



MIEJSKIE PRZEDSIĘBIORSTWO
WODOCIĄGÓW I KANALIZACJI
W M.ST. WARSZAWIE
SPÓŁKA AKCYJNA

2020



SOCIAL RESPONSIBILITY REPORT

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Letter from the Management Board

As one of the largest municipal companies in the country, we are aware of the impact that our activities have on our environment. The objectives of the Company's social responsibility strategy take into account the social, environmental, business, and ethical aspects of operations. We recognise our responsibility for ensuring the high quality and continuity of our services, with close to 2.5 million residents of Warsaw and neighbouring municipalities using them every day. We understand, too, the significance of our investment activities in improving the comfort of living for the inhabitants, and their material contribution to the functioning and sustainable development of the city. In our everyday use of natural resources, we protect the environment and do our best to employ environmentally friendly technologies. We are a professional employer as well, supporting our employees' development. They are a valuable asset for us, and we guarantee them stable pay and social conditions.

We are presenting to you our new Social Responsibility Report, reflecting the most significant challenges and activities of the Company in 2020. This was a time of intensive work for all employees of the Warsaw Waterworks. In our daily operations, we delivered 342.5 million litres of water to the Warsaw metropolitan area, and collected 470 million litres of sewage each day.

Investments of major importance for the sewerage system included the reservoir commissioned at the "Czajka" sewage treatment plant, as well as the construction of 29.6 km of water supply mains and 30.1 km of the sewer network. We also continued our strategic investments, with the Zachodni, Mokotowski Bis, and Wiślany interceptors being examples of the multi-billion investment programme which the Company has been consistently implementing throughout many years, and which will result in minimising the discharge into the Vistula during rainfall. Another challenge for the Company were the malfunctions that occurred last year and significantly shaped our efforts at that time, which is why the professional preparation of repair and investment solutions was and still is a priority for MPWiK.

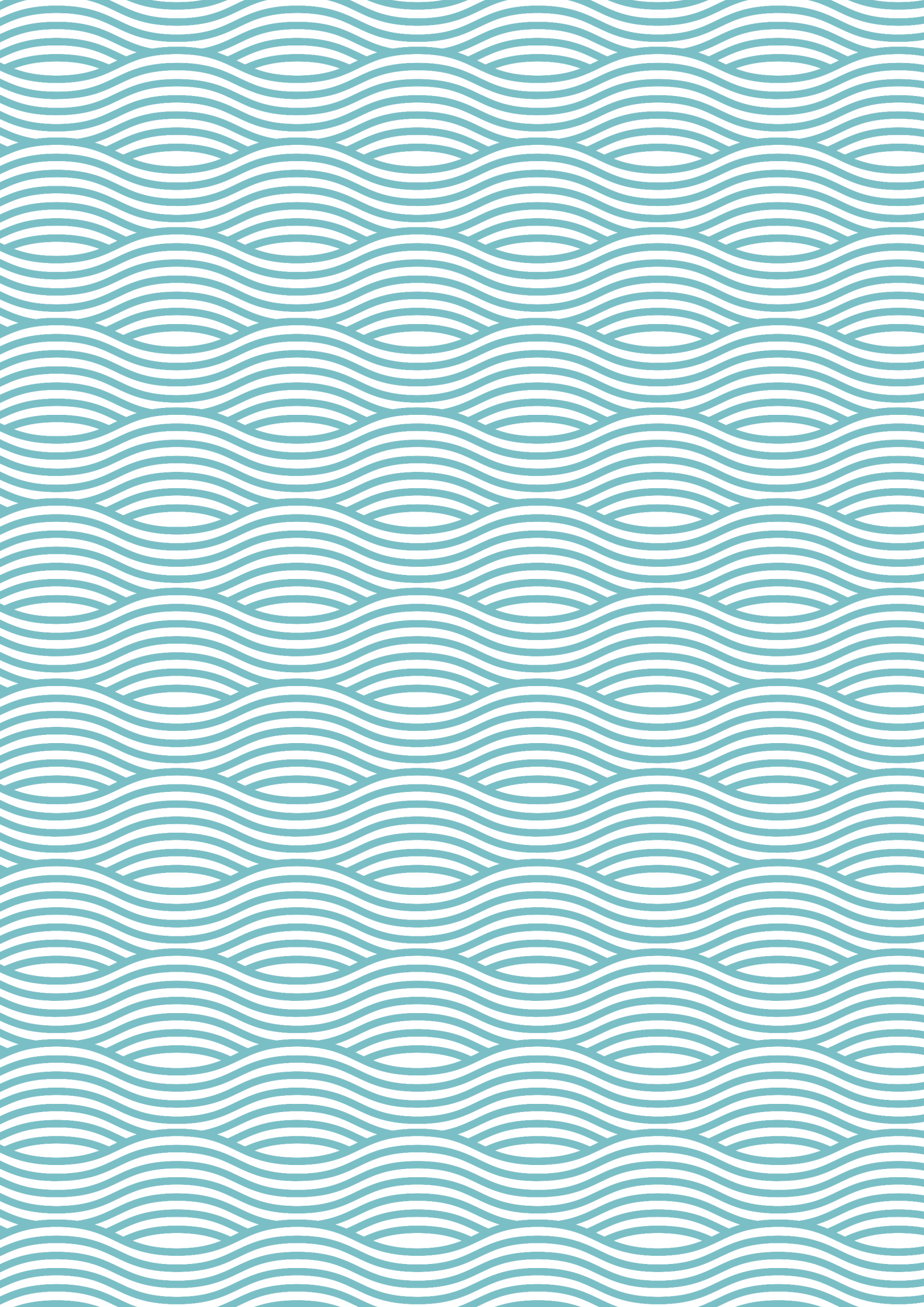
We are steadfast in our efforts to protect the environment. We have this in mind when we select technology, modernisation, and development concepts. In addition to the basic services we provide to the residents of Warsaw and the metropolitan area on a daily basis, we also are involved in equally important matters of environmental education, charity, and science. Our Company's operations are based on values, and we are guided by reliability, and respect for the law and the environment.

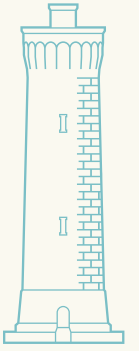
Dear All,

In light of the coronavirus pandemic, both last year and this year are special for all of us. All that time, we have been incredibly focused here, at the Warsaw Waterworks, on ensuring business continuity and safety. We may therefore confirm that the Company has been operating and continues to operate in line with the procedures dictated by this extraordinary pandemic situation. We are effectively managing MPWiK regardless of the state of epidemic, and thus all our services provided in 2020 were delivered at the level expected by customers.

We hope you will enjoy reading our Social Responsibility Report 2020.

Yours sincerely,
Management Board of MPWiK w m.st. Warszawie S.A.





ABOUT US



Mission

Every day, we contribute to the development of Warsaw and neighbouring municipalities by continuously providing water supply and sewage collection and treatment services, with the highest comfort of living and the natural environment in mind – for us and the generations to come.

Vision

We are strengthening our standing among leading European companies. We perform our duties reliably and effectively, guaranteeing top-quality water supply and sewage collection and treatment services for the residents, while taking care of the natural environment, ensuring safety, and providing good working conditions.

Our values



resident-oriented actions



employees



honesty



cooperation and respect



development and innovation



quality and professionalism



the environment

Company profile

The municipal enterprise “Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A.” was transformed into a single-member public limited company by virtue of law on 1 January 2003. The Company's sole shareholder is the Capital City of Warsaw.

Company's Authorities

General Meeting of Shareholders

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

Supervisory Board*

Jarosław Józwiak

Chairman of the Supervisory Board

Leszek Drogosz

Member of the Supervisory Board

Wojciech Duch

Member of the Supervisory Board

Elżbieta Lanc

Member of the Supervisory Board

Ludwik Rakowski

Member of the Supervisory Board

Sławomir Stanisławski

Member of the Supervisory Board

* As at 31 December 2020

Management Board*

Renata Tomusiak

President of the Management Board

Dariusz Dąbrowski

Member of the Management Board

Lucyna Golańska

Member of the Management Board

Tomasz Mencina

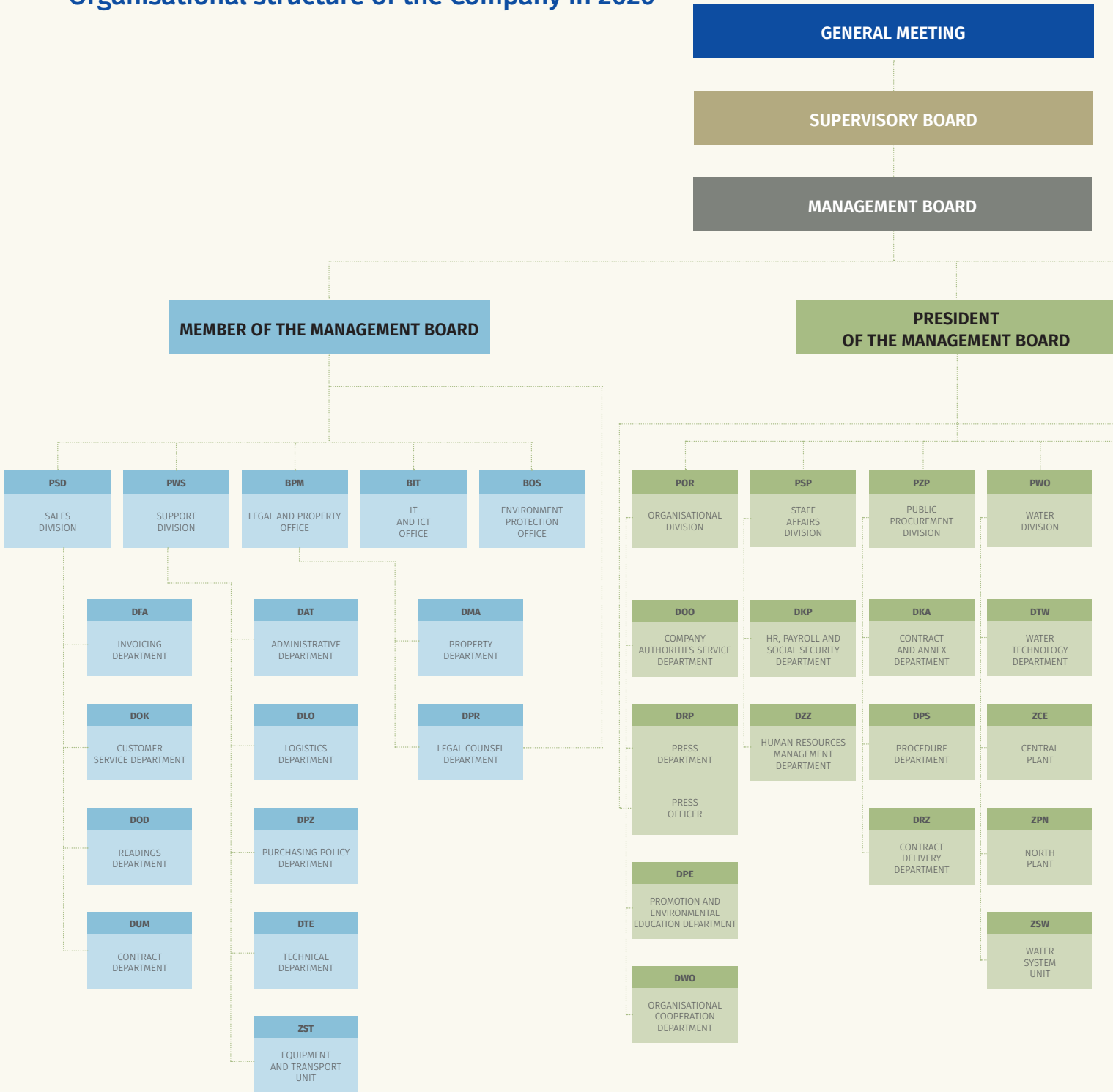
Member of the Management Board

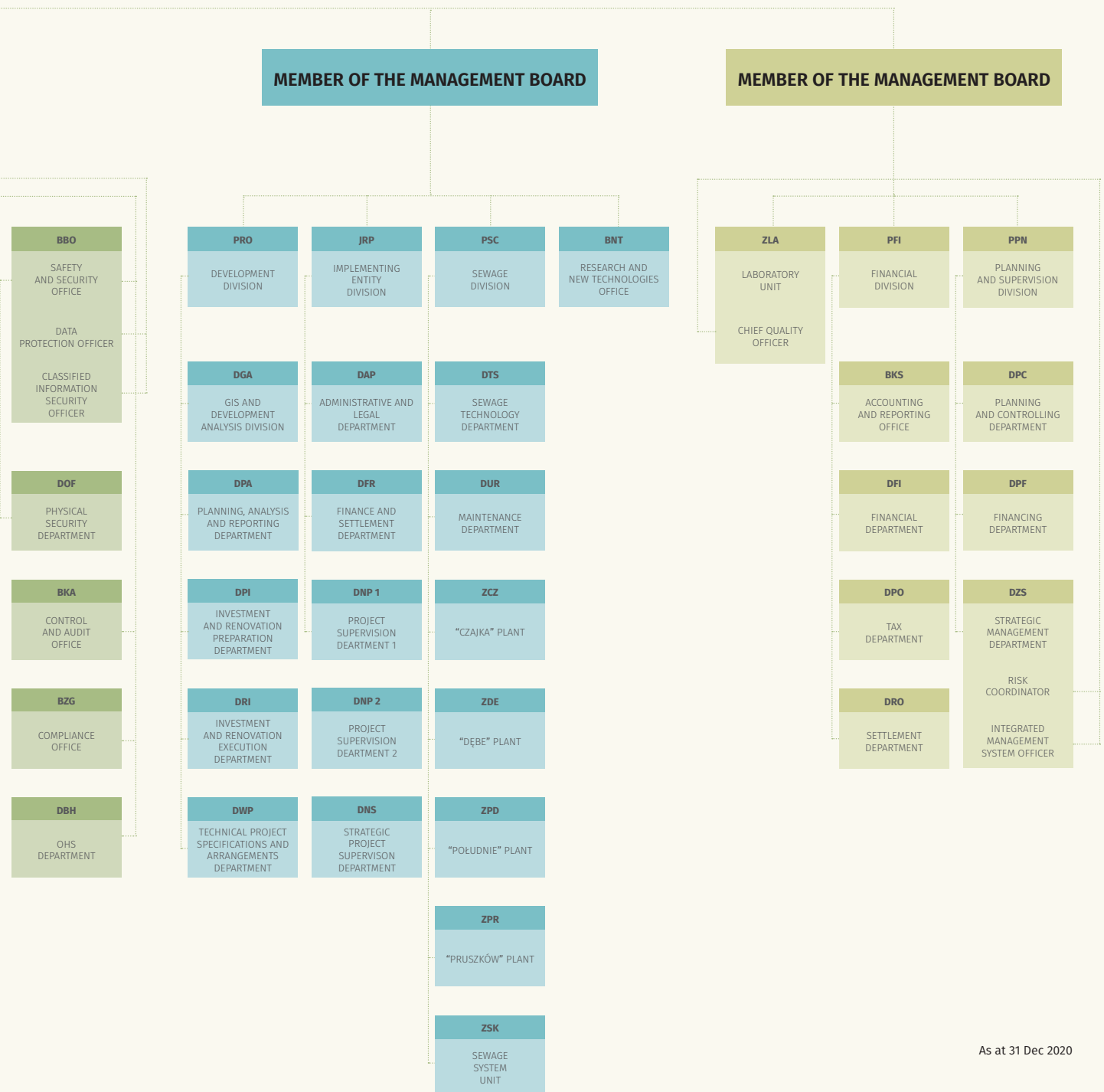


* Filtry: WTS
Photography: Studio Awokado

* As at 31 December 2020

Organisational structure of the Company in 2020





As at 31 Dec 2020



Inside the slow sand filter at the "Filtry" WTS
Photography: Krzysztof Kobus/Travelphoto.pl

Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A. is the only municipal provider in the capital city that performs, on behalf of the municipality, the tasks concerning collective water supply and sewage collection and treatment services.

The Company operates within the public utility sector. It significantly contributes to the improvement of the residents' comfort of living, and carries out its activities in line with the principles of sustainable development and concern for the environment.

MPWiK in figures


We are the largest water and sewage company in Poland, and one of the largest companies in this sector in Europe. This is illustrated by the following figures:




over **PLN 1 bn**
of net revenue
from sales of
services



capitalisation
of nearly
PLN 5.1 bn



we use
4,436.2 km
of water network



we operate
4,341.5 km
of sewage network




we employ
2,421
people



we have over **20** vessels of
various sizes (incl. dredgers, tugboats,
hopper barges, etc.)

In 2020:

we have over **45** specialist vehicles,
e.g. for water and sewage system surveillance




we treated
125 bn
litres of water



we treated
171.5 bn
litres of sewage

Water supply and sewage system activities:

Our services:

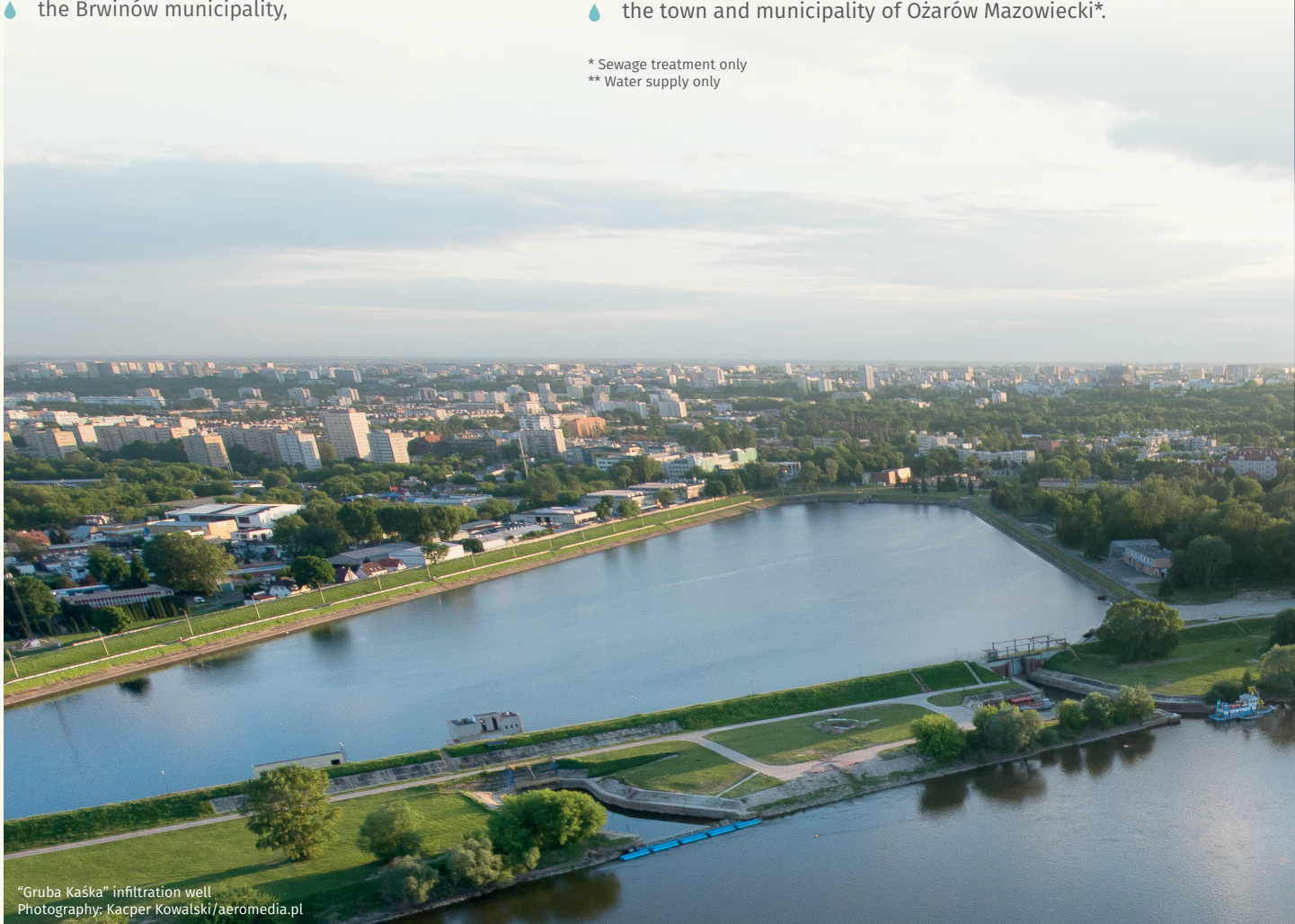
collective water supply or collective sewage disposal services provided within the capital city of Warsaw and in:

- the town of Piastów,
- the town of Pruszków,
- the Michałowice municipality,
- the Nieporęt municipality,
- the Raszyn municipality,
- the Serock municipality,
- the Wieliszew municipality,
- the Brwinów municipality,

water supply and sewage disposal or treatment services, provided pursuant to the Civil Code to local water and sewage companies operating in:

- the Brwinów municipality,
- the Michałowice municipality,
- the Izabelin municipality,
- the Stare Babice municipality,
- the Lesznowola municipality,
- the Piaseczno municipality**,
- the town of Żąbki,
- the town of Marki,
- the town of Legionowo*,
- the town and municipality of Ożarów Mazowiecki*.

* Sewage treatment only
** Water supply only



"Gruba Kaśka" infiltration well
Photography: Kacper Kowalski/aeromedia.pl

We work for:

- ▶ institutional customers (e.g. housing cooperatives and owners' associations, companies, non-profit organisations, universities, healthcare facilities, etc.),
- ▶ individual customers (single-family residences).

We ensure access to our
water treatment
and sewage treatment services
for over

98%

of residents
of the Warsaw metropolitan area.



Our facilities – water supply

The primary source of water for Warsaw and the neighbouring towns and municipalities are the Vistula River and the Zegrze Reservoir, which together cover approximately 99% of supply. The remaining 1% comes from local groundwater intake sites in the Wawer and Wesoła districts. Infiltration water taken from beneath the Vistula through the Central Plant's intake sites covers 70% of the city residents' potable water demand.

The Central Plant comprises:

- the “Filtry” Water Treatment Station,
- the “Praga” Water Treatment Station.

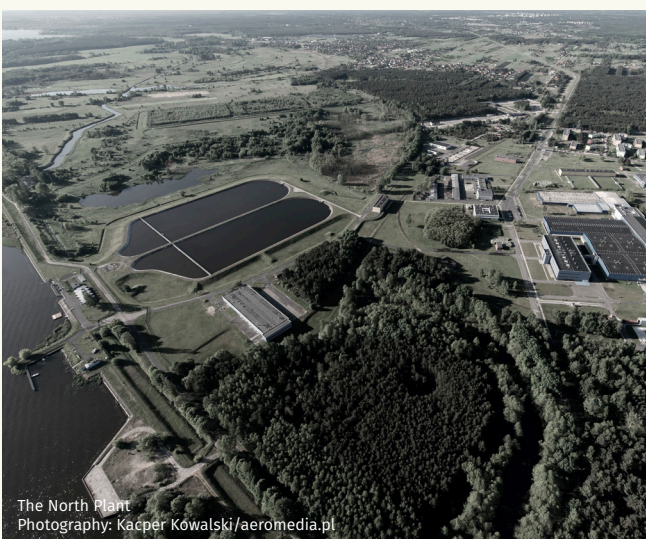
There are also local treatment stations and deep water pump plants operating as part of the Central Plant. These are:

- the “Radość” WTS,
- the “Falenica” WTS,
- the “Stara Miłosna” WTS,
- the “Wola Grzybowska” WTS,
- the OSP “Centrum” Pump Plant.

The North Plant.

“**Filtry**” is the oldest water treatment station in Warsaw delivering water to the residents of the city since 1886. It was designed by the eminent British engineer William Lindley, and its construction was supervised by his eldest son, William Heerlein Lindley.

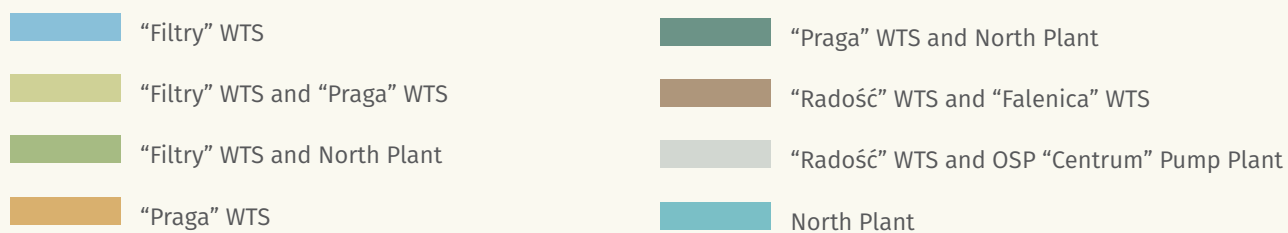
“**Praga**” began its operations in 1964, with the launch of “Gruba Kaśka”, the largest infiltration well in Europe, devised by Władysław Skoraszewski – designer, and Stanisław Wojnarowicz – then Director of MPWiK.



The North Plant
Photography: Kacper Kowalski/aeromedia.pl

The **North Plant** was launched in 1986. Its modernisation and expansion gave us a state-of-the-art Pressure Flotation Station, operating since 2010 – the first facility in Poland to use the pressure flotation technology in water treatment.

Supply zones*:



*supply zones depend on actual water use by residents

Our facilities – sewage collection and treatment

Our activities involve collecting municipal and industrial sewage, infiltration water, and rainwater (for the combined sewerage system) to the municipal sewage system, and then treating it and discharging to the receiving waters.

The Company operates four sewage treatment plants which work within the following plants:

- “Czajka”,
- “Południe”,
- “Pruszków”,
- “Dębe”.

The sewage treatment plant at **“Dębe”** was commissioned in December 1989 as a mechanical treatment plant. In 1998-2002, it was modernised and adapted for mechanical, biological, and chemical treatment using the activated sludge technology.



The **“Czajka”** sewage treatment plant is the largest mechanical and biological treatment plant (with chemical treatment support) in Warsaw. It was commissioned in 1991. After expansion and comprehensive modernisation in 2009-2012, it became one of the largest sewage treatment plants in Poland.



The sewage treatment plant at **“Pruszków”** came into being in 1969. It underwent modernisation in 2013-2015 – two new biological reactors with secondary precipitation tanks were added to the process line, and a new separate fermentation chamber and biogas cogeneration unit were built.



The sewage treatment plant at **"Południe"** treats domestic sewage combined with a small share of industrial sewage. This mechanical and biological treatment plant was commissioned in 2006 and consists of two process lines.



The "Pruszków" Plant
Photography: Krzysztof Kobus / Travelphoto.pl



Relationships with suppliers who – by providing dependable inputs that are necessary for our activities – guarantee the safety of our operations are extremely important for the Company. We have concluded contracts with utility providers who have the adequate potential and maintenance services.

Electric power:

Our electric power supplier is a company that operates nationwide. Additional distribution contracts with three other companies reinforce our energy security.

The value of services provided for the Company in 2020 with regard to electric power supply reached ca. PLN 56.42 m (energy sales – PLN 44.30 m, distribution – PLN 12.05 m, comprehensive contracts – PLN 0.07 m).

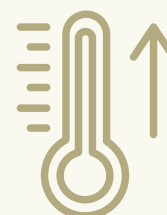


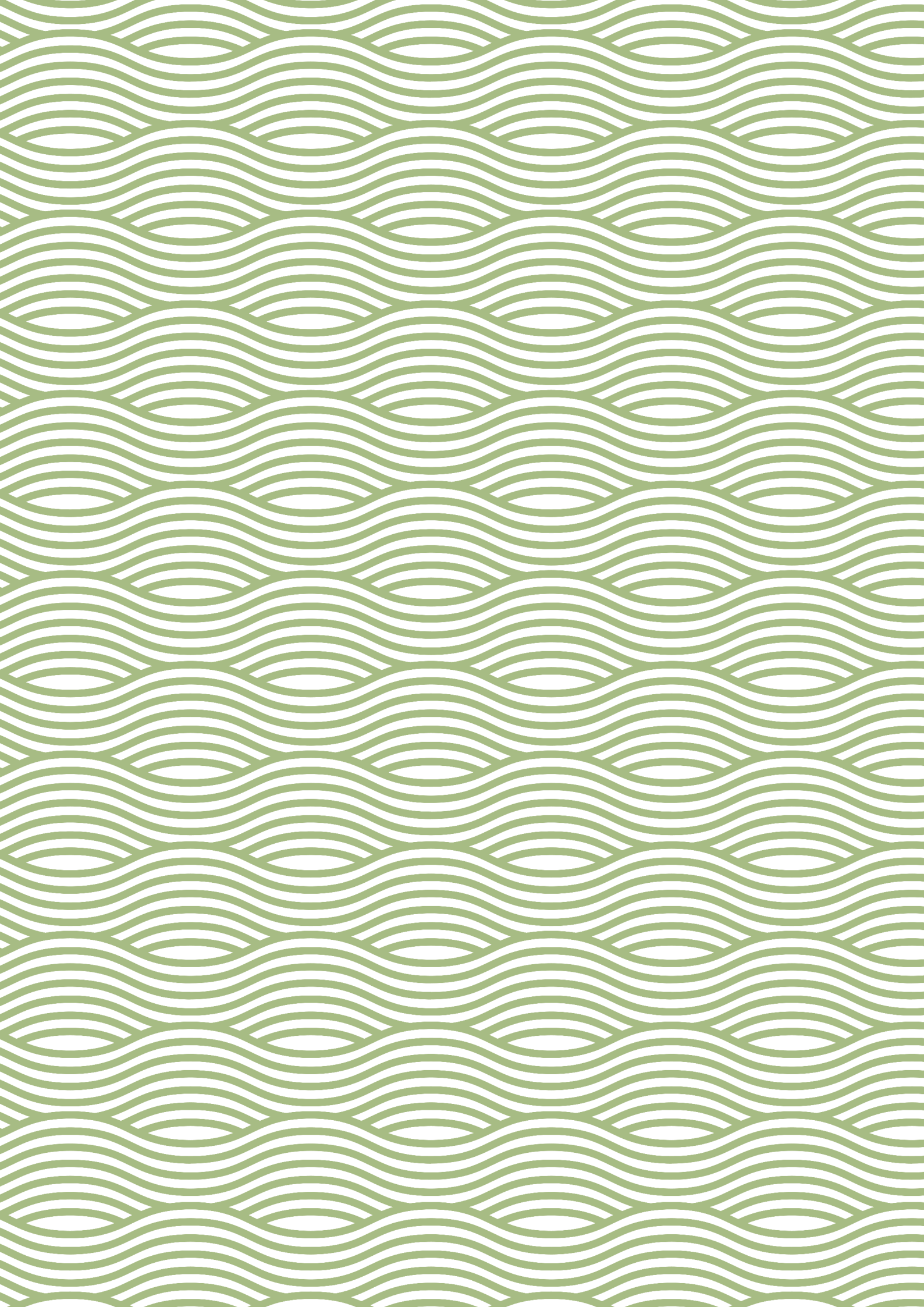
Natural gas:

Natural gas for the Company purposes is supplied by a supraregional operator. The value of services provided in 2020 was ca. PLN 5.24 m.

Heat:

The Company's contract for heat is concluded with a network operator from Warsaw. The value of services provided in 2020 was ca. PLN 3.31 m.







CORPORATE GOVERNANCE

Our operations are based on values.

We respect and appreciate the intellectual capital of our employees and their diversity; we respect employment rights, including the freedom of speech and freedom of association. Implemented compliance principles help us to minimise risk by systematising corporate governance within the firm's operations.

Values and organisational culture

In ensuring high service standards and the performance of our delegated duties, the Company is guided by a **compliance system**, which is a comprehensive solution designed to support continuous change in the Company's organisational culture, and to strengthen and develop the management standards, which in turn has an impact on the Company's efficiency.

The Compliance System consists of regulations supported by principles of transparency and social responsibility.

- 🔹 Employee Code of Ethics at MPWiK w m.st. Warszawie S.A.
- 🔹 Rules governing sponsorship and charity activities (element of corporate social responsibility)
- 🔹 Rules on giving gifts (element of corporate social responsibility)
- 🔹 Rules on accepting gifts (element of corporate social responsibility)
- 🔹 Anti-Corruption Policy
- 🔹 Whistleblower protection principles and rules of procedure for reports of non-compliance

In 2020, we continued the development of our Compliance System:

- 🔹 we conducted meetings and training sessions to improve our knowledge about implementing the compliance management system and shaping the right attitudes, both in the form of workshops, as well as group and individual meetings,
- 🔹 we have fulfilled the obligations and tasks arising from compliance system documents we have adopted,
- 🔹 we continued the information efforts directed at our employees, organising another edition of our campaign devoted to the shared values which shape the working environment at our Company everyday and help us to ensure positive emotions and the common good.

Razem tworzymy wspólną wartość

Odpowiedzialność
Uczciwość
Szczerość

Współpraca
Szacunek
Prawda

Razem budujemy nasze środowisko pracy.
Dbajmy o pozytywne emocje i wspólne dobro.

MPWiK PRZEDSIĘBIORSTWO WODOKANALIZACYJNE I KANALIZACJA W M.ST. WARSZAWIE
SPÓŁKA AKCYJNA

MAMY WSPÓLNE WARTOŚCI

Współpraca
Prawda
Szacunek
Uczciwość

Jesli jesteś ofiarą lub świadkiem mowy nienawiści, poinformuj o tym Biuro Zgodności, Członków Zarządu, Twójego przełożonego.

MPWiK PRZEDSIĘBIORSTWO WODOKANALIZACYJNE I KANALIZACJA W M.ST. WARSZAWIE
SPÓŁKA AKCYJNA



Station for indirect ozonation and filtration on a bed of granular activated carbon at the "Filtrów" WTS
Photography: Maciej Śmiarowski

Anti-Corruption Policy

The Company complies with the law on preventing and combatting corruption by having an internal compliance procedure, i.e. **The Anti-Corruption Policy**. Bearing in mind the importance of safety of the environment within which Company operates, the high ethical standards respected by the Company, and the zero-tolerance approach to corruption, we continued holding mandatory e-learning sessions for all Company employees in 2020. The sessions concerned **corruption in public administration, corruption in business, and preventing corruption**. In this respect, we used e-learning sessions made available by the Central Anti-corruption Bureau (CBA).

Personal Data Protection Policy

In performing our personal data protection duties and supervising compliance with them, we updated our Security Policy in this respect. We incorporated personal data protection during the design phase ("**privacy by design**"), which involves implementing adequate technical and organisational measures even before the data begin to be processed, i.e. already at the stage of designing processes, services, or systems in which security, confidentiality, or data protection breaches may occur.

The year 2020 saw the launch of a new e-learning project called "**A new approach to protecting personal data after the introduction of GDPR**" for 1,600 employees.

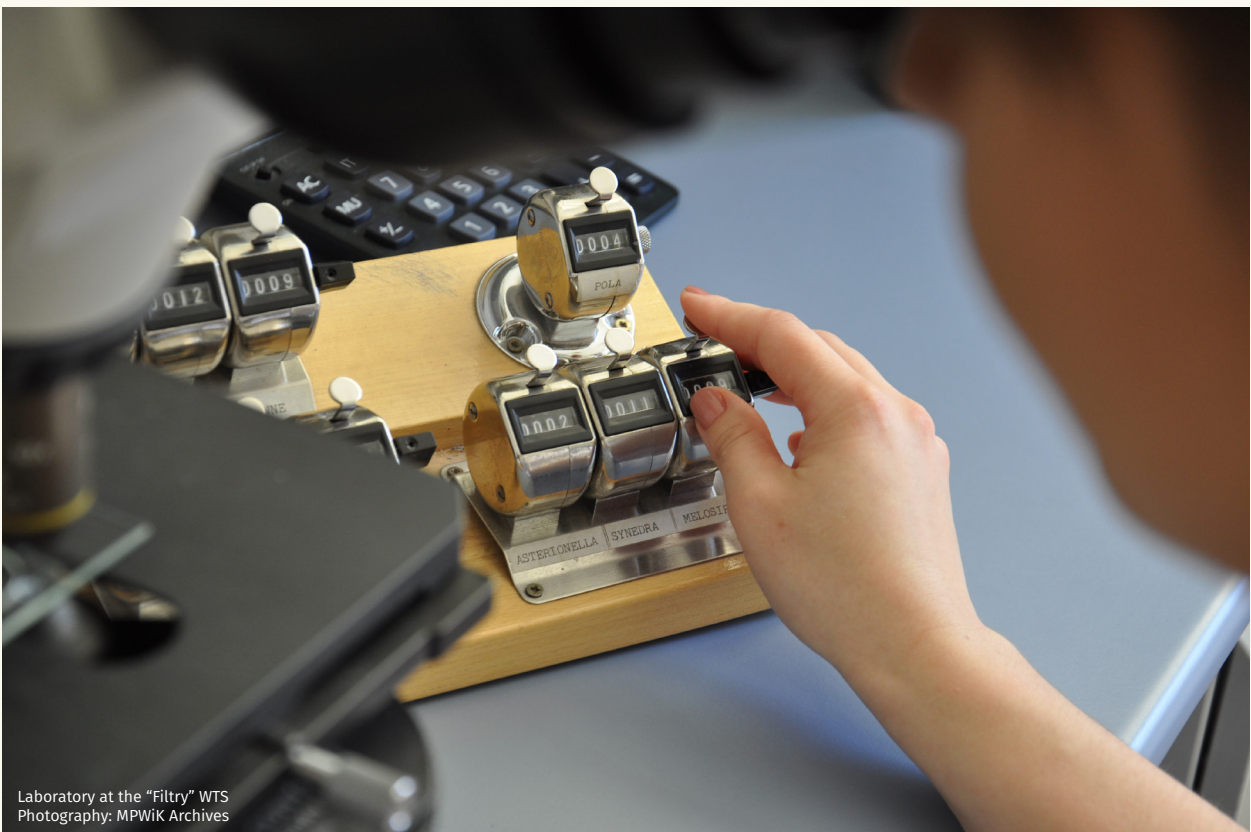
Since 2020, there is a **Personal Data Protection System Supervision Team in Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A.**, which consists of representatives of the Company's functional units.

Integrated Management System

In 2020, the Company underwent its 13th external audit conducted by a certification body. Positive evaluations meant that the Company maintained its certificates of conformity with the following standards:

- ◆ **ISO 9001:2015** – Quality management systems,
- ◆ **ISO 14001:2015** – Environmental management systems,
- ◆ **PN-N 18001:2004** – Occupational health and safety management systems,
- ◆ **BS OHSAS 18001:2007** – a British Standard seen as an international standard which includes requirements for occupational health and safety management systems to allow organisations to control OHS risks and improve their OHS efficiency.

The Company's certificates prove that we are committed to our own development and that customers may enjoy increasingly higher standards of service. Our goal for the next year is to obtain a certificate of conformity with PN-ISO 45001:2018, which is a new standard regarding the occupational health and safety management system that will replace the currently applicable standards, i.e. BS OHSAS 18001:2007 and PN- N 18001:2004.



Laboratory at the "Filtry" WTS
Photography: MPWIK Archives

Accredited MPWiK laboratories

Our Laboratory Unit has obtained:

- a certificate of the Polish Accreditation Centre (PCA) authorising it to perform highest-quality tests using methods listed in accreditation AB 811,
- a decision of the State District Sanitary Inspector approving the quality system for testing water intended for human consumption.

The Laboratory Unit takes samples and conducts physico-chemical and biological tests related to collective water supply and sewage collection, for the

Company's own needs and for external clients. Testing of water, sewage, sludge, sewage waste, and biogas, and is carried out as part of the processes of water treatment and distribution, sewage treatment, and quality control of sewage entering the sewage system and discharged into the environment. Testing is also conducted in the process of modernisation of existing technologies and expansion of the Company's facilities.

In 2020, our Laboratory Unit performed close to 0.5 m analyses, i.e. over ten percent more than planned. More than one thousand tests were carried out for external customers. The Chief Quality Officer is responsible for maintaining the high standards and safety of testing done at the Laboratory Unit, ensuring conformity with certificates.

The Laboratory Unit employs
79 employees, 73 of whom
work in five laboratories:

24
employees
at the "Filtry"
Laboratory



19
employees
at the "Wieliszew"
Laboratory

7
employees
at the "Południe"
Laboratory

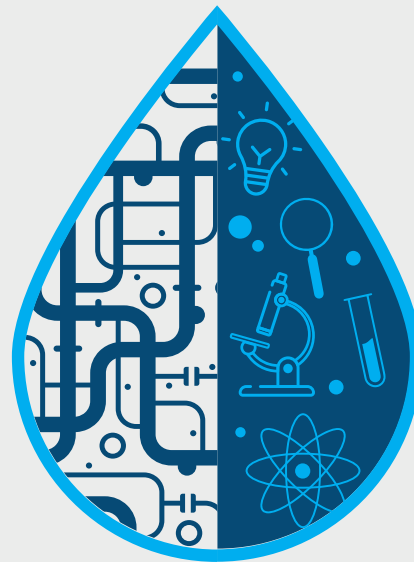
18
employees
at the "Czajka"
Laboratory

5
employees
at the "Pruszków"
Laboratory

Research & Development

As part of the research and development activities in 2020, the Company implemented, inter alia, the following projects:

- developing the circular economy model;
- reclassifying sulphur pulp waste as by-product;
- eliminating micropollutants (incl. pharmaceuticals) from treated sewage;
- monitoring sewage for the presence of SARS-CoV-2 genetic material;
- monitoring sewage for the presence of products of polyester resin hydrolysis;
- testing water for the presence of anthropogenic micropollutants, i.e. pharmaceuticals, bisphenol A, and microplastics;
- conducting tests on the impact of pipe material on the secondary pollution of water in water networks and systems.



Risk Management System

The risk management process is one of the key management tools in any modern and responsible organisation. The Company's Risk Management System has been in place for many years, supporting us in planning our operations. The system helps to achieve the objectives we set for ourselves, while realistically identifying the risks involved and their mitigation methods – which, in turn, is of fundamental importance for the continuity of the Company's services.

The risk management system is a tool that improves our planning processes and, therefore, makes our Company more effective and efficient in its operational activities, thanks to:

- introducing uniform rules for risk identification and assessment;
- defining the rules for risk monitoring and risk management system evaluation;
- using adequate functional control mechanisms;
- obtaining information on threats to our performance regarding targets and tasks;

- taking action to ensure process continuity.

The risks identified are updated periodically in the Company's Risk Register.

Investments

The malfunction of the sewage transmission system from Warsaw's west bank to the "Czajka" sewage treatment plant at the section beneath the River Vistula resulted in the Company having to:

- discharge the sewage to the Vistula in a controlled manner;
- quickly and effectively build a temporary transmission line (with a floating bridge and pipelines);
- engage in a truthful communication process regarding the malfunction, so as to prevent malfunction-related manipulations and fake news from being spread in the public domain;



Construction works on the temporary transmission system
Photography: Krzysztof Dubiel

continue the investment project involving an alternative transmission system (announced after the first malfunction) under accelerated or extraordinary procedures.

Sewage treatment

In this respect, the malfunction of the west-bank sewage transmission system beneath the Vistula forced the Company to:

- conduct daily extended water quality tests both within Warsaw and further down the Vistula to Płock at 14 different points located on the river, the standard water quality monitoring being in place notwithstanding;
- cooperate with local government authorities, central government authorities, and the Polish Army.

The malfunction is a subject of inspection by competent authorities.

Image

Fake news appearing in the public domain has been and still is forcing us to take organised information efforts to protect the good image of our Company.

Environment

The malfunction of the transmission system caused a controlled discharge of untreated sewage to the Vistula. The studies and expert opinions we ordered confirmed that the aforementioned controlled discharge of sewage had not lead to an environmental disaster.

In order to minimise the impact of the malfunction on the condition of water in the River Vistula, the Company ozonated the sewage. This, in particular, allowed the elimination of bacteria and increased dissolved oxygen content in the river. A sorption sleeve was also installed at the sewage outfall to eliminate potential oil and chemical spills. Furthermore, the Company also performed systematic tests of the quality water taken from the Vistula at 14 different points and monitored stagnant water.

Our opportunities:

- availability to finance investments with preferential and non-refundable funds from domestic and international sources;
- the Company's development potential (increasing numbers of residents in Warsaw and neighbouring municipalities);



Taking water samples from the Vistula
Photography: Krzysztof Dubiel





- use of modern IT tools;
- use of modern HR management methods;
- further development in CSR;
- continued development of the compliance management system and promotion of efforts intended to prevent corruptive behaviours;
- use of the mathematical model for the water and sewage network in strategic decision-making concerning network extension or modernisation;
- implementation of management systems, including for business continuity, information security, and occupational health and safety in line with the PN ISO 45001 standard,
- improvement of the energy balance due to the implementation of new technologies and increased energy efficiency;
- provision of an alternative and independent sewage transmission system from west-bank Warsaw to the "Czajka" sewage treatment plant;
- structuring the formal, legal, and substantive aspects of managing rainwater infrastructure in close cooperation with the capital city of Warsaw;
- adoption of unambiguous legal regulations concerning rainwater, introduced by the lawmakers;
- adoption of legal regulations for water and sewage companies – introduced by the lawmakers in a Special Act – concerning quick access to land for investment purposes.

Our threats:

- risk of generating lower-than-expected operating revenues from core activities due to a potential decrease in sales (in volume and thus value) of water supply and sewage collection services, caused by the coronavirus pandemic;
- delays in implementing investment activities, caused by the failure of public administration authorities to issue administrative decisions on time and prolonged arrangement discussions with external parties concerning the investment projects in progress, and also caused by the restrictions due to the state of epidemic;
- the projected decrease in Gross Domestic Product (GDP) due to operational restrictions imposed on many companies with the state of epidemic, translating into a greater willingness to save money and postpone investment projects;
- continuing threats to security, including cybersecurity;



- the need to put on hold or restrict efforts requiring direct contracts (incl. training sessions held on-site, conferences, and other events involving large audiences, and the implementation of projects with external contractors) due to the restrictions arising from the state of epidemic;

- longer time needed to implement water and sewage network investment projects in city districts, due to the results of tender procedures and the contractors' delays or withdrawal from contracts.

Functioning of the Company during the pandemic

The declaration of the state of epidemic in the country caused by the SARS-CoV-2 coronavirus meant that the Company had to take immediate and coordinated action in all areas, so as to ensure the smooth plant operation and service continuity.

To maximise potential health protection for our employees, customers, and stakeholders, we implemented internal procedures aiming to prevent the spread of the coronavirus, along with rules of procedure in case of contact with infected persons. These regulations concerned, inter alia, changes in work organisation and schedules, the mandatory sanitary regime, and effective communication.

We took action in the following areas:

organisation

- ongoing monitoring of the epidemic situation by a permanent Company Crisis Team, including infections among employees and contact tracing;
- cooperating with the Security and Crisis Management Office at the City Hall of Warsaw and the Government Centre for Security, i.a. in reporting the statistics concerning personnel;
- implementing rules of procedure at the Company, activated in the event a SARS-CoV-2 infection is suspected; preparing rules concerning potential isolation of employees, conducting practical drills;
- restricting entry to Company facilities for visitors from external organisations;
- introducing mandatory body temperature tests at entrances to the facilities;



Photography: MPWIK Archives



Information posters in the administration building at ul. Zaruskiego 4
Photography: MPWiK Archives

KORONAWIRUS NIE ODPUSZCZA

W trosce o nasze zdrowie przypominamy o najważniejszych zasadach bezpieczeństwa

Utrzymuj bezpieczny dystans min. 2 metry

Często myj i dezynfekuj dłonie

Zaślanianie ust i nosa w miejscach publicznych jest obowiązkowe na terenie całego kraju

Pamiętaj o prawidłowym zakładaniu maseczki, która powinna zakrywać usta i nos

Usta i nos musisz zasłonić w przestrzeni zamkniętej, np. w sklepach, w komunikacji zbiorowej, a także w przestrzeni otwartej, na ulicy, na bulwarach, a także w samochodzie osobowym, jeśli jedziesz z kimś, z kim nie mieszkasz na co dzień

Przypominamy o konieczności informowania Spółki pod adresem koronawirus@mpwik.com.pl lub pod nr tel. 784 021 043 o każdym przypadku podejrzenia zakażenia koronawirusem.

RAZEM DBAJMY O SWOJE BEZPIECZEŃSTWO!

MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI W M. ST. WARSZAWIE SPÓŁKA AKCYJNA

#zostańwdomu

Szanowni Państwo,

w związku z sytuacją epidemiologiczną, w trosce o zdrowie naszych Klientów oraz w celu ułatwienia dalszej komunikacji serdecznie zachęcamy do zarejestrowania się w **Internetowym Biurze Obsługi Klienta – e-BOK** oraz uruchomienia usługi **e-FAKTURA**.

JAK TO ZROBIĆ? To bardzo proste...

Wariant 1 – Odbiorca usług nie ma konta w e-BOK i e-FAKTURY

Aby zarejestrować się w e-BOK wystarczy:

1. Wpójść na stronę internetową ebok.mpwik.com.pl
2. Kliknąć przycisk rejestracja
3. Pójść w Formularz zgłoszeniowy numer przypisanej faktury i e-mail
4. Zapisać się z treścią Regulaminu e-BOK i kliknąć „Akceptuję regulamin”
5. Przewieźć kod z obrazka i kliknąć wysłać

Następnie, aby uruchomić e-FAKTURĘ wystarczy zalogować się do e-BOK: <http://ebok.mpwik.com.pl>

- Zaloguj się
- Zapamiętaj się z treścią Regulaminu e-FAKTURY
- Wypełnij formularz
- Przejdź za pośrednictwem e-BOK

Wariant 2 – Odbiorca usług ma konto w e-BOK, ale nie ma e-FAKTURY

Aby uruchomić e-FAKTURĘ wystarczy:

- Zaloguj się
- Zapamiętaj się z treścią Regulaminu e-FAKTURY
- Wypełnij formularz
- Przejdź za pośrednictwem e-BOK

Bądź z nami na bieżąco bez wychodzenia z domu!

WODOCIĄGI WARSZAWSKIE DLA CIEBIE NA BIEŻĄCO

Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A.
00-033 Warszawa, Pl. Świerzyńkiewicza 5, tel.: +48 22 446 50 00, fax: +48 22 446 50 05;
www.mpwik.com.pl

Spółka wpisana do KRS 0000260238 w Sądzie Rejonowym dla m.st. Warszawy w Warszawie, XII Wydział Gospodarczy Krajowego Rejestru Sądowego, z siedzibą w Warszawie, z siedzibą zarządczą przy ul. Włodociańskiej 10, 00-033 Warszawa, NIP: 525 202 000 000, REGON: 141204708, KRS: 0000260238, wierzchni sąd: 00 0020 30 000 0002 0002 0002 0002

- launched a phone and e-mail service for reports of actual or suspected SARS-CoV-2 infections;
- introducing and arranging remote and rotating work systems for office workers;
- organising internal meetings online using modern ICT tools;
- limiting paper-based workflow in favour of electronic correspondence.

improving sanitary safety

- ensuring access to personal protective equipment (masks, disinfectants, disposable gloves) for employees and visitors and providing them with information on the obligation to use the equipment and instructions for its use;
- providing employees with the opportunity to test themselves for coronavirus as part of the additional health coverage provided by the Employer;
- more frequent cleaning of premises and facilities, introducing periodic disinfection/ozonation of facilities, offices, social rooms, passageways, and vehicles.

communication

We informed our employees of the restrictions introduced by the government and the actions undertaken by the Company in this regard via internal electronic messengers, updated information boards, and posters displaying current information from relevant sanitary authorities, i.e. the Ministry of Health or the Chief Sanitary Inspectorate.

We keep our customers and contractors informed about the continuity of the Company's services, the safety of tap water in Warsaw in the context of the COVID-19 pandemic, and new preventive actions related to new rules of contact between the customers and the Company.

KOMUNIKAT

Mając na uwadze stan zagrożenia epidemiologicznego związany z rozprzestrzenianiem się koronawirusa, w trosce o Państwa zdrowie, wprowadza się codzienny pomiar temperatury na wejściu do obiektów Spółki.

Pomiar temperatury wykonywany jest termometrami bezd dotykowymi na podczerwień przez wyznaczonych i odpowiednio przygotowanych pracowników.

MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI W M. ST. WARSZAWIE S.A.

ZASADY DLA KLIENTÓW

chcących skorzystać z wizyty w Dziale Obsługi Klienta Miejskiego Przedsiębiorstwa Wodociągów i Kanalizacji w m.st. Warszawie S.A.

Informujemy, iż od dnia 01.03.2021 r. Dział Obsługi Klienta będzie otwarty dla Klientów wyłącznie przy ul. Zaruskiego 4 (bud. A) w Warszawie w godzinach 7.00 – 15.00. W trosce o zdrowie naszych Klientów oraz pracowników, w związku z sytuacją epidemiologiczną i zaleceniami służb sanitarnych Spółka wprowadziła następujące zasady, do których przed i w trakcie wizyty Klienci proszeni są o zastosowanie się:

- Przed przyjściem do Działu Obsługi Klienta umów się na wizytę (z wyłączeniem kasy) dzwoniąc pod nr telefonu 22 445 50 00 (wybierz: Rezerwacja wizyty w Dziale Obsługi Klienta);**
- Przed wejściem na teren Spółki zastosuj się do obowiązku zakrywania ust i nosa (zakład maseczkę ochronną);**
- Przyjdź 5-10 min przed umówioną wizytą w celu:**
 - weryfikacji danych osoby umówionej na wizytę;
 - zmierzenia temperatury;
 - dezynfekcji rąk;
 - skorzystania z rękawiczek jednorazowych;
 - wypełnienia oświadczenia dotyczącego stanu swojego zdrowia;
- Podejź do wyznaczonego miejsca w kolejce i poczekaj na wezwanie do stanowiska;**
- Zachowaj bezpieczną odległość pomiędzy osobami – 2 m odstęp;**
- Po odejściu od stanowiska obsługi w wyznaczonym do tego miejscu zdejmij i wyrzuć do kosza rękawiczki jednorazowe i zdezynfekuj ręce;**
- Opusz budynek i teren Spółki udając się bezpośrednio do wyjścia.**

UWAGA! Pracownicy MPWiK będą nadzorować stosowanie się do powyższych zasad bezpieczeństwa obowiązujących w Spółce; oprócz wyznaczonej kasy, na podstawie zaleceń Ministerstwa Zdrowia, osoby, które nie zastosują się do ww. zasad, mogą zostać nieobsłużone przez pracowników Działu Obsługi Klienta i tym samym zostaną poproszone o opuszczenie budynku.

UWAGA! W przypadku stwierdzenia u osoby przybywającej na wizytę do Działu Obsługi Klienta wyraźnych oznak choroby, tj.: temperatura ciała powyżej 38 °C, oznaki infekcji, nie zostanie ona wpuszczona na teren obiektu.

Dodatkowo informujemy, iż **Kasa przy ul. Zaruskiego 4** będzie czynna w **godz. 7.00 – 15.00 bez konieczności umawiania się na wizytę.**

MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI W M. ST. WARSZAWIE S.A.

#zostanwdomu i regularnie pij wodę

MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI W M. ST. WARSZAWIE S.A.

warszawska **Wodociągi i Kanalizacja** **Wodociągi i Kanalizacja**

Naturalnie TAK!

#zostanwdomu i myj ręce wodą z mydłem

MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI W M. ST. WARSZAWIE S.A.

warszawska **Wodociągi i Kanalizacja** **Wodociągi i Kanalizacja**

Naturalnie TAK!

Cooperation with other actors

The Company was not indifferent to the needs of the health service which arose from the pandemic.

Our reaction was to immediately join in and provide assistance for such medical units as:

- 💧 Fundacja Szpitala Pediatrycznego WUM for the purchase of medical equipment,
- 💧 rescuers of the “Meditrans” Voivodeship Emergency Medical Service and Sanitary Transport in Warsaw.

As a socially responsible company, we committed ourselves to supporting municipal entities in the fight against the coronavirus. Among other things:

- 💧 we lent equipment for ozonation of the urban space to the Municipal Greenspace Authority in the capital city of Warsaw free of charge;
- 💧 we provided computer equipment for students of Warsaw schools so they could participate in remote learning, following the initiative of the Youth Council of the capital city of Warsaw;
- 💧 we also supported the nationwide #Hot16Challenge initiative intended to help medical workers.

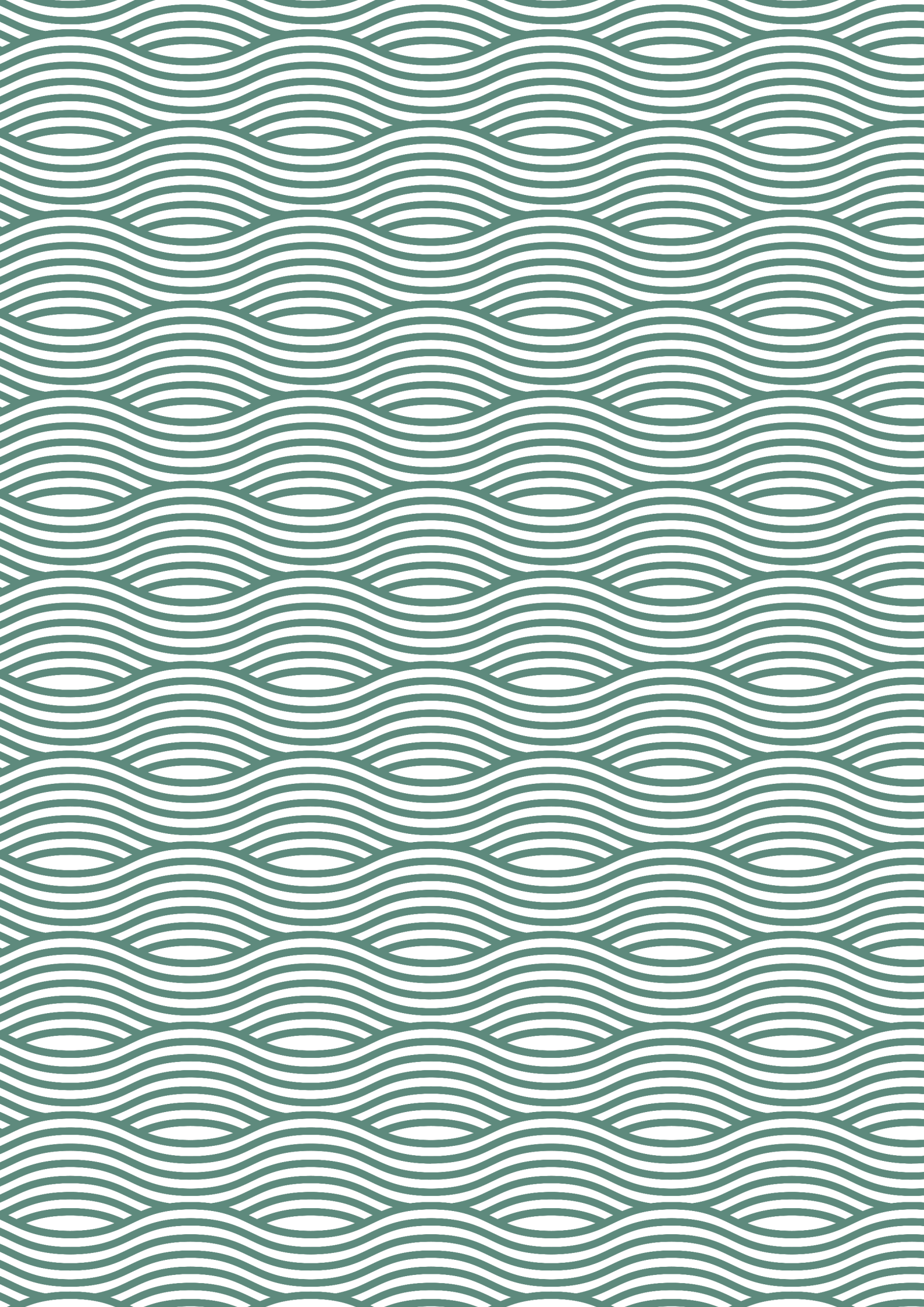
Cooperation with entities where MPWiK is a Member

In implementing services of a particular strategic significance, the Company continued its cooperation with Employers of Poland, and the “Polish Waterworks” Chamber of Commerce in, among other things, legislative initiatives for the water and sewage sector during the persisting epidemic threat.



Computer equipment provided by the Company for Warsaw students
Photography: MPWiK Archives







ENVIRONMENT PROTECTION

In performing our duties within the social responsibility strategy, we dedicate particular efforts to respect the natural resources and protect the natural environment.

We strive to continuously limit the adverse environmental impact through investments in environment protection projects, effective resource management, and efforts to raise environmental awareness. We act in compliance with applicable laws and regulations, using the best practices and rules of procedure, and at the same time continuously analysing the opportunities offered by new technologies.



Sewage Sludge Thermal Utilisation Station at the "Czapka" Plant
Photography: Krzysztof Kobus / Travelphoto.pl

The Company plans and implements its investment projects while taking account of the efforts to protect the natural environment. These investment projects include:

- further development of the water and sewage system in the respective districts of Warsaw;
- development of renewable energy sources;
- increasing retention capacity of the sewage system, which is incredibly important in the context of observed climate change;
- satisfying the conditions of permits under the Water Law Act which allow, among other things, retaining rainwater and limiting discharges through stormwater weirs;
- optimising electricity, heat, and gas consumption, indicated as essential after the energy audits.

Tariffs

We continue the pricing policy we adopted in 2018, under which we decided to lower the fees for water and sewage for the residents of Warsaw and the metropolitan area.

Pursuant to decisions of the Director of Regional Water Management Authority at the "Polish Waters" National Water Holding in Warsaw of 24 April 2018, a collective water supply and sewage treatment tariff was approved at 14% less than before. The tariff is applicable in:

- the capital city of Warsaw, Michałowice, Nieporęt, Raszyn, Serock and Wieliszew municipalities, and the towns of Piastów and Pruszków, for a period of three years starting with 2 June 2018;
- Brwinów municipality, for a period of three years starting with 26 May 2018;

The prices for the capital city of Warsaw, Michałowice, Nieporęt, Raszyn, Serock and Wieliszew municipalities, and the towns of Piastów and Pruszków, were set at PLN 9.85 gross per m³, which includes:

- PLN 3.89 gross per m³ of water supplied;
- PLN 5.96 gross per m³ of sewage collected.

The prices for the customers within the Brwinów municipality were set at PLN 9.37 gross per m³, which includes:

- PLN 3.75 gross per m³ of water supplied;
- PLN 5.62 gross per m³ of sewage collected.

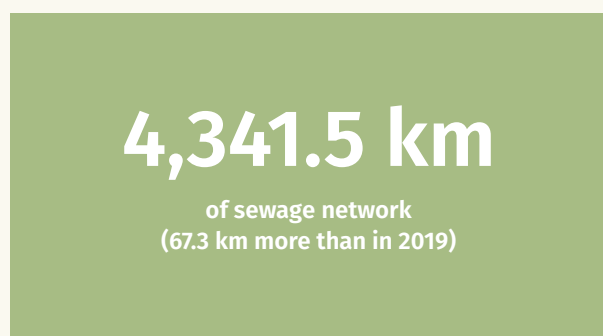
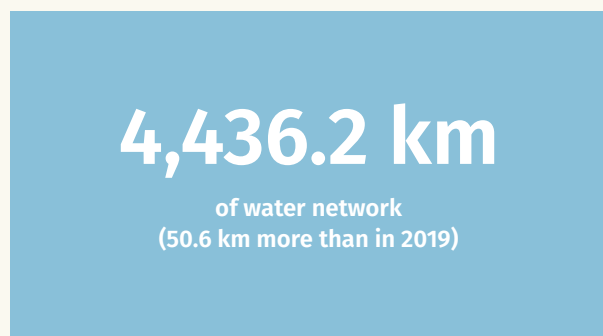
The price for 1 m³ of water taken from drinking fountains or used for firefighting purposes is PLN 3.48 gross.

The subscription charge is PLN 6.90 gross per month.

At the beginning of 2021, the Company filed new tariff applications with the regulator to maintain the lowered tariff applicable since 2018 for the next three years.

Infrastructure Investments

We operate:



In 2020, we completed:



Physical execution of water and sewage network by selected districts [km]

Water network		Sewage network	
🔹 District	🔹 Length (km)	🔹 District	🔹 Length (km)
🔹 Wawer	🔹 13.3	🔹 Białołęka	🔹 12.9
🔹 Rembertów	🔹 6.7	🔹 Wawer	🔹 6
🔹 Białołęka	🔹 5.4	🔹 Ursynów	🔹 4.4
🔹 Wesoła	🔹 1.3	🔹 Wilanów	🔹 2.2
🔹 Praga Południe	🔹 1.1	🔹 Włochy	🔹 0.9
🔹 Mokotów	🔹 0.7	🔹 Mokotów	🔹 0.9
🔹 Wilanów	🔹 0.4	🔹 Ochota	🔹 0.9
🔹 Ursynów	🔹 0.4	🔹 Wesoła	🔹 0.7

In 2020, we built a total of **59.7 km** of water and sewage network
at the cost of over PLN **166 m**.

Other investment projects completed in 2020

💧 Reservoir at the “Czajka” sewage treatment plant

We started to operate the reservoir with a capacity of over 20 Olympic-size swimming pools – close to 80k m³. The reservoir is located at the “Czajka” sewage treatment plant, and is one of the largest of its kind in Europe. The main function of the reservoir is to collect excess rainwater and sewage coming to the treatment plant during intensive rainfall.



Inside the reservoir at the “Czajka” Plant
Photography: Krzysztof Dubiel



“Czajka” Plant
Photography: Jacek Turczyk

🔹 **West Interceptor**

We launched the West Interceptor which is used to transmit sewage and, among other things, temporarily retain excess rainwater and sewage collected during heavy rainfall, which allows us to limit local overflows and flooding during intensive rainfall. The interceptor is almost 870 m long and has a diameter of 1.2m. It is located within the Ochota district of the capital city of Warsaw.

🔹 **CNG refuelling station**

One of our strategic objectives with regard to environment protection is limiting and minimising environment pollution. In addition to optimising energy consumption and increasing the share of renewable energy sources, we are implementing an innovative project for refuelling our vehicle fleet with compressed natural gas and ensuring the source for refuelling.

Based on the analysis of the infrastructure available within the capital city of Warsaw, we decided to build the CNG refuelling station within the premises of our transport base at ul. Mikkego 4. The modern CNG station was commissioned in 2020. Natural gas is supplied to the station from the municipal (medium pressure) network via a Φ 100 mm gas connection. The station houses, among others, an absorption drying system and two gas compressors with maximum delivery pressure of 250 bars and efficiency of 2x431 Nm³/h at 4 bars. A high-pressure tank with total water capacity of 7,280 litres is intended for CNG storage. The vehicles

will be refuelled using a gas dispenser with two types of couplings (NGV1 & NGV2), intended for light-duty and heavy-duty vehicles.

We concluded seven contracts for the delivery of CNG-fuelled vehicles:

- 🔹 20 heavy-duty vehicles with hook lifts (two contracts);
- 🔹 33 light-duty vehicles (five contracts).

The delivery of 20 heavy-duty vehicles with hook lifts was completed in 2020.

The advantage of using CNG is the lower fuel price and lower vehicle operating costs. Aside from economic benefits, natural gas engines are also less harmful than diesel-powered ones. Most importantly, this translates into a significant decrease in emissions of not only carbon dioxide but also nitric oxides and suspended particulates that are responsible for smog in our cities.

Gas-powered engines conform to the applicable EURO 6 standards.

Second CNG station

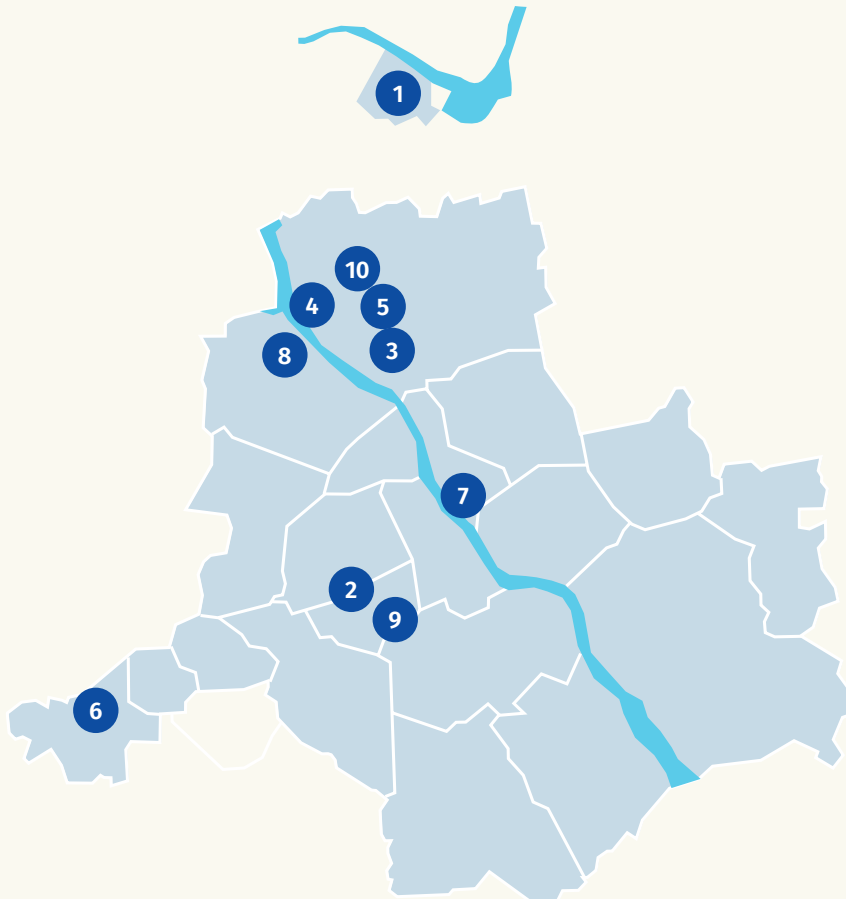
In line with the further development of the Company's low-emission economy, we plan to put a second CNG refuelling station into service in the years to come. This project is currently at its preparatory phase, which covers the development of the functional programme and acquisition of necessary formal and legal documents.



CNG dispenser at the Equipment and Transport Unit
Photography: MPWiK Archives

Company's largest investment projects in the last decade:

- | | | |
|-----|--|-------------------|
| 1. | Pressure Flotation Station at the North Plant | PLN 124 m |
| 2. | Station for indirect ozonation and activated carbon filtration at the "Filtry" Water Treatment Station | PLN 246 m |
| 3. | Modernisation and expansion of the "Czajka" sewage treatment plant | PLN 2.1 bn |
| 4. | Sewage transmission system beneath the River Vistula | PLN 527 m |
| 5. | Sewage Sludge Thermal Utilisation Station | PLN 447 m |
| 6. | Modernisation of the "Pruszków" sewage treatment plant | PLN 71 m |
| 7. | Station for indirect ozonation and activated carbon filtration at the "Praga" Water Treatment Station | PLN 90.5 m |
| 8. | "Burakowski-Bis" Interceptor | PLN 224 m |
| 9. | Modernisation of "Filtry" Water Treatment Station technology – Stage 2 | PLN 118 m |
| 10. | Construction of sewage reservoir | PLN 104 m |



New Multi-Year Development and Modernisation Plan for Water and Sewage Equipment for 2021-2028

In 2020, we updated the multi-year plan that has been applicable so far. We drafted the Development and Modernisation Plan for 2021-2028. In it, we accounted for additional investment projects planned, to be financed by the Company's own funds and co-financed from EU funds. The plan includes 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 Development and Modernisation Plan for 2021-2028, adopted by the Warsaw City Council in January 2021, envisages the completion of 2,025 tasks within eight years, of which 1,350 are tasks already in progress and 675 – new tasks. In these years, a total of 1,411 km of new network lines is to be built, with 780.9 km for the water system, and 630.1 km for the sewage system. We estimate the total value of these investments at PLN 4.7 bn. PLN 1.6 bn are costs related to the water infrastructure, and PLN 3.1 bn – to the sewage infrastructure. The European Union will provide approx. PLN 525 m as co-funding, which will make up 11.2% of the approved investment plan.

In addition to the construction of water and sewage infrastructure in the respective districts of Warsaw, the most important tasks in the Development and Modernisation Plan include:

Continued efforts on the construction of an alternative sewage transmission system from west-bank Warsaw to the “Czajka” Plant

After the first malfunction, and in line with the announcements of the Mayor of the capital city of Warsaw and the Company, we commenced work on the construction of an alternative transmission system. In connection with this, multi-variant model analyses related to the provision of an alternative method of sewage transfer to the “Czajka” Plant were drafted. The analyses constitute the main substantive basis for the investment project currently implemented under a PINB order. The document, drafted by ITWH, was critical in order to engage in design efforts that the Company urgently had to take shortly after the malfunction and before the first phase of the project construction.

These efforts allowed us to dynamically accelerate the conceptual and design work after the second malfunction.



“Filtry” Water Treatment Station with a view of the city skyline
Photography: Krzysztof Kobus/Travelphoto.pl

It is worth noting here that if the project was implemented under standard procedure stipulated by construction law, i.e. without the PINB order, it would take a minimum of four or five years to complete it.

In implementing the project, the Company defined the following phases:

- Phase 1 – completion of pipeline with drilling works beneath the Vistula;
- Phase 2 – completion of new pipelines for the riverbank part (between Phase 1 crossing and the “Świderska” and “Farysa” plants) and construction of supporting structures, i.a. technological chambers;
- Phase 3 – works to enable a temporary relief for interceptors at ul. Modlińska by diverting the sewage from the transmission system to the Nowodwory and Żerań pumping stations.

The first pipeline (line A) was installed using the Direct Pipe method, and was put into service in December 2020, which allowed the disassembly of transmission pipelines from the floating bridge. Within 34 days, 792 m were drilled, and a Φ 1.2 m steel pipeline was laid at seven to eight metres beneath the riverbed. The pipeline consists of four sections, 200 m long each. The head of the tunnel boring machine moved at a maximum speed of 8.11m per day, and over 1,000 m³ of material were excavated during the whole drilling operation. The works were carried out



Construction of the alternative transmission system – line A
Photography: Krzysztof Dubiel





24 hours a day, and at both construction sites, the one at ul. Świderska and the one at ul. Farysa, there were close to 100 people working each day. 500 tonnes of heavy-duty equipment and materials were used. The first phase of the investment implemented by MPWiK is the longest direct pipe drilled in Poland. It is worth emphasising that this pipeline secures the flow of all sewage from west-bank Warsaw to the treatment plant in no-rain conditions.

The commissioning of the second pipeline in this technology (line B) planned for mid-2021 (completed as at the publication of this Report) allows us to increase the throughput of the whole system, which is important for rainy weather. Thanks to the second pipeline, during heavy rainfall, we are able to increase the throughput for the combination of rainwater and sewage. This positively contributes to minimising the number of stormwater weir discharges into the Vistula. At the same time, we are working to prepare and implement further stages of the alternative transmission system project, i.e. the construction of infrastructure on the east and west bank of the Vistula – the discharge chamber with related networks and facilities at ul. Świderska and other networks and facilities from ul. Farysa.

The completion of the whole project, in line with the PINB order, is planned for Q3 2022.



Water supply and sewage collection master plan

Given the dynamic climate change and intensifying hydrological droughts or heavy rainfall, and in support of the dynamic development of Warsaw, we began drafting a “Water supply and sewage collection master plan”, doing this upon acceptance of and in cooperation with the capital city’s authorities. In 2020, the Company established a Steering Committee and subordinate Task Forces, whereas the Mayor of the capital city established his own Steering Committee for drafting the concept of development of the water and sewage network in Warsaw.

The main assumptions of this document include:

- forecasts concerning water demand and volume of sewage up to the year 2050, based on demographic forecasts and the spatial development of the city;
- the impact of climate change on the volume of water resources used and the functioning of the sewage system;
- an analysis of the viability of water supply in the required quantities (as predicted in the forecast) from existing and alternative water sources;
- security for key Company infrastructure in the event of critical malfunctions (i.e. malfunctions disabling facility operations);

- management of rainwater on the property – to limit inflow of rainwater to the combined sewage system;
- further minimisation of the adverse impact of sewage network facilities on the natural environment and the functioning of the city;
- transformation of the Company towards the circular economy;
- needs concerning throughput and directions for the development of water and sewage systems in Warsaw and neighbouring municipalities served by the Company.

Works on a new infiltration water intake for Warsaw residents

The construction of a new well, similar to the “Gruba Kaśka” in philosophy of operation, is one of our future investments. Essentially, this is another infiltration on-bank intake with a subterranean drainage system with a capacity of 60,000-80,000 m³ per day. Water will be taken through eight to ten drains placed radially. The perforated drain segment will be about 120 m long, with a diameter of 400-500 mm. The preliminary location of the new well is the west bank of the Vistula, between Łazienkowski and Siekierkowski bridges. The first stage of the project involves drafting a technical expert opinion that would confirm the choice of the intake location, along with developing a functional programme.



“Gruba Kaśka” infiltration well
Photography: Krzysztof Dubiel



Construction of the Wiślany Interceptor
Photography: Krzysztof Dubiel

Investment projects commenced and continued in 2020 concerning sewage system retention within the capital city of Warsaw

The construction of the Mokotowski Bis Interceptor
The Company concluded a contract for the design and construction of a sewage interceptor at ul. Gagarina, to perform a flow and retention function. It will serve to relieve the existing Mokotowski Interceptor and provide temporary retention to ensure safe transport of combined sewage and rainwater during intensive rainfall spells. The Mokotowski Bis Interceptor will have a retention capacity of ca. 6,800 m³. A tram track will also be built over the new sewer.

Construction of the Wiślany Interceptor

We are building an interceptor intended to limit our need to activate stormwater weirs during intensive rainfall by ensuring collection and temporary retention of combined rainwater and sewage. It will allow us to temporarily store the wastewater coming from west-bank Warsaw, i.e. from the Mokotów, Ochota, Wola, Śródmieście, Żoliborz, and Bielany districts. The sewage will then be directed to the “Czajka” sewage treatment plant. The 9.5km long interceptor, with diameter of DN 800 to 3,200 mm, will go along ul. Wistostrada. We also plan to construct a line near the Skłodowska-Curie Bridge (formerly, the North Bridge), to relieve the delivery interceptors that feed to the transmission system to the “Czajka” sewage treatment plant, and to construct a pumping station.

The construction of the Lindego Bis Interceptor

The 4 km long Lindego Bis Interceptor will run along ul. Conrada, Wólczyńska, Nocznickiego to ul. Marymoncka. It will intercept some sewage and rainwater coming from the Bemowo and Bielany districts, and at the same time will relieve the sewage systems within this area. The launch of the Lindego Bis Interceptor, built with the excavation-free method, will in effect allow us to limit overflows and flooding during highly intensive rainfall spells.



Construction of the Wiślany Interceptor
Photography: Krzysztof Dubiel

#KolektoryDlaWarszawy
KOLEKTOR POZWOLI UNIKNĄĆ LOKALNYCH PODTOPIEŃ W CZASIE ULEWNYCH DESZCZY

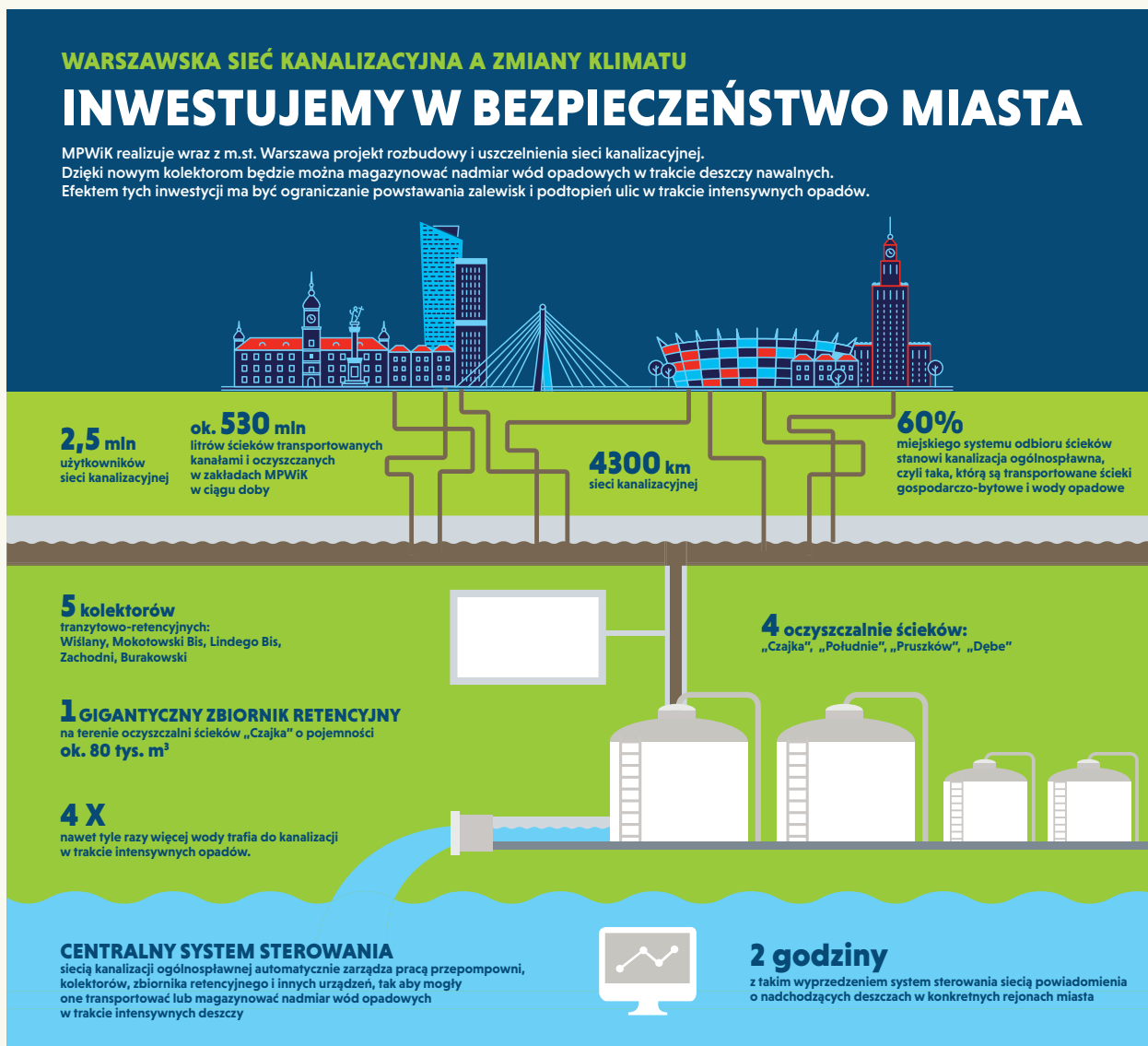
CZY WIESZ, ŻE...? Kolektor Wiślany może zgromadzić aż **50 000m³** wód opadowych? Tyle samo mogłoby pomieścić **13 basenów olimpijskich.**

Fundusze Europejskie Infrastruktura i Środowisko
MAGAZYN PRZEDSIĘWZIĘCIA INICJACJA FINANSOWA PRZEZ EUROPEJSKIE FUNDUSZE REGIONALNE
Unia Europejska Fundusz Społeczności

Construction of a central combined sewage management system

We continued working on the construction of a central combined sewage management system which will allow us to collect and process in real time the current weather forecasts and data coming from the sewage

system and its facilities. Based on the data collected, our system will be able to react to sudden weather phenomena and it will adequately control the flow of sewage (including rainwater) within the sewage network and its facilities, and also collect it at interceptors and reservoirs, minimising the risk of local flooding.



PROJEKT ZAOPATRZENIE W WODĘ I OCZYSZCZANIE ŚCIEKÓW W WARSZAWIE – FAZY V I VI
 System zarządzania siecią kanalizacji ogólnospławnej – budowa centralnego sterowania wraz z budową kolektorów



MIEJSKIE PRZEDSIĘBIORSTWO
WODOCIĄGÓW I KANALIZACJI
W M.ST. WARSZAWIE SPÓŁKA AKCYJNA



Fundusze Europejskie
Infrastruktura i Środowisko



MIEJSKIE PRZEDSIĘBIORSTWO
WODOCIĄGÓW I KANALIZACJI
W M.ST. WARSZAWIE
SPÓŁKA AKCYJNA

Unia Europejska
Fundusz Spójności



BUDOWA MAGISTRALI WODOCIĄGOWEJ DLA TZW. PASMA PRUSZKOWSKIEGO W LICZBACH





**KOSZT
INWESTYCJI**
48,6 mln zł



**TERMIN
REALIZACJI**
2023 rok



**DŁUGOŚĆ
MAGISTRALI**
ok. 4,7 km



**ŚREDNICA
MAGISTRALI**
DN 800 mm



**DŁUGOŚĆ
MAGISTRALI**
ok. 1,8 km



**ŚREDNICA
MAGISTRALI**
DN 400 mm

Other significant investment projects:

New transmission lines for the Pruszków Line

In 2020, we continued the construction of new water transmission lines for the Pruszków Line, constituting a significant factor in the establishment of a water supply continuity system. This is a priority both for the residents of Pruszków and those of Warsaw districts, given that it creates a second water cycle. There is currently one transmission line that leads to Pruszków, and it constantly poses a maintenance challenge due to its age. The expansion of the existing water network will also increase its reliability and translate into better water quality, as adequate pressure will be maintained in the transmission lines used so far.

Continued modernisation of the North Plant

The first phase, already completed, saw the modernisation of rapid sand filters through the addition of a 40 cm thick layer of anthracite, preliminary ozonation system, and pumping stations with first- and third-stage pumps. In 2020, the second stage involved the construction of an indirect ozonation and activated carbon filtration facility. The completion of further phases of the modernisation project will allow us to achieve a fully compatible water treatment technology. Furthermore, thanks to modernised pumping systems, we will be able to seamlessly deliver high-quality tap water to the residents of Warsaw, both those within the North Plant supply zones, and those in other parts of the city who get their supplies from other treatment stations.

Compliance with environmental regulations

We continue to cooperate with all authorities and institutions to which we are bound by our statutory obligations.

We act pursuant to relevant permits allowing us to use the natural resources in the following scope: taking in water, discharging sewage, creating waste, and sending emissions into the air.

In addition to sewage treatment plants, another type of systems we use are stormwater weirs in the combined sewage system, i.e. devices that discharge excess rainwater into receiving waters, i.e. a river or sea. In accordance with applicable Polish law, water and sewage companies may perform up to ten such discharges on each weir every year. Stormwater weirs ensure that residents of Warsaw are protected against flooding, which is a priority in the event of such sudden weather phenomena as heavy rainfall spells.

The Warsaw MPWiK is responsible for the maintenance of the stormwater weirs. All stormwater weirs for which the Company is responsible are under constant control of MPWiK services and have the permits required. They are usually deactivated, and the wastewater that flows through the sewers is directed to one of the four MPWiK treatment plants. During stormwater discharge, the quality and volume of sewage is monitored on an ongoing basis, with test reports presented to the Polish Waters and the Environment Protection Inspectorate.



Construction works on the temporary transmission system
Photography: Krzysztof Dubiel

Everything is done in compliance with the requirements that arise from applicable law. Discharge decisions are issued by Polish Waters.

In Q3 & Q4 2020, due to the malfunction of the municipal sewage transmission system to the “Czajka” Plant, the stormwater weir near ul. Farysa had to perform an emergency discharge of municipal sewage into the Vistula.

Just like in 2019, our Company decided to take a series of actions aimed at mitigating the impact of the malfunction, more on which is to be found in the Risk section.

It is worth noting that, most of the time, the share of sewage discharged into the Vistula amounted to approx. 1% of the whole water flow within that segment. The monitoring data showed that the discharge caused only a local, spatially limited and temporary, deterioration in the condition and quality of water. After the emergency discharge, the physical and chemical parameters went back to the level typical for the quality of Vistula waters within the capital city of Warsaw.

In 2020, due to the fact that the Company had had to perform an emergency sewage discharge and had exceeded the discharge limits for combined rainwater and sewage through all stormwater weirs, which was caused by the considerable number of heavy rain spells – the “Polish Waters” National Water Holding charged the Company with over PLN 32.5 m in fixed, variable, and increased fees, which the Company has duly paid.

Water quality monitoring

We continuously monitor the quality of water we produce and deliver to our customers, which includes tests on potable water at treatment plant outflows, i.e. at points where it is introduced into the water system and within the municipal network.

We also monitor the quality of raw water (in the Vistula and the Zegrze Reservoir), and quality of water at all stages of treatment.

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

Information on the quality of water pumped into the municipal network from the respective stations and pump plants has been and still is periodically published in the Gazeta Wyborcza newspaper, as well as on the Company's website, www.mpwik.com.pl The publication covered the basic water quality indicators i.e. microbiological, and physico-chemical indicators, including heavy metal and trihalomethane content, in line with applicable legal requirements and WHO recommendations. Each publication also featured an opinion of the State District Sanitary Inspector for the capital city of Warsaw, who exercises sanitary control over the quality of water supplied to the residents of Warsaw.

Since 2002, we have been bio-monitoring 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 biosurveillance system (online) which uses behaviours of mussels as indicators that allow real-time monitoring of the quality of infiltration water taken from the Vistula. SYMBIO within the North Plant monitors the quality of surface water taken from the Zegrze Reservoir. Furthermore, in order to assess water in terms of safety, the Company laboratories at the Central and North Plants carry out tests using luminescent *Aliivibrio fischeri* (DELATOX) bacteria, Spirostommum, and Daphni (FLUOTOX).

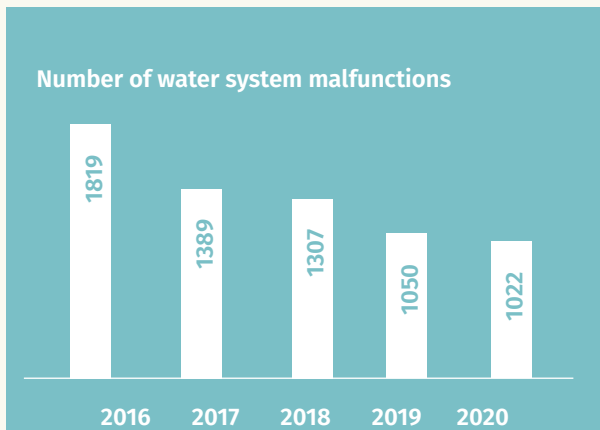
Water quality tests within the water network are performed at 80 fixed water control points – 72 across Warsaw, and eight within the Pruszków Line, covering Pruszków, Piastów, and Michałowice. Tests at selected points allow us to get general information on water quality throughout the whole municipal water 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 total, in 2020 we carried out 15,862 tests of water quality parameters within the water network, including 13,829 in Warsaw, and 2,033 in the Pruszków Line.



Laboratory at the "Filtr" Water Treatment Station

We continue our works on an IT-based centralised water network control system which would 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 water network malfunctions or quickly locate them if they were to occur.



MPWiK services, also supported by external contractors, are committed to diligently removing any water network malfunctions. We want to restore water supply as fast as possible in such cases, and our employees do whatever they can to ensure that potential supply disruptions are as short as possible. At the same time, we have been observing a decrease in the number of malfunctions across the recent years.

We perform online pressure tests and analyses within the water network, and expand the water network surveillance system to account for measurements of hydraulic parameters, i.e. pressure and flow. The main objective for the current construction of water network surveillance points is the division of said network into surveillance zones, i.e. separated network areas where we will monitor the inflow and outflow of water from a given zone. The division into surveillance zones will allow us to control the balancing of water volumes in the respective zones: the volume actually used within a zone against the water abstraction recorded at the customers. Furthermore, we systematically perform network and component inspections.



Workers of the Sewage Network Facility cleaning a sewage well
Photography: Krzysztof Dubiel



Photography: MPWIK Archives



Workers removing a malfunction
Photography: Refinery



Photography: Krzysztof Dubiel

WARSAW TAP WATER GOOD FOR DRINKING

Tap water in Warsaw satisfies Polish, UE, and WHO requirements. It is safe and can be drunk straight from the tap, without having to boil it or use additional filters. The high quality is guaranteed by:

- advanced water treatment technologies, including indirect ozonation and multi-stage filtration;
- disinfection of water using small doses of chlorine dioxide (Central Plant) or a mix of chlorine and chlorine dioxide (North Plant);
- constant laboratory supervision, including microbiological tests performed seven days a week;
- constant online monitoring;
- independent quality inspections carried out by the State Sanitary Inspectorate;
- continuous maintenance of water supply pipelines.

For more information on tap water, go to the Company's website, www.mpwik.com.pl



Photography: MPWiK Archives

WARSAW TAP WATER

good and safe to drink ALL THE TIME



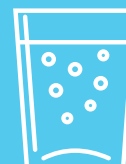
MOST IMPORTANT TAP WATER QUALITY PARAMETERS



Water supplied by MPWiK meets all requirements in Polish and UE law and WHO guidelines



There is no microbiological contamination in Warsaw tap water. The water is safe to drink, and may be drunk straight from the tap without additional filtration



<0.10 NTU*

max. acceptable turbidity = <1 NTU

The tap water is clear, i.e. there are no organic or mineral compounds affecting its colour

pH 7.3*

*acceptable pH = 6.5 – 9.5

Warsaw tap water has a refreshing flavour

Fe <20 µg/l*
Mn <5 µg/l**

*max. = 200 µg/l
**max. = 50 µg/l

Warsaw tap water has the right colour thanks to effective treatment processes



Tap water supplied by MPWiK is practically odourless thanks to the use of ozonation, carbon filtration, and small doses of disinfectants



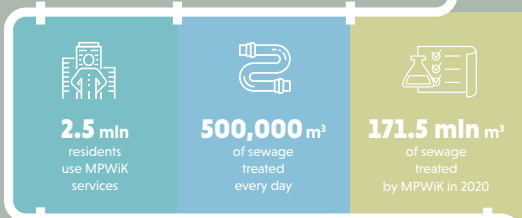
Tap water is moderately hard, which means it contains healthy minerals needed for the proper development of the human body



Drink tap water and protect the environment!



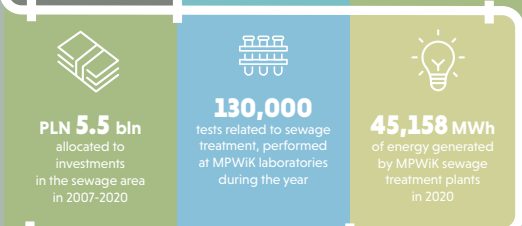
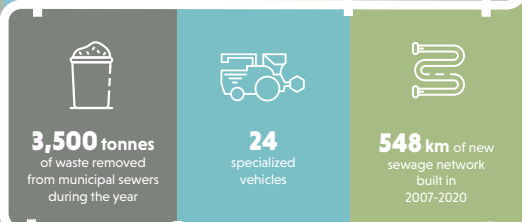
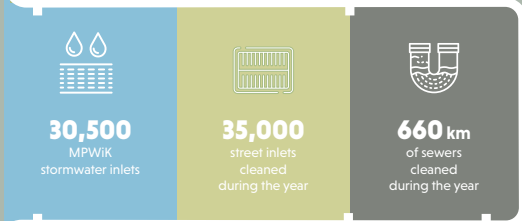
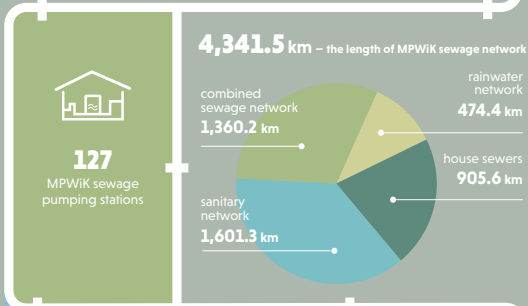
Sewage infrastructure of the Warsaw metropolitan area



4 sewage treatment plants:



<p>"Czajka" 400,000 m³ of sewage/24h</p>	<p>"Południe" 60,000 m³ of sewage/24h</p>	<p>"Pruszków" 36,000 m³ of sewage/24h</p>	<p>"Dębe" 5,000 m³ of sewage/24h</p>
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"Czajka" Plant
Photography: Krzysztof Dubiel



Sewage sludge management

Sewage sludge is a by-product of sewage treatment and does not fall into the definition of environmentally hazardous waste within the meaning of the Regulation of the Minister of Climate of 2 January 2020 on the waste catalogue. Sewage sludge produced at Company sewage treatment plants is incinerated at the Sewage Sludge Thermal Utilisation Station located at the “Czajka” treatment plant. The station was commissioned on 31 December 2012. This gives green energy for treatment plant purposes, and all technological waste is incinerated at generation point.

Sewage sludge transported out of MPWiK treatment plants is waste that is non-hazardous for the environment and residents, as specified in the Regulation of the Minister of Environment of 9 December 2014 (and amended by the Regulation of 2 January 2020) on the waste catalogue. The code for sewage sludge is 19 08 05. There are over four thousand sewage treatment plants in Poland, but only 11 sludge incineration plants. Each of these treatment plants has an obligation to dispose of sewage sludge, and it is often the case that they have to do it using external contractors who need to have all the required permits issued by state authorities. In accordance with Polish law, sewage sludge may be recovered by using it:

- ♣ in agriculture understood as cultivation of all crops placed on the market, including those intended for feed production;
- ♣ for cultivation of plants intended for compost production;
- ♣ for cultivation of plants not intended for consumption or feed production;
- ♣ for land rehabilitation, including for agricultural purposes;
- ♣ in adjusting land for plans arising from waste management plans, spatial management plans, or decisions on land development and management conditions.

Furthermore, should downtime occur on the incineration line, we have a guaranteed way to dispose of our sewage sludge. That is why we have concluded contracts on sludge deliveries to authorised external companies. When selecting these companies, we exercise due diligence, and comply with applicable laws concerning waste management and public procurement.

During tender procedures, we verify all the documents filed by the contractors in detail, including decisions and operating licenses. The contractors are obliged to submit those documents in line with tender documentation and applicable provisions of the law.

We transfer sewage sludge for the recovery process that allows the reuse of substances found in the sludge in an environmentally safe manner.

In 2020, the Company concluded a contract for modernisation works on the incineration system at the Sewage Sludge Thermal Utilisation Station located at the “Czajka” treatment plant.

This comprehensive contract required the Contractor to provide the design, construction, and assembly of two new recuperators, i.e. heat exchangers in the sewage incineration station. The works are intended to ensure long-term effective incineration.

The recuperators are one of the key pieces of equipment that allow sewage sludge incineration. They heat the air pumped into the furnace up to the temperature of approx. 600 Celsius. At lower temperatures, it would be impossible to achieve autothermic, environment-friendly incineration that does not require the use of additional energy in the form of fuel.

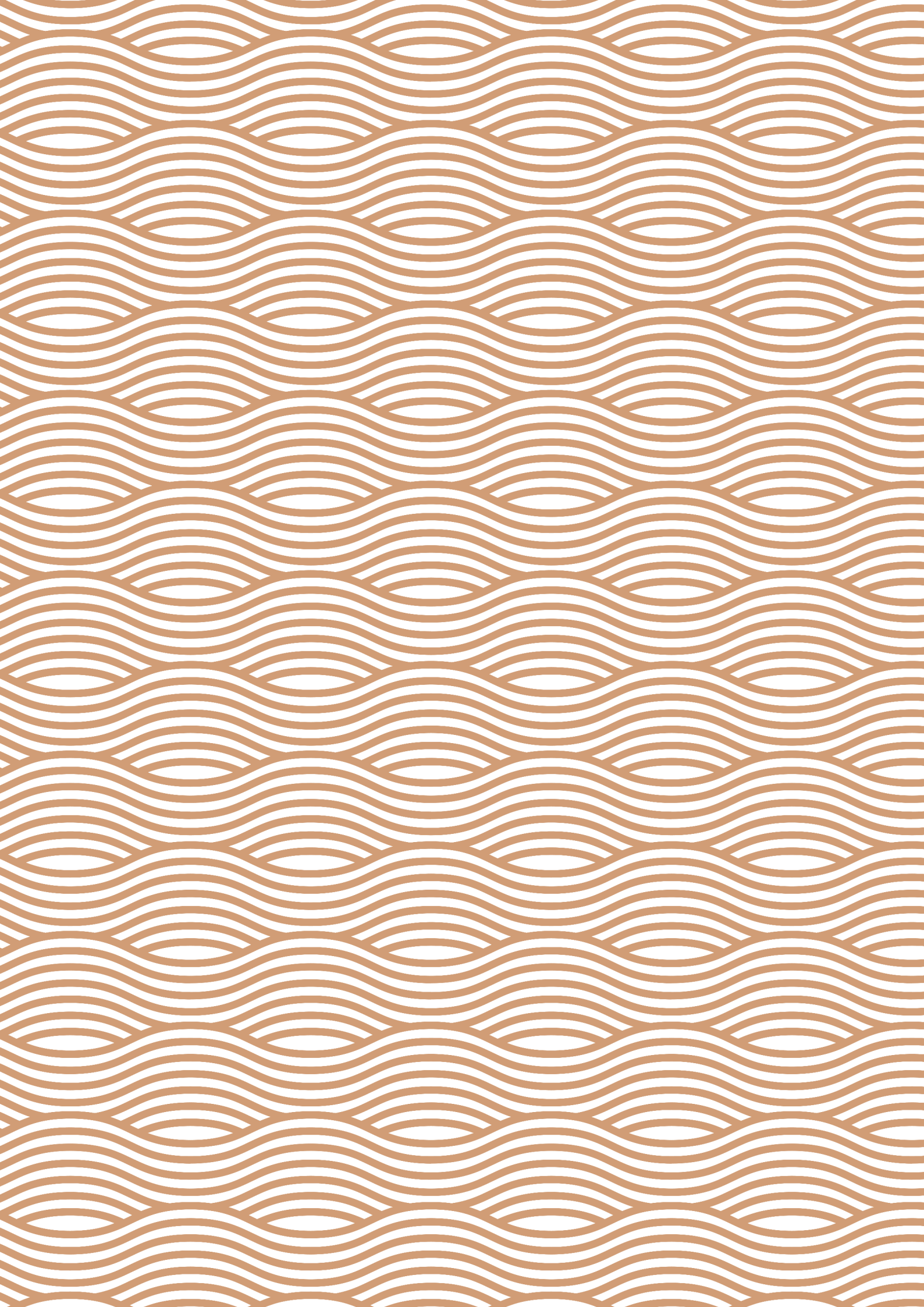
The MPWiK incineration plant features two incineration lines, with a recuperator forming part of each one. This piece of equipment allows recovering heat generated from waste incineration. The recuperator is 11 m tall and, together with supporting structures, weighs 20 tonnes. It allows heating the air pumped into the fluidised bed furnace where the sludge is incinerated, and at the same time cooling the exhaust fumes coming out of it.

The MPWiK incineration plant is one of the largest facilities of this kind in Poland. The system consists of two independent incineration lines, each featuring a furnace, recuperator (exchanger where hot exhaust indirectly heats up the air pumped for the incineration process), cogeneration boiler, and an exhaust treatment system. Furthermore, the Utilisation Station has components shared by both incineration lines, such as the steam turbine and generator that produce heat and power. The incineration plant has a daily capacity of 600 tonnes of sludge.



Sewage Sludge Thermal Utilisation Station, “Czajka” Plant
Photography: Krzysztof Kobus/Travelphoto.pl







LOCAL COMMUNITY ENGAGEMENT

We deliver our services having in mind social, cultural, and environmental expectations of the residents of Warsaw and neighbouring municipalities, including those of children and the youth. We achieve our results thanks to the daily work and cooperation with the Owner in the area of sustainable development of our city.

Being environmentally responsible

In our daily work for the residents and in the implementation of our investment efforts, we pay particular attention to any action mitigating the adverse environmental impacts. Our strategic objective is to prevent environmental pollution, limit water losses, minimise energy consumption, and reduce carbon dioxide emissions into the air.

We dedicate many efforts to ensure our initiatives contribute to greater environmental awareness of all residents. Here are some examples of these efforts within our Company premises.

Collecting rainwater

We installed a new 1,300 litre tank for rainwater collection at the workshop building within our Filter Station. We will use the collected water to water the saplings and lawns nearby.

Composting organic waste

A key issue and challenge in modern ecology to which we pay particular attention is waste management and adequate waste disposal. For organic waste, such as mowed grass, dry leaves, or weeds, this involves composting. This way, we obtain a nutrient-rich compost that improves the properties of the soil.

In 2020, the Company bought and installed six composters at four pumping stations: „Bródno,” „Targówek Melioracyjny,” „Targówek Przemysłowy,”

and „Orchowiecka”. The wooden devices will help our workers to keep the pumping stations orderly, and will lower leaf and mowed grass collection costs, eliminating at the same time the use of plastic bags during autumn cleaning. The end result is a valuable compost used at Company facilities or transferred to authorities dealing with urban greenspace.

Sowing lawns

By sowing adequate compositions of flower and wild herb seeds on segments of existing lawns at the Filter Station, a flowery meadow will grow as early as in the summer of 2021. Greenspace diversity will at the same time reduce costs of lawn mowing.

Bee-keeping

We are engaging in similar activities at the North Plant in Wieliszew, where we placed additional eight beehives with Carniolan bees. Each hive houses one family with around 50k honey bees.



Rainwater tank
Photography: MPWiK Archives



Apiaries at the North Plant
Photography: Maciej Śmiarowski

Satisfying the residents' expectations

The specific nature of core operations of Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A. stems from the natural monopoly that the Company has in providing water and sewage services to the residents of the capital city and the metropolitan area within the framework of public services. Desiring to maximise the use of our potential and constantly improve the level of service, the Company continues to engage in efforts the residents expect us to take, especially those of an educational and informational nature.

We run campaigns about our investment projects and new technologies, and at the same time actively participate in numerous environmental projects. We also get the local community involved in our initiatives, showing how these impact the daily life of the residents and the development of the city

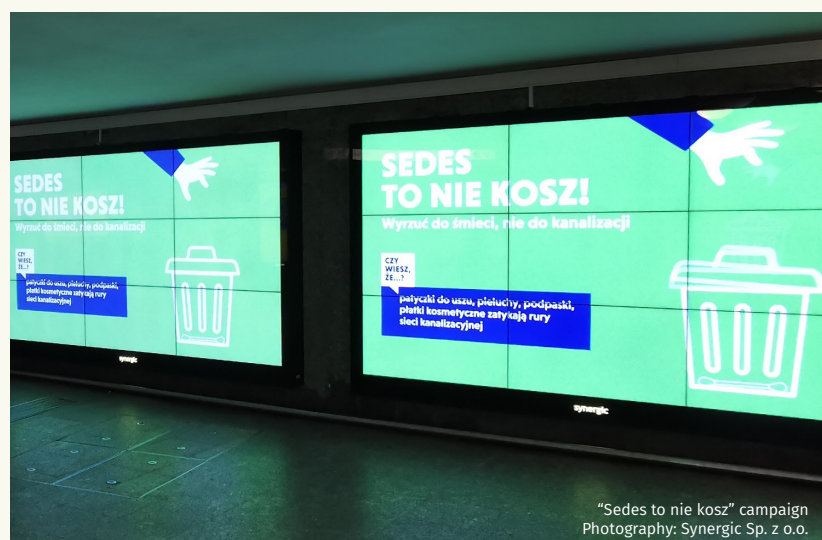
Educating about the environment

In implementing our programmes directed at the youngest residents of Warsaw, we continued our Environment Education Programme called “Z Wisły do Wisły – podróże z Kropelkiem” (From the Vistula to the Vistula – podróże z Kropelkiem)

Vistula – travels with Mr Droplet) in which we teach respect for the natural environment. We emphasise the significance of water in nature and the need to use water resources rationally every day. We introduce children to questions of treatment processes and sewage treatment, and point to the consequences of missteps in this area. On this topic, we produced a series of educational podcasts based on the Company's educational publications, “Strażnicy czystej wody” (Guardians of Pure Water) and “Na tropie Kropelka” (Where on Earth is Mr Droplet?), published on the Company's social media platforms.

One of our most significant and permanent information and educational activities is the “Warszawska Kranówka” (Warsaw Tap Water) campaign, aimed at promoting drinking tap water. This project involved preparing a practical guidebook “Poradnik dla administratorów budynków” (Guidebook for building administrators), with guidelines and recommendations on how to maintain internal building systems, so as to guarantee that water supplied by the Company keeps its high quality. The guidebook also explains the factors contributing to the high quality of Warsaw tap water. Active efforts in this area, communicated using available information channels, bring tangible results, as more and more residents of Warsaw declare that they drink water straight from the tap.

Since 2013, we have also been running the “Sedes to nie kosz” (Toilet is no waste bin) information campaign, encouraging sensible use of the sewage infrastructure. We should note that waste thrown into the toilet may cause sewage system blockage and costly malfunctions, leading to material losses and pollution of the environment.

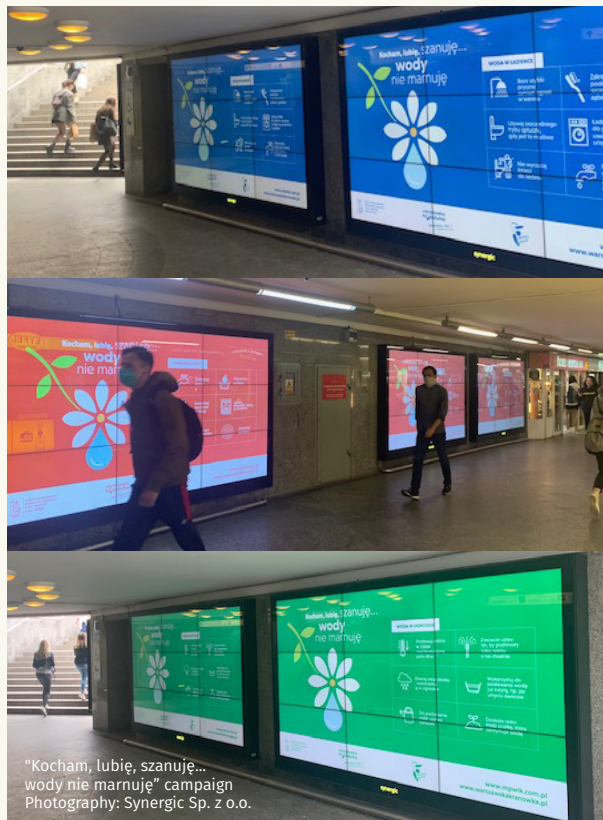




„Kocham, lubię, szanuję... wody nie marnuję” (Loves me, loves me not, loves me... wastes water not) – was a Company campaign ran in June, related to the alarming reports of a hydrological drought in the country. Visuals encouraging residents to save water in the kitchen, bathroom, and garden appeared in urban space, on social media platforms, and in local press. Media channels broadcast educational spots on the rational use of water. We cooperate with managers of community gardens in the capital city, giving them boards with information on ways to rationally use water in the garden.

Working with the Museum of Warsaw, the Company partnered 16 educational workshops on water which made use of the Company’s educational materials.

Once again, we got involved in the joint initiative of the City Guard and the Regional Directorate of State Forests in Warsaw called “Świeć blaskiem z odbłaskiem” (Shine with reflectors), which involved placing a tree decorated with reflective bands and keychains at our headquarters at pl. Starynkiewicza 5. The purpose of this initiative, which is quite popular with the residents of Warsaw, is to improve the safety of pedestrians on roads.



In our project to install drinking water fountains in Warsaw schools and public institutions, we installed 14 such fountains, and a further 27 in public institutions in 2020. For these efforts, the Company was awarded a distinction in the Environment Education category during the 19th edition of the "Ekolaury" contest organised by the Polish Chamber of Ecology.

In 2020, we also started working on two new publications: “To nie ściema – klimat się zmienia” (Climate change is not fake) and “Ukryta woda” (Hidden Water).



The many months of restrictions related to the pandemic forced the Company to change its ways, substituting direct contact with the residents for online activities. Thanks to new communication devices and the commitment of our employees, we not only managed to continue most of our environmental projects, but we also satisfied the educational needs of students during the many weeks of remote learning.

Seizing the potential of educational and environmental messaging during the epidemic, we produced 170 information and educational videos in 2020. These concerned the Filter Station, our facilities and technologies, as well as our investment projects, physico-chemical experiments, and fun facts about water. All our productions have been communicated using the social media platforms of MPWiK Warszawa on Facebook, YouTube and Instagram.



During the pandemic,
we produced 170
information and
educational videos.



Rozmowy z ekspertami #3



The visits to Company facilities that before had been offered as a tour of the facilities have turned into virtual walks during the pandemic. In 2020, we organised four cycles of such events. During the Long Night of Museums and European Heritage Days, the visitors had a chance to see the "Filtry" Water Treatment Station online, whereas on 19 November, the World Toilet Day, the "Czajka" Plant was open to online visitors.



Media activities

In 2020, we published over 100 communiqués and press releases on the Company website.

We delivered many productions with our spokespersons and experts, and these were broadcast in numerous radio and TV shows.

Within the framework of our educational and promotional campaigns related to water, respect for water resources, and drinking Warsaw tap water, we placed 82 TV spots and close to 1,500 radio spots. Media channels interested in these topics also informed their audiences of the campaigns during their information programmes. We used social media platforms of MPWiK Warszawa to promote the activities of our Company, including the two new accounts activated last year on Instagram and Twitter. We also cooperated with popular YouTube creators.

Broadcast of
82 TV spots

1,442 radio spots

Facebook:

- over 170 videos;
- over 700 visuals and photographs;
- over 600 posts;
- close to 11,000 followers.

Instagram:

- over 200 posts;
- 450 followers;
- over 500 stories;
- age group 18-25.

YouTube:

- over 75 posts;
- over 1,150 followers;
- over 180k views;
- age group 18-25.

Twitter:

- over 100 followers;
- real-time news;
- age group +40.

Sponsorship and charity work

Each year, we are pleased to share the results of our sponsorship and charity work. As a municipal entity, we remain sensitive to the needs of Warsaw residents by engaging in various assistance and aid activities. Despite the restrictions put in place in 2020, we undertook activities which allowed us to achieve the most important objectives of our sponsorship strategy, such as support for pro-environmental initiatives, aid to the disabled and people in need, and the commitment to initiatives that develop research and promote culture and a healthy lifestyle. We continued supporting veteran organisations, i.e. the World Association of Home Army Soldiers and the Association of Warsaw Uprising Soldiers, with funds provided for their care and rehabilitation.

- We continued cooperating with the “Nikt nie zostaje” Foundation (Nobody's left behind) which focuses on helping war veterans, especially the soldiers injured during missions and their families. The funds donated to the Foundation helped to finance holidays for their children and school aids, as well as to co-organise sports competitions and integration meetings.

- Aiming to encourage people to spend their free time actively, outdoors, we supported sports events, i.a. through our cooperation with the Legia Warszawa S.A. Football Club, and as partner of the 20th "Best Sportsperson of Warsaw" Plebiscite. For the fourth time in the Plebiscite's history, we awarded a special prize – “Woda bez barier” (Water Without Barriers). Recipients included Radostaw Kawęcki, one of Poland's most eminent swimmers. “Woda bez barier” also went to the “Four Kings” sports club that acts within the Warsaw Wheelchair Rugby Association and is one of the oldest, largest, and most renowned rugby clubs in Poland.
- We provided support for the Specialist Rescue Unit of Legionowo functioning within the Volunteer Fire Service (OSP) by donating two missing person search vehicles.
- We continued the relationship we established in 2018 with the Warsaw Zoo Development Foundation “PANDA”, and adopted one of the zoo residents – Hugo, the Nile hippopotamus.
- We took part in the 28th Finale of the Great Orchestra of Christmas Charity.
- We also partnered events dedicated to people with disabilities and constraints, as well as cultural events.



2020 Sport Masters ball
Photography: Radek Zawadzki for Stołeczna Estrada



Hugo, the Nile hippopotamus
Photography: The Warsaw Zoo



Helping others – corporate volunteering

In spite of the many restrictions arising from the state of epidemic, the determination and commitment of our employees allowed us to carry out several aid initiatives.

Within the framework of “Nakręcenie na odkręcanie” initiative (Nuts About Caps), we gave over 90 kg of plastic caps to finance the purchase of rehabilitation equipment for disabled children.

Nakręcenie na odkręcanie

Zamiast wyrzucać do kosza – zbieraj nakrętki!

Akcja charytatywno – ekologiczna MPWiK

We also keep animals in our minds. Thanks to the “Pomóżmy bezdomnym zwierzętom przetrwać zimą” initiative (Let’s help homeless animals survive winter), we collected enough money to donate close to 170 kg of cat and dog food to the Józefów animal shelter.



As every year, we took part in the “Niebieski Mikołaj” initiative (Blue Santa), and our employees prepared 82 Christmas gifts for pupils at three orphanages.

POMÓŻMY BEZDOMNYM ZWIERZĘTOM PRZETRWAĆ ZIMĘ



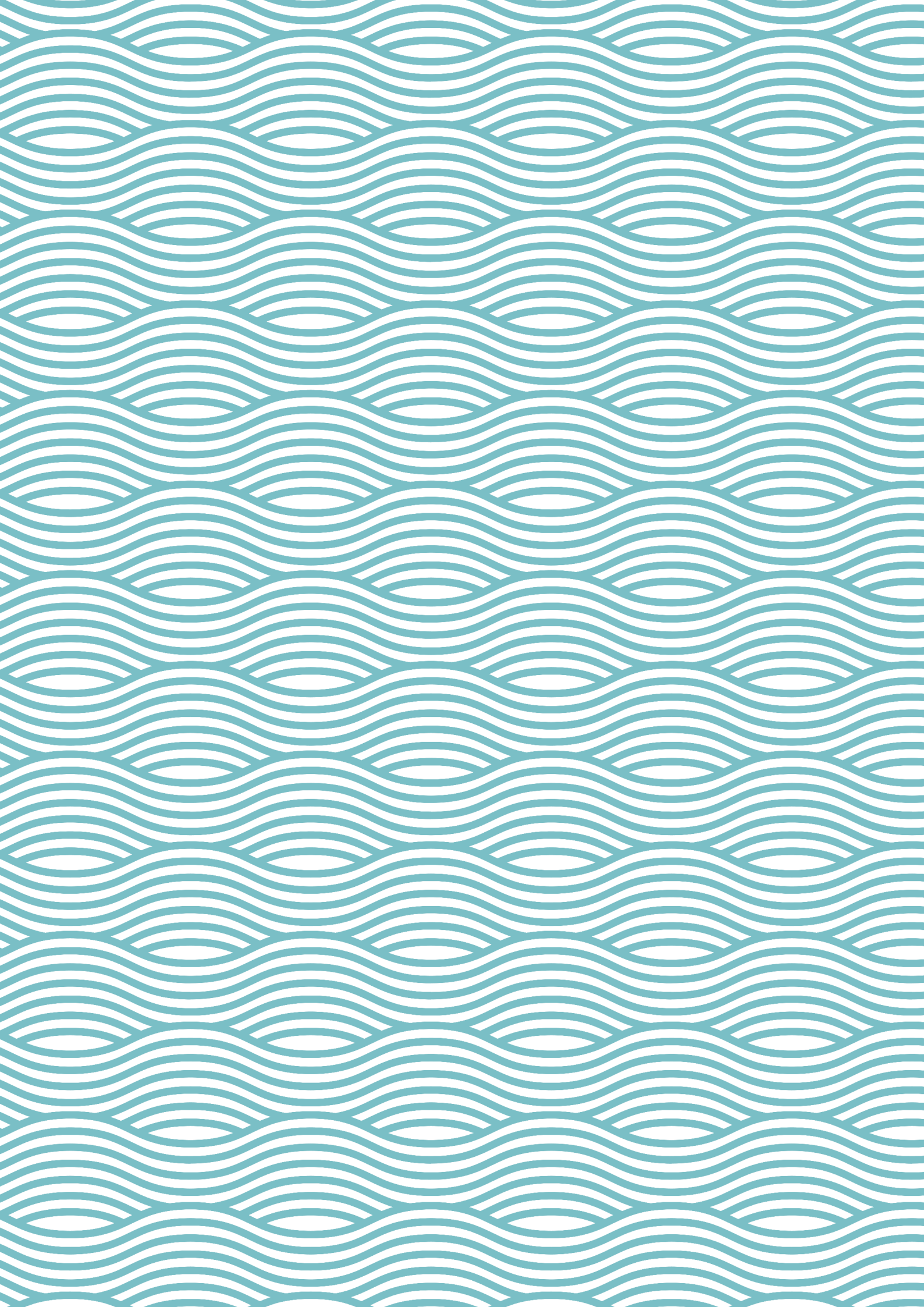
ZBIERAMY DARY DLA PSÓW I KOTÓW ZE SZCHRONISK W JÓZEFOWIE I „NA PALUCHU”

NAJBARDZIEJ POTRZEBNE ARTYKUŁY:

- karma (sucha, puszkowa) dla juniorów i seniorów: Brit, Purizon, Mimer Unio, Nordic Gold, Animonda, Rocco, Rinti, Mac, Real Nature, Lukanus, Carnilove, Catz, Piletfood, Feiriga. Grupy: przydaje się też kasza, ryż, makaron
- niepotrzebne (ale czyste) koce, ręczniki, przesłania, posciel, bluzy itp.
- szczotki, grzebienie, szampiony, smycze i szelki dla psów
- zabawki i kości z suszonej wołowej skóry lub inne z przeznaczeniem dla psów
- zabawki dla kotów (np. wędki, myszki, miękkie piłeczki), niepotrzebne legowiska

ZBIÓRKA TRWA OD 16.11 DO 30.11
W ZAKŁADACH ORAZ SIEDZIBIE DZIAŁU PROMOCJI I EDUKACJI EKOLOGICZNEJ,
KOSZYKOWA 81







IMPROVING RESIDENT COMFORT

Our duty is to serve people, which we do by providing services day to day and systematically improving their quality. We address the expectations of our customers, adapt to their needs and keep launching new contact channels. We ensure water supply and sewage collection and treatment for the residents of Warsaw and the metropolitan area. We immediately react to reports of malfunctions, and repair them, ensuring continuity of our services.

Customer service

Due to the sanitary restrictions that came into force in 2020, remote communication became the dominant form of contact with our customers. Our customers contacted the Company mainly via the helpline, used e-mail to send correspondence, and also availed themselves of such solutions as e-BOK, e-INVOICE, and e-PAYMENT.

Growing interest in remote communication channels on the part of customers was considerable within the period discussed. The number of e-BOK users as at 31 Dec 2020 was 28,714, over 25% more than a year earlier.

The number of transactions using e-PAYMENTS in 2020 was **8,689**, an increase of almost **50%** compared to 2019.

The Company also actively seized the opportunity to send correspondence to the customers electronically. In 2020, we sent a total of 52,181 electronic messages, almost 120% compared to 2019.

Modernisation of the e-BOK online customer service

As part of our efforts, we adjusted e-BOK for mobile devices and changed the application's interface, allowing more users to log in to the system. We also streamlined the registration process and introduced

customer registration at e-BOK. Furthermore, we gave the application a fresh look.

The year 2020 brought 5,836 more e-BOK users, of which 1,250 e-BOK accounts created by Customer Service employees during a personal visit or a helpline phone conversation with customers.

5,229 new customers started using electronic invoices in 2020.

Information efforts promoting the e-BOK system and the e-INVOICE service aimed at organisational units of the capital city of Warsaw brought tangible results, with as many as 457 out of 722 municipal entities, i.e. close to two-thirds, opting for electronic invoices.

As at the end of 2020, e-BOK account users constituted **30%** of all customers, and those with active e-INVOICE service accounted for **15%** of all customers.

Expanding the remote water meter reading system

We continue expanding our Company remote water meter reading system. As at 31 Dec 2020, the system covers 18,372 main water meters, which allows us to make over 220 thousand remote readings used for settlement purposes.



Active customer acquisition

The Company continued its efforts aiming at acquiring new customers through its Mobile Consultation Points within the “Spotkajmy się w Warszawie” initiative (Let’s Meet in Warsaw) ran by the City Hall of Warsaw with personal participation of the Mayor of the capital city of Warsaw. On 23-24 January and 28-29 February 2020 in the Wawer and Ursynów districts, respectively, Company representatives provided residents with information on the terms and conditions for joining the city's water and sewage system, the terms of contract execution and performance, and provided explanations for the customer’s individual issues regarding the services provided by the Company.

Due to the state of epidemic introduced in the whole country in March 2020, and the resulting restrictions, the customer acquisition activities became specifically focused on reaching the residents through correspondence. This is how we informed them about our new investments, connection opportunities, and the water or sewage network built by the Company.

This way, in 2020 we reached 1,700 real estate owners or users.

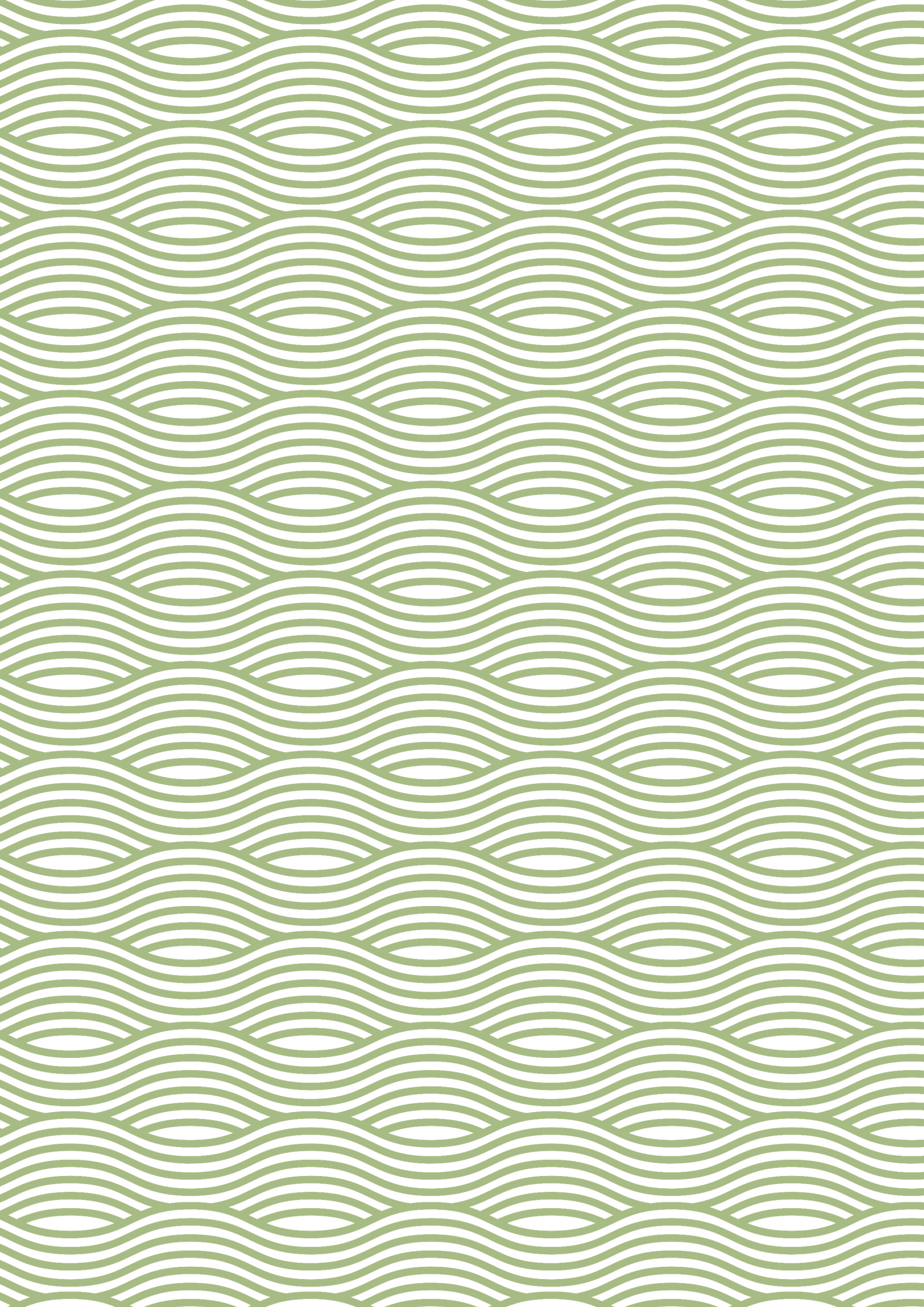


In 2020,
the Company acquired a total of
2,658
new connections,
including
2,324
individual customers
and
334
institutional customers.

To ensure best service for the residents, the Company closely cooperates also with the **19 115 Warsaw Contact Centre**. This is a shared contact centre of the City Hall of Warsaw, district halls, and municipal entities, which serves to improve and streamline communication between residents and municipal authorities. The helpline is available 24/7. By contacting this municipal helpline, you can:

- 💧 get full information on services provided by the City Hall and municipal entities;
- 💧 report a problem to be solved by the city services;
- 💧 give us ideas on how to improve the functioning of the city.

Depending on the case reported, the consultants either provide information, or refer the cases to the relevant authority that is competent in the subject matter of the case. MPWiK cooperates with the capital city of Warsaw within these efforts, and serves as a secondary support line for the city's helpline. Consistency of efforts is ensured through a dedicated app which gathers reports submitted by residents of Warsaw covering the scope of our activities. Designated Company workers respond immediately via the channel selected by the customer (text message, e-mail) or undertake relevant interventions. In 2020, MPWiK handled over 7 thousand cases through the 19 115 service.





GOOD EMPLOYER

As a professional employer, we make our employees face real challenges and reach for goals, at the same time supporting their development and motivation, guaranteeing safe working, pay and social conditions.

Employment conditions

One of our fundamental objectives is taking care of our employees, ensuring that they have comprehensive care and protection, and making sure they improve their qualifications. We guarantee stable employment for our employees, with:

- an employment contract;
- a bonus system based on management by objectives and performance evaluations;
- opportunities to develop professionally and improve qualifications;
- a Company Social Fund benefit package;
- funding for education, including for the completion of secondary or tertiary education, with engineer, Master's, postgraduate, and PhD degrees;
- additional medical care;
- group life insurance;
- service anniversary awards;
- English language lessons using the eTutor app.

In return, we expect them to be efficient, improve their competences and qualifications, participate in the creation of a high-level organisational culture, and be committed to the affairs of the Company and the municipality of Warsaw which we serve as a municipal service.



Sewage Network Facility employees
Photography: Refinery

In 2020, the Company employed

2,421
people, with



1,757
men

and



664
women,

meaning that over

72%

of workers were men.
The nature of operations of companies
in the water and sewage industry means
that women do not take
maintenance positions.

Company Social Fund benefits

In 2020, we paid out 3,607 benefits within the framework of the Company Social Fund, totalling PLN 5,150.03 k.

Desiring to meet our employees' needs and expectations, and due to the demands placed by the trade unions functioning within the Company:

- ◆ we changed the form of Christmas gifts from packets with sweets back to gift cards;
- ◆ we extended the scope of those who are entitled to the Christmas gift (gift card), covering children below the age of one as well (like in previous years);
- ◆ we increased expenses in the Company Social Fund estimate for 2020, taking the gift cards into account, from PLN 150 k to PLN 154 k.

In order to satisfy the needs of our employees more effectively, and to streamline the procedures for exercising the right to social benefits, we started works on amending the regulation governing the management of Company Social Fund finances.

Employees' professional development

In 2020, we supported our employees in their efforts to broaden their technical and technological knowledge and to improve the skills required for their professional duties.

767	persons were referred by the Company for specialist individual training
89	employees took part in specialist forums
49	employees were given funding for education in schools, higher education institutions, and postgraduate schools
64	employees took part in elective courses on safety, security and fire protection
836	people attended exams to obtain or extend their professional licenses

In November 2020, we continued the "Dołącz do nas" (Join Us) campaign, which is aimed at building a positive image of the company as an Employer, and increasing the number of applications submitted

Szukasz stabilnego zatrudnienia?



Poszukujemy:

- ◆ Monterów
- ◆ Energetyków
- ◆ Automatyków
- ◆ Inspektorów Nadzoru
- ◆ Pracowników administracyjno-biurowych



Dołącz do nas! Więcej na www.mpwik.com.pl



MIĘSKIE PRZEDSIĘBIORSTWO
WODOCIĄGÓW I KANALIZACJI
W M. ST. WARSZAWIE
SPÓŁKA AKCYJNA

In 2020, we implemented a number of training programmes:

- ◆ MPWiK Academy – a project mainly aimed at building and improving managerial competence in the area of arranging and planning work for teams, decision making, inspiring employees, and monitoring their performance. In 2020, 127 middle management employees participated in the training sessions organised during the 2nd edition of the MPWiK Academy, the purpose of which was to develop their managerial competence. The training sessions were held in person from January to March 2020, and due to the state of epidemic, from September to December 2020, the employees were trained online;
- ◆ e-learning sessions broadening our employees' knowledge of personal data protection and ICT security issues. In 2020, we put 1,462 employees through the "Bezpieczny Pracownik w Cyberprzestrzeni – Security Awareness" e-learning sessions. Additionally, closed training was organised for 102 employees who were particularly exposed to potential cybercrime and who had direct contact with external customers. The closed training

sessions notwithstanding, the Company organised supervised and controlled phishing attacks and provocations aimed to test the employees' level of knowledge;

- ◆ training in compliance to broaden the employees' knowledge on the compliance management system in place in the Company, in particular concerning the impact of their attitudes on shaping the image of the Company, and the Employer's expectations concerning the functioning of the system. In 2020, 167 employees took part in training sessions
- ◆ concerning public procurement law, with the year seeing a continuation of a project launched in 2019 and 183 workers trained;
- ◆ improving the Company employees' professional skills through education at schools and higher education institutions. In 2020, four employees continued their education in secondary schools (without tuition financing), whereas 45 employees continued or began their higher education degree or postgraduate programmes (with the Employer financing tuition fees).

In 2020, as part of their professional development, we saw our employees engage in training (lectures, workshops, training sessions, training consultations, e-learning sessions, or seminars), professional courses, specialist forums (conferences, congresses, tutorials, councils, meetings, symposia, summits, conventions, discussion panels), or enrol in degree programmes at higher education institutions, with a total of **2,674** employees.

In line with the demand reported by the respective functional units of the Company, we offered paid student and graduate internships. Due to the COVID-19 pandemic, the student and graduate internships were launched in Q4 2020. We admitted 18 students for student internships, and 16 graduates for graduate internships. Graduate internships took place for the first time in the Company, and as their result, eight interns became employed at the Company under an employment contract. We also introduced paid student and graduate internships.

Aplikuj na płatne praktyki studenckie i absolwenckie



Czekamy na Twoje CV

www.mpwik.com.pl



REGIONALNE PRZEDSIĘWZIENIE
ROZWOJOWE FUNDUSZU
W ALIANT WARSZAWIE
POLSKA KACIWA

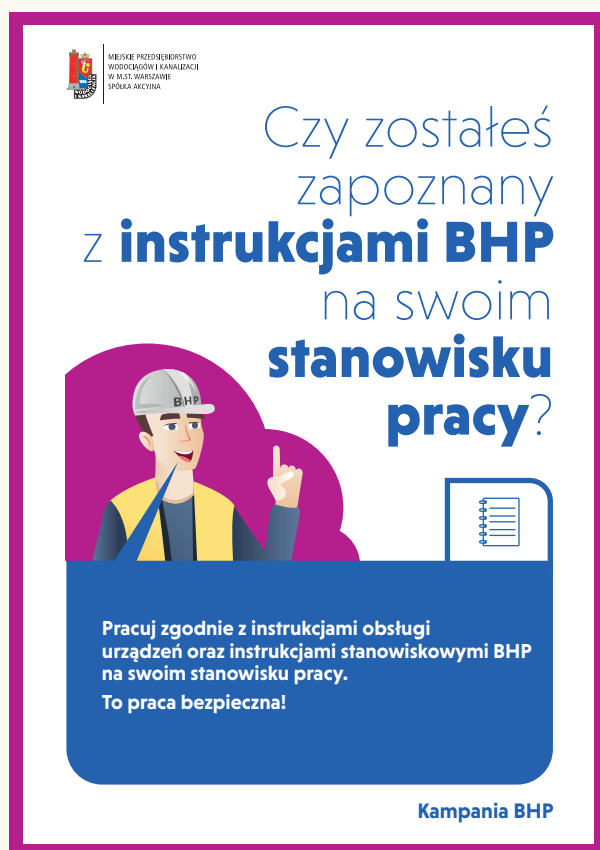
Employee health and safety

The health and safety of our employees is one of the priorities for the Company. We implement and continuously improve OHS procedures and other regulations governing this area. Due to the state of pandemic caused by the coronavirus, the last year was special in the context of protecting our employees' health.

The functioning of our Company, given the restrictions and the sanitary regime, required introducing a series of solutions which would ensure continuous work, and thus provision of services for the residents of the capital city without any disruptions and at the expected level.

Apart from the actions aimed at protecting employees against SARS-CoV-2 infections in 2020 mentioned above, we undertook a number of OHS efforts to strengthen the safety of our employees and improve working conditions. These were mostly modernisations, adaptations, and overhauls of social, sanitary, and technological rooms.

We continued our information and educational campaign that aims to raise our employees' awareness of matters of occupational health and safety. We created materials that are intended to teach employees how important work consistent with OHS and ergonomics is.



MIEJSKIE PRZEDSIĘBIĘSTWO WODOCIĄGOWE I KANALIZACJI W KRAKOWIE
SPÓŁKA AKCYJNA

Czy zostałeś zapoznany z **instrukcjami BHP** na swoim stanowisku pracy?

Pracuj zgodnie z instrukcjami obsługi urządzeń oraz instrukcjami stanowiskowymi BHP na swoim stanowisku pracy.
To praca bezpieczna!

Kampania BHP



PAMIĘTAJ! TWOJE BEZPIECZEŃSTWO ZALEŻY OD CIEBIE!

OBOWIĄZKI I ZALECENIA DLA PRACOWNIKÓW ZAKŁADU SIECI WODOCIĄGOWEJ

OBOWIĄZKI PRACOWNIKA	ZALECENIA
 <p>Stosuj:</p> <ul style="list-style-type: none"> przeznaczoną odzież ochronną (obuwie, rękawice), przeznaczoną odzież ochronną indywidualną. Czy masz elementy danej maszyny? środki ochrony takie jak hełm, zabezpieczenia, urządzenia samodzielnego, środki bezpieczeństwa, czy w razie potrzeby sprzęt pomocniczy. 	 <p>Sprawdź, czy masz szybki i łatwy dostęp do prawidłowo wyposażonej apteczki pierwszej pomocy. Czy wiesz, gdzie się ona znajduje?</p>
 <p>Sprawdź, czy posiadane przez Ciebie środki ochrony indywidualnej i tabliczki robocze mają niezniszczone elementy odblaskowe?</p>	 <p>Zachowaj ostrożność podczas wykonywania prac w czynnym pasie ruchu drogowego.</p>
 <p>Chodź uważnie! Uważaj na śliskie powierzchnie.</p>	 <p>Czy maszyny i urządzenia, którymi się posługujesz są sprawne i posiadają osłony?</p>
 <p>Zgłaszaj przełożonemu zauważone podczas wykonywania pracy zagrożenia – zdarzenia potencjalnie wypadkowe.</p>	 <p>Stosuj dostępne środki do dezynfekcji rąk. Przestrzegaj zasad higieny, myj ręce!</p>

JESLI NA KÓREZ Z PYTAŃ NIE ZNASZ ODPOWIEDZI LUB BRZMI ONA „NIE” ZOLOŚ SIĘ DO SWOJEGO PRZEŁOŻONEGO LUB PRACOWNIKA DZIAŁU BHP

Kampania BHP

MIEJSKIE PRZEDSIĘBIĘSTWO WODOCIĄGOWE I KANALIZACJI W KRAKOWIE
SPÓŁKA AKCYJNA

Dialogue with employees

Our employees received most important information about the Company's operations together with news via the intranet "Wodnik" platform and through bulletin boards and TV screens. We continued publishing the "Wodociągowiec Warszawski" monthly and engaging in our information and educational campaign on OHS principles that aims at making our employees sensitive to threats related to the performance of their professional duties, highlighting the significance of compliance with health and safety rules at the workplace. The campaign involved, among other things, preparing articles on OHS, designing and distributing thematic posters, displaying short pop-up messages, e-mailing employee managers, as well as organising competitions and so-called Safety Days.

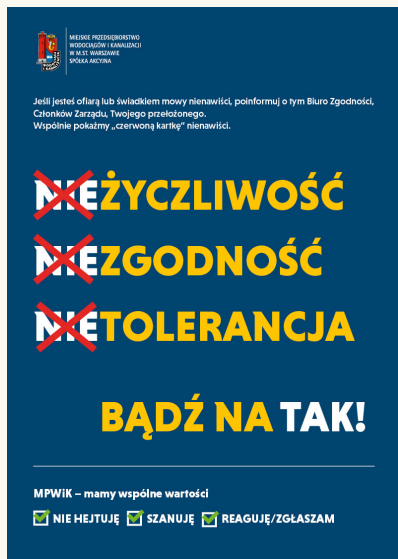
In 2020, we organised an annual integration meeting for the retired Company workers. This way, we maintain contact between the Company and our seniors.

Anti-discrimination and anti-harassment

In 2020, we continued our "Przeciwko Mowie Nienawiści" campaign (Against Hate Speech) which we launched the year before. Using intranet and information posters, we reminded our workers of the values enshrined in our Code of Ethics:

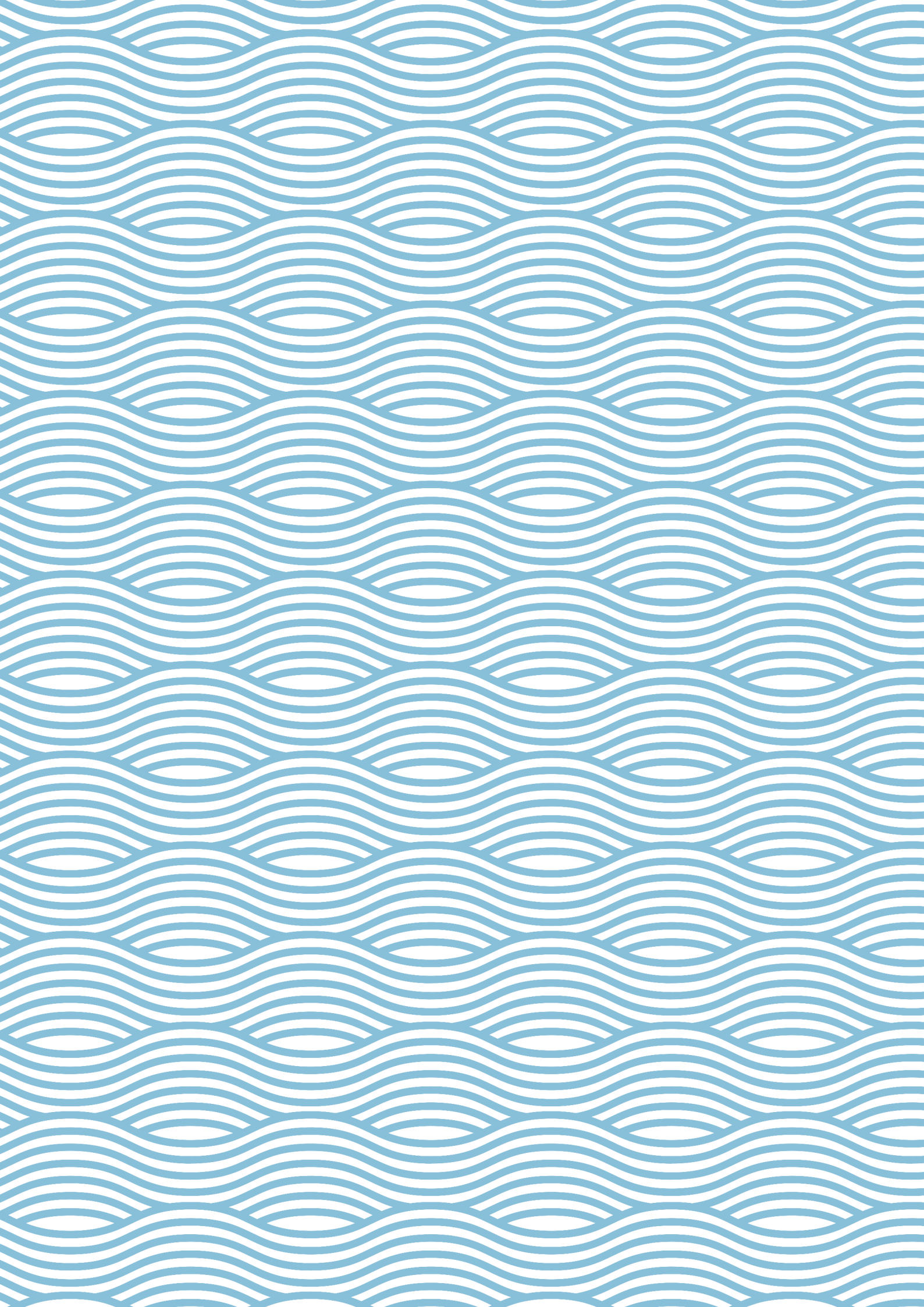
- 💧 Don't hate.
- 💧 Respect.
- 💧 React/Report.

Acting in line with our compliance management system, we fight every single incident of hate speech. We are not indifferent, and we know how to identify and react against hateful comments or hate speech.





Company Employee at the Sewage Sludge Thermal Utilisation Station within the "Czajka" Plant. Photography: Maciej Śmiarowski





CREATING PARTNERSHIP PRINCIPLES

We place importance on managing our relations with the external parties in a predictable and less volatile way, in line with ethics, transparency, and partnership principles.



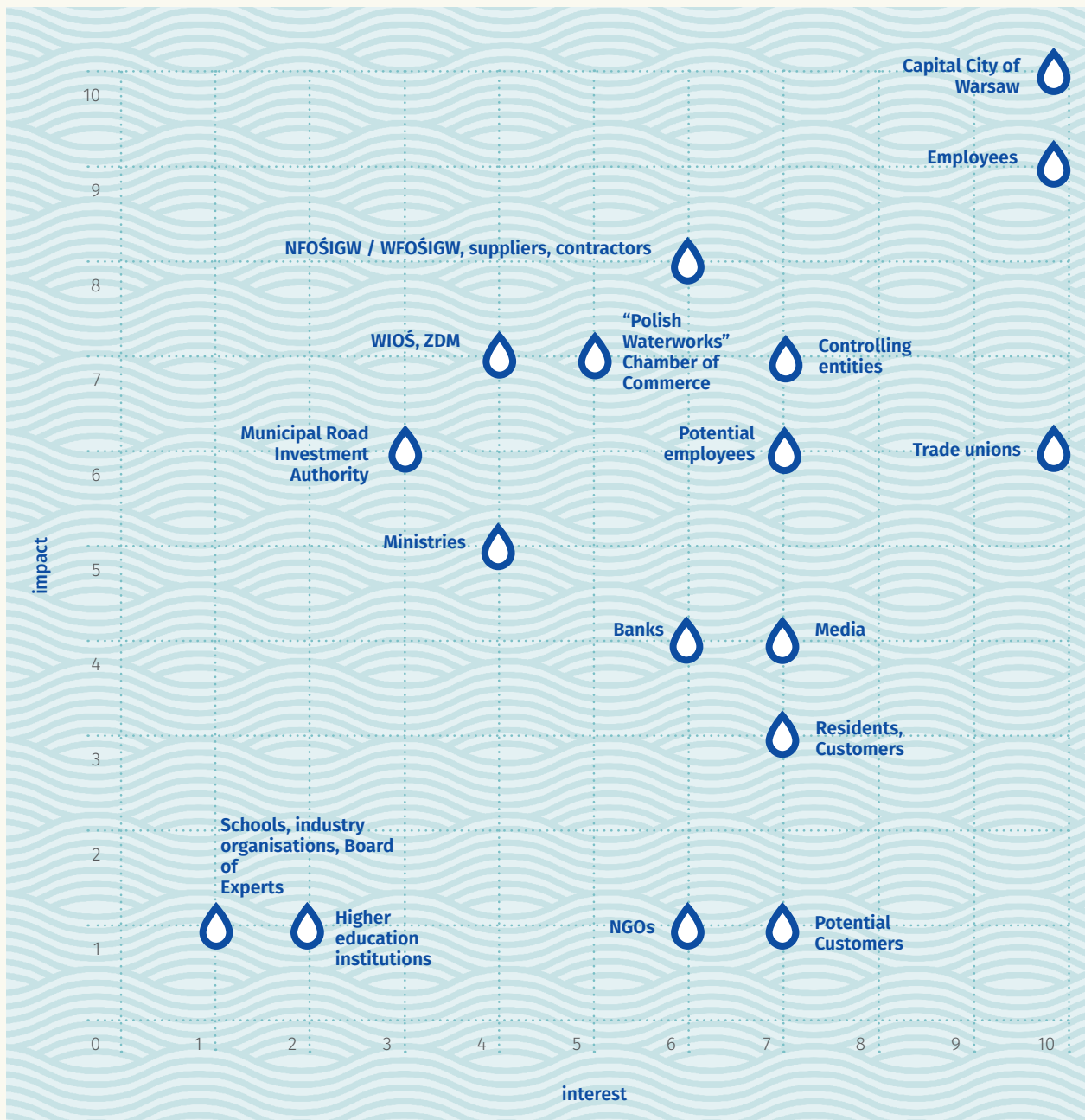
Our stakeholders

- ▲ Capital City of Warsaw
- ▲ Employees
- ▲ Trade unions
- ▲ Suppliers
- ▲ Contractors
- ▲ National Fund for Environmental Protection and Water Management (NFOŚiGW) / Voivodeship Fund for Environmental Protection and Water Management (WFOŚiGW)
- ▲ Controlling entities
- ▲ “Polish Waterworks” Chamber of Commerce
- ▲ Voivodeship Environment Protection Inspectorate (WIOŚ)
- ▲ Municipal Road Authority (ZDM)
- ▲ Potential future employees
- ▲ Media
- ▲ Individual and institutional customers
- ▲ Banks
- ▲ Potential future customers
- ▲ Non-governmental (non-profit) organisations
- ▲ Ministries
- ▲ Higher education institutions
- ▲ Schools
- ▲ Industry organisations
- ▲ Board of Experts

Our operations are guided by the principles of social responsibility. We act ethically and reliably towards our stakeholders, taking into account our impact on the natural environment, and constantly developing our organisational culture. We have had a transparent information policy in place for many years. We have been periodically presenting our operations in annual reports, published until 2017. To ensure even more effective communication with stakeholders, since 2019, we have been publishing Social Responsibility Reports each year, transparently documenting our efforts.



Stakeholder map



Priority reporting areas in 2020

Sustainable development area	Issue	Key aspects for stakeholders
Natural environment	Energy policy	A
	Harmful emissions into the air	A
	Sewage, waste, and spills	A
	Compliance with environmental regulations	A
	Management of raw materials and input materials	A
	Water consumption	A
	Supplier environment assessment	A
Society	Prevention of unethical behaviour	A
	Policy for local communities	A
	Prevention of violations of free competition principles	A
Market	Profit and loss, investments, employee benefits	A
	Pay and impact on the local labour market	A
	Provision of services, support for the community	A
	Marketing communication	A
Workplace	Company Employees	A
	Labour-Management relations	A
	Diversity and equal opportunities	A
	OHS	A
	Prevention of discrimination	A
	Training	A

As part of our dialogue with the customers, we periodically conduct customer satisfaction surveys to learn the needs of the residents of Warsaw on an ongoing basis. In December 2020, we carried out customer satisfaction surveys for our individual and business customers. The results gave us valuable insight into their assessment of the quality of water supplied, the Company's image, customer service quality, as well as preferences in consuming tap water, the customers' awareness of the need to maintain the sewage network, and the impact assessment of the sewage transmission system malfunction.

The most significant conclusions we drew from this survey have shown us that:



Most customers evaluate Company services as good

- 2/3 of institutional customers

- 1/2 of individual customers

gave a mark of 8 or more on a scale of 1 to 10



Simple and understandable invoices are the most valued elements of our Company's image, for both institutional and individual customers.

The Company's robustness and reliability is also highly appreciated.

Institutional customers emphasised the short time needed to complete the formalities.



The quality of the water supplied, as perceived by the respondents, is improving

- 4/5 of institutional customers

- 3/4 of individual customers

said the quality of tap water is good or very good



Nearly half of the individual customers in the study declare they drink cold water from the tap.



The customer satisfaction survey for the customers of MPWiK w m.st. Warszawie S.A. was carried out by ARC Rynek i Opinia Sp. z o.o. on a sample of 1,200 respondents (900 individual customers and 300 institutional customers).

The positive reception of the Company and its services has been confirmed in the survey conducted in October and November 2020 which was ordered by the City Hall of Warsaw.



80% of Warsaw residents positively assessed the quality of water in the city.



The respondents positively assessed the quality of services provided by the Company.



The number of residents consuming unboiled tap water is on the rise.
- 1 in 2 residents drink tap water
- 9 in 10 residents use it to brew tea or coffee



The study on the assessment of municipal water quality and MPWiK services was carried out by ASM – Centrum Badań i Analiz Rynku on a representative quantitative sample of adult residents of Warsaw, Piastów, and Pruszków, and a target sample of adult residents of single-family residences in Warsaw. (Warsaw n=800, Warsaw single-family residences using MPWiK services n=500, Piastów n=500, Pruszków n=500).



"Gruba Kaśka" infiltration well
Photography: Wojciech Sternak

Cooperation with trade unions

As a responsible employer, the Company cooperates with trade union representatives. Six trade unions operate within the Company:

- ▲ Trade Union of Engineers and Technicians;
- ▲ Free Trade Union of Employees in Water Management and Environmental Protection Industries, Warsaw Branch;
- ▲ Trade Union of Employees in Continuous Process Industries “MPWiK”;
- ▲ Independent Self-Governing Trade Union “Solidarność 80”;
- ▲ Independent Self-Governing Trade Union “Solidarność”;
- ▲ Nationwide Employee Trade Union “Konfederacja Pracy”.

We are doing our best to ensure that matters concerning employees are considered in cooperation with the trade unions functioning within the Company. In 2020, the Company’s Management Board held talks with trade union representatives, which resulted in extending the application of service anniversary bonuses for the next year.

Cooperation with the Board of Experts

In 2020, the Company continued its cooperation with the Board of Experts which consists of eminent specialists in areas related to the waste and sewage industry. The Board is a consultative body that is actively engaged in solving the matters that are significant for the Company's directions of development: strategic, investment, and modernisation activities in particular.

In 2020, we also prepared ourselves to hold another edition of the International Scientific and Technical Conference together with the Warsaw University of Technology and industry publishing houses. Due to the COVID-19 pandemic, however, and the restrictions imposed as a result, the event will be held in the future.

Prior to the state of epidemic, the Company hosted two meetings, a meeting of the Council of the “Polish Waterworks” Chamber of Commerce (IGWP), and of the IGWP Team for Water Safety.

Together with representatives of other water industry companies operating in Legionowo, Mińsk Mazowiecki, Piaseczno, Płock, Radom, and Siedlce, our Company signed an intention letter, expressing the desire to establish and join an Association of Masovian Voivodeship Water Companies as Founding Members. The intention behind establishing the association is to enhance the cooperation between water and sewage companies in Masovia. Further efforts related to the establishment of the Association are planned for 2021.

We are a member of:

- ▲ “Polish Waterworks” Chamber of Commerce;
- ▲ Employers of Poland;
- ▲ Polish Association of Sanitary Engineers and Technicians
- ▲ Polish Research Laboratory Club POLLAB
- ▲ European Benchmarking Co-operation network



Cooperation with the world of science

As the largest Polish company in the water and sewage industry, MPWiK w m.st. Warszawie S.A. cooperates with leading research institutions. We partake in joint initiatives pursuant to cooperation agreements in research and technology, showing our will to cooperate for the development of new technologies in water and sewage systems and to implement joint projects, supporting the improvement of knowledge in water supply and sewage collection.

In particular, the cooperation involves:

- research and development works;
- educational activities;
- internships for students within the Company's organisational structure;
- organisation of scientific and technical conferences, symposia, and seminars;
- preparation of joint publications;
- student and doctorate scholarships funded by the Company.

The Company has concluded agreements with:

- the Warsaw University of Technology;
- the Jarosław Dąbrowski Military Technical Academy;
- the Warsaw University of Life Sciences;
- the Cardinal Stefan Wyszyński University in Warsaw
- the University of Warsaw.

Grant programme

We understand the need to support the most talented people, and we are also on a search for solutions to contemporary scientific issues. A few years ago, the Company introduced a grant programme supporting the most talented second-cycle and third-cycle students at higher education institutions with which the Company has concluded framework cooperation agreements, and in 2020, the Company continued this programme. The theses admitted to the programme cover the topics related to our operations. The topics are determined by further implementation needs in our operations.

The 7th edition of our grant programme commenced in October 2020. The programme was directed at students of the capital city's higher education institutions.

Within our programme, the fellows receive non-refundable monthly grants financed by the Company in exchange for drafting a diploma thesis or PhD thesis that is related to our operations in subject matter. The main objectives of the Company's grant programme include:

- inspiring second-cycle and third-cycle students to engage in innovative scientific projects related to the conditions and directions of development for the water and sewage industry;
- supporting the relation between research and economic practice in order to make economy more innovation-driven and competitive;
- furthering the cooperation with higher education institutions with which the Company has concluded scientific and technical cooperation agreements.

Representatives of the Company and the higher education institutions sit on the Board that recommends who should receive the grants. Based on the Board's recommendations, the Company's Management Board has financed seven grants through the seven editions of the programme, three for Master's students and four for PhD students. Following the defence of their theses, the fellows may expect a job at the Company.

MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI
W M.ST. WARSZAWIE SPÓŁKA AKCYJNA

STYPENDIUM MAGISTERSKIE I DOKTORANCKIE

FUNDOWANE PRZEZ MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW
I KANALIZACJI W M. ST. WARSZAWIE S.A.

Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m. st. Warszawie S.A.
we współpracy z partnerskimi uczelniami wyższymi zaprasza studentów studiów
magisterskich i doktoranckich do udziału w programie stypendialnym.

**UBIEGAJĄC SIĘ O STYPENDIUM
DAJESZ SOBIE SZANSĘ NA:**

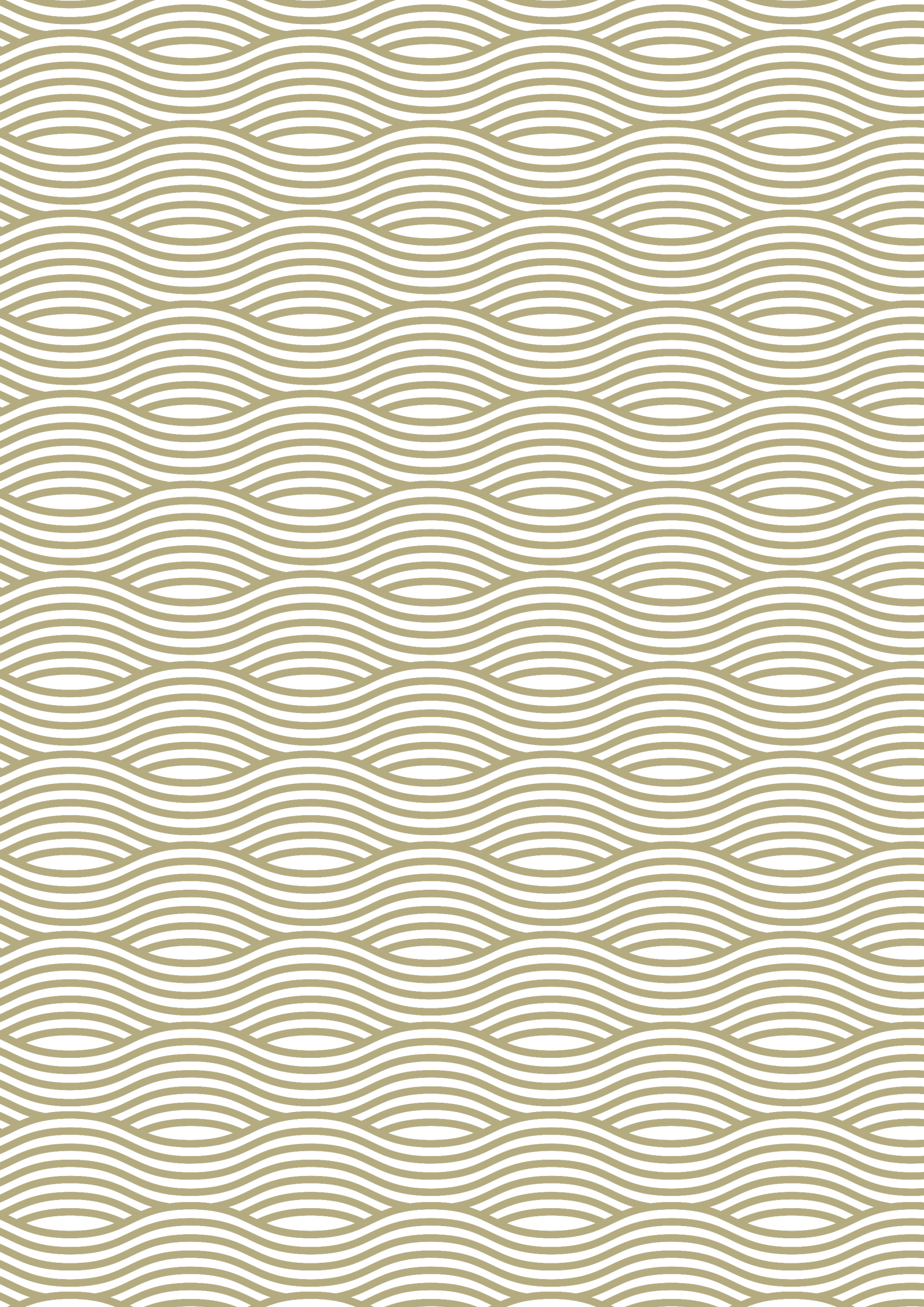
- pozyskanie środków na realizację innowacyjnego projektu naukowego związanego z branżą wodociągowo-kanalizacyjną
- przeprowadzenie badań w najnowocześniejszym przedsiębiorstwie wodociągowo-kanalizacyjnym w Polsce
- pozyskanie praktycznej wiedzy od fachowców, którzy w branży wodociągowo-kanalizacyjnej pracują od wielu lat
- zaprezentowanie się z jak najlepszej strony potencjalnemu pracodawcy

Regulamin zawierający szczegółowe warunki i tryb ubiegania się o przyznanie stypendium zamieszczony jest na stronie internetowej Spółki pod adresem:
www.mpwik.com.pl
w zakładce KARIERA/Program stypendialny.

UNIWERSYTET WARSZAWSKI
KAROLINA CALVESSA WYDZIAŁ INŻYNIERII I TECHNOLOGII
UNIWERSYTET
KONSTANTY CALVESSA WYDZIAŁ INŻYNIERII I TECHNOLOGII
Wspólne Akademe Techniczne
Wydział Inżynierii Budowlanej i Technicznej



Filter Station
Photography: Studio Awokado





INFORMATION ON THE REPORT



warszawska
křanówka

Naturalnie TAK :)



MIEJSKIE PRZEDSIĘBIORSTWO
WODOCIĄGÓW I KANALIZACJI
W M. ST. WARSZAWIE
SPÓŁKA AKCYJNA

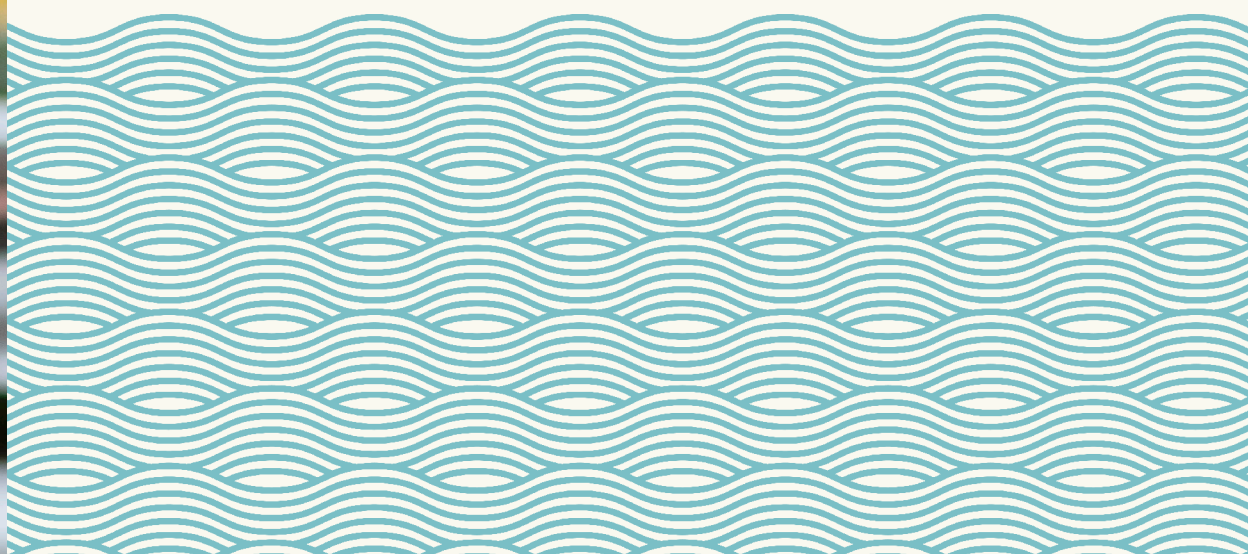


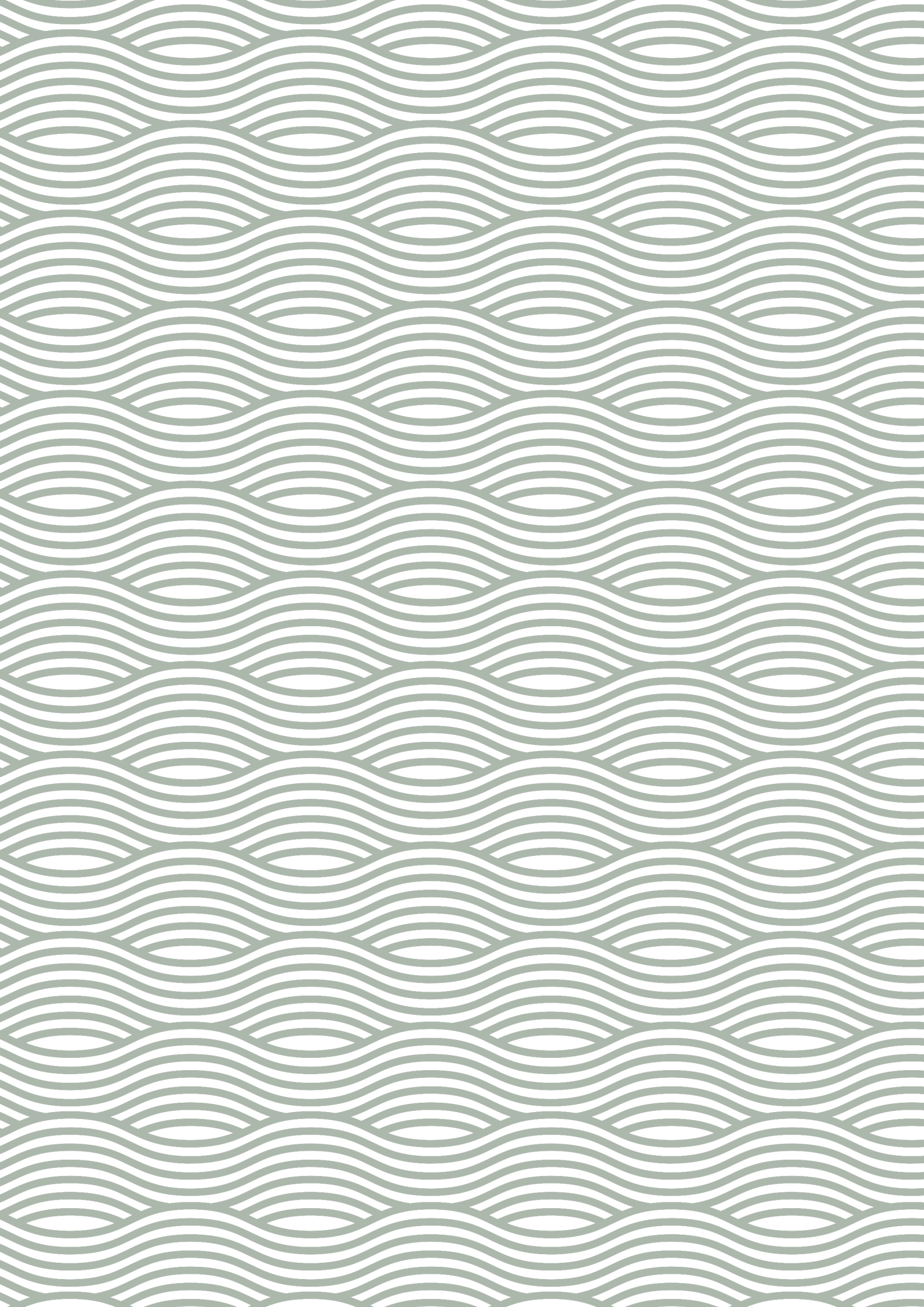
This is our third Company Social Responsibility Report. It has been prepared in accordance with GRI Standards at Core level, and was not subject to external assurance. It covers the 2020 calendar year, i.e. from 1 January to 31 December 2020. We plan to publish the next report in 2022.

The previous report was published in Q3 2020. The Social Responsibility Report for 2019 was published and translated into English.

All the reports are available at our website, www.mpwik.com.pl, under the “CSR Reports” (“Raporty CSR”) tab.

Any questions concerning the report?
Contact us.
Daniel Pieniek
d.pieniek@mpwik.com.pl







DATA TABLES

Direct economic value

PLN '000

	2019	2020
A. Total revenue, incl.	1,221,512	1,211,879
Net sales revenue (gross revenue from sale of products and services less refunds, rebates, and discounts)	1,062,002	1,018,142
Revenue from financial investments (i.e. cash received in respect of financial loans and borrowings, dividends due to participating interest, royalties, and direct revenue generated on assets, e.g. lease of property)	11,823	4,548
Revenue from sale of assets (i.e. tangible assets, such as real property, infrastructure and equipment, and intangible assets, such as intellectual property rights, designs, and brands)	571	609
B Operating expenses	349,974*	388,851
B Salaries and wages, employee benefits	224,176	225,141
B Payments to investors (dividend)	0	0
B Payments to state (tax)	197,902	209,137
B Social investments (donations, investments for the society)	343	387
RETAINED ECONOMIC VALUED (B-A)	449,117	388,362

* Cash operating expenses (w/o amortisation)

Balance sheet

PLN

ASSETS	31 Dec 2019	31 Dec 2020
A. Fixed assets	7,729,387,998.99	8,059,643,192.74
I. Intangible assets	16,147,204.03	16,527,684.81
1. Completed development work	0.00	0.00
2. Goodwill	0.00	0.00
3. Other intangibles	16,147,204.03	16,527,684.81
4. Payments on account of intangibles	0.00	0.00
II. Tangible assets	7,651,152,611.19	8,009,826,206.04

ASSETS	31 Dec 2019	31 Dec 2020
1. Property, plant and equipment	7,018,477,244.89	7,255,996,903.38
a) Land (including right to perpetual usufruct)	703,439,887.43	701,340,841.43
b) Buildings, premises, rights thereto, and civil engineering facilities	5,534,541,462.16	5,802,557,341.23
c) Plant and equipment	715,182,966.58	690,577,208.39
d) Vehicles	55,078,780.22	49,439,902.64
e) Other	10,234,148.50	12,081,609.69
2. Assets in course of construction	582,979,840.65	691,514,528.60
3. Payments on account of assets in course of construction	49,695,525.65	62,314,774.06
III. Long-term receivables	2,936,803.89	3,155,361.68
1. From related parties	0.00	0.00
2. From other parties in which the organisation has engaged capital	0.00	0.00
3. From third parties	2,936,803.89	3,155,361.68
IV. Long-term investments	33,968,714.52	3,778,160.36
1. Real property	0.00	0.00
2. Intangible assets	0.00	0.00
3. Long-term financial assets	33,968,714.52	3,778,160.36
a) in related parties	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 third parties	33,968,714.52	3,778,160.36
- shares	0.00	0.00
- other securities	0.00	0.00
- loans granted	0.00	0.00
- other long-term financial assets	33,968,714.52	3,778,160.36
4. Other long-term investments	0.00	0.00
V. Long-term deferred items	25,182,665.36	26,355,779.85
1. Deferred tax assets	22,697,744.00	22,038,581.00
2. Other deferred items	2,484,921.36	4,317,198.85

ASSETS	31 Dec 2019	31 Dec 2020
B. Current assets	768,576,676.54	585,302,194.26
I. Inventories	19,667,190.88	21,096,107.02
1. Materials	19,619,274.64	20,950,568.00
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. Payments on account of supplies and services	47,916.24	145,539.02
II. Short-term receivables	145,252,897.33	139,159,961.46
1. From related 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. 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	145,252,897.33	139,159,961.46
a) trade receivables falling due:	76,212,130.05	63,994,012.76
- within 12 months	76,212,130.05	63,994,012.76
- after 12 months	0.00	0.00
b) in respect of taxes, subsidies, customs duties, social security, and health insurance, etc.	52,460,254.26	53,413,112.06
c) other	16,580,513.02	21,752,836.64
d) claimed at court	0.00	0.00
III. Short-term investments	547,209,791.31	364,183,693.64
1. Short-term financial assets	547,209,791.31	364,183,693.64
a) in related parties	0.00	0.00
b) in third parties	100,000,000.00	35,118,842.87
- shares	0.00	0.00
- other securities	0.00	0.00
- loans granted	0.00	0.00

ASSETS	31 Dec 2019	31 Dec 2020
- other short-term financial assets	100,000,000.00	35,118,842.87
c) cash and other monetary assets	447,209,791.31	329,064,850.77
- cash in hand and at bank	77,209,791.31	329,064,850.77
- other cash	370,000,000.00	0.00
- other monetary assets	0.00	0.00
2. Other short-term investments	0.00	0.00
IV. Short-term deferred items	56,446,797.02	60,862,432.14
C. Unpaid capital	0.00	0.00
D. Own shares	0.00	0.00
TOTAL ASSETS (A+B+C+D)	8,497,964,675.53	8,644,945,387.00

EQUITY AND LIABILITIES	31 Dec 2019	31 Dec 2020
A. Equity	4,610,148,767.12	4,626,027,113.75
I. Share capital	2,734,575,100.00	2,734,575,100.00
incl. registered as at 31 Dec	0.00	0.00
II. Capital reserve	1,792,170,331.40	1,875,534,631.24
III. Revaluation reserve	0.00	0.00
IV. Other reserves	39,035.88	39,035.88
V. Profit (loss) brought forward	0.00	0.00
VI. Net profit (loss) for the year	83,364,299.84	15,878,345.63
VII. Deductions from net profit during the year	0.00	0.00
B. Liabilities and provisions for liabilities	3,887,815,908.41	4,018,918,273.25
I. Provisions for liabilities	397,909,098.25	415,261,566.69
1. Deferred tax liability	214,350,978.00	241,290,906.00
2. Retirement and similar payments	13,677,289.88	7,850,403.70
- long-term	7,793,472.76	2,845,564.51
- short-term	5,883,817.12	5,004,839.19
3. Other	169,880,830.37	166,120,256.99

EQUITY AND LIABILITIES	31 Dec 2019	31 Dec 2020
- long-term	0.00	0.00
- short-term	169,880,830.37	166,120,256.99
II. Long-term liabilities	389,229,076.15	433,650,146.30
1. Owed to related parties	0.00	0.00
2. Owed to third parties	389,229,076.15	433,650,146.30
a) loans and borrowings	326,071,589.91	369,276,274.26
b) debt securities in issue	60,254,031.00	60,164,154.00
c) other financial liabilities	0.00	0.00
d) other	2,903,455.24	4,209,718.04
III. Short-term liabilities	418,426,051.77	426,230,879.67
1. Owed to related parties	0.00	0.00
2. Owed to third parties	414,758,843.82	421,943,745.14
a) loans and borrowings	65,249,698.69	68,537,922.02
b) debt securities in issue	100,434,043.00	0.00
c) other financial liabilities	0.00	0.00
d) trade liabilities falling due:	67,212,259.29	61,835,385.59
- within 12 months	67,212,259.29	61,835,385.59
- after 12 months	0.00	0.00
e) payments on account of 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, etc.	21,228,558.17	21,282,833.56
h) payroll liabilities	18,294,652.63	20,182,755.60
i) other	142,339,632.04	250,104,848.37
3. Special funds (Company Social Fund)	3,667,207.95	4,287,134.53
IV. Accrued items	2,682,251,682.24	2,743,775,680.59
1. Negative goodwill	0.00	0.00
2. Other accrued items	2,682,251,682.24	2,743,775,680.59
- long-term	2,593,263,310.52	2,648,238,518.37
- short-term	88,988,371.72	95,537,162.22
TOTAL EQUITY AND LIABILITIES (A+B)	8,497,964,675.53	8,644,945,387.00

Profit and loss account (nature of expense presentation)

PLN

Item	31 Dec 2019	31 Dec 2020
A. Net sales revenue and equivalent items, incl.:	1,088,811,866.90	1,040,324,750.32
- from related parties	0.00	0.00
I. Net revenue from sale of products	1,062,002,323.28	1,018,142,390.51
II. Change in the stock of products (+ increase, - decrease)	0.00	0.00
III. Own work capitalised	25,178,243.96	20,658,376.40
IV. Net revenue from sale of goods and materials	1,631,299.66	1,523,983.41
B. Operating expenses	1,060,929,715.78	1,115,879,329.16
I. Depreciation/amortisation	287,220,912.81	291,356,703.37
II. Energy and consumables	106,261,859.63	130,480,964.40
III. External services	221,617,644.47	236,051,832.09
IV. Taxes and levies, incl.:	197,902,249.80	209,137,484.94
- excise duty	996,197.98	1,016,872.06
V. Salaries and wages	187,367,488.16	186,160,054.49
VI. Social security and other benefits, incl.:	44,540,758.47	47,636,015.40
- retirement	16,865,955.42	17,508,303.35
VII. Other expenses	14,428,758.14	13,663,575.44
VIII. Cost of goods and materials sold	1,590,044.30	1,392,699.03
C. Profit (loss) on sales (A-B)	27,882,151.12	-75,554,578.84
D. Other operating income	117,541,836.32	164,949,037.73
I. Gain on sale of non-financial fixed assets	570,820.43	609,182.79
II. Subsidies	75,802,800.88	82,518,469.23
III. Revaluation of non-financial assets	4,077,178.00	29,970,200.08
IV. Other operating income	37,091,037.01	51,851,185.63
E. Other operating expenses	25,856,005.61	37,575,439.62
I. Loss on sale of non-financial fixed assets	0.00	0.00
II. Revaluation of non-financial assets	8,590,468.18	8,221,544.95
III. Other operating expenses	17,265,537.43	29,353,894.67

Item	31 Dec 2019	31 Dec 2020
F. Operating profit (loss) (C+D-E)	119,567,981.83	51,819,019.27
G. Financial income	15,158,739.26	6,604,737.77
I. Dividends and other profit distributions	0.00	0.00
- from related parties	0.00	0.00
II. Interest, incl.:	11,822,528.51	4,548,155.70
- from related parties	0.00	0.00
III. Gain on sale of financial assets	0.00	0.00
IV. Revaluation of financial assets	3,195,931.67	1,147,367.53
V. Other	140,279.08	909,214.54
Financial expenses	22,063,610.25	14,946,319.41
I. Interest, incl.:	18,132,235.19	13,914,092.02
- for related parties	0.00	0.00
II. Loss on sale of financial assets	0.00	0.00
III. Revaluation of financial assets	3,152,605.94	963,681.46
IV. Other	778,769.12	68,545.93
I. Pre-tax profit (loss) (I+/-J)	112,663,110.84	43,477,437.63
Income tax, incl.	29,298,811.00	27,599,091.00
- deferred tax	29,298,811.00	27,599,091.00
K. Other obligatory charges against profit (loss)	0.00	0.00
L. Net profit (loss) (K-L-M)	83,364,299.84	15,878,346.63

Cash flow statement (indirect approach)

PLN

Item	31 Dec 2019	31 Dec 2020
A. Cash flows from operating activities		
I. Net profit (loss)	83,364,299.84	15,878,346.63
II. Total adjustments	259,108,597.11	212,280,793.01
1. Depreciation/amortisation	287,220,912.81	291,356,703.37
2. Foreign exchange gains (losses)	0.00	0.00
3. Interest and profit distributions (dividends)	19,054,685.92	12,626,509.99
4. Profit (loss) on investment activities	1,020,708.72	-21,366,153.86
5. Net change in provisions	46,257,262.37	17,352,468.44
6. Net change in inventories	-2,632,940.85	-1,428,916.14
7. Net change in receivables	-7,169,007.21	5,926,816.59
8. Net change in short-term receivables except loans and borrowings	16,520,836.92	19,464,740.05
9. Net change in deferred/accrued items	-92,881,993.87	-105,697,155.28
10. Other adjustments	-8,281,867.70	-5,954,220.15
III. Net cash flow from operating activities (I±II)	342,472,896.95	228,159,139.64
B. Cash flows from investment activities		
I. Cash provided by	151,061,317.71	100,632,851.22
1. Sale of intangibles or tangibles	1,061,317.71	632,851.22
2. Sale of investment property or investments in intangibles	0.00	0.00
3. Financial assets, incl.:	150,000,000.00	100,000,000.00
a) in related parties	0.00	0.00
b) in third parties	150,000,000.00	100,000,000.00
- sale of financial assets	100,000,000.00	100,000,000.00
- 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 provided by financial assets	50,000,000.00	0.00
4. Other flows from investment activities	0.00	0.00
II. Cash spent on	-723,381,818.40	-541,425,335.56

Item	31 Dec 2019	31 Dec 2020
1. Purchase of intangibles or tangibles	-523,381,818.40	-541,425,335.56
2. Investment property or investments in intangibles	0.00	0.00
3. Financial assets, incl.:	-200,000,000.00	0.00
a) in related parties	0.00	0.00
b) in third parties	-200,000,000.00	0.00
- purchase of financial assets	-200,000,000.00	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)	-572,320,500.69	-440,792,484.34
C. Cash flows from financing activities		
I. Cash provided by	135,673,223.15	274,531,096.53
1. Net proceeds from issuance of shares and other equity instruments or from additional equity contributions	0.00	0.00
2. Loans and borrowings	2,867,606.80	113,098,692.51
3. Issuance of debt securities	0.00	0.00
4. Other flows from financing activities	132,805,616.35	161,432,404.02
II. Cash spent on	-82,319,389.57	-180,042,692.37
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	-65,110,538.63	-65,907,647.63
5. Redemption of debt securities	0.00	-100,000,000.00
6. Other financial liabilities	0.00	0.00
7. Payment of finance lease liabilities	0.00	0.00
8. Interest and commissions	-17,208,850.94	-14,135,044.74
9. Other financing expenses	0.00	0.00
III. Net cash flow from financing activities (I±II)	53,353,833.58	94,488,404.16
D. Total net cash flow (A.III±B.III±C.III)	-176,493,770.16	-118,144,940.54
E. Change in the carrying amount of cash, incl.:	-176,493,770.16	-118,144,940.54

Item	31 Dec 2019	31 Dec 2020
- on account of exchange differences	0.00	0.00
F. Cash at beginning of period	623,703,561.47	447,209,791.31
G. Cash at end of period (F±D), incl.:	447,209,791.31	329,064,850.77
- restricted cash	13,515,399.15	13,909,685.65

Statement of changes in equity

PLN

	31 Dec 2019	31 Dec 2020
I. Equity at beginning of period (opening balance)	4,504,764,934.28	4,610,148,767.12
- corrections of material errors	0.00	0.00
- corrections due to share pooling	0.00	0.00
I.a. Equity at beginning of period (opening balance) after corrections	4,504,764,934.28	4,610,148,767.12
1. Share capital at beginning of period	2,712,555,600.00	2,734,575,100.00
1.1. Changes in share capital	22,019,500.00	0.00
a) increases	23,231,500.00	0.00
- issuance of shares	23,231,500.00	0.00
b) decreases	1,212,000.00	0.00
- redemption of shares	1,212,000.00	0.00
1.2. Share capital at end of 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 beginning of period	1,595,866,469.59	1,792,170,331.40
2.1. Changes in capital reserve	196,303,861.81	83,364,299.84
a) increases	196,303,861.81	83,364,299.84
- issue of share premium	0.00	0.00
- profit distribution (statutory)	196,303,828.81	83,364,299.84
- merger with OŚP	0.00	0.00
- other increases	0.00	0.00
b) decreases	0.00	0.00

	31 Dec 2019	31 Dec 2020
- allocation to share capital	0.00	0.00
- loss coverage	0.00	0.00
2.2. Capital reserve at end of period	1,792,170,331.40	1,875,534,631.24
3. Revaluation reserve at beginning of period	0.00	0.00
3.1. Changes in revaluation reserve	0.00	0.00
a) increases	0.00	0.00
b) decreases	0.00	0.00
3.2. Revaluation reserve at end of period	0.00	0.00
4. Other reserves at beginning of period	39,035.88	39,035.88
4.1. Changes in other reserves	0.00	0.00
a) increases, in-kind contributions, merger	0.00	0.00
b) decreases	0.00	0.00
4.2. Other reserves at end of period	39,035.88	39,035.88
5. Profit (loss) brought forward at beginning of period	0.00	0.00
5.1. Profit brought forward at beginning of period	0.00	0.00
- corrections – merger with OŠP	0.00	0.00
5.2. Profit brought forward at beginning of period, after corrections	0.00	0.00
a) increases	196,303,828.81	83,364,299.84
- profit distribution brought forward	196,303,828.81	83,364,299.84
b) decreases	196,303,828.81	83,364,299.84
- decrease on account of capital reserve	0.00	83,364,299.84
5.3. Profit brought forward at end of period	0.00	0.00
5.4. Loss brought forward at beginning of period	0.00	0.00
- corrections of material errors	0.00	0.00
5.5. Change in loss brought forward	0.00	0.00
a) increases	0.00	0.00
- losses brought forward	0.00	0.00
b) decreases	0.00	0.00

	31 Dec 2019	31 Dec 2020
- loss coverage	0.00	0.00
- other decreases	0.00	0.00
5.6. Loss brought forward at end of period	0.00	0.00
5.7. Profit (loss) brought forward at end of period	0.00	0.00
6. Net result	83,364,299.84	15,878,346.63
a) net profit	83,364,299.84	15,878,346.63
b) net loss	0.00	0.00
c) deductions from profit	0.00	0.00
II. Equity at end of period (closing balance)	4,610,148,767.12	4,626,027,113.75
III. Equity after proposed profit distribution (appropriation of loss)	4,610,148,767.12	4,626,027,113.75

Energy consumption in organisation

Total consumption of non-renewable energy (derived from purchased sources and own sources produced within own operations), types of fuel used	Consumption in 2019 [GJ]	Consumption in 2020 [GJ]
Natural and coal gas	90,403.00	110,869.00
Heating oil	-	-
Liquid fuels	62,619.00	53,953.00
Total energy consumption	153,022.00	164,822.00

Total renewable energy consumption:	Consumption in 2019 [GJ]	Consumption in 2020 [GJ]
photovoltaic energy	78.84	78.84
sewage treatment plant biogas	623,360.00	550,368.00
Total energy consumption	623,438.84	550,446.84

Total consumption:	Consumption in 2019 [GJ]	Consumption in 2020 [GJ]
electricity	495,828.00	505,976.40
heat	67,434.00	65,825.00
Total consumption	563,262.00	571,801.40

Total:	Consumption in 2019 [GJ]	Consumption in 2020 [GJ]
electricity sold	326.52	110.95
heat sold	3,306.90	3,284.48
Total	3,633.42	3,395.43

TOTAL ENERGY CONSUMPTION IN ORGANISATION	1,336,089.42	1,283,674.81
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Greenhouse gas emissions

Substance	2019		2020	
	Emission value [kg]	Emission value [t Eg CO ₂]	Emission value [kg]	Emission value [t Eg CO ₂]
CO ₂	69,266,868	69,266.87		118,172.37
CH ₄	1,279,336	29,424.74		71,172.55
N ₂ O	1,067	315.90		2,222.79
HFC 407C	32	56.27		29.626
HFC 410A	62	128.62		66.879
HF C134A	-	-		-
O ₃	-	-		-
SF6	1	22.20		-

Sewage and rinsing water collection*

Receiving waters	Planned volume collected** [m ³]		Unplanned volume collected*** [m ³]	
	2019	2020	2019	2020
Groundwater	-	-	-	-
Surface waters	185,060,855	175,723,350	9,416,499	18,838,222
Sewage systems leading to rivers, oceans, lakes, wetlands	-	-	-	-
Sewage systems leading to sewage treatment plant	-	-	-	-
Other location	11,675	8,857	-	-
TOTAL VOLUME	185,072,530	175,732,207	9,416,499	18,838,222

* Rinsing water – water remaining after water treatment

** Sewage treated at the plant and rinsing water from the water treatment plant

*** Discharge during heavy rainfall in the event of exhausted retention capacities in network

Sewage treatment location	Planned volume collected* [m³]		Unplanned volume collected** [m³]		Sewage treatment methods	
	2019	2020	2019	2020	2019	2020
“Czajka” Plant	143,175,022	132,337,474	-	-	Mechanical and biological treatment with enhanced nutrient removal	
“Południe” Plant	22,067,724	22,601,020	-	-	Mechanical and biological treatment with enhanced nutrient removal	
“Dębe” Plant	1,983,255	2,012,866	-	-	Biological treatment with enhanced nutrient removal	
“Pruszków” Plant	13,095,804	14,566,080	-	-	Mechanical and biological treatment with enhanced nutrient removal	
Stormwater weir name	2019	2020	2019	2020	2019	2020
Stormwater weir at “Pruszków” Plant	-	-	5,682	1,900		
“Al. 3-go Maja”	-	-	23,898	273,030		
“Bielański”	-	-	87,010	571,997		
“Boleść”	-	-	480	2,510		
“Farysa”	-	-	6,551,066	12,331,345		
“Golędzinów”	-	-	722	13,050		
“Karowa (grawitacyjnie)”	-	-	-	237		
“Kościelna”	-	-	5,770	40,231		
“Kraśnińskiego”	-	-	150,966	1,097,767.5		
“Pelcowizna”	-	-	149,387	242,709		
“Płyta Desantowa”	-	-	89,341	278,856		
“Powiśle I (Karowa tłocznie)”	-	-	386,835	1,611,005		
“Ratuszowa”	-	-	126	1,679		
“Saska Kępa”	-	-	446,558	1,532,231		
“Wenedów”	-	-	3,574	11,821		
“Żerań”	-	-	1,515,084	827,853		

Location of rinsing water collection	2019	2020	2019	2020	2019	2020
Białoleka Zone Station	42,760	24,142	-	-	mechanical treatment (sedimentation)	
North Plant – rinsing water	689,981	325,861	-	-	mechanical treatment	
North Plant – infiltration water	3,984,714	3,849,588	-	-		
North Plant – fresh water tank	3,600	0	-	-		
“Stara Miłosna” Water Treatment Station	6,320	6,319	-	-	clarifier, sedimentation	
“Falenica” Water Treatment Station	11,675	8,857	-	-	precipitation tank, ingress into soil through a sedimentary deposit	

* Sewage treated at the plant and rinsing water from the water treatment plant

** Discharge during heavy rainfall in the event of exhausted retention capacities in network

Quality of sewage and rinsing water collected

Parameters	Planned volume collected [kg/year]		Unplanned volume collected [kg/year]	
	2019	2020	2019	2020
Biological oxygen demand (BOD ₅)	930,883	625,647	2,122,665	3,326,282
Total suspension	1,256,752	1,080,892	2,554,459	4,013,947
Chemical oxygen demand (COD)	5,728,596	5,395,778	4,985,573	7,602,540
Total nitrogen	1,245,219	1,137,905	396,754	669,149
Total phosphorus	67,404	60,223	48,931	77,282

* figures do not account for planned discharges into soil

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

Index, substance	Permitted value*	Central Plant "Filtry" Water Treatment Station		Central Plant "Praga" Water Treatment Station		North Plant	
		avg.	max.	avg.	max.	avg.	max.
Magnesium	7-125 ⁽¹⁾	14.3	17.5	14.3	17.4	9.7	10.4
Potassium	200	79.3	113	76.5	101	19.7	22
Calcium	⁽²⁾	69.9	89	68.8	86	82	96

Index, substance	Permitted value*	"Radość" Water Treatment Station	"Falenica" Water Treatment Station	"Wola Grzybowska" Water Treatment Station	"Stara Miłosna" Stara Miłosna" Water Treatment Station
Magnesium	7-125 ⁽¹⁾	6.8	7.2	11.8	13.2
Potassium	200	9.5	52	39	44
Calcium	⁽²⁾	62	80	139	114

Index, substance	Unit	Permitted value*	OSP "Centrum" Pump Plant
Magnesium	mg/l	7-125 ⁽¹⁾	12.5
Potassium	mg/l	200	17
Calcium	mg/l	⁽²⁾	91

* 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).

(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.

Potassium is not accounted for in potable water requirements laid down in the Regulation of the Minister of Health of 7 December 2017 (Polish Journal of Laws of 2017, item 2294), and is not marked in treated water in the respective Water Treatment Stations.

Employment at Company

Total no. of employees by type and term of employment contract, and sex	Total	Women	Men
Definite time	332	109	223
Indefinite time	2,089	555	1,534
Full-time	2,410	657	1,753
Part-time	11	7	4
Employees in total	2,421	664	1,757

Total new employees by age and sex	Total	Women	Men
Under 30 years old	76	24	52
30 to 50 years old	162	62	100
Over 50 years old	16	2	14
Total	254	88	166
Employment rate	?	?	?
Employees in total	2,421	664	1,757

Total departures by age and sex	Total	Women	Men
Under 30 years old	14	4	10
30 to 50 years old	67	27	40
Over 50 years old	100	35	65
Total	181	66	116
Turnover	?	?	?
Employees in total	2,421	664	1,757

Employment structure – positions	Total	Women	Men
Management Board	4	2	2
Senior management	47	19	28
Middle management	74	39	35
Other employees	2,300	606	1,694

Figures by structure and age	Total	Women	Men
Senior management			
Under 30 years old	-	-	-
30 to 50 years old	28	13	15
Over 50 years old	19	6	13
Total	47	19	28
Middle management			
Under 30 years old	-	-	-
30 to 50 years old	57	33	24
Over 50 years old	17	6	11
Total	74	39	35
Other employees			
Under 30 years old	120	73	47
30 to 50 years old	729	398	331
Over 50 years old	300	130	170
Total	1,149	601	548

Percentage of employees belonging to respective categories	Total	Women	Men
Senior management			
Under 30 years old	0%	0%	0%
30 to 50 years old	1%	2%	1%
Over 50 years old	1%	1%	1%
Total	2%	3%	2%
Middle management			
Under 30 years old	0%	0%	0%
30 to 50 years old	2%	5%	1%
Over 50 years old	1%	1%	1%
Total	3%	6%	2%

Other employees	Total	Women	Men
Under 30 years old	5%	11%	3%
30 to 50 years old	30%	60%	19%
Over 50 years old	12%	20%	10%
Total	47%	91%	31%

Current management is at 309 people, with:	
Those working and living in Warsaw	53.07%
Those working in Warsaw, and living elsewhere	38.51%
Those living in Warsaw and working elsewhere	0.97%
Those working and living outside Warsaw	7.44%

Training

Percentage of employees who were informed about the anti-corruption policy and procedures, and who completed training in preventing corruption, by type of employment and age	Informed about anti-corruption policy and procedures
Definite time	100%
Indefinite time	100%
Full-time	100%
Part-time	100%
Under 30 years old	100%
30 to 50 years old	100%
Over 50 years old	100%

Hours of training*	Total	Women	Men
Figures by type of position			
Senior management	960	480	480
Middle management	2,106	1,287	819
Other employees	21,079	4,631	16,448
Total hours of training	24,145	6,398	17,747
Figures by area of activities			
Administration	126	48	78
Customer Service	386	338	48
IT	567	-	567
Production	12,733	912	11,821
Sales	426	282	144
Legal	282	252	30
Public Procurement	1,422	1,044	378
Safety, protection, OHS	753	174	579
Accounting, planning, controlling. Audit	870	747	123
Investment, development, Union projects, environment protection	2,136	1,251	885
Logistics, transport, support	3,058	228	2,830
Organisation and personnel	1,386	1,122	264
Total hours of training	24,145	6,389	17,747

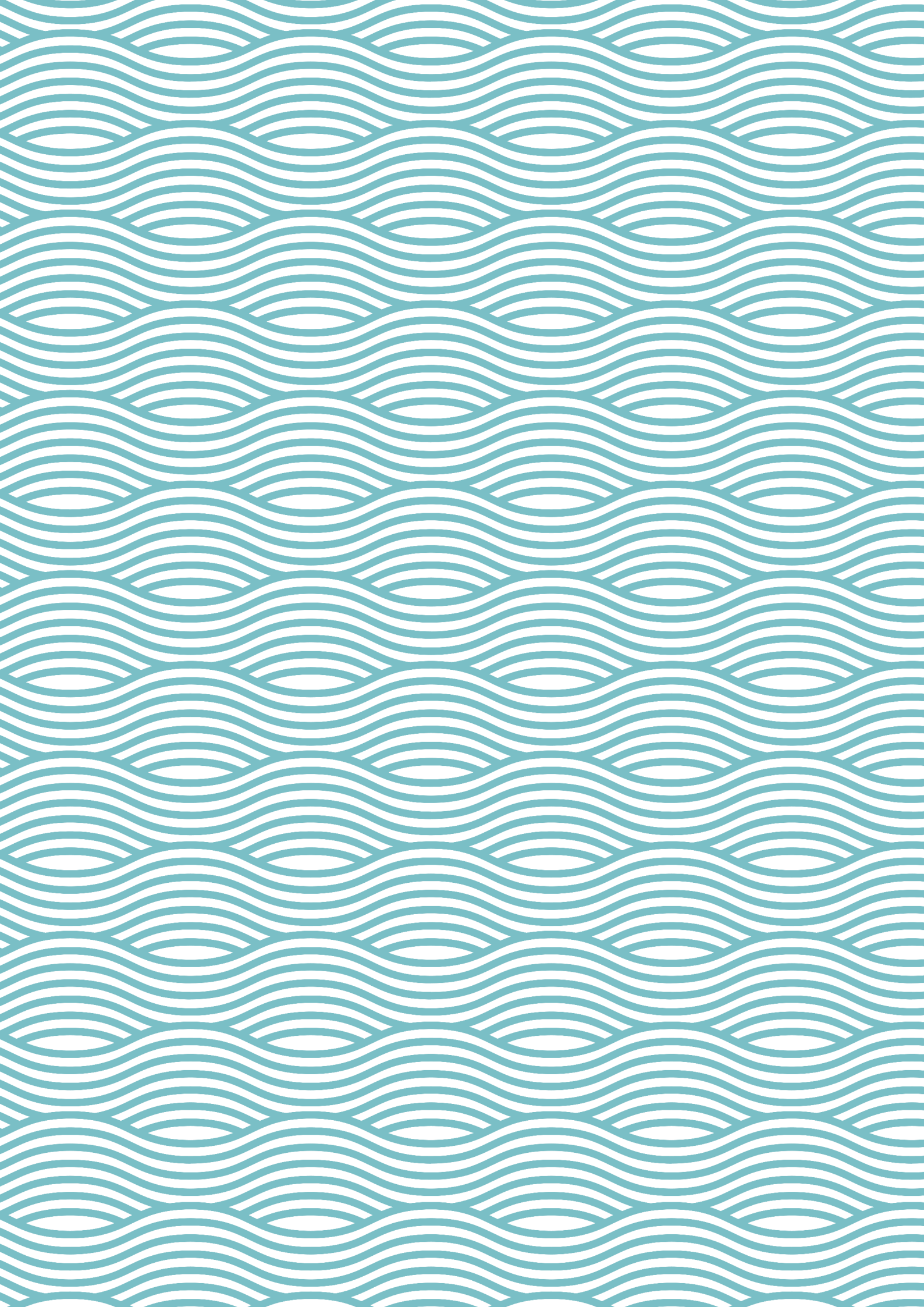
*(1 hour = 60 minutes)

Average hours of training* by sex	
Total employees	2,421
Average hours of training per employee	10
Women	664
Average hours of training per woman	10
Men	1,757
Average hours of training per man	10

*(1 hour = 60 minutes)

Average hours of training* by sex and type of position	Total	Women	Men
Senior management	20	25	17
Middle management	28	33	23
Other employees	9	8	10

*(1 hour = 60 minutes)





DISCLOSURES PER GRI STANDARDS

Disclosure	GRI Standards	Page number/ commentary
102-1	Name of the organization	14
102-2	Activities, brands, products, and services	17
102-3	Location of headquarters	128
102-4	Location of operations	The Company operates solely in Poland
102-5	Ownership and legal form	10
102-6	Markets served	16
102-7	Scale of the organization	15
102-8	Information on employees and other workers	76-78, 117-119
102-9	Supply chain	23-24
102-10	Significant changes to the organization and its supply chain	none
102-11	Precautionary Principle or approach	52
102-12	External initiatives	none
102-13	Membership of associations	37
Strategy		
102-14	Statement from senior decision-maker	5
102-15	Key impacts, risks, and opportunities	30
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102-16	Values, principles, standards, and norms of behavior	9, 26
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102-18	Governance structure	12-13

Stakeholder engagement		
102-40	List of stakeholder groups	86
102-42	Identifying and selecting stakeholders	86
102-43	Approach to stakeholder engagement	86
102-44	Key topics and concerns raised	86
Organizational profile		
102-41	Collective bargaining agreements	No collective bargaining agreements have been signed at the Company
Reporting practice		
102-45	Entities included in the consolidated financial statements	not applicable
102-46	Defining report content and topic Boundaries	88
102-47	List of material topics	86
102-48	Restatements of information	none
102-49	Changes in reporting	none
102-50	Reporting period	97
102-51	Date of most recent report	97
102-52	Reporting cycle	97
102-53	Contact point for questions regarding the report	97
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102-55	GRI content index	124-127
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ECONOMIC DISCLOSURES

Economic Performance		
201-1	Direct economic value generated and distributed	100
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202-2	Proportion of senior management hired from the local community	119
Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	41, 74
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205-2	Communication and training about anti-corruption policies and procedures	27

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306-1	Water discharge by quality and destination	114-115
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307-1	Non-compliance with environmental laws and regulations	52

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402-1	Minimum notice periods regarding operational changes	-
Occupational Health and Safety		
403-1	Occupational health and safety management system	81
403-2	Hazard identification, risk assessment, and incident investigation	81
Training and education		
404-1	Average hours of training per year per employee	118-119
Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	117-119

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