



ANNUAL REPORT 2025

Pražské vodovody a kanalizace, a.s.



Pražské vodovody
a kanalizace



Pražské vodovody a kanalizace, a.s.
Ke Kablu 971/1, 102 00 Praha 10 - Hostivař

www.pvk.cz

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OUTLOOK FOR 2026

In 2026, 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.



Launch of the SWiM 2.0 NG system, including the Energy and Security Control Room.



Shutdown of the Old Water Line at the Central Wastewater Treatment Plant so that work can start on its extensive reconstruction.



Safe Guard 2026 – participation in a Czech Armed Forces exercise focused on the defence of water management facilities.

Preparatory work on the Framework Documentation for the 2028 Transformation Project will be completed, and PVK will institute approval processes at both shareholders.

PVK will manage the transition of the Central Wastewater Treatment Plant to a single water line and maintain operations throughout the reconstruction period, whilst complying with prescribed wastewater discharge parameters.

PVK will oversee the design preparation and subsequent pilot testing of procedures for the quaternary treatment of wastewater.

In cooperation with PVS, PVK will select a tool for the mathematical modelling of WWTP processes and launch the Digital TWIN programme.

The objective is to maintain water losses below 14.5%: PVK will introduce advanced algorithms to evaluate pressure zones and leaks, interconnecting the CIS system and the Leak Monitor for greater accuracy.

PVK will complete the project to modernise the Customer Portal and enhance customer information delivery during visits to offtake points.

PVK will launch a project to comprehensively integrate its Risk Management, Business Continuity Management, and Crisis Preparedness Plan systems.

PVK will finalise the Public Education and Awareness-Raising Concept.

PVK will complete the Transparency and Equal Pay project and begin upgrading its payroll system.

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.

SHAREHOLDER

49%

Pražská vodohospodářská
společnost a.s.

51%

Veolia Holding
Česká republika, a.s.

1 April 1998

INCORPORATED

CZK 483,288,000

SHARE CAPITAL

**Public limited company
(akciová společnost)**

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 2025

HYDROPOL



PVK receives prestigious “Health Promoting Enterprise” award

PVK was awarded the title of “Health Promoting Enterprise, Level II”, presented annually by the chief public health officer of the Czech Republic as part of the initiative of the same name. PVK secured the accolade following a successful audit that confirmed its above-standard approach to protecting and promoting employee health in the workplace.

Prague reservoirs win the Prague Award at the Adaptterra Awards 2025

The reservoirs operated by PVK received the Prague Award at the Adaptterra Awards 2025. The expert jury recognised that technical infrastructure can also serve as an oasis of biodiversity, providing inspiration for naturally integrating nature into urban spaces.

PVK monitors PFAS in wastewater

Together with researchers from the University of Chemistry and Technology, Prague (UCT Prague), PVK now monitors the presence of PFAS in Prague’s wastewater. PFAS are “forever chemicals”, specifically per- and polyfluoroalkyl substances. Since 2024, PVK has conducted regular monitoring of PFAS concentrations at the outflow from the Central Wastewater Treatment Plant in Prague. The concentrations identified are low compared to other European cities; a total of 20 substances were measured in Prague, with their combined total amounting to just 15 to 30 ng/l. PFAS are “forever chemicals”, specifically per- and polyfluoroalkyl substances.

Membrane technology deployed at the Čertousy BWWTP

To remove nitrogen from wastewater more efficiently without altering the existing technological layout, Veolia’s innovative, highly energy-efficient MABR (Membrane Aerated Biofilm Reactor) membrane technology was implemented at the Čertousy branch wastewater treatment plant. The system was commissioned in the second half of 2025.

Podolí drinking water treatment plant upgrades its water disinfection system

In November 2025, technology for producing and dosing sodium hypochlorite via electrolysis directly at the point of application was put into trial operation at the Podolí drinking water treatment plant. The primary advantage of electrolysis is safety, benefiting both equipment operators and people living in the surrounding area. The project was carried out while the waterworks remained in full, uninterrupted operation.

ACTIFLO deployed for the first time at the Kbely BWWTP

The ACTIFLO high-rate clarification technology went live at the Kbely BWWTP, marking the first application of this kind in the Czech Republic. Utilising this unique Veolia technology to reduce phosphorus concentrations in the water enables the treated wastewater to be safely reused.

Water supply network inspection via PipeDiver

In cooperation with Pražská vodohospodářská společnost (PVS), PVK prepared and conducted a further modern inspection of the water supply network using PipeDiver technology. This free-swimming inspection device is designed for long distances and uses ultrasonic technology to measure pipe wall thickness during live operations. The inspection covered the critical DN 1200 water main between Podolí and Flora, spanning a total length of four and a half kilometres.

Hydropolis: unique 1892 reservoir uncovered during construction

In 2025, reconstruction continued at the site of the former Vinohrady waterworks, where Hydropolis – a pioneering water education centre – is being established. During the construction work, a unique reservoir dating back to 1892 was uncovered. Water flowed from this reservoir to Královské Vinohrady until the mid-1970s. Hydropolis is scheduled to open in the first half of 2027.



CORPORATE GOVERNANCE

PVK BOARD OF DIRECTORS

Philippe Guitard – Chairman
Petr Mrkos – Vice-Chairman
Martin Bernard
Miluše Poláková
Reda Rahma
Pavel Válek
Mark Rieder

PVK SUPERVISORY BOARD

Zdeněk Zajíček – Chairman
Michal Hroza – Vice-Chairman
Rostislav Čáp
Marcela Dvořáková
Antonino Milicia
Zdeněk Hořánek
Marek Dřevo
Lucie Luxová
Ladislav Částka

PVK MANAGEMENT

CEO – Petr Mrkos
HR Director – Zuzana Šepsová
CFO and Sales Director – Marek Červíček
Chief Operating Officer – Petr Kocourek
Chief Technical Officer – Petr Sýkora
Chief Communications and Marketing Officer – Marcela Dvořáková
Chief Security Officer – Jan Záveský



KEY FIGURES

Get to know PVK through our key figures, which demonstrate the scale of our services and our commitment to the future.

Net turnover:

CZK 13.2 billion

Profit after tax:

CZK 556.96 million

Number of employees
(as at 31 December 2025):

1,239

Drinking water supplied
to the water supply network:

96,267,000 m³

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

4,602 km

Total
wastewater treated:

117.2 million m³

Length of sewerage network operated
(including supply pipes):

4,978 km

Number of contract
customers:

96,712

A portrait of Philippe Guitard, a middle-aged man with short, graying hair and a goatee, wearing a dark suit, white shirt, and patterned tie. He is looking directly at the camera with a slight smile. The background is a blurred office setting with a grid of circular patterns.

EDITORIAL BY THE CHAIRMAN OF THE BOARD OF DIRECTORS

**“People remain the greatest driving
force behind all our successes.”**

Philippe Guitard

Chairman of the Board of Directors

Ladies and Gentlemen,

The year 2025 will be recorded in the history of Pražské vodovody a kanalizace (PVK) as a period in which we raised the bar for technological innovation and sustainability to an entirely new level. In a world that is undergoing dynamic transformation, we have succeeded not only in keeping pace, but also, and more importantly, in becoming the benchmark for modern water management.

It gives me great pleasure to state that, following months of demanding preparation, we are on the threshold of a pivotal milestone: the launch of the full operation of our new central control system, SWiM NG, which is not merely a generational software upgrade, but a true revolution in our industry. This advanced system, which integrates cutting-edge analytical tools and elements of artificial intelligence, will enable us to manage our water infrastructure with unprecedented efficiency and precision.

However, the advance of digitalisation and the deployment of smart technologies must go hand in hand with the need to protect our infrastructure against increasingly sophisticated threats. Cybersecurity was an absolute priority for us over the past year. By investing heavily in the innovation of our security architectures and running continuous testing on our systems, we have created a highly resilient environment. We can therefore guarantee all residents of Prague that strategic supplies of drinking water are fully secured against any external interference.

At the same time, our focus on frontier technology arms us with powerful tools to protect the planet. As a proud Veolia Group member, we are actively contributing to the vision of global ecological transformation. At PVK, we do not take this commitment lightly; in 2025, we further intensified our efforts to reduce our carbon footprint and pursued further steps towards achieving maximum energy self-sufficiency and the prudent management of natural resources.

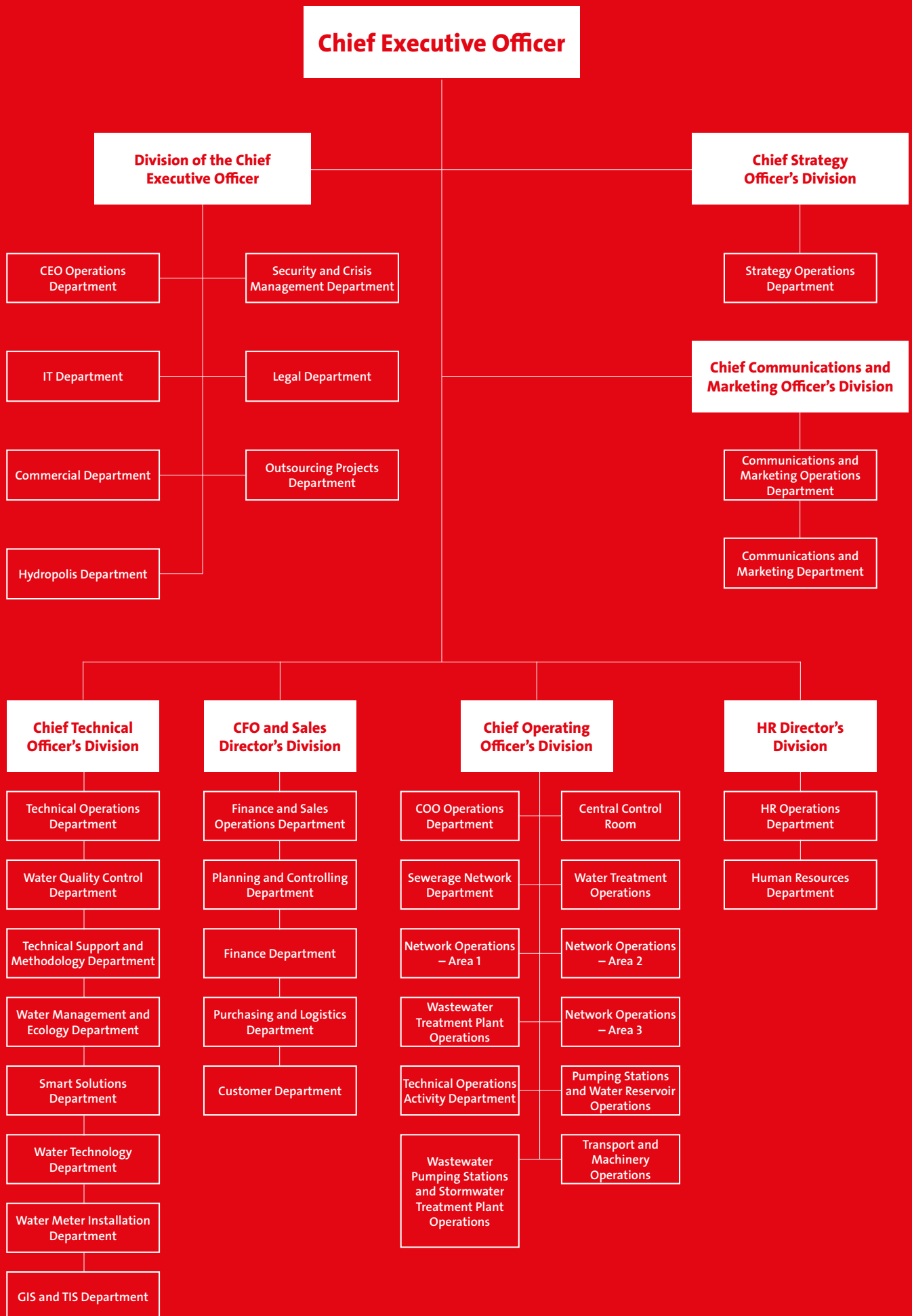
I recognise that achieving these strategic milestones would have been entirely unthinkable without strong and mutually enriching partnerships. At this point, I would like to highlight our exceptionally constructive and proactive collaboration with Pražská vodohospodářská společnost (PVS) and the City of Prague. It is this unique synergy between the public and private sectors that enables us to realise our bold visions and transform the Czech capital into a modern and environmentally responsible city.

However, people remain the greatest driving force behind all our successes. Please allow me to express my deep appreciation and sincere gratitude to all PVK employees. It is your professionalism, daily dedication, and ability to adapt to constant change that form the fundamental pillar of our success.

We live in a time full of unexpected challenges and trials. It is my hope that PVK will continue to navigate all challenges safely, remaining a stable and trusted partner for Prague, our associates, and our employees – a partner on whom they can always rely.



ORGANISATIONAL STRUCTURE





**OUR
SERVICES**

Pražské vodovody a kanalizace, a.s. (PVK), is a key provider of comprehensive water management services in the City of Prague and the municipality of Radonice. Its core operations are the uninterrupted supply of high-quality drinking water alongside efficient wastewater collection and treatment.

PVK is also expanding its portfolio of dedicated services, catering to a broad range of clients – from individuals and housing cooperatives to industrial enterprises and municipalities. In particular, these services include:

- ▶ accredited laboratory analyses;
- ▶ modern network diagnostics and surveys;
- ▶ the replacement of water meters with remote-reading capabilities;
- ▶ precision measurements across the water infrastructure network.

Operating model and ownership structure

The water management infrastructure and facilities operated by PVK are predominantly owned by the City of Prague. The municipal company **Pražská vodohospodářská společnost a.s. (PVS)** is responsible for managing these assets and driving investment development.

PVK operates this water management infrastructure under a lease agreement, paying rent to Prague for its use. Since Veolia Group joined PVK as a strategic partner in 2002, PVK has paid more than CZK 53.8 billion in rent into the owner's budget. Through these payments, PVK makes a major contribution to financing the renewal of Prague's water infrastructure network.

Shareholder structure as at 31 December 2025:

- ▶ Veolia Holding Česká republika, a.s.: 51%
- ▶ Pražská vodohospodářská společnost a.s.: 49%

Strategic purpose and ecological transformation

As a Veolia Group company, PVK pursues a defined corporate purpose. This strategy is rooted in the belief that PVK's long-term prosperity depends directly on its usefulness to its shareholders, employees, customers, suppliers, and the communities it serves.

In line with the Group's global ambitions, PVK actively works to mitigate the environmental impact of its business. Through the adoption of an ecological transformation programme, PVK confirms its role as a responsible

partner to the City of Prague, systematically contributing to sustainable development and environmental protection in the region.

CERTIFICATION AND MANAGEMENT SYSTEMS

In 2025, PVK maintained its position as a sector leader by successfully completing surveillance audits. These confirmed full compliance with international standards and a high level of process management across all key areas.

Integrated management system: PVK has maintained and developed its integrated management system since 2006. In autumn 2025, ITC Zlín conducted an audit confirming compliance with the following standards:

- ▶ ISO 9001 – Quality management system
- ▶ ISO 14001 – Environmental management system
- ▶ ISO 50001 – Energy management system
- ▶ ISO 45001 – Occupational health and safety management system

For its long-standing excellence in this area, PVK holds the prestigious Diamond Certificate awarded by CQS (the association for quality system certification).

Anti-bribery management: In keeping with its strategy of transparency and ethical business conduct, PVK underwent an audit of its anti-bribery management system for compliance with ISO 37001. The audit, carried out by the renowned certification body Bureau Veritas, confirmed that the control mechanisms in place are highly effective.



DRINKING WATER SUPPLY AND DISTRIBUTION

Securing a supply of high-quality drinking water to the capital and surrounding regions is one of PVK's priority tasks. PVK currently supplies 1.4 million Prague residents and a further 285,000 residents of the Central Bohemian Region. Water is sourced from the Káraný and Podolí water treatment plants, which PVK operates, as well as the Želivka and Sojovice water treatment plants, from which it purchases ("imports") water.

A key milestone in strengthening the quality and safety of supply was the extensive modernisation of the Podolí water treatment plant between 2019 and 2021. The introduction of advanced granular activated carbon (GAC) filtration substantially increased efficiency in the removal of micropollutants, including pesticide residues and their metabolites.

Quality assurance: Thanks to unified technological standards, with GAC utilised at both Podolí and Želivka, the water supplied from both sources is of a consistently high quality. It reliably meets strict statutory limits, regardless of seasonal fluctuations in the quality of raw water in the River Vltava.

Modern control centre and digitalisation

In 2025, PVK supplied 96,267,000 m³ of drinking water to the water supply network, a slight decrease of 0.4% compared to the previous year. Average per capita water consumption in Prague was 106 litres per day.

The entire process, from production and the filling of reservoirs through to final distribution to consumers, is continuously monitored and controlled by PVK's Central Control Centre. The delivery of drinking water today relies on the integration of automated processes and information systems that cover all necessary requirements.



Water supplied to the water supply network in 2025 (thousands of m³)

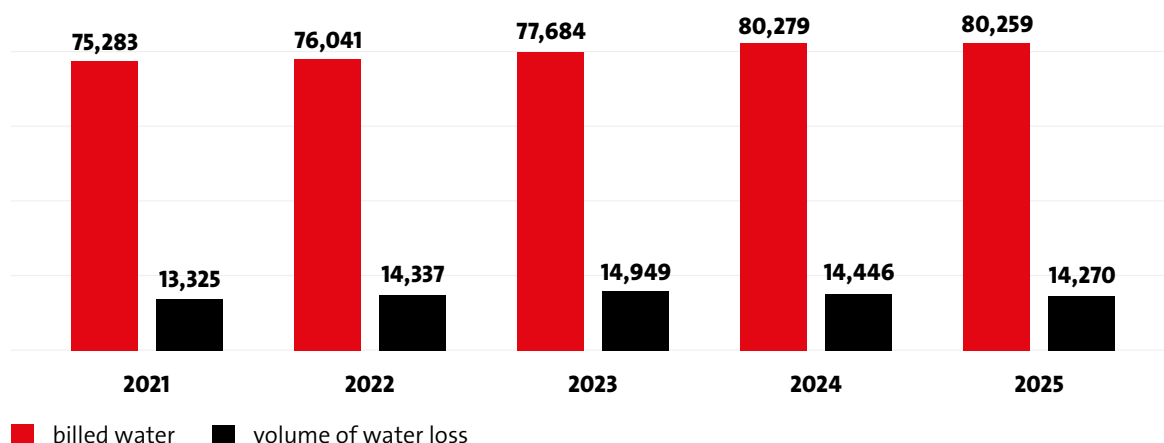
Drinking water produced by PVK	30,183
Water imported from the Želivka and Sojovice drinking water treatment plants	83,710
Total drinking water	113,893
Exported water (drinking water supplied into a public water supply network managed by another entity)	17,626
Water produced – industrial water mains	967

Length of water supply network (drinking water)	3,700 km
Length of supply pipes	902 km
Number of supply pipes	120,331
Number of water meters	119,359
Number of reservoirs	68
Reservoir capacity (drinking water)	752,394 m³
Number of pumping stations	53

Share of drinking water treatment plants in drinking water production (m³)

Želivka, imported water 71,722,156	Káraný, internally produced water 17,585,652
	Podolí, internally produced water 12 597 509
	Sojovice, imported water 11,988,043

Drinking water billed and volume of water lost between 2021 and 2025 (thousands of m³)

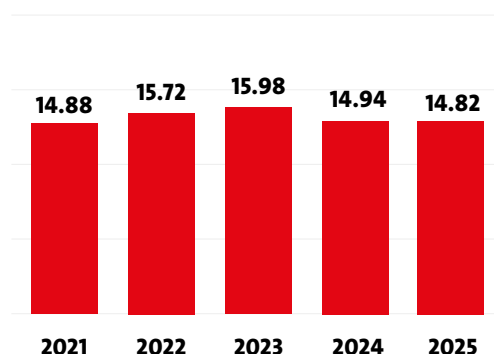


Reducing drinking water losses

The systematic reduction of distribution network losses remains a long-term priority for PVK. In 2025, drinking water losses in Prague dropped to a historic low of 14.82% (14,270,000 m³), continuing a steady year-on-year decline. This result validates PVK's long-term strategy; by comparison, losses exceeded one third of total supply in 2000 and stood as high as 43% in 1996.

To locate and resolve hidden leaks, PVK combines proven diagnostic methods with cutting-edge technologies. In 2025, the inspection of 3,008 km of the water supply network successfully identified 312 hidden leaks.

Drinking water losses between 2021 and 2025 (%)



Water meters

At the close of 2025, PVK managed 119,359 water meters – monitoring the consumption of supplied drinking water – in Prague and Radonice. The Company replaced 23,256 primary water meters and 997 secondary meters that had reached the end of their service life. In addition to these water meters, 265 new remote-reading secondary meters for individual billing, known as dedicated irrigation meters, were installed. In response to customer requests, 711 meters were officially bench-tested, and 57 official meter tests were carried out on the spot. Repairs and checks of 12,835 meters were outsourced.

Expansion of remote reading

The total number of water meters equipped with remote-reading capabilities reached 22,965, translating into a significant 15% year-on-year increase. This technology enhances customer convenience, provides real-time consumption monitoring, and allows for immediate leak or fault detection. 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 2025, PVK continued to implement pilot projects aimed at testing innovations in smart metering and data transmission in real-life conditions, i.e. high-interference, high-density urban developments, alongside locations with poor radio propagation, such as shafts and underground spaces.

Water supply incidents

In 2025, PVK responded to 4,616 incidents in the water supply network, a slight year-on-year increase by 33 cases. The average supply interruption duration per incident fell by 40 minutes to 8 hours and 38 minutes.

Classification and causes of incidents

Categorised by scale and localised impact, the vast majority of network failures (4,398 incidents) were low-severity Category 3 events. There were 166 Category 2 incidents reported. Immediate priority was given to the 52 Category 1 incidents, which directly affected strategic infrastructure, healthcare facilities, or more than 1,000 residents.

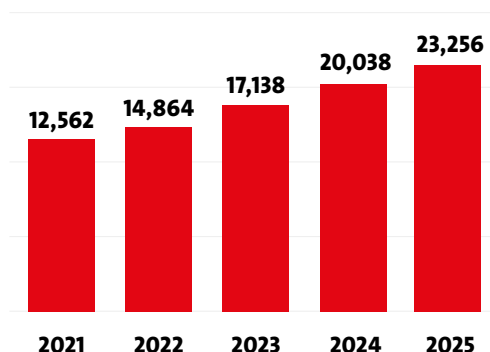
The principal causes of network failures were:

- ▶ Material corrosion: 70.52% (the dominant factor).
- ▶ Ground movement: 25.30% (primarily due to frost).
- ▶ Other factors: 4.18% (including third-party damage, material defects, and frozen pipes).

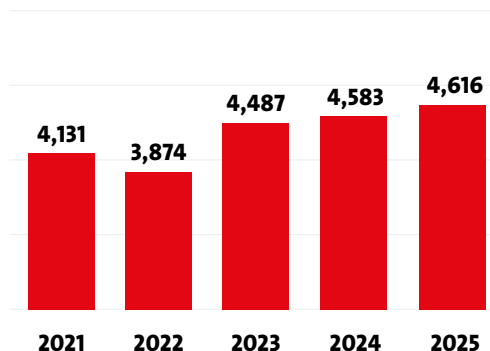
Crisis communication and alternative supply

PVK continually invests in its early-warning systems and customer communication tools to minimise the impact of emergency supply disruptions. Real-time incident updates are accessible via www.pvk.cz, where users can instantly verify regional supply restrictions, locate deployed water wagons, and check the availability of emergency bagged water. The portal also outlines estimated repair times and restoration schedules, and this information is integrated into Google Maps. Residents of Prague who use the SMS INFO service receive alerts about incidents and outages directly on their mobile phones.

Number of remote-reading water meters between 2021 and 2025



Number of water supply incidents repaired between 2021 and 2025



Category 1, 2, and 3 incidents between 2021 and 2025

Incident type	Cat. 1	Cat. 2	Cat. 3
2021	71	122	3,938
2022	40	127	3,707
2023	72	176	4,239
2024	56	145	4,382
2025	52	166	4,398



WASTEWATER COLLECTION AND TREATMENT

In 2025, 1.4 million residents were connected to Prague's sewerage system. The capital's infrastructure features a combined sewerage system in the city centre and a separate system in the outer boroughs. Within the combined system, wastewater and rainwater are conveyed together to the Central Wastewater Treatment Plant (CWWTP), whereas the separate system in outer Prague routes foul water and stormwater through independent networks. All wastewater is directed for treatment to either the CWWTP or the network of regional branch plants (BWWTPs).

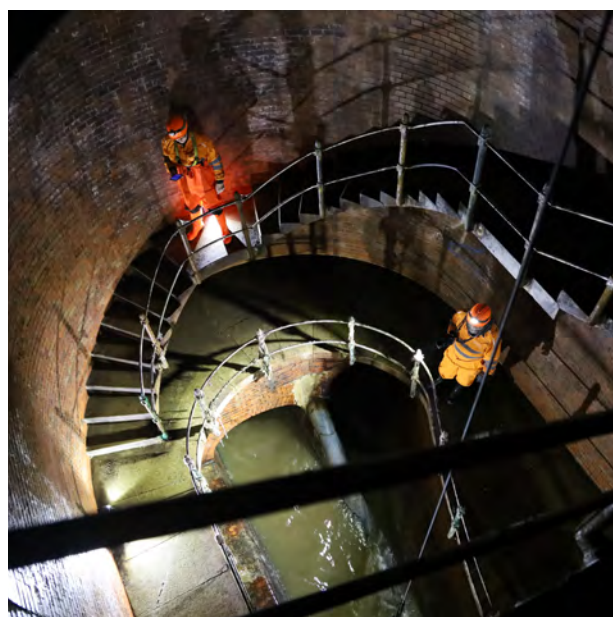
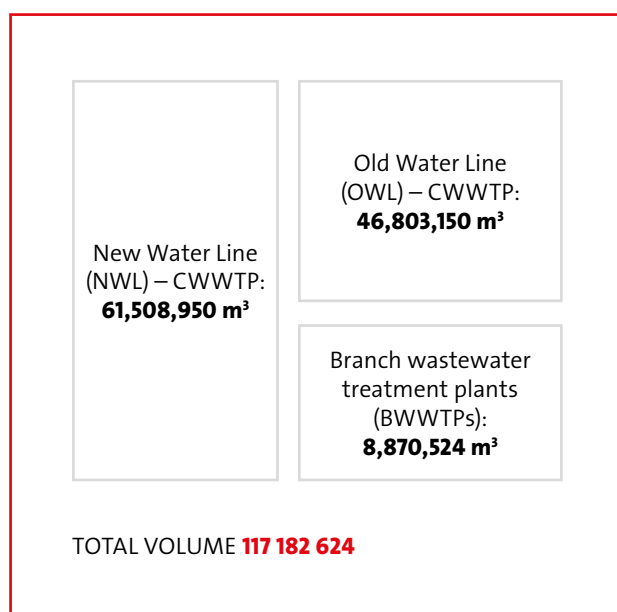
During the year, PVK's wastewater treatment facilities processed more than 117 million m³ of wastewater, a year-on-year decrease of 3.92%. The following overview illustrates

the volume of wastewater treated in Prague:

In 2025, PVK operated 21 branch wastewater treatment plants, including Březiněves, Horní Počernice – Čertousy, Dolní Chabry, Holyně, Kbely, Koloděje, Kolovraty, Klánovice, Královice, Lochkov, Lipence, Miškovice, Nedvězí, Přední Kopanina, Sobín, Svěpravice, Uhřetěves – Dubeč, Újezd nad Lesy, Újezd u Průhonic, Vinoř, and Zbraslav.

During the purification process, 4,456 tonnes of sand and gravel alongside 2,137 tonnes of screenings were separated at the CWWTP. Sludge treatment remains a critical focal point for sustainability, yielding 84,801 tonnes of sludge in dewatered and stabilised form. In line with PVK's systematic application of circular economy principles, this by-product was repurposed as follows:

- ▶ 93% of sludge was utilised in agriculture;
- ▶ 7% of sludge was processed through composting.



Energy self-sufficiency and biogas production at the CWWTP

The Prague CWWTP continues to cement its role as a major source of energy. The sludge stabilisation process at the CWWTP's OWL generated 18.45 million Nm³ of biogas.

Electricity balance in 2025:

- ▶ On-site generation (via cogeneration): 36,440 MWh.
- ▶ OWL consumption: 30,662 MWh (energy required to operate the line is fully covered by on-site generation).
- ▶ NWL consumption: 22,181 MWh.
- ▶ Main pumping station: 6,237 MWh.

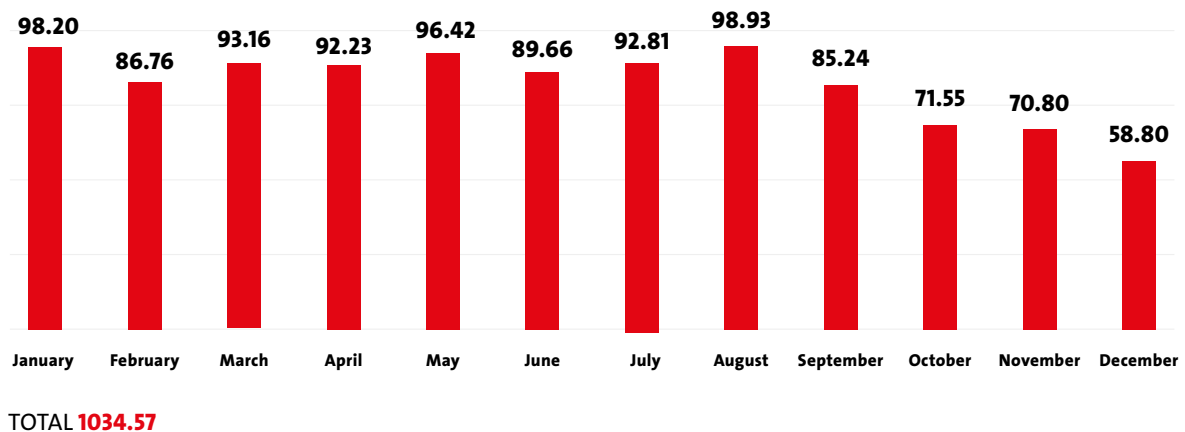
In August 2025, a major reconfiguration of the power distribution network was successfully completed at the CWWTP. The project involved physically linking individual sections

of the facility into an internal distribution network. This allows surplus electricity generated by the OWL's cogeneration units to be transferred efficiently and utilised directly by the main pumping station and the NWL. The primary benefit is significant operational savings; maximising the consumption of on-site energy at the point of production substantially decreases the volume of electricity purchased from the public grid. Data for the final four months of 2025 confirms the high efficiency of this new configuration, with internal electricity transfers reaching 2,216 MWh.

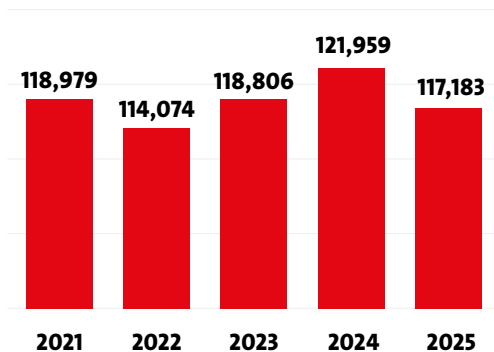
Biomethane upgrading station

In 2025, PVK successfully progressed its biomethane production project, further strengthening its contribution to sustainable energy. Biomethane is produced from biogas generated during the anaerobic digestion of sewage sludge and is injected directly into Prague's gas distribution network, where it replaces conventional natural gas. A total of 1,034,565 Nm³ of this renewable gas was successfully supplied to the grid.

Monthly biomethane production in 2025 (thousands of m³)



Total quantity of wastewater treated between 2021 and 2025 (thousands of m³)



Total length of the sewer network	3,937 km
Length of drainage pipes	1,041 km
Number of drainage pipes	129,622
Number of pumping stations	350
Number of wastewater treatment facilities	CWWTP + 21 BWWTs

Incidents in the sewer network

In 2025, PVK responded to 3,882 sewer network incidents, a year-on-year increase by 54 cases. The highest proportion of incidents involved drainage pipes (57%), while 28% of cases concerned sewers.

The most common sewer network incidents, in terms of the type of damage, involved blockages and sediment, accounting for 79%, or 3,050, of incidents. Other causes of incidents included missing or broken manhole covers, damaged rehabilitation lining, destruction, deformation, damaged masonry, etc.



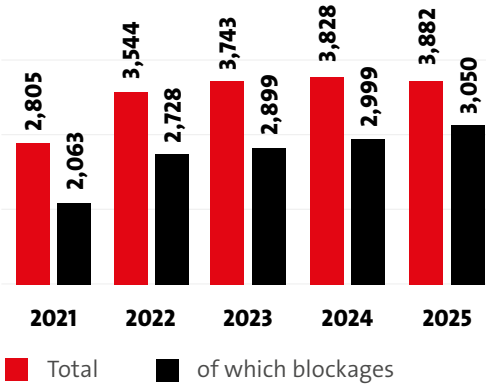
3,882

sewer network incidents

Incidents in the sewer network in 2025

Sewers	1,081
Drainage pipes	2,185
Shafts, chambers, reservoirs, spillways	524
Other	92
Total	3,882

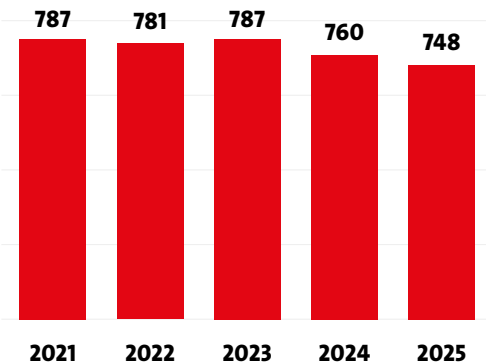
Sewer network incidents between 2021 and 2025, showing the share of blockages



EQUIPMENT BREAKDOWNS

In 2025, PVK handled 748 equipment breakdowns, 12 fewer than in the year before.

Number of equipment breakdowns between 2021 and 2025:



Sewer network surveys

In accordance with the operating agreement concluded with PVS, PVK conducts systematic surveys of the sewer network, utilising CCTV inspection systems for non-man-entry profiles and walk-throughs for man-entry profiles. In addition to these routine surveys, targeted inspections are carried out on sewers at risk from high flow velocities, as well as part of coordinated infrastructure works for tram tracks, road surfaces, and other utility networks. As part of its ongoing equipment renewal, PVK places a strong emphasis on environmental sustainability. The Company recently replaced the petrol generator in one of its CCTV inspection systems with a battery power source. This solution significantly reduces noise and emissions, minimising disruption for residents, particularly during essential night-time operations in residential areas.

Scope of inspections and findings in 2025:

- ▶ PVK staff surveyed 149 km of sewers and inspected 1,417 access shafts and sewer network installations.
- ▶ These inspections revealed 17 sewer network faults.
- ▶ Drawing on their evaluations of sewer network inspections, PVK employees came up with 53 proposals to fix defects. These were subsequently submitted for inclusion in repair and investment plans.

Detection of unauthorised connections and infrastructure management:

To ensure the proper functioning of the sewerage system and protect the environment, PVK utilises dedicated detection methods:

- ▶ **Smoke testing:** A survey of 15 km of the foul sewer network identified eight unauthorised stormwater connections. Removing these connections reduces the strain on pumping stations and branch treatment plants.
- ▶ **Protection of surface water:** Working closely with Lesy Praha, the Czech Environmental Inspectorate, and Prague City Hall, PVK identified 14 incorrectly connected foul sewers discharging into stormwater systems. Their subsequent disconnection has directly improved surface water quality in Prague.
- ▶ **Infrastructure management:** Since 2020, a collaborative project with PVS and Prague City Hall has been under way to identify stormwater sewers with unclear ownership. A further 23 km of the network was inspected in 2025, helping to gradually clarify ownership arrangements and ensure the professional operation of this infrastructure.



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 quality control

Drinking water throughout Prague consistently meets the highest Czech and European standards across all monitored physical, chemical, microbiological, and biological parameters. The quality is systematically checked throughout the production and distribution of drinking water, all the way to the consumer's tap.

Monitoring and legislation

Quality is 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. Monitoring also extends to risk factors influencing the drinking water treatment process, from source to tap. Screening analyses of other risky contaminants are also conducted regularly to confirm that drinking water is free of other extraneous matter.

- ▶ **Scope of analysis:** In 2025, nearly 7,000 samples were collected directly from the Prague network in cooperation with the drinking water treatment plants.
- ▶ **Distribution network monitoring:** The network is monitored at points of delivery to the distribution system, along the distribution route, in each of the water reservoirs, and directly at points of consumption. 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 drawn up.
- ▶ **Water treatment process monitoring:** Samples are regularly taken at the treatment plants to ensure oversight of water treatment technology, including analyses of the raw water used in the process.
- ▶ **Operational monitoring:** Close attention is paid to network conditions following repairs and emergencies. In 2025, 871 samples were collected for these purposes (totalling 25,166 analyses), with 99% of parameters fully complying with regulatory limits.
- ▶ **New indicators:** Regular monitoring has been expanded to include bisphenol A, PFAS (per- and polyfluoroalkyl substances), and haloacetic acids. Completed analyses confirmed that these substances pose no risk to Prague's water supply.





New methods

In 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 quality control

Wastewater monitoring is essential for environmental protection and ensuring the high efficiency of treatment processes. In 2025, PVK's wastewater laboratory processed **28,349 samples**, a slight increase on the previous year.

Comprehensive monitoring

Analytical work covers the entire drainage and treatment process in full compliance with applicable legislation:

- ▶ **Samples:** Regular samples are collected directly in the field, as well as from industrial wastewater producers and treatment plants.
- ▶ **Prague CWWTP:** Detailed technical monitoring at the Central Wastewater Treatment Plant includes the analysis of sludge and sludge gas to evaluate treatment process efficiency.

- ▶ **External imports:** Liquid waste delivered by external entities to selected wastewater treatment plants is strictly monitored, with the scope and frequency of oversight complying with all relevant wastewater regulations.
- ▶ **Protection:** The primary objective of wastewater quality control is to maintain strict compliance with surface water discharge limits, thereby preventing the contamination of watercourses and protecting the environment.

PVK laboratories use modern automated analysers with capacity for the rapid processing of large data volumes, significantly accelerating the water quality control process.

Wastewater monitoring for the presence of the SARS-CoV-2 virus also plays a vital role, with laboratory results serving as an essential tool to monitor potential outbreaks in Prague. Additionally, a new method for detecting the Hepatitis A virus has been introduced; from 2026, it will be integrated into the standard monitoring plan as an early warning tool.

Sequencing of activated sludge microbiome

A major innovation in wastewater quality control is the monitoring of the activated sludge microbiome. This method draws on advanced nanopore sequencing followed by bioinformatic data processing. It can reliably detect bacteria down to the individual species level and determines their relative abundance, providing a clear overview of shifts within the bacterial community. This method means that technological processes at wastewater treatment plants can be managed more efficiently, and financial losses associated with inefficient chemical dosing can be prevented.

OTHER SERVICES

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

In 2025, 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.

PVK's maintenance activities generated a turnover of CZK 52.9 million. Beyond the scope of the contract, significant additional works were carried out as dedicated capital expenditure projects, totalling CZK 70.2 million. Major projects included the refurbishment of a cooling circuit, valued at CZK 32.9 million, the repair of a GEA filter, valued at CZK 5.4 million, the repair of the Elbe feeder pipeline, valued at CZK 10.9 million, and the repair of the piping of the SV cooling circuit for EGT valued at CZK 5.3 million. These and other commissions generated total turnover of CZK 123.12 million for PVK, making 2025 one of the most successful years in the project's history.

Provision of remote readings

In 2025, PVK built on its previous initiatives by continuing and expanding cooperation on the rollout of remote smart metering for billing water 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 continued to work with companies such as Veolia Energie ČR, a.s. and PREměření, a.s. The Company's operations are not limited solely to water networks; its systems also transmit readings from electricity, gas, and heat meters.

Drinking water supplied in substitute packaging

Since its introduction in 2016, the emergency water supply initiative, i.e. providing packaged drinking water in bags, has become an established annual standard whenever mains water supplies are interrupted or restricted. Filled with water from the Káraný source, these two-litre bags helped secure emergency provisions across 30 separate incidents in 2025. Out of 200 water crates produced during 2025, 137 were dispatched directly to affected areas. The remaining crates were used for promotional and charitable events, or held as a contingency reserve for the winter period when severe frost prevents the deployment of standard mobile water bowsters to affected sites. The dedicated home-delivery service for customers with disabilities, which ensures that drinking water is delivered directly to their homes, was required in only a handful of cases. This was because network disruptions were consistently resolved quickly enough to negate the need for a targeted SMS information campaign for these customers. Six new users registered for this home-delivery service, which is available to vulnerable customers when a supply outage is expected to exceed five hours.

Technological supervision

Drinking water

In the field of drinking water technology, PVK continued its close collaboration with Vodárna Káraný, a.s., managing quality control throughout water abstraction and artificial infiltration processes. A major innovative step was the launch of trial operations for filter F 13, which features a unique glass filtration medium being tested by PVK for the very first time in the Czech Republic. This pilot project will be evaluated later in 2026.

PVK also reinforced the distribution network by installing 23 new continuous analysers (8 for free chlorine and 15 for turbidity) at strategic water reservoirs. With these devices turbidity levels and free chlorine concentrations can be monitored to a high degree of precision, which is systematically verified against accredited laboratory methods and field measurements. Monitoring has also been expanded to include water flow tracking through a analysers, ensuring the equipment remains in correct working order. This drinking water quality data should help to optimise operational parameters, enable immediate responses to water quality fluctuations, and ensure the early detection of emergencies.



Upgrade of the Podolí drinking water treatment plant

- ▶ PVK successfully maintained uninterrupted operations at the Podolí plant throughout 2025, despite a challenging situation caused by the simultaneous execution of more than 10 investment projects.
- ▶ A long-inactive lower feeder pipeline was successfully recommissioned to provide an alternative route to the sand filtration stage.
- ▶ Operational tests confirmed that, if required, the clarification process line can handle a long-term overload of up to 44% above its original design capacity.
- ▶ Hydraulic trials were conducted on the four main delivery mains heading towards Prague's water reservoirs in 2025, and a detailed condition assessment was carried out on the route to the Flora reservoir using PipeDiver technology.
- ▶ A critical milestone was the upgrade of the chlorination facility, transitioning from gaseous chlorine to the on-site generation and injection of sodium hypochlorite (NaClO). The core part of this new technology has been in operation since November 2025, permanently ending the plant's decades-long reliance on gaseous chlorine.

Wastewater

PVK staff provide direct technological supervision or methodological guidance, and manage water resource administration at the CWWTP, 22 branch WWTPs operated by PVK, and 21 WWTPs belonging to 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.

External activities include the continued technological supervision and provision of water management services at Veleň WWTP. PVK provided two external customers with wastewater quality monitoring using an innovative method of interval camera imaging and immediate colour change assessment. This technology, developed by PVK, allows for a response to sudden changes in water quality within minutes.



Sewer network odour control

In 2025, efforts focused on logging reports, measuring odour levels, and tracing causes in the following locations: Na Staré silnici (Čertousy), Kolová (Radotín), U Elektry (Hloubětín), Klausova (Velká Ohrada), Hornocholupická (Modřany), and Od Školy (Řeporyje). Monitoring odours and identifying their source remains essential in the development of measures for their effective elimination.

Automation of phosphorus removal at the NWL

At the New Water Line (NWL) of the CWWTP, PVK deployed an automated coagulant dosing system for phosphorus removal. These new control strategies have proven highly effective in continuous operations. This automation delivers consistently high effluent water quality and actively prevents the excessive growth of algae and cyanobacteria in rivers and ponds.

Flood control measures

PVK has collaborated on a long-term basis with Prague City Hall to ensure that the capital has effective flood protection. In partnership with Česká voda - MEMSEP and the construction company HOBST, PVK manages the continuous maintenance and regular testing of mobile pumping equipment and strategic pumping points.

In 2025, this equipment comprises 54 units:

- ▶ 11 portable generators;
- ▶ 28 mobile pumps with a capacity of 100 l/s;
- ▶ 5 mobile pumps with a capacity of 200 l/s;
- ▶ 1 mobile pump with a capacity of 50 l/s;
- ▶ 9 additional pumps stored in warehouses.

In 2025, PVK maintained 33 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 generator sets twice a year, and with portable pumps once a year. Alongside tests at pumping stations, wet tests using water are carried out at two different test sites.

In preventive maintenance and the development of flood protection infrastructure, the following key activities were carried out in 2025:

- ▶ **Pump overhauls:** A planned overhaul of six stationary pump kits at three pumping points in the Zbraslav area took place in September and October. The machinery was serviced at the authorised LK Pumpservice centre, undergoing a complete refurbishment that involved replacing all seals, gaskets, and bearings.
- ▶ **Pumping point development:**
 - ▶ The reconstruction of the mobile pumping point at Bubenské nábřeží, near the Negrelli Viaduct, was completed. The site is now configured to accommodate two QI200 mobile pumps.
 - ▶ An additional strategic pumping point was established within the new Modřanský cukrovar development. It is designed for two portable pumps with a combined capacity of 200 l/s.

Although 2025 required no actual emergency flood control deployment, PVK verified its operational readiness by participating in two large-scale simulation exercises organised by the municipality:

1. **Holešovice – Port (May):** Testing of the Prague Marina pumping point on the stormwater sewer network, utilising a QI100 mobile pump with a capacity of 50 l/s.
2. **Holešovice – North (October):** An operational trial of the stationary pumping station (outfall OK1B) on Za elektrárnou Street, powered by a portable generator running two submersible pumps with a combined capacity of 700 l/s.

Both exercises were conducted in close coordination with the teams responsible for deploying temporary above-ground flood barriers, successfully demonstrating the high operational readiness of both personnel and equipment.

Laboratory services

PVK's laboratories provide comprehensive monitoring and sample analysis for both internal operations and a wide range of external clients. Equipped with advanced technical instrumentation and specialist personnel, the laboratories deliver assured results in strict compliance with regulatory standards.

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 2025, 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 2025, PVK laboratories collected and analysed samples for external customers for fees totalling more than CZK 34.1 million.

Pest control

During 2025, 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 50 external customers and insect control for 20.

Hydrant standpipe rentals

In 2025, customers rented 485 metered hydrant standpipes: 237 small DN 20-25 standpipes, 246 large DN 40-65 standpipes, and two large HN DN 100 standpipes.

Sewer network servicing

PVK provides sewer network servicing to customers. In 2025, it emptied and disposed of the waste from 347 septic tanks, cleaned and disposed of the waste from grease traps at 522 sites, and built 352 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 2025, they serviced, consulted on, and inspected five domestic WWTPs.





INNOVATION

PVK has long been at the forefront of the water management sector, setting new trends through the introduction of technological advancements and innovative solutions that drive performance and efficiency. This approach goes hand in hand with a commitment to environmental stewardship and a clear focus on those who matter most: our customers.



MONITORING AVAILABLE CAPACITY AT BRANCH WASTEWATER TREATMENT PLANTS

Balance Records is a project designed to provide clearer and more efficient management of available capacity for the connection of customers to water supply and sewer networks. Its initial stage focused on monitoring available capacity at branch wastewater treatment plants. Integration with the opinion portal has significantly streamlined the connection process: once a specific project is approved, available capacity at the relevant plant is automatically deducted, eliminating manual intervention and minimising errors. Employees also benefit from direct access to real-time capacity data via the portal.

INTELLIGENT REPORTING: THE HEART OF PVK'S DIGITAL MANAGEMENT

PVK relies on its central reporting system as a core informational pillar for day-to-day process management and decision-making at all levels. Far from being a mere database, the system is a dynamic ecosystem ensuring that every employee has access to the information required to work effectively.

The system provides a centralised tool for collecting, processing, and presenting data from all areas of PVK's operations, giving management and individual teams a constant overview of:

- ▶ the Company's status and the functioning of key processes;
- ▶ the utilisation of operational resources;
- ▶ the quality of PVK's products;
- ▶ the fulfilment of plans and support for specific projects.



ACTIFLO TECHNOLOGY AT KBELY BWWTP

PVK is collaborating with Česká voda - MEMSEP, a.s. on the trial operation of Veolia's ACTIFLO technology at Kbely Branch WWTP. This high-rate clarification technology is expected to significantly reduce phosphorus concentrations in water used to irrigate the local golf course, thereby improving the condition of water bodies affected by summer eutrophication. Alongside routine operations, PVK worked closely with the supplier's technologists. The effectiveness of the installed technology in reducing phosphorus concentrations was fully verified before the reconstruction of the Kbely plant even began.



INNOVATIVE TECHNOLOGY AT ČERTOUSY BWWTTP

PVK provided operational support for another project involving Veolia's innovative MABR membrane technology at Čertousy BWWTTP. This technology aims to increase the efficiency of nitrogen removal from wastewater, lower electricity consumption, and stabilise the quality of treated water. Commissioned in the second half of 2025, it was fully implemented by the end of the year. PVK performs routine operational tasks on the equipment, maintains the measuring technology, and calculates nitrogen balances to evaluate the operational benefits for the WWTP. These results, alongside verification of the technology's viability for municipal wastewater treatment, are expected to contribute to wider sector development.

COORDINATION OF INNOVATION IN AI

In 2025, PVK's innovation initiatives saw it introduce a systemic approach to AI development built on education, expertise, and process automation. The AI Academy was

established as a priority, equipping employees with the materials, methodologies, and training needed to utilise intelligent tools effectively in daily practice. This is complemented by the AI Club, a group of advanced users who mentor colleagues and provide expert oversight during the rollout of new solutions. Parallel to this, the automation strand deploys various tools to eliminate routine workloads, accelerate workflows, and optimise processes in line with modern standards, ensuring the structured and secure development of innovation in line with the needs of today's water management sector.

DIGITALISATION AND INFORMATION SYSTEM DEVELOPMENT

In 2025, PVK continued the digital transformation of its internal processes to improve data management, optimise logistics, and strengthen cybersecurity.

- ▶ Barcode-based inventory tracking was introduced via the ERP Helios Nephrite – EMA mobile client, reducing stocktaking times and lowering error rates.
- ▶ To improve collaboration on GIS data with PVS, PVK unified its ESRI ArcGIS software versions, significantly

facilitating joint operations involving shared GIS data between PVK and PVS.

- ▶ The new-generation ArcGIS Utility Network GIS software was trialled internally to guide the future strategic direction of PVK's GIS infrastructure.
- ▶ The Regfor system was implemented to support robust compliance management in the fields of selected standards and cybersecurity.

GRANT PROJECTS

In 2025, PVK successfully continued its grant-funded projects from previous years. Building on eight initiatives launched in 2024 and an additional six secured in 2025, PVK engaged in a record-breaking total of 14 grant projects, focusing exclusively on developing and testing new technologies for water management and environmental protection.

By the end of 2025, two projects had been completed: one focused on nanopore sequencing of the bacterial microbiome of activated sludge (NASEK) and the other on optimising denitrification with a focus on reducing the formation of nitrous oxide and nitrogen oxides (RENOX). In 2026, work will continue on projects covering the thematic areas of micropollutant removal (MIKROP), PFAS detection and management (PERFAS), the detection of antibiotic resistance (NEGEV), and sludge and gas management (KALBRO and Power2RNG). Other projects address biogas production (BIONEMIX), diluted wastewater (POKR), greenhouse gases (METAMONIT), and dry water treatment (SUPHO). The two most recent projects (MONIWATER and ROSNIČKA III) test the potential use of artificial intelligence in water management, particularly in distribution and sewer networks.

PVK continues to cooperate with partners across the academic, research, and private sectors. Of the 14 grant-funded projects, 12 were implemented with support from the Technology Agency of the Czech Republic (TA ČR), with specifications for the Ministry of the Environment (11 projects) and the Ministry of Industry and Trade (1 – HyMNa). Direct support from the Ministry of Industry and Trade has also been approved for the two latest projects. Furthermore, the HyMNa, MIKROP, PERFAS, NEGEV, and KALBRO projects are being implemented under the National Recovery Plan.

BAT MONITORING AT FLORA RESERVOIR

In mid-August, the Nyctalus local chapter of the Czech Union for Nature Conservation conducted the first chiropterological survey of the Flora reservoirs. During the monitoring, 12 recordings were captured of the high-frequency sounds that bats emit in flight for orientation and hunting. Preliminary results identified two distinct species active above the reservoirs: Savi's pipistrelle and the common noctule.





OUR CUSTOMERS

PVK's objective is to ensure maximum customer satisfaction by providing full access to all services related to drinking water supply, wastewater collection, and treatment.

The Company maintains a long-term focus on cultivating customer relationships and improving service quality. It applies the principle of equal access to all customers, ensuring they receive clear, useful, and sufficient information.



To enhance transparency and information accessibility, PVK has deployed several automated systems:

- ▶ SMS INFO: provides timely updates on planned water supply interruptions and sewer emergencies;
- ▶ automatic water meter reading and electronic billing;
- ▶ the internal “Customer Service Commitments”: followed since 2012, these guidelines contribute to an overall improvement in customer care.

SOCIAL RESPONSIBILITY AND SUPPORT FOR CUSTOMERS WITH SPECIAL NEEDS:

As part of its social responsibility, PVK actively focuses on customers with special needs, adapting its services so they remain fully accessible even during difficult life situations:

- ▶ Communication with visually impaired customers: PVK uses clear voice-message communication, utilising the SMS INFO system to convert text messages into audio alerts.
- ▶ Emergency packaged water delivery: visually impaired customers can use this service to order packaged water during an outage or emergency, with delivery guaranteed within two hours of the request being logged.

QUALITY AND MANAGEMENT SYSTEM:

PVK’s ongoing commitment to quality is underpinned by its integrated management system, which has been certified since 2006. The Company holds the prestigious Diamond Certificate from CQS for its integrated management system.

In November 2025, PVK successfully completed its 20th audit by the certification body ITC Zlín, concluding with zero non-conformities. The auditors reaffirmed that PVK fully deserves its position as an industry leader.

VODA V PRAZE

Se službami PVK je spokojeno 96 % zákazníků, vyplývá z průzkumu

Základní oceňují kvalitu pitné vody, profesionální přístup zaměstnanců Pražských vododáv a kanalizací (PVK), plynulost dodávek vody i postoje vodohospodářů k životnímu prostředí.

Spokojenost se službami Pražských vododáv a kanalizací se stále drží na velmi vysoké úrovni. Co je pro Pražany nejdůležitější? Profesionální přístup zaměstnanců PVK, chování montérů a odcitávací, plynulost dodávek a kvalita pitné vody. Vyplývá to z průzkumu, který pro PVK prováděla nezávislá výzkumná agentura IBRS.

Výzkum pro zlepšení služeb

Letošní výzkum opět potvrdil vysokou úroveň zákaznických služeb i spokojenost zákazníků se službami PVK. Podobně výzkum dříve dlouhodobě, abychom od zákazníků získali zpětnou vazbu a mohli i nadále zlepšovat naše služby.

Marcela Dvořáková, ředitelka komunikace a marketingu PVK: „Se službami PVK je celkově spokojeno 96 procent zákazníků. Profesionální zaměstnanci oceňují 95 procent a odcitávací a montérů dokonce 98 procent respondentů. Plynulost dodávek pitné vody hodnotí kladně 96 procent a u bytových družstev dokonce 100 procent oslovených.“

Nepřekvapí, že s úrovní našich služeb spokojeni jsou i další lidé: majitelé domů, kteří mají vlastní vodu, a 97 procent dotazovaných „doplňkových“ mluvčích PVK Tomáš Mrázek.

Máme rádi kohoutkovou vodu

Také s kvalitou pitné vody jsou Pražané spokojeni a potvrzují to data sekundárního výzkumu. Kohoutkovou vodu doma běžně pije 91 procent všech Pražanů, tedy z řad int.

Máme rádi kohoutkovou vodu

• 91 % Pražanů běžně doma pije kohoutkovou vodu

• 93 % individuálních zákazníků běžně doma pije kohoutkovou vodu

• větší obliba kohoutkové vody u lidí s vyšším vzděláním

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Obilina kohoutkové vodu v posledních letech významně vzrostla. Více než 90 % Pražanů běžně pije vodu z kohoutku.

jako ESG – Environmentální, Sociální a Správní odpovědnost. Tímto způsobem své ho dodavatele vody vnímá 75 procent Pražanů, což je o 15 procent více než loni.

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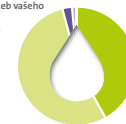
96 %

spokojených zákazníků
v roce 2025

Výsledky průzkumu spokojenosti zákazníků

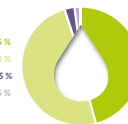
Jak jste celkově spokojeni/a s úrovní poskytovaných služeb vašeho dodavatele pitné vody a provozovatele kanalizace?

● velice spokojen/a 42 %
● spíše spokojen/a 54 %
● spíše nespokojen/a 3 %
● zcela nespokojen/a 1 %



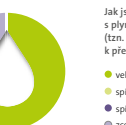
Jak jste konkrétně spokojen/a s kvalitou pitné vody?

● velice spokojen/a 46 %
● spíše spokojen/a 48 %
● spíše nespokojen/a 4,5 %
● zcela nespokojen/a 1,5 %



Používáte vy osobně vodu z kohoutku také na pití?

● ANO 91 %
● NE 9 %



Jak jste celkově spokojen/a s plynulostí dodávek vody (tzn. s tím, že nedochází k přerušování dodávek vody)?

● velice spokojen/a 51 %
● spíše spokojen/a 45 %
● spíše nespokojen/a 4 %
● zcela nespokojen/a 0 %



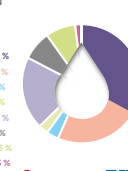
Jak jste spokojen/a s profesionálními zaměstnanci svého dodavatele pitné vody?

● velice spokojen/a 42 %
● spíše spokojen/a 54 %
● spíše nespokojen/a 4 %
● zcela nespokojen/a 0 %



Jaký z následujících bezkontaktních způsobů vyřizování zákaznických požadavků preferujete?

● Zákaznický portál 35 %
● Zákaznická tel. linka 21 %
● Sociální sítě 4 %
● Pošta 2 %
● E-mail 19 %
● Webové stránky 9 %
● SMS zprávy 8,5 %
● Jiný způsob 1,5 %



Průzkum prováděla externí společnost IBRS – International Business and Research Services s.r.o. na podzim 2025

Q VEOLIA PWS

CUSTOMER SATISFACTION SURVEY

The telephone customer satisfaction survey reaffirmed both the high standard of customer service provided and overall satisfaction with PVK. PVK conducts these long-running surveys to gather valuable feedback and continuously improve the services it offers.

Overall, **96%** of customers are satisfied with PVK's services. Employee professionalism was praised by **95%** of respondents, with satisfaction with meter readers and fitters reaching **98%**. The reliability of the drinking water supply is rated positively by **96%** of respondents, while satisfaction among housing cooperatives stands at **100%**. Private customers reported the highest level of satisfaction with service standards, at **97%** positive responses.

Prague residents also rate the quality of drinking water highly, as confirmed by the latest survey data. A total of **91%** of all Prague respondents (spanning private customers, housing cooperatives, and companies) regularly drink tap water at home. Among individual households alone, tap water popularity is even higher, reaching **93%**. This is a significant increase over the past two years; today, an average of **8%** more customers drink tap water compared to two years ago, with private household customers seeing an 11% rise. Tap water is consumed more frequently by women and more highly educated respondents.

TRUST AND SUSTAINABILITY

In 2025, the customer satisfaction survey was expanded to include questions focusing on the water supplier's environmental responsibility, emissions reductions, the efficient use and renewal of resources, and other related areas. On average, **73%** of Prague respondents trust their water supplier. Trust among men is higher, at **76%**, while men under the age of 39 express even greater trust in the efficient use and renewal of resources (at **77%**).

Conducted by the independent research agency IBRS, the survey involved 890 respondents from among private customers, managers of multi-family buildings and housing cooperatives, industrial customers, and companies. The fieldwork took place in Prague from 7 September to 28 October 2025.

95%

of respondents appreciate
the professionalism of PVK employees

CONTRACT CUSTOMERS

PVK serves **96,712 customers**, an increase of 465 compared to 2024, when the figure was 96,247. These are customers to whom PVK supplies drinking water and for whom it collects and treats wastewater on a contractual basis.

PVK's contract customers:

- ▶ private customers (70,215)
- ▶ multi-family buildings and cooperatives (18,020)
- ▶ corporates and others (8,477)

As certain customers may have more than one contract in place, PVK recorded 120,361 supply points for billing purposes at the end of 2025.

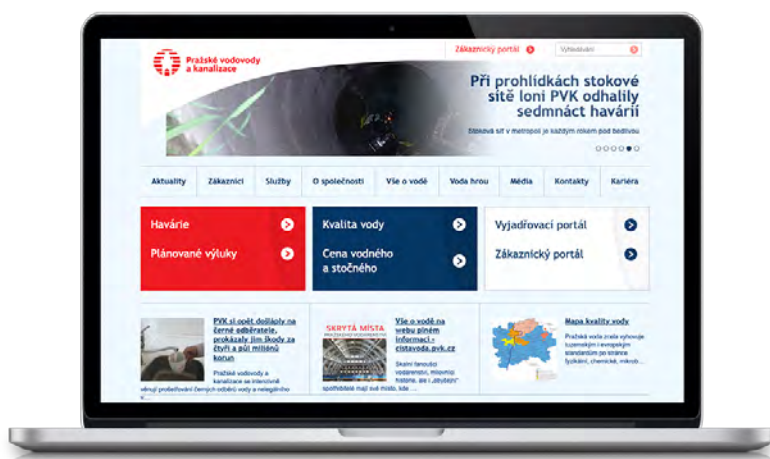
PVK customer structure

private customers	70,215
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multi-family buildings and housing cooperatives	18,020
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corporates and others	8,477
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Total of **96,712** contract customers



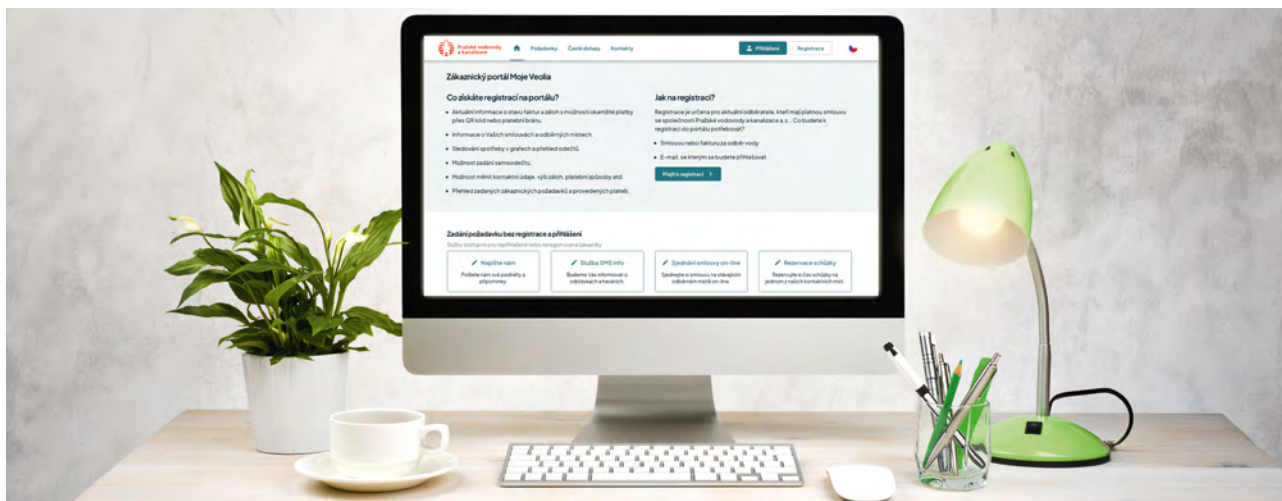
INFORMATION AND DIGITAL SERVICES

The **website** remains the preferred source for information about drinking water, distribution or the Company across all segments (private customers, companies, and housing cooperatives). For contactless request handling, households and housing cooperatives prefer the **customer portal**. Overall, **94%** of customers are satisfied with the extent of information provided.

BILLING

- ▶ **Bills sent by email:** Almost 81,000 customers had their bills emailed to them in 2025. PVK also offered corporate clients the option of receiving tax documents via email, which simplifies VAT control statements following advance payments.
- ▶ **Alwyn Česko a.s. terminals:** Over CZK 21 million was processed through these terminals.
- ▶ **Customer portal:** Online payments via the customer portal exceeded CZK 28 million.
- ▶ **QR codes on bills:** Customers taking up the option of QR codes for cashless transactions paid nearly CZK 798 million for services supplied.





CUSTOMER PORTAL UPGRADING

In 2025, the customer portal was extensively upgraded to create a secure, intuitive, and user-friendly environment. Alongside simplified navigation and a clearer graphic interface, PVK introduced key functionalities to streamline communication and service management.

Main new features and improvements:

- ▶ **Central enquiry system:** PVK completed the specifications of functions for a new system to replace the current web-based submission method, increasing flexibility in request processing.
- ▶ **Contract digitalisation: Electronic contract signing** was successfully launched in the live production environment, with a new option **allowing co-owners to view contracts**.
- ▶ **Unified electronic submission point:** PVK standardised the logging of all incoming correspondence from both registered and unregistered users to provide a clearer overview.
- ▶ **Security and user convenience:**
 - ▶ account protection was strengthened using **password hashing**;
 - ▶ graphic adjustments enhanced portal contrast, specifically benefiting **dark-mode** users;
 - ▶ portal behaviour during automatic page translation was optimised;
 - ▶ the self-meter-reading system was updated to respond intelligently to **zero consumption**.

USE OF THE PORTAL AND SMART METERING

Nearly 50,000 customers have registered for the portal, which provides a continuous overview of their water consumption, bills, advance payments, transactions, and meter readings.

Integrated with **smart metering**, the system allows users with remotely read meters to monitor water consumption **in real time**. Customers can also set **alerts** (e.g. for high usage, unusual night-time consumption, or extreme water meter temperatures), helping to detect potential leaks (such as dripping taps or running toilets). This data, alongside a full history of consumption and readings, is available in the Readings and consumption section, which now features streamlined access to the self-meter-reading function.

SMS INFO

The SMS INFO service provides complimentary mobile updates regarding emergencies and water outages, including estimated resolution times.

- ▶ Total registered customers: **49,524**
- ▶ Newly registered users in 2025: **2,032**
- ▶ SMS messages sent in 2025: **28,717**
- ▶ Total SMS messages sent over the lifetime of the service: more than a million

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 2025, a total of **16,761 requests** were processed through the opinion portal, including network layout submissions, feedback on project documentation, and acceptance of geodetic as-built surveys.

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 2025, electronic balance records were introduced to support the efficient management of spare capacity at branch wastewater treatment plants.

CALL CENTRE

In 2025, PVK's customer service line handled 92,741 customers, an increase of 8,936 on 2024. The service level improved from 93% in 2024 to 94.6%. 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. 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).



	2021	2022	2023	2024	2025
Number of calls handled	82,534	74,805	78,671	83,805	92,741
Service level	91.42%	91.64%	93.13%	93%	94.6%



CUSTOMER SERVICE CENTRE

PVK's customer service centre is housed by the Legatica building at the Waltrovka complex in Prague 5. It offers a comprehensive range of services, including a cash desk, and welcomed **4,753 visitors** in 2025.

Overall, **536 customers made use of the booking system** and booked an appointment in advance. The cash desk served 664 people for the payment of water, sewage, and hydrant charges, alongside other related fees. Out of nearly CZK 11.5 million processed at the cash desk, almost CZK 8.2 million was settled in cash.

COMPLAINTS AND CLAIMS

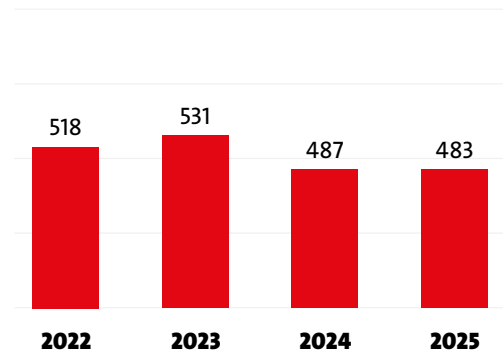
The system for the handling of complaints and claims at PVK is set out in CEO Directive 12 – Handling of Complaints and Claims.

In 2025, the company received **44 new complaints**, a decrease of nine cases compared to 2024. Of these **complaints**, only **seven were deemed justified**. As in previous years, a significant portion of submissions related to emergency repairs (17 cases). The Claims and Complaints Department maintained a rapid response rate, with the average resolution time, measured at monthly intervals, tending to range between four and seven days.

There were **439 new claims** in 2025, remaining steady compared to the 434 claims handled in 2024. Of these, **165** were found to be **justified**, while the majority (274) were deemed to lack merit.

The department continues to demonstrate high operational efficiency, with the average claims resolution time remaining consistently below eight days. The data confirms that “Customer objections to billing” remains the dominant category, with 242 cases, accounting for over 55% of all new claims. Within this category, a reduction in meter-reading errors marked a positive trend, as justified claims fell to 71 cases from 85 in 2024.

Total number of claims and complaints resolved:



7 complaints
recognized as 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 2025, 4,922 PVK customers called this line. On-the-spot assistance was required in **466 cases**. Refunds were provided in 270 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 2025, PVK staff proved water was being **stolen in 144 cases** out of the 176 investigated. The most common causes were meter tampering (84%), non-metered taps upstream of the water meter (9%), and unregistered supply pipes (4%).

In wastewater production, **84 of the 92 cases** investigated were proven to be illegal. In 95% of these cases, the drainage pipe had not been registered or the wastewater was channelled directly into an inspection shaft.

PVK billed over CZK 4.55 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 their 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 June 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 50,000 users per month, LinkedIn, and the PVK YouTube account.





**OUR
EMPLOYEES**

PVK provides its employees with exceptional working conditions that enable them to develop their talent and skills to their full potential. The Company's objectives extend beyond business results and customer satisfaction; the organisation is equally dedicated to the continuous improvement of workplace safety and the prevention of occupational risks.

A key pillar of PVK's corporate culture is open social dialogue. The annual conclusion of a collective agreement underscores the mutual respect between management and the trade union. This cooperation is coordinated with the Trade Union of Woodworkers, Forestry Workers and Water Management Workers (DLV) under the higher-level collective agreement for the Veolia Czech Republic Group. In 2025, PVK once again met its commitments under the collective agreement and managed to enter into a collective agreement for 2026 reflecting the higher-level collective agreement with the DLV trade union that had been adopted for Veolia Czech Republic Group.

PVK KEY METRICS IN 2025:

- ▶ Total number of employees: 1,239 (average FTE: 1,196).
- ▶ Staff turnover: During the year, **62** employees left and **100** joined. The overall turnover rate fell to **5.1%** (a year-on-year decrease of 1.5%).
- ▶ Gender diversity: Women accounted for **27%** (340) and men for **73%** (899) of the total workforce.
- ▶ Wages: Against an inflation rate of **2.5%**, the average wage increased by **3%**, significantly outperforming the long-term commitment to real wage growth.
- ▶ Working arrangements: PVK employed **58** part-time staff (**4.5%**), **142** staff on fixed-term contracts (**11.5%**), **20** employees with disabilities (**2%**), and **68** of retirement age (**5.5%**).
- ▶ Average age: **48 years**.
- ▶ Overtime: A total of **29,290** hours of overtime were worked, equivalent to an average of **24** hours of overtime per employee.

Chart – Number of employees by year

2021	2022	2023	2024	2025
1,141	1,153	1,171	1,201	1,239



EMPLOYEE BENEFITS

In 2025, PVK invested **CZK 59.8 million** in employee benefits and welfare, representing 4% of total personnel expenses. These funds were allocated across a broad range of support programmes and activities:

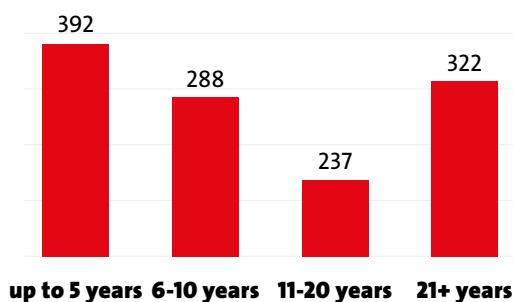
- ▶ **Contributions and support:** Almost CZK 12 million was allocated to pension and life insurance schemes, utilised by 76% of PVK employees. A further CZK 2.4 million was allocated to support the trade union, alongside CZK 3.4 million dedicated to sports and cultural activities.
- ▶ **Personal milestones and financial assistance:** Almost CZK 1 million was set aside for bonuses celebrating personal and professional anniversaries. PVK also provided CZK 1.2 million in housing loans and CZK 0.2 million in direct social assistance.
- ▶ **Leisure and subsidies:** PVK's standard provisions include an above-statutory holiday entitlement of six weeks. Employees also enjoyed a daily meal allowance of CZK 116 (via a meal card) and discounted mobile phone plans for family members.
- ▶ **Investment and savings:** The group savings scheme, which invests in Sequoia mutual funds, continued successfully, marking its 15th year of operation in 2025.

VEOLIA CARES

For the third consecutive year, PVK was an integral part of **VEOLIA CARES**, global programme guaranteeing all employees above-standard welfare safeguards. In particular, the programme includes:

- ▶ financial top-ups to maternity and paternity leave;
- ▶ financial support for surviving family members in difficult life situations;
- ▶ assistance for employees caring for seriously ill family members;
- ▶ one day of paid leave per year allocated for volunteering commitments.

Chart – Employee structure by length of service



EMPLOYEE DEVELOPMENT AND TRAINING

PVK places a strong emphasis on upskilling and supporting the continuous professional development of its workforce. This systematic approach to development strengthens team motivation and stability, while ensuring that PVK has the deep technical expertise required to deliver its strategic objectives.

Educational structure and investment

In 2025, total training expenditure exceeded **CZK 17 million**, broken down across the following target areas::

- ▶ **85%** – vocational training and the development of specific skills;
- ▶ **10%** – language lessons for employees;
- ▶ **5%** – mandatory training and certification for specialist roles.

Workforce structure by highest educational attainment:

- ▶ **24%** – higher education
- ▶ **40%** – upper secondary
- ▶ **31%** – apprenticeship
- ▶ **5%** – lower secondary

Akademie by Veolia

KA vital partner in human resources development is **Akademie by Veolia**. This educational institution provides employees of PVK and other subsidiaries within the Veolia Czech Republic Group with a comprehensive portfolio of dedicated courses and training programmes tailored to reflect current industry trends and technological advancements.



OCCUPATIONAL HEALTH AND SAFETY

Ensuring a healthy and safe working environment is a top priority for both Veolia Group and PVK. All regulations arising from the Labour Code and other legislation are integrated into the internal Occupational Health and Safety Code, which is binding on all employees.

Prevention and certification

PVK has held occupational health and safety management system certification since January 2007. In November 2025, a routine audit successfully confirmed PVK's **ČSN ISO 45001** compliance, demonstrating the high level of safety standards maintained within the organisation.

- ▶ **Training:** In addition to mandatory statutory training, all employees take a practical first aid course every two years.
- ▶ **International cooperation:** In September 2025, PVK again took part in the International Health and Safety Week, raising awareness and enabling best practices to be shared across the Group.

Safety objectives and results

The long-term strategic OHS objective is to minimise workplace accidents and completely eliminate those with tragic consequences. Consistent prevention has driven a long-term reduction in the accident rate:

- ▶ In 2025, only four workplace accidents resulting in an absence from work lasting more than three days were recorded.
- ▶ In 2025, the number of serious or fatal workplace accidents remained at zero.

Number of workplace accidents

2022	3
2023	7
2024	6
2025	4

INTERNAL SATISFACTION SURVEY – VOICE OF RESOURCERS 2025

PVK places a strong emphasis on open communication and actively listening to employee needs. One of its key feedback tools is a wide-ranging internal survey intended to introduce continuous improvements to the working environment and internal processes. The seventh global *Voice of Resourcers* satisfaction survey, organised by Veolia Group in cooperation with the independent research agency Ipsos, was conducted between 3 and 21 November 2025.

- ▶ **High participation rate:** A total of **1,037 PVK employees** took part in the survey, representing an exceptional response rate of **89%**.
- ▶ **Survey objectives:** The aim was to chart in detail employees' experiences, their perceptions of PVK, their expectations, and their satisfaction with their own situation at work.
- ▶ **Ethics and compliance:** Modules focusing on anti-corruption conduct and compliance with internal regulations were also an integral part of the survey.

The data and feedback obtained provide PVK's management with a solid foundation for planning future human resources initiatives and strengthening a corporate culture built on transparency and mutual trust.



Table – Voice of Resourcers key indicator results

	% of agreement
My work targets are clearly defined	97%
I find my work meaningful	97%
I am satisfied with the working atmosphere at my department/facility	90%
I am proud to work for a Veolia company	92%
I am satisfied with my work-life balance	92%
I feel sufficiently appreciated and rewarded for my work	73%
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	97%
At my company/unit, we know how to build on experience gained in order to improve efficiency	90%



EVENTS FOR EMPLOYEES

For PVK, 2025 was a time to strengthen corporate culture and intergenerational ties through a wide-ranging programme for employees, their families, and former colleagues. PVK also systematically promotes staff health through preventive care, high-quality health care, and benefits focused on physical and mental wellbeing. This approach reflects our commitment to creating an inspiring working environment and encouraging a healthy lifestyle. We are proud to hold “Firma pro zdraví” (“Company for Health”) certification, which serves as both an accolade for PVK and a commitment to further develop its employee care.

- ▶ **Careers and presentations:** In March, the short film *Voda, která nás spojuje* (“Connected by Water”) premiered at Prague’s O2 universum. In this film, PVK employees share their stories and motivations for working in the water sector. The film was showcased at the Career Expo festival, which featured a unique projection dome screening an immersive film on drinking water treatment and distribution, and wastewater management.
- ▶ **Culture and community:** Traditional mainstays of social life included the spring gathering for women to mark International Women’s Day and an event for retired former colleagues. Merging cultural and sporting elements, the 26th Sports Games were held at the Nymburk sports centre for the CEO’s Challenge Cup. The trade union also arranged a sightseeing trip to Hungary, a staff Christmas party, and a festive train journey to Vienna.
- ▶ **Events for families:** PVK has long supported active, shared leisure time for employees’ children, with 2025 events ranging from June’s Children’s Day on the roof of the Central Wastewater Treatment Plant and a Halloween party at Green Table, to Advent workshops in Hostivař and a St Nicholas celebration.
- ▶ **Prevention and health support:** Employee health remains a core priority for PVK, as confirmed by its participation in the **Company for Health** programme and the award of the prestigious **Health Promoting Enterprise, Level II** title.
- ▶ **Partnership with OZP:** In 2025, PVK again signed a cooperation agreement with the health insurer Oborová zdravotní pojišťovna (OZP) under OZP’s Healthy Company employee programme. This initiative gave every insured employee a bonus of 1,000 Vitakarta credits. This scheme of Vitakarta card contributions allows for a broad scope for use, leaving it entirely up to each OZP-insured individual what to use this benefit for.
- ▶ **Health Days at PVK – screening and vaccination:** PVK brings specialist medical care directly into the workplace, providing eye examinations, mole checks, podoscope foot arch screenings, and osteoporosis measurements. In cooperation with Penta Clinic, non-invasive vascular examinations were conducted for over 100 employees. Vaccinations against COVID-19, influenza, and hepatitis A were also administered, with nearly half the workforce expressing interest. PVK also introduced menopause support.
- ▶ **Charitable activities and volunteering:** PVK and its employees actively contributed to support for people in need and to environmental protection throughout 2025.
- ▶ **Employee support for children and seniors:** PVK employees provided financial support to Domov Sue Ryder using the CZK 100,000 in proceeds raised at the Christmas party, while a further CZK 50,000 from PVK Sports Games entry fees was donated to the Cystic Fibrosis Club.
- ▶ **Blood donation:** Fifteen employees took part in the “May Drop of Blood” event for Královské Vinohrady University Hospital, collectively donating approximately 6.5 litres of blood.
- ▶ **Environmental responsibility:** PVK employees planted 600 new trees as part of a volunteering day in the Zbiroh region.
- ▶ **Doing sport for a good cause:** The PVK team won bronze at the prestigious *Sue Ryder Charity Cup* five-a-side football tournament, competing against 27 other corporate teams.



CORPORATE SOCIAL RESPONSIBILITY AND ENVIRONMENTAL PROTECTION

Environmental protection is an integral part of PVK's corporate values. The Company's activities in the production and distribution of drinking water, and in the collection and treatment of wastewater, are carried out in line with the principles of nature conservation. PVK views the responsible management of natural resources as central to its operations. The Company also shares these principles with its employees and the general public.

PVK also contributes to the objectives of the Prague Climate Plan 2030 through its active involvement in projects aimed at improving the quality of both drinking water and wastewater. This plays a key role in protecting ecosystems and safeguarding the health of the capital's inhabitants.

SPONSORSHIP AND COMMUNITY SUPPORT

Corporate social responsibility is a priority for PVK and is reflected in the Company's ongoing financial and in-kind support for projects with community, educational, and environmental impacts. In 2025, the Company continued to maintain its long-term partnerships and supported events that encourage young people and seniors to be active, while also enriching cultural life in Prague.

Culture, sport, and social life

PVK was a visible presence at major Prague events, including Comic-Con Prague, the popular VědaFest science festival, the Bohemia Jazz Fest music festival, the St John's Naval celebrations, Architecture Week Praha, and the traditional Vinobraní na Grébovce wine harvest festival.

The Company's long-term partnership with the Vodní dům (Water House) visitor centre at Švihov reservoir also continued to develop successfully.

For four years, the Company has been a proud partner of Czech athletics, supporting athletics events in Prague and the surrounding area, as well as the operation of several outdoor public ice rinks.

PVK also reaffirmed its traditional connection with the community by partnering in running events with a charitable dimension, such as the Sokol Run of the Republic, the Run for the Memory of Nations, and the Olga Havlová Foundation Goodwill Run.

The Company supported students from the SPŠS Stavební secondary technical school in the unique Concrete Canoe project, a competition in which teams design and hand-build a concrete vessel capable not only of floating, but also of racing.

Helping those in need and charity

Community projects: The Company supported Domov Sue Ryder through the "Become a Star for the Oldest Among Us" project, the Cystic Fibrosis Club, and Asistence, o.p.s. It also made a significant contribution to the Ecumenical Activity Network for Young People, helping to fund the operation and development of community projects for a broad range of people who, for various reasons, have found themselves on the margins of society.

Children and young people: The Company provided financial support for the summer camps of the Fund for Children in Need (Klokánek).

Material and technical support: In response to current needs, PVK provided Prague firefighters with a significant donation consisting of six sets of dry suits and special salvage lifting bags with accessories for recovering sunken boats, cars, and other larger objects. To support sustainability, the Company donated decommissioned but functional computer equipment to Czech Blind United and the Ecumenical Activity Network for Young People.

Volunteering: PVK continued its traditional partnership by supporting the Křesadlo volunteer awards held under the auspices of the Hestia Foundation.



AWARENESS-RAISING AND EDUCATING FUTURE GENERATIONS

PVK places a considerable emphasis on education geared towards both the general public and schoolchildren. Its educational programmes have long been highly popular with schools, which see them as a valuable addition to classroom teaching. Throughout the year, the Company also makes use of numerous opportunities to present its professional activities to a wider audience.

Prague Waterworks Museum: By September 2025, when it closed for a complete renovation, the museum had welcomed 8,013 visitors. In 2025, it first opened to the public during a weekend in March to mark World Water Day. The museum symbolically parted with its 28-year-old exhibition during an open day in September, with a new, modern exhibition scheduled to open in autumn 2027.

Open days at PVK sites: Visitors had a rare opportunity to look inside PVK's laboratories, the Újezd nad Lesy wastewater treatment plant, the Káraný water treatment plant during the Káraný Vodovodník event, and the historic Foreigners' Entrance to the sewer system beneath the Old Town Square.

Water Guards Club (Klub vodních strážců): This club is a cornerstone of PVK's awareness-raising activities and has a tradition dating back to 2001. Its membership base covers not only children, but also teachers, who actively use the specialist materials in their lessons. In 2025, issues 48 and 49 of the club magazine were published. The spring issue explored the principles of responsible behaviour in nature, while the autumn issue was devoted to dragonflies. This theme was accompanied by an exclusive talk with the well-known musician and odonatologist Dan Bárta, which proved exceptionally popular with children and parents alike.

School education: Employees of the museum and the communications and marketing department gave 91 guided tours for school groups and held 35 specialist talks for primary school pupils. Tours of the Horní Počernice wastewater treatment plant were also in high demand, taking place 21 times during the year.

"Hidden Places of the Prague Water Industry" project: The project's mobile cinema, housed in an eye-catching inflatable dome, was showcased at Career Expo, the VOD-KA industry exhibition, the Káraný Vodovodník event, Podolí Festival, and open days at the SPŠS secondary technical school in Dušní Street. The project also includes a travelling panel exhibition, which was shown in Nedvědovo Square in Podolí, Radost Park in Prague 3, and at the National Library of Technology.

BIODIVERSITY SUPPORT

PVK's responsible approach to the environment at the sites it operates is not just a hollow marketing claim; it involves concrete measures carried out in cooperation with professional partners, including the Czech Union for Nature Conservation, the Czech University of Life Sciences, and Prague City Hall. When caring for greenery and the landscape, the Company purposefully creates conditions for a diverse range of plant and animal life, with experience showing that supporting biodiversity also yields significant economic and operational benefits.

Chemical-free: In line with environmental management rules, the Company has completely discontinued the use of pesticides at the sites it manages.

Flowery meadows: In 2025, the second stage of revitalisation took place at the Modřany Sever II (Kamýk) site. Open areas were sown with regional seeds collected at the nearby V Hrobech natural monument. On the recommen-

dation of Prague City Hall, yellow rattle (*Rhinanthus minor*) was also sown; this plant naturally limits grass growth and thus creates space for flowering herbs. New biodiversity areas were also established at Hrdlořezy Water Reservoir, increasing the total area of vegetation with high species diversity within the Company to almost six hectares.

Efficiency: Flowery meadows reduce operational costs, as they only require mowing twice a year. A secondary effect of less frequent mowing is reduced noise pollution and dust. A significant advantage of closed sites is maintenance flexibility – the mowing date can be postponed at short notice, for example during periods of drought or to protect butterfly hatching. The return on investment for transforming these areas is 3–5 years.

Urban fauna: PVK cares for 152 colonies of bees across 10 sites. Despite adverse weather, their numbers increased year on year. The Company also installs beetle banks, snake shelters, swift boxes, and bat boxes. To track the effectiveness of these measures, it deploys modern technologies – AI cameras to count pollinators and ultrasonic detectors for bat monitoring.

Sharing know-how: PVK employees actively share their experience and findings with experts. In the autumn, the second year of the panel debate "Biodiversity Sustainably and Effectively" took place, this time focusing on the monitoring and protection of insects and small animals. The discussion brought together experts from a number of prominent institutions, including the Czech University of Life Sciences, the National Museum, the Czech Entomological Society, Povodí Vltavy (the Vltava River Basin Authority), the Czech Society for Bat Conservation, the Polabí Museum, and the Veolia Foundation.



ADAPTATION TO CLIMATE CHANGE

PVK actively supports Prague in tackling heat islands, responding to steadily growing demand from boroughs for measures to improve the microclimate in overheated streets.

Misting devices have become an integral part of the capital's climate change adaptation strategy. The Company is responsible for their installation and operation, helping to make life more pleasant for Prague residents and visitors during the summer months.

In 2025, PVK installed 44 misting devices (29 standard misters and 15 refreshment points with drinking fountains) across 12 boroughs and institutions. This was a further increase on previous years. A new mister also improved the visitor experience for tourists in the historic Golden Lane at Prague Castle.

Data on the exact locations of the misters was integrated into mapping platforms, including Mapy.cz and Google Maps, and has now also been incorporated into the City of Prague's open data.

SUSTAINABILITY IN PERSONAL AND WORKING LIFE

PVK views consideration for its surroundings and sustainability as a natural part of its corporate culture. Leading by example in the circular economy, the Company ensures that employees routinely sort waste, including organic waste, during day-to-day operations. The proper recycling of end-of-life electronics and batteries also remains a priority.

Circular textiles: In response to new legislation on textile collection that entered into force in 2025, the Company introduced an “employee bazaar”. Clothing and accessories that remained unclaimed by staff were handed over to the Sue Ryder network of charity shops, where proceeds from their sale helped to support care for the elderly.

Mobile phone recycling: The Company took part in the #Givingmobile campaign for the eighth time, handing over 177 phones for environmentally sound disposal. The recycling proceeds, amounting to CZK 10 per phone, were credited to the account of the Jedlička Institute.

WASTE MANAGEMENT

In 2025, the Company generated 178,500 tonnes of waste. PVK's long-term strategy is anchored in the principles of the circular economy and maximising the secondary use of materials. Working alongside specialist partners,

96% of all waste produced during the year was reused or recycled, while hazardous waste accounted for a negligible share of just 0.01%.

Recycling: Of the 80,000 tonnes of construction waste and soil produced, 99.72% was recycled, with the remaining 0.28% used for land remediation.

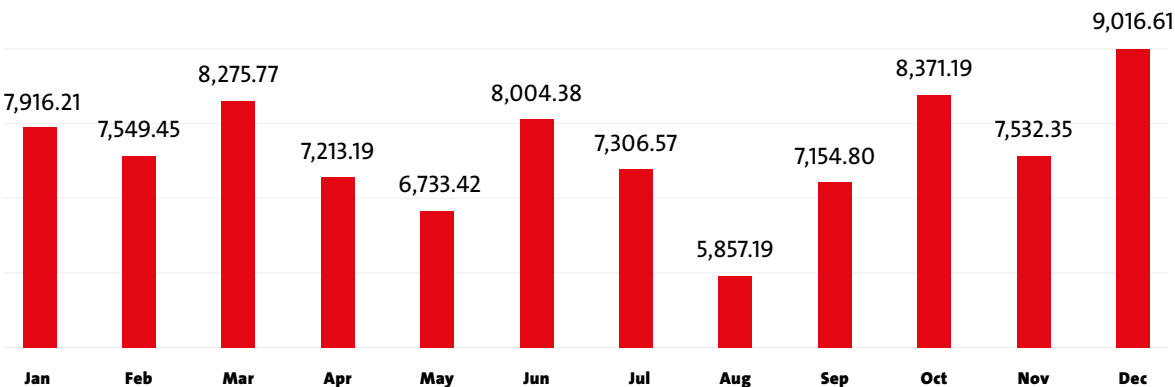
Since the rapid removal of construction waste is essential to minimise the impact of emergencies on city life, PVK operates eight interim storage sites, allowing material from emergency sites to be transported immediately over an average distance of just 5.6 km. This material is then moved in bulk to recycling centres within around one month, covering an average distance of 6.8 km.

Sewage sludge: The Company generated 90,930 tonnes of dewatered sludge. Provided that strict legislative requirements are met, this sludge serves as a substitute for industrial fertilisers, returning vital nutrients to the soil. In total, 87% of the sludge was applied directly to agricultural land, while the remaining 13% was processed by composting plants, predominantly in the Praha-západ, Příbram, and Kutná Hora districts. The Company works with 43 agricultural entities in three regions, with farmers in the Kladno and Mělník areas among the primary recipients.

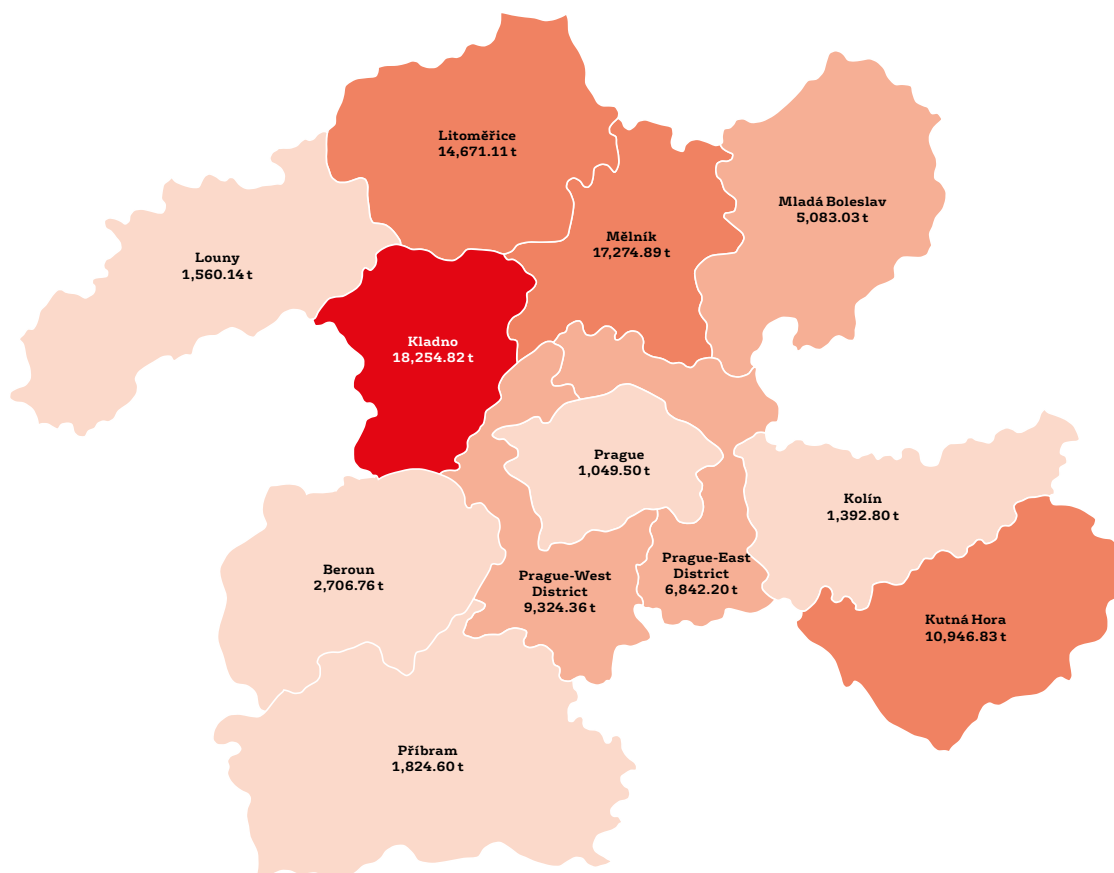
Logistics are optimised across three zones by distance. The largest volume of sludge (more than 44 thousand tonnes) was used locally within 50 km of treatment plants. Sludge was most frequently applied prior to the sowing of cereals (70% – wheat and maize) and oilseeds (18% – rapeseed and poppy seed). It was also applied, on a supplementary basis, under root crops (sugar beet) and legumes.

Biodegradable waste: PVK processed 9,600 tonnes of biodegradable waste at its own facility. Fats were the primary component, accounting for 8,400 tonnes. Additionally, through its grease-trap cleaning service for catering establishments, the Company collected and further utilised 1,230 tonnes of fatty waste.

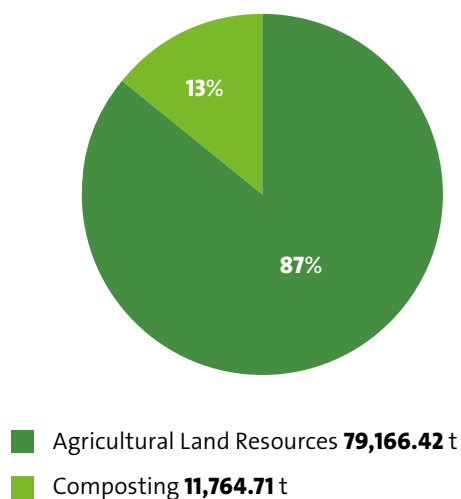
Sludge production in PVK managed WWTPs in 2025



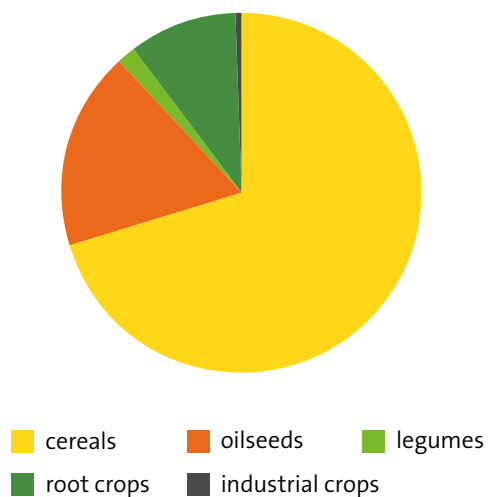
Locations where sludge from PVK managed WWTPs was used in 2025



Sludge handling at PVK in 2025



Use of Prague CWWTP treated sludge on agricultural land before sowing crops



COOPERATION WITH THE VEOLIA FOUNDATION

PVK's partnership with the Veolia Foundation has been in place since the Foundation's establishment in 2003. The Company regularly provides financial support for the Foundation's wide-ranging activities, and its employees are also actively involved in delivering key projects. This long-term cooperation strengthens the corporate culture and helps to facilitate public-benefit activities that have a tangible impact on local communities and the environment.

The **unique MiNiGRANTS programme** encourages employees to volunteer and take part in leisure activities with a community dimension. It is based on close cooperation between the Foundation and the employees themselves, who volunteer their free time to help where it is needed, whether in youth work, sport, culture, or nature conservation.

In 2025, the Foundation supported projects submitted by 27 PVK employees, providing a total of CZK 855,000.

In the period from the programme's inception in 2008 until the end of 2025, the Foundation contributed to around 2,260 projects, with total funding reaching almost CZK 65 million.

Let's Return Water to Nature is a programme protecting wetlands and helping to preserve valuable natural sites. Run in cooperation with the Czech Union for Nature Conservation since 2008, the project also includes unique public fundraising, with the proceeds used to purchase and manage biologically significant areas. In 2025, the Czech Society for Ornithology joined the programme's expert partners.

Through this joint initiative, landscape diversity is being protected at more than 75 sites throughout the Czech Republic, with the Foundation having donated almost CZK 12 million for these purposes.

In 2025, the **Keep Smiling – Active All Life Long** programme continued its work alongside organisations that support the elderly and carers. The scheme is designed to help older people to enjoy their old age actively, with dignity, and while staying connected to the modern world. Since 2015, the Foundation has distributed CZK 15.5 million through the initiative.

Key partners include the Jsme MILA association (which supports carers), Domov Sue Ryder, and Moudrá sovička. With support from the Foundation, Moudrá sovička provided training for the elderly in the use of modern technologies. The project builds on intergenerational contact, with students helping older individuals to navigate the world of digital services.

At Domov Sue Ryder, the Foundation supported the introduction of case management – a service that seeks tailored solutions for the elderly and their families during difficult situations in life.





CARBON NEUTRALITY

PVK is fully aware of the environmental repercussions of its activities and is actively engaged in efforts to combat climate change. To manage and reduce these impacts effectively, since 2022 PVK has assessed greenhouse gas emissions from its operations using a precise methodology fully aligned with the internationally recognised GHG Protocol and ČSN ISO 14064.

Carbon footprint and its sources: The methodology used to calculate the operational carbon footprint covers all categories, or “Scopes”, relevant to PVK’s activities. On this basis, PVK’s operational carbon footprint in 2025 was 187,868.9 t CO₂-eq.

Technological processes, in particular wastewater treatment, remain the primary source of emissions. Although this activity accounts for a significant proportion of the overall carbon balance, its essential and positive contribution to protecting ecosystems and public health must also be recognised.

Emissions abatement projects: The joint efforts of PVK, the City of Prague, and Pražská vodohospodářská společnost are reflected in specific projects that help to systematically reduce emissions from day-to-day operations.

In cooperation with UCT Prague, as part of a project supported by the Technology Agency, PVK mapped greenhouse gas emissions generated by the sewer network and sludge management operations. This data will support

better monitoring and management of these emissions.

PVK continues to install solar panels on the roofs of the facilities it operates. In 2025, photovoltaic systems were successfully rolled out at three further sites.

The Company is upgrading its vehicle fleet with an emphasis on low-emission models. In 2025, CNG and electric vehicles accounted for approximately 20% of the entire fleet.

As the path to carbon neutrality is neither simple nor quick for a water company, PVK seeks innovative ways to respond to the climate crisis while ensuring that any action taken does not affect the quality of life for Prague residents.



	t CO ₂ -eq	%
SCOPE 1 – DIRECT EMISSIONS		
Technological processes	–	–
Wastewater treatment	100,090.9	53.28%
Biogas leaks and flaring	201.3	0.11%
Fuel combustion	2,905.2	1.55%
Refrigerant top-ups	57.3	0.03%
SCOPE 2 – INDIRECT EMISSIONS FROM PURCHASED ENERGY		
Purchased electricity	45,686.9	24.32%
Purchased heat	613.5	0.33%
SCOPE 3 – OTHER INDIRECT EMISSIONS		
Purchased goods and services	22,200.5	11.81%
Capital goods and water losses	5,128.3	2.73%
Indirect emissions from fuels and energy	7,317.4	3.89%
Technological waste	2,928.6	1.56%
Business travel	23.6	0.01%
Employee commuting	715.4	0.38%
Total	187,868.9	100.00%



**Pražské vodovody
a kanalizace**

Pražské vodovody a kanalizace, a.s.

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