

Kouvolan Vesi

Sustainability report 2025



In line with Kouvola Veski's strategy and vision, we are a **safe** and **forward-looking employer**, committed to investing in the skills and wellbeing of our personnel. We provide water services reliably, sustainably, and efficiently, making use of digital solutions.

SAFE

We take care of our employees.

Regular staff satisfaction surveys

Total number of initiatives and safety observations

47



SUSTAINABLE

We deliver water services with care for the environment.

Carbon footprint

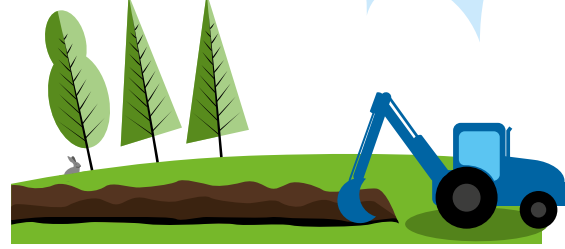
9,790
tonnes CO₂e

1,016 tonnes CO₂e more than in 2024

Electricity self-sufficiency rate at the Mäkikylä wastewater treatment plant over

14%

3.9% across the entire water utility



RELIABLE

We operate transparently and reliably, with a strong focus on service continuity.

0 **0**

water outages exceeding 12 hours

deviations in drinking water quality



CUSTOMER-ORIENTED

Our services are based on the needs of our customers and stakeholders.

Resident satisfaction ratings in renovation projects:

7.9

(on a scale of 0 to 10)

E-invoicing rate:

64%

A regular newsletter informs customers about current matters.



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Introduction

Safe and reliable water services

Our aim is to be a safe, responsible, reliable, and customer-oriented operator. Safety comes from regular training, which helps maintain the professional competence of our personnel. In 2025, we had no accidents at work or during commuting that resulted in absence from work. Our goal is zero accidents.

We have worked systematically to reduce our carbon footprint and have succeeded in doing so for several consecutive years. Last year marked an exception to this positive trend, as we had to increase the use of chemicals in our processes at the Mäkikylä wastewater treatment plant. Increased use of chemicals leads to higher greenhouse gas emissions, but is necessary to achieve treatment results in accordance with environmental permit requirements.

Our customers rate our reliability by the security of water distribution and wastewater services. This is supported by proactive renovation planning and implementation, continuous data collection at our monitoring points, and preparedness. The role of preparedness has increased significantly in recent years. Whereas we previously participated in preparedness exercises once every five years, we may now take part in five exercises in one year. Investing in preparedness is part of adapting to our changing operating environment.

We serve our customers comprehensively through our customer service helpline, and our newest communication channel is a regularly published electronic newsletter. Last year, our customer magazine was also published for the first time entirely in digital format. Moving away from printed communication materials reduces our environmental footprint, as does the transition from paper invoices to e-invoicing.

Ari Mikkilä
 CEO
 Kouvolan Vesi Oy



Employees: improving skill sets

Our total number of employees on 31 December 2025 was 55, of whom 53 were permanent and 2 fixed-term employees. 25 per cent were women and 75 per cent men.

We conducted 360-degree assessments for our office-based employees in collaboration with an external expert. These assessments enable the comprehensive and transparent development of employees' competencies, leadership, and collaboration skills. In a 360-degree assessment, employees receive feedback from their supervisor, colleagues, and team, providing a well-rounded view of their strengths and areas for development.

Key reasons for introducing the assessments include:

- the systematic development of personnel competence and identification of training needs
- improving the quality of leadership and supervisory work
- strengthening workplace and collaboration skills
- enhancing employee wellbeing and engagement



Training

Maintaining professional skills through regular training

We ensure that our employees maintain their professional skills and offer them opportunities for development at work through regular training. In 2025, our employees completed a total of over 120 full training days. In addition, staff took part in a variety of shorter training sessions.

We introduced training in line with the strengthened cybersecurity legislation for both management and personnel, tailored to their roles, to support cybersecurity within the company. Completing the training helps ensure that our personnel have up-to-date knowledge of safe information security practices.

We also ensure that all statutory professional qualification cards are always kept up to date for relevant roles.

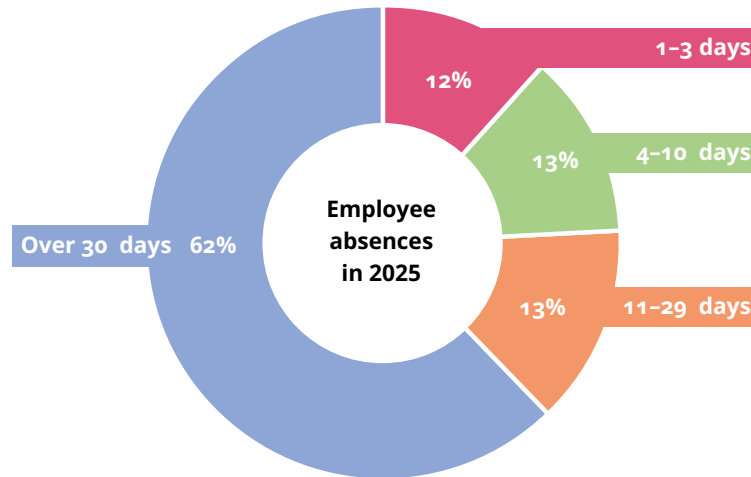


Employee wellbeing and benefits

Support for coping at work and benefits for maintaining wellbeing

Our employees undergo a health check every three years as part of preventive healthcare. Our comprehensive occupational health agreement includes extended services to support both physical and mental wellbeing. We also support the wellbeing of our office-based employees with flexible working hours and the option of hybrid working.

To promote wellbeing at work, we apply the early support model. We support the wellbeing of our personnel through the Epassi Flex benefit, which allows users to choose whether to use it for sports, cultural, or wellbeing services.





Occupational safety

Safe and healthy work through labour protection

Our occupational safety measures are organised to prevent, reduce, and eliminate risks and harm arising from work and working conditions. These include, for example, accidents, occupational diseases, and physical and mental strain harmful to health. The employees elect two occupational safety representatives—one from office-based staff and one for workers. Their term of office is four years.

General occupational safety matters concerning the workplace are handled by the occupational safety committee, which includes the occupational safety manager, the elected representatives, and a secretary. The committee addresses issues relating to employee safety, health, and work ability. Where necessary, it makes proposals aiming at, for example, improving working conditions, occupational healthcare, or activities for maintaining work ability. The committee also organises occupational safety and health training.

Accidents at work and on the way to work in 2025

During commute	Resulting absences
0	0
At work	Resulting absences
2	0



CASE

A NEW APPROACH TO RISK ASSESSMENT

We enhanced safety-related processes by introducing a new electronic risk management system. With the system, we updated work-related risk assessments on a task-specific basis. The employer can proactively improve occupational safety based on risk assessment summaries and analyses. In addition, the material serves as an excellent induction resource for new employees.

We are now able to process safety observations more efficiently within the risk management system, and the safety observation follow-up and implementation of actions are effective.



We have developed occupational safety by encouraging employees and by actively promoting the reporting of safety observations.



OUR GOAL IS ZERO ACCIDENTS.

Cleanly and sustainably

Our carbon footprint increased compared to the previous year. This change was driven by the increased use of chemicals at the Mäkikylä wastewater treatment plant last year, resulting from the need to modify the wastewater treatment process.

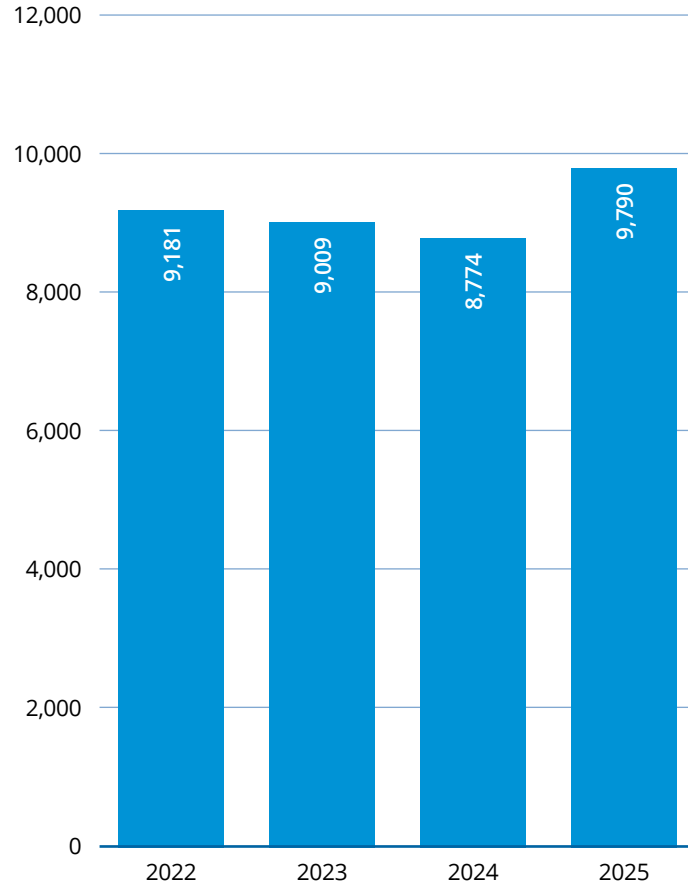
The chemicals used in the wastewater treatment process ensure that the treated wastewater meets the requirements of our environmental permit. Increased use of chemicals raises calculated greenhouse gas emissions, but it is necessary to ensure the quality of treated wastewater and to minimise the load on water bodies in accordance with environmental permit obligations.

We use the Vesihuki calculator to assess our carbon footprint. It is a tool designed for water utilities to provide indicative data on lifecycle greenhouse gas emissions. Currently, the calculator does not account for the production method of purchased electricity.

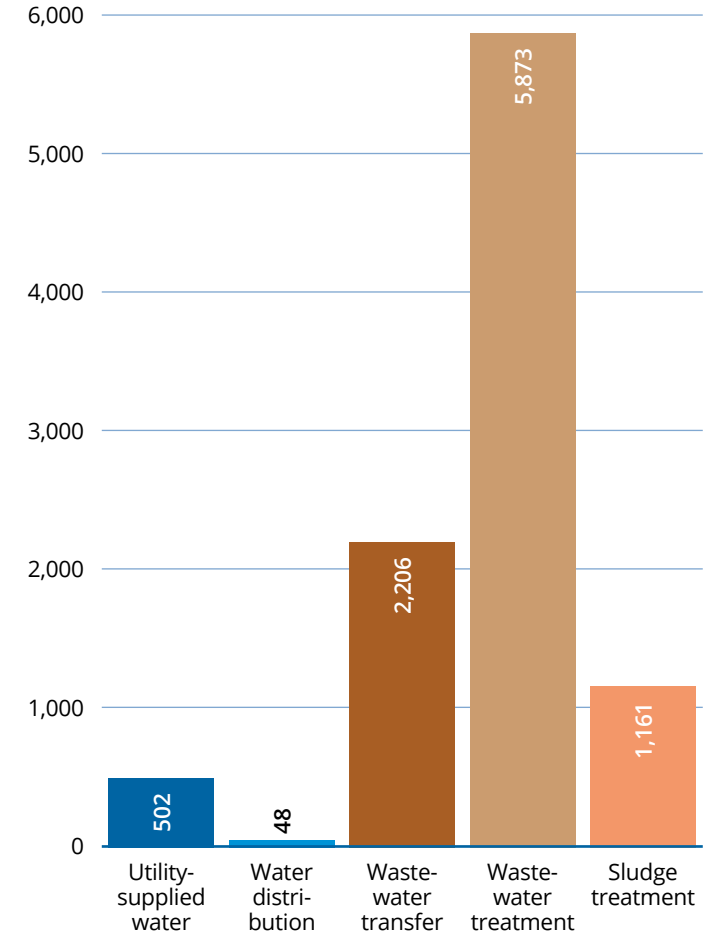
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We have used green electricity since 2022. Green electricity is generated from renewable energy sources: hydropower, wind power, and solar power. Our aim is to deliver cleaner and more sustainable water services through environmentally responsible choices.

Total carbon footprint (tonnes CO₂e/year)



Breakdown of our carbon footprint (tonnes CO₂e/year)



Green Deal commitment

Towards more environmentally friendly water treatment

Since the end of 2022, we have been committed to promoting the objectives of the Green Deal agreement on municipal wastewater treatment. The wastewater treatment plant operates under an environmental permit. By voluntarily committing to the Green Deal objectives, we strive to develop our operations and exceed the standards set by our environmental permit.

We are committed to:

- setting internal reduction targets for wastewater treatment to lower the nutrient load on the environment
- reducing our emissions through targeted projects in network management, renovation, inflow and infiltration water, leakages, and overflows
- enhancing our operations to reduce sewer overflows
- promoting risk management and the adoption of new best practices in our organisation, while sharing them across our sector



CASE

TERTIARY TREATMENT PLANNED FOR THE MÄKIKYLÄ WASTEWATER TREATMENT PLANT

The EU's new Urban Wastewater Treatment Directive introduces stricter requirements for wastewater treatment, particularly regarding the reduction of nutrient loads and harmful substances. At the Mäkikylä wastewater treatment plant, this means continuous optimisation of existing processes and planning for longer-term investments. We have prepared for future requirements by commissioning a preliminary design for tertiary treatment at the plant.

Tertiary treatment refers to additional treatment following the main biological-chemical treatment process, with the aim of further reducing nutrients and suspended solids in the treated water. The preliminary design has examined different tertiary treatment options in terms of their environmental impacts, costs, and implementation schedules in relation to the phased implementation of the Directive and the current processes at the Mäkikylä wastewater treatment plant.



Reliable water services

We plan and monitor our finances responsibly and with foresight, aligning our investments with the assets requiring renovation. In our investments, we prioritise renovation projects. Our turnover for the 2025 financial year was €20.2 million.

Reliable water services form the foundation of our operations. Our plants and networks must be kept in the best possible condition so that we can supply high-quality water and treat wastewater sustainably around the clock, all year round. The majority of our assets are tied up in underground water, wastewater, and stormwater networks. Because of the age profile of our networks, a considerable renovation backlog has accumulated. Renovation efforts are carefully targeted at the most vulnerable sections of the network in a timely fashion, based on information obtained from regular condition surveys. These surveys have also been used to draw up long-term renovation plans for water production sites and wastewater pumping stations.

Strength through preparedness

We carried out a comprehensive update of our preparedness plan during 2025. We were able to test the plan in practice through preparedness exercises, the largest of which was KAAKKO25, involving more than 100 organisations in South Karelia and Kymenlaakso.

As part of the update, we expanded and deepened our risk assessment, particularly in relation to the production and distribution of drinking water. We have also defined clear operating models and procedures in the preparedness plan for military conflict and other emergency conditions.

CASE

MORE RELIABLE WATER DISTRIBUTION THROUGH MONITORING

We improve the reliability of drinking water distribution and reduce disruptions for customers through our district metering system. It continuously monitors the flow and pressure of drinking water in measuring chambers, booster pump stations and water towers. The system automatically alerts us to any deviations.

The network is divided into several metering areas, which are further subdivided into smaller sections with new measurement points. Using these measurement points, we can quickly pinpoint the location of a potential water pipe leak and often begin repairs before customers notice any issues. This helps save water and reduces the use of water treatment and pumping energy, as well as the environmental impact of network leaks. Continuous monitoring also supports long-term network renovation planning: the data helps us identify the weakest points in the network and target investments more effectively. This enhances the safety and reliability of water services in the long term.

Water supply network renovated:

0.46%

Wastewater sewer network renovated:

0.52%

Renovation target level*: 0.6%

* Renovation level refers to the length of the renovated section of the network divided by the total length of the network.



Easy and convenient service

Our customer service offers targeted advice on, for example, stormwater matters. On our helpline, our experts respond to all questions related to stormwater. Work orders can be placed using the electronic forms available on our website.

We measure customer satisfaction at renovation sites through resident surveys. The surveys are sent to residents after the completion of water services renovation projects, with a particular focus on the success of communication and interaction at the sites. In the 2025 surveys, we achieved a score of 7.9 on a scale of 0–10.

Remote-readable water meters enable our customers to monitor their water consumption and be billed based on actual usage. The readings from the meters are transferred automatically to the billing system, so customers no longer need to report meter readings separately for invoicing.

Our 2025 target was for at least 60% of invoices to be electronic. We succeeded in reaching this goal, as e-invoices accounted for 64% of our invoices at the end of the year. Moving away from paper invoices supports our environmental responsibility.

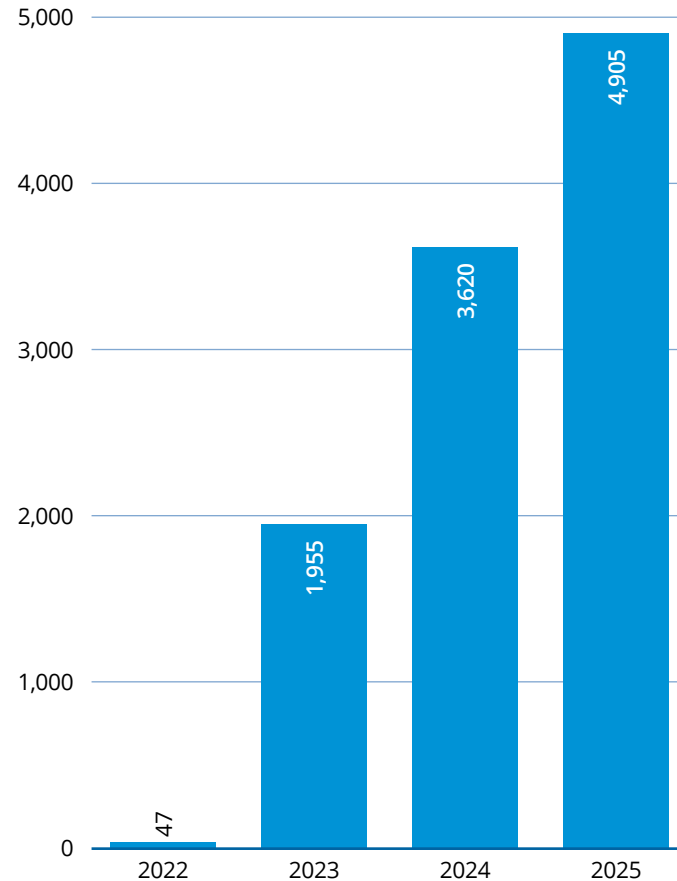
Proportion of e-invoices* over

64%



* The proportion of e-invoices is the number of e-invoices divided by the total number of invoices.

Cumulative number of remote-readable meters



CASE

A NEWSLETTER PROVIDES UP-TO-DATE INFORMATION DIGITALLY

We enhanced our customer communications with a regularly published electronic newsletter, aimed at increasing transparency and providing information on water services. The newsletter covers our current activities and updates.

In 2025, we transitioned from a printed customer magazine to a fully digital format, strongly supporting our sustainability goals. The change reduces paper consumption, printing and distribution, thereby lowering the environmental footprint of our communications and supporting the transition towards lower-carbon water services.

The move towards more digital communication complements our earlier efforts to expand digital services, such as e-invoicing, and to reduce the use of materials.





KOUVOLAN VESI OY
Savonsuontie 8
FI-45720 Kuusankoski
Finland

www.kouvolanvesi.fi
firstname.lastname@kouvolanvesi.fi