



CITY  
OF WARSAW

## INTEGRATED SUSTAINABILITY REPORT 2013

1<sup>st</sup>-in-world published using the G4 guidelines of the Global Reporting Initiative

A systematic disclosure of environmental, societal, economic, and financial performance, as well as governance details, of the 9<sup>th</sup> largest city in Europe and Capital of Poland.



### Highlights

#### Environmental

- **25%** of Warsaw is **green space**
- Goals include **20% emissions reductions by 2020**
- **Cogenerated** heat distribution system from electricity plants is **3<sup>rd</sup> largest** (1,700km) in the world
- Recently modernized water treatment plant was the **largest environmental protection investment in Europe** (totaling € 769 million)
- Ranked **16<sup>th</sup>** out of 30 in the European Green City Index
- Adjacent **UNESCO World Biosphere Reservation** is home to **16,500** animal species (including 226 under protection & 200 bird varieties) & **1,300** plant species

#### Economic/Financial

- About **€ 3.2 billion** annually from a variety of sources is spent on city operations and investments
- **Alpha-** level city according to the Globalization and World Cities (GaWC) Research Network
- Home to over **50** corporate operations hubs and **31%** of office stock in Central Europe, and **the largest percentage of LEED and BREEAM-certified** new building construction in the Central and Eastern European region, including such notable examples such as the green roof on the University of Warsaw Library
- **96% employment** rate among the highest in the European Union

#### Societal

- **11,469** concerts, plays, and other performances in 2012
- **Free outdoor concerts** every week in the Royal Łazienki Park during warm months and elsewhere
- **Natural shores** of the Vistula River part of a network of paths and recreational areas
- **UNESCO World Heritage sites** (including the **largest restored** historic **Old Town** in the world)
- Museums include the **Copernicus Science Center**, the **Warsaw Uprising Museum**, and the new **Museum of the History of Polish Jews** funded by the City and the Ministry of Culture and National Heritage of the Republic of Poland, helping document a millennium **of multicultural history**
- **Public safety has greatly improved**, as indicated by a 47% drop in crime & 56% decline in road accidents (2000-11)
- The new citywide automated **bicycle rental system**, Veturilo, is enjoyed an average of over **10,000** times per day



**WELCOME** (G4 Indicators: G4-1 Vision statement of chief executive & G4-2 Opportunities related to sustainability)



**Welcome to Warsaw’s first annual integrated sustainability report.**

This report on our vision, goals, action, progress, and opportunities related to sustainability is consistent with our Warsaw’s strategic plan.

To paraphrase conventional definitions: **we consider sustainability to mean our capacity “to thrive today in a way that allows us to thrive in the future.” Our vision is to achieve sustainability in both city operations and the activities of residents, businesses, and visitors.**

**Consistent with the Development Strategy for the City of Warsaw until 2020, we are doing this by considering the full range of impacts and benefits of what we do.**

We see aspects of City functions to be inter-related and mutually reinforcing. A tangible illustration of this is our enormously popular bike rental system. It has generated environmental benefits (reduced emissions), societal benefits (improved health and well-being for users), and financial benefits and economic benefits (increased productive time and leisure time due to reduced roadway congestion).

The opportunities related to achieving our goals are immense. For example, achieving our 20% carbon emissions reduction goal by 2020 is generating environmental, social, and economic benefits. Warsaw already has the highest percentage of LEED and BREEAM-certified new building construction. Maintaining the 25% of the city constituted by green space is also consistent with this goal, as is continued expansion and modernization of our public transportation infrastructure.

We warmly invite you to discover what we are doing to achieve sustainability as we prepare to host 194 delegations at the COP19 UN Climate Change Conference in November, 2013.

Mayor Hanna Gronkiewicz-Waltz

**ABOUT THIS REPORT**

- This report adapts a best practice from the private sector; more than 95% of the world’s largest companies report on governance and economic, societal, and environmental impacts. The most widely used standards are those of the Global Reporting Initiative, or GRI (available at [globalreporting.org](http://globalreporting.org)), adopted by over 4,000 organizations (including over 75% of the largest companies) in at least 60 countries. This is the first recorded use of the G4 standard (the latest version of the GRI framework). Because it includes financial data, this document functions as an integrated report.
- This report meets the criteria for being in accordance with G4 guidelines at the core level – it includes 35 general disclosures (mostly about the organization) and at least one specific disclosure about every aspect of the organization that significantly impacts - or is material to - stakeholders (see Index on pages 12-13 for more details).
- The indicators show significant efforts and progress in terms of environmental impacts (e.g. completion of the largest environmental protection project in Europe, assuring that 100% of effluents are fully treated), economic health (a 96% or greater employment rate) and societal well-being (a 47% drop in crime from 2000-2011 and 11,469 artistic performances in just 2012), as well as specific, tangible, and ongoing steps to assure strategic goals are met (e.g. energy monitoring and efficiency programs to achieve a 20% reduction in emissions by 2020).

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## ORGANIZATIONAL PROFILE

- G4-3 Name of the organization: **Warszawa (in English, Warsaw)**  
Often officially called **Miasto Stołeczne Warszawa (City of Warsaw)**
- G4-4 Primary brands - **emblem and flag of the city:**



Official homepage of the City: [um.warszawa.pl](http://um.warszawa.pl) (in English: [um.warszawa.pl/en](http://um.warszawa.pl/en))

The city has a role – often in cooperation with the national government, private for-profit companies, and charities – in delivering services such as: **culture, education, health, hospitals, infrastructure (transportation, energy, water, sewage, waste), public safety**

Subsidiary brands, functions & websites: **ZTM** (transport, [ztm.waw.pl](http://ztm.waw.pl)),  
**MPWiK S.A.** (water & sewerage, [mpwik.com.pl](http://mpwik.com.pl)), **MPO** (solid waste management, [mpo.com.pl](http://mpo.com.pl)),  
**ZOM & ZTP** (sanitation & cleanliness, [zom.waw.pl](http://zom.waw.pl), [ztp.waw.pl](http://ztp.waw.pl)).

- G4-5 Location of the organizational headquarters  
**Urząd Miasta Stołecznego Warszawy, Plac Bankowy 3/5, 00-950 Warszawa, Polska**
- G4-6 Number and names of countries where the organization operates: **one (Poland) though the City has “twin towns” and other partnerships around the world.**
- G4-7 Legal form: **according to the Statute of the City of Warsaw, the City has the legal status of *Powiat* (County)**  
available at [bjp.warszawa.pl/Menu\\_podmiotowe/Warszawa/statut.htm](http://bjp.warszawa.pl/Menu_podmiotowe/Warszawa/statut.htm).
- G4-8 Markets served &
- G4-9 Scale of organization

**Residents within city limits: about 1.7 million**

**Area: 517.24 km<sup>2</sup> (199.96 square miles)**

**Within the metropolitan area (or agglomeration): about 3 million residents**

**Capital city to over 38 million citizens of Poland**

**Budgeted expenditures for 2013: € 3.2 billion**

**Tourists: 8.3 million tourists in 2011 (2.8 million foreign tourists)**

**8.6 million tourists in 2012 (3.0 million foreign tourists)**

**Students in higher education institutions: 270,000**

**Density of population: 3,300 per km<sup>2</sup>**

**Registered enterprises: 355,000 (December 2012)**

Outline of the geographic boundaries of the 18 districts comprising Warsaw,  
with the Vistula River running through the middle of the city:





### ORGANIZATIONAL PROFILE (continued)

G4-10 Types of employment

**Warsaw directly employs 7,632 people (the City and its districts).**

The City co-owns, co-funds, or co-administers utilities, departments, subsidiaries, and other entities, plus outsources many functions. Because of this, and due to turn-over and part-time employees, it is difficult to pinpoint the number of municipal employees. About 22,000 teachers and 11,000 others are employed in primary-secondary schools. **As many as 90,000 people could be reasonably defined as municipal employees.**

G4-11 The percentage of total employees covered by collective bargaining agreements: **100%**

G4-12 Organizational supply chain

**Activities of City government are mostly supplied from within Poland (e.g. materials and energy for infrastructure) and water withdrawal is from the Vistula River and Zegrzyński Reservoir.**

G4-13 The significant changes regarding the organization's structure, size, ownership, or supply chain

**There have been no significant recent changes.**

G4-14 Whether and how the precautionary approach or principle is addressed by the organization

**Yes, the City extensively studies ideas before implementing innovations.**

G4-15 Economic, Environmental, and Societal initiatives the organization subscribes or endorses &

G4-16 Memberships in associations and cooperative projects

- **2013 Host City to 194 national delegations taking part in the UN Climate Change Conference (COP19)**, chaired by Polish Environment Minister. Poland will hold the presidency of the UN Climate Convention from November 2013 to November 2014.
- **Covenant of Mayors**: climate change mitigation movement endorsed by the European Commission.
- **Cities on Power** (with partners in Austria, Germany and Italy): initiative energy-use models are being drawn up for city development projects.
- the only European metropolis to have joined the **LIFE+** project which will add more scenic trails and bird-watching sites to the river's eastern bank.
- **C40** Cities Climate Leadership Group
- **EUROCITIES**: the network of Major European Cities
- **ICLEI**: Local Governments for Sustainability (founded as the International Council for Local Environmental Initiatives)
- Cooperation with embassies of: Austria, Czech Republic, Denmark, France, Japan, Germany, Norway, USA, Switzerland, Sweden, UK
- Cooperation within EU co-funded projects and Norway Grants
- **Open House** and **Garden Over the Head**: two groups promoting green building practices
- **E3SOHO** and **ICE WISH**: energy efficiency projects in social housing





## ENVIRONMENTAL

### ENERGY & EMISSIONS

#### DISCLOSURE ON MANAGEMENT APPROACH

Warsaw has a goal and strategy related to energy use and emissions. The Warsaw City Council joined the Covenant of Mayors in 2009 – European local governments working under the auspices of the European Commission to achieve a goal of a reduction of 20% in greenhouse gas emissions by 2020. This entailed the City Council approving the Sustainable Energy Action Plan for Warsaw. Closely related, the City has a strategic plan for sustainable transportation and promoting green building.

G4-EN3 Energy consumed within the organization  
G4-EN15 & G4-EN16 Direct & Indirect Greenhouse Gas (GHG) emissions

Below are estimated totals of direct (from city operations) and indirect (from all other activities in the city) energy consumption and carbon dioxide emissions for the baseline year (2007), last available year (2011), and 2020, the year by which energy and emissions are scheduled to be 20% below 2007 levels.

| Year | Energy Consumption<br>MWh/year | CO <sub>2</sub> emissions<br>[MgCO <sub>2</sub> /year] |  |
|------|--------------------------------|--|--|
| 2007 | 28,394,431                     | 12,952,984   | (baseline year, using different methodology than 2011)   |
| 2011 | 27,884,366                     | 13,304,435   | (last available, 2012 total to be released by Nov. 2013) |
| 2020 | 22,715,545                     | 10,362,387   | (goal)   |

#### Interpretation: total energy use in the city declined (despite uninterrupted economic growth).

2007 and 2011 methods for estimating CO<sub>2</sub> emissions differed; in other words, there was not necessarily an increase in emissions. In 2011, the methodology was harmonized with other Covenant of Mayors member cities and resulted in a higher total estimate of emissions, despite energy use having reduced. Attributable GHG reductions due to improved energy usage efficiency (G4-EN19) and initiatives to further reduce energy use and emissions are listed below.

#### Ongoing initiatives to reduce GHG emissions include:

- **Retrofitting of Warsaw public buildings (2011-2020) will total 230 mln €**
- **Renewable energy investments (2011-2020) will total 151 mln €**
- **Modernization of the outdoor lighting system (2013-2015) will total 98 mln €**
- The document: “The Transportation System of Warsaw: Sustainable Development Strategy Up to Year 2015 and Successive Years Including the Sustainable Development Plan for Warsaw’s Public Mass Transit System” calls for **186 new trams capable of recovering braking energy, 35 six-coach energy efficient metro trains, 273 modern buses including hybrids, 19 new rapid city trains**, completion of a second metro line, setting bus-only lanes, development of P&R car park system, expansion of bicycle paths and Veturilo automated public bicycle rental system, training of drivers in eco-driving and promotion of public transport.
- Maintenance of the heat-and-electricity cogeneration and distribution system is also essential to achieving Warsaw’s efficiency goals. **Cogenerated heat is distributed to almost 75% of the city’s geographic area** and allows for a much **higher rate of efficiency (30% better) in harnessing energy** (in comparison to treating heat as “waste” when electricity is produced). The system, 1,300 km in length, is the third largest in the world.
- Boosting **biomass-based energy** production from **2% to 10%** and **waste-to-energy** production from **1% to 8%** (from 2010 to 2020 levels).

G4-EN6 & G4-EN19 Reduction of energy use & GHG emissions

Monitoring and initiatives to reduce of energy use have begun. Based on measurements and campaigns at 1,191 locations (869 electricity meters, 537 heat meters and 618 gas meters), **a reduction of electricity consumption of 1,262,520 kWh was achieved in 2011** (down from 42,290,802 kWh), **resulting in 1,262,520 kg less CO<sub>2</sub> emissions related to Warsaw’s electricity usage.**



## ENVIRONMENTAL (continued)

### WATER & EFFLUENTS & WASTE

#### DISCLOSURE ON MANAGEMENT APPROACH

Warsaw's use and discharge of water has been a top priority. The single biggest investment in environmental protection in Europe was the renovation and modernization of the Czajka Treatment Plant, which assures processing of 100% of the wastewater of Warsaw. This has an impact on the quality of the Vistula River and Baltic Sea ecosystems. The extraction of water, primarily from under the Vistula River, employs, among other techniques, a rarely deployed natural filtration technology. A citywide mandatory recycling policy has taken effect in 2013.

G4-EN8 Total water withdrawal by source

G4-EN9 Water sources significantly affected by withdrawal of water

**Average use of water in Warsaw: 346,300 cubic meters per day (2011).**

**Total water used by Warsaw: 126,399,500 cubic meters (2011).**

**Water supply capacity, by source, in cubic meters per day (2011):**

**450,000 Vistula River**

**250,000 Zegrzyński Reservoir**

**700,000 Total**

G4-EN22 Total volume of water discharge by quality and destination

G4-EN26 Water bodies affected by the organization's discharges of water and runoff

**Average discharge per day of water from Warsaw: 298,000 cubic meters (2011).**

**Total water discharged from Warsaw: 117,086,500 cubic meters (2011).**

The Czajka treatment facility has a maximum capacity of treating up to 515,000 cubic meters per day.

Water is discharged back into the Vistula River, which flows to the Baltic Sea. The quality of discharged water, due to the renovation and modernization of the Czajka water treatment facility, has improved greatly, from 71.1% treated to **100% fully treated in satisfaction of European Union standards.**

**The Czajka treatment facility modernization was the largest investment in environmental protection in Europe and the largest EU co-funded infrastructure investment in Poland, totaling over € 769 million, or 3 billion PLN.** 60% was funded by the European Cohesion Fund and 40% was funded by the City of Warsaw. Notably, the thermal treatment of residual sludge results in recoverable ash and energy.



Czajka Wastewater Treatment Plant.

Photo by Kacper Kowalski of [aeomedia.pl](http://aeomedia.pl), courtesy of Veolia Water.



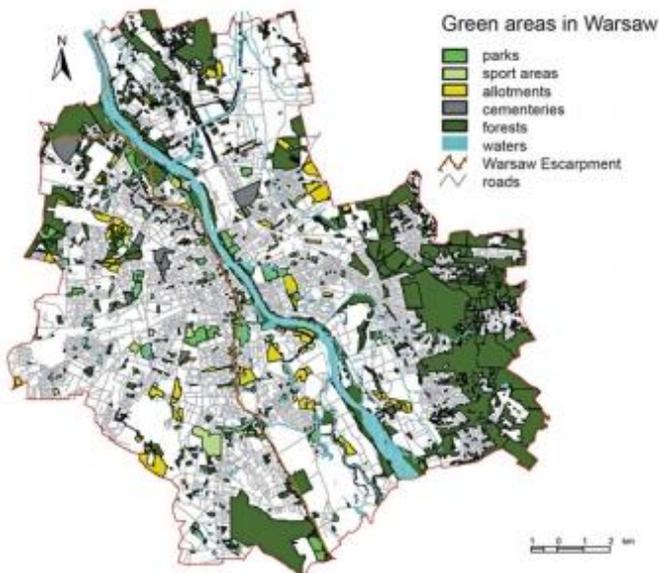
## ENVIRONMENTAL (continued)

### BIODIVERSITY & GREEN SPACES & OVERALL

#### DISCLOSURE ON MANAGEMENT APPROACH

Warsaw takes great pride in its green spaces, which constitute 25% of its territory. The City's approach is to conserve and maintain these vital features of its geography. Because the parks also contain palaces and performing arts facilities, they are integrally related to the City's heritage and cultural life. Free outdoor concerts are a major attraction for both tourists and residents. Warsaw belongs to **Natura 2000** (an EUwide network of nature protection areas - [ec.europa.eu/enviornment/nature/natura2000/](http://ec.europa.eu/enviornment/nature/natura2000/)) which is rare among cities. Green building - including such noteworthy examples as the park on the roof of the Warsaw University Library - is heavily promoted.

- G4-EN12 Impacts of activities on biodiversity in protected areas  
G4-EN13 Habitats protected or restored  
G4-EN31 Total environmental protection expenditures and investments by type



**25% of Warsaw is green space.** This includes:

- 14% forest (7,258 hectares within city limits).
- 76 parks (715 hectares) in various styles (from Baroque to Sentimentalist to 20th Century to Modernist) feature palaces, museums, and performing arts facilities such as amphitheatres.
- 160 squares and lawns comprise 160 hectares.
- Radial strips of parks and boulevards and the river channel provide a flow of fresh air from Kampinos National Park, Chojnowski Scenic Park, and Kabaty forest toward the city center.
- The Vistula River channel and its beaches, as well as cemeteries, private lawns, gardens, and orchards comprise the balance of green spaces.



In 2012 the City spent a total of 400,000,000 PLN on environmentally-related expenditures and investments. Among non-financial actions, the City, together with Klub Gaja ([klubgaja.pl](http://klubgaja.pl)) an ecological NGO, organizes an annual tree-planting day; in 2012, thousands trees were planted. The impacts of preserving large tracts of the city either as forests, parks, or other green spaces on biodiversity are positive. [Wislawarszawska.pl](http://Wislawarszawska.pl) is an NGO dedicated to raising awareness and appreciation for wildlife and nature within the boundaries of Warsaw. The Vistula River and its ecosystem are home to, among other animals, beavers and the inspiration for the national emblem, the Bielik (a species of eagle). Warsaw is ranked **16th out of 30 in the European Green City Index** and the adjacent **UNESCO World Biosphere Reservation** – Kampinos National Park (Kampinoski Park Narodowy) – is home to **16,500 animal species** (including **226 under protection** and **200 bird varieties**) and **1,300 plant species**.



## SOCIAL ASPECTS – COMMUNITY RELATED

### DISCLOSURE ON MANAGEMENT APPROACH

As illustrated by this report, Warsaw evaluates and considers the societal impacts of its operations. All city services and infrastructure investments ultimately are managed with the intent of optimizing conditions in which residents, businesses, visitors, and investors can thrive.

### LOCAL COMMUNITIES

G4-SO1 Percentage of operations with local community engagement & impact assessments: **100%**

Below are specific city operations that engage communities and statistics that indicate their impact.

**Education:** 2,700 million PLN (2012). Of this total, districts allocated 2,423 million (52.1% of their budgets). Primary and secondary schools include **804 public and 630 private institutions**. Of **274,000 students, 87% are taught in public institutions employing approximately 22,000 teachers and 11,000 other personnel**.

**Social assistance:** 817 million PLN (2012). Housing was provided in **16 units to 2,444 children** deprived of parental care and **4,560 places** in nurseries were **85% subsidized**. The City also assists the **differently-abled, poor, and homeless**.

**Culture:** 377 million PLN (2012). The City supports **19 theaters, one orchestra, five museums, 18 libraries and other facilities**. **Municipal theaters** featured **4,686 shows** watched **1,026,963 times**. The City co-organized **303 events** at the **Copernicus Science Centre** attended **1,286,974 times**. The **Varsovia Symphony Orchestra** played **188 concerts** (58 abroad). The City supports folk dance groups whose efforts are essential to the discovery and preservation of traditional music, songs, clothing, and choreography. Warsaw's **Old Town Jazz Festival, International Chopin Competition, Mozart Festival, and Sunday piano concerts under the Chopin Monument** are among other highlights of the City's cultural calendar.



Kuźnia Artystyczna dancers. Photo courtesy of the archives of the Wilanów Cultural Center and available at: [ckwilanow.nazwa.pl/kuznia](http://ckwilanow.nazwa.pl/kuznia).

**Health (beyond the National Health Fund):** Warsaw invested 152 million PLN (2012). This includes **healthy lifestyle promotion** and programs dedicated to assisting **pregnant women, people over age 65, and elementary school students** with early detection of hearing loss and vision and posture problems.

**Sport (including leisure and tourism):** 126 million PLN (2012). The City organizes a variety of sporting and related events, including **world class championship tournaments for the differently-abled**.



## SOCIAL ASPECTS – COMMUNITY RELATED (continued)

### Other statistics indicative of societal conditions:

Warsaw is home to **1518 historic buildings, 305 libraries, 56 museums, 114 galleries, 88 higher education institutions, 31 cinemas, 50 theatres, and over 1500 pubs & restaurants.** Warsaw is home to **UNESCO World Heritage sites** (including the **largest restored Old Town in the world**). Its museums include the **Copernicus Science Center**, the **Warsaw Uprising Museum**, and new **Museum of the History of Polish Jews** funded by the City and the Ministry of Culture and National Heritage of the Republic of Poland, which helps to document a millennium of multicultural history. The new citywide automated bicycle rental system, **Veturilo** (functioning since 2012), is enjoyed an average of over **10,000 times per day**.

**Public safety and law enforcement** is the domain of both the national organs (e.g. the Police and Fire Services) and the City of Warsaw. The following statistics reveal that public safety has improved drastically since 2000.

| Year                       | 2000   | 2005   | 2010   | 2011   | Change (2000-11) |
|----------------------------|--------|--------|--------|--------|------------------|
| <b>All illegalities</b>    | 92,798 | 90,727 | 57,302 | 57,644 | - <b>38%</b>     |
| <b>Criminal violations</b> | 89,533 | 78,997 | 47,422 | 47,673 | - <b>47%</b>     |
| <b>Road accidents</b>      | 2,343  | 1,671  | 1,035  | 1,042  | - <b>56%</b>     |

**Major indicators of public safety show a significant and sustained trend of improvement.**

## SOCIAL ASPECTS – WORKPLACE RELATED

### DISCLOSURE ON MANAGEMENT APPROACH

The aspects below relate to the workplace conditions of Warsaw’s municipal employees. As reflected in these indicators, employees are allowed to unionize and are covered by occupational health and safety programs, and anti-corruption rules and the City’s Code of Ethics are communicated to all workers.

### OCCUPATIONAL HEALTH & SAFETY

G4-LA5 Percentage of workforce represented in formal joint management-worker health and safety committees that help to monitor and advise programs: **100%**

### FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

G4-HR4 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk: **0%**

### SECURITY PRACTICES

G4-HR7 Percentage of security personnel trained in human rights policies or procedures: **100%**

### ANTI-CORRUPTION

G4-SO4 Communication and training on anti-corruption policies and procedures: **rules against corruption are communicated to 100% of employees.** The city’s standards and norms of behavior, including its Code of Ethics, are described under indicator G4-56.



## ECONOMIC & FINANCIAL INDICATORS

### DISCLOSURE ON MANAGEMENT APPROACH

As indicated by other sections of this report, the public funding and expenditures enumerated below are directed to infrastructure investments and public services that, according to empirical and qualitative indicators, improve efficiency and environmental and societal conditions.

### ECONOMIC PERFORMANCE

G4-EC1 Direct economic value generated and distributed: see City of Warsaw Financial Summary below.

G4-EC4 Financial assistance received from government: see City of Warsaw Financial Summary below.

### City of Warsaw Financial Summary for 2012

#### Revenues (in Polish zlotys)

| Source                | PLN                   | % revenues |
|-----------------------|-----------------------|------------|
| Income tax            | 4,000,000,000         | 33.61      |
| National contribution | 1,900,000,000         | 15.97      |
| Other sources         | 1,800,000,000         | 15.13      |
| Local taxes           | 1,600,000,000         | 13.45      |
| City investments      | 1,500,000,000         | 12.61      |
| EU programs           | 1,100,000,000         | 9.24       |
| <b>TOTAL</b>          | <b>11,900,000,000</b> | <b>100</b> |

#### Expenditures (in Polish zlotys)

| Item                    | PLN                   | % spending |
|-------------------------|-----------------------|------------|
| Transportation          | 4,404,000,000         | 34.94      |
| Education               | 2,700,000,000         | 21.42      |
| Municipal Real Estate   | 1,300,000,000         | 10.31      |
| Health & Social Support | 1,000,000,000         | 7.93       |
| Community Services      | 900,000,000           | 7.14       |
| Help to Other Regions   | 800,000,000           | 6.35       |
| Culture                 | 400,000,000           | 3.17       |
| Environment             | 400,000,000           | 3.17       |
| Public safety           | 300,000,000           | 2.38       |
| Debt-related            | 300,000,000           | 2.38       |
| Sport                   | 100,000,000           | 0.79       |
| <b>TOTAL</b>            | <b>12,604,000,000</b> | <b>100</b> |



Tram on Prosta Street. Image available at: [strategiatransportowa.um.warszawa.pl](http://strategiatransportowa.um.warszawa.pl).

The Transportation Strategy of Warsaw: Sustainable Development Strategy.

Financial data related to entities co-owned or co-managed by the city, such as utility companies, are not included.

### Other indicators of economic conditions in the City of Warsaw:

Warsaw is an **Alpha- level city** (indicating that it maintains a high degree of global interconnectedness) according to the Globalization and World Cities (GaWC) Research Network. The city is home to **over 50 corporate operations hubs and 31% of office stock in Central Europe**. **Green building is encouraged**: Warsaw has the **largest percentage of LEED and BREEAM-certified new building construction in the Central and Eastern European region**. As mentioned in environmental section of this report, examples include the **green roof on the University of Warsaw Library**. The city has sustained a **96%** (or higher) employment rate in recent years (among the highest in the European Union).

### MARKET PRESENCE

G4-EC7 Development and impact of infrastructure and services supported

The remainder of this document explains the impact of investments (in items such as public transportation, culture, and water treatment) have improved infrastructure and services and well-being, as measured by environmental and societal statistics.



## HOW REPORT CONTENTS WERE DECIDED

### IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17 Entities in the organization's consolidated financial statements or equivalent documents

**18 Districts: Bemowo, Białołęka, Bielany, Mokotów, Ochota, Praga-Południe, Praga-Północ, Rembertów, Śródmieście, Targówek, Ursus, Ursynów, Wawer, Wesoła, Wilanów, Włochy, Wola, Żoliborz.**

G4-18 Defining report content – the materiality principles suggested by GRI were followed

- **Aspects of the G4 standard were evaluated in terms of their impact on stakeholders.**
- **Environmental, social, and economic data was placed in the context of sustainability.**
- **This report reflects significant environmental, social, and economic impacts.**

G4-19 Material Aspects (from among the aspects listed in the G4 guidelines)

**Economic: Economic Performance, Market Presence**

**Environmental: Energy, Emissions, Water, Effluents and Waste, Biodiversity, Overall**

**Social: Local Communities, Occupational Health & Safety, Freedom of Association & Collective Bargaining, Security Practices, Anti-Corruption**

G4-20 Aspect Boundaries within the organization

G4-21 Aspect Boundaries outside the organization

**There are no boundaries to material aspects (see G4-10) within the organization. Inextricably, and as suggested throughout this report, societal, environmental, economic, financial, and governance aspects are linked and impact each other. All are self-evidently vital to the long-term sustainability and thriving of the organization. All of the aspects identified above as material (see G4-10) are primarily felt within the city, but also impact the rest of Poland and ultimately the world, inasmuch as environmental impacts affect global climate.**

G4-22 The effect of restatements of information from previous reports: **none.**

G4-23 Significant changes from previous reports in the Scope and Aspect Boundaries: **none.**

### STAKEHOLDER ENGAGEMENT

G4-24 Stakeholder groups engaged by the organization

**Residents, businesses, charities, other non-governmental organizations.**

G4-25 Basis for identification of stakeholders with whom to engage

**People and entities that reside or function in within the City, or use City services.**

G4-26 Organization's approach to stakeholder engagement

**Surveying, online and in-person dialogue, elections, and office of NGO engagement.**

G4-27 Key topics and concerns that have been raised through stakeholder engagement

**Maintenance of environmental quality, recreation and cultural opportunities, safety, roads and public transportation infrastructure, and transparency.**

### REPORT PROFILE

G4-28 Reporting period: **except as otherwise indicated, calendar year 2012.**

G4-29 Date of most recent previous report: **this is the first.**

G4-30 Reporting cycle: **annual.**

G4-31 Contact point for questions regarding the report or its contents: Director of Infrastructure Department at Warsaw City Hall Leszek Drogosz [ldrogosz@um.warszawa.pl](mailto:ldrogosz@um.warszawa.pl) or Associate Professor Adam J. Sulkowski [asulkowski@umassd.edu](mailto:asulkowski@umassd.edu).

G4-32 The 'in accordance' option and GRI Content Index: see **pages 1 and 13-14.**

G4-33 Assurance: **this edition was not subject to an external audit.**



## GOVERNANCE

G4-34 The governance structure of the organization

G4-56 The organization's values, principles, standards and norms of behavior

The Mayor of the City of Warsaw holds executive power. The Mayor is elected in general, equal and direct elections held by secret ballot. The Mayor is responsible for the city's administration, administers the annual budget and the city's capital works and property, manages the city's day-to-day affairs and represents the city.

In addition, the Mayor executes tasks determined by the Warsaw City Council, which is the legislative and decision-making body. The City Council sets local by-laws, passes budgets and audits their implementation, passes local spatial development plans, names streets and public squares, and makes decisions related to the construction of new monuments.

Warsaw is divided into eighteen districts. Each district is represented by a District Mayor, who holds executive power. The District Council is the decision-making body. More information is available here:

[um.warszawa.pl/en/articles/administration](http://um.warszawa.pl/en/articles/administration).

As reflected by this Integrated Sustainability Report, the City of Warsaw is committed to transparency, stakeholder engagement, objectively gauging progress, and making pragmatic decisions. This is evidenced by the City adopting ISO 9001:2009. Ethical conduct at all levels of city government and employment is required, as evidenced by the City's Code of Ethics, linked here: [um.warszawa.pl/node/10227](http://um.warszawa.pl/node/10227) and available here:

[um.warszawa.pl/sites/default/files/11013Kodeks%20Etyki\\_0.pdf](http://um.warszawa.pl/sites/default/files/11013Kodeks%20Etyki_0.pdf).

## ACKNOWLEDGMENTS



This report was researched and prepared by Associate Professor Adam J. Sulkowski of University of Massachusetts Dartmouth (Visiting Professor at the Warsaw University of Life Science), whose research articles on the implementation and impacts of sustainability and integrated reporting are available at [adamsulkowski.com](http://adamsulkowski.com). Associate Professor Sulkowski has led student teams in preparing ground-breaking sustainability reports for his university and two municipalities in the United States.

This report would not have been possible without the cooperation of Leszek Drogosz, Director of the Infrastructure Department at Warsaw City Hall, and several people in his department.

**Cover photo descriptions and credits** (clockwise from top left): Castle, Old Town, and King Zygmunt's Column – courtesy of Jacek Kadaj. Dancers (in clothing of nobility at Wilanów Palace – courtesy of Kuźnia Artystyczna dance group ([ckwilanow.nazwa.pl/kuznia](http://ckwilanow.nazwa.pl/kuznia)) and the archives of the Wilanów Cultural Center. Beach volleyball on the shores of the Vistula River – courtesy of the City of Warsaw. Free open air concert at the Chopin Monument in Royal Łazienki Park - courtesy of TripAdvisor.

## DISCLAIMERS

This document was prepared as a pragmatic exercise in measuring and communicating progress using objective criteria, rather than a political tool in the service of any party or elected official.

Data was collected with the assistance of employees of the Warsaw Department of Infrastructure using, among other sources, publications of the City of Warsaw and the Central Bureau of Statistics (GUS).

This report was not audited and data may be revised and/or updated in a future iteration of this report.



## REPORT INDEX

G4-33 The 'in accordance' option and GRI Content Index:

This document meets the criteria of being in accordance with the G4 Guidelines for sustainability reporting on the core level (in the terminology of the Global Reporting Initiative: [globalreporting.org](http://globalreporting.org)).

| GENERAL STANDARD DISCLOSURES  | Page(s) |
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| G4-1 Vision statement of chief executive  | 1       |
| G4-2 Opportunities related to sustainability  | 1       |
| ORGANIZATIONAL PROFILE  |         |
| G4-3 Name of the organization   | 2       |
| G4-4 Primary brands, products, and services   | 2       |
| G4-5 Location of the organizational headquarters  | 2       |
| G4-6 Countries where the organization operates  | 2       |
| G4-7 Nature of ownership and legal form   | 2       |
| G4-8 Markets served   | 2       |
| G4-9 Scale of organization  | 2       |
| G4-10 Structure of employees  | 3       |
| G4-11 Percent of employees covered by collective bargaining agreements                            | 3       |
| G4-12 The organization's supply chain   | 3       |
| G4-13 Significant changes since the organization's last report                                    | 3       |
| G4-14 Whether and how the precautionary approach or principle is addressed by the organization    | 3       |
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| IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES  |         |
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| G4-18 Defining report content   | 10      |
| G4-19 Material aspects  | 10      |
| G4-20 The Aspect Boundary within the organization   | 10      |
| G4-21 The Aspect Boundary outside the organization  | 10      |
| G4-22 Effect of restatements of information in previous reports and reasons for such restatements | 10      |
| G4-23 Significant changes from previous reporting periods in the Scope and Aspect Boundaries      | 10      |
| STAKEHOLDER ENGAGEMENT  |         |
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| G4-25 The basis for identification and selection of stakeholders with whom to engage              | 10      |
| G4-26 The organization's approach to stakeholder engagement                                       | 10      |
| G4-27 Key topics and concerns that have been raised through stakeholder engagement                | 10      |
| REPORT PROFILE  |         |
| G4-28 Reporting period  | 10      |
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| ETHICS AND INTEGRITY  |         |
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| G4-EC1                             | Direct economic value generated and distributed                                    | 9       |
| G4-EC4                             | Financial assistance received from government                                      | 9       |
| G4-EC7                             | Development and impact of infrastructure and services supported                    | 9       |
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| G4-EN3                             | Energy consumption within the organization   | 4       |
| G4-EN6                             | Reduction in energy used as a result of efficiency initiatives                     | 4       |
| G4-EN8                             | Total water used   | 5       |
| G4-EN9                             | Water sources significantly affected by withdrawal of water                        | 5       |
| G4-EN12                            | Impacts of activities on biodiversity in protected areas                           | 6       |
| G4-EN13                            | Habitats protected or restored   | 6       |
| G4-EN15                            | Direct Greenhouse Gas (GHG) emissions  | 4       |
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| G4-EN19                            | Reduction of GHG emissions   | 4       |
| G4-EN22                            | Total volume of water discharge  | 5       |
| G4-EN26                            | Water bodies affected by the organization's discharges of water and runoff         | 5       |
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| SOCIAL INDICATORS                  |  |         |
| LOCAL COMMUNITIES                  |  |         |
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| SOCIAL ASPECTS – WORKPLACE RELATED |  |         |
| G4-LA5                             | Percentage workforce represented in management-worker health and safety committees | 8       |
| G4-HR4                             | Operations identified in which the right to collective bargaining may be at risk   | 8       |
| G4-HR7                             | Percentage of security personnel trained in human rights policies or procedures    | 8       |
| G4-SO4                             | Communication and training on anti-corruption policies and procedures              | 8       |

## SOURCES

### City sources:

[um.warszawa.pl](http://um.warszawa.pl)

[zielona.um.warszawa.pl](http://zielona.um.warszawa.pl)

[ngo.um.warszawa.pl](http://ngo.um.warszawa.pl)

[warsawtour.pl](http://warsawtour.pl)

[ztm.waw.pl](http://ztm.waw.pl)

[en.veturilo.waw.pl](http://en.veturilo.waw.pl)

[warsawtour.pl/en/warsaw-for-everyone/parks-gardens-2075.html](http://warsawtour.pl/en/warsaw-for-everyone/parks-gardens-2075.html)

[bip.warszawa.pl/Menu\\_przedmiotowe/budzet\\_polityka\\_finansowa/default.htm](http://bip.warszawa.pl/Menu_przedmiotowe/budzet_polityka_finansowa/default.htm)

[warszawa.ngo.pl/](http://warszawa.ngo.pl/)

[um.warszawa.pl/en/business-and-investments/article-business-and-investments/warsaw-goes-green](http://um.warszawa.pl/en/business-and-investments/article-business-and-investments/warsaw-goes-green)

[strategiaintransportowa.um.warszawa.pl/sites/default/files/pdfs/STRATEGIA\\_synteza%20ENG.pdf](http://strategiaintransportowa.um.warszawa.pl/sites/default/files/pdfs/STRATEGIA_synteza%20ENG.pdf)

### Central Office of Statistics & Non-city sources:

[stat.gov.pl/gus](http://stat.gov.pl/gus)

[stat.gov.pl/warsz/69\\_1337\\_ENG\\_HTML.htm](http://stat.gov.pl/warsz/69_1337_ENG_HTML.htm)

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[siemens.com/press/pool/de/events/2012/corporate/2012-06-rio20/gci-report-e.pdf](http://siemens.com/press/pool/de/events/2012/corporate/2012-06-rio20/gci-report-e.pdf)