Social Responsibility Report

warsaw waterworks

2023

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Dear Readers,

Please accept the following CSR Report of the Warsaw Waterworks (Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A. – MPWIK) on our company's activities in 2023.

This is a record of what has been the focus of our core business in the area of collective water supply and sewage collection in the capital city of Warsaw and some neighbouring municipalities. At the same time, we present the results of our investment activities, as in previous years. They are related to environmental protection and allow for growth and development in many fields, i.e.: activities directed at our customers, employees, contractors or undertakings serving nature and the environment. We care about the systematic development of these aspects in our company's daily activities and emphasise that it would not be possible without the commitment of our employees. It is the solidarity of purpose that determines the strength of a company.

Notwithstanding the above, the year 2023 was dominated by geopolitical events, which definitely translated into the state of the economy and still affect every business entity as well as our society today. In this context, the Warsaw Waterworks is justifiably and necessarily a significant part of critical infrastructure. It has focused and continues to focus its attention on all processes relating to securing the continuity of essential services to the Warsaw community. Therefore, we prioritize measures that strengthen the security of people and property. Necessary activities to strengthen cyber security are being carried out systemically in consultation with authorised government bodies in the company's area of influence. It is worth emphasising that it is precisely this position as a key infrastructure actor that triggers a number of ambitious challenges and is of particular concern.

The investment area in 2023 is a continuation of the very large investment programmes started a few years earlier. Tasks that we have completed or are continuing in 2024 continually meet the public needs awaiting the development of the water and sewage network in individual districts. In 2023, our company built a total of approximately 60 km of water supply and sewage infrastructure. Expanding its network is one of our company's key tasks in relation to the ever-increasing needs of the growing capital.

Huge investments co-financed by EU funds are in turn large-diameter transmission and retention collector sewers. We completed the construction of the Mokotowski Bis and Linde Bis collector sewers, and in 2024 we will also be working on the Vistula collector sewer. Most of our investments are dictated by climate change and the need to make the city safer in the area of sudden extreme weather events. By increasing the capacity (throughput) of the city's sewage network by almost 69,000 cubic metres, these collector sewers provide vital support during torrential rain that causes overflows and flooding. With these, we also have a positive impact on reducing discharges from storm overflows into the Vistula River in rainy weather.

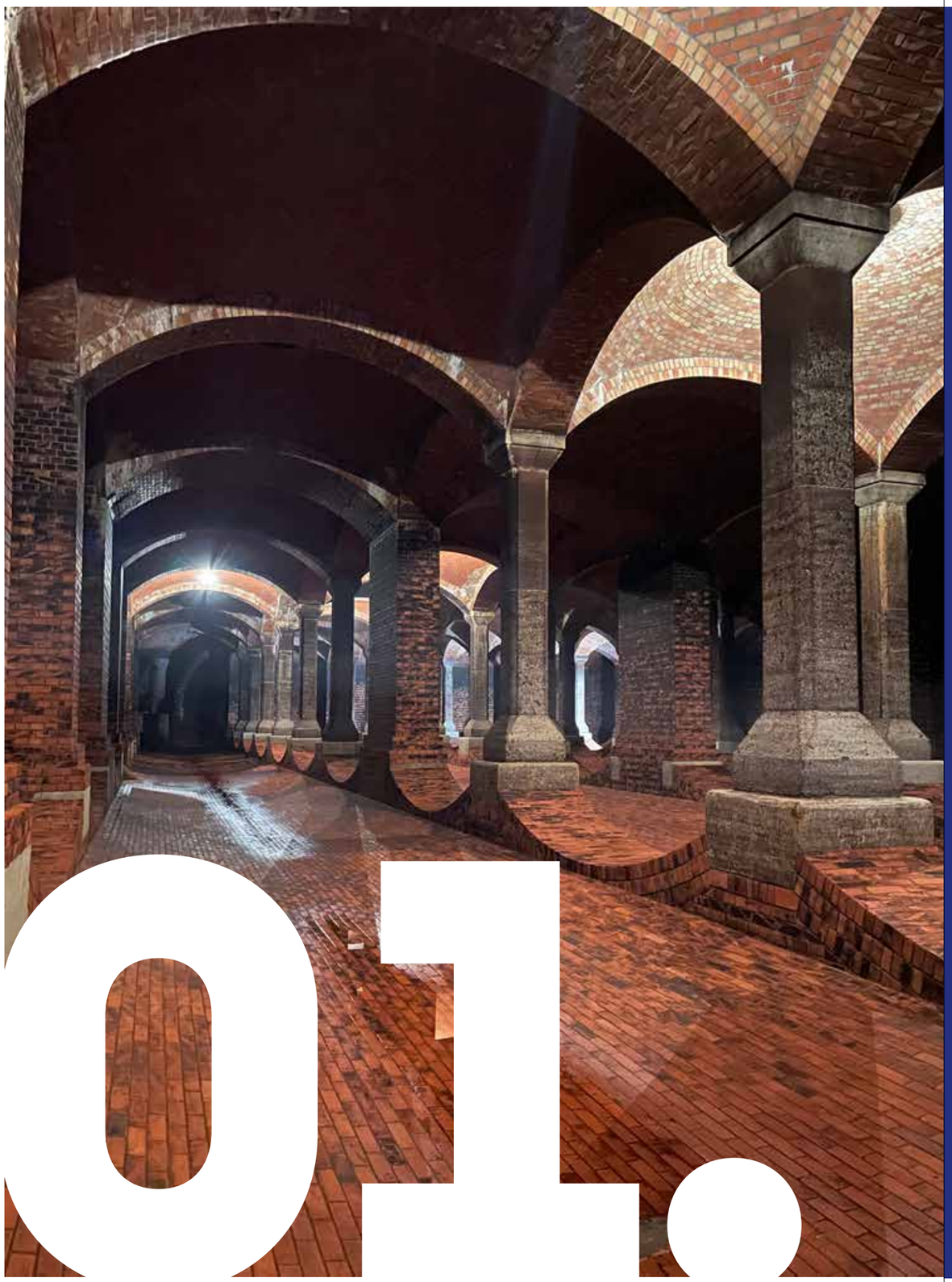
Climate change is a key determining factor in our operations. Therefore, we are entitled to confirm our commitment to becoming “dirty energy” independent and developing clean energy technologies in 2023. The past year has brought us closer to the important goal of achieving climate neutrality. In 2023, we produced almost 60,000 MWh of electricity from our own, mainly renewable, sources – photovoltaics and biogas. This is almost a third of our company's annual demand. One of the goals of the ongoing modernisation of the “Południe” Plant is to increase biogas production.

As a water supply and sewage company, we feel obligated to undertake a range of activities not only related to investments
in modern, environmentally friendly solutions, but also to provide environmental education in the broadest sense of the term, as well as to further research & development in cooperation with our partners. In 2023, we continued our cooperation with Veolia Energia Warszawa S.A., as well as with PGNiG Termika S.A., to identify the possible potential for production and heat recovery in our sewage treatment plants and from collector sewers. We partner with respected scientific and research centres by collaborating and sharing personal accounts, enriching our knowledge and gaining valuable experience. For this reason, we also continue to cooperate with Polish and EU trade associations.

Activities focused on environmental protection are accompanied by our many educational projects to promote environmental awareness, particularly in the areas of water and sewage.
We encourage you to read this Report and to familiarise yourself with the tasks undertaken by The Warsaw Waterworks, which are guided by the idea of responsible business.

Winter view of the water tower at the “Filtry” Water Treatment Station, the Palace of Culture and Science in the background, photo by Jacek Turczyk

The Warsaw Waterworks Management Board



01.

Interior of the Pure Water Tank at the Warsaw Filter Station, photo from the archive of MPWiK

About Us

As we submit our 2023 Social Responsibility Report to our readers, we observe the direction in which the legislative changes in the area of sustainability reporting introduced at the European level and implemented in the national order are heading. The EU's Corporate Sustainability Reporting Directive (CSRD) introduces new requirements aimed at providing stakeholders with greater access to comparable and reliable sustainability data.

We therefore plan to redesign our next report, and are putting our social responsibility report into your hands for the last time in its current form.

Who we are

The Warsaw Waterworks is a leader in the water supply and sewage industry in Poland and one of the largest companies in this sector in Europe. Our water and sewage treatment services are used by more than 98% of Warsaw residents and in neighbouring municipalities. We invest in, grow and implement new technologies.

The Northern Plant in Wieliszew, photo by Jacek Turczyk

Our Values

The Warsaw Waterworks Mission

Every day, we contribute to the development of Warsaw and its neighbouring municipalities by supplying water as well as providing sewage collection and treatment services. With this we aim to ensure the highest possible standard of living for the residents of Warsaw and neighbouring municipalities. We care for the environment.

Our Vision

We are strengthening our standing among leading European companies. We perform our duties reliably and effectively, guaranteeing top-quality water supply as well as sewage collection and treatment services for our city's residents. At the same time, we take great care of the nature and the environment, ensuring safety and providing good working conditions.

Value System

102-16 Values, principles, standards, and norms of behaviour

Our Values	
	resident-oriented
employees	honesty
cooperation and respect	development and innovation
quality and professionalism	the environment

The Warsaw Waterworks in Figures

102-7 Scale of operations

We are the largest water supply and sewage company in Poland and one of the largest companies in this sector in Europe.

Net revenue from sales	Equity	Balance sheet total
PLN 1.2 bn	PLN 4.5 bn	PLN 10 bn

We employ **2,513 people**

We operate
4,560.4 km
of water supply network

We operate
4,476.2 km
of sewage network

In 2023, we treated
127.4 bn
litres of water

In 2023, we treated
185.5 bn
litres of sewage

The "Chude Wojtki" hydraulic scarifiers, named after their creator – engineer Jerzy Wojtkowski, are specialised vessels. Their job is to flush the river bed with pressurised water to remove the top, most contaminated layer of sand. Pictured is one of the "Wojteks" at work on the Vistula River, photo by Jacek Turczyk

Our Water Supply and Sewage System Activities

102-2 Main brands, products and services
102-6 Markets served

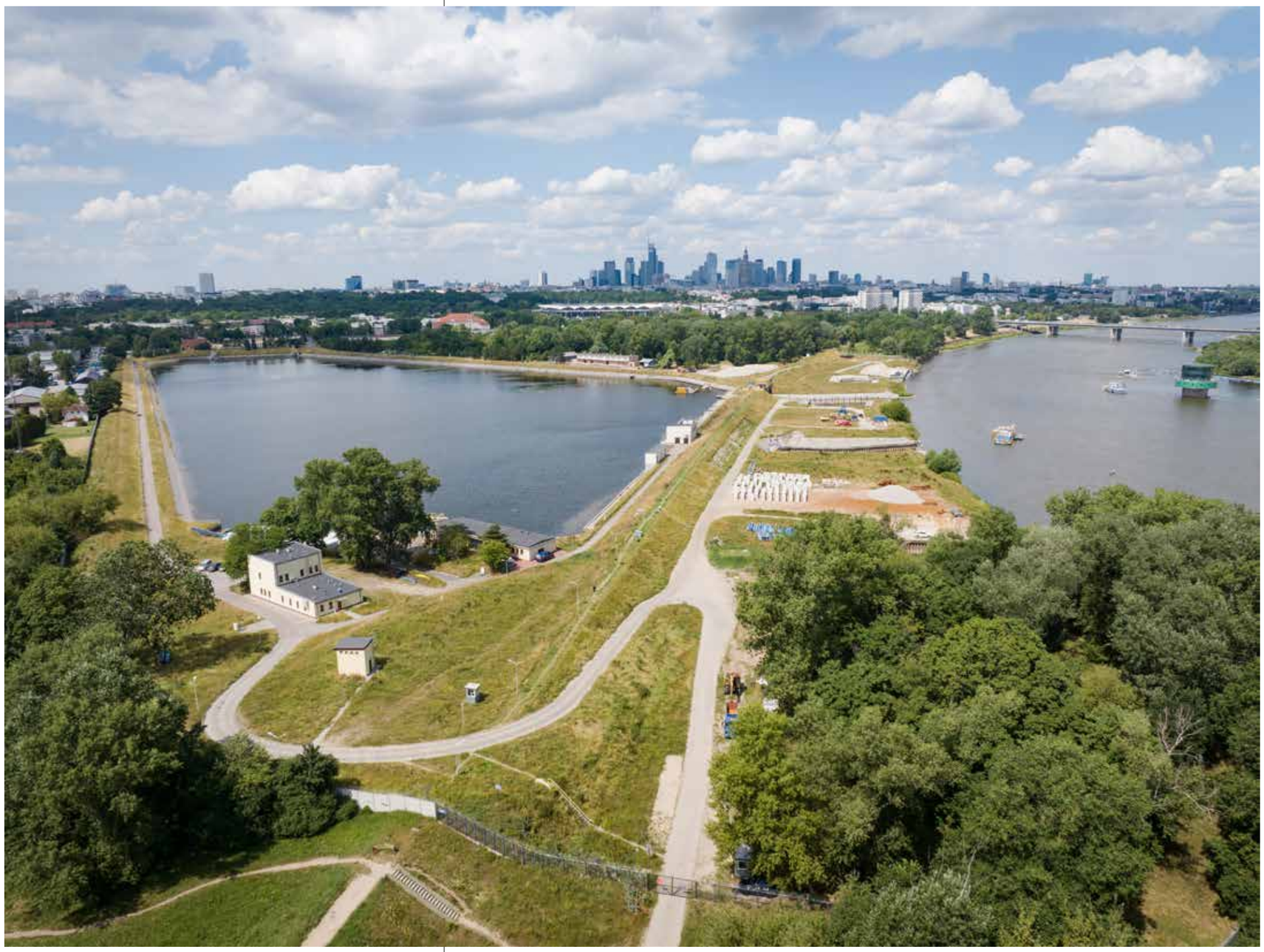
We are a water supply company with a long standing tradition. Water from the Filter Station first flowed to the city's residents in 1886. Thus, Warsaw joined the elite group of only six European cities equipped with modern water supply and sewage systems at the time.

For more than 135 years we have been continuously growing, so that today Warsaw and the surrounding towns and cities can enjoy the highest quality of water supply and sewage collection services.

Our services include:

- A collective water supply and sewage collection in the greater Warsaw area and neighbouring the towns of Piastów and Pruszków, as well as the Michałowice, Nieporęt, Raszyn, Serock, Wieliszew and Brwinów municipalities.
- Water supply and sewage collection or treatment under the provisions of the Civil Code for the benefit of local water supply and sewage treatment companies in the following municipalities: Brwinów, Michałowice, Izabelin, Stare Babice, Lesznowola, Piaseczno**, Ząbki, Marki, Legionowo*, Ożarów Mazowiecki***.

*sewage treatment only
**water supply only
***including sewage treatment and collection



View of the Czerniakowski Settlement (left) and the Vistula River, Warsaw skyline in the background, photo by Jacek Turczyk

Water Supply Companies

Warsaw and the surrounding towns and municipalities draw water from the Vistula River and Lake Zegrzyńskie. They cover around 99% of the residents' water needs. The remaining 1% comes from local groundwater intake sites in the Wawer and Wesoła districts.

The Central Plant

Infiltrated water taken from beneath the Vistula River through the Central Plant's intake sites covers 70% of the potable water demand from Warsaw residents. There are two main water treatment stations within the Central Plant structure, namely the Filtry Water Treatment Station and the Praga Water Treatment Station, as well as local water treatment and pumping stations which extract deep water:

- the Radość Water Treatment Station,
- the Falenica Water Treatment Station,
- the Stara Miłosna Water Treatment Station,
- the Wola Grzybowska Water Treatment Station,
- the OSP Centrum Pumping Plant.

Standing in the current of the Vistula River, "Gruba Kaśka," is Europe's largest infiltration well, photo by Jacek Turczyk

Interior of the pure water tank at the Filters, photo from the archive of MPWiK

The Filtry Water Treatment Station is the oldest water treatment station in Warsaw, which has been supplying water to the city's residents since 1886. The station was designed by the eminent British engineer William Lindley and its construction was later supervised by his son, William Heerlein Lindley. The station treats approximately 190,000 m^3 of water per day, which is more than half the water demand of the greater Warsaw area.

The Praga Water Treatment Station began its operations in 1964, with the launch of "Gruba Kaśka," which is the largest infiltration well in Europe. Its originators were Władysław Skoraszewski, the project's author, and Stanisław Wojnarowicz, the director of the Warsaw Waterworks at the time. The Praga Water Treatment Station extracts water from under the bottom of the Vistula River using three infiltration intakes.

The Northern Plant

Located in Wieliszew, the Northern Plant was launched in 1986. Water from Lake Zegrzyńskie is drawn through the intakes of the Northern Plant and covers approximately 30% of the water consumption demand by Warsaw residents. The currently upgraded Pressure Flotation Station has been in operation since 2010. It was the first facility in Poland to use the pressure flotation technology in water treatment. In 2023, the construction of an indirect ozonation and carbon filtration facility was completed.

Supply zones*:

- The Filtry Water Treatment Station
- The Filtry and Praga Water Treatment Stations
- The Filtry Water Treatment Station and the Northern Plant
- The Praga Water Treatment Station
- The Praga Water Treatment Station and the Northern Plant
- The Radość and Falenica Water Treatment Stations
- The Radość Water Treatment Station and the OSP Centrum Pumping Station
- The Northern Plant

*Supply zones depend on actual water use by residents

One of our hydraulic aerators called "Chudy Wojtek," photo from the archive of MPWiK

Sewage Collection and Treatment Plants

Collecting municipal and industrial sewage, infiltration water, and rainwater (for the combined sewage system) in the municipal sewage system, then treating and discharging it to receiving waters is our second core task.

We have four sewage treatment plants:

- The Czajka Plant,
- The Południe Plant,
- The Pruszków Plant,
- The Dębe Plant.

Settling tanks at the Czajka Sewage Treatment Plant, photo: aeromedia.pl

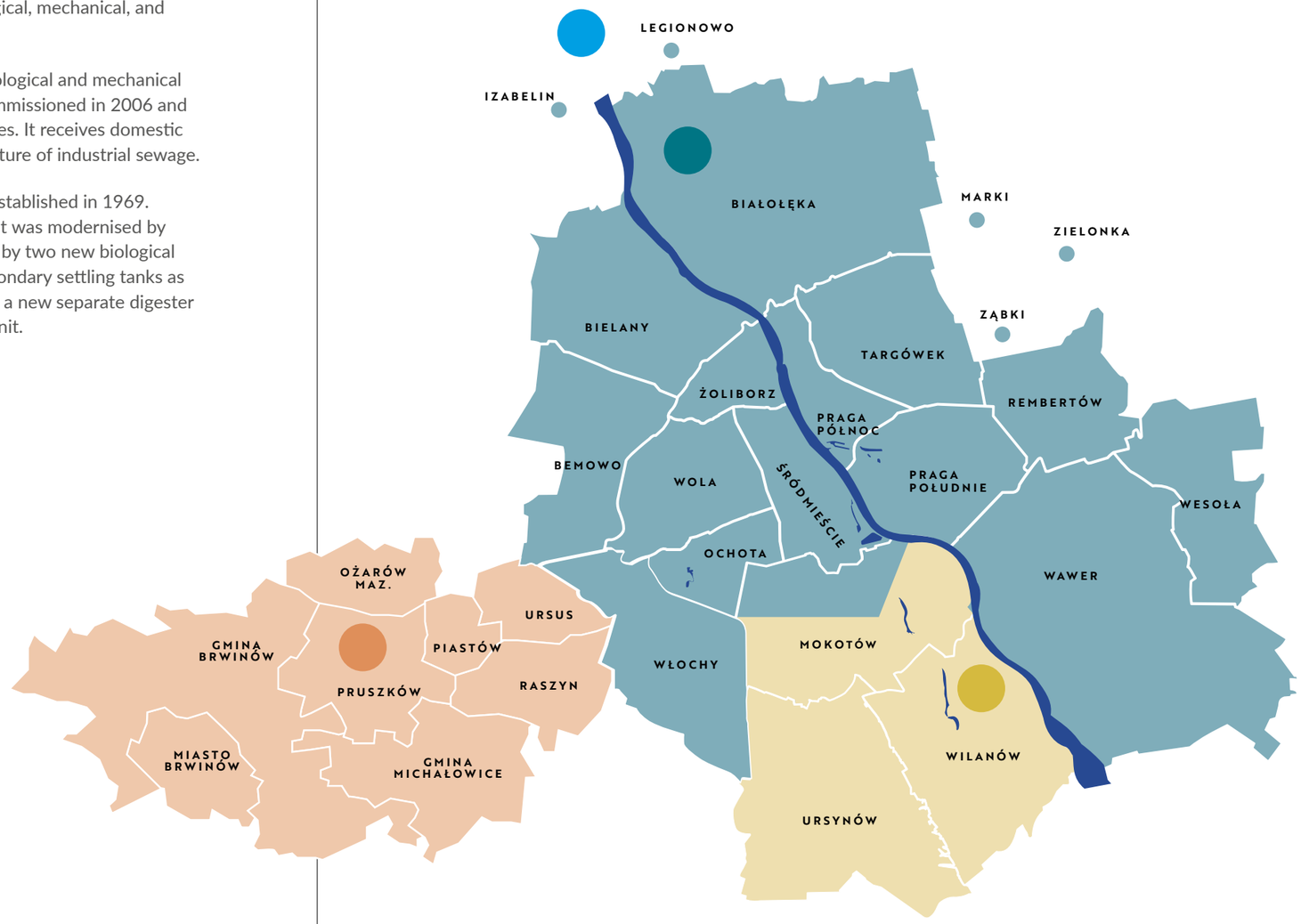
The Czajka Plant is a biological treatment plant with enhanced nitrogen (N) and phosphorus (P) removal compounds. The plant meets the standards of collected sewage for agglomerations ≥ 100,000 p.e. Thanks to its expansion and extensive modernisation in 2009–2012, sewage from the right and left bank of Warsaw, Marki, Legionowo, Jabłonna, Zielonka i Ząbki flows into the treatment plant. "Czajka" is the largest treatment plant in Poland in terms of its capacity.

The Dębe Plant has operated as a mechanical treatment plant since 1989. Following modernisation carried out in 1998–2002, using activated sludge technology, it was adapted to facilitate biological, mechanical, and chemicaltreatment.

The Południe Plant is a biological and mechanical treatment plant. It was commissioned in 2006 and consists of two process lines. It receives domestic sewage with a small admixture of industrial sewage.

The Pruszków Plant was established in 1969. Between 2013 and 2015, it was modernised by extending the process line by two new biological reactors together with secondary settling tanks as well as the construction of a new separate digester and biogas cogeneration unit.

The Dębe Plant
The Południe Plant
The Czajka Plant
The Pruszków Plant



Primary settling tank at the Dębe Sewage Treatment Plant, photo by Jacek Turczyk

Industry Position

We are steadily strengthening our position as a leader in the water supply and sewage industry on both the national and European stage. In 2023, we participated in numerous industry meetings and provided opinions on amendments to acts relating to water and sewage laws. By working with industry organisations, we were able to influence the final changes to selected legal regulations.

Membership of national and international organisations

102-13 Membership of associations

We belong to industry organisations such as:

The "Polish Waterworks" Chamber of Commerce (IGWP)

The "Polish Waterworks" Chamber of Commerce is the only economic self-government organisation in the water supply and sewage industry in Poland. It was established on 14 September 1992 in Bydgoszcz, where it is still located today. It brings together more than 500 water supply and sewage market companies. It is a member of the National Chamber of Commerce in Warsaw, as well as of the European Union of National Associations of Water Suppliers and Sewage Collection Service Providers (EurEau, which is based in Brussels). The Chamber strives to create a favourable environment for the water supply and sewage sector. Representatives and experts interpret and evaluate current legislation on an ongoing basis. They monitor proposals for change, participate in the development of legislation affecting the industry and the introduction of solutions to improve its operation. The Warsaw Waterworks has been a member of IGWP since 10 December 1996. Thanks to its cooperation with the Chamber, our company influences the shape of emerging legal acts concerning the water supply and sewage sector and participates in the modification of policy concerning water supply and sewage in The European Union. In addition, our company has the opportunity to benefit, on preferential terms, from training courses, webinars, conferences as well as business trips abroad which provide insight into technologies and management systems of water supply and sewage companies in Europe and around the world.

Employers of Poland

Employers of Poland is the oldest and largest employers' organisation in Poland, established in 1989. They work for the common interests of the employers affiliated with their member organisations, companies that are often in competition with each other on the market, but are aware of the need to act together for the good of the employer and business community. They support all initiatives aimed at strengthening the role of Polish employers and cooperate with all employer and entrepreneurial organisations in order to pursue the common interests of the business community. They also interact with social partners (the workers' organisations) so as to achieve the mutual benefits of employers and employees resulting in economic development, fair and stable employment conditions, safety at work and social order. The Warsaw Waterworks has been a member of Employers of Poland since 11 April 2014.

The Association of Masovian Voivodeship Water Companies (SWWM)

The Association of Masovian Voivodeship Water Companies was established on the initiative of water supply companies operating in the Masovian Voivodeship. Amongst other things, its aim is to integrate water supply and sewage companies and strengthen their power, relevance, and prestige in the well-understood interests of the water supply and sewage industry. The association's mission is to assist especially small and medium-sized water supply and sewage companies in forming contacts and relationships with various organisations. It also aims to provide organisational support in solving water supply and sewage issues of the association's members or other water supply and sewage units. This includes consultation on current problems, implementing modern environmental protection solutions, promoting the principle of sustainable development, taking action to protect the environment with particular emphasis on water resources and water supply in rural areas. The Warsaw Waterworks has been a supporting member of SWWM since 22 March 2022. This collaborative provides an opportunity to rapidly respond to problems and challenges in the water supply and sewage industry in the Masovian Voivodeship. Thanks to such cooperation, our company may request changes and assistance in creating as well as amending laws.

The Polish Research Laboratory Club (POLLAB)

The Polish Research Laboratory Club is Europe's largest voluntary and independent organisation integrating the community of research laboratories, calibration laboratories, certification bodies and companies interested in quality-based management. It supports conformity assessment systems and demonstrates openness to new challenges, initiatives as well as substantive cooperation.
The aim of POLLAB is mutual cooperation and exchange of experience in the practical implementation and improvement of management systems, the provisions of standards and legislation, as well as accreditation body requirements. POLLAB has more than 500 members. The Warsaw Waterworks has been a member of the Polish Research Laboratory Club since February 2007. Participation in the organisation provides our company with access to current laboratory issues and problems. It also gives it the opportunity to participate in symposiums, seminars, conferences, specialised training courses, as well as discussion panels on preferential terms.

The Polish Association of Sanitary Engineers and Technicians (PZIiTS)

The Polish Association of Sanitary Engineers and Technicians is an independent and voluntary scientific and technical organisation. It brings together individuals and legal entities interested in professional and social activities in the fields of gas engineering, water supply and sewage systems, water supply and sewage technology, heating, ventilation and air conditioning, urban and estate cleaning, waste management, balneotechnics, laundries, rural sanitary technology, water protection, atmospheric air and earth surface protection, underground urban planning, and other related fields. The Association is a non-governmental organisation, pro-environmental in nature and it places particular emphasis on the development and promotion of sanitary and environmental engineering methods and equipment for the protection of the environment in its activities. The Warsaw Waterworks has been a supporting member of PZIiTS since 23 October 2007. Together with the organisation, our company continues its activities in favour of new technologies and the protection of health as well as the environment.

Aqua Publica Europea (APE)

Aqua Publica Europea is the European Association of Public Water Operators. It unites public water and sanitation services and other stakeholders working to promote public water management at both European and international levels. APE is an operator-led association that seeks effective solutions to serve the public interest rather than corporate interests. The main benefits of working with APE include: the opportunity to exchange experience with representatives of water supply and sewage companies from all over Europe; a faster informal flow of information and support in crisis situations; building an extended knowledge base of experience of Western European partners, as well as the strengthening of the Europe-Brussels relationship; participation in the workings of an international organisation bringing together representatives of municipal water supply companies from all over Europe; the exchange and deepening of knowledge through participation in meetings, workshops and focus groups; access to reliable and interesting reports.

President Renata Tomusiak during the WOD-KAN enterprise catalogue conference, organised by the "Polish Waterworks" Chamber of Commerce, photo from the archive of the Warsaw Waterworks

The Warsaw Waterworks has been a member of the APE since 4 July 2022.

The European Benchmarking Co-operation Foundation (EBC)

The European Benchmarking Co-operation Foundation is a non-profit sector initiative to improve drinking water and sewage-related services. It was initiated in 2005 by Dutch and Nordic associations of water supply companies and the 6-Cities Group. It is based in The Hague, in the Netherlands, and is managed by water industry partners (Aquanet, FIWA, Norsk Vann, Vewin, EurEau). The EBC offers water supply companies in Europe and beyond a leading programme of improvement and knowledge exchange. Participation in annual benchmarking workshops and other knowledge-sharing events allows our company to gain insights into potential areas of improvement and best practices and innovative solutions. The Warsaw Waterworks has been a member of the EBC since 2017.

Participation in Industry Events

In 2023, we participated in 84 events, including:

- 14 conferences at home and abroad,
- 11 industry organisation representative meetings, including Aqua Publica Europea, the European Benchmarking Co-operation (EBC) and the Association of Plumbers of the Masovian Voivodeship.

Organised Company Study Visits

Due to the Charlie and Bravo alert levels in force throughout the country, the organisation of visits to the Filtry Water Treatment Station and other Company locations was strictly controlled and limited. In 2023, we organised several study visits for, among others, representatives from the water supply and sewage industry from at home and abroad.

Deputy Director of the Project Implementation Division Maciej Płoński delivers a lecture at the Excavation-free Technologies Conference, photo from the archive of MPWiK

Awards and Recognition

- **“Titanium Investor Laurel” for the Warsaw Waterworks awarded for the completion of the second stage of the Wiślany collector sewer construction,**

  The Warsaw Waterworks was honoured with the prestigious Titanium Investor Laurel 2023 award at the closing gala of the 21st International Trenchless Engineering Conference. Our company was recognised for commissioning the second phase of the Wiślany collector sewer. In the category of Project of the Year for New Installations, the Titanium statuette went to Sanimet Krzysztof Grzywacz for completing this task. The construction of the Wiślany collector sewer is one of the tasks being carried out as part of an EU project, known as Water Supply and Sewage Treatment in Warsaw - Stage 6. The Titanium Investor Laurel was also awarded to the Warsaw Waterworks in 2022 for the renovation of the Burakowski collector sewer.

The winning photo in the Industry Photo Contest “Excavation-free Technology in Lens” in the excavation-free construction category. Photo: Mokotowski “Bis” collector sewer launch chamber, photo from the archive of MPWiK

Presentation of the TYTANY awards, photo from the archive of MPWiK

- **1st place in the 12th edition of the National Ranking of Water Supply and Sewage Companies in 2023**

  The Warsaw Waterworks became the leader of this year's ranking, improving its position from a year ago. When evaluating the companies covered by rank, the following factors were considered: economic-financial and technical data, efficiency in obtaining EU funds, personnel and training policy, cooperation with local communities, and support for CSR initiatives.

- **The Trenchless Technologies Through the Lens photographic competition award in the category of Trenchless Construction for a photo taken during the construction launch chamber of the Mokotow collector.**

  The award was presented during the 10th International Trenchless Technologies Conference (NO-DIG POLAND 2023), held at the end of September in Cracow. The topic of the use of microtunneling technology in Warsaw was presented.

Cooperation with the World of Science

102-43 Approach to stakeholder engagement

We collaborate with leading research centres. On the basis of concluded contracts and agreements on scientific and technical cooperation, by undertaking a number of initiatives and activities. We collaborate in the development of new technologies in the field of water supply and sewage collection. Our company carries out joint projects, promoting knowledge in the area of water supply and sewage collection.

In particular, the cooperation involves:

- Research and development works;
- Educational activities;
- Internships for students within our company's organisational structure;
- Organisation of scientific and technical conferences, symposiums, and seminars;
- Preparation of joint publications,
- Student and doctorate scholarships funded by the company.

We cooperate with the following universities and institutions:

- The Warsaw University of Technology,
- The Cracow University of Technology,
- The Częstochowa University of Technology,
- The Lublin University of Technology,
- The Jarosław Dąbrowski Military Technical Academy,
- The Cardinal Stefan Wyszyński University in Warsaw,
- The University of Warsaw,
- The State Academy of Applied Sciences in Chełm,
- The National Institute of Public Health (PZH) at the National Research Institute,
- The Military Institute of Hygiene and Epidemiology,
- The Institute of Plant Protection at the National Research Institute in Poznań.

4EU+ Universities Alliance Project

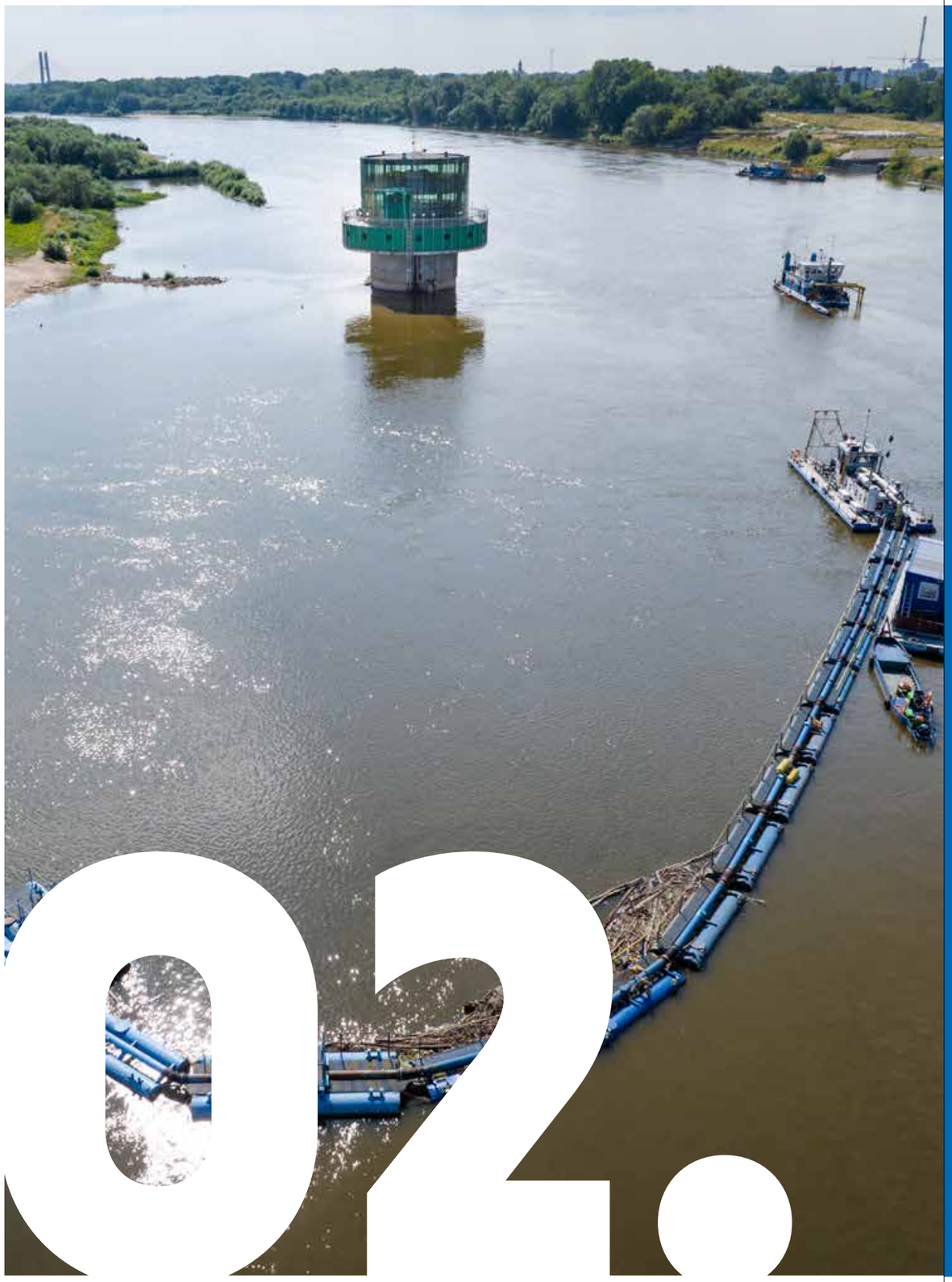
In 2023, we took part in The 4EU+ Universities Alliance project. It brought together 4 European universities (Warsaw University, Sorbonne University, the University of Milan and the University of Heidelberg). The project was created for the capital city of Warsaw to develop tools supporting decision-makers in building critical infrastructure resilience and propose innovative actions to strengthen the city's economic infrastructure.

The Board of Experts

Since November 2004, The Board of Experts has been operating at our company, bringing together prominent specialists in fields related to the company's operations. This scientific body provides advisory assistance and scientific support to the management board to ensure the highest level of implementation of our company's statutory tasks.

In 2023, we organised a meeting of our company's board of experts on our company's energy efficiency. During the discussion, experts identified many interesting solutions on improving energy efficiency and strengthening energy security. The Warsaw Waterworks is currently reviewing the most relevant proposals in terms of feasibility.

"Gruba Kaśka," photo by Jacek Turczyk



Standing in the current of the Vistula River, "Gruba Kaśka" and the vessels of our fleet, photo by Jacek Turczyk

02.

Safety

Risks

Key Actions

Protection and Resilience of Strategic Facilities

The Warsaw Waterworks plays a key role in ensuring that the residents of the capital and neighbouring municipalities have access to clean and safe water. Warsaw's water supply and sewage system requires special attention in terms of safeguards against various risks. The management of this area requires advanced technology, strict procedures and continuous cooperation between its various actors.

Risks

The main risks faced by our company include:

Natural disasters – a changing climate is leading to increasingly frequent floods, droughts, hurricanes, earthquakes or extreme weather conditions that can damage water supply infrastructure. This leads to interruptions in water supply or sewage collection.

Cyber threats – malicious viruses and software infiltrating computer networks, actions aimed at taking control of IT systems and stealing data, as well as the increasing frequency of phishing and social engineering campaigns aimed at phishing for confidential information – these are a daily occurrence in today's dynamic and complex geopolitical situation.

Acts of sabotage and vandalism – increasingly common actions by individuals or groups seeking to deliberately damage critical infrastructure.

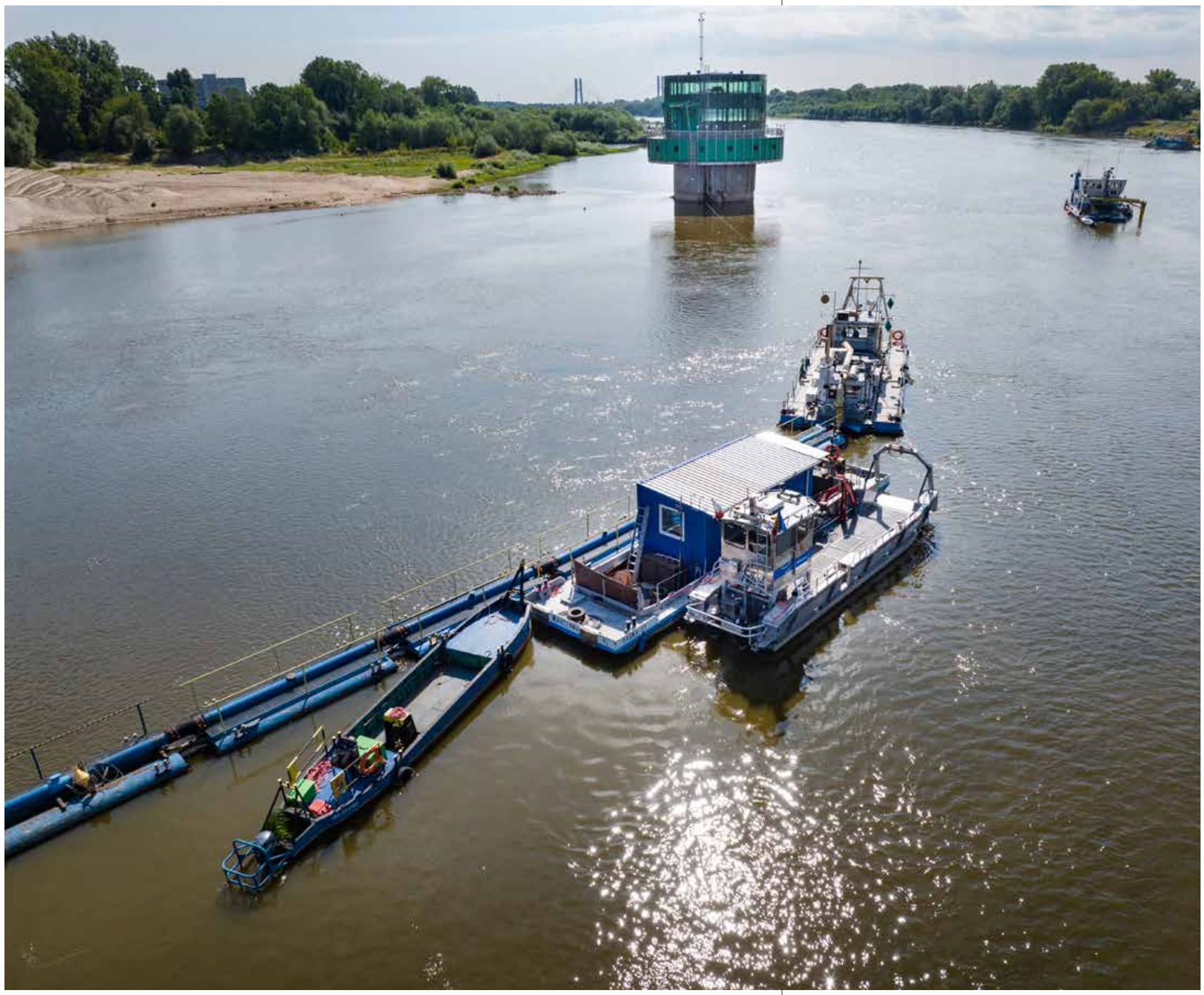
Key Actions

Our company implements a number of strategies and measures to ensure the security and continuity of water supply and sewage collection and treatment.
Here are some of our key activities:

Modern Security Technologies

Sophisticated monitoring systems allow the state of the infrastructure to be monitored in real time. They can also detect anomalies and respond to potential threats. Sensors placed at various points in the network provide data on water quality, pressure and flow.

View of the Czajka Sewage Treatment Plant, photo: Simple Frame



The vessels of our fleet and "Gruba Kaśka," photo by Jacek Turczyk

A control and monitoring system (SCADA) is used, allowing for the remote management of processes and rapid response to irregularities.

Security of IT systems

Information Security Management System (ISMS) – since 2019, we have been building and developing information security standards based on the guidelines of the international standard of PN-EN ISO/IEC 27001:2017. In 2021, we were awarded a certificate of conformity for this implemented system.

Security Operations Centre (SOC) – we have in-house expertise in information security protection. The SOC team monitors the security of the Company's ICT infrastructure on a continuous basis, 365 days a year, 24 hours a day.

Modern security systems – we have purchased, implemented and are developing 18 modern security systems. These systems support the work of the SOC team and help to secure the Company's continuity of service provision.

Redundancy of systems – we ensure redundancy of key ICT systems so that data can be accessed in the event of potential failures or while maintenance work is being carried out.

Two data processing centres – our company's ICT systems have been located in two main, independent and remote data processing centres. By doing so, we reduced the risk of not being able to access the systems and the data processed by them.

Security audits – our company's ICT systems and infrastructure are subject to periodic security audits and tests performed by entities independent of our company. Test results allow modifications to be made in systems and safeguards, which translates into a continuous improvement in IT security.

Participation in cyber security initiatives – as an entity of the national cyber security system, we join a number of cyber security initiatives and projects at national and local levels, such as The Cyber Security Partnership.

"Gruba Kaśka" infiltration well, photo by Jacek Turczyk

Training and Staff Development

Security training – our employees are regularly trained in new technologies, security procedures and emergency response.

Tests and exercises – we periodically carry out tests of the response to various failures, attacks and exercises of actions leading to the restoration of business continuity of critical processes after their interruption. We adapt all scenarios to current national and international events, allowing us to practically prepare our staff for real-life crisis situations.

Cooperation and Communication

Cooperation with governmental and local institutions – we work closely with services to ensure coordination of activities and the proper circulation of information in emergency situations.

Communication with residents – we care about transparency in communication with Warsaw residents, as we know that this is a key element in crisis situations. We make sure that during incidents every Warsaw resident receives the necessary information and instructions in time.

Protection and Resilience of Strategic Facilities

Our company has for many years taken deliberate, wide-ranging measures to protect and build the resilience of its strategic facilities. Taking into account the broad spectrum of risks and the increasing vulnerability of the infrastructure due to growing interdependencies, our company creates and implements uniform security standards based on all available ways of predicting potential risks.

Therefore, in 2023, we undertook an audit of the compliance of our implemented Business Continuity Management System with the PN-EN ISO 22301 Safety and Resilience – Business Continuity Management Systems – Requirements. As a result, we obtained a certificate of compliance, and confirmed our readiness to respond to events that could jeopardise the execution of our key processes.

It is important to emphasise that security falls into the category of tasks belonging to the catalogue of activities of the utmost concern, particularly in light of the alert degrees in force since 2022. Our company, in its service to the residents of Warsaw and neighbouring municipalities, is guided in its actions first and foremost by concern for the better public good. Thus, creating the conditions for the best possible safety in the performance of its daily statutory duties, for which it assumes full responsibility every day. The use of modern technologies, the development of staff competences and cooperation with the city authorities, services and external entities make it possible to effectively manage risks and ensure that Warsaw residents and neighbouring municipalities have access to safe and high quality water. Through these measures, the Warsaw Waterworks is standing up for the health and well-being of society.

Flower meadow at the Northern Plant, photo from the archive of MPWiK

03.

Environment

We use environmental resources responsibly, taking climate change into account. Through our investments, we are increasing the retention capacity of the sewage network. In line with the principles of sustainability, we invest in renewable energy sources, care for biodiversity and carry out research and development projects.

We reduce our negative impact on the environment by preventing environmental pollution, limiting water losses, minimising energy consumption and reducing carbon dioxide emissions into the air. In respecting the environment, we strive for resource efficiency and projects that build public environmental awareness. We operate in compliance with legislation, implementing good practices and developing new technologies.

Compliance with Environmental Regulations

We carry out our activities on the basis of the relevant permits, authorising the use of environmental resources in terms of water intake, sewage collection, sand abstraction, waste generation and gas emissions.

Apart from sewage treatment plants, our installations include storm overflows of the combined sewage system. These overflows prevent the municipal sewage system from overloading associated with heavy rainfall, which can lead to local flooding and disrupt the safety of sewage treatment plant operations. The overflows operate periodically, resulting in the discharge of sewage, which creates a mixture with rainwater. This occurs by design only in emergency situations, i.e. when the retention capacity of the network is exhausted, especially during intense weather events. We have 16 storm overflows for which we have obtained water permits. 10 storm overflows are located on the left bank of the Vistula River and 6 – on the right bank. In order to meet the challenges posed by advancing climate change, we have been implementing solutions to increase channel retention and reduce storm discharges for years.

In 2023, we carried out a number of formal environmental activities. The most important ones include:

- Obtaining administrative decisions by the Wody Polskie National Water Holding concerning the granting of water permits to our company with regard to:
  - discharging rainwater and snowmelt into the W canal from the regions in the area of ul. Wiertnicza in the Mokotów district via an existing rainwater sewer outlet
  - reconstructing the Bielański collector sewer outlet used for emergency sewage disposal into the Vistula River from storm overflows of the combined municipal sewage system
  - discharging rainwater and snowmelt into the Służewiec stream from the following areas:
    - paved surfaces via a rainwater sewer outlet located in the area of al. Dwudziestolatków in the Włochy district,
    - housing estates, public facilities including local and intra-neighbourhood roads with infrastructure through a rainwater sewer outlet located in the area of ul. Lechicka in the Włochy district
  - extending the validity period of the existing water permit for the discharge of rainwater and snowmelt from the Ursynów district into the Służewiec Stream via the Wolica trench

Construction of the transmission system connecting the "Świderska" and "Farysa" Plants, photo from the archive of MPWiK

- verification of the 342 notices and decisions in which the Wody Polskie National Water Holding set fees for our company for using water services in water intake, sewage and rainwater collection, and gravel extraction,
- verification of 240 decisions on the classification of water intake purposes, in which the Wody Polskie National Water Holding charged variable fees for the period of Q1 2019 to Q4 2022, classifying water intake into two purposes,
- notification of the installation from which gases and dust are introduced into the air for pumping stations operated by the Groty II, Tużycka, Arbuzowa BIS, Przylaszczkowa, and Gilarska BIS sewage network plants.

Investments

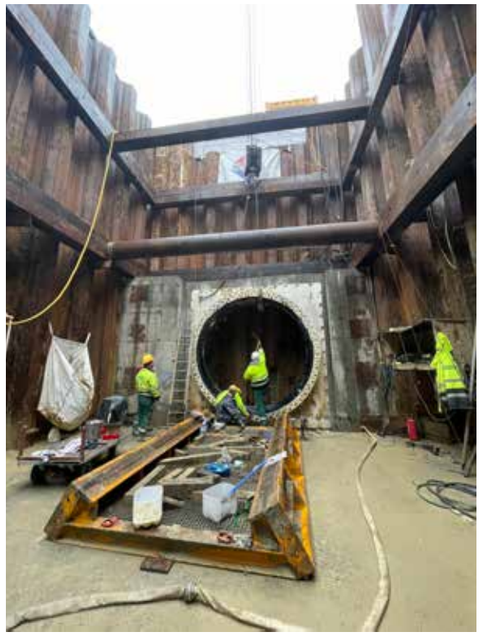
Our priorities include caring for the environment, enhancing the comfort of residents and adapting to climate change. That is why we are making a number of investments, many of which are massive, multi-year projects. Thanks to our continuous development through the construction of new and the modernisation of existing water supply and sewage infrastructure as well as our plants, we maintain a strong position among the major European companies in our sector.

2023 was also a time of intensive work for us in Warsaw and other locations whose residents use our services. We carried out a number of important investments both in the area of water supply operations, as well as sewage management while increasing the retention capacity of our network.

Significant investment projects completed in 2023:

- Stage 2 completion of the Wiślany collector sewer construction
- Construction of a supplementary transmission system through the construction of networks and facilities connecting drilled pipelines with the Świderska and the Farysa plants
- Construction and calibration of a mathematical sewage network model
- Construction of water mains to supply water to the Pruszków belt
- Stage 2 completion of the modernisation of the Northern Plant
- Modernisation of main supply points at the Wieliszew Water Treatment Station

In 2023, we completed:	
73	investment projects concerning expansion of the water system infrastructure
39	investment projects concerning expansion of the sewage system infrastructure
13	other investment projects



Construction of Mokotowski Bis collector sewer, photo from the archive of MPWiK

Completion of the water supply and sewage collection network in selected Warsaw districts as well as neighbouring towns and cities in 2023

Water supply network		Sewage network	
Network location (district/municipality)	Length	Network location (district/municipality)	Length
Pruszków	10.2 km	Wawer	8.6 km
Wawer	8.5 km	Żoliborz	5.5 km
Wesoła	5.8 km	Pruszków	4.9 km
Mokotów	1.4 km	Białołęka	3.5 km
Białołęka	1.1 km	Ursynów	1.9 km
Włochy	0.7 km	Piastów	1.5 km
Piastów	0.7 km	Wesoła	1.4 km

In 2023, a total of 59.6 km of water supply and sewage network was built with the use of more than PLN 461 million*.

Over the last five years, i.e. the period 2019–2023, we completed 272.2 km of water supply network and 156.9 km of sewage network.

*including the transmission system section to the “Czajka” sewage treatment plant

Multi-Annual Plan for the Development and Modernisation of Water Supply and Sewage Facilities (WPRiMUWiUK) for 2022–2030 (The Implementation of Projects in 2023)

102-11 Precautionary principle

In March 2022, the Council of the capital city of Warsaw approved WPRiMUWiUK for the 2022–2030 period. The plan included tasks that are of importance for the capital city of Warsaw and of considerable significance for the environment, covering investments in the sewage network that will maximise its resistance to malfunctions.

The plan envisions the completion of 2,370 tasks within 9 years, of which 2,121 are tasks already in progress and 249 are new tasks. Throughout this period, a total of 1,436.9 km of new network lines is to be built (with 767.1 km of the water supply network, and 669.8 km of the sewage network). We estimate the total value of these investments at PLN 4.4 billion. PLN 1.6 billion will be financial outlays for water supply infrastructure and PLN 2.8 billion for sewage infrastructure. The European Union will provide approximately PLN 408 million as co-funding, which will make up 9.4% of the approved investment plan.

In 2023, we built and modernised 102.0 km of water supply and sewage network. Financial outlays incurred in the field of water supply network facilities amounted to PLN 258.9 million, and for sewage network facilities – PLN 575.7 million.

Between 2022 and 2023, we built and modernised 170.4 km of water supply and sewage network. The financial outlays incurred for water supply network facilities amounted to PLN 505.0 million and for sewage network facilities – PLN 1,2 billion.

Continuation of the construction of a supplementing sewage transmission system from the left-bank of Warsaw to the "Czajka" Plant*

We divided the construction into four stages:

Stage 1 – Construction of pipelines with drilling under the Vistula River (completed in 2021).

Stage 2 – Construction of new pipelines in the shoreline section (between the crossing made in stage 1 and the Świderska and Farysa plants) as well as the construction of accompanying facilities, including processing chambers. The investment was commissioned in 2023.

Stage 3 – Works to enable a temporary relief for collector sewers on ul. Modlińska by diverting sewage from the transmission system to the "Nowodwory" and "Żerań" pumping stations.

- Construction of a collector sewer for the Żerań pumping station and the "Nowodwory" pumping station.

  In 2023, we continued to develop the design and cost-estimate documentation for the construction of new collector sewers from the Świderska plant towards the Nowodwory and Żerań pumping stations. We are currently developing a construction project.

- Modernisation and reconstruction of the inlet collector sewer for the Żerań pumping station.

  In July 2023, we entered into an agreement entitled "Modernisation of the Sewage Collector Between the Transmission System Chamber to the Well on The Discharge Collector from the Żerań Pumping Station." We plan to complete the construction in 2024.

*Implementation is co-financed by the European Union

Stage 4 – repair of pipelines in the tunnel under the Vistula River.

Work is underway on the implementation of a contract entitled "Restoration of the Efficiency of the Transmission System Between the Farysa and Świderska Plants in Warsaw Using the Existing Tunnel Under the Vistula River." The completion date is set for the second half of 2024.

The Warsaw Project*

With its accession to the European Union, Poland began to take measures to bring the quality of collected sewage in line with current EU requirements and directives. This is how the project for the long-term modernisation and expansion of the water supply and sewage infrastructure in Warsaw was created. It was called "Water Supply and Sewage Treatment in Warsaw." Our aim was to provide Warsaw residents with high quality drinking water and to treat all municipal sewage before it is discharged into the Vistula River.

The Warsaw Project was divided into implementation stages. In previous years, we completed stages 1 to 4. We are currently implementing stages 5 and 6. Stage 5 of the project is a continuation of our previous efforts to modernise and expand water supply and sewage management in the area of: Warsaw, Pruszków and Serock. As part of stage 6, we are planning, among other things: to expand the water supply and sewage network; to build and modernise the infrastructure of the combined sewage system in order to adapt the system to the development of the greater Warsaw area and climate change by modernising the water treatment plant.

Construction of the pipeline on the Farysa-Świderska section, photo from the archive of MPWiK

*Implementation is co-financed by the European Union

During the construction of the Mokotowski Bis collector sewer, photo from the archive of MPWiK

Water Supply and Sewage Collection Master Plan

In 2023, we continued work on the programming and planning study entitled "Master Plan for Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w mieście stołecznym Warszawie S.A." with an outlook to 2050 in the field of water supply and sewage. This action is linked to dynamic climate changes and the increasingly frequent phenomena of hydrological drought or torrential rain.

The preparation of the Master plan is divided into four stages:

- stage 1 – preparation of the contract implementation plan (completed in 2022);
- stage 2 – description and analysis of our company's existing state (completed in 2023);
- stage 3 – development of our company's Development Concept with an outlook to 2050, taking into account our company's adopted multi-year investment plan (in progress);
- stage 4 – development of the Master plan, i.e. the Company's development plan with an outlook to 2050, on the basis of the concept approved by the contracting authority (planned to be implemented).

Interior of the collector sewer between the "Świderska" and "Farysa" plants, photo from the archive of MPWiK

A Selection of The Most Important Warsaw Waterworks Investments that We Completed in 2023

Construction of the Mokotowski Bis collector sewer

In 2023, we completed the necessary work on the construction of the collector sewer along ul. Gagarina which has a flow-retention function. It will serve to relieve the existing Mokotowski collector sewer and provide temporary retention to ensure safe transport of combined sewage and rainwater during intensive rainfall spells. The Mokotowski Bis collector sewer has a retention volume of approx. 6,800 m^3. A tram track is also being built over the new sewer.

Construction of the Lindego Bis collector sewer*

In 2023, we completed the necessary construction work on the 4-kilometre Lindego Bis collector sewer along the following streets using the trenchless method: Conrada, Wólczyńska, Nocznickiego to ul. Marymoncka. Its task is to take over some of the sewage and rainwater run-off from the Bemowo and Bielany districts. The commissioning of the Lindego Bis collector sewer will help to reduce the occurrence of overflows and flooding during heavy rainfall. The investment is expected to be finalised in early 2024.

*Implementation is co-financed by the European Union

Construction of the Wiślany collector sewer*

The Wiślany collector sewer aims to limit the need to activate stormwater overflows during intensive rainfall by ensuring collection and temporary retention of combined rainwater and sewage. It will allow us to temporarily store the sewage coming from the left-bank of Warsaw, i.e. from the Mokotów, Ochota, Wola, Śródmieście, Żoliborz and Bielany districts, which will be directed to the Czajka sewage treatment plant. The approximately 9.5-kilometre long collector sewer, with the diameter of DN 800 to 3,200 mm, will go along The Wisłostrada. We also plan to construct a line near the Skłodowska-Curie Bridge (formerly, The Northern Bridge) to relieve the delivery collector sewers that feed to the transmission system to the Czajka sewage treatment plant, and to construct a pumping station.

We are implementing this project in three stages.

In 2023, we completed the necessary construction work on stage 1 (from the Powiśle pumping station to the Wenedów storm sewer with a length of approximately 2 km) and stage 2 (from the

*Implementation is co-financed by the European Union

connection chamber with the Wenedów storm sewer to the connection chamber with the Bielański collector sewer with a length of approximately 5.5 km).

As part of stage 3 (from the connection chamber with the Bielański collector sewer to the Farysa plant, including the 1.2 km long Wiślana pumping station), we continued the construction works. We expect these projects to be completed in 2024.

Renovation of the riverbank collector sewer

We continued the renovation of the riverbank collector sewer, as well as the chambers and sewers along its route. This is part of a larger project to seal and expand the capital's sewage network. The works will result in the improvement of the transport of sewage, increase in the retention capacity of the network, reduce the risk of overflows and flooding during heavy rainfall and improve operational safety of the sewage treatment plant.

Construction of the C-Bis collector sewer*

This new collector sewer will improve the operation of the sewage network regardless of weather conditions and will enable the development of areas in the Pruszków belt, particularly Piastów, Pruszków and the Ursus district. We have continued work on its construction.

Construction of a central management system for combined sewage system – RTC*

We have continued working on the construction of a central management system for a combined sewage system which will allow us to collect and process the current weather forecasts and data coming from the sewage system and its facilities in real time. Based on the data collected, our system will be able to react to sudden weather phenomena and will adequately control the flow of sewage (including rainwater) within the sewage network and its facilities. It will also collect sewage at interceptors and reservoirs, minimising the risk of local flooding.

Mathematical hydraulic model of a sewage network (construction and calibration)

A hydraulic model of a sewage network is a computerised representation of the sewage network and rainwater run-off surface. Such models are used to calculate the hydraulic parameters of network operation, such as flow rate, velocity, filling, and other parameters. It also allows for the identification of areas at risk of flooding or pressure operation. It can be used to carry out analyses of current and assumptive network operations. It is a decision-making support tool for guiding expansion and optimal ways to upgrade the sewage network.

In 2023, we completed the task of building and calibrating two sewage network models: for the catchment areas of the Czajka and Południe sewage treatment plants. The construction of models involved importing the elements needed to create a network graph from the GIS database into the modelling application, including sewers, wells, reservoirs, outlets, pumps, overflows, gates and more. In addition, data characterising the areas of rainwater run-off and data on the volume of sanitary inflows had to be entered into the application. The calibration process, on the other hand, involved matching the model with reality. This ensures that the network operating parameters calculated on the model coincide with those measured by the measuring devices.

Construction of a supplementary transmission system through the construction of networks and facilities connecting the executed drilling pipelines with the Świdersk" Plant Farysa plants

In 2023, we completed the main scope of the construction for the new sewage transmission system. We completed networks and facilities

*Implementation is co-financed by the European Union

Interior of Mokotowski Bis collector sewer, photo from the archive of MPWiK

connecting the drilling pipelines to the Świderska and the Farysa plants. This was an important step in the investments related to the sewage transmission system under the Vistula River.

Modernisation of the Południe Plant*

We continued to work on the modernisation of the Południe Plant. We renovated existing facilities and constructed new facilities, including a building for the removal of nitrogen and phosphorus from leachate generated in the sludge section, a waste reception point from the cleaning of the sewage network, and the sewage pumping station, together with a deodorisation facility. The planned completion date for this project is 2024.

Modernisation of the Northern Plant*

Thanks to the modernisation of The Northern Plant, the technology used there will be fully compatible with the water treatment technology used at The Central Plant. Additionally, upgrading the pumping systems will help to ensure uninterrupted water supply to residents.

In 2023, the task entitled The Modernisation of the Northern Plant (Stage 2B) was completed and commissioned. The construction of carbon filters and indirect ozonation contributed to the improvement of water quality, especially during periods of poor raw water quality (water from Lake Zegrzyńskie). In 2023, we also completed the modernisation of the main supply points at The Wieliszew Water Treatment Station.

Construction of the Pruszków belt water supply main, photo from the archive of MPWiK

New transmission lines for the Pruszków Belt*

In 2023, we continued the construction of new water supply transmission lines for the Pruszków Belt, which constitute a significant part of the water supply continuity system. These are priority investments for Pruszków residents and Warsaw districts due to the creation of a second water supply source. The expansion of the existing water supply network will increase its reliability and translate into better water quality, as adequate pressure will be maintained in the transmission lines used so far.

In 2023, we completed the part of the investment covering Pruszków and Piastów. We delivered a water supply transmission line of approximately 10.5 km in length for operation.

Another part of the water supply transmission line, which is more than 6 km long, running through the Ursus, Bemowo, Włochy districts of the capital city of Warsaw, will be completed in 2024.

*Implementation is co-financed by the European Union

A new infiltration water intake for Warsaw residents

We plan to build a new well, which will be another infiltration intake with a subterranean drainage system with a daily capacity of 60,000–80,000 m^3. Water will be intaken by eight drains. The planned location of the new well is the west bank of the Vistula River, between Łazienkowski and Siekierkowski bridges.

In 2023, we continued with the 2021 contract for the development of a technical report on the selected location for the new infiltration water intake, administrative and formal-legal conditions, together with the development of a functional-utility programme. We also carried out activities related to obtaining administrative decisions authorising the project.

Employees at the "Filtry" Laboratory, photo by Jacek Turczyk

Water Quality Monitoring

In 2023, we carried out a total of 17,435 water quality parameters tests within our water network (15,518 in Warsaw, and 1,917 in the Pruszków Belt).

We continuously carry out water quality monitoring. We control the quality of both the water taken from the Vistula River and Lake Zegrzyńskie, as well as the treated water supplied to customers.

The quality of water at treatment plant outflows and within the municipal network is directly supervised by State Sanitary Inspectorate authorities.

We periodically published information on the quality of water pumped into the municipal network from the respective stations in the Gazeta Wyborcza newspaper, as well as on our company's website, www.mpwik.com.pl. The publications covered basic water quality indicators, i.e. microbiological and physico-chemical indicators, including heavy metal and trihalomethane content (which exhibit toxic and carcinogenic effects), in line with applicable legal requirements and WHO recommendations. Each time, the publications included an opinion of the State District Sanitary Inspector in Warsaw, who exercises sanitary control over the quality of water supplied to Warsaw residents and neighbouring municipalities.

Biomonitoring

Since 2002, we have been biomonitoring water intakes (with fish as test subjects) in a flow-through arrangement (online), which is the best control and warning system for the pollution of water at the source. Furthermore, the "Gruba Kaśka" Basic Water Intake has in place the SYMBIO biomonitoring system (online), which uses mussels as indicators that allow real-time monitoring of the quality of infiltration water taken from the Vistula River. The SYMBIO biomonitoring system operating at the Northern Plant monitors the quality of surface water taken from Lake Zegrzyńskie. Furthermore, in order to assess water in terms of safety, our company laboratories at the Central and Northern Plants carry out tests using luminescent Aliivibrio fischeri (DELTATOX), Spirostommum, and Daphni (FLUOTOX) bacteria.

Mussels in water biomonitoring, photo by Jacek Turczyk

Fish at the "Wieliszew" Laboratory, photo by Jacek Turczyk

Taking a water sample, photo by Jacek Turczyk

Virology laboratory in Wieliszew, photo from the archive of MPWiK

We conduct water quality tests in the water supply network at 80 of permanent water quality control points: there are 72 points in Warsaw and 8 points along the Pruszków Belt (covering Pruszków, Piastów and Michałowice). Tests at selected points allow us to get general information on water quality throughout the municipal water supply network. The location and number of test points within the network, along with the scope and frequency of tests, are agreed upon with the relevant State District Sanitary Inspector in Warsaw.

We continue our works on an IT-based centralised control system for the water supply network, which will allow us, among other things, to automatically control the water distribution system, optimise the pressure and volume of water introduced to the network, and prevent malfunctions in the water supply network or quickly locate them if they were to occur.

Our services, also supported by external contractors, are committed to diligently and swiftly removing any malfunctions of the water supply network. It is our wish to restore water supply as fast as possible in such cases, and our employees do whatever they can to ensure that any supply disruptions are as short as possible.

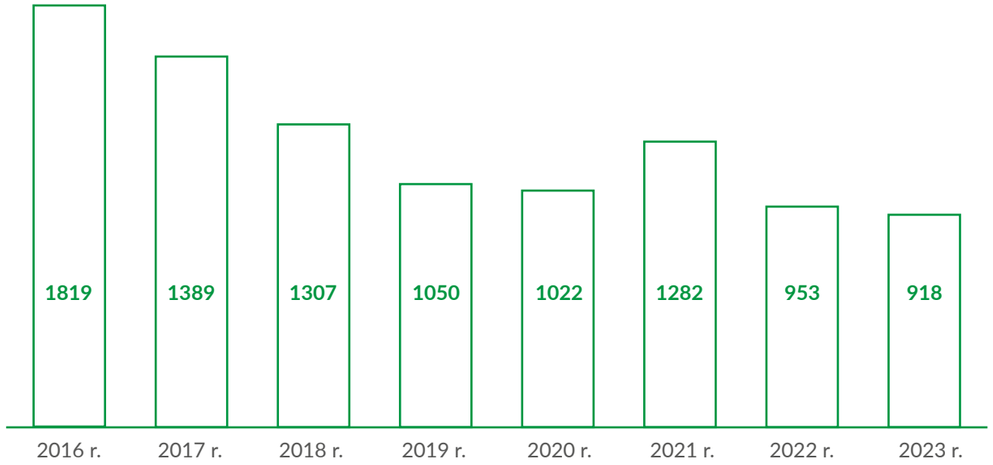
We perform online pressure tests and analyses within the water supply network and expand its water supply network monitoring system to account for measurements of hydraulic parameters, i.e. pressure and flow. The division into surveillance zones will allow us to control water volume balance more accurately, by comparing the volume actually used within a zone against the water abstraction that is recorded at customer locations. We regularly carry out inspections of networks and components.

Laboratory staff during water sampling, photo by Jacek Turczyk

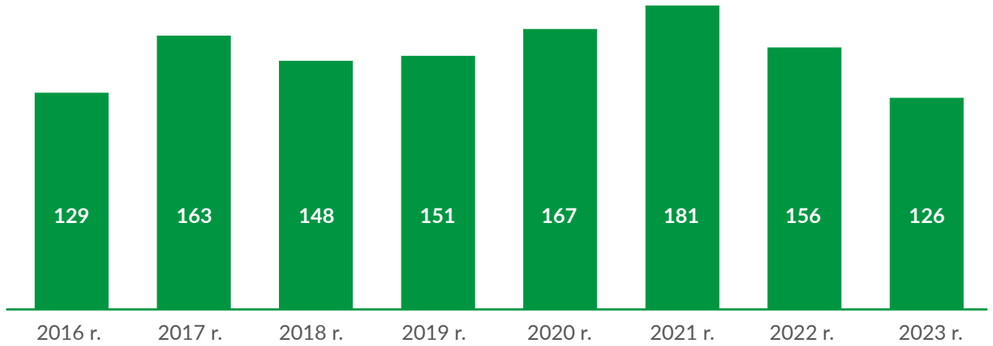
Failures in the Water Supply and Sewage Networks

Our teams are on standby at all times to deal with failures in the water supply and sewage networks efficiently and on an ongoing basis. These failures happen to everyone in the industry despite our constant care and maintenance of our infrastructure's technical status. Our investments are aimed at increasing the security of water supply and sewage collection services for Warsaw residents and the surrounding areas.

Number of water network failures



Number of sewage network failures



Accredited Warsaw Waterworks Laboratories

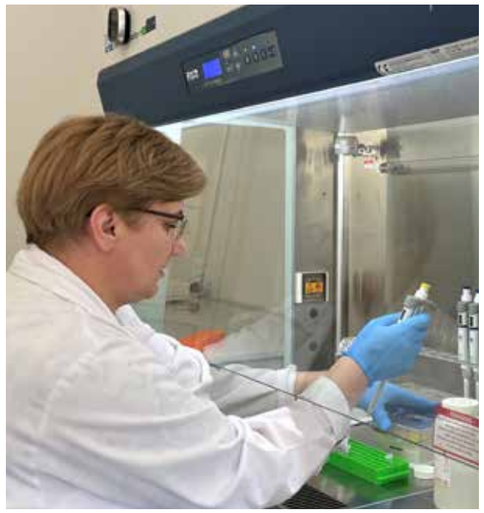
102-15 Key impacts, risks, and opportunities

We carry out sampling as well as physical-chemical and biological tests related to collective water supply and sewage collection in our laboratories, both for our company and external contractors.

Testing covers water, sewage, sludge, and biogas generated as part of the water treatment and distribution processes, along with sewage treatment, quality control of sewage entering our network as well as sewage that is discharged into the environment. Testing is also conducted in the expansion and modernisation process of existing

technologies at our facilities.

In 2023, we implemented a SARS-CoV-2 mRNA presence sewage testing method at our Wieliszew Laboratory. We publish regularly the results of this research on our website: www.mpwik.com.pl.



Wieliszew Laboratory, photo from the archive of MPWiK

We use highly specialised equipment in our laboratories.

Number of parameters tested in 2023	Number of tests performed in 2023
190*	414,000**

In response to changing regulations and the needs of production facilities, we are expanding the services offered at our laboratories every year. All of the development and improvement activities we undertake are aimed at continuing to provide the highest possible quality of service to Warsaw residents.

We have:

- A certificate of the Polish Center for Accreditation (PCA) No. AB 811, which for 17 years has been a confirmation of the high quality of tests and is a proof of operation in accordance with best laboratory practice,
- Decisions of the State District Sanitary Inspector approving the quality system of conducted tests of water intended for human consumption.

*We analyse nearly 190 parameters using specialised testing methods (and the quality of water for human consumption can be determined by 107 parameters).

**We carried out almost four thousand studies on behalf of external contractors (the most compared to previous years).

Company laboratory employees:

The Czajka Laboratory	19
The Filtry Laboratory	23
The Południe Laboratory	7
The Wieliszew Laboratory	20
The Pruszków Laboratory	5
TOTAL NUMBER OF LABORATORIES	**74**
TOTAL NUMBER OF EMPLOYEES WITHING OUR LABORATORY DIVISION	**81**

Employees at the Czajka Laboratory, photo by Jacek Turczyk

Sustainability

203-1 Infrastructure investments and services supported

With sustainable investments, we can respond effectively to the environmental and economic challenges of today. With each passing year, we move ever closer to climate neutrality and increasing our level of energy self-sufficiency. We respect environmental resources, as evidenced by our circular economy solutions.

Energy Self-sufficiency and Energy Production

The primary renewable energy source for the Warsaw Waterworks is biogas produced by the fermentation of sewage sludge at our three treatment plants. In addition, we derive energy from the sun thanks to photovoltaic installations built in our green spaces and on the rooftops of one of our office buildings, as well as from a turbine-generator at the Sewage Sludge Thermal Utilisation Station.

In 2023, we produced almost 60,000 MWh of electricity from our own mainly renewable sources. This represented approximately 32% of our company's total electricity consumption. Taking into account the average cost of electricity, we saved an estimated net amount of more than PLN 56.7 million by using our own energy sources.

Investment in our own energy sources increases our level of energy sustainability. In terms of electricity, the Czajka sewage treatment plant achieved an energy sustainability rating of 67.7%, the Południe sewage treatment plant achieved a rating of 24.1%, and the Pruszków sewage treatment plant achieved a rating of 39.9% in 2023.

Biogas Installations

Biogas installations produce energy at three of our sewage treatment plants (Czajka, Południe and Pruszków). The largest of these is located at the Czajka treatment plant, its total installed capacity is 5.6 MW.

In 2023, the combustion of biogas allowed our company to generate 49,000 MWh of electricity. Investments such as the modernisation of the Południe sewage treatment plant will result in increased biogas production capacity.

Biogas tank at the Południe Plant, photo by Jacek Turczyk

Photovoltaic farm in Wieliszew, photo by Jacek Turczyk

Photovoltaic Installations*

Energy is also provided by photovoltaic panels installed in the green areas of the Warsaw Waterworks and on the rooftop of one of our office buildings. In 2023, we thus achieved 5,500 MWh. This is a significant increase from 1.8 MWh in 2022. This is a direct result of the production of green energy in new PV installations that were successively commissioned over the course of 2022 and 2023.

We built our two largest photovoltaic farms in the areas of:

- the Południe Sewage Treatment Plant – a farm with a peak power of 2.43 MW,
- the Wieliszew Water Treatment Station – a farm with a peak power of 2.25 MW.

*Implementation is co-financed by the European Union

Photovoltaic farm at the Południe Plantt, photo by ML System SA

Circular Economy

On average, the Warsaw Waterworks supplies almost 350 million litres of high-quality tap water every day, and collects and treats more than 500 million litres of sewage. Recovering electricity, heat and, in the future, raw materials from them are the pillars of our company's transformation towards a circular economy. We are acting in accordance with European Union policy. by carrying out circular economy based activities within our company.

As part of circular economy implementation at the Warsaw Waterworks:

- we generate electricity by burning biogas and sewage sludge,
- we carry out work to reclassify waste into by-products,
- we use treated sewage after disinfection as process water for our own needs (e.g. for washing equipment, traffic routes).

We are working on the introduction of an organic soil conditioner, called PoliPlon, produced from sewage sludge generated in connection with the operation of the municipal sewage treatment plant at the Południe Plant.

Together with PGNiG Termika and Veolia Warszawa, we are preparing an ambitious project to recover heat from municipal sewage. Work is also well advanced on a plant for heating selected buildings on the Warsaw University of Technology campus with heat from sewage.

We also plan to use waste to increase electricity and heat production.

Sewage sludge management

In 2023, we thermally transformed approximately 155,000 tonnes of sewage sludge at the Sewage Sludge Thermal Utilisation Station (STUOŚ) located at the Czajka Plant.

STUOŚ is Poland's largest facility for the thermal treatment of municipal sewage sludge and screenings (waste generated during the sewage treatment process). We have equipped STUOŚ with a steam turbine with a 1.96 MW electricity generator, thanks to which we can recover the thermal energy contained in the steam generated by the sludge drying process and convert the excess into electricity. STUOŚ energy efficiency averaged 48% in 2023.

In order to reduce the emission of ammonia compounds in the waste gas resulting from the thermal treatment of waste at STUOŚ, we carried out an expert study to develop a concept to determine the feasibility of using a catalytic oxidation method for NH_3. The expert report also aimed to determine the impact of individual sources of noise emissions from installations located at the Czajka Plant based on noise levels outside the Plant. We planned further investment projects involving the design and construction of noise barriers for 12 roof fans at STUOŚ and the design and construction of noise barriers along the wall or on the retaining wall of the storage yard.

Sampling at the Dębe Treatment Plant, photo by Jacek Turczyk

At the Dębe Plant photo by Jacek Turczyk

Our Company's Sewage Infrastructure

Our sewage network length is **4,476.2 km**, including:			
1,695.1 km of sanitary network	**1,375.8 km** of combined sewage network	**926.2 km** of sewers	**479.1 km** of rainwater network
32,719 of rain gullies	**13,096** street drains cleaned per year	**832 km** of cleaned sewers per year	**239** sewage pumping stations

Sewage Sludge

Total weight of processed waste (codes: 190805 – sludge and 190801 – screenings) generated during sewage treatment processes in the year **191,380.9 tonnes**, including:	
154,934 tonnes of sewage sludge was incinerated at STUOŚ	**31,549.7 tonnes** of sewage sludge was transferred externally
514.2 tonnes of screenings were incinerated at STUOŚ	**4,383 tonnes** of screenings were transferred externally

Biodiversity in our areas

In caring for biodiversity, we look after the flower meadows in our areas. We cultivated them in three locations, including the Central Plant, the Northern Plant and the Czajka Plant with seed mixtures consisting of various native plant species.

We also nurtured and actively maintain the green roof located on the ozonation building at the “Filtry” Water Treatment Station.

We take care of the bee apiaries in cooperation with a professional company. At present, there are eight hives at the Northern Plant site and four hives on site at the Filtry Water Treatment. During the 2023 honey harvest, we collected chestnut, acacia, multifloral and goldenrod honeys.

The apiary at the Northern Plant, photo by Jacek Turczyk

Flower meadow at the Filter Station, photo by Jacek Turczyk

The green roof of the Ozone, photo from the archive of MPWiK

We have continued our beneficial animal species protection project that was initiated back in 2021. Swifts birds that are under complete conservational protection in Poland. They play an important ecological role by eating large numbers of insects including mosquitoes. One swift can catch as many as 20,000 of them a day. Special nesting boxes for these birds are installed at the Południe Plant and Praga Water Treatment Station. The second species we looked after in our areas are hedgehogs. They are the largest of the insectivorous mammals that are under strict conservational protection in Poland. As a result of human activity, their natural habitat is shrinking, making it increasingly difficult for them to find shelter in winter. This is why we have built and take care of the hedgehog houses at the Filtry Water Treatment Plant.

Hedgehog house, photo by M. Pisarczyk

Research & Development

We carried out the following projects as part of our research and development activities in 2023:

- a new energy vision
- the orderly management of the water supply and sewage system in the town of Pruszków
- expanding our research and development capacity in the field of materials science
- the construction of a model station for qualitative and strength tests of materials used in the construction of sewage and water supply networks (simulation of real operating conditions and parameters of the transported medium)
- third stage sewage treatment
- monitoring sewage for the presence of SARS–CoV-2 genetic material
- The EKF Green Accelerator programme
- heat recovery from sewage

Selected Warsaw Waterworks Projects

Third Stage Sewage Treatment

The project concerns the preparation of a modelling station for sewage treatment processes in order to select the optimum technology for removing micropollutants. Thanks to winning the Interreg Baltic Sea competition, the project is funded by EU grants. In 2023, we developed the technological layout for the pilot plant. We carried out laboratory tests to define the first module of the plant (pre-treatment) in cooperation with the Warsaw University of Technology. The order for the construction of the station will be placed in 2024.

In addition, we carried out a PFAS compound (perfluorinated compounds that can have harmful effects on human and animal health) analysis with the aim of estimating the amount of micropollutants in water, sewage,sludge, as well as raw and produced water. Based on the test results, we concluded that the substances tested do not currently pose a threat to the quality of the treated water. These surveys are carried out in annual cycles.

The EKF Green Accelerator Programme

The Kingdom of Denmark's government programme, under which we received a grant in 2022 for the development of a case study and implementation of a pilot on available technologies to support water supply network management. In 2023, we developed the detailed scope of the project as part of the arrangement between our company, the Royal Danish Embassy and the project's selected strategic partners. We completed stage 2 of the prject by the end of 2023. This included the following activities: launching a test hydraulic model on the intranet (browser-based access), estimating energy consumption costs and CO_2 emissions, developing a network upgrade plan (based on IT tools), implementing training on installed software and developing a case study for the full implementation of technology in the field of real-time control on the water supply network.

Heat recovery from sewage

The project is being carried out in cooperation with Veolia Energia Warszawa S.A. and PGNiG Termika S.A. The particular goal of this co-operation is to identify the technical feasibility and heat generation/recovery potential of the following sewage treatment plants: Czajka, Południe, Pruszków and collector sewers. While working with our partners:

- we completed the process of estimating the heat potential of treated and untreated sewage on the sewage network and treatment plants,
- we have prepared a preliminary range of investment measures that will enable it to be activated for the purpose of supplying heat to residents and building a so-called efficient district heating system.

Additionally, we compiled the information in a feasibility study, which, in addition to technological solutions and formal-legal solutions, which includes an economic analysis of the investment.

Furthermore, we signed a contract in 2023 with the Warsaw University of Technology for the project entitled ***"The Thremal Energy Usage Analysis from Sewage to Supply Heating in Selected buildings Located on the Main Campus of the Warsaw University of Technology (CIESZEŚ)."*** The first stage of the project is to conduct research into the feasibility of using collector sewers located in the immediate vicinity of the University of Technology buildings.

Signing of an agreement between the Warsaw Waterworks and the Warsaw University of Technology photo: MPWiK archives

Our Suppliers

102-9 Value chain

Electricity

We signed a contract with a major national electricity retailer and distribution agreements with three electricity distributors. The value of services provided to the Company in the field of electricity amounted to approximately PLN 120.09 million in 2023 (turnover – PLN 96.76 million, distribution – PLN 23.23 million, re-invoicing – PLN 0.10 million).

Natural gas

Natural gas for our company purposes is supplied by a supra-regional operator.
The value of the services provided was approximately PLN 30.34 million in 2023.

Heat

We concluded a contract for thermal energy with a network operator from the Warsaw area. The value of the services provided amounted to approximately PLN 7.40 million in 2023.

The Filtry Laboratory, photo from the archive of MPWiK

04.

People

A Local Community Partner
Assistance and Volunteering
A Good Employer
Implementation of Accessibility Principles

Our services are used by Warsaw residents and neighbouring municipalities. Serving the city would not be possible without the daily work and commitment of our employees. As a professional employer, we care about safe working conditions, an atmosphere of mutual respect, and employee benefits. Our sponsorship and charitable activities support the local community.

A Local Community Partner

We care about our customers and make every effort to improve the living comfort of the residents living in the greater Warsaw area. We perform our service by providing residents with the highest quality water supply, sewage collection and treatment services.

Our customers

The customers of our services include:

- institutional customers (e.g. housing cooperatives and owners' associations, universities, associations, companies, healthcare facilities, etc.) – 18,573*
- individual customers (single-family residences) – 84,951*

A total of:

103,524*

recipients

*Number of recipients as at 31.12.2023.

We provide access to our water treatment and sewage treatment services to more than 98% of the Warsaw agglomeration residents.

Tariffs for service recipients

Warsaw, Michałowice, Nieporęt, Raszyn, Serock, Wieliszew, Piastów and Pruszków

Warsaw Prices, in the following municipalities Michałowice, Nieporęt, Raszyn, Serock, Wieliszew as well as the towns of Piastów and Pruszków until 26 January 2023 were set at PLN 9.85 per m^3 gross. In contrast, from 27 January 2023, the total price for water supply and sewage for households was PLN 10.88/m^3 gross and for other recipients – PLN 10.90/m^3 gross, with the following individual prices:

- PLN 4.29 gross per 1 m^3 of water supplied to households
- PLN 4.31 gross per 1 m^3 of water supplied to other recipients
- PLN 6.59 gross per 1m^3 sewage collected from households and other recipients
- PLN 4.29 gross per 1 m^3 of water from drinking fountains
- PLN 3.86 gross per 1 m^3 of water used for fire protection purposes

Brwinów

As of November 30, 2023, the tariff for collective water supply sewage disposal applicable in the Brwinów municipality, was PLN 9.98/m3 gross, and 10.00 PLN/m3 gross for other customers, whereby the individual prices and fee rate were at the level of:

- PLN 3.90 gross per 1 m^3 of water supplied to households
- 3.92 PLN gross per 1 m^3 of water supplied to other recipients
- PLN 6.08 gross per 1m^3 of sewage collected from households and other recipients

The gross subscription fee rates for collective water supply and collective sewage collection were in the following ranges: between PLN 3.29/m^3 and PLN 18.46/m3.

Customer service

In 2023, we implemented a number of customer service improvement measures that have helped to create secure forms of contact and enabled the swift processing of any issues reported. The activities we undertook were conducted in areas such as:

- direct service (16,174 people benefited from a personal visit to the Customer Service Department (Dział Obsługi Klienta - DOK)
- registry service (21,258 items of correspondence were received and registered from our customers)
- electronic service provided through the Online Customer Service (eBOK) and our e-mail address: dok@mpwik.com.pl (105,142 different types of applications/requests were received through these channels) and e-requests transmitted to our company through the Bliżej Mieszkańca (Closer to Resident) website. A total of 9,522 notifications were recieved through this system.
- telephone support service provided through our company's helpline (we handled 62,504 telephone calls).

Online Customer Service – e-BOK

In 2023, we continued our efforts as part of disseminating the eBOK system and e-invoicing (eFAKTURA) service to our customers. The process of setting up an eBOK account is simple and quick – the customer can open an account in person or with the help of an employee on the telephone or in person. This increased the number of eBOK users by 10,247 in 2023, of which 9,155 new accounts were created by our employees. However, in the case of the eFAKTURA service, the number of recipients increased by 4,559. As of 31 December 2023, 57% of all service recipients (58,613) already had an eBOK account and eFAKTURA had been activated by 27.2% of all service recipients (28,186).

Expansion of the communication platform (Contact Center)

In 2023, we continued to expand the Contact Centre communication platform. The system supports different types of communication channels and provides interaction with application solutions, streamlining the work of consultants. It also makes it possible to archive and classify data on the history of correspondence via all forms of contact with a given service recipient. The modernisation of the Contact Centre was geared towards the implementation of new communication channels, for instance a chat bot (virtual advisor) that was launched on 28.07.2023 as well as direct online chat with one of our customer service representatives.

Mobile Consultation Points

In 2023, we continued our efforts to actively attract new customers through the organisation of Mobile Consultation Points. Thanks to these points, Warsaw residents had the opportunity to participate in

Mobile Consultation Point, photo from the archive of MPWiK

information and consultation meetings organised in fifteen districts, including: Bemowo, Bielany, Ochota, Praga Południe, Praga Północ, Rembertów, Śródmieście, Targówek, Ursus, Wawer, Wesoła, Wilanów, Włochy, Wola, and Żoliborz. Consultants provided the residents of Waraw and neighbouring municipalities with information on the rules and conditions for connecting to the city's water supply or sewerage network, rules for the provision of services and planned investments in the area of the capital city of Warsaw. They also explained individual customer issues regarding the services provided by our company.

Targeted correspondence

In 2023, we distributed correspondence regarding connection to the water supply or sewage network to owners/users of more than 4,500 properties (4,596). We also continued with the distribution of targeted mailings covering residents whose properties are located in the area of our company's current investment zones. As part of these activities, we sent out correspondence to 4,312 addressees in 2023.

Remote water metre reading system

The remote reading system has been in operation at our company since 2005. At present, 17,123 main water metres are covered by this system, which makes it possible to obtain more than 215,000 remote readings per year used for billing purposes.

In 2023, we conducted a tender procedure for the Supply of a Comprehensive Solution for the Acquisition of Reading Data from 4,500 Main Water Metres, located in the Pruszków Belt. The offer received exceeded the estimated value of the subject matter of the contract, so we proceeded with a repeat tender procedure.

Customer Satisfaction Survey

In May 2023, we conducted customer satisfaction surveys using a computer-assisted telephone interviewing (CATI) technique. A total of 901 individual customers and 301 business customers took part in the survey.

Individual and institutional customers declare a high level of satisfaction with the Warsaw Waterworks' services – more than 60% of them gave one of the three highest ratings in this category. Our customers rate us positively (individual customers gave us 7.4 points and institutional customers gave us 7.7 points on a scale of one to ten).

Drinking unboiled water directly from the tap is reported by 47% of our company's individual customers; 1/3 of respondents drinking tap water do so very often. In recent years, the prevalence of drinking tap water has been steadily increasing. In 2023, the number of individual customers declaring they drink water straight from the tap increased by 5 p.p. compared to the previous survey in 2022, when 41.3% made such a declaration. The rating of the taste of tap water has not changed significantly from the previous survey, with 84% indicating that the taste of tap water is very good, of which 27% rate it as very good and 57% rate it as good.

The phrase “Warszawska kranówka” [“Warsaw tap water”] was encountered by 80% of respondents and is by far the most widespread information and education campaign conducted by the Company.

The Promotion of Investments Carried out by Our Company Among Residents

We would like to inform Warsaw residents and neighbouring municipalities about ongoing investments, including the largest one, Stages 5 and 6 of the Water Supply and Sewage Treatment in Warsaw Project, co-financed by the European Union. We communicated its implementation through methods such as social media activity, banners, as well as press articles and briefings. We also implemented a campaign to promote the project using a range of media, i.e. screens in the metro, including those at Świętokrzyska station, at the subway station under the Dmowskiego roundabout, in public transportation on buses and streetcars, also on Veturilo bicycles. Information was also present in the city's public spaces during dozens of picnic events, where one could listen to and read, about the largest investments in collectors and water mains in this part of Europe, among others. In the project information we emphasized the environmental benefits resulting from its implementation, such as increased RES energy production (thanks to the installation of photo-voltaic panels) and adaptation to climate change by increasing resilience to the effects of rainfall and storms due to the construction of collectors.

83%

of institutional recipients,

77%

of individual recipients,

rated the quality of tap water as good or very good.

Our barrel truck, photo by Jacek Turczyk

Water for Warsaw (Woda dla Warszawy)

In 2023, we continued our programme to install springs in public buildings; we managed to install as many as 18 new devices. Since the programme launch in 2015, we have already installed more than 400 drinking-water fountains.

Moreover, as part of Water for Warsaw programme, we provided 288 barrel trucks for the distribution of Warsaw's tap water in 2023.

We are activating the local community

We are involved in the organisation of city events. In 2023, we participated in 42 information and education events, and as part of the Water for Warsaw programme, we provided water barrel trucks, as well as water outdoor misting cooling systems. We also provided information and education materials to participants at the events.

World Water Day 2023

The UN General Assembly established World Water Day more than three decades ago to draw attention to the issue of lack of access to clean drinking water for one billion people worldwide. As part of World Water Day, we organised an information and education campaign under the slogan “Let's make a difference. Caring for every drop of water” and the city game “Water Expert Challenge.”

Museum Night (Noc muzeów)

During Warsaw's Museums' Night, we enabled around 400 people to visit the 1908 storm overflow chamber on the corner of Ratuszowa and Jagiellońska streets. We also provided stands with

Warsaw tap water and educational materials in front of the Palace of Culture and Science and at the City Hall of the capital city of Warsaw.

Mural at the Pruszków Culture and Sports Centre, photo from the archive of MPWiK

World Water Day 2023, photo by Jacek Turczyk

We are involved in city events and celebrations

The commemoration of the 79th anniversary of the outbreak of the Warsaw Uprising provided an opportunity to remember the role of the sewers in the activities of the insurgents and to honour the memory of the city's water supply workers of that time. Films like “Sewers. The Underground City and the Hell of the Warsaw Uprising” and “The Role of the Sewers in the Warsaw Uprising,” as well as a film on the Warsaw Uprising commemorations footage were prepared. There was exhibition titled “Waterworks and Sewage Systems during the Warsaw Uprising.” on the outside wall of the “Filtry” Station. We also joined in the city's commemorations, remembered the sites associated with the heroic uprising and paid tribute to the insurgents. We also contributed to the events by providing Warsaw tap water barrel trucks, which helped participants quench their thirst.

We joined in the commemoration of the 80th anniversary of the outbreak of the Warsaw Ghetto Uprising by participating in a socio-educational campaign called Żonkiel, conducted by the Museum of the History of Polish Jews (POLIN) and laying commemorative wreaths at memorial sites.

Laying wreaths at the Monument to the Evacuation of Warsaw Ghetto Fighters photo: MPWiK archives

Exhibition to mark the anniversary of the Warsaw Uprising, photo from the archive of the Warsaw Waterworks

Educational campaigns

Our two flagship campaigns targeting residents are “Warsaw tap water – Taste life” (*“Warszawska kranówka – Smakuj życie”*) and “A toilet is not a dustbin” (*“Sedes to nie kosz na śmieci”*). Their aim is to encourage residents to change their habits, being more environmentally friendly by drinking tap water instead of bottled water, and consciously segregating waste and not throwing it into toilets.

Warsaw tap water – Taste life

During the summer season, as part of the “Warsaw tap water – Taste life” campaign, we invited Warsaw residents and neighbouring municipalities to taste life with Warsaw tap water. One element of the campaign was a water drop set up on the Vistula River boulevards with an interactive light and sound installation. During the Christmas and New Year period, we organised a campaign with a water drop adorned with a Santa's hat that which residents and tourists could take photos with.

Water supply drop at Five Corners Square in a festive display, photo from the archive of MPWiK

The water supply drop on the Warsaw Boulevards in its summer version, photo from the archive of MPWiK

A toilet seat is not a dustbin

The 11th edition of the " A toilet is not a Dustbin” campaign took place in light of World Toilet Day in November 2023. The aim of the campaign was to change the attitudes of Warsaw residents and neighbouring municipalities by illustrating the consequences of throwing rubbish into toilets. Thanks to our cooperation with the capital city of Warsaw (www.segregujna5.um.warszawa.pl), promoting the principles of waste segregation, added information about waste that, in particular, could not be thrown into the toilet. We established an educational partnership with the influencer “Pani od Odpadów” [“Mrs Waste”]. Additionally, we distributed educational material together with the city's housing associations. We also commissioned a market study to find out the habits and awareness of Warsaw residents regarding waste disposal and throwing waste into toilets.

The “Toilet seat is not a dustbin” campaign, photo from the archive of MPWiK

Environmental Education Programme

We continued with the “From the Vistula River to the Vistula River – Travels with a Drop” environmental education programme.
In 2023, we offered primary school pupils and teachers an opportunity to participate in free educational activities in three thematic blocks:

- “Warsaw tap rules*” – dedicated to the subject of water,
- “A toilet is not a dustbin” – dedicated to the issue of sensible and responsible use of sanitation,
- “It's not a stitch – the climate is changing” – about ongoing climate change and its effects, the impact our civilisation has on the environment and our lives.

In 2023, we organised 29 different educational lectures.

Thanks to the cooperation initiated with the Kamień Education Pavilion, which is a place for environmental education of the Greenery Board of the capital city of Warsaw, and the Vistula District, we launched interactive activities, such as: “Warsaw tap water rules,” “A toilet is not a dustbin,” and “It's not a stitch – the climate is changing.” We published a fictionalised educational comic book entitled “ A rat's nest in a city pipe” referring to the “A Toilet is not a Dustbin” campaign. The comic book will be an additional teaching aid during educational activities.

Women in Tech conference, photo from the archive of MPWiK

In 2023, we conducted 104 activities for primary schools.

The Environmental Education Programme was recognised as a good practice in the Responsible Business Forum Report titled “Responsible Business in Poland 2022. Good practices.”

In addition, we participated in the following conferences: Women in Tech Summit 2023, World Cleanup Day 2023 and Show – Give 2023 at the Copernicus Science Centre.

Warsaw Waterworks stand at the Copernicus Science Centre, photo from the archive

Classes at the “Kamień” education pavilion, photo from the archive of MPWiK

Children's Day, photo from the archive of MPWiK

We took part in the following city events:

- The City Guard “Healthy by bike” picnic
- Legia Warszawa football matches
- The Żeromski Park family picnic
- Educational workshops for Ukrainian children organised in joint with the City Guard
- The 68th birthday of the Palace of Culture and Science
- Ecopicnic in the Multimedia Fountain Park
- The “Białołęka is a Woman” picnic.

In 2023, we took part in the Final Gala of the 9th edition of the “It’s safe with the City Guard” competition and donated prizes to schools.

We teach respect for water

The value we teach the local community is respect for water. As a water supply company, we know best how important water is for life and how much it is necessary to take care of resources in the face of climate change. We raised awareness among residents about ways to save water not just on World Water Day. We educate about this during lessons as part of our Environmental Education Programme, as well as at our educational stands.

Lecture for the University of the Third Age, photo from the archive of MPWiK

Assistance and Volunteering

Our sponsoring and charitable activities are an important element of social responsibility to us. We carry out these tasks both as a company and through the involvement of our employees in employee volunteer activities. We support culture and sport, as well as orphanages, senior citizens from veteran organisations and people with disabilities, as well as those in need. Since the start of the war across our eastern border, we have been actively involved in helping Ukraine and the Ukrainians. In addition, we do not forget to help the animals, including both homeless animals and zoo residents. We are also constantly looking for different ways to participate in various events for the residents of Warsaw and neighbouring municipalities. Below, is a selection of such initiatives:

Employee Volunteering

The Waterworks Run

In October 2023, employees and their families took part in the Waterworks Family Run to support children's homes. 165 people took part in the run (including 38 children of employees). In total, the participants covered a distance of 933 km, which raised financial support of more than PLN 23,000 to be donated to two orphanages.

Waterworks Run, photo from the archive of the Warsaw Waterworks

"Hyped for Caps"

In 2023, we held a campaign for employees to collect plastic bottle caps, with the goal of supporting the operations of homeless animal shelters in addition to proper waste segregation and recycling. In 2023, we donated the caps to the animal shelter in Korabiewice, which was able to cover its current needs with the funds obtained from their sale.

Due to manufacturers' incoming obligations to permanently fix bottle caps, this was the last edition of the "Hyped for caps."

Delivery of donations to the animal shelter in Korabiewice photo from the archive of the Warsaw Waterworks

Let's help animals survive winter

During the annual "Let's help animals survive winter" campaign, our company's employees collect donations for homeless animals. In 2023, we collected around 200 kg of food, blankets, bedding and other accessories, such as tick collars.
We donated the gifts to the shelter for homeless animals in Korabiewice.

Blue Santa

Before Christmas, our company's employees traditionally turned into "blue Santas" and made Christmas dreams come true by handing out gifts

Blue Santa wrapping presents, photo from the archive of the Warsaw Waterworks

to 85 children in four orphanages. In addition to the gifts that the children mentioned in their letters to Santa, we also donated other items that were needed on a daily basis, such as cleaning products.

Sponsorship Activities and Donations

Beneficiaries of our sponsorship and donations in 2023 include:

- The Legia Warszawa football team
- The Świat na Tak Foundation
- The Nikt nie zostaje Foundation
- The Ogólnopolskie Porozumienie Uniwersytetów Trzeciego Wieku Foundation
- The World Association of Homeland Army Soldiers
- The Warsaw Uprising Insurgents Union

We promote an active and healthy lifestyle. 2023 was another season of our support for Legia Warszawa football team. In addition, we cooperated in the organisation of the 37th international Wola Cup 2023 volleyball tournament – Wola Cup 2023.

We supported the organisation of the Best Athletes of Warsaw 2023 plebiscite. We presented the "Water without Barriers" award for the sixth time, which is already a regular feature of the Warsaw Sports Champions Gala programme.

Rowing athlete Dominik Czaja at the Warsaw Sports Champions Gala received the Warsaw Waterworks' "Water Without Barriers" Award, photo from the archive of the Warsaw Waterworks

We continued our cooperation with the PANDA Foundation for the Development of the Warsaw Zoological Garden. As a sponsor in the virtual adoption programme, we donated funds for Justyna the giraffe and Hugo the hippo.

Justyna the giraffe, photo: The Warsaw Zoo

Hugo the hippo, photo: The Warsaw Zoo

In the winter pre-Christmas period, we helped to organise the Helen's Children's Friends Society Christmas Fair. Our support also went to the Theatre for a Smile, which staged a performance for children staying in hospital.

City events

We support the organisers of city events, such as the European Picnic, shows at the Multimedia Fountain Park, Chopin concerts and the Wianki nad Wisłą (Garlands on the Vistula River) event.

We supported the organisation of an exhibition entitled “Warsaw under construction: it was already cold” at the Wola Museum. The exhibition was a combination of cultural event and climate education. The exhibition draws on scientific research, historical documents and projects by Polish and foreign artists. Thanks to the collaboration, our employees were able to take advantage of free passes to the exhibition.

The Stare Powązki Foundation

In 2023 we continued our educational and informational activities as with the Stare Powązki Foundation part of the agreement concluded. Their goal was to present the history of the water supply and sewage system in Warsaw through the memory of those associated with the Warsaw Waterworks and buried at the Powązki Cemetery. An app with thematic paths was launched with the possibility of finding the grave sites of former Warsaw Waterworks employees.

We also installed drinking-water fountains at the Powązki Cemetary, which can be used by people visiting the graves of their loved ones.

The Great Orchestra of Christmas Charity

We organised 7 auctions as part of the 31st. Finale of the Great Orchestra of Christmas Charity. We offered vouchers for a tour of the Filter Station and a cruise on the Vistula River on our vessel. Funds raised at the auction contributed more than PLN 20,800 to the WOŚP charity account.

Assistance to Ukraine

From the very beginning of the armed conflict, we have been committed to helping Ukraine and Ukrainians.
In 2023, a collection, handling and distribution point for donations to Ukraine operated at the “Filtry” Water Treatment Station as part of an aid campaign initiated by the Mayor of the capital city of Warsaw, as well as other cities at home and abroad. Coordination of loading was carried out as part of the capital city historic conservationist's initiative to provide aid to museums and monuments in the war zone.

Picnic for Ukrainian children, photo: private archive

A Good Employer

The professional provision of services, the implementation of innovative technologies and the realisation of investments that improve the living comfort of the residents of the greater Warsaw area would not be possible without the commitment of our employees. It is therefore our priority to look after our company's employees, their welfare, and safety.

Employment Conditions

102-8 Information on employees and other workers

We guarantee stable and attractive working conditions through:

- work based on an employment contract
- the use of a bonus system based on the management-by-objectives method and periodic performance evaluations
- providing opportunities for professional development and improving qualifications
- benefits from the company social fund
- funding for education, including the completion of secondary or higher education
- provision of private medical care
- the possibility of joining a group life insurance scheme
- the granting jubilee awards
- free access to a language learning platform
- the co-financing of sports cards
- the opportunity to join sports clubs and company teams
- subsidising the purchase of corrective glasses
- the possibility of joining an employee loan and benefit fund

In 2023, a new non-financial benefit, known as "Three hours for the family" came into operation, under which employees can take three hours paid leave from work every quarter.

In 2023, we introduced richer and broader group insurance coverage for employees and their relatives. We also increased funding for employee children's Christmas gift cards.

We continued with the job evaluation project, the aim of which is to reliably and appropriately establish a hierarchy of jobs, as well as a pay scale, and to confront the developed results with data from the labour market. The project analysed all positions, developed job models, a valuation method and a valuation questionnaire which were used in the work of the Valuation Committee. Job descriptions are also created. The final product of the valuation project will be a new pay policy.

Professional Development

In 2023, we continued to further develop our human capital management policy by strengthening engagement, motivation and competence development through the implementation of development programmes and initiatives. We delivered a total of 573 training initiatives to 2,335 employees; each employee participated on average in more than two development initiatives.

We supported the upgrading of skills by our employees by organising training courses (conducted in the form of lectures, workshops, trainings, training consultations, e-learning or seminars) and actively encouraging participation in professional courses and specialised forums (such as conferences, congresses, seminars, councils, meetings, symposiums, summits, assemblies, conventions or panels). Our key training initiatives were in the following fields:

- **Security as well as existing risks and organizational risk factors**
  - Firearm training, intervention tactics and techniques, self-defence training, and first aid" (187 employees)
  - Cyber security – an introduction to cyber protection (86 employees)
  - Business security in the context of industrial espionage prevention (47 employees)
  - Responding to attacks – preparing for war, hybrid and terrorist threats (48 employees)
  - Risk management (141 employees)
- **Staff development projects:**
  - Customer service (the programme has been in place since 2011 – 127 employees participated in 2023)
  - Basic first aid with AED operation (443 employees)
  - Compliance management system training (389 employees)
  - Countering bullying and discrimination in the workplace (359 employees)
  - Job descriptions - creation, methodology and the role of the manager (supporting the job valuation project in 2023 – 268 employees were trained for managerial positions)
  - Electronic delivery (41 employees)
- **Expanding technical and technological knowledge and improving skills through participation in specialised training** (2,335 employees) and forums (189 employees)
- **Vocational courses** with a total of 810 qualifications
- **Training courses available on the e-learning platform,** with such courses as: Basic Excel, Advanced Excel, SIREN system training, Creating Digitally Accessible Documents, Relaxation Techniques, Keeping a Healthy Spine – Sitting Smart, and Time Management (220 employees)
- **Foreign language learning** (English, German, Spanish) on an external online platform (a total of 935 active users)
- **Safety, security and fire safety** (1,854 employees)
- **Subsidised education** School, university, and postgraduate studies (31 employees)

We supported employees in deepening their specialist, technical and technological knowledge, as well as in developing the competences needed to perform their job duties.

In 2023:	
2,335	employees participated in specialised training
189	employees participated in specialist forums
1,509	employees took advantage of the e-learning training offered
1,531	employees received CBA anti-corruption training on the online platform
1,854	employees took part in courses on safety, security and fire protection
810	professional qualifications obtained

Anti-discrimination and Anti-harassment

In 2023, we continued the information campaign to counter hate speech, “We treat each other with respect,” launched in previous years. Through information posters, we reminded people of the principles that guide our daily work based on a culture of mutual respect, i.e.:

- We are all equal and our work is of equal value,
- We are driven by mutual support and a positive attitude.

Acting in line with our compliance management system, we fight every single incident of hate speech.
During numerous training courses, we shaped the right attitudes among our company's employees, in line with the values of the Warsaw Waterworks code of ethics. We reminded the employees of the values promoted by our company, such as cooperation and respect, and explained what they mean to us:

- concern for good relations between employees
- respect for dignity, diversity and equality
- equal treatment

We are not indifferent, and we know how to identify and react against hateful comments or hate speech. We react in advance to any signals of undesirable behaviour.

Employee Health and Safety

403-2 Hazard identification, risk assessment, and incident investigation

In 2023, we implemented a health and safety awareness campaign under the slogan “A Conscious

Manager, A Healthy Employee." We carried out the following activities while implementing the campaign:

- We published in the monthly magazine titled “Wodociągowiec Warszawski” featuring articles related to occupational health, safety, and ergonomics
- We organised competitions on health and safety issues for employees and provided prizes for the winners
- We published health and safety notices reminding managers of their responsibilities
- We provided employees with the most important health and safety information via the “Wodnik” intranet platform and via our periodic newsletter

The finale of the Water Supplier of the Year plebiscite, photo by Jacek Turczyk

- We distributed an informational brochure titled “Stop accidents at work” during our introductory and periodic training sessions

Moreover, we continued the process of hazard identification and occupational risk assessment, in order to further improve working conditions. This was conducted in accordance with the requirements of

the PN-N-18002:2011 standard on the method of carrying out occupational risk assessment.
We updated the documentation for selected jobs as part of this process. We also developed a remote working policy with a risk assessment for employees working in this mode.

Internal Communication and Campaigns for Employees

We reach out to employees by using internal communications through a variety of information channels, including the “Wodociągowiec Warszawski” monthly magazine, the “Wodnik” intranet platform, the #JesteśmyNaBieżąco newsletter, information boards, as well as poster and leaflet campaigns.

In 2023, we organised a few activities for our employees:

- Fat Thursday – We handed out doughnuts to our employees
- 15th Water Supplier of the Year vote – we selected the employee of 2023 in a vote based on the nominations submitted
- Children's Day – we celebrated together during the Syrenka Parade and distributed cinema vouchers to children of company employees and guardians
- Santa Claus Day – we provided gifts to staff in the form of thermal mugs and packets of winter tea.

Traditionally, we also held a ceremony to award merit badges to Warsaw Waterworks employees in the capital city of Warsaw.

Due to the nature of our company's operations, some employees have shifts 24/7 days a week, including on holidays. In taking care of those who are on duty, we provide refreshments to our employees working 2nd shift on Christmas Eve.

Thanks to our sponsorship cooperation with the PANDA Foundation for the Development of the Warsaw Zoological Garden, we conducted a year-long distribution of cards entitling an employee and an accompanying person to free entry to the zoo. It is a benefit that has been extremely popular with employees for many years.

Trade Unions

As a responsible employer, we cooperate with trade unions which play an important role in the dialogue between employer and employees.

There are six trade unions within our company:

- The Independent Self-Governing Trade Union (Solidarność)
- The Trade Union of Employees in Continuous Process Industries (MPWiK)
- The Free Trade Union of Water Management and Environmental Protection (The Warsaw Branch)
- The Independent Self-Governing Trade Union (Solidarność 80)
- The Nationwide Employee Trade Union (Konfederacja Pracy)
- The Engineers and Technicians Trade Union

We updated labour regulations, remuneration regulations and regulations for the management our company's social fund following an agreement with representatives of trade unions in 2023. In cooperation with the trade unions, we signed an annex to the agreement on extending the payment of jubilee awards to employees for the upcoming years 2024 and 2025.

Employer Branding Activities

In 2023, we carried out employer branding activities that ensured we were perceived as an attractive and stable employer in the market. We increased our company's visibility, which had a positive impact on increasing interest in taking up employment at the Warsaw Waterworks among potential candidates, through:

- **building our company's image as a good employer** – taking part in numerous events regarding the labour market, including:
  - job fairs for Warsaw employment offices and in surrounding areas
  - job fairs for people with disabilities
  - job fairs organised by Terminal Kultury, Gocław
  - the employer's conference and job fair at the Warsaw University of Technology
  - Technician Day at the Electronic and High School Complex in Warsaw

In support of Ukrainian nationals, our job advertisements have included an “open to employing Ukranians" clause since 2022.

We expanded our promotional resources to include videos presenting our company as an attractive employer, which will be actively used from 2024 onwards in internal and external communications. We also updated the information and figures on our company's LinkedIn profile.

Our stand at the Job Fair, photo from the archive of the Warsaw Waterworks

Cooperation with Schools and Organisation of Traineeships

We signed traineeship agreements with secondary and technical schools, as well as with the Mazovia

Development Agency (Mazovia

Development Agency S.A.).

We organised traineeships for 20 secondary school students in cooperation with the Electronic and Secondary Schools Complex
and Secondary Schools in Warsaw and the Edmund Jankowski School Complex no. 39 in Warsaw.

In agreement with The Mazovia Development Agency, we launched a professional development internship programme for majoring as environmental protection engineers, in which 2 students enrolled.

Furthermore, as part of our cooperation with schools, in 2023, a recruitment workshop was organised for students in their final year of the Horticultural Technical School. Besides presenting information on the recruitment process it also aimed to identify our company's areas dedicated to environmental protection graduates. A lecture was also given on our company's business areas and career opportunities for students of the previously mentioned school.

In 2023, we delivered a traineeship programme for 22 students and graduates (15 student contracts, 7 graduate contracts). After the traineeships were completed, we signed employment contracts with 4 trainees and contracts of mandate with 2.

Annual Scholarship Programmes

In 2023, we introdyced two further editions of the scholarship programme aimed at students of Warsaw universities. It provided these individuals with funding to enable them to carry out research for their thesis or dissertation and the opportunity to complete an internship under the supervision of professionals at our company. The main objectives of our grant programme include:

- inspiring students and doctoral students to engage in innovative scientific projects related to the conditions and directions of development for the water supply and sewage industry,
- supporting the idea of cooperation between the world of science and economic practice in order to make the economy more innovation-driven and competitive,
- acquiring and training specialists operating in the subject area of our company.

Scholarship holders are recommended by the scholarship programme chapter, which is composed of representatives from universities our company. In 2023, we funded 4 grants (including 2 doctoral, 1 master’s, and 1 engineering scholarship) as part of the the following programme editions.

After successfully completing dissertation, scholarship holders can count on a job at our company.

Statistics regarding our scholarship programme (2014–2023)	
12	editions
59	awarded scholarships
34	doctoral scholarships
25	student scholarships (master’s/ engineering)
33	scholarship holders

The Company Social Fund

In 2023, we granted 4,465 benefits to employees, totalling PLN 6,609,256.78 under the Company Social Fund (ZFŚS).

Our employees took advantage of the following benefits:

- subsidies for self-arranged holidays or package holidays (holiday in the countryside) for children and youths or the allocation of the required amount for organised child and youth recreation
- subsidies for rehabilitation and recreation holidays for children with certified disabilities,
- financial assistance (non-repayable financial aid),
- special assistance (e.g. purchase of rehabilitation equipment, partial subsidy for paid medical treatment),
- school aid for children and young people between the ages of 3 and 20,
- housing assistance in the form of loans for the renovation or purchase of a house/ apartment,
- a Christmas and New Year gift for children up to the age of 15 in the form of a gift card.

Pensioners also benefited from the following ZFŚS benefits:

- financial assistance (non-repayable financial aid) for pensioners,
- special assistance.

Sport

We achieved many sporting successes in 2023.

Thanks to the activities of the Club for the Promotion of Physical Culture "Wodociągowiec," employees participated in 9 Warsaw Waterworks sports clubs, including: volleyball, football, basketball, cycling, athletics, table tennis, squash, tennis and badminton.

These clubs brought around 180 company employees together, who represented the Warsaw Waterworks at sports competitions:

- Let's Go Volleyball
- The Football Business League – Legia Biznes Cup
- Lotto Poland Bike
- The 3rd Annual Warsaw Waterworks Squash Tournament
- The Warsaw Waterworks Football Tournament
- The 5th Warsaw Waterworks Indoor volleyball tournament
- The Warsaw Waterworks Tennis and Table Tennis Competition

Squash tournament, photo from the archive of the Warsaw Waterworks

Warsaw Uprising Run, photo from the archive of the Warsaw Waterworks

- An exhibition match between the Warsaw Waterworks and the Mareckie Waterworks football teams

Our company's representation also took part in the 31st National Tadeusz Jakubowski Spartakiada for Water and Sewage Workers – "Mielno 2023." We won 7 gold medals and won second place overall.

In addition, company employees competed in the following running events:

- The 3rd May Constitution Run
- The 32nd Warsaw Uprising Run
- The 33rd Independence Run and the 11th edition of
- "Run Warsaw"

Employees took part in two cycling events: the FRRuuu Bicycle City Game challenge and the The Warsaw Capital City Cycling Competition (Grywalizacja rowerowa Urzędu m.st. Warszawy). We took 6th place in the latter and one of our employees came in 3rd place in the individual competition ranking.

3rd May Constitution Run, photo from the archive of the Warsaw Waterworks

FRUUU city game, photo from the archive of the Warsaw Waterworks

Implementation of Accessibility Principles

We introduced and continued to implement the assumptions arising from the Wasaw Waterworks action plan (Plan działania Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A) to improve the provision of accessibility for people with special needs for the period 2022–2030."

In 2023, we strived to remove accessibility barriers in three areas: architectural, information and communication, as well as digital.

Architectural accessibility in our facilities

We improved the visibility of stairs by marking them appropriately in selected company buildings when it comes to architectural accessibility. We also adapted lifts to the needs of the visually impaired, upgraded toilets for people with disabilities and designated additional special parking spaces. We equipped 14 of our company's buildings with evacuation chairs to ensure safe evacuation for people with reduced mobility.

Training in the use of evacuation chairs, photo from the archive of the Warsaw Waterworks

Architectural accessibility investments, photo from the archive of the Warsaw Waterworks

Induction loop, photo from the archive of the Warsaw Waterworks

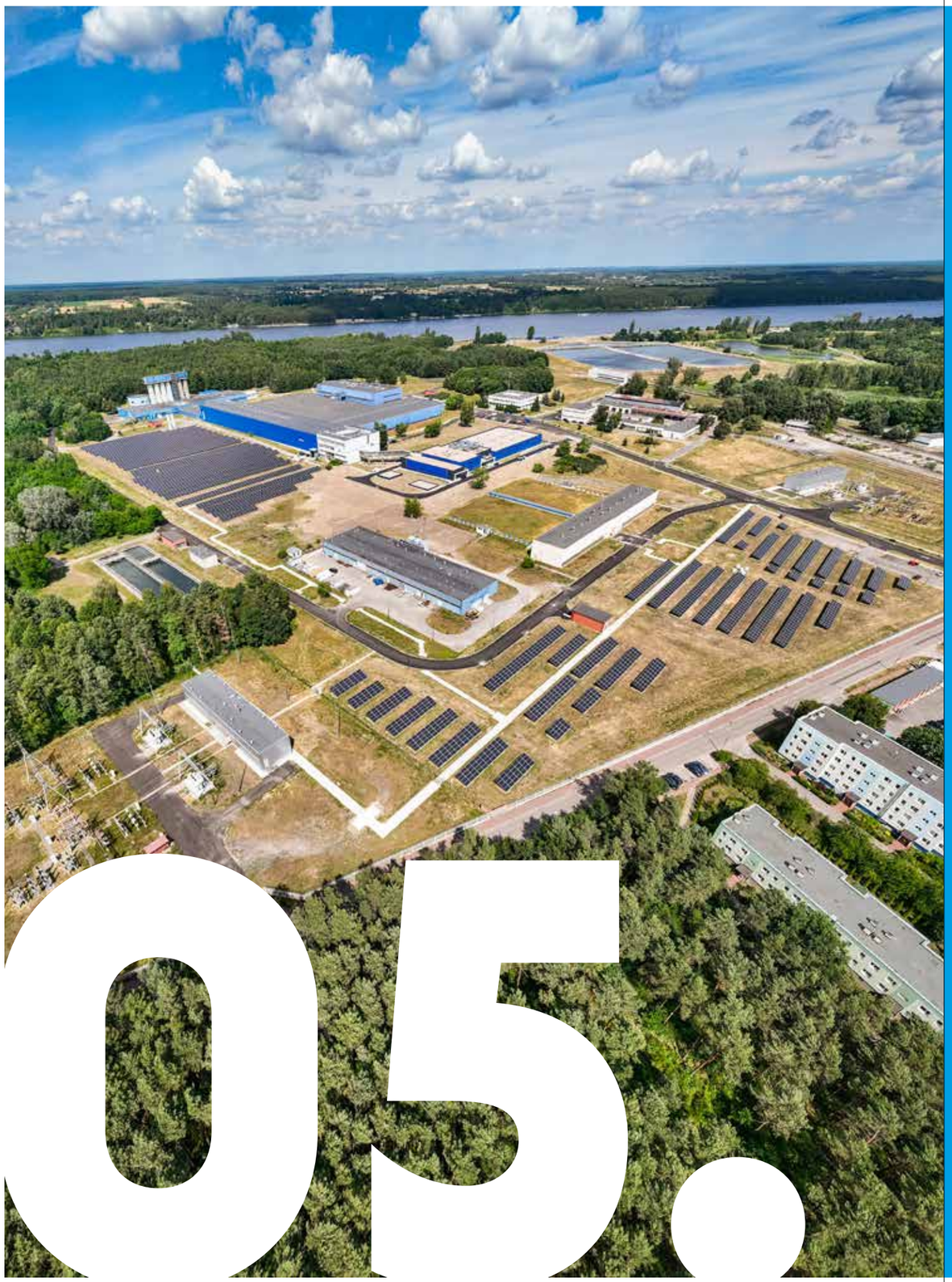
Information and communication accessibility

We installed five induction loops in our company's facilities, including our customer service office, thereby increasing information and communication accessibility for people with hearing disabilities. We provided information about our company's core business recorded in Polish Sign Language (PJM) and developed in easy-to-read text (ETR) for audiences with intellectual disabilities. We provided the Company's stakeholders with the opportunity to use an onling sign language interpreter service by means of direct remote communication or on site at our customer service department.

Digital accessibility

We updated our www.mpwik.com.pl and www.warszawskakranowka.pl websites, taking into account digital content and multimedia (films, graphics, photos and animations) accessibility principles. We did so by creating alternative descriptions, subtitles for films and headings in texts under the "News", "Environmental Education", and "Drinking-water Fountains" tabs, among other things. We developed and published 68 interactive forms, equivalent to traditional paper applications, on our company's website (www.mpwik.com.pl).

Information and communication accessibility in our facilities includes induction loops and online interpreters for the deaf, photo from the archive of the Watsaw Waterworks



Northern Plant, photo by Jacek Turczyk

05.

Governance and Standards

Company Authorities and Organisational Structure
Our Compliance Management System
Our Integrated Management System
Our Risk Management System
The Digitisation of Processes and Our Company
The Protection and Processing of Personal Data
Our Stakeholders

By systematising corporate governance and implementing compliance rules, we minimise risks in our business operations. We adhere to the highest standards of business ethics, principles of transparency, and accountability.

Company Authorities and Organisational Structure

102-5 Ownership and legal form

As of 1 January 2003, The Warsaw Waterworks (Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w Warszawie S.A.) was transformed into a single-member joint-stock company by law. Since then, the capital city of Warsaw has become its sole shareholder.

102-18 Management structure

The General Shareholder Meeting

Capital City of Warsaw, represented by the Mayor of the capital city of Warsaw.

Composition of the Supervisory Board (as of 31.12.2023)

- **Tomasz Bratek** – Chairman of the Supervisory Board
- **Tomasz Dudewicz** – Member of the Supervisory Board
- **Jarosław Jóźwiak** – Member of the Supervisory Board
- **Ludwik Rakowski** – Member of the Supervisory Board
- **Agnieszka Sadowska-Bolek** – Member of the Supervisory Board

Composition of Our Company's Management Board (as of 31.12.2023)

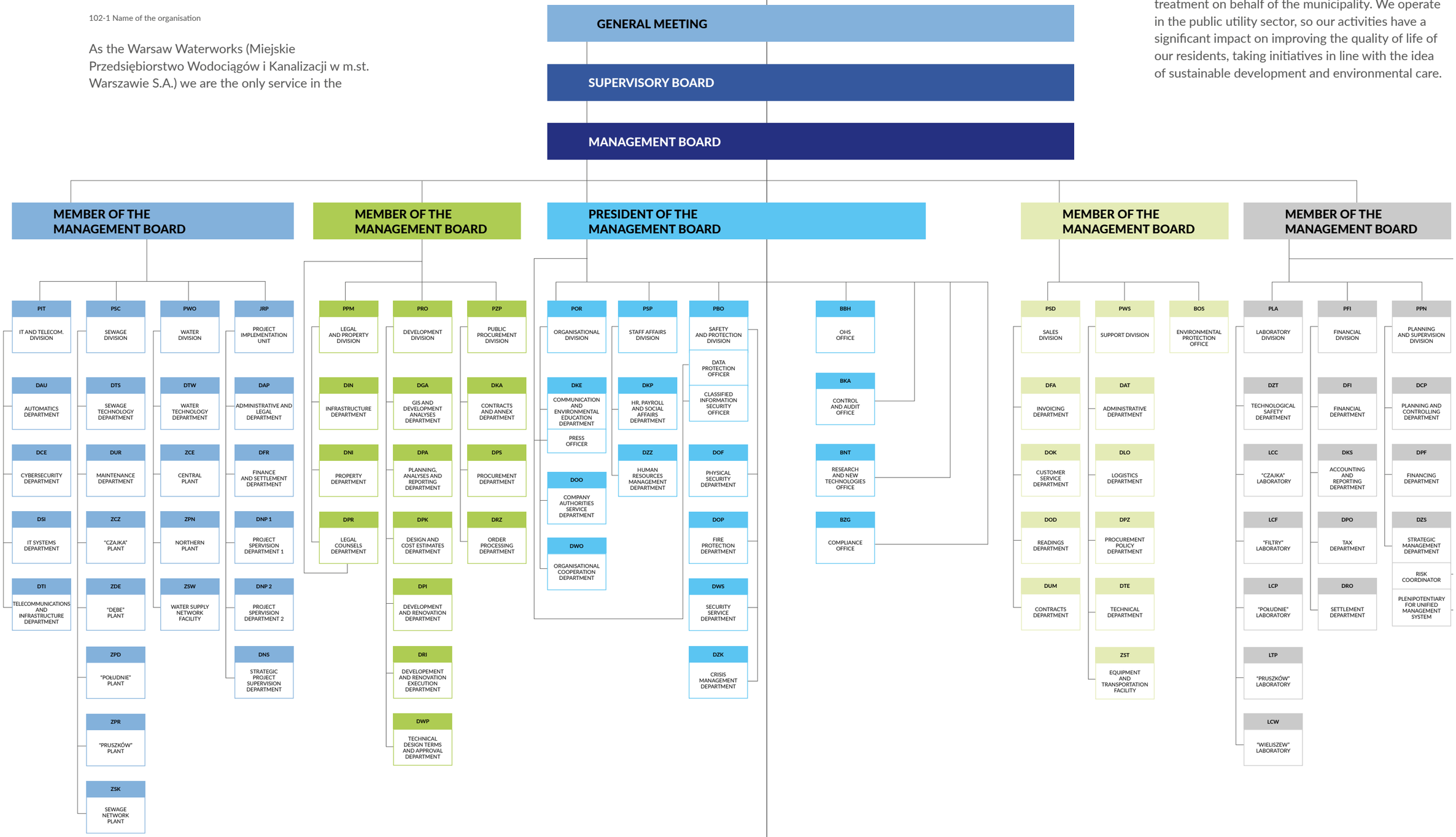
- **Renata Tomusiak** – President of the Management Board
- **Lucyna Golatowska** – Member of the Management Board
- **Ireneusz Majszczyk** – Member of the Management Board
- **Tomasz Mencina** – Member of the Management Board
- **Krzysztof Pietrzykowski** – Member of the Management Board

The Warsaw Waterworks Management Board headquarters, photo: the Warsaw Waterworks archives

Our Company's Organisational Structure in 2023

102-1 Name of the organisation

As the Warsaw Waterworks (Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A.) we are the only service in the capital city that performs the tasks of collective water supply as well as sewage collection and treatment on behalf of the municipality. We operate in the public utility sector, so our activities have a significant impact on improving the quality of life of our residents, taking initiatives in line with the idea of sustainable development and environmental care.



Our Compliance Management System

102-16 Values, principles, standards, and norms of behaviour

Our company has a compliance management system in place, which is a comprehensive solution designed to support a continuous change in organisational culture, based on a culture of compliance. It is a system of effective compliance management, consistent with the highest national and international standards of doing business.

We operate under seven regulations that support the principles of transparency and social responsibility:

- Our Compliance Management System
- The Warsaw Waterworks Employee Code of Ethics
- Rules governing sponsorship and charity activities (CSR element)
- Rules on giving gifts (CSR element)
- Rules on accepting gifts (CSR element)
- Anti-Corruption Policy
- Whistleblower protection principles as well as procedural rules for non-compliance reporting

In 2023, we continued to improve our compliance management system by:

- continuous training of our employees on the applicable compliance management system principles and the development of appropriate attitudes based on the values of the implemented Code of Ethics, both in the form of workshops as well as group and individual meetings,
- monitoring the drafts of the act on whistleblower protection published by the legislature and designing amendments to implement the provisions of the act into internal regulations – Rules for whistleblower protection and the handling of non-compliance,
- carrying out the responsibilities and tasks arising from the adopted documents of the compliance management system,
- publication of communications and articles dedicated to the values and principles derived from the Compliance management system, based on ethics, cooperation, respect and integrity, which create a positive working environment in our Company on a daily basis.

Employees at the meeting, photo by Jacek Turczyk

Chudy Wojtek III, photo from the archive of MPWiK

Our Anti-Corruption Policy

205-2 Percentage of employees trained in the organisation's anti-corruption policies and procedures

Considering the importance of the security of the environment in which our company operates and the high ethical standards that guide us in our daily work, we have introduced an anti-corruption policy. We provided all employees with clear guidelines on how to effectively prevent corruption. During the numerous training meetings on the compliance management system, employees are educated on the expected attitudes and principles resulting from the anti-corruption policy. In 2023, our company's employees repeated the mandatory e-learning training on the Central Anti-Corruption Bureau (CBA) training platform at https://szkolenia-antykorupcyjne.edu.pl/ as regards:

- corruption in public administration,
- corruption in business,
- anti-corruption.

5,695 staff certificates confirm the delivery of the above-mentioned training.

Our Integrated Management System

403-1 Occupational health and safety management system

In 2023, our company had two external audits of the implemented management systems carried out by the certification body known as the Polish Register of Shipping (PRS):

- The integrated management system audit included the following standards:
  - PN-EN ISO 9001:2015 – Quality management systems. Requirements,
  - PN-EN ISO 14001:2015 – Environmental management systems. Requirements and application guidelines,
  - PN-ISO 45001:2018 Occupational health and safety management systems. Requirements and application guidelines,
  - PN-EN ISO/IEC 27001:2017 – Information technology. Safety techniques. Information security management systems. Requirements,
- Certification to EN ISO 22301:2020 – Safety and resilience. Business continuity management systems. Requirements.

Based on the results of both audits, the certification body confirmed compliance of our company's management systems with the requirements of the standards. The ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 22301:2020 certificates of compliance awarded to the Company are valid until 7 August 2026. The ISO/IEC 27001:2017 certificate of compliance is valid until 31 October 2025, as the IAF (International Accreditation Forum) set a 36-month transition period for the implementation of the ISO/IEC 27001:2022 standard until this date.

The Company's Laboratory Division was externally audited for compliance with the requirements of the PN-EN ISO/IEC 17025:2018-02 standard, resulting in an extended scope of accreditation and an updated AB 811 accreditation certificate.

Our Risk Management System

102-15 Key impacts, risks, and opportunities

As part of our risk management system, we pursue objectives and tasks for estimating and monitoring risk factors, as well as taking measures to prevent their occurrence in order to ensure the safety and continuity of processes at the Warsaw Waterworks.

We periodically update the identified risks in the company's risk register, which is divided into the following areas: investment, environment, current operations, liquidity, business continuity management, as well as water quality maintenance.

Investment risks include increased investment and business costs and insufficient tariffs approved by the regulatory body.

Investment risk – actions taken:

- we are continuing with cost-cutting policies
- we are reviewing individual investment tasks on an ongoing basis to confirm the necessity of their implementation
- we are utilising further tranches of the loan granted by the European Investment Bank up to PLN 900 million
- based on the analyses carried out, we are currently applying for the preferential and non-refundable financing of resources, regarding a project included in the programmes framework, the “Water Supply and Wastewater Treatment in Warsaw – Phase VII”, in particular
- we have developed a proposal to reduce the duration duration of the current tariff and an application for approval of a new tariff

Environmental risks include discharges of of wastewater from storm overflows of the municipal combined sewer system into the Vistula River caused by climate change, occurring torrential rains and failures of the sewer network sewerage system.

Environmental risks – actions taken:

- We are carrying out the tasks included in our investment, repair, and multi-annual plans for the development and modernisation of water supply and sewage facilities (WPRiMUWiUK) concerning the construction and modernisation of the sewage network
- We are realizing the construction of the Central Sewage Network Control System project in Warsaw. This includes work aimed at increasing the capacity of the network as well as its retention functionality which is expected to contribute to the reduction of the number of storm overflows
- We are building and upgrading strategic collector sewers whose retention capacity will be used during heavy rainfall
- We are continuing work on the restoration of the transmission system in the tunnel under the Vistula River

Risk of failure of water supply networks, resulting in third party material losses, interruptions in water supply, repair costs and lost sales, as well as the risk of inability to accept liquid waste by the “Dębe” Plant as a result of as a result of obstruction or failure of the catchment station installation, resulting in a reduction in company revenue.

Risks of current operations – actions taken:

- We are carrying out increased inspections of the catchment station
- We are carrying out tasks included in our investment and repair plans, as well as our long-term plan for the development and modernisation of our water supply and sewerage facilities (WPRiMUWiUK) regarding the construction and modernization of the water supply network
- We are carrying out investments in an alternative water supply in the Pruszków Belt, enabling an alternative water supply to the homes of Ursus district residents in Warsaw, the towns of Pruszków and Piastów, as well as the Michalowice municipality

Workers during work in the city, photo from the archive of the Warsaw Waterworks

- We are building an 11 km long water main in the towns of Piastów and Pruszków, which will be connected with the existing mains system in the Bemowo district
- We are building a central control system for the water supply network
- We are continually modernising and replacing water supply networks in our jurisdiction

The risk of an increase in our company's operating and investment costs or failure to generate revenue at the level anticipated as a result of the occurrence of unfavourable business conditions, and other events beyond our company's control significantly deviating from the conditions considered as standard, resulting in a negative impact on our company's liquidity.

Liquidity risk – actions taken:

- We are monitoring liquidity in relation to our company's planned revenue, costs and cash flow forecasts
- We are reducing energy expenditure through measures to achieve energy self-sufficiency, among other things

Business continuity management risks refer to all risks that would result in the interruption of critical processes in our company beyond the times indicated in the business impact analysis.

Business continuity management risk
– actions taken:

- We developed, and regularly update, a business impact analysis
- We provide training in security, crisis management, and business continuity
- We undertook an audit of the compliance of our implemented business continuity management system with the PN-EN ISO 22301 standard,
- We regularly analyse the risks associated with physical security and business continuity of critical processes, taking into account external conditions (e.g. the geopolitical situation)

The Pruszków Plant, photo by Jacek Turczyk

- We are carrying out activities to strengthen the physical security of our company's employees and facilities
- We are preparing educational materials for our employees to better prepare them to respond to risks

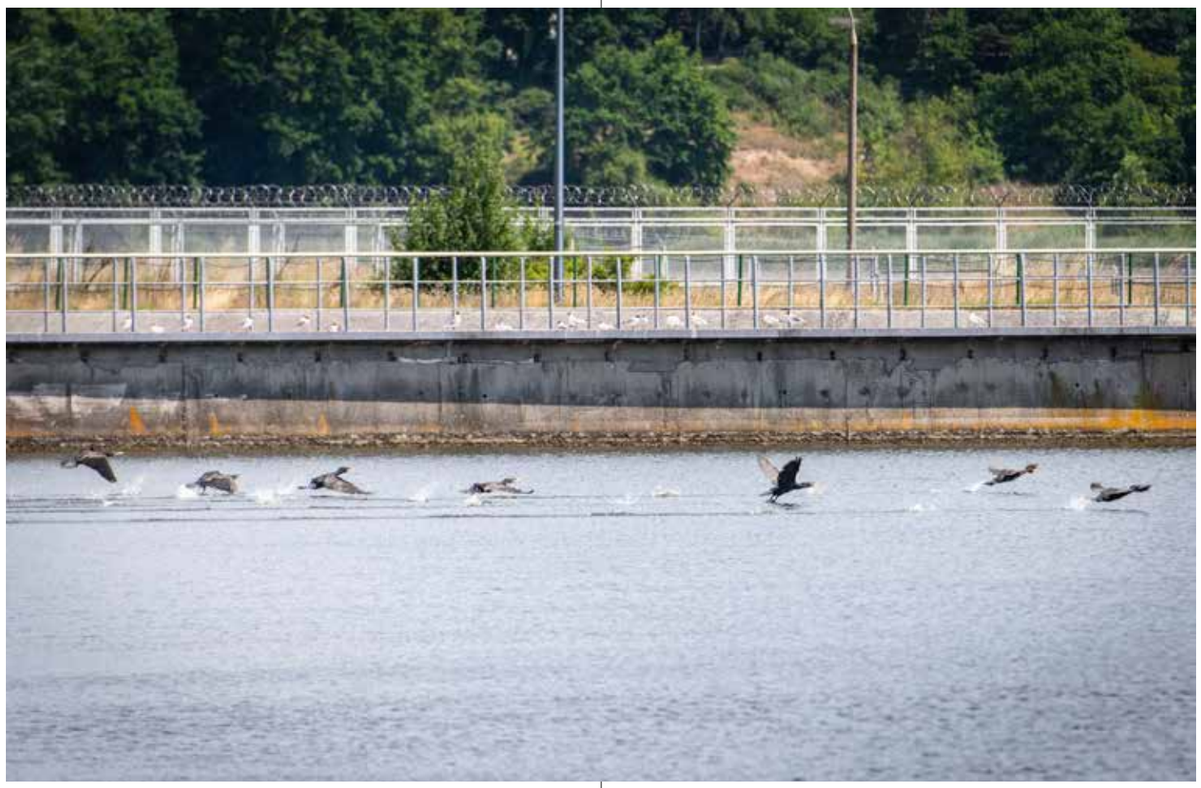
Risk of water quality deterioration due to a decrease in intake capacity caused by periods of hydrological drought and high temperatures and low water levels in the River Vistula; maximum loading of infiltration intakes and uncontrolled water pollution in Lake Zegrzyńskie.

Risk of maintaining adequate water quality
– actions taken:

- We are building additional infiltration water intakes for Warsaw
- We are implementing our water safety plan and business continuity management system
- We are developing a master plan for water supply and sewage collection in the greater Warsaw area, with a perspective up to 2050
- We are upgrading the filter modernisation and repair activities at our various water division plants

Potential benefits and opportunities for our company arising from the SWOT analysis:

- We take care of the development and image of our company by implementing modern technologies, tools and systems
- We are working to further strengthen and secure critical infrastructure
- We strive to improve energy balance, resulting from the implementation of modern technologies and increased energy efficiency
- We regulate the management of stormwater drainage infrastructure, in close cooperation with the Office of the capital city of Warsaw in formal and legal terms



Birds at the Wieliszew reservoir, photo by Jacek Turczyk

- We provide an alternative, independent sewage transmission system from the left-bank of Warsaw to the Czajka sewage treatment plant by building additional pipelines under the Vistula River bed
- We take effective solutions at the EU and Member State level to minimise the risks of disrupting raw material/product supply chains and to reduce economic crisis
- We are implementing our multi-annual plan for the development and modernisation of water supply and sewage facilities, strengthening our water supply and sewage collection system
- We regularly participate in international projects, e.g. benchmarking, and we are active in industry organisations, sharing knowledge, and experience
- We are implementing systemic solutions for the security of property and people
- We continue the development of solutions from being a key service operator
- We are continuously improving our cyber security system
- We nurture human capital with diverse competences and qualifications
- We continue to finance investments with preferential and non-refundable funds from domestic and foreign sources
- We take care of our company's growth potential (by increasing in the number of residents of Warsaw and neighbouring municipalities)
- We are developing a range of CSR activities
- We continue to develop our compliance management system and promote measures to counter corruption
- We use modern customer relationship management tools
- We use a mathematical water supply and sewage network model of the to make strategic decisions about the planned expansion or modernisation of our network
- We are continually improving the implemented management systems, such as: quality, occupational health and safety, information security, environment, by utilizing sound objective and risk management
- We are currently in the process of implementing a project for our company's zero-emission electrically-powered vehicle fleet, together with the adaptation of charging infrastructure
- We are carrying out activities related to a circular economy sustainable model

Potential risks:

- The global and national economic crisis manifested by high inflation, rising prices of materials and services, as well as increased financial burdens due to changes in interest rates, among other things
- Persistent threats in the area of cyber security
- The risk of armed conflicts in Europe and their consequences on critical infrastructure, in the form of active participation

- Climate change resulting in increasing intensity of atmospheric phenomena, including heavy and short-duration rainfall, as well as periods of prolonged drought
- Failures within the water supply and sewage network related to the depletion of systems while the infrastructure cannot undergo shotr-term reconstruction due to the network length, the amount of financial outlay and collisions with other investments/renovations
- Lack of special water supply and sewage company laws regarding quick access to land for investment purposes
- Delays in the implementation of investments caused by untimely administrative decisions and prolonged arrangements with external entities and conditions related to cost increases
- Longer time needed to implement water supply and sewage network investment projects in city districts, due to the results of procurement procedures and contractors' withdrawal from contracts or delays in the implementation of works
- A high level of competition from other employers as regards hiring and paying the workforce, resulting in a lack of availability of job candidates and an outflow of staff caused by limited wage regulation

Filters in winter, photo by Jacek Turczyk

The Digitisation of Processes and Our Company

We made investments in the area of business continuity – we made changes to the server infrastructure increasing its data processing capacity, as well as expanding data storage capabilities.

In 2023, we started to invest in digitalisation in terms of:

- Implementation of an HR management support system
- Implementation of a Central Technology Database (CBDT)

The Protection and Processing of Personal Data

We comply with personal data obligations under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter: "GDPR"):

- We carried out checks on the state of personal data security
- We carried out data subject point of contact tasks, including responding to requests made
- We provided an opinion on the documentation in terms of personal data protection
- We provided initial and additional (specialised) training on data protection. At the same time, we made GDPR training courses available on our company's e-learning platform
- We carried out incident analyses in terms of data protection implications for the rights and freedoms of individuals
- We approved risk analysis for the processing of personal data

The company's 2023 data protection system oversight team dealt with the evaluation of our company's personal data processing activities in terms of compliance with indicated GDPR requirements.

We also continued to work on our personal data management IT system to enable analysis and documentation regarding data protection, as well as data protection breaches and incidents.

In addition, we participated in meetings on the subject of personal data protection organised by entities from the water supply and sewage industry and we carried out cooperation activities with the supervisory authority, the Office for Personal Data Protection.

The water plumes are the work of Chudy Wojtek, photo by Jacek Turczyk

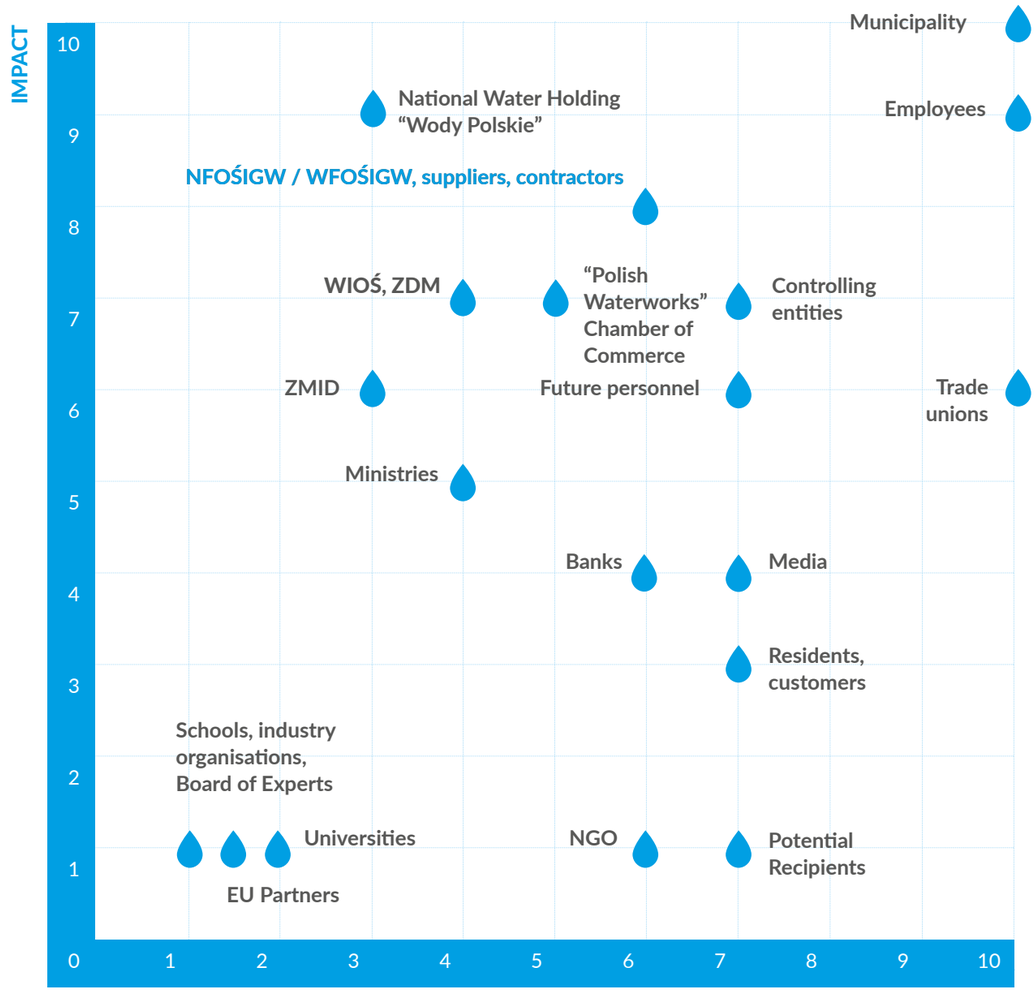
Our Stakeholders

102-40 List of stakeholder groups of the organisation
102-42 Identifying and selecting stakeholders involved in the organisation

Our Stakeholders include:

- The Capital City of Warsaw
- Employees
- Trade unions
- Suppliers
- Contractors
- The National Fund for Environmental Protection and Water Management
- The Voivodeship Fund for Environmental Protection and Water Management in Warsaw
- Controlling entities
- The “Polish Waterworks” Chamber of Commerce,
- “Wody Polskie” National Water Holding
- The Voivodeship Environmental Protection Inspector (WIOŚ) in Warsaw
- The Municipal Road Authority (ZDM) in Warsaw
- Municipal Road Investments Administration in Warsaw
- Potential future employees
- The media
- Individual and institutional customers
- Banks
- Potential future recipients
- NGOs (Non-Governmental Organizations)
- Ministries
- Universities and colleges
- Schools
- Industry organisations
- The Board of Experts

Stakeholder Map



Water Tower, photo from the archive of MPWiK

About the Report

102-50 Reporting period
102-51 Date of most recent report
102-52 Reporting cycle
102-54 Claims of reporting in accordance with the GRI Standards
102-56 External assurance

The Social Responsibility Report 2023 is our company's sixth social responsibility report. It has been prepared in accordance with GRI Standards at its core level, and was not subject to external assurance. The report covers the calendar year from 1 January to 31 December 2023.

We plan to publish the next report in 2025.

Our reports are available at: www.mpwik.com.pl under the “CSR Reports” (“Raporty CSR”) tab.

Prior to the publication of the company social responsibility reports, we published annual reports, which are available at: www.mpwik.com.pl under the “Annual Reports” (“Raporty roczne”) tab.

102-53 Contact point for questions regarding the report

Do you have questions concerning this report?

Contact us.

Elwira Kobylińska, e.kobylinska@mpwik.com.pl

Priority reporting areas in 2023

102-44 Key issues and concerns raised by stakeholders
102-47 Important aspects identified in the process of defining the content of this report
102-46 The process of defining report content (and implementing reporting rules in order to define it)

Our activities are guided by the principles of social responsibility. We act ethically and with integrity towards our stakeholders, we take into account the impact of our activities on the environment, while working to continuously grow and develop our organisation's corporate culture.

We have presented our activities periodically in our annual reports, which were published until 2017. We have been publishing social responsibility reports since 2019, in order to emphasize our transparency and communicate the actions we take to our to stakeholders effectively. Thanks to such reports, we are able to present our activities in a transparent manner.

Areas reported on in 2023, that are key to us and our stakeholders, included:

Nature and the Environment

Issue	Key aspects for stakeholders
Energy policy	✓
Harmful emissions into the air	✓
Sewage, waste, and spills	✓
Compliance with Environmental Regulations	✓
Raw material and supply management	✓
Water consumption	✓
Supplier environment assessment	✓

Society

Issue	Key aspects for stakeholders
The prevention of unethical behaviour	✓
Local communities policy	✓
The prevention of free competition principle violation	✓

Market

Issue	Key aspects for stakeholders
Profit and loss, investments, as well as employee benefits	✓
Pay and impact on the local labour market	✓
The provision of services and supporting the community	✓
Marketing communication	✓

Workplace

Issue	Key aspects for stakeholders
Company employees	✓
Labour management relations	✓
Diversity and equal opportunities	✓
OHS	✓
The prevention of discrimination	✓
Training	✓

Data Tables

Direct economic value

201-1 Direct economic value generated and distributed

	2022	2023
DIRECT ECONOMIC VALUE	**PLN '000**	**PLN '000**
A. Total revenue, including:	**1,319,419**	**1,408,643**
Net sales revenue (gross revenue from the sale of products and services less refunds, rebates, and discounts)	1,091,854	1,226,533
Revenue from financial investments (i.e. cash received in respect to financial loans and borrowings, dividends due to participating interest, royalties, and direct revenue generated on assets, e.g. the lease of property)	1,604	5,504
Revenue from the sale of assets (i.e. tangible assets, such as real estate, infrastructure and equipment, as well as intangible assets (such as intellectual property rights, designs, and brands)	396	578
B. Operating expenses	**456,956**	**562,251**
Salaries, wages, and employee benefits	**241,959**	**282,129**
Payments to investors (dividend)	**0**	**0**
Payments to the state (taxes)	**237,499**	**236,568**
Social investments (donations and investments to society)	**389**	**304**
RETAINED ECONOMIC VALUED (B-A)	**382,615**	**327,391**

Balance sheet

ASSETS	31.12.2022	31.12.2023
A. Fixed assets	**9,097,780,335.18**	**9,664,931,681.60**
I. Intangible assets	**15,241,649.95**	**16,215,871.71**
1. Costs of completed development works	0.00	0.00
2. Goodwill	0.00	0.00
3. Other intangible assets	15,241,649.95	16,215,871.71
4. Advances for intangible assets	0.00	0.00
II. Tangible assets	**9,047,275,355.89**	**9,612,139,218.71**
1. Fixed assets	7,587,930,297.04	7,848,248,880.48
a) Land (including right to perpetual usufruct)	689,728,295.91	686,622,826.15
b) Buildings, premises, rights thereto, and civil engineering facilities	6,152,119,436.65	6,405,934,332.12
c) Technical equipment and machinery	670,961,700.33	684,983,249.67
d) Means of transport	59,848,625.33	54,198,905.72
e) Other fixed assets	15,272,238.82	16,509,566.82
2. Fixed assets under construction	1,457,276,749.80	1,761,577,033.64
3. Advances for fixed assets under construction	2,068,309.05	2,313,304.59
III. Long-term receivables	**4,545,056.71**	**5,277,148.89**
1. From affiliated parties	0.00	0.00
2. From other parties in which the organisation has engaged capital	0.00	0.00
3. From third parties	4,545,056.71	5,277,148.89
IV. Long-term investments	**0.00**	**0.00**
1. Real property	0.00	0.00
2. Intangible assets	0.00	0.00
3. Long-term financial assets	0.00	0.00
a) in affiliated companies	0.00	0.00

– other long-term financial assets	0.00	0.00
b) in other parties in which the organisation has engaged capital	0.00	0.00
– other long-term financial assets	0.00	0.00
c) in other entities	0.00	0.00
– shares or stocks	0.00	0.00
– other securities	0.00	0.00
– loans granted	0.00	0.00
– other long-term financial assets	0.00	0.00
4. Other long-term investments	0.00	0.00
V. Long-term accruals	**30,718,272.63**	**31,299,442.29**
1. Deferred income tax assets	23,215,629.00	23,797,946.00
2. Other accruals	7,502,643.63	7,501,496.29
B. Current assets	**331,512,277.52**	**369,425,623.83**
I. Inventory	28,870,978.69	32,125,934.44
1. Materials	28,820,944.86	32,118,234.44
2. Semi-finished products and work in progress	0.00	0.00
3. Finished products	0.00	0.00
4. Goods	0.00	0.00
5. Advances for supplies and services	50,033.83	7,700.00
II. Short-term receivables	175,208,060.69	132,498,415.60
1. From affiliated parties	0.00	0.00
a) trade receivables falling due:	0.00	0.00
– within 12 months	0.00	0.00
– after 12 months	0.00	0.00
b) other	0.00	0.00
2. Receivables from other parties in which the organisation has engaged capital	0.00	0.00
a) trade receivables falling due:	0.00	0.00
– within 12 months	0.00	0.00
– after 12 months	0.00	0.00
b) other	0.00	0.00
3. From third parties	175,208,060.69	132,498,415.60
a) trade receivables falling due:	82,372,301.36	97,404,402.57
– within 12 months	82,372,301.36	97,404,402.57
– after 12 months	0.00	0.00
b) on account of taxes, subsidies, customs duties, social security, health insurance, and other benefits	72,293,568.24	29,082,771.35
c) other	20,542,191.09	6,011,241.68
d) claimed in court	0.00	0.00
III. Short-term investments	66,728,129.46	134,498,875.18
1. Short-term financial assets	62,651,537.43	132,672,094.77
a) in affiliated companies	0.00	0.00
b) in third parties	0.00	0.00
– shares or stocks	0.00	0.00
– other securities	0.00	0.00
– loans granted	0.00	0.00
– other short-term financial assets	0.00	0.00
c) cash and other monetary assets	62,651,537.43	132,672,094.77
– cash in hand and at bank	37,503,767.23	37,908,658.04
– other cash	25,147,770.20	94,763,436.73
– other monetary assets	0.00	0.00
2. Other short-term investments	4,076,592.03	1,826,780.41
IV. Short-term accruals	60,705,108.68	70,302,398.61
C. Payments due to share capital (fund)	**0.00**	**0.00**
D. Shares owned	**0.00**	**0.00**
TOTAL ASSETS (A+B+C+D)	**9,429,292,612.70**	**10,034,357,305.43**

LIABILITIES	31.12.2022	31.12.2023
A. Equity	**4,621,148,660.85**	**4,521,469,471.03**
I. Share capital	2,734,575,100.00	2,734,575,100.00
incl. registered as at 31 Dec	0.00	0.00
II. Reserve capital	1,925,788,234.25	1,925,788,234.25
III. Revaluation capital	0.00	0.00
IV. Other reserve capital	39,035.88	39,035.88
V. Retained earnings (loss)	0.00	-39,253,709.28
VI. Net profit (loss) for the year	-39,253,709.28	-99,679,189.82
VII. Deductions from net profit during the year	0.00	0.00
B. Liabilities and provisions for liabilities	**4,808,143,951.85**	**5,512,887,834.40**
I. Provisions for liabilities	413,441,856.78	469,036,828.76
1. Deferred income tax provisions	278,409,445.00	295,215,813.00
2. Provisions for pension and similar benefits	8,629,203.63	15,048,497.35
– long-term	3,433,448.83	9,408,463.27
– short-term	5,195,754.80	5,640,034.08
3. Other	126,403,208.15	158,772,518.41
– long-term	0.00	0.00
– short-term	126,403,208.15	158,772,518.41
II. Long-term liabilities	645,244,134.06	1,452,363,569.01
1. Owed to related parties	0.00	0.00
2. Owed to other entities	645,244,134.06	1,452,363,569.01
a) loans and borrowings	581,516,730.70	1,388,783,637.48
b) debt securities in issue	60,856,618.00	60,822,724.00
c) other financial liabilities	0.00	0.00
d) other	2,870,785.36	2,757,207.53
III. Short-term liabilities	591,468,573.71	514,728,174.56
1. Owed to related parties	0.00	0.00
2. Owed to related parties in which the organisation has engaged capital	0.00	0.00
3. Owed to other entities	586,519,667.28	509,906,008.33
a) loans and borrowings	186,071,760.85	140,709,519.59
b) debt securities in issue	0.00	0.00
c) other financial liabilities	0.00	0.00
d) trade liabilities falling due:	88,601,583.68	111,321,208.27
– within 12 months	88,601,583.68	111,321,208.27
– after 12 months	0.00	0.00
e) advances received for supplies	0.00	0.00
f) promissory notes/bills of exchange	0.00	0.00
g) in respect of taxes, customs duties, social security, health insurance, and other public liabilities etc.	19,145,611.34	22,441,216.38
h) payroll liabilities	18,126,901.28	20,961,384.17
i) other	274,573,810.13	214,472,679.92
3. Special funds (Company Social Fund)	4,948,906.43	4,822,166.23
IV. Accrued items	3,157,989,387.30	3,076,759,262.07
1. Negative goodwill	0.00	0.00
2. Other accruals	3,157,989,387.30	3,076,759,262.07
– long-term	3,059,010,023.29	2,976,416,817.19
– short-term	98,979,364.01	100,342,444.88
TOTAL LIABILITIES (A+B)	**9,429,292,612.70**	**10,034,357,305.43**

Profit and loss account (nature of expense presentation)

Item	31.12.2022	31.12.2023
A. Net sales revenue and equivalent items, including:	**1,118,366,039.71**	**1,253,422,604.42**
– from affiliated parties	0.00	0.00
I. Net revenue from product sales	1,091,853,847.33	1,226,532,661.93
II. Change in the stock of products (+ increase,– decrease)	0.00	0.00
III. Production costs for our own needs	24,599,179.19	25,445,019.01
IV. Net revenue from sale of goods and materials	1,913,013.19	1,444,923.48
B. Operating expenses	**1,250,734,380.59**	**1,407,542,789.29**
I. Depreciation	312,646,412.25	325,486,093.83
II. Energy and consumables	174,082,092.33	251,093,953.67
III. External services	240,198,283.73	266,906,518.86
IV. Taxes and levies, including:	237,499,059.82	236,568,094.38
– excise duty	1,038,906.14	1,112,281.41
V. Salaries and wages	201,613,260.64	233,955,487.68
VI. Social security and other benefits, including:	52,678,760.71	60,797,786.08
– pension	19,774,554.64	22,319,410.07
VII. Other expenses by type	30,403,112.96	31,625,991.58
VIII. Cost of goods and materials sold	1,613,398.15	1,108,863.21
C. Profit (loss) on sales (A-B)	-132,368,340.88	-154,120,184.87
D. Other operating income	**198,868,484.83**	**143,291,585.40**
I. Gain on sale of non-financial fixed assets	395,930.99	578,206.07
II. Subsidies	87,196,548.96	88,819,297.07
III. Revaluation of non-financial assets	13,672,339.15	5,555,685.34
IV. Other operating income	97,603,665.73	48,338,396.92
E. Other operating expenses	**49,035,202.65**	**42,919,003.26**
I. Loss on sale of non-financial fixed assets	0.00	0.00
II. Revaluation of non-financial assets	35,869,606.04	37,047,724.12
III. Other operating expenses	13,165,596.61	5,871,279.14
F. Operating profit (loss) (C+D-E)	**17,464,941.30**	**-53,747,602.73**
G. Financial income	**2,184,017.89**	**12,045,264.09**
I. Dividends and other profit distributions	0.00	0.00
– from affiliated parties	0.00	0.00
II. Interest, including:	1,826,939.40	5,620,386.75
– from affiliated parties	0.00	0.00
III. Gain on sale of financial assets	0.00	512,243.86
IV. Revaluation of financial assets	0.00	5,776,240.89
V. Other	357,078.49	136,392.59
Financial expenses	**54,210,394.47**	**41,752,800.18**
I. Interest, including:	28,383,713.30	40,823,754.10
– for related parties	0.00	0.00
II. Loss on sale of financial assets	18,764,011.73	0.00
III. Revaluation of financial assets	6,963,346.50	0.00
IV. Other	99,322.94	929,046.08
I. Gross profit (loss) (I+/-J)	**-34,561,435.28**	**-83,455,138.82**
Income tax, including:	**4,692,274.00**	**16,224,051.00**
– deferred tax	4,692,224.00	16,224,051.00
K. Other obligatory charges against profit (increase in loss)	**0.00**	**0.00**
L. Net profit (loss) (K-L-M)	**-39,253,709.28**	**-99,679,189.82**

Cash flow statement (indirect approach)

Item	31.12.2022	31.12.2023
A. Cash flows from operating activities		
I. Net profit (loss)	-39,253,709.28	-99,679,189.82
II. Total adjustments	295,491,320.47	349,298,344.36
1. Depreciation/amortisation	312,646,412.25	325,486,093.83
2. Foreign exchange gains (losses)	0.00	0.00
3. Interest and profit distributions (dividends)	31,011,891.44	34,754,530.15
4. Profit (loss) on investment activities	20,823,017.60	-1,876,574.03
5. Change in reserves	-25,179,582.52	55,594,971.98
6. Change in inventory	-4,875,608.52	-3,254,955.75
7. Change in accounts receivable	53,835,342.76	28,313,626.65
8. Change in short-term liabilities except loans and borrowings	20,913,901.57	22,931,955.17
9. Net change in deferred/accrued items	-104,882,717.09	-110,832,613.25
10. Other adjustments	-8,801,337.02	-1,818,690.39
III. Net cash flow from operating activities (I±II)	256,237,611.19	249,619,154.54
B. Cash flows from investment activities		
I. Cash inflows	69,487,441.67	5,234,095.02
1. Sale of intangibles or tangibles	400,582.79	645,259.13
2. Sale of investments in property or investments in intangibles	0.00	0.00
3. Financial assets, including:	69,086,858.88	4,588,835.89
a) in related parties	0.00	0.00
b) in third parties	69,086,858.88	4,588,835.89
– sale of financial assets	0.00	0.00
– dividends and profit distributions	0.00	0.00
– repayment of long-term loans and borrowings	0.00	0.00
– interest	0.00	0.00
– other cash inflows provided by financial assets	69,086,858.88	4,588,835.89
4. Other proceeds from investment activities	0.00	0.00
II. Expenses	-846,949,098.61	-886,112,176.03
1. Purchase of intangibles or tangibles	-846,949,098.61	-886,112,176.03
2. Investment property or investments in intangibles	0.00	0.00
3. Financial assets, including:	0.00	0.00
a) in related parties	0.00	0.00
b) in third parties	0.00	0.00
– purchase of financial assets	0.00	0.00
– long-term loans granted	0.00	0.00
4. Other investment expenses	0.00	0.00
III. Net cash flow from investment activities (I±II)	-777,461,656.94	-880,878,081.01
C. Cash flows from financing activities		
I. Cash inflows	597,630,231.91	926,291,801.90
1. Net proceeds from issuance of shares and other equity instruments or from additional equity contributions	0.00	0.00
2. Loans and borrowings	278,818,168.55	907,365,273.47
3. Issuance of debt securities	0.00	0.00
4. Other flows from financing activities	318,812,063.36	18,926,528.43
II. Expenses	-115,220,123.07	-225,012,318.09
1. Purchase of own shares	0.00	0.00
2. Dividends and other distributions to owners	0.00	0.00
3. Profit distributions other than payments to owners	0.00	0.00
4. Repayments of loans and borrowings	-70,504,018.64	-139,689,108.49
5. Redemption of debt securities	0.00	0.00

6. Other financial liabilities	0.00	0.00
7. Payment of finance lease liabilities	0.00	0.00
8. Interest and commissions	-42,237,504.43	-85,323,209.60
9. Other financing expenses	-2,478,600.00	0.00
III. Net cash flow from financing activities (I±II)	482,410,108.84	701,279,483.81
D. Total net cash flow (A.III±B.III±C.III)	**-38,813,936.91**	**70,020,557.34**
E. Change in the carrying amount of cash, including:	**-38,813,936.91**	**70,020,557.34**
– on account of exchange differences	0.00	0.00
F. Cash at the beginning of the period	**101,465,474.34**	**62,651,537.43**
G. Cash at the end of the period (F±D), including:	**62,651,537.43**	**132,672,094.77**
– restricted cash	19,013,890.10	20,130,492.70

Statement of changes in equity

	31.12.2022	31.12.2023
I. Equity at the beginning of the period (opening balance)	**4,660,402,370.13**	**4,621,148,660.85**
– changes in accounting policies	0.00	0.00
– error corrections	0.00	0.00
I.a. Equity at the beginning of the period (opening balance) after corrections	**4,660,402,370.13**	**4,621,148,660.85**
1. Share capital at the beginning of the period	**2,734,575,100.00**	**2,734,575,100.00**
1.1. Changes in share capital		
a) increases (on account of)	0.00	0.00
– issuance of shares	0.00	0.00
b) decreases	0.00	0.00
– redemption of shares	0.00	0.00
1.2. Share capital at the end of the period	2,734,575,100.00	2,734,575,100.00
incl. registered capital	2,734,575,100.00	2,734,575,100.00
2. Capital reserve at the beginning of the period	**1,891,412,977.87**	**1,925,788,234.25**
2.1. Changes in capital reserve	34,375,256.38	0.00
a) increases	34,375,256.38	0.00
– issue of share premium	0.00	0.00
– profit distribution (statutory)	34,375,256.38	0.00
– profit distributions (over and above the statutory minimum)	0.00	0.00
b) decreases	0.00	0.00
– loss coverage	0.00	0.00
2.2. Capital reserve at the end of the period	1,925,788,234.25	1,925,788,234.25
3. Revaluation reserve (fund) at the beginning of the period -changes in adopted accounting principles (policies)	**0.00**	**0.00**
3.1. Changes in revaluation reserve	0.00	0.00
a) increases	0.00	0.00
b) decreases (on account of)	0.00	0.00
– sale of fixed assets	0.00	0.00
3.2. Revaluation reserve at the end of the period	0.00	0.00
4. Other reserves at the beginning of the period	**39,035.88**	**39,035.88**
4.1. Changes in other reserves	0.00	0.00
a) increases (on account of)	0.00	0.00
b) decreases	0.00	0.00
4.2. Other reserves at the end of the period	39,035.88	39,035.88
5. Profit (loss) brought forward at the beginning of the period	**0.00**	**0.00**
5.1. Profit brought forward at the beginning of the period	0.00	0.00
– changes in accounting policies	0.00	0.00
– error corrections	0.00	0.00

5.2. Profit brought forward at the beginning of the period, after corrections	0.00	0.00
a) increases (on account of)	34,375,256.38	0.00
– profit distribution brought forward	34,375,256.38	0.00
b) decreases (on account of)	34,375,256.38	0.00
– decrease on account of capital reserve	34,375,256.38	0.00
5.3. Profit brought forward at the end of the period	0.00	0.00
5.4. Loss brought forward at the beginning of the period	0.00	0.00
– changes in accounting policies	0.00	0.00
– error corrections	0.00	0.00
5.5. Loss brought forward at the beginning of the period, after corrections	0.00	0.00
a) increases	0.00	-39,253,709.28
– Loss brought forward to be covered	0.00	-39,253,709.28
b) decreases	0.00	0.00
5.6. Loss brought forward at the end of the period	0.00	0.00
5.7. Profit (loss) brought forward at the end of the period	0.00	0.00
6. Net result	**-39,253,709.28**	**-99,679,189.82**
a) net profit	0.00	0.00
b) net loss	-39,253,709.28	-99,679,189.82
c) deductions from profit	0.00	0.00
II. Equity at the end of the period (closing balance)	**4,621,148,660.85**	**4,521,469,471.03**
III. Equity after proposed profit distribution (appropriation of loss)	**4,621,148,660.85**	**4,521,469,471.03**

PV panels, photo by Jacek Turczyk

Energy consumption within the organisation

302-1 Energy consumption within the organisation

Total consumption of non-renewable energy (derived from purchased sources and own sources produced within own operations), types of fuel used	**Consumption in 2023 [GJ]**
natural gas	123,136.11
electricity	475,411.50
heat	59,834.00
liquid fuels	51,642.44
Total energy consumption	**710,024.05**
Total renewable energy consumption:	**Consumption in 2023 [GJ]**
photovoltaic energy	19,018.54
sewage treatment plant biogas	667,156.33
Total energy consumption	**686,174.87**
Total:	**Sales in 2023 [GJ]**
electricity sold	2,450.61
heat sold	0.00
Total	2,450.61
Total energy consumption within the organisation	**1,393,748.31**

Greenhouse gas emissions

305-1 Direct GHG emissions

	2022		2023	
Substance	**Emission value [kg]**	**Emission value [t Eg CO_2]**	**Emission value [kg]**	**Emission value [t Eg CO_2]**
CO_2		105,350.48		102,765.03
CH_4		66,519.78		67,878.43
N_2O		12,969.49		27,608.77
HFC 407C		51.45		121.25
HFC 410A		125.07		104.40
HF C134A		-		-

Sewage and rinsing water collection*

306-1 Total volume of sewage by quality and destination

	Planned sewage collection** [m^3]		Unplanned sewage collection*** [m^3]	
Receiving waters	**2022**	**2023**	**2022**	**2023**
Groundwater	-	-	-	-
Surface waters	191,383,828	185,946,416	2,410,774	2,387,478
Sewage systems leading to rivers, oceans, lakes, wetlands	-	-	-	-
Sewage systems leading to sewage treatment plant	-	-	-	-
Other location[1]	8,247	8,184	-	-
TOTAL VOLUME	**191,392,075**	**185,954,600**	**2,410,774**	**2,387,478**

[1] The Falenica Water Treatment Station, which discharges sewage after treatment into the ground, i.e. sedimentation in a settling tank

	Planned sewage collection** [m^3]		Unplanned sewage collection*** [m^3]		
Sewage treatment location	**2022**	**2023**	**2022**	**2023**	**Sewage treatment methods**
The Czajka Plant	148,002,827	146,481,135	-	-	Mechanical and biological treatment with enhanced nutrient removal
The Południe Plant	21,654,083	22,125,566	-	-	Mechanical and biological treatment with enhanced nutrient removal
The Dębe Plant	2,414,502	2,653,116	-	-	Biological treatment with enhanced nutrient removal
The Pruszków Plant	14,966,873	14,266,291	-	-	Mechanical and biological treatment with enhanced nutrient removal

	Planned sewage collection** [m^3]		Unplanned sewage collection*** [m^3]	
Stormwater overflow	**2022**	**2023**	**2022**	**2023**
The Pruszków Plant – emergency overflow	-	-	-	-
Al. 3-go Maja	-	-	81,147	41,215
Bielański	-	-	85,896	110,115
Boleść	-	-	63	864
Farysa	-	-	1,792,442	1,203,988
Golędzinów	-	-	-	12,740
Karowa (grawitacyjnie)	-	-	-	584
Kościelna	-	-	20,941	16,374
Krasińskiego	-	-	165,787	216,548

* rinsing water – water remaining after water treatment
** treated municipal sewage and rinsing water
*** discharge during heavy rainfall in the event of exhausted retention capacities in network

Pelcowizna	-	-	9,804	54,035
Płyta Desantowa	-	-	80,551	159,412
Powiśle I (Karowa tłocznie)	-	-	26,002	273,435
Ratuszowa	-	-	-	17,458
Saska Kępa	-	-	148,037	280,679
Wenedów	-	-	104	31
Żerań	-	-	-	-
Nowodwory	-	-	-	-

	Planned sewage collection [m³]		Unplanned sewage collection [m³]		
Sewage collection location	**2022**	**2023**	**2022**	**2023**	**Sewage treatment methods**
The Northern Plant – Białołęka Zonal Station	13,065	28,668	-	-	Mechanical treatment (sedimentation)
The Northern Plant – rinsing water	570,397	385,208	-	-	Mechanical treatment
The Northern Plant – fresh water tank	0	0	-	-	
The Stara Miłosna Water Treatment Station	6,146	6,432	-	-	Clarifier, sedimentation
The Falenica Water Treatment Station	8,247	8,184	-	-	Settling tank, infiltration into the ground through a sedimentation bed

* rinsing water – water remaining after water treatment
** treated municipal sewage and rinsing water
*** discharge during heavy rainfall in the event of exhausted retention capacities in network

Quality of sewage and rinsing water collected

	Planned volume collected [kg/year]		Unplanned volume collected [kg/year]	
Parameters	**2022**	**2023**	**2022**	**2023**
Biological oxygen demand (BOD5)	1,177,841	1,457,825	415,466	337,881
Total suspension	1,826,422	1,769,459	702,031	663,260
Chemical oxygen demand (COD)	6,837,585	7,517,136	1,076,936	1,000,145
Total nitrogen	1,247,757	1,107,747	67,624	51,923
Total phosphorus	84,455	83,324	6,933	6,724

Micronutrients in tap water in respective plants (mg/l)

Index, substance	Permitted value*	The Central Filtry Plant WTS		The Central Praga Plant WTS		The Northern Plant	
		avg.	max.	avg.	max.	avg.	max.
Magnesium	7-125[1]	12.9	16.0	12.7	14.0	9.8	11.0
Potassium	200	62.0	70.0	60.5	70.0	16.5	22.0
Calcium	[2]	68.5	85.0	65.5	86.0	92.0	112.0

[1] no more than 30 mg/l of magnesium if sulphate concentration reaches or exceeds 250 mg/l. For lower sulphate content, maximum magnesium concentration is 125 mg/l; value recommended on health grounds entails that said value is desirable for human health, but there is no obligation for the water and sewage company to reach it by supplementing magnesium.

[2] no permitted range specified.

* defined by the Regulation of the Minister of Health of 7 December 2017 on the quality of water intended for human consumption (Polish Journal of Laws of 2017, item 2294)

Index, substance	Unit	Permitted value*	Radość WTS	Falenica WTS
Magnesium	mg/l	7-125[1]	6.4	8.2
Potassium	mg/l	200	11.0	51.0
Calcium	mg/l	[2]	62.0	86.0

Index, substance	Unit	Permitted value*	Wola Grzybowska WTS,	Stara Miłosna WTS,
Magnesium	mg/l	7-125[1]	13.0	14.0
Potassium	mg/l	200	59.0	50.0
Calcium	mg/l	[2]	123.0	118.0

Index, substance	Unit	Permitted value*	The OSP Centrum Pumping Station
Magnesium	mg/l	7-125[1]	14.0
Potassium	mg/l	200	22.0
Calcium	mg/l	[2]	107.0

[1] no more than 30 mg/l of magnesium if sulphate concentration reaches or exceeds 250 mg/l. For lower sulphate content, maximum magnesium concentration is 125 mg/l; value recommended on health grounds entails that said value is desirable for human health, but there is no obligation for the water and sewage company to reach it by supplementing magnesium.

[2] no permitted range specified.

* defined by the Regulation of the Minister of Health of 7 December 2017 on the quality of water intended for human consumption (Polish Journal of Laws of 2017, item 2294)

Employment at Our Company

401-1 New employee hires and employee turnover

All figures, in persons, have been calculated taking into account persons employed under fixed-term employment contracts as replacements.

Total number of employees by type of employment contract, type of employment, and gender	Total	Women	Men
Definite time	306	104	202
Indefinite time	2207	614	1593
Full-time	2502	710	1792
Part-time	11	8	3
Employees in total	**2513**	**718**	**1795**

Total departures by age and gender	Total	Women	Men
Under 30 years old	52	17	35
30 to 50 years old	132	63	69
Over 50 years old	110	37	73
Total	294	117	177
Turnover	12%	17%	10%
Employees in total	**2513**	**718**	**1795**

Total new employees by age and gender	Total	Women	Men
Under 30 years old	81	36	45
30 to 50 years old	171	66	105
Over 50 years old	73	19	54
Total	325	121	204
Employment rate	13%	18%	11%
Employees in total	**2513**	**718**	**1795**

Employment structure – positions	Total	Women	Men
Management Board	5	2	3
Senior management	50	22	28
Middle management	193	84	109
Other employees	2270	612	1658

405-1 Diversity of governance bodies and employees

Employment structure by gender	Employees in total	Women	Men
Number	2513	718	1795
Percentage	100%	28.6%	71.4%

Figures by structure and age	Total	Women	Men
Senior management			
Under 30 years old	0	0	0
30 to 50 years old	21	10	11
Over 50 years old	29	12	17
Total	**50**	**22**	**28**
Middle management			
Under 30 years old	1	0	1
30 to 50 years old	122	56	66
Over 50 years old	70	28	42
Total	**193**	**84**	**109**
Other employees			
Under 30 years old	218	82	136
30 to 50 years old	1120	402	718
Over 50 years old	932	128	804
Total	2270	612	1658

Percentage of employees belonging to respective categories	Total	Women	Men
Senior management			
Under 30 years old	0.0%	0.0%	0.0%
30 to 50 years old	100.0%	47.6%	52.4%
Over 50 years old	100.0%	41.4%	58.6%
Total	**100.0%**	**44.0%**	**56.0%**
Middle management			
Under 30 years old	100.0%	0.0%	100.0%
30 to 50 years old	100.0%	45.9%	54.1%
Over 50 years old	100.0%	40.0%	60.0%
Total	**100.0%**	**43.5%**	**56.5%**
Other employees			
Under 30 years old	100.0%	37.6%	62.4%
30 to 50 years old	100.0%	35.9%	64.1%
Over 50 years old	100.0%	13.7%	86.3%
Total	**100.0%**	**27.0%**	**73.0%**

202-2 Percentage of senior management hired from the local community

Current management is at 243 people, with:	
Those working and living in Warsaw	135
Those working in Warsaw, and living elsewhere	89
Those living in Warsaw and working elsewhere	3
Those working and living outside Warsaw	16

Training

404-1 Average hours of training per year per employee

Number of training hours* used by employees broken down by gender and by job category

Job categories	Total	Women	Men
senior management	8,825	4,240	4,586
middle management	29,533	12,805	16,728
other employees	144,695	34,378	110,317
Total	**183,054**	**51,423**	**131,630**

*1 hour = 60 minutes

Number of training hours* used by employees broken down by gender and area of activity

Area of activity	Total	Women	Men
Administration	8,623	3,259	5,364
Safety	77,351	18,631	58,720
IT	317	58	260
Control. Finance	21,861	7,210	14,651
Organisation	32,850	8,854	23,996
Legal	12,200	5,249	6,951
Production	22,611	3,086	19,525
Sales	4,528	2,999	1,529
EU	144	58	87
Procurement	2,567	2,019	548
Total	**183,054**	**51,423**	**131,630**

*1 hour = 60 minutes

Average number of training hours by gender of employees

Total employees	2513
Average hours of training per employee	73
Women	718
Average hours of training per woman	24
Men	1795
Average hours of training per man	44

*1 hour = 60 minutes

Average number of training hours used by gender and job category

Job categories	Total	Women	Men
Management	22	17	6
Executive	17	10	7
Other employees	94	29	66

*1 hour = 60 minutes

We serve Warsaw tap water at meetings and training sessions, photo by Jacek Turczyk

GRI Standards – Summary of Indicators

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The Czajka sewage treatment plant, photo by Jacek Turczyk

102-3 Location of headquarters

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