



Office of Competition and Consumer Protection

REPORT ON UOKIK ACTIVITIES IN 2025



TABLE OF CONTENTS



1

competition protection

- 1.1 COMPETITION-RESTRICTING PRACTICES / 14
- 1.2 CONCENTRATION CONTROL / 20
- 1.3 STATE AID / 22
- 1.4 CONTRACTUAL ADVANTAGE / 24
- 1.5 PAYMENT GRIDLOCKS / 26



3

common section

- 3.1 MARKET RESEARCH / 48
- 3.2 DRAFTING OF LEGAL REGULATIONS / 50
- 3.3 INFORMATION AND EDUCATIONAL ACTIVITIES / 52
- 3.4 INTERNATIONAL COOPERATION / 55

- FOREWORD / 4
- KEY INFORMATION / 6
- UOKIK IN NUMBERS / 8



2

consumer protection

- 2.1 VIOLATION OF CONSUMER INTERESTS AND ABUSIVE CLAUSES / 30
- 2.2 SUPERVISION OVER THE TRADE INSPECTION / 36
- 2.3 PRODUCT SAFETY AND MARKET SURVEILLANCE / 40
- 2.4 CONSUMER SUPPORT / 43





foreword



The markets aren't slowing down – and neither are we. I am pleased to present the report on the activities of the Office of Competition and Consumer Protection in 2025. This is not merely a compilation of data and statistics, but above all a record of specific actions, decisions and their impact on the functioning of the markets and the daily lives of consumers.

The past year was a period of intense work for UOKiK to ensure fair play in the economy. This is evident in the figures alone – 900 decisions and over PLN 1.1 billion in fines imposed. Behind these statistics, however, lie specific cases – ranging from combating collusion and market abuses, through eliminating unfair practices towards consumers, to interventions in particularly sensitive sectors such as financial services, the agricultural sector and e-commerce.

Although fines amounting to millions of zlotys may stir strong emotions, our activities are not limited solely to imposing sanctions. Preventive and educational actions are also a key part of our work, helping to reduce the risk of irregularities. Every decision I have issued and every action we have taken has specific consequences for the markets – aiming to restore competitive balance, increase the transparency of offers and, ultimately, strengthen consumer protection.

In a changing economic environment, our aim is to identify potential risks as early as possible and to respond appropriately to emerging market challenges. In 2025, we paid particular attention to new sales models, price transparency, online trading practices and phenomena that may restrict competition. Where infringements occurred, we responded decisively and without hesitation.

I would like this report to be not only a summary of UOKiK's activities, but also a useful source of knowledge. I hope it will serve as a reference point both for undertakings wishing to operate in accordance with the law and good practice, and for consumers who expect a fair market.

I encourage you to read the report – to look at UOKiK's activities not only through the prism of statistics, but also through specific cases, decisions and their outcomes, which help to build a more transparent and competitive business environment in Poland.

Tomasz Chróstny
President of the Office of Competition and Consumer Protection

WHO ARE WE?

The President of the Office of Competition and Consumer Protection is a central governmental authority responsible for making and implementing competition and consumer protection policies in Poland.

The Office of Competition and Consumer Protection ensures the implementation of the Authority's tasks. The institution's activities are financed from the state budget.¹

The mission of the Office is to enhance consumer welfare by effectively protecting their interests and promoting the development of competition while respecting the principles of openness and dialogue in relations with market participants.

WHAT DO WE DO?

The tasks of the President of UOKiK focus on ensuring appropriate conditions for the functioning of competition, as well as protection of consumer interests and safety.

MANAGEMENT

President of UOKiK
Tomasz Chróstny

Vice-President of UOKiK
Daniel Mańkowski

Director General
Katarzyna Prus-Stachyra

¹ Systemic issues are regulated in the Competition and Consumer Protection Act of 16 February 2007 (Journal of Laws of 2025, item 1714).

AREAS OF ACTIVITY OF THE PRESIDENT OF UOKiK

COMPETITION PROTECTION

- combating anti-competitive practices used by undertakings (prohibited agreements and abuse of a dominant position)
- control of undertaking concentration
- monitoring aid granted by the state
- eliminating practices involving an unfair use of contractual advantage
- counteracting payment gridlocks (excessive payment delays in commercial transactions)

CONSUMER PROTECTION

- eliminating practices infringing collective consumer interests and abusive clauses in model contracts
- supervising the Trade Inspection
- carrying out market surveillance and ensuring the safety of non-food products
- monitoring the out-of-court consumer dispute resolution system
- financing consumer advice through helpline and e-advice system
- advising in cross-border issues provided as part of the European Consumer Centre

● market research

● legislative activities

● information and educational activities

● international cooperation

BUDGET

PLN 172.3 million²

DECISIONS

900

including:
370 related to competition protection
530 related to consumer protection

PENALTIES imposed by the President of UOKiK

PLN 1.15 billion

including

- PLN 580.5 million** for competition-restricting practices
- PLN 538.3 million** for practices infringing collective consumer interests
- PLN 7.1 million** in relation to the recognition of model contract clauses as abusive
- PLN 10.8 million** for causing payment gridlocks
- PLN 680 thousand** for violations in connection with the Act on Conformity Assessment and Market Surveillance Systems
- PLN 373 thousand** in relation to the general product safety
- PLN 14.2 million** for failure to provide information / provision of false / misleading information
- PLN 590 thousand** for failure to report the intention to implement a concentration or for implementing a concentration without obtaining the required consent from the President of UOKiK
- PLN 1.4 million** for managing persons

PENALTIES paid by undertakings

PLN 307.6 million³

including:
PLN 10.5 million to the Financial Education Fund

HIGHEST fines paid by businesses

- PLN 73.8 million** Volkswagen Group Polska sp. z o.o. DOZIK-2/2020
- PLN 60.7 million** Kronospan Szczecinek sp. z o.o. DOK-3/2017
- PLN 39.3 million** Kronospan Mielec sp. z o.o. DOK-3/2017

BENEFITS for consumers

PLN 160 million⁴

GLOBAL COMPETITION REVIEW ranking

In the GCR⁵ ranking, **UOKiK received its highest-ever rating for its work in the field of competition protection – 3.5 stars**. The assessment highlighted position of the President of UOKiK as a significant antitrust authority in Central Europe, its effectiveness in combating collusions in the labour market, and UOKiK’s activity in the area of digital markets, educational initiatives, and international cooperation.

UOKiK RATING BY GCR



² Budget implemented in 2025. Budget implemented in 2024 – PLN 174.5 million, in 2023 – PLN 136.2 million.

³ Penalties resulting from final decisions of the President of UOKiK, including those made before 2025, including penalties imposed on managers.

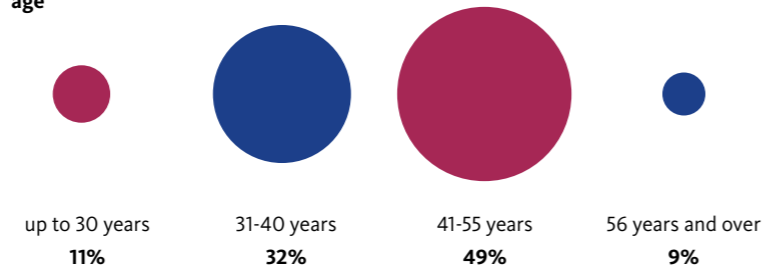
⁴ Minimum value of benefits for consumers resulting from the actions of the President of UOKiK in 2025 (commitment decisions, preliminary investigations, soft calls).

⁵ The ranking relates to 2024 and was published in 2025.

EMPLOYMENT STRUCTURE⁶

number of employees: 640⁷

age



education



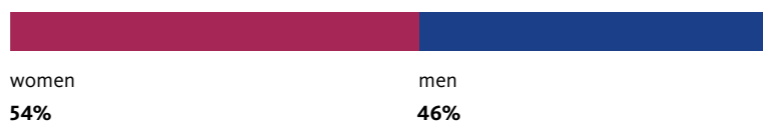
total seniority



seniority – senior positions⁸



sex – senior positions



ORGANISATIONAL STRUCTURE⁹

DEPARTMENTS

- Department for Analysis Development
- Department for Combating Payment Gridlocks
- Department of Communication
- Department of Competition Protection
- Department of Concentration Control
- Department of Contractual Advantage
- Department of Laboratories
- Department of Legal Affairs
- Department of Market Analyses
- Department of Market Surveillance
- Department of Protection of Collective Consumer Interests
- Department of State Aid Monitoring
- Department of Trade Inspection
- Support Department for Combating Payment Gridlocks

BRANCH OFFICES

- Branch Office in Bydgoszcz
- Branch Office in Gdańsk
- Branch Office in Katowice
- Branch Office in Kraków
- Branch Office in Lublin
- Branch Office in Łódź
- Branch Office in Poznań
- Branch Office in Wrocław

BUREAUS

- Administration Bureau
- Bureau of Human Resources, Training, and Organisational Affairs
- Consumer Signals Analysis Bureau
- Executive Bureau
- Finance Bureau
- International Cooperation Bureau
- IT and Security Bureau

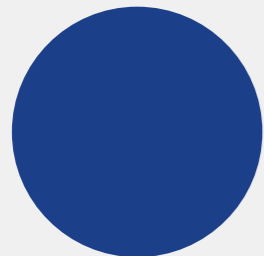
⁶ As at 31 December 2025; figures may not add up to 100% due to the rounding of partial data to whole percentages.

⁷ As at 31 December 2024 – 656, as at 31 December 2023 – 631.

⁸ Directors and Deputy Directors.

⁹ As at 31 December 2025.

competition protection



1.1

Competition-restricting practices

Competition-restricting practices are **illegal agreements and the abuse of a dominant position**. If the President of UOKiK suspects that undertakings have violated the regulations, he can initiate a preliminary investigation. It is conducted with regard to a specific matter, not against any specific entity. The evidence collected, for example as a result of inspections and searches, may form the basis for initiating antitrust proceedings and pressing charges against both the undertaking and the management.

The proceedings may end with a decision ordering the cessation of prohibited practices and the imposition of a **financial penalty** on the undertaking. The **leniency programme** offers the chance to reduce, and sometimes avoid, these penalties. Two conciliatory solutions are also possible: **voluntary** submission to penalty and **obliging** the undertaking to take specific actions.

The President of UOKiK can also act in a different way – call the undertaking to provide explanations, change or cease unfair activities. These are so-called **soft calls**. He can also provide a **reasoned opinion on the legal case**.

UOKiK monitors the market and analyses signals from consumers and undertakings. Violations of competition law can be reported **anonymously** via the whistleblower platform.

GUIDANCE FROM THE PRESIDENT OF UOKiK – reduction of penalties

UOKiK has published explanations regarding applications for the waiver or reduction of financial penalties. The document aims to increase the transparency and clarity of the regulations concerning the leniency programme.



Report a violation of competition law!

Platform for anonymous whistleblowers



NEW PROCEEDINGS concerning competition protection

24 preliminary investigations

13 antitrust proceedings, including those concerning:

- 12 prohibited agreements, including 5 bid riggings
- 1 abuse of a dominant position

DECISIONS concerning protection of competition

9 in cases concerning competition-restricting practices, including:

- 8 concerning prohibited agreements
- 1 concerning abuse of a dominant position
- 7 imposing a penalty on the undertaking (28 penalties – a total of over PLN 580 million)*
- 2 with an accepted commitment from the undertaking
- 1 under the leniency procedure**

2 imposing fines for failure to cooperate***

* The financial penalty is imposed for a particular practice, and as such, more than one such penalty may be imposed through a single decision.
 ** Based on Article 113a of the Competition and Consumer Protection Act.
 *** Decisions imposing a fine for failure to provide the President of UOKiK with requested information or for providing untrue or misleading information.

OTHER ACTIVITIES

9,999

anonymous signals via the platform

1,073

notifications of anti-competitive practices

653

other signals

37

searched undertakings*

9

leniency applications

58

soft calls to undertakings**

1

reasoned opinion on judicial case

* As part of 8 proceedings.

** Concerns calls made on the basis of Article 49a of the Competition and Consumer Protection Act.

DECISIONS

with the highest total amount of penalties imposed on undertakings for competition-restricting practices

PLN 338.8 million

DOK-5/2025
CNH Industrial Polska sp. z o.o., Przedsiębiorstwo Handlowo-Usługowe Perkoz sp. z o.o., Przedsiębiorstwo Handlowo-Produkcyjne Rolserwis SA, Raitech sp. z o.o., Pol-Agra J. Korneluk, T. Rzeszowski sp. j., Adler Agro sp. z o.o., Kisiel Agrotech sp. z o.o., Kisiel sp. z o.o.
8 fines for market sharing supported by price-fixing

PLN 5.2 million

other penalties

PLN 170.4 million

DOK-4/2025
Claas Polska sp. z o.o., Agro Sznajder WKP sp. z o.o., Przedsiębiorstwo Techniczno-Handlowe Roltex sp. z o.o., Świerkot sp. z o.o., Agrimasz sp. z o.o., Agroas sp. z o.o.
6 fines for market sharing supported by price-fixing

PLN 66.1 million

DOK-1/2025
Jura Poland sp. z o.o., Euro-Net sp. z o.o., Media Saturn Holding Polska sp. z o.o., Media Saturn Online sp. z o.o., Terg SA
5 fines for price-fixing

PLN 580.5 million total penalties



SELECTED ACTIVITIES

Collusion at the sale of agricultural machinery

The President of UOKiK has concluded two proceedings concerning the sale of agricultural machinery. In both cases, the collusion involved **market sharing, which was supported by price-fixing arrangements.**

The first case concerned Claas Polska and five dealers. The businesses divided the market among themselves, with the result that farmers were forced to purchase machinery and spare parts from a specific supplier, often at inflated prices. The agreement lasted for almost 11 years. During searches at the businesses' premises, UOKiK staff obtained, amongst other things, emails proving that the agreement had been concluded. For practices restricting competition, the President of UOKiK imposed a total of **over PLN 170 million in fines** on the companies. The decision (DOK-4/2025) is not final.

Another decision in this regard concerned CNH Industrial Polska and seven machinery distributors. The prohibited agreement involved limiting the possibility of passive sales – that is, situations where a farmer located outside a dealer's exclusive territory approached the dealer directly. The price agreements that reinforced the market division scheme consisted of presenting more expensive offers to farmers outside a dealer's exclusive territory. The President of UOKiK imposed a total of **nearly PLN 339 million in fines on the companies, and over PLN 253,000 on the managers.** The decision (DOK-5/2025) is not final.

Collusion involving the sale of coffee machines

The antitrust investigation revealed that Jura Poland had entered into a price-fixing agreement with the owners of the RTV Euro AGD, Media Markt and Media Expert retail chains. This agreement lasted for nearly 10 years. Evidence obtained, i.a., during searches at the premises of several companies indicates that the undertakings

PLN 339 million

the **HIGHEST FINE** imposed in a single decision on companies and managers for competition-restricting practices



PLN 562 thousand

total amount of fines imposed on **MANAGERS** for competition-restricting practices



agreed on minimum resale prices for Jura coffee machines and their accessories. You could not buy those products at any prices lower than the ones established by the importer. The foregoing rule applied to both physical stores and online. The companies **additionally colluded on the price levels used for promotions and during sales** as well as the types and value of free gifts for consumers. Jura Poland monitored the prices charged by distributors and intervened if they attempted to sell coffee machines at lower prices. The distributors themselves also checked if other collusion participants had adhered to its rules. The President of UOKiK imposed a total of **over PLN 66 million in fines on the companies and over PLN 243 thousand on the manager** who was directly responsible for the unlawful agreements. The decision (DOK-1/2025) is final in respect of Jura and the manager. The other parties have appealed against it.

Collusion in the labour market

The President of UOKiK brought charges against the owner of the Biedronka chain and 32 transport companies, as well as eight managers and company owners. In the proceedings, UOKiK is investigating **whether the undertakings entered into an agreement aimed at limiting the possibility of drivers moving between transport companies** serving the distribution centres of the Biedronka chain. The transport companies could agree to take anti-competitive measures at specific distribution centres, and the owner of the Biedronka chain could coordinate those efforts at various centres throughout Poland, simultaneously overseeing compliance with the arrangements by blocking drivers who wanted to change their employer from entering their premises.

Abuse of a dominant position – global apps

The President of UOKiK has brought charges of abuse of a dominant position against three companies within the Apple group. UOKiK has raised concerns regarding Apple’s user privacy policy – the App Tracking Transparency Framework. This may lead to an unfair restriction of competition, in particular by **hindering independent app publishers from obtaining user data** necessary to operate in the personalised advertising market. Following Apple’s

introduction of its own definition of user tracking, various messages are displayed on iPhone and iPad screens. The way these messages are worded and their layout may result in third-party app publishers failing to obtain consent to use user data for advertising purposes.

Collusion in the fitness market – fine upheld

The Court of Appeal in Warsaw **upheld the decision of the President of UOKiK** from 2020 (DOK-6/2020) concerning fitness chains, including Benefit Systems – the operator of Multisport cards – and **upheld in full the fines imposed on the businesses and managers totalling over PLN 32 million**. The judgement is final. The court confirmed the UOKiK’s findings regarding **market sharing** by fitness chains and their managers. Benefit Systems, which was at that time actively building its market position, acted as a coordinator and mediator between the clubs’ interests. As a result of the operators’ actions, consumers had limited choice of service providers in their town.

Abuse of a dominant position – the water and sewerage market

Wodociągi Zachodniopomorskie company **demand that customers bear the cost** of repairing failures of water supply connections from the property boundary to the place where the connection to the water supply network is made. In practice, this could mean that in the event of a fault in a pipe located outside private property – e.g. under a pavement, road or green belt – the resident was charged for the repair work or had to repair the fault at their own expense. This involved additional requirements, such as the need to obtain a permit to occupy the road lane for the duration of the repair. In some cases, the water supplier cut off the water supply to residents who had not paid for the repair or had not rectified the fault themselves. According to the case law of the Supreme Court, it is the water supply company that should bear the costs of repairing the connection outside the boundaries of the customer’s property, and demanding this from customers may be considered an abuse of a dominant position. **The President of UOKiK ordered the company to change its practices.**

GUIDANCE FROM THE PRESIDENT OF UOKiK – water and sewerage services

UOKiK has prepared a guide for users of water and sewerage services. It discusses practical problems that water consumers may encounter and indicates the institution responsible for resolving them. Among the issues discussed are matters concerning the setting of rates for water supply and sewage collection, disputes over water bills, refusal to connect to the network, and the amount of fees for rainwater. This is required reading not only for residents, but also for water supply companies and municipalities that own these enterprises.



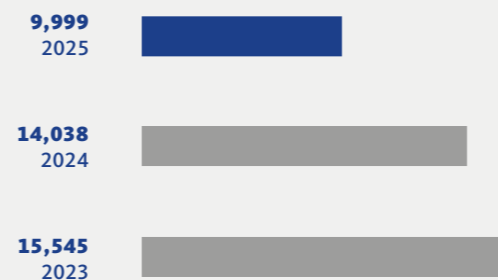
PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION

The Polish Presidency emphasised the importance of coherence between competition protection, the energy and digital transitions, and reindustrialisation.

UOKiK hosted European Competition Day. During the meeting, the challenges facing EU competition policy were discussed, and the extension of competition law to the labour market was identified as one of the most important trends.



WHISTLEBLOWER from 2023 to 2025



1.2

Concentration control

The President of UOKiK monitors major concentrations that have a significant impact on the state of competition on the Polish market. This applies to a merger of enterprises, the acquisition of control over another entity, the establishment of a joint venture and the acquisition of part of another enterprise's assets.

Undertakings **are obliged to notify the intention to merge** if their total turnover in the year preceding the notification exceeded EUR 1 billion worldwide or EUR 50 million in Poland and they do not benefit from any statutory exemptions in this regard.

The President of UOKiK approves the concentration if it will not significantly restrict market competition. Otherwise – he **prohibits** the concentration

of undertakings. **Conditional approval** is also possible, i.e. approval of a merger under certain conditions, the fulfilment of which will ensure that there is no significant restriction of competition. Most merger control proceedings are reviewed within one month (phase I), while in the case of more complex transactions, the time limit for reviewing the application is extended by an additional four months (phase II).

In addition to analysing cases which are subject to national legislation, **UOKiK gives its opinion on concentration applications filed with the European Commission** with regard to the impact of the concentration on the Polish market and, consequently, the legitimacy of conducting the proceedings independently.

UOKiK'S CONCENTRATION CONTROL ACTIVITIES

314
new proceedings

298
decisions in phase I

5
decisions in phase II

4
decisions imposing a fine for failure to notify intention to concentrate

303
decisions, including:
302 approvals
1 conditional approval

OTHER ACTIVITIES

16 returned notifications of the intended concentration
42 days* average duration of proceedings at phase I
208 days** average duration of proceedings at phase II

344 proceedings before the EC, reviewed by UOKiK in terms of the impact of concentration on the Polish market
3 investigations into market research and determine whether the notification obligation applies

* The actual case review time, including time limits subject to exclusion under Article 96(2) of the Competition and Consumer Protection Act (rounded to a whole day).

** The actual case review time, including time limits subject to exclusion under Article 96a(8) of the Competition and Consumer Protection Act (rounded to a whole day).

SELECTED ACTIVITIES

Fitness market

President of UOKiK has granted conditional approval for concentration in the fitness market. ABC Medicover Holdings B.V. has been granted approval to acquire 16 companies operating CityFit and CityFit Blue fitness clubs. UOKiK's analysis shows that in most cities, Medicover and CityFit face competition from other operators. The situation is different in Gliwice and Bielsko-Biala, where, after the deal, Medicover's position would be strong enough to reduce competition. Under the condition imposed, Medicover **must sell one each of its own or the acquired company's clubs** in those two cities. The decision (DKK-86/2025) is final.

Sale of package holidays market

The President of UOKiK granted approval for a concentration involving the acquisition by Wirtualna Polska Media SA of control over Invia Group SE (owner of, amongst others, wakacje.pl website). The concentration concerned the domestic market for intermediary services in the sale of organised foreign tours. UOKiK conducted a **market investigation in this case, covering the largest tour operators**. The analysis of the effects of the concentration did not reveal any significant risks arising from the implementation of the planned transaction. The decision (DKK-85/2025) is final.

INVESTMENT CONTROL

The President of UOKiK had been monitoring investments concerning Polish companies of strategic importance for public order, security or public health. On 24 July 2025, legislative amendments,¹⁰ came into force, under which these powers were transferred to the Minister responsible for the economy. UOKiK continued proceedings initiated before the entry into force of these changes.

¹⁰ Act of 9 July 2025 amending the Act on the control of certain investments and the Act on interest subsidies for bank loans granted to businesses affected by the effects of COVID-19 and on simplified proceedings for the approval of arrangements in connection with the outbreak of COVID-19 (Journal of Laws of 2025, item 973).

GUIDANCE FROM THE PRESIDENT OF UOKiK – notification of concentrations

UOKiK has updated its explanations regarding the criteria and procedure for notifying the President of UOKiK of an intended concentration. The aim of the changes was to align the document and UOKiK's practices with the current market situation and to further reduce the number of concentrations subject to notification to those that have real impact in Poland.



UOKiK'S INVESTMENT CONTROL activities

1
new proceeding

3
decisions*



* On refusing to initiate control proceedings and not objecting to transactions, and on discontinuing control proceedings due to lack of cause.

1.3

State aid

State aid is an intervention in market processes and should only be used in the most justified cases. Granting state aid to a specific undertaking or launching an aid scheme **requires prior consent from the European Commission.**

An exception in this regard includes aid granted under block exemptions, i.e. based on specific provisions recognising certain categories of support as compatible with the internal market (e.g. aid for small and medium-sized enterprises or environmental protection aid). The notification requirement also does not apply to *de minimis* aid, i.e. small-scale support,¹¹ that does not violate market competition principles. EC approval is also not required, as a rule, for aid to compensate for the provision of public services, for example rail and road passenger transport.

UOKiK monitors state aid in Poland and also prepares reports and statements in this regard. Data concerning the aid granted are exchanged and collected within the SHRIMP system (Aid Scheduling, Reporting, and Monitoring System). The President of UOKiK **issues opinions** on state aid projects regarding compliance with EU law and the obligation to notify the EC. He plays a key role in that process of **notification** of projects providing for the granting or modification of state aid – he notifies the EC of any intention to grant new aid. The notification can be preceded by a **prenotification** procedure, which is used to analyse the legal and economic aspects of the planned aid.

WHAT IS state aid in the EU?

This is any support granted by a Member State or through state resources in any form that distorts or threatens to distort competition by favouring certain enterprises or the production of certain goods, insofar as it affects trade between Member States.

Examples

grants, tax reliefs and exemptions, preferential loans and credits, credit sureties and guarantees, and recapitalisation of an enterprise on terms more favourable than those offered on the market

SELECTED ACTIVITIES

Opinions on state aid projects

The President of UOKiK has issued opinions¹² on, i.a.:

- draft regulation of the Minister of Funds and Regional Policy amending the regulation on the granting of investment aid for the promotion of energy from renewable sources, the promotion of renewable hydrogen

¹² Pursuant to Article 12 of the Act of 30 April 2004 on proceedings in matters concerning state aid (Journal of Laws of 2025, item 468, as amended).

¹¹ The *de minimis* aid ceiling is EUR 300,000 gross per undertaking over a three-year period.

- and high-efficiency cogeneration under regional programmes for the years 2021–2027,
- draft individual aid scheme “Green Impulse for the Knowledge and Competence Mine – socio-economic transformation of the former KWK Żory mine site”,
 - draft individual aid scheme for the Beskidzki HUB – Centre for Digital Innovation and Modern Technologies project.

“Polish nuclear programme” – EC APPROVAL

The European Commission has approved state aid for Polskie Elektrownie Jądrowe sp. z o.o., aimed at supporting the construction and operation of Poland’s first nuclear power plant in Lubiatów-Kopalina. The project plays a key role in Poland’s strategy for the decarbonisation of electricity production.

OPINIONS on state aid projects and ANALYSIS of draft government documents

23

opinions, including those concerning:

17 aid programmes

6 individual aid

824

requests for the interpretation of provisions on state aid

1,237

reviewed notifications of *de minimis* aid schemes

85

reviewed draft government documents to determine if specific support qualifies as state aid

Notification PROCEEDINGS before the EC

1

pre-notified project

8

notified project

6

projects approved by the EC*

62

projects notified under block exemptions

2

withdrawn projects*

* Statistics include cases reported in previous years.

PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION

As part of its chairmanship of the Competition Working Group, UOKiK organised discussions on state aid. Topics discussed included: the Aarhus Convention in the context of state aid rules, the definition of an undertaking in difficulty, and issues relating to affordable housing.



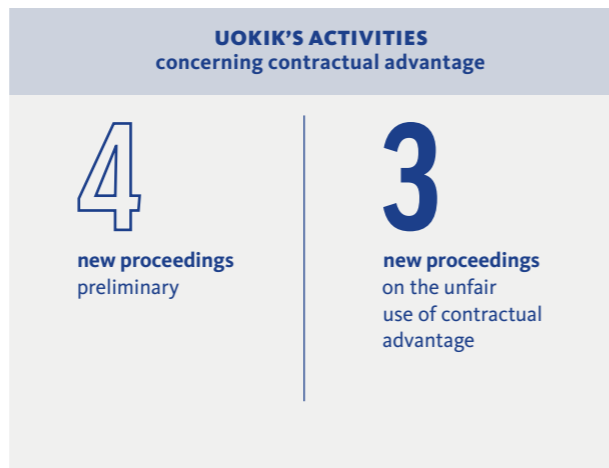
1.4

Contractual advantage

Contractual advantage occurs when there is a significant disparity in economic potential between suppliers and buyers of agricultural and food products. It may be unfair to use it if it is contrary to good practices and poses a threat to the essential interests of the other parties or infringes upon such interests.¹³

To protect the interests of suppliers or buyers of agricultural and food products, the President of UOKiK institutes **proceedings** concerning practices involving an unfair use of contractual advantage. This may be preceded by a **preliminary investigation**, which is intended to establish whether there has been a violation of the law that justifies the initiation of proceedings concerning practices involving an unfair use of contractual advantage.

The proceedings may end in a cease and desist letter concerning the abusive practices and the imposition of a fine on the undertaking. **Two conciliatory solutions** are also possible – voluntary submission to penalty and the President’s decision obliging the undertaking to cease and desist the abusive practices or remedy their consequences.



SELECTED ACTIVITIES

Consequences of force majeure

UOKiK has gathered evidence indicating that Bunge Poland and Procam Poland included contractual provisions which were disadvantageous to farmers regarding events of default due to circumstances for which suppliers are not responsible, particularly force majeure. In addition, Procam Poland imposed an unreasonably short deadline for notifying the company that a farmer’s crops had been affected by force majeure. Consequently, the **President of UOKiK charged both companies with unfairly using their contractual advantage in dealings with suppliers.**

Of particular note is the judgement in which the **Court of Appeal upheld the position of the President of UOKiK** in the Cefetra Polska case and imposed a fine of nearly PLN 1.2 million (decision RBG-2/2022). The case also concerned the imposition of excessive risk on suppliers arising from the performance of contracts in the event of force majeure.

¹³ The Act of 17 December 2021 on Counteracting the Unfair Use of Contractual Advantage in Trade in Agricultural and Food Products (Journal of Laws of 2023, item 1773).

1.5

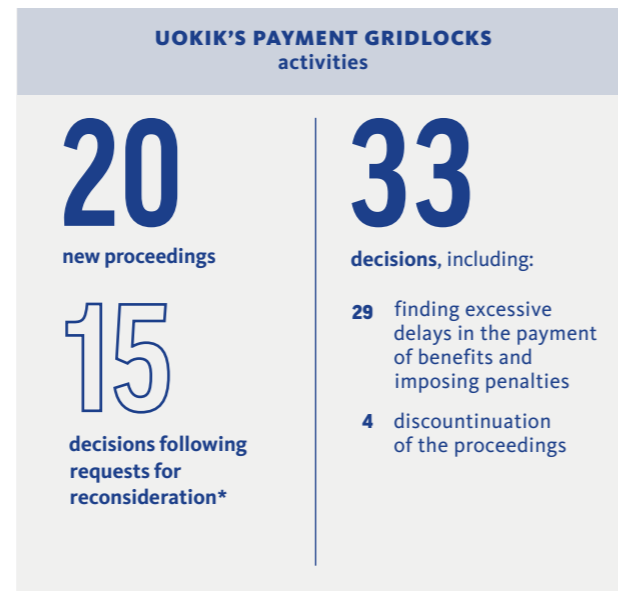
Payment gridlocks

Payment gridlocks occur when companies do not receive payment from their counterparties on time. The resulting accumulated debts affect other entities in the supply chain, negatively impacting the financial liquidity of the entire business environment.

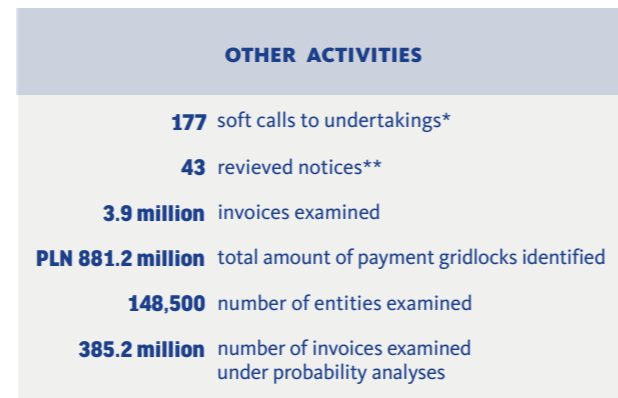
The President of UOKiK conducts proceedings and imposes financial penalties on undertakings which, by **delaying payments to their contractors, breach the statutory prohibition**. Proceedings are instituted *ex officio* solely on the basis of **analyses** carried out by UOKiK. Sources of information may include **notices** from entities that suspect they have become victims of payment gridlocks.

An excessive delay in the fulfilment of financial obligations occurs when, over a period of three consecutive months, the sum of due financial obligations unfulfilled or fulfilled after the deadline by a given entity amounts to **at least PLN 2 million**. The President of UOKiK may impose a penalty on the undertaking, the amount of which depends on the value of overdue receivables and the length of delays in payments.

Undertakings have the right to request the President of UOKiK to **reconsider the case** or file a complaint with the Voivodeship Administrative Court in Warsaw.

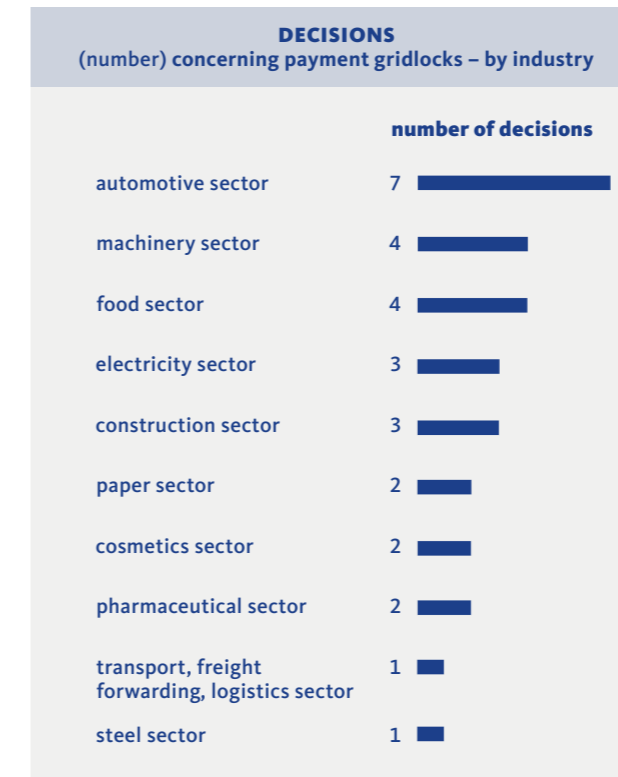


* Including 13 decisions upholding the finding of excessive delay in the payment of benefits.



* Refers to the calls under Article 13ca of the Act on Counteracting Excessive Delays in Commercial Transactions (Journal of Laws of 2023, item 1790).

** In the case of 19 of them, UOKiK initiated further action (probability analysis).



SELECTED ACTIVITIES

The President of UOKiK issued **29 decisions imposing financial penalties** on businesses delaying payments. In total, these **sanctions amounted to over PLN 10 million**. Four companies requested a review of the case, whilst the remaining entities did not contest UOKiK President's findings and paid the fines imposed, resulting in a 20% reduction.

The President of UOKiK **contacted 177 undertakings** as part of so-called 'soft calls'. This enables **faster intervention by UOKiK** by clarifying emerging concerns and eliminating potential irregularities from the market without the need to initiate proceedings.

UOKiK's analyses regarding market monitoring and the state of payment backlogs in Poland indicate that soft calls are an effective solution. Around half of the businesses to which soft calls are directed have **improved their payment practices**. Meanwhile, over 90% of undertakings that receive a soft call provide explanations regarding their situation, the circumstances and the reasons that led to payment delays.

competition protection in 2025

See more

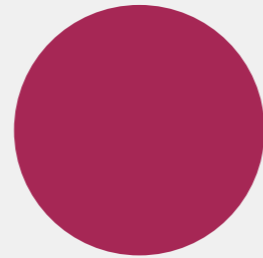
VIOLETION OF CONSUMER INTERESTS AND ABUSIVE CLAUSES

SUPERVISION OVER THE TRADE INSPECTION

PRODUCT SAFETY AND MARKET SURVEILLANCE

CONSUMER SUPPORT

consumer protection



2.1

Violation of consumer interests and abusive clauses

The President of UOKiK conducts proceedings to eliminate **practices that violate the collective interests of consumers**. These are unlawful or unethical business practices that can affect an unlimited number of people. It also counteracts the use of **abusive clauses in model contracts** that shape the rights and obligations of consumers in a manner contrary to good practice and grossly violate their interests.

The proceedings may end with an injunction to discontinue the contested practices and the imposition of a **fine** of up to 10% of the undertaking's turnover in the previous year. Penalties may also be imposed on **managers**. The President of UOKiK may also accept

a voluntary **commitment** from the undertaking to change their practices. Proceedings against a specific entity are usually preceded by a **preliminary investigation** to determine whether a violation of the law has occurred.

The President of UOKiK use the formula of a **soft call** to the undertaking, i.e. call him to explain, change or cease the unfair activities. He can also provide a **reasoned opinion on the legal case**.

UOKiK identifies infringements by monitoring the conduct of undertakings and analysing signals received from the market. In addition, it **provides legal assistance to consumers** as part of a subsidy programme for non-governmental organisations.

NEW PROCEEDINGS concerning consumer protection

134

preliminary investigations

52

on practices infringing collective consumer interests

16

on the recognition of model contract clauses as abusive

20

concerning the monitoring of compliance with the decision

12

on the imposition of a fine for non-cooperation*

* Proceedings concerning a financial penalty for failure to provide the requested information or for providing untrue or misleading information, or for failure to cooperate in the course of an inspection.

Consumer protection DECISIONS issued

37

in cases of practices infringing collective consumer interests, including*:

- 25 imposing a fine on the undertaking (41 fines totalling over PLN 538 million)**
- 5 with acceptance of commitment from undertakings (5 decisions with the application of measures to remedy the ongoing effects of the infringement)

3

in cases concerning the recognition of model contractual clauses as abusive, including:

- 2 imposing a fine on the undertaking (18 fines totalling over PLN 7 million)
- 1 with acceptance of commitment from undertakings decisions (with the application of measures to remedy the ongoing effects of the infringement)

12

imposing fines for failure to cooperate***

* The decisions provided are exemplary.

** The financial penalty is imposed for a particular practice, and as such, more than one such penalty may be imposed through a single decision.

*** Decisions imposing a fine for failure to provide requested information or for providing untrue or misleading information.

OTHER ACTIVITIES

232

soft calls to undertakings*

37

reasoned opinions on judicial cases

38,742

signals received from the market**

* Concerns calls made on the basis of Article 49a of the Competition and Consumer Protection Act.

** Data based on notifications reported to the UOKiK headquarters and branch offices.

GUIDANCE FROM THE PRESIDENT OF UOKiK – the level of fines

UOKiK has issued new guidance on the level of fines in cases involving practices infringing the collective interests of consumers and prohibited contractual terms in standard form contracts. The document describes how the amount of the fine is determined, taking into account any mitigating circumstances.



DECISIONS with the highest total amount of penalties imposed on undertakings for practices infringing collective consumer interests

PLN 117.8 million

DOZIK-6/2025
Bank Polska Kasa Opieki SA
2 penalties
obstructing the use of loan repayment holidays

PLN 108.6 million

RKR-7/2025
P4 sp. z o.o.
1 penalty
for penalising customers by withdrawing their e-invoice discount in the event of late payment of a bill

PLN 104.7 million

RBG-5/2025
Jeronimo Martins Polska SA
1 penalty
for misleading consumers about the terms of the promotion

PLN 207.2 million

other penalties

..... **PLN 538.3 million total penalties**

DECISIONS with the highest total amount of penalties imposed on undertakings in relation to the recognition of model contract clauses as abusive

PLN 6.1 million

RŁO-4/2025
Energia dla Pokoleń sp. z o.o. sp.k.
11 penalties
for applying contractual provisions restricting consumer rights

PLN 1 million

RŁO-1/2025
Sunday Polska sp. z o.o.
in restructuring
7 penalties
for applying contractual provisions restricting consumer rights

.....
PLN 7.1 million total penalties
.....

PLN 600 thousand

total amount of fines imposed on MANAGERS in connection with practices infringing the collective interests of consumers



SELECTED ACTIVITIES

Obstructing the use of loan repayment holidays

In accordance with the Act on Social Financing for Economic Ventures and Aid for Borrowers, from August 2022 to the end of 2024, consumers were able to take advantage of so-called mortgage payment holidays, i.e. the suspension of up to 12 mortgage instalments. The aim of the Act was to assist borrowers at a time when high interest rates had caused a significant increase in mortgage instalments.

Banks: Pekao and Pekao Bank Hipoteczny failed to properly fulfil their obligations related to mortgage payment holidays. **They shortened the mortgage repayment suspension period and disproportionately extended the repayment period**, exposing their customers to an increase in the total cost of the loan. For these practices, the President of UOKiK imposed a total of **nearly PLN 119 million in fines** on the banks – PLN 117.8 million on Bank Pekao (decision DOZIK-6/2025) and nearly PLN 1.2 million on Pekao Bank Hipoteczny (decision DOZIK-7/2025). He also ordered the banks to inform all affected parties of the infringements. Both decisions are not final.

Unclear promotions by a retail chain

The President of UOKiK imposed a **fine of nearly PLN 105 million** on Jeronimo Martins Polska, the owner of the Biedronka chain. The case concerned the misleading of consumers during the “Special Wednesday” and “Valentine’s Wednesday” promotions. Customers were encouraged to buy specific products for which they were supposed to receive a “100% moneyback as a voucher”. **It turned out that the terms and conditions of the promotions were considerably more complicated than was suggested by**

the advertising messages or the information displayed in-store. Customers only found out about the rules of the promotion and the resulting restrictions after making their purchases. The decision (RBG-5/2025) is not final.

In another case, the President of UOKiK brought charges against Jeronimo Martins Polska **for unclear communication of prices**, particularly promotional prices. UOKiK received reports from Biedronka customers regarding irregularities in this regard. Consumers complained in particular about difficulties in reading the correct price when purchasing multiple items and the illegible presentation of information on the lowest prices from 30 days prior to the price reductions.

Furthermore, the Court of Competition and Consumer Protection **dismissed the company’s appeal** against the decision of the President of UOKiK (RBG-3/2023) concerning the misleading of customers regarding the terms, benefits and availability of the terms and conditions of the “Biedronka Anti-Inflation Shield” promotion. The Court fully endorsed UOKiK’s findings and reasoning regarding the identified practices and the fine of over PLN 160 million imposed on the company. The company lodged an appeal against the above-mentioned judgement with the Court of Appeal in Warsaw.

Manipulative promotions in e-commerce

The problem of unclear presentation of promotional prices also affects online platforms. Customers of the Polish version of Zalando, even several months after the introduction of the Omnibus Directive in 2023, **were unable to check how significant the promotions actually were.** Information about the lowest price in the 30 days prior to a reduction was missing both on the platform itself, at various stages of product presentation, and in Zalando’s advertisements. When the lowest price from the 30 days prior to the reduction appeared on the website, it was not always stated accurately. The company had not ceased the disputed practices by the time the decision was issued. For two practices infringing the collective interests of consumers, the President of UOKiK imposed **a fine of nearly PLN 31 million** on Zalando SE. The decision (DOZIK-10/2025) is not final.

Customers of the Polish version of Temu’s website and mobile app were also not always informed of the lowest price over the past 30 days. Buyers did not know how large the discount was, or whether it existed at all, as they had no point of reference. Furthermore, in some cases,

the lowest price did not correspond to the actual price. During the proceedings, the company ceased the disputed practices. The President of UOKiK imposed a **fine of nearly PLN 6 million** on Whaleco Technology Limited for practices related to **failing to provide, or incorrectly providing, the lowest price in the 30 days before a reduction**. This company is responsible for the website interface and the features displaying price reductions on the Temu platform. The decision (DOZIK-9/2025) is final.

Prohibited practices by telecoms

P4 – the operator of the Play network – has for several years applied rules whereby a delay in paying a bill automatically results in the loss of the discount for e-invoices and timely payments. In the opinion of the President of UOKiK, **such a mechanism acts as an unlawful contractual penalty for late payment**. The President of UOKiK imposed a **fine of PLN 108.6 million** on P4 and ordered it to cease the disputed practice. The company must also **refund customers the money** collected in connection with the loss of the discount for e-invoices and timely payments. The refund will be available to those who, after 30 September 2019, entered into a contract with such a discount, lost it due to a delay in payment, and paid an increased bill amount. The refund will apply to both current and former customers. The decision (RKR-7/2025) is not final.

In relation to another telecommunications operator, T-Mobile, the President of UOKiK issued a **binding decision**. The case concerned the "Order with T-Mobile" service, which allowed customers to pay for digital content – games, entertainment services or videos – by adding the charge to their phone bill. The providers of such content were external companies, and T-Mobile acted as an intermediary in collecting the charges. The investigation revealed that there were instances where customers received bills containing charges for subscriptions to which they had not consented. The President of UOKiK obliged the operator to change its practice, and **consumers will receive a refund of the unduly collected fees and compensation in the amount of PLN 500**. The decision (DOZIK-4/2025) is final.

Pyramid-type incentive schemes

The companies iGenius and International Markets Live, both registered in the US, claim to be engaged in educational activities. iGenius offers online training in internet-based



investing. Meanwhile, International Markets Live owns an online platform through which it sold digital educational products and services relating to financial markets, cryptocurrencies and e-commerce as part of monthly subscriptions to packages known as "academies". Proceedings conducted by UOKiK revealed that the activities of both companies constitute **pyramid schemes prohibited by law**, in which benefits depend primarily on recruiting new members rather than on the sale or consumption of products. Consequently, the President of UOKiK imposed **finest totalling over PLN 14.6 million** on iGenius (decision RGD-11/2025 – not final) and **nearly PLN 9.5 million** on International Markets Live (final decision RGD-6/2025). Previously, the President of UOKiK had issued **consumer warnings** against both entities.

UOKiK is looking not only into pyramid-type incentive schemes themselves but also the **people who promote them**. In 2025, it conducted six proceedings against promoters of iGenius and three against promoters of International Markets Live.

Prohibited clauses in contracts

Live Nation organises artistic events, mainly concerts and festivals, and sells tickets through partner ticket offices, both online and offline. UOKiK has received consumer complaints concerning the introduction of a ban on bringing luggage to events organised by Live Nation and a mandatory fee for leaving backpacks and bags in storage. After analysing the company's regulations, the President of UOKiK accused it of using abusive clauses. Concerns were raised by **the lack of a definition of luggage, as well as the unclear and contradictory terms and conditions regarding storage and the "special conditions" for event cancellations**. The President of UOKiK challenged a total of six provisions in the standard contracts used by the company. For each of the prohibited provisions, the company faces a fine of up to 10% of its turnover.

In proceedings conducted by UOKiK, it was established that PayPal – one of the largest online payment services – had also used an unfair term. The practices in question concerned **changes to the agreement based on an unfair modification clause and incorrect notification of changes to fees**. The President of UOKiK obliged the undertaking to cease the practices, refund the fees related to their application and pay compensation to consumers. The binding decisions (RPZ-2/2025 and RPZ-3/2025) are final, and **Polish PayPal users will receive a refund amounting to 150% of the fees** charged during the period in which the contractual provisions challenged by the President of UOKiK were in force. In addition, as part of the compensation, PayPal has undertaken to temporarily reduce the exchange rate for users of the service in Poland.

Unjustified delay in handling complaints

UOKiK initiated proceedings against Bank Pekao following numerous complaints from consumers. They complained that the bank **failed to respond to complaints within the time limits specified in the regulations**. It turned out that the bank was routinely exceeding these deadlines and failing to explain the reasons for the delays. The President of UOKiK issued a decision (DOZIK-5/2025) in which he ordered Bank Pekao to remedy the effects of the infringement, including the payment of compensation to consumers. The decision is final. **Compensation will be provided to customers** whose complaints were not responded to within the statutory 30-day period between 2019 and 2023. The compensation amount will depend on whether the complaint was approved or rejected, and on the length of the bank's delay in responding. In the case of approved complaints, the compensation will be **PLN 300 or PLN 600**, and for rejected complaints, **PLN 1,500 or PLN 2,500**. Bank Pekao has set aside **nearly PLN 100 million** to pay out substantial compensation to consumers.

Greenwashing

In 2025, the President of UOKiK brought **the first charges relating to greenwashing**, i.e. false green marketing that misleads consumers as to the actual environmental impact of services provided by businesses. The marketing of companies such as Allegro, DHL, DPD and InPost may have led consumers, encouraged by eco-friendly slogans, to choose products or specific delivery methods in the belief that

they were supporting the environment. Statements such as "green fleet", "zero-emission", and "environmentally neutral" were based on incomplete data or only referred to a fraction of their operations. In turn, statements such as "we plant trees" were based on conditions that were not clearly and comprehensively communicated to consumers. The long-term consequence of dishonest practices by companies engaging in greenwashing may be to discourage consumers from choosing products and services that actually have a neutral or positive impact on the environment. This also discourages reliable and responsible companies who implement environmentally friendly and often costly solutions for the benefit of the environment from taking pro-environmental measures.

Advertising aimed at children

UOKiK also had serious doubts about marketing activities targeting the youngest consumers online. The priority should be to ensure transparency in communication and the safety of children. **Including in an advertisement a direct call for children to purchase products and putting pressure on them to buy is a prohibited marketing practice**. The President of UOKiK has initiated two preliminary investigations into the activities of influencers popular with younger audiences. In their broadcasts, they address their audience directly, most of whom are early school-age children. UOKiK verifies whether such messages constitute aggressive market practices and violate the collective interests of consumers.

PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION

UOKiK chaired the Consumer Protection and Information Working Group. It led negotiations on legislative acts amongst representatives of the Member States. It also initiated discussions on measures to strengthen the position of consumers in the face of rapid technological change. UOKiK also participated in work on regulations concerning AI, cybersecurity and combating disinformation.



2.2

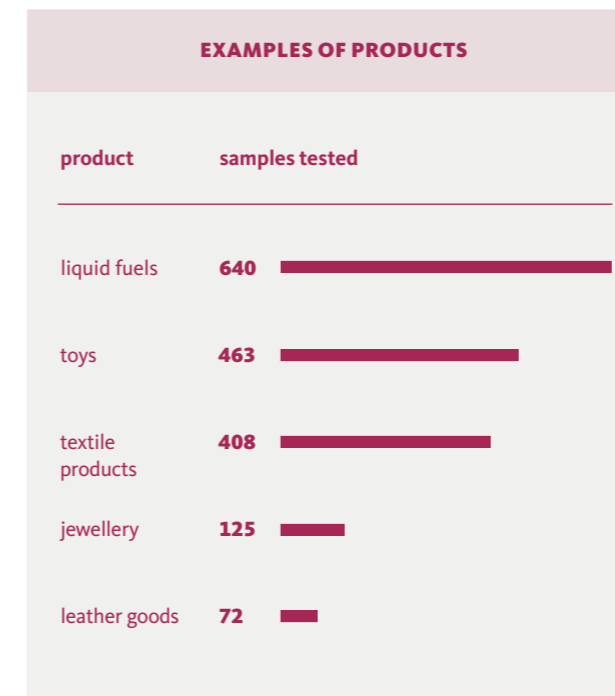
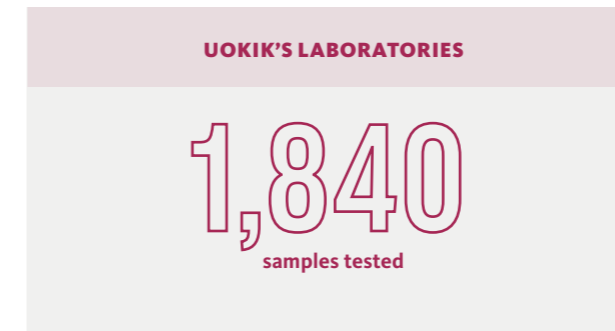
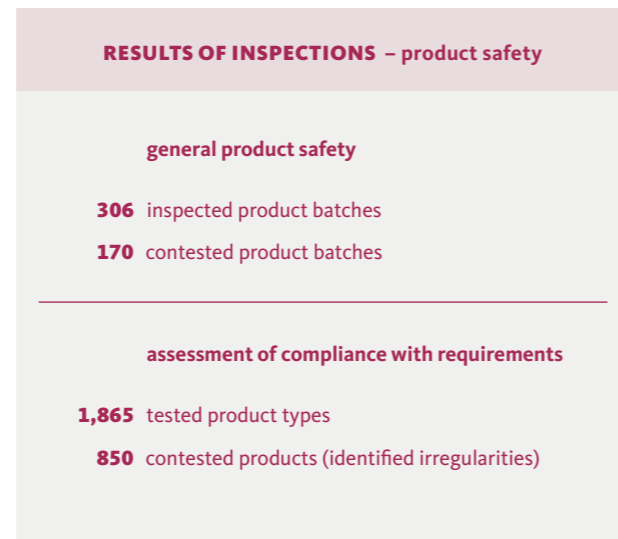
Supervision over the Trade Inspection

The President of UOKiK **sets the directions of inspections** conducted by the Trade Inspection and **monitors their execution**. He also carries out appeal proceedings against the decisions of voivodeship inspectors.¹⁴

The inspections include **laboratory tests** performed by both UOKiK laboratories and external laboratories. UOKiK manages three laboratories performing tests on liquid fuels, toys, textiles, and other non-food items.

The Trade Inspection conducts activities in the following scope:

- inspections in the field of non-food products, services, and obligations of undertakings,
- product inspections for meeting general safety requirements and assessing conformity with the requirements,
- fuel inspections under the fuel quality monitoring and control system.



Irregularities were detected in almost all of them – as many as 32 heat pump models. These mainly concerned documentation – the product information sheet and the EU declaration of conformity were incorrectly drawn up or were missing altogether. Other common errors concerned energy efficiency labels and technical documentation. At the border, **786 heat pumps that did not meet the applicable requirements were seized.** The results are comparable to the first inspection of this kind in 2024.

Toys

The President of UOKiK, together with the Trade Inspection, ensures that only safe products reach the youngest consumers.

The Trade Inspection checked, among other things, **50 sound-making toys** (table-top, floor-based, percussion and close-to-the-ear toys) and **30 magnetic toys** (boards, puzzles, blocks and games). The inspections focused on mechanical and physical properties, construction and labelling. The vast majority of the toys originated from China (74 models). Experts in the laboratory examined, among others, the sound levels emitted by the toys, the strength of the magnets' mutual attraction and the presence of small parts.

In 13 out of 50 sound-producing toys tested, irregularities were found in their design and labelling. The required warnings were missing or had been placed on the toys without justification; the instructions for use were drafted incorrectly, e.g. in a foreign language. In the case of eight toy models, concerns related to excessively high sound levels produced during use.

Among magnetic toys, 10 out of 30 models had design defects – magnets that attracted each other too strongly, small parts. In formal terms, the most common irregularities identified were: missing or incorrect

EXAMPLES OF INSPECTIONS

Heat pumps

The President of UOKiK, together with the Trade Inspection and the National Revenue Administration, inspected heating devices that are becoming increasingly popular on the Polish market – heat pumps. The inspection aimed to ensure that the devices available on the market comply with EU requirements. The inspection covered **34 models of heat pumps** manufactured outside the European Union.

¹⁴ The Act of 15 December 2000 on Trade Inspection (Journal of Laws of 2025, items 229, 1826).

CONSUMER PROTECTION

warnings and instructions for use, and incorrect declarations of conformity. Sound and magnetic toys in which design defects were detected have been withdrawn from the market.

Costume jewellery

UOKiK, together with the Trade Inspection and the National Revenue Administration, inspected costume jewellery imported into Poland. Such products – cheaper than those made from precious metals – are often chosen by children and young people, and their chemical safety can only be assessed through laboratory testing.

The labelling of **227 batches of products seized at the border was inspected – irregularities were found in as many as 67% of cases.** Thirty-three jewellery samples were taken for testing at the UOKiK and National Revenue Administration laboratories. Experts checked **whether they contained cadmium and lead** within permissible limits. These metals are particularly hazardous to health – highly toxic and carcinogenic. Among the samples tested, three cases were found to exceed heavy metal limits. **The results were alarming:** a necklace contained 333 times the permissible level of lead, a brooch – 400 times the permissible level of cadmium, and a bracelet – 400 times the permissible level of cadmium and 118 times the permissible level of lead.

Nearly 4,500 items of jewellery contained dangerous levels of heavy metals. As a result of joint action, customs authorities prevented 1,183,178 items and 467 kg of costume jewellery from entering the Polish and EU markets.

Inspection of costume jewellery

UOKiK, together with the Trade Inspection and the National Revenue Administration, inspected imported jewellery. As a result, over a million items and nearly half a tonne of jewellery were prevented from entering the market.



Fuel quality monitoring and control system

The President of UOKiK manages the fuel quality monitoring and inspection system, the purpose of which is to **eliminate fuels which do not comply with quality requirements from the market.** The results of the inspections are used in administrative proceedings conducted both by voivodeship Trade Inspection inspectors, the President of UOKiK, and the President of the Energy Regulatory Office in accordance with their respective competences.

Fuel inspections are carried out in two ways. The first type of inspection is carried out under the European surveillance system and includes randomly selected entities. The second type of inspection involves stations selected on the basis of negative results of previous inspections, as well as information from consumers and the police, among others. In this case, laboratory tests are more likely to show non-compliance with quality requirements compared to randomly collected samples. Meanwhile, in the case of solid fuels, inspections concern both the fulfilment of quality requirements (defined by law and declared) and the fulfilment by undertakings of the obligation to issue solid fuel quality certificates and to provide their copies to consumers.

VIOLATION OF CONSUMER INTERESTS AND ABUSIVE CLAUSES

SUPERVISION...

PRODUCT SAFETY AND MARKET SURVEILLANCE

CONSUMER SUPPORT

FUEL INSPECTIONS

1,746

inspected entities, including:

1,714

petrol stations

32

other entities (i.a. fuel wholesalers)

SOLID FUEL INSPECTIONS

628

inspected entities

34

entities did not issue and hand over to buyers copies of quality certificates for solid fuels

INSPECTION RESULTS for compliance with requirements for solid fuels

samples tested*	fuels not meeting quality requirements (in %)
374	7.48

* The tests were also carried out in external laboratories.

INSPECTION RESULTS by fuel type

fuel type	samples tested*	fuels not meeting quality requirements (in %)
diesel	692	3.61
petrol	735	0.68
LPG	368	0.27

* The tests were also carried out in external laboratories.

Where is good quality fuel?

Check the fuel map



2.3

Product safety and market surveillance

The President of UOKiK exercises general safety supervision over products intended for consumers.¹⁵ The President conducts proceedings to **eliminate risks to human health and life**. The Office acts as the national contact point for the EU Safety Gate system,¹⁶ which is intended for the rapid exchange of information on risks posed by non-food products. UOKiK also analyses notifications on dangerous products from undertakings and monitors the implementation of corrective actions.

The President of the Office monitors the functioning of the market surveillance system in Poland¹⁷ to ensure that products comply with requirements laid down in EU harmonised legislation. The system is made up of national authorities entitled to control non-food products. The President of UOKiK also conducts **compliance proceedings concerning products requiring CE marking**.¹⁸

UOKiK is also responsible for the national contact point for the ICSMS system,¹⁹ which has become the EU's primary system for the exchange of information as well as collection and processing of data related to the enforcement of market surveillance tasks.

The President of UOKiK may impose a fine or certain obligations on the manufacturer, importer or distributor, including the obligation to withdraw products from the market. In practice, many businesses voluntarily take remedial measures when the proceedings are still pending. The Office's activities are related to inspections conducted by the Trade Inspection in the area of general product safety and the EU market surveillance system (more information: 2.2 Supervision over the Trade Inspection).

15 Supervision is carried out in accordance with the Act of 12 December 2003 on general product safety (Journal of Laws of 2021, item 222), and from 3 January 2026 – in accordance with the Act of 7 November 2025 on the supervision of general product safety (Journal of Laws of 2025, item 1826).

16 Safety Gate: the EU rapid alert system for dangerous non-food products.

17 Supervision is exercised in accordance with the Act of 30 August 2002 on Conformity Assessment System (Journal of Laws of 2023, item 215) and the Act of 13 April 2016 on Conformity Assessment and Market Surveillance Systems (Journal of Laws of 2025, item 568).

18 CE marking is the manufacturer's declaration that the product placed on the market complies with the harmonised requirements laid down in EU harmonised legislation. CE marking applies only to certain product categories – among others electrical appliances (including electronics and household appliances).

19 Information and Communication System on Market Surveillance.

MARKET SURVEILLANCE ACTIVITIES		
	general product safety	compliance with requirements
preliminary activities	35	64
new proceedings	50	149
decisions, including*:	31	163
discontinuation of cases due to remedial measures taken by the undertaking and elimination of the risk	29	130
imposing obligations	2	33
imposing financial penalties	20	34
decisions on applications for reconsideration of the case	8	14

* Examples of types of decisions have been provided, but these data are not included in the total number of issued decisions. Pursuant to the General Product Safety Act, it is possible to issue different decisions, which often combine different categories – e.g. decisions to discontinue proceedings and impose a penalty or simply discontinuing the proceedings, decisions imposing obligations with or without a financial penalty, decisions imposing only a financial penalty.

EFFECTS OF ACTIVITIES in the scope of market surveillance	
general product safety	
8,218	products from which risks were removed
6,020	products withdrawn from the market
13	warnings
product compliance with EU requirements	
588	products whose non-conformities were removed
103,016	recalled products
143	notifications of non-conformities

NOTIFICATIONS	
113	voluntary notifications of dangerous products received from undertakings

SAFETY GATE SYSTEM

171 UOKiK notifications concerning **more than 2.1 million** products

4,672 notifications by EU Member States, including 132 pertaining to products manufactured or imported by Polish undertakings

ICSMS SYSTEM

284 notifications forwarded by UOKiK

165 notifications forwarded by the Trade Inspection

54 reactions of UOKiK to notifications from other countries

53 products reported by EU Member States

PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION

The Polish Presidency has reached an agreement with the European Parliament on the draft regulation on toy safety. UOKiK was involved in the work to prepare new measures aimed at improving safety standards for the youngest consumers. Protection for children against harmful chemicals has been strengthened, and clearer labelling requirements have been introduced for toys, including those sold online. The regulation also introduces a digital product passport, which will facilitate access to key information for consumers, supervisory authorities and customs authorities alike.



2.4

Consumer support



OUT-OF-COURT CONSUMER DISPUTE RESOLUTION SYSTEM

The President of UOKiK supervises the out-of-court consumer dispute resolution system in Poland (also known as ADR – Alternative Dispute Resolution).²⁰ It is made up of institutions conducting **amicable proceedings between consumers and undertakings**. The Trade Inspection, as a horizontal institution, deals with matters for which no sector-specific entity has been established.

The President of UOKiK conducts proceedings concerning entries into the register of ADR entities. In addition, he monitors the implementation of statutory obligations by authorised entities, among others, on the basis of annual reports. UOKiK operates an **ADR/ODR Contact Point**, which provides information on amicable proceedings and geoblocking and also offers assistance in filling out applications. In the first half of 2025, the helpdesk also handled enquiries regarding the European ODR platform, which was used to resolve disputes between consumers and traders. In March, the platform stopped accepting new complaints, and on 20 July 2025 it was completely shut down.²¹

The closure of the ODR Platform does not mean the end of out-of-court dispute resolution. Consumers can still submit claims directly to ADR entities in the country where the trader is registered or use the support of the ECC-Net network in cross-border disputes. The Polish member of the network is the European Consumer Centre.

²⁰ The Act of 23 September 2016 on Out-of-Court Consumer Dispute Resolution (Journal of Laws of 2016, item 1823).

²¹ Regulation (EU) 2024/3228 of the European Parliament and of the Council of 19 December 2024 repealing Regulation (EU) No 524/2013 and amending Regulations (EU) 2017/2394 and (EU) 2018/1724 with regard to the winding up of the European Online Dispute Resolution platform.

CONTACT POINT for ADR/ODR

1,117

pieces of advice given to consumers and undertakings

MOST FREQUENTLY REPORTED categories of cases

airlines

problems with receiving compensation for delayed or cancelled flights and problems with booking or payment

clothing and footwear

non-delivery of products ordered online and problems with refunds when withdrawing from the contract

cultural and entertainment services

disputes concerning access to social media profiles and access to services

Search engine for ADR bodies by country



How to resolve a consumer dispute amicably?



REPRESENTATIVE ACTIONS – entry of the first organisation

The President of UOKiK maintains a register of entities authorised to bring collective actions.* In 2025, the first consumer organisation was entered in the register and gained the right to bring actions in group proceedings concerning practices that infringe the general interests of consumers.



* Representative actions are a mechanism for pursuing claims in collective proceedings, introduced into Polish law in 2024, following the implementation of Directive (EU) 2020/1828 of the European Parliament and of the Council of 25 November 2020 on representative actions for the protection of the collective interests of consumers and repealing Directive 2009/22/EC (OJ L 409 of 4 December 2020, p. 1).

CONSUMER INSTITUTIONS

UOKiK cooperates with **municipal and district consumer ombudsmen**, who assist consumers. It organises and participates in training for ombudsmen and provides them with free educational materials.

The Office also cooperates with **consumer organisations**, including organising grant competitions for the provision of free legal assistance to consumers and the dissemination of consumer law.

CONSUMER COUNSELLING

Grant amount

PLN 1.6 million

Pieces of advice provided

92,704 including:

71,492 through consumer helpline

21,212 e-advice

MOST FREQUENTLY GIVEN advice

products

clothing and footwear, electronics and household appliances

services

supermarket car park charges, fake (impersonating Polish) online shops

FREE ADVICE FOR CONSUMERS
dlakonsumentow.pl



EUROPEAN CONSUMER CENTRE

The European Consumer Centre Poland (ECC Poland) operates at UOKiK.²² It provides **free advice to consumers** regarding their rights in the EU single market and assists in the out-of-court resolution of individual cross-border issues.

COMPLAINTS AND INQUIRIES FILED TO ECC

12,967

notifications handled, including:

8,473 complaints, including 1,949 conducted mediations

4,494 inquiries

MOST FREQUENTLY REPORTED categories of cases

clothing, lighting products – products not in conformity with the contract, often resulting from orders being fulfilled by shops registered in the EU but actually operating in Asia

payments – problems with refunds when withdrawing from a contract

air transport – problems with connections, additional charges for luggage or travel documents

²² The ECC-Net network is co-financed by the European Commission. ECC-NET includes 30 centres in EU Member States and in Norway, Iceland, and Great Britain.

consumer protection in 2025

See more



common section



3

3.1

Market research

The President of UOKiK conducts market research aimed at **diagnosing the general market situation, selected sectors or a specific issues** affecting the situation of consumers or conditions in which business activity is pursued. Such analyses are carried out in the form of separate administrative proceedings,²³ and their results may be used to undertake intervention activities. Market survey is carried out, among other things, by means of surveys and questions addressed to undertakings operating in a particular industry. The analyses particularly focus on markets that are at greater risk of anti-competitive behaviour due to their existing structure or changes. They can be nationwide or local.

The President of UOKiK conducted **eight surveys**, and ten have been concluded.²⁴

of services operated under public service contracts. UOKiK examined, among others, the organisation of tenders and the procedures for granting open access. The study was carried out among 17 Polish and foreign railway operators, covering the largest companies active in the country as well as institutions responsible for organising and supervising passenger transport. The analysis focused mainly on the years 2019–2023, although slightly earlier data were also used to better capture trends.

The result of the survey is a report containing a detailed analysis and recommendations for legal and systemic changes. The solutions presented are designed to increase effective competition, benefiting both passengers and operators.

SELECTED MARKET SURVEYS

The rail passenger transport market

UOKiK investigated the characteristics, relationships and state of competition in the Polish rail passenger transport sector, to explain **why – despite the presence of many operators in this market – there is still no real competition.** Polish passenger rail is divided into regional markets dominated by a single carrier, with over 90%

²³ Market research is conducted in the form of preliminary investigations, which are separate from concentration or competition and consumer protection proceedings. Some of the proceedings concerning local markets are linked to nationwide research projects coordinated by the UOKiK headquarters.

²⁴ Completed surveys also include cases that were started in previous years.

UOKiK RECOMMENDATIONS for the rail passenger transport market

Facilitating market access, i.a. by:

- ensuring longer timeframes in tender procedures for preparing bids and commencing service provision
- introducing measurable evaluation criteria in procedures for granting open access
- strict adherence to deadlines in administrative proceedings
- dividing transport ordered by organisers into smaller packages, combining popular and less profitable routes
- developing more transparent transport plans, enabling operators to better plan investments in rolling stock and network development



Full text of the recommendations in the report



Market for malt used in beer production

Poland is one of the leading beer producers in the European Union.²⁵ For this reason, UOKiK decided to examine how this market operates and the relationships within it. The survey covered **16 selected breweries and the main suppliers of raw materials** for beer production. In 2024, UOKiK presented the results of the first stage of its analysis of the beer and hops market, and also published a report on this subject. In 2025, UOKiK published a report on its analysis of the malt market.

²⁵ According to Eurostat data from 2024, more than one in ten bottles of EU beer (approx. 3.4 billion litres) is produced in our country. In this respect, we rank third – behind Germany and Spain.

The survey showed that the **supply of domestic malt is insufficient to meet the needs of breweries operating in Poland.** Consequently, during the period under review, nearly half of the malt was imported from abroad. The potential for increasing domestic production is limited by the availability of grain in sufficient quantity and quality – primarily malting barley. This is largely due to natural factors, but also due to access to knowledge, technology, organisational competences, and cooperation within the industry.

Based on the survey, UOKiK has drawn up a report containing recommendations for legal and systemic changes. The document highlights the importance of relations between market participants for the development of this sector.

UOKiK RECOMMENDATIONS for the malt market

- strengthening cooperation between malting plants and breweries with domestic growers
- support for barley cultivation, including in terms of quality know-how
- cooperation between farmers and industry organisations or within producer groups
- joint procurement of services
- diversification of crop sales channels and destinations



Full text of the recommendations in the report



3.2

Drafting of legal regulations

The President of UOKiK is committed to drafting Polish and EU regulations that protect consumer interests and support the development of competition. To this end, he prepares legal solutions and analyses draft laws and regulations.

UOKiK monitors the case law of the Court of Justice of the European Union. In particular, it analyses **preliminary ruling proceedings**, i.e. those in which the CJEU interprets EU regulations at request of a national court. For UOKiK, the key issue is whether it is appropriate to join these proceedings if the judgement could have an impact on Polish case law.

OPINIONS on draft legislation

225

legal acts

308

regulations

82

other government documents reviewed

ANALYSIS OF PRELIMINARY RULINGS

140

inquiries

LEGISLATIVE CHANGES
- EXAMPLES

Product safety

Work on the Act on the Supervision of General Product Safety was completed at the end of 2025. The Act implements the provisions of the EU Regulation on General Product Safety.²⁶ It strengthens the powers of the President of UOKiK and the Trade Inspection, particularly in relation to products sold online. Its aim is to **eliminate dangerous products** from the single market, regardless of the channel through which they are made available.

The provisions provide the President of UOKiK and provincial consumer protection inspectors with new tools, including the ability to demand the removal of content relating to dangerous products from online interfaces, the ability to carry out remote inspections, and the ability to purchase products “under a false identity”. The Act specifies the rules for cooperation with customs authorities to detain products that do not meet safety requirements before they enter the European market. The Act entered into force on 3 January 2026.

²⁶ Regulation (EU) 2023/988 of the European Parliament and of the Council of 10 May 2023 on general product safety, amending Regulation (EU) No 1025/2012 of the European Parliament and of the Council and Directive (EU) 2020/1828 and repealing Directive 2001/95/EC of the European Parliament and of the Council and Council Directive 87/357/EEC.

Consumer credit

In order to implement Directive 2023/2225 on consumer credit agreements²⁷ and Directive 2023/2673,²⁸ the existing Consumer Credit Act will be replaced by new legislation. The draft Consumer Credit Act will introduce **requirements regarding the advertising and marketing of consumer credit**, including a list of information that must be included in credit advertisements, such as the interest rate and all fees associated with the consumer credit. Furthermore, advertisements for consumer credit must state that taking out a loan entails additional costs.

The regulation will impose **new pre-contractual information obligations on creditors**, including the provision of general credit information and notification of the right to withdraw from the contract. In the case of contracts concluded online, the creditor must provide a **contract withdrawal button**. Furthermore, creditors will not be able to presume that the consumer has consented to the conclusion of a credit agreement through default options (e.g. pre-ticked boxes). The Act will also set out the conditions for the provision of advisory services by creditors and credit intermediaries.

In 2025, discussions, reviews and public consultations were held with industry representatives.

Unfair market practices

The President of UOKiK has prepared a draft bill transposing Directive 2024/825 on empowering consumers in the green transition (the so-called Empowering Consumers Directive)²⁹ into Polish law. The proposed legislation, which implements Directive 2024/825, provide consumers with a **higher level of protection against pseudo-environmental practices by undertakings**, i.a. by expanding the list of prohibited market practices, improving the rules on informing consumers about

²⁷ Directive (EU) 2023/2225 of the European Parliament and of the Council of 18 October 2023 on consumer credit agreements and repealing Directive 2008/48/EC (OJ L 263, 30.10.2023, p. 1).

²⁸ Directive of the European Parliament and of the Council (EU) 2023/2673 of 22 November 2023 amending Directive 2011/83/EU as regards distance contracts for financial services and repealing Directive 2002/65/EC (OJ L 282 of 28.11.2023, p. 2673).

²⁹ Directive (EU) 2024/825 of 28 February 2024 amending Directives 2005/29/EC and 2011/83/EU as regards empowering consumers in the green transition through better protection against unfair practices and better information (OJ L 2024/825 of 06.03.2024).

their rights in the event of non-conformity of goods with the contract and about the characteristics of goods, including their durability and reparability. The draft provides for amendments to the Act on Combating Unfair Market Practices and the Consumer Rights Act. Towards the end of the year, the draft was submitted for consultation, review and public consultation with industry representatives.

PRESIDENCY OF THE COUNCIL
OF THE EUROPEAN UNION

During the Polish Presidency, UOKiK conducted trilogue negotiations with representatives of the European Parliament and the European Commission concerning the draft Directive of the European Parliament and of the Council amending Directive 2013/11/EU on alternative dispute resolution for consumer disputes (ADR). The Directive was adopted by the European Parliament on 16 December 2025.*

The amendments are intended to update, simplify and facilitate the use of ADR, so that procedures are more accessible to consumers and traders and better adapted to the rapidly evolving digital market. They enable the resolution of consumer disputes with undertakings from third countries.



* Directive (EU) 2025/2647 of the European Parliament and of the Council of 16 December 2025 amending Directive 2013/11/EU on alternative dispute resolution for consumer disputes and Directives (EU) 2015/2302, (EU) 2019/2161 and (EU) 2020/1828 following the closure of the European Online Dispute Resolution platform (OJ L 2025.2647).

3.3

Information and educational activities

UOKiK actively communicates its activities and reaches a wide range of audiences through its websites and social media, public campaigns, publications, interactive tools and competitions. It funds educational projects run by consumer organisations and cooperates with the media and other institutions.

WWW

UOKiK's websites had a total of over **10.5 million page views** – the website uokik.gov.pl, thematic portals, a fuel map and four calculators: for savings, changes in mortgage interest rates, refunds for early loan repayment, and a form to check eligibility for assistance from the Borrowers' Support Fund.

@UOKIKGOVPL

UOKiK's four social media channels – X, Instagram, YouTube and Facebook – have attracted nearly 80,000 followers, including 18,000 new ones. The content published received a total of **6.8 million views**.

SELECTED ACTIONS

The theme of World Consumer Day in 2025 was responsible consumption, the ability to manage personal finances and save for various purposes. Children and young people were able to discover consumer superpowers during lessons for everyone and learn how to protect their pocket money, exercise their rights and make choices that are good for themselves and the environment. Thanks to the campaign "Don't let yourself be taken for a MEGA ride", fans of sales and online shopping received practical tips for Black Friday – on how to avoid the pitfalls of overspending and getting into debt, as well as what to look out for during price

reductions. Meanwhile, during the festive shopping frenzy, as part of "Christmas is coming... parcels are coming", consumers received advice on their rights regarding complaints, returns and the use of courier services and parcel lockers.

SAVINGS CALCULATOR

Helps consumers plan their savings for short- and long-term goals. Supports the development of responsible consumption habits and helps calculate what can be purchased by tailoring a financial strategy to individual needs.



PUBLICATIONS

UOKiK has published or updated **over 40 publications**, including market research reports and findings from the Trade Inspection checks, academic papers, guides and leaflets. Materials can be downloaded or ordered free of charge on the website uokik.gov.pl.

#Safety – 25 inspection reports of the Trade Inspection concerned the safety and quality of products – toys, electronic devices, household appliances, clothing.

UOKIK ON INSTAGRAM

#News

Endless promotions, or endless scam
Compensation for subscriptions obtained through the back door
Greenwashing: how do they pull the wool over our eyes?

#We're often asked about...

I can't give you your change. Don't you have any smaller notes?
Can I eat the chocolate bar before I pay for it?
Can I open the cosmetics in the shop?

#Safety

Not every toy makes a good gift
Dangerous chemicals in jewellery?
A joint initiative involving a pump

#Marketing #IMarkAds

Tempting sales? Seasonal bargains, promotions, discounts
Aggressive advertising? Come on in! Buy now!
Ambassadorship and sponsorship.
A Bio disclosure isn't enough.

#Education

Compensation for the bank's silence
Pay-as-you-go mobile phone. How much do you pay for... nothing?
Pyramid scheme risk

#OnHoliday

Departures, arrivals. Problems?
Holiday complaints
Entertainment at your own risk

The materials contained advice for consumers and undertakings. UOKiK also carried out joint inspection campaigns with the National Revenue Administration and the General Office of Building Control.

FOR CHILDREN AND YOUTH

Two UOKiK educational projects implemented by consumer organisations in 2024-2025 have come to an end. These resulted in classes for **over 13,000 children and young people**, as well as engaging educational tools:

- a board game "The World of Consumers" for pupils in years 7-8 of primary school, who, taking on the roles of a gamer, a skater or an environmental activist, roam the city streets, pop into shops, browse the internet or travel, all whilst testing their knowledge of consumer law,
- games and activities for pre-schoolers aged 4-6, combining modern technologies with traditional forms of learning, e.g. the card games "Perfect Pairs" ("Ale pary!") and "Little Memory" ("Małe Memo"), as well as the interactive online games "CE Marks Detectives" ("Detektywi znaku CE") and "Toy Lab" ("Laboratorium zabawek").

FOR STUDENTS

Master's and doctoral theses

The 16th edition of the competition for the best Master's theses in the field of competition law, the 14th edition

in the field of consumer protection, and the 4th edition of the competition for the best doctoral thesis have come to a close. From among the 60 papers submitted, the competition jury – comprising academics and legal practitioners – selected **ten winners**. The best papers were published in book form as part of the "UOKiK Library" series.

SHOPPING FROM ASIA

The guide highlights high-risk purchases – fake shops, counterfeit Polish brands and dishonest intermediaries. It highlights warning signs, how not to be deceived and what to bear in mind when shopping online.



YOUR INFLUENCE MATTERS!

The guide advises on how to recognise marketing tricks: free samples, free subscriptions or limited-time offers, and how not to fall for them. It supports consumers in making informed purchasing decisions.



THE WORLD OF CONSUMERS – consumer gamification

LexCultura Foundation

- 8,334** pupils
- 400** classes
- 208** trained teachers
- 104** schools

grakonsumencka.pl



ABC OF THE YOUNG CONSUMER

ProPublika Foundation



- 5,525** children
- 1,157** teachers involved in the project
- 250** classes
- 250** kindergartens

malykonsument.uokik.gov.pl

Summer Camp UOKiK '25

The third edition of the five-day competition law workshop brought together several dozen students from across Poland. Participants analysed cases of abuse of a dominant position, collusions and other prohibited market practices. They also gained an insight into the workings and tools of the UOKiK: open-source intelligence, computer forensics and mystery shopping. **Over half of the workshop participants opted for paid internships at UOKiK.**

FOR SENIORS

The UOKiK highlighted the risks faced by senior citizens invited to sales shows or alleged medical examinations. To mark Grandmothers' Day and Grandfathers' Day, it appealed for the best gifts – conversation, support and help. As part of the "Caring not for show" campaign, it reminded people of their consumer rights and encouraged them to make use of **free resources**: podcasts, webinars, leaflets and guides available on the website prawakonsumenta.uokik.gov.pl.

As it does every year, UOKiK joined in the celebrations of Senior Citizens' Days in cooperation with the Social Insurance Institution. It warned against the pitfalls of online shopping – what to watch out for and how to react.

3.4

International cooperation

The President of UOKiK undertakes numerous international activities, often initiating cooperation with other institutions within the framework of bilateral and multilateral contacts. Representatives of the Office participate in the work of the European Union institutions, taking an active

part in the working groups of the EU Council and contributing to the drafting of EU legislation. International cooperation also includes the implementation of projects from EU funds and within the framework of Polish development cooperation.

UOKiK'S PARTICIPATION in international organisations – examples

- CPN**
Consumer Policy Network
- CPC**
Consumer Protection Cooperation
- ICPEN**
International Consumer Protection and Enforcement Network
- UNCTAD**
United Nations Conference on Trade and Development
- OECD**
Organization for Economic Co-operation and Development
- ECN**
European Competition Network
- ICN**
International Competition Network
- CSN**
Consumer Safety Network
- EUPCN**
European Union Product Compliance Network
- AdCos**
Administrative Cooperation Groups
- SAM WG* oraz SA HLF**
State Aid Modernisation Working Group
State Aid High Level Forum

- consumer protection
- competition protection
- product safety and market surveillance
- state aid



* From October 2025, the name SAM WG changed to SA WG (State Aid Working Group).

POLAND'S PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION

UOKiK played an active role during Poland's Presidency of the Council of the EU. It chaired two working groups: on competition (WP COMP) and on consumer protection and information (WP CONSOM). It led negotiations between the Council of the EU, the European Parliament and the European Commission (trilogues) on the draft Directive of the European Parliament and of the Council amending Directive 2013/11/EU on alternative dispute resolution for consumer disputes and Directives (EU) 2015/2302, (EU) 2019/2161 and (EU) 2020/1828, which concluded with the reaching of a political agreement.

UOKiK organised the Joint High-Level Meeting of the Consumer Policy Network (CPN) and the Consumer Protection Cooperation Network (CPC). The meeting was unique in that, for the first time, it was dedicated to joint discussions between CPN and CPC representatives on priorities and challenges in EU consumer policy. Topics included the protection of children and young people, as particularly vulnerable consumer groups, and the activities of online platforms, in particular issues of liability and enforcement against entities outside the EU.

UOKiK also organised the European Competition Day. The conference was held under the theme 'The Evolution of Competition Law: Adapting to Contemporary Political Changes and Global Challenges' and formed part of the celebrations marking the 35th anniversary of the enforcement of antitrust law in Poland.



CONSUMER PROTECTION

UOKiK, together with El Salvador, led the work of the UNCTAD Informal Working Group on Consumer Protection in E-commerce, which produced the document "**Checklist for consumer protection agencies deploying AI**".

The Office also carried out a project providing Polish assistance to the **Armenian Competition and Consumer Protection Commission (CCPC)**. Activities focused on sharing practical knowledge regarding the application of national and EU consumer protection and competition law.

As part of the International Consumer Protection and Enforcement Network (ICPEN), UOKiK, together with the Italian AGCM, initiated the ICPEN project "**AI for Enforcement: ICPEN Learning Track 2025-2026**", which will continue in 2026.

Under the EC's technical assistance and information exchange instrument, UOKiK also provided expert support on the harmonisation, application and enforcement of EU legislation to partner institutions responsible for consumer protection in **Morocco, Ukraine, Peru, Montenegro and Albania**.

COMPETITION PROTECTION

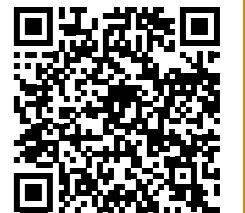
UOKiK carried out a one-year project for the competition authorities of Albania and Montenegro, aimed at exchanging best practices in the context of ongoing EU accession negotiations, as part of the implementation of the **TAIEX** project – the European Commission's technical assistance and information exchange instrument.

Together with the competition authorities of the Czech Republic, France, Ireland, Latvia and Portugal, as well as the Organisation for Economic Co-operation and Development (OECD), UOKiK launched the project "**Strengthening the detection and reporting of bid-rigging**", funded by the European Commission under the Technical Support Instrument (TSI). The main objectives of the project are to strengthen compliance with competition law in public procurement by enhancing the skills of public procurement staff in detecting bid-rigging, improving mechanisms for reporting such cases and transmitting data to competition authorities, and strengthening cooperation between these authorities and other public institutions.

Another project funded by the European Commission under the Technical Support Instrument (TSI) is "**Supporting the digital transformation of competition law enforcement**", which UOKiK has joined alongside the competition authorities of Belgium, Bulgaria, the Czech Republic, Germany, Greece, France, Croatia, Hungary, Italy, Lithuania, Malta, Romania, Slovakia and Slovenia. Its aim is to strengthen enforcement capabilities and deepen the knowledge and expertise of national competition authorities in the fields of data science and artificial intelligence, so as to prevent and detect anti-competitive practices more effectively.

market research, legislation, education and cooperation in 2025

See more »



REPORT ON UOKIK ACTIVITIES IN 2025



ENGLISH VERSION

Copyright © 2026
Office of Competition and Consumer Protection

Plac Powstańców Warszawy 1
00-950 Warszawa
www.uokik.gov.pl/en

   @uokikgovpl

POLISH VERSION



REPORT ON UOKIK ACTIVITIES IN 2025