

Terms and conditions for the remote General Meeting of Shareholders of the Thessaloniki Water Supply and Sewerage Company (EYATH S.A.)

The **Thessaloniki Water Supply and Sewerage Company (EYATH S.A.)** (the "**Company**") will hold its Ordinary General Meeting of Shareholders on **1 June 2021** or any adjourned thereof on 15 June 2021, remotely, in real time via videoconference, without the physical presence of the Shareholders. The Company's Shareholders will participate in the General Meeting exclusively by electronic means.

The participation of the Shareholders in the General Meeting is subject to these terms and conditions for the remote General Meeting (the "**Terms for the Remote General Meeting**").

The terms used have the meaning set out in the Annex hereto.

1. Introductory remarks

- 1.1.** In order for Shareholders to participate in and vote at the General Meeting or any adjourned meeting thereof, the Shareholder or his or her proxy must create and use an electronic account on the electronic platform developed by the Athens Stock Exchanges Group - Athens Stock Exchange S.A. for the provision of services for conducting general meetings remotely in real time via teleconferencing to issuing companies, on the website www.athexgroup.gr/AXIAeShareholdersMeeting (the "**Online Platform**").
- 1.2.** The Online Platform is provided by the company "Hellenic Central Securities Depository S.A." and, for the videoconference, the WEBEX tools/services from the company Cisco Hellas S.A. are used.
- 1.3.** To access the Online Platform, a personal computer, a smartphone or a tablet is required, with a browser installed and internet access.
- 1.4.** To create the account of the Shareholder or his or her proxy on the above Online Platform, a valid email address and the mobile phone number of the Shareholder or any of his proxy are required.
- 1.5.** In the event that upon entering the Online Platform, the above data entered by the Shareholder do not match the data registered in the Dematerialised Securities System and notified to the Company by the Hellenic Central Securities Depository S.A. (ELKAT), as part of facilitating shareholder identification control at general meetings remotely, provided to issuing sociétés anonymes, in accordance with resolution No 8 of the Board of the Hellenic Central Securities Depository S.A., "*Services for facilitating the identification of Shareholders in remote general meetings & providing a two-factor authentication process upon investors' access to electronic services of ELKAT*", the shareholder must update the above details thereof in order to create the account.
- 1.6.** Shareholders that have successfully connected to the Online Platform will be able to participate in the General Meeting by teleconferencing in real time, via a link to be sent to them via email.

By activating the teleconferencing application (Cisco Webex), through the link at the beginning of the General Meeting, the Shareholders will be able to:

- (a) attend by electronic or audiovisual means the conduct of the General Meeting;
- (b) take the floor and address the Meeting orally during the Meeting, while at the same time through the Online Platform they will be able to:
- (c) vote in real time during the General Meeting on the agenda items; and
- (d) receive information on the recording of their vote.

- 1.7.** The periods within which the Shareholders may exercise their rights are detailed in the notice of the General Meeting and in these Terms for the Remote General Meeting.
- 1.8.** In addition to these Terms for Remote General Meeting, the third party providers' terms of use shall also apply.
- 1.9.** The Company retains the right at any time to modify, suspend, cancel or limit the mechanisms for electronic General Meeting and voting when necessary or expedient for technical reasons or for security reasons.

2. Technical infrastructure

- 2.1.** The Company ensures, to the reasonable extent possible, that the technical infrastructure for the conduct and participation in the remote General Meeting is correct, safe and accessible to the Shareholders with compatible devices. The Company will cooperate and make use of the services of reliable third party providers to provide the technical infrastructure required for the conduct of the General Meeting.
- 2.2.** Shareholders should be aware that there will always be some residual risks associated with the technical infrastructure used for remote general meetings.

The Company, through third party providers, takes all measures, both technical and organisational, and makes every effort to ensure as much as possible the continuous and smooth operation of the Online Platform and the teleconferencing application, so that the services available through it to be available continuously and uninterruptedly and to respond at acceptable times and without delay to the Shareholders with compatible devices.

However, due to the nature of the internet and web applications, the Company and third party providers cannot guarantee fully complete, correct or continuous operation and may not be available in part or in the entire Internet, or may respond with interruptions, or, lastly, respond at times longer than usual.

In cases such as the above, the Company and third party providers will make every effort to restore their operation, but beyond that, the Company and third party providers can not be held liable or become legally accountable for availability or the time of their response.

- 2.3.** Shareholders are advised to take all measures to protect the integrity and security of their information systems, hardware and software, so as to adequately protect the access data and usage data of the Online Platform, stored

in the local storage media of Shareholders' devices, whether portable or otherwise. Any failure of the Shareholders' systems or leakage of connection or use data due to malware intrusion into the Shareholder's operating system, does not relieve the latter of its obligations under these terms, does not constitute a force majeure event or exceptional condition, nor does it imply any liability of the Company for any damage suffered by the Shareholder. The Shareholder shall also be solely liable for his or her personal equipment with the respective necessary technical means, which will allow him or her access to the Online Platform.

- 2.4.** Shareholders must, before the start of the General Meeting, check their connection and ensure that they have access to the Online Platform and have properly installed and configured the teleconferencing application (Cisco Webex). The Company has ensured through third party providers the timely implementation of the technical infrastructure for the Online Platform in order to allow the Shareholders to control their access and to verify that they can effectively participate in the General Meeting.

There will also be a technical support line (helpdesk) available to the Shareholders or their proxies during the General Meeting and for trial access to the Online Platform, at (+30) 2103366120 or via e-mail to AXIAeShareholdersMeeting@athexgroup.gr.

- 2.5.** Shareholders can inform the Company about any failure of the technical infrastructure through the helpdesk referred to in clause 2.4.

Any failure or lack of Shareholder equipment, software, network infrastructure, servers, Internet or telephone connection, video or voice equipment, power outages, any type of mechanical failure during the General Meeting or similar events, including an information security incident (including any unauthorised use, piracy, denial of service, denial of access, any failure or intrusion resulting from the theft or unlawful interception of a password or network password and any other attack) that could prevent remote access to participation of the Shareholder in the General Meeting, in any case, will fall within the scope of liability of the Shareholder.

Failure of one or more Shareholders to attend and participate in the General Meeting or to vote electronically during (any part of) the General Meeting does not affect the validity of the General Meeting or any business transacted in it.

- 2.6.** The chairperson of the General Meeting shall inform Shareholders participating in the General Meeting in the event that, during the General Meeting, the chairperson of the General Meeting becomes aware of any failure in the technological infrastructure that may have occurred during the General Meeting and which significantly affects the course of the General Meeting.

The chairperson of the General Meeting may decide, in his or her sole discretion, taking into account the potential impact on the decision-making process of the General Meeting, whether the General Meeting should be adjourned or discontinued due to such failure or proceed to transact business

without the possibility for some of the Shareholders to participate in and/or vote at and/or attend the General Meeting.

In the event that, in the discretion of the chairperson, the Online Platform or the teleconferencing application no longer allows all (or part) of the Shareholders to attend the General Meeting, to vote electronically during (any part) of the General Meeting and to ask questions during it, then the chairperson may, in his or her sole discretion, continue, discontinue or adjourn the General Meeting, change the order of discussion and/or decision-making on the items of the General Meeting or continue with the General Meeting without the possibility for some or all the Shareholders attending the General Meeting remotely through the Online Platform and the teleconferencing application to attend the General Meeting and/or vote electronically during (any part of) the General Meeting. The chairperson of the General Meeting notifies that decision to the extent reasonably possible to the Shareholders present at the General Meeting.

- 2.7. If the chairperson of the General Meeting decides to discontinue or adjourn the General Meeting, as referred to in clause 2.6, then the entire procedure carried out up to the point of discontinuation or adjournment and any resolutions passed on the agenda items will be valid.

3. Participation and voting rights in the General Meeting

- 3.1. The General Meeting is considered to have started upon the announcement of its commencement by the chairperson of the General Meeting to the Shareholders.
- 3.2. Each Shareholder may participate, effectively monitor the business carried out at the General Meeting, and vote in real time electronically, provided that the Shareholder has taken the necessary steps stated in the notice of General Meeting to create and use an electronic account on the Online Platform and in clauses 1.1. to 1.6 hereof and in accordance with the instructions provided in the notice.
- 3.3. In order to participate in the General Meeting, Shareholders must log in through the Online Platform before the General Meeting and declare their intention to participate in the General Meeting. After stating the intention to participate, the Shareholder will receive a personalised message via email with the link that the Shareholder must follow to connect to the videoconference of the General Meeting.
- 3.4. At the date of the General Meeting, the Shareholders in order to participate in its business must log in timely via the Online Platform, fifteen minutes (15') before the start time of the General Meeting announced in the notice and state the number of voting rights with which they will participate in the General Meeting and will vote and, if they wish to change such number (to a smaller).
- 3.5. Shareholders that have not logged in timely to the Online Platform before the start of the General Meeting in accordance with clause 3.4. and until the announcement of the commencement of its business by the chairperson of the General Meeting, they will not be counted among the Shareholders present at

the General Meeting, they will not be able to exercise their voting right or take the floor and ask questions to the General Meeting and will be able to only to watch in live streaming the General Meeting via videoconference.

- 3.6.** Shareholders that have not met the period for the appointment of their proxy or proxies (i.e. at least 48 hours before the date of the General Meeting), but have nevertheless be connected timely through the Online Platform before the start of the General Meeting according to clause 3.4., will participate in the General Meeting, unless the General Meeting refuses for material cause and justifies such refusal. In this case, they will not be counted among the Shareholders present at the General Meeting and will only be able to watch in live streaming the General Meeting via videoconference.
- 3.7.** Shareholders that have complied with the above formalities and have connected in time to the Online Platform before the start of the General Meeting: (i) are considered to be present in person at the General Meeting, (ii) are counted to calculate the quorum of Shareholders present or represented at the General Meeting and of the percentage of the issued share capital of the Company that is present or represented in the General Meeting with the number of voting rights that they stated that they will exercise according to clause 3.3. above, (iii) will be able to attend by electronic or audiovisual means the General Meeting, (iv) will be entitled to vote in real time during the General Meeting on the agenda items when announced by the chairperson, (v) will be able to take the floor and address the General Meeting orally during the General Meeting, (vi) will receive information on the recording of their vote
- 3.8.** The names of Shareholders registered as participating in the General Meeting through the Online Platform will be included in the list of Shareholders present at the General Meeting in person or through a proxy (if any).
- 3.9.** Any early disconnection of the Shareholder that had timely logged in accordance with clause 3.4. from the Online Platform before the end of the General Meeting, does not affect the calculation of the quorum of Shareholders that are present or represented at the General Meeting during the period of connection thereof. That Shareholder will be able to log in again to the Online Platform, continue to attend the General Meeting for the remainder of the General Meeting and exercise all his or her participation and voting rights electronically.
In all other cases, Shareholders will only be able to watch in live streaming the General Meeting via videoconference.
- 3.10.** Shareholders will be able to vote electronically from the time the Chairperson of the General Meeting announces the start of voting on the agenda items, after completion of the recommendations and discussions on the agenda items, until the time that the chairperson of the General Meeting announces the end of the voting. The chairperson of the General Meeting may also, in his or her sole discretion, decide that voting will be possible from the beginning of the General Meeting until the time when the chairperson announces the end of the voting.

3.11. For Shareholders participating in the voting on the items of the General Meeting that will be held before the General Meeting (letter voting), the voting on the agenda items will be possible only for the period stated in the Notice to the General Meeting.

After that time, it will not be possible for Shareholders to participate in a voting on the agenda items that will be held before the General Meeting by way of a letter voting. Upon logging in to the Online Platform, Shareholders will state the number of voting rights with which they will participate in the General Meeting and will vote and, if they wish, will change such number (to a smaller). Shareholders that voted timely will be able to watch in live streaming the General Meeting via videoconference.

3.12. Shareholders that voted timely before the General Meeting by letter voting will be able to withdraw it, under the following distinctions:

(a) if they voted before the General Meeting through the Online Platform, they will be able to withdraw their vote through the Online Platform, until the beginning of the General Meeting;

(b) if they voted before the General Meeting by sending to the Company the "Letter Voting Form", they will be able to withdraw their vote in the same way as they submitted it, not later than 31.5.2021 at 11:00 am.

The above Shareholders, if they so wish, will be able to participate in person at the General Meeting under the clauses 1.1. up to 1.5. and 3.1 to 3.9 hereof.

4. Voting confirmation and voting results

4.1. The submission of the Shareholder's vote through the Online Platform is final and cannot be withdrawn.

4.2. Each Shareholder that voted at the General Meeting (including the letter voting) will receive from the "Hellenic Central Securities Depository S.A." a confirmation of the recording of his or her vote on the agenda issues through the Online Platform after the end of the General Meeting.

4.3. In the event that during the voting the shareholder does not fully exercise the voting rights for which the shareholder stated that he or she will participate in the General Meeting, after the end of the General Meeting, the shareholder will receive in accordance with clause 4.2. confirmation from the "Hellenic Central Securities Depository S.A.", in which the remaining rights will be marked as "ABSTAIN".

4.4. After the end of the voting on the agenda issues and the counting of the votes, the chairperson announces to the Shareholders the result of the voting. The results of the voting on the items of the General Meeting will be published on the Company's website in accordance with the law.

5. Contact information

For any enquiries regarding these Terms for the remote General Meeting, you can contact the Department for Shareholders and Corporate Announcements at

investors@eyath.gr or by phone at (+30) 2310966719 and (+30) 2310966720, (daily between 07:00 and 14:30).

For the provision of information on technical support to the Shareholders and their proxies, you can contact the Shareholder Technical Support (helpdesk) via email at AXIAeShareholdersMeeting@athexgroup.gr or by phone at (+30) 2103366120.

Annex - Definitions

Company means the société anonyme under the corporate name Thessaloniki Water Supply and Sewerage Company (EYATH S.A.)

General Meeting means the ordinary general meeting of Shareholders of the société anonyme Thessaloniki Water Supply and Sewerage Company (EYATH S.A.), which will be held remotely in real time by videoconference and using electronic means, without physical presence of the Shareholders at the venue, under the terms of Articles 125 and 126 of Law 4548/2018.

Online Platform means the online platform <http://www.athexgroup.gr/AXIAeShareholdersMeeting> developed by the Athens Stock Exchanges Group - Athens Stock Exchange S.A. and is available from the company "Hellenic Central Securities Depository S.A." for the provision of General Meeting services to issuing companies that are held remotely in real time via videoconference without the physical presence of the Shareholders.

videoconference application / videoconference means the WEBEX tools/services available from Cisco Hellas S.A., through which videoconference is enabled.

Letter voting means the participation of Shareholders remotely in the voting on the items of the General Meeting that will be held before the General Meeting.

Shareholder means the natural or legal person that appears as a shareholder of the Company in the files of the Dematerialised Securities System (DSS) managed by the company "Hellenic Central Securities Depository S.A." (which is the Central Securities Depository that provides registry services within the meaning of Article 124(6) of Law 4548/2018) and, in the case of collective securities accounts, the holder identified through the registered intermediary who maintains the relevant account, at the beginning of the fifth day before the date of the ordinary General Meeting ("Record Date"), i.e. as at 27.05.2021 with voting rights, their proxies, and the proxies of Shareholders or other persons exercising voting rights representing legal entities.

Terms for remote General Meeting means these terms and conditions.

Chairperson of the General Meeting means the Chairperson of the General Meeting that will be held remotely in real time via videoconference and using electronic means, without physical presence of the Shareholders at the venue.

Third Party Providers means the companies "Hellenic Central Securities Depository S.A." with registered office in Athens and "Cisco Hellas S.A." with registered office in Maroussi, Attica.