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Maynilad

COVID-19 Response

Maynilad Water Services, Inc.

- Largest water concessionaire in terms of customer base in the Philippines
- Serving 1.45M connections or a population of 9.74M
- Has exclusive rights to provide water and wastewater services in the West Zone of the greater Metro Manila area until year 2037



OBJECTIVES

- 👤 Ensuring uninterrupted supply of water and provision of sanitation service.
- 👤 Ensuring the welfare and safety of our employees and partners.
- 👤 Managing impact of business/financial goals.

KEY ELEMENTS

- Full authority to Covid Response Team to design, develop and execute COVID-19 Control and Protocol Measures in coordination with Division Heads.
- Full authority to Division Heads to execute tactical human resource deployment to ensure uninterrupted services, business continuity.
- Logistical support to employees to adapt to the pandemic– *i.e. PPEs, food allowance, sleeping needs, transportation, communication/internet allowances, hazard pays, medical and mental health programs.*
- Employees participation and engagement (i.e. employees designed and produced PPEs, and disinfection equipment).
- Supply chain management to ensure necessary provisions for plant operations (such as chemicals, pipes, spare parts).
- Support to contractors and service providers to comply with Covid testing requirements by the government.

LEARNINGS

1. It pays to be prepared.
 - *Water Safety Plan*
 - *Business Continuity Management System*
2. Be decisive but flexible and agile.
3. Communicate. Listen to those on the ground.
4. Continue to learn.