



Stredoslovenská vodárenská
prevádzková spoločnosť, a.s.

ANNUAL REPORT

2021



Stredoslovenská vodárenská
prevádzková spoločnosť, a. s.

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Annual Report 2020 | StVPS, a.s.



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1

basic data

Trade name:

Stredoslovenská vodárenská
prevádzková spoločnosť, a. s.

Company seat:

Partizánska cesta 5
974 01 Banská Bystrica

Legal form:

Joint-stock company

Identification No: 36 644 030

VAT reg. No: SK 2022102236

Capital stock:

34 000,- €

Trade register of the District
court in Banská Bystrica,
section: Sa, Insert No.: 840/S

Registered on: January 1, 2006

business activities

- operation of I to III Category public water supply systems,
- operation of I to III Category public sewer systems,
- consulting, technical and professional assistance in the field of production, treatment and supply of drinking and industrial water, operation of water supply systems, sewage and wastewater treatment plants,
- cleaning of water and sewerage pipelines,
- conducting inspections of sewer systems by instrumentation,
- detection of hidden water leaks by correlative and electroacoustic techniques,
- setting out water supply, sewerage networks and armatures and determining contact points for connection of instrumentation,
- measuring wastewater volume on specific volumes and sewerage systems with the determination of the immediate or cumulative flow by instrumentation,
- physicochemical, radiological, microbiological and hydrobiological analyses of drinking, utility and waste water, including technological water analyses,
- conducting water tightness tests of water management facilities and equipment,
- business activities in the field of the disposal of non-hazardous waste,
- conducting technical inspections of pipelines,
- repair and installation of water meters,
- designing, solving and evaluating the roles of hydrogeological surveys, engineering geological surveys and geological surveys of the environment,
- electricity generation in small hydroelectric power stations with an output up to 5 MW,
- electricity distribution,
- purchase of goods with the purpose of their sale to other trading license holders (wholesale trade),
- purchase of goods with the purpose of their sale to end users (retail trade),
- intermediation in commercial and service activities,
- draw up documentation and projects for simple buildings, small buildings and changes to such buildings,
- realization of simple buildings, small buildings and changes to such,
- realization of buildings and changes to such,
- implementation of water and civil engineering works,
- execute construction site manager activities,
- execute construction site supervisor activities,
- engineering activities in civil engineering,
- supply and installation of chlorination and dosing equipment for chemicals,
- repairs, servicing, maintenance and execution of expert inspection and testing of chlorinating and dosing equipment for chemicals,
- machinery and equipment rental,
- public procurement,
- national road freight,
- real estate rental,
- repairs and servicing of all kinds of pumps,
- conducting revisory and pressure tests of stable pressure tanks,
- repair, installation, maintenance and servicing of electrical equipment,
- conducting technical inspections and testing of specified electrical equipment,
- organizing courses, training and seminars,
- conducting courses, training and seminars,
- fire safety engineer,
- accommodation and catering services in accommodation facilities.

**THE COMPANY HAS NO
ORGANIZATIONAL UNIT ABROAD.**



2

statutory bodies

of the company on 31.12.2020

board of directors

Philippe Guitard
chairman

Betlémská 262/10
Praha 1 110 00
Česká republika

Ing. Peter Martinka
member

Kynceľová 124
Kynceľová 974 11

Ing. Robert Tencer
member

Nevädzová 17211/6F
Bratislava - Ružinov 821 01

Ing. Martin Bernard, MBA
member

Josefa Obadala 3387/44
Kroměříž 767 01
Česká republika

Ing. Peter Dobrý
member

Jilemnického 1955/32
Zvolen 960 01

shareholder

VEOLIA CENTRAL & EASTERN EUROPE S.A.
rue La Boétie 21
Paris 750 08
France

supervisory board

JUDr. Roman Dula
Železničarska 5
Banská Bystrica 974 01


Ing. Lucia Harachová
Komenského 14483/10E
Banská Bystrica 974 01

Marian Detvan
Hlavná 115/61
Málinec 985 26

Ing. Miluše Poláková
Kbel 224
Benátky nad Jizerou 294 71
Česká republika

Roman Szabó
Banská cesta 1373/19
Kremnica 967 01

Ing. Denisa Beníčková
Riznerova 8
Trenčín 911 01



3 key data

as of 31.12.2020

€ 58.209 mil.

Turnover of the Company

€ 126,299 €

Profit after Taxation

40.103 mil. m³

Total Production of Own Water

4,516 km

Length of the Water
Distribution Network

22

Water Preparation Plants

55.776 mil. m³

Treated Waste Water

42

Wastewater
Treatment Plants

651,509

Supplied Residents

1,077

Employees

1,071.58 km

Length of the
Sewer Network

117,551

Contracted Customers

122,923

Water Meters

1,710

Calls Made on
Customer Line
(on average monthly)

4 editorial



Dear shareholders, dear colleagues, partners and friends,

on behalf of Stredoslovenská vodárenská prevádzková spoločnosť, a. s. I would like to present you with a summary of our work in 2020. In a year that has shown us the need to learn to act flexibly, to be able to adapt, to anticipate. It also turned out that the highest priority is health and safety. The health of our loved ones, the health of co-workers, business partners and customers.

I am pleased that we have shown our strength during this challenging period, and as representatives of one of the key sectors, we have responsibly fulfilled our main role, namely the supply of quality drinking water. In 2020, we supplied drinking water to 651,509 inhabitants and 40,103 thous. m³ of drinking water were produced in our water management facilities. Regular analyses and tests in certified laboratories for drinking water are also connected with water supply, where a total of 109,312 analyses were performed at the consumer's outflows from reservoirs and treatment plants. At the same time, samples were taken from sources where 67,762 analyses were performed. It is a really respectable number, behind which one must imagine the daily work of our colleagues from the laboratories.

From the point of view of investments made for Stredoslovenská vodárenská spoločnosť, a.s. (StVS, a. s.), the most significant event was the construction of 'Janova Lehota - supply pipeline from DVZ'. Other important activities implemented in 2020 for StVS, a. s. are the construction of 'Králiky, ul. Priehon, extension of the public water supply system' and the handover of the construction 'Turček ÚV - addition of technology'.

In 2020, we also implemented several innovations in drinking water technologies and in the operation of water treatment plants. Of the important ones, I would like to mention the construction in the investment of StVS, a. s. 'Čierny Balog, treatment plant - addition of technology' which solves the addition of technology with an ultrafiltration stage. This innovation will improve the quality of supplied drinking water in microbiological and biological indicators and will enable the production of drinking water even in periods of turbidity.

In cooperation with Comenius University, Slovak Technical University Bratislava and the Regional Public Health Department, we are participating in an innovative project that examines new possibilities of water hardening and will enable, in addition to a positive health effect, the reduction of the aggressiveness of drinking water supplied to public water supply pipes. It will also reduce corrosion damage to pipes and extend their service life.

Restrictions related to the COVID-19 pandemic have tested our readiness in customer service and customer communication. We focused our attention on expanding and improving electronic communication and online tools. A new feature in the services provided is chatbot, i.e. a communication robot on the company's website. This is a service that allows customers to handle many requirements safely from home. Using this form of service, we can provide our customers with information on water quality, water meters, the procedure for filing a complaint and much more.

In the area of human resources, the past year has been challenging to maintain stable employment. Nevertheless, there was only a slight decrease in the number of employees and with 1,077 we are still one of the largest employers in the region.

The overall financial situation of the company was stable during the year and the company fulfilled its obligations within the set time limits, primarily towards employees, state institutions, business partners and other suppliers. We achieved a net turnover of € 58.2 mil., which is a decrease of 1.07 % compared to 2019.

Environmental goals are part and parcel of all the processes in our company. A project, through the Ekopolis Foundation, which supports biodiversity in industrial premises has become part of an international programme called LIFE BooGI-BOP. The programme aims to create a design of company premises that is favourable to biodiversity as part of green infrastructure. We bring the topic of biodiversity protection to schools through the project 'Biodiversity to schools'. Last year, excursions and open days were replaced by the video animation Biodiversity on the Rakytovce WWTP premises; the video, in the form of a virtual tour of the WWTP premises, enables the viewer to gain knowledge about the measures to protect and support biodiversity and also acquaints them with the process of wastewater treatment.

Ladies and gentlemen, in comparison with previous years this year has been really different. Nevertheless, I must repeat and want to repeat one thing in my speech again. I thank all my colleagues, co-workers for their loyalty, hard work and perseverance. We would not have been able to achieve any of the above results without quality staffing. I appreciate the work of each and every one of you.

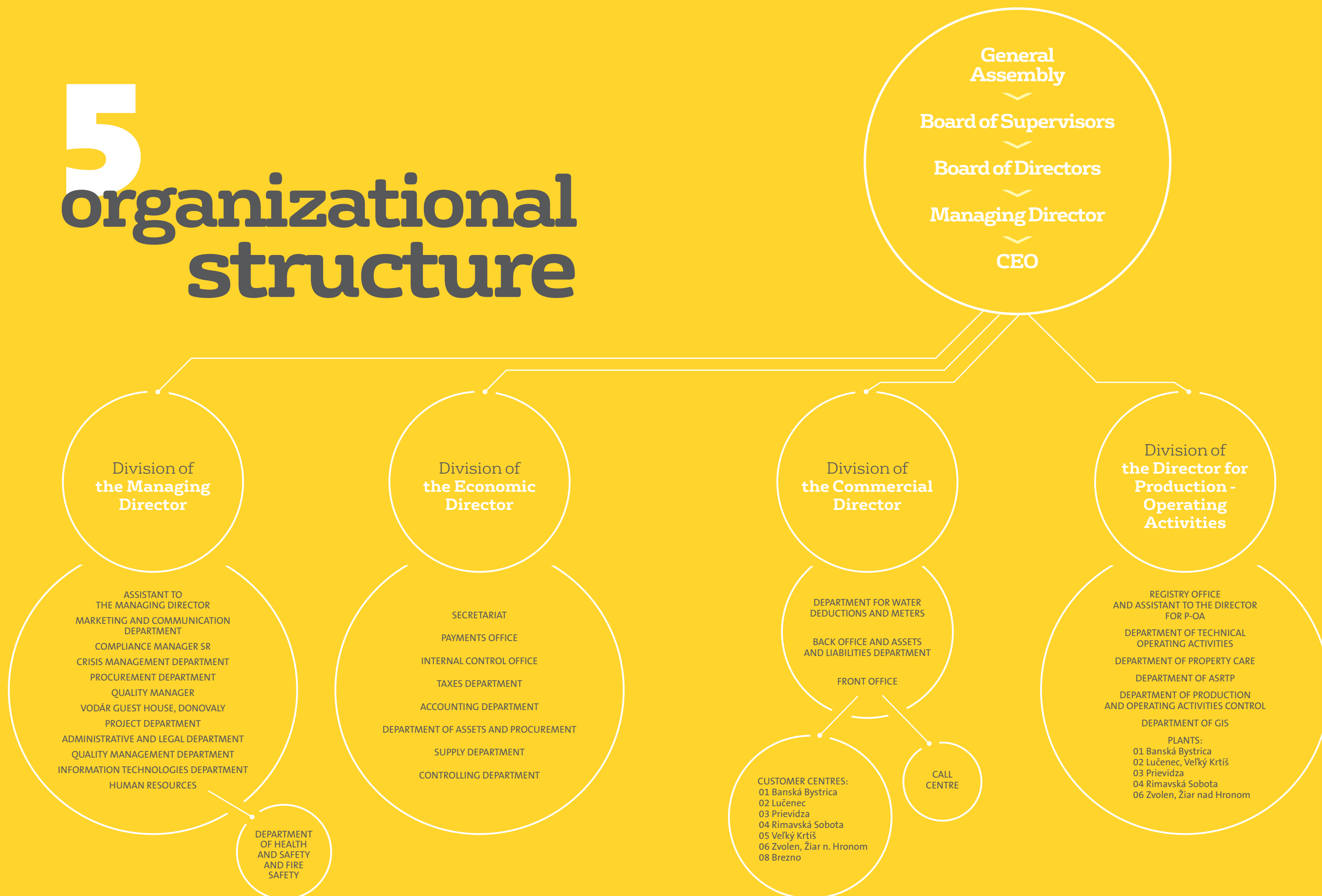
Finally, on behalf of the management of the Stredoslovenská vodárenská prevádzkovej spoločnosť, a.s. I would like to thank you for the trust and support of our customers and business partners, shareholders, members of the Board of Directors and the Supervisory Board.

I am pleased that together we are successfully fulfilling our goals, growing and advancing together.

Yours sincerely

Ing. Peter Martinka
Managing Director
StVPS, a. s.

5 organizational structure



6 our services

Stredoslovenská
vodárenská prevádzková
spoločnosť, a. s.,
provides services for
651,509
residents.

The main activity is the supply of drinking water and wastewater treatment and disposal. The quality of drinking and waste water is regularly checked in certified laboratories. We provide regular maintenance, repairs, accident prevention and surveys of the water supply and sewerage network.

water production

40,103 thous. m³ of drinking water were produced in the company's water management facilities, of which 12,601 thous. m³ was from surface water and 27,502 thous. m³ from groundwater. The total volume of water produced compared to the previous year, 2019, was lower by 301 thous. m³, which corresponds to lower water consumption (invoiced water) in 2020. The quality of supplied drinking water in accordance with applicable legislation was ensured, as required, in 22 surface and groundwater treatment plants. For the production of drinking water from surface water sources, water was mainly taken from water reservoirs, and for subsequent water treatment, large water treatment plants Hriňová, Málinec, Klenovec, Turček and, if necessary, smaller treatment plants taken from streams were used. In the event of unsatisfactory groundwater quality, groundwater treatment plants were also used as and when needed. A total amount of 15,062 thous. m³ of raw water was treated in the water treatment plants operated by our company in 2020.

water management

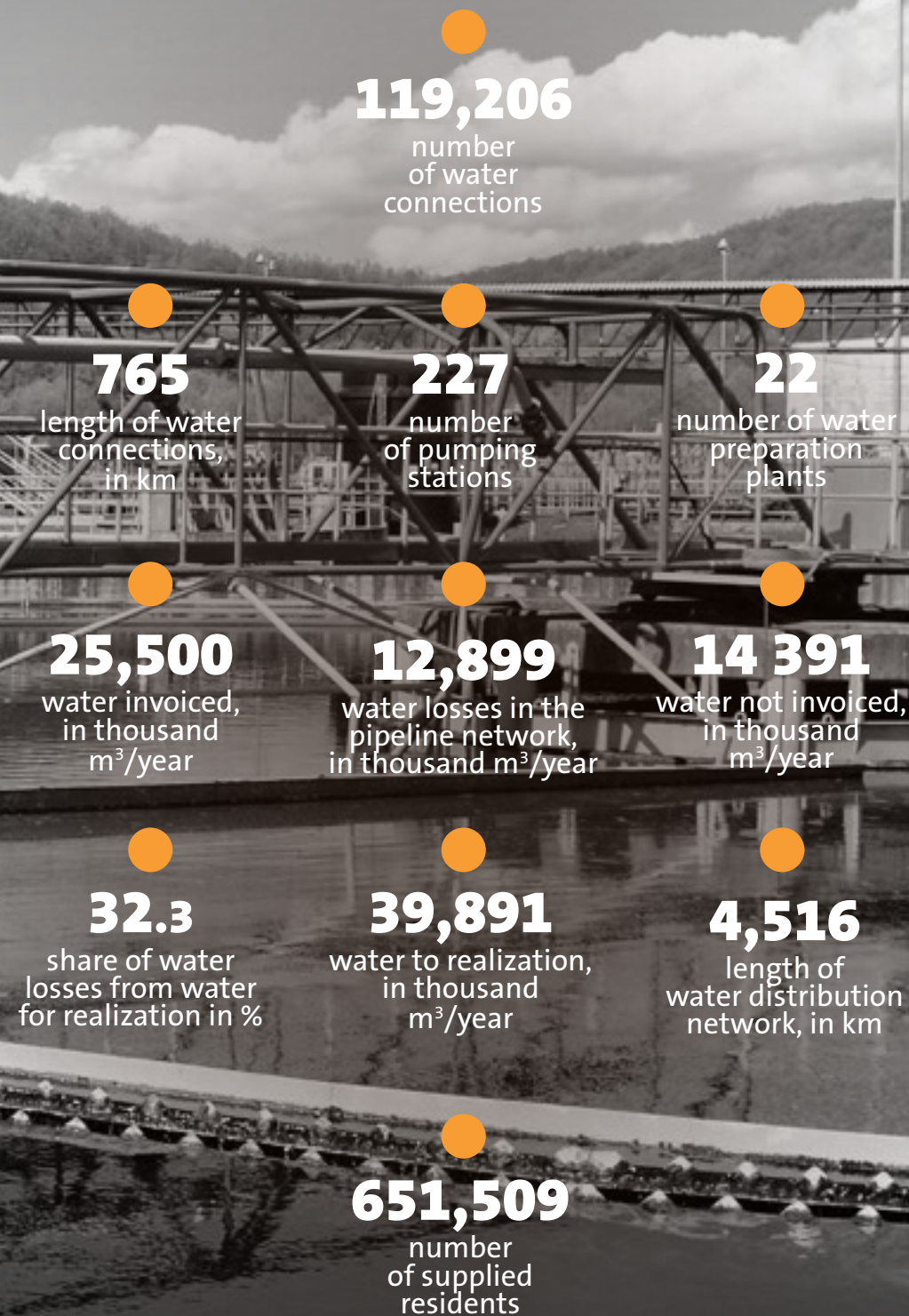
A slight decrease was recorded in the area of drinking water supply for customers compared to the previous year. In 2020, 25,500 thous. m³ of water was supplied or invoiced to the customers, which is a decrease of 177 thousand m³ compared to 2019 (25,677 thousand m³). A decrease in water consumption was recorded in the remaining customers; there was a slight increase in invoiced water to the general population, which was also caused by the unfavourable epidemiological situation in connection with the occurrence of COVID-19 and the measures taken. In 2020, the specific water consumption was 75 l / person / day, which is a slight increase compared to 2019 (72 l / person / day).

water losses

Water losses in the network have long been the largest part of the volume of uninvoiced water, so in the area of water losses, the company focused mainly on repairs of water pipes, where the highest incidence of failures occurs. Hidden water leaks from the pipelines have the greatest impact on losses. Modern technologies and instrumentation are used in the most accurate location of hidden water leaks. Centralised management of the search for hidden water leaks and the purchase of state-of-the-art search technology in our company plays a major role in locating hidden water leaks. This activity is performed by 4 working groups within the troubleshooting department. These are: the Banská Bystrica, Brezno group, the Lučenec, Veľký Krtíš, Rimavská Sobota group, the Prievidza group and the Zvolen, Žiar nad Hronom group. Following the localisation of water leaks by the staff of the troubleshooting department, these leaks were subsequently eliminated by the workers of the individual plants according to their importance, thus preventing a further increase in water losses. In 2020, the fault-finding staff inspected 1,257 km of water supply networks and located 422 faults. Measurement work worth € 8,085.73 was performed for external customers.



main indicators of the production and supply of drinking water



breakdowns in the water supply network

In 2020, a total of 1,819 faults in the water supply network were repaired, of which 221 in feeders, 1,179 in distribution networks and 419 in connections. Of this number, a total of 1,666 were leaks (1,283 on the network and 383 on the connections) and 1,648 were excavated (1,287 on the network and 361 on the connections). Of the total number of repaired faults, 1,279 were on pipelines, 535 on fittings and 5 on shafts. The most common cause of failures in 2020 was again corrosion of pipe materials and fittings, which is related to the old age of the public water mains. The second most common cause of failures is material failure and soil movement caused by freezing and thawing of the soil in the spring months and frequent rainfall in the summer months. The lowest number of network breakdowns was recorded in March, mainly due to anti-epidemiological measures during the first wave of COVID-19, when only the most acute emergencies were repaired.

As part of breakdown prevention, regular monitoring and evaluation of minimum night consumption was performed in connection with the search for hidden leaks in the field.

investment implementation

The amount of the investment return plan for the infrastructure of StVS, a.s. in 2020 was set at the sum of €443.77 thous. The implementation of individual constructions took place during the year in accordance with the elaborated time and financial schedule.

The most significant event implemented in 2020 was the construction of the 'Janova Lehota - supply pipeline from DVZ', which was contracted in 2018, while the main part of the construction work was carried out in 2019 and 2020. Completion of the construction is planned for 2021. Other activities implemented in 2020 are the buildings 'Králiky, ul. Transmission, extension of the public water supply system' and completion and handover of the 'Turček ÚV - addition of technology'.

In total, our company realised revenues to the sum of € 485.27 thous. for the area of realisation of investments for other investors in 2020, which meant the fulfilment of the set revenue plan for the year at 109.4%.

In 2020, as in previous years, we also realised the connection of water supply and sewerage connections to the public water supply and public sewerage system on the basis of a special contract for StVS, a.s.; revenues from this activity in 2020 amounted to € 134.1 thous.

water meters

As of 31 December 2020, a total of 122,923 invoicing water meters and 1,861 district (control) water meters have been installed in the network at water supply points.

In 2020, a total of 19,837 water meters were replaced, of which 19,837 water meters were replaced as part of a periodic exchange and 581 units were replaced for reasons other than damage to the water meter, standing water meter, replacement at the customer's request and others.

34 water meters were dismantled and sent for official inspection at the request of the customer, of which 31 water meters were compliant and 3 water meters were unsatisfactory.

In 2020, a total of 16,744 water meters were repaired at the external supplier Menert s.r.o. in Šaľa.



drainage and sewage treatment

404,416 inhabitants are connected to the sewerage network with a total length of 1,071.58 km. A difference was recorded in the amount of treated water, when compared to 2019 there was a year-on-year increase of 3,113 thous. m³, which represents an increase of 5.91 %.

survey and measurement of sewer network

In the field of sewer network research and detection of connected producers, the already established technology of smoke testing of sewer networks continued to be successfully used. With this technology, it is possible to detect failures of sewerage pipes and sewerage objects and unauthorised connection to properties, as well as unauthorised connections of rainwater into the separated sewerage system. In 2020, flow measurements

were carried out on uncleaned outlets of public sewers, as well as control measurements and a TV survey of the technical condition on public sewers. In 2020, both IPEK and Rausch TV camera systems were used to survey the technical condition of sewer pipes on both operated and newly handed over construction works. The IPEK system has proven its worth on new sewers, which also enables the measurement of deformations of flexible pipes.

breakdowns in the sewer network

The most common cause of breakdowns on the sewerage network in 2020 were also blockages, especially in the winter and spring months, as a result of small inclines of the pipeline network in flat areas, but also due to poor technical condition of some sections of the sewerage network.

Other causes of breakdowns are damage to the pipeline system and sewer shafts due to traffic loads, due to the indiscipline of some producers throwing material and objects into the public sewer which do not belong in the sewers, as well as poor quality construction of sewers in

the previous period.

In 2020, a total of 578 failures were removed on gravity sewer networks, of which 441 were blockages and 137 structural failures. Of the structural failures, 41 were directly on the sewers, 28 at the sewer connections and 82 faults were on the sewer network facilities. There was a total of 95 malfunctions in the pressure sewers, of which were in the pumping station buildings and 28 faults in the pressurised pipeline. Compared to the previous year, a decrease in the number of failures by 18.8% was recorded.

main indicators of the drainage and treatment of waste water

63 pumping stations	1,071.58 length of sewer system in km	36,873 number of sewer connections
265.8 length of sewer connections in km	42 waste water treatment plants	404,416 residents connected to the sewer network
21,933 invoiced waste water in thousand m ³ /year	391,548 residents connected to WWTP	55,776 treated waste water in thousand m ³ /year



quality of drinking & wastewater



drinking water

The quality of drinking water in our company is controlled by accredited laboratories according to the ISO / IEC 17025: 2005 standard and meets the requirements set by the current valid legislation. In addition to basic physicochemical, microbiological and biological indicators, the presence of metals, pesticides and organic substances in drinking water is also monitored according to Slovak technical standards. The health safety of drinking water is ensured not only by quality control but also by the system of water resources control, protection of water supply facilities and regular disinfection. In 2020, 3,872 samples were taken for monitoring microbiological indicators and 3,889 samples for monitoring physicochemical indicators in the laboratories of the ORK (Quality Management Department). A total of 109,312 analyses were performed at the consumer's outflows from reservoirs and treatment plants. At the same time, 2,168 samples were taken from sources, where 67,762 analyses were performed.

wastewater

Implementation of the programme of monitoring the quality of the drainage and treatment of wastewater in sewers and treatment plants managed by StVPS a.s. is provided by accredited wastewater laboratories in Zvolen, Banská Bystrica and Lučenec according to the ISO / IEC 17025: 2005 standard. In 2020, 8,826 samples were taken at individual stages of WWTPs, WTPs and untreated outlets. 55,401 analyses were performed. At the same time, 1,287 samples from plants connected to the sewerage system under the management of StVPS a.s. were examined in our laboratories, which represented 4,863 analyses.



7

customers

We promote transparency and ethical rules as a condition for building long-term quality relationships with customers, based on trust and integrity. We are constantly developing and improving customer service and providing modern and convenient forms of communication.

structure of the customers

	The number of customers	Of which are households:		Others
		individual customers	high-rise flats and housing association flats	
January	117,202	106,786	2,207	8,209
February	117,211	106,788	2,207	8,216
March	117,222	106,796	2,207	8,219
April	117,258	106,831	2,207	8,220
May	117,381	106,944	2,205	8,232
June	117,452	107,008	2,205	8,239
July	117,555	107,095	2,207	8,253
August	117,653	107,185	2,207	8,261
September	117,773	107,303	2,205	8,265
October	117,876	107,406	2,206	8,264
November	117,962	107,485	2,205	8,272
December	118,068	107,622	2,204	8,242
Average	117,551	107,104	2,206	8,241
Sum of averages	117,551	91.11 %	1.88 %	7.01 %

customer services

2020 also brought many challenges in the area of customer services. While the implementation of some projects has slowed down, the constraints associated with the COVID-19 pandemic have shown the need to focus on the development of electronically supplied services.

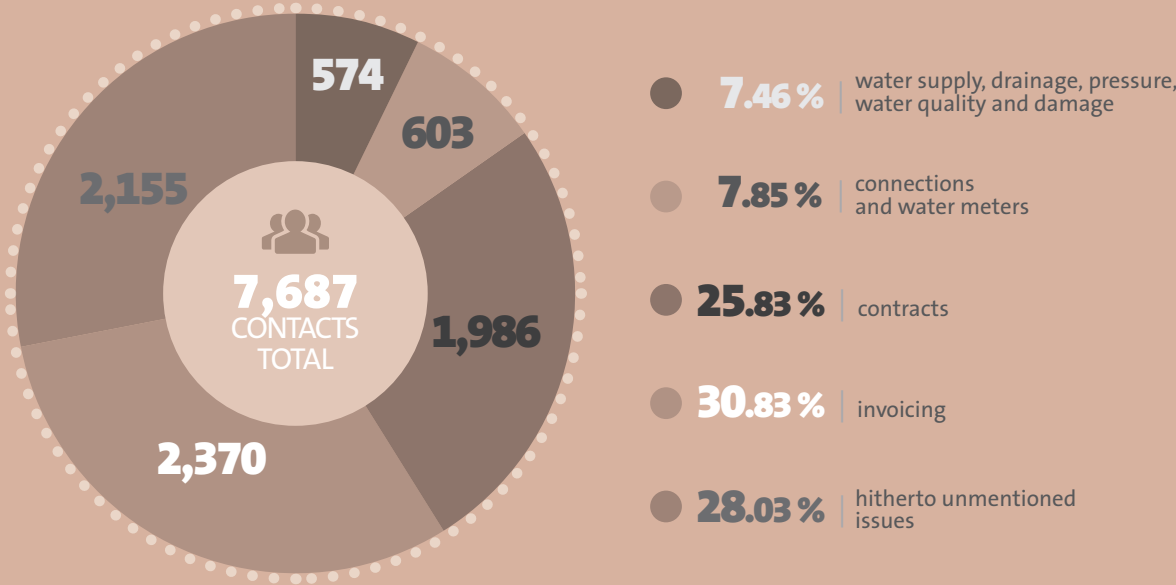


The payment QR code 'PAY by square' has been implemented for each invoice, which enables fast and accurate payment of the invoice without the need to rewrite data, as well as the QR code 'INVOICE by square', which contains general invoicing data, tax recapitulation and invoiced item, which will have great importance for the future for companies that go through their processing for use through a code reader.

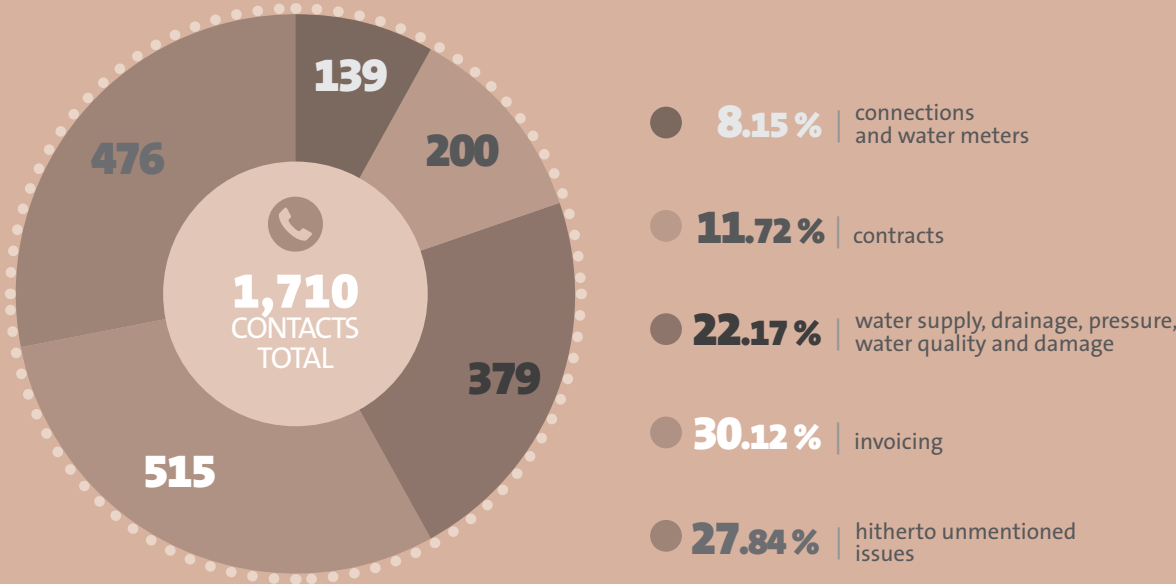


A technological novelty with which we move customer communication to a higher and more secure level is a **chatbot** - a communication robot on the company's website. It is an innovation that allows clients to meet many requirements from the comfort of their own home. Chatbots are currently the easiest and most user-friendly way to communicate. For our customers, this method provides information on water quality, water meters, the procedure for filing a complaint, payment conditions, closing payment schedules and more. A chatbot automatically evaluates the communication and based on new areas of interest of clients, the service will be expanded with new answers.

Data about average monthly contacts in the matter of:



Average number of calls carried out per month in the Call Centre:



company website

The company website, (www.stvps.sk) is one of the main information channels of the company. In 2020, it was visited by more than 42,000 people, an average of 3,532 people a month. The website is optimised for all types of devices (mobile phones, laptops, tablets), so customers can find the necessary information anytime and anywhere. In the online mode, customers can find all important data concerning interruptions to water supply. In the section 'Breakdowns and restrictions', they can find out information about the location of the breakdown, the impact on the supply, the delivery of a replacement water source and the expected date of completion of the repair. Another frequently sought-after topic is the quality of the water supplied. The individual main indicators of the quality of supplied drinking water are listed by individual districts on the website in the section 'Customers'.

MOST VISITED WEBPAGES

1.	contact	27,328	23.73 %	
2.	home page	19,760	17.16 %	
3.	price of water	16,944	14.71 %	
4.	breakdowns/restrictions	15,357	13.33 %	
5.	download	8,938	7.76 %	
6.	contacts-plants	4,474	3.88 %	
7.	our services	3,217	2.79 %	
8.	advertising	2,277	1.98 %	
9.	invoicing	1,981	1.72 %	
10.	rainwater	1,825	1.58 %	
11.	water quality	1,496	1.30 %	

VISITOR DEVICES



events for the public

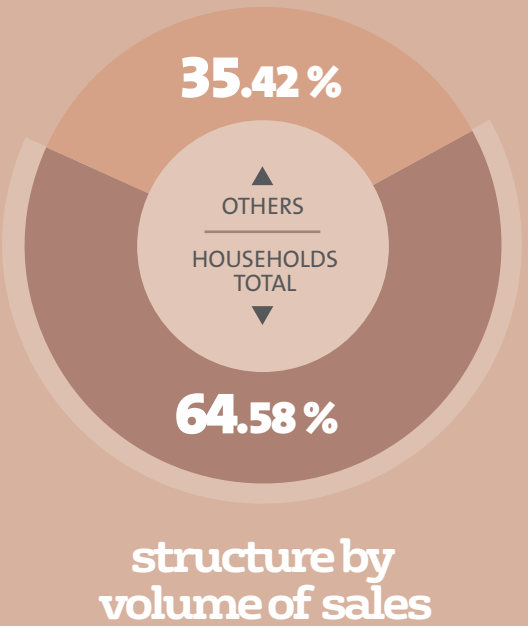
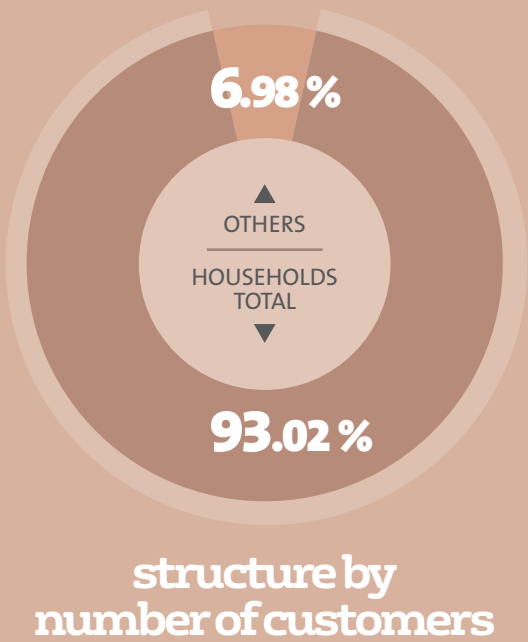
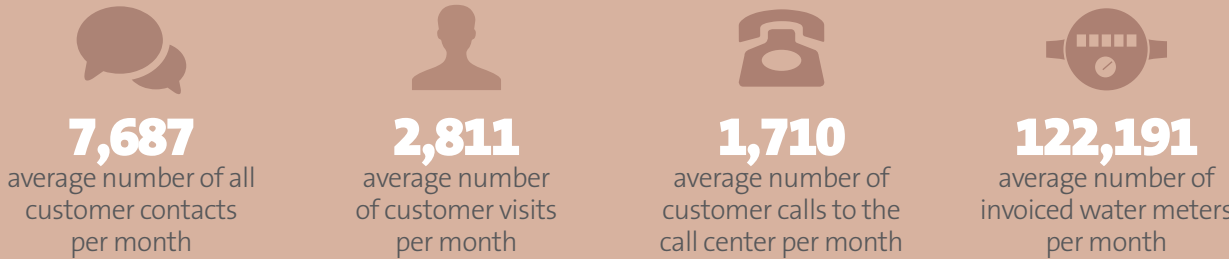
Presentation events on the occasion of World Water Day are intended for the general public, where not only our customers have the opportunity to learn about water quality and prices, services provided and new projects. As part of the events on the occasion of World Water Day, we carry out a free analysis of drinking water for nitrates for those who take drinking water from wells. For schools and the public, we are preparing excursions to wastewater treatment plants.

customer magazine Water for You

We regularly communicate with customers also through the customer magazine Water for You, which we publish twice a year in electronic and printed versions. The magazine is also published on the company's website.

customer structure and share of invoicing

	NO. OF CUSTOMERS		SHARE OF VOLUME OF SALES	
	as of 31. 12. 2020	%	Invoiced (€)	%
TOTAL HOUSEHOLDS	109,826	93.02 %	36,407,817	64.58 %
of which INDIVIDUAL CUSTOMERS	107,622	91.15 %		
of which HOUSING ASSOCIATIONS	2,204	1.87 %		
OTHERS	8,242	6.98 %	19,969,518	35.42 %
TOTAL NO. OF CUSTOMERS	118,068	100.00 %	56,377,335	100.00 %



10 largest customers in 2020

Invoicing for Water and Sewerage (EUR incl. VAT) > 12 largest customers of StVPS, a. s., in 2020



Name	Identifica- tion No.	Period												Total	
		1/2020	2/2020	3/2020	4/2020	5/2020	6/2020	7/2020	8/2020	9/2020	10/2020	11/2020	12/2020	1 – 6	1 – 12
1 Housing Association, Banská Bystrica	00170071	1,910.35	0.00	617,418.72	0.00	0.00	578,715.93	12,703.23	11,310.17	553,626.48	17,094.29	10,994.64	539,551.27	1,198,045.00	2,343,325.08
2 Housing owners according to the delivery point rep. by HA in Zvolen	00222054	10,707.11	7,251.19	438,617.98	9,762.29	8,612.34	414,046.87	8,578.08	6,417.96	416,497.76	7,525.61	9,855.49	401,602.93	888,997.78	1,739,475.61
3 District Housing Association, Prievidza	00173801	54.77	2,120.57	368,190.21	6,561.74	51.03	357,615.11	4,844.00	36.85	372,657.65	0.00	0.00	331,115.43	734,593.43	1,443,247.36
4 District Housing Association, Rimavská Sobota	00173916	0.00	0.00	261,966.43	0.00	0.00	291,107.60	0.00	0.00	271,002.60	3,779.06	0.00	250,886.10	553,074.03	1,078,741.79
5 Housing Association, Lučenec	00171816	2,597.05	2,816.97	226,524.00	2,718.09	3,757.63	220,755.35	3,049.58	11,100.91	211,128.03	5,741.01	3,350.54	203,462.10	459,169.09	897,001.26
6 Housing Association, Žiar nad Hronom	00176192	24,039.33	18,523.10	155,488.51	19,125.25	20,930.20	157,995.40	23,551.14	19,315.48	163,280.97	0.00	0.00	175,657.71	396,101.79	777,907.09
7 Housing Association, Brezno	00170143	0.00	0.00	193,981.76	0.00	0.00	205,198.93	0.00	0.00	194,360.82	597.90	0.00	174,836.49	399,180.69	768,975.90
8 BYTOS - Housing Authority Prievidza, s. r. o.	36313009	4,875.78	3,819.95	169,744.61	4,335.47	4,093.01	167,501.62	4,098.20	3,966.04	174,640.99	0.00	0.00	160,934.58	354,370.44	698,010.25
9 SPOOL, a.s.	31586392	70,601.24	46,527.31	55,654.35	58,605.94	50,503.94	57,453.44	59,005.28	49,025.56	54,624.51	54,759.04	51,709.84	55,784.33	339,346.22	664,254.78
10 F. D. Roosevelt University Hospital, Banská Bystrica	00165549	58,342.45	51,066.07	54,798.91	46,021.78	48,667.38	49,358.57	50,926.85	49,860.89	49,843.35	49,335.91	48,293.14	47,126.91	308,255.16	603,642.21

8

responsibility

Stredoslovenská vodárenská prevádzková spoločnosť, a. s. is a stable and responsible company, for whom its employees are a guarantee and a prerequisite for providing a high standard of services and further development. It is therefore a priority to focus on caring for employees at all levels of management. We apply a code of ethics and management in the company's strategy, we adhere to ISO standards, and we pay attention to health and safety rules.

employees

From the point of view of human resources of the Stredoslovenská vodárenská prevádzková spoločnosť, a. s., 2020 was very difficult to maintain stable employment due to the health crisis associated with the Covid-19 pandemic. Despite this demanding period, full of challenges in the form of a sudden change in the functioning of our employees, the introduction of Home Office working, rotation of employees in operations and departments to ensure their safety and health, we managed to maintain employment and were not forced to reduce staff numbers.

In the course of 2020, there was a slight decrease in the number of employees; as of 31 December 2020, we employed 1,077 employees.

development of the number of employees

in last 5 years

2016	1,092
2017	1,092
2018	1,087
2019	1,083
2020	1,077

structure of employees

(by category)

WORKERS	671
ADMINISTRATION	324
MANAGEMENT	82

ACTUAL NUMBER
OF EMPLOYEES
ON 31. 12. 2020 **1,077**

code of ethics

The Veolia Group's Code of Ethics ensures that all of its companies adhere to the Group's corporate values and conduct, the international initiatives in which it is involved, in particular the Global Compact project within the UN, which aims to uphold universal human rights principles, labour standards and the environment, as well as in-

ternational human rights legislation, the OECD Guidelines for Multinational Enterprises and the national legislation of the countries in which the group operates. At the same time, the Veolia Group upholds these basic principles, taking into account cultural diversity and caring for the environment.

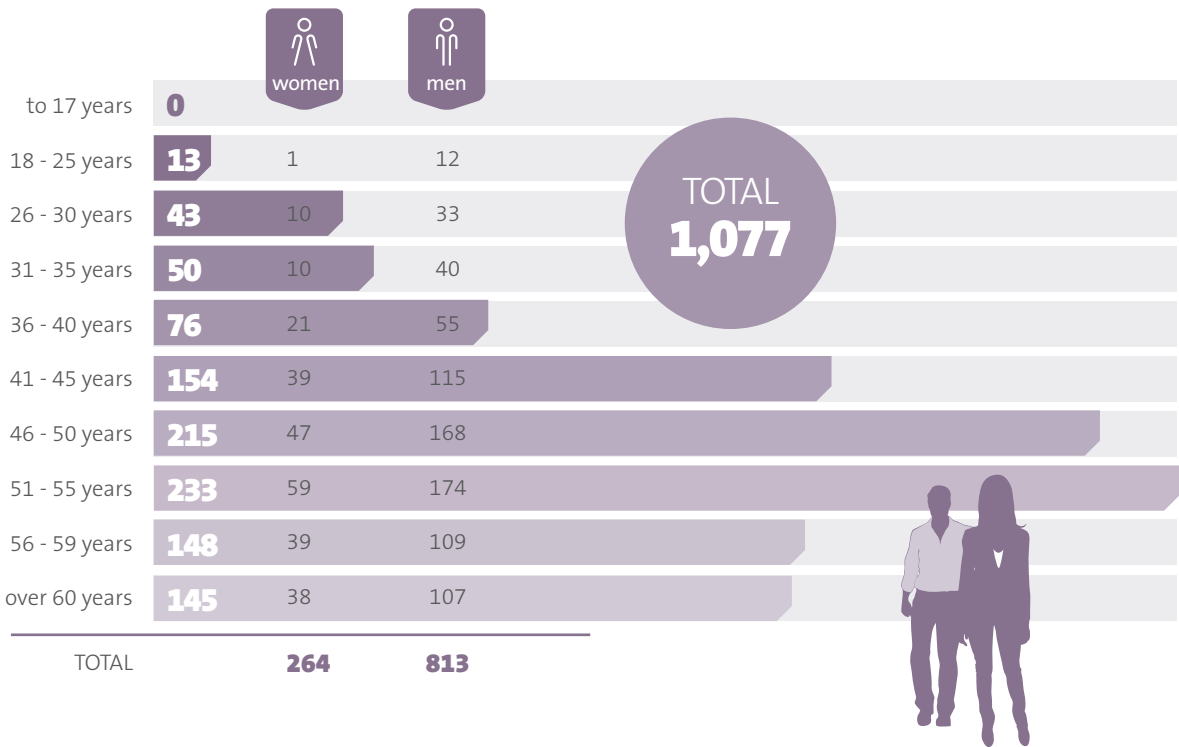
ethics and compliance

Compliance is a general term that refers to ‘compliance with the rules’. In the field of business, we mean a set of individual activities and measures aimed at ensuring that the conduct of the company, employees and management of the company is in accordance with legal regulations, internal company guidelines, tenets and principles that are enshrined in the Veolia Group corporate code of ethics and key procedures. The basic role of compliance is to help company management to create an effective compliance programme and at the same time to maintain its functionality throughout the company. Compliance protects the company from potential risks and at the same time mitigates the negative impact on the company’s operations. Risks can develop mainly in the following areas:

- ▶ Human rights and environmental protection,
- ▶ Anti-corruption measures,
- ▶ Protection of personal data,
- ▶ Anti-competitive practices.

Although the core values of our business are firm, in today’s fast-changing world, we too must respond flexibly to new challenges and standards. Therefore, we regularly update the scope of the rules we follow. We are demonstrating that we want to do business with a clear sheet and do not intend to tolerate corruption.

age structure of employees:

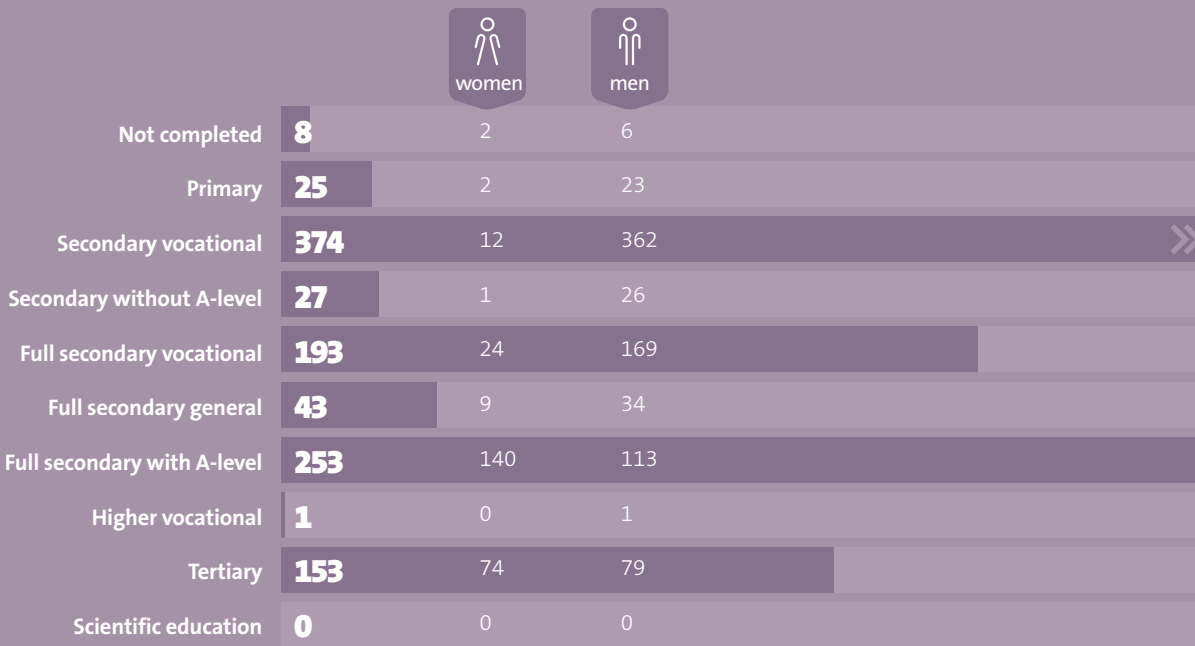


staff training

As part of the development of human resources, we pay great attention to the professional and personal growth of our employees, which we provide through corporate training. Each job position requires a special approach in the selection of training activities in order to improve and deepen the knowledge of our employees. We are aware that if we want to achieve the set goals, we must invest

in increasing the qualifications of our employees and their potential, because only a highly professional and motivated employee can bring the company success in the future. In addition to training focused on specific job positions, we also try to develop the language skills of our employees, so we provide them with English language courses, either in groups or individually.

educational structure of employees:



social dialogue

In cooperation with our social partner, as in previous years, we managed to find social peace in collective bargaining, which resulted in the conclusion of a collective agreement for 2020. The main points discussed in the social dialogue were the **valorisation of wages and increase in employee benefit accounts**. Annex no.1 is also a part of the collective agreement - Rules for drawing on the social fund. The social fund is one of the

basic sources of applied social policy in the company. The creation of the social fund is set at the maximum legal value of 1.5% of the settled gross wages, and it is thanks to the creation of the social fund set up in this way that the company shows social responsibility towards its employees. In 2020, the creation of the social fund reached the amount of almost € 167 thous.

social fund for 2020

a detailed overview of the creation and methods of drawing on the Social Fund

Budget of the StVPS a.s. Social Fund	Plan for 2020	Drawdown in € as of 31.12.2020
Initial state as of 1. 1. 2020	156,532.39	156,532.39
Social fund creation (1.5 %)	169,153.51	166,944.46
Allocation from the Company's Profit	0.00	11,701.12
Creation in total	325,685.90	335,177.97
One-off non-refundable aid	1,660.00	498.00
Contribution for catering	82,000.00	76,692.60
Contribution for blood donors	1,000.00	716.00
Contribution for plasma donors	1,000.00	0.00
Programme Benefit Plus	100,000.00	92,563.99
Total expenses	185,660.00	170,470.59
Reserve/presumed balance as of 31. 12. 2020	140,025.90	164,707.38

health & safety at work

Last year, the activities of our company were significantly limited by the situation in connection with the Covid-19 pandemic, to which we had to adjust all working conditions from March 16, 2020, not only in the field of occupational safety. This was reflected mainly in the way in which employees' educational activities were carried out, in the provision of medical examinations, in the way personal protective equipment was allocated, in the system of work performance and also in control activities of state bodies as well as control activities by our own employees. Work-related accidents, as an indicator of the general level of occupational safety in 2020, have historically fallen to a total of two registered accidents at work with a simple injury. This is the lowest accident rate recorded in StVPS, a. s., since 2006.

Considerable emphasis was paid to the appropriate equipping of employees with personal protective equipment, where no serious deficiencies were found during the evaluation within the control activity.

Despite the slowdown in staff training activities, the greater burden of training has been shifted to senior staff. All work activities at StVPS, a. s. are performed only by employees with the relevant work expertise for the type of work performed.

In StVPS, a. s., an occupational health and safety management system has been introduced, which is helpful in the clarity and responsibility of fulfilling occupational safety tasks, and based on the control activities of audit bodies, we can boast of an increasing quality of the occupational safety management and implementation system in our company.



cyber security

During 2020, the company intensively prepared for a cyber security audit in order to verify the fulfilment of obligations under Act no. 69/2018 Coll. Act on Cyber Security and on Amendments to Certain Acts, where the conformity of adopted security measures within the requirements under the Act and related special regulations relating to the security of networks and information systems of the basic service operator for individual networks and basic service information systems and for those which support basic services in order to ensure the required level of cyber security and to prevent cyber security incidents.

The verification was performed by TÜV SÜD Slovakia s.r.o. The purpose of the verification was to provide StVPS, a. s. and the National Security Office, as the regulatory body, reasonable assurance that the obligations under the law are fulfilled and the compliance of the adopted security measures within the requirements under the Act and related special regulations relating to the security of networks and information sys-

tems of the basic service operator for individual networks and basic service information systems and for those which support basic services in order to ensure the required level of cyber security and to prevent cyber security incidents.

The verification took place during December 2020. The subject of the audit was the assessment of the compliance of the adopted security measures with the requirements under the law and related special regulations.

Overall assessment: The company has adapted the requirements for cyber security management in accordance with Act no. 69/2018 Coll. Act on Cyber Security and on Amendments to Certain Acts and commenced the application of measures in accordance with Decree no. 362/2018 Coll. Decree of the National Security Office, which stipulates the content of security measures, the content and structure of security documentation and the scope of general security measures.

9 ISO

The overall satisfaction of our customers is very important for our joint-stock company, which is why we constantly try to optimise our internal processes and thus increase the quality of the services we provide.

The integrated management system is currently an integral part of the management of our company and we use it in all production processes and activities. This system has become a basic progressive element in the relationship with our customers and also a basis for continuous improvement.

In 2020, our company successfully passed supervisory audits of the environmental management system STN EN ISO 14001: 2016; occupational health and safety management system STN EN 45001: 2019; energy management system STN EN ISO 5001: 2012; and recertification audit of the quality management system STN EN ISO 9001: 2016. The audit examined selected articles of ISO standards, and again confirmed the compliance of our system with their requirements. The audits were performed on the operations and facilities of the Banská Bystrica and Prievidza plants.

In an effort to adapt the organisation to the requirements of a demanding market environment, the top management of Stredoslovenská vodárenská prevádzková spoločnosť, a.s. was of the firm conviction for the need to create an anti-corruption management system according to the international standard STN EN ISO 37001: 2019. The purpose of this decision was to initiate the processes necessary for the establishment and implementation of the anti-corruption management system and to establish the sequence of stages and steps, as well as the responsibilities for their implementation.

By purchasing and using PEFC-certified paper, the company demonstrates its commitment to supporting socially responsible business. Our company has made this commitment by signing the 'Memorandum on the Promotion of Sustainable Forest Management' and declares it through its environmental policy. We use the logo of the PEFC Slovakia association to mark our printed matter.





10

environ- mental responsibility

and the promotion of biodiversity

As a socially responsible company, we have long placed emphasis on environmental protection and ecological processes. As the first company in Slovakia to do so, we support the development of biological diversity in our industrial areas. We inspire by enlightenment, education and support of interesting environmental projects for schools and the general public.

environmental protection

In accordance with legal regulations in the field of environmental protection, we have fulfilled the reporting obligation to ensure financial coverage of liability for environmental damage, including the expected costs of remedial action and corrective measures to eliminate any environmental damage that may be caused by the operator's work.

In accordance with legal regulations in the field of air protection, our company fulfils the reporting and fee obligation. We operate 36 medium stationary sources of air pollution and 49 small stationary sources of air pollution, of which:

- 28 small and 16 medium sources of energy air pollution (combustion equipment-boiler rooms),
- 21 small and 20 medium sources of technological / fugitive air pollution (WWTP sludge fields).



activities and projects in 2020 aimed at promoting biodiversity and environmental protection

- implementation of events on World Water Day - free analysis of water from individual sources for nitrates,
- activities for schools and the public on the International Day of Biodiversity - video animation Biodiversity in the Rakytovce WWTP premises; the video, in the form of a virtual tour of the WWTP premises, enables the viewer to gain knowledge about the measures to protect and support biodiversity,
- in 2020, as part of the project 'Protection and support of biodiversity in technical areas', together with the Ekopolis Foundation we implemented: Monitoring of bird species, maintenance of the environment for the house beetle - addition of pads, cleaning the housing, we built a rock habitat for thermophilic and drought-loving species, aquatic and wetland plants were added to the pond. Excursions were held, media promotion / press releases were continued - monitoring of bird species, biodiversity day, reports on TV Hronka.
- support for beekeeping on a natural basis in the areas of StVPS, a. s. reservoirs,
- through the Ekopolis Foundation, StVPS, a. s. is involved in the international programme Life BooGI BOP; the project, supported by the EU LIFE programme called Boosting Urban Green Infrastructure through Biodiversity-Oriented Design of Business Premises (LIFE BooGI-BOP), is implemented by 7 partners from several European countries. It is focused on creating a design of corporate premises that is favourable for biodiversity as part of the green infrastructure,
- the school project Biodiversity in Schools is organised in cooperation with the Ekopolis Foundation; selected schools designed and implemented measures to support biodiversity directly in their school grounds,
- project 'Revitalisation of native fish species in the Brezno WWTP premises',
- excursion for the professional public to the project For Water (water management in a built-up area, examples of good practice - Rakytovce WWTP),
- StVPS, a. s. is the general partner of the Borrowed Planet programme www.pozicanaplaneta.sk.



11 waste management

In 2020, as part of the reduction of waste production, our company produced 12,249 tons of sludge, which is considered a by-product and not waste according to the valid decision of the District Offices in Banská Bystrica and Trenčín.

1,183,733 €
**TOTAL COSTS OF
DISPOSAL OF WASTE
AND SLUDGE**
including transport costs
incurred in 2020

TOTAL PRODUCTION OF WASTE IN 2020

43,517 t OF WHICH:

● **6.6 t**
HAZARDOUS WASTE

● **43,510.4 t**
OTHER WASTE

In connection with the environmental policy of our company, we ensured the recovery of waste, which was disposed of in landfills in the previous period, the saved funds were reused to improve the environment in the field of waste management.

Other activities in the area of waste management were focused mainly on the thorough separation of waste and the improvement of the possibilities of its collection in our operations.

The company's priority is the energy recovery of sludge, which arises in connection with wastewater treatment. The aim of this activity was, in addition to the economic effect, also to reduce the burden on the environment caused by the extraction of fossil fuels and natural gas and to reduce the production of waste - sludge from the treatment of municipal wastewater.

TOTAL SLUDGE DISPOSAL

30,257 t OF WHICH:

● **17,049 t**
Sludge from
waste water
treatment

● **12,249 t**
Sludge from the treatment of waste
water, which, according to the Waste Act,
is considered a by-product and is not waste

● **959 t**
Sludge
from water
clarification

WITHIN THE FRAMEWORK OF THE TECHNOLOGICAL PROCESSING OF BIODEGRADABLE WASTE
IN THE WASTE MANAGEMENT SYSTEM, WE SUCCEEDED IN GAINING THE FOLLOWING:

⚡
1,623 MWh
ELECTRICAL ENERGY

🔥
1,932,872 m³
BIOGAS

🔥
10,407 GJ
HEAT ENERGY

ANOTHER 10 TYPES OF WASTE FROM PRODUCTION:

5,736 t
SOIL AND
AGGREGATES

3,026 t
EXCAVATED
SOIL

1,542 t
WASTE FROM
SAND TRAPS

662 t
MIXTURES OF
CONCRETE AND
TILES

395 t
WASTE FROM
SEWER CLEANING

382 t
BITUMINOUS
MIXTURES

378 t
RAKINGS
FROM BAR
SCREENS

109 t
MIXED WASTE FROM
CONSTRUCTION
WORKS

52 t
BIODEGRADABLE
WASTE

9 t
MIXTURES OF
FATS AND OILS



12

Thanks to modern technologies, Stredoslovenská vodárenská prevádzková spoločnosť, a.s., improves its services, saves energy, costs and provides customers with comfort and safety.

innovation

water preparation

In 2020, the following measures and innovations were implemented in drinking water technologies and water treatment plants (WTP):

- At the Turček WTP, the technology was supplemented with the dosing of pulverised coal and the disinfection of raw water by UV radiation to solve problems related to the occurrence of *Planktothrix rubescens* in raw water.
- The construction of the 'Slaská WTP, sludge terminal' was completed and the construction of the 'Kremnica WTP, sludge terminal' was started to ensure the achievement of the permitted quality limits of wastewater discharged into the watercourse.
- The construction 'Budiná, reservoir - addition of water treatment technology' to reduce the content of secondary iron in the supplied drinking water and the construction 'WTP Jasenie, addition of technology' for safe compliance with the limit of arsenic content in the supplied drinking water by the group water supply Jasenie – Predajná – Nemecká were implemented and put into trial operation.
- The implementation of the construction 'Čierny Balog, WTP - addition of technology' has started - the construction solves the addition of ultrasonic technology to improve the quality of supplied drinking water in microbiological and biological indicators and enable the production of drinking water during periods of turbidity in the Čierny potok surface water source.
- As part of the planned reconstructions of large water treatment plants, the implementation of the construction 'Innovation and modernisation of the Klecnov water treatment plant' and the preparation of the construction 'Turček, WTP – modernisation' continued in 2020, the construction of the 'Innovation and modernisation of the Málinec water treatment plant' also began.
- Cooperation continued on the solution of a research project addressing the possibility of hardening (enrichment) of drinking water with magnesium using a fluidised bed reactor. The project solved in cooperation with Comenius University, Slovak Technical University Bratislava and the Regional Public Health Department examines new water hardening options, which, in addition to the positive health effect, also reduce the aggressiveness of drinking water supplied to public water supply pipes and thus reduce corrosion damage to pipes and extend their service life.

The severity of samples of drinking water taken from reservoirs and the distribution network in 2020 in microbiological indicators reached the value of 2.62 % and in physico-chemical indicators the value of 3.68 %, which represents a slight decrease in the severity compared to the previous year. The severity of drinking water samples in the free chlorine indicator at the consumer reached the value of 1.00 %.

sewage treatment plants

In 2020, the following measures and innovations were implemented in the waste water treatment technology and wastewater treatment plants (WWTP):

- Construction carried out in the investment of StVS, a. s.:
 - Valaská - Valaská, Hronec Agglomeration – sewage disposal
 - Podbrezová Agglomeration - sewerage and WWTP
 - Brezno, WWTP, reconstruction of fine rakes
 - Oslana, Čereňany Agglomeration - sewerage and WWTP
 - Nitrianske Pravno Agglomeration - sewerage and WWTP
 - Tornaľa Agglomeration - sewerage and WWTP
 - Dudince - WWTP reconstruction
 - Handlová WWTP - sludge terminal solution
 - Rimavská Sobota WWTP - storage of dewatered sludge
- Completion of trial operation and subsequent commissioning of the Hriňová WWTP within the construction of the 'Hriňová Agglomeration - Sewerage and WWTP'.
- Implementation and completion of constructions 'Prievidza WWTP - residual gas burner' and 'Rimavská Sobota WWTP - III. stage of reconstruction of the control system'.



pumping stations and reservoirs

The following measures and innovations were implemented in 2020 in the pumping stations (PS) and reservoirs (VDJ):

- › Modernisation of pumping equipment in an interchangeable manner at the Pohorelská Maša pumping station building.
- › Complementing the technology of Depolox Basic residual chlorine analysers in the VDJ Heľpa, Závadka nad Hronom and Šumiac buildings.
- › Repair of building parts of VDJ Čierny Balog (Jánošovka), Priečhod (old and new), Ráztoka (Vápenica), Medzibrod, Môlča, Ábelová, Lovinobaňa, Gemerské Dechtáre, Sebedín and Čekovce.
- › Reconstruction of pumping stations on water sources (wells VT8 and HKŽ3) for the village of Janova Lehota
- › Repair of roof structures on the buildings of the Ráztoka, Ábelová, Liešťany reservoirs and Veľký Lom pumping station.
- › Reconstruction and repair of electrical installations in the Donovaly (Buly), Budikovany, Rimavská Sobota (Kurinec), Ratková and VDJ Drienčany buildings.
- › Preparation for the implementation of a comprehensive reconstruction of the construction and technological part of the Horná Lehota reservoir (Trangoška) 2x 1,000 m³.
- › Completion of the construction of a new AT station on a public water supply in the village of Heľpa.

sewer network

The company strives to minimise the impact of its activities on individual components of the environment, either through the use of new technologies or through the responsible and safe operation of existing facilities. In 2020, the implementation of reconstructions of relief chambers on sewer networks continued, this is carried out in order to harmonise the condition of buildings with applicable legislation. The purpose of the reconstructions

is to equip the buildings with equipment for capturing floating substances from lightened wastewater and with measuring devices for monitoring the activity of the relief chambers. These modifications will lead to a reduction in the pollution burden of recipients from lightened wastewater. The reconstruction of relief chambers in Banská Štiavnica was completed. In 2020, the design preparation of the relief chamber in Donovaly continued.

information system and APCS

At present, a total of 385 water supply network objects and 141 sewerage network objects are connected to the dispatch control and 18 direct accesses to wastewater treatment plant control computers have been established in order to monitor the operation of the WWTP technology.

347 water supply facilities are connected to a central server, other facilities are connected to local dispatching centres. These objects are currently being gradually connected to the central server. Due to the size of the territory in which StVPS, a.s. ensures the distribution of

drinking water, dispatching supervision is carried out by 4 dispatching centres with continuous operation.

Of the 141 sewerage objects, 101 are connected to one central server, the other objects are connected to the visualisation of the respective WWTP. Supervision of the sewerage facilities is ensured by the relevant sewerage operations, which have established access to the central server with sewerage facilities according to the territorial scope and affiliation to individual WWTPs. All transmissions are realised by the network of mobile operators through their own APNs.

power engineering

The use of renewable energy sources in the production of electricity from biogas by cogeneration units at the Banská Bystrica, Zvolen and Lučenec WWTPs in the amount of 1,623,199 MW saved € 199,283 in electricity purchase costs.

The consumption of electricity and natural gas was managed in 2020 in StVPS, a.s. in accordance with the agreed business conditions and business contracts concluded on the basis of price offers.

The main energy medium purchased from external suppliers at technological facilities continues to be the purchase of electricity in the amount of 30,376 MWh, a significantly smaller amount of natural gas 6,965 MWh and heat in the amount of 3,895 MWh.

THE SHARE OF TOTAL ENERGY AND FUEL COSTS:

90.2 %
ELECTRICAL ENERGY

4,9 %
NATURAL GAS

4,5 %
HEAT SUPPLY

0,4 %
OTHER SOLID FUELS

Due to the termination of the Contract for Electricity Supply as of 31 December 2019, the Procurement Department announced a public tender for the selection of an electricity supplier for the period from 2020 to 2022. Following the evaluation of the tender, the successful tenderer was the supplier SSE, a.s. Žilina with the indicated price of power electricity € 61.13 / MWh valid from 1 January 2020, which represented an increase in costs for electricity consumption in 2020 by € 601,849. On the contrary, by changing the technical conditions in the Heat Supply Contract from ECOSTART, a.s. Badín for the Banská Bystrica WWTP, there was a cost saving of € 91,075.33.

In order to reduce costs and manage energy mediums in 2020 and despite the Covid-19 pandemic, the company provided an external energy audit, the aim of which was a technical and economic assessment of the potential for energy savings and the proposal of measures for energy-conscious modernisation of buildings

and equipment. Based on the results of the energy audit, cost-saving projects subject to several evaluation criteria in terms of economic, environmental, technical, operational and legislative were included in investment and repair plans.

To reduce the energy intensity of processes in the monitored period, specific tasks resulting from the adopted short-term and long-term energy goals, corrective as well as preventive measures were fulfilled.

Electricity consumption in 2020 decreased only slightly compared to the comparable period by approximately 328 MWh. Electricity consumption decreased mainly at drinking water pumping stations due to favourable hydrological conditions. The index of average costs of €/kWh of electricity consumption as well as the average cost of €/m³ of totally produced water increased significantly due to an increase in the average purchase price of electricity from 1 January 2020 by about 15 %.

information technology

DIGITAL JOURNEY

In 2020, a project in the field of digitisation called Digital Journey was launched, the aim of which was to: map the current level of digitisation by an expert consulting company; design digital initiatives (priorities) for individual key management areas, their approval at country and

zone level; prepare feasibility studies including an assessment of the necessary financial and human resources and benefits after the implementation of the solution. The project also included a proposal for the methodology of creation and functioning of the so-called Digital Office.

integration projects

Technical Information System (TIS) and Geographic Information System (GIS) interconnection project

The integration of the systems is taking place in several stages and will continue in 2021. In 2021, the integration was successfully implemented with a focus on automatic data updates in both systems (initial data import,

creation of a new maintenance object, element division, element merging, element cancellation, identification update data and synchronisation of code lists.

Helios Green information system and Envita information system (waste management) interconnection project

The purpose of the project is to automate the processes of processing and registration of waste in Helios Green and extraction of these data for the Envita system, in order to fulfill declarations in connection with legislative requirements for statistical and control purposes of the Ministry of Environment of the Slovak Republic. The aim of the project is to ensure operational and legislative

records of waste for ISOH (waste management information system). In 2020, a feasibility study of the interconnection was prepared, a framework and project schedule were created, a detailed analysis based on requirements analysis was prepared, the solution was configured, while in 2021 functional, pilot and comprehensive tests, user training and commissioning are expected.

13 financial statement

In 2020,
the company
achieved a positive
profit after tax of
€ 126 thousand.

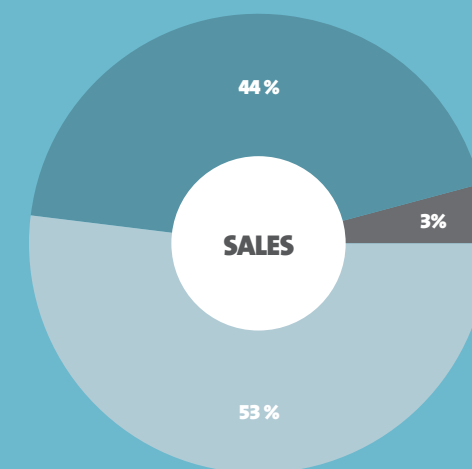
comments on the financial results in 2020

In 2020, the company achieved a net turnover of € 58.2 mil., which is a decrease of 1.07 % compared to 2019. The decrease in sales was mainly influenced by a decrease in water consumption on the part of customers and a decrease in the volume of rainwater. Of the total turnover, sales of drinking water amounted to € 30.7 mil., sewage and rainwater € 25.4 mil. and other sales and revenues in total € 2.1 mil.

The total costs of the company's economic activities in 2020 amounted to € 58.0 mil. The most significant cost item in 2020 was services in the total amount of € 24.8 mil., of which the largest part is the lease of water

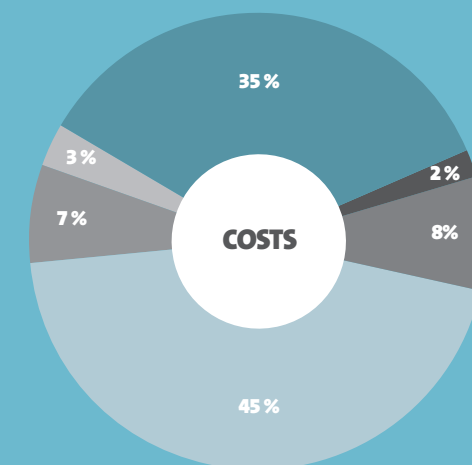
and sewerage infrastructure in the amount of € 15.0 mil. Other significant cost items included personnel costs of € 19.8 mil., material costs of € 3.9 mil., energy consumption was € 4.7 mil. and costs for repairs and maintenance was € 1.4 mil.

Compared to the previous period, operating costs decreased slightly, despite an increase in personnel costs, an increase in electricity prices and an increase in costs in connection with the pandemic situation. The reason for the decrease in current operating costs was the introduction of austerity measures due to the loss of revenues in the area of services and property repairs.



TURNOVER FOR 2020

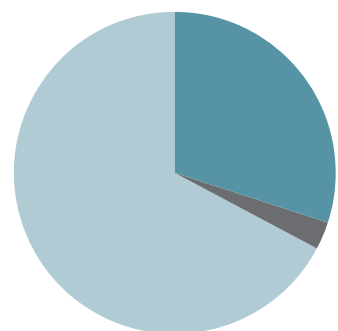
- **44 %** | DRAINED WATER
- **3 %** | OTHER PERFORMANCES
- **53 %** | WATER INVOICED



COSTS FOR ECONOMIC ACTIVITY

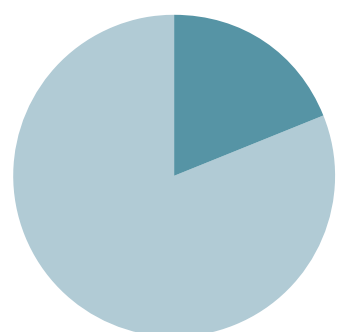
- **35 %** | WAGE, LEGAL AND OTHER SOCIAL COSTS
- **2 %** | DEPRECIATION AND ADJUSTMENTS TO ASSETS
- **8 %** | ENERGY CONSUMPTION
- **45 %** | OTHER SERVICES
- **7 %** | MATERIAL CONSUMPTION
- **3 %** | REPAIRS AND MAINTENANCE

ASSETS



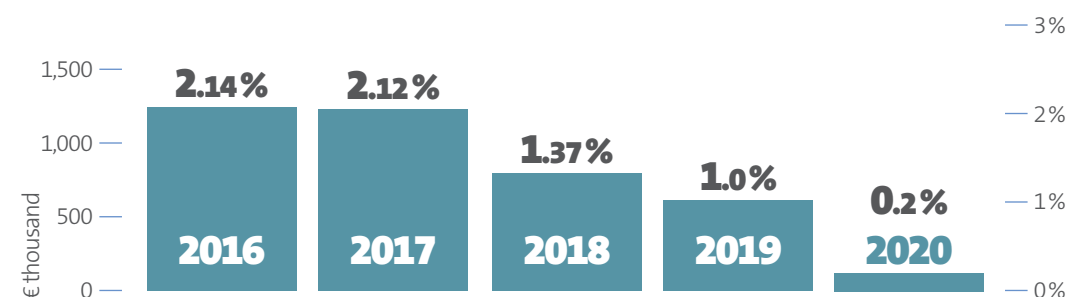
- **30%** | LONG-TERM ASSET
- **3%** | TIME DISTINCTION
- **67%** | CURRENT ASSETS

LIABILITIES



- **19%** | OWN RESOURCES
- **81%** | FOREIGN SOURCES

DEVELOPMENT OF ECONOMIC RESULTS AND PROFIT RATE



The value of the company's total assets as at 31 December 2020 was € 18.6 mil., of which non-current assets amounted to € 5.6 mil. in residual value. Investments of € 1.4 mil. were directed to the modernisation and renewal of tangible and intangible assets in order to increase the efficiency of operations and management processes. Current assets worth € 12.5 mil. accounts for 67.2% of the value of assets, with short-term receivables accounting for the largest share of this item in the amount of € 10.7 mil. The cash position at the end of the year amounted to € 1.0 mil.

On the liabilities side, the most significant item is short-term liabilities in the amount of € 8.4 mil. of which trade payables represent € 3.1 mil. The company draws a medium-term loan in the amount of € 5 mil. and a short-term loan of € 1.8 mil. from Veolia Environnement Finance, Paris. The company did not draw any loans from banking entities. The company's equity amounted to € 3.4 mil. and in comparison, with 2019 decreased by € 0.5 mil., mainly due to the lower economic result achieved in the current accounting period. The overall financial situation of the company was stable during the year and the company fulfilled its obligations to employees, state institutions, business partners and other suppliers within the set time limits.

In 2020, the company achieved a positive profit after tax of € 126 thous. The company achieved this result with total revenues of € 58.36 mil. and total costs € 58.24 mil. Current income tax was in the amount of € 106 thous., deferred tax was in the amount of - € 27 thous.

The profit after tax decreased compared to 2019, mainly due to lower water consumption and consequently lower sales, mainly due to restrictions caused by the Covid-19 pandemic.

The distribution of the economic result for the accounting period 2020 will be decided by the General Meeting. The Board of Directors of the company proposes to the General Meeting to redistribute the economic result to retained earnings of previous years.

There were no events after 31 December 2020 that would have a material effect on the fair presentation of the facts that are the subject of accounting. In 2020, the company did not carry out any research and development activities. During 2020, the company did not acquire its own shares, temporary certificates or business shares of the parent entity.

price for drinking water and sewerage for 2020

Throughout 2020, the maximum prices for the production and supply of drinking water by the public water supply system were valid and the waste water was discharged and treated by public sewerage in the following amount excluding VAT:

1.2010 €/m³

MAXIMUM PRICE FOR THE PRODUCTION AND SUPPLY OF DRINKING WATER BY MEANS OF A PUBLIC WATER-SUPPLY NETWORK

0.6797 €/m³

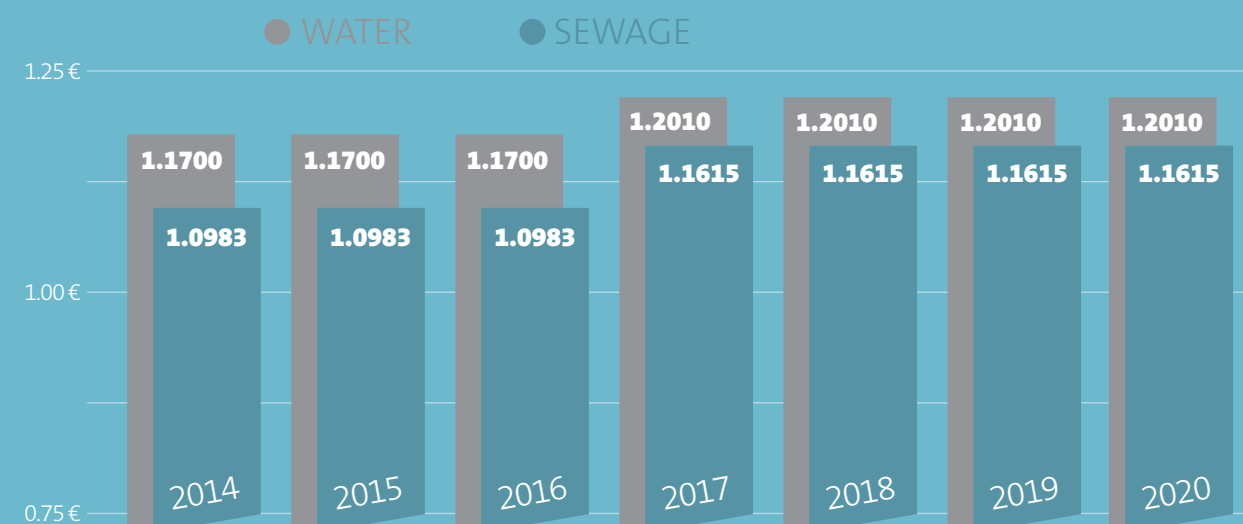
MAXIMUM PRICE FOR THE PRODUCTION AND DISTRIBUTION OF DRINKING WATER BY MEANS OF A PUBLIC WATER-SUPPLY NETWORK

1.1615 €/m³

MAXIMUM COST FOR DRAINAGE AND TREATMENT OF WASTE WATER BY MEANS OF PUBLIC SEWERS

The prices shown are approved in accordance with Act no. 250/2012 Coll. on Regulation in Network Industries and on Amendments and Supplements to Certain Acts, as amended, and pursuant to Decree of the Regulatory Office for Network Industries No. 21/2017 Coll. of 13 February 2017 by the decision **no.0259/2017/V** dated **June 20, 2017**. The company applied them after the first deduction from 1 July 2017. The decision of the Regulatory Office for Network Industries is available for inspection at the company's registered office or at www.stvps.sk.

DEVELOPMENT OF WATER AND SEWAGE PRICES EXCLUDING VAT



BALANCE SHEET on 31. 12. 2020 (in €)

Code	ASSETS	Line Number	Current Accounting Period		Previous Accounting Period
			1	2	3
a	b	c	Gross- section 1 Correction-section 2	Net 2	Net 3
	TOTAL ASSETS l. 02 + l. 33 + l. 74	01	36,171,089 17,540,605	18,630,484	20,361,890
A.	Long-term assets l. 03 + l. 11 + l. 21	02	21,149,872 15,544,781	5,605,091	5,746,947
A.I.	Long-term intangible fixed assets total (l. 04 to l. 10)	03	3,433,952 2,602,398	831,554	868,478
2.	Software	05	3,351,856 2,602,398	749,458	868,478
6.	Procured long-term intangible fixed assets	09	82,096	82,096	
A.II.	Long-term tangible fixed assets total (l. 12 to l. 20)	11	17,678,431 12,942,383	4,736,048	4,841,089
2.	Buildings	13	7,050 5,635	1,415	2,003
3.	Individual movable assets and sets of movable assets	14	17,493,641 12,936,748	4,556,893	4,247,056
6.	Other long-term tangible assets	17	5,740	5,740	5,740
7.	Procured long-term tangible fixed assets	18	172,000	172,000	586,290
A.III.	Non-current financial assets total (l. 22 to l. 29)	21	37,489	37,489	37,380
A.III.1.	Equity securities and interests in affiliated entities	22	2,991	2,991	3,715
2.	Securities and shares with the exception of affiliated accounting units	23	32,248	32,248	31,523
4.	Loans to affiliated entities	25	2,250	2,250	2,142
B.	Short-term assets l. 34 + l. 41 + l. 53 + l. 66 + l. 71	33	14,545,687 1,995,824	12,549,863	14,094,344
B.I.	Stocks total (l. 35 + l. 40)	34	425,713 25,717	399,996	360,816
B. I.1.	Material	35	425,164 25,717	399,447	359,508
6.	Inventory prepayments provided	40	549	549	1,308
B.II.	Long-term receivables total (l. 42 + l. 46 + l. 52)	41	416,418	416,418	389,399
B.II.1.	Trade receivables (l. 43 + l. 45)	42	186	186	472
1.c.	Other trade receivables	45	186	186	472
8.	Deferred tax receivables	52	416,232	416,232	388,927
B.III.	Short-term receivables total (l. 54 + l. 58 + l. 65)	53	12,705,719 1,970,107	10,735,612	11,523,692
B.III.1.	Trade receivables total (l. 55 to l.57)	54	12,676,523 1,961,768	10,714,755	11,059,943
1.a.	Trade receivables from affiliated accounting units	55	455,357	455,357	109,832
1.b.	Trade receivables within equity, except receivables from related entities	56			23
1.c.	Other trade receivables	57	12,221,166 1,961,768	10,259,398	10,950,088
2.	Net contract value	58	829	829	
3.	Other receivables from affiliated accounting units	59	10,254	10,254	
7.	Tax receivables and subsidies	63			414,736
9.	Other receivables	65	18,113 8,339	9,774	49,013
B.V.	Total financial accounts (l. 72 to l. 73)	71	997,837	997,837	1,820,437
B.V.1.	Cash	72	22,613	22,613	17,435
2.	Bank accounts	73	975,224	975,224	1,803,002
C.	Total accruals and deferrals (l. 75 to l. 78)	74	475,530	475,530	520,599
C.1.	Expenses for future periods, long-term	75	334,057	334,057	376,193
2.	Expenses for future periods, short-term	76	141,473	141,473	144,406

Code	PASSIVES	Line Number	Current Accounting Period	Previous Accounting Period
			4	5
a	b	c		
	TOTAL EQUITY AND LIABILITIES l. 80 + l. 101 + l. 141	79	18,630,484	20,361,890
A.	Equity l.81+l.85+l.86+l.87+l.90+l.93+l.97+l.100	80	3,442,398	3,901,166
A.I.	Basic capital total (l.82 to l.84)	81	34,000	34,000
A.I.1.	Registred basic capital	82	34,000	34,000
A.III.	Other capital funds	86	4,444,123	4,444,123
A.IV.	Legal reserve funds (l.88+l.89)	87	10,120	10,120
A.IV.1.	Legal reserve fund and indivisible fund	88	10,120	10,120
A.VI.	Valuation differences from the revaluation sum (l.94 to 96)	93	-1,172,144	-1,172,146
A.VI.1.	Valuation differences from revaluation of assets and liabilities	94	-1,172,144	-1,172,146
A.VIII.	Profit / loss for the period after tax (+/-) l.01 – (l.81+l.85+l.86+l.87+l.90+l.93+97+101+141)	100	126,299	585,069
B.	Liabilities l. 102+118+121+122+136+139+140	101	15,157,659	16,459,930
B.I.	Long-term liabilities total (l. 103+107 to 117)	102	5,164,707	5,168,222
B.I.1.	Long-term trade liabilities (l. 104 to l. 106)	103		11,689
1.c.	Other trade liabilities	106		11,689
3.	Other liabilities to affiliated accounting units	108	5,000,000	5,000,000
9.	Liabilities from the Social Fund	114	164,707	156,533
B.II.	Long-term reserves (l. 119 + l. 120)	118	443,262	418,443
2.	Other reserves	120	443,262	418,443
B.IV.	Short-term liabilities total (l.123+127 to 135)	122	8,363,187	9,967,357
B.IV.1	Trade liabilities total (l. 124 to 126)	123	3,130,721	3,827,079
1.a.	Trade libalites to affiliated accounting units	124	196,504	135,418
1.c.	Other trade liabilities	126	2,934,217	3,691,661
2.	Net value of contract	127		3,282
3.	Other liabilities to affiliated accounting units	128	1,804,474	3,253,642
5.	Liabilities to partners and associations	130	573,368	
6.	Liabilities to employees	131	953,115	914,323
7.	Social insurance liabilities	132	659,283	647,937
8.	Tax liabilities and subsidies	133	1,165,867	1,295,671
10.	Other liabilities	135	76,359	25,423
B.V.	Short-term reserves (l.137+138)	136	1,186,503	905,908
B.V.1.	Legal reserves	137	57,708	74,922
2.	Other reserves	138	1,128,795	830,986
C.	Total accruals and deferrals (l. 142 to l. 145)	141	30,427	794
2.	Short-term deferred expenditures	143	316	725
4.	Short-term deferred revenues	145	30,111	69

Profit and Loss Statement as of 31. 12. 2020 (in €)

Code	Item	Line Number	Real status	
			Current Accounting Period	Previous Accounting Period
a	b	c	1	2
*	Net turnover (part of acct. 6 in accordance with the law)	01	58,209,013	58,836,144
**	Total revenue from economic activities (l. 03-09)	02	58,360,406	59,445,569
III.	Revenue from sales of services	05	58,209,013	58,836,144
V.	Activation	07	4,112	13,052
VI.	Sales of fixed intangible assets tangible fixed assets and materials	08	38,591	107,886
VII.	Other revenues from economic activity	09	108,690	488,487
**	Operating costs in total (l. 11+12+13+14+15+20+21+24+25+26)	10	58,037,361	58,489,778
B.	Consumed material, energy and other non-inventory items	12	10,346,402	9,500,735
C.	Adjustments to inventories	13	911	-23,973
D.	Services	14	24,856,997	26,293,665
E.	Personal costs	15	19,751,374	19,426,423
E.1.	Wages and salaries	16	13,672,848	13,332,969
2.	Remuneration to members of corporate bodies and cooperatives	17	107,549	107,549
3.	Social insurance costs	18	4,947,051	4,868,532
4.	Social costs	19	1,023,926	1,117,373
F.	Taxes and charges	20	1,219,894	1,250,966
G.	Write-offs and provisions for intangible fixed assets and tangible fixed assets (l.22+23)	21	1,359,449	1,392,623
G.1.	Depreciation of intangible and non-current tangible fixed assets	22	1,359,449	1,392,623
H.	Net book value of fixed assets and inventory sold	24	18,030	61,739
I.	Adjustments to receivables	25	112,228	186,456
J.	Other operating costs	26	372,076	401,144
***	Economic outturn (l. 02 to l. 10)	27	323,045	955,791
*	Added value (l.03+04+05+06+07) – (l.11+12+13+14)	28	23,008,815	23,078,769
**	Revenues from financial activity in total (l.30+31+35+39+42+43+44)	29	1,408	251
IX.	Income from long - term financial assets, total	31	108	108
IX.1.	Income from securities and shares from affiliated entities	32	108	108
XI.	Interest on income (l. 40 + l. 41)	39	253	
XI.1.	Interest on income from affiliated entities	40	253	
XII.	Exchange rate gains	42	1,047	143
**	Financial activity costs in total (l.46+47+48+49+52+53+54)	45	119,105	123,379
N.	Interest on costs (l.50+51)	49	67,567	77,775
N.1.	Interest on costs for affiliated accounting entities	50	67,567	77,775
O.	Exchange rate losses	52	3,121	5,466
Q.	Other costs of financial activity	54	48,417	40,138
***	Profit / loss from financial activity (l. 29 to l. 45)	55	-117,697	-123,128
****	Profit / loss for the accounting period before tax (+/-) (l. 27 + l. 55)	56	205,348	832,663
R.	Income tax (l. 58 + l. 55)	57	79,049	247,594
R.1.	Income tax payable	58	106,354	12,131
2.	Income tax deferred	59	-27,305	235,463
****	Profit / loss for the accounting period after tax (+/-) (l. 56 - l. 57 - l. 60)	61	126,299	585,069

Cashflow Statement as of 31. 12. 2020 (in €)

	2020 (EUR)	2019 (EUR)
CASH FLOW FROM OPERATING ACTIVITIES		
Cash flow from operating activities	2,293,496	-128,938
Interest paid	-67,568	-77,775
Interest received	254	0
Income tax paid	384,376	-229,185
Cash flows before items of exceptional extent or occurrence	2,610,558	-435,897
Income from items of exceptional extent or occurrence	0	0
Net cash flow from operating activities	2,610,558	-435,897
CASH FLOW FROM INVESTMENT ACTIVITIES		
Purchase of fixed assets	-2,012,176	-561,155
Revenue from sale of fixed assets	37,815	107,886
Expenses for long - term loans of the subsidiary	0	-2,000
Net cash flow from investment activities	-1,974,361	-455,269
CASH FLOW FROM FINANCIAL ACTIVITIES		
Revenue from loans - group	-1,447,000	646,018
Long-term commitments	-11,689	0
Deposits in subsidiaries	0	-6,640
Dividends paid	0	-782,579
Net cash flow from financial activities	-1,458,689	-143,201
(Decrease) increase of cash and cash equivalents	-822,492	-1,034,367
Cash and cash equivalents at the beginning of the accounting year	1,820,437	2,854,805
Cash and cash equivalents at the close of the accounting year	997,945	1,820,438
NET PROFIT (before deduction of interest, tax items and items of exceptional extent or occurrence)		
	272,662	910,438
Adjustments of non-cash operations:		
Depreciation of long-term tangible and intangible assets	1,359,449	1,392,623
Rectified item to receivables	112,228	186,456
Rectified item to inventories	911	-23,974
Reserves	305,414	-15,754
Profit from sale of fixed assets	-20,431	-46,147
Other non-cash operations	61,093	66,925
Operating profit before change in working capital	2,091,326	2,470,567
Change in working capital:		
Decrease (increase) in trade receivables and other receivables (including accruals and deferrals of assets)	245,378	348,393
Decrease (increase) of inventories	-40,090	98,103
(Decrease) increase of liabilities (including accruals and deferrals of passives)	-3,118	-3,046,001
Cash flow from current operations	2,293,496	-128,938

Cash

Cash is understood as cash, cash equivalents, current account funds in banks or branches of foreign banks, an overdraft account, and part of the balance of the money which is used to bridge the time gap between transfers between the current account and petty cash or between two bank accounts.

Cash equivalents

Cash equivalents means short-term financial assets that are exchangeable for a pre-determined amount of cash that is not subject to a significant change in value over the next three months from the date on which the financial statements are prepared, for example, term deposits in bank accounts that are deposited on a three-month notice period, liquid securities for trading, preference shares purchased by an entity that are due within three months of the date of preparation of the financial statements.

independent auditor's report



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Fax: +421 (0)2 59 98 42 22
Internet: www.kpmg.sk

Translation of the Auditors' Report originally prepared in Slovak language

Independent Auditors' Report

To the Shareholder, Supervisory Board and Board of Directors of Stredoslovenská vodárenská prevádzková spoločnosť, a.s.

Report on the Audit of the Financial Statements

Qualified opinion

We have audited the financial statements of Stredoslovenská vodárenská prevádzková spoločnosť, a.s. ("the Company"), which comprise the balance sheet as at 31 December 2020, the income statement for the year then ended, and notes, including a summary of significant accounting policies.

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion section, the accompanying financial statements give a true and fair view of the financial position of the Company as at 31 December 2020, and of its financial performance for the year then ended in accordance with the Act No. 431/2002 Coll. on Accounting as amended ("the Act on Accounting").

Basis for Qualified Opinion

As stated in Section E.1 of the notes to the financial statements, the Company wrote off goodwill in the amount of EUR 24,661 thousand. In accordance with the Slovak Accounting Act goodwill is amortized over the estimated consumption period of future economic benefits derived from the related assets. The duration of the rental and operation contract for the water and sewerage infrastructure from which goodwill was derived is twenty-six years. Had the Company complied with the requirements of the Slovak Accounting Act, as at 31 December 2020 the carrying amount of intangible fixed assets and equity would have increased by EUR 14,227.5 thousand and the profit for the year then ended would have decreased by EUR 948.5 thousand. Furthermore, as at 31 December 2019 the carrying amount of intangible assets and equity would have increased by EUR 15,176 thousand and profit the year then ended would have decreased by EUR 948.5 thousand. Our audit opinion issued on 12 March 2020 on the prior year financial statements was also modified in respect of this matter accordingly.

We conducted our audit in accordance with International Standards on Auditing ("ISAs"). Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section. We are independent of the Company in accordance with the ethical requirements of the Act No. 423/2015 Coll. on statutory audit and on amendments to Act No. 431/2002 Coll.

KPMG Slovensko spol. s r. o., a Slovak limited liability company
and a member firm of the KPMG global organization of independent
member firms affiliated with KPMG International Limited, a private
English company limited by guarantee. All rights reserved.

Obchodný register Okresného súdu Bratislava I,
oddiel Sro, vložka č. 48948/
Commercial register of district court Bratislava I,
section Sro, file no. 48948/

iCCP registration number: 31 348 236
Evidence-based licence auditors: 96
Licence number of statutory
auditor: 96



on accounting as amended ("the Act on Statutory Audit") including the Code of Ethics for an Auditor that are relevant to our audit of the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Responsibilities of the Statutory Body and Those Charged with Governance for the Financial Statements

The statutory body is responsible for the preparation of the financial statements that give a true and fair view in accordance with the Act on Accounting, and for such internal control as the statutory body determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the statutory body is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the statutory body either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the statutory body.



- Conclude on the appropriateness of the statutory body's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material
- uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

Reporting on other information in the Annual Report

The statutory body is responsible for the other information. The other information comprises the information included in the Annual Report prepared in accordance with the Act on Accounting but does not include the financial statements and our auditors' report thereon. Our opinion on the financial statements does not cover the other information in the Annual Report.

In connection with our audit of the financial statements, our responsibility is to read the other information in the Annual Report that we have obtained prior to the date of the auditors' report on the audit of the financial statements, and, in doing so, consider whether the other information is materially inconsistent with the audited financial statements or our knowledge obtained in the audit of the financial statements, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

The Annual Report was not available to us as of the date of this auditors' report on the audit of the financial statements.

When we obtain the Annual Report of the Company, based on the work undertaken in the course of the audit of the financial statements we will express an opinion as to whether, in all material respects:

- the other information given in the Annual Report for the year 2020 is consistent with the financial statements prepared for the same financial year; and
- the Annual Report contains information required by the Act on Accounting.



In addition, we will report whether we have identified any material misstatement in the other information in the Annual Report in light of the knowledge and understanding of the Company and its environment that we have acquired during the course of the audit of the financial statements.

31 March 2021
Bratislava, Slovak Republic

Auditing company:
KPMG Slovensko spol. s r.o.
License SKAU No. 96



Responsible auditor:
Ing. Lukáš Hlavatý
License UDVA No. 1219

report of the supervisory board 2020



Stredoslovenská vodárenská
prevádzková spoločnosť, a.s.

Report of the Supervisory Board of StVPS, a.s. to the annual financial statement for 2020

At its meeting, the Supervisory Board reviewed in accordance with § 198 of the Commercial Code and in accordance with Art. XII. para. 4 of the Company's Articles of Association to the regular individual financial statement for 2020.

The report of the Supervisory Board on the financial year 2020 is prepared on the basis of the minutes from the meetings of the Supervisory Board, control activities and the statement of the company's auditor regarding the regular individual financial statements for 2020.

After reviewing the financial statement for 2020 and the report of the independent auditor, KPMG Slovensko spol. s r. o., the Supervisory Board states that the performed activities related to the subject of activity are carried out in accordance with the relevant legal provisions and the company keeps accounting in accordance with the Accounting Act and internal regulations. The Supervisory Board also notes the auditor's conditional opinion regarding the one-off amortisation of goodwill based on the decision of the sole shareholder and declares that no deficiencies have been identified that would prevent the approval of the company's financial statement and annual report for 2020.

The Supervisory Board states that the regular individual financial statement of StVPS, a.s. in all significant contexts expresses the financial situation of the company, the result of its management and cash flows as of 31.12.2020.

The members of the Supervisory Board were further acquainted with the proposal of the Board of Directors for profit distribution and the draft annual report for 2020. Based on the adopted resolution, the Supervisory Board recommendation for the financial statements to the Ordinary General Meeting together with the proposal for distribution is **approval**.

The Supervisory Board would like to take the opportunity to express their gratitude to all the employees of the company for their approach, willingness and commitment to ensuring a continuous supply of water and sewage disposal in such a challenging period as 2020. On the same note we would like to thank the members of the Board and our partners, representatives of cities and municipalities, for their cooperation and professional approach.

Banská Bystrica, April 2021

Denisa Beníčková
Chairwoman of the Supervisory Board



**Stredoslovenská vodárenská
prevádzková spoločnosť, a.s.**



Stredoslovenská vodárenská prevádzková spoločnosť, a. s.
Partizánska cesta 5, 974 01 Banská Bystrica
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Call Centre
0850 111 234

e-mail: cc@stvps.sk | fax: +421 48 4327 888

CUSTOMER CENTRES

Banská Bystrica

Partizánska 73, 974 01 BB

Prievidza

V. Clementisa 52, 971 55 PD

Lučenec

Komenského 4, 984 53 LC

Rimavská Sobota

Duklianskych hrdinov 42, 979 01 RS

Veľký Krtíš

Banícka 39, 990 01 VK

Brezno

Sekurisova 4, 977 01 BR

Žiar nad Hronom

SNP 125, 965 01 ZH

Zvolen

L. Štúra 2208/15, 960 01 ZV

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