

The official news channel of



**LAGUNA WATER**  
A MANILA WATER  
PHILIPPINE VENTURES COMPANY

# Daluyan

VOLUME 7 | ISSUE 1 | JUNE 2022



**SUSTAINABILITY IN ACTION:**  
Old to new - Bridging gaps towards a better normal

**IN FOCUS:**  
Laguna Water's laboratory receives seal approval from DENR

**HIGHLIGHTS:**  
MWC President Jocot De Dios visits Laguna Water

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## ABOUT THE COVER



Changes in operations are inevitable, but Laguna Water is effectively responding to these changing times.

Embracing the new normal, the Laguna Water team maintains a good work-life balance and open communication to continue our purpose, vision, and mission. The pandemic is not hindering us from pushing through our new and ongoing developments, sustainability advocacies, and employee engagement activities. Every day, we are all dealing with uncertainties; but with the help of each other, we will remain intact and transcend to future growth that will bring hope to the people and leave a legacy to social and national development.

## MESSAGE FROM THE GENERAL MANAGER

Embracing the COVID-19 pandemic and its aftermath is one of our biggest business challenges. Laguna Water adopted new ways (and schedules) of working to keep our operations going.

Our top priority is to ensure our employees' health and safety while returning to the office. We are fortunate that our talents are flexible in reshaping and bouncing back to the new normal. Maintaining customer and stakeholder trust is our primary goal. Laguna Water guarantees that regardless of the pandemic, the quality of service that the Company will offer remains the same - delivering 24/7 potable water to the communities we serve.

The pandemic does not hinder the Company in delivering reliable water supply and sanitation services to the communities it serves. COVID-19 made the Laguna Water team stronger and more resourceful in attaining goals and targets. We can all win this battle by having a positive mindset and dependable support system.

**SHOEBE HAZEL B. CAONG**

Laguna Water COO and General Manager



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## Sharing the spark with children in need:

### Laguna Water turnovers employee donations to Bahay Tuluyan – Laguna

Staying true to one of the core values of Manila Water Company - "Malasakit", the Corporate Human Resources Department launched the Share the Spark Donation Drive in December 2021. The program aims to raise fund to help institutions caring for children. One of the chosen beneficiaries of the program is Laguna Water concession area.

In January 2022, the Company handed over the in-kind donations to Bahay Tuluyan-Laguna, a non-profit organization in Victoria that shelters children who are vulnerable to abuse and violence.

Out of the PhP250,000 collected funds, PhP50,000 went to the said organization through the provision of 15 units of brand-new ceiling fans for the children's rooms. These were personally requested by the children so that the center can provide comfortable facilities for them and for other children who may be housed in the future.

Aside from these, vitamins and grocery items were also purchased for the daily sustenance of the children.

*"Sobrang malaking tulong ang lahat ng ito sa Bahay Tuluyan. Actually, hindi lang mga bata ngayon ang matutulungan nito. Rest assured na matutuwa sila dahil yung ceiling fans request talaga ng mga bata. Meron silang fans, pero yun nga mga nasira na at iilan na lang ang nagfa-function. Kaya nagpapasalamat talaga ang Bahay Tuluyan sa inyo",* Bahay Tuluyan – Laguna Coordinator, Ms. Annaliza Aliwalas shared.



**Bahay Tuluyan - Laguna, a non-profit organization that caters to the needs of vulnerable children, received the in-kind donations purchased from the proceeds of the Share the Spark Donation Drive.**

*"Sobrang malaking tulong ang lahat ng ito sa Bahay Tuluyan. Actually, hindi lang mga bata ngayon ang matutulungan nito. Rest assured na matutuwa sila dahil yung ceiling fans request talaga ng mga bata. Meron silang fans, pero yun nga mga nasira na at iilan na lang ang nagfa-function. Kaya nagpapasalamat talaga ang Bahay Tuluyan sa inyo".*

– Ms. Annaliza Aliwalas  
Bahay Tuluyan - Laguna Coordinator



# Old to new – Bridging gaps towards a better normal: Laguna Water brings support to communities amidst the pandemic

Laguna Water continues to serve beyond its call of duty despite the continuing COVID-19 pandemic. With the support of its partners, the Company was able to bridge gaps and empower communities as they transition to a better normal.

## Daloy ng Saya

The education sector has been hard-hit by the effects of the pandemic. When the schools closed in 2020, millions of learners, parents, and teachers were affected. The sudden shift to distance learning highlighted the need for new and creative ways to encourage children to continue their studies.



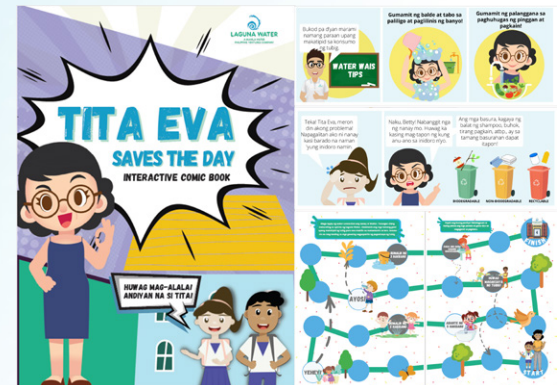
CASA REAL ELEM. SCHOOL, PAKIL



SALA ELEM. SCHOOL, CABUYAO CITY

With this, Laguna Water decided to support the heroic efforts of public-school teachers through its annual gift-giving activity, Daloy ng Saya. Seven schools from the cities of Santa Rosa, Biñan, Cabuyao, and the municipalities of Pagsanjan, Pakil, and Victoria were selected. The schools each received 90 reams of bond papers and 20 units of printer inks as support for their module production.

In addition, the Company also distributed gift packs for 700 Grade-4 learners, which included an interactive comic book. The story revolves around two schoolchildren who wish for better access to water and sanitation. Aside from this, tips on becoming responsible water and toilet users were embedded in the games and activities included in the material. Toys and art supplies were also provided through the sponsorship of AIA Philippines and Ronald McDonald House Charities.



*Seven hundred Grade-4 learners from schools in Laguna were provided with an interactive comic book which discussed tips on proper water and toilet use.*



**700 Gift Packs for Learners**  
(pencils, crayons, interactive comic book, toys, coin bank)



**140 Bottles of Printer Toners**  
(for module preparation)



**630 Reams of Bond Papers**  
(for module preparation)

## WASH in Pandemic

Laguna Water has also been instrumental in equipping schools and communities to curb the spread of the virus. As the world transitions to a new way of living, the Company and Manila Water Foundation (MWF) provided hand hygiene facilities in two locations. The handwashing facilities are designed to prevent the spread of the virus, wherein the faucets can be operated using a foot pedal or an elbow lever. The handwashing stations were also properly distanced to comply with the government's existing health protocols. The facilities were also installed with guides to nudge users to practice proper handwashing, while hygiene products were also distributed to the users.



**Teachers from Limao Elementary School, Calauan actively participated in the Global Handwashing Day celebration.**



**Santa Rosa City Mayor Arlene Arcillas led the inauguration of the 3-faucet handwash facility in Santa Rosa City Public Market.**

Among the facilities built was a 10-faucet hybrid hygiene facility and hygiene kits at Limao Elementary School in Calauan, Laguna, as part of the Global Handwashing Day celebration last October 2021. The facility was constructed as part of MWF's partnership with the League of Corporate Foundations and Aboitiz Foundation under their LCFWiNS program.

On the other hand, Santa Rosa Public Market received a 3-faucet version of the facility, which was built as part of the SafeWASH in Pandemic project of MWF, P&G Philippines, and the Department of Health. The turnover ceremony was graced by Santa Rosa City Mayor Arlene B. Arcillas, who personally distributed the 100 hygiene kits to the market workers and goers in February 2022.

"Isa po sa pillars of development ng Sta. Rosa ay ang clean, healthy environment, and of course, healthy people. And this is one way para po ma-implement po natin yan. Thank you very much for this handwashing facility. This will surely help us in keeping our citizens and our students safe, healthy, at higit sa lahat, clean," Arcillas mentioned.

## Brigada Eskwela

Brigada Eskwela is an annual volunteering program for teachers, parents, students, and community members, including private companies like Laguna Water. The program aims to clean and refurbish school facilities for the school opening. Laguna Water regularly supports this call through its Linis Eskwela program. However, with the closure of schools due to the pandemic, limited activities can be implemented.

Despite this, the Company still extended support by donating hygiene products to help schools and teachers in their day-to-day operations. In partnership with MWF, products like sanitizers and soaps were distributed during Laguna Water's 12th anniversary.

The hygiene products benefitted five schools in the province, including Caesar Z. Lanuza and San Isidro Elementary Schools in Pagsanjan, Malaban and Platero Elementary Schools in Biñan, and Dila Elementary School in Santa Rosa.



**Distribution of hygiene kits to San Isidro Elementary School, Pagsanjan, Laguna.**



# Better health for people and the planet: Laguna Water joins calls for improved public and environmental health

Laguna Water actively contributes to the attainment of improved health not only for the communities it serves but also for the environment. In recent months, the Company was able to join various global celebrations which aim to provide access and create awareness on pressing issues such as sanitation, oral health, and environmental health.

## World Toilet Day

In November 2021, Laguna Water joined hands with the Manila Water Company and Manila Water Foundation (MWF) in conducting an e-learning celebration of World Toilet Day. The event became a platform to discuss the importance of proper sanitation.

During the online discussion, Laguna Water Communications and Branding Manager Dianne Villareal shared a glimpse of the current technologies used by the Company in treating wastewater. Among which is the Food Chain Reactor, a biological treatment process that uses aerobic bacteria to break down the organic pollutants present in the wastewater. Aside from this technology, the Company's information education program, TSEK ng Bayan, was also discussed. During the event, Laguna Water called for the participation of households by encouraging them to enlist in the desludging activities in their barangay.



**Laguna Water turned over toilet cleaning products to the Laguna Medical Center. The handover was also attended by officers from the Laguna Provincial Health Office.**



**Residents of BellaVita Alaminos joined in the celebration of the 2022 World Oral Health Day last March.**

Following the online celebration, Laguna Water and MWF also donated toilet cleaning products to the Laguna Medical Center in Sta. Cruz, Laguna for their daily operations. The items donated from Philusa Corporation were very timely, especially with the heightened need to consistently keep facilities sanitized.

## World Oral Health Day

Laguna Water also joined the global call for better mouth care through its participation in the World Oral Health Day held last March 22, 2022.

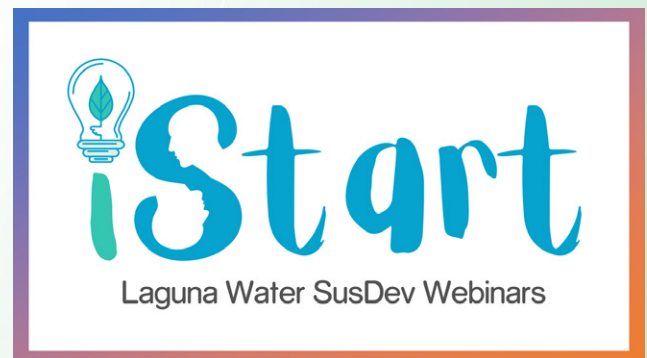


Through the help of MWF, Philusa, and the Philippine Dental Association, Laguna Water shared information on how to achieve proper oral health with its customers. A discussion on the 7-steps to proper toothbrushing was conducted among residents of Bella Vita Alaminos and barangay officials of Brgy. Don Jose, Sta. Rosa City. Dental products and information materials from the proponents were also distributed during the sessions.

## iSTART

In March 2022, Laguna Water officially kicked off its newest initiative, iSTART.

iSTART is a quarterly webinar that aims to raise the awareness of Laguna Water's talents and stakeholders on the different sustainable development issues and encourage them to start leading sustainable lifestyles.



On March 22, its first episode aired during the Company's monthly General Assembly. It focused on the Sustainable Development Goals and how Laguna Water and its talents can contribute to achieving these, especially the different water and sanitation targets. The episode aired and coincided with the celebration of the World Water Day.



The episode was made possible with the participation of NEDA's Senior Economic Development Specialist and The Climate Reality Philippines Leader, Aleine Leilanie Oro, who served as the speaker. During her talk, Oro mentioned how the SDGs are interconnected and how Laguna Water can maximize its position to help deliver improved quality of life for the communities it serves.

iSTART's second episode will air in July with the topic in line with the theme of the 2022 Nutrition Month celebration.



# LAGUNA WATER

## Lakbayan



## Balikatan 2022





# ER HAPPENINGS

## NWRB Facility Inspection



## Typhoon Odette Relief Operations





## Ensuring employees' safety: Laguna Water marks 3M safe man-hours



Employees' safety is Laguna Water's top priority. Nothing is more important than everyone going home safe (and complete) at the end of the work day.

The year 2022 marks the Company's achieving 3 MILLION man-hours with no lost-time accidents. Reaching this milestone is proof of the employees' dedication and hard work while imbibing safety as a priority. At the recent Balikatan 2022 event, Laguna Water General Manager and COO, Ms. Shoebe Hazel Caong, together with Manila

Water Group Director for Subsidiary Operations Ms. Maily Lynne Quinto, led the ceremonial unveiling of the "3 Million safe man-hours marker".

Meanwhile, to further explain the importance of this event, Laguna Water Safety Manager Ms. Kathleen Catipon shared a short presentation about ensuring safety in the workplace. She also discussed the parameters and the calculation of how the safe man-hours are being computed.



**Laguna Water Leadership Team together with SOG Director Ms. Maily Lynne Quinto, PVAP HR Head Eleanor Misa and LAWG Safety team during the Three Million Safe-Man Hours celebration.**

"We would not be able to reach an achievement as major as Three Million safe man-hours with no lost time accidents without the help of everybody. Yes, the Company's safety team played a huge part, but at the end of the day, the responsibility is still in your hands. With that, we thank everyone who has played a role in this milestone", added Catipon.

*"We would not be able to reach an achievement as major as three million safe man-hours with no lost time accidents without the help of everybody. Yes, the Company's safety team played a huge part, but at the end of the day, the responsibility is still in your hands. With that, we thank everyone who has played a role in this milestone."*

**-Ms. Kathleen Catipon**  
Laguna Water Safety Manager



## Pursuing excellence and credibility: Laguna Water's laboratory receives seal approval from DENR

Laguna Water received a stamp of approval from the Department of Environment and Natural Resources after being designated as a Recognized Environmental Laboratory.

After a rigorous accreditation, the Company's laboratory is now certified by DENR to analyze water, including freshwater, groundwater, water for various uses, and wastewater samples. The scope of the certification includes testing the following parameters: chemical oxygen demand, fecal coliform, total coliform, true color, pH, settleable solids, temperature, total dissolved solids, and suspended solids.

Aside from its laboratory, the talents of Laguna Water are now DENR-recognized signatories. Designated personnel are Karla Gutierrez and Alyssa Penales for bacteriological analysis and Kristeen Alday and Kristel Parayo for physical-chemical analysis.

This recognition given to Laguna Water is valid for three years following Administrative Order No. 63, series of 1998, or the Guidelines for the Designation of DENR Recognized Environmental Laboratories. Upon recommendation of the Technical Advisory Group that assessed the Company's application, this certification proves its laboratory's exceptional compliance with the documentation, analytical performance, and other requirements.



**Laguna Water Laboratory Team headed by Ms. Anna Karla S. Gutierrez (in the middle).**

With the certification awarded by the Environmental Management Bureau of DENR, Laguna Water is now accredited to analyze environmental samples for private companies and individuals, DENR, other government agencies/instrumentalities, NGOs, and local government units, which can serve as an additional stream of income for the Company.

# Laguna Water team welcomes the new Manila Water President and CEO

Last December 2021, Laguna Water leadership and management team welcomed the new Manila Water President and Chief Executive Officer, Mr. JV Emanuel "Jocot" De Dios. His visit was divided into three occasions: Pakil Water System Inauguration, Courtesy Call to Laguna Governor, and Visit to Laguna Water's facilities in the base business.

## Pakil Water Facility Inauguration

The first part of his Laguna tour started at Pakil, Laguna, to grace the inauguration of Laguna Water's Pakil Water System. This project targets to benefit the households from five barangays namely Banilan, Casa Real, Casinsin, Kabulusan and Matikiw.

Present at the event are Pakil Mayor Vincent Soriano, MWC Group Director for Subsidiary Operations Ms. Maily Lynne Quinto, Laguna Water Leadership Team headed by General Manager Shoebe Hazel Caong, and the Barangay Chairs of the abovementioned barangay-beneficiaries.



**Manila Water President and CEO Jocot De Dios delivering his message at the Pakil Water System Inauguration.**



**(L) Ribbon cutting ceremony headed by Pakil Mayor Vincent Soriano and MWC President and CEO Jocot De Dios. (R) Laguna Water General Manager and COO Shoebe Caong with Mayor Soriano during the TSEK ng Bayan Partnership signing.**

Pakil is a fourth-class municipality with a population of more than 23,000. Laguna Water hopes that through the energization of its Pakil facility, more households can now have access to clean potable water. Towards the end of the program, Laguna Water and Pakil LGU signed the Tamang Sanitasyon Equals Kalinisan, Kalusugan at Kaunlaran ng Bayan (TSEK ng Bayan) Partnership Agreement for the promotion of the Company's advocacy on water and sanitation.



## Courtesy Call and Handover of Dividend

To maintain a good relationship with the partners and key stakeholders, Sir Jocot De Dios pays a courtesy call to Laguna Governor Ramil Hernandez. In parallel, the Laguna Water team handed over the 2021 Dividends to the Province of Laguna. Also present during the courtesy call are Laguna Provincial Administrator Atty. Dulce Rebanal and Laguna Vice Governor Atty. Katherine Agapay.



*Sir Jocot De Dios together with Laguna Governor Ramil Hernandez and the rest of the Laguna Water Leadership team during the courtesy call and Dividends Handover.*

## Meet and greet and Facility Visit

The last leg of Sir Jocot's visit to Laguna is the meet and greet with Laguna Water employees. In his tour around the office, the Laguna Water team introduced the Company's goals and organizational structure per department. After the short introduction, Sir Jocot continued with the facility visit covering the tour around the Laguna Wellfield and Laguna Sewage and Septage Treatment Plant.



*Sir Jocot De Dios together with Laguna Water management team during his visit to the Nuvali Office, Laguna Wellfield and LTI Sewage and Septage Treatment Plant.*



## Keeping calm under pressure: Key to project management success

### FELIPE A. FRADEJAS, JR.

11 years in Laguna Water  
Department Head  
Project Management Department

Project management is one of the essential tools in any organization. It sets the company's goals and tactics to ensure that everything is on time and in the right direction.

Same with Laguna Water, the organization would not succeed over the past decade without project planning and management. Talking about project management leads only to one man - Sir Felipe "Jun" Fradejas, Jr.

Before joining Laguna Water in 2011, Sir Jun worked as a Project Engineer in Metropolitan Waterworks and Sewerage System (MWSS), then later transferred to Manila Water Company (MWC). MWC opened the opportunities that led him to his role as the Project Management Head in Laguna Water.

In his 11 years in Laguna Water, Sir Jun managed work pressures smoothly. Known as the soft-spoken boss with prime leadership material, Sir Jun was able to connect with all the employees and stakeholders by listening more before responding. His calmness conquers everyone's anxiety and stress at work.



### What is the most challenging experience you had with Laguna Water?

*During my entire 11 years with Laguna Water, the most challenging but very memorable experience was for being part of the team that brought the realization of one of the most prominent Capex projects of Laguna Water - the Laguna Wellfield (LWF) Project. It is the largest groundwater facility in the Province of Laguna.*

*As you all know, LWF is a complete water system project with a capacity of 100MLD that costs us around P1.5B CapEx. The project covers various major components starting from water source development (construction of deep wells, reservoirs, and pumping stations), pipe bridges/crossings (micro-tunneling along SLEX), plus around 45km of primary and secondary networks lines laid along major thoroughfares of Santa Rosa and Biñan.*

*Unknown to many, before we successfully put up the project, we encountered many issues - permitting, traffic congestion, and safety and quality monitoring. I am so thankful that we surpassed all those challenges because of teamwork and collaboration.*







### What are the qualities you love about yourself?

*Perseverance and patience. Traveling from Quezon City to Laguna, every single day is really tiring. But my love for the work and the Company made me enjoy those long drives, battling the morning and afternoon rush. Driving from North to South and vice versa have gained new "family members" at work. I'm happy that I could share my joyride with my co-employees, who became my "mga anak" and "kumpare/kumare" in Laguna Water.*

### If you could go back ten years, what advice would you give your younger self?

*I would advise my younger self to consider every challenge encountered as an opportunity for learning and growth, whether in a career or life. Always look for new learnings to make yourself relevant.*

### What are the top three things you cherish in your life?



*First and foremost, I cherish my relationship with our Creator, Almighty God, with whom I am so loved and blessed. Secondly is my strong and dependable support system - my wife and four children, who unceasingly support me in everything I do. Last, my appreciation goes to the companies that honed my skills and trusted my capabilities—starting from MWSS, MWC, and Laguna Water. I am also fortunate to have the best team and family at work. To all the people I had the opportunity to work with during my employment, especially the Laguna Water Leadership Team and Project Management Team.*



### What is your career and personal advice to Laguna Water talents?

*Always take advantage of the learning opportunities offered by Laguna Water. The company has excellent plans and programs to help you maximize your full potential skills and enhance your leadership and career growth. Always remember to be open-minded and willing to listen to others' suggestions and opinions. Be a team player! Remember, you are not there just to work for yourself; you are there to serve the people by ensuring potable water delivery to the communities we serve.*

***"Always take advantage of the learning opportunities offered by Laguna Water. The company has excellent plans and programs to help you maximize your full potential skills and enhance your leadership and career growth. Always remember to be open-minded and willing to listen to others' suggestions and opinions. Be a team player! Remember, you are not there just to work for yourself; you are there to serve the people by ensuring potable water delivery to the communities we serve."***

***-Sir Jun Fradejas***

# Green Art: Laguna's home-grown artist turns leaves into income opportunities

During the height of the COVID-19 pandemic, the unemployment rate in the Philippines soared to 17.6% in April 2020. With 7.3 million losing their jobs, according to the Philippine Statistics Authority, at the onset of enhanced community quarantines, Filipinos turned their creativity into alternative sources of income.

Among them is Mary Mae Dacanay who was a factory worker before the pandemic. Restrictions and limited mobility resulted in their family's financial problems. This inspired her to turn her hobby of sketching leaves into an income stream.

The Biñan-based artist started doing leaf portraits of local and international celebrities which she posted on her Facebook page. Her content started to gain traction and became viral soon after. Through the help of social media, she now gets substantial requests to fulfill her financial obligations. According to Mary Mae, she now earns more than her previous wage. Depending on the size, prices for her art range from Php1,000 – Php5,000.

When she started the hobby in February 2020, Mary Mae only used jackfruit and avocado leaves for her art, but as she continued to progress and improve her work, she's now able to work with larger leaves and more complicated designs. So far, she has created leaf portraits of the celebrities like Kobe Bryant, Alden Richards, and Jose Mari Chan. Laguna Water's Regulatory and External Affairs Department also availed her services to commission a leaf art for General Manager Shoebe Hazel Caong as a gift to celebrate her promotion as the new Group Director for East Zone Business Operations of Manila Water Company.

Follow Mary Mae's social media account for more information about her work. Visit and follow M M Aguilo Dacanay on Facebook.



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<https://www.facebook.com/mary.dacanay.75>



**Makiisa sa pangangalaga ng kalikasan.**  
**Magpasipsip ng inyong poso negro kada-limang taon!**

*Alam nyo ba na mayroon tayong mga batas ukol sa pangangalaga at pagprotekta sa anyong tubig?*

*Isa rito ang **Republic Act No. 9275 (The Philippine Clean Water Act of 2004)** na may layuning maresolbahan ang problema na dulot ng matinding basura at water pollution.*

*Ang **Laguna Water** ay kasangga ninyo sa pagprotekta sa ating mga anyong tubig. At isang halimbawa nito ay ang desludging o pagpapasipsip ng poso negro.*

**#TitaEvaCares**





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