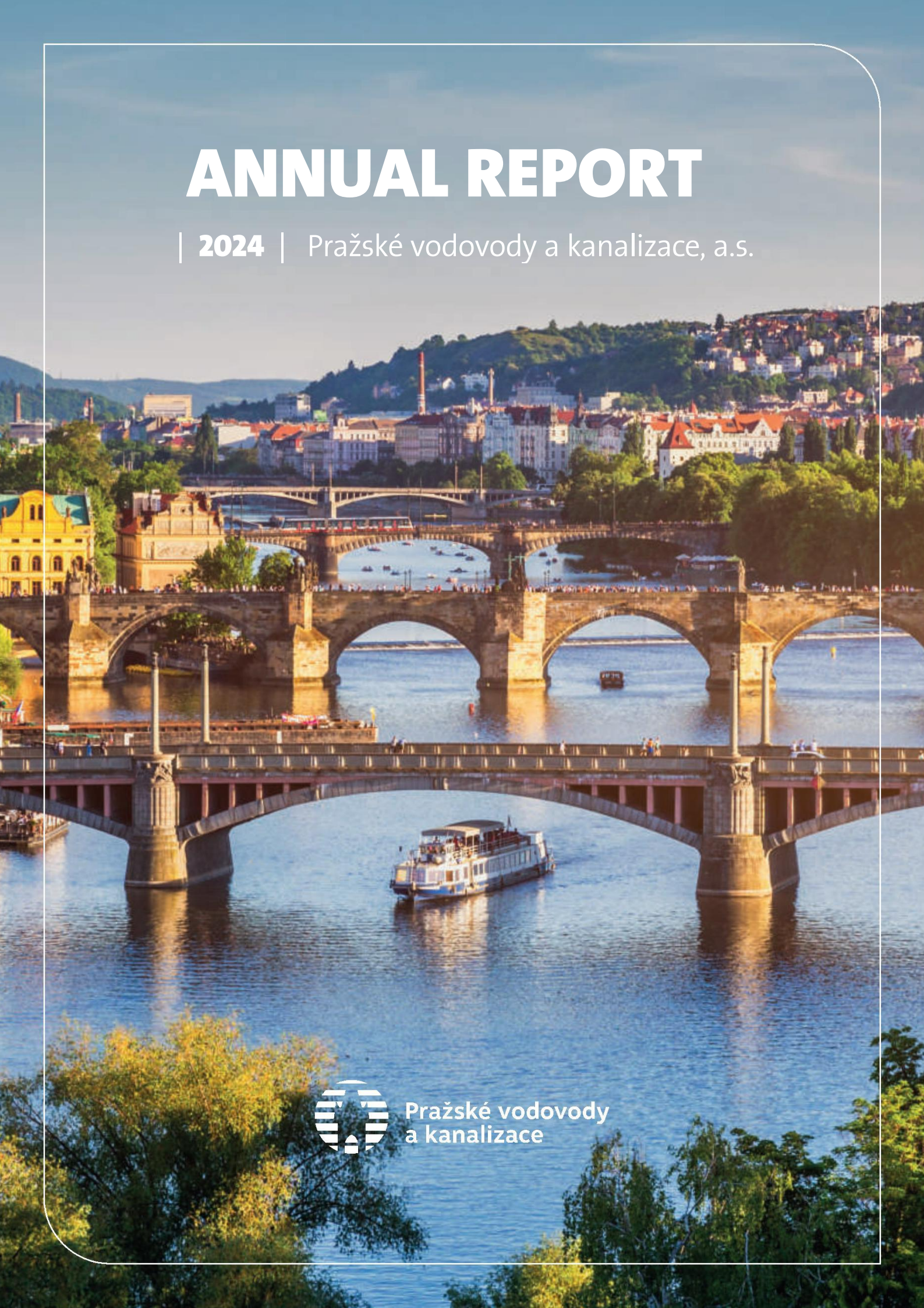
ANNUAL REPORT

| **2024** | Pražské vodovody a kanalizace, a.s.



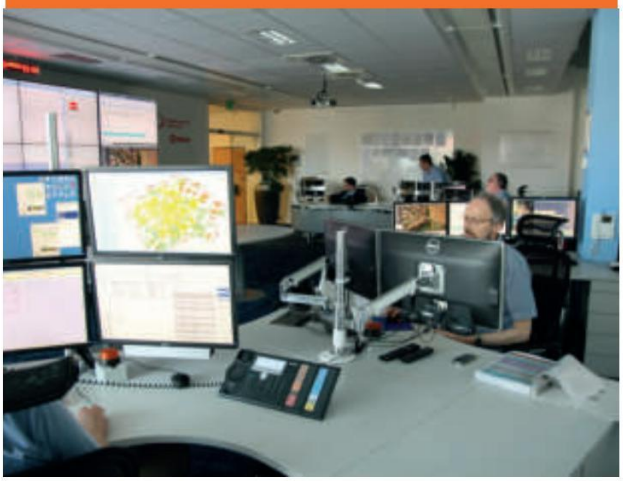
Pražské vodovody
a kanalizace

CONTENTS

OUTLOOK FOR 2025

In 2025, Pražské vodovody a kanalizace, a.s. (PVK) will focus on eight core strategic areas: environment, safety, governance and compliance, technology and innovation, customers and communications, employees, operations, and finance.

PVK will launch the SWiM 2.0 NG system, including the Energy and Security Control Room, in 2025.



PVK will work with PVS to prepare a major update for the Municipal Standards.

PVK will actively cooperate with PVS on the development of a sludge and energy management plan at the Central Wastewater Treatment Plant (CWWTP).

PVK is implementing the first stage of its energy management programme.

PVK is implementing the requirements of the Critical Infrastructure Resilience Act.

In 2025, PVK will expand the capacity of **its photovoltaic sources by a further 2.3 MWp of installed capacity.**

PVK will lay the groundwork to comply with the EU's Taxonomy Regulation (i.e. Regulation (EU) 2020/852).

In 2025, PVK will conduct an audit and **obtain Firma pro zdraví ("Company for Health") certification.**

PVK is fully digitalising its logistics and warehouse management system.

The certification of the Company's integrated management system will be re-audited in November.

Significant events between the balance-sheet date and the date of preparation of the Annual Report.

There were no significant events between the balance-sheet date and the date of preparation of the Annual Report.

SNAPSHOT

Pražské vodovody a kanalizace (PVK), a public company limited by shares, is the legal successor of the state-owned enterprises Pražské vodárny and Pražská kanalizace a vodní toky to the extent specified in the privatisation proposal.

SHAREHOLDERS

49 %

Pražská vodohospodářská společnost a.s.

51 %

Veolia Holding Česká republika, a.s.

1 April 1998

REGISTERED OFFICE

CZK **483,288,000**

SHARE CAPITAL

Public limited company

LEGAL FORM

25656635

COMPANY NUMBER

Ke Kablu 971/1, 102 00 Praha 10 - Hostivař

REGISTERED OFFICE

The Company has no branches outside the Czech Republic.
The Company holds no treasury shares.

SIGNIFICANT EVENTS IN 2024

A UNIQUE WASTEWATER TREATMENT PLANT IN A HOSPITAL

In 2024, PVK and Thomayer University Hospital (FTN) completed a joint project to construct a new hospital wastewater treatment plant using unique treatment technology in a healthcare facility in the Czech Republic for the first time. The Norway Grants, via the State Environmental Fund of the Czech Republic, awarded the project financial support of CZK 23,099,715.

The project included the construction, on the hospital's grounds, of a completely new wastewater treatment facility incorporating various technologies designed to remove pollutants more efficiently and effectively. The project focused on treating specific hospital wastewater directly at source. The removal of pharmaceutical residues from wastewater is crucial in preventing issues such as the development of antibiotic resistance in bacteria.

PHOTOVOLTAICS AT WATER SUPPLY FACILITIES

In 2024, photovoltaic (PV) systems were installed at 15 sites across Prague and in Káraný. PVK invested CZK 10.4 million in the installation of PV panels at six complexes: the water tank in Modřany, the water tanks and pumping

stations in Velká Chuchle, Vyhlídky, Malvazinky, and Vidoule, and the Káraný Water Treatment Plant. The installation of panels at a further nine facilities was overseen by Pražská vodohospodářská společnost a.s.

These 15 PV systems mark the first stage of a wider plan to deploy solar power at water management facilities, with the aim of achieving a capacity of 14,500 kWp across 74 sites by 2030.

CWWTP VISITED BY AGRICULTURE MINISTER

In April 2024, the Czech agriculture minister, Marek Výborný, visited the Central Wastewater Treatment Plant (CWWTP) in Prague, where he commended the long-term strategy behind the generation of capital funds for water management projects in the capital. During his visit, he was briefed on plans for the refurbishment of the CWWTP's Old Water Line, the upgrading of its sludge management system, valorisation of biogas, and the construction of an energy centre at the plant.

PVK CUSTOMER SERVICE CENTRE RELOCATION

In May, the PVK Customer Service Centre moved to new premises at the Waltrovka complex in Prague 5. Here, customers will find the full range of customer services previously provided at Dykova Street in Vinohrady.

MAJOR ANNIVERSARIES OF DRINKING WATER TREATMENT PLANTS

In June, PVK marked two momentous anniversaries. Káraný Water Treatment Plant celebrated 110 years of operation. In its day, it symbolised technological progress and architectural beauty. The Káraný plant is one of the three pillars of Prague's water infrastructure and, after Želivka, the city's second most important source. Over its lifetime, it has produced more than four billion cubic metres of drinking water.

Podolí Waterworks marked its 95th anniversary in 2024, having been commissioned in 1929. A remarkable and unique example of interwar Prague's architecture and urban planning, it served as Prague's main source of drinking water until 1972, when the želivka Water Treatment Plant was opened. It is currently undergoing extensive modernisation.

FLOOD RESPONSE

During 2024, Prague experienced three flood events that needed pumping stations to be put into service. The first carried over from December 2023 into the beginning of the year, with Čertovka being pumped for 18 days through the closed flood gates at the lower gate chamber. A similar situation arose in June. Larger-scale flooding threatened in September. On 17 September 2024, the Vltava in Prague peaked just below flood alert level II (930 m3/s), with three pumping stations activated during the event.

Flood-related challenges also affected the Káraný Water Treatment Plant in January and February. Snowmelt and heavy rainfall steadily flooded and shut down several sources in the northern part of Benátky Pumping Station, Sojovice Pumping Station, the Upper Kochánky wing, Předměřice Pumping Station, and the areas of Prague 8 and the Lower Elbe.

ASSISTANCE TO FLOOD-STRICKEN MORAVIA

In response to the devastating floods in Moravia, PVK sent several dozen containers of bottled water from the Káraný Water Treatment Plant. A fundraising initiative by the Veolia Foundation also enabled PVK to contribute CZK 1 million to help Veolia Group employees affected by the floods.

POWER OUTAGE DRILL

The Blackout 2024 drill saw PVK employees rehearse how they would respond and proceed in the event of a large-scale power outage in Prague impacting the city's water management infrastructure. PVK activated selected backup power generators and tested the operation of pumping stations in emergency mode. Communication between PVK and the Prague City Crisis Team's Operations Centre was also tested.

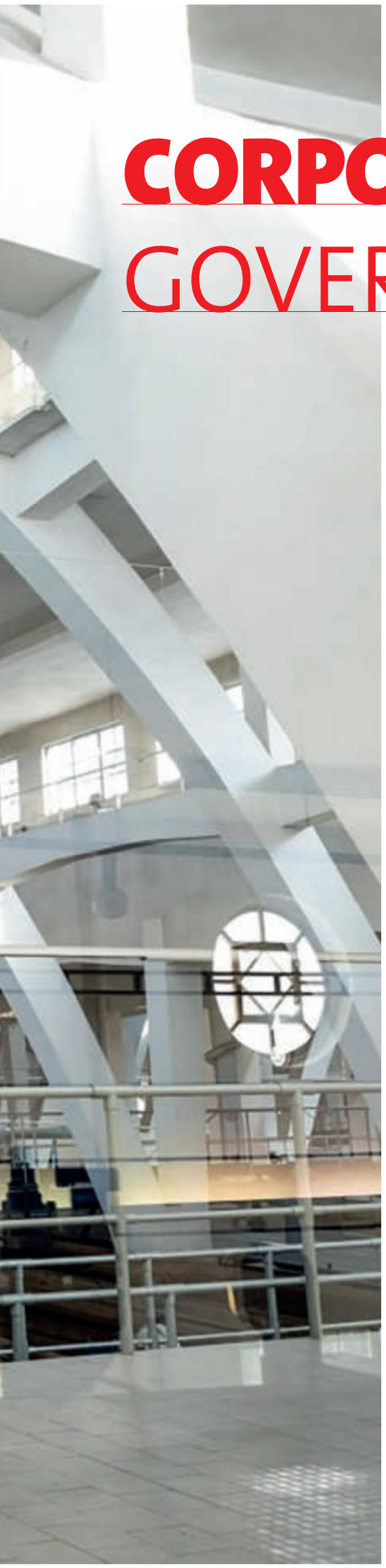
During the drill, the PVK Central Control Room received alarm notifications about power outages at the Bruska, Vypich, Strážovská, and Kopanina sites, and later in other locations on the left bank of the Vltava. The water supply would not be affected for approximately 43% of customers. For 28% of customers, the water supply would be interrupted within hours, and for 29%, it would be immediately cut off.

WATER TOWER TRANSFORMED INTO HYDROPOLIS

In December, the construction of the Hydropolis water education centre was officially launched in Vinohrady. This initiative arose from the need to renovate the water facility, which was built in 1882 according to a design by Antonín Turek.

The centre aims to show to visitors how important water management is and what technology it involves, and to teach them more about water itself. The project includes the renovation of two underground water tanks, one of which will be reactivated and integrated into the Prague's comprehensive water supply system. The second tank will house a unique interactive exhibition showcasing modern water treatment and purification technologies. Additionally, the entire site will be redeveloped as a new public park with numerous water features that demonstrate different forms of water in both natural environments and urban settings.

HYDROPOLIS



CORPORATE GOVERNANCE

PVK BOARD OF DIRECTORS

Ing. Philippe Guitard – Chairman
Ing. Petr Mrkos – Vice-Chairman
Ing. Martin Bernard, MBA
Ing. Miluše Poláková
Ing. Reda Rahma
Ing. Pavel Válek, MBA
Mgr. Mark Rieder

PVK SUPERVISORY BOARD

Mgr. Zdeněk Zajíček – Chairman
Bc. Michal Hroza – Vice-Chairman
Ing. Rostislav Čáp
RNDr. Marcela Dvořáková
Ing. Antonino Milicia PhD., MBA
Zdeněk Hořánek
Marek Dřevo
Bc. Lucie Luxová
Bc. Ladislav Částka

PVK MANAGEMENT

CEO – Ing. Petr Mrkos
HR Director – Ing. Zuzana Šepsová MSc., MBA
CFO and Sales Director – Ing. Marek Červíček, DiS., DBA
Chief Operating Officer – Ing. Petr Kocourek
Chief Technical Officer – Ing. Petr Sýkora, Ph.D.
Chief Communications and Marketing Officer – RNDr. Marcela Dvořáková
Chief Security Officer – Bc. Jan Záveský

KEY FIGURES

Net turnover:

CZK **12.4** billion

Profit after tax:

CZK **594.55** million

Number of employees:
(as of 31. 12. 2024):

1,201

Drinking water supplied to the water supply network:

96,709,000 m^3

Length of water supply network operated (including supply pipes):

4,595 km

Total wastewater treated:

121,959,000 m^3

Length of sewerage network operated (including supply pipes):

4,959 km

Number of contract customers:

96,247

EDITORIAL BY THE CHAIRMAN OF THE BOARD OF DIRECTORS

Ladies and Gentlemen,

Our planet's dwindling resources, coupled with the growing needs of humankind, pose new challenges that we will be facing with increasing intensity. Pražské vodovody a kanalizace and its employees are fortunate in that the very nature of their work contributes directly to the preservation of one of our most precious resources.
Our planet's dwindling resources, coupled with the growing needs of humankind, pose new challenges that we will be facing with increasing intensity. Pražské vodovody a kanalizace and its employees are fortunate in that the very nature of their work contributes directly to the preservation of one of our most precious resources.

Another similar example is the use of sewage sludge in farming, an initiative likewise undertaken by a Veolia Group company. Very interesting from both a business and environmental perspective is the joint project between PVK and Veolia Energie to provide grid balancing services for the energy system by drawing on advanced algorithms to optimise the pumping and storage of drinking water. These projects are all grounded in two key principles – partnership and cooperation. The excellent collaboration between various Veolia Group entities and the City of Prague unlocks business opportunities and paves the way for efficient, environmentally sound solutions.

In recognition of this fruitful cooperation, we support the City of Prague in the pursuit of its activities and ambitions. Pražské vodovody a kanalizace is among the city's most dedicated partners in the implementation of its Climate Plan. In 2024, we invested in the construction of five new solar power plants. We are playing a major role in co-financing Hydropolis, a project that will give Prague's residents a rare glimpse into the world of water management and ecological transformation. I would like to thank everyone who helps to foster these relationships, and express my gratitude to the representatives of Prague for the bold visions they are bringing to life with us.

For us, 2024 was a year of laying important groundwork for what lies ahead. To stay ahead, we must combine hard work with well-placed investment. We are now in the second year of intensive work on the new water management system SWiM 2.0 NewGeneration. In 2025, alongside this system, we will unveil the most modern control centre anywhere in the entire Veolia Group. I take great pride in the fact that such a project is being implemented in Prague.

Technological advances are consistently being integrated across all areas of our operations. We are deploying artificial intelligence (AI) and machine learning algorithms in the new SWiM 2.0 NG system, and also making significant progress in areas such as bioinformatics at our laboratories, where advanced algorithms are used for genetic material analysis in PCR testing.

We also continue to employ satellite-based leak detection technology. Using a satellite from the Japan Aerospace Exploration Agency (JAXA), we have once again captured images of Prague and identified areas with potential drinking water leaks. This and other measures have helped to reduce water losses by nearly one percentage point year on year. I am also keen to highlight our collaboration with the academic sector. Pražské vodovody a kanalizace has successfully secured funding for 25 grant-backed projects in calls. It must be noted that we would not have been able to achieve such a pace of innovation were it not for our partnership with Pražská vodohospodářská společnost a.s. The vision and forward-thinking of our colleagues at PVS is truly inspiring.

We continue to see high numbers of attempted attacks on our information systems. While none of these strikes has been successful, they clearly illustrate the current security landscape. In response, we are working intensively to enhance our resilience to all security risks, and each year we conduct themed security drills. In 2024, this included Blackout, an exercise where we simulated a large-scale power outage. Each exercise provides us with insights to strengthen our preparedness for real threats. I would like to thank my colleagues at PVK for not underestimating the current security situation.

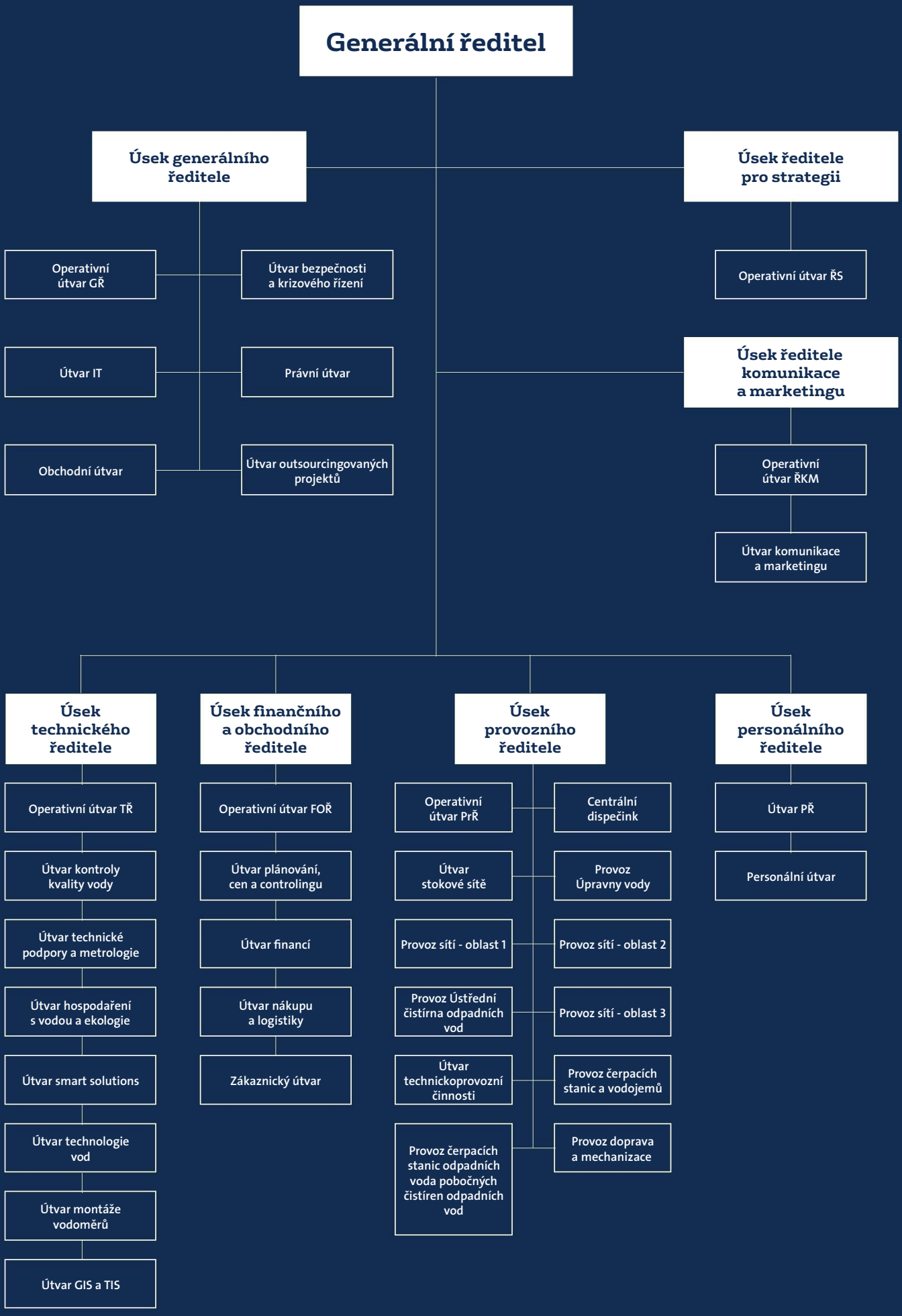
Even in a world filled with tension and threats, we remain committed to our social and community responsibilities. PVK's involvement in Veolia's MiNiGrant projects is a testament to how many of our colleagues selflessly think of those in need of our help and support. In today's fast-paced world, it is clear that the time we dedicate to helping others holds just as much, if not more, value than the financial donations we make to charitable projects.

I wish Pražské vodovody a kanalizace, a.s. every success in meeting all the goals it has set for 2025. I am proud of the work PVK's employees do and of the good reputation they are building.

„**2024** Was a year **great preparation for us. Staying at the top re**quires hard Work and effective investment.“ »

Philippe Guitard
Chairman of the Board of Directors

ORGANIZATIONAL STRUCTURE


Generální ředitel
Úsek generálního ředitele
Úsek ředitele pro strategii
Operativní útvar GŘ
Útvar bezpečnosti a krizového řízení
Útvar IT
Právní útvar
Obchodní útvar
Útvar outsourcingovaných projektů
Operativní útvar ŘS
Úsek ředitele komunikace a marketingu
Operativní útvar ŘKM
Útvar komunikace a marketingu
Úsek technického ředitele
Úsek finančního a obchodního ředitele
Úsek provozního ředitele
Úsek personálního ředitele
Operativní útvar TŘ
Útvar kontroly kvality vody
Útvar technické podpory a metrologie
Útvar hospodaření s vodou a ekologie
Útvar smart solutions
Útvar technologie vod
Útvar montáže vodoměrů
Útvar GIS a TIS
Operativní útvar FOŘ
Útvar plánování, cen a controlingu
Útvar financí
Útvar nákupu a logistiky
Zákaznický útvar
Operativní útvar PrŘ
Centrální dispečink
Útvar stokové sítě
Provoz Úpravny vody
Provoz sítí - oblast 1
Provoz sítí - oblast 2
Provoz Ústřední čistírna odpadních vod
Provoz sítí - oblast 3
Útvar technickoprovozní činnosti
Provoz čerpacích stanic a vodojemů
Provoz čerpacích stanic odpadních voda pobočných čistíren odpadních vod
Provoz doprava a mechanizace
Útvar PŘ
Personální útvar

OUR **SERVICES**

Pražské vodovody a kanalizace, a.s. (PVK) provides comprehensive water management services, including an uninterrupted supply of high-quality drinking water, sewage disposal, and wastewater treatment for the City of Prague and Radonice. PVK also organises and carries out a wide range of projects and activities that benefit the people of Prague, shareholders, customers, employees, and the environment. In addition, PVK offers a variety of other services for residents, housing cooperatives, municipalities, and industrial enterprises, such as laboratory analysis, network diagnostics, the replacement of water meters with remote reading, network surveys, and network measurements.

For the most part, the water networks and water facilities operated by PVK are owned by the City of Prague. These assets are managed by the city-owned Pražská vodohospodářská společnost a.s. (PVS), which is responsible for investment. Since 20 September 2018, PVS has been a 49% shareholder in PVK. PVK operates the water infrastructure and pays rent to the city to use it. PVK has paid the city more than CZK 49.5 billion in rent since 2002, when Veolia bought into the Company.

Veolia Holding Česká republika, a.s. owns 51% of PVK shares. The Veolia Group is a leading provider of services in the Czech water management and energy markets, and is also active in waste processing and recovery. It is one of the first businesses in the world to have defined its purpose and plotted the direction it aims to follow, aware that only a company that is of genuine use can prosper in the long term. It therefore seeks to ensure that its work benefits not only shareholders and employees, but also customers, suppliers, and the communities in which it operates. PVK, too, addresses the environmental impact of its business and seeks to be a responsible and valuable partner to Prague and its residents. That is why PVK has joined this programme and, through its work, contributes to ecological transformation.

CERTIFICATION

In autumn 2024, the Company successfully underwent surveillance audits for its anti-bribery management system under ISO 37001, conducted by Bureau Veritas, and for its integrated management system under ISO 9001 (quality management system), ISO 14001 (environmental management system), ISO 50001 (energy management system), and ISO 45001 (occupational health and safety management system), conducted by ITC Zlín. PVK's integrated system has been certified since 2006. PVK's integrated management system is diamond-certified by Certified Quality Systems (CQS).

Both audits by certification authorities affirmed that PVK is an industry leader. No non-conformities were found and in both cases the auditors acknowledged the high standard of the system in place and the strong awareness among employees.

DRINKING WATER SUPPLY AND DISTRIBUTION

PVK supplies drinking water to 1.4 million inhabitants of Prague and 270,000 people living in the Central Bohemia Region. It is responsible for supplying high-quality drinking water from the Káraný and Podolí water treatment plants (WTPs), which it operates, and from the Želivka and Sojovice WTPs, from which it purchases ("imports") water.

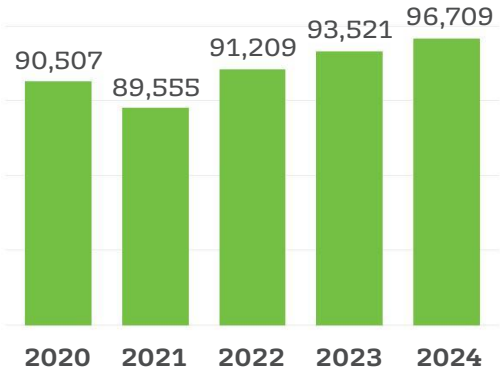
Between 2019 and 2021, the Podolí WTP was upgraded, with major changes made to the water treatment technology, particularly the filtration process using granular activated carbon (GAU), which removes micropollutants such as pesticides, their metabolites, and other substances. This technology is also in use at the Želivka WTP. Consequently, the quality of the water supplied from Podolí is the same as that from Želivka and satisfies the strict limits established by decree throughout the year, despite the occasionally degraded quality of raw water in the Vltava River.

The PVK Central Control Room is responsible for round-the-clock control of water distribution from the various water treatment plants. These days, the supply of drinking water also relies on automated processes and information systems that oversee everything from the production of drinking water in water treatment plants to the filling of reservoirs and subsequent distribution to consumers.

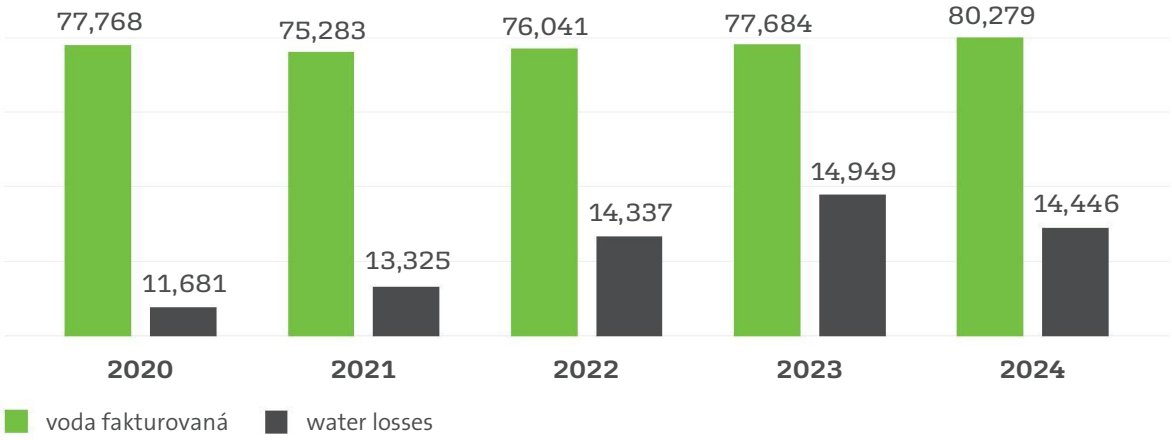
In 2024, PVK supplied 96,709,000 m³ of water to the water supply network, 3.4% more than in the previous year. Average per capita water consumption in Prague was 107 liters per per day.

Length of water supply network (drinking water)	**3,698** km
Length of supply pipes	**897** km
Number of supply pipes	**119,679**
Number of water meters	**118,631**
Number of reservoirs	**68**
Volume of reservoirs (drinking water)	**752,394** m³
Number of pumping stations (drinking water)	**53**

Water supplied to the Water supply netWork in the years 2020 to 2024 (in thousand m3)



REVENUE AND NON-REVENUE DRINKING WATER BETWEEN 2020 AND 2024 (thousands of m³)



INTERNALLY PRODUCED WATER, IMPORTED WATER, AND INDUSTRIAL WATER IN 2024 (%)

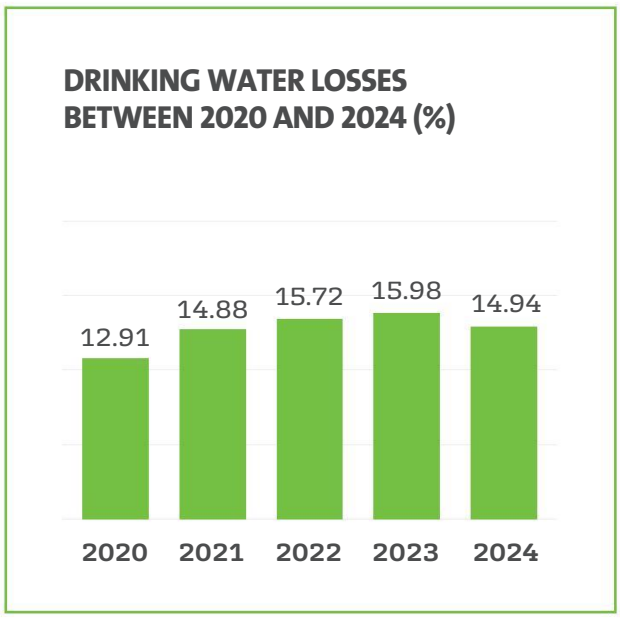
imported water	**82,444,000** (73%)
internally produced drinking water	**29,933,000** (26%)
Industrial water supply	**813,000** (1%)

DRINKING WATER PRODUCTION BY WATER TREATMENT PLANT (m³)

Želivka, imported water **71,035,262**	Káraný, internally produced water **17,335,582**
	Podolí, internally produced water **12,596,942**
	Sojovice, imported water **11,808,457**

WATER SUPPLIED TO THE WATER SUPPLY NETWORK IN 2024

	Indicator	Quantity (m³)
Drinking water	Drinking water produced by PVK	29,933
	Water imported from the Želivka and Sojovice WTPs	82,444
	Total drinking water	**112,776**
	Exported water (drinking water supplied into a public water supply network managed by another entity)	16,067
Industrial water	Water produced – industrial water mains	813



WATER LOSSES

In 2024, losses of drinking water in the water supply network operated in Prague came to 14.94% (14,446,000 m³), a one per cent decrease year on year. It was not that long ago, in 2000, that more than a third of water was being lost. Just a few years previous to that, in 1996, losses were more than 43%.

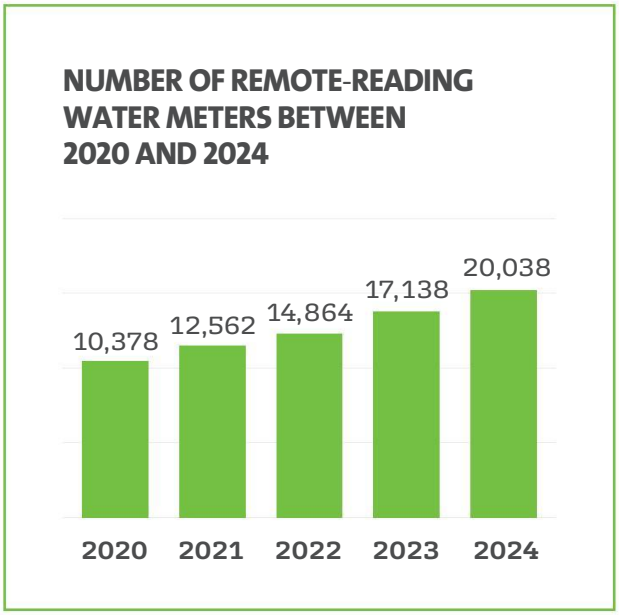
PVK has long focused on diagnosing and monitoring the water supply network, and regularly assessing losses within supply zones. In tackling water losses, PVK combines traditional approaches with modern technologies. In 2024, PVK once again employed satellite imaging of the water network. Pipes running to a total length of 200 kilometres were inspected in the areas of Zahradní Město, Kobylisy, Libeň, and Pankrác. Employees investigated 41 potential leak locations identified by the satellite, ten of which were confirmed.

In 2024, 2,882 km of the water supply network was inspected and 268 hidden leaks were discovered. A new development last year was the installation of Agua-link technology to supplement flow measurements in supply zones. So far, this technology has been installed in three locations, with a further eleven sites to follow in 2025. The device monitors changes in flow, enabling an immediate response to the emergence of hidden leaks.

WATER METERS

At the end of 2024, there were 118,631 water meters – used to measure consumption of the drinking water supplied – in the PVK network in Prague and Radonice. The Company replaced 20,802 main water meters and 771 sub-meters that had reached the end of their service life. In addition to these water meters, 246 new remote-reading sub-meters for individual billing, known as dedicated irrigation water meters, were installed. In response to customer requests, 592 meters were officially bench-tested, and 41 official meter tests were carried out on the spot. Repairs and checks of 10,130 meters were outsourced.

The proportion of remote-reading meters is rising every year. In 2024, there was a 17% year-on-year increase in these meters to 20,038. Remote radio-transmitted readings offer greater user convenience and lower reading costs. In addition, they can be used to monitor water consumption online and promptly detect any malfunctioning meters. They are also a guarantee of precision. In its remote readings, PVK works with large companies such as Veolia Energie ČR, a.s., Pražská teplárenská a.s., and PREměření, a.s.



In 2024, PVK continued to implement pilot projects aimed at testing innovations in smart metering and data transmission in real-life conditions, i.e. environments affected by high interference from other devices in urban areas and from locations with significant radio signal obstruction, such as shafts and various types of underground spaces.

WATER SUPPLY INCIDENTS

In 2024, PVK dealt with total 4,583 water supply incidents, up 96 on the preceding year. The average supply interruption time per incident rose slightly to 9 hours and 49 minutes, an increase of 49 minutes.

Of the total number of incidents, 56 cases (1.2%) fell into category 1 (incidents affecting more than 1,000 residents or having an impact on healthcare and other key facilities). There were 145 category 2 incidents (3.2%). The vast majority of incidents – a total of 4,382 (95.6%) – were category 3.

The most common cause of incidents was corrosion, accounting for 73.9% of cases. A further 21.2% were caused by ground movement, e.g. as a result of frost. Together, these two causes were responsible for over 95.1% of all incidents. The remaining 4.9% were due to external damage, material defects, frozen pipes, and other factors.

PVK strives to minimise the impact of incidents on consumers and ensures maximum access to information. Incidents are reported in real time online at www.pvk.cz, where it is possible to check whether drinking water supplies are affected in a particular area, where water wagons have been deployed, whether water (including packaged water in bags) has been distributed for emergency supply, and the estimated time it will take to complete the repair and restore normal water supply. This information can also be accessed via Google Maps. Residents of Prague who use the SMS INFO service receive alerts about incidents and outages directly on their mobile phones.

NUMBER OF WATER SUPPLY INCIDENTS REPAIRED BETWEEN 2020 AND 2024

CATEGORY 1, 2, AND 3 INCIDENTS BETWEEN 2020 AND 2024

havárie	kat. 1	kat. 2	kat. 3
2020	73	133	4,166
2021	71	122	3,938
2022	40	127	3,707
2023	72	176	4,239
2024	56	145	4,382

WASTEWATER COLLECTION AND TREATMENT

In 2024, 1.4 million inhabitants were connected to the sewerage system in Prague. The sewerage system in place in the central part of Prague is a combined system, i.e. it drains sewage together with rainfall to the Central Wastewater Treatment Plant (CWWTP), which, since 19 September 2018, has included the New Water Line (NWL). In contrast, the outskirts of Prague are served by separate sewer networks that drain sewage and rainwater separately.

In 2024, in addition to the CWWTP, PVK operated a further 21 branch wastewater treatment plants (BWWTPs), including Březiněves, Horní Počernice – Čertousy, Dolní Chabry, Holyně, Kbely, Koloděje, Kolovraty, Klánovice, Královice, Lochkov, Lipence, Miškovice, Nebušice, Nedvězí, Přední Kopanina, Sobín, Svépravice, Uhříněves – Dubeč, Újezd nad Lesy, Újezd u Průhonic, Vinoř, and Zbraslav.

In 2024, nearly 122 million m3 of wastewater was treated at the CWWTP and BWWTPs (a year-on-year increase of 2.7%), of which 53% was treated at the CWWTP's NWL, 39% at its Old Water Line, and the remaining 8% at BWWTPs.

Total length of the sewer network	**3,926** km
Length of drainage pipes	**1,033** km
Number of drainage pipes	**128,696**
Number of pumping stations	**350**
Number of wastewater treatment facilities	CWWTP + **22** BWWTPs

QUANTITY OF WASTEWATER TREATED IN 2024 (m^3)

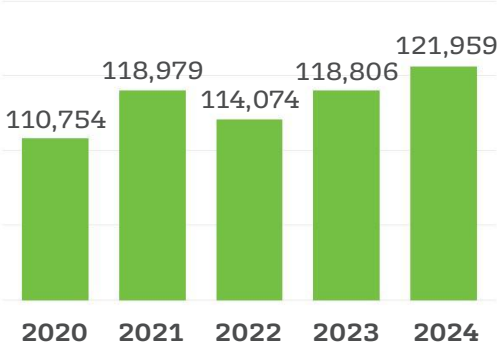
CWWTP – New Water Line
65,079,250

CWWTP – Old Water Line
47,139,850

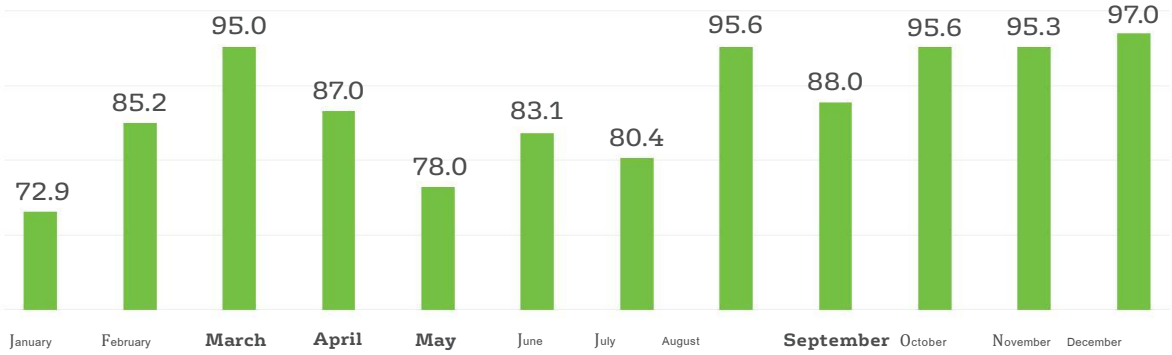
BWWTPs
9,740,307

TOTAL **121,959,407**

TOTAL QUANTITY OF WASTEWATER TREATED BETWEEN 2020 AND 2024 (thousands of m^3)



MONTHLY BIOMETHANE PRODUCTION IN 2024 (thousands of m³) /month)



TOTAL **1 053,1**

During the treatment process at the CWWTP, 4,205 tonnes of sand and gravel and 2,269 tonnes of screenings were separated. It also resulted in 83,921 tonnes of dewatered stabilised sludge, of which 93% was used in agriculture and 7% was composted.

The Old Water Line at the CWWTP produced 18.72 million Nm³ of biogas through sludge stabilisation. The cogeneration units here generated 36,018 MWh of electricity, of which 30,309 MWh was used for the treatment plant's operation. The surplus 6,467 MWh of this green energy was fed into the Prague grid. The operation of the New Water Line required 21,916 MWh of electricity.

In mid-September 2023, PVK started producing biomethane and injecting it into the gas distribution network. In 2024, a total of 1,053,176 Nm3 of gas was supplied to the network.

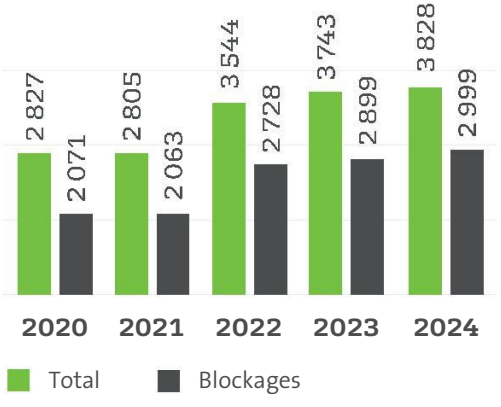
Type of facility	Number of incidents
Sewers	1,042
Drainage pipes	2,179
Shafts, chambers, reservoirs, spillways	512
Other	95
Total	3,828

INCIDENTS IN THE SEWER NETWORK

In 2024, PVK dealt with 3,828 sewer network incidents, an increase of 2.3% compared to the previous year. The highest proportion of incidents involved drainage pipes (57%), while 27% of cases concerned sewers.

The most common sewer network incidents, in terms of the type of damage, involved blockages and sediment, accounting for 78%, or 2,999, of incidents. Other causes of incidents included missing or broken manhole covers, damaged rehabilitation lining, destruction, deformation, damaged masonry, etc.

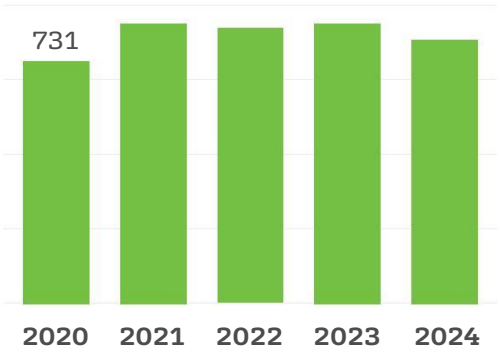
SEWER NETWORK INCIDENTS BETWEEN 2020 AND 2024, SHOWING THE NUMBER OF BLOCKAGES



EQUIPMENT BREAKDOWNS

In 2024, PVK handled 760 equipment breakdowns, 27 fewer than in the year before.

NUMBER OF EQUIPMENT BREAKDOWNS BETWEEN 2020 AND 2024



SEWER NETWORK SURVEYS

Systematic preventive surveys of the sewer network are carried out under the operating contract between PVK and PVS. Camera inspection systems are used for sewers that cannot be entered physically and visual inspections are conducted on foot in tunnels. PVK also inspects sewers exposed to high-velocity water discharge and within the framework of repairs of tramlines, road surfaces, and utilities.

In 2024, the PVK staff surveyed 144.8 km of sewers and inspected 1,794 access shafts and sewer network installations. These inspections revealed 19 sewer network faults. Drawing on their evaluations of sewer network inspections, employees came up with 77 proposals to fix defects. These were subsequently submitted for inclusion in repair and investment plans.

One approach to sewer inspections involved the smoke method, which PVK staff used to inspect 17 km of sanitary sewers in 2024. Smoke testing is mainly used to detect separate sewer system misconnections or to verify the route of a sewer. In 2024, using this method employees detected 21 misconnections where surface water was being discharged into the sanitary sewer system. Removing these connections reduces the strain on pumping stations and branch treatment plants.

The Company's employees found three misconnections where wastewater was being discharged into surface water sewers. Their subsequent disconnection improved the quality of surface water in Prague.

Since 2020, PVK has also been seeking out sewers that are used for the drainage of rainwater, but where it is unclear who owns and operates them. These inspections continued in 2024, during which 10 km of sewer lines were reviewed.

WATER QUALITY

PVK's accredited laboratories carry out regular checks on drinking water and wastewater quality. The accreditation under ČSN EN ISO/IEC 17025:2018 covers the entire range of the laboratories' activities: sampling and analysis of drinking, hot, packaged, surface, raw, ground and waste water, water from intermediary process stages and sludge, and bathing water, including waste sampling and analyses of process chemicals used in water treatment and purification.

Drinking water

Drinking water throughout Prague is safe. Its physical, chemical, microbiological and biological properties comply fully with Czech and European standards. The quality is systematically checked throughout the production and distribution of drinking water, all the way to the consumer's tap.

Drinking water quality is regularly monitored in accordance with Decree No 252/2004 laying down requirements for drinking and hot water and the scope and frequency of drinking water checks, as amended, which conforms to EU drinking water requirements. Water quality is also checked after incidents, repairs and any other interventions in the water supply network. Drinking water quality monitoring is based on the requirements of Decree No 252/2004, as well as on risk factors affecting the drinking water treatment process, from the source to the end point of the water supply network. Screening analyses of other risky contaminants are also conducted regularly to confirm that drinking water is free of other extraneous matter. This Decree was amended at the end of 2023 to incorporate the requirements of Directive (EU) 2020/2184 of the European Parliament and of the Council of 16 December 2020 on the quality of water intended for human consumption. PVK laboratories are prepared for these changes and the new requirements, mainly concerning the range of monitored micropollutants and disinfection by-products in drinking water, have been included in the drinking water quality control programmes approved by the public health authority.

In 2024, as in previous years, the water supply network was inspected for drinking water quality control purposes at the points of delivery to the distribution system, along the distribution route, in each of the water reservoirs, and directly at consumers. One problematic indicator in the distribution of drinking water is its iron content and the associated water colour and turbidity. Depending on the drinking water quality control results, the water supply network is flushed and documentation on its periodic renovation is submitted.

Nearly 7,000 samples of drinking water supplied to the Prague water supply network were taken in cooperation with individual water treatment plants in 2024. The entire drinking water treatment process is monitored, with samples regularly taken at the treatment plants themselves to ensure oversight of all water treatment technology, including analyses of the raw water used in the process. This means additional samples taken to check the quality of the water supplied, helping to monitor water quality from source to tap. Close attention is also paid to sampling drinking water after water supply network incidents and repairs to ensure that consumers have a safe supply of drinking water. For this purpose, a further 731 samples were taken. Here, 20,042 parameters were analysed, 99% of which complied with the Decree's drinking water requirements.

In laboratory practice, the use of alternative microbiological methods for detecting drinking water contamination has proven effective when bringing water mains back into operation after interventions in the network. In addition, new modern techniques for detecting water contamination are being explored. These methods provide information on water quality more quickly than the conventional culture-based techniques typically used in routine drinking water quality control. These new methods are important for dealing with remedial measures when water mains are put back into operation after an incident.

Wastewater

The PVK laboratory regularly monitors wastewater quality throughout the wastewater collection and treatment process. Wastewater samples taken directly from individual points in the sewer network, from industrial wastewater producers, and from individual wastewater treatment plants are analysed. A large section of samples (including of sludge gas and sludge) comes from the Prague CWWTP and its installations so that the efficiency of the treatment process can be evaluated. Liquid waste delivered to selected WWTPs by outside entities is also checked. The scope and frequency of monitoring complies with all applicable wastewater legislation. The main reason for wastewater quality control is to ensure compliance with the limits prescribed for effluent discharged into surface water, with a view to preventing the discharge of contaminated wastewater and damage to the environment.

To cope with the high number of wastewater samples, automated analysers are used in the wastewater laboratory. These are able to process large numbers of samples, thus speeding up the water quality control process. In 2024, 26,281 samples were processed in the PVK wastewater laboratory. This is a slight increase on 2023.

Monitoring the presence of the SARS-CoV-2 virus in wastewater remains part of the ongoing water quality control process. The results of these laboratory analyses serve as a tool for tracking potential epidemics in Prague.

PVK considers the supply of high-quality drinking water one of its top priorities. That is why we continually strive to introduce modern water quality control methods providing more accurate and faster information into our laboratory practices.

At the same time, PVK is continually improving its wastewater quality control methods to ensure that the water leaving wastewater treatment plants continues to be regularly monitored, and that the environment is burdened as little as possible by hazardous contaminants.

OTHER SERVICES

Cooperation with ČEZ, a.s. and Energotrans, a.s.

In 2024, PVK and its partners, MARTIA a.s. and Česká voda – MEMSEP, a.s., built on the success of the previous year by carrying out all activities in the new-generation maintenance outsourcing system – without compromising the coherence of water and sludge management – to the satisfaction of their clients, ČEZ, a.s. and Energotrans, a.s.

In 2024, PVK recorded turnover of CZK 57.5 million from its maintenance activities. Outside the scope of the contract, other significant orders were executed with a total value of CZK 14.5 million (for example, the CZK 3 million repair of the horizontal sand filter at the Počerady combined-cycle power plant; the CZK 8.8 million repair of a scraping mechanism at Energotrans; and the CZK 2.7 million repair of clarifier blades at the Prunéřov power plant). These and other commissions generated total turnover of CZK 72.7 million.

In 2024, PVK also took part in several tenders, achieving its greatest success in Mělník (Energotrans, a.s.), where it won a contract for the refurbishment of the booster pump cooling line worth CZK 36.129 million and scheduled for implementation in 2025.

Provision of remote readings

In 2024, PVK continued to implement previously launched projects. These included the continuation and expansion of cooperation on the introduction of remote readings of sub-meters for Vodohospodářská společnost Rokycany, s.r.o. – the town of Rokycany. Remote meter reading was also implemented for CHEVAK Cheb, a.s., Královéhradecká provozní, a.s., Středočeské vodárny, a.s., and Frýdlantská vodárenská společnost, a.s. In its remote readings, PVK continues to work on long-running projects with companies such as Veolia Energie ČR, a.s. and PREměření, a.s.

Drinking water supplied in substitute packaging

Since 2016, two-litre bags of drinking water have become an integral addition to the alternative supply of drinking water whenever the supply of drinking water is restricted or interrupted in Prague.

In contrast to 2023, when the production of bagged water had to be suspended in the second half of the year due to the refurbishment of the iron removal plant building at Káraný Water Treatment Plant, production in 2024 returned to the usual levels of previous years. Packaged drinking water, or more specifically containers of bagged water, remain a staple at corporate presentations and at social and charity events.

In 2024, 200 containers and packaged water were deployed during 23 drinking water supply incidents and outages on the water network. Only a handful of these were of such a nature that a special awareness campaign had to be initiated to supply bagged drinking water to registered disabled citizens. Each bag contains 2 litres of drinking water and one container can hold 100 of these bags. In cooperation with the Czech Federation of Food Banks, more than 60 containers were sent to areas affected by devastating floods, particularly in Moravia and Silesia.

Technological supervision

In the field of drinking water technology, PVK provides water quality control and other services to Vodárna Káraný, a.s. PVK staff are responsible for direct process supervision at 21 wastewater treatment plants (WWTPs) where 1. SčV, a.s. is the operator or a contractual partner. External activities include the continued technological supervision and provision of water management services at Veleň WWTP. Until 1 October 2024, PVK employees also provided technological supervision at Běchovice WWTP.

In 2024, PVK's engineers oversaw or guided and prepared management agendas at the CWWTP, 22 PVK-operated BWWTPs, and 21 WWTPs operated or serviced by 1. SčV, a.s. This experience is then put to use in external contracts such as process consultancy at municipal WWTPs, the handling of WWTP issues at campsites, etc.

PVK provided two external customers with wastewater quality monitoring using an innovative method of interval camera imaging and immediate colour change assessment. This new technology, developed by PVK, allows for a response to sudden changes in water quality within minutes.

Larger contracts also included commissions for Pražská vodohospodářská společnost a.s. related to the operation and development of the CWWTP. This involved testing the effectiveness of Densadeg 4D technology, exploring advanced sludge dewatering options, and adjusting aeration control on the New Water Line. The adjustment of aeration control is an example of the successful deployment of know-hoe and has significant positive impacts on nitrogen removal at the NWL.

In terms of drinking water technology, last year PVK employees played an active role in managing and optimising the operation of brine electrolysis for sodium hypochlorite production at the Flora pumping station and reservoir, as well as at the Ládví I reservoir.

They also provided technological oversight during the installation and optimisation of turbidimeters and chlorine analysers in Prague's distribution network. In 2024, PVK carried out a project for PVS focused on neutralising odours from the public sewer system. This involved the installation of 225 biological odour control filters and additional work in various boroughs on the left bank of the Vltava (Divoká Šárka, Ruzyně, Motol, Řeporyje, Slivenec, Radotín, and Zbraslav). These biological filters neutralise odours while maintaining sewer ventilation, significantly reducing odours around sewer manholes. In recent years, PVK has successfully addressed public complaints about sewer odours, investigating the root causes of each case using modern measurement techniques. For problem areas, PVK conducts comprehensive studies and, in cooperation with PVS, implements the necessary measures. In 2024, odour measurements and a study of sewer odours were carried out for the Prague borough of Lysolaje.

Flood control measures

PVK collaborates with Prague City Hall on flood defences. It maintains mobile pumps and conducts testing at pumping stations in cooperation with Česká voda – MEMSEP, a.s. and Stavební firma HOBST a.s. Altogether, 28 units are kept in the PVK warehouse, and another 18 pumping machines are stored in an external facility. Additionally, eight backup pumps were purchased. In 2024, PVK was responsible for 34 flood-protection pumping points on the sewer network. During the year, field tests were conducted at the pumping points according to the following plan: field tests with motor-generator sets twice a year, and with mobile pumps once a year. Alongside tests at pumping stations, wet tests using water are carried out at test sites.

Following the commissioning of the new permanent pumping station on the trunk sewer B in Breitfeldova Street, fitted with three submersible pumps capable of a combined maximum capacity of 750 l/s, two pumping stations with mobile pumps in Karlín were decommissioned.

During 2024, Prague experienced three flood events that needed pumping stations to be put into service. The first carried over from December 2023 into the beginning of the year, with Čertovka being pumped for 18 days through the closed flood gates at the lower gate chamber. A similar situation occurred in June (for four days). In September, a larger-scale flood event took place that affected northern Moravia more severely than other regions. On 17 September 2024, the Vltava in Prague peaked just below flood alert level II (930 m^3/s), with three pumping stations activated during the event.

In May, a drill was carried out in the northern part of Zbraslav, where a pumping station was activated at the stormwater sewer system in Opata Konráda Street. A mobile genset was installed at the pumping point to power three permanently fitted pumps in the stop-log chamber, each with a capacity of 300 l/s.

Laboratory services

The PVK laboratory collects and analyses samples both for internal requirements and for external customers on the basis of contracts or purchase orders. Prominent external laboratory services include water quality control for Želivská provozní a.s. and Vodárna Káraný, a.s., which supply water

to the distribution system operated by PVK, extended cooperation with PVS related to disinfection and the commissioning of newly built water supply systems, and cooperation in detecting sewer contamination and the protection of wastewater treatment plants. In 2024, partnerships continued with Veolia Group energy companies – Pražská teplárenská a.s. and Veolia Energie, a.s. – in the field of hot water analysis, and with other water management companies and laboratories.

In 2024, PVK laboratories collected and analysed samples for external customers for fees totalling more than CZK 33 million.

Pest control

Taking 2024 as a whole, PVK used 1,602 kg of rat bait at 13,500 sewer entry points across Prague as part of a programme that covered city-wide, preventive, and targeted extermination. PVK carried out vermin control for 56 external customers and insect control for 27.

Hydrant standpipe rentals

In 2024, customers rented 449 metered hydrant standpipes: 227 small DN 20-25 standpipes, 221 large DN 40-65 standpipes, and one large HN DN 100 standpipe.

Sewer network servicing

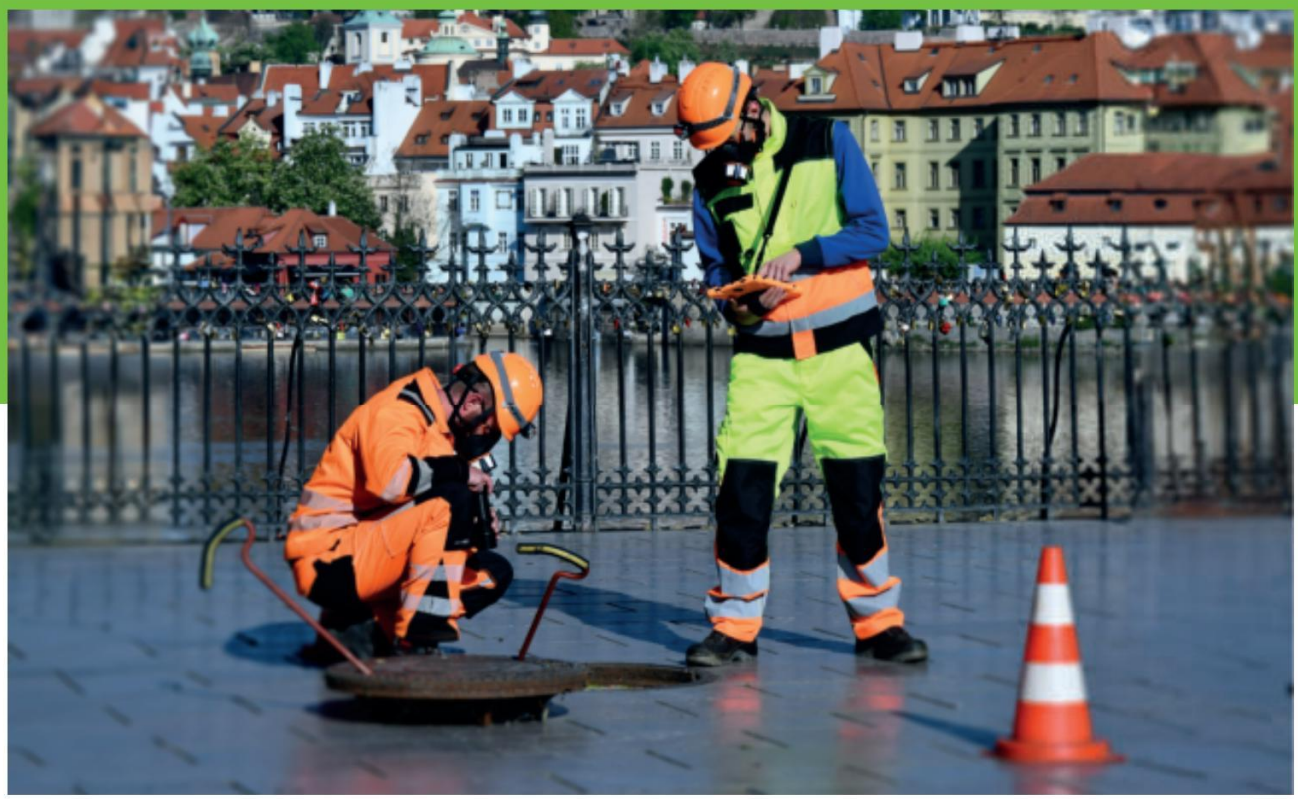
PVK provides sewer network servicing to customers. In 2024, it emptied and disposed of the waste from 330 septic tanks, cleaned and disposed of the waste from grease traps at 541 sites, and built 360 new access points to the public sewerage system.

Domestic wastewater treatment plants

For customers who cannot connect to the sewer network, PVK staff successfully advised on and serviced domestic wastewater treatment plants. In 2024, they serviced, consulted on and inspected seven domestic WWTPs.

INNOVATION

PVK has long been committed to innovation and emerging trends in its line of business. Technological improvements, renovations, and new solutions enhance performance and efficiency, deliver greater reliability, and have a positive impact on energy savings and the environment. This, in turn, contributes to improved customer service and user convenience.



Grant projects

In 2024, PVK progressed with grant-funded projects from previous years. One of the company's largest grant initiatives was successfully completed: the project "Decentralised removal of micropollutants from infectious hospital wastewater", which involved the modernisation of the wastewater treatment plant at Thomayer University Hospital. This project was supported by the Norway Grants via the State Environmental Fund of the Czech Republic. Its primary objective was to reduce micropollutant concentrations between the inlet and outlet of the hospital WWTP by upgrading its process line. Decentralised micropollutant removal will allow pollution to be captured before it enters the city's sewer network.

As part of the project, the mechanical pre-treatment process was upgraded, the operation of the existing process line was optimised, and new technology for micropollutant removal (ozonisation and GAU filtration) was added.

Last year was groundbreaking in the number of newly won projects. In all, 11 projects received support, of which eight were launched during 2024, with the remaining three scheduled to begin in January 2025.

The topics of the projects now being implemented focus primarily on the development and testing of new technologies in the fields of water management and environmental protection. PVK is continuing its long-term development of nanopore sequencing methods and the identification of antibiotic resistance genes. In the field of wastewater treatment, knowledge is being expanded with

a focus on reducing emissions, improving the efficiency of sludge thickener, and achieving energy self-sufficiency at wastewater treatment plants. Attention is also being paid to optimising technologies for the removal of micropollutants from water and, last but not least, to stormwater and its impact on the quality of surface watercourses.

Overall, PVK was involved in nine grant-funded projects in 2024. These were supported by two funding bodies: the Technology Agency of the Czech Republic (with specifications set by either the Ministry of the Environment or the Ministry of Industry and Trade) and the State Environmental Fund of the Czech Republic.

Wastewater technology

PVK provided two external customers with wastewater quality monitoring using an innovative method of interval camera imaging and immediate colour change assessment. This new technology, developed by PVK, allows for a response to sudden changes in water quality within minutes.

PipeDiver

In 2024, PVK introduced the new PipeDiver method for inspecting the water supply network. PipeDiver, a free-floating inspection device designed for long distances, measures pipe wall thickness under live operating conditions using ultrasonic technology. The siphons running beneath the Vltava from Podolí Waterworks, across Císařský Island to the shaft near Tatra Smíchov, were inspected. Both lines, each 1.3 kilometres long, were examined twice. These siphons are crucial for water distribution to the left bank of the Vltava, not only for PVK, but also for exported-water customers.

BCM project

The BCM (Business Continuity Management) project continued in 2024. Based on a Business Impact Analysis (BIA), critical processes and priorities were identified to support the development of effective continuity plans (specifically, a Business Continuity Plan – BCP – for restoring operations and a Disaster Recovery Plan – DRP – for restoring ICT technologies. These measures are designed to enable a smooth transition to alternative solutions and ensure the rapid recovery of essential operations. Another objective is to align the BCM system documentation with updated emergency preparedness plans in line with the forthcoming Crisis Management Act and the NIS 2 Directive.

Digitisation of the technical and operations archive

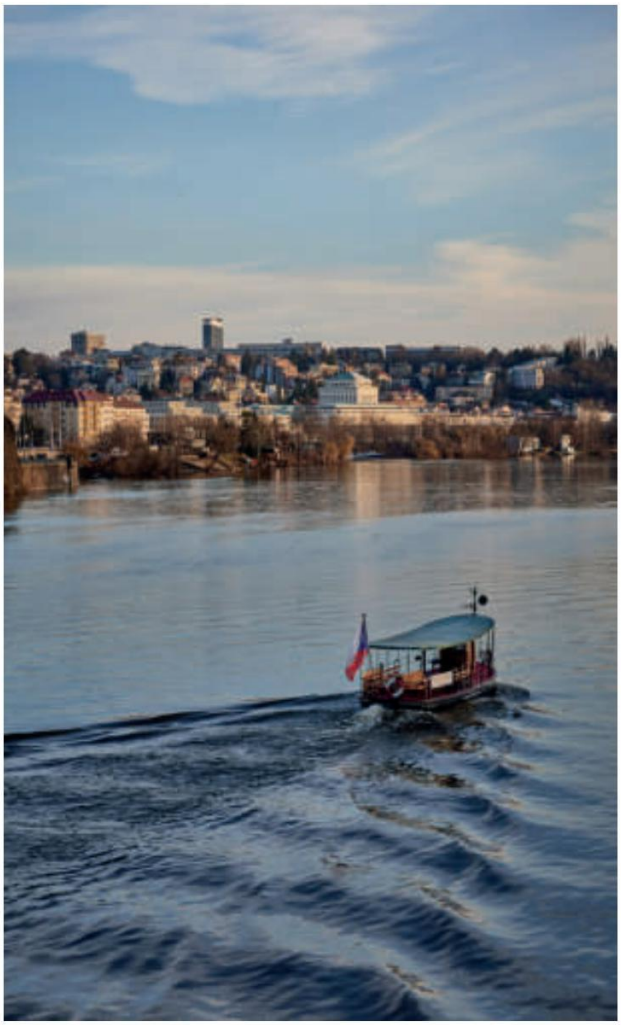
In 2024, the first step was taken towards the digitisation of the Dykova technical and operations archive, which holds documentation on the water supply and sewerage systems operated by PVK. Approximately 271 linear metres of documentation were digitised. This translates into a faster way for PVK customers and employees to find the information they need. In 2025, the documents will be indexed to simplify the search process even further.

BIM (Building Information Modelling)

In 2024, the multi-year BIM implementation project continued. PVK, in collaboration with Pražská vodohospodářská společnost a.s., standardised the design and construction process in BIM through the ninth update of Municipal Standards for Water Supply and Sewage Systems in the City of Prague. Throughout the year, PVK worked on further developing and establishing a legislative framework for BIM based on a Memorandum of Cooperation with the Czech Standardisation Agency. PVK shares all its experiences with other municipal companies through committees of the City of Prague.

CUSTOMERS

PVK's goal is a satisfied customer who has access to all services related to the supply of drinking water, wastewater collection, and treatment. Therefore, PVK is constantly working to improve customer relations and services. It applies an equal approach towards customers, providing them with plenty of useful, clear information. Automated systems, such as SMS INFO for updates on water supply outages and sewer malfunctions, automatic meter readings, and electronic billing, increase the accessibility and transparency of information.



Since 2012, the PVK has kept to its “Customer Service Commitments”, which help to improve the quality of its customer service. It also strives to practise the principle of corporate social responsibility, draws customers’ attention to unusual increases in their water consumption and provides assistance if they find themselves in a difficult situation. The Company pays particular attention to customers with special needs. It tailors its services to accommodate the needs of disadvantaged customers so that they can still use them even if they are facing more challenging circumstances in life. PVK communicates with the visually impaired in a way that is fully understandable to them – by voice message. The SMS INFO information service is able to convert text into voice messages. Visually impaired citizens and customers of PVK benefit from this service because it also enables them to order packaged water in the event of a water outage or similar emergency. They place a request with PVK for delivery by voice message and packaged water is then delivered to them within two hours.

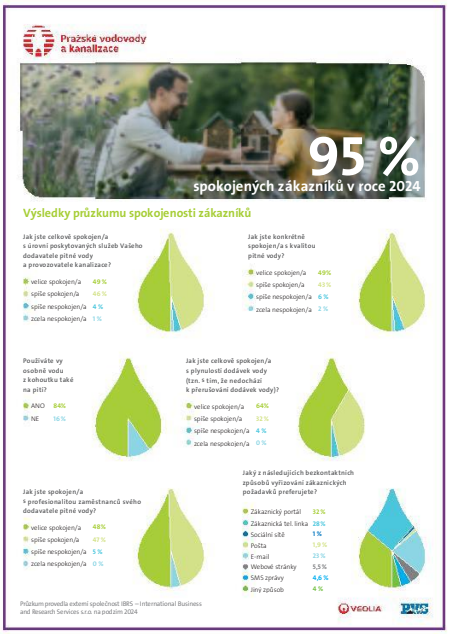
In 2024, the Company underwent the annual autumn surveillance audit for its anti-bribery management system under ISO 37001, conducted by Bureau Veritas, and for its integrated management system under ISO 9001 (quality management system), ISO 14001 (environmental management system), ISO 50001 (energy management system), and ISO 45001 (occupational health and safety management system), conducted by ITC Zlín. PVK’s integrated system has been certified since 2006. PVK’s integrated management system is diamond-certified by Certified Quality Systems (CQS).

Satisfaction survey

The independent research agency IBRS - International Business and Research Services s.r.o. conducted a telephone survey in Prague from 22 August to 6 October 2024. It involved a cohort of 890 respondents, comprising a mix of single-family building owners, multi-family building managers, housing cooperatives, industrial customers, and corporates.

Overall satisfaction with PVK's services has remained consistently high. The main factors influencing this include the professional approach of PVK employees, the way technicians and meter readers conduct themselves, the quality of the drinking water supplied, and the handling of requests through the customer service centre and customer helpline.

A total of 95% of respondents are satisfied with the professionalism of PVK employees, and 98% are happy with the behaviour of meter readers and technicians. Overall, 95% of respondents are satisfied with the services provided, 92% are satisfied with the water quality, and 96% are content with the continuity of water supply (with 100% satisfaction among housing cooperatives).



86% of customers are satisfied with the availability of information. For private customers, the website remains the most preferred source of information. Representatives of housing cooperatives and corporates favour the customer service hotline.

89% of respondents were satisfied with the handling of their request through the customer service hotline, while 95% were satisfied with the customer centre. Satisfaction with the use of the online customer portal was exceptionally high, with 97% of respondents expressing approval (100% among housing cooperatives and industrial customers). 96% of customers were satisfied with the SMS INFO service, and 95% were happy with how clearly the website was laid out, which is 3% higher than in 2023 (100% in the housing cooperative and corporate categories).

In 2024, the customer satisfaction survey was supplemented for the first time with questions focused on the water supplier's environmental responsibility, emission reduction, and the economic use and renewal of resources, among other factors. On average, 59% of respondents in Prague trust their water supplier to act responsibly towards the environment, care well for its employees, have transparent and ethical management, and comply with laws and regulations. Trust among men is even higher, at 64%. Men also have greater confidence in the economic use and renewal of resources, with 65% expressing trust.

Contract customers and billing

PVK provides services to 96,247 customers, an increase of 468 customers on the 2023 figure of 95,779. These are customers to whom PVK supplies drinking water and for whom it collects and treats wastewater on a contractual basis. Contract customers include individual customers (70,057), multi-family residential buildings and cooperatives (17,753), and corporates and others (8,437). As certain customers may have more than one contract in place, PVK recorded 119,636 supply points for billing purposes at the end of 2024.

In 2024, PVK continued to enter into new contracts with customers as required of it by an amendment to the Water Supply and Sewerage Systems Act (Act No 275/2013). By the end of 2024, PVK had registered 119,623 updated contracts, i.e. 94.30% of all supply points.

PVK customer structure

private customers	70,057
multi-family buildings and housing cooperatives	17,753
corporates and others	8,437

TOTAL: **96,247** contract customers

Almost 75,000 customers had their bills emailed to them in 2024. PVK also offered to send tax documents via email. This means that legal entities, after making an advance payment, receive a tax document in advance so they have problem-free "VAT control statements". Customers also paid their bills via the lottery terminals of SAZKA a.s. These terminals read the barcode contained on PVK bills to obtain the payment details, and then issue a receipt confirming the customer's cash payment. Bills totalling more than CZK 25 million were paid in

in this way. Another avenue for customers to pay their bills was online via the customer portal. Over CZK 26 million was paid in this way. Customers were also able to use the QR code on their invoice to make payments. On all its billing documents, PVK prints a QR code that customers can use for cashless payments. Customers used this QR code to pay almost CZK 631 million for services.

CUSTOMER PORTAL

Upwards of 45,000 customers have registered with the customer portal and opened an online customer account. This is the method of choice for private customers and companies in the handling of their enquiries. Secure online accounts give customers a constant overview of their water consumption, bills, advances, payments, and meter readings. In the customer portal, customers can also pay bills and advances online. A QR code is now generated for payments of advances and invoices. Via the e-registry, they can submit requests or enquiries, book appointments online, or register for the SMS INFO service. Since 2024, after logging in, customers also have the option to enter their requests directly from individual sections of the portal (contact details, advances, consumption, finances). They can also look up the history of the requests and enquiries they have submitted.

As the portal is interlinked with smart metering, users who have installed “smart” remotely read water meters can monitor their water consumption in real time and set alarms (related to the temperature at the meter, high consumption, or consumption during night hours) alerting them to high water consumption caused, for example, by a dripping tap or a leaking toilet. All this information is available in the Readings and Consumption section, offering a full consumption and meter reading history, plus easy access to the self-reading feature.

Customers will also find a range of important information here, including a map of current incidents and planned outages, and information about the water quality in their street. In 2024, the display of incidents and outages was adjusted so that, after logging in, customers would see only such events relevant to their specific supply point.

The customer portal is now only accessible via the web application. As of 31 May 2024, support for the Moje Voda mobile app was discontinued after a detailed data analysis revealed that it was hardly used any more. In response, PVK redirected the funds previously allocated to running the mobile app towards the development of additional features for the web application. Since 1 June 2024, all enquiries have had to be handled through the web application, which already offers far more functionality than the mobile version, such as greater flexibility in managing customer requests (e.g. adjustments to the amount paid in the form of advances, the set-up of invoice and advance payments, technical calculations, the updating of personal and contact details, etc.). Of course, customers did not lose the convenience of accessing data from their mobile device, since they were able to replace the mobile app icon with the web app icon as a shortcut for quick access.

SMS INFO

To date, 47,234 customers have signed up for the SMS INFO service to receive text messages about incidents and water supply outages, including the estimated downtime. As such, registered customers receive, free of charge, important information about water via text messages transmitted to their mobile phone. In 2024, 50,974 text messages and 1,459 voice messages about incidents and outages were sent to registered customers. Over a million text messages have been sent since the service was launched.

JOINT OPINION PORTAL

In January 2021, PVK teamed up with Pražská vodohospodářská společnost a.s. (PVS) to launch a joint opinion portal. This speeded up the processing of requests for opinions on design documentation.

In 2024, a total of 15,906 requests were processed through the opinion portal, including network layout submissions, feedback on project documentation, and acceptance of geodetic surveys of the actual construction work.

The portal makes it possible for applicants to submit requests for opinions on individual stages of building permit proceedings under Act No 283/2021, the Building Act, as amended, as well as opinions on pre-project preparations or technical requests related to supply or drainage pipes that have already been installed.

In 2024, a new system for the electronic submission of requests for copies of pipe documentation was introduced, along with an expanded option to provide pressure line elevation data for network layout submissions.

	2020	2021	2022	2023	2024
Number of calls handled	84,012	82,534	74,805	78,671	83,805
Service level	93,04%	91,42%	91,64%	93, 13%	93%
Number of customer emails handled	52,443	54,620	38,537	34,449	51,980

CALL CENTRE

In 2024, PVK's customer service line handled 83,805 customers with a 93% service level. Enquiries tended to centre on drinking water supply and billing. Customers also called about contracts and connection points. Customer service line operators also respond to customers' emails. During 2024, they handled 51,980 customer emails and sent 26,853 text messages. Besides dealing with customers' calls and emails, operators also help to promote service provision, register customers for the SMS INFO service, and offer email billing, insurance to cover emergency situations, the activation of the customer portal, and other services.

The PVK call centre's organisation is in the hands of Solutions and Services, a.s. (the provider of ICT services within Veolia Group).

CUSTOMER SERVICE CENTRE

Until April, the PVK customer centre operated at its original location in Dykova Street, Vinohrady. On 2 May, it moved to new premises in the Legatica building at the Waltrovka complex in Prague 5. Customers can find all the services they need here, including a payment counter. In 2024, the customer service centre was visited by 5,690 customers, 3,148 of whom were welcomed to the new centre in the Waltrovka complex.

Overall, 545 customers made use of the booking system and reserved an appointment in advance. At the centre, customers can pay water and sewage bills and for water analyses, hydrants, etc., over the counter. 978 payments amounting to almost CZK 12.7 million were made in this way.

COMPLAINTS AND CLAIMS

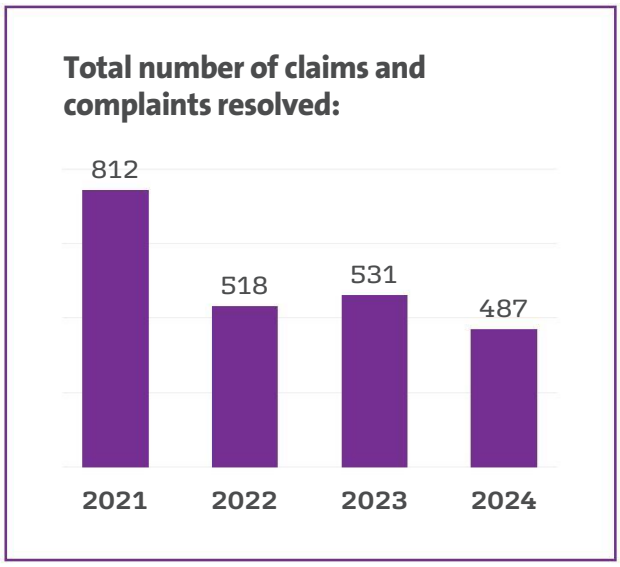
The system for the handling of complaints and claims at PVK is set out in CEO Directive 12 – Handling of Complaints and Claims. Between 2021 and 2023, certain changes were made in the reporting and tracking of Claims and Complaints Department activities. For instance, a distinction was introduced as to whether a submission (a claim or complaint) was being made for the first time or whether it related to a case that had already been raised. This made it possible to clearly quantify the number of claims and complaints in 2024 and the amount of follow-up correspondence. It also led to revisions in the number of complaints and claims per calendar year.

In 2024, PVK received a total of 53 new complaints, marking a slight increase compared to previous years, when 49 complaints were recorded in both 2023 and 2022. This trend reflects stability in the number of complaints over the past three years, with the increase being minimal. Of these 53 complaints, only one was deemed justified. As in previous years, in 2024 the majority of complaints related to how incidents were handled, highlighting the sensitivity of this aspect of our services for customers.

In 2024, a total of 434 new claims were recorded, of which 167 (38%) were deemed justified. This figure is lower than in both 2023, when we received 598 claims, and 2022, when the number stood at 589. The decrease by more than 25% year on year suggests that the action we took to improve service quality and communication with customers has had a positive impact.

As in previous years, the majority of claims in 2024 were related to billing – primarily incorrect readings, either made by PVK or reported by the customer. Other claims concerned the amount of water measured and invoiced, with customers requesting reductions in sewage charges due to water leaks downstream of the meter. Another relatively frequently subject of claims can be found in the category of water meters. These claims concerned the replacement of water meters in the course of inspections, the retesting of water meters, or the malfunctioning of water meters.

In terms of complaints and their categorisation, most complaints in 2024 concerned the repair of incidents. Whether customers complained about the tardiness in fixing a burst, the poor siting of tankers in the vicinity of the breakdown (e.g. an insufficient number of tankers or the fact that they were located far from the customer's home), etc., it is important to note that each individual complaint concerning the handling of an incident was thoroughly investigated as far as technically possible and as far as local conditions allowed. Not a single complaint was found to be justified.



HOME ASSISTANCE AND REFUNDS IN CASE OF WATER LEAKS – FOR CONTRACT CUSTOMERS

Since 2015, PVK has made insurance cover available to its contract customers for emergencies related to leaks downstream of the water meter. This service, provided by UNITED ASSISTANCE, a.s., is free of charge to customers.

The assistance service is on hand round the clock. In an emergency, the assistance service crew visits the customer and carries out two hours' technical work.

Customers do not pay for the call-out or essential work. PVK customers are entitled to make use of the assistance service three times a year per supply point free of charge. Customers can call the assistance service on 212 812 212.

In 2024, 4,271 PVK customers called this line. On-the-spot assistance was required in 496 cases. Refunds were provided in 299 cases, with all costs covered by UNITED ASSISTANCE, a.s. The most common emergency was a ruptured riser or a pipe directly downstream of the water meter.

THEFT – ILLEGAL CONNECTIONS

PVK is strongly committed to investigating water theft and illegal wastewater connections. In 2024, PVK staff proved water was being stolen in 128 out of the 156 cases investigated. The most common causes were meter tampering (79%), non-metered taps upstream of the water meter (13%), and unregistered supply pipes (4%).

In wastewater production, 140 of the 153 cases investigated were proven to be illegal. In 93% of these cases, the drainage pipe had not been registered or the wastewater was channelled directly into an inspection shaft.

PVK billed over CZK 9.3 million for water theft and for illegally discharged wastewater. The total amount includes the cost of the investigation, the damage caused, and penalties.

PVK identifies potential water theft by running checks on offtake points in its own database. If an existing water charging contract does not include a provision on the disposal of wastewater or stormwater down a public sewer, the property is inspected. PVK also checks structures that are not in its database (because they have their own wells) for connections to the public sewerage system. PVK employees may only enter private buildings in the presence of the owner. Where necessary, PVK seeks the assistance of the competent local authority (the state building supervisory body). PVK also draws on camera surveys and special operations to investigate the situation surrounding wastewater discharges.

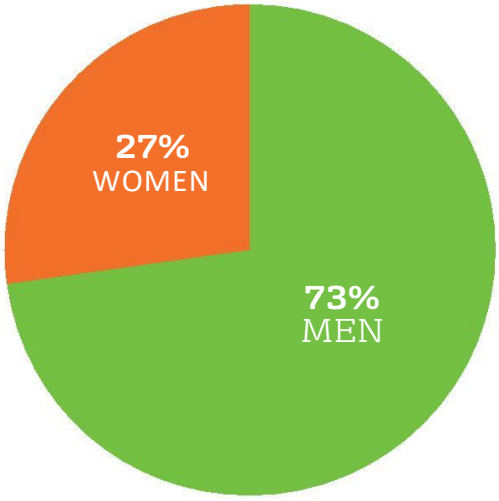
CUSTOMER COMMUNICATIONS

During the year, PVK published numerous informative materials for customers and the general public. In May and December, the customer magazine Voda pro Vás ("Water for You") was published and inserted into the main daily newspapers. PVK's services were also promoted in the form of PR campaigns in Prague's daily newspapers, via advertising, and in regular communication with the media. Other important communication tools were the Company's website, which was visited on average by over 40,000 users per month, the LinkedIn social network, and its YouTube account.

OUR **EMPLOYEES**

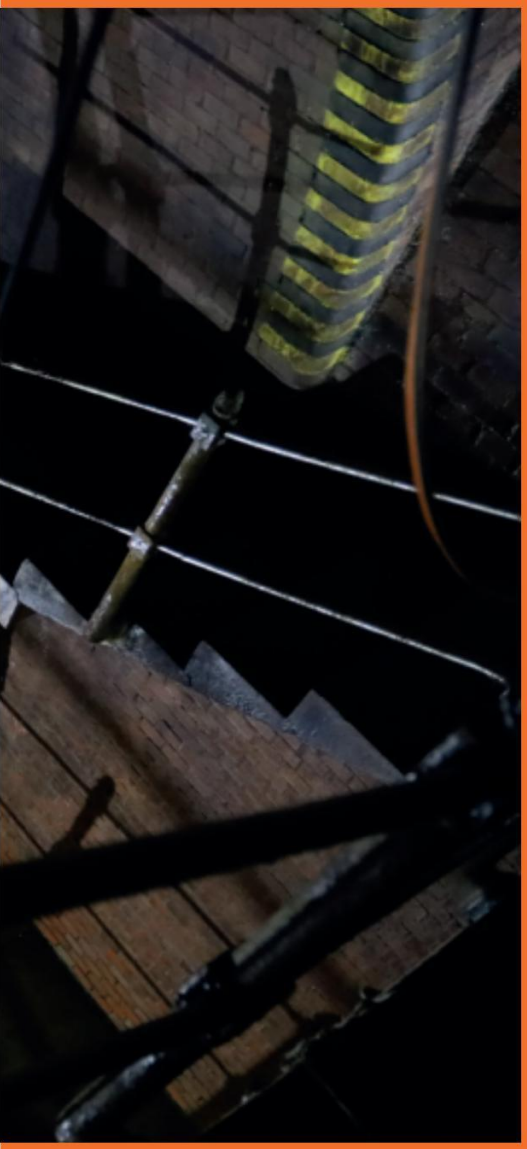
PVK provides its employees with exceptional working conditions, enabling them to make the most of their knowledge and talent to achieve the Company's shared goals and customer satisfaction. The company is committed to improving the protection of all employees from workplace risks, and to enhancing safety at all worksites.

Openly maintained social dialogue and cooperation with the trade union and the entire workforce are of paramount importance to PVK. The negotiation of the collective agreement marks the annual culmination of mutual cooperation and respect between the Company's management and the trade union. This is built on long-term engagement with the Trade Union of Woodworkers, Forestry Workers and Water Management Workers (DLV) in the negotiation of the higher-level collective agreement applicable to the Veolia Czech Republic Group. In 2024, we once again met our commitments under the collective agreement and even managed to enter into a collective agreement for 2025 reflecting the higher-level collective agreement with the DLV trade union that had been adopted for Veolia Czech Republic Group.



At the end of 2024, PVK employed 1,201 staff. The average full-time equivalent number of employees in 2024 was 1,175. During the year, 79 employees left and 109 joined, resulting in a turnover rate of 6.6%. This was a decrease of 0.9% year on year. Of the total number of employees, 877 (73%) were men and 324 (27%) were women. The Company employed 49 part-time staff (4%), 119 staff on fixed-term contracts (10%), 19 employees with disabilities (2%), and 55 of retirement age (5%). The average age of employees was 47.let.

Compared to inflation of approximately 2.5%, the average wage in 2024 rose by 11%, significantly exceeding the Company's long-term commitment to real wage growth. The total volume of overtime work stood at 29,971 hours, which corresponds to an average of 22 hours of overtime per employee.



NUMBER OF EMPLOYEES, BY YEAR

2020	2021	2022	2023	2024
1,136	1,141	1,153	1,171	1,201

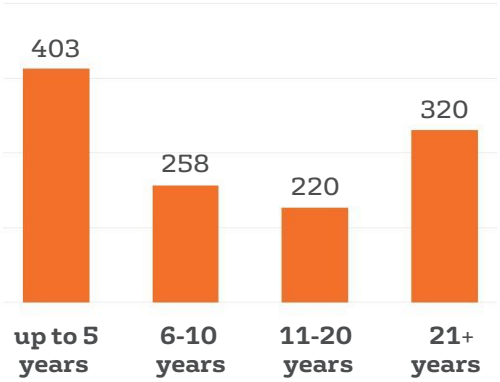
EMPLOYEE BENEFITS

In 2024, PVK invested CZK 54.8 million in employee welfare, amounting to 4% of total personnel expenses. CZK 2.4 million was allocated to support the trade union, with a further CZK 2.4 million set aside for sports and cultural activities, and CZK 0.9 million earmarked for life and work anniversaries. An additional CZK 0.2 million was distributed as social assistance, and nearly CZK 800,000 went towards employee housing loans. A key benefit taken up by 74% of staff was pension and life insurance, to which PVK contributed almost CZK 12 million. Employees also enjoyed a range of other perks, including a meal allowance of CZK 107 per meal voucher (via a card) and discounted mobile phone plans for family members. Employees enjoy extended annual leave of six weeks. A standout and well-established benefit was the group savings scheme in Sequoia mutual funds, which was running for a 14th year in 2024. PVK also marked its second year participating in the global VEOLIA CARES programme, which focuses on health and social security. This initiative covers all employees equally and includes contributions to maternity and paternity leave, financial support for bereaved families, assistance for staff caring for seriously ill relatives, and one paid day off per year for volunteer work.

EMPLOYEE TRAINING

The company places a strong emphasis on upskilling and the further training of its employees. Approach to their development systematically yields numerous benefits, reinforces motivation, and contributes to the stability of the workforce. Within the company, 24% of employees hold a university degree, 39% have completed upper-secondary education, 32% have undergone apprenticeships in a vocational field, and 5% have completed lower-secondary education. In 2024, total spending on training exceeded CZK 13 million. The largest share of this amount (74%) was allocated to vocational training, with 16% channelled into mandatory training and training for specialised roles, and 10% into language courses. The vocational training of employees of PVK and other Veolia Czech Republic Group companies is mainly provided by the Group's company, Institut environmentálních služeb, a.s., which offers wide-ranging courses and training programmes.

EMPLOYEE STRUCTURE BY LENGTH OF SERVICE



EMPLOYMENT STRUCTURE BY LEVEL OF EDUCATION ATTAINED

higher education	24%
upper secondary	39%
apprenticeship	32%
lower secondary	5%

OCCUPATIONAL SAFETY

Occupational safety is one of the key priorities of Veolia Group, and thus also of PVK. Veolia Group is committed to ensuring a healthy and safe working environment. Occupational safety rules, as set out in the Labour Code and other legal regulations, are also incorporated into the Occupational Safety Code. In addition to mandatory training, all employees take a practical first aid course every two years. Since January 2007, PVK has held a certificate for its occupational health and safety management system, which was successfully renewed in November 2024 during a regular audit, including compliance with ČSN ISO 45001. Long-term OHS targets are to drive down accidents at work to a minimum and eliminate fatalities altogether. The prevention policy has helped to reduce the number of accidents at work. In 2024, six workplace injuries resulting in more than three days of sick leave were recorded. As in previous years, PVK took part in the International Health and Safety at Work Week in September. The theme for 2024, "Let's break the routine!", highlighted that we all need to do our part improving our work environment and influencing safe behaviours.

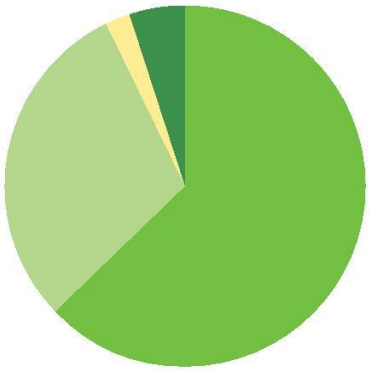
NUMBER OF OCCUPATIONAL ACCIDENTS

2022	3
2023	7
2024	6

VOICE OF RESOURCERS 2024

Voice of Resourcers 2024, the sixth wide-ranging internal satisfaction survey organised by Veolia Group, was conducted from 5 to 26 November 2024. Some 1,005 PVK members of staff (89% of the Company's total workforce) took part in the survey, in which Ipsos polled employees for their opinions. This survey is proof of the interest that Veolia and PVK take in employees' experiences and in gathering information on the ground about their expectations, perceptions of the Company, and their specific working situation. Feedback from employees is important, which is why the annual survey contains questions focusing on anti-bribery conduct and compliance with Company regulations.

At the company where I work, I can report suspected fraud or corruption without fear, either directly or via the Ethics Hotline.



RESULTS OF KEY INDICATORS

	% agreement
My work targets are clearly defined	96%
I find my work meaningful	97%
I am satisfied with the working atmosphere at my department/facility	89%
I am proud to work for a Veolia company	93%
I am satisfied with my work-life balance	92%
I feel sufficiently appreciated and rewarded for my work	75%
We respect and stand in solidarity with each other at our facility/department	93%
Health and safety are considered very important at our facility/department	98%

EVENTS FOR EMPLOYEES

In 2024, PVK organised numerous social and sporting events for its employees and their children.

In the second half of March, to mark International Women's Day, nearly 250 women from PVK gathered in the beautiful surroundings of Gabriel Loci in Prague 5, where they enjoyed a full programme of activities and workshops.

In May, cyclists and walkers came together in Káraný for the sixth Káranský vodovodník, a charity sports event where they could explore routes and trails that had been prepared for them, and then enjoy a children's programme and guided tours of the Káraný water treatment plant.

In June, the jubilee 25th PVK Sports Day took place at the sports centre in Nymburk, where teams competed for the CEO's Challenge Cup. There were great performances and exciting contests in all the disciplines – tennis, table tennis, badminton, volleyball, football, netball, dragon boat racing, and pétanque. A total of 220 entrants took part in these competitions. To mark the occasion, PVK donated CZK 250 on behalf of each participant to a project run by the Cystic Fibrosis (CF) Club. This raised a total of CZK 50,000, which went towards "Increasing Physical Activity in People with Cystic Fibrosis", a project that aims to create educational materials on this topic and encourage those with CF to lead active lives.

In September, PVK fielded a team in the 16th Sue Ryder Charity Cup. This was the first time the Company had entered the charity five-a-side football tournament. Proceeds from the event supported the work of nurses helping to make palliative care a firm part of elderly care in the Czech Republic.

On the occasion of the 110th anniversary of the Káraný water treatment plant, three employee outings were organised in the autumn in cooperation with Vodárna Káraný a.s. Staff learnt about the history of the waterworks and toured the plant.

In keeping with tradition, the PVK trade union threw a Christmas party for PVK employees. Nearly 300 staff members attended. Proceeds of CZK 100,000 from ticket sales and the raffle were donated to the Sue Ryder Retirement Home's memory training and reminiscence programme.

A number of events were also organised for employees' families. In June, a Children's Day celebration took place on the green roof of the New Water Line at Prague's CWWTP, where around 170 children enjoyed an afternoon full of games, fun, sport, and creativity. In the run-up to Christmas, Advent workshops were held for families with young children for the second time. With help from their parents, the children made original Christmas gifts – scented candles and fizzy bath bombs – and had a go at decorating baubles and gingerbread. On the first Sunday of Advent, a festive St Nicholas party was held for employees' children, who were treated to magic tricks and a sand-drawn Christmas story. the children rang their bells to summon St Nicholas and his sack of presents.

COMMUNICATION WITH EMPLOYEES

PVK places great importance on regular, open communication with its employees. Meetings at all levels of company management, together with emails, invitations, and newsletters, are a means for employees in various positions to share information and network. Magazines and internal training programmes are another key channel of communication. The intranet also plays an integral role in the dissemination of information. It is constantly kept up to date as a source of operational, technical, and economic data. All reporting, invitations to employee events, audit alerts, and other important information can be found here.

Pévékáčko, the very popular in-house magazine, was published six times in 2024. It reported on new projects, covered staff and customer surveys, offered a window into the history of the water industry, ran a regular column introducing the work of employees in various positions, and presented a round-up of social events across the Company.

Veolia Group also shared information about important events via email correspondence, the intranet, regular e-newsletters, and the Planeta magazine.

PVK never neglects its former employees and retired water workers. Twice a year, it holds get-togethers where they can chat and reminisce about their careers and the work they did. The spring meeting of seniors took place at the Prague Waterworks Museum and in the autumn at the Clam-Gallas Palace on the occasion of a guided tour of the exhibition Prague - Vienna - Connections, of which PVK was a partner.

OCCUPATIONAL MEDICINE SERVICES AND EMPLOYEE WELLBEING

In 2024, the staff sickness rate was maintained at a low 3%. This was helped by the fact that PVK arranges for employees to undergo periodic medical examinations beyond the scope of mandatory check-ups. In cooperation with SALUBRA, medical examinations were arranged for employees, including the vaccinations set out in the collective agreement and other statutory examinations. A general practice at the Hostivař complex serves employees and their family members. Work performance was regularly surveilled in workplaces to identify and assess risk factors. Heightened attention was also paid to vaccinations. Hepatitis A antibody levels are continuously monitored for those in positions where they are exposed to a biological risk.

In keeping with tradition, in the autumn flu vaccinations were offered to employees free of charge and were provided directly in selected workplaces. In 2024, nearly 250 employees expressed interest in this initiative.

PVK, in cooperation with Salubra, responded to a rise in cases of whooping cough by offering employees the opportunity to receive a booster jab in spring 2024. Nearly 500 employees took up this offer.

In June, the Company held another SO´WELL Week dedicated to mental and physical wellbeing. As part of this week, management prepared a CZK 1,000 allowance for all employees that they could put towards an activity of their choice, such as sport, cultural events, or leisure. This benefit was loaded onto all employees' Edenred Cards (these are dual cards that include a "leisure wallet").

Also in June, in partnership with GALEN CLINIC s.r.o., PVK held Health Days at three selected Company locations. Employees could choose from programmes including foot arch diagnostics using a podoscope, osteoporosis testing, and musculoskeletal screening. There was a great deal of interest in these services, with podology and full-body screening proving the most popular. Over the course of the four Health Days, 230 employees received examinations and consultations.

In spring and autumn, PVK's ongoing commitment to preventive care was again reflected in skin checks and mole screenings aimed at identifying potential risk factors. These were attended by 200 employees.

In 2024, PVK signed a cooperation agreement with the health insurer Oborová zdravotní pojišťovna (OZP) under OZP's Healthy Company employee programme. The two parties agreed to work together to support disease prevention and improve the health of PVK employees insured with OZP. During the year, OZP organised two Health Days at PVK and introduced a "Nutritional Counselling" programme.

As part of preventive occupational medicine care, in December each employee received Benu pharmacy vouchers worth CZK 2,000 for health-promoting products, in particular vitamins and vitamin supplements, vaccinations, etc.

Since June 2023, employees have been able to make use of a new benefit, the Staff Psychological Support Programme. This service offers a safe space to address personal challenges, receive guidance from experienced psychotherapists, learn to manage stress, and handle acute crises. In 2024, nearly 30 employees made use of this support.

CORPORATE SOCIAL RESPONSIBILITY AND ENVIRONMENTAL PROTECTION

Ecology has become an integral part of PVK's corporate culture. Our operations in water production and supply, as well as in wastewater treatment, go hand in hand with environmental responsibility. We see a sustainable approach to natural resources and processes as a cornerstone of responsible business. Through our work and the engagement of our employees, we aim to share these values with the wider public and with visitors to Prague. PVK also contributes to the goals of Prague's Climate Plan 2030 by actively participating in projects focused on improving the quality of drinking water and wastewater. This is an essential step in protecting ecosystems and the health of the city's residents.

SPONSORSHIP AND PATRONAGE

PVK is fully aware of the importance of social responsibility and regularly supports projects that hold social, educational, and environmental value. The Company also lends its backing to sports events, particularly those that encourage physical activity among children and older adults.

In 2024, many such initiatives in Prague took place with the support of PVK. These included ComicCon Prague, the Sokol Run of the Republic, the Run for the Memory of Nations, the Good Will Run organised by the Olga Havlová Foundation, the Grébovka Grape Harvest, and ScienceFest. For the third consecutive year, PVK partnered with Czech Athletics to sponsor competitions in Prague and the surrounding areas. The Company also helped to operate several outdoor ice rinks across the city, promoting healthy movement for both younger and older residents of Prague.

In 2024, PVK contributed to the organisation of the exhibition Prague – Vienna – Connections and its accompanying events. Held in the newly renovated Clam-Gallas Palace, the exhibition explored the parallels and contrasts in the development of the two cities. As in previous years, PVK also continued its partnership with the Water House by the Švihov reservoir.

The Company supported a range of socially beneficial projects throughout the year, including Domov Sue Ryder (where it helped to fund a memory training programme for seniors), the Cystic Fibrosis Club, and the Children's Home in Dolní Počernice. PVK also contributed towards transport for people with disabilities, a summer sports camp for children from Klokánek, support for blind children, and more. PVK continued the tradition of partnering the Křesadlo ("Tinderbox") awards, an event recognising Prague's volunteers of the year that is organised by the Hestia Foundation – Centre for Volunteering.

Sustainability remains a priority for PVK. The Company maintains long-term partnerships with socially beneficial organisations, to whom it donates used IT equipment free of charge. In 2024, computers, keyboards, and monitors were passed on to a vocational school for students with multiple disabilities and to the Focus Praha association.

EDUCATIONAL PROGRAMMES AND AWARENESS RAISING

PVK devotes considerable energy to awareness and educational activities aimed at the general public and school-aged children. These programmes are warmly welcomed by schools, and demand for them has remained high year after year.

A cornerstone of PVK's outreach efforts is the Water Guards Club ("Klub vodních strážců"). Over its 23-year history since being founded in 2001, the club has worked with hundreds of children – some are the children of PVK employees, while others sign up of their own accord or are enrolled by their parents. A significant number of teachers are also registered and use the club's water-, nature-, and technology-themed materials in their lessons. In 2024, issues 46 and 47 of the club's magazine Vodní strážci were published. The spring issue explored the topic of air, and the autumn edition focused on tea, a theme that also inspired a club event at the Prague Botanical Garden, which was hosting the Seventh Cup of Tea exhibition. Children of PVK employees receive the magazine through their parents; other club members receive their copies by post.

Interest in guided tours and programmes remained strong at the Prague Waterworks Museum and the wastewater treatment plant. In 2024, 148 guided school tours took place, along with 49 presentations on the water cycle for younger pupils and 22 guided visits to the wastewater treatment plant in Horní Počernice, all tailored to school groups.

PVK works closely with the non-profit organisation Recyklohraní on educational materials for primary and secondary schools. Last year, this involved the creation of instructional resources titled EKOABECEDA ("ECO A to Z"), Let's Be Water-Smart, and EKOABECEDA in Practice. In 2024, a teachers' guide to the instructor programme aimed at educators was drawn up. Several dozen schools in Prague are involved in the project.

However, PVK's outreach efforts are not limited to children; they also target the adult population. Several initiatives were undertaken to engage the general public. In March, to mark World Water Day, PVK hosted an open day at the Prague Waterworks Museum in Podolí Waterworks, which included a presentation of PVK's technologies and operations in the waterworks courtyard. Children and adults alike enjoyed a varied programme that offered an insight into the work of technologists, laboratory technicians, water leak detection specialists, and sewer and drainage maintenance workers. Another significant event was ScienceFest, where PVK traditionally runs an educational presentation of its activities. During the year, the public also had the chance to visit PVK's facilities at events like Káranský Vodovodník, which featured tours of the Káraný water treatment plant, open days at laboratories and the wastewater treatment plant in Kbely, and tours of the Foreigners' Entrance under the Old Town Square.

Hidden Places of the Prague Water Industry, a PVK project revealing inaccessible locations through films, expanded to include the topic of sewage. The new film was accompanied by a panel exhibition, the cistavoda.pvk.cz website, and PVK's YouTube channel. This initiative provides the public with a comprehensive overview of PVK's operations and offers a virtual visit to fascinating, though typically off-limits, spaces dedicated to Prague's water management.

PRAGUE WATERWORKS MUSEUM

Throughout the year, the Waterworks Museum enjoyed keen interest from school groups and experience-seeking tourists, with visitor numbers returning to pre-Covid levels. In 2024, open days were held twice – once in March and again in September. The reservation system was discontinued, and the museum reintroduced open access. A total of 8,005 people visited in 2024, up 2,393 on the previous year. The Experiential Tourism project had to be adapted to accommodate ongoing renovation work at the Podolí Water Treatment Plant. Visits to the tower's viewing platform were no longer possible, so guides now lead participants around the waterworks complex, shifting the focus to the site's exceptional architectural design.

BIODIVERSITY SUPPORT AT COMPANY-OPERATED SITES

For PVK, the protection and restoration of natural diversity is a key commitment. Across its sites, PVK promotes the environmentally friendly maintenance of green spaces and has abandoned the use of pesticides (herbicides, fungicides, insecticides, and biocides). Since green space management methods have a direct impact on ecosystems and biodiversity, in 2024 PVK continued its long-standing collaboration with the Czech Union for Nature Conservation (in place since 2011) and the Czech University of Life Sciences (since 2020).

Investing in biodiversity also yields economic benefits. Although the initial costs of transforming grassland, purchasing robotic mowers and planting supplementary vegetation can be considerable, they are balanced by lower maintenance costs. The return on this sort of investment typically comes within three to five years. Standard lawns at water management sites require regular mowing with machinery, whereas flowering meadows only need to be cut twice a year, substantially reducing costs, noise pollution and green waste. One of the major advantages that enclosed water management sites have over public parks is that they have the flexibility to delay mowing, for example during butterfly breeding or periods of drought.

In 2024, the Modřany Sever II site – commonly known as Kamýk – underwent biodiversity-focused revitalisation. Approximately two hectares were sown with seeds collected the previous year from the nearby V Hrobech natural monument. The same seed mix was used in a newly created biocorridor across Prague 12 and 4, enabling the reservoir grounds to blend naturally into this wider ecological network.

PVK's biodiversity support includes opening selected sites to beekeeping. In 2024, four beekeepers tended a total of 143 bee colonies across 11 PVK sites: Andělky, Bruska, Flora, Havlín, Hrdlořezy, Kozinec, Lhotka, Modřany Sever II, Prosek, Vypich, and Zálesí. These sites, managed with ecological care, provide ideal conditions for beekeeping. In addition to beehives, PVK enhances biodiversity in its grounds by creating habitats for a variety of species. It installs beetle banks, stone mounds for lizards and snakes, bird boxes and bat shelters.

PVK also actively shares its knowledge and experience. In October 2024, the Company hosted a panel discussion entitled "Sustainable and Effective Biodiversity". The event featured a range of expert contributions, including talks by Jiří Rom from Prague City Hall's Nature Conservation Department, Dominik Vondráček from the National Museum's Entomology Department, and Marek Hamata of the Czech Landscape and Garden Society.

MISTING

Urban heat islands are a recurring theme during the summer months, and Prague is no exception. As in previous years, PVK partnered with several boroughs in 2024 to install misters and refreshers. Misting stations create a fine water spray that cools the surrounding air and improves the microclimate in public spaces. They can be found on squares, in parks, and along busy pedestrian zones. A refresher combines a misting system with a drinking fountain to offer an additional benefit.

During the summer, 31 misting stations and 12 refreshers were installed across 11 boroughs, an increase of 11 stations on 2023. Residents and visitors can easily locate them via online maps on Mapy.cz and Google Maps, where their precise locations are marked.

PVK IS A RESPONSIBLE COMPANY

Social responsibility and sustainability are second nature to PVK. Employees consider it entirely natural that all Company sites are equipped with containers for sorted waste, with larger buildings also offering bins for biodegradable material. In 2024, PVK continued to arrange for the proper disposal of used electrical appliances and batteries, fluorescent tubes, and toners.

The Company also built on its previous efforts to collect unwanted clothing for charitable purposes, with the gathered garments handed over to Borůvka Praha. This organisation then sorted the items, and those in good condition were passed on to Koloběh charity shops. The proceeds help to fund the organisation's staff, many of whom are on disability pensions, and to support other charitable projects. Smaller items unsuitable for resale were sent for further processing to be used, for example, in the production of non-woven textiles.

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WASTE GENERATION AND RECOVERY

Waste production remained closely monitored throughout 2024. PVK generated 185,000 tonnes of waste, with 52.6% consisting of sludge from municipal wastewater treatment. A further 47% was made up of construction waste from repairs to water supply and sewer networks, while 0.4% comprised other waste types. Only a negligible 0.01% fell under the category of hazardous waste.

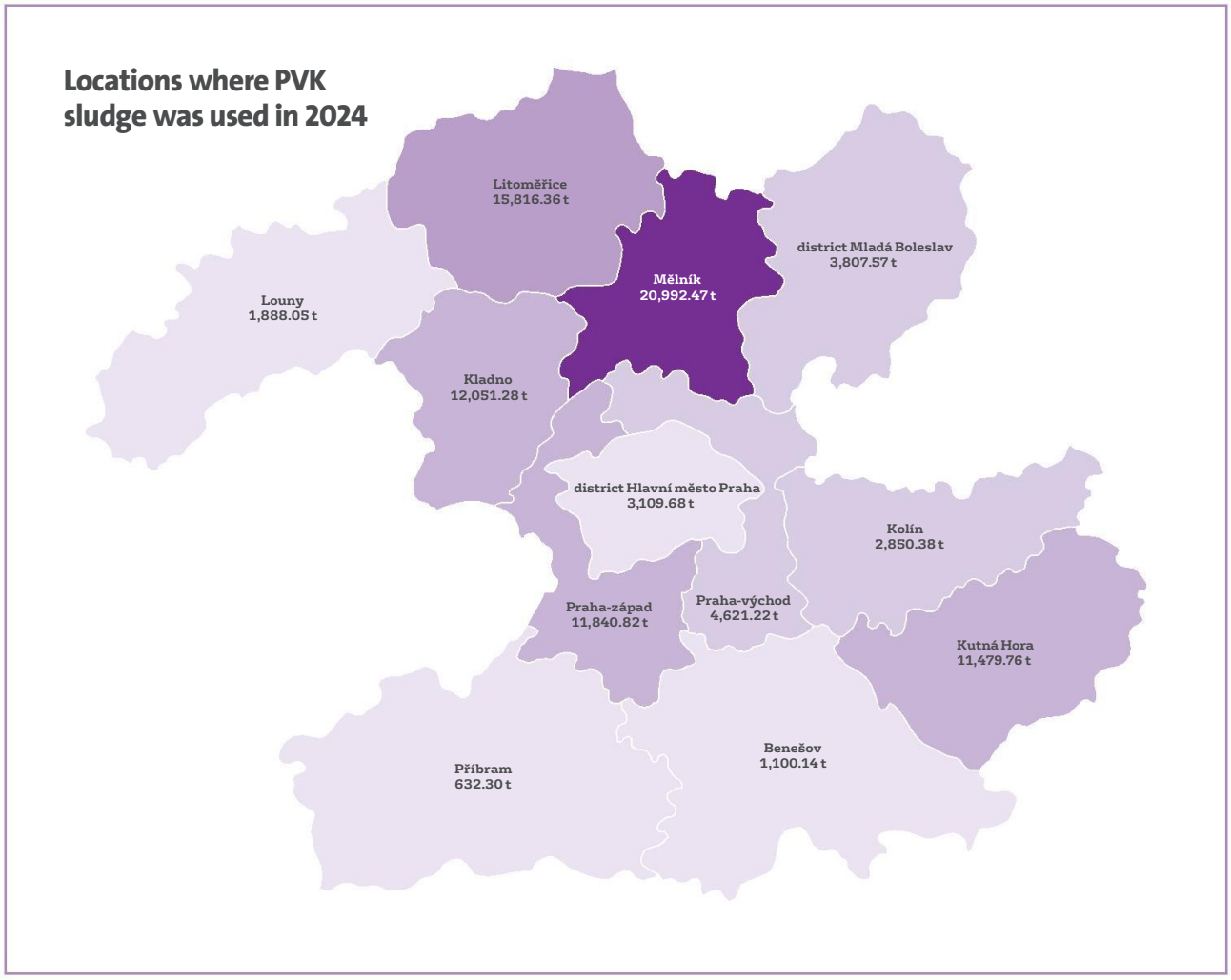
PVK continues to prioritise maximum waste recovery. The Company works closely with partners who are committed to the further processing and repurposing of waste, in line with circular economy principles, with 99.6% of waste produced by PVK finding reuse.

Of the construction waste, 86,900 tonnes were handed over to partner organisations for further use in 2024. Of this, 99.75% was processed by recycling facilities and 0.25% was used in land reclamation.

Sludge from municipal wastewater treatment must meet strict legislative requirements, but when it does, it can be applied to farmland. This not only returns nutrients and organic matter to the soil, improving its fertility, but also helps to compensate for periods of reduced availability of livestock-based fertilisers. Hygienised sewage sludge offers a valuable alternative to synthetic fertilisers, making it a significant contributor to regenerative agriculture.

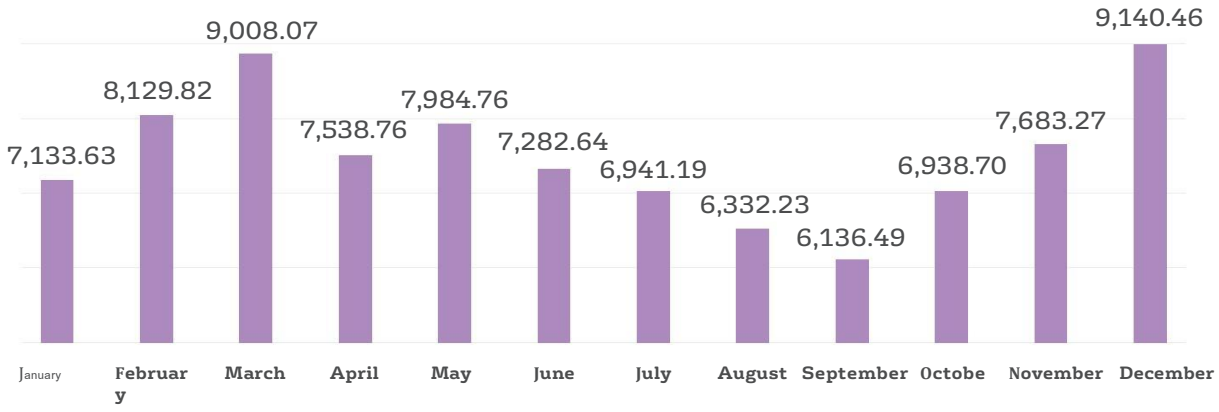
In 2024, PVK collaborated with 43 agricultural partners in three Czech regions – Prague, Central Bohemia, and Ústí nad Labem. Sludge was applied to farmland in ten districts: Louny, Litoměřice, Mělník, Kladno, Mladá Boleslav, Praha-východ, Praha-západ, Kolín, Benešov, and Příbram. A total of 90,250 tonnes of sludge was delivered for agricultural use, of which 86% was applied directly to farmland and 14% was processed by composting facilities (in Praha-západ, Příbram, and Kutná Hora).

The treated sludge was used primarily before the sowing of cereals (62%, e.g. wheat and barley), oilseeds (20%, e.g. rapeseed and mustard), root crops (11%, e.g. sugar beet), and legumes (7%, e.g. peas).

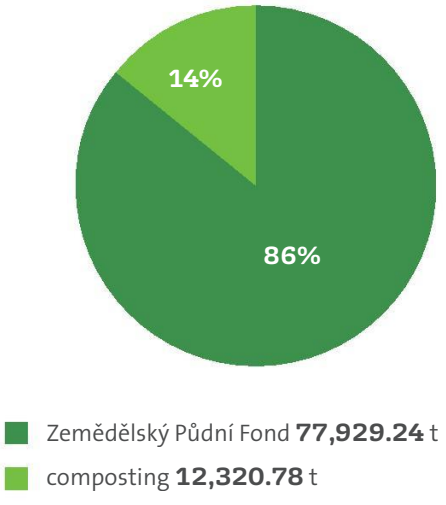


PVK also operates facilities for the recovery of biodegradable waste, the majority of which is composed of fats extracted from grease traps. In 2024, the company processed 10,300 tonnes of biodegradable waste, including 8,800 tonnes of fats. These fats are offered to business partners for reuse, once again supporting circular economy efforts. PVK services include grease trap maintenance and cleaning. In 2024, this involved the removal and further processing of 1,210 tonnes of fat-based waste, mainly from kitchens and restaurants.

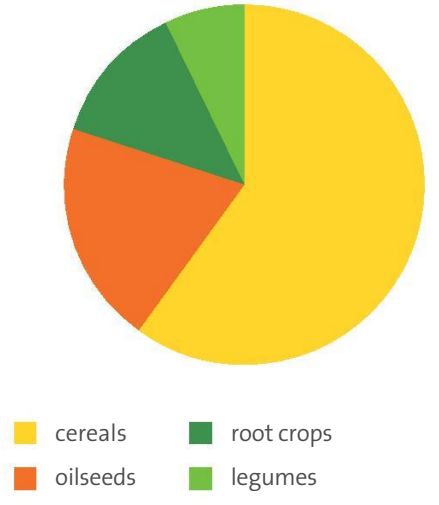
Monthly sludge production in 2024



Sludge handling at PVK in 2024



Use of treated sludge on ZPF before sowing crops



COOPERATION WITH THE VEOLIA FOUNDATION

PVK has been working with the Veolia Foundation since its establishment in 2003. PVK regularly contributes to the Foundation's diverse range of activities and is actively involved in several of its key projects:

MiNiGRANTS®

This unique programme encourages employees to dedicate their free time to socially beneficial activities, working with children and young people, promoting community life, engaging in sport and culture, and protecting the environment. At its core, the initiative is a collaboration between the Veolia Foundation, Veolia Group companies, and their employees. In 2024, the Foundation supported 20 PVK employees with a total of CZK 685,000 for their selected projects, each a fine example of social responsibility in action.

Between 2008 and 2024, the Veolia Foundation helped bring roughly 2,106 projects to life by contributing nearly CZK 60 million.

LET'S RETURN WATER TO NATURE

Let's Return Water to Nature is a project raising funds to protect ecologically valuable sites. Since 2018, the Veolia Foundation has worked with the Czech Union for Nature Conservation, which searches for suitable sites that it then buys and provides with long-term protection. So far, this project has saved more than 60 hectares of wetlands. The Veolia Foundation has donated more than CZK 9.3 million towards this cause.

KEEP SMILING – ACTIVE ALL LIFE LONG

In 2024, PVK maintained its long-standing partnership with organisations such as Jsme Mile, z.s., which is dedicated to supporting and educating those who care for the elderly, Domov Sue Ryder, and Moudrá sovička. Moudrá sovička, with financial support from the Veolia Foundation, trained numerous seniors in how to use modern technologies and digital services safely and confidently. In 2024, the Foundation supported the organisation's further development through the launch of Moudrá síť ("Wise Network"), a new initiative aimed at fostering intergenerational connections between seniors and students, who assist them with digital technologies. At Domov Sue Ryder, the Foundation, in collaboration with professionals from the social and healthcare sectors, contributed to the development of a two-day course called "Inter-organisational Negotiation in Long-term Elderly Care", which has been accredited by the Ministry of Labour and Social Affairs of the Czech Republic.

Since 2015, the Foundation has distributed CZK 13.6 million among 130 projects.

CARBON NEUTRALITY

PVK recognises its responsibility for the environment and actively contributes to the fight against climate change. In 2023, the Company received verification of its 2022 GHG Inventory Report in accordance with ISO 14064.

The calculation methodology for PVK's operational carbon footprint, aligned with the internationally recognised GHG Protocol, which sets reporting standards for greenhouse gas emissions, was introduced in 2022 and includes emissions categories (Scopes) relevant to the Company's activities.

In 2024, the methodology was updated to reflect revised global warming potentials, selected emission factors, and approaches to certain categories.

Based on this revised methodology, PVK's operational carbon footprint for 2024 was calculated at 223,616.3 tonnes of CO2 equivalent. The largest share of emissions stems from technological processes, most notably the treatment of wastewater. Although these emissions are significant within the Company's overall footprint, wastewater treatment plays a vital role in mitigating climate change and contributes positively to environmental protection and public health.

	t CO_2-eq	%
Scope 1 – Direct emissions		
Technological processes	–	–
Wastewater treatment	98,285.3	43.95
Biogas leaks and flaring	143.4	0.06
Fuel combustion	2 835.0	1.27
Refrigerant top-ups	74.8	0.03
Scope 2 – Indirect emissions from purchased energy		
Purchased electricity	51,857.6	23.19
Purchased heat	620.6	0.28
Scope 3 – Other indirect emissions		
Purchased goods and services	58,542.2	26.18
Capital goods and water losses	3,780.8	1.69
Indirect emissions from fuels and energy	3,667.0	1.64
Process-related waste	3,074.0	1.37
Business travel	29.1	0.01
Employee commuting	706.5	0.32
Total	**223,616.3**	**100.00**

Projects that PVK has already implemented or will soon implement in partnership with the City of Prague and PVS include:

- comprehensive monitoring and control of emissions from technological processes;
- installation of a biogas valorisation unit for biomethane production;
- installation of photovoltaic systems in selected locations;
- eplacement of the CNG fleet and the purchase of electric vehicles, including the installation of the necessary infrastructure;
- the use of heat pumps on water mains in order to generate heat and cooling.

All these activities are gradually reducing the Company's operational carbon footprint.

The path to carbon neutrality is long and complex, but the Company continues to seek technological solutions that will help to manage the climate crisis while maintaining a high quality of life for the people of Prague.

INSTITUT ENVIRONMENTÁLNÍCH SLUŽEB

IES HIGHLIGHTS IN 2024

49,154,000 Kč

Revenue

9

Number of employees

IES SHAREHOLDER STRUCTURE:

Until 6 December 2024

40%

Campus
Veolia France

30%

Pražské vodovody
a kanalizace, a.s.

30%

Veolia Energie
Česká republika, a.s.

As of 6 December 2024 → Veolia Support Services Česká republika, a. s.

Training activities for PVK are provided by Institut environmentálních služeb, a.s. (IES), which offers a wide range of courses and training programmes. The majority of these focus on improving professional qualifications, mandatory training, instruction for specialised roles, and courses in compliance and ethics. The IES teaching team is made up of over 200 top instructors, mostly Veolia managers and specialists, experts from universities, colleges and vocational schools, scientific research organisations, government bodies, and specialised companies.

IES is the educational branch of the Veolia Czech Group. In 2024, it underwent a change in ownership, and as of 6 December its sole shareholder has been Veolia Support Services Česká republika, a.s.

KEY AREAS OF DEVELOPMENT AND TRAINING IN 2024:

OHS – in addition to mandatory training required by law and internal standards, PVK expanded its OHS training with extension courses based on Veolia's Safe Work Policy, known as the Veolia OHS Standards:

- 12 Lifesaving Rules – 5,752 participants (1,072 from PVK)
- Electrical Equipment Safety – 78 participants (19 from PVK)
- Traffic Management – 247 participants (69 from PVK)
- Work at Heights – 307 participants (116 from PVK)
- Fire and Explosion Hazards – 2,382 participants (213 from PVK)
- Hazardous Materials – 89 participants (29 from PVK)
- Confined Spaces – 3,280 participants (702 from PVK)
- Control of Hazardous Energy (Lock-out / Tag-out) – 2,414 participants (127 from PVK)
- OHS for Line Managers – 324 participants (77 from PVK)
- Basic Hygiene Training – 645 participants (299 from PVK)
- Driver Training – 1,718 participants (288 from PVK)

Cybersecurity – raising and deepening awareness of cybersecurity:

- Generative AI Tools and Phishing: 5,417 participants (996 from PVK)
- Suspicious Emails: Evaluation: 5,641 participants (1,070 from PVK)
- Suspicious Emails: When to Report Them: 5,642 participants (1,077 from PVK)
- Phishing – How Not to Get Caught: 943 participants (153 from PVK)

SoWELL – development and training in the field of Veolia Group employees' mental, physical, and social wellbeing. It includes monthly webinars, wellbeing and other initiatives, e.g. preventative screenings, social events, sports events, etc.

- In 2024, IES organised 13 different webinars, attended by 1,560 employees in total, including 248 from PVK.

Compliance – a structured training programme focused on adherence to laws, regulations, standards, and ethical norms, relevant to organisations and individuals. The Compliance training plan supports the certified anti-bribery management systems implemented by individual Veolia Czech Republic Group companies.

- Compliance CZ: 984 participants (215 from PVK)
- Gifts and Hospitality: 1,580 participants (325 from PVK)
- Ethics Guide: 2,141 participants (372 from PVK)
- GDPR – Personal Data Protection: 3,655 participants (805 from PVK)
- Personal Data Protection: 3,471 participants (780 from PVK)
- Responding to Corruption: Anti-bribery Management (ISO 37001): 73 participants from PVK
- 2024 Managerial Code of Conduct: 253 participants (26 from PVK)
- Anti-corruption Code of Conduct: 1,930 participants (679 from PVK)
- Competition Law Training Cycle – 6 Modules: 25 participants from PVK

Key statistics for 2024

In-person training events	
Number of training events held	**946**
Number of training sessions	**9,026**
Number of training hours	**123,380**
Number of lessons (of 60 minutes each)	**23,801**
Number of participants in training events	**16,091**
E-learning training/courses	
Number of active user accounts (CZ)	**8,118**
Total course completions (CZ)	**73,825**
Number of training hours (CZ)	**28,947.15**