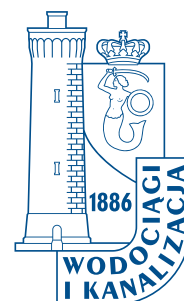
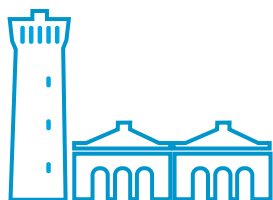




Social Responsibility Report of Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A.

2021





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**To ensure the highest quality of our services,
we focus on the development of investments,
using cutting-edge technologies, to constantly
improve the quality of life of the residents
of Warsaw and the surrounding areas.**



Letter from the Management Board

Dear All,

we are issuing another social responsibility report – for 2021. This report depicts our actions, activities and ventures, both those we continued as initiated in previous years and those we started or completed in 2021.

Every year, our reports emphasise our mission: caring for the well-being of Warsaw and its residents through the collective provision of water to their homes, workplaces, and commercial facilities as well as the collection of wastewater therefrom. Our plans and programmes implemented and described in this report are always related to this axis of our operations.

The year 2021, like 2020, posed a challenge for our country and the world due to the coronavirus pandemic, so we ran the Company in such a way that it would be supportive to all our Recipients and to the Owner, which is the Capital City of Warsaw represented by the President of the Capital City of Warsaw. During this period, crisis management and its effects proved to be particularly important, which is crucial in the case of a water supply company as it is one of critical infrastructure entities. Amidst the escalating waves of COVID-19, we had and continue to have responsibilities for organising the work of our employees so as to maintain the continuity and safety of our services – crucial in terms of public utility. We assure you that the crisis management and business continuity procedures implemented and used by MPWiK w m.st. Warszawie S.A. have proven themselves in practice and are being further improved by the Company.

It was also another year that showed that climate change has already become a reality. Therefore, in this context, we are working all the more intensively on environmentally friendly circular investment solutions and modern renewable energy technologies. We are preparing new solutions to secure water sources for Warsaw.

In 2021, we continued investment processes to strengthen the transmission of wastewater from left-bank Warsaw to the "Czajka" wastewater treatment plant, as well as investments in the Mokotowski Bis, Wiślany, Lindego Bis collector sewers. The construction of a central combined sewage management system was also ongoing. This is an innovative solution that will allow the most efficient management of the sewage network, including retention of wastewater in the rainy weather. We are pleased to report that regardless of the hindrances caused by the pandemic, we conducted the construction of new water mains for the Pruszków Belt. This is an invariably important investment for the residents, providing an alternative to the network in the areas of Ursus and Pruszków.

2021 was also a year of financial challenges. Rising investment costs and fixed costs are a huge challenge for the entire water supply and wastewater industry, hence our efforts to balance costs and revenues while ensuring moderate water and wastewater charges.

As every year, we would like to highlight our values, which build our organisation and are the backbone on which we develop the Company. These include our employees – an asset we respect and seek to support by shaping our activities to provide an appropriate level of benefits as an employer. Invariably, we also strive to be of service to the city, neighbouring municipalities and their residents, by providing services at the right level, as well as assistance, support and environmental education.

We invite you to read the report, in which you will find a summary of our activities in the social, environmental and labour areas.

Yours faithfully,

Management Board of MPWiK w m.st. Warszawie S.A.





Every day, we contribute
to the development
of Warsaw and its
neighbouring municipalities.
To ensure the highest quality
of our services, we supply
water and discharge
and treat wastewater
with respect to
the natural environment.





Who we are



In an atmosphere
of cooperation
and respect, we
ensure the high
quality of our
services
for residents.

Company mission

Every day, we contribute to the development of Warsaw and its neighbouring municipalities. To ensure the highest quality of our services, we supply water and discharge and treat wastewater with respect to the natural environment. This is all for us and for future generations.

Our vision

We are constantly strengthening our position among the best European companies. In an atmosphere of cooperation and respect, we ensure the high quality of our services for residents. While developing, we do not forget about the environment, from which we draw the best. Our value is our employees, who have a real impact on the development of the Company every day.

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



Company and authorities

102-5 Ownership and legal form

Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie, by operation of law, as of 1st January 2003, was transformed into a single-person joint stock company, with the Capital City of Warsaw as the sole shareholder.

102-18 Management structure

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

Management Board:

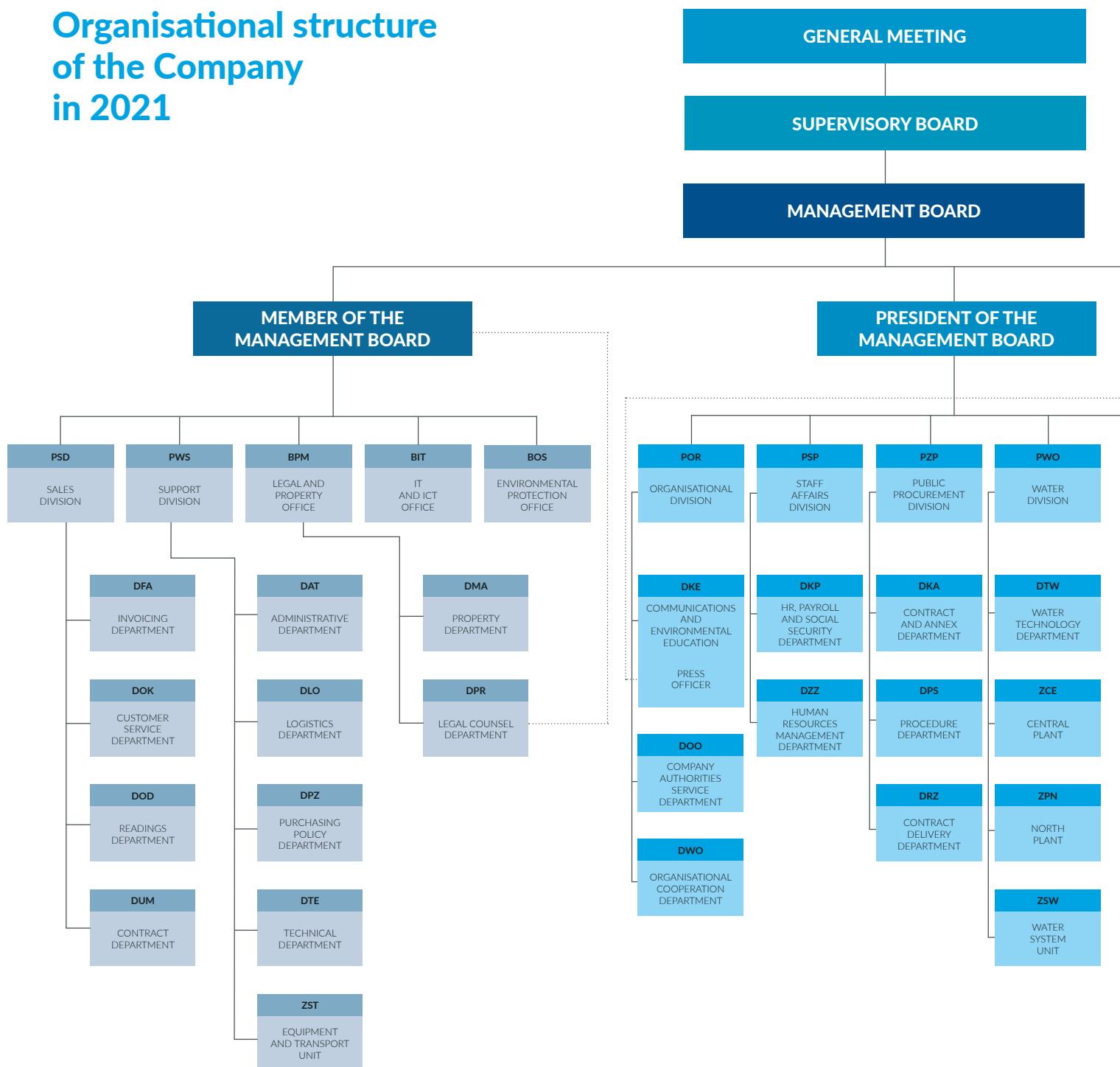
Renata Tomusiak President of the Management Board
Dariusz Dąbrowski Member of the Management Board
Lucyna Gołatowska Member of the Management Board
Tomasz Mencina Member of the Management Board

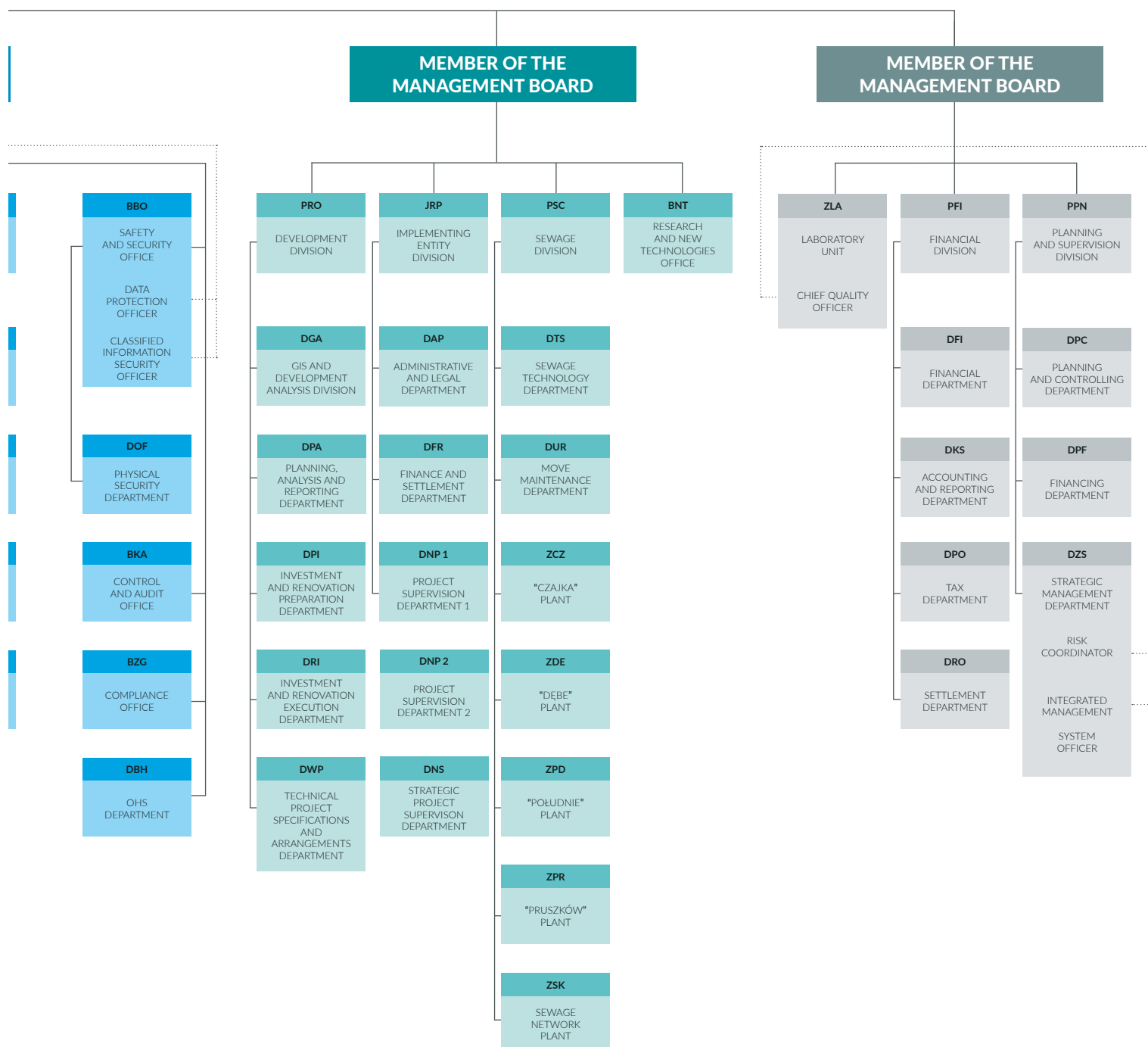


102-1 Name of the organisation

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. Our Company operates in the utility sector. With our operations, we significantly contribute to the improvement of the quality of life of residents, and our activities are based on sustainable development and environmental protection.

Organisational structure of the Company in 2021





102-7 Scale of operations

MPWiK in figures

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

net revenue from the sale of services

PLN 1,109,714,660.30

equity amounting to

PLN 4,660,402,370.13

balance sheet total

PLN 8,927,095,520.10

In 2021:



we treated

122

billion
litres of water



we treated

191.8

billion litres
of sewage



we employ

2,501

employees



we use

4,476.4 km

of water supply
network



we use

4,400.8 km

of sewage network

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

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 municipality of Michałowice;
- 💧 the municipality of Nieporęt;
- 💧 the municipality of Raszyn;
- 💧 the municipality of Serock;
- 💧 the municipality of Wieliszew;
- 💧 the municipality of Brwinów;

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

- 💧 the municipality of Brwinów;
- 💧 the municipality of Michałowice;
- 💧 the municipality of Izabelin;
- 💧 the municipality of Stare Babice;
- 💧 the municipality of Lesznowola;
- 💧 the municipality of Piaseczno**;
- 💧 the town of Ząbki;

- 💧 the town of Marki;
- 💧 the town of Legionowo*;
- 💧 the town and municipality of Ożarów Mazowiecki***.

* Sewage treatment only

** Water supply only

*** Including sewage treatment and disposal







Our water supply facilities

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

Central Plant

- 💧 the "Filtr" Water Treatment Station
- 💧 the "Praga" Water Treatment Station

There are also local treatment stations and pumping stations operating as part of the Central Plant, intaking deep water:

- 💧 "Radość" WTS,
- 💧 "Falenica" WTS,
- 💧 "Stara Miłosna" WTS,
- 💧 "Wola Grzybowska" WTS,
- 💧 OSP "Centrum" Pumping Station.

"Filtr" Water Treatment Station

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



"Praga" Water Treatment Station

began operation in 1964, with the launch of "Gruba Kaśka" – the largest infiltration well in Europe, whose originators were Włodzimierz Skoraszewski – the author of the project – and Stanisław Wojnarowicz – then director of MPWiK.



The North Plant

was launched in 1986. Its modernisation and expansion resulted in a state-of-the-art Pressure Flotation Station, operating since 2010. It was the first facility in Poland to use the pressure flotation technology in water treatment.



Supply zones*

- "FILTRY"
- "FILTRY" + "PRAGA"
- "FILTRY" + NORTH PLANT
- "PRAGA"
- "PRAGA" + NORTH PLANT
- "RADOŚĆ" + "FALENICA"
- "WOLA GRZYBOWSKA"
- + "OSP CENTRUM"
- + "STARA MIŁOSNA"
- THE NORTH PLANT



* supply zones depend on actual water use by residents





Our facilities sewage collection and treatment

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

The Company's structure includes four wastewater treatment plants:

- 💧 "Czajka" Plant
- 💧 "Południe" Plant
- 💧 "Pruszków" Plant
- 💧 "Dębe" Plant

The wastewater 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 wastewater treatment plant located at the **"Czajka" plant** site is the largest treatment plant in Poland in terms of capacity. It is a biological treatment plant with enhanced removal of nitrogen (N) and phosphorus (P) compounds, which meets the standards of discharged wastewater for agglomerations $\geq 100,000$ p.e. After its expansion and extensive modernisation in 2009-2012, wastewater from the right bank of Warsaw, Marki, Legionowo, Jabłonna, Zielonka, Żąbki, as well as wastewater from the left bank of Warsaw, flows into the treatment plant.



The wastewater treatment plant at the **"Pruszków" plant** was established 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 wastewater treatment plant at the **"Południe" plant** 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 catchment area of the treatment plant

- "CZAJKA" PLANT
- "POŁUDNIE" PLANT
- "PRUSZKÓW" PLANT
- "DĘBE" PLANT







Our customers

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

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

98%

of residents
of the Warsaw metropolitan area.



102-13 Membership in associations and national or international organisations

Awards and recognitions



First place in the 10th edition of the National Ranking of Water Supply and Sewage Companies for 2021, organised by the editors of "Strefa Gospodarki" magazine. The ranking was to distinguish the best companies and to provide in "Strefa Gospodarki" and "Dziennik Gazeta Prawna" basic information related to the water supply and sewage industry in Poland.




"Titanium Investor Laurel 2021" in the Project of the Year – New Installation category, awarded for the concept and supervision of the construction of two pipelines using Direct Pipe technology as part of the construction of an alternative wastewater transmission system from left-bank Warsaw to the "Czajka" wastewater treatment plant.




Shortlisted in the "Modernisation of the Year & Construction of the 21st Century" competition in the environmental category. Featured investment – the construction of a retention tank at the "Czajka" wastewater treatment plant.





**The work of our organisation
is based on values,
and we respect and value
the intellectual capital
of our employees and their
diversity.**

**We respect the rights of
employees, including
freedom of expression
and freedom of association.**





Corporate governance



The work of our organisation is based on values, and we respect and value the intellectual capital of our employees and their diversity. We respect the rights of employees, including freedom of expression and freedom of association. We are committed to the continuous development of the Company, professionalism and quality of services provided. Implemented compliance principles help us minimise risk by systematising corporate governance within the Company's operations.

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

Compliance management system

To ensure the highest standards of services and the performance of our duties, we are guided by a **compliance management system**, which is a comprehensive solution designed to support continuous change in our Company's organisational culture and to strengthen and develop the management standards, which has an impact on its efficiency.

The compliance management system operates under seven regulations that support the principles of transparency and social responsibility:

- 💧 Compliance management system
- 💧 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 2021, we continued the development of our compliance management 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 developed a survey to assess the atmosphere in the workplace as an important element of proper and effective work organisation;
- 💧 we are updating the adopted solutions of the compliance management system to the requirements of EU Directive 2019/1937 on the protection of persons who report breaches of Union law;
- 💧 we fulfilled the obligations and tasks arising from compliance management system documents adopted;
- 💧 we continued the information efforts directed at our employees by organising another edition of a campaign dedicated to the shared values which shape the working environment at our Company every day and help us build positive emotions and take care of the common good.

As part of our outreach efforts aimed at our employees, we held another edition of the campaign dedicated to the shared values which shape the working environment at our Company every day and help us build positive emotions and take care of the common good.



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

MAMY WSPÓLNE WARTOŚCI



☒ NIE HEJTUJĘ
 ☒ SZANUJĘ
 ☒ REAGUJĘ/ZGŁASZAM



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



**TOLERANCJA
 AKCEPTACJA
 KULTURA
 BĄDŹ NA TAK!**

☒ NIE HEJTUJĘ
☒ SZANUJĘ
☒ REAGUJĘ/ZGŁASZAM

205-2 Communication and training about anti-corruption policies and procedures

Anti-corruption policy

Considering the importance of the security of the environment in which we operate, the high ethical standards respected by the Company and the zero tolerance for corruption principle, in 2021, we

continued mandatory e-learning training for all Company employees on:

1. corruption in public administration;
2. corruption in business;
3. anti-corruption.

We comply with the law on preventing and combating corruption by implementing an internal compliance document – the Anti-Corruption Policy.

Personal data protection

We attach great importance to the protection of personal data created, processed and stored at the Company. The safeguards we use are designed to ensure their confidentiality, integrity and availability. In connection with the implementation of tasks in the field of personal data protection, we conduct training of employees within the framework of applicable regulations and inspections of personal data security in the Company.

In 2021:

1. we completed an e-learning training project: "A new approach to personal data protection after the entry of GDPR into force";
2. we launched a personal data management information system that enables us to maintain personal data protection documentation and record personal data protection breaches and security incidents, as well as allows us to conduct a data protection risk analysis covering IT and non-IT aspects.

In 2021, we completed the expansion of our SOAR/UEBA/SIEM SecureVisio class system

We place particular emphasis on developing and improving customer service processes.

with a Personal Data Protection (PDP) module for personal data management. The system enables keeping personal data protection documentation and a record of personal data protection breaches and security incidents.

The Company's Team for Supervision of the Personal Data Protec-

tion System at Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A., set up in 2020, systematically supervises the fulfillment of obligations under the GDPR.



403-1 Occupational health and safety management system

Integrated Management System

In 2021, an independent certification company conducted an external audit and confirmed the effectiveness of the Integrated Management System implemented at the Company. In addition to assessing compliance with requirements for the existing standards:

1. PN-EN ISO 9001:2015 – Quality management systems
2. PN-EN ISO 14001:2015 – Environmental management systems

certification for a new standard also took place:

1. PN-ISO 45001:2018 Occupational health and safety management systems, which replaced the previous occupational health and safety standards, namely PN-N 18001:2004 and BS OHSAS 18001:2007

In addition, in 2021, the Company underwent for the first time – **with positive results** – a certification audit for compliance with the standard

2. PN-EN ISO/IEC 27001:2017 – Information security management systems.

The certificates obtained as a result of the audits confirm compliance with the requirements of the implemented management systems. We place particular emphasis on developing and improving customer service processes and the quality of services offered, while paying special attention to the safety of people, the environment and the information processed.



102-15 Key impacts, risks, and opportunities

Risk Management System

Risk management is one of the key management tools in any modern and responsible organisation. In our Company, this system has been in place for many years, supporting us in planning our operations by helping us achieve the objectives set, while realistically identifying the risks involved and their mitigation methods – which, in turn, is of fundamental importance for the continuity of our services.

The risk management system is a tool that improves our planning processes, thus making our Company more effective in its operational activities, thanks to:

1. introducing uniform rules for risk identification and assessment;
2. defining the rules on risk monitoring and risk management system evaluation;
3. using adequate functional control mechanisms;
4. obtaining information on threats to the performance of our objectives and tasks;
5. taking action to ensure process continuity.



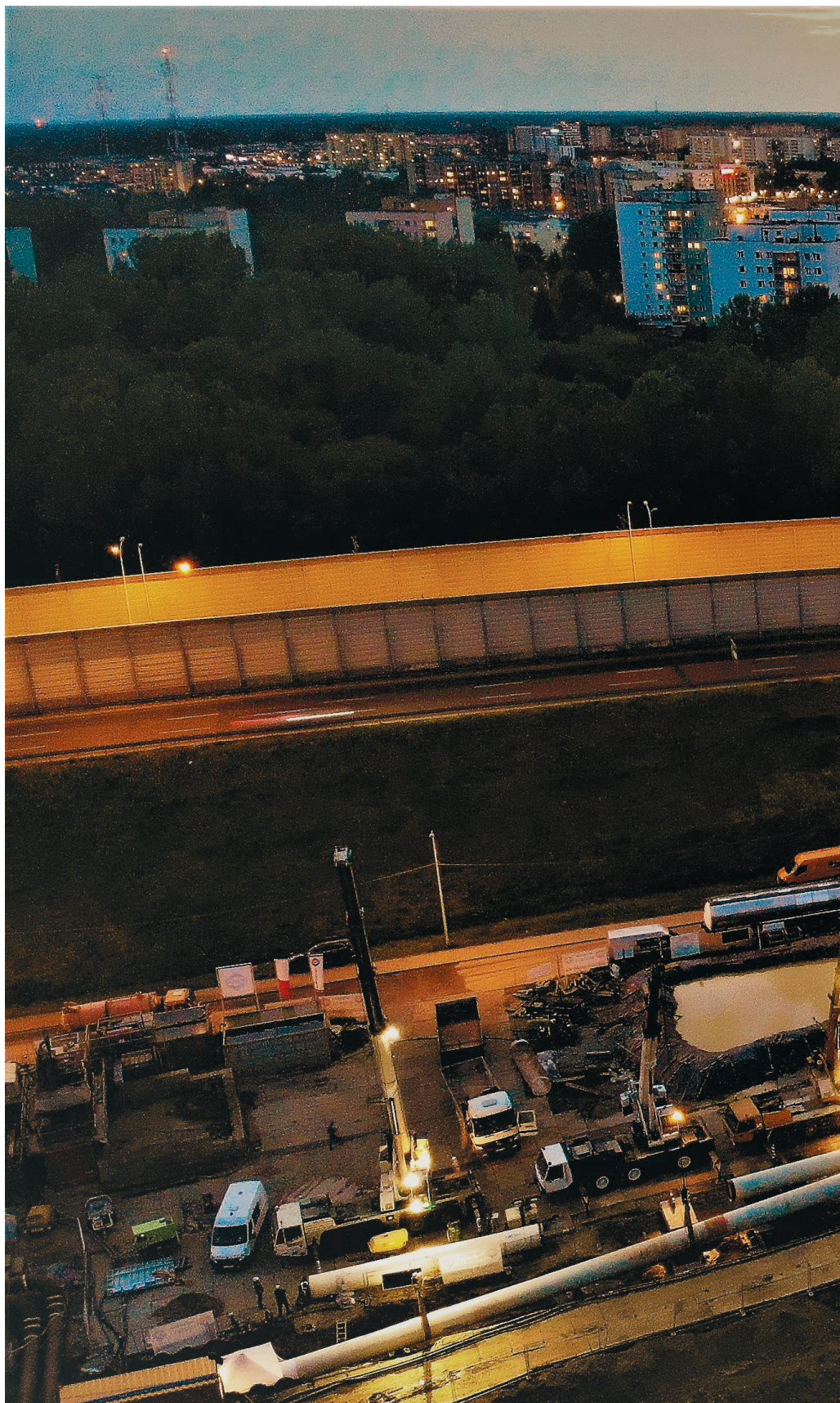
The risks identified are updated periodically in the Company's Risk Register. As of 2022, the following risks have been identified as significant:

Investment:

Investment risk caused, among other things, by the failure to obtain administrative decisions from public administration bodies in the investment preparation process and the lengthy time to obtain legal titles to real estate from landowners.

Actions taken:

1. organising meetings with public administration bodies in order to develop the most effective path of cooperation and the course of the investment process in terms of administrative decisions on tasks submitted to the Company's Investment Plans;
2. ongoing contact with public administration bodies in the case of delays in issuing administrative decisions on ongoing investments.







Environmental:

Environmental risks relating to wastewater discharges from the storm overflows of the municipal combined sewage system into the Vistula River, caused by climate change manifested by torrential rains and sewage network failures.

Actions taken:

1. implementing the Project for the Construction of the Central Control System for the Sewage Network in the Capital City of Warsaw, taking into account tasks aimed at increasing the capacity of the sewage network and its retention function;
2. constructing and modernising strategic collector sewers, whose retention capacity will be used during heavy rainfall;
3. constructing a supplementing sewage transmission system

from left-bank Warsaw to the "Czajka" Plant;

4. continuing work on restoring the transmission system in the tunnel under the Vistula River.

Ongoing operations:

Risk of failure of water supply networks resulting in property damage to third parties, interruption of water supply, repair costs and lost sales.

Actions taken:

1. implementing an alternative water supply to the Pruszków Range, which will enable an alternative water supply to the residents of the Ursus district of Warsaw, the towns of Pruszków and Piastów, and the municipality of Michałowice;
2. constructing an 11-kilometre water main in the cities

of Piastów and Pruszków, which will be connected with the existing mains system in the Bemowo district;

3. systematic replacement of the water supply network.







Our Company's Risk Management System represents benefits and opportunities:

- ▶ conducting activities to further strengthen the comprehensive security of critical infrastructure;
- ▶ improving the energy balance by applying new technologies and increasing energy efficiency;
- ▶ organising the management of rainwater drainage infrastructure in close cooperation with the Capital City of Warsaw in terms of formal, legal and substantive issues;
- ▶ ensuring alternative, independent transmission of wastewater from left-bank Warsaw to the "Czajka" wastewater treatment plant by building additional transmission pipelines under the bottom of the Vistula River;
- ▶ finding effective solutions at the level of the European Union and Member States to minimise the risks associated with the threat of disruption of raw material/product supply chains and to reduce the economic crisis;
- ▶ systemic solutions for the security of property and people;
- ▶ solutions from being a key service operator;
- ▶ a well-functioning cybersecurity system;
- ▶ human capital with diverse competencies and specialisations;
- ▶ implementing the Multi-Annual Plan for the Development and Modernisation of Water Supply and Sewage Facilities, strengthening the water supply and sewage disposal system;
- ▶ modern technological solutions;
- ▶ participating in international ventures, such as benchmarking;
- ▶ continued financing of 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);
- ▶ further developing in CSR;
- ▶ further developing the compliance management system and promoting efforts intended to prevent corruptive behaviours;
- ▶ using modern tools for customer relationship management;
- ▶ using the mathematical model for the water supply and sewage network in strategic decision-making concerning network extension or modernisation;
- ▶ developing the main assumptions (target map) for a sustainable model for the development of the Circular Economy.

Potential risks:

- 💧 lack of clear legal regulations concerning rainwater;
- 💧 lack of a special act for water supply and sewage companies regarding quick access to land for investment purposes;
- 💧 climate change resulting in increasing intensity of atmospheric phenomena, including heavy and short-duration rainfall, as well as periods of prolonged drought;
- 💧 risk of armed conflicts in Europe and the consequences for critical infrastructure in the form of active participation in defence activities;
- 💧 global and domestic economic crisis manifested by, among other things, rising inflation, rising prices of services/construction work/raw materials;
- 💧 low water and sewage tariffs –not covering the costs of maintaining the company and investment activities in the context of the growing crisis;
- 💧 Poland's rising inflation and extraordinary increases in the prices of energy, materials and services;
- 💧 continuing threats to security, including cybersecurity;
- 💧 risk of generating lower-than-expected operating revenues from core activities due to a decrease in sales (in volume and thus value) of water supply and sewage collection services, caused by the coronavirus pandemic;
- 💧 delays in the implementation of investments due to the untimely obtaining of administrative decisions (as a result of delays on the part of the public administration) and prolonged arrangements with external entities, the ongoing state of the epidemic or resulting from the dynamically increasing costs;
- 💧 longer time needed to implement water supply and sewage network investment projects in city districts, due to the results of procurement procedures and contractors' withdrawal from contracts or delays in the implementation of works;
- 💧 failures on the network related to the progressive depletion of the systems and with the impossibility of restoring the infrastructure in the short term due to the length of the network, the amount of financial expenditures and collisions with other urban investments/repairs.





**We are a Company that
cares about the environment,
as evidenced by
more “green” investments.
We are constantly
implementing modern
technologies to achieve
environmental neutrality.**





Social benefits



Sustainability

203-1 Infrastructure investments and services supported

One of our strategic objectives with regard to environmental protection is limiting and minimising pollution. We are a Company that cares about the environment, as evidenced by more “green” investments. We are constantly implementing modern technologies to achieve environmental neutrality. Investments in renewable energy sources are an important component of the energy efficiency programme of MPWiK w m.st. Warszawie. More than one-fifth of our energy needs is already met from renewable energy sources.

Photovoltaic installations

Photovoltaic installations with a total capacity of 6.7 MW have been installed at the “Czajka”, “Południe”, “Dębe” wastewater treatment plants, the Northern Plant in Wieliszew, the “Białołęka” Zone Station and the “Nowodwory” Pumping Station. This will provide annual electricity production equal to the demand for about 2,600 households. Photovoltaic panels allow us to reduce the consumption of electricity obtained from conventional sources, and thus protect the environment.

CNG refuelling station

Since 2020, we have had a state-of-the-art, self-service CNG station where we refuel CNG-powered cars. We have 53 vehicles using this fuel, 33 of which are new. We are planning to purchase a dozen more CNG-powered vehicles, including delivery and specialised vehicles.

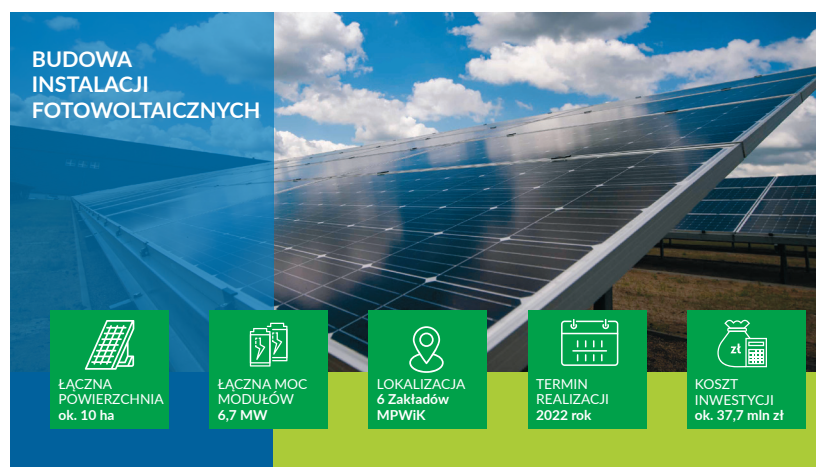


In 2021, we signed a contract with a contractor for the “Development of a revision/update of the PFU programme for the task: Construction of a gas refueling station on the premises of the Sewage Network Plant at ul. Jagiellońska 65/67”. Once operational, the CNG refueling station will allow up to 70 of the Company’s vehicles to be refueled per day.

Our fleet also includes electric cars. We will soon build another electric vehicle charging station.

Thermal conversion of sewage sludge

On the premises of the “Czajka” Plant, there is a Thermal Sewage Sludge Disposal Station. This is the only facility of its kind in Poland that allows the incineration of sewage sludge and the production of its own energy safely for the environment and the residents of the area. The incinerator produces electricity, which provides one-third of the year’s electricity needs. It mainly incinerates sewage sludge generated at all of the company’s wastewater treatment plants: “Czajka”, “Południe”, “Dębe” and “Pruszków”.





Circular economy

In line with the European Union's policy of a circular economy, we implement measures that take into account the needs of the environment:

- 🔥 we generate electricity from photovoltaic installations;
- 🔥 we are carrying out work to re-classify waste into by-products;
- 🔥 we use treated wastewater after disinfection as process water for our own needs (e.g. for washing equipment, traffic routes).

We are planning to use waste to increase electricity and heat production. Thanks to this approach, in 2021, the "Czajka" wastewater treatment plant achieved energy self-sufficiency of 57.91%, and the "Południe" wastewater treatment plant – 22%.

We systematically develop water supply and sewage infrastructure to meet the needs of the rapidly growing agglomeration. The Multi-Annual Investment Plan (MIP) for 2022-2030 envisages the implementation of more than two

thousand tasks on the territory of Warsaw and sub-capital municipalities, which will allow us to meet residents' expectations in terms of access to and quality of our services.

Thanks to the use of state-of-the-art construction methods, including trenchless technologies (e.g., microtunneling, relining, static cracking), the work we conduct is less disruptive to local residents. Reducing the number of open pits also minimises traffic disruption.







We operate:

4,476.4 km

of the water supply
network (40.2 km
more than in 2020)

4,400.8 km

of the sewage network
(59.3 km more
than in 2020)

In 2021, we completed:

70

investments related to the
expansion of water supply
infrastructure



56

investments related to
the expansion of sewage
infrastructure



14

other
investments



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

| WATER SUPPLY NETWORK | | SEWAGE NETWORK | |
|-----------------------|--------|----------------|--------|
| District/Municipality | Length | District | Length |
| Wawer | 6.7 | Wawer | 15.8 |
| Rembertów | 2.6 | Wilanów | 9.2 |
| Ursus | 2.2 | Białołęka | 6.3 |
| Białołęka | 1.2 | Ursus | 2.3 |
| Wilanów | 0.7 | Bielany* | 2.8 |
| Targówek | 0.6 | Targówek | 0.6 |
| Włochy | 0.3 | Bemowo | 0.6 |
| Bielany | 0.1 | Włochy | 0.5 |

* includes the construction of lines A and B of the alternative transmission system

In 2021, we built a total of

52.1 km

of water supply and sewage networks
for over

PLN 342 million*

* includes the construction of lines A and B of the alternative transmission system

The most significant investments of recent years financed with the Company's own funds and the European Union Cohesion Fund:

1. Modernisation and expansion of the "Czajka" wastewater treatment plant – PLN 2.1 billion
2. Sewage transmission system under the Vistula River – PLN 527 million
3. Thermal sewage sludge disposal station – PLN 447 million
4. Modernisation of the wastewater treatment plant at the "Pruszków" plant – PLN 71 million
5. Station for indirect ozonation and activated carbon filtration at the "Praga" Water Treatment Station – PLN 90.5 million
6. Burakowski "Bis" collector sewer – PLN 224 million
7. Modernisation of "Filtr" Water Treatment Station technology – stage 2 – PLN 118 million
8. Modernisation of the Burakowski collector sewer – PLN 128 million
9. Reservoir at the "Czajka" wastewater treatment plant – PLN 91 million

In 2021, we began the modernisation of the "Południe" plant for wastewater and sludge management, which is implemented under stage 6.

The most important tasks of the Multi-Annual Plan for the Development and Modernisation of Water Supply and Sewage Facilities, in addition to the construction of water supply and sewage infrastructure in various districts of Warsaw, include the continued construction of a supplementing sewage transmission system from the left-bank Warsaw to the "Czajka" plant.



The construction is divided into the following stages:

1. stage 1 – construction of pipelines with drilling under the Vistula River;
2. stage 2 – construction of new pipelines in the shoreline section (between the crossing made in stage 1 and the plants: "Świderska" and "Farysa") and the construction of accompany-

- ing facilities, including process chambers;
3. stage 3 – works to enable a temporary relief for collector sewers on ul. Modlińska by diverting the sewage from the transmission system to the "Nowodwory" and "Żerań" pumping stations;
4. stage 4 – repair of pipelines in the tunnel under the Vistula River.

In June 2021, we completed stage 1 of the construction of the supplementing transmission system, i.e. the design and construction of drilling under the Vistula River for lines A and B, and thus began work on stage 2 of the construction involving the design and construction of the network and facilities connecting lines A and B to the "Farysa" and "Świderska" plants.

As part of stage 3, we carried out work to relieve collector sewers on ul. Modlińska (between the “Świderska” plant and the “Czajka” wastewater treatment plant) by redirecting wastewater from the transmission system to the “Nowodwory” and “Żerań” pumping stations. We also began preparing design and cost-estimate documentation for the construction of new collector sewers from the “Świderska” plant towards the “Nowodwory” and “Żerań” pumping stations.

At the same time, we carried out stage 4 activities to restore the efficiency of the transmission system between the “Farysa” and “Świderska” plants using the existing tunnel under the Vistula River transferring wastewater from left-bank Warsaw to the “Czajka” wastewater treatment plant.

We also completed the dismantling of the pipelines in the tunnel along about 1,200 metres and began conceptual work for the rebuilding of the tunnel.



Investments in the retention of the sewage network of the capital city of Warsaw, which we continued in 2021.

Construction of the Mokotowski Bis collector sewer

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

Construction of the Wiślany collector sewer

We are building a collector sewer intended to limit the 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 left-bank Warsaw, i.e. from the Mokotów, Ochota, Wola, Śródmieście, Żoliborz, and Bielany districts. The sewage will then be directed to the "Czajka" wastewater treatment plant. The approx. 9.5-kilometre long collector sewer, with the diameter of DN 800 to 3,200 mm will go along Wisłostrada. We are also planning to construct a line near the Skłodowska-Curie Bridge (to relieve the delivery collector sewers that feed to the transmission system to the "Czajka" wastewater treatment plant, as well as to construct a pumping station.

The task is implemented in three stages. Currently, work is most advanced on stage 2 (from the connection chamber with the Wenedów storm sewer to the connection chamber with the Bielański collector sewer with a length of about 5.5 km). We have started construction work on stage 1 (from the Powiśle pumping station to the Wenedów storm sewer with

a length of about 2 km). As part of stage 3 (from the connection chamber with the Bielański collector sewer to the "Farysa" plant, including the 1.2 km long "Wiśłana" pumping station), design work is underway.

Construction of the Lindego Bis collector sewer

The 4-kilometre long Lindego Bis collector sewer 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 thus will relieve the sewage systems within this area. The launch of the Lindego Bis collector sewer, built with the excavation-free method, will in effect allow us to limit overflows and flooding during highly intensive rainfall. Currently, the contractor is carrying out work in the area of ul. Conrada and Wólczyńska.





Construction of a central management system for the combined sewage network

In 2021, we continued work on the construction of a central management system for the combined sewage network. The system is an innovative solution that will enable centralised and automated management of sewage infrastructure in Warsaw as well as real-time collection and processing of up-to-date weather forecasts and data from the sewage network and its facilities. Based on the data collected, the system will react to sudden weather phenomena and will adequately control the flow of sewage (including rainwater) within the sewage network and its facilities, as well as collect it at collector sewers and reservoirs, minimising the risk of local flooding.





Other major investments implemented in 2021

Continued modernisation of the North Plant

In 2021, as part of stage 2, we carried out the construction of an indirect ozonation and activated carbon filtration facility. We will continue this work in 2022. Completion of the next stages of modernisation of the North Plant will allow us to achieve fully compatible water treatment technology. Furthermore, thanks to modernised pumping systems, we will 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.

New transmission lines for the Pruszków Line

In 2021, we continued the construction of new water supply transmission lines for the Pruszków Line, which constitute a significant part of the water supply continuity system. These investments are a priority both for the residents of Pruszków and those of Warsaw districts, given that they result in creating a second water cycle in the areas. 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 supply 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. The trunk line runs through the

towns of Piastów and Pruszków, as well as through the following districts of the capital city of Warsaw: Ursus, Bemowo, Włochy.





Water supply and sewage collection master plan

In support of the intensive development of Warsaw – with the approval and cooperation of the authorities of the capital city of Warsaw – we began work on the development of a programme-planning “Master plan for the Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji w m.st. Warszawie S.A. to 2050” in the field of water supply and sewage. This is dictated by dynamic climate change and the increasingly frequent phenomena of hydrological drought or torrential rains.

The main assumptions of the master plan include:

1. forecasts concerning water demand and volume of sewage up to 2050, based on demographic forecasts and the spatial development of the city;
2. the impact of climate change on the volume of water resources used and the functioning of the sewage system;
3. an analysis of the viability of water supply in the required quantities (as predicted in the forecast) from existing and alternative water sources;
4. security for key Company infrastructure in the event of critical malfunctions (malfunctions disabling facility operations);
5. management of rainwater on the property to limit the inflow of rainwater to the combined sewage system;
6. further minimisation of the adverse impact of sewage network facilities on the natural environment, city residents and the functioning of the city;
7. transformation of the Company towards the circular economy;

8. identifying needs as to the increase in throughput and the directions for the development of water supply and sewage systems in Warsaw and neighbouring municipalities served by the Company.

The concept is scheduled for completion in 2024.

Works on a new infiltration water intake for Warsaw residents

Considering climate change, we are planning to strengthen water supply security. Our planned investment is the construction of a new well, similar in operation to the “Gruba Kaśka”. Essentially, it is supposed to be another on-bank intake with a subterranean drainage system with an approximate

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 left bank of the Vistula River, between Łazienkowski and Siekierkowski bridges. In 2021, we concluded a contract for the development of a technical expertise (aimed, among other things, at confirming the correctness of the choice of location for the new infiltration water intake, as well as recognising the administrative and formal and legal conditions for the project) together with the development of a functional-utility programme.



New Multi-Annual Plan for the Development and Modernisation of Water Supply and Sewage Facilities (WPRiMUWiUK) for 2022-2030

In 2021, we updated the existing multi-annual plan and developed the plan for 2022-2030. The new plan accounts for additional investments planned to be financed by the Company's own funds and co-financed from EU funds.

It includes tasks that are crucial for the capital city of Warsaw and of considerable significance for the environment, covering investments in the sewage network that will maximise its resistance to malfunctions. The plan for 2022-2030 envisages the completion of 2,370 tasks within nine years, of which 2,121 are tasks already in progress and 249 – new tasks. In these years, a total of 1,436.9 km of new network lines is to be built, with 767.1 km for the water supply network, and 669.8 km for the sewage network. The estimated total value of these investments is PLN 4.4 billion, of which PLN 1.6 billion are costs related to the water supply infrastructure, and PLN 2.8 billion – costs related to the sewage infrastructure. The European Union will provide approx. PLN 408 million as co-funding, which will make up 9.4% of the approved investment plan.

Tariffs for service customers

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

water delivered

3.89 PLN/m³ gross;

wastewater discharged

5.96 PLN/m³ gross.

Prices for the customers within the municipality of Brwinów were set at **9.37 PLN/m³ gross**, including:

water delivered

3.75 PLN/m³ gross;

wastewater discharged

5.62 PLN/m³ gross.

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.

The water and wastewater tariff reduced by more than 14% in 2018 was in effect in 2021. Latest water and wastewater tariff increase was made in 2012.

Being environmentally responsible

In our daily work for the residents and in the implementation of our investments, we pay particular attention to actions mitigating 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.

On the occasion of the 135th anniversary of MPWiK w m.st. Warszawie, we launched the **"Planting Trees with MPWiK"** programme dedicated to schools participating in the environmental education classes "From the Vistula to the Vistula – Travelling with Mr Droplet". Our goal is to strengthen residents' awareness of ongoing climate change and promote a variety of environmental activities. Planting trees in large cities has a positive impact on air

quality, keeping ambient temperatures lower and absorbing the carbon dioxide produced. School groups participating in the programme received common maple saplings from the Company, along with the materials necessary to plant trees properly on their own.

Apart from cooperation with schools, we carried out so-called replacement plantings – **we planted 56 trees on the grounds of two schools in Bielany**. The plantings were related to MPWiK investment in the construction of an alternative transmission system. But these are not the only new trees that have appeared in Warsaw and surrounding towns on the Company's initiative. Since 2020, **we have planted nearly 2,000 new trees** near or on the grounds of MPWiK plants (Northern Plant in Wieliszew, Białołęka Zonal Station,

"Południe" Plant, "Czajka" Wastewater Treatment Plant, "Dębe" Plant, Nowodwory Pumping Station). They replaced trees and shrubs that needed to be removed due to poor condition or ongoing investment work.





We strive to ensure that our initiatives contribute to greater environmental awareness of all residents.



We continue our existing projects and constantly look for new fields of activity in caring for natural resources. In 2021, we implemented our new project to protect beneficial animal species.

We installed **nesting boxes for swifts** at two plants – the “Południe” Plant and “Praga” Water Treatment Station. In Poland, these birds are under total species protection. They play an important ecological role, eliminating huge numbers of insects, including mosquitoes. One swift can catch as many as 20,000 of them a day. There are five nesting boxes for these beneficial birds at the wastewater treatment plant, and 12 nesting boxes at the “Praga” Water Treatment Station.



We also took care of hedgehogs. They are the largest of insectivorous mammals and are strictly protected in Poland. But they also require active protection. As a result of human activity, their natural habitat is shrinking, making it increasingly difficult for the animals to find winter hiding places. Therefore, we decided to build wooden houses for hedgehogs. We erected **20 “micro-apartments” for hedgehogs** at the “Filtr” Water Treatment Station, “Praga” Water Treatment Station, River Pump Station, and “Czajka” Plant.





As part of our plant sowing project, we sowed a **flower meadow** at the “Czajka” Plant. The Company's flower meadow was created with the right composition of flower seeds and field herbs, covering 2,000 m² and consisting of more than 20 species of flowers and herbs. It successfully replaces the lawn and, what is more, reduces mowing costs.

At the Northern Plant in Wieliszew, there are eight bee hives with Carniolan bees. Each hive houses one family with around 50 thousand honey bees. In 2021, our bees produced 160 kg of chestnut-acacia and multi-flower honey.



Satisfying the expectations and improving the quality of life of residents

Our duty is to serve people. To maximise our potential and keep improving the level and quality of our services, we are constantly **taking action that residents expect from us:**

- 💧 We ensure water supply and sewage collection and treatment for the residents of Warsaw and the metropolitan area.
- 💧 We respond promptly to requests and remove failures, while seeking to maintain the continuity of our services. We address the expectations of our customers, adapt to their needs and keep launching new contact channels.
- 💧 We run campaigns about our investments, including those

co-funded by the European Union, entitled "Water supply and wastewater treatment in Warsaw – stages 5 and 6", as well as campaigns about new technologies.

- 💧 We actively participate in numerous environmental projects, involving the local community and showing that they have an impact on the development of the city.
- 💧 In the summer season, during celebrations and events

(e.g., city picnics, anniversary events), we provide barrels with Warsaw tap water, as well as water gates.



We take care of our customers

In 2021, due to the ongoing pandemic, customer service was restricted, including restrictions on face-to-face contacts. The dominant form of contact, as in 2020, was remote communication. Customers mainly contacted us via the helpline, email, and other available channels, such as eBOK, eFAKTURA, ePŁATNOŚĆ. The electronic channel guaranteed customers fast transmission of information and security.

In 2021, through these channels, customers sent 129,579 requests and inquiries to our Company. In 2020 and 2019, the numbers were respectively 10,722 and 49,305. The data shows that the upward trend in remote communication continues.

In 2021, we carried out intensive activities as part of disseminating the eBOK system and eFAKTURA service to our customers. As a result of the system modernisation carried out in previous years, it was possible to exploit the new potential of eBOK, especially in terms of acquiring new users and launching the eFAKTURA service. The process of setting up an eBOK account is simple and quick – an account can be set up by a customer, as well as by an employee when contacted by phone or face-to-face. This increased the number of eBOK users by 10,473 in 2021, of which 5,046 new accounts were created by our employees. In the case of the eFAKTURA service, the number of service recipients who chose to activate electronic invoicing increased by 5,457. Customers also made 15,774 electronic payments.

As at
31 December 2021,

39%

of all services recipients
had an eBOK account
(38,647)

and eFAKTURA
was activated by around

20%

of all
services recipients
(19,601).

PRZYŁĄCZENIE PROSTSZE NIŻ MYŚLISZ

Blżej Mieszkanca

www.blzej-mieszkanca.mpwik.com.pl

MIEJSKE PRZEDSIĘBIORSTWO WODOCIĄGÓW I KANALIZACJI W M.ST. WARSZAWIE SPOŁKA AKCYJNA

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New systems in the Company – Contact Centre and “Closer to the Resident”

At the beginning of 2021, we launched the Contact Centre communication platform with a dedicated application to support various types of communication channels and the elementary functionality of the customer contact management system – CRM. This system provides interaction with application solutions, streamlining the work of consultants, and enables the archiving and classification of data on the history of correspondence conducted through all communication channels with a given service recipient.

🔥 In view of the limitations in direct service, in 2021, we continued our efforts to enable customers to contact the Company through alternative forms of communication. We have completed implementation work to launch a new functionality, i.e. the "Closer to the Resident" geoportal. This is an innovative solution offered by our Company in response to the current, not just pandemic, needs of residents. "Closer to the Resident" is a system of electronic applications that will improve communication with our Company by providing access to information about Warsaw's water supply and sewage infrastructure, and will enable the submission of applications in electronic form (concerning, among other things, applications for the issuance of information/technical conditions for connecting a property to the municipal water supply or sewage network, agreement on documentation of water supply or sewage connections, notification of the intention to begin construction of a connection, applications for concluding a contract for services provided by the Company). It is an IT solution that allows automatic handling of connecting a property to the municipal water supply or sewage network. Residents using the new system will be able, without leaving home, to complete the necessary paperwork and smoothly go through the entire connection process. The "Closer to the Resident" system was launched in January 2022.

TEZA

Do budowy przyłącza nie potrzebuję zgody MPWiK.

FAŁSZ

Wszystkie prace związane z przyłączaniem nieruchomości do sieci wodociągowej i/lub kanalizacyjnej należy prowadzić w uzgodnieniu z MPWiK.

The infographic features a cartoon illustration of a woman standing next to a house. At the bottom, there are logos for Miejskie Przedsiębiorstwo Wodociągów i Kanalizacji, Wójszewska kranówka, and MPWiK Warszawa, along with social media icons for Facebook, Instagram, and YouTube.

Expansion of the system of remote reading of water meters

Since 2005, our Company has been operating a system of remote reading of water meters. Currently, the system covers 17,370 water main meters, which accounts for 17.5% of all water main meters in operation and allows the acquisition of more than 219,000 remote readings used for billing purposes annually. In 2022, we are planning to conduct a tender for further expansion of the system with partial use of static water meters.





Mobile Consultation Points

We continued our efforts to attract new customers by organising Mobile Consultation Points. In Q3 2021, we resumed meetings with residents. Mobile information and consultation points operated in the Białołęka district on 8 and 22 September and 12 October 2021. A total number of 127 residents participated in the meetings. During the operation of the Mobile Consultation Point, our representatives provided residents with information on the rules and conditions for connecting to the municipal water supply and sewage network, planned investments in the Białołęka district, and explained individual customer issues concerning our services. Due to the ongoing state of pandemic and the resulting restrictions, our customer acquisition activities were specifically focused on reaching the residents through correspondence.

This way we informed them about our new investments, connection opportunities, and the water and sewage network built by the Company.

In 2021, we distributed correspondence regarding connection to the water supply or sewage network to owners/users of **4,200 properties**. We continued our activities related to the distribution of mailings targeted at residents living in the area of new investments implemented by the Company and covered by the so-called environmental effect. As part of this activities, we targeted 215 addresses for correspondence in 2021. Connecting new properties to the network in this case creates additional benefits for our

Company, related to the possibility of cancelling part of the loans obtained from the Provincial Fund for Environmental Protection and Water Management in Warsaw and the National Fund for Environmental Protection and Water Management for the implementation of part of the investment.

The activities related to connecting properties to the municipal sewage network includes the issue of eliminating wastewater tanks (septic tanks). In many cases, the process of connecting a property to the sewage network leads to the simultaneous removal of a wastewater tank. Being aware of this dependence, in 2021, we completed outreach activities (in the form of distributing targeted correspondence) for 2,500 properties for which the process of connecting to the sewage network is easier due to bringing sections of the sewage network to the property boundary.

In view of the need to achieve an environmental effect resulting from, among other things, EU regulations, we appeal to residents to connect their properties to the water supply and sewage networks.



We activate the local community

We carry out our activities with the aim of satisfying social, cultural and environmental expectations and needs of the residents of Warsaw and the surrounding area, including children and young people. We achieve our results thanks to our daily work and cooperation with the capital city of Warsaw in the area of sustainable development of our city.

We educate

Following the example of the previous years, we continue our existing programmes aimed at the youngest Varsovians, including our flagship **Environmental Education Programme** entitled **"From the Vistula to the Vistula – Travelling with Mr Droplet"**, whose aim is to teach respect for the natural environment. We emphasise the significance of water in nature and the need to use water resources reasonably every day. We introduce children to questions of water treatment processes and sewage treatment, and point to the conse-

quences of missteps in this area. Last year, we prepared a third thematic block entitled **"It's not a stitch – the climate is changing"**, dedicated to the ongoing climate change and its effects, the impact of civilisation on the natural environment and our lives. Like the theme **"Hidden Water"**, they are the titles of our publications.

Since 2013, we have also been running the information campaign entitled **"Toilet is no waste bin"**, encouraging sensible use of the sewage infrastructure. We educate that waste thrown into the toilet may cause sewage system blockage and costly malfunctions, causing material losses and environmental pollution. The last

edition of this campaign was held under the slogan "I don't stand garbage". On local radio stations, in the press and on screens in urban spaces, as well as through social channels and the Company's website, we informed people about the principles of proper use of sewage networks.

We conducted

197

activities for students in two thematic blocks: "Warsaw tap water rules" and "Toilet is no waste bin".





At the “Filtry” Water Treatment Station, we participated in the production of the educational show **Studio Mini Mini for Canal+**. It was targeted at preschool children and provided a simple and accessible introduction to the Company’s water treatment and monitoring processes.

On the occasion of the International Children’s Day, we organised for the children of our employees an educational art contest entitled **“Let’s be trendy – drink tap water. Take care of our health and the environment”**. Its purpose was to promote health-oriented behaviour and to develop pro-environmental attitudes. Twenty-seven art and multimedia works were submitted for the contest.



We inform

One of our most important and ongoing information and education projects is the campaign entitled **“Let’s be trendy – drink tap water”**, aimed at promoting drinking tap water. We broadcast the Warsaw tap water slogan as spots on the capital’s radio stations, published promotional articles in the local press and on information screens in urban spaces or on Veturilo city bicycles.

As part of the winter edition of the campaign entitled **“Warsaw tap water for Christmas”**, we invited a famous chef, who devised 12 original recipes for Christmas Eve dishes using Warsaw tap water. Active efforts in this area, communicated via available information channels, bring tangible results as more and more residents of Warsaw declare that they drink water straight from the tap, which is confirmed by our recurring research in this regard.



For several months, on the fence of the “Filtry” Station, we displayed an educational exhibit on the topic of the “water footprint” and tap water as an alternative to popular drinks in plastic bottles.

As part of our cooperation with the Warsaw Museum, we joined the creation of the exhibition “**Let it flow! The forgotten hydrography of Wola and Warsaw**”. A significant part of the exhibits were archival materials from the Company's Archives. The exposition was accompanied by a discursive programme, touching on both historical solutions for regulating Warsaw waters and future ones concerning dwindling resources and the threat of drought. The exhibition covered an educational programme aimed at children, young people and entire families.



We promote

Climate change was also the topic of the Warsaw edition of **Open Dialogues for Climate Change**, an international initiative dedicated to fostering dialogue between different communities on climate change, in which we were a partner.

We participated in the international environmental organisation WWF's campaign entitled “**Earth Hour**” by symbolically switching off the evening illumination or lighting of the Company's landmarks in Warsaw.

During the **24th Science Picnic** of the Polish Radio and the Copernicus Science Centre, our educational and informational videos on water conservation and water quality were presented.



Our project to **install drinking water springs** in Warsaw schools and public institutions is attracting unflagging interest. In 2021, we installed more devices, and the number of entities willing to participate in the project continues to increase.



We partnered events taking place in the capital city of Warsaw, including the picnic **“Evening of Dreams at the Warsaw Zoo”** co-organised by the Dziecięca Fantazja Foundation and **“Super kids at the start”**, an initiative of the Bemowo District Office.

In 2021, once again, we participated in the joint initiative of the



Municipal Police and the Regional Directorate of State Forests in Warsaw entitled **“Shine a light with a reflector”**. A tree decorated with reflective armbands and key rings stood in front of MPWiK headquarters. The purpose of this initiative, which is quite popular with the residents of Warsaw, is to improve the safety of pedestrians on roads.

We remember

As every year, we actively participated in the celebration of the 77th anniversary of the outbreak of the Warsaw Uprising. On the fence of the “Filtry” Station, we organised an open-air exhibition entitled **“The Warsaw Uprising – 77 Years of Remembering the Trial Days”**, addressing the topic of the insurgent uprising and the involvement of the water supply and sewage services of the time in helping the insurgents.



As part of our partnership in the organisation of the 30th Warsaw Uprising Run, our employees participated in the sporting event. The ceremonial cruise on the Vistula River was attended by the Company's vessels.



The months-long restrictions related to the pandemic forced the Company to change its ways and substitute direct contact with residents with online activities. **Thanks to new communication tools and the commitment of our employees, we not only continued most of our environmental projects, but we also satisfied the educational needs of students, fitting in with the months-long system of remote learning.** Seizing the potential of educational and environmental messaging during the pandemic, we produced a series of information and educational videos. They



concerned the history of MPWiK in the capital city of Warsaw, our plants and technologies used, as well as ongoing investments. We broadcast all of the productions via

our social media channels on Facebook, YouTube and Instagram.

A tour of the Company facilities, which had been offered before the pandemic, turned into **virtual walks**. In 2021, we organised two events at the "Filtr" Water Treatment Station under this formula: World Water Day and Museum Night.



We help and support

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 applicable in 2021, 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 people with disabilities and in need, and participation in initiatives that develop research and promote culture and a healthy lifestyle.

As in previous years, we continued our support for:

1. two veteran organisations, i.e. the World Association of Home Army Soldiers and the Warsaw Uprising Remembrance Association, with funds provided for their care and rehabilitation;
2. "Nikt nie zostaje" Foundation, which focuses on helping war veterans, especially soldiers injured during missions and their families; the funds donated to the foundation helped to finance holidays and school aids for their children, as well as to co-organise sports competitions and integration meetings;
3. "Świat na TAK" Foundation when organising events for people with limitations;
4. Foundation for the Development of the Warsaw Zoological Garden "PANDA" taking care of two zoo residents – Nile hippopotamus Hugo and giraffe Justyna;
5. Warsaw 2021 Integration Sports Festival;

6. Legia Warsaw Football Club S.A., where, among other things, we promoted Warsaw tap water and supported the development of young athletes through springs installed at the stadium.



Traditionally, as every year, we took part in the 29th annual Finale of the Great Orchestra of Christmas Charity. We organised a total of 40 auctions on the Allegro.pl trading platform, the subjects of which were corporate gifts and vouchers for a tour of a historic section of the canal. The Company's charity auctions contributed to the GOCC account.

We also partnered events dedicated to people with disabilities and limitations, also cultural events. As part of these activities, we joined a public awareness campaign entitled **"Firstly, I am an athlete"** organised by the "Kulawa



Warszawa" Foundation. As part of the partnership, we supported events for the benefit of people with disabilities organised in the capital city of Warsaw, including in the form of a basketball or rugby match on wheelchairs, as well as fencing and dance demonstrations on wheelchairs.

As a provider of services to residents, we strive to consciously and actively support all initiatives relating to the highest values, such as life and health, respect for human beings and their environment. We are aware how important it is to support worthwhile initiatives and how valuable is the experience that comes from them, which we seek to use for broad education in future endeavors.





We are for others – employee volunteering

Despite many constraints of the pandemic in 2021, thanks to the determination and commitment of our employees, we were able to carry out several aid campaigns.

For the sixth time, a charitable event for employees and their family members was held under the name of **“Family Waterworks Run”**, during which more than a hundred participants ran a record-breaking distance of 600 km. The kilometres run translated into accumulated funds, which, in the form of donations, went to support two care facilities in Warsaw: Children’s Home No. 4 at ul. Łukowska 25 and Children’s Home No. 2 at ul. Jaktorowska 6.



For the eighth time, we organised the **“Blue Santa”** Christmas campaign, in which our employees prepared Christmas gifts for 84 wards from children’s homes in the capital.

As regards the humanitarian crisis on the Polish border with Belarus, we were not indifferent to help those in need.

We actively participated in the city’s campaign to collect and transport handouts for immigrants, organised a reloading point for handouts donated by residents of the capital city of Warsaw and participated in their transport to the border.

As part of an internal campaign conducted among our employees, entitled **“Hyped for caps”**, once again we managed to collect a record amount, nearly 300 kg, of plastic bottle caps to finance the purchase of rehabilitation equipment for a disabled child.

We also remember about animals. We conducted a **collection of handouts for homeless animals** from the “Azył pod psim aniołem” shelter in Warsaw Falenica. Among other things, we donated more than 100 kg of dog and cat food.

We inform on our activities

We kept the public informed about our activities through electronic media, i.e. the website www.mpwik.com.pl, the thematic web portal www.rzetelnieczejce.pl and social media: Instagram, Facebook, YouTube and our spokesman's Twitter profile.

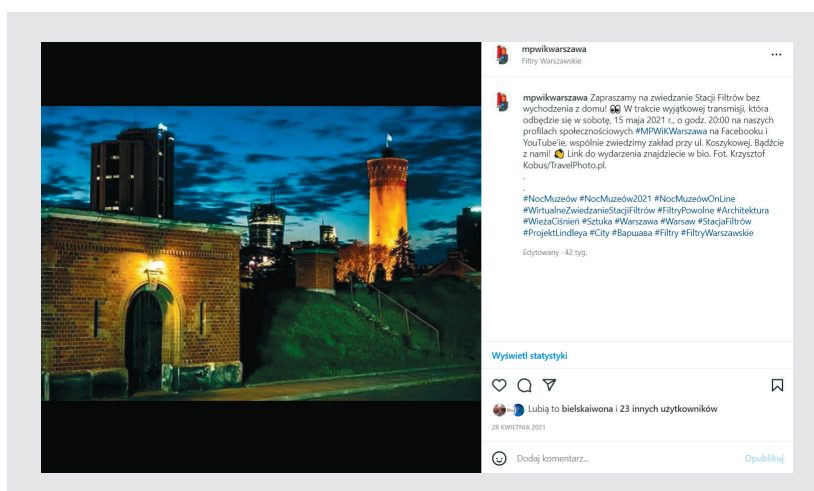
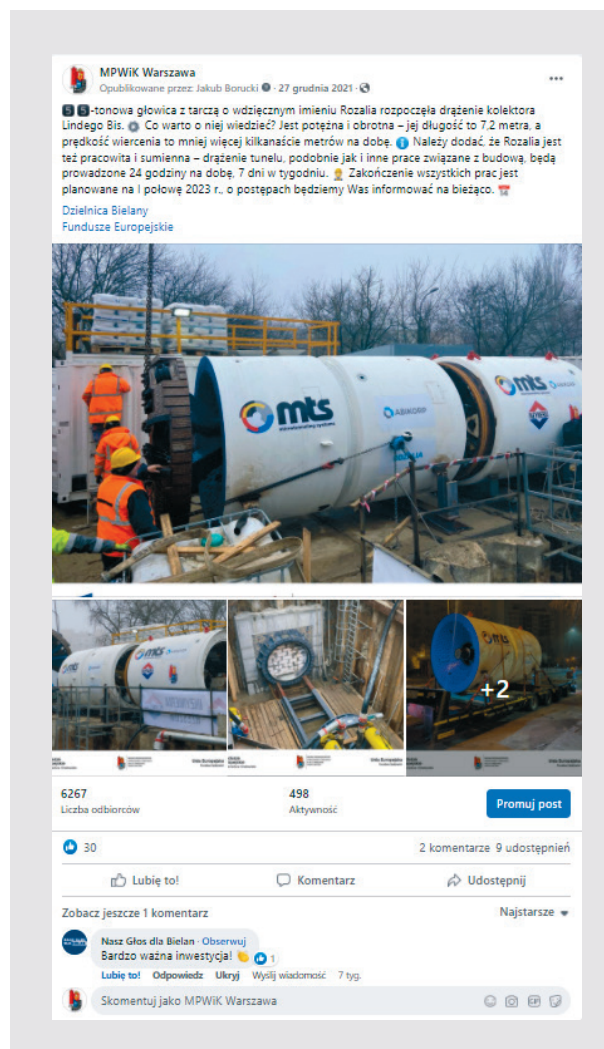
On the social media channels of our Company we published a total of

561

posts, including

160

video materials.



The number of our followers is steadily increasing; by the end of 2021, it reached over

13,700

and the number of views of videos achieved the highest level so far – almost

185,000

We published more than **100** press releases and information on our website.

Our stakeholders

102-40 List of stakeholder groups of the organisation

102-42 Identifying and selecting stakeholders involved in the organisation

We are committed to building partnerships based on trust and long-term cooperation with stakeholders who are key to our business.

We attach importance to building relationships and communicating with the public in a predictable, honest and calculable manner that is consistent with ethical principles.

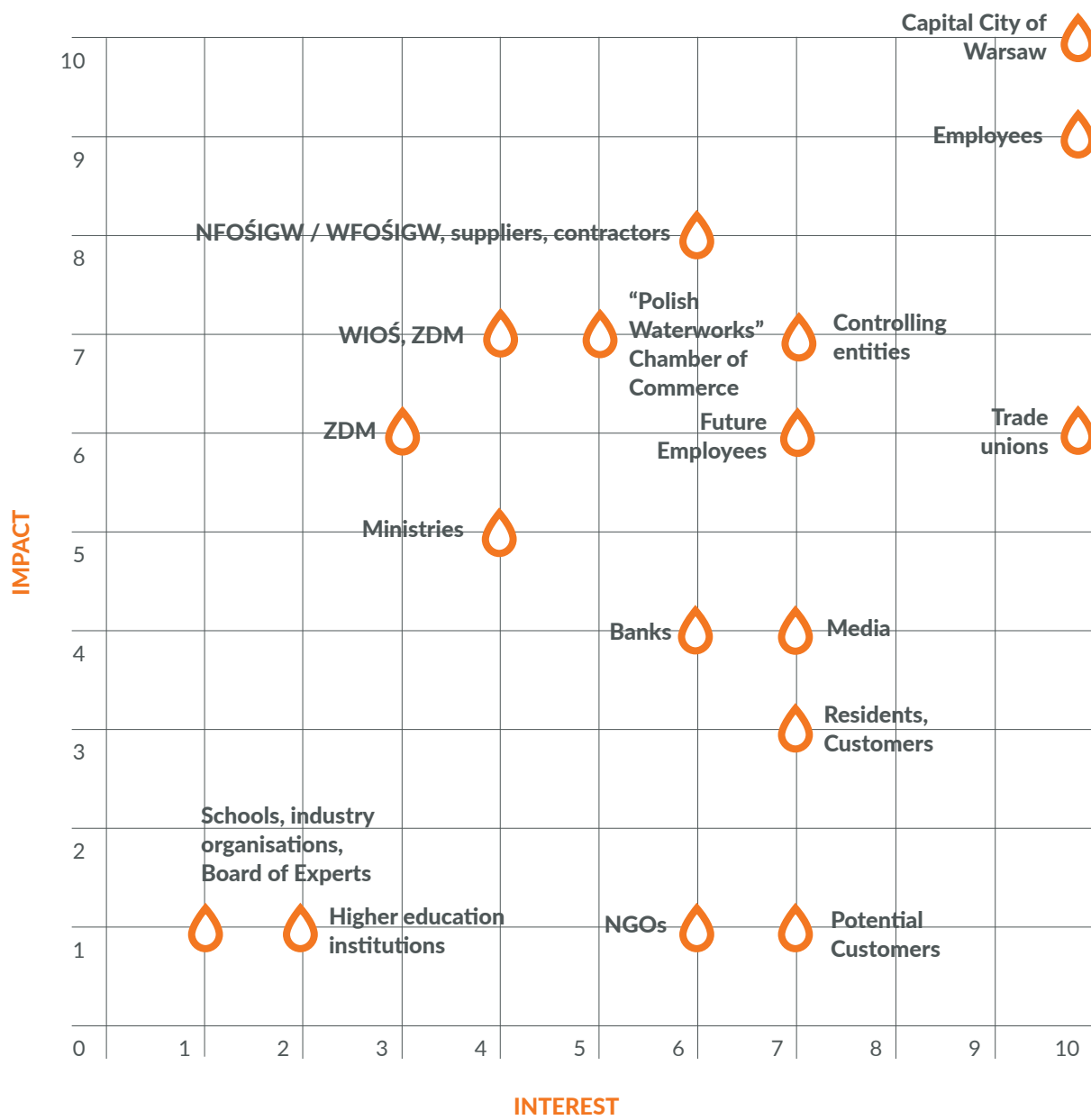
Our stakeholders are:

- 🔥 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) in Warsaw
- 🔥 Controlling entities
- 🔥 "Polish Waterworks" Chamber of Commerce
- 🔥 Voivodeship Environmental Protection Inspector (WIOŚ) in Warsaw

- 🔥 Municipal Road Authority (ZDM) in Warsaw
- 🔥 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 the impact of our activities on the natural environment, and constantly developing our organisational culture. To ensure even more effective communication with stakeholders, since 2019, we have published Social Responsibility Reports every year, transparently documenting our efforts.





Priority reporting areas in 2021

102-44 Key topics and concerns raised by the stakeholders

102-46 The process of defining the content of the report (and implementing the reporting rules to define the content of the Report)

102-47 List of material topics

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

102-43 Approach to stakeholder engagement

The Company's activities result in a systematic increase in the number of Warsaw residents declaring that they drink tap water. In surveys conducted in 2020, 44% of the Company's individual customers confirmed this fact. Similar conclusions are offered by a report on a study commissioned by the Office of the Capital City of Warsaw on the quality of water supplied from the municipal water supply network and the quality of services provided by MPWiK in 2020 – every second Varsovian drinks tap water, and on average 90% use it to prepare coffee or tea. In 2022, the Company will conduct further studies on the quality of water supplied from the municipal water supply network and the quality of services provided by the Company.

Cooperation with the world of science

As the largest company in the water supply and sewage industry in Poland, we cooperate with leading research institutions. We carry out joint initiatives based on concluded agreements on scientific and technical cooperation. The goal is to work together for the development of new technologies in the field of water supply and sewage disposal, implement joint projects, as well as assist in the development of knowledge related to water supply and sewage disposal.

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.

We cooperate on numerous projects with, among others:

- the Warsaw University of Technology;
- the Cracow University of Technology;
- the Częstochowa University of Technology;
- the Lublin University of Technology;
- the National Higher Vocational School in Chełm;

- Jarosław Dąbrowski Military Technical Academy;
- the Institute of Flow Machinery of the Polish Academy of Sciences;
- the Warsaw University of Life Sciences;
- Cardinal Stefan Wyszyński University in Warsaw;
- the University of Warsaw.

The grant programme

We see the value of combining science and business to create innovative solutions that can be implemented in our Company. We do this by, among other things,

running a grant programme – the Company's own project, run continuously since 2014. The programme is aimed at those who undertake to write a paper on the activities of our Company. Since 2021, in addition to master's and doctoral students, the project has also covered undergraduate students preparing bachelor and engineering theses.

The eighth edition of our grant programme commenced in October 2021. The programme was directed at students of the capital city's higher education institutions. Thanks to our programme, students received funding to carry out research for their thesis or dissertation, as well as the opportunity to complete an internship under the supervision of professionals at

MPWiK Warszawa
Opublikowane przez: Jakub Borucki · 29 września 2021 ·

W #MPWiKWarszawa stawiamy na nieustanny rozwój. Chcemy inspirować studentów studiów magisterskich i doktoranckich do podejmowania innowacyjnych projektów naukowych, związanych z branżą wodociągowo-kanalizacyjną. Dlatego we współpracy z uczelniami realizujemy program stypendialny. Zachęcamy zainteresowanych do zapoznania się ze szczegółowymi warunkami ubiegania się o stypendium. Wniosek wraz z wymaganymi dokumentami należy złożyć do 15 października 2021 r.: <https://www.mpwik.com.pl/view/program-stypendialny>.

Uniwersytet Warszawski
Uniwersytet Kardynała Stefana Wyszyńskiego
Wojskowa Akademia Techniczna
Politechnika Warszawska
SGGW / Warsaw University of Life Sciences

**STYPENDIUM
MAGISTERSKIE I DOKTORANCKIE**
FUNDOWANE PRZEZ MIEJSKIE PRZEDSIĘBIORSTWO WODOCIĄGÓW
I KANALIZACJI W M. ST. WARSZAWIE S.A.

DAJ 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

www.mpwik.com.pl/kariera/program-stypendialny

UNIWERSYTET WARSZAWSKI
UNIWERSYTET KARDYNAŁA STEFANA WYSZYŃSKIEGO
WOJSKOWA AKADEMIA TECHNICZNA
POLITECHNIKA WARSZAWSKA
SGGW / WARSZAW UNIVERSITY OF LIFE SCIENCES

2917 Liczba odbiorców 79 Aktywność Średni -1,2x wynik dystrybucji

Promuj post

our Company. The main objectives of our grant programme include:

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

Grant recipients are recommended by the Chapter of the Grant Programme, composed of representatives of the Company and universities. In 2021, as part of the eighth edition of the programme, we funded nine grants, including five doctoral and four master's grants.

Following the defence of their theses, the grant holders may expect a job at the Company.



Grant programme
2014-2021

8
editions

47

grants awarded:

28

doctoral grants

19

master's grants

26

grant holders

Executed doctoral theses topics:

1. Morphodynamics of the Vistula River bed in Warsaw and its relevance to the operating conditions of subbottom water intakes
2. Identification of microplastic morphology in water and methods for its removal
3. Effect of alternate aeration on the course and efficiency of the nitrification process in moving bed reactors
4. Monitoring the presence and activity of the main functional groups involved in the biological removal of nitrogen from wastewater
5. Intensification of energy production in wastewater treatment plants by co-digestion

Executed master's theses topics:

1. Analysis of microbial activity during the deammonification reactor deposition stage
2. Application of spectroscopic methods for the analysis of water treatment processes at the "Filtr" Water Treatment Station
3. Evaluation of the possibility of adjusting the pH of water after the coagulation process at the "Filtr" Water Treatment Station in terms of chemical stabilisation of water using NaOH
4. Analysis of two-stage methane fermentation process for organic matter reduction

Cooperation with the Board of Experts

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

On 30 November 2021, the Board of Experts held a meeting during which experts from the Warsaw University of Technology discussed the results of the Technical Expert Report on the causes of failure of the siphon pipelines in the tunnel under the Vistula River in 2019.

Since 2004,
there have been

40

meetings
of the Board
of Experts

102-13 Membership in associations and national or international organisations

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



Membership in organisations

While implementing services of a particular strategic significance, we continued our cooperation with Employers of Poland and the "Polish Waterworks" Chamber of Commerce in legislative initiatives for the water supply and sewage sector during the persisting epidemic threat. We participated in the work of the Council for Competencies in the Water, Wastewater and Reclamation Sector, which is an initiative of the Institute of Environmental Protection – National Research Institute and the "Polish Waterworks" Chamber of Commerce, whose purpose is, among other things, to identify the needs of the water, wastewater and reclamation sector in the area of qualifications and development of the Sector Qualifications Framework. We are also a member of the Faculty Business Council of Cardinal Stefan Wyszyński University in Warsaw.

102-9 Supply chain

Collaboration with service providers

We highly value relationships with suppliers that ensure the continuity of the Company's work. Guaranteeing and maintaining security is our top priority. We entered into agreements with leading utility providers with adequate capacity and maintenance services.

Electricity



We concluded a contract with one major seller of electricity with national coverage and distribution agreements with three electricity distributors.

The value of services provided for our Company in terms of electricity in 2021 was

approx. PLN
56.88
million

turnover

PLN 39.71 million

distribution

PLN 17.10 million

comprehensive agreements

PLN 0.07 million

Natural gas



Our supplier of natural gas is a supracregional operator.

The value of services provided in 2021 was

approx. PLN
5.34
million

Thermal energy



We concluded a contract for thermal energy with a network operator from Warsaw.

The value of services provided in 2021 was

approx. PLN
3.82
million



**We plan and implement
environmental protection
measures to prevent
or mitigate adverse
environmental impact.
We are constantly improving
the environmental effects
produced by our operations.**



Environmental benefits



Our Research & Development operations

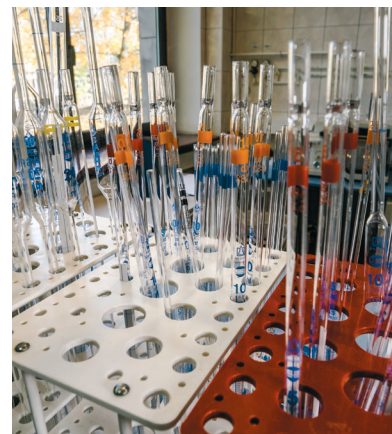
In 2021, as part of the research and development activities, the Company implemented in particular the following strategic projects:

1. energy self-sufficiency of the “Czajka” WWTP – implementing the tenets of Circular Economy, we are conducting a number of projects aimed at optimising the energy balance of the treatment plant. These include activities related to improving biogas extraction (both quantity and quality), improving the efficiency of wastewater treatment processes, and managing (including recovering) heat losses. In addition to overall improvements in the efficiency of individual processes, these measures will primarily contribute to increasing electricity production at the treatment plant to a level that will allow it to cover 80% of its needs. In the long term, we envision the “Czajka” Plant to be self-sufficient in terms of energy;

**In the long term,
we envision the
“Czajka” Plant to be
self-sufficient
in energy.**



2. "The treatment plant of the future", a project we are implementing as part of a competition funded by the NCBiR. Its premise is to create a model for the operation of a wastewater treatment plant based on an innovative technological process not previously used in Poland. It makes it possible to ensure water recovery, produce agricultural-ly-useful fertiliser, minimise air pollution, odour and waste, and energy self-sufficiency. We are implementing the project at the "Dębe" Plant;
3. closing the circulation of elements and substances – work is underway to reclassify some of the waste generated in the Company's technological processes into by-products, such as sulphur pulp, ash, various types of sludge, phosphorus, nitrogen. This will allow for their economic reuse and reduce the amount of waste generated and the cost of waste management;
4. building R&D capacity in materials science through the establishment of a Materials Laboratory. The laboratory will perform tests related to the analysis of materials used in water supply and sewage systems. This will allow the Company to expand its competence, carry out in-house performance analyses for materials used in ongoing investments, conduct prototype work, reduce the cost of external research, and speed up the receipt of results;
5. micropollutant studies in water and wastewater, including microplastics, pharmaceuticals, PFAS and viruses, as well as remote sensing studies of surface water quality. These are just some of the innovative projects that will allow the development of activities resulting in even better environmental protection.



We conduct
a total of

29

projects that are
qualified as research
and development
activities.



102-15 Key impacts, risks, and opportunities

Accredited MPWiK laboratories

Our Laboratory Unit has obtained:

1. a certificate of the Polish Centre for Accreditation (PCA) No. AB811, which for 15 years has been a confirmation of the high-quality of tests performed and is proof of operation in accordance with the best laboratory practice;
2. a decision of the State District Sanitary Inspector approving the quality system for testing water intended for human consumption.

We provide services in the area of taking samples and conducting



physico-chemical and biological tests related to collective water supply and sewage collection, for the Company's own needs and for external contractors.

Testing covers 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 network

and discharged into the environment. Testing is also conducted in the process of expansion and modernisation of existing technologies in our facilities.

In 2021, we performed about half a million analyses. We completed nearly two thousand tests commissioned by external contractors.





The Department of Laboratories is staffed with

78 people,

75 of which work in **5** laboratories of the Department, i.e.:

24 employees at the "Filtry" Laboratory; **20** employees at the "Wieliszew" Laboratory;

19 employees at the "Czajka" Laboratory; **7** employees at the "Południe" Laboratory;

5 employees at the "Pruszków" Laboratory.



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 supply network) and within the municipal water supply network.

We monitor the quality of both raw water (in the Vistula River and Lake Zegrzyńskie) and 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.

We periodically published information on the quality of water pumped into the municipal network from the respective stations and pumping stations in the *Gazeta Wyborcza* newspaper, as well as on the Company's website, www.mpwik.com.pl The publications covered basic water quality indicators, i.e. microbiological and physico-chemical indicators, including heavy metal and trihalomethane content, in line with

applicable legal requirements and WHO recommendations. Each time, the publications included an opinion of the State District Sanitary Inspector in Warsaw, who exercises sanitary control over the quality of water supplied to Warsaw residents.

Since 2002, we have been biomonitoring water intakes (with fish as test subjects) in a flow-through arrangement (online), which is the best control and warning system for the pollution of water at the source. Furthermore, the "Gruba Kaśka" Basic Water Intake has in place the SYMBIO biomonitoring system (online), which uses mussels as indicators that allow real-time monitoring of the quality of infiltration water taken from the Vistula River. The SYMBIO system within the North Plant monitors the quality of surface water taken from Lake Zegrzyńskie. 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* (DELTATOX), *Spirostommum*, and *Daphni* (FLUOTOX) bacteria.

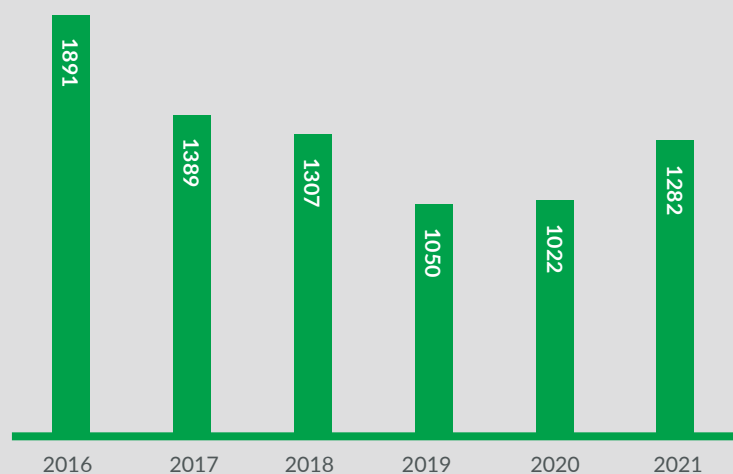
We conduct water quality tests in the water supply network at 80 points of permanent water quality control: there are 72 points in Warsaw, 8 points along the Pruszków Belt (covering Pruszków, Piastów and Michałowice). Tests at selected points allow us to get general information on water quality throughout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

We continue our works on an IT-based centralised control system for the water supply network, which would allow us, among other things, to automatically control the



In 2021,
we carried out a total of
17,404
parameter determinations
of water quality in the water
supply network, including
15,432
in Warsaw
and
1,972
along
the Pruszków Belt.

Number of water system malfunctions



monitoring zones, i.e. separated network areas where we will monitor the inflow and outflow of water from a given zone. The network division into monitoring zones will allow us to control the balancing of water volumes in a given zone: the volume actually used within a zone against the water abstraction recorded at the customers. Furthermore, we systematically perform network and component inspections.

water distribution system, optimise the pressure and volume of water introduced to the network, and prevent malfunctions of the water supply network or quickly locate them if they were to occur.

Our services, also supported by external contractors, are committed to diligently removing any malfunctions of the water supply network. We wish to restore water supply as fast as possible in such cases, and our employees do what-

ever they can to ensure that arising supply disruptions are as short as possible.

We perform online pressure tests and analyses within the water supply network and expand the water supply network monitoring system to account for measurements of hydraulic parameters, i.e. pressure and flow. The main objective for the current construction of water supply network monitoring points is to divide the network into



Environmental protection

We plan and implement environmental protection measures to prevent or mitigate adverse environmental impact. We are constantly improving the environmental effects produced by our operations.

We strive to continuously limit the adverse environmental impact by investing in environmental protection projects, effectively managing resources, and by making efforts to raise environmental awareness. We act in compliance with applicable laws and regulations and use the best practices and rules of procedure, at the same time continuously analysing the opportunities offered by new technologies. In 2021, we carried out a number of formal environmental activities. The most important ones include:

1. obtaining a decision following an administrative proceedings initiated at the Company's request, in which the State Water Company Wody Polskie granted us a water permit for the discharge of municipal sewage from the storm overflow of the municipal combined
2. verification of the 442 notices and decisions in which the State Water Company Wody Polskie set us the fees for using water services in water intake, sewage and rainwater disposal, and gravel extraction;
3. obtaining a permit for the introduction of gases and dust into the air from the installation of a retention tank located at the "Czajka" Plant;
4. obtaining a permit for the introduction of gases and dust into the air from the hydrated lime installation and the aluminium sulphate installation operated by the "Filtr" Water Treatment Station Central Plant;
5. submitting a notification and obtaining confirmation of acceptance of the installation notification for the P19 sewage pumping station on ul. Wspólna in Komornica, operated by the "Dębe" Plant, from which gases and dust are introduced into the air;
6. obtaining a permit for the introduction of gases and dust into the air from the installation of the sewage pumping station "Żerań I" at ul. Zarzecze 2, operated by the Sewage Network Plant;
7. submitting a notification and obtaining confirmation of acceptance of notification for the installation from which gases and dust are introduced into the air for pumping stations operated by the Sewage Network Plant, i.e.: "Łodygowa", "Jeziorowa", "Jagiellońska" and "Kilińskiego", located in the capital city of Warsaw;
8. obtaining an amendment to the integrated permit for the operation of an installation for the thermal conversion of sludge and process waste at STUOŚ;
9. obtaining an amendment to the permit for the generation of hazardous and non-hazardous waste generated in connection with the operation of installations and equipment that are part of the water supply and sewage system for the collection, treatment and supply of water and the collection and treatment of sewage;
10. submitting an application for a decision on environmental conditions for the project entitled "Implementation of Circular Economy (CE) investments at the "Czajka" wastewater treatment plant in the Białołęka district in Warsaw in the field of sludge and wastewater management."



Compliance with environmental regulations

We operate on the basis of relevant permits authorising the use of environmental resources in terms of water intake, sewage disposal, waste generation and emissions to the air. Apart from treatment plants, our installations include storm overflows of the combined sewage system. The overflows prevent the municipal sewage system from overloading associated with heavy rainfall, which can lead to local flooding and disrupt the safety of wastewater treatment plant operations. The overflows operate periodically – the discharge of wastewater, which is a mixture with rainwater, occurs by design only in emergency situations, i.e. when the retention capacity of the network is exhausted, especially during intense weather events.

We have 16 storm overflows, 10 of which are located on the left bank of the Vistula River and 6 – on the right bank. We meet the formal and legal requirements for storm overflows, i.e. we have water permits that provide for the permissible annual number of discharges.

This is dictated by climate conditions which we as the Company cannot control – over the past few years, there has been an increase in the frequency and intensity of extreme events, including heavy rainfall. The combined nature of the sewage network, which takes in both domestic wastewater and rainwater, is also worth noting. For

years, we have been implementing solutions to increase channel retention and reduce the number of storm discharges to meet the challenges posed by ongoing climate change.

In 2021, there was no environmental non-compliance at our Company.



We have

16

STUOŚ storm overflows





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 the Company wastewater treatment plants is incinerated at the Sewage Sludge Thermal Utilisation Station (STUOŚ) located at the “Czajka” plant. The station was commissioned on 31 December 2012. It allows us to produce green energy for the treatment plant.

STUOŚ is the largest facility for the thermal conversion of municipal sewage sludge in Poland. The installation consists of two independent incineration lines, each of which contains a fluidised bed furnace, a recuperator, a recovery boiler (a steam generating device that recovers heat from a thermodynamic medium of relatively high temperature) and a three-stage flue gas cleaning system. In addition, STUOŚ has some common elements in both incineration lines, i.e. a steam turbine coupled to a generator to generate heat and electricity and a post-process solidification installation. STUOŚ has a daily capacity to incinerate approximately 600 Mg of sewage sludge.

In 2021, we completed modernisation work at STUOŚ to ensure its long-term, efficient operation. As part of the comprehensive contract, the contractor provided the design, manufacture and installation of two new recuperators, or heat exchangers. A recuperator is one of the key elements that





allow efficient incineration of sewage sludge at STUOŚ. This piece of equipment is about 11 m tall and, together with supporting structures, weighs about 20 tonnes. The recuperator makes it possible to recover heat generated from sludge incineration. 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. It heats the air pumped into the furnace up to the temperature of approx. 600 Celsius. This makes the incineration process more environmentally friendly, as large amounts of booster fuel, and therefore additional energy, are not required. Work is currently underway to adapt STUOŚ to comply with the BAT conclusions.

Commission Implementing Decision (EU) 2019/2010 of 12 November 2019 (Directive 2010/75/EU of the European Parliament and of the Council; OJ EU L 312 of 3.12.2019, p. 55) imposed an obligation on waste incineration installations to adapt the installations to comply with the BAT conclusions defining the best available techniques for waste incineration.

On 5 August 2021, the Marshal of the Mazowieckie Voivodeship issued an integrated permit decision for STUOŚ, in which the areas to be adapted to comply with the requirements of the regulations were indicated.

The installation mostly features the best available techniques as defined in the BAT conclusions, but still several changes are required, which must be implemented within four years of the publication of the Implementing Decision in the Official Journal of the European Union, i.e. by 3 December 2023.



Sewage sludge transported from our wastewater treatment plants is waste that is safe for the environment and residents (code 19 08 05), as stated in the Regulation of the Minister of the Environment of 9 December 2014 (amended by the Regulation of 2 January 2020) on the waste catalogue.

There are over four thousand wastewater treatment plants in Poland and 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:

1. in agriculture understood as cultivation of all crops placed on the market, including those intended for feed production;
2. for cultivation of plants intended for compost production;
3. for cultivation of plants not intended for consumption or feed production;
4. for land rehabilitation, including for agricultural purposes;
5. 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.



Sewage infrastructure of the Warsaw agglomeration



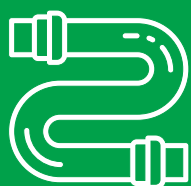
49,305 MWh

amount of energy produced
by our wastewater treatment plants



134

number of sewage
pumping stations



4,400.8 km

length of the sewage network

1,362.8 km

combined network

1,646.1 km

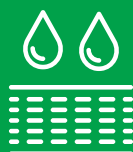
sanitary network

476.4 km

rainwater network

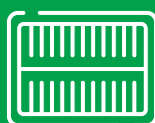
915.5 km

sewers



32,128

number of rain gullies



15,550

number of street
drains cleaned in the year



727

number of cleared
channels in the year



2,924.26 tons
of garbage removed from the
municipal sewage system in the
year and transferred outside

12,000.02 tons

forwarded to STUOŚ

**As a professional
employer, we create
friendly work culture.
We take care of safe working,
pay and social conditions,
as well as maintaining
a work-life balance.**



Employee benefits





Good Employer

As a professional employer, we create a friendly work culture. We set realistic challenges and goals for our employees to achieve. We support them in their individual development and encourage them to share their knowledge. We take care of safe working, pay and social conditions, as well as maintaining a work-life balance.



Employment conditions

102-8 Information on employees and other workers

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:

1. an employment contract;
2. a bonus system based on management by objectives and performance evaluations;
3. opportunities to develop professionally and improve qualifications;
4. a Company Social Fund benefit package;
5. funding for education, including for the completion of secondary or tertiary education, with engineer, Master's, postgraduate, and PhD degrees;
6. additional medical care;
7. group life insurance;
8. service anniversary awards;
9. 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.

| Ratio of women to men | Total | Women | Men |
|-----------------------|--------|-------|-------|
| Number | 2,501 | 709 | 1,792 |
| Percentage | 100.0% | 28.3% | 71.7% |

Employees' professional development

In 2021, we supported our employees in their efforts to broaden their technical and technological knowledge and to improve the skills required for their professional duties.

| | |
|--------------|---|
| 882 | employees took part in specialised training courses |
| 129 | employees participated in specialised forums |
| 48 | employees were given funding for education in schools and at universities |
| 370 | employees received anti-mobbing training |
| 473 | employees took part in courses on safety, security and fire protection |
| 1,136 | professional rights were obtained by our employees |

Employer branding activities in 2021:

In recent years, employer branding has become an integral part of companies' operations. Our Company also seeks to ensure that we are seen as a good employer.

1. We carried out another campaign "Join us!" aimed at building a positive image of the Company as an employer; as part of our image-building activities, spots informing about the recruitment of employees to our Company were broadcast for 28 days on Eska Warszawa, SuperNova Warszawa and Eska Rock Warszawa radio stations.
2. We participated in the Praga Job Fair organised by the Social Welfare Centre of the

Praga-Południe District and the OH Youth Education and Labour Centre.

3. We took part in the round table for the water, wastewater and reclamation sector, organised by the Polish Agency for

Enterprise Development; during the panel discussion entitled "The future begins today. On cooperation between education and enterprises", the Company activities in the field of cooperation with educational institutions were presented.

4. We were present at the Business Networking Day organised by the Career Office of the Warsaw University of Technology at the Faculty of Building Installations, Hydraulic Engineering and Environmental Engineering; we presented an internship offer for students and graduates.
5. We participated in the 11th edition of the market survey concerning salaries in the water supply and sewage industry.

We have launched an Employer Profile on the advertising portals pracuj.pl and praca.pl. This gives us a chance to reach out to candidates and offer jobs to those who meet our expectations.

In support of recruitment processes, we have launched a new recruitment channel, namely employee referrals.

Szukasz stabilnego zatrudnienia?

Poszukujemy:

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

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

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

Other activities for employees in 2021:

1. Having consulted the representatives of the trade unions operating at the Company, we passed new wording for three regulations which are most important for employees:
 - a. Work Regulations – adapted to the applicable labour laws and the needs of both the employer and employees;
 - b. Remuneration Regulations;
 - c. Managing Company Social Fund benefits.
2. We launched a project on valuing the Company's jobs, with the aim of analysing the current remuneration system, drawing up descriptions of all jobs and proposing a target remuneration policy in terms of base pay, variable remuneration components and non-salary remuneration components. We provided training to 220 employees in managerial positions who will participate in the project; the training explained the importance of job descriptions, the methodology for their creation and the role of employees in their creation.

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

Z Tobą warto!

Prowadzimy wartościowanie stanowisk pracy.
Szukaj informacji o projekcie na Wodniku,
w „Wodociągowcu Warszawskim”
lub, jeśli masz pytania, pisz na adres
wartosciowanie@mpwik.com.pl

Interesuje nas Twój punkt widzenia.

In 2021, we implemented a number of training projects:

1. Training in customer service, which we have been conducting since 2011. The project is aimed at acquiring the ability to build customer relations based on professionalism in service, i.e. learning the basic rules of professional customer service and acquiring the ability to deal with difficult situations, as well as assertiveness in dealing with difficult customers. The training is provided to all Company employees who have contact with external customers. In 2021, 58 employees took part in training sessions.
2. Training in the development of competencies in accordance with the Company's competency model, the “soft” skills – we organised training sessions in stress prevention during the pandemic (three training groups for 34 employees), effective time management and work organisation (six two-day training sessions for 77 employees), building internal motivation and developing commitment (one training session for five employees), effective communication and conflict resolution (six training groups for 59 employees); due to the epidemic situation, the training sessions were carried out mainly online.
3. E-learning training courses “A new approach to data protection after the entry of GDPR into force” to enhance our employees' knowledge of data protection. From Septem-

- ber 2020 to April 2021, a total of about 1,600 employees participated in the training.
4. Training in compliance to broaden the employees' knowledge of the compliance management system in place in the Company, in particular concerning the impact of employees' attitudes on shaping the Company image, and the employer's expectations concerning the functioning of the system. In 2021, 172 employees took part in the training sessions.
 5. E-learning training courses on "Anti-Harassment and Discrimination in the Workplace", aimed at building a healthy workplace where everyone

feels respected and supported, as well as developing the ability to recognise the first negative symptoms and respond early; 370 employees participated in the training; the training began in April 2021 and lasted until the end of September 2021.

In 2021, we held **3,185 development activities** that involved employee participation in various types of development actions, i.e. training courses (conducted in the form of lectures, workshops, training sessions, training consultations, e-learning or seminars), professional courses, specialised forums (i.e. conferences, congresses, talks, councils, meetings,

symposiums, summits, assemblies, conventions or panel discussions) and studies.

Organisation of apprenticeships

We organised student apprenticeships (12 students from Professor Edmund Jankowski School Complex No. 39 in Warsaw) and we provided student and graduate apprenticeships (33 students were accepted for student apprenticeships and 9 graduates for graduate apprenticeships).

In 2021, after the apprenticeships were completed, we hired 16 apprentices on an employment contract.

Safety and health of employees

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

In 2021, we implemented health and safety information campaigns running under the slogan "Stop accidents at work". We developed graphics depicting the effects and causes of accidents that had occurred or could occur at our Company's facilities. The purpose of these activities was to point out how, by mistake and routine work practices, accidents can easily occur. As part of the campaign, we produced three educational and instructional videos on how to comply with health and safety regulations and rules when performing activities at the designated positions. The videos will also be used during health and safety training courses and will





support direct supervisors when they provide position instruction to subordinate employees.

In the in-house monthly magazine “Wodociągowiec Warszawski”, we published articles related to occupational health and safety issues and the dangers we may encounter at the Company production facilities, as well as the specifics of these dangers. We also announced competitions on occupational health and safety and ergonomics.

We kept employees updated with the most important health and safety information via the “Wodnik” intranet platform and a daily newsletter.

As part of activities related to strengthening the culture and raising awareness in the area of occupational health and safety, we organised a series of training courses for persons in charge of employees, as well as a series of

training courses to improve the methodology of conducting job instruction and work in hazardous confined spaces.

Due to the ongoing COVID-19 pandemic, we conducted information activities on current sanitary recommendations and restrictions, e.g., in the form of information posters distributed at the Company facilities and pop-ups on the “Wodnik” intranet portal.



We conducted both vaccination promotion campaigns and employee vaccination campaigns. Vaccination was carried out in two stages, at dedicated points at the Central Plant, prepared according to government guidelines for organising



a vaccination point. More than 600 employees and more than 500 family members were vaccinated as part of the campaign.

Being aware of the importance of mental health, we provided our employees with an opportunity to participate in the campaign entitled "Understand. Feel. Act." Its goal was to support the work environment in terms of mental health and collectively address emotional problems of employees including: to raise awareness of the impact of emotional problems on the work environment, education on mental health, popularisation of psychological support and therapy or motivation to change daily habits. The topic was particularly relevant in the era of the pandemic, which had changed the way companies operated and organised their work and affected daily functioning in both professional and private spheres, compounding employee stress.

We held a plebiscite for the "2020 Water Worker of the Year", in which the Company staff selected the most valued employee; we also awarded badges to the Company distinguished employees.

In 2021, we restored the Club for the Promotion of Physical Culture "Wodociągowiec" in connection with the unfreezing of the sports sections operating in the Company.



Internal communication channels

Our employees are able to regularly learn about current activities and events in the Company. Our sources of information include the monthly magazine "Wodociągowiec Warszawski" and the intranet platform "Wodnik", as well as information boards and TV monitors placed in the Company headquarters. Employees also received a daily newsletter containing industry and other information on socio-economic life.



Anti-discrimination and anti-harassment

In 2021, we continued our campaign entitled "Against Hate Speech", which we launched in the previous years. By means of intranet and information posters, we reminded our workers of the values enshrined in our Code of Ethics:

1. I don't hate
2. I respect
3. I 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. We react in advance to any signals of undesirable behaviour.



Cooperation with trade unions

As a responsible employer, we cooperate with trade union representatives.

Six trade unions operate within the Company:

1. Trade Union of Engineers and Technicians
2. Free Trade Union of Employees in Water Management and Environmental Protection Industries Warsaw Branch
3. Trade Union of Employees in Continuous Process Industries "MPWiK"
4. Independent Self-Governing Trade Union "Solidarność 80"
5. Independent Self-Governing Trade Union "Solidarność"
6. 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.

Company Social Fund benefits

In 2021, we paid out 3,716 benefits from the Company Social Fund, totalling PLN 5,062,150.

This amount covers the following employee benefits:

1. subsidies for self-arranged holidays or subsidies for package holidays for children and young people by allocating the amount of subsidies for self-arranged holidays to the child's holiday;

2. subsidies for rehabilitation and recreation holidays for children with certified disabilities;
3. non-repayable in-kind or financial assistance (aid);
4. school aid for children and young people between the ages of 3 and 20;
5. housing assistance in the form of loans for:
 - a. renovation of apartments/ single-family houses;
 - b. construction or purchase of a single-family house or apartment;
 - c. buying out housing for ownership;
 - d. adaptation of an apartment/ single-family house to the needs of a person with a disability;
6. Christmas and New Year gift for the children of eligible persons, which, as in previous years, was carried out in the form of a gift card.

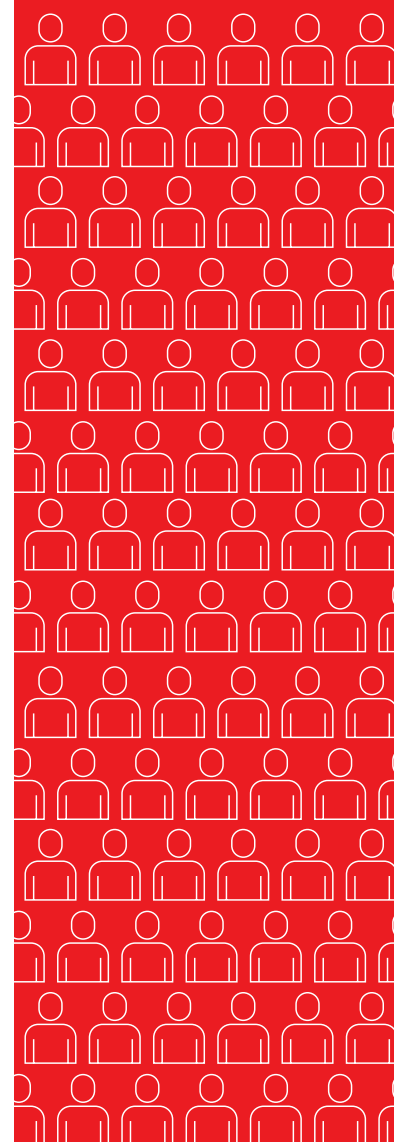
In 2021, retirees and pensioners also benefited from the Social Fund, including:

1. non-repayable in-kind or financial assistance (aid) for retirees/ pensioners;
2. special assistance for employees, retirees and pensioners.

In order to simplify the rules for using social benefits, to meet the needs and expectations of employees, and to bring the new regulation in line with applicable Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), we made the following changes:

- we reduced and simplified the documentation required to obtain a benefit from the Company Social Benefits Fund,
- we extended the deadline for submitting applications for a benefit,
- we waived the lower age limit for a child entitled to the benefit.

EMPLOYEE BENEFITS



Operating during the pandemic

When the state of epidemic due to the SARS-CoV-2 was introduced in Poland in 2020, we had to take immediate and coordinated action in all areas. In 2021, the Company still operated in extraordinary circumstances, in which it was necessary to maintain the uninterrupted operation of our plants and continuity of service delivery. To maximise potential health protection for our employees, customers, and stakeholders, we applied internal procedures aimed at preventing the spread of coronavirus, along with rules of procedure in case of infections. We continued to operate in accordance with the regulations already in place regarding changes in work organisation, the obligation to maintain a sanitary regime and effective communication.

WE CONDUCTED THE FOLLOWING ACTIONS:

organisation

- we monitored the epidemic situation on an ongoing basis as part of the Company permanent Crisis Management Team regarding infections among employees, including records of contacts;
- we cooperated with the Security and Crisis Management Office of the capital city of Warsaw and the Government Centre for Security, i.a. in reporting the statistics concerning personnel;
- we followed the Company pro-

cedures for dealing with suspected SARS-CoV-2 infection;

- we organised a vaccination point at the Company for employees and their families;
- we restricted access for outsiders to the Company facilities;
- we made mandatory body temperature tests at the entrances to the Company facilities;
- we maintained telephone and email contact dedicated to reports of infections or suspected SARS-CoV-2 infections;
- we continued remote and rotating work systems for office workers;
- we organised internal meetings online using modern ICT tools;
- we limited paper correspondence in favour of electronic correspondence.

improving sanitary safety

- we provided employees and their family members with the opportunity to be vaccinated against SARS-CoV-2;
- we ensured access to personal protective equipment (masks, disinfectants, disposable gloves) for employees and visitors and provided them with information on the obligation to use the equipment and instructions for its use;
- we provided employees with the opportunity to test themselves for SARS-CoV-2 as part of the additional health coverage provided by the employer;

- we increased the frequency of cleaning and continued periodic disinfection of rooms and technological facilities, offices, social rooms, passageways, and ozonation of vehicles.

communication

- we informed our employees about governmental restrictions introduced, as well as measures taken by the Company in this regard via internal electronic messaging and updating information boards, as well as information posters from the sanitary services, i.e. MZ, GIS;
- we kept our customers and contractors informed about the continuity of the Company 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 customers and the Company.







Reporting practice

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

This is our fourth Company Social Responsibility Report.
It was developed in accordance with GRI Standards at cor (basic) level.
The report covers the calendar year from 1 January to 31 December 2021. We are planning to publish our next report in 2023.
Our reports are available at:
www.mpwik.com.pl in the CSR Reports tab.

Prior to the publication of the Company Social Responsibility Reports,
we published Annual Reports, which are available at:
www.mpwik.com.pl in the Annual Reports tab.

102-53 Contact point for questions regarding the report
Any questions concerning the report?
Contact us:
Daniel Pieniek
d.pieniek@mpwik.com.pl







TABLES



Data Tables

201-1 Direct economic value generated and distributed

Direct economic value

| | PLN '000 | |
|--|------------------|------------------|
| | 2020 | 2021 |
| A. Total revenue, incl. | 1,211,879 | 1,298,695 |
| Net sales revenue (gross revenue from the sale of products and services less refunds, rebates, and discounts) | 1,018,142 | 1,100,062 |
| 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) | 4,548 | 1,553 |
| 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) | 609 | 534 |
| B Operating expenses | 388,851 | 396,463* |
| B Salaries and wages, employee benefits | 225,141 | 242,785 |
| B Payments to investors (dividend) | 0 | 0 |
| B Payments to state (tax) | 209,137 | 235,154 |
| B Social investments (donations, investments for the society) | 387 | 222 |
| RETAINED ECONOMIC VALUED (B-A) | 388,362 | 424,071 |

* Cash operating expenses (w/o amortisation)

Balance sheet

| | PLN '000 | |
|-----------------------------|------------------|------------------|
| ASSETS | 31 Dec 2020 | 31 Dec 2021 |
| A. Fixed assets | 8,059,643 | 8,430,219 |
| I. Intangible assets | 16,528 | 15,240 |

| | | |
|--|------------------|------------------|
| 1. Completed development work | 0 | 0 |
| 2. Goodwill | 0 | 0 |
| 3. Other intangibles | 16,528 | 15,240 |
| 4. Payments on account of intangibles | 0 | 0 |
| II. Tangible assets | 8,009,826 | 8,389,543 |
| 1. Property, plant and equipment | 7,255,996 | 7,442,851 |
| a) Land (including right to perpetual usufruct) | 701,341 | 696,870 |
| b) Buildings, premises, rights thereto, and civil and water engineering facilities | 5,802,557 | 6,009,965 |
| c) Plant and equipment | 690,577 | 658,350 |
| d) Vehicles | 49,440 | 65,806 |
| e) Other | 12,082 | 11,861 |
| 2. Assets in course of construction | 691,515 | 937,954 |
| 3. Payments on account of assets in course of construction | 62,315 | 6,737 |
| III. Long-term receivables | 3,155 | 3,378 |
| 1. From related parties | 0 | 0 |
| 2. From other parties in which the organisation has engaged capital | 0 | 0 |
| 3. From third parties | 3,155 | 3,378 |
| IV. Long-term investments | 3,778 | 0 |
| 1. Real property | 0 | 0 |
| 2. Intangible assets | 0 | 0 |
| 3. Long-term financial assets | 3,778 | 0 |
| a) in related parties | 0 | 0 |
| - other long-term financial assets | 0 | 0 |
| b) in other parties in which the organisation has engaged capital | 0 | 0 |
| - other long-term financial assets | 0 | 0 |
| c) in third parties | 3,778 | 0 |
| - shares | 0 | 0 |

| | | |
|---|----------------|----------------|
| – other securities | 0 | 0 |
| – loans granted | 0 | 0 |
| – other long-term financial assets | 3,778 | 0 |
| 4. Other long-term investments | 0 | 0 |
| V. Long-term deferred items | 26,356 | 22,059 |
| 1. Deferred tax assets | 22,039 | 21,624 |
| 2. Other deferred items | 4,317 | 435 |
| B. Current assets | 585,302 | 496,876 |
| I. Inventories | 21,096 | 23,995 |
| 1. Materials | 20,951 | 23,975 |
| 2. Semi-finished products and work in progress | 0 | 0 |
| 3. Finished products | 0 | 0 |
| 4. Goods | 0 | 0 |
| 5. Payments on account of supplies and services | 146 | 20 |
| II. Short-term receivables | 139,160 | 223,625 |
| 1. From related parties | 0 | 0 |
| a) trade receivables falling due: | 0 | 0 |
| – within 12 months | 0 | 0 |
| – after 12 months | 0 | 0 |
| b) other | 0 | 0 |
| 2. From other parties in which the organisation has engaged capital | 0 | 0 |
| a) trade receivables falling due: | 0 | 0 |
| – within 12 months | 0 | 0 |
| – after 12 months | 0 | 0 |
| b) other | 0 | 0 |
| 3. From third parties | 139,160 | 223,625 |
| a) trade receivables falling due: | 63,994 | 176,708 |
| – within 12 months | 63,994 | 176,708 |

| | | |
|--|------------------|------------------|
| – after 12 months | 0 | 0 |
| b) in respect of taxes, subsidies, customs duties, social security, and health insurance, etc. | 53,413 | 35,571 |
| c) other | 21,753 | 11,346 |
| d) claimed at court | 0 | 0 |
| III. Short-term investments | 364,184 | 185,773 |
| 1. Short-term financial assets | 364,184 | 101,465 |
| a) in related parties | 0 | 0 |
| b) in third parties | 35,119 | 0 |
| – shares | 0 | 0 |
| – other securities | 0 | 0 |
| – loans granted | 0 | 0 |
| – other short-term financial assets | 35,119 | 0 |
| c) cash and other monetary assets | 329,065 | 101,466 |
| – cash in hand and at bank | 329,065 | 101,466 |
| – other cash | 0 | 0 |
| – other monetary assets | 0 | 0 |
| 2. Other short-term investments | 0 | 84,308 |
| IV. Short-term deferred items | 60,862 | 63,483 |
| C. Unpaid capital | 0 | 0 |
| D. Own shares | 0 | 0 |
| TOTAL ASSETS (A+B+C+D) | 8,644,945 | 8,927,096 |

| EQUITY AND LIABILITIES | 31 Dec 2020 | 31 Dec 2021 |
|-------------------------------|--------------------|--------------------|
| A. Equity | 4,626,027 | 4,660,402 |
| I. Share capital | 2,734,575 | 2,734,575 |
| incl. registered as at 31 Dec | 0 | 0 |
| II. Capital reserve | 1,875,534 | 1,891,413 |

| | | |
|--|------------------|------------------|
| III. Revaluation reserve | 0 | 0 |
| IV. Other reserves | 39 | 39 |
| V. Profit (loss) brought forward | 0 | 0 |
| VI. Net profit (loss) for the year | 15,878 | 34,375 |
| VII. Deductions from net profit during the year | 0 | 0 |
| B. Liabilities and provisions for liabilities | 4,018,918 | 4,266,693 |
| I. Provisions for liabilities | 415,262 | 438,621 |
| 1. Deferred tax liability | 241,291 | 272,126 |
| 2. Retirement and similar payments | 7,850 | 12,518 |
| – long-term | 2,846 | 7,739 |
| – short-term | 5,005 | 4,779 |
| 3. Other | 166,120 | 153,978 |
| – long-term | 0 | 0 |
| – short-term | 166,120 | 153,978 |
| II. Long-term liabilities | 433,650 | 548,008 |
| 1. Owed to related parties | 0 | 0 |
| 2. Owed to third parties | 433,650 | 548,008 |
| a) loans and borrowings | 369,276 | 483,622 |
| b) debt securities in issue | 60,164 | 60,151 |
| c) other financial liabilities | 0 | 0 |
| d) other | 4,210 | 4,235 |
| III. Short-term liabilities | 426,231 | 339,407 |
| 1. Owed to related parties | 0 | 0 |
| 2. Owed to third parties | 421,944 | 334,490 |
| a) loans and borrowings | 68,538 | 70,397 |
| b) debt securities in issue | 0 | 0 |
| c) other financial liabilities | 0 | 0 |
| d) trade liabilities falling due: | 61,835 | 68,996 |

| | | |
|--|------------------|------------------|
| – within 12 months | 61,835 | 68,996 |
| – after 12 months | 0 | 0 |
| e) payments on account of supplies | 0 | 0 |
| f) promissory notes/bills of exchange | 0 | 0 |
| g) in respect of taxes, customs duties, social security, health insurance, and other public liabilities etc. | 21,283 | 20,149 |
| h) payroll liabilities | 20,183 | 18,056 |
| i) other | 250,105 | 156,893 |
| 3. Special funds (Company Social Fund) | 4,287 | 4,916 |
| IV. Accrued items | 2,743,776 | 2,940,657 |
| 1. Negative goodwill | 0 | 0 |
| 2. Other deferred items | 2,743,776 | 2,940,657 |
| – long-term | 2,648,239 | 2,842,023 |
| – short-term | 95,537 | 98,634 |
| TOTAL EQUITY AND LIABILITIES (A+B) | 8,644,945 | 8,927,096 |

Profit and loss account (nature of expense presentation)

PLN '000

| ITEM | 31 Dec 2020 | 31 Dec 2021 |
|---|------------------|------------------|
| A. Net sales revenue and equivalent items, incl.: | 1,040,325 | 1,135,961 |
| – from related parties | 0 | 0 |
| I. Net revenue from sale of products | 1,018,142 | 1,109,715 |
| II. Change in the stock of products (+ increase, - decrease) | 0 | 0 |
| III. Own work capitalised | 20,658 | 24,896 |
| IV. Net revenue from sale of goods and materials | 1,524 | 1,349 |
| B. Operating expenses | 1,115,879 | 1,181,337 |
| I. Depreciation | 291,357 | 305,882 |

| | | |
|---|----------------|----------------|
| II. Energy and consumables | 130,481 | 133,978 |
| III. External services | 236,052 | 229,357 |
| IV. Taxes and levies, incl.: | 209,138 | 234,726 |
| - excise duty | 1,017 | 1,058 |
| V. Salaries and wages | 186,160 | 202,557 |
| VI. Social security and other benefits, incl.: | 47,636 | 48,192 |
| - retirement | 17,508 | 19,164 |
| VII. Other expenses | 13,664 | 27,470 |
| VIII. Cost of goods and materials sold | 1,393 | 1,175 |
| C. Profit (loss) on sales (A-B) | -75,555 | -47,377 |
| D. Other operating income | 164,949 | 135,385 |
| I. Gain on sale of non-financial fixed assets | 609 | 534 |
| II. Subsidies | 82,519 | 91,270 |
| III. Revaluation of non-financial assets | 299,708 | 4,893 |
| IV. Other operating income | 51,851 | 38,687 |
| E. Other operating expenses | 37,575 | 40,830 |
| I. Loss on sale of non-financial fixed assets | 0 | 0 |
| II. Revaluation of non-financial assets | 8,222 | 9,161 |
| III. Other operating expenses | 29,354 | 31,668 |
| F. Operating profit (loss) (C+D-E) | 51,819 | 47,178 |
| G. Financial income | 6,605 | 37,232 |
| I. Dividends and other profit distributions | 0 | 0 |
| - from related parties | 0 | 0 |
| II. Interest, incl.: | 4,548 | 1,553 |
| - from related parties | 0 | 0 |
| III. Gain on sale of financial assets | 0 | 0 |
| IV. Revaluation of financial assets | 1,147 | 35,446 |
| V. Other | 909 | 233 |

| | | |
|--|---------------|---------------|
| Financial expenses | 14,946 | 13,184 |
| I. Interest, incl.: | 13,914 | 9,095 |
| - for related parties | 0 | 0 |
| II. Loss on sale of financial assets | 0 | 0 |
| III. Revaluation of financial assets | 964 | 3,791 |
| IV. Other | 69 | 298 |
| I. Pre-tax profit (loss) (I+/-J) | 43,477 | 71,226 |
| Income tax, incl. | 27,599 | 36,850 |
| - deferred tax | 27,599 | 31,249 |
| K. Other obligatory charges against profit (loss) | 0 | 0 |
| L. Net profit (loss) (K-L-M) | 15,878 | 34,375 |

Cash flow statement (indirect approach)

PLN '000

| | 31 Dec 2020 | 31 Dec 2021 |
|---|----------------|----------------|
| A. Cash flows from operating activities | | |
| I. Net profit (loss) | 15,878 | 34,375 |
| II. Total adjustments | 212,281 | 132,995 |
| 1. Depreciation/amortisation | 291,357 | 305,883 |
| 2. Foreign exchange gains (losses) | 0 | 0 |
| 3. Interest and profit distributions (dividends) | 12,627 | 11,274 |
| 4. Profit (loss) on investment activities | -21,366 | -7,964 |
| 5. Net change in provisions | 17,352 | 23,360 |
| 6. Net change in inventories | -1,429 | -2,899 |
| 7. Net change in receivables | 5,927 | -76,459 |
| 8. Change in short-term receivables except loans and borrowings | 19,465 | -28,256 |

| | | |
|--|-----------------|-----------------|
| 9. Net change in deferred/accrued items | -105,697 | -101,979 |
| 10. Other adjustments | -5,954 | -9,964 |
| III. Net cash flow from operating activities (I±II) | 228,159 | 167,370 |
| B. Cash flows from investment activities | | |
| I. Cash provided by | 100,633 | 554 |
| 1. Sale of intangibles or tangibles | 633 | 554 |
| 2. Sale of investments in property or investments in intangibles | 0 | 0 |
| 3. Financial assets, incl.: | 100,000 | 0 |
| a) in related parties | 0 | 0 |
| b) in third parties | 100,000 | 0 |
| - sale of financial assets | 100,000 | 0 |
| - dividends and profit distributions | 0 | 0 |
| - repayment of long-term loans and borrowings | 0 | 0 |
| - interest | 0 | 0 |
| - other cash provided by financial assets | 0 | 0 |
| 4. Other flows from investment activities | 0 | 0 |
| II. Cash spent on | -541,425 | -795,772 |
| 1. Purchase of intangibles or tangibles | -541,425 | -795,772 |
| 2. Investments in property or investments in intangibles | 0 | 0 |
| 3. Financial assets, incl.: | 0 | 0 |
| a) in related parties | 0 | 0 |
| b) in third parties | 0 | 0 |
| - purchase of financial assets | 0 | 0 |
| - long-term loans granted | 0 | 0 |
| 4. Other investment expenses | 0 | 0 |
| III. Net cash flow from investment activities (I±II) | -440,793 | -795,218 |

| | | |
|--|-----------------|-----------------|
| C. Cash flows from financing activities | | |
| I. Cash provided by | 274,531 | 477,978 |
| 1. Net proceeds from issuance of shares and other equity instruments or from additional equity contributions | 0 | 0 |
| 2. Loans and borrowings | 113,099 | 176,145 |
| 3. Issuance of debt securities | 0 | 0 |
| 4. Other flows from financing activities | 161,432 | 301,833 |
| II. Cash spent on | -180,043 | -77,729 |
| 1. Purchase of own shares | 0 | 0 |
| 2. Dividends and other distributions to owners | 0 | 0 |
| 3. Profit distributions other than payments to owners | 0 | 0 |
| 4. Repayments of loans and borrowings | -65,908 | -63,738 |
| 5. Redemption of debt securities | -100,000 | 0 |
| 6. Other financial liabilities | 0 | 0 |
| 7. Payment of finance lease liabilities | 0 | 0 |
| 8. Interest and commissions | -14,135 | -9,851 |
| 9. Other financing expenses | 0 | -4,140 |
| III. Net cash flow from financing activities (I±II) | 94,488 | 400,249 |
| D. Total net cash flow (A.III±B.III±C.III) | -118,145 | -227,599 |
| E. Change in the carrying amount of cash, incl.: | -118,145 | -227,599 |
| - on account of exchange differences | 0 | 0 |
| F. Cash at beginning of period | 447,210 | 329,065 |
| G. Cash at end of period (F±D), incl.: | 329,065 | 101,466 |
| - restricted cash | 13,910 | 15,017 |

Statement of changes in equity

PLN '000

| | 31 Dec 2020 | 31 Dec 2021 |
|---|------------------|------------------|
| I. Equity at beginning of period (opening balance) | 4,610,149 | 4,626,027 |
| - corrections of material errors | 0 | 0 |
| - corrections due to share pooling | 0 | 0 |
| I.a. Equity at beginning of period (opening balance) after corrections | 4,610,149 | 4,626,027 |
| 1. Share capital at beginning of period | 2,734,575 | 2,734,575 |
| 1.1. Changes in share capital | 0 | 0 |
| a) increases | 0 | 0 |
| - issuance of shares | 0 | 0 |
| b) decreases | 0 | 0 |
| - redemption of shares | 0 | 0 |
| 1.2. Share capital at end of period | 2,734,575 | 2,734,575 |
| incl. registered capital | 2,734,575 | 2,734,575 |
| 2. Capital reserve at beginning of period | 1,792,170 | 1,875,535 |
| 2.1. Changes in capital reserve | 83,364 | 15,878 |
| a) increases | 83,364 | 15,878 |
| - issue of share premium | 0 | 0 |
| - profit distribution (statutory) | 83,364 | 15,878 |
| - merger with OŚP | 0 | 0 |
| - other increases | 0 | 0 |
| b) decreases | 0 | 0 |
| - loss coverage | 0 | 0 |
| 2.2. Capital reserve at end of period | 1,875,535 | 1,891,413 |
| 3. Revaluation reserve at beginning of period | 0 | 0 |

| | | |
|--|-----------|-----------|
| 3.1. Changes in revaluation reserve | 0 | 0 |
| a) increases | 0 | 0 |
| b) decreases | 0 | 0 |
| 3.2. Revaluation reserve at end of period | 0 | 0 |
| 4. Other reserves at beginning of period | 39 | 39 |
| 4.1. Changes in other reserves | 0 | 0 |
| a) increases, in-kind contributions, merger | 0 | 0 |
| b) decreases | 0 | 0 |
| 4.2. Other reserves at end of period | 39 | 39 |
| 5. Profit (loss) brought forward at beginning of period | 0 | 0 |
| 5.1. Profit brought forward at beginning of period | 0 | 0 |
| - corrections – merger with OŚP | 0 | 0 |
| 5.2. Profit brought forward at beginning of period, after corrections | 0 | 0 |
| a) increases | 83,364 | 15,878 |
| b) decreases | 83,364 | 15,878 |
| - decrease on account of capital reserve | 83,364 | 15,878 |
| 5.3. Profit brought forward at end of period | 0 | 0 |
| 5.4. Loss brought forward at beginning of period | 0 | 0 |
| - corrections of material errors | 0 | 0 |
| 5.5. Change in loss brought forward | 0 | 0 |
| a) increases | 0 | 0 |
| - losses brought forward | 0 | 0 |
| b) decreases | 0 | 0 |
| - loss coverage | 0 | 0 |
| - other decreases | 0 | 0 |
| 5.6. Loss brought forward at end of period | 0 | 0 |
| 5.7. Profit (loss) brought forward at end of period | 0 | 0 |

| | | |
|---|------------------|------------------|
| 6. Net result | 15,878 | 34,375 |
| a) net profit | 15,878 | 34,375 |
| b) net loss | 0 | 0 |
| c) deductions from profit | 0 | 0 |
| II. Equity at end of period (closing balance) | 4,626,027 | 4,660,402 |
| III. Equity after proposed profit distribution (appropriation of loss) | 4,626,027 | 4,660,402 |

302-1 Energy consumption within the organisation

Energy consumption within the organisation

| Total consumption of non-renewable energy (derived from purchased sources and own sources produced within own operations), types of fuel used | Consumption in 2020 [GJ] | Consumption in 2021 [GJ] |
|---|--------------------------|--------------------------|
| Natural gas | 110,869.00 | 158,577.44 |
| Electricity | 505,976.40 | 518,250.34 |
| Heat | 65,825.00 | 70,022.00 |
| Liquid fuels | 53,953.00 | 50,592.27 |
| Total energy consumption | 736,623.40 | 797,442.05 |
| Total renewable energy consumption | Consumption in 2020 [GJ] | Consumption in 2021 [GJ] |
| photovoltaic energy | 78.84 | 68.15 |
| sewage treatment plant biogas | 550,368.00 | 598,011.00 |
| Total energy consumption | 550,446.84 | 598,079.15 |
| Total: | Consumption in 2020 [GJ] | Consumption in 2021 [GJ] |
| electricity sold | 110.95 | 228.68 |
| heat sold | 3,284.48 | 2,324.80 |
| Total | 3,395.43 | 2,553.48 |
| TOTAL ENERGY CONSUMPTION IN ORGANISATION | 1,283,674.81 | 1,392,967.72 |

305-1 Direct GHG emissions

Greenhouse gas emissions

| Substance | 2020 | | 2021 | |
|------------------|----------------------|--|----------------------|--|
| | Emission volume [kg] | Emission volume [t EgCO ₂] | Emission volume [kg] | Emission volume [t EgCO ₂] |
| CO ₂ | | 118,172.37 | | 102,148.21 |
| CH ₄ | | 71,172.55 | | 32,082.84 |
| N ₂ O | | 2,222.79 | | 15,136.51 |
| HFC 407C | | 29.626 | | 56,240 |
| HFC 410A | | 66.879 | | 145,990 |
| HF C134A | | | | 14,300 |

306-1 Total volume of wastewater by quality and destination

Sewage and rinsing water collection*

| | Planned volume discharged** [m ³] | | Unplanned volume discharged*** [m ³] | |
|---|---|----------|--|------------------|
| | 2020 | 2021 | 2020 | 2021 |
| Receiving waters | | | | |
| Groundwater | - | - | - | - |
| Surface waters | 175,723,350 | | 18,838,222 | 9,937,509 |
| Sewage systems leading to rivers, oceans, lakes, wetlands | - | - | - | - |
| Sewage systems leading to sewage treatment plant | - | - | - | - |
| Other location | 8,857 | - | - | - |
| TOTAL VOLUME | 175,732,207 | - | 18,838,222 | 9,937,509 |

| | Planned volume discharged* [m³] | | Unplanned volume discharged*** | | Sewage purification methods | |
|---|------------------------------------|-------------|--------------------------------------|------|---|-----------|
| Location of sewage treatment | 2020 | 2021 | 2020 | 2021 | | |
| “Czajka” Plant | 132,337,474 | 149,415,070 | - | - | Mechanical and biological treatment with enhanced nutrient removal | |
| “Południe” Plant | 22,601,020 | 23,155,423 | - | - | Mechanical and biological treatment with enhanced nutrient removal | |
| “Dębe” Plant | 2,012,866 | 1,838,774 | - | - | Biological treatment with enhanced nutrient removal | |
| “Pruszków” Plant | 14,566,080 | 17,410,928 | - | - | Mechanical and biological treatment with enhanced nutrient removal | |
| Stormwater overflow | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 |
| Stormwater overflow “Pruszków” Plant | - | - | 1,900 | - | - | - |
| “Al. 3-go Maja” | - | - | 273,030 | | | 322,913 |
| “Bielański” | - | - | 571,997 | | | 568,318 |
| “Boleść” | - | - | 2,510 | | | 3,033 |
| “Farysa” | - | - | 12,331,345 | | | 3,222,386 |
| “Gołędzinów” | - | - | 13,050 | | | - |
| “Karowa (gravitational)” | - | - | 237 | | | 540 |

| | | | | | | |
|---|-------------|-------------|-------------|-------------|---|-------------|
| "Kościelna" | - | - | 40,231 | | 58,473 | |
| "Kraśnińskiego" | - | - | 1,097,767.5 | | 650,236 | |
| "Pelcowizna" | - | - | 242,709 | | 134,767 | |
| "Płyta Desantowa" | - | - | 278,856 | | 404,298 | |
| "Powiśle I (Karowa tłocznie)" | - | - | 1,611,005 | | 1,995,805 | |
| "Ratuszowa" | - | - | 1,679 | | 374 | |
| "Saska Kępa" | - | - | 1,532,231 | | 2,525,486 | |
| "Wenedów" | - | - | 11,821 | | 16,030 | |
| "Żerań" | - | - | 827,853 | | - | |
| "Nowodwory" | | | | | 34,850 | |
| Location of water discharges | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 |
| North Plant – Białoleka Zonal Station | 24,142 | 13,043 | - | - | mechanical treatment (sedimentation) | |
| North Plant – rinsing water | 325,861 | 447,449 | - | - | mechanical treatment | |
| North Plant – infiltration water | 3,849,588 | 3,806,450 | - | - | | |
| North Plant – fresh water tank | 0 | 0 | - | - | | |
| "Stara Miłosna" Water Treatment Station | 6,319 | 6,231 | | - | decoupler, sedimentation | |
| "Falenica" Water Treatment Station | 8,857 | 8,357 | | - | settling tank, infiltration into the ground through a sedimentation bed | |

Quality of sewage and rinsing water collected

| Parameters | Planned discharged volume [kg/year] | | Unplanned volume collected [kg/year] | |
|--|-------------------------------------|-----------|--------------------------------------|-----------|
| | 2020 | 2021 | 2020 | 2021 |
| Biological demand for oxygen (BDO ₅) | 625,647 | 1,017,785 | 3,326,282 | 1,264,024 |
| Total suspension | 1,080,892 | 1,456,683 | 4,013,947 | 1,955,826 |
| Chemical Demand for oxygen (ChDO) | 5,395,778 | 6,516,809 | 7,602,540 | 3,224,185 |
| Total nitrogen | 1,137,905 | 1,393,456 | 669,149 | 235,706 |
| Total phosphorus | 60,223 | 67,669 | 77,282 | 19,192 |

* figures do not account for planned discharges into soil

Micronutrients in tap water in respective facilities [mg/l]

| Index, sub-stance | Permitted value* | Central plant "Filtr" WTS | | Central Plant "Praga" WTS | | The North Plant | |
|-------------------|----------------------|---------------------------|------|---------------------------|------|-----------------|------|
| | | avg. | max. | avg. | max. | avg. | max. |
| Magnesium | 7-125 ⁽¹⁾ | 13.1 | 15.9 | 13.1 | 15.7 | 9.7 | 10.9 |
| Potassium | 200 | 72.9 | 95.6 | 76.4 | 101 | 20.3 | 26 |
| Calcium | ⁽²⁾ | 75.0 | 92 | 72.1 | 92 | 92 | 107 |

| Index, substance | Permitted value* | "Radość" WTS, | "Falenica" WTS, |
|------------------|----------------------|---------------|-----------------|
| Magnesium | 7-125 ⁽¹⁾ | 7.3 | 8.4 |
| Potassium | 200 | 10.8 | 55.7 |
| Calcium | ⁽²⁾ | 62 | 85 |

| Index, substance | Permitted value* | "Wola Grzybowska" WTS, | "Stara Miłosna" WTS, |
|------------------|----------------------|------------------------|----------------------|
| Magnesium | 7-125 ⁽¹⁾ | 14.8 | 13.5 |
| Potassium | 200 | 63 | 42.6 |
| Calcium | ⁽²⁾ | 140 | 117 |

| Index, substance | Unit | Permitted value* | "OSP Centrum" Pumping Station |
|------------------|------|----------------------|----------------------------------|
| Magnesium | mg/l | 7-125 ⁽¹⁾ | 13 |
| Potassium | mg/l | 200 | 24 |
| Calcium | mg/l | ⁽²⁾ | 91 |

401-1 New employee hires and employee turnover

Employment at Company

| Total number of employees by type of employment contract, type of employment, and sex | Total | Women | Men |
|---|--------------|------------|--------------|
| Definite time | 334 | 125 | 209 |
| Indefinite time | 2,167 | 584 | 1,583 |
| Full-time | 2,495 | 706 | 1,789 |
| Part-time | 6 | 3 | 3 |
| Employees in total | 2,501 | 709 | 1,792 |

| Total new employees by age and sex | Total | Women | Men |
|------------------------------------|--------------|-----------|------------|
| Under 30 years old | 74 | 23 | 51 |
| 30 to 50 years old | 170 | 63 | 107 |
| Over 50 years old | 19 | 3 | 16 |
| Total | 263 | 89 | 174 |
| Employment rate | - | - | - |
| Number of employees | 2,501 | - | - |

| Total departures by age and sex | Total | Women | Men |
|---------------------------------|-------|-------|-----|
| Under 30 years old | 62 | 18 | 44 |
| 30 to 50 years old | 120 | 33 | 87 |

| | | | |
|---------------------------|--------------|----------|----------|
| Over 50 years old | 16 | 2 | 14 |
| Total | 198 | 53 | 145 |
| Turnover | - | - | - |
| Employees in total | 2,501 | - | - |

| Employment structure – positions | Total | Women | Men |
|---------------------------------------|-------|-------|-------|
| Management Board | 4 | 2 | 2 |
| Number of senior management employees | 45 | 18 | 27 |
| Number of middle management employees | 179 | 83 | 96 |
| Other employees | 2,277 | 608 | 1,669 |

405-1 Diversity of governance bodies and employees

| Figures by structure and age | Total | Women | Men |
|------------------------------|------------|-----------|-----------|
| Senior management | | | |
| Under 30 years old | 0 | 0 | 0 |
| 30 to 50 years old | 25 | 10 | 15 |
| Over 50 years old | 20 | 8 | 12 |
| Total | 45 | 18 | 27 |
| Middle management | | | |
| Under 30 years old | 2 | 0 | 2 |
| 30 to 50 years old | 123 | 62 | 61 |
| Over 50 years old | 54 | 21 | 33 |
| Total | 179 | 83 | 96 |
| Other employees | | | |
| Under 30 years old | 220 | 79 | 141 |
| 30 to 50 years old | 1230 | 410 | 820 |

| | | | |
|-------------------|--------------|------------|-------------|
| Over 50 years old | 827 | 119 | 708 |
| Total | 2,277 | 608 | 1669 |

| Percentage of employees belonging to respective categories | Total | Women | Men |
|--|---------------|--------------|--------------|
| Senior management | | | |
| Under 30 years old | 0% | 0% | 0% |
| 30 to 50 years old | 100.0% | 40.0% | 60.0% |
| Over 50 years old | 100.0% | 40.0% | 60.0% |
| Total | 100.0% | 40.0% | 60.0% |
| Middle management | | | |
| Under 30 years old | 100.0% | 0% | 100.0% |
| 30 to 50 years old | 100.0% | 50.4% | 49.6% |
| Over 50 years old | 100.0% | 38.9% | 61.1% |
| Total | 100.0% | 46.4% | 53.6% |
| Other employees | | | |
| Under 30 years old | 100.0% | 35.9% | 64.1% |
| 30 to 50 years old | 100.0% | 33.3% | 66.7% |
| Over 50 years old | 100.0% | 14.4% | 85.6% |
| Total | 100.0% | 26.7% | 73.3% |

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

Current management is at 224 people, with:

| | |
|---|-----|
| Those working and living in Warsaw | 119 |
| Those working in Warsaw, and living elsewhere | 92 |
| Those living in Warsaw and working elsewhere | 2 |
| Those working and living outside Warsaw | 11 |

404-1 Average hours of training per year per employee

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 | 5,603 | 2,303 | 3,300 |
| Middle management | 10,921 | 4,608 | 6,313 |
| Other employees | 23,638 | 5,544 | 18,094 |
| Total hours of training | 40,162 | 12,455 | 27,707 |
| Figures by area of activities | | | |
| Administration | 102 | 78 | 24 |
| Customer Service | 288 | 276 | 12 |
| IT | 1,104 | 6 | 1,098 |
| Production | 21,092 | 2,076 | 19,016 |
| Sales | 1,206 | 486 | 720 |
| Legal | 114 | 96 | 18 |
| Public Procurement | 690 | 462 | 228 |
| Safety, protection, OHS | 2,458 | 1,313 | 1,145 |

| | | | |
|---|---------------|---------------|---------------|
| Accounting, planning, controlling, audit | 3,816 | 3,564 | 252 |
| Investment, development, Union projects, environment protection | 3,636 | 1,920 | 1,716 |
| Logistics, transport, support | 3,472 | 240 | 3,232 |
| Organisation and personnel | 2,184 | 1,938 | 246 |
| Total hours of training | 40,162 | 12,455 | 27,707 |

*(1 hour = 60 minutes)

Average hours of training* by sex

| | |
|---|--------------|
| Total employees | 2,494 |
| Average hours of training per employee | 16 |
| Women | 708 |
| Average hours of training per woman | 18 |
| Men | 1,786 |
| Average hours of training per man | 16 |

*(1 hour = 60 minutes)

Average hours of training* by sex and type of position

| | Total | Women | Men |
|-------------------|-------|-------|-----|
| Senior management | 86 | 88 | 85 |
| Middle management | 43 | 61 | 25 |
| Other employees | 11 | 9 | 12 |

*(1 hour = 60 minutes)

Summary of GRI standards indicators

102-55 GRI Content Index

| Disclosure | GRI Standards | Page number/ commentary |
|-----------------------------|--|---|
| 102-1 | Name of the organization | 9 |
| 102-2 | Activities, brands, products, and services | 13 |
| 102-3 | Location of headquarters | 135 |
| 102-4 | Location of operations | The Company operates solely in Poland |
| 102-5 | Ownership and legal form | 9 |
| 102-6 | Markets served | 13 |
| 102-7 | Scale of the organization | 12 |
| 102-8 | Information on employees and other workers | 94-101 |
| 102-9 | Supply chain | 74 |
| 102-10 | Significant changes to the organization and its supply chain | none |
| 102-11 | Precautionary Principle or approach | 51 |
| 102-12 | External initiatives | none |
| 102-13 | Membership in associations and national or international organisations | 25, 73 |
| Strategy | | |
| 102-14 | Statement from senior management | 5 |
| 102-15 | Key impacts, risks, and opportunities | 31-37, 80-91 |
| Ethics and integrity | | |
| 102-16 | Values, principles, standards, and norms of behavior | 8, 28 |
| Governance | | |
| 102-18 | Management structure | 9-11 |

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|------------------------|---|---|
| 102-40 | List of stakeholder groups | 68-69 |
| 102-42 | Identifying and selecting stakeholders | 68-69 |
| 102-43 | Approach to stakeholder engagement | 70 |
| 102-44 | Key topics and concerns raised by stakeholders | 70 |
| Organizational profile | | |
| 102-41 | Collective bargaining agreements | The Company has no signed collective agreements |
| Reporting practice | | |
| 102-45 | Entities included in the consolidated financial statements | not applicable |
| 102-46 | The process of defining report content and topic Boundaries | 70 |
| 102-47 | List of material topics | 70 |
| 102-48 | Restatements of information | none |
| 102-49 | Changes in reporting | none |
| 102-50 | Reporting period | 105 |
| 102-51 | Date of most recent report | 105 |
| 102-52 | Reporting cycle | 105 |
| 102-53 | Contact point for questions regarding the report | 105 |
| 102-54 | Claims of reporting in accordance with the GRI Standards | 105 |
| 102-55 | GRI content index | 130-133 |
| 102-56 | External verification | 105 |

Economic indicators

| Economic Performance | | |
|---------------------------|--|-------|
| 201-1 | Direct economic value generated and distributed | 108 |
| Market Presence | | |
| 202-2 | Percentage of senior management hired from the local community in major business locations | 127 |
| Indirect Economic Impacts | | |
| 203-1 | Infrastructure investments and services supported | 40-51 |
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Environmental indicators

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| 302-1 | Energy consumption within the organization | 120 |
| Emissions | | |
| 305-1 | Direct (Scope 1) GHG emissions | 121 |
| Effluents and Waste | | |
| 306-1 | Water discharge by quality and destination | 121 |
| Compliance with environmental regulations | | |
| 307-1 | Amount of significant penalties and total number of non-financial sanctions for non-compliance with environmental laws and regulations | 51 |

Social Disclosures

| | | |
|--|---|-------|
| Employment | | |
| 401-1 | New employee hires and employee turnover | 125 |
| Labor/Management Relations | | |
| 402-1 | Minimum notice periods regarding significant operational changes, together with indication whether these periods are defined in collective agreements | None |
| Occupational Health and Safety | | |
| 403-1 | Occupational health and safety management system | 30 |
| 403-2 | Hazard identification, risk assessment, and incident investigation | 97-99 |
| Training and education | | |
| 404-1 | Average hours of training per year per employee | 128 |
| Diversity and equal opportunities | | |
| 405-1 | Diversity of governance bodies and employees | 126 |

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- p. 25, Kacper Kowalski for MPWiK (aeromedia.pl)
- p. 31, Krzysztof Kobus/TravelPhoto.pl
- p. 32-33, MPWiK Warszawa Archives
- p. 34, MPWiK Warszawa Archives
- p. 35, MPWiK Warszawa Archives
- p. 36, MPWiK Warszawa Archives
- p. 37, Maciej Śmiarowski
- p. 40, Krzysztof Dubiel
- p. 41, Jacek Turczyk
- p. 42-43, Jacek Turczyk
- p. 47, top right image – MPWiK Archives, bottom image – Krzysztof Dubiel
- p. 49, top image and bottom image – MPWiK Warszawa Archives
- p. 50, Krzysztof Kobus/TravelPhoto.pl
- p. 52, MPWiK Warszawa Archives
- p. 53, MPWiK Warszawa Archives
- p. 54, top and bottom images – MPWiK Warszawa Archives
- p. 55, top image – MPWiK Warszawa Archives
- p. 56, MPWiK Warszawa Archives
- p. 59, MPWiK Warszawa Archives
- p. 60, MPWiK Warszawa Archives
- p. 61, all images – MPWiK Warszawa Archives
- p. 62, all images – MPWiK Warszawa Archives
- p. 63, two top images, two bottom images – MPWiK Warszawa Archives, centre image – J. Turczyk
- p. 64, MPWiK Warszawa Archives
- p. 65, top image – Jacek Turczyk
- p. 66, all images – MPWiK Warszawa Archives
- p. 68, Tomasz Zapiec/MPWiK Warszawa
- p. 69, MPWiK Warszawa Archives
- p. 72, MPWiK Warszawa Archives
- p. 73, Maciej Śmiarowski
- p. 75, Jacek Łukasik/MPWiK Warszawa
- p. 78, Krzysztof Kobus/TravelPhoto.pl
- p. 79, MPWiK Warszawa Archives
- p. 80, top right image – Krzysztof Dubiel, bottom image – Jacek Turczyk
- p. 81, Krzysztof Dubiel
- p. 82, Prote technologie dla Środowiska Sp. z o.o.
- p. 83, centre image – Maciej Śmiarowski, right bottom images – Krzysztof Dubiel
- p. 84, Krzysztof Kobus/TravelPhoto.pl
- p. 85, Aneta Kucharska
- p. 86-87, Simple Frame
- p. 88, Jacek Turczyk
- p. 88-89, Krzysztof Dubiel
- p. 89, Jacek Turczyk
- p. 90, Simple Frame
- p. 94, Jacek Turczyk
- p. 99, Jacek Turczyk
- p. 103, MPWiK Warszawa Archives
- p. 104-105, Krzysztof Kobus/TravelPhoto.pl



102-3 Location of headquarters

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