

QUALITY, ENVIRONMENT, HEALTH & SAFETY AND ENERGY **POLICY**

Manila Water Company, Inc. (MWC), a leader in the provision of water, used water, and other environmental services is committed to:



Achieve customer satisfaction



Uphold environmental sustainability



Ensure safety, preservation of life and health of our employees as well as our stakeholder



Achieve continual improvement of energy performance in delivering its service commitment

To achieve these objectives, we shall:

- Continuously assess, implement and improve our processes and the way we conduct our business by adapting best practices and keeping abreast with the latest innovations to ensure reliability and efficiency of our operations;
- Ensure full compliance with relevant laws and standards in pollution prevention and environmental sustainability, safety and health protection, energy management, as well as applicable regulatory standards and customer requirements related to the quality of our products and services;
- Build a strong culture committed to customer satisfaction, environmental protection, health and safety, and operational efficiency through education, training and awareness at all levels of the organization that will empower our employees, contractors, suppliers and stakeholders;
- Actively promote the conservation and optimal use of our precious resources by constantly creating and improving existing programs aimed at pollution prevention, waste minimization, resource conservation and environmental sustainability, and use of energy efficient products;
- Systematically manage and control our health and safety risk through effective risk assessment processes; and
- Regularly revisit, improve, develop and maintain our quality, environment, health and safety, and energy management systems, to ensure its effectiveness, and relevance to the changing needs of the company to drive continuous improvement in our operations, quality, environmental, health and safety, and energy performance.