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Manila Water



Our Sustainability Journey

Outline

- I. The Manila Water Story
- II. Sustainability Practices Across the Value Chain
- III. Championing Sustainability Beyond the East Zone



A photograph showing four hands of different skin tones (light, medium, and dark) holding a circular splash of clear blue water. The water is captured in mid-air, creating a ring shape with many small droplets and bubbles. The background is plain white.

The Manila Water Story

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© Manila Water 2011

Pre-PPP

Water
Availability



Pre-PPP



ILLEGAL CONNECTIONS



LEAKS



LOW PRESSURE TO NO WATER



POOR CUSTOMER SERVICE

Public-Private Partnership (1997)



Metropolitan
Waterworks and
Sewerage System

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Objectives of the PPP



Expand
Service
Coverage



Improve
Service
Delivery



Increase
Operating
Efficiency

Milestones

Water
Availability



99%



Milestones

from 3M to
6.2M
customers



Milestones

from **63%**
to **11% NRW**
700 MLD Saved



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Milestones

24/7 and
potable



A photograph showing four hands of different skin tones (light, medium, and dark) holding a circular ring of water. The water is splashing and creating a ring shape. The background is white.

Sustainability Practices Across The Value Chain

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Manila Water's business model is anchored on sustainability

Our vision is to become a leader in the provision of **water, wastewater, and other environmental services** which will



**Empower
People**



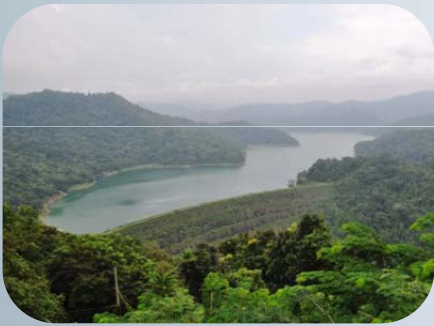
**Protect the
Environment**



**and Enhance
Sustainable
Development**

“Triple Bottomline”

Water Source



Distribution



Integrated Management System



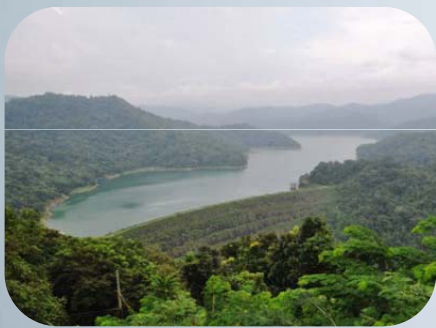
Wastewater Management



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Water Source



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Water Source:

“Adopt-a-Watershed
Program”



- More than 50,000 seedlings planted in total 65,200 hectares in Angat, Ipo and La Mesa Dams
- 300 indigenous families with sustainable livelihood
- Partners: 70 various organizations

Water Source:

“Comprehensive Watershed Masterplan in Marikina”



- Reforesting 1,000 hectares
- Partner: DENR

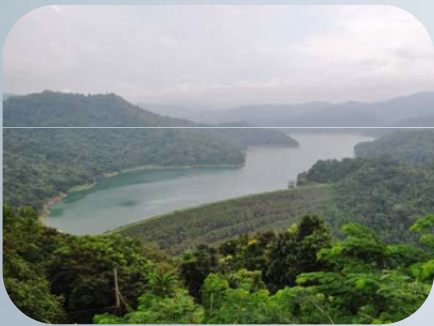


Water Source:

“Ground Water Protection Program”

- Awareness on limitations and effects of Ground Water
- LGU partners in regulating use of ground water
- Partner: NWRB and LGUs

Water Source



Distribution



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Distribution: System Losses Reduction “Network Improvement Program”



- From 63% NRW to 11%; 700 MLD saved
- Partners: MWSS, DPWH, MMDA, LGUs

BIG P PARA SA BARANGAY

Distribution: Water for the Poor

“Tubig Para Sa Barangay”

ngangalaga sa Kinan

- From P150/cu.m. to P7
- 1.7M low income people now enjoy 24/7 potable water
- Partners: Communities and LGUs

Distribution:

Community Service

“Lingap” Program

- 300 institutions served
- 1.5M beneficiaries
- Partners:
 - “Lingap Eskwela” (Partner: DepEd)
 - “Lingap Ospital” (Partner: DOH)
 - “Patubig sa Palengke” (Partner: DILG)
 - “Patubig sa City Jail” (Partner: BJMP, DILG)
 - “Lingap Ampunan” (DSWD)

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Distribution: Vendor Management “Suki” Program



- Sustainability Policy, Health and Safety Policy and Proper Housekeeping Practices among all vendors
- Partners: Vendors

Distribution: Supply Chain Program “Kabuhayan Para sa Barangay” Program



- 8 Beneficiary Cooperatives with 900 families
- Partner: Manila Water Foundation

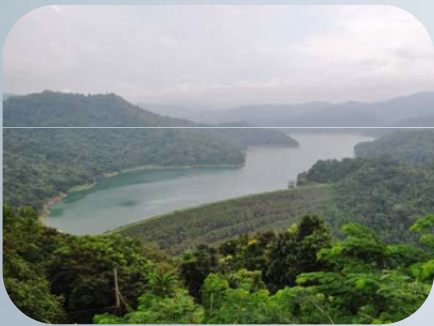
Distribution:

Energy Efficiency Program

Carbon Management Plans

- One of firsts to adopt the PhilGARP
- Continual management of carbon emission

Water Source



Distribution



Integrated Management System



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Integrated Management System: ISO 14001 for Environmental Management



Integrated Management System:

OSHAS 18001 for Occupational Health & Safety

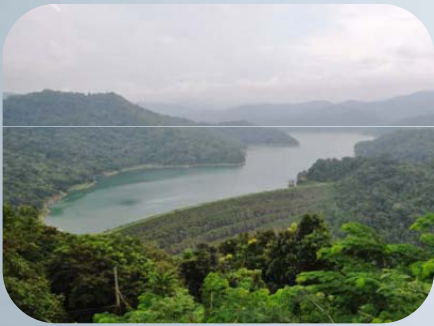
- For Employees: Employment benefits and Health and Safety Policy
- 10 Million Safe Man-hours



**Integrated
Management
System:
ISO 9001 for
Quality Management
System**

**ISO 17025:2005 accredited
Laboratory Services Department**

Water Source



Distribution



Integrated Management System



Wastewater Management



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Wastewater Management:

Sanitation Service

“Sanitasyon Para sa Barangay” Program

- 1M household septic tanks desludged
- 78 Desludging Tankers
- Partners: DENR, LLDA, LGUs, MWSS

Wastewater Management: Sewerage System

- 38 Sewage Treatment Plants
- 23% sewage coverage
- Partners: DENR, LLDA, LGUs, MWSS

Wastewater Management:

Catchment-based Strategy
“3-River Masterplan”

- Commitment to used water management
- Partners: MMDA, DENR, DPWH, MWSS, LLDA, LGUs



Wastewater IEC: “Toka Toka” Movement



*NAGAMIT NA TUBIG,
GAWING TUBIG NA OKS!*

- First environmental movement on wastewater management
- Pioneer Partners: ADB and ABSCBN Foundation

Wastewater IEC: “Toka Toka” Movement



- 99,168 on-ground supporters
- 78 projects lined-up for its first year
- 14 partners acquired in 7 months

A photograph showing four hands of different skin tones (light, medium, and dark) holding a circular splash of clear water. The water is captured in mid-air, creating a ring shape with many small droplets and bubbles. The background is plain white.

Championing Sustainability Beyond the East Zone

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Spreading the Advocacy: “Lakbayan” Program

(Water Trail Tour)



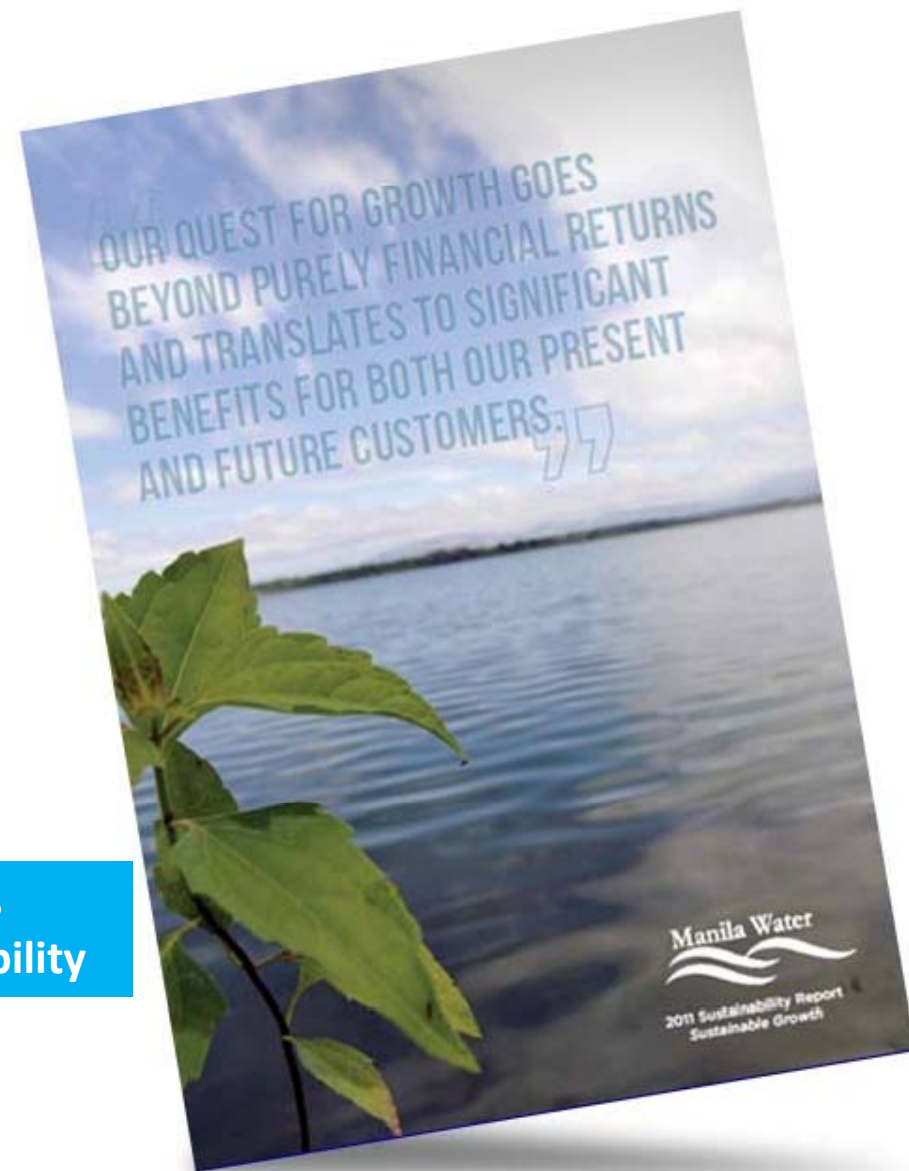
- 67 institutions served
- 3,746 participants



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Annual Sustainability Reporting



- Level A compliance GRI G3.1 indicators
- ISO 26000 guidance on social responsibility

Annual Sustainability Reporting for Subsidiaries



- For 2013 onwards, New Business Operations (Clark Water, Laguna Water and Boracay Water) will have its own sustainability reporting

And the Journey continues...





Thank you.

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Securing your future today