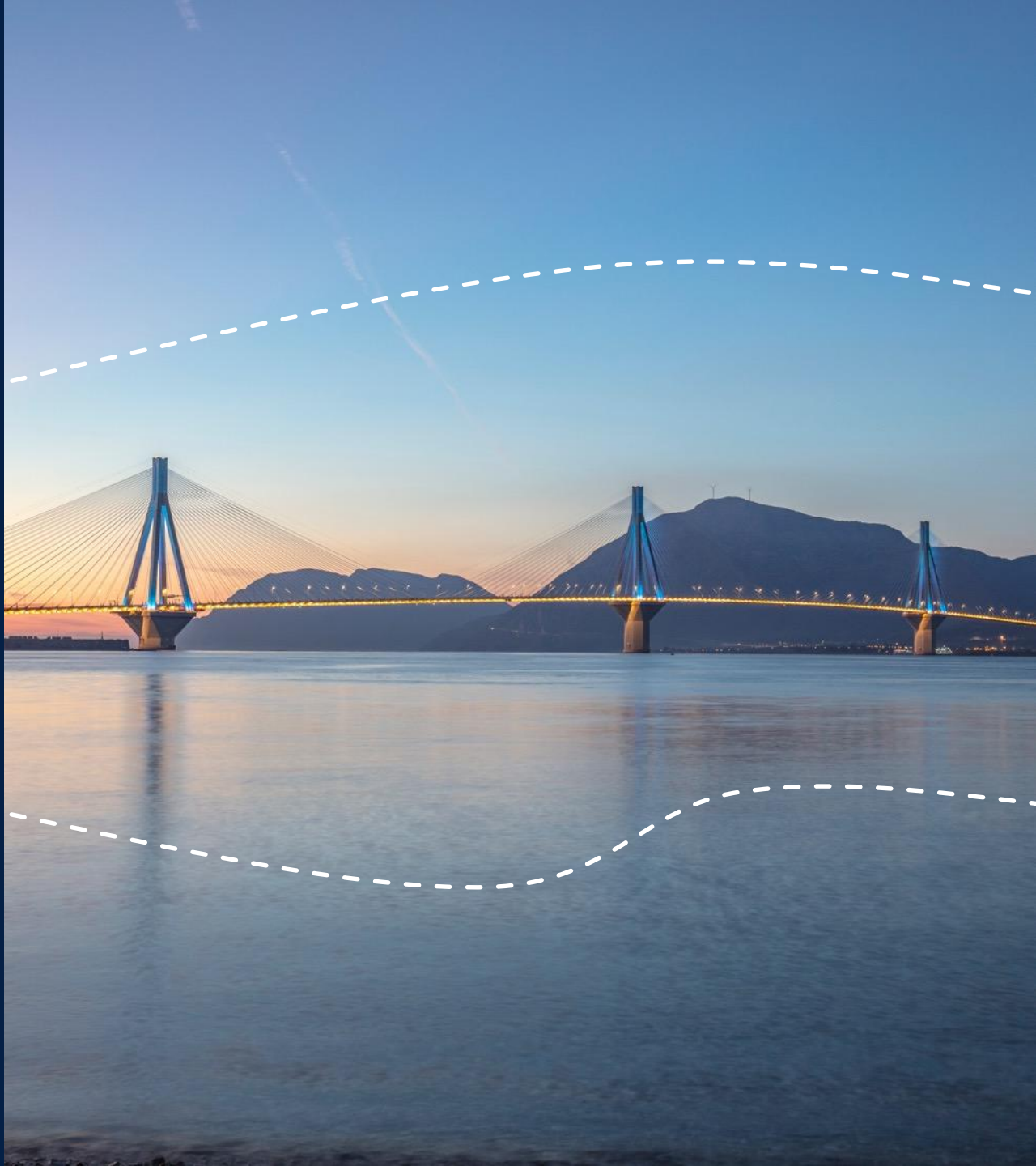


# ANNUAL OPERATION REPORT 2024

  
**RIO-ANTIRRIO  
BRIDGE**

POWERED BY **VINCI**  
HIGHWAYS 



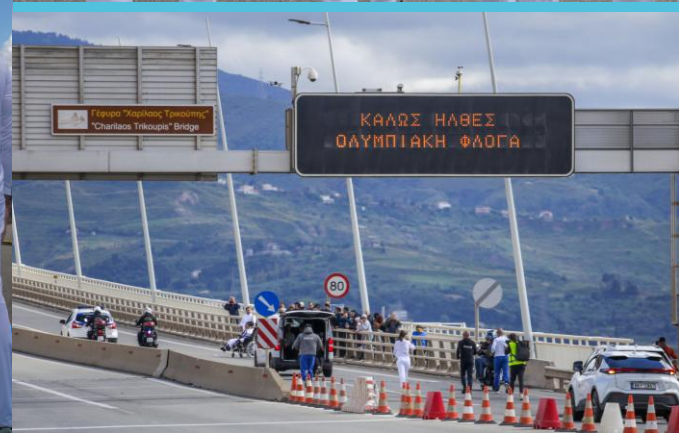
20  
YEARS  
ANNIVERSARY

# ANNUAL OPERATION REPORT 2024



**RIO-ANTIRRIO  
BRIDGE**

POWERED BY **VINCI**  
HIGHWAYS



# P R E F A C E

With its long experience, Gefyra Litourgia's personnel continued demonstrating in 2024 its commitment for the provision of high-quality services, and had the wonderful opportunity to celebrate the 20<sup>th</sup> anniversary of the Bridge and its operations, materialized during an event that coincided with the passage of the Olympic torch relay organized for Paris 2024.

Operational performance wise, the overall traffic recorded a slight decrease (-1,69%) compared to the previous year, that was positively impacted by elections periods and the effect of storm Daniel, but maintained an Annual Average Daily Traffic (AADT) exceeding 12.000 vehicles per day for the 2<sup>nd</sup> consecutive year, with a peak flirting with 30.000 transactions on May 7<sup>th</sup>, 2024, ending the long Eastern weekend.

Also, 2024 kept confirming the positive trends towards more electronic tolling transactions:

- ETC penetration continued steadily, reaching thus 44% of the total annual transactions (+3% compared to 2023).
- Payment with our webservice reached 35% (+2% compared to 2023) of the total revenue.

Pertaining its management systems, Gefyra Litourgia once again met the requirements to maintain its ISO standards certifications, encompassing 9001:2015 (Quality), 14001:2015 (Environment) and 45001:2018 (Occupational Health and Safety). In addition, the Project commitment to mitigate its environmental impact was demonstrated with the launch, in February 2024, of a new "Green E-pass" product, offering a flat 5€ discount to electrical vehicles, and making Gefyra the 1<sup>st</sup> Greek concession to propose such an initiative.

In addition to its continuous focus on quality, safety and environment aspects related to O&M services, the Company will enter a revised Operating Agreement in 2025 and keep mobilizing its resources to provide more positive mobility to Gefyra's users, act tangibly to enhance its performances and continue working towards its commitments:

- for the Planet
- for People
- for Prosperity
- for Safety
- for Innovation

Thomas Lamothe  
Managing Director and  
General Manager

# TABLE OF CONTENTS

|                                                     |           |
|-----------------------------------------------------|-----------|
| Highlights of 2024                                  | 05        |
| 2024 Key figures                                    | 06        |
| History                                             | 07        |
| <b>PART 1: General Organization of the Operator</b> | <b>08</b> |
| 1. Human Resources                                  | 09        |
| 2. Occupational Health and Safety                   | 12        |
| 3. Environment                                      | 16        |
| 4. Quality                                          | 24        |
| <b>PART 2: Tolls (Traffic &amp; Products)</b>       | <b>25</b> |
| 1. Tolls (Traffic & Products) Overview              | 26        |
| 2. Vehicle Categories and Toll Fares                | 27        |
| 3. Discount Products                                | 28        |
| 4. Total Traffic                                    | 31        |
| 5. Evolution of Total Traffic                       | 35        |
| 6. Quality of Toll Collection                       | 41        |
| 7. Unpaid Transactions                              | 42        |
| 8. ETC & GRITS                                      | 46        |
| <b>PART 3: Traffic Management &amp; Road Safety</b> | <b>48</b> |
| 1. Traffic Management                               | 49        |
| 2. Patrolling                                       | 51        |
| 3. Road Safety                                      | 52        |
| <b>PART 4: Maintenance &amp; Technical Support</b>  | <b>53</b> |
| <b>PART 5: Customer Service</b>                     | <b>56</b> |
| 1. Customer Demands                                 | 57        |
| 2. Visits                                           | 59        |
| 3. Marketing and Promotional Activities             | 60        |

# Highlights 2024

**In January:** Application of new toll prices for all vehicle categories, including e-pass programs (with the exception of cat.1 and the product of MOTO card, Health card and AMEA crossings).

**In January:** Electronic signature of contracts for new subscribers to the GEFYRA E-pass programs began on 24/01/24.

**In February:** External audit by TUV for the ZWtL (certification process combined with CNR for the 1st time) performed on 21/02/24.

**In February:** Green E-pass program, specially dedicated to electric vehicles, was activated as of 01/02/24. Also, on the same month, paper e-pass contracts were replaced with digital contracts.

**In April:** On April 25th took place the corporate event to celebrate the 20 years of operation of the Bridge.

**In April:** Passage of the Olympic Flame "Paris 2024": The Olympic Flame reception ceremony and the Olympic Torch Relay followed after the 20<sup>th</sup> anniversary event.

**In April:** Installation of electric chargers & fast chargers.

**In April:** The construction model of the Project was removed and donated to the University of Patras.

**In May:** Blood donation was coordinated by the trade union in co-operation with the University Hospital of Rion.

**In May:** For the 6<sup>th</sup> consecutive year VINCI Concessions / VINCI Highways organized the **Safety week** between the dates 27/05 - 31/05 with the central message of this year's event being "Spot & Stop". Various internal company actions were planned for all staff.

**In June:** As of 15/06 the minimum reload amount of all e-pass programs for cat. 2 vehicles in the manual lanes, is set at €60, while for all other categories of vehicles (trucks and buses) at €100.

**In June:** (22/06) The 10hrs Aller-Retour on tag was activated.

**In July:** New version of mobile application "MyGefyra" was made available for epass subscribers.

**In July:** (06/07) The 10hrs Aller-Retour "MAZI" discount card was activated.

**In July:** New Live Streaming service: From 13/07, the live broadcast, accessible through Gefyra website, started from a camera installed in the Operation Building, which shows live the traffic and weather conditions prevailing on the Bridge.

**In August:** Celebration of the 20 years anniversary of the Rio- Antirrio bridge.



**In September:** 24/09/2024 was VINCI's Environment Day. For this year's Environment Day, we chose to work with Recycom recycling company (recycling of clothing, footwear, etc.), inviting students from the local Primary schools. During the day we collected about 60 kg of clothes and footwear that was given to Recycom to be sorted.

**In October:** National Customer Service Week.

GEFYRA Open Day: As part of the National Customer Service Week (7-13/10/24), an open day was organized on 12/10, giving the opportunity to customers to see first-hand how the Bridge is operated and maintained.

**In October:** VINCI's Cybersecurity Week: From 14 to 18 October VINCI's Cybersecurity Week took place. The program of the week included online seminars.

**In October** (06/10/2024): Visit of VINCI Concessions' Environment & Sustainability Director, Mr. Joffrey MAI and VINCI Concessions' Environment Deputy director Mr. Brice QUENOUILLE.

**In November:** Gefyra Litourgia received external auditors for the re- certification audit regarding the ISO standards 9001:2015, 14001:2015 and 45001:2018.

**In November:** On 03/11/2024 a demonstration against the development of offshore wind parks in the Patras gulf was organized by local stakeholders.

**In November:** On 01/11 we welcomed the French Ambassador Ms. Laurence Auer.

**In December** (03/12/2024): A voluntary blood donation at Gefyra's exhibition area was organized by the Employees Union.

## Other events...

### Road safety incidents:

- 3 traffic accidents with property damage only
- 4 traffic accidents with injuries
- 2 without property damage and injuries

### Adverse weather events:

- 14 events occurred, out of which 5 needed the application of traffic regulations (total duration 27h).

### Ferry operation:

- 15 ferry closures took place, out of which 9 were due to strong winds and 6 due to other factors.

# 2024 Key figures

## 1.

### Traffic:

**AADT 2024 = 12013 veh/day** (-1,96% compared to 2023)

**LV: 86%** of the total traffic

**HV: 14%** of the total traffic

## 2.

### Customer service survey:

- **75%** of e-pass subscribers were quite or very satisfied with their overall experience.
- **81%** are very or quite satisfied from the overall experience of using the Bridge
- **73%** are very or quite satisfied with the service and attitude of the field staff

## 3.

### Environment:

- **-41%** of fossil energy use compared to 2018
- **60%** of our operating waste has been recovered into energy or materials
- **0.0 kg/km** pesticides products used for maintenance

# HISTORY

|             |                 |                                                                                                              |
|-------------|-----------------|--------------------------------------------------------------------------------------------------------------|
| <b>2004</b> | <b>August</b>   | Completion of the project / delivery to the public                                                           |
| <b>2005</b> | <b>April</b>    | Launch of Gefyra e-pass                                                                                      |
| <b>2011</b> | <b>December</b> | Start sending electronic invoices via email to e-pass subscribers                                            |
| <b>2013</b> | <b>March</b>    | Launch of Interoperability                                                                                   |
| <b>2015</b> | <b>January</b>  | Installation of POS in each lane<br>Initiation of company's IMS (Integrated management system)               |
|             | <b>June</b>     | Announcement of Capital Controls                                                                             |
|             | <b>July</b>     | Referendum: free crossings during the voting                                                                 |
| <b>2016</b> | <b>January</b>  | Launch of B2B e-pass program, for managing big fleets                                                        |
|             | <b>April</b>    | Beginning of "Positive Aura" program, to enhance the skills of front-line staff                              |
|             | <b>June</b>     | Cancellation of monthly multi-crossing card                                                                  |
|             | <b>July</b>     | Launch of discount e-pass scheme for buses                                                                   |
| <b>2017</b> | <b>February</b> | Cancellation of weekly multi-crossing card                                                                   |
|             | <b>March</b>    | Launch of KTEL Pass as a subscription product                                                                |
|             | <b>April</b>    | Continuation of "Positive Aura" seminars<br>Start of works for the connection to Olympia Odos and Ionia Odos |
|             | <b>June</b>     | Completion of works for the connection to Olympia and Ionia Odos                                             |
|             | <b>July</b>     | Launch of discount policy for AmEA                                                                           |
|             | <b>October</b>  | Launch of the mobile app "Gefyra e-check" for e-pass subscribers                                             |
|             | <b>December</b> | Launch of Health Card product                                                                                |
|             |                 |                                                                                                              |
| <b>2018</b> | <b>January</b>  | GDPR introductory seminars                                                                                   |
|             | <b>May</b>      | Implementation of GDPR framework                                                                             |
|             | <b>December</b> | Completion of our company's IMS (Integrated management system)                                               |
|             |                 | Triple certification ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007                                      |

|             |                 |                                                                                                                                     |
|-------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>2019</b> | <b>May</b>      | Cancellation of supplementary card product (it was giving the option to buy the Aller - Retour card on the return trip).            |
|             |                 | New toll categorization for campers                                                                                                 |
|             | <b>July</b>     | Installation of new back office software                                                                                            |
|             |                 | Launch of online services and updated mobile app                                                                                    |
|             |                 | Launch of online payments                                                                                                           |
| <b>2020</b> |                 | National & local elections: free crossings during the voting                                                                        |
|             | <b>March</b>    | Covid-19 outbreak                                                                                                                   |
|             |                 | Exhibition center closure due to Covid-19                                                                                           |
|             |                 | Promotion of on-line services                                                                                                       |
|             | <b>April</b>    | Reduction of customer services opening hours                                                                                        |
|             | <b>May</b>      | Minimum reload of e-pass for cat.2 in lane changed (from 25€ to 40€)                                                                |
|             |                 | Creation of product allowing free crossing for staff of hospital                                                                    |
|             | <b>June</b>     | Activation of cat.2 "Aller-retour" on tag                                                                                           |
|             | <b>July</b>     | Launch of KTEL PASS on tag                                                                                                          |
|             | <b>November</b> | Nea & Kentriki odos, Ionia odos and Egnatia odos joined the GRITS network                                                           |
| <b>2021</b> | <b>May</b>      | Lift of the national curfew (lockdown) for interstate travel                                                                        |
|             | <b>October</b>  | Participation in the National Customer Service Week, by organizing a "behind the scenes" visit to selected e-pass customers.        |
| <b>2022</b> | <b>March</b>    | Website update with addition of new tools (traffic forecast and weather widget) and information on tips and advice for safe driving |
|             | <b>June</b>     | Launch of digital campaign to promote the summer discount product Aller - Retour on tag aiming to increase subscriptions            |
| <b>2023</b> | <b>February</b> | Completion of the conversion of 2 manual lanes to ETC                                                                               |
|             | <b>April</b>    | Launch of e-pass product "Ergasia pass"                                                                                             |

# 01

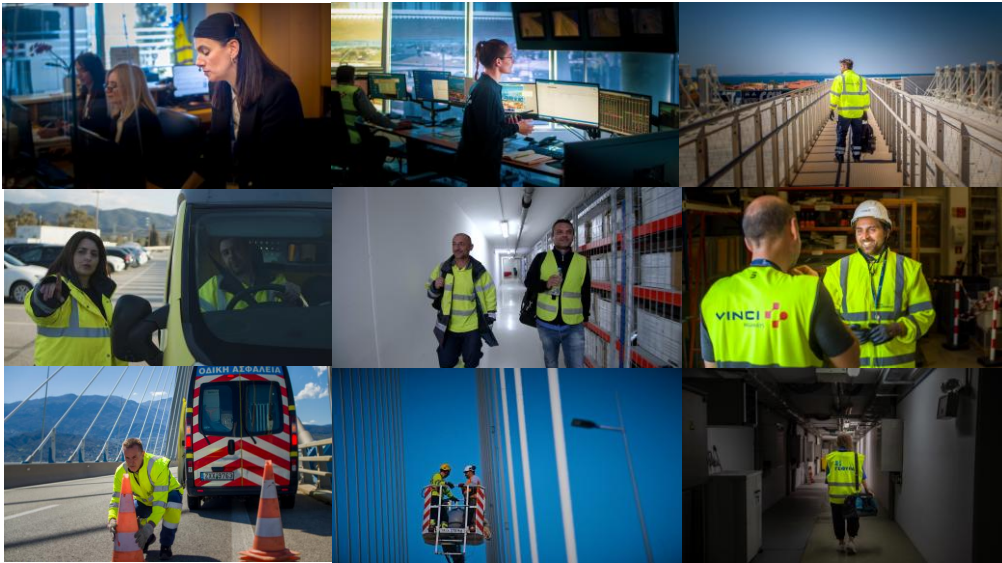
## General Organization of the Operator

1. Human Resources
2. Occupational Health and Safety
3. Environment
4. Quality

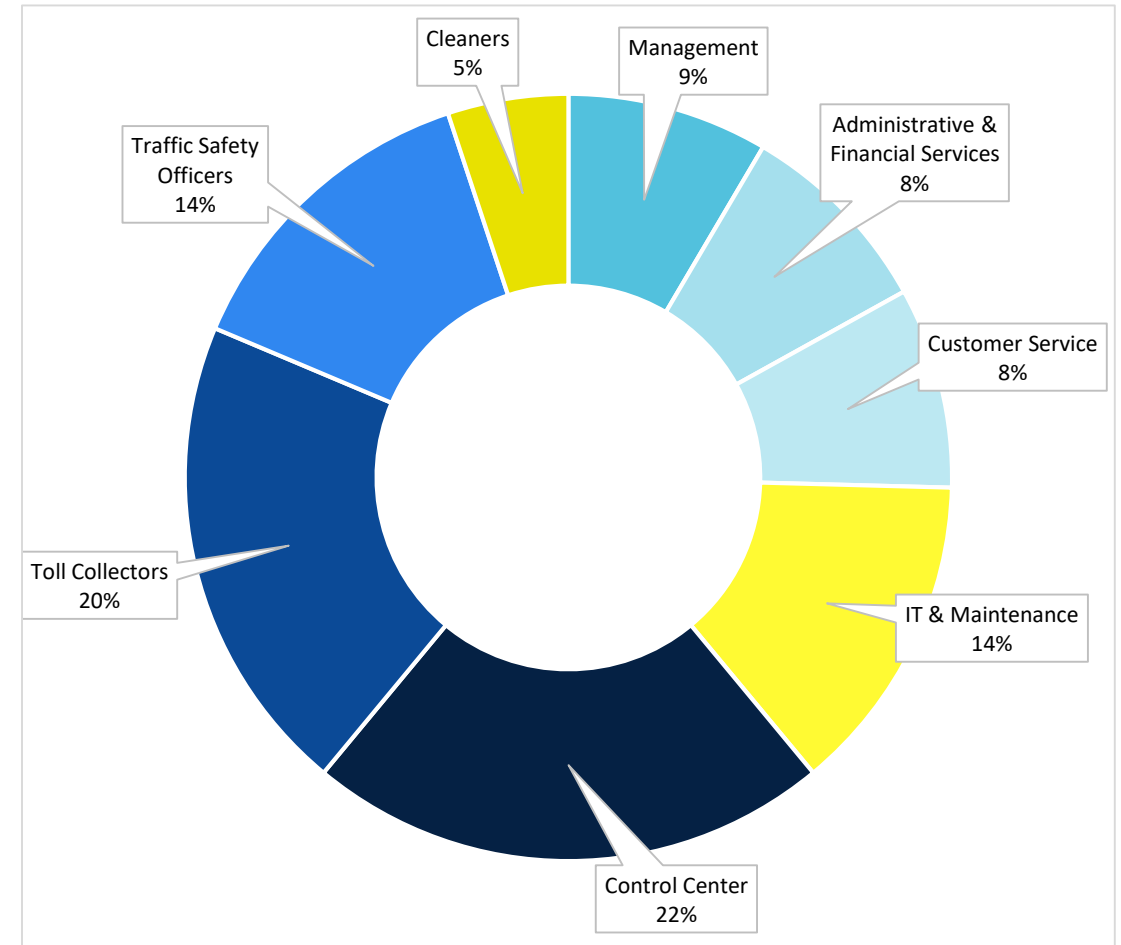
# 1. HUMAN RESOURCES

The total number of employees at the end of 2024 is 59, with 64% of them covering front line positions, such as toll collectors, customer service clerks etc.

44% of permanent staff is female and 56% male, with the majority (63%) belonging to the 41-50 age group.

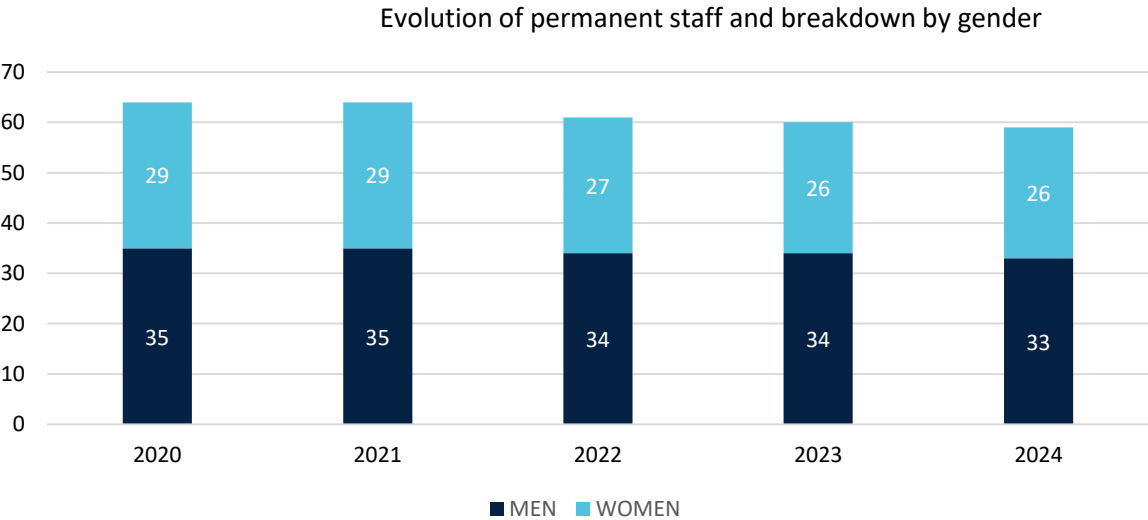


Head count 2024:

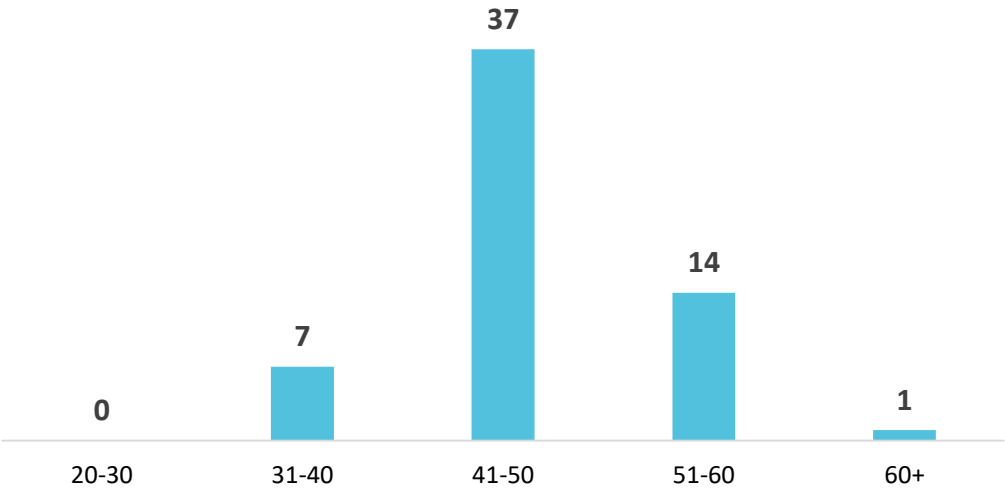


# 1. HUMAN RESOURCES

Evolution of Permanent Staff & Breakdown by Gender



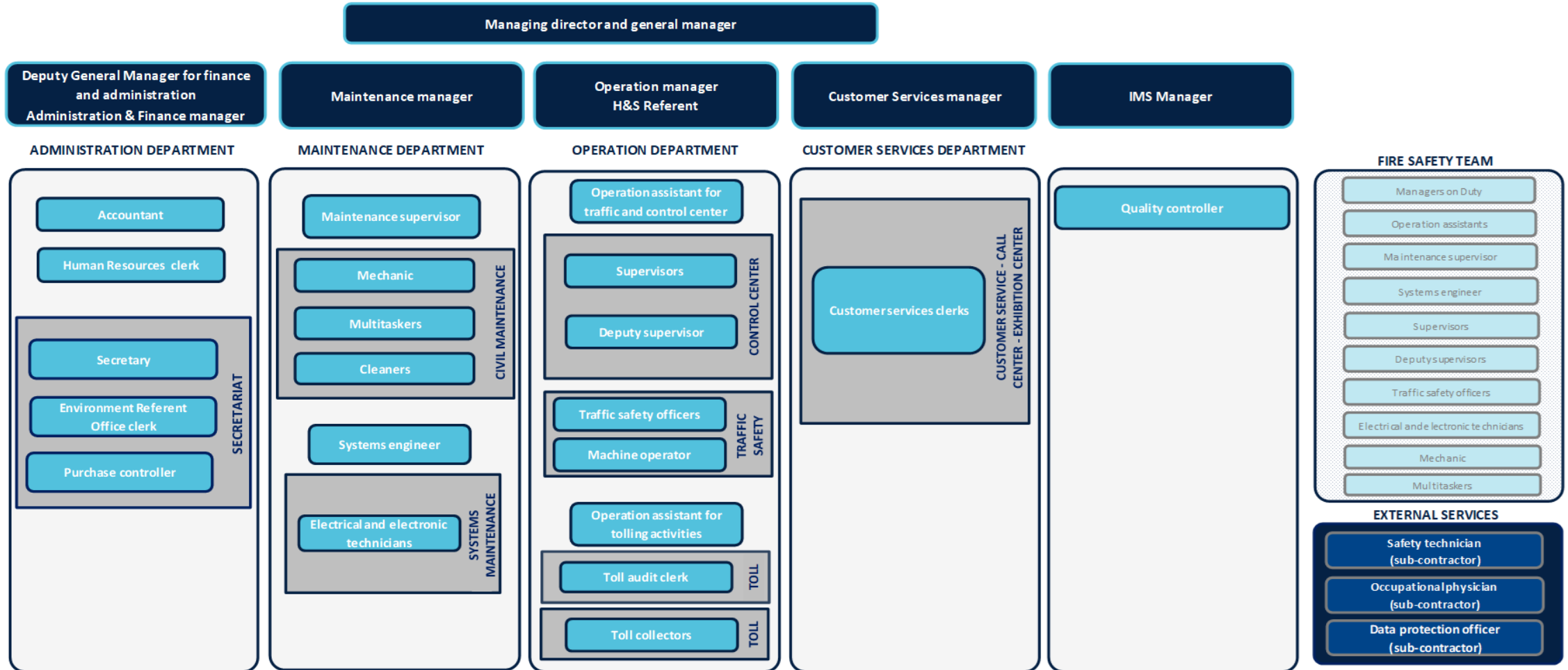
AGE 2024



| Evolution - Number of permanent position (31/12) |    | EFT seasonal |
|--------------------------------------------------|----|--------------|
| 2020                                             | 64 | 3,81         |
| 2021                                             | 64 | 4,26         |
| 2022                                             | 61 | 8,58         |
| 2023                                             | 60 | 12,96        |
| 2024                                             | 59 | 11,86        |

# 1. HUMAN RESOURCES

## Organizational chart



# 2. OCCUPATIONAL HEALTH & SAFETY

## INTEGRATED OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM

Occupational Health and Safety is a priority for GLSA and special attention is given for each activity and working environment. The working conditions are constantly improved, in order to ensure the health and safety of personnel and external providers.

Special emphasis has been placed to the OH&S management system implemented, which focuses on:

- Recognition, evaluation and minimization of the risks associated with the company's activities that possibly cause injury, illness or traffic accident.
- Provision of education, supervision and monitoring on occupational health and safety issues and road traffic safety such as safe working practices and emergency procedures of its own personnel and its subcontractors, in order to provide a wide participation on occupational hazards identification by workers.
- Consultation and participation of workers' representatives to every occupational health and safety issue.
- Assurance that all employees, visitors and contractors / partners have understood and implemented the regulations and the company policy.
- Provision of financial resources for the implementation and continuous improvement of the company's occupational health & safety system.



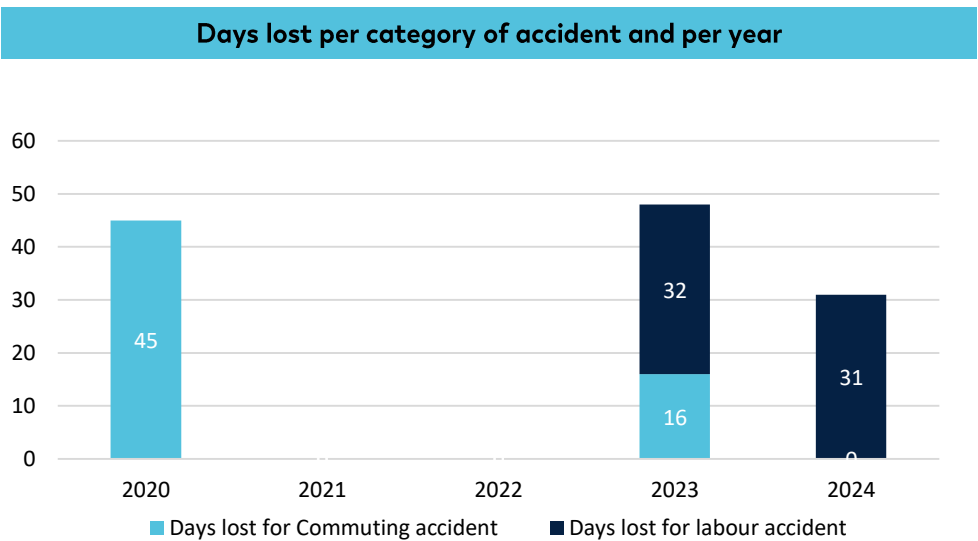
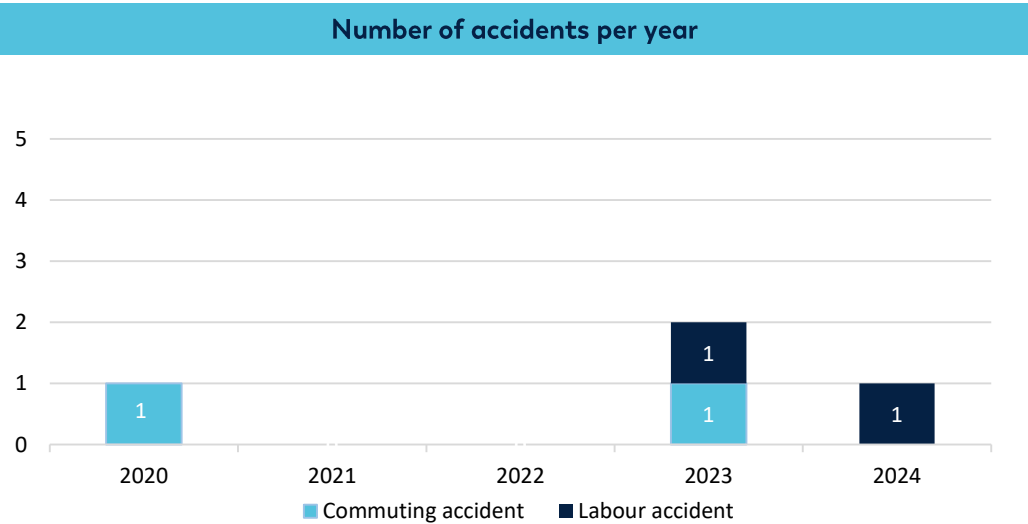
Since December 2018, GLSA's Occupational Health & Safety Management System has been certified, according to OHSAS 18001:2007, while in 2019 the certification was renewed according to the new ISO 45001:2018.

**In 2024 we successfully received our re-certification audit.**

# 2. OCCUPATIONAL HEALTH & SAFETY

## Breakdown of Accidents

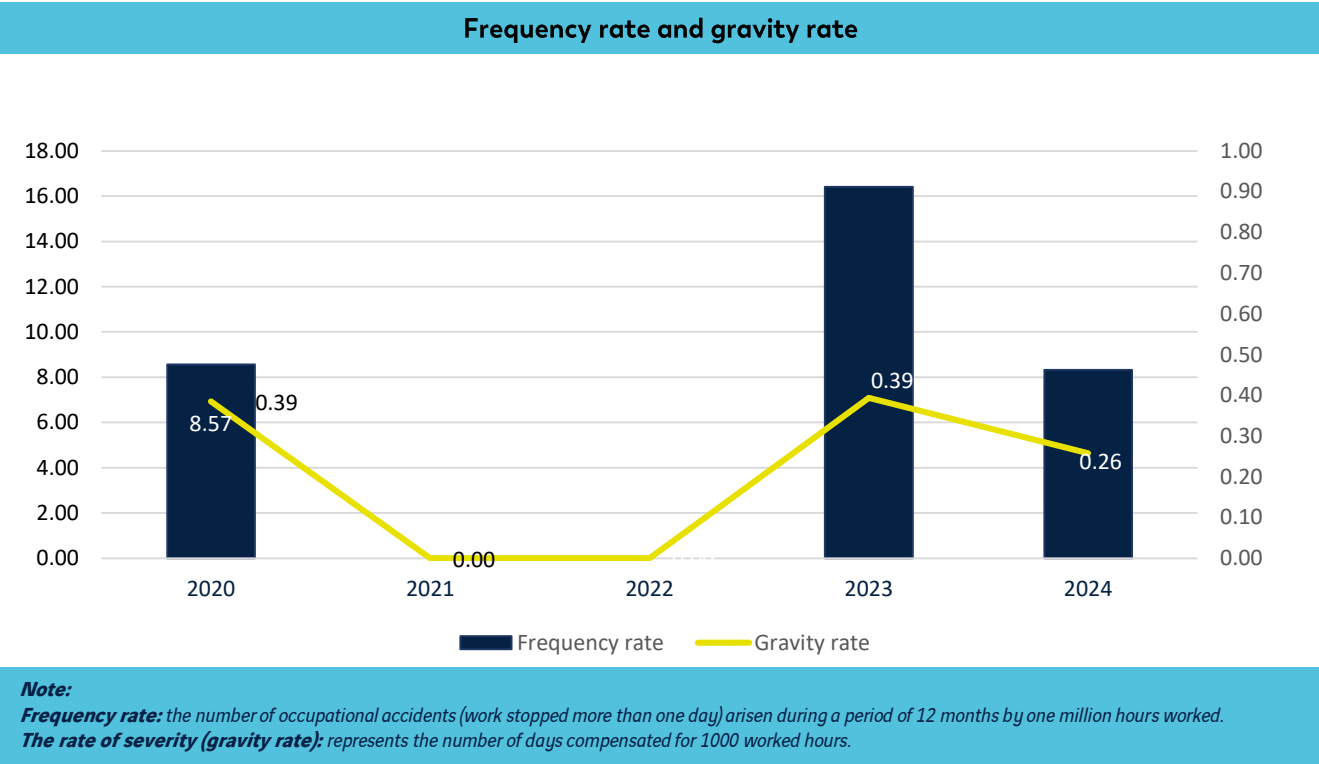
The following tables present the number of accidents, the lost workdays per year and per type and the frequency and gravity rate since 2020.



One labour accident in 2024: A Traffic safety officer while going down the stairs from S08, to enter the O.B., through the underground gallery, tripped on the fifth step before the entrance of the underground gallery, as a result of which he found himself on the ground. He mentioned having little discomfort in his ankle and knee, but nothing serious. No need for any further medical help. The incident was recorded as a near miss but the following days the incident evolved to a labour accident (ankle sprain) resulting to the loss of 31 working days.

# 2. OCCUPATIONAL HEALTH & SAFETY

The following tables present the number of accidents, the lost workdays per year and per type and the frequency and gravity rate since 2020.



| Analysis of OH&S accidents |                    |                 |            |
|----------------------------|--------------------|-----------------|------------|
| 2024                       | Commuting accident | Labour accident | Lost hours |
| January                    | 0                  | 0               | 0          |
| February                   | 0                  | 0               | 0          |
| March                      | 0                  | 0               | 0          |
| April                      | 0                  | 0               | 0          |
| May                        | 0                  | 0               | 0          |
| June                       | 0                  | 0               | 0          |
| July                       | 0                  | 0               | 0          |
| August                     | 0                  | 0               | 0          |
| September                  | 0                  | 0               | 0          |
| October                    | 0                  | 0               | 0          |
| November                   | 0                  | 1               | 248        |
| December                   | 0                  | 0               | 0          |
| Total                      | 0                  | 1               | 248        |

## 2. OCCUPATIONAL HEALTH & SAFETY

### Occupational H&S drill

Once per year an emergency drill takes place. For this year two emergency drills, a. Fire evacuation drill, b. Emergency drill with the use of defibrillator, were performed in December. While the overall outcomes were positive, e.g. evacuation within 2 min, ability to respond promptly and effectively, areas for improvement can further enhance.

### Safety week

For the 6<sup>th</sup> consecutive year VINCI Concessions / VINCI Highways organized the **Safety week** between the dates 27/05 - 31/05. The central message of this year's event being "Spot & Stop". Employees had the opportunity to attend interesting presentations and discussions on good practices for safety at work, participate in seminars on the critical importance of identifying hazards and how they can be addressed, but also in various trainings such as providing first aid.



# 3. ENVIRONMENT

## INTEGRATED ENVIRONMENTAL MANAGEMENT SYSTEM & CERTIFICATION

In order to comply with the Project's environmental terms and the implementation of an Environmental Policy, Gefyra Litourgia has elaborated an environmental management system taking into consideration activities associated to both normal and abnormal operation and conditions, for:

- controlling, monitoring and dealing with the environmental impact
- optimum management of liquid and solid waste
- promotion of optimum practices to reduce energy and natural resources consumption

We constantly try to improve the level of the services provided to the users in such a way so as to contribute to sustainable development and maximize our contribution to society. In this framework, our company is bound to reduce constantly the negative impact on the environment, to fully comply with and even go over the environmental legislation in force, the environmental terms in force and every relevant widely acceptable good practice. We strive for and aim at saving natural resources and preventing pollution.



Since December 2018 our Environmental Management System was certified according to ISO 14001:2015.

**In 2024 we successfully received our re-certification audit.**

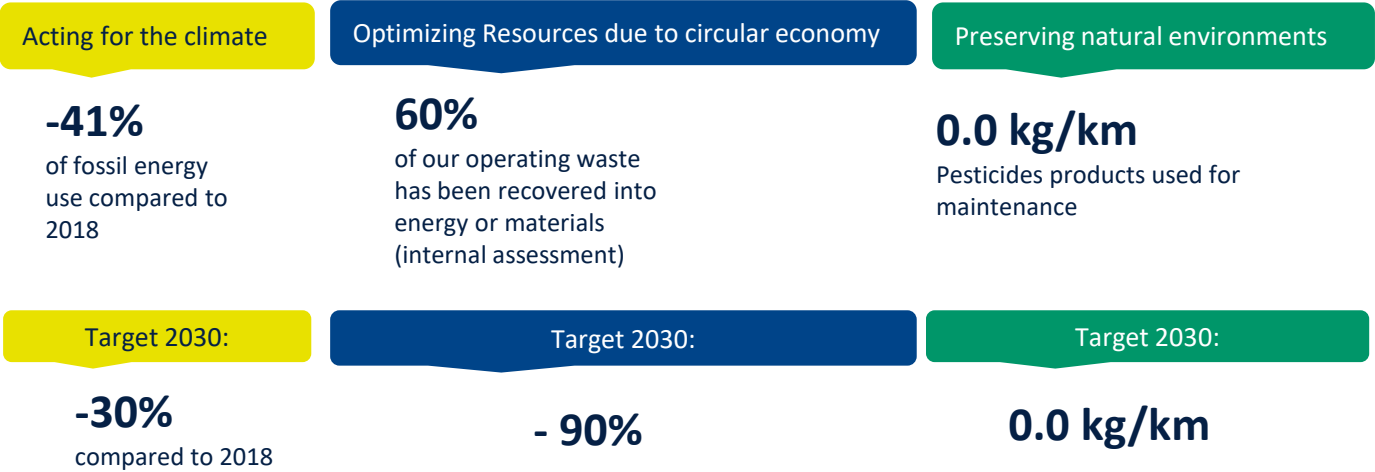
# 3. ENVIRONMENT

Responding to the climate emergency, Gefyra Litourgia is acting faster to reduce its impact, transform its businesses and create innovative solutions. We aim to play an active role in the ecological transition of living environments, infrastructure and mobility systems.

Aware of the responsibilities that go with our activities, but also of our capacity to make a positive contribution to this transition, Gefyra Litourgia has set itself a new environmental ambition looking to 2030, focused on three main areas:

- **Acting for the climate** - Gefyra Litourgia is acting to limit the consequences of climate change:
  - Reduce direct greenhouse gas
  - Reduce its indirect emissions by acting across the entire value chain.
  - Adapt structures and activities to improve their climate change resilience.
- **Optimizing resources** thanks to the circular economy - Gefyra Litourgia intends to limit its impact by moving towards a circular economy mainly improving waste sorting to ensure systematic waste recovery.
- **Preserving natural environments** - Throughout the project life cycle, Gefyra Litourgia entities must have as little impact as possible on natural environments, and must develop solutions to conserve ecological balance by:
  - Preventing pollution and incidents by systematically implementing an environmental management plan in all our business lines.
  - Optimizing water consumption.
  - Aiming to achieve no net loss of biodiversity.

## OUR MAIN ACHIEVEMENT FOR 2024 ARE SUMMARIZED BELOW:



The results of our actions:

- ✓ Reduction of water consumption by 65.05% compared to 2018 and 10% compared to 2023
- ✓ Reduction of fossil energy by 41% compared to 2018 and 16.58% compared to 2023
- ✓ Reduction of our waste that ends up in the landfill by 44.96% compared to 2018 and 21.46% compared to 2023
- ✓ Zero use of phytosanitary products – Use of alternative practices

The control of the watering process, the inclusion of electric and hybrid vehicles in the company's fleet, the increase in recycling following careful waste separation, as well as the use of alternative methods to avoid the use of phytosanitary products, contributed positively to the formation of the above percentages.

# 3. ENVIRONMENT

## Waste management

The Company has implemented a recycling program which includes waste arising from the operation and maintenance of the project, such as electrical and electronic equipment, paper, toner, batteries, metals, etc.

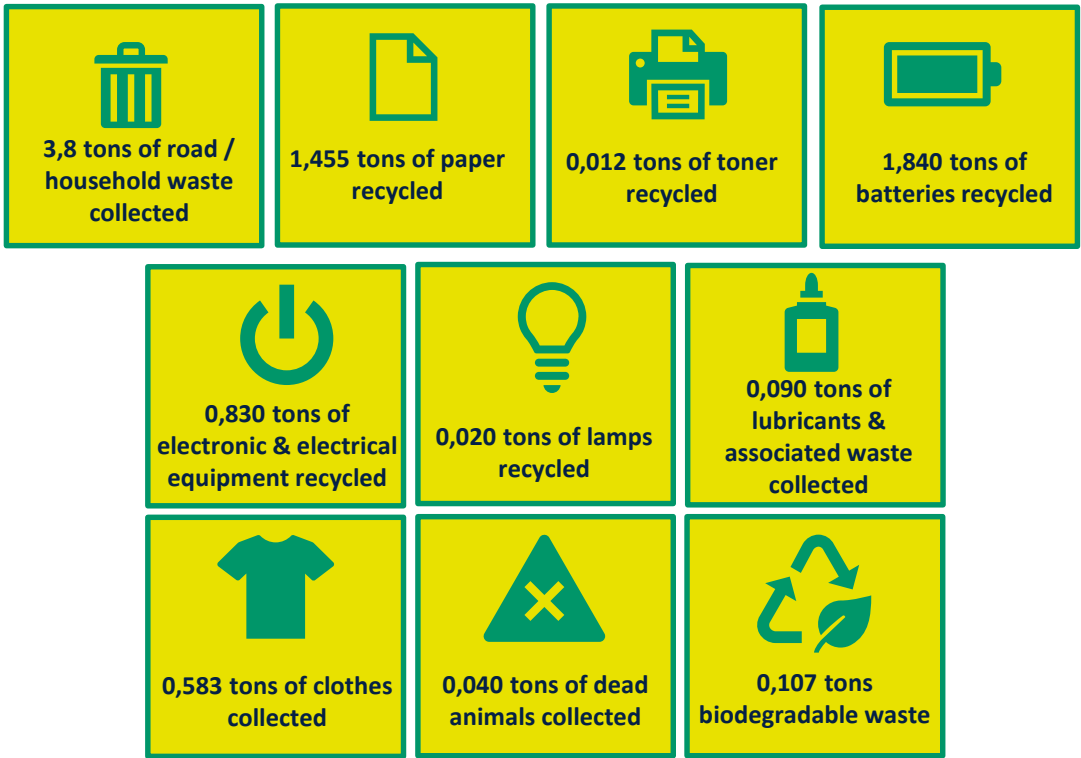
In addition to the above, Gefyra Litourgia employees are encouraged to bring their own waste, such as electrical and electronic equipment, clothes, etc.

### VINCI's Environment Day: September 2024

For this year's Environment Day, we chose to work with Recycom recycling company (recycling of clothing, footwear, etc.), inviting students from the local Primary schools. During the day we collected 60 kg of clothes and footwear that was given to Recycom to be sorted.

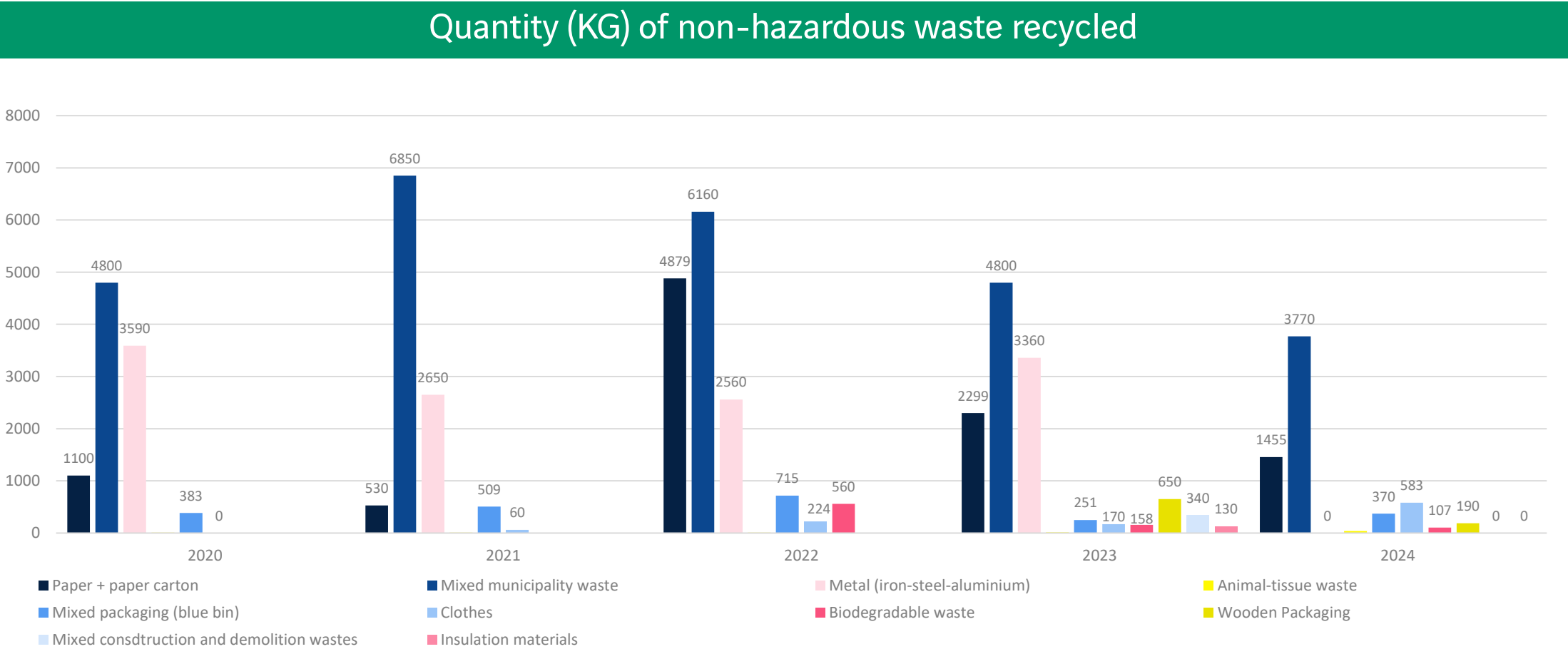


## Total Amount of Waste Collected During 2024:



# 3. ENVIRONMENT

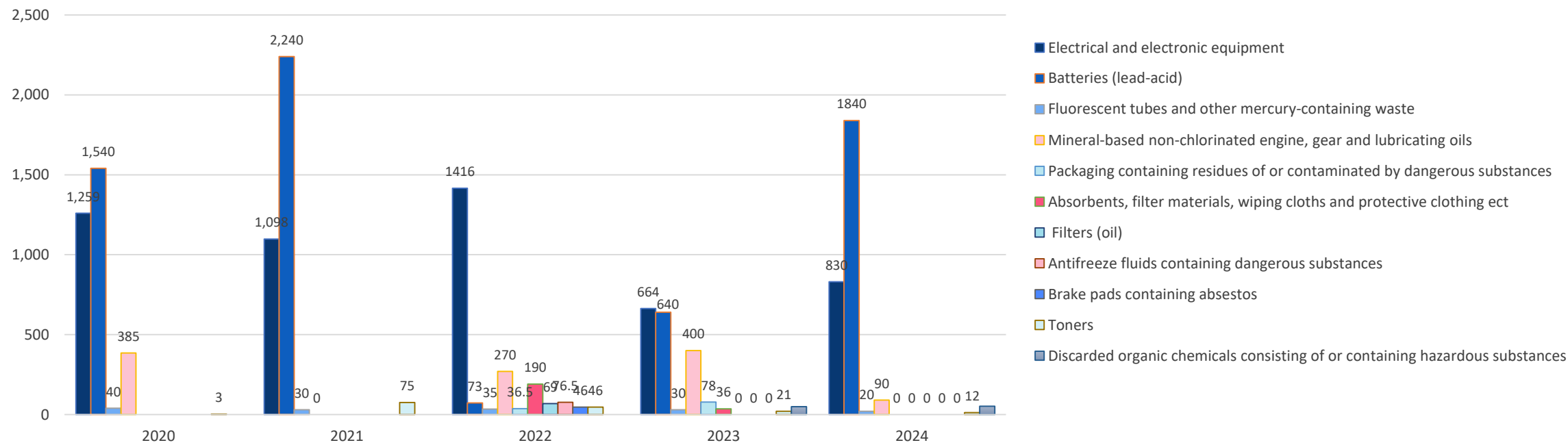
## Waste management



# 3. ENVIRONMENT

## Waste management

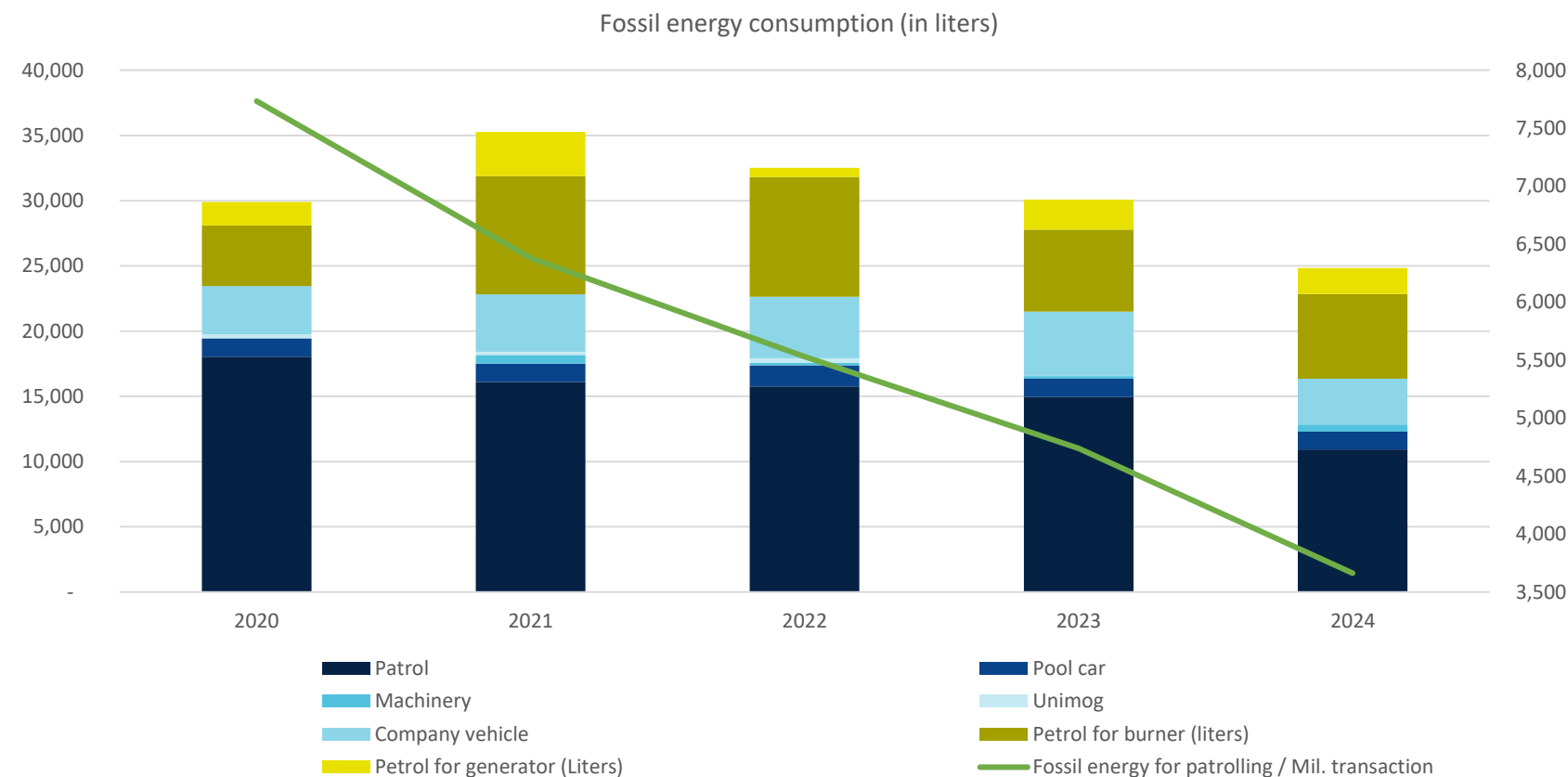
Quantity (KG) of hazardous waste recycled



# 3. ENVIRONMENT

## Fossil Energy Consumption

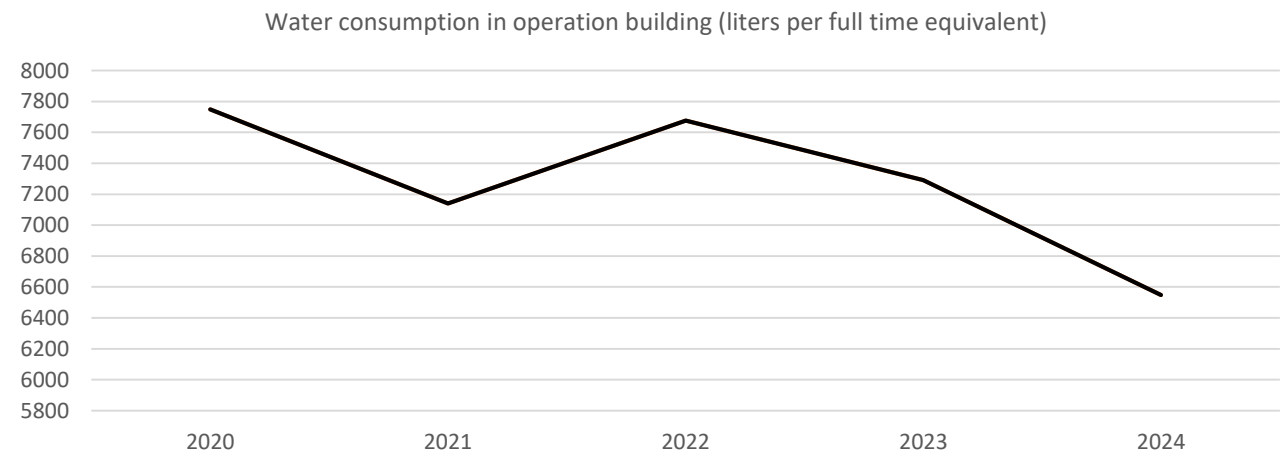
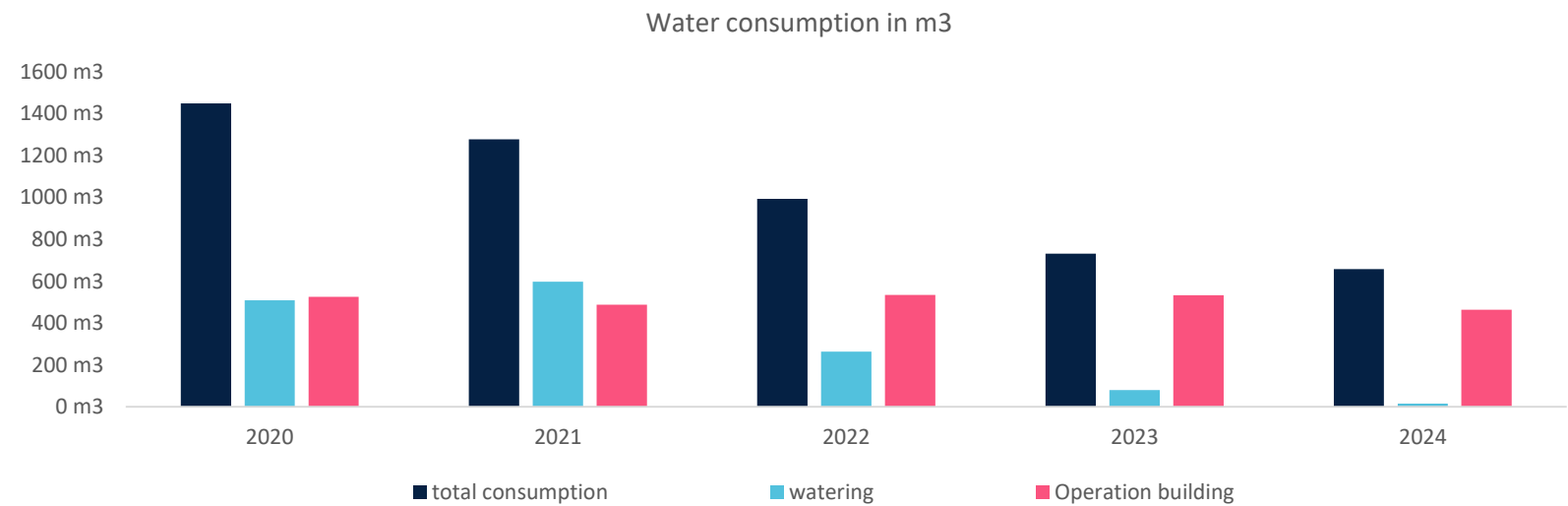
The following table presents the total consumption of fossil energy for vehicles and machinery.



# 3. ENVIRONMENT

## Water Consumption

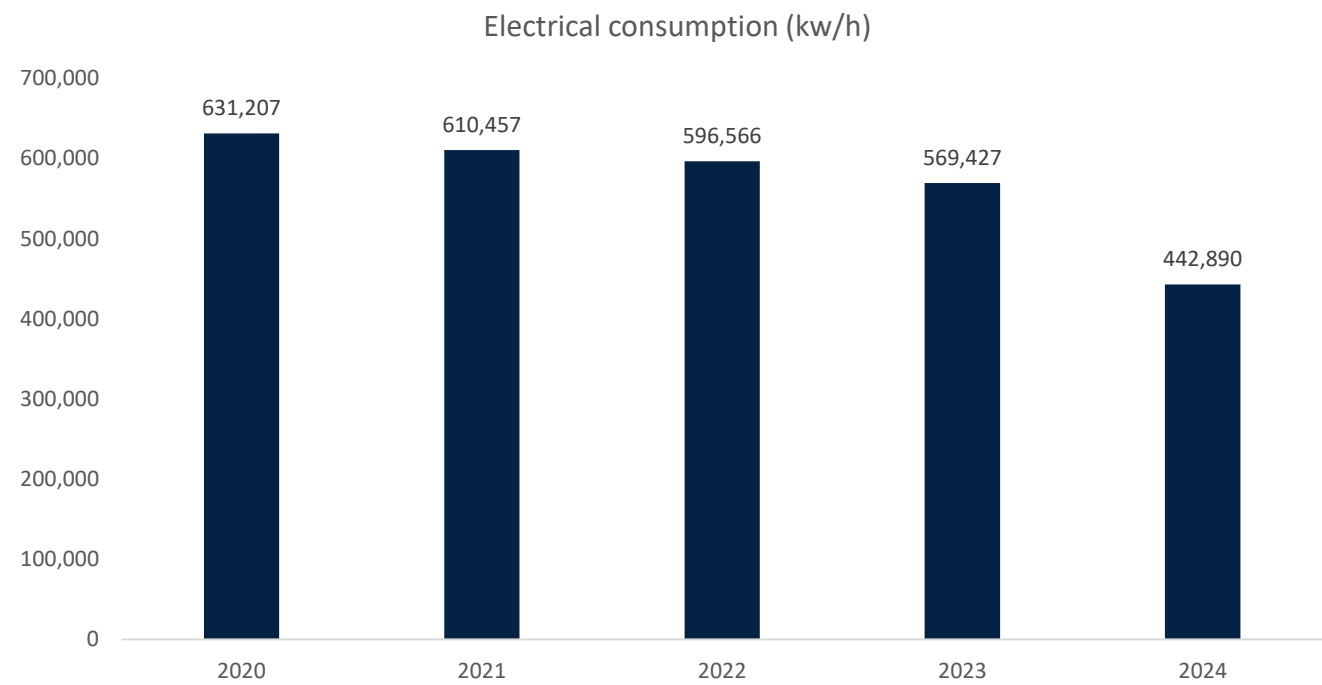
The following table presents the total water consumption since 2020. A decrease in the total water consumption was observed in 2024 in comparison to the previous years. This is due to the decrease in the use of water for watering purposes.



# 3. ENVIRONMENT

## Electricity Consumption

Since 2023, 100% of Gefyra’s electricity is supplied through renewable energy agreement (green contract). The following table presents the electricity consumption since 2020. In comparison to 2023, there was a decrease of -22,22%.



# 4. QUALITY

## Integrated Quality Management system

**Gefyra Litourgia** aims for the constant improvement of the Services provided to the final user of the bridge with the end objective to offer **high quality** and **homogenous** services to everyone.

In that view, the company sets out objectives and provides all the necessary resources for delivering its values and visions.

The end objective is to achieve a full satisfaction not within the narrow framework of the quality of service provided but in the broader social context encompassing economy.

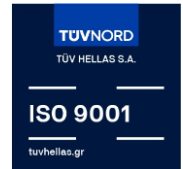
**Gefyra Litourgia has setup an Integrated Management System (IMS) to manage its activities, covering the following topics:**

- Quality management,
- Occupational health and safety management,
- Environmental management,
- Road traffic safety management,
- Stakeholders management,
- Management of various risks and opportunities related to the operational activities,
- Human resources and Finance management, and on a general perspective, all other sustainable development aspects.

**For 2024 there were no observations recorded during the external audits.**

**In 2024 Gefyra Litourgia** received successfully the re-certification audit.

**Since December 2018 Gefyra Litourgia holds a certified quality system ISO 9001:2015.**



# 02

## Tolls (Traffic & Products)

1. Tolls (Traffic & Products) Overview
2. Vehicle Categories and Toll Fares
3. Discount Products
4. Total Traffic
5. Evolution of Total Traffic
6. Quality of Toll Collection
7. Unpaid Transactions
8. ETC (including GRITS)

# 1. Tolls (Traffic & Products) Overview

**Gefyra’s toll plaza** has a total of 12 lanes, out of which 6 are used mainly as electronic lanes (ETC) for light vehicles (LV) and heavy vehicles (HV), while 8 as manual (MTC) lanes.

Since 2023 two additional lanes have been converted to ETC.

During normal traffic conditions the toll plaza is equally split, thus 6 lanes (3 MTC – 3 ETC) are used for northbound (Rio to Antirrio) traffic and 6 lanes (3 MTC – 3 ETC) are used for southbound (Antirrio to Rio) traffic.

The toll plaza allows a configuration of maximum 8 lanes in a direction when high traffic volumes are observed. These 8 lanes can be used as all as manual lanes or in a mix mode using also the 3 automatic lanes. The remaining 5 lanes in the other direction can either be used as manual lanes or again in a mix mode with the 3 automatic lanes.

The Table below Summarizes the Rules Followed for the Operating Scheme of the Toll Plaza, According to Different Volumes of Traffic:

| Traffic conditions                                            | Plaza configuration | Northbound lanes    |                                          | Southbound lanes    |                                          |
|---------------------------------------------------------------|---------------------|---------------------|------------------------------------------|---------------------|------------------------------------------|
|                                                               |                     | MTC Lanes available | ETC lanes open                           | MTC Lanes available | ETC lanes open                           |
| Normal                                                        | 6 North – 6 South   | 3                   | 3 (2 LV & 1 HV)                          | 3                   | 3 (2 LV & 1 HV)                          |
| Increased traffic from Rion<br><i>Addition of 1 lane</i>      | 7 North – 5 South   | 5 to 6              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) | 3 to 4              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) |
| Increased traffic from Rion<br><i>Addition of 2 lanes</i>     | 8 North – 4 South   | 6 to 7              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) | 2 to 3              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) |
| Increased traffic from Antirion<br><i>Addition of 1 lane</i>  | 5 North – 7 South   | 3 to 4              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) | 5 to 6              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) |
| Increased traffic from Antirion<br><i>Addition of 2 lanes</i> | 4 North – 8 South   | 2 to 3              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) | 6 to 7              | 1 (mixed LV/HV)<br>or<br>2 (1 LV & 1 HV) |



## 2. VEHICLE CATEGORIES & TOLL FARES

|   | VEHICLE CATEGORY                                                                      | DESCRIPTION                                                                                                         | TOLL FARE |
|---|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------|
| 1 |    | Motorcycles                                                                                                         | 2,00€     |
| 2 |    | Private cars and 4-wheeled vehicles with height up to 2m, with or without a trailer or caravan with height up to 2m | 14,70€    |
| 3 |    | Trucks of height in excess of 2m and private cars with a trailer or caravans of a height in excess of 2m            | 22,60€    |
| 4 |    | Trucks with 3 axes                                                                                                  | 36,60€    |
| 5 |    | Trucks with 4 axes                                                                                                  | 46,50€    |
| 6 |    | Trucks with 5 axes                                                                                                  | 46,50€    |
| 7 |  | Bus or coach of up to 20 seats                                                                                      | 34,50€    |
| 8 |  | Bus or coach from 21 and up to 40 seats                                                                             | 48,50€    |
| 9 |  | Bus or coach with more than 41 seats                                                                                | 74,50€    |

# 3. DISCOUNT PRODUCTS

## Anonymous discount products

There are 3 anonymous discount products (no contract or registration required), providing different discounts schemes for the following vehicle categories:

| VEHICLE CATEGORY | DISCOUNT PRODUCT    | DESCRIPTION                                                                                                                                            | PRICE  |
|------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1                | MOTO Card           | A pre-paid 10 crossing card, valid for six months after the first crossing                                                                             | 13,00€ |
| 2                | Aller – Retour Card | A discount card that allows 2 crossings, with a progressive discount on the second crossing (return trip), depending on the duration of the whole trip | 19,20€ |
| 5 & 6            | Return 36 Card      | A discount card that allows 2 crossings, with the return trip to be performed within 36-hours of the first crossing                                    | 79,00€ |



# 3. DISCOUNT PRODUCTS

## E-pass discount products

Frequent users of the Bridge can benefit of discounts on the cost of their crossing, by subscribing to one of the discount schemes available on e-pass, for all vehicle categories (except from cat.1).

All products are pre-paid and can be reloaded with the following means:

- Online, through the dedicated website and mobile app
- By contacting Customer Services
- In manual lanes

Depending on their frequency and nature of their crossing, they can select one of the following programs:

- **Gefyra e-pass Pre-Paid**

The program is available for all vehicle categories and provides discounts according to the frequency of the crossings within the same calendar month, reaching up to 57% for passenger vehicles, up to 33% for trucks and up to 9% for buses.

- **E-pass Aller - Retour**

The program is available only for cat.2 vehicles and provides a 98% discount on the return crossing, as long as it is performed within a specific time period.

- **Ergasia Pass**

The program was enabled on April 2023 to support the daily commuters of the Bridge. It offers discounts to those performing between 32 and 53 crossings per calendar month, with a discount of up to 26,6% in comparison with the Pre-Paid program.

- **Green E- Pass (NEW LAUNCH 2024)**

The program was enabled on February 2024 exclusively for cat.2 electric vehicles, offering a flat discount of 5€ per crossing. It was launched to support the rise of EVs and the decarbonation of CO<sub>2</sub> emissions (scope 3).

Finally, we also provide specific discount schemes for business users (such as companies which manage large fleets) and to the Association of Bus Operators (KTEL) who offer a public service with routes covering urban or intercity travels.



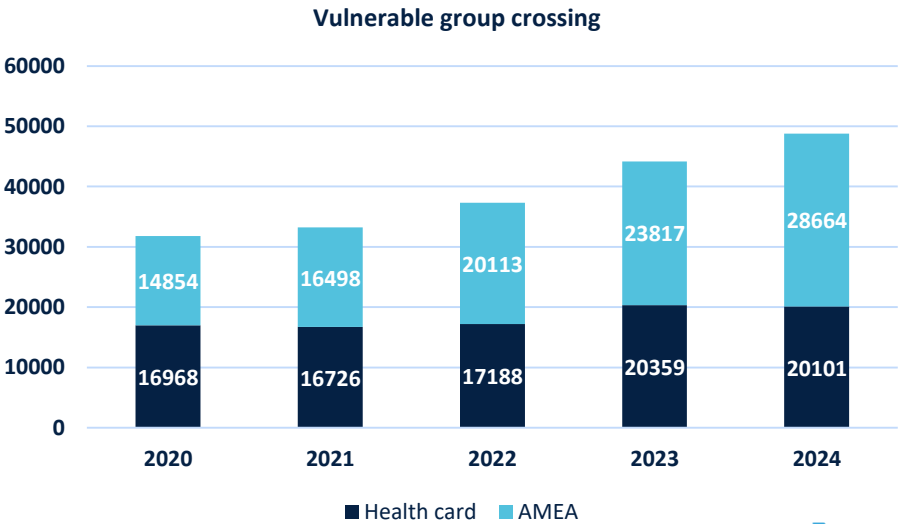
# 3. DISCOUNT PRODUCTS

## Products for vulnerable social groups

| Characteristics of the product | Health Card                                                                | AMEA Crossings              |
|--------------------------------|----------------------------------------------------------------------------|-----------------------------|
| Type of vulnerability:         | Cancer / kidney patients                                                   | People with disabilities    |
| Cost of crossing:              | 5,00€                                                                      | 5,00€                       |
| Subscription required:         | YES                                                                        | NO                          |
| Media:                         | Card                                                                       | Blue EU Parking Permit Card |
| Issuing office:                | Issued from customer service, with the owner's details printed on the card | Issued by the state         |

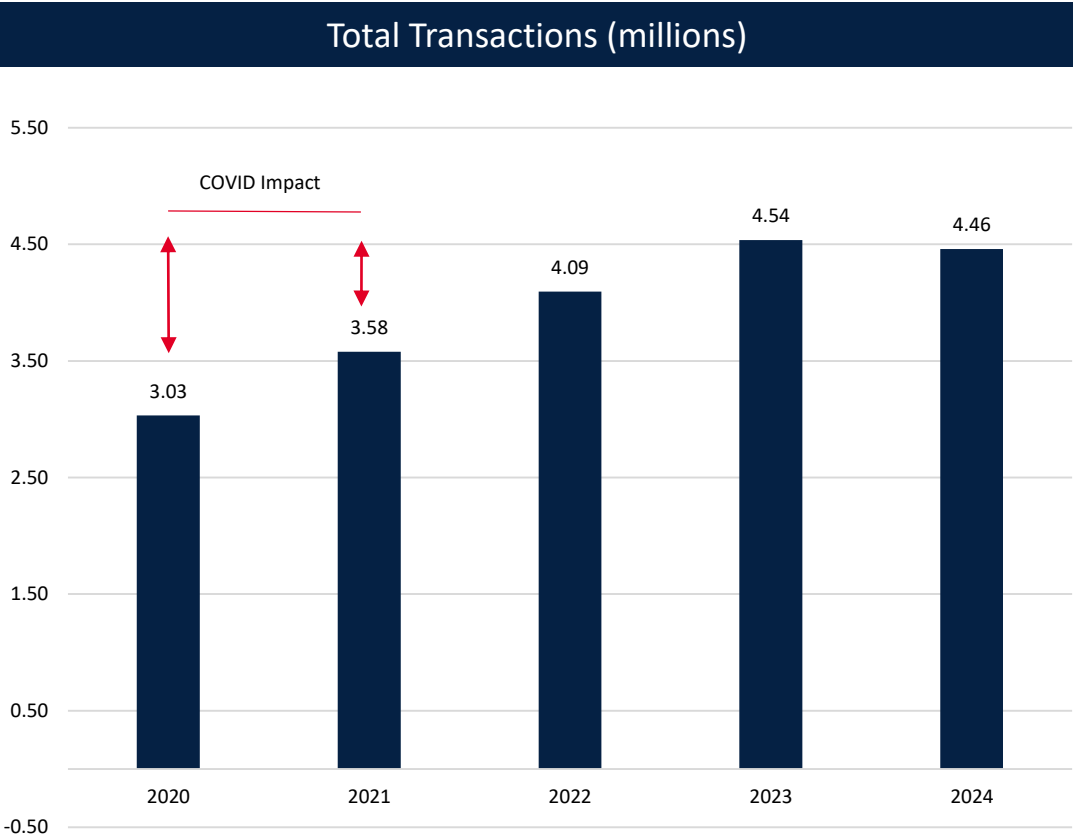
At the end of 2024, there were 1.158 active Health Cards.

The table presents the total yearly crossings with the two products. In 2024 the number of crossings with the Health Card remained in the same levels as the previous year, while there was an increase of 20,4% on the AMEA crossings.



# 4. TOTAL TRAFFIC

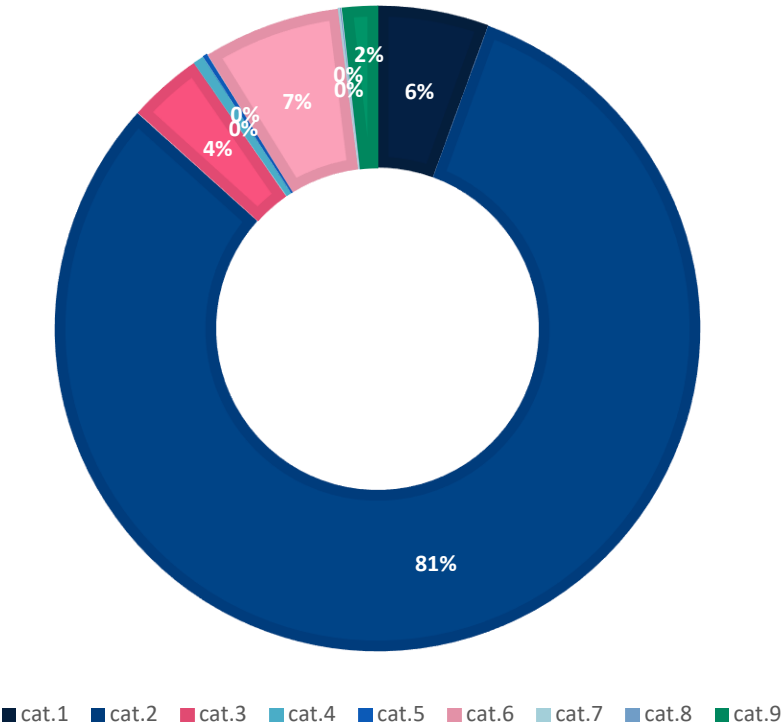
In 2024, we see a decrease of -1,69% in comparison to previous year.



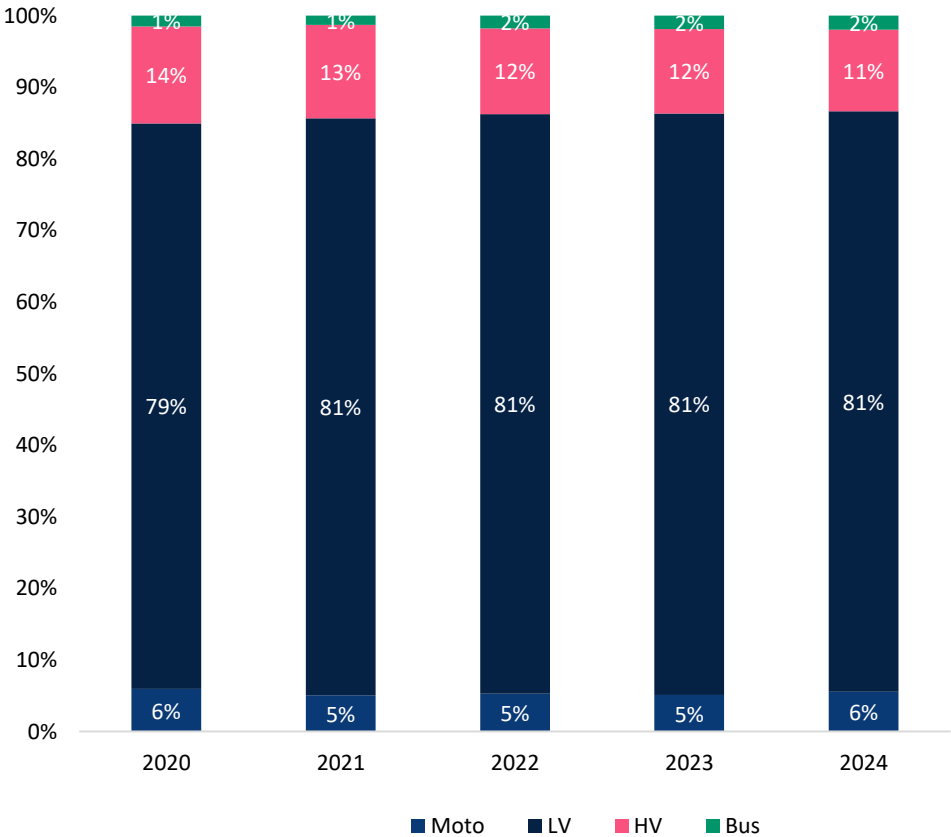
# 4. TOTAL TRAFFIC

Regarding the traffic per vehicle type, light vehicles (LV), composed by motorcycles (cat.1) and private cars (cat.2) represent the vast majority of crossings throughout the years (87% in 2024), maintaining a consistent trend over the recent years. Heavy vehicles (HV) have also remained relatively stable over the last years.

Traffic per Category

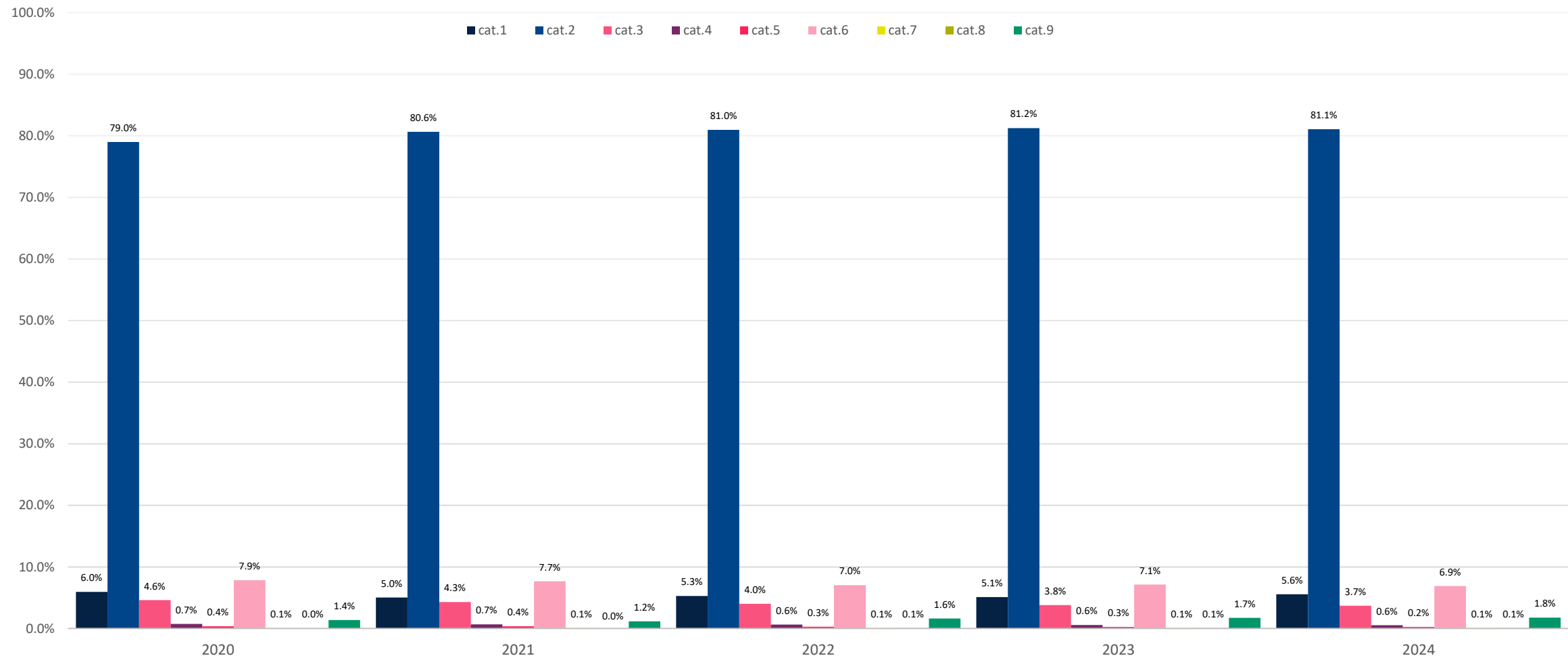


Breakdown of the Traffic per Type of Vehicle



# 4. TOTAL TRAFFIC

Breakdown of the Traffic per Category of Vehicle



# 4. TOTAL TRAFFIC

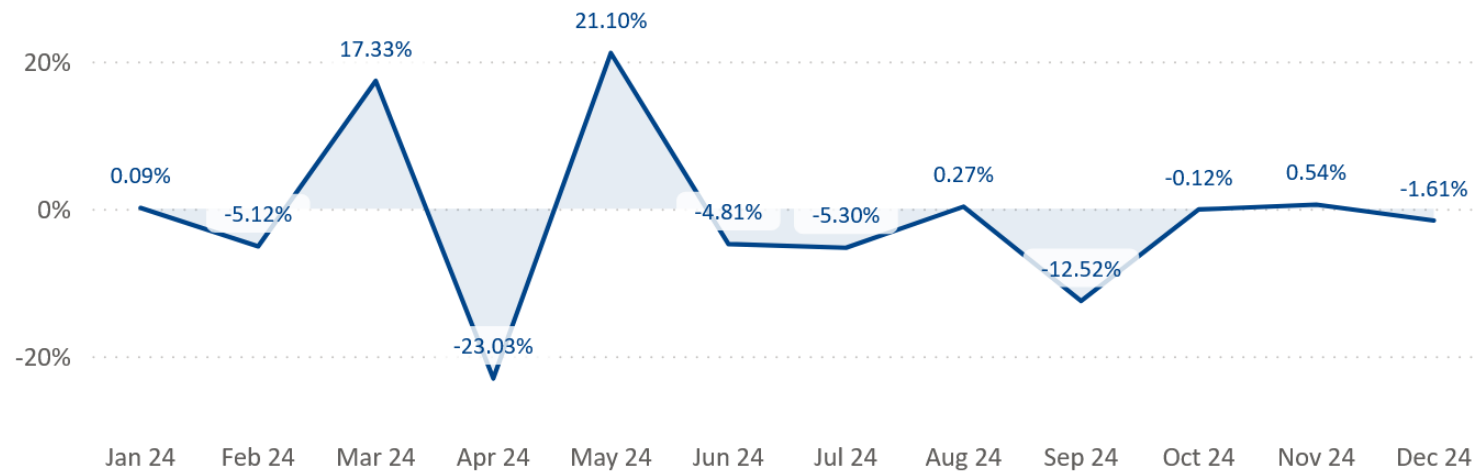
| Total crossing per month - Northbound |        |         |       |       |      |        |      |      |       |         |
|---------------------------------------|--------|---------|-------|-------|------|--------|------|------|-------|---------|
|                                       | 1      | 2       | 3     | 4     | 5    | 6      | 7    | 8    | 9     |         |
| January                               | 5647   | 112680  | 5591  | 872   | 418  | 11453  | 124  | 103  | 2803  | 139691  |
| February                              | 6114   | 103311  | 5763  | 874   | 431  | 11589  | 132  | 124  | 2792  | 131130  |
| March                                 | 8377   | 133843  | 6042  | 919   | 373  | 12078  | 140  | 153  | 3479  | 165404  |
| April                                 | 9933   | 123033  | 6940  | 1086  | 483  | 14139  | 190  | 231  | 3968  | 160003  |
| May                                   | 11755  | 169614  | 7462  | 954   | 468  | 14820  | 193  | 185  | 3906  | 209357  |
| June                                  | 13700  | 147667  | 7268  | 1060  | 479  | 13641  | 203  | 163  | 3207  | 187388  |
| July                                  | 14577  | 186577  | 7490  | 1138  | 488  | 13584  | 186  | 145  | 3190  | 227375  |
| August                                | 16176  | 253365  | 7623  | 1040  | 365  | 11788  | 148  | 106  | 3560  | 294171  |
| September                             | 12702  | 144419  | 7359  | 1147  | 435  | 12012  | 171  | 139  | 3313  | 181697  |
| October                               | 12644  | 149460  | 7714  | 1026  | 396  | 11732  | 198  | 187  | 3568  | 186925  |
| November                              | 7036   | 121221  | 6467  | 892   | 466  | 12160  | 195  | 145  | 2983  | 151565  |
| December                              | 5148   | 156610  | 5634  | 1010  | 422  | 11499  | 148  | 138  | 3311  | 183920  |
| TOTAL                                 | 123809 | 1801800 | 81353 | 12018 | 5224 | 150495 | 2028 | 1819 | 40080 | 2218626 |

| Total crossing per month - Southbound |        |         |       |       |      |        |      |      |       |         |
|---------------------------------------|--------|---------|-------|-------|------|--------|------|------|-------|---------|
|                                       | 1      | 2       | 3     | 4     | 5    | 6      | 7    | 8    | 9     |         |
| January                               | 5729   | 132733  | 5600  | 935   | 493  | 12108  | 127  | 98   | 2852  | 160675  |
| February                              | 6187   | 103824  | 5846  | 910   | 445  | 12248  | 117  | 122  | 2735  | 132434  |
| March                                 | 8416   | 134500  | 6273  | 943   | 429  | 12577  | 139  | 152  | 3362  | 166791  |
| April                                 | 9926   | 111622  | 7450  | 1103  | 514  | 14335  | 186  | 223  | 3766  | 149125  |
| May                                   | 11756  | 178986  | 7764  | 1031  | 504  | 13885  | 197  | 170  | 3799  | 218092  |
| June                                  | 13904  | 143369  | 7109  | 1085  | 547  | 13506  | 203  | 139  | 3091  | 182953  |
| July                                  | 14347  | 175558  | 7645  | 1185  | 532  | 14695  | 158  | 124  | 3125  | 217369  |
| August                                | 16225  | 259726  | 7661  | 1162  | 360  | 12622  | 151  | 101  | 3467  | 301475  |
| September                             | 13110  | 160978  | 8270  | 1229  | 488  | 13039  | 164  | 131  | 3141  | 200550  |
| October                               | 12703  | 150814  | 7801  | 1077  | 400  | 12891  | 201  | 167  | 3435  | 189489  |
| November                              | 7073   | 122770  | 6982  | 961   | 451  | 12967  | 173  | 145  | 2902  | 154424  |
| December                              | 5052   | 140199  | 6113  | 1000  | 421  | 12186  | 141  | 128  | 3202  | 168442  |
| TOTAL                                 | 124428 | 1815079 | 84514 | 12621 | 5584 | 157059 | 1957 | 1700 | 38877 | 2241819 |

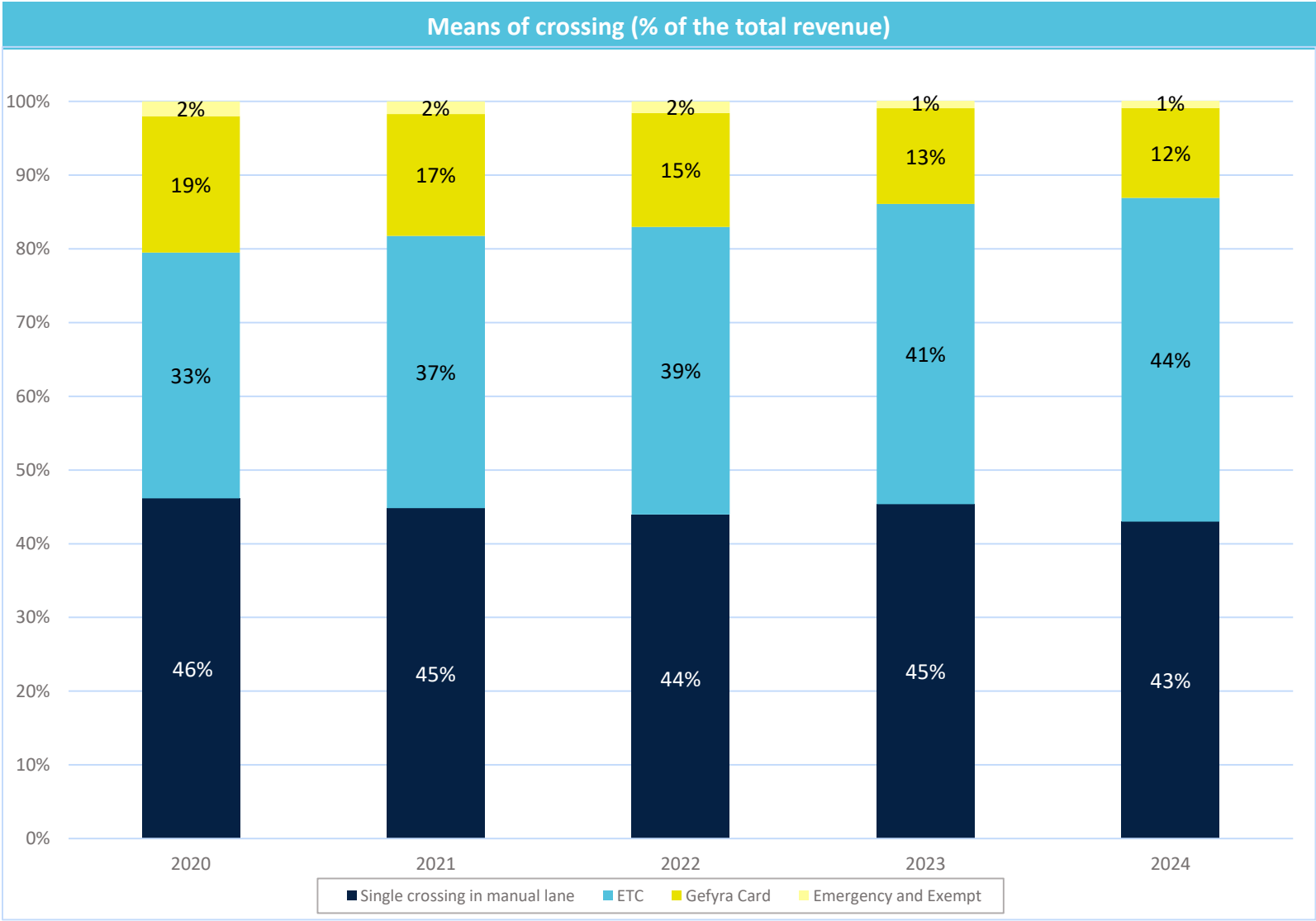
# 5. EVOLUTION OF TOTAL TRAFFIC



Comparison of Total Traffic by month 2024 vs 2023



# 5. EVOLUTION OF TOTAL TRAFFIC



## Analysis of the means of crossing and payment

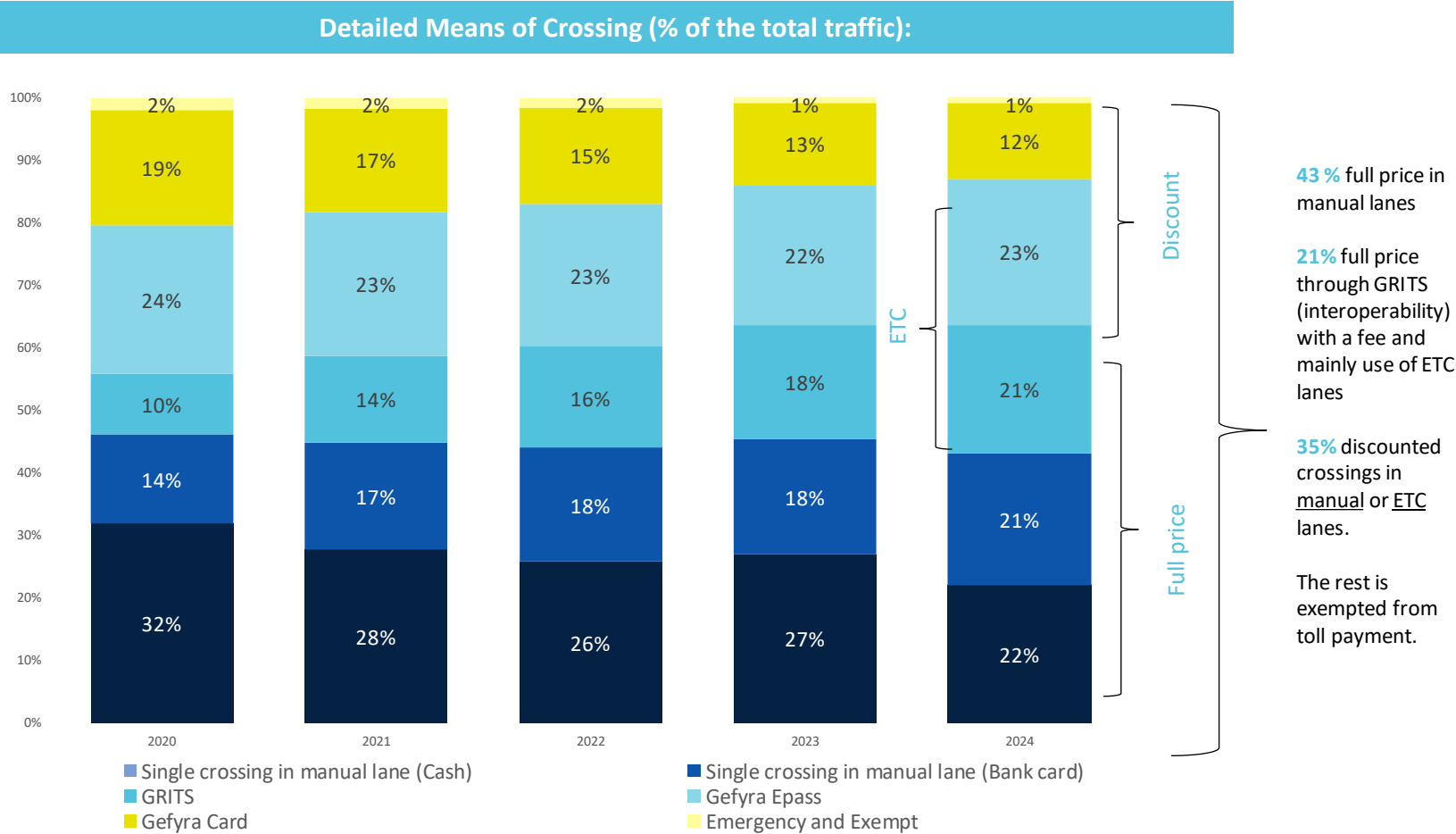
Full price crossings show a decreasing course through the years with a 3% reduction between 2020 and 2024.

There is a decrease in the transactions of full price crossing made by cash (-10%) while at the same time transactions with a use of a bank card have an increase of 7%, for the same period of years.

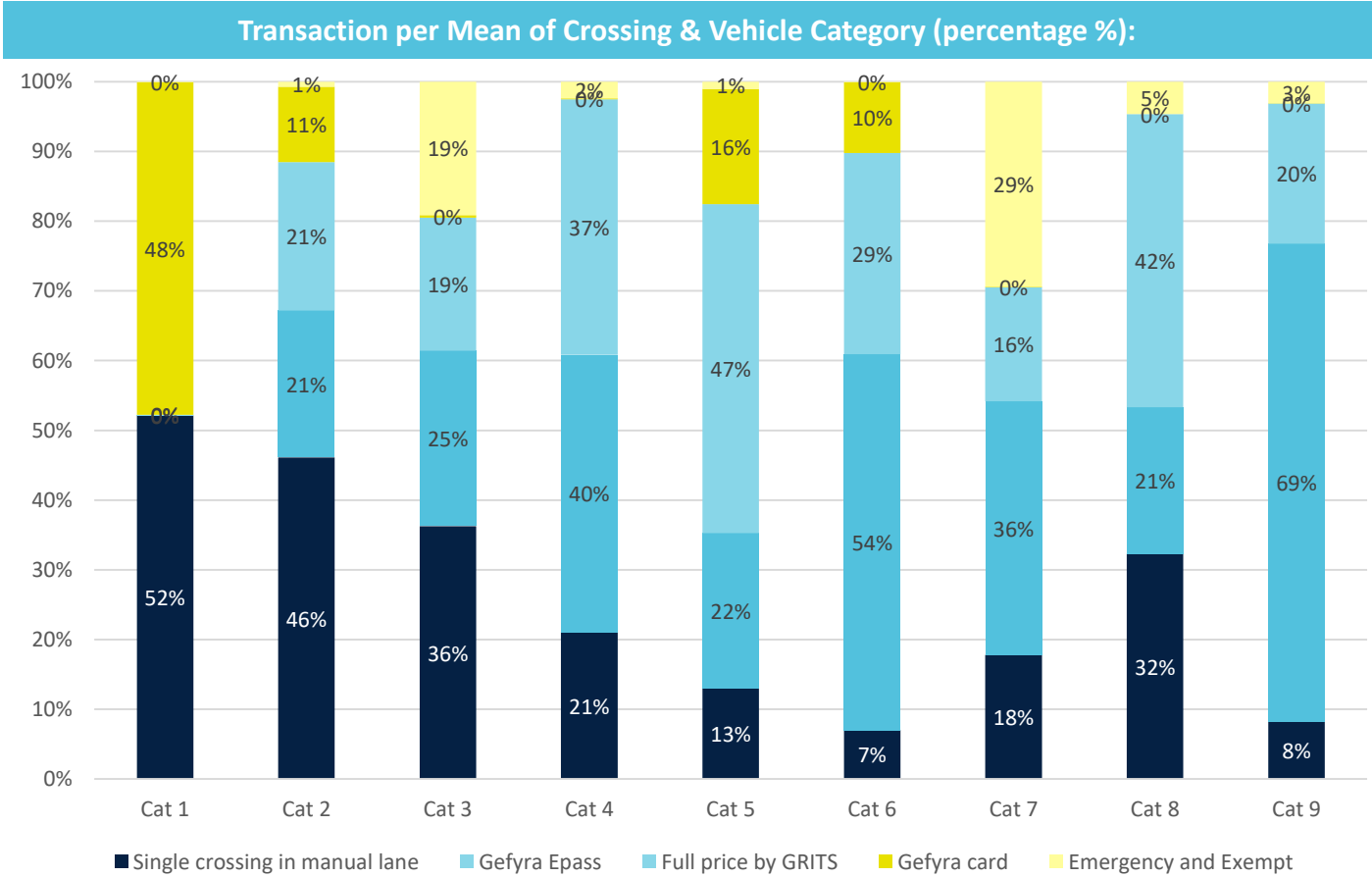
The increase of the bank card usage comes as a result of a nationwide change of habit, following the financial crisis, where POS machines became mandatory for the vast majority of businesses and peaked during the pandemic as cash transactions were avoided.

ETC penetration presents an increasing trend (11%) between 2020 and 2024, as more and more users understood the benefits of using a tag in terms of time saving on the duration of their trip, as well as the discounts provided.

# 5. EVOLUTION OF TOTAL TRAFFIC



# 5. EVOLUTION OF TOTAL TRAFFIC

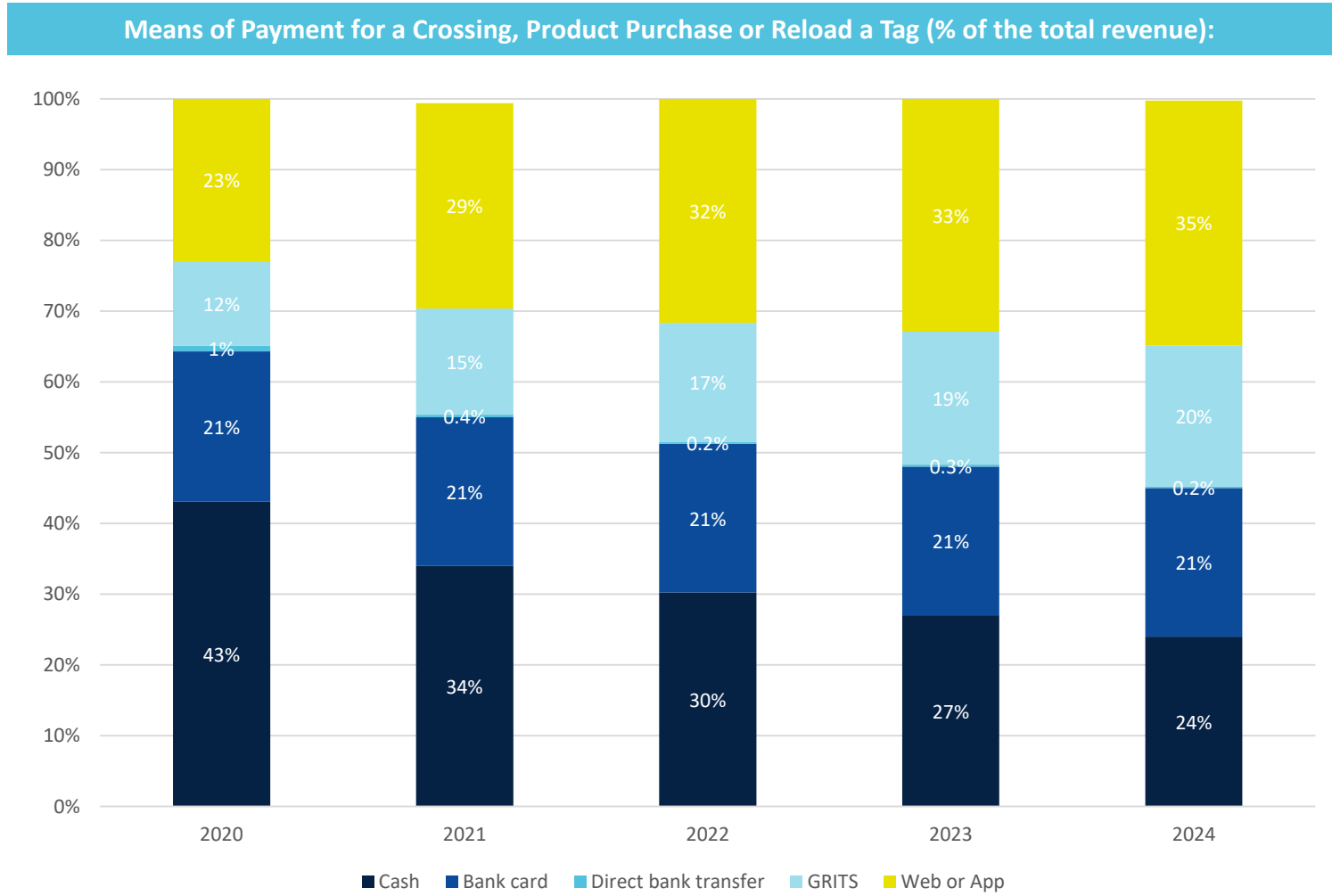


48% of the transactions concerning motorcycles users (cat.1) prefer to use the discount product MOTO Card for their crossings, while 42% of passenger cars (cat.2) use a tag for their crossings.

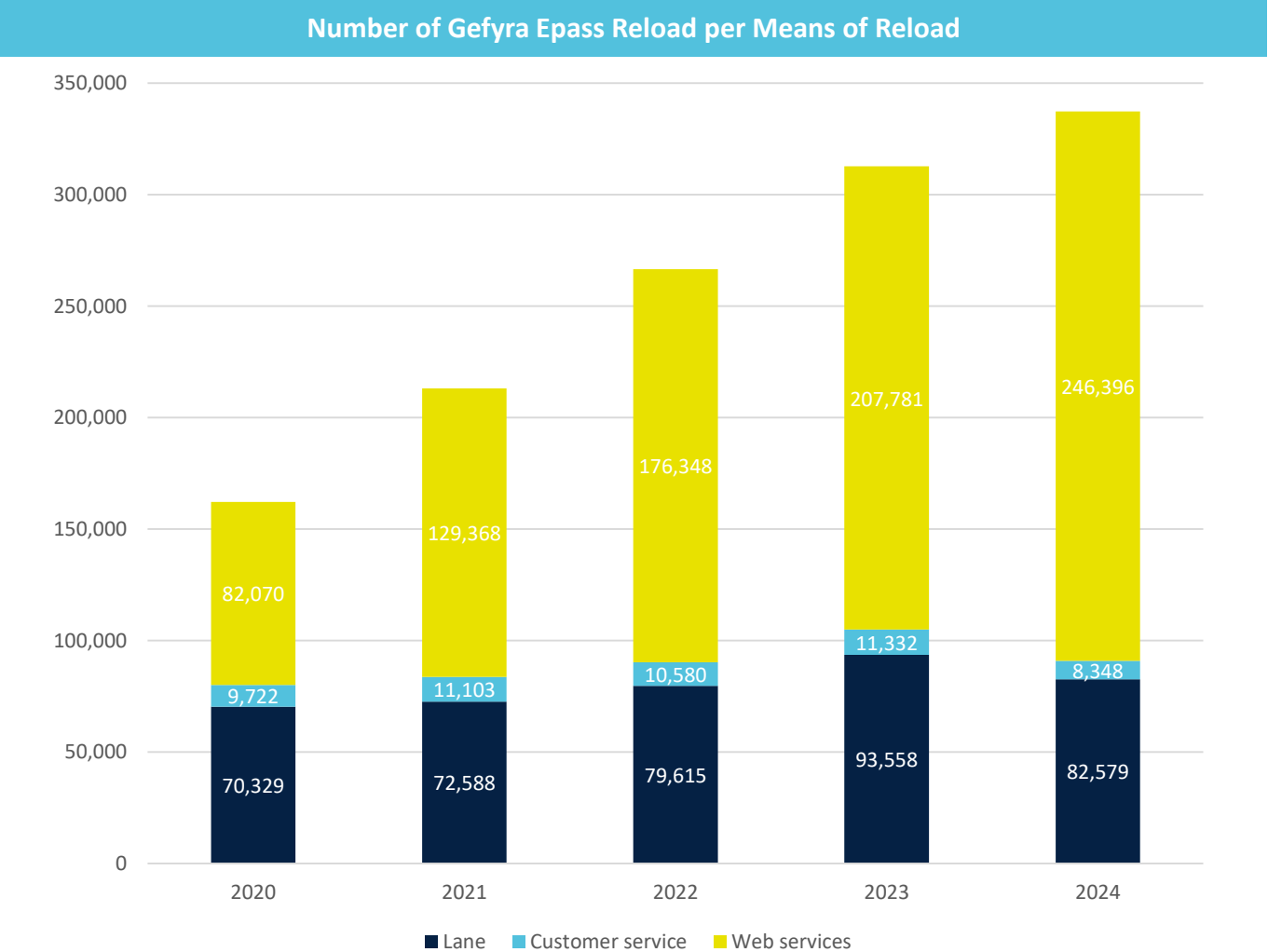
The vast majority of trucks with 4 axles or more (cat. 5 & 6), prefer ETC as their mean of crossings, instead of using a manual lane.

The same trend appears on cat.9 buses as well, with 89% of the total transactions for this category performed with a tag.

# 5. EVOLUTION OF TOTAL TRAFFIC



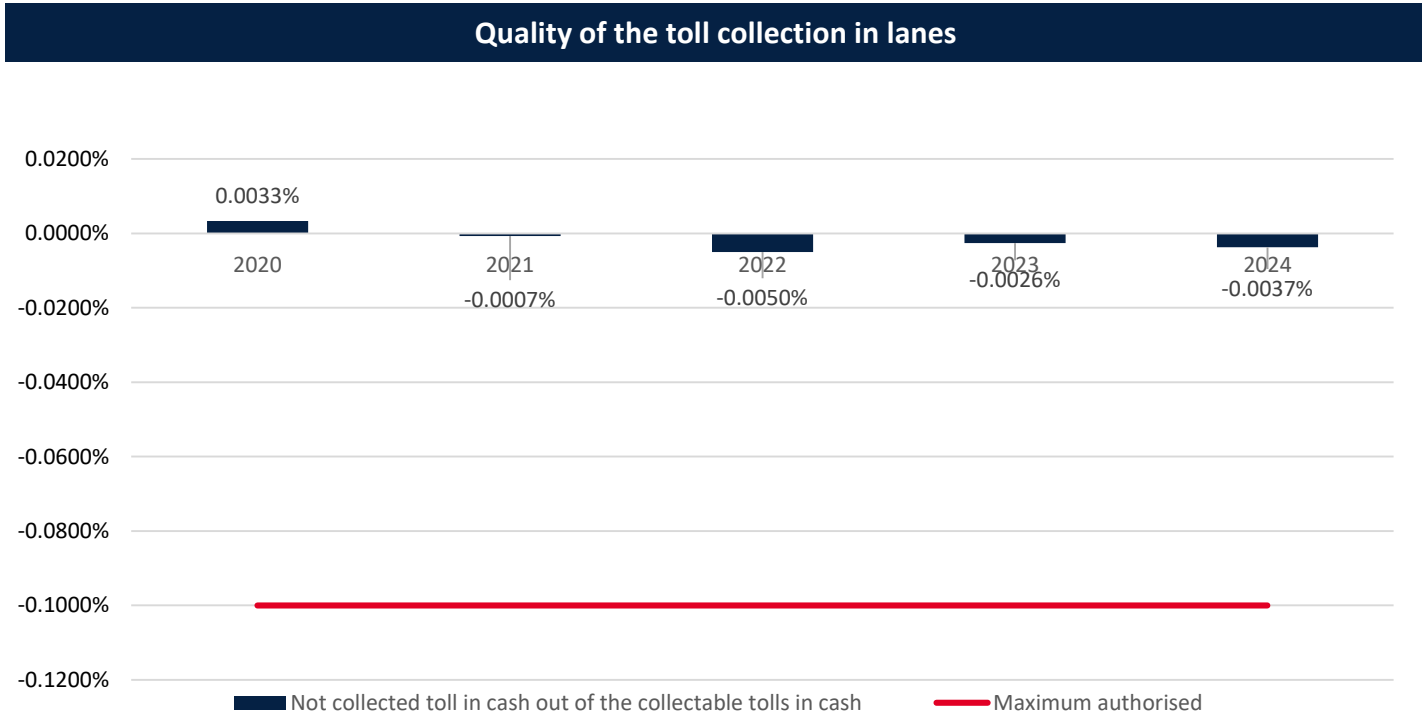
# 5. EVOLUTION OF TOTAL TRAFFIC



In 2024, there was a decrease (-11,7%) of the reloads performed in manual lanes, while at the same time we noticed a 18,6% increase in reloads performed online.

In total, during 2024, 24% of reloads performed in lane, 2% through Customer Service and 73% online.

# 6. QUALITY OF TOLL COLLECTION

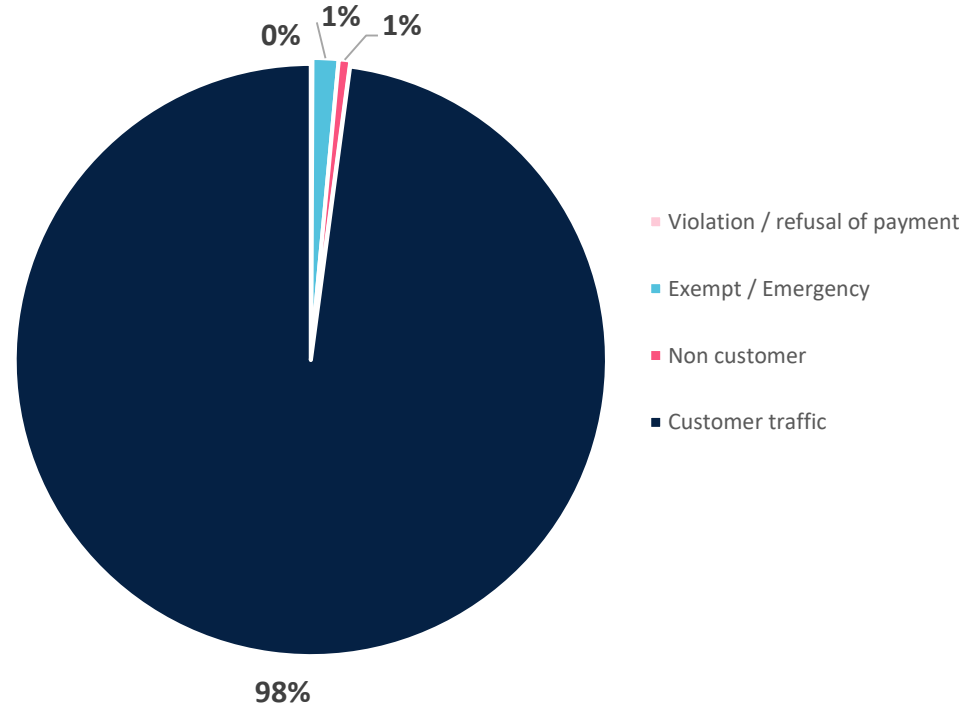


The quality and the accuracy of the toll collection is one of our priorities.

Our results over the last 5 years are presented in the graph hereafter. The maximum discrepancy is fixed by contract in the operation agreement signed between the operator and the concessionaire.

# 7. UNPAID TRANSACTIONS

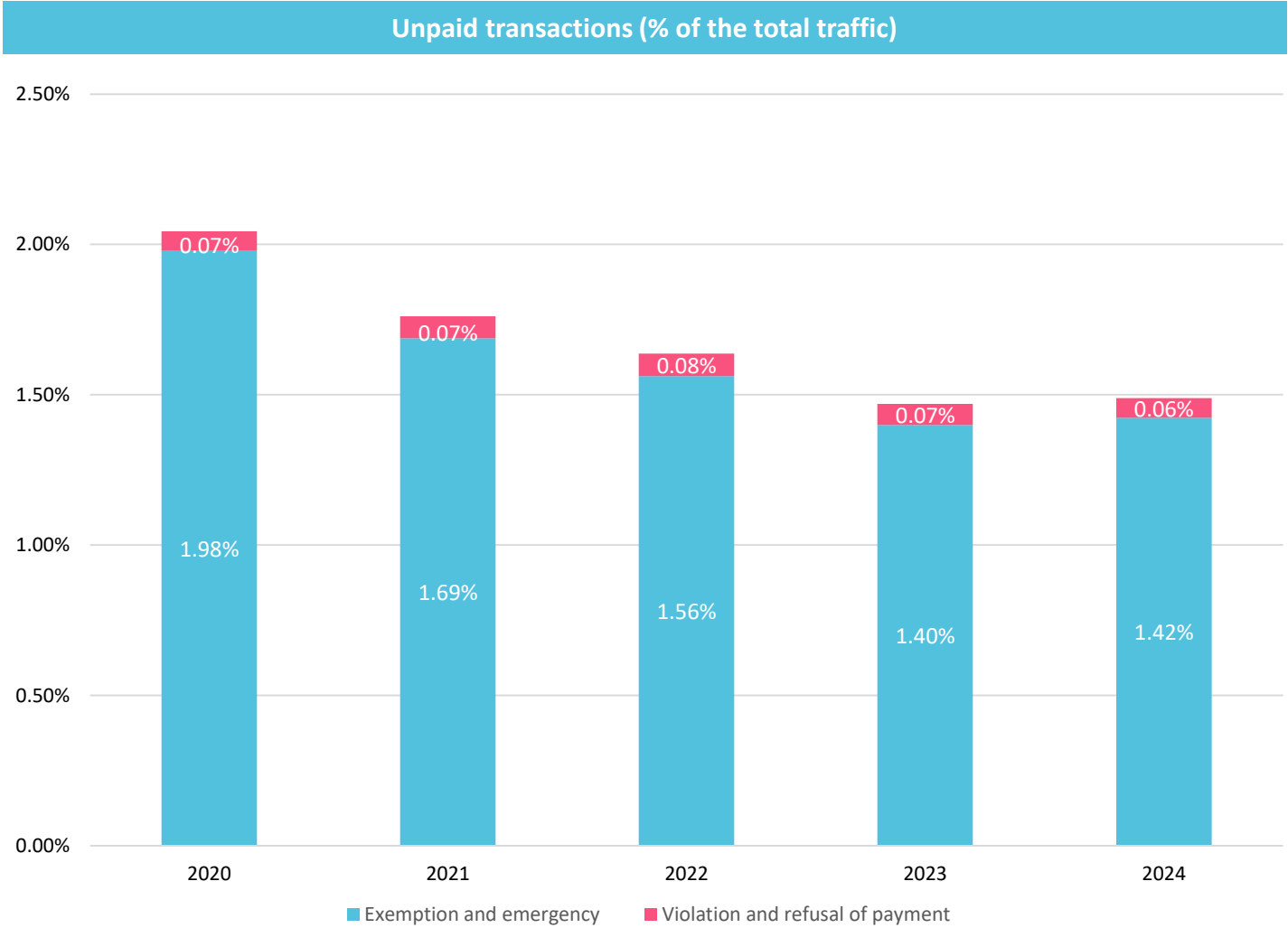
Breakdown of Total Passage for 2024:



The commercial traffic continues to represent 97,88% of the total transactions. The rest is analyzed as follows:

- 0.64% of the transaction are performed by non-customer (such Gefyra employees, subcontractors) through paid products (internal products) that offer a big discount.
- 1.42% of the transaction are free crossings (exemption or emergency).
- 0.06% are violations or refusal of payment.

# 7. UNPAID TRANSACTIONS



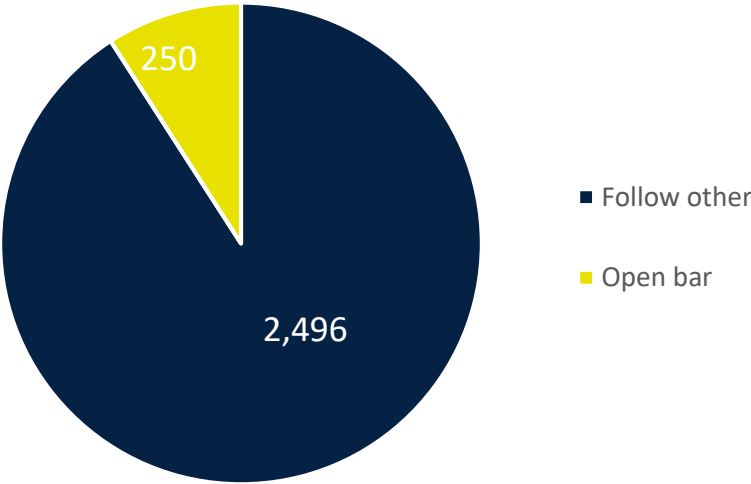
Unpaid transactions have decreased within the last 3 years and they are representing less than 2% of the total traffic.

Violations and refusals of payment account for less than 0,1% of the total traffic throughout the years.

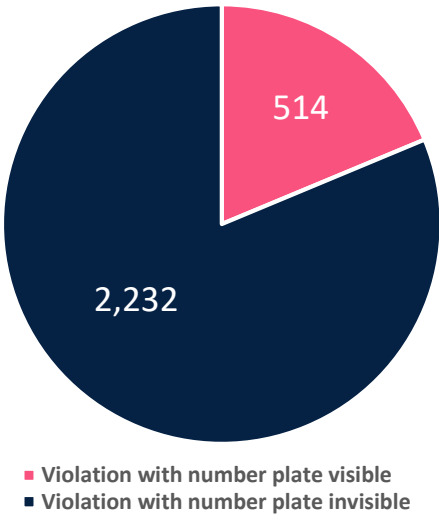
In 2024, 21% of violations and 38% of refusals of payment have been retrieved, through written letters addressed to the violators and / or phone calls, depending on the data available for each case.

# 7. UNPAID TRANSACTIONS

Type of Violation for 2024

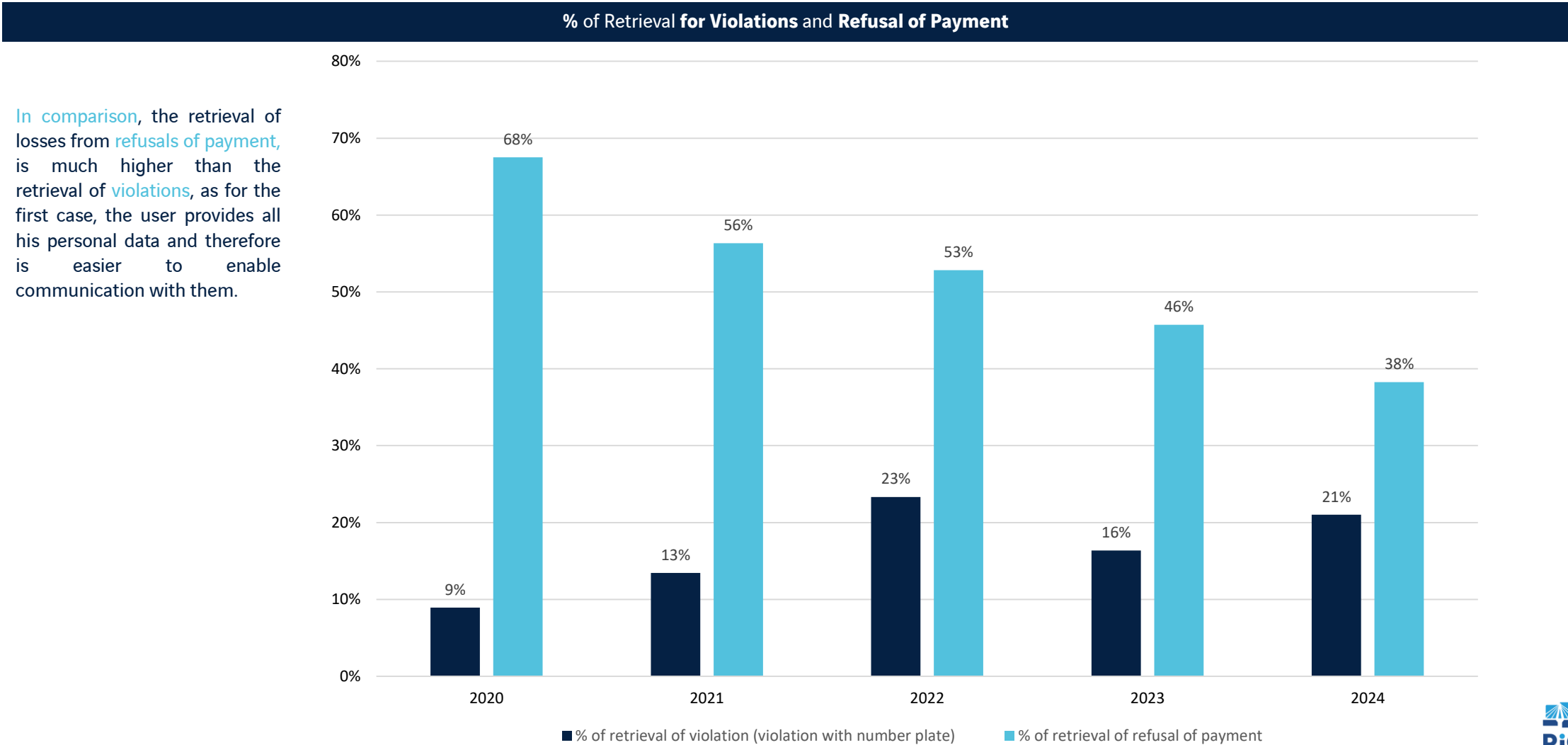


Breakdown of violation according to the visibility of the license plate for 2024



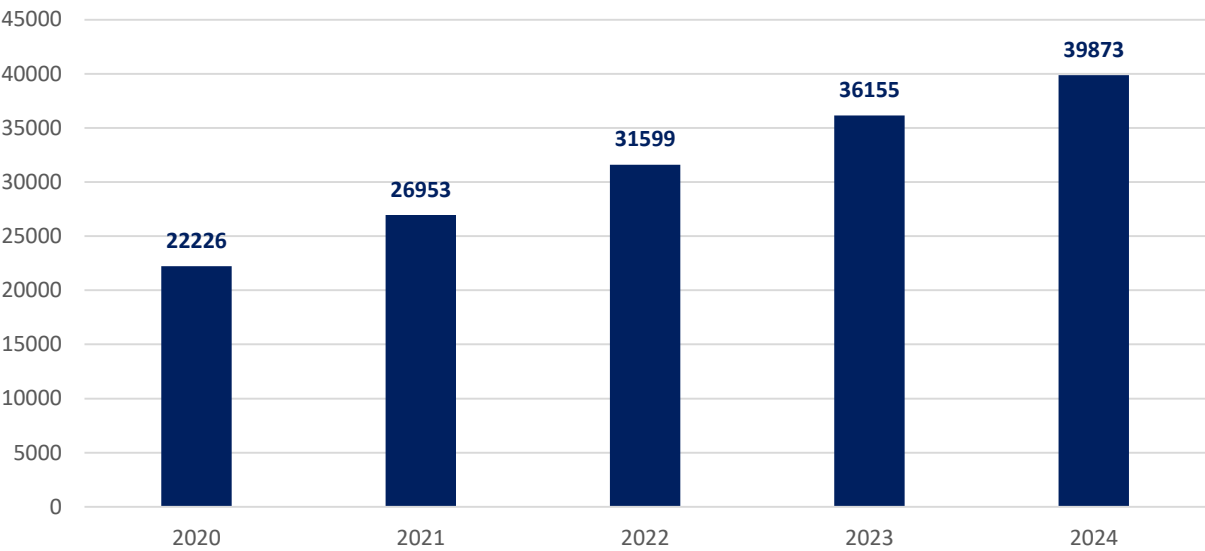
The vast majority of violations (91%) occurred with vehicles following the leading vehicle, while the rest (9%) occurred when the barrier remained open. 85% of the total violations concerned vehicles with covered (fully or partially), missing or unreadable license plates, which made the task of identifying the owner impossible.

# 7. UNPAID TRANSACTIONS



# 8. ETC (including GRITS)

EVOLUTION OF E-PASS SUBSCRIBERS



Until the end of 2024, Gefyra E-pass had 39.873 subscribers, sharing 50.867 tags in total.  
Gefyra E-pass subscribers are the most frequent users of the bridge than any other tag holder, performing on average 30 crossings per month.

| Tag Issuer      | Tags Used | Total Crossings | Average crossings per tag |        |            |            |               |
|-----------------|-----------|-----------------|---------------------------|--------|------------|------------|---------------|
|                 |           |                 | Total                     | Cat. 2 | Cat. 3 & 4 | Cat. 5 & 6 | Cat. 7, 8 & 9 |
| GEFYRA          | 32841     | 968925          | 30                        | 24     | 67         | 83         | 51            |
| KENTRIKI ODOS   | 1613      | 4812            | 3                         | 3      | 6          | 3          | 3             |
| OLYMPIA ODOS    | 32353     | 155383          | 5                         | 4      | 8          | 9          | 16            |
| AEGEAN MOTORWAY | 14094     | 52122           | 4                         | 3      | 4          | 5          | 3             |
| EGNATIA ODOS    | 24396     | 77103           | 3                         | 3      | 4          | 4          | 4             |
| NEA ODOS        | 29400     | 135293          | 5                         | 4      | 7          | 7          | 9             |
| ATTIKI ODOS     | 130994    | 497153          | 4                         | 4      | 5          | 8          | 5             |

## 8. ETC (including GRITS)

### Monthly Crossings - Breakdown by Vehicle Category:

#### CATEGORY 2 - PASSENGER VEHICLES

| Tag Issuer      | Number of crossings per month |        |         |       |
|-----------------|-------------------------------|--------|---------|-------|
|                 | 1 - 5                         | 6 - 10 | 11 - 20 | >20   |
| GEFYRA          | 86,45%                        | 7,20%  | 3,39%   | 2,95% |
| KENTRIKI ODOS   | 99,72%                        | 0,28%  | 0,00%   | 0,00% |
| OLYMPIA ODOS    | 99,53%                        | 0,44%  | 0,03%   | 0,00% |
| AEGEAN MOTORWAY | 99,68%                        | 0,31%  | 0,01%   | 0,00% |
| EGNATIA ODOS    | 99,71%                        | 0,25%  | 0,03%   | 0,00% |
| NEA ODOS        | 99,60%                        | 0,36%  | 0,04%   | 0,00% |
| ATTIKI ODOS     | 99,73%                        | 0,24%  | 0,03%   | 0,01% |

#### CATEGORY 3 & 4 - LIGHT TRUCKS

| Tag Issuer      | Number of crossings per month |        |         |        |
|-----------------|-------------------------------|--------|---------|--------|
|                 | 1 - 5                         | 6 - 10 | 11 - 20 | >20    |
| GEFYRA          | 57,67%                        | 20,97% | 10,62%  | 10,75% |
| KENTRIKI ODOS   | 98,44%                        | 1,56%  | 0,00%   | 0,00%  |
| OLYMPIA ODOS    | 95,75%                        | 3,22%  | 0,71%   | 0,32%  |
| AEGEAN MOTORWAY | 97,09%                        | 2,08%  | 0,69%   | 0,14%  |
| EGNATIA ODOS    | 97,62%                        | 1,97%  | 0,21%   | 0,21%  |
| NEA ODOS        | 95,29%                        | 3,70%  | 0,76%   | 0,25%  |
| ATTIKI ODOS     | 97,73%                        | 1,78%  | 0,42%   | 0,07%  |

#### CATEGORY 5 & 6 - HEAVY VEHICLES

| Tag Issuer      | Number of crossings per month |        |         |       |
|-----------------|-------------------------------|--------|---------|-------|
|                 | 1 - 5                         | 6 - 10 | 11 - 20 | >20   |
| GEFYRA          | 41,66%                        | 20,10% | 29,20%  | 9,04% |
| KENTRIKI ODOS   | 100,00%                       | 0,00%  | 0,00%   | 0,00% |
| OLYMPIA ODOS    | 96,88%                        | 2,15%  | 0,84%   | 0,13% |
| AEGEAN MOTORWAY | 98,22%                        | 1,56%  | 0,22%   | 0,00% |
| EGNATIA ODOS    | 99,00%                        | 0,79%  | 0,17%   | 0,04% |
| NEA ODOS        | 95,75%                        | 2,88%  | 1,37%   | 0,00% |
| ATTIKI ODOS     | 96,46%                        | 2,54%  | 0,95%   | 0,06% |

#### CATEGORY 7, 8 & 9 - BUSES

| Tag Issuer      | Number of crossings per month |        |         |       |
|-----------------|-------------------------------|--------|---------|-------|
|                 | 1 - 5                         | 6 - 10 | 11 - 20 | >20   |
| GEFYRA          | 70,58%                        | 17,67% | 9,93%   | 1,82% |
| KENTRIKI ODOS   | 100,00%                       | 0,00%  | 0,00%   | 0,00% |
| OLYMPIA ODOS    | 92,86%                        | 2,62%  | 4,29%   | 0,24% |
| AEGEAN MOTORWAY | 99,70%                        | 0,30%  | 0,00%   | 0,00% |
| EGNATIA ODOS    | 99,71%                        | 0,29%  | 0,00%   | 0,00% |
| NEA ODOS        | 96,57%                        | 0,60%  | 2,62%   | 0,20% |
| ATTIKI ODOS     | 99,89%                        | 0,11%  | 0,00%   | 0,00% |

#### Notes

1. The calculation of crossings has been done according to the number of months that the tag was active
2. The categories 7,8,9 (buses) include KTEL buses.

# 03

## TRAFFIC MANAGEMENT & ROAD SAFETY

1. Traffic Management
2. Patrolling
3. Road Safety

# 1. TRAFFIC MANAGEMENT

## KPI1: TOLL QUEUING (excluding 90 hours with heaviest traffic, incidents, full-open)

Toll queuing durations (all incidents over 2 minutes long with more than 8 vehicles in every opened lane) are recorded and thereafter adjusted in three ways:

Transitory 15-minute periods during which the average waiting time per vehicle is below 2 minutes are removed.

- (a) It is also checked whether the traffic jam took place, during the 90 hours of heaviest traffic in each direction, as recorded by the toll system. These top 90 hours are updated on a monthly basis. Hence, some cases that were not included in this second adjustment during previous months may re-appear in subsequent months.
- (b) It is also checked whether the traffic jam took place (a) as a result of an incident or (b) when all available lanes were open or (c) when the initial flow per lane in jammed direction was greater than 250 vehicles/ hour.

This indicator will have to be completed with the analysis of records to clearly assess the performances of toll management in endeavouring to minimize queuing in toll lane as stated in Appendix 4 of the Operating Agreement.

| KPI 1 - Maximum queuing time: 2 minutes |           |           |          |
|-----------------------------------------|-----------|-----------|----------|
| January                                 | 0h 00min  | July      | 0h 00min |
| February                                | 0h 00min  | August    | 0h 00min |
| March                                   | *0h 15min | September | 0h 00min |
| April                                   | 0h 00min  | October   | 0h 00min |
| May                                     | 0h 00min  | November  | 0h 00min |
| June                                    | 0h 00min  | December  | 0h 00min |

Comments:

\*Short duration congestion recorded on 29/3, due to unforeseen social event outside the concession. A military event (swearing in ceremony for new recruited soldiers) took place in Messolonghi and this created a concentrated traffic flow at the time of the congestion. At the same time scheduled maintenance works at the toll plaza included toll lanes closure (1 ETC & 2 ETC lanes not available). Actions were taken to treat the congestion. No further impact.

## KPI1: TIME OF INTERVENTION (traffic accidents)

| Month     | FIRE OUTBREAK INCIDENTS:<br>maximum 3 min | TRAFFIC ACCIDENTS<br>First Aid Action Required:<br>maximum 4 min | TRAFFIC ACCIDENTS<br>with Application of Temporary Signing<br>needed:<br>maximum 5 min |
|-----------|-------------------------------------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| January   | No events                                 | No events                                                        | No events                                                                              |
| February  | No events                                 | No events                                                        | No events                                                                              |
| March     | No events                                 | No events                                                        | No events                                                                              |
| April     | No events                                 | 1 intervention within 4min                                       | No events                                                                              |
| May       | No events                                 | No events                                                        | No events                                                                              |
| June      | No events                                 | No events                                                        | No events                                                                              |
| July      | No events                                 | 1 event - 11 min*                                                | No events                                                                              |
| August    | No events                                 | 1 intervention within 4min                                       | No events                                                                              |
| September | No events                                 | No events                                                        | No events                                                                              |
| October   | No events                                 | 1 event - 8 min**                                                | 1 event - 8 min*                                                                       |
| November  | No events                                 | No events                                                        | No events                                                                              |
| December  | No events                                 | No events                                                        | No events                                                                              |

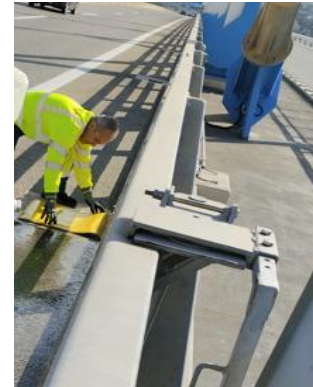
Comments:

- \*Traffic accident of 04/07. Justification of delay for intervention on accident (motorbike and individual on pavement):
- i) Absence of immediate detection from AID system at the start of the event, but delayed after 2 minutes from AID detecting stopped vehicles of passing users,
  - ii) When notified for intervention, patrollers tried to enter from west gate (emergency ramp), which experienced malfunction, and had to go around and used the normal access route from local network (north access ramp from ROU 1).
- \*\* Traffic accidents of 26/10, time of intervention 8 min. Justification of delay for intervention:
- On 26/10 two traffic accidents took place. During the treatment of the first accident a second accident occurred in the opposite direction.
- i) First accident (time of event, 16:24): collision between two light vehicles (cat. 2), on main bridge after pylon M4, direction to Rio.
  - ii) Second accident (time of event, 17:39): Light vehicle (cat.1 - motorbike) overturned for unknown reason in the right lane after pylon M4 direction to Antirrio.

# 1. TRAFFIC MANAGEMENT

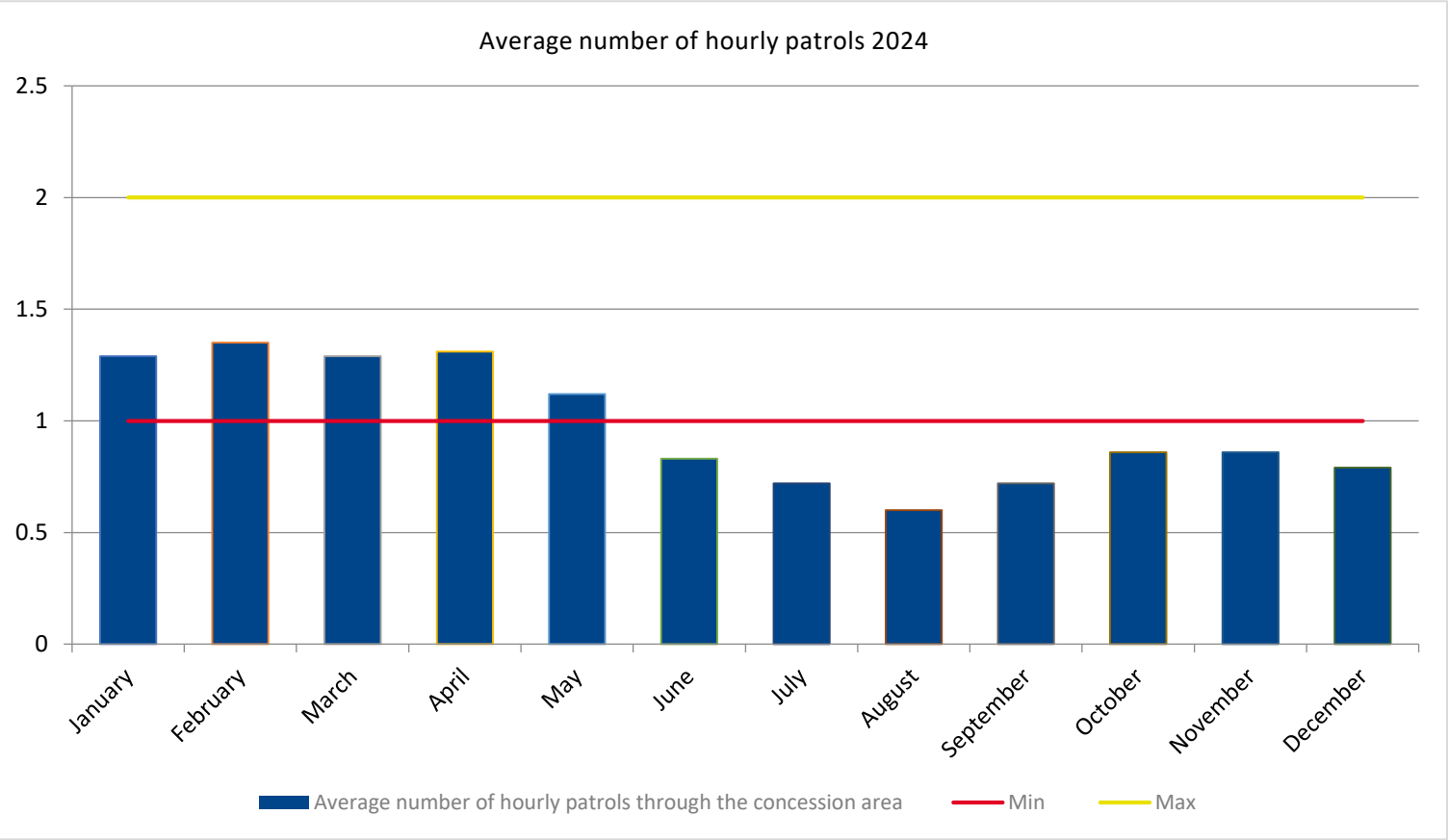
## Emergency preparedness drill

During November, we performed an emergency preparedness drill linked to the immediate response for spillage. The scenario of the drill was intervening to an immobilized vehicle due to mechanical failure and the user trying to repair the vehicle causing fuel leak to road surface. The intervention team dealt with the spillage by applying the decontamination materials.



# 2. PATROLLING

The following graph presents the average number of patrols for 2024. The target of number of patrols is between 1 and 2 per hour.

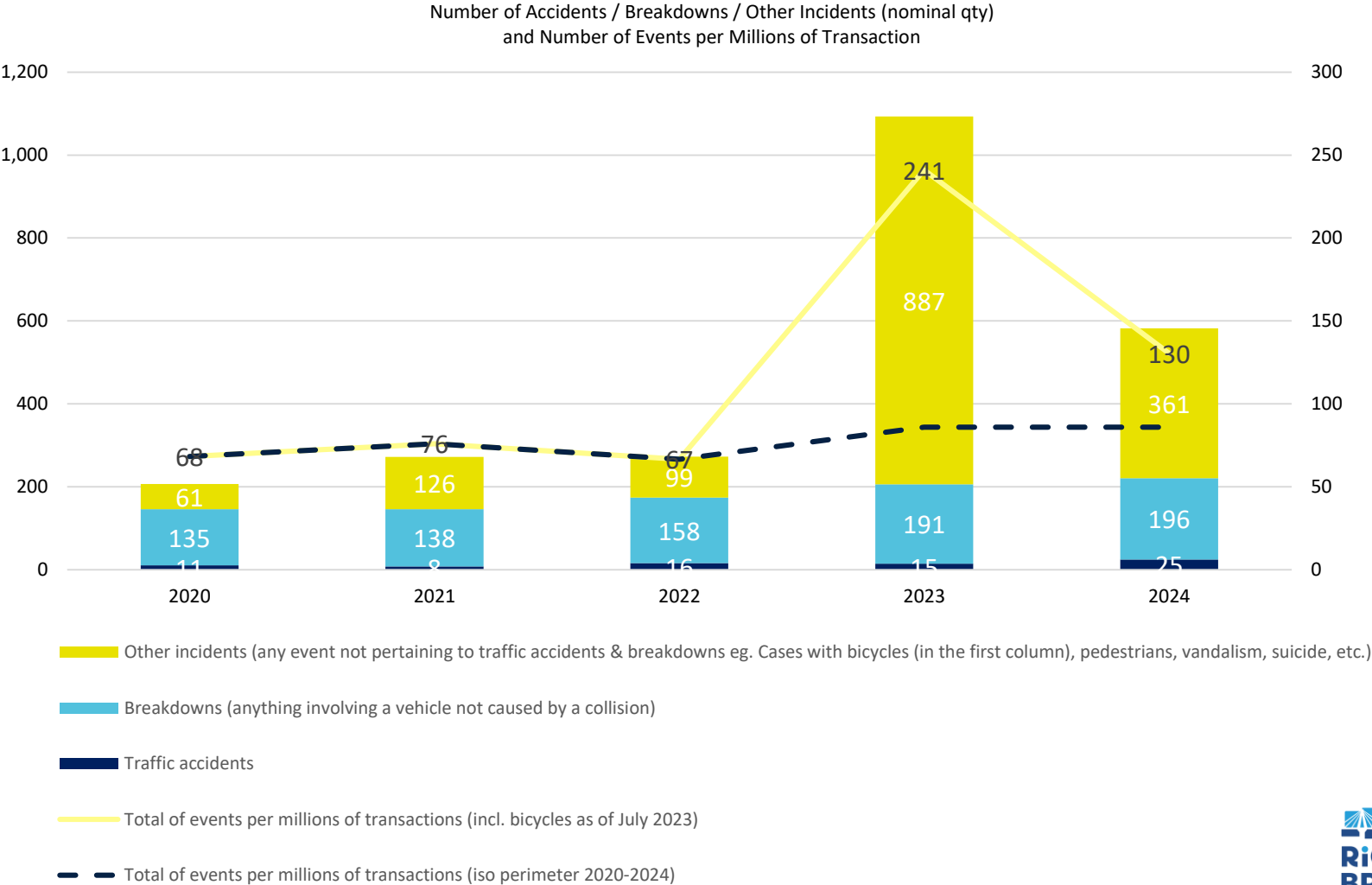
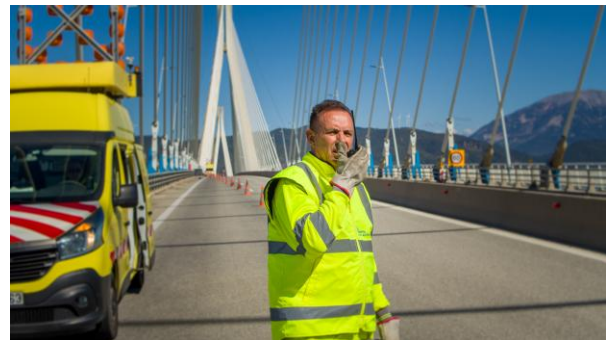


As of end of May 2024, new patrolling scheme applied. This results to targeting a reduced monthly average of patrols below the set KPI (obj.: mitigate staff exposure, reduce energy consumption). To be monitored.



# 3. ROAD SAFETY

In 2024 we had a total of 582 traffic incidents. A decrease has been noticed compared to 2023. This decrease is due to the restriction applied to cyclists to use the road network. The breakdown of incidents per category are presented in the following graph:



04

# MAINTENANCE & TECHNICAL SUPPORT

# MAINTENANCE & TECHNICAL SUPPORT

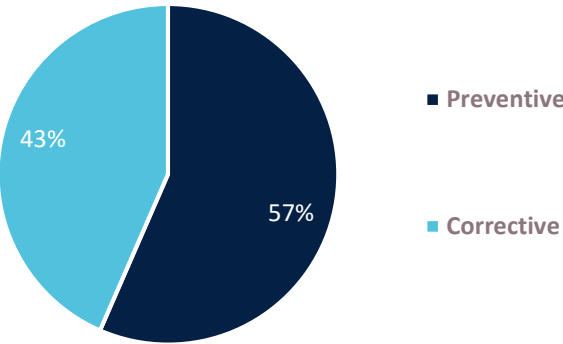
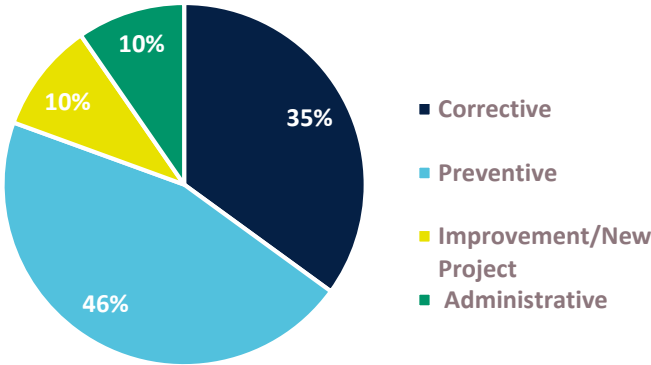
## MAINTENANCE ACTIVITIES

Maintenance works form an integral part of the daily activities of the Operator and are divided into two categories:

- Preventive maintenance works, including inspections and repairs where needed.
- Corrective maintenance works for the repair of damages / failures.

In 2024, there were approximately 4915 maintenance visits (46% preventive, 35% corrective and 10% Improvements/new projects and 10% others) carried out which gave rise to as many intervention reports.

The planning of preventive maintenance is designed to fully respect the maintenance manual agreed with the concessionaire.

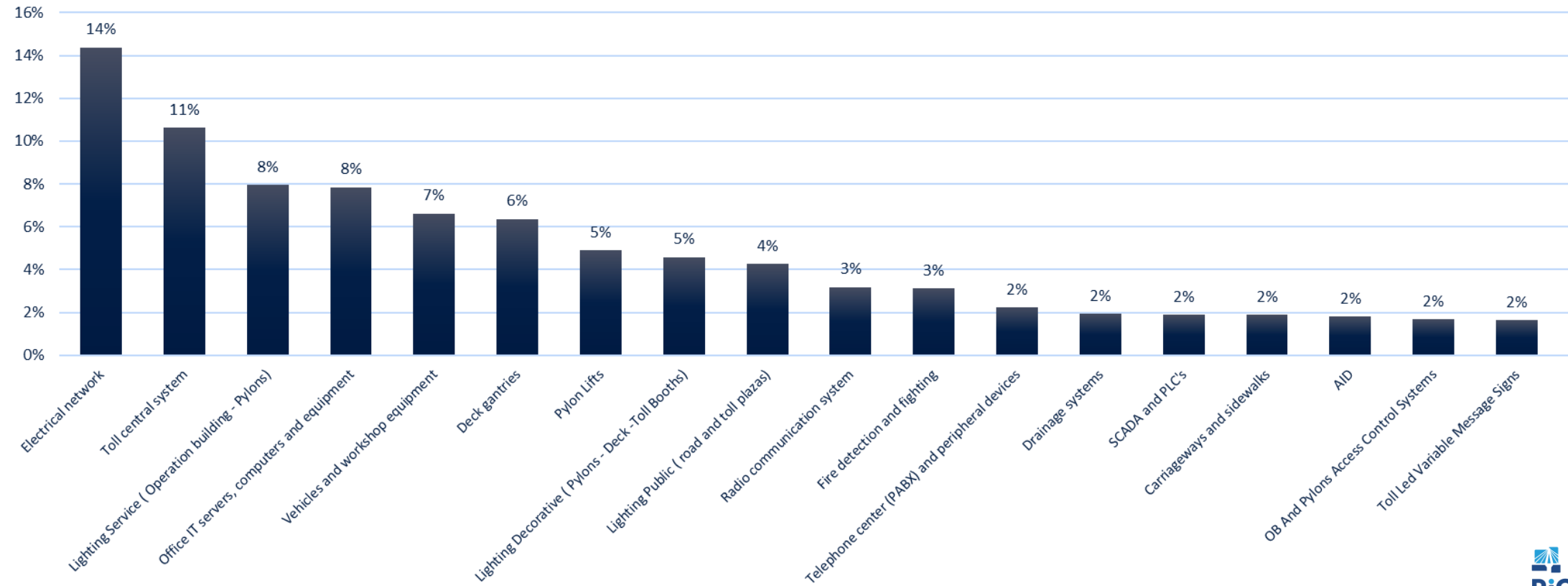


# MAINTENANCE & TECHNICAL SUPPORT

Time Spent per System for Maintenance (in % of total time):

Further to the operational activities, the Operator supports the Concessionaire, by preparing functional specifications, performing design reviews for operational matters (buildings, tolling system, motorway management system, traffic arrangements etc.) and other inventories/reports on infrastructure matters.

Moreover, based on the general assessment of each system, the operator prepares a heavy maintenance plan for the equipment and system under his monitoring.

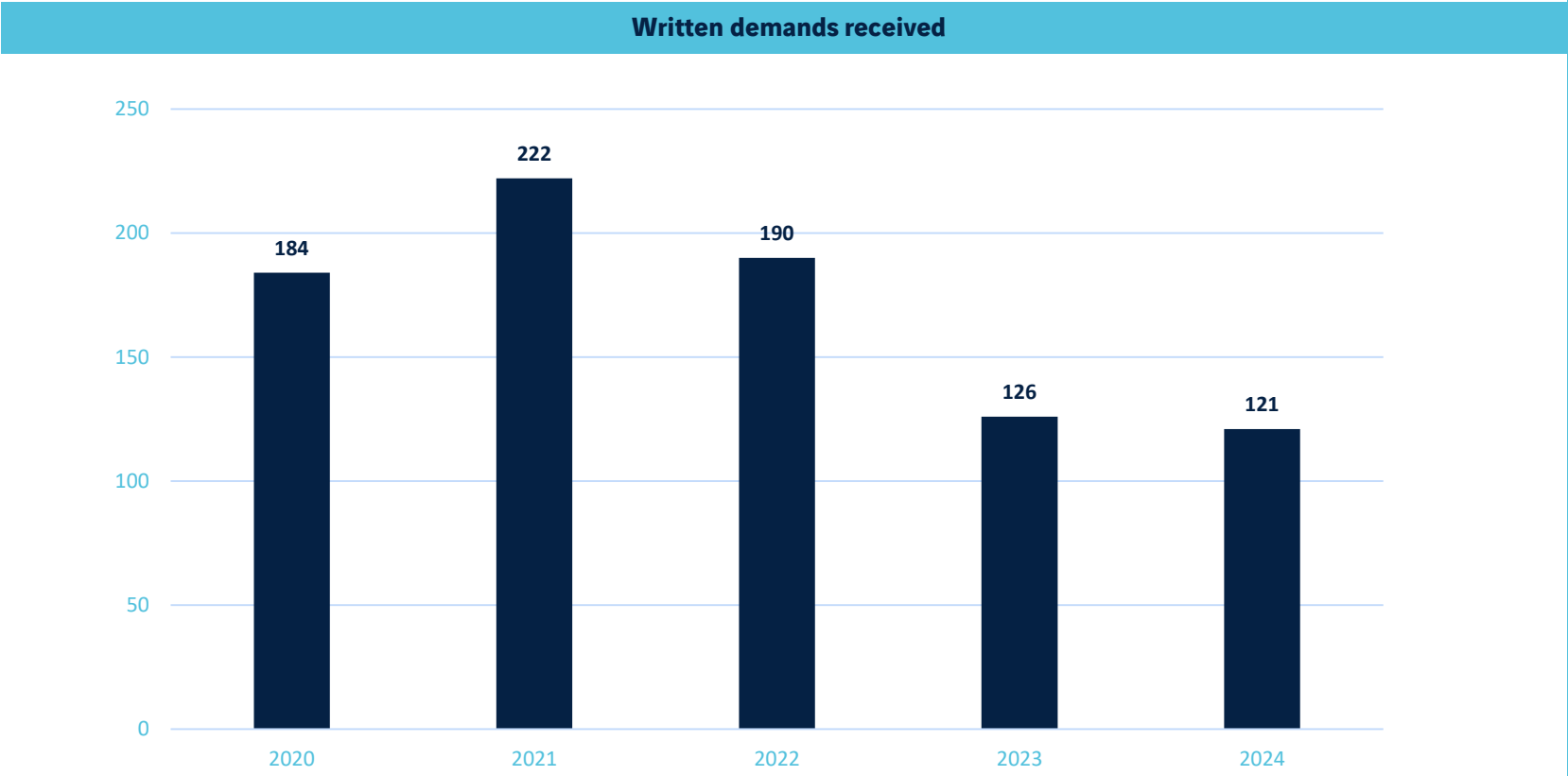


# 05 CUSTOMER SERVICE

1. Customer Demands
2. Visits
3. Marketing and Promotional Activities

# 1. CUSTOMER DEMANDS

In 2024, Customer Service received a total of 121 demands for various issues, which were answered in an average of 0,8 working days.

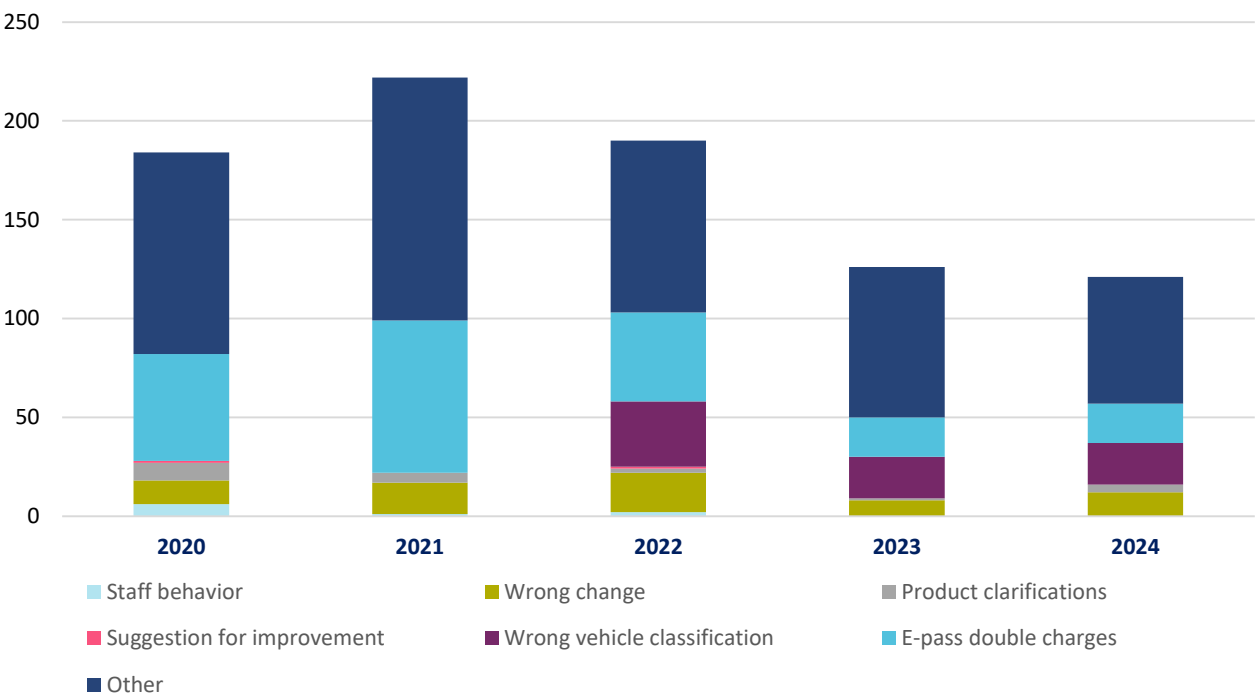


During the same period, the call center received more than 127.000 incoming calls covering various issues, such as provision of information on products and services, reloads of e-pass accounts, information on weather conditions, etc.



# 1. CUSTOMER DEMANDS

Type of demands received



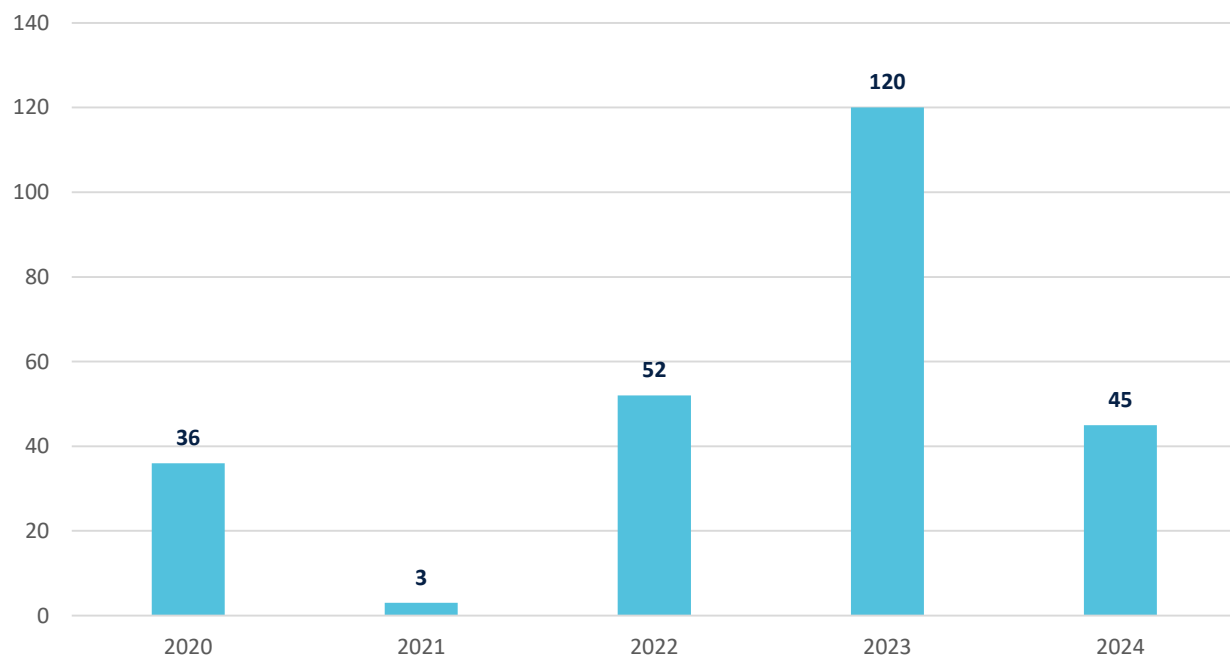
| Demands' categories          | 2020 | 2021 | 2022 | 2023 | 2024 |
|------------------------------|------|------|------|------|------|
| Staff behavior               | 6    | 1    | 2    | 0    | 0    |
| Wrong change                 | 12   | 16   | 20   | 8    | 12   |
| Product clarifications       | 9    | 5    | 2    | 1    | 4    |
| Suggestion for improvement   | 1    | 0    | 1    | 0    | 0    |
| Wrong vehicle classification | 0    | 0    | 33   | 21   | 21   |
| E-pass double charges        | 54   | 77   | 45   | 20   | 20   |
| Other                        | 102  | 123  | 87   | 76   | 64   |
| TOTAL:                       | 184  | 222  | 190  | 126  | 121  |

17.4% of the demands were about wrong vehicle classification in the toll plaza of the Bridge or on other motorways, while 16.5% were regarding double charges. Another 9.9% of the demands received concerned wrong change, while the rest (53%) concerned issues such as clarifications regarding the use of discount products, toll charges on other motorways, wrong charges on bank cards, clarifications on written correspondence (i.e. non-payment letter reminders) etc.

## 2. VISITS

During the year, the Exhibition Center hosted a total of 45 visits (1.647 visitors), from local schools, associations, universities, technical companies and more, giving us the opportunity to share with them the story of the project, the challenges of its operation and maintenance as well as, its contribution to the sustainable development of the area.

Number of visits per year



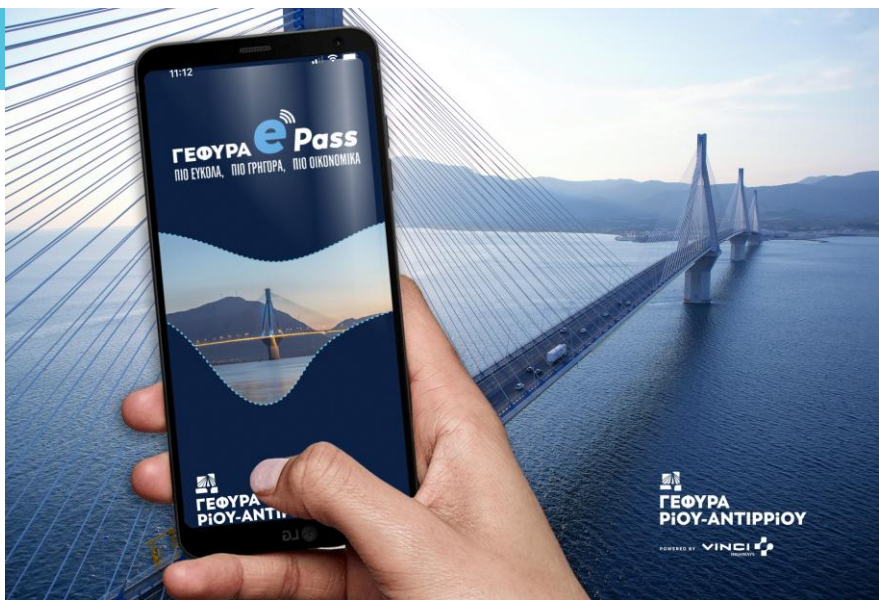
# 3. MARKETING AND PROMOTIONAL ACTIVITIES

## CONTACTLESS TRANSACTIONS

In 2024, 73% of reload transactions were performed by using the online services, showing an increase of 7% in comparison to the previous year. Especially on the second semester (June-December) that the new version of the mobile app was launched, we notice an average increase of 10% in comparison to the second semester of the previous year.

At the same time, reloads in lanes have decreased by 5% (from 30% in 2023 to 25% in 2024).

| Reload of e-pass (transactions) |      |     |     |      |     |     |
|---------------------------------|------|-----|-----|------|-----|-----|
|                                 | 2023 |     |     | 2024 |     |     |
|                                 | Lane | POS | Web | Lane | POS | Web |
| January                         | 30%  | 4%  | 66% | 32%  | 3%  | 65% |
| February                        | 31%  | 4%  | 65% | 31%  | 3%  | 66% |
| March                           | 31%  | 3%  | 65% | 29%  | 3%  | 68% |
| April                           | 29%  | 4%  | 68% | 30%  | 3%  | 67% |
| May                             | 31%  | 3%  | 65% | 28%  | 3%  | 69% |
| June                            | 31%  | 3%  | 66% | 25%  | 3%  | 72% |
| July                            | 30%  | 4%  | 66% | 20%  | 3%  | 77% |
| August                          | 28%  | 4%  | 68% | 18%  | 3%  | 79% |
| September                       | 30%  | 4%  | 66% | 22%  | 2%  | 77% |
| October                         | 31%  | 3%  | 65% | 20%  | 2%  | 78% |
| November                        | 32%  | 3%  | 64% | 22%  | 2%  | 77% |
| December                        | 24%  | 4%  | 72% | 19%  | 1%  | 80% |



# 3. MARKETING AND PROMOTIONAL ACTIVITIES

## Customer Satisfaction Survey

In September, we carried out an online satisfaction survey for e-pass subscribers, aiming to:

- To understand the customer satisfaction levels with the products and services provided by Gefyra
- To generate customer feedback
- To identify opportunities and areas of improvement
- To offer an additional channel to all users to express their views regarding the products or services they received.

A total of **1,639 respondents** participated in the survey giving the following feedback:

### E-pass subscriptions and products

40% of the subscribers have been using e-pass for more than 5 years

75% are very or quite satisfied with the overall experience of using e-pass

### Account management

55% manage their account through the MyGefyra app, while 37% through the website ([www.gefyraepass.gr](http://www.gefyraepass.gr)).

76% are very or quite satisfied from the online payments

63% are very or quite satisfied from the available services on the website ([www.gefyraepass.gr](http://www.gefyraepass.gr)) while 55% are very or quite satisfied with the services on the MyGefyra app.

### Updated version of MyGefyra

48% are very or quite satisfied from the redesigned user interface and overall appearance

50% are very or quite satisfied from the ease of navigation

49% are very or quite satisfied from the available payment methods

49% are very or quite satisfied from the account information display

### Using the Bridge

81% are very or quite satisfied from the overall experience of using the Bridge

82% are very or quite satisfied with the condition of the road

70% are very or quite satisfied with the availability of e-pass lanes

80% are very or quite satisfied from the signage and street lighting

73% are very or quite satisfied with the service and attitude of the field staff



# 3. MARKETING AND PROMOTIONAL ACTIVITIES

## Digitalization of services

### Digital contracts

In February, we replaced hard copy paper contracts for e-pass subscribers with digital ones, which offer various benefits for our customers, our workflows and the environment.

The digital contracts are created, signed and stored electronically eliminating the need for physical documents and handwritten signatures, making the process faster and easier for our users, while they save time, space and resources for CS, as there is no physical storage.

Until the end of the year, we had issued more than 4.500 contracts, which if printed, would require a total of **42,760 A4 pages, conserving 9 trees.**

Also, on average, each year we were sending and receiving back through a courier service, an average of 3.300 contracts – digitalizing the process means less CO<sub>2</sub> emissions (indirect) from the transfers.

### New mobile app

In July, we issued a redesigned version of the MyGefyra app, for easier and more efficient management of e-pass accounts.

The new version offered new features such as the history of account movements, automatic reload notifications, a simplified process of reloading with the use of a credit / debit card, ability to login using biometric features and more, while the redesigned environment made the navigation smoother and more user friendly.

Finally, we also added push notifications, enabling the transmission of real-time information to the users for emergencies but also for planned events that may affect services.



# 3. MARKETING AND PROMOTIONAL ACTIVITIES

## Green E-pass

In February, we became the first concession in Greece to launch a dedicated e-pass program for electric vehicles.

Green E-pass offers a flat 5€ discount to every crossing from the Bridge for category 2 EVs.

The tag can also be used for crossings through other motorways and the management of the account can be done using the MyGefyra app or the online services.

The initiative showcases our commitment for offering products and services that cover the needs of a wide range of customers, while at the same time, it increases the environmental performance of the project and supports the efforts for decarbonation of the users.

At the end of 2024, 212 subscribers have been enrolled on the program.



# 3. MARKETING AND PROMOTIONAL ACTIVITIES

## National customer service week – Open Day

In October, as part of the National Customer Service Week organized every year by the Hellenic Customer Service Institute (EIEP), an exclusive "behind the scenes" tour was organized to 38 e-pass subscribers following a draw, to see first-hand how we operate and maintain the project.

The participants had the opportunity to visit places such as the Traffic Management Center and the M4 pylon, which are not accessible to the general public, and at the same time meet representatives of various job positions, like the Customer Service team and the Traffic Safety Officers and learn about their daily routines at the Bridge.





  
**RIO-ANTIRRIO  
BRIDGE**

POWERED BY **VINCI**   
HIGHWAYS