environment of the stations. The most important interventions are listed below:

- Construction of lifts in all stations of the network,
- Access ramps for people with reduced mobility as well as mobile ramps for persons with reduced mobility to access trains,
- Walkways for the blind, both on the platforms and in the wider station environment.

Despite all the above interventions, STA.SY's effort to facilitate the movement of people with disabilities continues, with interventions in areas where the network is above the surface and bisects the city's fabric, e.g. the construction of a pedestrian bridge with access ramps in the area of Agios Dimitrios in Neo Faliro.

Athens Metro is capable to facilitate people with disabilities at its trains and stations

Regarding the TRAM, STA.SY has ensured:

- The direct boarding and alighting of people with reduced mobility in TRAM vehicles without the existence of steps.
- Access to the stops by special ramps to facilitate access.
- Specially designed seats for the best possible service for people with disabilities.
- Special routes at stops and audible signals inside vehicles for the movement of visually impaired people. In addition, in-vehicle displays with stop indicators have been installed to assist people with hearing impairments and TRAM drivers have received special training to assist people with disabilities.

¹:More information is provided in the Annex to the Report

In order to facilitate the daily life of the disabled, an auxiliary dock was constructed during the expansion phase towards the Askleipio Voulas and for the benefit of the PIKPA of Voula, exclusively for the occasional movements of the children of the PIKPA, at the same time the company proceeded with the landscaping of the surrounding area, rebuilding the pavement and constructing a new outpost and shelter.

Finally, STA.SY provides specific facilities to people with disabilities, so that they can:

- can notify their arrival at the terminal and request assistance in hard-to-reach places,
- proceed from the designated point to the check-in counter, the lounge and the boarding area,
- board the vehicle with lifts, wheelchairs or other assistance required, as appropriate,
- deposit their luggage and collect it,
- disembark from the vehicle and return to their seat.

Bicycle transportation

On regular urban services with fixed-track vehicles, the carriage of bicycles is permitted, at the passenger's risk and at the discretion of the driver or other designated staff of the carrier depending on the conditions of vehicle/train occupancy and passenger safety, as follows:

- In the Metro, the Electric Railway and the Tram, the transport of conventional bicycles is also allowed, up to two (2) per train. Cyclists must, when travelling on the platforms and generally in all areas of the stations, move on foot, not use the escalators of the stations and may use the lifts. Bicycles may enter the train through the last door.
- If the conditions of transport within the vehicle/train do not allow it, the driver may refuse to allow a cyclist on board.
- During the days and hours of sports and other events that take place near the Metro, Electric Railway and Tram lines, bicycles are not allowed to be transported due to the high passenger traffic on the trains and platforms.

In any case, the owners of the transported bicycles (folding and non-folding) must:

- Stand close to them and take care not to cause injury or disturbance to other passengers.
- Place them in the free areas of the vehicles/trains, outside the aisles, passenger entry/exit points and ticket validation points so as not to compromise the safe movement of other passengers.
- Give priority to people with disabilities and reduced mobility, elderly people, etc. and do not impede their access to stations and trains.

Movement with animals

The transport of small pets by road and fixed-track means of transport is permitted, at the passenger's risk and at the discretion of the driver or other designated staff of the carrier depending on the conditions of occupancy of the vehicle/train and the safety of the passengers (with the exception of assistance dogs), provided that:

- They are placed in a secure, closed-type transport cage, measuring up to 70 cm x 40 cm x 50 cm for regular urban lines.
- They are accompanied by their owner or occupant.
- The owner or keeper of the animal carries the individual health booklet - passport of the animal.
- The owner or keeper of the animal shall stand close to it and shall ensure that it does not cause injury or disturbance to other passengers.
- They shall be placed in the free areas of the vehicles/trains, outside the corridors, passenger entry/exit points and ticket validation points so as not to compromise the safe movement of other passengers.

In particular, assistance dogs, i.e. trained guide dogs for the blind and assistance dogs for people with disabilities, as well as dogs in the process of being trained as assistance dogs are transferred as follows:

- Without transport cage and without muzzle, provided they are on a handling strap, regardless of their size.
- The user or trainer, as the case may be, of the assistance dog shall carry and display, whenever requested by the Commissary Inspectors or officials specifically authorized for this purpose, the documents prescribed by law certifying the adequacy of the animal's training (if trained or under training), its health, and that the user or trainer of the assistance dog has the relevant certification and proof of use of the animal.
- In the case of a user or trainer who is an EU citizen or a citizen of a third country, but who stays in Greece for a short period of time, then the necessary certificates, as issued by an official body or service of the country of origin, must be translated into English. In case of long-term stay of the user or trainer in Greece (e.g. for work reasons, permanent residence, etc.), the above certificates must be officially translated into Greek by the Greek authorities abroad (embassies, etc.), as specified in the applicable legislation.
- The user or trainer of the assistance dog shall ensure that the vehicle/train is kept clean and that the other occupants of the vehicle/train are able to pass and move freely within the vehicle/train.

It should be noted that in case of damage, the general provisions of the Civil Code on the liability of the owner of the animal for damage caused by it to a third party (Article 924 CC) apply.



5.4 Quality Assurance Policies

The policy of STA.SY gives special emphasis to the Quality Management System which is oriented to the following 4 areas:

- The safety of passengers, staff and company property,
- To protect the environment,
- The service of passengers, and
- The efficient operation of the company.

Key Performance Indicators

The quality of transport services is of utmost importance to STA.SY and therefore the company's policy places particular emphasis on four areas, **Safety, Reliability, Speed** and Customer **Satisfaction**.

The company uses specific tools to monitor the targets it has set in these areas, which are summarized in the following Quality and Performance Indicators:

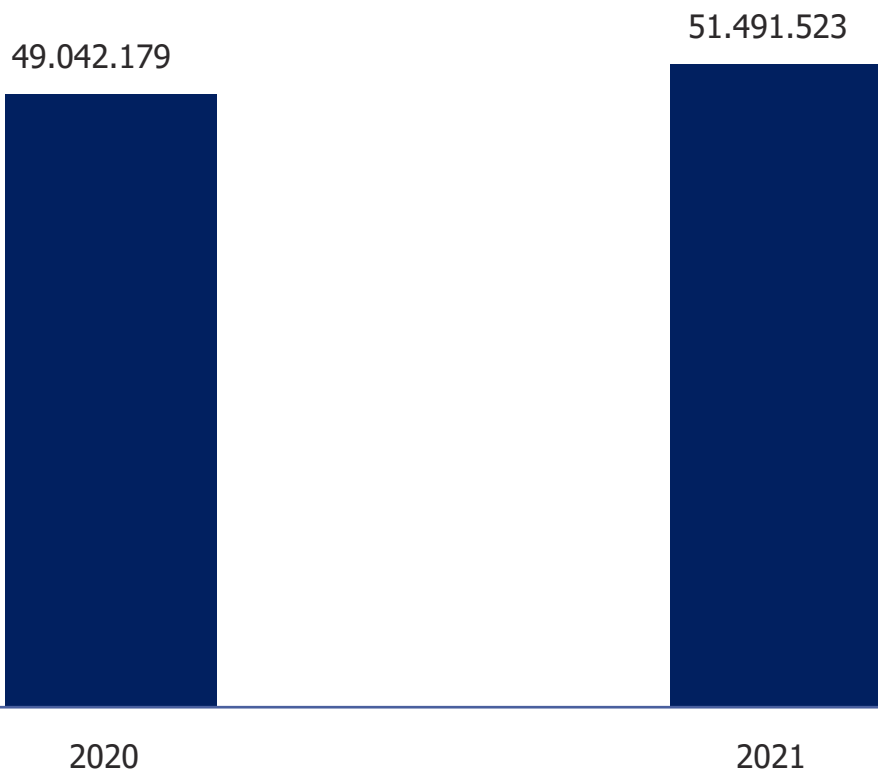
- Quality of Rail Service Indicators.
- Human Resources Indicators.
- Rolling Stock Indicators.
- Safety indicators.

More specifically, data collection and analysis is carried out and the relevant reports are issued on a weekly and monthly basis. The value of each indicator is compared with the target value (weekly or monthly), which is set by the company, and the annual moving average. The target value for each indicator has been established in cooperation with other metro networks in Europe, which have similar networks and have been in operation for more years. The convergence of the value of each indicator to the target value (benchmarking) confirms the high level of operation.

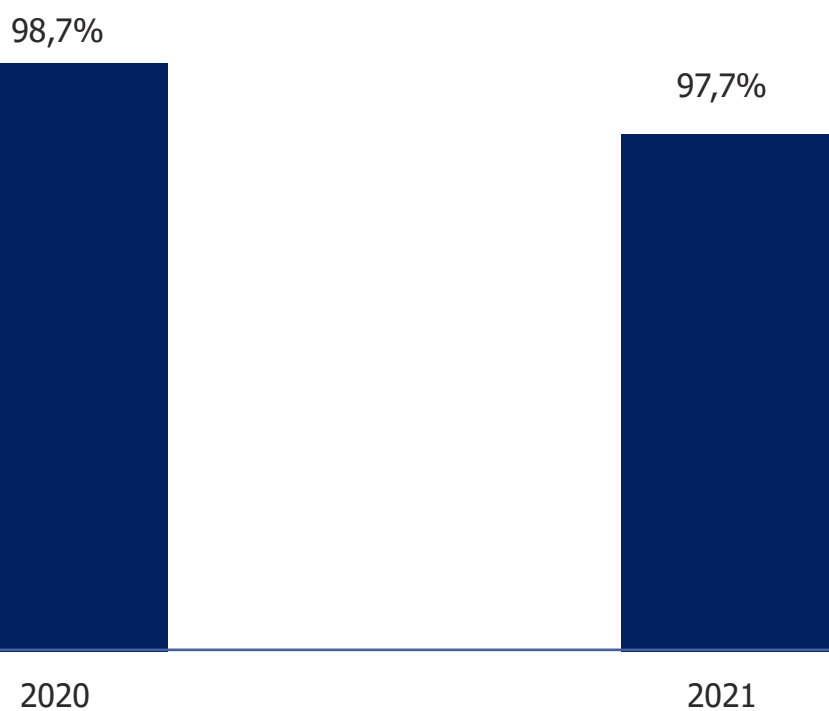
Vehicle kilometers travelled for 2021 reached **51,491,523**, and rail service availability reached **97.7%**. Furthermore, the percentage of peak period cancellations by Line was **13.9%** for Line 1, **0.7%** for Line 2 and **1.9%** for Line 3 in 2021. The off-season period cancellation rate per Line for 2021 was **1.4%** for Line 1, **0.5%** for Line 2 and **1.6%** for Line 3. The TRAM cancellation rate was set at **1.8%**. Finally, the number of passenger accidents per 1,000,000 boardings was **1.42** accidents, an increase of **27.9%** compared to the corresponding indicator for 2020. It is noted that for the same period there have been no fatal accidents caused by STA.SY. S.A.

Key Performance Indicators			
		2020	2021
	Line 1	47.796.457	45.170.466
	Lines 2-3	93.976.540	91.859.993
	TRAM	5.900.182	5.905.913
Vehicle Kilometres Travelled		49.042.179	51.491.523
Vehicle Kilometres Scheduled		49.687.638	52.682.139
Rail Service Availability (Vehicle Kilometres Travelled/ Vehicle Kilometres Scheduled) (%)		98,7%	97,7%
	Line 1	6,1%	13,9%
	Line 2	0,4%	0,7%
	Line 3	1,0%	1,9%
	Line 1	0,5%	1,4%
	Line 2	0,4%	0,5%
	Line 3	1,6%	1,6%
Percentage of cancellations of TRAM timetables		1,1%	1,8%
Timetable Regularity Index (delays of more than two minutes)		98,68%	97,85%
Number of breakdowns per 10.000 vehicle kilometres travelled		0,35	0,56
Number of Passenger Accidents per 1.000.000 boardings		1,11	1,42

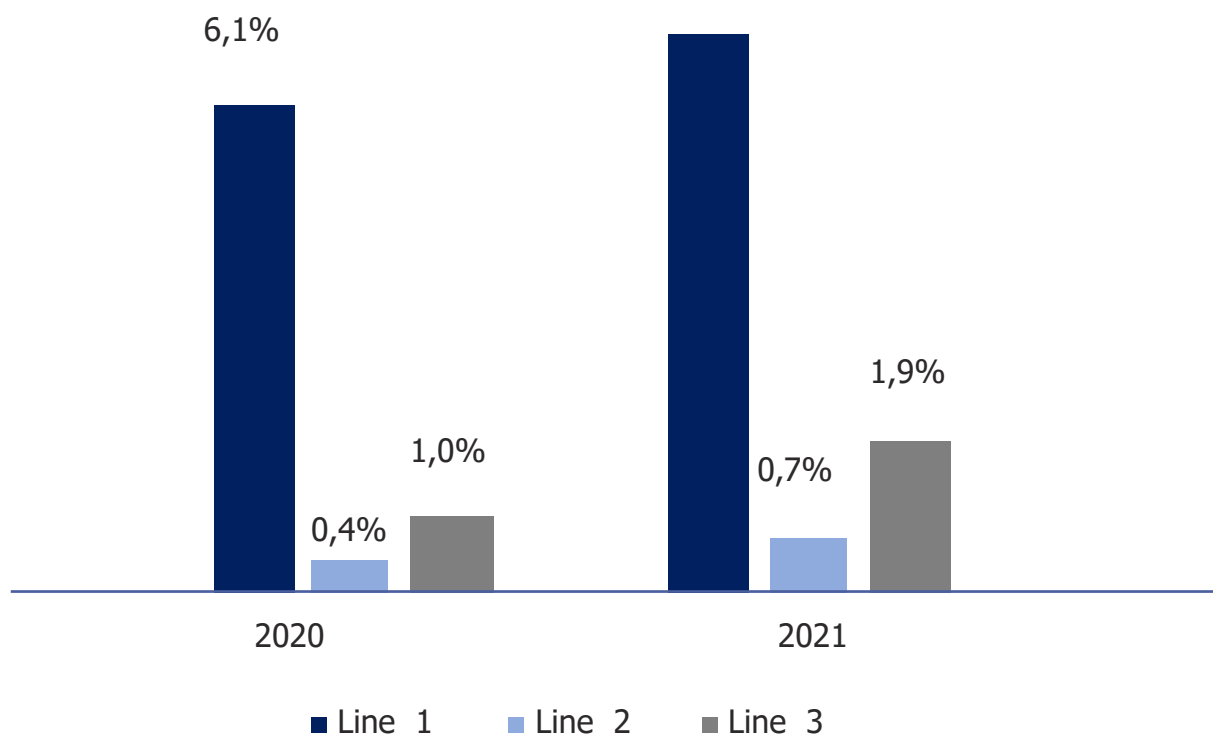
Vehicle Kilometres Travelled



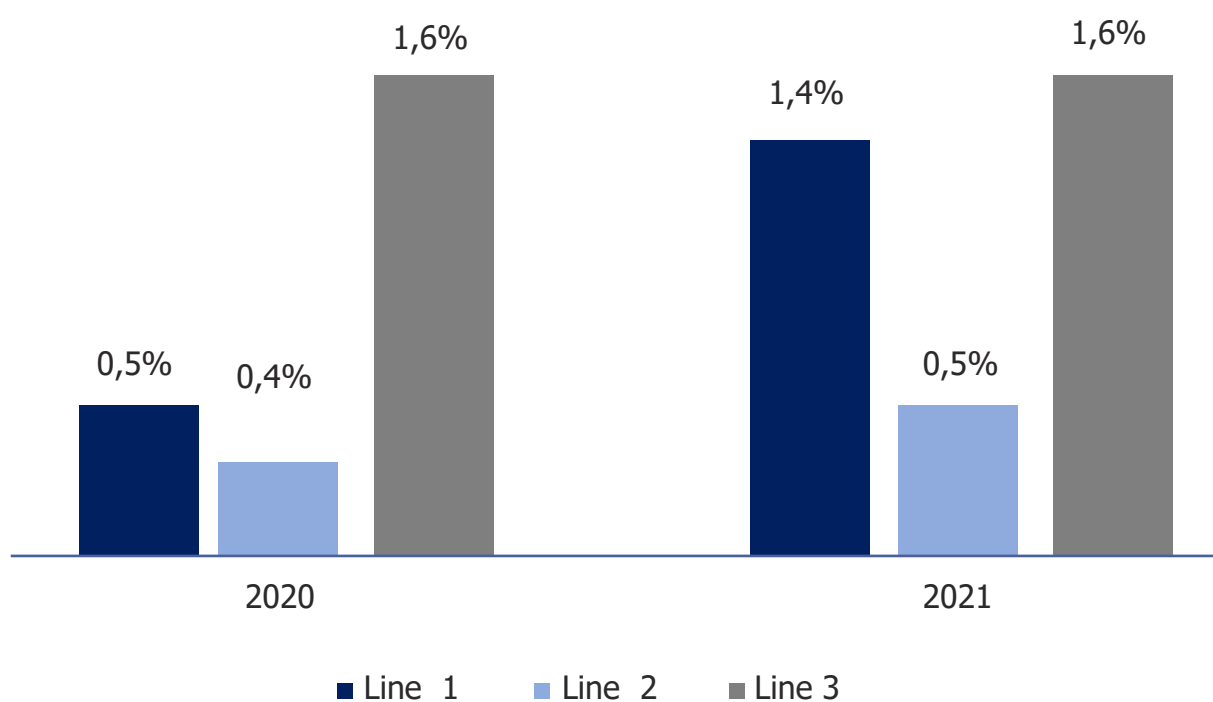
Rail Service Availability (%)



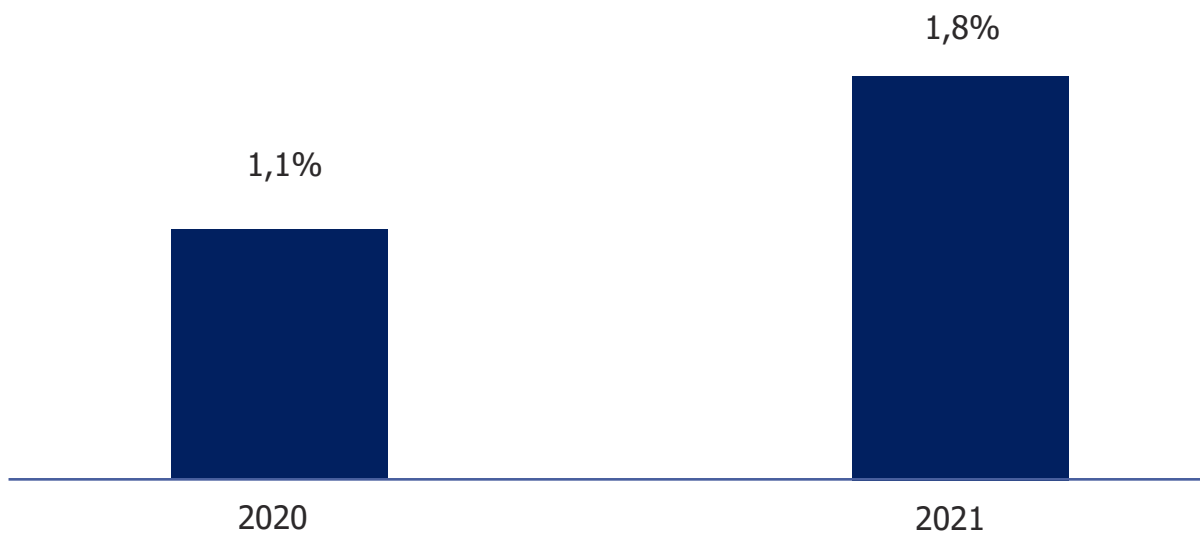
Percentage of peak period cancellations per line(%)



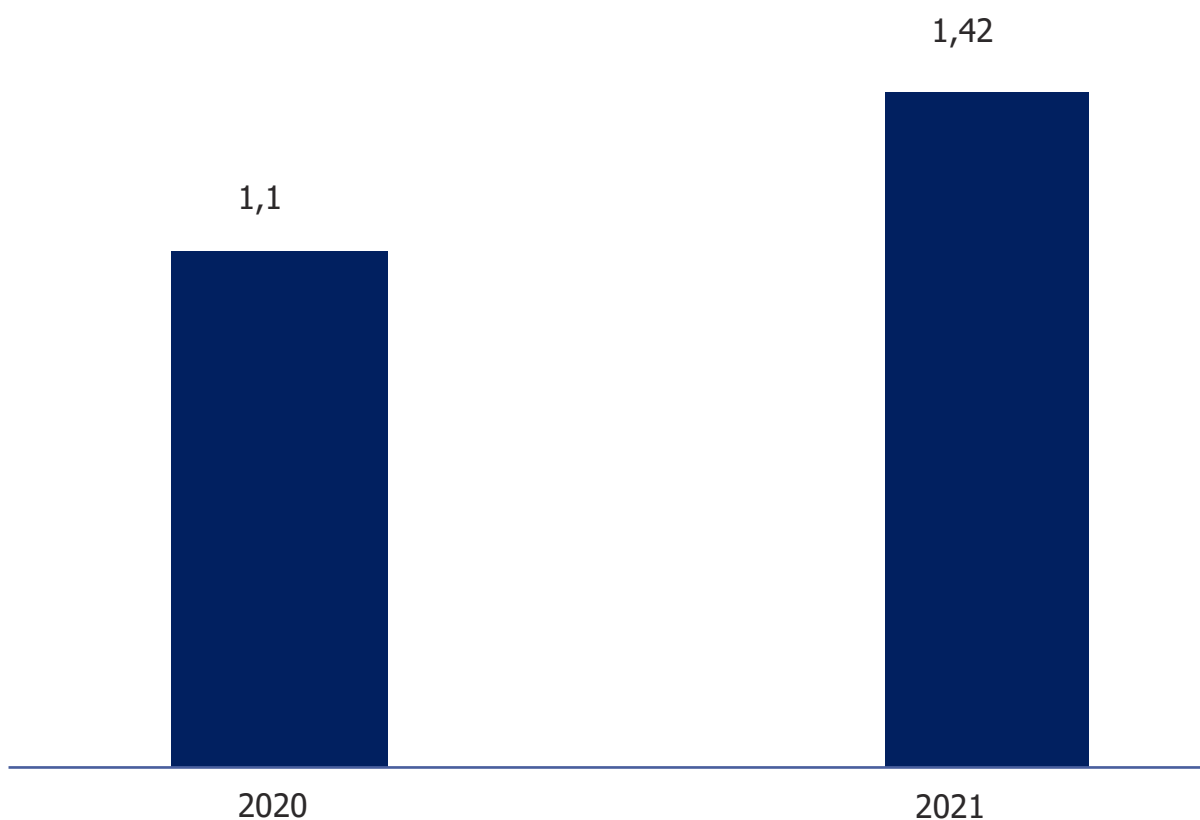
Percentage of off-season cancellations per line (%)



Percentage of cancelled TRAM services (%)



Number of Passenger Accidents per 1 million passengers





5.5 Projects and Investments

With the extensions of the Metro and the Tram in progress and new extensions being launched, the rearrangement of the traffic map of Attica and Piraeus, the creation of new development poles and the revival of investment interest is being signalled.

Metro projects and investments

The Athens Metro was extended to Agia Varvara, Korydallos and Nikaia in 2020, while the extension to Maniatika and Piraeus is expected to be operational in 2022. This extension of the metro network, in its entirety, is estimated to increase ridership by 132 thousand passengers per day, while the distance from the port to the airport will be covered by metro in just 45 minutes.

PIRAEUS station is planned to be a particularly important Transport Hub, functionally combining two Metro lines (Line 1 and Line 3), the Port, the Suburban Railway and the Tram, which is also planned to pass through this area, thus facilitating transfers between all means of transport.

This transport project will give another boost to the local development of the Piraeus area, creating new commercial opportunities and upgrading the tourist experience of our country's visitors.

In addition, it is worth mentioning that in order to provide better services to the Airport (2 services/hour), the supply of 7 new dual-current trains through Attiko Metro is underway.

The current Athens Metro Line Development Plan, includes Metro Line 4, from Vyronas Park - Evangelismos - Faros - Maroussi, with its extensions (a) to Vyronas / Ano Ilioupoli and (b) to Perissos and the National Road. In addition, the operation of the project will reduce the number of cars on the road by about 23,000 vehicles per day, resulting in a corresponding reduction of CO2 emissions by 120 tones per day. Line 4 has been designed to serve many densely populated areas of central Athens and therefore the construction of new stations is planned at key points in the center, such as Exarchia and Kolonaki.

Line 4 will also facilitate citizens' access to many important buildings and facilities, such as courts, hospitals, educational institutions, etc.

Finally, congested stations such as Syntagma station are decongested, while at the same time the networking of existing Metro lines is increased with two interchange stations, at University and Evangelismos.

Projects and investments in TRAM

The Athens TRAM network consists of two lines and operates the routes Syntagma - Voula, Syntagma - Peace and Friendship Stadium (Peace and Friendship Stadium) and Peace and Friendship Stadium - Voula. The network extends over a length of 25,9 km (including the 2,2 km connecting line between the depot and the commercial line).

The development and expansion of the tram network aims at the transport upgrade and urban regeneration of Piraeus. It is expected that 12 new stops will be put into operation, which is estimated to increase the passenger traffic by 35 thousand passengers per day compared to today.

It will also be the first time that the tram will connect Piraeus with Voula, creating a route that will serve the coastal front along its longest urban length.

The route (Neo Faliro - Center - Piraeus Port) will include the following stops:

- **7 new stops on the entry route:** Karaiskaki Stadium - M. Asia - Lambraki - Evangelistria - Deligianni Square - Town Hall - Poseidonos Beach
- **5 new stops on the exit route:** Ag. Triada - Hippodamia Square - 34th Syntagmatos - Androutsou - Omiridou Skylitsis

In addition, the redesign of routes with a transfer to Picrodaphne is underway.

For the operation of the extension, 25 new state-of-the-art tram vehicles have been integrated into the STASY fleet and will soon enter into service.

Based on the above, it can be concluded that the TRAM develops to a significant extent the transport service of Piraeus, while at the same time it contributes substantially to the upgrading of the transit area by enriching the greenery in existing parks, planting new trees and shrubs.

Report of the main projects - Actions

Our vision is to be the first and most attractive sustainable transport option for residents and visitors of Attica, on their routes to the areas where they live, work and play.

The main Projects - Actions in the transport work and technical infrastructure of the company:

- Extension of metro line 3 with the delivery of **three new stations**: Agia Varvara, Korydallos and Nikaia
- **The Syntagma - Kasomouli section** was **reopened to traffic** and the entire new line up to the **Peace and Friendship** Stadium was reopened.
- Tram extension in Piraeus - Attiko Metro supports:
 - Dynamic vehicle and telematics testing
 - Configuration and testing of the interface systems (addition of the new audio announcements, addition of the visualization of the new Piraeus stops in the INOVA system)
- Gradual delivery from August 2020, of **25 new state-of-the-art TRAM vehicles**, which are expected to enrich STASY's rail fleet
- **Retirement of trains**, once decommissioned, which are gradually being reintroduced into the fixed rail network.

5.6 GDPR compliance (GDPR)

STA.SY acts as a controller of large-scale processing of personal data and even falls under the cases in which the appointment of a Data Protection Officer is mandatory (Art.37 Reg.679/16) since it is a public benefit company under the broader public sector.

Realizing the strictness of the Regulation and the existing legislation as well as the need to strengthen the protection of personal data, STA.SY was immediately mobilized by assigning the compliance work to a specialized contractor - service provider. The company appointed a Data Protection Officer and a Data Protection Officer Support team, in order to better serve the compliance project and support the Data Protection Officer's work.

STA.SY has fostered a culture of personal data protection, raising awareness among its employees of the importance of data protection. Thus, STA.SY is developing its policies and procedures to ensure data protection, while being in compliance with the Regulation, and updating its practices in order to achieve the best possible result based on the provisions of the applicable legislation and best practices according to the European Data Protection Principles.

STA.SY has a mechanism for responding to complaints, suggestions, requests or protests from the passenger public, private and public bodies and citizens regarding its transport work, for the improvement and upgrading of the transport services provided.

Complaints, requests, or suggestions are submitted either in person (verbally or in writing) to the Public Service Department (Public Service Point on the mezzanine floor of Syntagma station) or by telephone via the call centre or electronically to the email address of STA.SY. Detailed information on opening hours and ways of contacting STA.SY is available in the "Passenger Service" section of the company's website www.stasy.gr. Occasionally, requests, suggestions or complaints are lodged at the Central Secretariat Office and are forwarded to the Public Service Department for processing.

Each written request, suggestion or complaint is recorded in a "Public Communication Form (PIC)" and then entered in an electronic system "Complaint Recording System", i.e., a database created by STA.SY for the electronic management of requests.

Each request, suggestion or complaint is handled by the Public Communication Department depending on its type and importance, either directly or after appropriate investigation by the competent services, with an obligation to respond within two months to passengers/citizens, in accordance with the provisions of No. A27733/2213 Decision - Government Gazette 1181B' /19.06.2015 [Regulation of Passenger Rights for regular and special lines with public road transport (Buses) and fixed railways (Electric Railway, Metro and Tram)]. In cases where corrective actions are required, the competent organizational units of the company undertake to carry them out. Especially for requests, suggestions/protests concerning the Doukissis Plakentias - Airport, the response time is defined in Regulation (EC) 1371/2007 of the European Parliament and of the Council of 23 October 2007 concerning the rights and obligations of rail passengers.

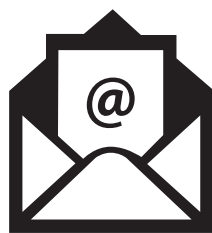
The methods used to inform passengers/citizens are as follows:

- Immediate verbal response from the Public Service Department staff who receives the request, suggestion or complaint.
- By telephone reply. In this case, if the request, suggestion, complaint has been recorded in writing by means of a VCR, the telephone reply is noted on the form and recorded in the Complaint Recording System.
- By electronic communication or written reply by letter, with a corresponding entry in the Complaint Recording System. It is noted that electronic communication on matters relating to simple information, minor suggestions or known points relating to the day-to-day operation of the system are not recorded in the Complaint Recording System.

The Passenger Services Department issues monthly reports/statistics on the requests, suggestions or complaints registered in the Complaint Recording System.



709 requests



1.250 electronic requests



47.000 telephone calls

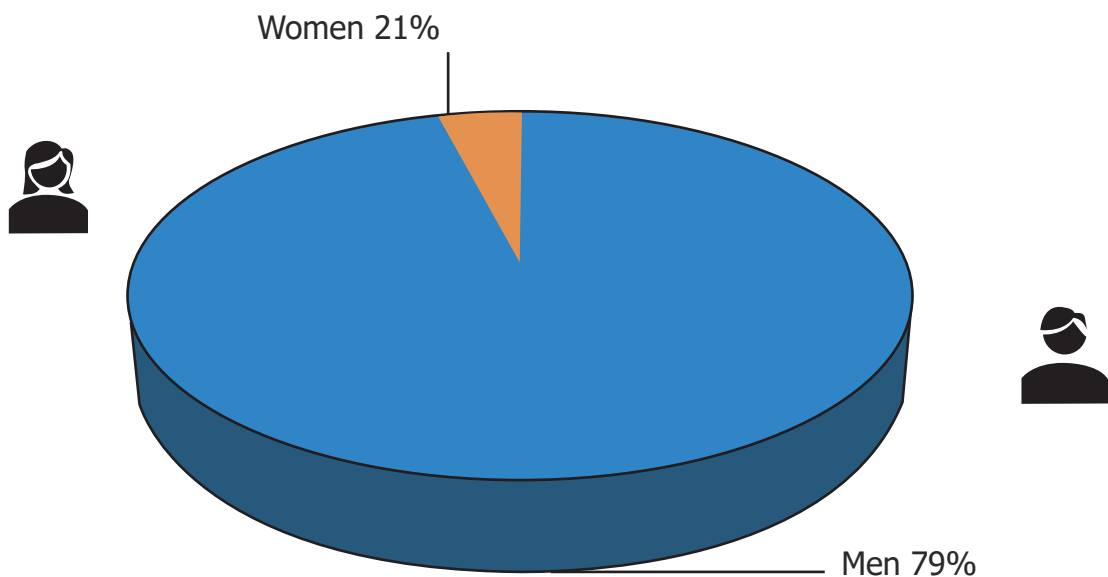
6

OUR PEOPLE

6.1 Human Resources

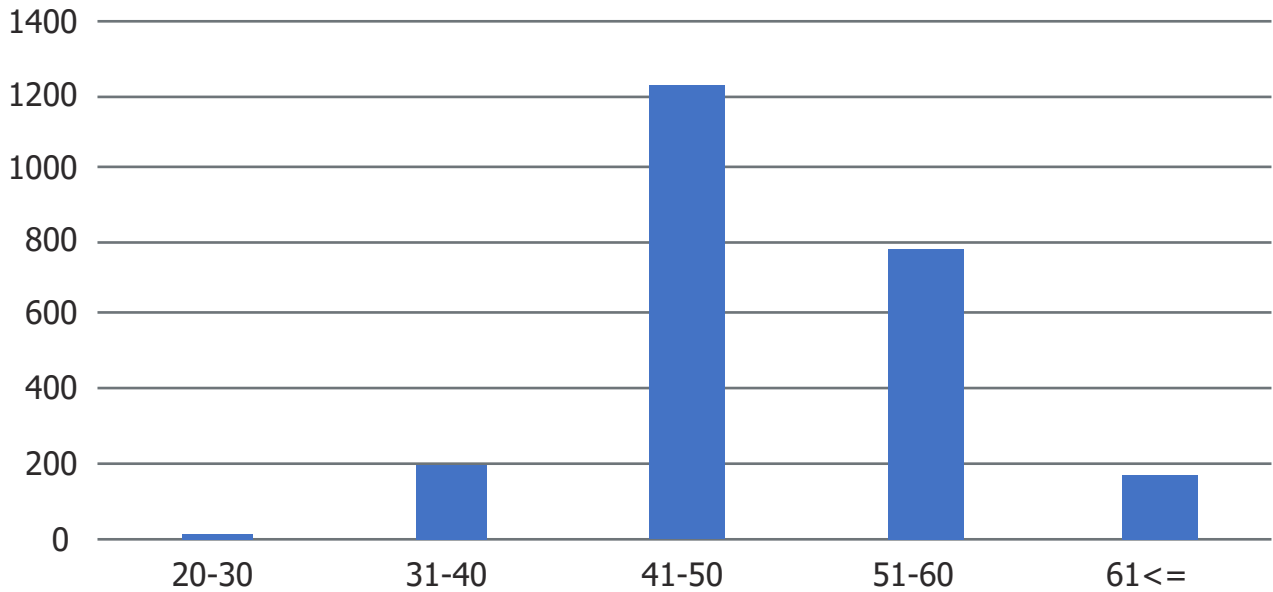
As of 31/12/2021, the total human resources of the company amounted to **2,390** employees, of which **1,887 (79%)** were **men** and **503 (21%)** were **women**. All employees of STA.SY are covered by Collective Labor Agreements as well as the Operational Labor Agreement.

Breakdown By Gender 31.12.2021



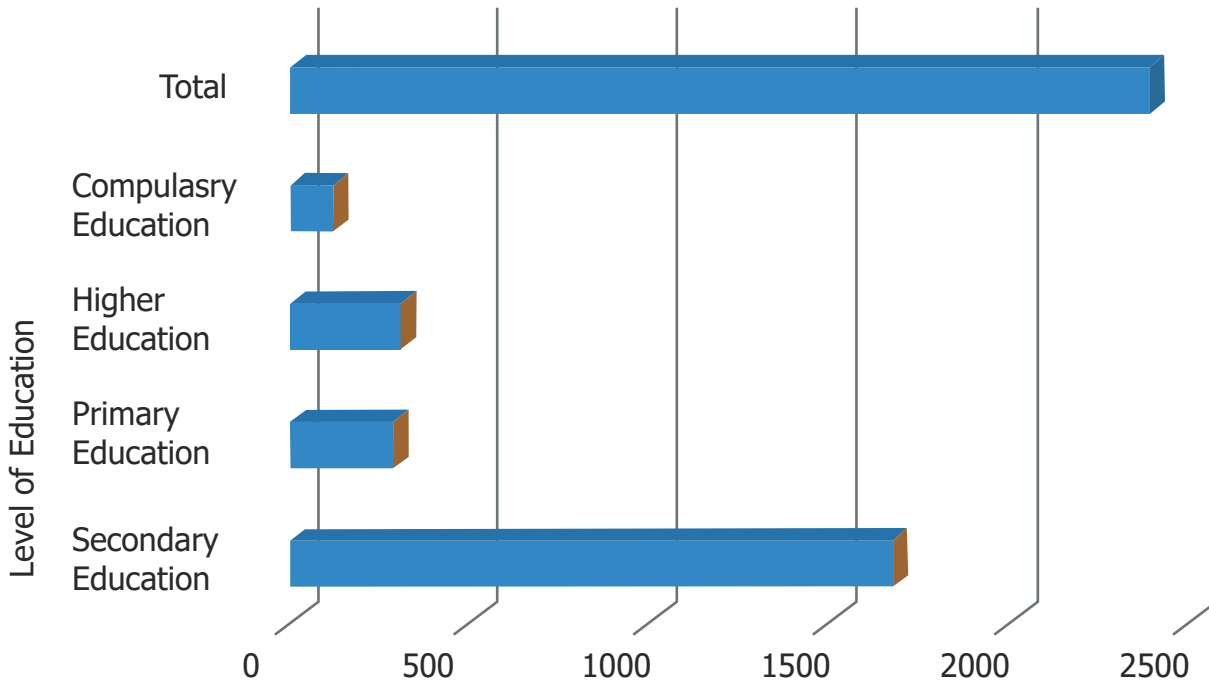
In addition, STA.SY provides equal opportunities regardless of the age of employees, drawing on the experience of older employees and the dynamism of younger ones. This is perfectly reflected in the company's age profile, since in all available age ranges, a significant number of employees are observed.

Age Distribution 31.12.2021



In terms of education and specialization, it is important to mention that STA.SY has executives and employees with the appropriate level of studies, which is required for its smooth and proper operation, while the majority of its employees have many years of experience and specialization. According to the data of the company's current workforce, it is clear that the largest percentage of employees have secondary school knowledge, while only 5% have completed compulsory education.

Distribution by the level of educational training



	SE	PE	HE	CE	Total
■ Series 1	1675	287	308	120	2390
■ Series 2	71%	12,0%	12%	5,0%	-

It is also important to note that the company, both during the previous years and during 2021, has continued to offer a number of internships, wanting to contribute actively to strengthening the employment of young people during their first professional steps. In detail, during the year 2021 they continue and carry out their internships in the company, **with the last month of 2021 employing 12 students of ATEI and IEK**. It is noted that the coronavirus period contributed to the non-recruitment of students from EPAL, EPAS.

5

GENDER
EQUALITY

8

DECENT WORK AND
ECONOMIC GROWTH

10

REDUCED
INEQUALITIES

16

PEACE, JUSTICE
AND STRONG
INSTITUTIONS

6.2

Respect for Human Rights

STA.SY recognizes and respects human rights and ensures that all its operations are in full compliance with the Universal Declaration of Human Rights. More specifically, the company upholds individual freedom and works to avoid all forms of discrimination. The recruitment process is structured and in full compliance with Greek legislation and the company's management assigns tasks, rewards and compensates employees based on their formal and substantive qualifications. In addition, the company focuses on hiring employees based on job needs, without discriminating on the basis of race, religion, national origin, ethnicity, nationality, color, gender, identity, age, sexual preference, marital status, or any other characteristics protected by law.

The company also encourages all its employees to respect the diversity of each colleague, supplier or customer, and urges them not to accept any behavior that offends the dignity of the individual and constitutes discrimination of any kind or results in forced labor. Finally, management is committed to protecting children and minors from work, as well as from illegal forms of work, while prohibiting sexual or other forms of harassment or exploitation of employees in the workplace and in general in their places of work.

Combating child and forced labor

As part of its commitment to the internationally recognized principles of human rights protection, STA.SY applies consistent practices aimed at eliminating all factors that encourage child labor and forms of forced or compulsory labor. In addition, the company complies with existing labor legislation in the implementation of recruitment procedures, which is a non-negotiable priority. For 2021, as in previous years of operation, no incidents of child or forced labor were reported or recorded.



6.3

Workers' Representative Unions

In STA.SY there are eight (8) workers' unions, the Union of STA.SY Employees, the Union of -Drivers & Other Transport Workers' Union of STA.SY. (S.H.E.K.), the Union of Employees of the Athens Metro Operation Control Centre (S.E.K.E.L.M.A.), the Union of Drivers of the Tramway of Attica (S.H.T.A.), the Attiko Metro Electricians' Union (S.H.A.M.), the Tram Workers' Association (S.E.T.), the Athens Metro Workers' Union (S.E.L.M.A.) and the First Line - Workers' Union of Stationmasters. The Management of STA.SY respects the legislative framework governing its relationship with the unions and seeks a constructive dialogue with the collective bodies of the employees, with the aim of resolving the labor issues that arise and improving working conditions.



6.4 Benefits and Privileges

The employees of STA.SY are the most valuable resource of the transport work that the company offers to the passenger public. The company must create the most favorable conditions for its employees and offer benefits in addition to its regulatory obligations towards them. It therefore covers part of the cost of the use of a nursery and kindergarten for the children of employees attending the relevant grades. It supports offering school aid to the children of employees at all levels of education and rewards with a system of merit points, both children and employees themselves who excel in their studies.

At the same time, during the summer months, it covers part of the costs of the children's stay in private camps and in the Joyful Village camp (privately owned camp). It also covers part of the cost of children's participation in private camps.

The company contributes to the Staff Provident Insurance Fund (SPIF) and to the Youth Account to cover the needs required for studies. It provides the cleaning of work uniforms for technical staff as well as daily allowances to all its employees. Annual financial assistance to the children or spouses of disabled workers

Furthermore, a corporate **Blood Bank** operates in cooperation with the employees' Unions and is at the disposal of employees and their families in case of need.

STA.SY supports the Football Team and the Runners' Team, which are made up of colleagues from all three fixed-route vehicles. In addition, the company's premises in Neo Faliro are home to the Supplier Cooperative, where employees can make their purchases through special partnerships at preferential prices.

6.5 Employee leave

Respecting the legal framework governing the relationship with employees, STA.SY takes care of the arrangement of employees' leaves for every occasion, showing in practice the value of family and personal life of its employees. The distribution of leave for the year 2021 between men and women is shown in the table below.

Year: 2021	Male	Female
LEAVE OF ABSENCE FOR PERSONAL REASONS	1.039	462
MARRIAGE LEAVE	116	28
COURT LEAVE	67	14
VOLUNTEER PERMIT	8	-
SPECIAL PURPOSE LICENCE	3.442	1.794
LEAVE OF CUSTODY OF PROTECTED MEMBERS	993	553
LEAVE FOR VULNERABLE GROUPS	2.992	804
LEAVE FOR VULNERABLE GROUPS - REMOTE WORKING	294	247
TRAINING LEAVE (DAYS)	40	25
LEAVE DUE TO INCIDENTS ON THE NETWORK OF STASI OR THE SUBURBAN RAIL NETWORK	102	14
PAID LEAVE (HOURS)	11	5
PATERNITY LEAVE	133	-
UNPAID LEAVE (HOURS)	136	93
UNJUSTIFIED ABSENCE	339	201

Year: 2021	Male	Female
BLOOD DONOR LEAVE	3.079	375
BLOOD DONATION – PLATELETS LEAVE	929	120
SPECIAL SICK LEAVE	2.700	763
INCONCEIVABLE OBSTRUCTION	352	147
INCONCEIVABLE OBSTRUCTION (HOURS)	27	8
STRIKE	2.236	623
ILLNESS	1.776	852
ILLNESS <= 3 DAYS	587	445
ILLNESSS WITH PRIVATE DOCTOR'S CERTIFICATE	669	333
ILLNESS ΣΣΕ	1.474	608
ILLNESS ΤΑΥΤΕΚΩ	1.262	145
UNPAID SICKNESS	1.522	1.553
PARENTAL LEAVE - DOCTOR	838	261
AVAILABILITY	-	37
SPECIAL LEAVE FOR THE BIRTH OF A CHILD	66	-
SPECIAL LEAVE FOR THE USE OF THE LAW 3850/2010 ART.42 P.4 & ART.21	46	20
SPECIAL LEAVE ON GROUNDS OF BEREAVEMENT	372	104
SPECIAL PAID LEAVE	506	193
SPECIAL LEAVE FOR A DISABLED SPOUSE	472	49
SPECIAL LEAVE WITHOUT PAY	806	159
OUT OF SERVICE ON ACCOUNT OF A PENALTY	93	112



Year: 2021	Male	Female
REMOTE WORKING	103	51
ANNUAL MEDICAL CHECK UP	35	2
MEDICAL EXAMINATIONS	1	-
NORMAL LEAVE	41.483	11.752
REGULAR LEAVE (WORKERS ON DIAGRAMS)	4.089	895
REGULAR LONG SERVICE LEAVE	1.275	276
MATERNITY LEAVE	-	714
SINGLE-PARENT LEAVE (UP TO 3 CHILDREN)	6	13
LAW 3528/2007 PWD	94	87
N.3643/2006 CHAIRMEN AND MEMBERS OF COMMITTEES (NOT MAYORS, DEPUTY MAYORS)	9	92
N.3643/2006, 3850/2010 VICE-MAYORS & PRESIDENTS OF TOWN COUNCILS	11	-
SHORT-TERM VACCINATION LEAVE	70	39
ADVANCE ON NEXT YEAR'S HOLIDAY (2015)	14	10
SERIOUS ILLNESS - TREATMENT	57	9
SCHOOL PERFORMANCE	2.033	1.023
STUDENT PERMIT	192	190
USE OF ACCUMULATED TIME	1.247	1.088



6.6 Workers Health and Safety

Occupational Health and Safety (OHS) or otherwise “Occupational Health and Safety” is the interdisciplinary field that deals with the protection of human life in the working environment, primarily through the prevention of occupational hazards, that exist in every work activity and every workplace, and are responsible for causing occupational accidents and occupational diseases.

The main objective of OSH is to promote and maintain the highest possible levels of health and safety at work, thereby creating the conditions for preventing or reducing the occurrence of occupational accidents, occupational diseases and other work-related health problems.

Achieving this objective, which represents the desired – safe working conditions, requires that the employers ought to first assess the HSE risks in the workplaces under their responsibility and then decide whether some preventive and protective measures are required and, if so, what measures should be implemented.

According to the International Labor Organization (ILO), OSH includes the social, mental and physical well-being of workers, treating the “individual as a whole”. Hence, HSE not only contributes to the reduction of occupational accidents and occupational diseases, but by investigating their causes (existing risk factors, or sources of risk, in the working environment) it also helps to identify and implement appropriate prevention and protection measures. In order to achieve this objective, it is necessary to interact with other scientific fields such as occupational medicine, public health, industrial engineering, ergonomics, psychology, physics, chemistry, biology, etc.

Health, safety and well-being of employees is one of the most important priorities for STA.SY as well as business values for all its activities. For this reason, the large number of employees of the company, combined with the degree of risk of some jobs, require the adoption of all necessary measures to ensure the protection of the Health and Safety of employees and, at the same time to have all the necessary means for the implementation of HSE as well as the provision of first aid in case of emergency.

In the context of health and safety services for its employees, STA.SY has two Specialist Occupational Physicians and two Safety Technicians, four medical clinics with nursing staff as well as a health service that covers common diseases and through external medical partners, it carries out regular checks on employees who are absent due to illness.

In addition, the company provides safety training, by job and by specialty, and makes announcements on Health and Safety issues and posts them on the intranet.

Risk Identification

Occupational hazards can be classified into three broad categories:

1st group: Safety hazards or occupational accident hazards.

The source of the hazard determines the type of injury or biological damage that an employee can sustain. The cause of the source can be mechanical, electrical, chemical, thermal, etc.

The hazards observed in a range of activities performed daily by the company's employees may be due to (but not limited to):

- The building structures (e.g. non-compliance with planning and health regulations, inadequate emergency exits, slippery floors, poor maintenance of structures, lack of fall protection, etc.).
- Working equipment (e.g. absence of danger zone protection devices on machines, poor maintenance, use by untrained personnel, etc.).
- Electrical installations (e.g. non-compliance with electrical installation regulations, poor maintenance, etc.).
- The use of flammable and/or explosive substances.
- Using other dangerous substances.
- Physical factors (e.g. distraction of a worker due to high noise volume).
- Fires
- Explosions.
- Emergency .

2nd group: Health risks

This group includes the possibility of developing a disease, which is a consequence of occupational exposure to physical, chemical and biological agents in the working environment. These hazards may be due to:

- Chemical agents (e.g. particulate airborne pollutants, aerosol pollutants and solvents).
- Physical factors (e.g. noise, lighting, etc.).
- Biological factors (e.g. microorganisms).
- Lack of sanitary equipment

3rd group: Ergonomic or transverse hazards (for health and safety)

This category refers to the interaction of the employee's relationship in conjunction with the way the employee organizes and manages the daily tasks he or she performs. Planning to prevent and/or protect workers from these risks aims at adapting work to people.

These risks may be due to:

- The organisation of work (e.g. intensification, monotony, shifts, etc.).
- Psychological factors (e.g. informal forms of work, moral harassment, etc.).
- Ergonomic factors (e.g. non-ergonomic design of the workplace, etc.).
- Adverse working conditions (e.g. working with inappropriate equipment, working in adverse climatic conditions, etc.).
- Lack or unsuitability of resting areas.

Risk Management Policy

The main risks for the company are operational risks, i.e. those that arise during the execution of the transport project and are related to the crisis management mechanism established by the company. The risk of traffic disruption, either due to an external event (e.g. natural phenomena) or due to an internal event (equipment or train failure), is dealt with through the operating procedures, which describe in detail the actions of the company's staff and the synergies with third parties (communication with the emergency services, fire brigade, police). To this end, drills are organized at regular intervals with all parties involved, ensure readiness.



Risk Management Policy for Occupational Health and Safety

STA.SY is responsible for the prevention of occupational risks, informing and training executives and employees, building the necessary organizational competence and providing the required tools.

In detail the company:

- Oversees the correct application of occupational health and safety measures.
- Develops a programme of preventive action and improvement of working conditions in the company.
- Ensures the maintenance and monitoring of the safe operation of equipment and facilities.
- Makes workers aware of the occupational risk of their work.
- Informs the Safety Technician and the Occupational Physician about new means, materials, equipment, facilities and procedures that may have an impact on the health and safety of workers, to take into account their advice before deciding on their installation and operation.
- Implements the recommendations of technical and health inspectors and facilitates their work.
- Facilitates and promotes the training of employees on occupational health and safety issues.
- informs employees about the legislation on occupational health and safety and how it is implemented by the company.

Furthermore, STA.SY has some specific obligations regarding risk management. In particular, the company:

- Retrain maintenance staff in safety procedures (Track Aware Person, Team Protection Officer)
- Ensure the issuing of licences for the use of specialised line equipment (licences to drive a lorry)
- Keeps a written occupational risk assessment.
- Keeps a Book of Instructions of the Safety Technician and the Occupational Physician.
- Keeps an Accident Book in which the causes and description of accidents are recorded in detail, as well as the days of absence of employees from work.
- Keeps a list of accidents at work that resulted in workers being absent from work for more than three days.
- Keeps a Maintenance Book in which the person responsible for the maintenance or inspection of the safety systems, the date of maintenance and the relevant observations are recorded in writing.
- Keeps a record of the measurements and results of the control of the working environment.

In addition, the proper and effective management of occupational health and safety risks will be achieved through the active participation of employees and therefore the Risk Management Policy includes obligations of employees, who must:

- Apply the rules of Health and Safety at work.
- Use machines, devices, tools, dangerous substances, means of transport, etc. correctly.
- Use correctly the personal protective equipment (PPE) provided to them.
- Not disable, change or arbitrarily move the safety mechanisms of machines, tools, devices, installations and buildings and use these mechanisms correctly.
- Report immediately to the employer, situations that can be considered to present an immediate and serious risk, as well as the lack of protective systems.
- Assist the employer in the performance of their duties.
- Attend Health and Safety related training programmes.



The HSE Risk Management Policy aims at avoiding risks, assessing risks that cannot be avoided and adapting work to people, in particular with regard to the design of workplaces, as well as the choice of work equipment, work and production methods, in order to reduce the health impacts.

In addition, the company's policy seeks to replace the "hazardous" with the "non-hazardous" or less "hazardous", to develop a coherent prevention policy that integrates technique, work organisation, working conditions, employer-employee relations and the influence of environmental factors on work.

Finally, the company's policy objectives are to combat the source of risks, to give priority to group protection measures over personal protection measures, to adapt to technical developments and to provide appropriate instructions to employees.

Written Occupational Risk Assessment (WORA)

Written Occupational Risk Assessment, referred to in the provisions of Decree 17/1996 (supplemented by Decree 159/1999), is an employer's obligation as well as a basic means of self-control of each company.

Occupational Risk Assessment is a collaborative process that requires a specific sequence of key actions to be complete and effective.

The main actions include:

- identifying the sources of risk to the health and safety of workers that characterise each production process
- identification of potential risks to the health and safety of workers arising from production processes
- an assessment of the magnitude of the risk and its impact on health and safety
- planning and management of prevention procedures.

The written risk assessment shall be made available to workers representatives on health and safety matters under the responsibility of the employer and shall be discussed at their joint meetings with the employer.

The G.E.E.C. also includes the recording and analysis of occupational accidents and occupational diseases and the identification of the harmful agents to which workers are exposed in accordance with the legislation in force.



Security Technician

STA.SY employs two security technicians, one of them is an employee of the company, an engineer, while the second one is an external partner (through EX.Y.P.P.), also an engineer. The Safety Technicians operate on the basis of their scientific knowledge, the guidelines of the International Labor Organization (ILO) and the EU, as well as the applicable legislation on occupational health and safety.

Specifically, the Safety Technicians provide the company with written (in the special Book of Instructions) or oral advice on issues related to occupational health and safety and the prevention of occupational accidents. In particular, the Safety Technicians:

They play an advisory role on issues:

- Design, planning, construction and maintenance of facilities.
- Introduction of new production processes or modifications to them.
- Supply of tools and work equipment as well as tools and equipment for work and equipment.
- Configuration and arrangement of workplaces and work environment.
- Organization of the production process.

They check security:

- Installations and technical means before their operation.
- Production processes and working methods before their implementation.

They shall supervise the implementation of the measures:

- Inspecting jobs.
- Supervising the correct use of personal protective equipment.
- Investigating the causes of occupational accidents.
- Supervising the execution of fire safety and alarm drills.

They promote the improvement of conditions:

- Providing information and guidance of employees.
- Informing the heads of departments.
- Participating in the development and implementation of training programmes.

Occupational physician

STA.SY safeguards the health and safety of its employees and takes measures to guarantee the health and safety of third parties (visitors, contractors, etc.). For this reason, STA.SY employs two Specialist Occupational Physicians, one of whom holds a Doctorate and the other a Master's degree (in addition to the medical specialty of Occupational Medicine), who are third party - associates of the company and operate on the basis of their scientific knowledge, the guidelines of the ILO and the EU, as well as on the basis of the applicable Health and Safety legislation.

Occupational physicians provide suggestions and advice to the employer, in writing (in the special Book of Suggestions) or orally, on matters relating to occupational health and safety and the prevention of accidents at work and occupational diseases. In particular, occupational doctors are responsible for:

Providing advice on issues:

- Taking protective measures when importing and using materials and supplying means of equipment.
- Physiology, psychology, ergonomics and occupational health, the arrangement and configuration of workplaces and the work environment, as well as the organisation of the production process.
- Organisation of a first aid service.

Health Surveillance:

- Carrying out medical examinations of employees in relation to their workplace and ensuring that confidential records are compiled and updated after they are hired or change jobs, as well as periodically at the discretion of the labour inspector or when required by law.
- Ensuring that medical laboratory tests and measurements of work/environment related factors are carried out, recorded and processed (by homogeneous groups of employees).
- Assessment of workers' fitness (ability to perform a specific job without risk to the worker's health), after recruitment, on return to work after a long absence for health reasons and after a request for a change of post for health reasons.

Overseeing the implementation of prevention measures:

- Inspecting workplaces and proposing measures to address failures.
- Informing workers about the risks arising from their work and ways of preventing them (working methods, PPE, etc.).
- Investigating the causes of occupational diseases and proposing measures for their prevention.

Cooperation between Safety Technician and Occupational Physician

To monitor working conditions, Occupational Physicians and Safety Technicians cooperate and carry out joint inspections:

- They carry out joint inspections at workplaces.
- Supervise the correct use of personal protective equipment.
- Participate in the development and implementation of employee training programmes on occupational health and safety issues.
- Ensure that measurements of factors in the working environment are taken and propose measures to be taken.
- Prepare a written occupational risk assessment in accordance with the applicable provisions.
- Participate in joint meetings with the employer and the HSE.
- (Occupational Health and Safety Committee)
- They have moral independence vis-à-vis the employer and employees in the performance of their work.

Procedure for the collection of Measurable Information

Statistical study is based on the collection and processing of a number of qualitative and quantitative observations and characteristics. The indicators used are calculated as follows

- **Monthly Frequency Index** : The Monthly Frequency Index is directly related to the absolute number of accidents at work and refers to a specific period of time. It is calculated from the following formula:

$$\text{Frequency Rate} = \frac{\text{Number of work related accidents} \times 10^6}{\text{Number of manhours worked}}$$

- **Monthly Sparsity Index**: The Monthly Severity Index relates to the days that workers were absent from work as a consequence of their workplace accident. It is calculated from the following formula:

$$\text{Severity Rate} = \frac{\text{Number of mandays away from work} \times 10^3}{\text{Number of manhours worked}}$$



Accidents involving employees

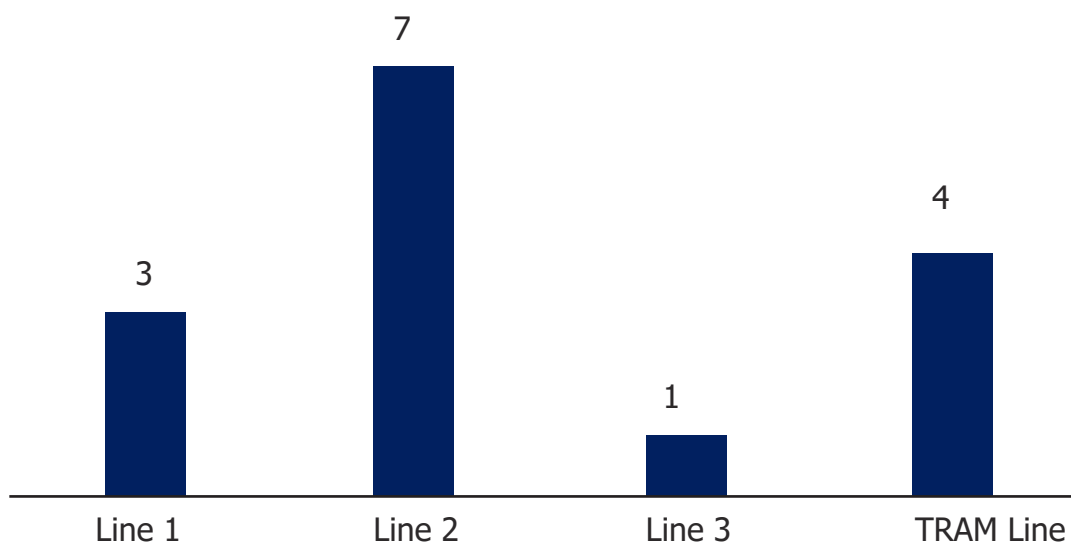
The Health and Safety Office is informed of occupational accidents that have occurred by the Directorate of Administrative Services, through the notification of the occupational accident to the competent external bodies, as provided for in the legislation in force. Immediately afterwards, in addition to the data collected by the Human Resources Management Department (notification of an accident at work to the competent authorities, completed accident report forms), additional data is obtained from the Payroll Department (days of absence from work due to an accident, financial data) and from the investigations of work related accidents carried out by the Safety Technicians. All of the above is entered into a database which, after processing, data is collected and information about the Occupational Accident Indicators is derived.

This is followed by a categorization of accidents by worker speciality, by workplace, by gender and age, by management and by shift, while the severity of accidents, worker speciality, work schedule, type of injury and the number of working days lost are also recorded. The statistical treatment includes observations and conclusions in order to provide a comprehensive, representative and concise picture on the subject. Preventive measures are also proposed with a view to reducing the number of accidents at work.

The total number of accidents at work in 2021 is 9 and the number of lost man-days for all accidents is 81.

As shown in detail in the table below, the majority of occupational accidents are due to slip-and-fall, accounting for 20% of the total number of occupational accidents.

Worker accidents per line (for the year 2021)



Line 1: 2

Line 2: 2

Line 3: 2

TRAM Line: 3



Occupational Accident Recording for 2021

Category	Total	%
Slip-stumbling	0	
Car accident (employees travelling between work and home)	0	
External incrimination-criminal act	3	
Pathological causes	0	
Impact on fixed objects	2	
Other categories of accidents	2	
Car accidents (at work)	2	
Falls	0	
Total Work-Related Accidents	9	

Type of injury	Total
Cuts	0
Bruises	0
Burns	0
Bones Fracture	0
Muscle Strain	2
Other	7
Total Injuries	9



The rate of accidents at work for all staff is a very low 0.6%. It is important to note that during the reporting year there was no fatal accident at work.

Based on recorded accident rates in 2021:

- Every 33 days there is an accident within the premises of STA.SY.
- Every 91 days, an accident occurs to a staff member of the SSA who is off the premises of the SSA.
- Every 24 days an accident occurs inside or outside the premises of STA.SY.



6.7 Employee Training

Employees participate in external training to gain new knowledge, expertise and skills and abilities that will help them in their personal development. The company is correspondingly expanding into new areas as the scientific qualifications of the staff are upgraded, this laying the foundations for further growth.

For the year 2021, **external trainings** have been implemented in which a total of 32 employees participated with a gender ratio of **7 men** and **25 women**. The total number of training hours is 682 hours. The average number of hours per trainee for the external trainings is 21.3 hours.

The internal trainings carried out in 2020 were categorized into two main areas, Specialty training/re-training and occupational safety training. Specialty training/re-training covers regulations and procedures as well as equipment handling, passenger service and others. Through occupational safety training, the staff acquires higher threshold of knowledge, enabling them to be aware of and deal with the hazards on the STA.SY network with the aim of reducing accidents at work. The training of staff results to providing a better service to the travelling public, both in terms of traffic management and safety.

For the year 2021 internal trainings have been carried out in which there have been **1103** employee **participations** with a gender ratio of **998 men** and **105 women**. The trainings were implemented in **260** training groups with a total number of training hours of **1934**, which are broken down as follows.

7

SOCIETY

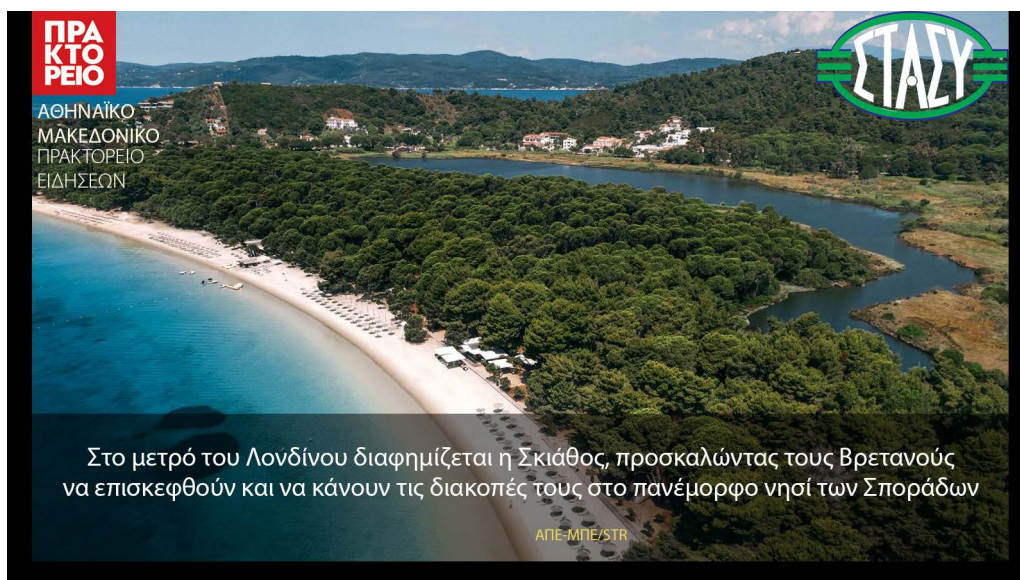
Within the framework of its Corporate Responsibility actions, STA.SY continued in 2021 to support and implement the Principles of Corporate Social Responsibility (European Commission 2001). The company's responsible positioning in relation to society is expressed in various ways to address and raise awareness around social issues, as well as in contemporary culture, implementing actions for the benefit of both society as a whole and its employees. More generally, STA.SY declares its social responsibility and by voluntarily undertaking commitments that go beyond common regulatory and conventional obligations, shows that it is investing in social development, environmental protection, respect for fundamental rights, and a new, comprehensive approach to quality and sustainable development.



STA.SY has entered into partnerships with a number of social partners, which have emerged following proposals from the Directorate and the Departments. Specifically, STA.SY has entered into cooperation with the National Theatre, the National Opera, the Greek Festival, the Athens Concert Hall, the State Theatre of Northern Greece, the Athens Development and Tourism Promotion Company of the Municipality of Athens, the Municipal Theatre of Piraeus and the Michael Cacoyannis Foundation.

Cooperation with ANA-MPA

In the framework of the cooperation between STA.SY and the Athens-Macedonian News Agency (ANA-MPA) hundreds of thousands of passengers are informed daily about current affairs (technology, culture, news from Greece and around the world). Throughout the year, informative images from the Athens News Agency (APE-MPA) are posted on the Metro screens.



Cooperation with **AMBER ALERT HELLAS** and **SILVER ALERT**

STA.SY, a pioneer in volunteering and in 2021, continued to assist in humanitarian actions, supporting the action of the National Programme for Missing Children **AMBER ALERT HELLAS**, thus conveying the message daily to about 900,000 passengers of fixed-track vehicles without any financial burden to the requesting bodies (scientific - cultural - social non-profit). The cooperation between STA.SY and "Smile of the Child" started with the official launch of **AMBER ALERT** in Greece in 2007. At the same time, since 2011 and in cooperation with the "Life Line" Company, STA.SY supports **SILVER ALERT HELLAS**, conveying the message of missing adults to the passengers of its network. Throughout the year, announcements are posted on the Metro's screens regarding missing elderly people (Silver Alert), as well as missing minors (Amber Alert - Smile of the Child).



Continuation of cooperation with ANTAPODOTIKI ANAKYKLOSH

Following the Decision 3601/20-2-20 of the Board of Directors of STA.SY and the signing of the Cooperation Agreement which was renewed until May 2022, STA.SY continued this year the social action with the ANTAPODOTIKI ANAKYLOSI, with the operation of two (2) recycling stations. It has also scheduled the installation in 2022 of one more, replacing the one that was destroyed at the DUKISSIS PLAKEDIAS station.

Each Integrated Recycling Centre is used for recycling:

- metal packaging (aluminium and tinplate)
- plastic packaging
- glass packaging
- plastic bags and other packaging, including paper packaging, multilayer packaging and other packaging returned by citizens.

The Centre has high-tech recycling equipment, which automatically carries out the receipt, identification and separation, processing, collection and storage of empty metal, plastic and glass packaging, with the provision of reciprocal incentives to recyclers. In particular, each Integrated

Recycling Centre consist of:

- One (1) automatic recycling machine for metal (aluminum and tinplate) packaging.
- One (1) automatic plastic packaging recycling machine.
- One (1) automatic glass packaging recycling machine.
- One (1) special equipment in which the automatic recycling machines are placed
- At the same time, there are special areas for the collection of plastic bags and other packaging.

High-tech automatic recycling machines automatically carry out all the operations for "Sorting at Source". The incoming material in high-tech automatic recycling machines is used packaging, which is received, sorted and separated, and then processed mechanically (by compression or shredding) and the outgoing material (which is stored in the special built-in storage area of each machine) is secondary material suitable for further processing by other industries. With this particular policy of synergy between ANTAPODOTIKI ANYKLOSIO and STA.SY, the company is clearly demonstrating its green ecological consciousness and policy.

STA.SY and in 2021 continues and supports by signing Cooperation Agreements with various cultural and other bodies such as:

- **National Theatre**
- **Athens News Agency**
- **Municipal Theatre of Piraeus**
- **Film Archive of Greece**
- **Reciprocal Recycling**
- **National Museum of Contemporary Art**
- **National Lyric Opera**
- **Athens Concert Hall**
- **Museum of Cycladic Art**
- **Kotsana Museum**
- **Michael Cacoyannis Foundation**

CSR ACTIVITIES

Free concessions of the multi-purpose space of "Syntagma" station

January 2021

- Free concession of the multi-purpose area of the "Syntagma" station to the National Blood Donation Centre (EKEA) for the hosting of a voluntary blood donation by the EKEA, in the framework of the EKEA's programme "4 Seasons of Blood Donation"

February – August 2021

Due to the spread of the pandemic, the Syntagma station's "CHC" room remained closed, implementing precautionary measures against the risk of spreading the coronavirus. During the aforementioned period of time, only a few free allocations of the CSF to the National Public Health Organization (NPHO) were made for the conduct of rapid tests, in the framework of the current health protocols to prevent and limit the spread of the pandemic.

September 2021

- Free concession of the multi-purpose area of the "Syntagma" station to the Institute of Road Safety (I.O.AS) for the hosting of a voluntary blood donation of I.O.AS.
- Free concession of the multi-purpose area of the "Syntagma" station to the MERALLY SOLIDARITY VOLUNTEER BLOOD DONOR GROUP for the hosting of a voluntary blood donation of the MERALLY SOLIDARITY VOLUNTEER BLOOD DONOR GROUP.

October 2021

- Free concession of the multipurpose area of the "Syntagma" station to the Municipality of Sparta for the hosting of a photography exhibition and an event of the Municipality on the occasion of the 2,500 years of the Battle of Thermopylae.
- Free concession of the multi-purpose space of the "Syntagma" station to the National Theatre for the hosting of an exhibition of costumes of the National Theatre, entitled "Works by Hand".



November - December 2021

Due to the pandemic, the Constitution's CHC room remained closed, implementing precautionary measures against the risk of spreading the coronavirus. During the above mentioned period of time, only some free allocations of the CSF to the National Public Health Organization (NPHO) were made for the conduct of rapid tests, in the framework of the health protocols in force to prevent and limit the spread of the pandemic.

Comments:

Taking into account the serious problems that concern the society regarding the pandemic, STA.SY provided the Multipurpose Area of the "SYNTAGMA" station mainly to the National Public Health Organization (EODY) and the National Blood Donation Center (EKEA), in order to contribute to the action of these organizations that are of direct health interest.

Communication Sponsorships and Free Network Viewing

Due to its activity, STA.SY can address thousands of citizens on a daily basis, either through promotional messages at the Metro and TRAM facilities or through initiatives organized at the stations. For this reason, many organizations, institutions and even municipalities turn to the company for the promotion and promotion of their activities.

In total, **50** issues were posted on METRO's screens during the year, thus contributing in a decisive way to the success of the work of various non-profit organizations. The provided service of using the screens for the communication and information of Non-Profit Organizations of social and cultural character is in great demand and has a great response from the public. Also, STA.SY provides the possibility of free of charge projection of posters on the advertising frames located on the platforms of the stations. For 2021, STA.SY offered free promotion in various activities such as:

Screening on screens - sponsored communication

FEBRUARY 2021

- **Screens:** HELLENIC OGEOLOGICAL PATHOLOGISTS' ASSOCIATION - "World Cancer Day" (spot)
[Duration of screening **2/2 - 1/3/21**]
- **Screens:** NATIONAL OPERA-"Don Giovanni" [Online] (spot)
[Duration: **12/2 - 31/3/21**]

MARCH 2021

- **Screens:** ATHENSSCIENCEFESTIVAL 2021 (spotlight)
[Duration of screening: **10/3 - 30/3/21**]
- **Screens:** : NATIONAL COFFON FOUNDATION-"Our National Anthem in Sign Language"
[Duration of screening: **23/3 - 31/3/21**]
- **Screens:** COMMISSION "GREECE 2021" - "Monetary Programme" (spot)
[Duration of screening: **26/3 - 30/9/21**]
- **Screens:** NATIONAL OPERA SCENE - "Andrea Senier" (spot)
[Duration of screening: **31/3 - 30/4/21**]

APRIL 2021

- **Screens:** WORLD HEALTH ORGANIZATION- "EUROPEAN HEALTH CARE WEEK 2021"
(5 static images)
[Duration of screening: **28/4 - 3/5/21**]

MAY 2021

- **Screens:** AUSTRALIAN PRESIDENCY - "Battle of Crete" (13/5/2021)
[Duration: **13/5 - 13/6/21**]
- **Screens:** NATIONAL THEATRE - New spot (13/5/2021)
[Duration of screening: **17/5 - 5/7/21**]

JUNE 2021

- **Screens:** '18ANO' rehabilitation unit - "My goal is life and not my life is the goal"
[Duration of screening: **25/6 - 10/7/21**]

JULY 2021

- **Screens:** NATIONAL THEATRE - New spot (6/7/2021)
[Duration: **7/7 - 3/8/21**]
- **Screens:** MEGARO MUSIC - "Concert - Tribute to Mikis Theodorakis" (20/7)
[Duration: **12/7- 20/7/21**]
- **Screens:** MINISTRY OF LABOUR & UNICEF & OASA -
"Change a child's life - Become a sponsor"
[Duration: **28/7/21- ;**]

AUGUST 2021

- **Screens:** NATIONAL THEATRE - General campaign - New spot (9/8/2021)
[Duration of screening: **9/8 - 30/9/21**]
- **Screens:** Panhellenic Paraplegic Association - "Concert 5/9/21 (Herodion)"
[Duration of screening: **26/8 - 5/9/21**]

SEPTEMBER 2021

- **Screens:** NATIONAL OPERA-Marina Abramovich "The 7 deaths of Maria Callas" (spot)
[Duration of screening: **3/9 - 29/9/21**]
- **Screens:** Message of STA.SY. for Miki Theodorakis
[Duration: **3/9 - ;**]
- **Screens:** Panhellenic Paraplegic Association - "Concert 13/10/21 (Herodion)"
[Duration of screening: **22/9 - 13/10/21**]
- **Screens:** "Concert against poverty" (Tuesday 28/9/21, Veakeio Theatre, Piraeus)
[Duration of screening: **22/9 - 29/9/21**]

OCTOBER 2021

- **Screens:** NATIONAL THEATRE - General campaign - New spot (1/10/2021)
[Opening: **4/10/21**]
- **Screens:** : NATIONAL THEATRE - "Exhibition of Handmade Works (HIFF - Constitution)"
[spot] (9/10 - 18/10/21)
[Duration of screening: **8/10 - 18/10/21**]
- **Screens:** MASSENGER OF MUSIC - "6 Forces"
[Duration of screening: **13/10- 31/10/21**]
- **Screens:** NATIONAL OPERA-"Despo - Greek Dances" (spot)
[Duration of screening: **13/10 - 24/10/21**]
- **Screens:** MASSENGER OF MUSIC & STATE ORCHESTRA OF ATHENS - "Greek Revolution - Year of St. Suns"
[Duration of screening: **13/10- 16/10/21**]
- **Screens:** ATHENSDIGITALARTSFESTIVAL 2021
[Duration: **14/10- 18/10/21**]
- **Screens:** MEGARON MUSIKIS - "MIKIS THEODORAKIS - MY GALAXY" (EXHIBITION)
[Duration: **20/10- 30/12/21**]
- **Screens:** MUSEUM OF CYCLADIC ART - EXHIBITION "KALOS"
[Duration: **27/10/21- 16/1/22**]
- **Screens:** Hellenic Statistical Authority (EL.STAT.) - "Census 2021" (Oct. - Dec. 2021)
[Duration: **29/10/21- 1/12/21**]

NOVEMBER 2021

- **Screens:** MUNICIPALITY OF TRIKKAION - "The Elves' Mill"
[Duration of screening: **5/11 - 30/11/21**]
- **Screens:** National Opera- "Slayer"
[Duration: **12/11 - 31/12/21**]
- **Screens:** ELLINIKI KARDIOLOGIKI ETAIREIA - "Information campaign on stable angina pectoris"
[Duration: **15/11 - 26/11/21**]
- **Screens:** DIABETES GUIDE - "Information and awareness campaign on diabetes mellitus"
[Duration: **15/11 - 1/12/21**]
- **Screens:** STA.SY. - "Condolence message for the tragic loss of our colleague Petros Giamalis"
[Duration of screening: **16/11 - 19/11/21**]
- **Screens:** HELLENIC ARMED FORCES - "Celebration of the Armed Forces"
[Duration of screening: **19/11 - 22/11/21**]
- **Screens:** PANTHESSALIKI STEGI - "140 years of Free Thessaly"
[Duration: **24/11 - 28/11/21**]
- **Screens:** MINISTRY OF LABOUR - "Awareness campaign on violence against women"
[Duration of screening: **26/11 - 1/12/21**]
- **Screens:** MEGARO MUSIC - "Elpis Patridos" (spot)
[Duration: **30/11 - 11/12/21**]
- **Screens:** : MASSENGER MUSIC - "Greek Youth Symphony Orchestra (13/12)" (spot)
[Duration: **30/11 - 14/12/21**]

DECEMBER 2021

- **Screens:** MINISTRY OF DEVELOPMENT & ENERGY DEVELOPMENT AND INVESTMENT - "Promotion of vaccination campaign" (spot)
[Opening: **2/12/21**]
- **Screens:** PIRAEUS BISHOP OF PIRAEUS - "Concert dedicated to the child (spot)
[Duration: **9/12 - 21/12/21**]
- **Screens:** DOCTORS OF THE WORLD (spot)
[Duration: **10/12 - 21/12/21**]
- **Screens:** ADMIE ANALYTICS (spot)
[Duration: **13/12/21-31/12/21**]
- **Screens:** NATIONAL OPERA - "Nutcracker" (spot)
[Duration: **13/12/21 - 31/12/21**]
- **Screens:** : SURVEILLANCE - "We are all pro-life - We are all vaccinated" (spot)
[Opening: **14/12/21**]
- **Screens:** STA.SY. - "The tram arrived in Piraeus and changed" (spot)
[Opening: **14/12/21**]
- **Screens:** : MASSENGER MUSIC - "A Wonderful Life" (spot)
[Duration: **17/12 - 31/12/21**]
- **Screens:** MASS MUSIC GREEN - "Christmas melodies and greetings from the Navy band"
(static image)
[Duration: **20/12/21 - 7/1/22**]
- **Screens:** MINISTRY OF DIGITAL GOVERNANCE - "National Vaccination Campaign - It's true
- Spread the word" (4 static images)
[Opening: **24/12/21**]
- **Screens:** OASA - "OASA Group wishes you Happy Holidays!" (static image) (static image)
[Duration: **24/12/21 - 7/1/22**]

Also, STA.SY provides the possibility to display posters free of charge on the advertising frames located on the platforms of the stations. **For 2021 STA.SY. offered free display as below:**

FEBRUARY 2021

- **Context:** Panhellenic Association of Patients with Congenital Heart Disease - 1 GROUP OF POSTERS (31 posters)
[Duration of screening: **14/2 - 28/2/21**]

MAY 2021

- **Context:** GREECE 2021 - 1 FRAMEWORK GROUP (31 posters)
[Duration: **25/5 - 25/6/21**]

JUNE 2021

- **Context:** HELLENIC ORGANIZATION FOR RECYCLING (EOAN) - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **5/6 - 19/6/21**]
- **Context:** NATIONAL THEATRE - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration: **14/6 - 28/6/21**]
- **Context:** OASA - "New campaign for Anonymous Card" - 2 BACKGROUND GROUPS (62 posters)
[Opening: **14/6/21**]
- **Context:** OCANA - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **24/6 - 14/7/21**]
- **Context:** ELSISTEMAGREECE - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **24/6 - 5/7/21**]
- **Context:** OSE - 1 GROUP OF FRAMEWORKS (31 posters)
[Opening: **26/6/21**]
- **Context:** Athens & Epidaurus Festival - 1 FRAME GROUP (31 posters)
[Opening: **30/6 - 13/7/21**]

JULY 2021

- **Context:** MUNICIPALITY OF SIFNOS - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **8/7 - 4/8/21**]
- **Context:** NATIONAL THEATRE - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **19/7 - 26/7/21**]

AUGUST 2021

- **Context:** ATHENS FESTIVAL & Athens & Epidaurus Festival - 1 FRAME GROUP (31 posters)
[On 7/9 the posters in these frames were replaced with new artwork of the Athens & Epidaurus Festival. Epidaurus]
[Duration of screening: **30/8 - 13/9/21**]

SEPTEMBER 2021

- **Context:** : MUSEUM - "Four pianos (6/10/21)" - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **14/9 - 28/9/21**]
- **Context:** MUNICIPALITY OF SPARTES - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **30/9 - 27/10/21**]

OCTOBER 2021

- **Context:** Panhellenic Paraplegic Association - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **2/10 - 15/10/21**]
- **Context:** HELLENIC HISTORY OF GREECE - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **4/10 - 17/10/21**]
- **Context:** OASA - "Become a Contractor" - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **11/10 - 7/11/21**]
- **Context:** ATHENS STATE CHOIR - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **28/10 - 10/11/21**]

NOVEMBER 2021

- **Context:** ATHENS MUSEUM - "Elpis Patris" - 1 GROUP OF FRAMEWORKS (31 posters)
[Duration of screening: **21/11 - 5/12/21**]

In addition, in the framework of cooperation with cultural institutions, STA.SY provided free METRO trains for the promotion of new campaigns. Indicatively, the following campaigns were hosted at different intervals during 2021 on METRO trains:

JUNE 2021

- OASA: New campaign for the anonymous ATH.ENA card - Internal sticker on a French Metro train
[Opening: **18/6/21**]

DECEMBER 2021

- STA.SY.: Christmas "dressing" of a Metro series III train (inside and outside) with Christmas artwork and wishes.
[Duration: **24/12/21 - 7/1/22**]

During 2021, in the framework of the Corporate Social Responsibility of STA.SY, the CSR Department approved and implemented the posting of **A3** posters of **various social and cultural institutions on Metro station bulletin boards**. Indicatively, the following posters were hosted at different intervals during 2021:

- JASON AES COLONUS- "Sunday in Colonus - 16 May 2021 (10:00 - 13:00) - We give blood"
Suspension stations: "SEPOLIA" & "ATTIKI" & "ATTIKI "ST. LARIS"
[Duration of screening: **13/5 - 16/5/2021**]
- MUNICIPALITY OF AIGALEO - "CULTURAL ROUTE 2021"
Posting stations: 'OMONOIA', 'PANETHIMIO', 'SYNTAGMA', 'SYGRU-FIX', 'ELLINIKO', 'AGIA MARINA', 'EVANGELISMOS', 'PANORMOU', 'MONASTIRAKI', 'CHALANDRI'
[Duration of screening: **27/8 - 25/9/2021**]

Other CSR actions

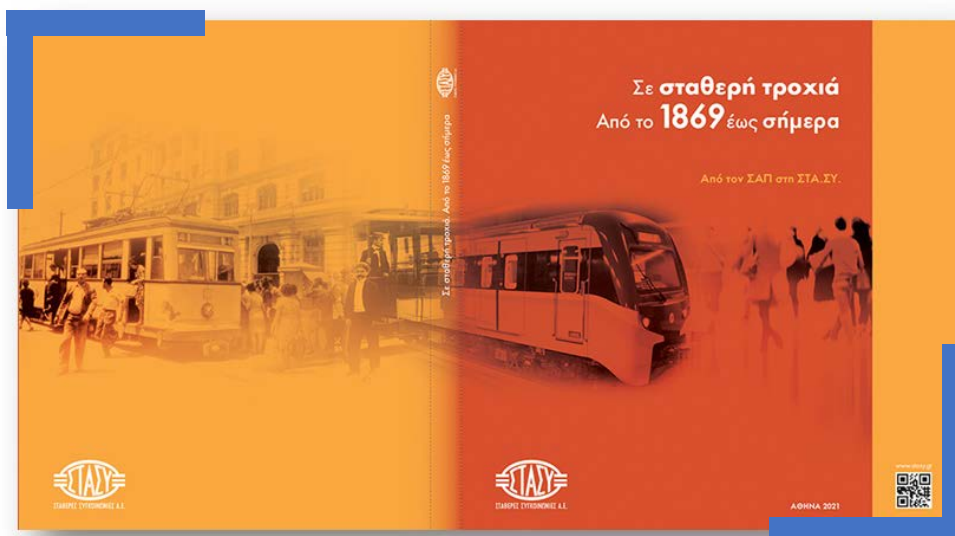
Anniversary Album STA.SY.

The Anniversary Album (Greek edition) was delivered to the company. They were presented by STA.SY. at a special event held on Wednesday 7 July 2021, in Kifissia Park. It is an important work both from a historical and an aesthetic point of view. It also contributes to improving the Corporate Profile of our company.

Its title is: **"On a steady trajectory. From 1869 to the present.
From the GSP to the STA.SY."**

The Album tells in a vivid way, accompanied by rare black and white and colour photographs, the history of the urban railway from its birth to the present day. It has all the specifications to become a valuable historical jewel, both for the history of the STA.SY. and for the cities of Athens and Piraeus. The evolution of the urban railway is progressing rapidly and in a few years we will be able to publish another Album with stories, texts and photographs. In this Album the whole historical development of the steam railway is reflected, connecting the city of Athens with the city of Piraeus. Since now many things have changed and the first doodle became the modern electrified train. All these technological achievements, as well as the archaeological finds excavated during the construction of the works are depicted in an elegant and panoramic way in the publication of the Album. The progress of human civilization is also highlighted historically and aesthetically over time.

On a steady track, steadily towards progress and evolution, for the improvement of the quality and everyday life of man...!!!!



Anniversary Album Cover



**From the presentation of the Anniversary Album
(7/7/21 - Kifissia Park)**

Cap Collection Action

STA.SY continues in 2021 the action of Cap Collection (Decision 3315/16-7-2019), where the non-profit organization **DYAMEA** (There are no People with Special Needs, only people), for which we collect plastic caps with the aim of buying wheelchairs, the company **EMELIA S.A.E.** which provides empty plastic bottles for the collection of caps and **STA.SY**, which implements this action in the local workplaces where the employees collect the caps. The places where caps are collected are as follows

- PUBLISHERS: Agia Marina, Airport, Monastiraki, Omonia, Piraeus, Anthoupolis, Agia Fotini.
- REST ROOM DRIVERS: Doukissis Plakentias, National Defence, Neos Kosmos, Sepolia, Pikrodafni, Asclepion Voula, Hellenic Building 3.
- SYNTAGMA: Station Headquarters, Inspectors Office Gr.2, K.E.L. Gr.2 & 3, Station Supervisors Gr.2, Commissary Control Office, Public Service Office, Commissary Supervisors Office, Commissary Control Security Centre, Signalling.
- KERAMEIKOS: Office of Inspectors Line 3.
- AIGALEO: Ticket Issuers' Cash Control Office.
- NATIONAL DEFENCE: Counting Sector.
- ATTIKI: E/M.
- FALIRO: Preventive maintenance of rolling stock.
- SEPOLIA - AMAXOSTASIO METRO: Road Vehicle Traffic Office, E/M, Signalling, Telecommunications, Subsidy building 7, Rolling Stock, Maintenance building 2, Damages, Heavy Repair building 1.
- ELAIONAS - AMAXOSTASIO METRO: Damage Restoration, Rolling Stock, Rolling Stock Maintenance Workshop.
- PIRAEUS: Rolling Stock, Damages, Repair, 1st floor, Rolling Stock Warehouse.
- HELLENIC - TRAM AMAXOSTASIO: K.E.L., 1st floor TRAM building 1, Department of Telecommunications & 1st floor, Telecommunications, Telecommunications, Combi Systems, Electricity, Subsidy, Rolling Stock, E/M.
- In the CENTRAL OFFICES of STA.SY - Athinas 67, on all floors.

Dinner of Love

With the arrival of the festive season and adopting the Christmas message, STA.SY proceeded with acts of solidarity and support to vulnerable social groups in the framework of Corporate Social Responsibility.

In its effort to combine volunteering with social contribution and in cooperation with the "Dipno Agapis" Foundation, our company undertook the feeding of 350 homeless people in Athens and Piraeus, covering the costs of the materials required for the 3-day meals. At the same time, our employees were invited to actively participate in this action, thus fostering the spirit of teamwork, cooperation and contribution. In this way, STA.SY has continued to strengthen the relationship of trust with the community and its employees, declaring its presence in actions with a positive impact for all.

More specifically, on Saturday 4 December 2021, we were hosted in the kitchen of IEK OMIROS to cook the meal of the day under the guidance of a well-known food blogger. On Tuesday, November 30, Thursday, December 2 and Saturday, December 4, 2021, our employees helped the volunteers of the "Dinner of Love" in the distribution of the food.



From the Friday of the meals in the kitchen of IEK OMIROS



From the distribution of meals

Decorating the Megaron Music Station for Christmas

In cooperation with the Megaron Music Hall, decoration (through the application of Christmas stickers of the Megaron Music Hall on the platforms and other places) was carried out at the “**Megaron Music Hall**” station of Gr. 3.

Duration of action: **23/12/2021 - 8/1/2022**





Free travel beneficiaries

According to the legislation in force and the specific contracts of O.A.S.A. with the competent Ministries and Services, certain categories of passengers are exempted from paying the fare for their travel by all means of transport under the jurisdiction of O.A.S.A.: Bus, Trolleybus, Tram, Electric Railway, Metro (up to Koropi), upon presentation of the respective tickets proving this status. The categories of passengers are:

- Uniformed personnel of the Greek Police, Border Guards and Special Guards.
- Fire brigade personnel (permanent and 5-year firefighters).
- Uniformed personnel and cadets of the Coast Guard and the Greek Coast Guard.
- War and peace-time invalids and their attendants (attendants).

Also, the following categories of passengers, according to the legislation in force, are exempted from paying the fare for their travel by all means of transport under the jurisdiction of O.A.S.A.: Bus, Trolleybus, Tram, Electric Railway, Metro (until Airport), upon presentation of the respective tickets proving this status:

- Children under six years old.
- Service and Cadet Reserve Officers of the three branches of the Armed Forces.
- Unemployed.
- People with disabilities and their escorts.

Finally, the uniformed personnel of the Municipal Police of the Municipality of Athens are entitled to free travel by bus, trolleybus, electric railway and Metro, during their duty hours.



Beneficiaries of Reduced Fee

The following categories of passengers, according to the legislation in force, are entitled to be issued tickets and reduced price cards upon presentation of the relevant documentation.

- Students - Students of Higher Education.
- Primary and Secondary Education students.
- Students of Public I.E.K.
- Students of Higher Education Schools or Universities abroad.
- Large families and members of their families.
- Children aged 7 to 12 years old.
- Young people aged 13 to 18 years old with the demonstration of an identity card.
- Persons over 65 years of age with the demonstration of an identity card.

7.3 Culture

STA.SY's strategic choice is to make **fixed railways not only a quality means of transport, but also an effective vehicle of communication and interaction**, through which messages can be conveyed to their thousands of daily passengers. By communicating with the passenger base, the company aims to create a framework of common reference points or even values. To this end, the company has always supported worthwhile cultural activities

Ancient Finds

The construction of the Metro in the heart of Athens, a city full of memories and history, resulted in the discovery of a series of archaeological finds. Specifically, the largest archaeological excavation in the capital city (79,000 square meters) was carried out in the context of the construction of the Athens Metro, which brought to light more than 50,000 archaeological finds.

Ancient objects that were discovered such as vases, amphorae, grave goods, capitals and sculptures of the eastern pediment of the Parthenon are exhibited in a public area at the stations "Acropolis", "Daphne" and "Evangelismos", "Monastiraki", "University" and "Syntagma", behind elegant showcases, inviting and challenging the Greek or foreign passenger to make a short but at the same time essential retrospective of ancient Greek history.

Works of Art

Internationally acclaimed Greek artists, taking into account the multiple possibilities offered by the network of fixed-track vehicles, created works specifically for each site, highlighting the richness of our cultural heritage.

The Department of Corporate Social Responsibility and Cultural Heritage in 2021 carried out an inventory of works of art, through which various proposals were presented.

By recording the artworks, suggestions were made

- to emerge, in the context of the Department's CSR activities, the need to link these artworks with the cultural life of the city of Athens and their connection with the users - passengers and to make the aforementioned artwork album a database for scientific study in collaboration with Panteion University or the University of Athens, examining the Social, Communicative and Psychological criteria of the impact of the artwork in the public space and especially during movement in the areas and on public transport.
- to upload on the site of STA.SY all the archaeological and artistic works, in order to inform and highlight to the public the profile of STA.SY, which respects and highlights art, thus contributing in another way to the cultural education of society.





Museum of the Electric Railway

The Museum was a vision of Manolis Fotopoulos, an employee of the H.S.A.P. since 1990. He started its implementation later, in 1995, as a retiree, in the offices of the then Association and now Pensioners' Association, with the aim of highlighting the history of the progress of the electric railway.

The Museum, which is housed in the station of line 1 of the metro in Piraeus, was inaugurated in November 2005, having in its collection 2000 objects, as well as more than 3,000 books, brochures and photographs.

8

ENVIRONMENT

Urban transport helps to reduce emissions of environmental pollutants. International studies on the use of public transport in urban areas estimate that cars produce as much as an household's annual carbon dioxide (CO₂) emissions, which makes the proposal of using public transport as an alternative, a life-style approach to the environmental problem of the planet.

According to the European Commission's Climate Action, the transport sector is responsible for around a quarter of the European Union's emissions and is the main cause of air pollution in the European Union. The European Union's climate strategy aims to achieve a low-emission economy and to combat noise pollution. The role and initiatives of cities and operators in encouraging a variety of environmentally friendly modes of transport, such as public transport, walking and cycling, are crucial. In the context of STA.SY's Corporate Social Responsibility, the **environment** is a thematic priority that underpins the company's operations. **Fixed-track vehicles are the most environmentally friendly means of public transport.**

STA.SY, in order to encourage the use of urban transport that contributes to the reduction of pollutant emissions, proceeds to actions such as the following:

1. support for Car Free Day,
2. the installation of bicycle parking outside stations and the possibility of transporting bicycles on board trains, to support environmentally friendly combined transport; and
3. informing the public about the environmental benefits of using public transport, etc.

Furthermore, STA.SY promotes environmental awareness issues in cooperation with non-profit organizations. At the same time, it seeks ways to save energy and reduce emissions in its operations.



8.1

Environment-Friendly Fixed-Rail Transport

Trains and vehicles as electric vehicles do not pollute the atmosphere locally. Of course, electricity consumption also has an impact on the environment, but this impact at a general or local level is less than that of car use.

The TRAM track was built to specifications that minimize noise pollution. The level of vibration and noise is monitored through measuring stations along the network and supervised by the Faculty of Engineering of the University of Thessaly.

In the curved sections of the ELECTRIC RAILWAY network, new lubricators were installed on the rail to reduce the noise and wear caused by the friction between wheel and rail. A special anti-vibration layer was installed in the area of the old OMONOIA - MONASTIRAKI tunnel (600 metres of double track) and in a section of the VICTORIA - ATTIKI tunnel (340 metres of double track).

In the ground part of the electricity network, sound absorbing plates have been installed along the entire length of the fixed superstructure. At the same time, sound barriers at six locations on the overground network and at special railway layouts (switches, crossings, crossings, etc.) have reduced the noise generated by the passage of trains.

The benefits of fixed-route transport are highlighted most emphatically by the recording of environmental data and road accidents in the Attica Basin. The data has been calculated using assumptions made by Attiko Metro-Transport Planning, the Greek Association of Transport Engineers, OASA (Athens Urban Transport Organisation), IENE (Institute of Energy of South-East Europe) and KAPE (Centre for Renewable Energy Sources). It has been calculated that the energy consumed per passenger and car movement is 16,26 kWh and the CO₂ production per passenger and car movement is 4,26 kg. The use of METRO and TRAM contributes to saving a large amount of energy and air pollutants (CO₂) in the city's atmosphere, but also makes a decisive contribution to reducing road accidents and traffic congestion.



Savings on a daily basis (2021)

Boardings per day	411.452
Reduction of cars on the road per day	72.416
Car-miles saved in the city	1.448.311
Energy Saving	1.472 MWh/day
CO2 not emitted into the city's atmosphere by passengers using the Metro instead of their car	385 tonnes/day

Savings on an annual basis (2021)

- 113 fewer road accidents
- 2 fewer deaths from road accidents
- 7 fewer people seriously injured in road accidents
- 128 fewer people slightly injured in road accidents



Atmospheric Pollutants & Climate Change

The studies do not provide for specific measures to monitor air pollutants during the operational phase. Instead, and as might be expected, the studies emphasise the reduction of air pollutants in the environment of the wider area through which the electric trains of Lines 1, 2, 3 and Tramway pass, as their operation was a key measure for the environmental clean-up of the capital and the improvement of the atmosphere.

The Company, in accordance with the manufacturers' instructions and the experience developed internally, has developed preventive maintenance programs for its systems (ventilation, air conditioning, etc.). The control-maintenance data for installations with ozone-depleting substances and for installations using fluorinated gases, in accordance with Article 5 of the Decree 37511/1829/E103/2007 (Government Gazette 1827/B'/11.09.2007) and Decree 18694/2012 (Government Gazette 1232/B'/11.04.2012) respectively, are submitted annually by the organizational unit responsible for maintenance, through the new Information System of the Ministry of Environment and Natural Resources.



Waste

The Company, in the context of compliance with environmental conditions and the applicable legislation, therefore for the proper environmental management of waste produced by its facilities, cooperates with appropriately licensed waste management bodies. Specifically, the company maintains a long-term cooperation with Approved Alternative Management Systems in the management of Waste Electrical and Electronic Equipment (lamps, electronic boards, computers, power tools, etc.), portable batteries and Ni-Cd batteries, while it has concluded contracts through tenders with licensed companies for the management of Waste Lubricating Oil (WLO), Lead Acid Batteries, Non-Hazardous Waste (metal shavings, metal objects, cables, etc.) and Hazardous Waste (absorbent materials contaminated with hazardous substances, packaging, cans, sprays, etc.). Based on the above partnerships, appropriate containers per type of waste have been deployed at all the company's depots for primary collection by type. On an annual basis, Waste Reports are submitted through the Electronic Waste Register as it is operated in accordance with KYA No. oik. 43942/4026/2016 (Government Gazette 2992B'/19-9-2016), as amended by the KYA with Art. 1/1/2017 (OFFICIAL GAZETTE 1B'/4-1-2017).

Waste data 2021 (Recovery / Off-site disposal)

TYPE OF WASTE	QUANTITIES (Tn)		
	LINE 1 NON-HAZARDOUS	LINES 2 & 3	TRAM LINE
Metal objects	77,83	116,6	17,34
Mixed Bulky Municipal Waste	7,35	120,64	14,01
Biodegradable	130,80	92,10	9,30
Electrical and Electronic Equipment	0,09	0,18	0,03
DANGEROUS			
Fluorescent lamps	2,68	2,74	0,17
Electrical and Electronic Equipment	0,09	0,10	0
Lubricants	0	2,92	1,32
Mixed batteries	0,15	0,10	0,06
Lead Acid Accumulators	3,39	52,48	0
Ink Cartridges	0,01	0,06	0,12
Miscellaneous other hazardous (e.g. chemicals, rags, sprays, etc.)	0,58	4,85	1,07

Recycling & energy saving

It is the company's policy to recycle all recyclable materials, as well as to choose materials, equipment and operating practices that contribute to energy saving. In particular, STA.SY recycles materials such as paper, batteries, aluminum, wooden pallets, batteries, rails, wooden sleepers, etc., applies a policy of progressive reduction of specific energy consumption and explores the possibility and economic benefits of using renewable energy sources. In addition, in depots, it is replacing the use of oil for heating and other processes with natural gas. Moreover, in the train and vehicle washing facilities, a system for recycling used water is in operation, thus reducing the water consumption required for this operation.

Water consumption

In addition to the actions implemented regarding energy consumption in the company's facilities, STA.SY recognizes the value of safeguarding natural resources. For this reason, it designs and implements actions aimed at reducing its water footprint as well as the safe and responsible disposal of wastewater resulting from its operation.

It implements actions such as:

- the systematic maintenance of water supply and fire-fighting networks for any leaks
- the rational use of water for the convenience of employees and the cleanliness of facilities
- avoiding its unnecessary use in cases where there are plants in the surroundings of the office premises



Railway Noise - Vibrations

STA.SY, in accordance with the manufacturers' instructions and the experience gained internally, has developed preventive maintenance programmes for railway elements (rails, track switches, vehicle wheels, etc.), aiming at optimizing the rolling conditions of trains and, consequently, reducing noise and vibration emissions and complying with the Approved Environmental Conditions.

The company also develops a noise and vibration monitoring program in accordance with the special studies and KYA οικ.211773/2012. The results of the measurements are submitted annually to the department of the Ministry of Environment. In the event that the maximum emission levels are exceeded, appropriate corrective maintenance actions are planned. In addition to the monitoring programme, noise and/or vibration measurements shall be carried out where necessary.



8.2

Redevelopment and Aesthetic Upgrades

Having as a key priority the ecological character of the fixed-track means of transport and the infrastructure that supports their operation, STA.SY has proceeded with the regeneration and aesthetic upgrading of the areas crossed by its railway networks. Using Community funds, the company has planted and maintained a significant number of trees and plants along the TRAM network, creating green spaces.

STA.SY maintains a significant number of trees and plants along the electric railway network, having planted all the stations where redevelopment works have been carried out. It has created pedestrian walkways and soft streets in areas of some of its stations and stops, installed 80 underground waste and recycling bins along the commercial centre of Glyfada, constructed a state-of-the-art storm water drainage network in Glyfada and extensively regenerated the esplanade on the coastal front, paving roads, installing lighting and creating playgrounds. Finally, local initiatives are often undertaken to improve the environment of the areas adjacent to the fixed rail networks.



8.3

Environmental Awareness

STA.SY makes a great effort to raise the awareness of its passengers and its employees on environmental issues, with the main objective of their active participation in actions that aim to protect and support the environment. The company develops synergies with local representatives of international organizations, aiming at the active protection of the environment, including Medasset, Mediterranean SOS, WWF and Mom - Society for the Study and Protection of the Mediterranean Seal.

9.1 GRI STANDARDS indicator table

**TABLE OF INDICATORS GRI STANDARD - LEVEL OF COMPLIANCE 'CORE'
GENERAL STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
AGENCY PROFILE			
102-1	Name of the organization	3	6
102-2	Key brands, products and services of the organization	4.1	9
102-3	Headquarters of the Agency	3	6
102-4	Areas of significant activity	4.1	9
102-5	Ownership and legal form	4.1	9
102-6	Markets served	Domestic Market	-
102-7	Scale of the organization	5.1	26
102-8	Information for employees and other workers	6.1	50
102-9	Supply chain	5.2	31
102-10	Significant changes in the organization and the supply chain	There were no significant changes	-
102-11	Principle of prevention	4.8	21
102-12	External initiatives	5.2, 9,3	31, 110
102-13	Participation in associations and organizations	-	-

**TABLE OF INDICATORS GRI STANDARD - LEVEL OF COMPLIANCE 'CORE'
GENERAL STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
STRATEGY			
102-14	Statement from senior decision-maker	1	4
ETHICS AND INTEGRITY			
102-16	Governance structure	4.1, 4.4, 4.5, 4.6, 4.9	9, 13, 14, 17, 24
GOVERNANCE			
102-18	Governance structure	4.8	21
PARTICIPATION OF INTERESTED PARTIES			
102-40	List of stakeholder groups	4.3	12
102-41	Collective bargaining agreements	6.3, 6.4, 6.5	53, 53, 54
102-42	Basis for identification and selection of interested parties	4.3, 4.8	12, 21
102-43	Approach to stakeholder consultation	4.3, 4.8	12, 21
102-44	Key issues and concerns that emerged from the stakeholder consultation	4.3, 4.8	12, 21

**TABLE OF INDICATORS GRI STANDARD - LEVEL OF COMPLIANCE 'CORE'
GENERAL STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
REPORTING PRACTICES			
102-45	Entities included in the consolidated financial statements	5.1	26
102-46	Procedure for determining the content of the report and the boundaries of the topics	3, 4.8	6, 21
102-47	List of substantive issues	4.9	24
102-48	Information reviews	4.9	24
102-49	Significant changes in the scope or boundaries of the subjects	3	6
102-50	Reference period	3	6
102-51	Date of the most recent report	Corporate Responsibility Report 2020	-
102-52	Duration of the reporting cycle	3	6
102-53	Contact person for questions regarding the report	3	6
102-54	Criteria of agreement according to the GRI Standards	3	6
102-55	GRI Content Index	9.1	101
102-56	External Assurance	No liability	-

**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
ECONOMY			
FINANCIAL PERFORMANCE			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	5.1	26
	103-2 The Administrative Approach and its components	1, 5.1	4, 26
	103-3 Evaluation of the management approach	5.1	26
	201-1 Direct economic value generated and distributed	5.1	26
	201-3 Obligations of the agency's defined benefit plan and other post-employment benefit plans	5.1	26
	201-4 Financial assistance from the State	5.1	26
PRESENCE IN THE MARKET			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	7, 7.3	67, 87
	103-2 The Administrative Approach and its components	1, 4.4, 7.3	4, 13, 87
	103-3 Evaluation of the management approach	4.4, 7.3	13, 87



**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
INDIRECT ECONOMIC IMPACT			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	4.4, 5.2, 7.3	13, 31, 87
	103-2 The Administrative Approach and its components	1, 4.4, 5.2, 7, 7.3	4, 13, 31, 67, 87
	103-3 Evaluation of the management approach	5.2, 7.3	31, 87
GRI 203: Indirect Economic Impacts	203-2 Significant indirect economic effects	5.2, 7.3	31, 87
SUPPLIER PRACTICES			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	5.2	31
	103-2 The Administrative Approach and its components	1, 5.2	4, 31
	103-3 Evaluation of the management approach	5.2	31
GRI 204: Supplier practices	204-1 Percentage of procurement budget spent on local suppliers in major locations of operation	7.3	87

**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
FIGHT AGAINST CORRUPTION			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	4.9	24
	103-2 The Administrative Approach and its components	1, 4.8, 4.9	4, 21, 24
	103-3 Evaluation of the management approach	4.8	21
	205-2 Communication and training on anti-corruption policies and procedures	4.8	21
	205-3 Confirmed incidents of corruption and corrective actions	No relevant incidents of corruption were reported	-



**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
ENVIRONMENT			
ENERGY			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	8.1	69
	103-2 The Administrative Approach and its components	1, 8, 8.1	4, 69, 69
	103-3 Evaluation of the management approach	8.1	69
	302-1 Energy consumption within the body	8.1	69
	302-2 Energy consumption outside the body	8.1	69
WATER			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	8.1	94
	103-2 The Administrative Approach and its components	8.1	94
	103-3 Evaluation of the management approach	8.1	94

**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
EMISSION			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	8.1	94
	103-2 The Administrative Approach and its components	1, 8.1	4, 94
	103-3 Evaluation of the management approach	8.1	69
OUTPUTS AND WASTE			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	8.1	94
	103-2 The Administrative Approach and its components	1, 8.1	4, 94
	103-3 Evaluation of the management approach	8.1	94
GRI 306: Outputs and waste	306-2 Wastes by type and method of disposal	8.1	94



**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
SOCIETY			
EMPLOYMENT			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	3, 6.1, 6.4, 6.5	6, 50, 53, 54
	103-2 The Administrative Approach and its components	1, 6.1, 6.4, 6.5	4, 50, 53, 54
	103-3 Evaluation of the management approach	6.4, 6.5	53, 54
	401-1 Recruitment and staff movements	6.4, 6.5	53, 54
	401-2 Benefits provided to full-time employees not provided to temporary or part-time employees	There is no discrimination between workers. All employees are treated in the same way.	
	401-3 Parental leave	6.5	54

**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
HEALTH AND SAFETY			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	6.6	55
	103-2 The Administrative Approach and its components	1, 5.3, 6.6	4, 33, 55
	103-3 Evaluation of the management approach	5.3, 6.6	33, 55
GRI 403: Health and safety at work	403-2 Type of injury and injury rates, occupational diseases, lost working days and unjustified absences from work, and total number of work-related deaths	5.3, 6.6	33, 55

**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
TRAINING AND EDUCATION			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	6.7	65
	103-2 The Administrative Approach and its components	1, 6.7	4, 65
	103-3 Evaluation of the management approach	6.7	65
GRI 404: Training and Education	404-1 Average hours of training per year per employee	6.7	65
	404-2 Programmes for the management of skills and lifelong learning of employees	6.7	65
	404-3 Percentage of employees participating in regular performance and career development reviews by gender and employee category	6.7	65

**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
DIVERSITY AND EQUAL OPPORTUNITIES			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	6.1, 6.2	50, 52
	103-2 The Administrative Approach and its components	1, 6.1, 6.2	4, 50, 52
	103-3 Evaluation of the management approach	6.1, 6.2	50, 52
	405-1 Diversity in governance bodies and employees	6.2	52
	405-2 Ratio of women's basic wage and pay to men's	There is no discrimination between workers. All employees are treated in the same way and paid according to the specifications and requirements of the job	



**TABLE OF INDICATORS GRI STANDARDS - LEVEL OF COMPLIANCE 'CORE'
SPECIFIC STANDARDISED DISCLOSURES**

INDEX	DESCRIPTION	SECTION	PAGE
CHILD LABOUR			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	4.9, 6.2	24, 52
	103-2 The Administrative Approach and its components	6.2	52
	103-3 Evaluation of the management approach	6.2	52
GRI 408: Child labor	408-1 Company operations and suppliers identified as having a high risk of child labor incidents	6.2	52
FORCED LABOUR			
	103-1 Explanation of the substantive subject matter and the subject matter boundary	4.9, 6.2	24, 52
	103-2 The Administrative Approach and its components	6.2	52
	103-3 Evaluation of the management approach	6.2	52
GRI 409: Forced labor	409-1 Company and supplier operations identified as having a high risk of forced labor incidents	6.2	52



9.2 Table ISO 26000:2010

The International Standard ISO 26000:2010, includes seven fundamental principles of Corporate Social Responsibility, which cover the need for businesses to describe and express their corporate responsibility.

STA.SY followed faithfully the principles of the standard and recorded the results for the reporting year in the table below, with detailed references to the Corporate Responsibility and Sustainable Development Report

Clauses	Description of the rhetoric	Reference
4.	Principles of Social Responsibility	
4.2 Accountability		3. Report information
4.3 Transparency		3. Report information
		4.9 Approach to Corporate Responsibility and Sustainable Development 5.7 Passenger Complaints Management 6.2 Respect for Human Rights 6.3 Employee Representative Unions 6.4 Benefits and Privileges 9.5 Facilities for people with disabilities
4.5 Respect for the interests of the Interested Parties		4.3 Interested Parties
4.6 Respect for the rule of law		3. Report information
		3. Report information 4.9 Approach to Corporate Responsibility and Sustainable Development
4.8 Respect for Human Rights		6.2 Respect for Human Rights

Clauses	Description of the rhetoric	Reference
5. Recognition of Social Responsibility and Stakeholder participation		
	1. Message from the CEO	
	3. Report information	
	4.9 Approach to Corporate Responsibility and Sustainable Development	
5.3 Identification and Participation of Stakeholders	4.3 Interested Parties	
6. Guidance on the key issues of Social Responsibility		
6.2 Corporate Governance	4.8 Corporate Governance Framework	
6.3 Human Rights	6.2 Respect for Human Rights	
	6.1 Human Resources	
	6.3 Employee Representative Unions	
6.4.4 Working Conditions and Social Protection	6.4 Benefits and Privileges	
6.5.3 Prevention of contamination	8.1 Environment-Friendly Fixed-Rail Transport	

Clauses	Description of the rhetoric	Reference
6.	Guidance on the key issues of Social Responsibility	
6.5.4 Environmental protection, biodiversity and habitat restoration		8.2 Redevelopment and Aesthetic Upgrades
		5.3 Customer Security and Customer Service
		7.2 Special Pricing Policy
		9.6 Facilities for people with disabilities
		5.3 Security and Customer Service
		5.4 Quality Assurance Policies
6.7.6 Customer Service, Dispute Resolution and Complaints		5.7 Passenger Complaints Management
6.7.7 Protection of Consumers' Personal Data		5.6 GDPR Compliance (GDPR)
		7.1 Social actions
		9.8 Artistic Events of the "Metro Stages" Programme
		7.3 Culture
		7.4 Education
6.8.5 Creating new jobs and developing skills		6.7 Employee training

Clauses	Description of the rhetoric	Reference
7. Integrating Social Responsibility		
7.2 Correlation between the characteristics of the organisation and Social Responsibility		4.9 Approach to Corporate Responsibility and Sustainable Development
	1. Message from the CEO	
	4.9 Approach to Corporate Responsibility and Sustainable Development	
7.4 Practices for Integrating Social Responsibility into Governance and Process Systems		4.9 Approach to Corporate Responsibility and Sustainable Development
7.5 Communicating Social Responsibility		3. Report information
7.6 Enhancing the Credibility of Social Responsibility		3. Report information
7.7.2 Review and Improvement of Actions and Practices related to Social Responsibility		Corporate Social Responsibility activities are monitored and evaluated internally by the Corporate Communications and Responsibility Division and the results are subsequently communicated to the company's management.
7.8 Voluntary Social Responsibility Initiatives		7.1 Social actions



9.3

Sustainable Development Goals (SDGs)

The 17 Sustainable Development Goals are the blueprint for achieving a better and more sustainable future for all. They were adopted by the United Nations in 2015 and have an implementation horizon of 2030. They encompass the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, peace and justice. Recognizing the value of responsible business and the importance of the Goals in creating a sustainable world, STAC aligns its activities with several of the Goals, contributing its strengths to their achievement.

Sustainable Development Goal

Quote

3 ΚΑΛΗ
ΥΓΕΙΑ ΚΑΙ
ΕΥΗΜΕΡΙΑ



5.3 Safety and Passenger Service
5.5 Projects and Investments
6.4 Benefits and Privileges
6.6 Employee Health and Safety
7.1 Social actions

4 ΠΟΙΟΤΙΚΗ
ΕΚΠΑΙΔΕΥΣΗ



4.9 Approach to Corporate Responsibility and Sustainable Development
6.4 Benefits and Privileges
6.7 Employee training
7.1 Social actions
7.4 Education

5 ΙΣΟΤΗΤΑ
ΤΩΝ ΦΥΛΩΝ



6.2 Respect for Human Rights
6.4 Benefits and Privileges

8 ΑΞΙΟΠΡΕΠΗΣ
ΕΡΓΑΣΙΑ ΚΑΙ
ΟΙΚΟΝΟΜΙΚΗ
ΑΝΑΠΤΥΞΗ



4.9 Approach to Corporate Responsibility and Sustainable Development
5.1 Financial Performance
5.5 Projects and Investments
6.2 Respect for Human Rights
6.3 Employee Representative Unions
6.4 Benefits and Privileges

Στόχος Βιώσιμης Ανάπτυξης

Παράθεμα

9 ΒΙΟΜΗΧΑΝΙΑ,
ΚΑΙΝΟΤΟΜΙΑ
ΚΑΙ ΥΠΟΔΟΜΕΣ



4.7 Infrastructure
4.9 Approach to Corporate Responsibility and Sustainable Development
5.5 Projects and Investments
8.1 "Environmentally friendly" Fixed Wheels

10 ΛΙΓΟΤΕΡΕΣ
ΑΝΙΣΟΤΗΤΕΣ



6.2 Respect for Human Rights
7.2 Special Pricing Policy

11 ΒΙΩΣΙΜΕΣ
ΠΟΛΕΙΣ ΚΑΙ
ΚΟΙΝΟΤΗΤΕΣ



4.7 Infrastructure
4.9 Approach to Corporate Responsibility and Sustainable Development
5.3 Safety and Passenger Service
5.4 Quality Assurance Policies
5.5 Projects and Investments
7.2 Special Pricing Policy
8.1 Environment-friendly Fixed-Rail transport

12 ΥΠΕΥΘΥΝΗ
ΚΑΤΑΝΑΛΩΣΗ
ΚΑΙ ΠΑΡΑΓΩΓΗ



4.9 Approach to Corporate Responsibility and Sustainable Development
8.1 Environment-friendly Fixed-Rail transport
8.3 Environmental Awareness
8.4 Integrated Recycling Programme

Στόχος Βιώσιμης Ανάπτυξης

Παράθεμα

13 ΔΡΑΣΗ ΓΙΑ
ΤΟ ΚΛΙΜΑ



8.1 "Environmentally friendly" Fixed Wheels
8.3 Environmental Awareness
8.4 System of Rewarding Alternative Packaging Waste Management

15 ΖΩΗ ΣΤΗ
ΣΤΕΡΙΑ



8.2 Redevelopment and Aesthetic Upgrades

16 ΕΙΡΗΝΗ,
ΔΙΚΑΙΟΣΥΝΗ
ΚΑΙ ΙΣΧΥΡΟΙ
ΘΕΣΜΟΙ



4.8 Corporate Governance
5.2 Supply chain
5.6 Data Protection (GDPR)
6.2 Respect for Human Rights
6.3 Employee Representative Unions

17 ΣΥΝΕΡΓΑΣΙΑ
ΓΙΑ ΤΟΥΣ
ΣΤΟΧΟΥΣ



4.8 Corporate Governance
8.3 Environmental Awareness
8.4 System of Rewarding Alternative Packaging Waste Management

9.4 UN Global Compact table

The 10 principles of the UN Global Compact

UNGC Principles	Correspondence with GRI indicators	Sections
Human Rights		
1st Principle - Businesses should respect and support the protection of internationally proclaimed human rights	205-3, 401-3, 405-1, 405-2, 408-1,409-1	People, Society, Market
2nd Principle - Businesses must ensure that they do not engage in human rights abuses	205-3, 408-1, 409-1	People, Society,

The 10 principles of the UN Global Compact

UNGC Principles	Correspondence with GRI indicators	Sections
-----------------	------------------------------------	----------

Εργασία

3rd Principle - Businesses must uphold the freedom of association and the effective recognition of the right to collective bargaining	102-41, 205-3	People, Society,
--	---------------	------------------

4th Principle - Businesses should promote the elimination of all forms of forced and compulsory labor	409-1	People
--	-------	--------

5th Principle - Businesses must promote the effective abolition of child labor	408-1	People
---	-------	--------

6th Principle - Businesses must promote the elimination of discrimination in employment and recruitment	405-1, 405-2	People
--	--------------	--------

The 10 principles of the UN Global Compact

UNGC Principles	Correspondence with GRI indicators	Sections
Environment		
7th Principle - Businesses should support a proactive approach to environmental challenges	301-2, 302-1, 302-2, 303-1, 305-1, 305-2, 305-3, 306-1, 306-2	Environment
8th Principle - Businesses should take initiatives to strengthen environmental responsibility	301-1, 301-2, 302-1, 302-2, 303-1, 305-1, 305-2, 305-3, 306-1, 306-2	Environment
9th Principle - Businesses should encourage the development and diffusion of environmentally friendly technologies	301-2	Environment
Fighting corruption		
Principle 10th - Businesses should oppose all forms of corruption, including extortion and bribery	205-2, 205-3	Society



Urban Rail Transport S.A. (STA.SY S.A.)



Urban Rail Transport S.A. (STA.SY S.A.)

