

2021-2022 Sustainability Report

EMERGING

Accelerating growth, achieving excellent service
for people and the planet





EMERGING: Accelerating growth, achieving excellent service for people and the planet

In the past years, we focused on how we can contribute to solving the public health crisis brought on by the COVID-19 pandemic while ensuring that we can deliver our service commitments to our customers. As the world emerges from this upheaval, we gear up to achieve business growth and bring excellent service for the benefit of our customers and stakeholders. We continuously improve the reliability and quality of the water we deliver to our customers. At the same time, we look after the proper treatment of domestic wastewater through our sanitation services.

The challenge for us is how our operations can work harmoniously with nature and help achieve our country's sustainable development goals. We respond to this challenge by continuously exploring opportunities to introduce technologies into our systems that can help us use resources more efficiently and minimize environmental impacts. We, together with our talents and with the support of our partners and regulators, were enabled to invest in programs that will promote the use of clean energy, minimize our carbon emissions, and help protect the biodiversity in our areas of operation.

As we are in this critical period of our planet, we pledge to be an ally in achieving sustainable water and wastewater solutions for the present and future generations.



ABOUT THE COVER

The cover is a visual representation of our business strategy that looks after the needs of our customers while protecting the environment. It shows the dependencies between the environment and humanity and how our collective action can create a positive impact.

CONTENTS

- 6 General Manager’s Report
- 22 Sustainability Agenda
- 26 Stakeholder Engagement
- 30 Sustainability Highlights: Contributions to Sustainable Development Goals
- 32 Protect the Environment
- 40 Help Communities Thrive
- 44 Build a Culture of Care and Trust

ABOUT THIS REPORT

We, at Laguna AAWater Corporation (Laguna Water / the Company), release our fifth Sustainability Report: Emerging – Accelerating Growth, Achieving Excellent Service for People and the Planet, covering our performance from January 2021 to December 2022.

This report referenced the Standards of the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (UN SDG) in disclosing our material topics.

A digital copy and a video version of this report are also available for online viewing.



Content

This report details aspects of our performance that satisfy the interests of our stakeholders, including economic performance, conservation initiatives, social responsibilities, communities served, technological and process innovations, and employment.

This Issue centers on presenting our continuous progress and the course of action in expanding our water and sewage/septage management services to the Province of Laguna. The contents are structured to convey information that will allow our stakeholders to understand our position in terms of its preset objectives.

Some portions of this report may also contain plans, projections, forecasts, and forward-looking statements identifiable using words “may,” “believe,” “expect,” “anticipate,” “assume,” “estimate,” “plan” or “continue,” and similar expressions, or by future or conditional verbs such as “should,” “would” and “could.” These are made based on currently available information and expectations of the management and in consideration of applicable securities laws and regulations. However, the readers are advised that any non-historical data stated involves, some beyond our control, a certain level of risk or uncertainties. Should these risks materialize, which may cause expected results to change, we do not assume any obligation to update any forward-looking statements to reflect actual results, assumptions, or other factors affecting such statements.

Scope and Boundaries

Our Company advocates transparency in reporting and assures that it has validated all data before publication. Data owners and the management team reviewed all information found in this report to ensure accuracy.

All information and declarations in this report are exclusively from Laguna Water. All data extracted from external sources are appropriately cited.

Feedback

For any inquiry or feedback on this report, please contact:

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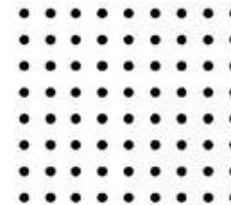
Sanitation for all - these orange pipes help desludge the farthest household in this alley in Brgy. Santo Domingo, Biñan City



GENERAL MANAGER'S REPORT

The years 2021 and 2022 were a continuation of our efforts to surpass the COVID-19 pandemic. Globally, innovations favoring public health and safety were given priority including the development of vaccines and the improvement of technologies minimizing person-to-person contact such as e-learning, work-from-home tools, online banking and cash transfers, shopping, telemedicine, concert-going, etc. All of these were efforts proven to prevent the spread of the virus. Aside from saving lives, these also helped realize indirect positive impacts on our environment. Fewer consumption of fuel improved our air quality, while reduced operations of industries lowered greenhouse gas emissions. Although these are short-term effects, they created awareness and more significant concern for the environment and showed us how our collective action can favor sustainability.

To make these impacts long-term, the worldwide commitment to prevent surpassing the global warming limit of 1.5°C was reaffirmed after the 27th Convention of Parties in 2022¹. It solicited commitment to funding assistance for developing countries on how to mitigate and adapt to the adverse effects of climate change. Being at the receiving end of these effects, the Philippines has also included in its development plan² strategies for minimizing our vulnerability when it comes to natural hazards. To make this happen, the government calls for public private partnerships, international collaborations, and individual participation to better understand our risks, encourage green investments, and support high-risk communities.



¹ COP27: Delivering for people and the planet, United Nations, November 2022.
² Philippine Development Plan 2023-2028, National Economic Development Authority, January 2023.

To support this call, we, at Laguna Water, reaffirmed our environmental, social, and governance (ESG) commitments to align with the strategies and goals of the government. In 2021, spearheaded by our parent company, Manila Water, we initiated a company-wide review to define our ESG targets on water access and security, non-revenue water (NRW), carbon emission reduction, capital expenditure, drinking water quality, and occupational health and safety. Together with the hardworking men and women of Laguna Water, we gear up to achieve these by 2025. Likewise, we have streamlined our Sustainability Framework anchored on these three pillars: protect the environment; help communities thrive; and build a culture of care and trust.

We also continuously integrate sustainability into our daily operations. The past two years have been devoted to exploring new ways to efficiently utilize resources, manage and reuse waste, and minimize our adverse environmental impacts. Through our Green Minded program, we funded electricity efficiency activities and technologies that help us bring down our operational expenses and minimize our greenhouse gas emissions. As a result, our projected savings from these technologies is around 3.9 million per month while estimated CO₂ reduction of 800 metric tons as of 2022. While we pivoted our resources towards the COVID-19 response in 2020, the past two years saw the continuation of our sustainable development programs aimed at protecting the environment and improving lives in the areas we serve.

We partnered with local and provincial government agencies as we continued to plant and nurture trees through Pasibol¹ and educate about water conservation and proper sanitation through Lakbayan,² Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan),³ and Daloy ng Saya (DNS)⁴. Acknowledging that clean water and sanitation are integral in achieving good health, we also worked with Manila Water Foundation (MWF) to help institutions to be better equipped as they prepare for 100% operations with the construction of handwashing facilities and donation of hygiene and cleaning products.



English description of Laguna Water environmental programs:

1. Tree planting program which means to grow
2. Laguna Water facilities educational tour
3. Information, education, communication campaign about the importance of desludging and wastewater treatment
4. Annual outreach program and learning session on water, sanitation, and environmental protection in public schools

With the surge in prices of materials and services, it also became inevitable for us to increase our tariff and new water service connection fee. This is necessary so that we can consistently provide excellent service to our customers. But as we strive to achieve growth, we also made sure to include marginalized communities in this goal.

Through the Ahon Tubig program, also in partnership with MWF, we subsidized the water connection fees of 71 households equivalent to at least 355 individuals in Pagsanjan so they can enjoy 24/7 piped water connection and desludging services every five years. We also launched promos to make it easier for underserved communities to avail our services and disconnected customers to reconnect. With these efforts, we were able to increase our population served by 7% by the end of 2022 versus 2020.

The increase in our number of customers, key accounts, and customers' water consumption together with the efficiency measures implemented in the last two years allowed us to generate impressive financial income and contribute to the local economy of the Province of Laguna through the dividends it earns from its shares in the Company.

We gear up to achieve growth and excellence not only for the benefit of the Company but in greater measure, for humanity and our planet. Being a water and environmental services company, we acknowledge our unique position in creating lasting positive impacts for the people and the environment through the work that we do. It is a challenging field, but we are proud and honored to be a trusted partner in achieving the aspirations of Filipino families of stability, wellness, and security.





GOVERNANCE AND STRATEGY

*Courtesy visit of Manila Water Company's
President and CEO, Jose Victor Emmanuel A.
de Dios, at the Provincial Government of Laguna*

ABOUT LAGUNA WATER

We are the most reliable and largest water, wastewater, and environmental services provider in Laguna created through a joint venture between the Provincial Government of Laguna (PGL) and Manila Water Philippine Ventures (MWPV), a subsidiary of Manila Water Company (MWC).

We attribute our continued success to our steadfast commitment to providing quality customer experience, a strong network of industry partners, and wide knowledge and experience in water and wastewater operations.

Currently, we operate in Binan, Santa Rosa, Cabuyao, and Pagsanjan. We also have presence in Alaminos, Calamba, Calauan, San Pablo, Victoria, Pila, Santa Cruz, Pakil, and Lumban.

Geographic Presence



Purpose, Vision, Mission

Purpose

Better lives and resilient economies through critical infrastructure

Vision

A global leader in providing quality water and environmental services supportive of sustainable development

Mission

Deliver world-class services tailored to the needs of communities we serve, through sustainable solutions and purpose-driven, empowered, innovative teams

Core Values



CARE

We demonstrate our innate Filipino value of genuine compassion and ownership to fulfill our mission to our employees, customers, company, environment, and our nation.



EXCELLENCE

We create meaningful value and deliver high returns for all our stakeholders by delivering the highest quality products and services, investing in projects that improve quality of life while upholding the welfare of our employees.



TENACITY

We bravely face challenges head-on with a "can do, must do" attitude and we follow through on our promises with maximum effort and persistence. We quickly embrace change and ensure the competent completion of every job we commit to.



COLLABORATION

We live and breathe the work that we do, and we seek out colleagues and partners that share the same commitment to utilize our diverse strengths and work together in synergy towards our purpose.



INTEGRITY

We are ethical, fair, and transparent in our business practices at every level of our organization. We always choose to do what's right and take accountability for our actions.



PIONEERING

We apply new approaches, explore new methods and ideas, in order to create innovative solutions and deliver lasting impact for the communities in which we operate.

BOARD OF DIRECTORS



Laguna Water's Board of Directors (the Board/BOD) is composed of nine members. Six are key officers from the MWPV, while three are from PGL appointed by the Provincial Governor.

The Chair of the Board is from PGL while the President of the Company is from MWPV. The Board conducts regular meetings every quarter and/or when an urgent matter arises that needs approval.

Three members of the BOD also comprise the Executive Committee, of which two members are from MWPV while the last member is from PGL.

It acts on matters beyond the powers vested to the General Manager (GM) and delegated by the BOD. The Board is also responsible for electing the officers of the Company.

In 2018, the Audit Committee of Laguna Water was formed through a Board Resolution. It is composed of three members - two from MWPV and one from PGL. The Chairperson shall be one of the BODs. Its mandate is to monitor the following:

- The integrity of the financial statements and the financial reporting process;
- Effectiveness of the system of internal control;
- Performance and leadership of the internal audit function;
- Independence and the integrity of the audit process and Compliance with applicable legal and regulatory requirements.

In 2020, the Audit Committee was expanded to the Audit and Risk Committee to include the identification and monitoring of the top risks of the company in its mandates.

Its members became four with a representative from the Enterprise Risk Management Team of MWPV. It maintains free and open communication with Laguna Water's management team and internal and external auditors.

Chair of the Board:

Atty. Dulce G. Hilario-Rebanal
Provincial Administrator
Province of Laguna

Members:

Atty. Katherine C. Agapay
Provincial Vice Governor
Province of Laguna

Atty. Rodel T. Paderayon
Provincial Legal Counsel
Province of Laguna

Gigi Iluminda T. Miguel
Chief Financial Officer
Manila Water Company

Karoline C. Sangalang
Chief Finance Officer
Manila Water Philippine Ventures

Melvin John M. Tan
Chief Operating Officer, Non-East Zone PHL
Manila Water Company

Roberto R. Locsin
Chief Operating Officer for
International Business
concurrent Chief Administrative Officer
Manila Water Company

Maidy Lynne B. Quinto
Regional Operations Group Director for Luzon
Manila Water Company

Eleanor B. Misa
Human Resources Head
Manila Water Philippine Ventures

Executive Committee

Chair: Melvin John M. Tan

Members: Atty. Rodel T. Paderayon
Gigi Iuminada T. Miguel

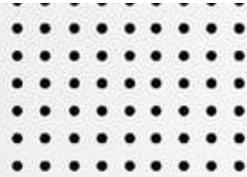
Officers

Chair of the Board:	Atty. Dulce G. Hilario – Rebanal
Vice Chair:	Jose Victor Emmanuel A. De Dios
President and CEO:	Melvin John M. Tan
Treasurer:	Ma. Lourdes M. Dalusung
General Manager:	Constantine O. Uy
Corporate Secretary:	Atty. Amabelle C. Asuncion
Assistant Corporate Secretary:	Atty. Romelyn A. Obligacion
Chief Audit Executive:	Ronald M. de Leon
Compliance Officer for Privacy:	Sol Teresita N. Dimayuga

Audit and Risk Committee

Chairperson: Gigi Iuminada T. Miguel

Members: Jose Victor Emmanuel A. De Dios
Rolando V. Caraig
Maria A. Lim



LEADERSHIP TEAM



Camille B. Orbeso
Business Operations
Head

Lheizel U. De Jesus
Regulatory and External Affairs
Head, OIC

Yves P. Barbasina
HR Business Partner

Michael C. Cambel
Technical Operations
Head

Constantine O. Uy
General Manager



Sol Teresita N. Dimayuga
Project Management
Head

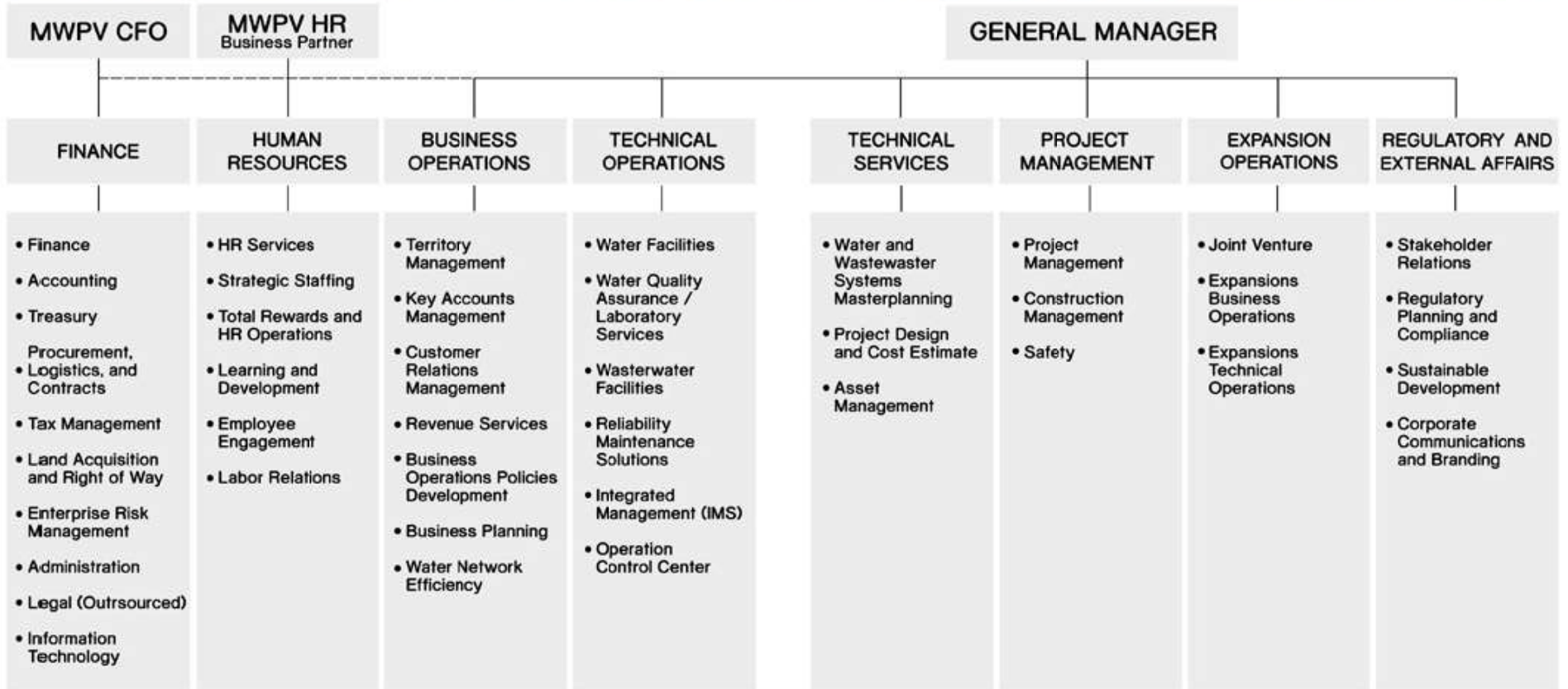
Ma. Lourdes M. Dalusung
Finance Head

Rodel V. Del Rosario
Expansion Operations,
Operation Manager

Paul Michael V. Atienza
Technical Services
Head, OIC



ORGANIZATIONAL CHART



STRATEGY



We started in 2009 with the mission to improve and provide quality water service to the Province. Over the past 14 years, we have encountered incidents like typhoons, volcanic eruptions, and a pandemic that challenged our day-to-day operations. Despite these trials, we fulfilled our commitment and expanded our water and wastewater services.

To maintain our unparalleled service in the areas we operate, we intend to continue the implementation of our efficiency measures that will help us provide reliable service to our customers.

In the years to come, we aspire to continuously provide sustainable solutions to the growing demand for water and wastewater services in the Province. To make this possible, we invest in the continuous development of our talents, boost funding for sustainable water and wastewater facilities and infrastructures, and bank in the support of our stakeholders.

We also aim to expand our areas of operation to the other cities and municipalities in Laguna and concretize our purpose to enable "better lives and resilient economies" by maintaining our successful public-private partnership with PGL and the local government units (LGU) while fostering new ones.

RISK MANAGEMENT

As part of MWC and MWPV, we follow their lead, especially in terms of risk management. We diligently work with our counterparts to effectively manage these and plan out strategies to overcome disruptions. For the detailed risk management plan, please refer to MWC's 2022 Integrated Report, pages 24-31.

Scan to access
Manila Water's 2022
Integrated Report.



AWARDS AND CITATIONS



- Green Awards 2023 – Sustainable Development Partner
- Top Taxpayer Award – Biñan City 2022
- Top Taxpayer Award – Pagsanjan 2022
- European Chamber of Commerce of the Philippines Europa Awards – Finalist, Water Resource Management
- Shortlisted for 2022 DOE's Energy Efficiency Excellence (EEE) Awards



MEMBERSHIPS



- Department of the Interior and Local Government Region IV-A Local Governance Regional Resource Center – Multi-stakeholder Advisory Council
- Santa Rosa Watershed Management Council (SWMC)
- Cabuyao River Protection Advocates (CaRPA)

AGENDA SUSTAINABILITY

We operate the business in ways that create shared value with our stakeholders and will achieve profitable growth and development without having detrimental impacts on the environment and society. Driving sustainability throughout the business, our corporate practices are anchored in the triple bottom line business principle which measures our commercial success, not only in terms of profit but most importantly, on its positive impacts on people and the planet.

The triple-bottom-line approach allows us to simultaneously advance our corporate interests along with the development of communities and the promotion of environmental protection within its territorial boundaries.

In 2022, as part of the Manila Water Enterprise, we revised our sustainability policy and make it our agenda to:

1. Help Communities Thrive;
2. Protect the Environment; and
3. Build a Culture of Care and Trust.



Scan to view our sustainability policy.



In parallel with MWC and the rest of MWPV, we aim to contribute to the enterprise ESG Commitments.

Agenda	Pillars	Indicator	Targets to 2025
Protect the Environment	Environment 	Raw Water Supply Buffer	At least 15% raw water supply buffer
		NRW	Below 20% based on Concession Agreement*
		Carbon Emission Reduction	7% reduction and avoidance through renewable energy and wastewater treatment
Help communities thrive	Social 	CAPEX	Building Infrastructure sufficient to satisfy service commitments & improvements
		Drinking water quality	100% compliance to national drinking water standards
Build a culture of care and trust	Social and Governance 	Occupational Health and Safety	Zero lost time injury rate

*Laguna Water's NRW target to 2025

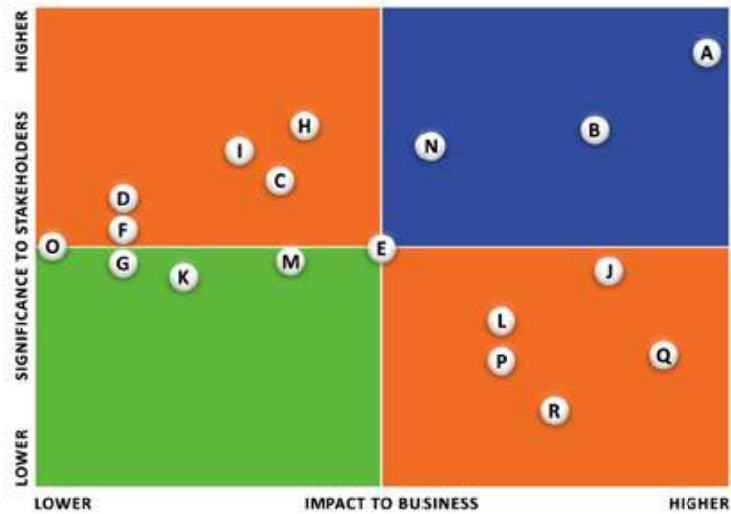
MATERIAL TOPICS

In 2022, a materiality survey was conducted by MWC among its stakeholders in the East Zone and across all its business units under MWPV. More than 1,000 individuals representing customers, regulators, government, vendors and suppliers, investors, and employees responded.

From the data gathered, we carved out the responses of those relevant and within the scope of our operations.

In addition, a story conference among the data owners of Laguna Water was conducted. These activities determined which information and stories to highlight in this report.

Although some of the topics received a lower rating from our stakeholders, we included them in the different sections of the report as we consider the progress and activities related to these significant in our operations.



Environment	Social	Governance
A Climate Change	H Community Relations	O Strategy and Risk
B Water and Effluents	I Occupational Health and Safety	P Labour Practices
C Energy	J Economic Contribution	Q Supply Chain
D Emissions	K Customer Service	R Data Privacy
E Biodiversity	L Talent Development	
F Waste	M People Diversity	
G Materials	N Corporate Governance	



Biosolids Treatment at Laguna Technopark, Inc. Sewage and Septage Treatment Facility

STAKEHOLDER ENGAGEMENT

With the materiality survey, we were also able to identify the topics on how we can further improve our engagement with our stakeholders. The key findings from this activity allowed us to pinpoint the areas relevant to them.

These pieces of information will help us shape our plans and key priorities for the future. But now, we were also able to match the issues and concerns they raised with the current programs and activities we have in place as a response.



Stakeholder	Issues and Concerns	Our Response	
Employees	Work-life balance	Enterprise-wide rollout of #MahalagaKa program	
	Mental Health	Regular mental wellness seminars Kumustahan sessions with HR Department	
	Occupational Health & Safety	Safety assessment and induction during activities	
	Employee Engagement	Resumption of on-site office activities Annual teambuilding activity	
	Talent development and recognition	Inclusion of personal development in individual's targets Availability of online training courses via MWU	
Vendors	Project opportunities	Communication of opportunities to vendors	
	Health and safety	Health and safety induction before activities	
	Innovation	Investment on energy efficient technologies	
Customers	Environmental programs	Annual tree planting program through Pasibol Participation in cleanup of rivers and lakes Implementation of desludging program and TSEK ng Bayan	
	Reliability of water supply	On-going projects to improve water services	
	Responsible use of natural resources	On-going exploration of alternative water sources	
	Wastewater Treatment	Implementation of desludging program and TSEK ng Bayan	
	Climate change	Investment on energy efficient technologies	
	Clean and safe water	100% adherence to PNSDW standards	
	Affordable water	Subsidized water connection fees for marginalized communities through Ahon Tubig program Promos for new water service connections and reconections	
	Local Government Units	Community development programs	Annual community development programs like Linis Eskwela and Daloy ng Saya and construction of WASH infrastructures in partnership with Manila Water Foundation
		Environmental programs	Annual tree planting program through Pasibol Participation in cleanup of rivers and lakes Implementation of desludging program and TSEK ng Bayan
	National Government Agencies	Corporate Social Responsibility	Implementation of environmental and community development programs Integration of corporate social responsibility in operations
Reforestation		Implementation of Pasibol Program	
Clean energy		Investment on renewable energy technologies	
Investors	Corporate Social Responsibility	Implementation of environmental and community development programs Integration of corporate social responsibility in operations	
	New water sources	On-going exploration of alternative water sources	
	Wastewater treatment	Implementation of desludging program and TSEK ng Bayan	
	Green innovations	Investment on energy efficient technologies	
	ESG	Roll-out of 2025 ESG Targets	



SUSTAINABILITY STORIES

SUSTAINABILITY HIGHLIGHTS CONTRIBUTIONS TO

SUSTAINABLE DEVELOPMENT GOALS

We value sustainability and champion the protection of natural resources, biodiversity, and inclusive growth. Likewise, we are supportive of the Sustainable Development Goals. We concretize these through the inclusion of sustainable practices in our operations and through the advocacies we champion via our community development and environmental programs.

As a company, we directly support the achievement of Goal 6 - Clean Water and Sanitation. But throughout our business processes, we also contribute to the achievement of the other goals.



17 PARTNERSHIPS FOR THE GOALS

Target 17.16 and 17.17

We are an active member of the SWMC and CaRPA, which both aim to improve the water quality of Laguna Lake through the collaboration of expertise and resources of member companies, including government agencies, private companies, academe, civil society organizations, individuals, etc.

6 CLEAN WATER AND SANITATION

10 REDUCED INEQUALITIES

Targets 10.3 and 10.4

We provide equal opportunities and promote a safe workplace for our employees, regardless of age, gender, race, ethnicity, and disability. As of December 2022, the total population of male employees is 130, while female employees are 82. The average training hours for male employees is 37, while 33 hours were recorded for female employees. In 2022, we also started working on a policy to institutionalize diversity, equity, and inclusion within the Manila Water enterprise.

8 DECENT WORK AND ECONOMIC GROWTH

Target 8.3

Laguna Water helps provide decent jobs to Filipinos through its infrastructure projects.

Target 8.8

To date, we have accumulated over three million safe manhours with zero lost time injury.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Target 9.1

Continuous infrastructure projects for the improvement of water and wastewater services were completed. As of 2022, these projects include the completion of 1.157 km of water lines and 26 km of sewer pipes laid.

Target 9.4

We also pursued electricity efficiency measures which account for more than 800 metric tons of CO₂ reduction for 2021 and 2022.

12 RESPONSIBLE CONSUMPTION

Target 12.2

Electricity consumption is slightly higher by end of 2022 compared to 2020 data due to resumption of onsite office operations.

Consumption of chemicals for water supply operations is also lower by 11% (2022 vs. 2020 data).

13 CLIMATE ACTION

Target 13.1

Through our Technical Services and Business Continuity Teams, we created measures to maintain our resiliency against hazards brought by natural disasters and climate change.

15 LIFE ON LAND

Target 15.4

We continued our tree planting and nurturing program, Pasibol, with a partnership with Santa Rosa City wherein we planted bamboos along the coastline of Laguna Lake in Brgy. Aplaya, Santa Rosa City to rehabilitate the biodiversity in the area. As of 2022, we have planted 4,020 trees.

Laguna Water creates value by providing clean water and sanitation to its customers.

Target 6.1

In 2021-2022, a total of 92 mcm of water was distributed to its 155,681 households and 3,443 commercial/industrial customers, serving at least 795,620 individuals.

Target 6.2 and 6.3

In 2021-2022, 7,147 septic tanks were desludged. We also continue to treat the domestic waste of 106 companies in Laguna Technopark Inc. (LTI) connected to our sewer lines. Overall, 3.75 mcm of wastewater was treated and disposed of in Santa Rosa River. We also completed the Biological Nutrient Removal upgrade in our LTI Sewer and Septage Treatment Plant (LTI S5TP).

3 GOOD HEALTH AND WELL-BEING

Target 3.3 and 3.4

We contribute to the achievement of health and well-being of the communities we serve by ensuring the safety of the water we distribute. We adhere the Philippine National Standards for Drinking Water (PNSDW) with 100% compliance for the past two years. In addition, we promote the overall wellness of our employees by sponsoring sports activities and mental wellness sessions.

Target 3.6

We continuously promote safe workplace practices. With that, in the past years, we were able to achieve zero lost-time injury among our employees, which allowed us to reach an accumulated 3,461,409* Safe Manhours (running manhours as of EO May 2023).

Target 3.9

We also continue to minimize our hazardous wastes from our facilities which are properly collected and treated by DENR-accredited service providers.

14 LIFE BELOW WATER

Target 14.1 and 14.2

855.29 tons of BOD were removed due to wastewater treatment in 2021-2022. We also help in the rehabilitation of Laguna Lake through our environmental programs and by joining multi-sectoral clean-up activities spearheaded by CARPA and SWMC.

1 NO POVERTY

Targets 1.4 and 1.5

In 2022, 71 low-income households were awarded subsidized water connections under the Ahon Tubig program. On the other hand, four schools and two public markets were given handwashing facilities under the Lingap program in partnership with MWF.

During the aftermath of Typhoon Odette, we also supported calamity-stricken communities by deploying our teams to operate our mobile treatment plants. This helped them return to normalcy after the damage brought by the flooding and landslides in the area.

*Restatement due to an error in reporting.

PROTECT THE ENVIRONMENT



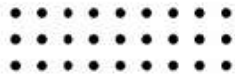
Our business relies on the integrity of our natural resources. Thus, caring for the environment is engraved in our daily operations and furthered through our environmental programs.

Upgrading facilities, expanding our reach

Environmental degradation is an immense global concern. This includes the continuous destruction and pollution of bodies of water which causes damage to marine ecosystems and poses risks to human health and the national economy.

With this, the Department of Environment and Natural Resources (DENR) issued stricter discharge parameters for the water being released back into bodies of water through the DENR Administrative Order 2021 – 19 in support of the Clean Water Act. The new guidelines aim to address the high concentration of harmful nutrients in bodies of water, such as nitrates, ammonia, and phosphates, which causes disruption in underwater ecosystems through the occurrence of algal bloom that lessens the availability of oxygen for marine life.

In compliance, we implemented the Biological Nutrient Removal project to upgrade LTI SSTP. The improvements include the construction of anoxic tanks. These chambers with no air allow bacteria to eat organic nutrients to reduce the level of nitrates in the wastewater. We also upgraded the blowers in our aeration tanks to introduce oxygen that will convert ammonia to nitrogen gas which is then released into the atmosphere. To complete the process, we included the tertiary treatment which introduces alumina to help the remaining phosphates to precipitate. The remaining nutrients and sludge from this process will pass through the disc filter to remove solid pollutants. Aside from the BNR upgrade, we also continued the promotion of our proper sanitation despite the COVID-19 pandemic.



In 2021, we launched the TSEK ng Bayan Squad, our core team to educate the public about the importance of proper wastewater treatment to ensure a healthy community, a sustainable environment, and a growing economy. This group spearheaded the online sanitation campaigns which were implemented in the different barangays in Santa Rosa, Biñan, and Cabuyao. To pique the minds of the public, we also launched the face of our sanitation services, Tita Eva. Through the Facebook campaign, "Tita Eva Cares," we started featuring vital information about our desludging services and sharing trivia that can help raise awareness about proper sanitation.

Marking our third year of implementation, we conducted a virtual TSEK ng Bayan seminar in 2021 with the theme "Kalinisan ng Lawa at Tamang Sanitasyon, Sama-sama Tayo'y Umakasyon." In partnership with the Provincial Government of Laguna, we invited speakers from the Laguna Lake Development Authority (LLDA) and the Department of the Interior and Local Government (DILG) to share their knowledge and experience on how we can better work together in protecting and revitalizing Laguna Lake through proper wastewater treatment.

The TSEK ng Bayan Webinar is a follow-through of the summit that was conducted in 2019 at the Development Academy of the Philippines (DAP) Tagaytay which discussed the condition of Laguna Lake and the programs that would help the LGUs contribute to the aspiration of bringing back the vibrance of the lake.

Aside from intensifying our information campaign on proper sanitation, we also expanded the reach of our desludging services to the municipality of Pagsanjan, Laguna which will cover more than 8,000 households.

To strengthen support from our stakeholders, we conducted a Lakbayan session attended by LGU officials of Pagsanjan. On the other hand, a TSEK ng Bayan campaign was organized for the customers. These learning sessions aim to help the municipality prepare better for the roll-out of the desludging services and encourage them to avail of it.



Desludging activity in Pagsanjan, Laguna

Operationalizing efficiency



We always say that sustainability is at the core of our operations. We take this to heart and strive to improve our processes to ensure efficiency and protect the environment.

In the past two years, we continued our Green Minded initiative, a program that responds to the call for environmental restoration and preservation. It is a collaboration of our talents from different departments to achieve solutions and alternative ways to care for humanity and promote sustainability while fulfilling our water and sanitation services.

The initiative explicitly focused on the following pillars:

- **Energy efficiency and conservation** efforts related to and often complementary ways to avoid or reduce energy consumption;
- **Waste minimization** involves reducing the waste produced by the Company and helps eliminate its harmful effects on the environment and the community; and
- **Resource optimization** enhances Laguna Water's resource management procedures. It helps identify the skills and technologies that significantly affect the operations. It also maximizes productivity by reducing operating costs and other expenses.



Phase 1: Explorations and Initial Utilization of Power and Chemical Saving Initiatives

The Phase 1 of the program involves the following initiatives:

- Meralco (Peak, Off-Peak Program) POP
- Disconnection of Inactive (Decommissioned) Facilities
- Capacitor Bank Installation
- Solar Panel Utilization – LTI Booster 3
- Torishima Eco Pump Installation – LTI Boosters 1 and 2
- Universal Shunt Efficiency System (USES)
- BNR Blower Optimization
- BNR Chemical Optimization
- Biosolids Cost Reduction

These projects were completed in 2021 and maximized in 2022, resulting in 3.6M monthly savings in power and chemicals for water and wastewater operations.

Phase 2: Optimization/Extension of Successful Energy Initiatives to Other Facilities

Some of the successful power and chemical saving initiatives were mirrored in other facilities. These include the Meralco POP, installation of USES, and installation of Capacitor Banks in 2022. In 2023, the installation of Torishima Eco-Pump in LTI Booster 3 was also completed. This will be followed by the completion of the solar panels in LTI S5TP by October 2023 which is projected to generate an annual savings of 111,000kwh/yr or PhP999,000.00/yr.

Phase 3: Exploration and Implementation of New Initiatives

The exploration of innovative technologies such as Biosolids Drying Systems, Effluent Reuse, and In-line Turbine Power Generation started in 2021, and pilot tests commenced in 2022. These projects are expected to be completed by November 2023 and 2024 and generate additional savings for the Company.

Scan the QR code to know more about the Green Minded initiative of Laguna Water.



Compliance with regulatory standards

We also work with our regulators to ensure that our company is compliant with the laws and regulations pertaining to water and wastewater services. In the past two years, there were no environmental incidents or formal actions filed against the company.

At the same time, we have been consistent in observing protocols and requirements of government agencies such as the submission of self-monitoring reports and accreditation of pollution control officers for our facilities.

In 2022, we also completed the audit with the National Water Resources Board (NWRB) which involved the review of our financial documents and inspection of our facilities across our areas of operation. The completion of this exercise helps us in assuring our regulators of our compliance with the standards and guidelines set for water supply operations.



On the other hand, we also continued with our Facility Health Checks in 2021 and 2022 to assess our facilities' compliance with the Quality, Environmental, Safety, Health, and Emergency Preparedness and Response Standards.

Championing sustainability in the workplace and in our community

Aside from complying with regulatory standards and employing efficiency measures, we also rallied our employees to become sustainability champions. In the past two years, we have launched several sustainability campaigns to encourage our talents to lead sustainable lifestyles.

Talents are encouraged to limit their use of gadgets and office equipment during this period and lessen the use of one-time-use utensils.

In 2021, to celebrate Earth Day, we started "Lunch Break, Lights Off." This is an initiative to minimize electricity usage in our offices and facilities by turning off non-essential lights from 12NN to 1 PM daily.



We also launched iSTART in 2022 to further encourage our talents to become advocates of sustainability. Every quarter, we conduct a webinar or release informative videos that will help deepen the understanding of Laguna Water employees about pressing issues and topics related to sustainable development.

These efforts are in addition to our yearly environmental programs that we implement in partnership with local government units and watershed councils. Among these is Pasibol, our tree planting and nurturing program. In 2022, we continued our greening program by partnering with the Santa Rosa City Environment and Natural Resources Office.

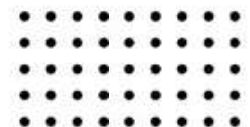
This partnership is aimed at the rehabilitation of Laguna Lake by planting bamboo in the coastal area along Brgy. Aplaya. This lifetime partnership is targeted to prevent siltation in the lake and improve the condition of the shoreland to prevent flooding in the area. This was formalized through the signing of each party's commitment in June 2022. The same event was conducted to celebrate Philippine Environment Month and Arbor Day. Here, volunteers from Laguna Water and partner organizations managed to plant 120 saplings of bamboo. This brings our total trees planted to 4,020 by the end of 2022.

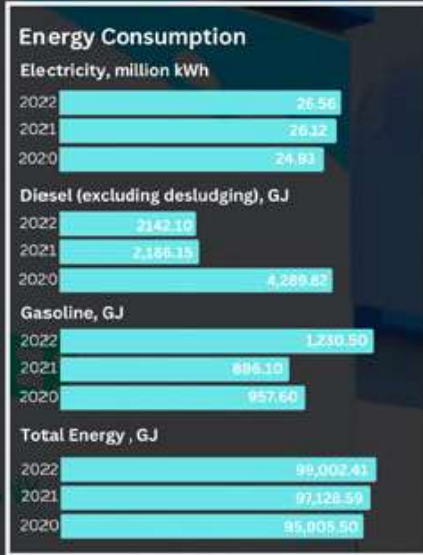
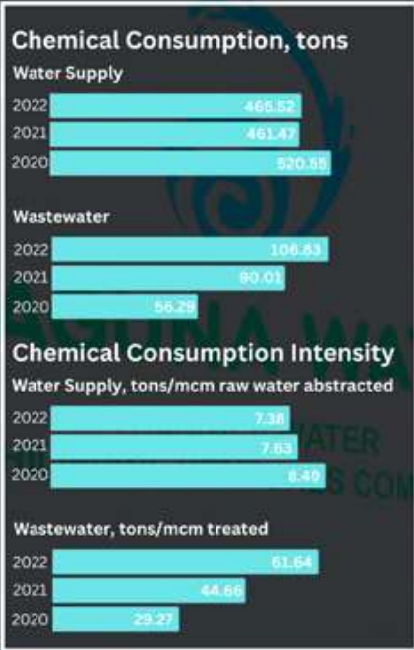
To reinforce our commitment to protect the environment, we also worked with CaRPA. We participated in the multi-sectoral tree planting and clean-up activity in Brgy. Diezmo where we also shared vital information to the community on the importance of proper wastewater management. Together with the group, we also planted Kabuyaw trees to commemorate their cityhood anniversary.



Pasibol bamboo planting activity along Laguna Lake to prevent siltation and flooding in the nearby community of Brgy. Aplaya

Lastly, our Lakbayan sessions also continued in 2022. Aside from our partners from various LGUs, we also conducted sessions for our media partners and foreign visitors from Fundo de Investimento e Patrimonio do Abastecimento de Agua (FIPAG). Aside from sharing best practices in water and wastewater treatment, this activity has been an avenue for us to solicit support in the promotion of our services as well as cooperation in implementing our environmental programs.





HELP COMMUNITIES THRIVE



Being in the water and sanitation business, we acknowledge our role in maintaining public health and its impacts on the overall development of the communities we serve. With this, we continue to embark on projects that will help improve our services and will allow our customers to thrive in life.

Ensuring safe and reliable water for our customers

In the past two years, we continued to invest in projects that will improve our water supply services in our territorial scope. Among these initiatives is the improvement of the deep well in Brgy. Santo Domingo which was previously managed by the barangay. Its completion in March 2021 enables over 790 households in the area to have 24/7 access to potable water.

In addition, the new water facility in Pakil, Laguna was officially energized in 2022. The Pakil Deep Well Construction Project is estimated to help 2,500 households in Barangay Banilan, Kabulusan, Casa Real, Matikiw, and Casinsin have access to reliable water supply. It can be recalled that in 2019, Laguna Water was given the authority to operate as a water and sanitation services provider in the municipality.

Aside from the completion of these projects, we were also able to maintain our service reliability. As of December 2022, 100% of our total water service connections received 24/7 supply with at least 10 psi. The consistent and reliable water supply to our customers was made possible by maintaining our network and pipelaying projects.

Beyond these efforts, we also work on the continuous assurance of our water quality. In the past two years, we have maintained 100% compliance with the PNSDW in our treatment plant outlets and designated regulatory sampling points.

Pursuing excellence and credibility

In 2022, we received a stamp of approval from DENR after being designated as a Recognized Environmental Laboratory. After a rigorous accreditation process, our laboratory is now certified by the agency to analyze water, including freshwater, groundwater, water for various uses, and wastewater samples with a validity of three years.

The scope of the certification includes assessing the following parameters: chemical oxygen demand, fecal coliform, total coliform, true color, pH, settleable solids, temperature, total dissolved solids, and suspended solids.

This certification, awarded by the Environmental Management Bureau of DENR, proves our laboratory's exceptional compliance with the documentation, analytical performance, and other requirements. We are now accredited to analyze environmental samples for private companies and individuals, DENR, other government agencies / instrumentalities, NGOs, and local government units.



Providing efficient after-sales services

We also strive to increase our customer service efficiency. In the past two years, we were able to respond to all complaints received with a 100% resolution rate within the turn-around time. This was made possible through the collaboration of the process owners in addressing the root cause of each of our customers' complaints.

Likewise, we also continuously improve after-sales services by opening platforms where our customers can reach us. Currently, voice calls are accepted in our hotlines 24/7 while reports via SMS are open from 8 AM to 5 PM, Mondays to Fridays.

Aside from this, our customers can also share with us their queries and concerns through our online kiosk and reach us via our official Facebook Page.

Customer Service
Online Kiosk



Facebook Page



Increasing water accessibility, expanding our reach

As of December 2022, we observed a 7% increase in our domestic water service connections versus 2020 . With this, we have served a total of 155,681 households which is equivalent to 769,965 individuals. The increase in the population served is connected to our efforts to continuously provide affordable options so that more families can avail of our services.

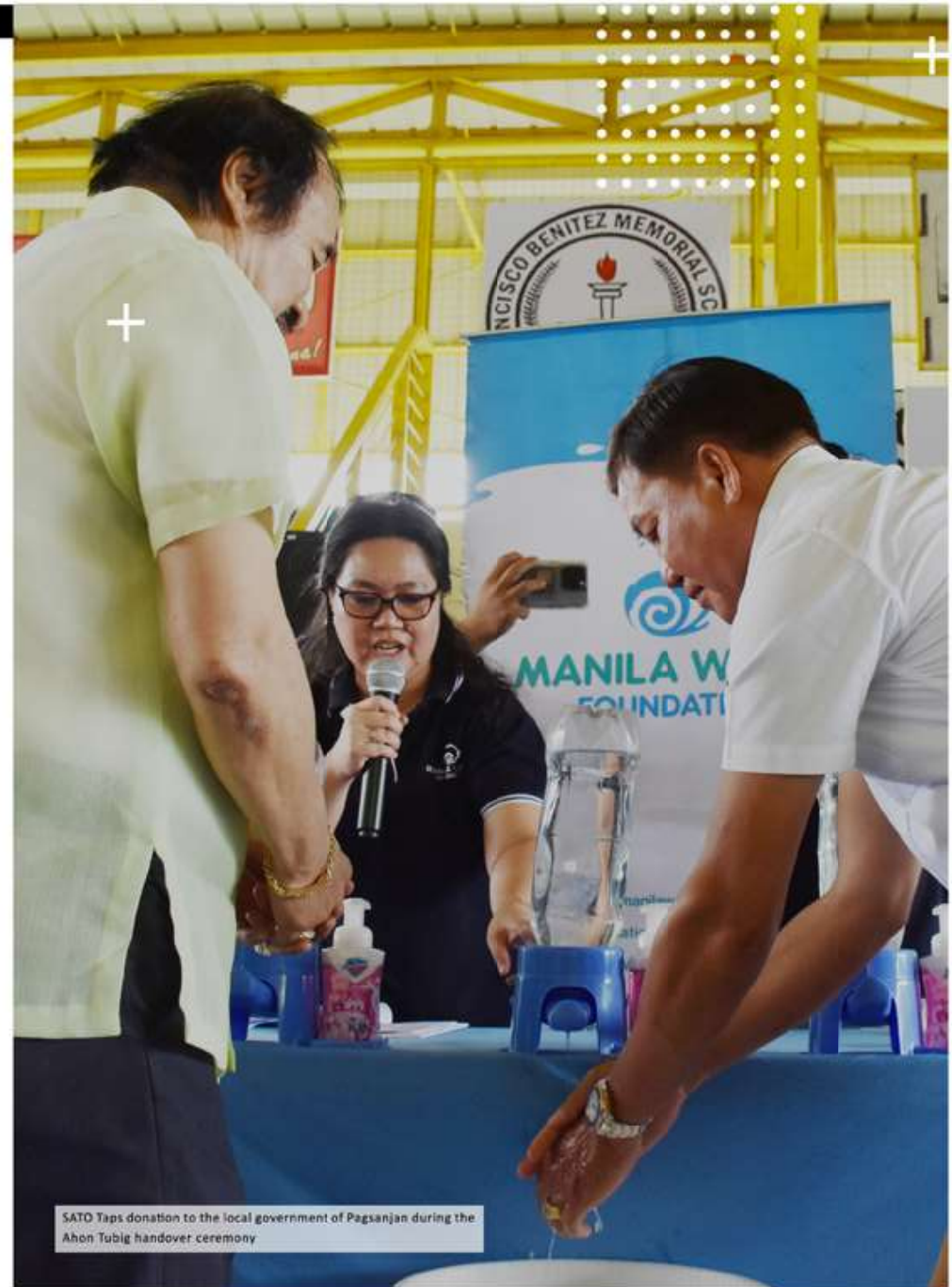
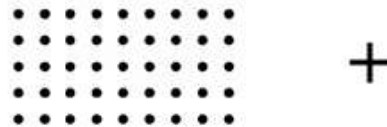
In the past two years, we launched several promos to encourage new customers to avail of our services. Aside from these, we also gave discounts to disconnected customers so that they can reconnect and continue enjoying the benefits of our services.

Families in Pagsanjan, Laguna also gained access to clean water and sanitation with the completion of new water pipelines in the municipality. As a response to the public's need and clamor for quality water and sanitation services, we formally inaugurated the completed pipelaying projects in Barangay Lambac and Riverside, covering areas in Barangays Sabang and Biñan. The projects which started in July 2022, and were officially completed in April 2023, are expected to serve over 163 new water connections, especially in far-flung areas in the town. To further help low-income families from the said communities, the company also partnered with Manila Water Foundation in providing a 65% subsidy to facilitate their new water service connection.

In total, 71 families from the three barangays benefitted from the discounted rate, which was made possible under the Ahon Tubig, a program dedicated to assisting households to gain access to piped water connection in their homes.

Aside from our domestic connections, we also provide water and wastewater services to 2,697 commercial and industrial customers. Likewise, access to water and handwashing facilities was awarded to several public institutions in 2021 and 2022.

Through the Lingap program, also in partnership with MWF, we were able to build a three-faucet handwashing facility in Santa Rosa Public Market and Cabuyao Public Market. Public schools in Santa Rosa, Calauan, Victoria, and Pagsanjan also benefitted from the program by receiving 10- faucet hand hygiene stations. This partnership with MWF and their partner, P&G Philippines, aims to promote proper handwashing to control the spread of viruses like COVID-19. In fact, the facilities are specifically designed so that users are nudged to follow the 7 steps of handwashing while observing proper distancing and minimizing the spread of the virus using elbow and foot pedal-operated faucets. Aside from the facilities, hygiene supplies and educational materials were also distributed to the community and the schools to enable them further to practice proper hygiene habits.



SATO Taps donation to the local government of Pagsanjan during the Ahon Tubig handover ceremony

BUILD A CULTURE OF CARE AND TRUST



For the past 14 years, we have been a part of the greater community of Laguna. Embodying our innate value of *malasakit*, we fostered relationships by showing our genuine care and trustworthiness to our employees, customers, partners, and other stakeholders.

Creating a culture where employees can thrive

Our employees are the fibers that hold our company together. Thus, we strive to create a work environment that is supportive of their continuous improvement and overall wellness.

For the past two years, we have implemented programs that help our talents cope with stress, especially during the height of the COVID-19 pandemic. Monthly health and wellness talks were also conducted during general assemblies to raise awareness about current health risks, trends, and policies relevant to their day-to-day lives.

Aside from the wellness talks conducted, we also initiated a company-wide COVID-19 vaccination for our employees in 2021. This program was also extended to the families and household members of our talents to help ensure their protection during this critical time.

Once the COVID-19 situation improved in 2022, we slowly brought back our talents to our offices. Currently, all office-based employees are working on a hybrid set-up where they are allowed to work from home (WFH) once a week while 80% of their work week will be spent either in the office, facility, or field. Despite this arrangement, health protocols are still strictly implemented. Wearing of masks, though not mandatory, is still encouraged especially in closed and crowded areas.

On the other hand, monitoring of symptoms is still maintained with the daily completion of the health declaration form and call tree app which are closely monitored by the company doctor and the company nurse. Employees who are showing COVID-19-like symptoms are advised to WFH while observing their prognosis with constant monitoring from the company doctor and nurse.



Fostering team collaboration through *Balikatan*, Laguna Water's team building activity

With the safe return to office measures in place, we also slowly brought back our in-person employee engagement activities. To start, we conducted our teambuilding activity, *Balikatan*, which aimed to boost the morale of Laguna Water citizens. Celebrations like company anniversaries and Christmas parties were also conducted through face-to-face events.

Supporting the career aspirations of our talents is also among our priorities. Platforms for continuous education were made available to equip them with the necessary skills needed in their jobs and that will help them prepare for the future roles they aspire for.

By encouraging continuous improvement among our employee force, we can help them, together with their own capacities, to be the best practitioners in the industry. Realizing their potential to become subject matter experts, we have launched a *Train-the-trainer* course to help with effective knowledge and skill transfer sessions.

Among the initial courses developed by our subject matter experts is the *Advance ElectroMech Training*. The course aims to further enhance the skills of our operators and shift heads in the operation and maintenance of the pieces of production equipment in our facilities.

Not only will this provide a wider sense of purpose among our in-house experts but will also provide more employees with greater opportunities to learn. Beginning in 2022, we also included the completion rate of each talent's *Individual Development Plan* in their targets to ensure that our employees will devote time to continuous learning. While technical knowledge is important in fulfilling our roles in the Company, we also ensure that we are enhancing our soft skills.

In 2021, the company launched the *Job Levelling Program* to reinforce career progression and movements using the role competency map. This will allow our talents to drive their career in the organization and increase their proficiency level.

We also remain among the companies in South Luzon to provide a competitive benefits package to our employees. In addition, we continuously acknowledge the hard work and success of our talents through our regular recognition programs. Every year, we reward deserving employees through the Huwaring Manggagawa and President's Pride Due to Performance awards (HMP3). For the past two years, 12% of the employees were recognized through HMP3. On the other hand, the efforts of our leadership team are being recognized through Manila Water's Chairman's Circle Award.



Aside from employee recognition, we also spouse diversity, equity, and inclusion (DEI) in our company and within the Manila Water enterprise. This is visible in the hiring and promotions processes as well as the creation and promotion of a healthy and safe working space for all genders, races, ages, and religion and inclusive of the needs of employees with disabilities. In 2022, we also participated in the creation of the enterprise-wide policy on DEI.

This policy is in addition to the enterprise-wide Code of Conduct and Discipline implemented to promote a safe and healthy work environment in Laguna Water which includes provisions for the implementation of government-mandated laws, guidelines in maintaining occupational health and safety, etc.

As a result, we received a score of 95 in the 2021 Ayala Survey which aims to measure the level of sustainable engagement among employees across its group of companies.

Aside from the overall result, it is worth noting that we were able to get a higher score than the Philippine norm across all of the 18 categories that the poll looked into, with the following identified as most favorable:

1. Change readiness
2. Inclusion
3. Stress, balance, and workload

The survey also identified communication, inclusion, supervision, total rewards, training, and learning as our strengths.



Promoting safety in our workplace



Safety is an important aspect of accelerating growth and excellence. Accidents prevented allow us to avoid delays in our projects and activities and also ensure that we will not cause harm to our employees, vendors, and communities.

To exercise care for our stakeholders, we adhere to the safety standards mandated by the government and the Company. We make sure that all our activities, big or small, involve our safety team at the onset and throughout the course of our projects. Aside from ensuring that safety protocols are followed by our employees, we also require our service providers to adhere with our safety guidelines.

To prepare our employees to respond to emergency situations, training sessions on first aid and fire prevention and rescue were conducted between the years 2021 and 2022. In addition, safety inductions are conducted at the beginning of every activity to inform the involved parties on how to exercise caution and avoid the hazards present in the area. As a result of these efforts, we were able to reach 3,269,798 employee safe manhours as of 2022 with zero loss-time accident for the past two years. We also make sure that our employees and contractors are enabled to promptly report incidents when they happen. We were able to craft a strategy to address the situations abruptly and mitigate this from happening in the future.

Going beyond our service obligations



Promoting a culture of care and trust goes beyond our service obligations. Here at Laguna Water, we always strive to be supportive of the goals of our partner communities. In the years 2021 and 2022, we continued to push forward with our advocacies by sponsoring programs supportive of sustainable development.

For instance, the education sector has been the most affected by the pandemic. The sudden shift to distance learning entailed additional resources for public schools. Acknowledging the severity of the situation, we extended assistance through our programs Daloy ng Saya and Linis Eskwela by providing materials for module production and learning materials. With the help of MWF, we were also able to provide hygiene products for school teachers for their daily use.

In 2022, our efforts to help schools in marginalized communities continued. Through the same programs, we reached out to assist them as they transition back to the implementation of 100% face-to-face classes. We contributed through the donation of construction materials, school supplies, and gardening tools to help 13 schools in Laguna prepare for the implementation of in-person classes. Meanwhile, later that year, we continued providing supplemental supplies for the schools and reusable utensils for the children which they can use for their return.



Deployment of the Laguna Water's mobile treatment plant after the onslaught of Typhoon Odette in Bohol

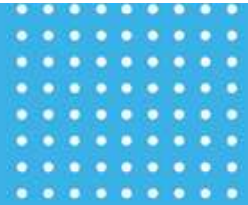
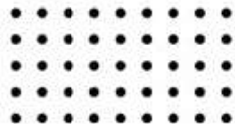
We also worked with MWF in equipping communities to achieve better health. This was made through the local implementation of the global celebrations World Oral Health Day, Global Handwashing Day, and World Toilet Day. Aside from providing access to supplies needed to carry out these practices, for the past two years, we also reached out to communities to share vital information on how clean water can help them with their health goals through the promotion of proper oral hygiene, handwashing, and sanitation. In addition to the regular health-related activities that we conduct, through MWF, we also had the opportunity to work with P&G Philippines in the donation of 500 doses of Moderna vaccines to Pagsanjan which were used to augment the supply of booster shots at the height of the Omicron variant surge in 2022.

Our employees are integral to our community engagement activities. In 2021, we participated in the Share the Spark Employee Donation Drive headed by the Corporate Human Resources Group of Manila Water Enterprise.

The activity aimed to aid neglected and vulnerable children. In Laguna, the pooled donations from the talents were given to Bahay Tuluyan – Laguna.

Aside from the regular CSR activities, we also extended help in typhoon-affected areas in the country. In 2021, we deployed our team and mobile treatment plant to Bohol to assist in the temporary supply of clean and potable water to the areas affected by Typhoon Odette.

Likewise, when Typhoon Paeng hit in 2022, our team made an effort to conduct water tankering activities in the areas where there are prolonged water interruptions. Supplies for cleaning and bathing were also extended to the local government units of Pagsanjan, Pakil, and Biñan who were among the hardest hit of the typhoon due to the extensive flooding that it caused.



SUSTAINABILITY CONTENT INDEX

We reference to the following sustainability reporting standards and frameworks in reporting our 2021-2022 Environmental, Social, and Governance highlights:

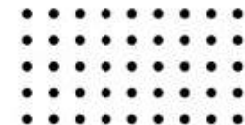
- Global Reporting Initiative (GRI) Standards: With reference
- Sustainability Accounting Standards Board (SASB)
- United Nations Sustainable Development Goals (UN SDG)

GRI	SASB	Page or Response	Section Reference
General Disclosures 2021			
2-1 Organizational details	-	5, 12	About this Report About Laguna Water
2-2 Entities included in the organization's sustainability reporting	-	5	About this Report
2-3 Reporting period, frequency and contact point	-	5	About this Report
2-4 Restatements of information	-	31	Sustainability Highlights: Contributions to UN SDGs
2-5 External assurance	-	Laguna Water's data were verified in conjunction with MWC's data and was certified true by DNV. Scan QR Code below to view independent assurance statement.	
2-6 Activities, value chain and other business relationships	-	12	Geographic Presence
2-7 Employees	-	30, 44-47	Sustainability Highlights: Contributions to UN SDGs Build a Culture of Care and Trust
2-9 Governance structure and composition	-	14-15	Board of Directors
2-11 Chair of the highest governance body	-	14-15	Board of Directors
2-12 Role of the highest governance body in overseeing the management of impacts	-	14-15	Board of Directors
2-14 Role of the highest governance body in sustainability reporting	-	14-15	Board of Directors
2-22 Statement on sustainable development strategy	-	22-23	Sustainability Agenda
2-28 Membership associations	-	21	Memberships
2-29 Approach to stakeholder engagement	-	26-27	Stakeholder Engagement
Material Topics 2021			
3-1 Process to determine material topics	-	24	Material Topics
3-2 List of material topics	-	24	Material Topics
3-3 Management of material topics	-	24	Material Topics

Scan this QR Code to view independent assurance statement of Manila Water's Integrated Reports for 2021 and 2022



GRI	SASB	Page or Response	Section Reference
Materials 2018			
301-1 Materials used by weight or volume	-	38	Protect the Environment
Energy 2016			
302-1 Energy consumption within the organization	IF-WU-130a.1	39	Protect the Environment
302-3 Energy intensity	-	39	Protect the Environment
302-4 Reduction of energy consumption	-	34-35	Protect the Environment
Water and Effluents 2018			
303-1 Interactions with water as a shared resource	IF-WU-440a.3	38	Protect the Environment
303-2 Management of water discharge-related impacts	IF-WU-140b.1; IF-WU-140b.2	32-33, 38	Protect the Environment
303-4 Water discharge	-	38	Protect the Environment
Emissions 2016			
305-1 Direct (Scope 1) GHG emissions	-	39	Protect the Environment
305-2 Energy indirect (Scope 2) GHG emissions	-	39	Protect the Environment
305-3 Other indirect (Scope 3) GHG emissions	-	39	Protect the Environment
305-4 GHG emissions intensity	-	39	Protect the Environment
305-5 Reduction of GHG emissions	-	35	Protect the Environment
Waste 2020			
306-1 Waste generation and significant waste-related impacts	-	39	Protect the Environment
306-2 Management of significant waste-related impacts	-	39	Protect the Environment
306-3 Waste generated	-	39	Protect the Environment
Employment 2016			
401-1 New employee hires and employee turnover	-	44-47	Build a Culture of Care and Trust
Occupational Health and Safety 2018			
403-1 Occupational health and safety management system	-	31, 48	Build a Culture of Care and Trust
403-5 Worker training on occupational health and safety	-	31, 48	Build a Culture of Care and Trust
403-9 Work-related injuries	-	31	Build a Culture of Care and Trust
Training and Education 2016			
404-1 Average hours of training per year per employee	-	47	Build a Culture of Care and Trust
404-2 Programs for upgrading employee skills and transition assistance programs	-	30, 45-48	Build a Culture of Care and Trust
Diversity and Equal Opportunity 2016			
405-1 Diversity of governance bodies and employees	-	46	Build a Culture of Care and Trust
Local Communities 2016			
413-1 Operations with local community engagement, impact assessments, and development programs	-	30-31, 40-42, 49-50	Help Communities Thrive
Customer Health and Safety 2016			
416-1 Assessment of the health and safety impacts of product and service categories	IF-WU-250a.2	31, 41	Help Communities Thrive



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