



LAGUNA WATER

A MANILA WATER
PHILIPPINE VENTURES COMPANY

2023-2024 Sustainability Report

The Path Upward: Stories of Partnerships and Shared Growth

About the Cover

Laguna Water is committed to fostering inclusive development and shared growth by actively engaging with diverse segments of our community. Through collaboration, we harness a wide range of resources, reduce risks, and spark innovation—essential elements in addressing the complex challenges of water and wastewater service delivery. This approach positions us not just as a service provider, but as a trusted partner in building a prosperous and sustainable future for generations to come.



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Corporate Profile

Laguna AAWater Corporation is a water and wastewater service provider operating in the Province of Laguna, Philippines.

We distribute water to industrial, commercial, domestic, and bulk water customers and provide domestic wastewater treatment services for industries, commercial accounts, and households.

We were established through the partnership between Manila Water Philippine Ventures (MWPV), a wholly owned subsidiary of the Manila Water Company (MWC), and the Provincial Government of Laguna (PGL) through a concession agreement (CA) signed in 2009.

Among the areas we serve are the cities of Biñan, Santa Rosa, and Cabuyao as well as the municipalities of Pagsanjan, Pakil, Santa Cruz, Victoria, and Calauan. We also provide our services to private subdivisions located in Calamba, Alaminos, San Pablo, and Pila.



About this Report

This Sustainability Report is for fiscal years 2023 and 2024, covering the periods January 1, 2023 to December 31, 2024. Now in its sixth edition, the report reflects our ongoing commitment to transparency, accountability, and sustainable development.

It presents key aspects of our performance that matter most to our stakeholders, including economic performance, conservation initiatives, social responsibilities, communities served, technological and process innovations, and employment.

This issue centers on presenting our continued progress as well as 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 its position in terms of its preset objectives. Included in this report are the following:

1. Material Environmental, Social and Governance (ESG) factors
2. ESG practices and performance
3. Targets and metrics
4. Sustainability reporting standards and framework
5. Leadership statement and governance structure

We prepared this report by referencing the Standards of the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and the United Nations Sustainable Development Goals (UN SDGs) in disclosing our material topics. As a non-publicly listed company in the Philippines, we release our sustainability report voluntarily.

We advocate transparency in reporting and assure that we have validated all data before publication. Data owners and the management team reviewed all the information found in this report to ensure its accuracy. Financial data, on the other hand, has been verified by external auditors. For detailed information on our financial performance, please refer to the Audited Financial Statement for the fiscal years of 2023 and 2024.

We have provided all information and declarations in this report while all data extracted from external sources are properly cited.

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

LHEIZEL U. DE JESUS

Regulatory Affairs Department Head - Laguna Water
lheizel.untalan@lagunawater.ph

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 the 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.



Sustainability Agenda

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 and 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 our territorial boundaries.

As part of the Manila Water enterprise, we have adopted a unified Sustainability Agenda that guides the design and implementation of our programs.

This agenda is built on three key pillars:



Helping Communities Thrive

by prioritizing the enhancement of access to clean water, improving sanitation, and fostering local economic growth.

Protecting the Environment

is at the core of our mission. We achieve this by maximizing our positive impact and minimizing our negative footprint through dedicated sustainable practices.

Building a Culture of Trust and Care

by emphasizing the creation of a safe, inclusive, and ethical workplace while nurturing transparent relationships with our stakeholders.

Our commitment under this Sustainability Agenda is embodied in our **Sustainability Policy**, which serves as the foundation for our long-term planning, decision-making, and performance monitoring.

Scan the QR code to view our Sustainability Policy:



Message to Our Stakeholders

To Our Valued Stakeholders,

At Laguna Water, we believe that our commitments should go beyond financial performance. As a company relying on natural resources, we also take it as our responsibility to help ensure a sustainable and equitable future by integrating sustainable business practices in every aspect of our operations.

In 2022, the Manila Water enterprise set clear ESG targets under its sustainability agenda, with the goal of achieving them by 2025. Each business unit, including Laguna Water, declared its specific contributions toward these enterprise-wide commitments. Today, we are proud to report on our progress as of 2024.

1.Raw Water Supply Buffer

Target to 2025: Achieve at least 15% raw water supply buffer

Progress as of 2024: Our raw water supply buffer is 23.8% based on maximum daily demand. We continue to explore partnerships for our water rights banking to maintain at least 15% supply buffer to ensure that we will meet the demand of our growing number of customers and address water security issues brought by climate change and natural disasters.

2.Non-Revenue Water (NRW)

Target to 2025: Minimize NRW below 20% based on CA

Progress as of 2024: Managing NRW remains a key operational priority. As of end-2024, our NRW level stands at 24.63%. While this presents ongoing challenges, we continue to implement and enhance our NRW reduction program to improve resource efficiency and support long-term water security.

3.Carbon Emission Reduction

Target to 2025: Attain 7% reduction and avoidance compared to business as usual through renewable energy and wastewater treatment

Progress as of 2024: In 2024, our wastewater treatment services enabled the avoidance of 443.66 tons CO₂e, while our renewable energy initiatives allowed us to avoid 139.07 tons CO₂e demonstrating our continued commitment to climate action. These efforts contributed to the 18% carbon emission reduction of the company in 2024.

4.Capital Expenditure

Target to 2025: Build infrastructure sufficient to satisfy service commitments & improvements

Progress as of 2024: Our CAPEX disbursement for 2023 and 2024 amounts to PhP1.33 billion. These were spent on projects including water and sewer pipelaying, deepwell optimization, NRW reduction, and other reliability, expansion, and efficiency projects.

5.Drinking Water Quality

Target to 2025: Maintain 100% compliance to national drinking water standards

Progress as of 2024: We have maintained 100% compliance with Philippine National Standards for Drinking Water (PNSDW) in 2023 and 2024, and no drinking water violations were issued by regulators and government agencies for the past two years.

6.Occupational Health and Safety

Target to 2025: Maintain zero lost-time injury rate

Progress as of 2024: By end of 2024, we maintained our zero lost-time injury rate and marked our safety milestone of reaching 4.1M safe man-hours.

Aside from the initial targets set, we are also committed to planting at least 500 native trees annually. This effort allows us to cultivate and nourish our groundwater sources and watersheds.

For 2023 and 2024, we were able to plant 1,525 tree saplings in Brgy. Carmen, Silang, Cavite, an identified groundwater recharge area in the Santa Rosa Sub-Watershed of the Laguna de Bay.

As we continue to work on our ESG commitments, we are also working on our contributions to the SDGs. With water and wastewater services as our core business, our direct and most significant impacts are on Goal 6: Clean Water and Sanitation. We close 2024 with 132,776 water service connections, while our population served is equivalent to 644,141 individuals across the Province of Laguna covering around 18% of its total population. We have also achieved 100% compliance with our service obligations of providing potable water for 24 hours with a minimum pressure of 10 psi.

Beyond water provision, wastewater treatment services are also available to our customers. In 2023 to 2024, we desludged 7,174 septic tanks and served 237 sewer connections. We continuously work with the local government units (LGU) to further encourage households to avail our desludging services through our Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) program.

We have also successfully renewed our Memorandum of Understanding (MOU) with the cities and municipalities for its continuous implementation. With this development, we are positive that we will be able to spread awareness on the importance of proper sanitation for public health and climate change mitigation.

The impacts of our actions go beyond water and sanitation. We also contribute to the achievement of the other global goals.



With the guidance of MWC, we have institutionalized our support for the Sustainable Development Goals (SDGs) through the implementation of enterprise-wide policies on sustainability, climate change, biodiversity, and environmental management.

We have also set rules and regulations that encourage and protect workplace safety through enactment of policies on Diversity, Equity, and Inclusion, Health and Safety Policy, Mental Health, Non-Discrimination and Anti-Harassment, and Child Labor Prevention and Elimination.

The past two years have been a testament to our continuous determination to deliver sustainable water and wastewater services. The path to continuous growth will not be possible without the support of our employees, customers, partners, regulators, and other stakeholders.






Our success is inherently linked to your contributions, for which we are incredibly grateful. We look forward to your support and partnership as we continue with our mission of bringing shared growth and a sustainable future for all.

Melvin John M. Tan
President

Maidy Lynne B. Quinto
Chief Executive Officer

Constantine O. Uy
General Manager

ESG Metrics

Indicator	Target to 2025	2022	2023	2024
 Raw Water Supply Buffer	At least 15% buffer	15%	15%	23.8%
 NRW	Below 20% based on CA	31%	27%	24.63%
 Carbon Emission Reduction	7% Reduction and avoidance through renewable energy and wastewater treatment	20%	7%	18%
 CAPEX	Building infrastructure sufficient to service commitments and improvements	462M	382M	951M
 Drinking Water Quality	100% Compliance to drinking water standards	100%	100%	100%
 Occupational Health and Safety	Zero lost-time injury rate	0%	0%	0%

Contributions to SUSTAINABLE DEVELOPMENT GOALS

Sustainability is at the core of our business. Our services allow us to be able to contribute directly to the achievement of the SDGs, specifically Goal 6: Clean Water and Sanitation. But beyond this, our actions play a part in the attainment of the other global goals.

In 2023-2024, our initiatives were able to contribute to the following goals.



6 CLEAN WATER AND SANITATION

Target 6.1

By the end of 2024, we provided potable water to 132,776 water service connections, while our population served is equivalent to 644,141 individuals across the Province of Laguna covering around 18% of its total population.

Target 6.2

From 2023-2024, 7,174 septic tanks were desludged while 237 customers were connected to our sewer network.

Target 6.3

In 2023-2024, we treated over 2.25M cu.m. of wastewater in our facility located at Laguna Technopark, Inc. (LTI). Continuous improvement in our facility is also being made to ensure that we will be able to treat wastewater efficiently based on regulatory standards.

Target 6.4

By the end of 2024, we were able to bring down our NRW to 24.63% which is just below the 25% recommendation of the World Bank. We continuously implement efficiency improvement projects, including the installation of pressure regulating valves that help control excessive pressure at non-peak hours, which contribute to leakage flow. We also invested in Data Loggers and Reed Switches for a more precise monitoring of data, and invested in total pipe replacement projects.

Target 6.b

In 2023-2024, 650 public school learners and community members participated in our Daloy ng Saya program, 362 individuals volunteered in our Pasibol tree planting activity, and 276 individuals joined our Lakbayan sessions.

3

GOOD HEALTH
AND WELL-BEING**Targets 3.3 and 3.9**

We ensure 100% compliance with the PNSDW Quality. This allows us to distribute clean and potable water to our customers, which helps prevent cases of water-borne diseases.

Target 3.9

We safely store and dispose of our hazardous waste and have entered into a service level agreement with a Department of Environment and Natural Resources (DENR) accredited service provider to haul and treat these.

In 2024, we donated PhP3.05 million to Manila Water Foundation (MWF) for the construction of hand-hygiene facilities and installation of refrigerated drinking fountains in public spaces to make safe Water, Sanitation, and Hygiene facilities more accessible to the public.

5

GENDER
EQUALITY**Target 5.1**

We regularly conduct refresher sessions on our Code of Conduct and Discipline to remind employees about legal provisions and corporate guidelines, including policies on Diversity, Equity, and Inclusion and Non-Discrimination and Anti-Harassment that promote gender equality. Through Manila Water University, mandatory training on Gender Sensitivity and Workplace Diversity, Equity, and Inclusion were also implemented, while MWC also hosted the enterprise-wide Pride Month celebration.

7

AFFORDABLE AND
CLEAN ENERGY**Target 7.2**

We generated 295,372 kW of power from solar panels installed in our facilities in 2023 and 2024.

8

DECENT WORK AND
ECONOMIC GROWTH**Target 8.5**

Our CAPEX disbursement for the 2023-2024 period amounts to PHP 1.33 billion.

Target 8.8

We have accumulated over 4.1M employee safe man-hours. This is made possible through the promotion of safe work practices to avoid injuries and fatalities. There are also zero cases of discrimination in the workplace.

9

INDUSTRY, INNOVATION
AND INFRASTRUCTURE**Target 9.4**

We continuously upgrade the technologies we use in our operations. In 2023 to 2024, we installed variable frequency drive control panels and capacitor banks to improve power efficiency and increase power savings in our water supply operations.

In our pursuit of minimizing our NRW, we also invested in pressure regulating valves that can reduce pressure up to 90%.

13

CLIMATE
ACTION**Target 13.1**

We have developed our Business Continuity Plan to ensure that our operations will continue despite disruptions brought by disasters and calamities.

Target 13.2

We have also reduced our GHG emissions by 18% in 2024 vs. business as usual.

14

LIFE
BELOW WATER**Target 14.1**

Aside from treating domestic wastewater of our customers, we also help in the cleanup of lakes and rivers in the Province of Laguna through our participation in Laguna Lake Development Authority's (LLDA) Abot Kamay para sa Laguna de Bay: Mission in Action – Solid Waste Recovery program.

15

LIFE
ON LAND**Target 15.4**

In 2023-2024, we planted 1,525 saplings of native trees in Brgy. Carmen, Silang, Cavite to protect biodiversity and ensure water quality and groundwater stability in the Santa Rosa Sub-Watershed of the Laguna de Bay.

17

PARTNERSHIPS
FOR THE GOALS**Target 17.17**

We continuously allocate funding and resources to assist local government units and national government agencies in the implementation of environmental protection programs.

RISK MANAGEMENT

As part of MWC and MWPV, Laguna Water aligns with the enterprise's strategic direction in managing risks. We diligently collaborate with our counterparts to effectively manage these and plan out strategies to overcome disruptions.

For the detailed enterprise risk management plan, please refer to MWC's 2024 Integrated Report.



Board of Directors

Our 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 is from MWPV. The Board conducts regular meetings every quarter and/or when an urgent matter that needs approval arises.

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. The committee's 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 top risks 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 our management team and internal and external auditors.

Board Members

Chairman:

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

Directors:

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

Atty. Katherine C. Agapay*
Former Vice-Governor
Provincial Government of Laguna

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

Arnold Jether A. Mortera
Chief Operating Officer – East Zone
Manila Water Company

Vice-Chairperson:

Jose Victor Emmanuel A. De Dios
President and CEO
Manila Water Company

Gigi Iuminada T. Miguel
Chief Financial Officer
Manila Water Company

Roberto V. Vasquez
Regional Operations Group Director
– VisMin, Estate Water & MWIS
Manila Water Company

Shannon Valerie M. Manalang
Finance Director
– Regional Operations Group
Manila Water Company

Executive Committee

Chair:

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

Members:

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

Gigi Iuminada T. Miguel
Chief Financial Officer
Manila Water Company

Officers

Chairperson:

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

Vice-Chairperson:

Jose Victor Emmanuel A. De Dios
President and CEO
Manila Water Company

President:

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

CEO:

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

General Manager:

Constantine O. Uy
General Manager
Laguna AAWater Corporation

Treasurer:

Maria Amparo D. Silva
Finance Department Head
Laguna AAWater Corporation

Corporate Secretary:

Atty. Charity D. Aurellano
OS Law Office

Assistant Corporate Secretary:

Atty. Ramiila L. Quinto
OS Law Office

Chief Audit Executive:

Vann Cliff C. Bacuyag
Internal Audit Manager
- Financial Operations
Manila Water Company

Data Privacy Officer:

Lheizel U. De Jesus
Regulatory Affairs Department Head
Laguna AAWater Corporation

Audit and Risk Committee**Chairperson:**

Gigi Iluminada T. Miguel
Chief Financial Officer
Manila Water Company

Members:

Jose Victor Emmanuel A. De Dios
President and CEO
Manila Water Company

Mailene M. Cabral
Chief Audit Executive and
Chief Risk Officer
Manila Water Company

Maria A. Lim*

**New representatives from the Provincial Government of Laguna
will be appointed following the recommendations of the 2025 elected officials.*



LEADERSHIP TEAM

2023-2024



Constantine O. Uy
General Manager

Camille B. Orbeso
Business Operations
Head

Maria Amparo D. Silva
Finance Head

Kenneth Kim A. Villanueva
Expansion Operations
Head



Jandrick V. Patricio
Technical Services
Head

Lheizel U. De Jesus
Regulatory Affairs
Head

Michael C. Cambel
Technical Operations
Head

Sol Teresita N. Dimayuga
Project Management
Head

Eugene L. Miranda
HR Business Partner

Stakeholder Engagement

Stakeholder engagement is an integral part of our business necessary to ensure the efficiency and success of our operations. Identifying our stakeholders, understanding their needs and interests, and communicating with them through established engagement channels are essential in the growth and long-term sustainability of the company.

Stakeholder	Engagement Channels	Issues and Concerns	Our Response
Customers / Community	<ul style="list-style-type: none"> Customer service hotline Barangay caravan for mobile customer service Face-to-face interaction through business area and during counselling and customer visits Information, education, and communication (IEC) campaigns via Careavan and TSEK ng Bayan programs Public consultations and public information meetings on projects Traditional and social media announcements Flyers, bulletins, and texts 	<ul style="list-style-type: none"> Water affordability Water reliability and safety Timely advisories Impact of projects and emergency works Environmental impact of operations 	<ul style="list-style-type: none"> Provided discounts for senior citizens, promos for reconnection, etc. Installed gensets in facilities for better water reliability during calamities and power outages Monthly potability and annual physical and chemical tests for water safety Release of regular updates and advisories on social media accounts and barangay bulletins regarding projects Opportunity to participate in corporate social responsibility (CSR) programs through coordination with local government units
Employees	<ul style="list-style-type: none"> Kumustahan sessions General assembly Employee engagement activities Quarterback meetings HR Bulletin OSH Committee committee meetings Safety updates and bulletins Feedbacking sessions of immediate managers and direct reports 	<ul style="list-style-type: none"> Proper channels to raise queries and concerns Work-life balance Mental health Occupational Health and Safety Talent development, performance management, and recognition 	<ul style="list-style-type: none"> 2-3x a year implementation of Kumustahan sessions with all employees; employees may also schedule one-on-one session with HR Regular enterprise-wide mental wellness seminars and roll-out of mental health policy Included safety updates in weekly quarterback meetings and released safety bulletins on disaster preparedness and workplace safety

			<ul style="list-style-type: none"> Inclusion of Individual Development Plan in Employee Performance Review, in-house leadership and skills improvement training, improved employee recognition program
Government <i>Includes government partners, LGUs, national agencies, and regulators</i>	<ul style="list-style-type: none"> Regular meetings and submission of reports Briefings and public consultation/information Events Advocacy programs Submission of compliance requirements 	<ul style="list-style-type: none"> Service improvement plan Tariff adjustment Service obligations Infrastructure projects Environmental and community programs Compliance to regulations 	<ul style="list-style-type: none"> Conducted regular and special board meeting sessions with BOD from Provincial Government of Laguna Presentation of annual business plans Participation in government advocacy programs Invitation to Laguna Water events and CSR activities Regular submission of compliance reports and application of permits and certifications
Investors	<ul style="list-style-type: none"> Audited Financial Statement Investor meetings Daluyan Newsletter Sustainability Report 	<ul style="list-style-type: none"> Financial performance ESG performance CSR 	<ul style="list-style-type: none"> Meetings with investors to discuss queries and concerns Provision of copies of Audited Financial Statement and Sustainability Report as needed
Vendors, Suppliers, and Contractors	<ul style="list-style-type: none"> Invitation to participate in projects through MWPV Procurement Team Regular contractors meeting 	<ul style="list-style-type: none"> Project opportunities Health and safety Performance feedback 	<ul style="list-style-type: none"> Communication of projects to vendors through designated Procurement Team Implementation of contractors' meeting through Project Management Team and Technical Operations including safety induction
Media	<ul style="list-style-type: none"> Traditional and social media releases Invitation to company events 	<ul style="list-style-type: none"> Stay informed about projects Timely response on questions or issues 	<ul style="list-style-type: none"> Seeding of press releases to media Granting of interviews regarding projects and CSR activities Participation in their community outreach projects

Stakeholder Testimonials

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Laguna AAWater Corporation has consistently been one of our top taxpayers in terms of remittances for the years 2023 and 2024. As our steadfast partner in nation-building, they have always shown exemplary compliance with BIR requirements and remain approachable and cooperative in all engagements.

The taxes remitted by Laguna AAWater Corporation significantly contribute to the government's overall development agenda. These funds empower both the LGU and the country to invest in infrastructure, social services, and community programs that uplift the lives of citizens and foster sustainable growth.



ARVIN MANUNTAG

Assistant Revenue District Officer
Revenue District Office 57
– West Laguna,
Bureau of Internal Revenue

”

The Canlubang Sugar Estate Bulk Water Supply Project by Laguna Water, Estate Water, and Infratech Solutions shows strong collaboration and commitment to quality. It promotes teamwork within the Manila Water enterprise by encouraging shared accountability and stronger partnerships, serving as a model for sustainable, customer-focused results.

ALDRIN S. ALVIAR

Project Management Manager
Estate Water



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We owe it to the younger generation to take concrete actions towards sustainability. We are thankful to Laguna Water for the initiative to provide information and meaningful experience to our students so they can also become responsible custodian of our natural resources.

**ARLENE GASPARD**

Teacher III and School Paper Adviser
Don Jose Integrated High School

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Laguna Water actively participates and consistently supports Cabuyao LGU's environmental activities. Environmental protection is a shared responsibility and Laguna Water is one of the private organizations that helps the government in its environmental advocacy.

EDERLINDA C. CALDITO

Supervising Environmental Management Specialist
City Environment and Natural Resources Office,
City of Cabuyao



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Laguna Water's projects are more than just groundbreaking initiatives; these are beacons of hope and a testament to what we can achieve with a shared vision. Rest assured that the province of Laguna is always supportive of Laguna Water's projects that will uplift the lives of the people in Laguna.

**ATTY. DULCE H. REBANAL**

Former Provincial Administrator
Provincial Government of Laguna

MATERIAL TOPICS

Laguna Water aligns with MWC's enterprise-wide approach to identifying sustainability priorities through a double materiality assessment, conducted every two years. This process considers both financial materiality—how ESG issues affect the company's performance—and impact materiality—how the company's operations affect society and the environment.

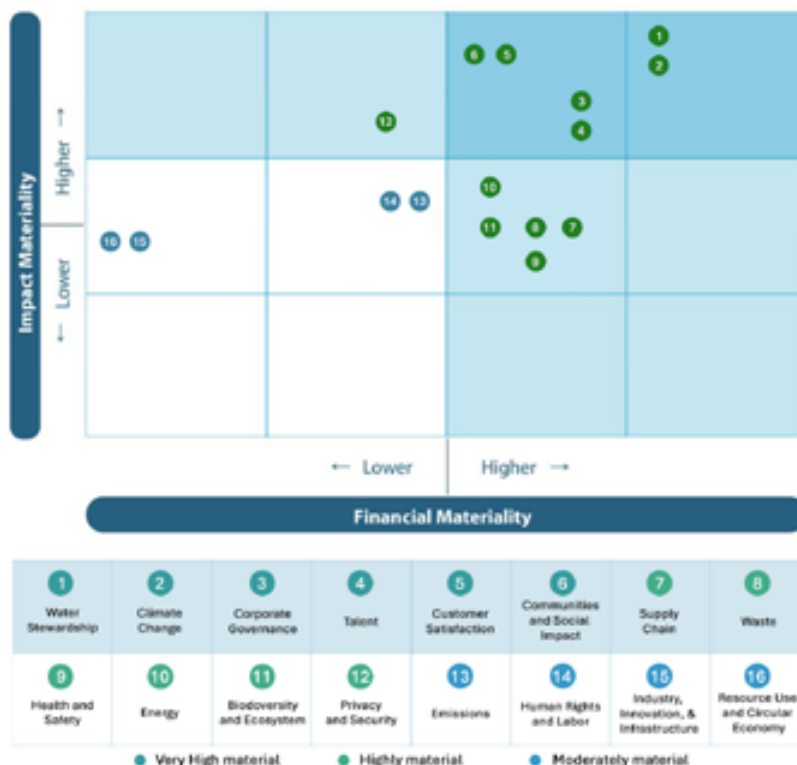
To complement this enterprise-wide assessment, Laguna Water integrates insights from its own stakeholder engagement channels. These include feedback from customers, regulators, employees, and community partners.

A story conference and consultations with our leadership team and data owners were also held to identify the key highlights and narratives featured in this report.

Scan the QR code for a detailed explanation of MWC's double materiality process.



2024 Materiality Matrix





A large array of solar panels is installed on a rooftop, stretching across the foreground and middle ground. The panels are dark blue with a grid of silver lines. In the background, there are green trees and a white industrial building under a bright blue sky with scattered white clouds.

SUSTAINABILITY STORIES



A person wearing a blue jacket is seated at a table, looking down at a document. Their hands are visible, holding the paper. Another person's hand is visible on the right side of the frame, also interacting with the document. The entire image is covered with a semi-transparent blue overlay. The text "Helping Communities Thrive" is written in white, sans-serif font across the middle of the image.

Helping Communities Thrive



Access to safe drinking water and wastewater services is fundamental to human health. Not only are these services key in preventing waterborne illnesses but they also play a part in economic and social development. The convenience of having a clean and consistent water supply and access to sanitation allows our customers to spend more time on other productive activities such as education and work. In addition, improved access to these services also provides dignity and eliminates the safety risks associated with water collection and open defecation especially for more vulnerable sector including children and women. In the past two years, we ensured that we will be able to provide safe and consistent services to our customers by implementing 1.33B CAPEX investment projects that will result to improved water safety, service continuity and accessibility, and water security.

Water Safety

Recognizing the role of potable water in public health and community welfare, we ensure that our water supply conforms with the standards set by the Department of Health (DOH) through the Administrative Order 2017-0010 or the PNSDW. We conduct rigorous testing by performing monthly microbiological assessments and semi-annual physical and chemical tests in strategic sampling points across our areas of operation and secure a certificate of potability from city and municipal health offices.

In addition, our field specialists undergo field meter technology operation and maintenance training to ensure that they are equipped with the skills to effectively collect samples and accurately perform water testing.

In 2024, we renewed our Certificate of Water Safety Plan Acceptance, valid until 2027, issued by DOH Region IV-A. This certification requires water service providers to proactively identify and mitigate risks—including biological, chemical, and natural hazards—through comprehensive hazard identification and risk assessments conducted by our laboratory and safety teams.

To strengthen the safety of drinking water in the Province of Laguna, we also participated in the organization and reactivation of the Local Drinking Water Quality Monitoring Committee organized by the Provincial Health Office of Laguna. Our laboratory analysts served as resource speakers to share their expertise and best practices in drinking water quality surveillance. Our team's input in this forum will help health officers of local government units be updated on current industry practices and help capacitate them in ensuring water safety.

We have also explored innovations in ensuring water safety. In 2024, we implemented the Oxtube and Degasifier Pilot Project which will aid in our raw water quality treatment.

Oxtube technology introduces oxygen and other gases into water through the process of aeration while the degasifier removes unwanted dissolved gases from the water that will address issues like odor, corrosion, and unpleasant taste.

Our laboratory is also equipped and ready to accept radon testing. It is the first private laboratory to acquire the technology in the Philippines in 2018 in partnership with the Philippine Nuclear Research Institute.

Service Continuity and Accessibility

We have enhanced our service continuity and accessibility by adopting a multi-faceted approach which includes infrastructure investment, facility optimization, and backup technologies improvement. To meet the growing demand for water of our customers, we have conducted deepwell optimization projects that allowed us to recover water losses and increase our supply volume. We have also implemented pipelaying projects to improve our network and ensure continuous supply for existing and newly acquired customers.

In addition, we have also acquired a new water source that will augment our needs for raw water. We collaborated with MWPV and Canlubang Sugar Estate for a 17MLD bulk water supply project that will be significant in providing water supply contingency for approximately 438,000 customers in Cabuyao, Santa Rosa,

and Biñan. This Php1.4B project involves the construction of a 13-kilometer water transmission line that will connect the MTS facility to the Laguna Wellfield Reservoir located in LTI Annex in the City of Biñan.

To further enhance reliability, we modernized our infrastructure and integrated innovative technologies into our water distribution systems. These upgrades have significantly reduced service disruptions and improved customer experience. In addition, we also purchased new generator sets, increasing our backup power supply to over 100 units, to ensure uninterrupted water service during emergencies and power outages.

To ensure continuous operations in times of emergency, we have also developed our Business Continuity Plan. According to ISO 22301, this is defined as the “documented procedures that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption.” With this plan in place, we can provide the operational strategies and mechanisms that will be undertaken in response to various forms of disruptive incidents in the delivery of services to our customers and stakeholders. This also enables succession of company leadership and improvement of continuity capabilities of our workforce to ensure achievement of our long-term goals.

Customer Service

As part of our commitment to providing excellent customer service, we also launched the project Katubig Careavan. This initiative brings our customer service desks to the communities and aims to serve as an avenue where they can discuss and seek assistance on their account-related issues and concerns. Our increased presence in the community also enables our teams to address these efficiently.

To provide financial relief to our customers, we have also launched several promotions that provide discounts for senior citizens, new water service connections, and reconnections.

Economic Contribution

Our company was founded through a joint venture between MWPV and PGL. MWPV holds 70% of the company's shares, while PGL owns the remaining 30%. Established through a Public-Private Partnership agreement, one of the benefits of the joint venture for the Province of Laguna is the regular dividend payouts, with a total of Php261 Million remitted in the past two years.

In addition, we also regularly and timely remit our supervision and regulatory fees to our regulators for their oversight and regulatory functions. For the past two years, our company has also been recognized as a top taxpayer in the cities of Biñan and Cabuyao and the municipality of Pagsanjan.

These awards highlight our dedication to supporting local economies through timely and accurate tax payments.

Empowering Communities

We believe that to further help communities thrive, we need to look beyond our service obligations. Thus, we spearhead CSR programs that will allow us to provide accessible and safe water and capacitate them to become active contributors in the protection of the environment.

In 2024, we spearheaded the Lingap Laguna project to commemorate our 15th anniversary. This is our pledge to provide access to water, sanitation, and hygiene facilities across public institutions and spaces across the Province of Laguna. In partnership with MWF and PGL, we donated Php3.05 Million to MWF for the construction of 10 hand hygiene facilities and installation of 15 refrigerated drinking fountains in selected areas by 2025. In 2023, we also donated portable handwashing stations in public schools across the province to aid access to handwashing facilities.

In the past two years, we have conducted a series of IEC campaigns through our sustainable development programs. Among which is Daloy ng Saya, a volunteer-lead interactive learning session which aims to raise awareness on topics including wise water use, proper toilet use and sanitation, proper hygiene, and environmental protection.

The program has reached a total of 650 individuals for the years 2023 and 2024. As an improvement from past implementations, the participants selected for the 2024 rollout included displaced children, youth in conflict with the law, and senior citizens—segments of the community often marginalized. The change in the selection process was conducted because of our Sustainability and CSR survey and focus group discussion which aim to improve our programs.

Aside from Daloy ng Saya, we have also conducted other learning sessions among public school learners to empower them to become active contributors to water sustainability and environmental protection. Highlighting the fact that climate change and environmental degradation put water quality and quantity at risk, we dedicated time to share vital information on responsible water use, wastewater management at home, and waste segregation as part of our anniversary and World Water Day celebrations.

On the other hand, in celebration of the Global Handwashing month, we collaborated with MWF and Enchanted Kingdom to conduct lectures and activation events that will promote proper handwashing to over 4,000 individuals. These activities aim to inform the public about the importance of proper handwashing with soap and water as an effective way to prevent communicable diseases.

Also, with MWF, we partnered for the local implementation of the World Oral Health Day, World Toilet Day, and #SafeWASH Campaign which fundamentally intends to inform the public about proper hygiene practices.

To also impart knowledge on the complex process of water supply distribution and wastewater treatment, our team welcomes visitors from schools, universities, and government institutions through the program Lakbayan. This aims to develop a deeper understanding of the entire water and wastewater management cycle through visits to our facilities. Among the groups who attended our Lakbayan sessions are employees and officials of the Provincial Environment and Natural Resources Office of Laguna and Municipal Environment and Natural Resources Office of Pagsanjan together with officials of Brgy. Magdapio. Students from University of the Philippines Los Baños, Western Mindanao State University, and Adamson University also visited our facilities as part of their plant facility tour in their courses.



Protecting the Environment



As a water company, we strive to be an active contributor in the protection and preservation of our natural resources. While we deliver high quality services to our customers, we also work on the improvement of our business practices that will help minimize our environmental footprint and promote resource efficiency.

Water

Our water supply is sourced from a combination of groundwater and surface water, with Matang Tubig Spring currently serving as our primary surface water source.

Water Withdrawal by Sources	2022	2023	2024
Groundwater,mcm	56.01	59.22	57.95
Surface water,mcm	3.14	2.67	2.56
Total,mcm	59.14	61.89	60.51

In 2023, we were also able to secure a permit from LLDA allowing us to extract 469 liters of water per second from the spring for another three years.

Currently, we are exploring partnerships that will expand our surface water sources to help us meet the demands of our customers and minimize stress on our groundwater sources.

While we work on this, we partnered with local government units and national agencies in the reforestation of the Santa Rosa Sub-Watershed of the Laguna de Bay to aid the recharge of our water sources. Through Pasibol, Laguna Water’s tree planting and nurturing program, we were able to plant 1,525 saplings of native trees in Brgy. Carmen, Silang, Cavite from 2023 to 2024. The area has been identified as a groundwater recharge area of the watershed. In addition, our employee volunteers also assisted in the potting of seedlings to be distributed by the DENR Region IV-A for its National Greening Program through Project Greenshade.

Aside from ensuring the stability of our water sources, we are also working towards the efficient use of resources through our NRW Reduction program which includes active leakage control through leak detection, service pipe replacement, line meter replacement, water meter clustering and replacement, and interconnection projects to improve service reliability and flexibility.

In support of these, we also invested in innovative technologies to help us improve our data monitoring, leak detection, and pressure monitoring processes. In 2023-2024, we have also installed 40 additional sets of pressure regulating valve controllers to control excessive pressure during non-peak hours and reduce leakage flow allowing us to recover 2.57MLD of water.

These controllers are part of the pressure regulating system that enables remote data monitoring. This offers the flexibility to establish the target pressure settings based on criteria such as time, flow, or a combination of both. This also allows the configuration of distinct pressure profiles for different time periods throughout the day.

We have also installed 100 sets of data loggers and reed switches to improve our leak detection and pressure monitoring. These offer precise continuous monitoring of real-time data with detailed insights while offering efficiency in time and resources through automated data collection.

In addition to this, we implemented a 143.16KM total pipe replacement project. This initiative will allow us to recover 7.82MLD of water from 28 district metering areas across four business zones.

Wastewater

Alongside our water supply operations, we continue with our wastewater management. In 2023 and 2024, 7,174 septic tanks were desludged while 237 customers were connected to our sewer network. This allowed us to safely manage and treat 2,251,802 cu.m. of wastewater. To aid our desludging operations, we purchased a 3000L desludging truck which will allow us to reach more customers, especially those who live in communities unpassable by bigger vehicles.

This brings our total desludging trucks to 10 units. Having more vehicles for the hauling of domestic wastewater allows us to maximize the treatment capacity of our Sewage and Septage Treatment Plant located inside LTI which can cater up to 11 million liters of sewage per day and 135 cu.m. of septage per day.

As one of the accredited sewage and septage management companies in Laguna, we also had the honor to participate and share our best practices during the Department of Interior and Local Government (DILG) Region IV-A's forum in 2023 which discussed possible partnerships for recycling industries and management of septage treatment facilities. During the session, we highlighted our innovative sanitation practices and shared developments in our desludging services for cities and municipalities in the Province of Laguna.

In 2024, we also renewed our partnership with local government units to continue with our joint program on proper sanitation, TSEK ng Bayan which started in 2018. Through the renewal of our memorandum of understanding with the cities and municipalities, we can continuously conduct IEC sessions to encourage our customers to avail of the desludging services every five years.

Energy

In 2023-2024, we continued to invest in programs and technologies that boost our energy efficiency, allowing us to reduce our greenhouse gas emissions while sustainably meeting growing demands.

Energy Consumption	2022	2023	2024
Fuel, Gigajoules (GJ)	3,372.60	4,775.52	4,107.72
Electricity, GJ	95,629.81	100,991.33	95,896.94
Total, GJ	99,002.41	105,766.85	100,004.67

Among these initiatives is the installation of Variable Frequency Drive (VFD) control panel in our facilities within LTI, which allows us to control water pressure and flow to meet the current demand during peak and non-peak hours. Having this technology improves our power efficiency and promotes power savings. This allows us to realize an average monthly savings of Php297,426 and improve our power efficiency by 17% compared to the previous technology used. The installation of the VFD also provides additional protection to our pumps and motors by reducing their starting speed and water turbulence. In addition, the technology also eliminates or reduces sand pumping and frequent flushing activities through speed reduction.

Aside from VFD, we also installed additional capacitor banks which allow us to improve the power factor in our facilities and reduce electricity wastage. This technology also eliminates the penalties imposed by power distribution companies for inefficient use of electricity and extends the lifespan of our equipment caused by poor power factors.

We also continue to enroll our facilities in Meralco's Peak/Off-Peak Program (POP) which allows us to save on power costs by availing the alternative pricing scheme made available to high-consumption customers who can utilize power during non-peak hours to lessen the demand from power grids during usual peak hours.

We have also completed the installation of the Torishima 2-pole eco pump in LTI Booster 3 facility and the additional solar panels in our wastewater treatment plant. Both initiatives allow us to minimize power consumption while the installation of on-site renewable sources allowed us to generate 295,372kW of electricity from 2023 to 2024.

In terms of fuel efficiency measures, we purchased 27 new vehicles to replace our old units. We are also exploring the possibility of purchasing electric vehicles in the following years.

Energy Efficiency Initiatives	Month & Year Energized	Average Monthly Savings
Solar Panel Installation at Laguna Technopark Inc. – Sewage and Septage Treatment Plant	October 2023	PhP107,000.00
Torishima Ecopump Installation	May 2023	PhP40,000.00
Meralco POP	January 2024	PhP98,000.00
VFD installation at Laguna Technopark Inc.	May 2024	PhP297,000.00
Capacitor Bank Batch 2 Installation	September 2024	PhP12,000.00

Environmental Compliance

We ensure that we also comply with the regulatory requirements mandated by government agencies for our water and wastewater operations. Through the diligent work of our teams in coordination with our regulators, we were able to secure and renew permits needed in our operations. Also, no notice of violation or non-compliance with environmental regulations from the DENR – Environmental Management Bureau (EMB) and LLDA was received by the company in the past two years.

To ensure that we will be able to continuously comply, the environmental standards imposed by the regulators were integrated into the inspection checklist of our facility audit called Facility Health Check, which is conducted at least once a year.

Our employees also undergo training to enable them to become qualified pollution control officers (PCOs) and to keep them abreast of environmental

issues and compliance requirements mandated by law. Through this training, the appointed PCOs are enabled and become responsible for the quarterly submission of the self-monitoring report required by DENR-EMB and the semi-annual compliance monitoring report required by LLDA.

Included in the compliance reports submitted by our PCOs is the reporting of our waste management strategies. Through the collaboration of our PCOs and technical operations teams, we can safely store hazardous waste in our facilities. To properly haul, treat, and dispose of these wastes, we entered into a service level agreement with a DENR accredited third-party service provider. On the other hand, solid waste or non-hazardous waste is properly segregated on-site and is hauled by the garbage collectors of the local government units in our areas of operation.

Hazardous Waste	2022	2023	2024
Hazardous Waste Generated, tons	0.26	2.64	0.11
Hazardous Waste Transported, tons	0.00	0.02	0.63

Aside from complying with the regulations, we also support the programs of our regulators. Among which is Abot Kamay para sa Laguna de Bay: Mission in Action – Solid Waste Recovery spearheaded by LLDA. The program which was launched in 2024 aims to rehabilitate Laguna de Bay through cleanup drives along coastal areas and riverside communities leading to the lake. Aside from recovering solid waste, the plastics gathered by the volunteers from different sectors are bought by the partner recycling organization of LLDA. By adopting this approach, the chief agency in charge of taking care of the lake hopes to encourage communities and industries to segregate from the source and divert recyclable materials from ending to landfills and bodies of water into recycling facilities.

To support LLDA in its mission, we are also an active member of the Laguna Lake watershed councils including Santa Rosa Sub-Basin Watershed Council, where we also serve as the treasurer, and the Biñan, San Pedro, Silang, GMA, Carmona, and Tagaytay (BiSSigCaTa) Watershed Management Council.

These councils are responsible for convening the private and public sector who have a stake in the protection of watersheds.

In addition, we also participated in the cleanup initiatives of the LGU's to revive Laguna de Bay and its tributaries. We participated in the International Coastal Cleanup hosted by the City of Santa Rosa and supported the multi-sectoral environmental community engagement day and World Water Day cleanup drives of the City of Cabuyao. To recognize our contributions to the city's sustainability initiatives, we received a Gold Environmental Award from the City of Cabuyao through the City Environment and Natural Resources Office. This merits our continuous effort to support the city's eco-programs and underscores our commitment to promote sustainable practices as a company and as a member of the Cabuyao River Protection Advocates.





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LAGUNA WATER
A MAYILA WATER
PHILIPPINE VENTURES COMPANY

Building a Culture of Trust and Care



Our employees are the center and life of our operations. Having an engaged workforce allows us to meet the evolving demands of the business while fostering a culture of care and collaboration. With this, we strive to build a corporate culture that will look after the welfare of our employees and extend this to the people we work with.

Human Capital

As of December 2024, we are comprised of 201 employees. Among this number, 198 are permanent employees while three are project-based talents. Our recruitment process is designed to uphold fairness and inclusivity by evaluating candidates based on merit, competencies, and alignment with our values. Hiring teams are guided by structured criteria that ensure equal opportunities for individuals of all genders, races, educational backgrounds, and social circumstances.

In 2024, our organization hired a total of 20 new employees while turnover rate is 15% comprised of 11% voluntary, including talent movements to MWPV, and 4% involuntary separations due to retirement and non regularization.

We also have a memorandum of agreement with public high schools and universities for our internship program. For the years 2023 and 2024, senior high school and college students participated in the program and became immersed in the different workflow of our teams.

Employee Demographics by Gender (including temporary employees)	Male	Female
Number of employees per gender	121	80
Number of new hires per gender	11	9

Employee Demographics by Age	<30 years old	30 to 50 years old	>50 years old
Number of employees per age group	45	140	16
Number of new hires per age group	13	7	0
Number of employee turnover per age group	11	14	0

As of December 2024	Voluntary	Involuntary
Number of employee turnover	21	7

Employee Benefits and Recognition

As a company, we are committed to improving employee welfare and providing equitable benefits and competitive compensation. We are proud that our company remains consistent in providing benefits for our full-time employees beyond the country's labor law requirements. We also adopted a hybrid work set-up for our employees, allowing them to work remotely once a week.

We follow Manila Water's employee recognition program which honors employees either for their exemplary performance or leadership. In 2023, 11 employees were awarded the President's Pride due to Performance while six talents were recognized as Huwarang Manggagawa.

In 2024, the employee recognition program expanded and celebrated the work of our teams by acknowledging outstanding collaboration and innovation projects that improve our processes. Finalists and grand winners for each category receive monetary rewards and are invited to an enterprise-wide recognition event and celebration.

In a remarkable celebration of dedication and excellence, Princess Coloma, Territory Manager for Business Operations - Expansion, was recognized as the recipient of the inaugural Rajah Award for Performance in 2024. One of the Laguna Water teams was also recognized as a finalist for their innovative projects under the Likha category.

Learning and Development

Our employees are given the opportunity to take charge of their career growth by including the Individual Development Plan in the Performance Management System of the Company. At the start of each year, employees and their managers set an agreed learning development plan with corresponding activities to help them gain expertise required in their current roles or garner the knowledge and skills that will prepare them for future roles. Learning opportunities for identified activities are made available through in-house training, online courses, mentoring and coaching sessions, and external training if needed. On the average, our employees received 25 hours of training.

All our employees also undergo mandatory training that will help them improve their capacity to protect company information and assets through the regular Information Security Education Program. Talents who also collect and process personal information of employees and customers are also required to attend data privacy training while everyone is encouraged to stay informed about the provisions of the Data Privacy Act of 2012.

Employee Engagement

To promote camaraderie and ensure effective team performance, we also implement employee engagement programs that our talents can participate in to boost their morale and maintain work-life balance.

Our Human Resources Department spearheads our monthly general assembly where employees are informed about the current happenings in the company. This also serves as a venue where employees can display their creativity and share a glimpse of their personality outside the usual work settings. Key celebrations throughout the year are also observed through simple yet meaningful gatherings to show the company's appreciation to its employee force.

Our employees are also encouraged to participate as volunteers in our sustainable development programs. Their engagement in these activities contributes to the successful implementation of the projects and at the same time provides opportunities for them to connect with their colleagues, the communities we serve, and our stakeholders. We started tracking our volunteer hours in 2024 and our talents were able to dedicate 799.5 hours to volunteering for the implementation of our advocacy initiatives.

In 2024, we have also launched our volunteerism policy which will look after the safety and welfare of employees who volunteer in our sustainable development activities.

This policy also allows us to have a systematic volunteer process that will ensure that our talents will be equipped to deliver their assigned tasks every activity.

In addition, this policy also allows us to institutionalize a recognition program that will commend the dedication of talents towards sustainable development.

Occupational Health and Safety

Safety is paramount in our operation. We have always prioritized compliance with occupational health and safety protocols and regulations. By end of 2024, we were able to achieve zero lost-time injury rate and attain 4.1M+ safe man-hours.

Practices that contributed to these milestones include the implementation of Facility Health Check as a proactive approach in addressing safety risks in our facilities. We have also issued personal protective equipment, released safety bulletins, and conducted seminars to prepare our employees to take necessary actions in case of emergencies and calamities. We also replaced our fire hydrants in our offices and facilities as a continuous compliance to the Republic Act 9514, also known as the Fire Code of the Philippines of 2008.

On the other hand, training and safety orientation for our contractors were also carried out while strict implementation of penalty provisions in our contractors' and service providers' contracts for safety infractions was observed.

For health, the continuous implementation of annual physical exam and random drug testing for employees are in place. We also have a company nurse and doctor in our office for immediate access in case anyone needs medical attention.



**EVACUATION
AREA**



Employee Testimonials



“

My transition from Territory Manager to Facility Manager under the Technical Operations Department has been a transformative journey — one that allowed me to align my engineering background with our company’s growing commitment to sustainability and operational excellence.

As a Registered Electrical Engineer and a Certified Energy Manager accredited by the Department of Energy, I’ve embraced the opportunity to lead and support key energy efficiency initiatives that are now shaping the future of our operations.

These initiatives are more than just technical upgrades— they represent our company’s proactive stance on energy responsibility and innovation. I’m proud to be part of a team that not only values efficiency but also empowers its people to grow, lead, and make a lasting impact.

JOY O. JUSAYAN

Operations Unit Head - Water Supply Plant



“

Resilience is an imperative for lifeline utility providers like Laguna Water. This commitment can be summed up in one big word but the steps to achieve this were a blur for the longest time.

Before, impacts and losses were viewed as the norm in business. Disasters were considered natural and unavoidable causing detrimental effects to our community, the environment, and this organization's very backbone – the employees. Employees, being the core of any business, have consistently raised the discourse on how intertwined job security and the delivery of our service obligation is.

Despite the organic growth of “resilience” mindset within Laguna Water, it is worth noting that paving the way towards this culture will be an arduous task and will require efforts from everyone.

With this paradigm shift, Laguna Water has underscored its dedication to business continuity by institutionalizing its first version of the Business Continuity Plan. This safeguards the company's commitment to prioritize our roadmap to resiliency through manpower capacity building, procurement of critical equipment and resources, education campaigns, and continuous testing. We have a long way to go but the biggest win here is how such a concept transformed into an

ARVI CHARLIZE R. PASCUAL

Health, Safety, and Environment

Associate Manager - Business Continuity



“

The Pollution Control Officer training, through Laguna Water, provided a valuable foundation for understanding the connection between the Environmental Compliance with Water Resource Management. Through the program, I was able to identify how pollution control practices like waste disposal and infrastructure maintenance can play a crucial role in keeping the water losses low.

This training has helped in improving our operational strategies and our ability to monitor our water systems to maintain and to prevent further losses to contribute to a more sustainable resource use.

AROM DALE F. ARDEÑA

Operations Unit Head - Water Supply Network



“

My journey in Laguna Water started in 2018 when I was hired as a Backroom Support Staff as a fresh graduate. Despite my inexperience, I was able to deliver my tasks well through the help and guidance of my teammates and was even awarded Talent of the Quarter in Q3 of 2019.

Eventually, I was given the opportunity to become a Territory Manager. Through the Territory Manager Schooling, I was able to learn the ropes of my new role. I challenged myself to overcome my fears of dealing with customers and was able to resolve their concerns and hit my targets.

In 2024, I received the inaugural Rajah Award for Performance, the highest award given to individual contributors in the Manila Water enterprise. Receiving this award is a great reminder that our hard work doesn't go unnoticed. It is an inspiration to continuously work towards a greater goal.

Now, I am part of the Technical Operations Department under Wastewater Operations. I am thankful that I am always given the opportunity to grow in this company and explore greater heights.

To sum it up, my journey here in Laguna Water has been challenging. There were times that I failed, but I realized that failure is not fatal. It is the courage to continue that counts.

PRINCESS B. COLOMA

Operations Unit Head - Desludging Services

Sustainability Content Index

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2-14 Role of the highest governance body in sustainability reporting	Board of Directors	16
2-22 Statement of sustainable development strategy	Corporate Profile	4
2-28 Membership associations		<p>Laguna AAWater is a member of the following organizations:</p> <ol style="list-style-type: none"> 1. Semiconductor and Electronics Industries in the Philippines Foundation, Inc. (SEIPI) 2. Santa Rosa Sub-Watershed Management Council (SWMC) 3. Biñan, San Pedro, Silang, GMA, Carmona, and Tagaytay (BiSSigCaTa) Watershed Management Council 4. Save – Silang Santa Rosa River (S3R2) Foundation, Inc. 5. Cabuyao River Protection Advocates (CaRPA)
2-29 Approach to stakeholder engagement	Stakeholder Engagement	22-23
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3-3 Management of material topics	Material Topics	26

Materials 2016		
301-1 Materials used by weight or volume		Chemicals Used:
		<p>Water Supply 2023: 625,547kg 2024: 484,156.34kg</p> <p>Wastewater 2023: 72,463.73kg 2024: 64,357.05kg</p>
Energy 2016		
302-1 Energy consumption within the organization	Protecting the Environment	40-41
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Water and Effluents 2018		
303-1 Interactions with water as a shared resource	Protecting the Environment	39
303-2 Management of water discharge-related impacts	Protecting the Environment	39
303-4 Water discharge		<p>39</p> <p>Wastewater treated are discharged to Santa Rosa River.</p>
Emissions 2016		
305-1 Direct (Scope 1) GHG Emissions		<p>2023: 584.35 tons CO₂e 2024: 708.90 tons CO₂e</p>
305-2 Energy indirect (Scope 2) GHG Emissions		<p>Market-based 2023: 19,389.08 tons CO₂e 2024: 18,334.41 tons CO₂e</p> <p>Location-based 2023: 19,389.08 tons CO₂e 2024: 18,334.41 tons CO₂e</p>
305-3 Other indirect (Scope 3) GHG Emissions		Laguna Water has no available data yet on its Other indirect (Scope 3) GHG Emission. Currently, only Manila Water enterprise level data is available.
305-4 GHG emissions intensity		<p>Laguna Water GHG Intensity 2023: 22.93 tons CO₂e/ Revenue in PHP mn 2024: 18.54 tons CO₂e/ Revenue in PHP mn</p> <p>Water Supply: 2023: 431.14 tons CO₂e/MCM billed volume 2024: 402.84 tons CO₂e/MCM billed volume CAUTION HOT BEVEPAGE 2</p> <p>Wastewater: 2023: 742.94 tons CO₂e/MCM wastewater treated</p>

		2024: 1175.88 tons CO2e/MCM wastewater treated
305-5 Reduction of GHG emissions		8,11
Waste 2020		
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403-1 Occupational health and safety management system	Building a Culture of Trust and Care	48
403-5 Worker training on occupational health and safety	Building a Culture of Trust and Care	48
403-9 Work-related injuries		No employee injuries were recorded for 2023-2024.
Training and Education 2016		
404-1 Average hours of training per employee		2023: 82 average hours/employee 2024: 25 average hours/employee
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Distribution Network Efficiency	IF-WU-140a.1	Water main replacement rate	11.37%
	IF-WU-140a.2	Volume of non-revenue real water losses	2023: 38.58MLD 2024: 39.35MLD
Effluent Quality Management	IF-WU-140b.1	Number of incidents of non-compliance associated with water effluent quality permits,	39

		standards, and regulations	
	IF-WU-140b.2	Discussion of strategies to manage effluents of emerging concerns	39
Water Affordability & Access	IF-WU-240a.3	Number of residential customer water disconnections for non-payment, percentage reconnected within 30 days	No. of disconnections due to non-payment: 2023: 28,265 2024: 31,794 Reconnection rate (withing 30 days): 2023: 20% 2024: 24%
Drinking Water Quality	IF-WU-250a.1	Number of drinking water violations	9
	IF-WU-250a.2	Discussion of strategies to manage drinking water contaminants emerging concerns	32-33
Water Supply Resilience	IF-WU-440a.3	Discussion of strategies to manage risks associated with the quality of water resources	38-39
Network Resiliency	IF-WU-450a.3	Number of (1) unplanned disruptions and (2) customers affected by duration category	Unplanned Disruptions 2024¹ Less than 4 hours: 93 Between 4 to 12 hours: 37 More than 12 hours: 12 Customers (Water Service Connections) Affected 2024² Less than 4 hours: 86,817 Between 4 to 12 hours: 50,323 More than 12 hours: 28,019
Activity Metrics	IF-WU-000.A	Number of: (1) residential and (2) commercial	Domestic Customers³ 2023: 126,358

		customers served, by service provided	2024: 130,170 Commercial Customers 2023: 2,564 2024: 2,606
	IF-WU-000.B	Total water sourced, percentage by source type	38
	IF-WU-000.E	Length of (1) water mains and (2) sewer pipe	Water Mains: 1,178KM Sewer Pipe: 26KM

1 Information on unplanned service interruptions and affected customers are for validation as of date of writing and to be disclosed in next Sustainability Report issue.

2 Refers to active water service connections affected by unplanned disruptions.

3 Refers to active domestic water service connections as of year-end of 2024.

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- Communication and Branding

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- Communication Services Support

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