ESG Performance Data

This document is Manila Water's Enivronment, Social, and Governance (ESG) Data Book, which reflects the company's performance and impact for the period January 1- December 31, 2023. The indicators for which data has been collected are in reference to the Global Reporting Initiative (GRI) 2021 and Sustainability Accounting Standards Board (SASB) 2023. In addition to the previously reported indicators, we are also presenting data for the first time this year on a number of indicators to expand compliance to these standards.

This is intended to be examined alongside the Manila Water 2023 Integrated Report, which can be found here:

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Economic Contribution

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Economic value generated	Billion PHP	GRI 2016:201-1	20.6	22.9	31.0	35.2%
Revenue	Billion PHP	GRI 2016:201-1	20.6	22.9	31.0	35.2%
Economic value distributed[1]	Billion PHP	GRI 2016:201-1	16.1	17.4	21.2	21.6%
Operating cost	Billion PHP	GRI 2016:201-1	5.9	8.1	7.9	-2.0%
Employee wages and benefits	Billion PHP	GRI 2016:201-1	2.5	2.5	2.5	0.2%
Payments to providers of capital	Billion PHP	GRI 2016:201-1	4.9	4.1	7.1	73.6%
Payments to government	Billion PHP	GRI 2016:201-1	2.8	2.7	3.6	32.9%
Community investments	Billion PHP	GRI 2016:201-1	0.02	0.05	0.05	-7.3%
Economic value retained	Billion PHP	GRI 2016:201-1	4.4	5.5	9.8	78.2%
Capital expenditure[2]	Billion PHP	GRI 2016:201-1	16.2	22.4	21.6	-3.6%

Notes:

1. 2021-2022 are restated due to training expense reclassification
2. Includes cash flow and accrued expense

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Supply Chain

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total Procurement Spend[1]	Billion PHP		3.04	15.59	25.58	64.1%
Total number of vendors engaged[2]	count		386	708	775	9.5%

Notes:
1. Recorded payments made to vendors
2. Includes vendors paid within the reporting period

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Materials

KPI	Unit of measurement	Reference	2021	2022	2023	% Change
Total chemical consumption	tons	GRI:2016 301-1	24,015.28	24,638.74	22,033.93	-10.6%
Chemical consumption, water supply	tons	GRI:2016 301-1	18,345.64	19,563.63	19,158.13	-2.1%
Chemical consumption, wastewater[1]	tons	GRI:2016 301-1	5,669.64	5,075.12	2,875.80	-43.3%

KPI	Unit of measurement	Reference	2021	2022	2023	% Change
Chemical intensity						
Chemical intensity, water supply	tons/MCM withdrawn	GRI:2016 301-1	20.25	21.25	20.24	-4.8%
Chemical intensity, wastewater[1]	tons/MCM WW received[2]	GRI:2016 301-1	81.21	66.44	37.46	-43.6%

KPI	Unit of measurement	Reference	2021	2022	2023	% Change
Renewable Materials Consumption[1,2]	tons	GRI:2016 301-1	-	107.82	72.52	-32.7%
Water Supply	tons	GRI:2016 301-1	-	-	-	
Wastewater	tons	GRI:2016 301-1	-	107.82	72.52	-32.7%
Non-Renewable Materials Consumption	tons	GRI:2016 301-1	24,015.28	24,530.92	21,961.41	-10.5%
Water Supply	tons	GRI:2016 301-1	18,345.64	19,563.63	19,158.13	-2.1%
Wastewater	tons	GRI:2016 301-1	5,669.64	4,967.30	2,803.28	-43.6%
% Renewable materials consumption	%	GRI:2016 301-2	0.0%	0.4%	0.3%	-0.1%
Water Supply	%	GRI:2016 301-2	-	-	-	
Wastewater	%	GRI:2016 301-2	-	2.1%	2.5%	0.4%

Notes:

1. Decrease in chemical consumption and intensity for wastewater is due to operational adjustments and improved effectiveness of chemicals used, particularly of molasses.
2. Renewable materials include glycerine and molasses used for wastewater treatment

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Water Supply

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total water withdrawal[1]	MCM	GRI:2018 303-3	905.84	920.73	946.67	2.8%
Groundwater	MCM	GRI:2018 303-3	112.25	112.74	123.26	9.3%
Third-party Groundwater[2,3]	MCM	GRI:2018 303-3	0.34	0.35	0.65	83.3%
Surface water	MCM	GRI:2018 303-3	788.57	801.93	817.84	2.0%
Third-party Surface water[2,4]	MCM	GRI:2018 303-3	4.68	5.09	4.93	-3.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total water production[5]	MCM	GRI:2018 303-3	886.37	899.48	911.71	1.4%
Groundwater	MCM	GRI:2018 303-3	109.22	111.88	106.88	-4.5%
Third-party Groundwater	MCM	GRI:2018 303-3	0.34	0.35	0.65	83.3%
Surface water	MCM	GRI:2018 303-3	771.78	782.16	799.25	2.2%
Third-party Surface water	MCM	GRI:2018 303-3	5.02	5.09	4.93	-3.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Backwash recovered[6]	MCM	GRI:2018 303-3	1.08	11.11	13.75	23.8%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Non-revenue water %, end-of-period	%	GRI:2018 303-3	13.4%	11.5%	11.7%	1.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Non-revenue real water losses	MLD	GRI:2018 303-3	3,795.32	3,448.09	3,753.48	8.9%

Notes:
1. All water withdrawn is classified as freshwater (≤1,000 mg/L Total Dissolved Solids).
No raw water was withdrawn from high to extremely high baseline water stress regions, based on the World Resources Institute Aqueduct tool.
2. Previously reported as Bulk Groundwater and Bulk Surface Water, respectively
3. Increase in third party groundwater withdrawal and production is due to increased demand in Estate Water's commercial bulk accounts.
4. 2022 third party surface water withdrawal data is restated to correct accounting of East Zone's cross border flow.
5. Total water production is defined as (Water Withdrawal) - (Discharge) as prescribed in GRI 303-5: Water Consumption.
6. Increase in backwash recovered is a deliberate effort to ensure water security through resource efficiency and maximizing available water in facilities

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Wastewater

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total wastewater treated	MCM	GRI:2018 303-4	69.82	76.38	76.76	0.5%
Disposed to seawater	MCM	GRI:2018 303-4	1.33	1.93	2.24	15.9%
Disposed to surface water	MCM	GRI:2018 303-4	68.48	74.45	74.53	0.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Organic pollution load removed through wastewater treatment[1]	tons BOD		8,793.41	7,995.10	8,079.46	1.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
CO_2 avoided due to wastewater treatment	tons CO_2e		61,672.12	55,906.72	63,391.11	13.4%

Notes:
1. 2021 and 2022 data used AR4 guidance (Methane = 25 GWP), while 2023 data used AR5 guidance (Methane = 28 GWP).

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Biodiversity

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Trees planted[1]	count, cumulative		1,255,612	1,462,945	1,566,569	7.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Reforested area[1]	hectares, cumulative		2,459	2,889	3,139	8.7%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Protected area	hectares, cumulative		171,901	171,902	171,902	0.0%

Notes:
1. Covers trees planted and area reforested since 2006.

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Wastes

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total Wastes Generated	tons	GRI 2020:306-3	31,419.65	32,795.94	20,234.15	-38.3%
Non-hazardous Waste[1,2]	tons	GRI 2020:306-3	31,356.47	32,650.77	19,761.57	-39.5%
Hazardous Waste[3]	tons	GRI 2020:306-3	63.18	145.17	472.58	225.5%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Waste Diverted from Disposal	tons	GRI 2020:306-4	30,612.57	31,222.11	18,337.08	-41.3%
Non-hazardous Waste	tons	GRI 2020:306-4	30,606.25	31,215.06	17,907.27	-42.6%
Recycled Offsite[4]	tons	GRI 2020:306-4	30,606.25	31,215.06	17,907.27	-42.6%
Other Recovery Operations	tons	GRI 2020:306-4	-	-	-	
Hazardous Waste[3,5]	tons	GRI 2020:306-4	6.33	7.05	429.81	5994.9%
Recycled Offsite[3,6]	tons	GRI 2020:306-4	6.33	7.05	429.81	5994.9%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Waste Directed to Disposal	tons	GRI 2020:306-5	764.71	1,523.71	1,991.97	30.7%
Non-hazardous Waste	tons	GRI 2020:306-5	750.23	1,435.71	1,937.79	35.0%
Landfilling[7]	tons	GRI 2020:306-5	750.23	1,435.71	1,937.79	35.0%
Hazardous Waste[5]	tons	GRI 2020:306-5	14.48	87.99	54.18	-38.4%
Landfilling[8]	tons	GRI 2020:306-5	14.45	87.99	54.18	-38.4%
Other Disposal Operations[9]	tons	GRI 2020:306-5	0.03	-	-	

Notes:
1. Restated 2021 and 2022 non-hazardous waste data to include water supply sludge in addition to biosolids, and grits and screening
2. The decrease in non-hazardous waste generated is due to lower pollution load of influent wastewater, resulting to less biosolids produced in wastewater treatment.
3. The increase in hazardous waste generated and directed from disposal is due to Estate Water's increase in fats, oils, and grease (H802) received in its wastewater treatment facilities. These facilities cater to mostly commercial establishments, which saw an increase in activity compared to the past two years.
4. Includes biosolids from all wastewater treatment operations except Clark Water
5. Refers to hazardous waste that was transported, treated, and disposed by a government-accredited service provider. Explanation for increase is same with Note #3
6. Composed of Waste Oil (WO-I101), Fats, Oil, and Grease (H802), Waste Electrical and Electronic Equipment (M506), and Used Lead Acid batteries (ULAB-D406)
7. Includes grits and screening and recyclables.
8. Includes Busted fluorescent lamps (BFL-D407), COD Vials (D407), Contaminated materials (J201), Grease trap waste (H802), Polymerized Wastes (F604), Spent Chemicals (D405/D407/G704), Used Filter Media (K302), and Other hazardous wastes
9. Includes Pathological wastes (M501) with thermal decomposition as its disposal method.

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Energy

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Energy Consumption within the Organization	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	1,046,689.77	1,180,965.30	1,130,690.07	-4.3%
Fuel Consumption from Non-Renewable Sources[1,2]	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	66,357.42	174,959.15	72,699.63	-58.4%
Diesel	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	61,712.45	169,609.30	67,377.20	-60.3%
Gasoline	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	4,644.96	5,349.84	5,322.43	-0.5%
Fuel Consumption from Renewable Sources[1,2]	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	1,757.57	4,038.72	1,949.90	-51.7%
Diesel	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	1,266.00	3,469.40	1,381.32	-60.2%
Gasoline	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	491.57	569.32	568.58	-0.1%
Electricity Consumption[3]	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	978,574.78	1,001,967.43	1,056,040.53	5.4%
Non-renewable Sources	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	929,430.87	906,365.21	1,034,224.98	14.1%
Renewable Sources	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	49,143.90	95,602.21	21,815.56	-77.2%

Energy

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Electricity Consumption outside the Organization[4]	GJ	GRI 2016:302-2			165,846.83	
Downstream Transportation[5]	GJ	GRI 2016:302-2	21,977.70	24,028.81	23,029.39	-4.2%
Investments	GJ	GRI 2016:302-2			138,401.03	
Upstream Leased Assets	GJ	GRI 2016:302-2			4,416.40	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Enterprise Energy Intensity[6,7]	GJ/ PHP Revenue	GRI 2016:302-3	50,892.95	51,517.14	36,473.50	-29.2%
Energy Intensity for Water Supply[6,8]	GJ/MCM Billed Volume	GRI 2016:302-3	1,166.03	1,280.53	1,175.80	-8.2%
Energy Intensity for Wastewater[4]	GJ/MCM WW received	GRI 2016:302-3	1,656.43	1,742.42	1,705.68	-2.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Percent Grid Electricity	%	SASB 2023: IF-WU-130a.1	88.8%	76.7%	91.5%	14.7%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Percent Renewable Energy[9,10]	%	SASB 2023: IF-WU-130a.1	4.9%	8.4%	2.10%	-6.3%

Energy

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Percent Fuel (Non-renewable)	%	SASB 2023: IF-WU-130a.1	6.3%	14.8%	6.4%	-8.4%

Notes:

No data for the reporting year. Reporting for this topic began in 2023.

1. Fuel blend considered for Philippine business units was 2% Biofuel for Diesel and 10% Biofuel for Gasoline. For Vietnam business units, fuel blend considered was is 5% Biofuel for Diesel and 5% Bioduel for Gasoline.
2. Decrease in energy consumption from fuels is due to lower fuel consumption for vehicles and less usage of generator sets in new facilities. These facilities have been connected to grid electricity in 2023.
3. Increase in electricity consumption is due to the higher production of water supply and treatment of wastewater. It is also due to the shift from genset use to grid electricity in new facilities as indicated in Note #2.
4. Accounting for energy outside the organization in 2023 was expanded to include energy consumed by Leased Assets and Affiliates.
5. Refers to energy consumed from desludging operations of service provider for East Zone and Laguna Water.
6. Based on energy consumption within the organization only
7. Decrease in enterprise energy intensity is due to lower energy consumed and higher revenue performance.
8. Restated 2021 and 2022 energy intensities for water supply and wastewater after re-alignment of facility tagging.
9. Renewable energy consists of energy sourced from biogas and biodiesel component in fuels, renewable energy generated onsite, and purchased renewable energy from open access and power purchase agreements (PPA).
10. Decrease in percent renewable energy is due to market and contractual changes in East Zone and Cebu Water in 2023.

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GHG Emissions

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total GHG Emissions[1]	tons CO_2e	GRI 2016:305-1	240,198.42	235,485.72	784,940.18	
Scope 1[2,3,4]	tons CO_2e	GRI 2016:305-1	44,400.30	42,457.45	31,608.14	-25.6%
Scope 2 (Location-based)[5,6]	tons CO_2e	GRI 2016:305-1	202,147.07	207,184.57	217,822.44	5.1%
Scope 2 (Market-based)[5,6]	tons CO_2e	GRI 2016:305-1	194,265.46	191,352.59	214,829.90	12.3%
Scope 3[7,8,9,10,11]	tons CO_2e	GRI 2016:305-1	1,532.65	1,675.68	538,502.14	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Enterprise GHG Intensity[12]	GJ/ PHP Revenue	GRI 2016:302-3	11,604.59	10,199.47	7,949.53	-22.1%
GHG Intensity for Water Supply[12]	GJ/MCM Billed Volume	GRI 2016:302-3	217.30	221.85	234.10	5.5%
GHG Intensity for Wastewater[12,13]	GJ/MCM WW received	GRI 2016:302-3	851.34	687.84	657.96	-4.3%

Notes:

1. Scope 1, 2 and 3 GHG emissions computations were based on the methodologies of the GHG Protocol and the 2006 IPCC Guidelines on National Greenhouse Gas Inventory - Wastewater. Total GHG Emissions is based on Scope 1, and Market-based Scope 2 and Scope 3.
2. Restated Scope 1 2021 and 2022 emissions to include Wastewater Process and Fugitive emissions.
3. Scope 1 emission factors are based on UK Business Energy and Industrial Strategy (BEIS) 2023 and the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories.
4. Decrease in Scope 1 emissions is due to lower fuel and refrigerants consumption as well as lower wastewater process and fugitive emissions.
5. Scope 2 emission factors are based on the National Grid Emission Factors (NGEFs).
6. Increase in Scope 2 emissions is due to increased electricity consumption. In addition to this, renewable energy consumption decreased after the end of Open Access contracts in 2023.
7. Where available, the Scope 3 emission factors used are based on UK BEIs 2021 and 2023, latest available NGEFs, 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Sustainability Reports, and various studies. Scope 3 emission factors that are not publicly available are based on the emission factors used by MWC's 2021 full greenhouse gas accounting consultant.
8. 2021 and 2022 Scope 3 accounted for Downstream Transportation only. 2023 Accounting was expanded partially to cover eight (8) Scope 3 major categories.
9. All Scope 3 data is based on primary activity data except for Purchased Goods and Services and Capital Goods, which is based on spend data.
10. For Scope 3 accounting from Investments, the following fuel compositions were assumed for each location:
Thailand: Gasoline at 10% bioethanol, Diesel at 7% biofuel
Vietnam: Gasoline at 5% bioethanol, Diesel at 5% biofuel
Indonesia: Gasoline at 0% bioethanol, Diesel at 30% biofuel
Emission factors for each were computed based on these assumptions, with reference to the 2023 UK BEIs.
11. For Scope 3 accounting on Use of Sold Products, 0.07659 kWh electricity consumption was assumed for a mobile phone per visit to the MWC app.
12. GHG intensity includes Scope 1 and Scope 2 emissions only. Decrease is due to higher revenues for the reporting period.
13. Restated 2021 and 2022 GHG Intensity for wastewater to include emissions for process and fugitive emissions.
process and fugitive emissions.
13. Increase in Scope 2 emissions is due to increased electricity consumption. In addition to this, renewable energy consumption decreased after the end of Open Access contracts in 2023.

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Customer Satisfaction Score

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Customer Satisfaction Score[1]	%		90%	90%	89%	-1.0%
East Zone	%		90%	90%	89%	-1.0%

Note:

1. Survey was conducted by an external service provider and covers East Zone only

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Customer Concerns

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total customer concerns received	count		160,981	175,992	162,354	-7.7%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total customer concerns resolved within SLA[1]	count		157,683	174,277	161,684	-7.2%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Customer concern resolution rate within SLA[1]	%		98%	99%	100%	0.6%

Note:
1. SLA or Service Level Agreement varies per business unit

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Water Access

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Households served[1]	count		1,737,813	1,820,690	1,914,557	5.2%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total Population served[2,]	count		10,756,606	10,957,585	12,773,087	16.6%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total water service connections	count	SASB 2023: IF-WU-000.A	1,249,186	1,293,448	1,321,716	2.2%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Potable water delivered	MCM	SASB 2023: IF-WU-000.A	1,270	1,254	1,267	1.0%

Note
1,2. Restated 2021 and 2022 household served to reflect changes in estimation methodology for Tagum Water, Cebu Water and Laguna Water.

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Water Quality

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Compliance to drinking water standards[1]	%	GRI 2016:416-2	100%	100%	100%	0.0%

Note

1. Excludes business units with different key performance indicator for water quality

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Wastewater Services

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total sewer connections[1]	count		272,254	292,729	303,724	3.8%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total desludged septic tanks[2]	count		81,828	117,267	121,001	3.2%

Note

1,2. Restated 2021 and 2022 household served to reflect changes in estimation methodology for Tagum Water, Cebu Water and Laguna Water.

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Incidents of Non-Compliance

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total incidents of drinking water violations	count	SASB 2023: IF-WU-250a.1	0	0	0	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total incidents of effluent quality violations	count	SASB 2023: IF-WU-140b.1	0	0	0	

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Service Disruptions

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Number of planned service disruptions	count	IF-WU-450a.3			1,375	
Less than 4 hours	count	IF-WU-450a.3			866	
Between 4 to 12 hours	count	IF-WU-450a.3			472	
More than 12 hours	count	IF-WU-450a.3			37	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Number of customers affected	count	IF-WU-450a.3			2,682,992	
Less than 4 hours	count	IF-WU-450a.3			1,435,668	
Between 4 to 12 hours	count	IF-WU-450a.3			1,041,622	
More than 12 hours	count	IF-WU-450a.3			205,701	

Note:
No data for the reporting year. Reporting for this topic began in 2023.

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Distribution Network Efficiency

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total length of water mains distribution system[1]	kilometers, cumulative	SASB 2023: IF-WU-000.E			8,230.84	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total length of water mains replacements, rehabilitations or renewal[2]	kilometers	SASB 2023: IF-WU-000.E			38.33	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Water Main Replacement Rate	%	SASB 2023: IF-WU-140a.1			0.47%	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total length of sewer lines	kilometers, cumulative	SASB 2023: IF-WU-000.E	589.01	628.04	648.36	3.2%

Notes:

No data for the reporting year. Reporting for this topic began in 2023.

1. Includes primary and network lines
2. Excludes pipe repairs

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Water Affordability

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total no. of disconnections due to non-payment[1]	count	SASB 2021: IF-WU-240a.3			231,961	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total no. of reconnections[1]	count	SASB 2021: IF-WU-240a.3			66,673	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Reconnection Rate[1]	%	SASB 2021: IF-WU-240a.3			29%	

Note:
No data for the reporting year. Reporting for this topic began in 2023.
1. Covers the East Zone business unit only.

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Employee Demographics

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employees by gender	count	GRI 2021:2-7	2,464	2,616	2,663	1.8%
Male	count	GRI 2021:2-7	1,610	1,723	1,764	2.4%
Permanent	count	GRI 2021:2-7			1,676	
Temporary[1]	count	GRI 2021:2-7			88	
Female	count	GRI 2021:2-7	854	893	899	0.7%
Permanent	count	GRI 2021:2-7			848	
Temporary	count	GRI 2021:2-7			51	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employees by age	count	GRI 2021:2-7	2,464	2,616	2,663	1.8%
Under 30 years old	count	GRI 2021:2-7	720	679	677	0.3%
Permanent	count	GRI 2021:2-7			612	
Temporary	count	GRI 2021:2-7			65	
30-50 years old	count	GRI 2021:2-7	1,351	1,592	1,679	5.5%
Permanent	count	GRI 2021:2-7			1,630	
Temporary	count	GRI 2021:2-7			49	
Over 50 years old	count	GRI 2021:2-7	393	345	307	11.0%
Permanent	count	GRI 2021:2-7			282	
Temporary	count	GRI 2021:2-7			25	

Employee Demographics

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employees by region	count	GRI 2021:2-7	2,464	2,616	2,663	1.8%
NCR	count	GRI 2021:2-7			1,931	
Permanent	count	GRI 2021:2-7			1,796	
Temporary	count	GRI 2021:2-7			135	
Luzon	count	GRI 2021:2-7			513	
Permanent	count	GRI 2021:2-7			509	
Temporary	count	GRI 2021:2-7			4	
Visayas	count	GRI 2021:2-7			199	
Permanent	count	GRI 2021:2-7			199	
Temporary	count	GRI 2021:2-7			-	
Mindanao	count	GRI 2021:2-7			16	
Permanent	count	GRI 2021:2-7			16	
Temporary	count	GRI 2021:2-7			-	
Outside Philippines	count	GRI 2021:2-7			4	
Permanent	count	GRI 2021:2-7			4	
Temporary	count	GRI 2021:2-7			-	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Employees by Type of Contract	count	GRI 2021:2-7	2,464	2,616	2,663	1.8%
Permanent	count	GRI 2021:2-7	2,320	2,455	2,524	2.8%
Temporary	count	GRI 2021:2-7	144	161	139	-13.7%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Board of Directors by gender	count	GRI 2016:405-1	11	10	11	10.0%
Male	count	GRI 2016:405-1	10	9	9	0.0%
Female	count	GRI 2016:405-1	1	1	2	100.0%

Employee Demographics

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Board of Directors by age	count	GRI 2016:405-1	11	10	11	10.0%
Under 30 years old	count	GRI 2016:405-1	-	-	-	
30-50 years old	count	GRI 2016:405-1	-	-	1	
Over 50 years old	count	GRI 2016:405-1	11	10	10	0.0%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Permanent employees by rank and gender	count	GRI 2021:2-7			2,524	
Senior Management	count	GRI 2021:2-7			207	
Male	count	GRI 2021:2-7			107	
Female	count	GRI 2021:2-7			100	
Middle Management	count	GRI 2021:2-7			1,690	
Male	count	GRI 2021:2-7			1,001	
Female	count	GRI 2021:2-7			689	
Rank and File	count	GRI 2021:2-7			627	
Male	count	GRI 2021:2-7			564	
Female	count	GRI 2021:2-7			63	

Employee Demographics

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Permanent employees by rank and age	count	GRI 2021:2-7			2,524	
Senior Management	count	GRI 2021:2-7			207	
Under 30 years old	count	GRI 2021:2-7			4	
30-50 years old	count	GRI 2021:2-7			179	
Over 50 years old	count	GRI 2021:2-7			24	
Middle Management	count	GRI 2021:2-7			1,690	
Under 30 years old	count	GRI 2021:2-7			524	
30-50 years old	count	GRI 2021:2-7			1,025	
Over 50 years old	count	GRI 2021:2-7			141	
Rank and File	count	GRI 2021:2-7			627	
Under 30 years old	count	GRI 2021:2-7			84	
30-50 years old	count	GRI 2021:2-7			426	
Over 50 years old	count	GRI 2021:2-7			117	

Notes:

No data for the reporting year. Reporting for this topic began in 2023.
1. Previously reported as "Project-based/Fixed Term Hires"

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Indirect Jobs Created

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total workers who are not employees[1]	count	GRI 2021:2-8			6,028	
Service Providers	count	GRI 2021:2-8			2,945	
Contractors	count	GRI 2021:2-8			3,083	

Note:

No data for the reporting year. Reporting for this topic began in 2023.
1. Reflects estimated numbers only as of November 2023. Manila Water is building the capability to generate precise data

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New Employee Hires

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total new employee hires by gender[1]	count	GRI 2016:401-1	458	486	494	1.6%
Male	count	GRI 2016:401-1	287	309	316	2.3%
Female	count	GRI 2016:401-1	171	177	178	0.6%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total new employee hires by age[1]	count	GRI 2016:401-1	458	486	494	1.6%
Under 30 years old	count	GRI 2016:401-1	257	242	269	11.2%
30-50 years old	count	GRI 2016:401-1	195	233	213	-8.6%
Over 50 years old	count	GRI 2016:401-1	6	11	12	9.1%

Note:

1. Includes internal transfers and consolidates both permanent and temporary employees.

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Employee Turnover

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employee turnover by gender[1,2]	count	GRI 2016:401-1	311	339	431	27.1%
Male	count	GRI 2016:401-1	184	197	263	33.5%
Female	count	GRI 2016:401-1	127	142	168	18.3%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employee turnover by age[1,2]	count	GRI 2016:405-1	311	339	431	27.1%
Under 30 years old	count	GRI 2016:405-1	85	101	133	31.7%
30-50 years old	count	GRI 2016:405-1	144	151	232	53.6%
Over 50 years old	count	GRI 2016:405-1	82	87	66	-24.1%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total attrition rate by gender[3]	count	GRI 2016:401-1		13%	16%	3.0%
Male	count	GRI 2016:401-1		12%	15%	3.3%
Female	count	GRI 2016:401-1		16%	19%	2.5%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total attrition rate by age[4]	count	GRI 2016:405-1		13%	16%	3%
Under 30 years old	count	GRI 2016:405-1		14%	20%	5%
30-50 years old	count	GRI 2016:405-1		10%	14%	4%
Over 50 years old	count	GRI 2016:405-1		24%	20%	-3%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total attrition rate[5]	count	GRI 2016:405-1		13%	16%	3%

Note:

No data for the reporting year. Reporting for this topic began in 2023.
1,2. Includes internal transfers and consolidates both permanent and temporary employees.
3,4,5. Turnover Rate = Total Turnover of the current year/Ave workforce of previous and current year

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Training and Education

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total training hours by gender[1]	number of hours	GRI 2016:401-1	47,991	65,892	73,178	11.1%
Male	number of hours	GRI 2016:401-1	28,521	41,476	48,023	15.8%
Female	number of hours	GRI 2016:401-1	19,471	24,416	25,155	3.0%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total training hours by rank[1]	number of hours	GRI 2016:404-1	47,991	65,892	73,178	11.1%
Senior Management	number of hours	GRI 2016:404-1	6,578	6,268	6,707	7.0%
Middle Management	number of hours	GRI 2016:404-1	36,215	50,540	51,598	2.1%
Rank and File	number of hours	GRI 2016:404-1	5,199	9,084	14,873	63.7%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Count of trained employees by gender[2]	count	GRI 2016:404-1	2,223	2,635	2,896	9.9%
Male	count	GRI 2016:404-1	1,384	1,668	1,900	13.9%
Female	count	GRI 2016:404-1	839	967	996	3.0%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Count of trained employees by age[2]	count	GRI 2016:404-1	2,223	2,635	2,896	9.9%
Under 30 years old	count	GRI 2016:404-1	183	185	280	51.4%
30-50 years old	count	GRI 2016:404-1	1,606	2,027	1,956	-3.5%
Over 50 years old	count	GRI 2016:404-1	434	423	660	56.0%

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Average training hours by gender[3,4]						
Male	Average hours	GRI 2016:404-1	21	25	29	15.2%
Female	Average hours	GRI 2016:404-1	23	25	30	17.5%

Training and Education

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Average training hours by rank[3,4]	Average hours					
Senior Management	Average hours	GRI 2016:404-1	36	34	32	-4.4%
Middle Management	Average hours	GRI 2016:404-1	23	25	31	22.5%
Rank and File	Average hours	GRI 2016:404-1	12	21	24	10.5%

Note:
1,2,3. Starting 2023 training data covers permanent employees only
4. The ave training hours for 2021 and 2022 was calculated using the total count of trained employees.
Starting 2023, average training hours = total training hours of permanenet employees/total permanent employees

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Benefits to Full Time Employees

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total Employees entitled to parental leave	count	GRI 2016:401-2			1,915	
Number of employees entitled to maternity leave	count	GRI 2016:401-2			900	
Number of employees entitled to paternity leave	count	GRI 2016:401-2			980	
Number of employees entitled to solo parent leave	count	GRI 2016:401-2			35	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employees who took parental leave		GRI 2016:401-2			203	
Maternity leave	count	GRI 2016:401-2			67	
Paternity Leave	count	GRI 2016:401-2			80	
Solo Parent Leave	count	GRI 2016:401-2			56	

KPI	Unit of measurement	Reference Standard	2021	2022	2023	% Change
Total employees who returned to work in the reporting period after parental leave ended		GRI 2016:401-2			191	
Maternity leave	count	GRI 2016:401-2			50	
Paternity Leave	count	GRI 2016:401-2			85	
Solo Parent Leave	count	GRI 2016:401-2			56	

Note:
No data for the reporting year. Reporting for this topic began in 2023.

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Occupational Health and Safety - Employees

KPI	Unit of measure	Reference Standard	2021	2022	2023	% Change
Fatality as a result of a work-related injury	count	GRI 2018:403-9	-	1	1	0.0%
Disabling or high-consequence work-related injury, excluding fatality	count	GRI 2018:403-9	-	-	-	
Recordable work-related injury[1]	count	GRI 2018:403-9	6	3	6	100.0%

KPI	Unit of measure	Reference Standard	2021	2022	2023	% Change
Total number of hours worked	number of hours	GRI 2018:403-9			5,710,001	

KPI	Unit of measure	Reference Standard	2021	2022	2023	% Change
Total Lost Time Injury Rate[2]	rate			0.38	0.46	

KPI	Unit of measure	Reference Standard	2021	2022	2023	% Change
Total rate of fatalities as a result of work-related injury[3]	rate	GRI 2018:403-9			0.23	

KPI	Unit of measure	Reference Standard	2021	2022	2023	% Change
Total rate of high-consequence work-related injuries (excluding fatalities)[4]	rate	GRI 2018:403-9			0	

Occupational Health and Safety - Employees

KPI	Unit of measure	Reference Standard	2021	2022	2023	% Change
Total rate of recordable work-related injuries[5]	rate	GRI 2018:403-9			1.37	

Notes:

No data for the reporting year. Reporting for this topic began in 2023.

1. Previously reported as a non-disabling injury, this covers incidents that have resulted in consequences for an employee's safety.
2. Lost-time injury rate = (No. of Lost Time Incidents/Safe Manhours)*1,000,000
3. Rate of fatalities as a result of work-related injury = (No. of Fatality/Safe Manhours)*1,000,000
4. Rate of high-consequence work-related injuries (excluding fatalities) = (No. of high-consequence work-related injuries/Safe Manhours)*1,000,000
5. Rate of recordable work-related injuries = (Number of recordable work-related injuries/Safe Manhours)*1,000,000

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Progress on ESG Commitments to 2025

Agenda	ESG Commitments to 2025	Unit of Measurement	2022	2023
Help Communities Thrive	At least 15% raw water supply	%	28%	24%
	< 15% NRW level[1]	%	12.1%	13.5%
	100% compliance to national drinking water standards	%	100%	100%
Protect the Environment	60% Reduction and avoidance through renewable energy and wastewater treatment	%	36%	42%
	1000 hectares of Watershed areas reforested bet. 2022 – 2025	hectares	430	680
	580,000 trees planted and nurtured between 2022-2025	number of trees	207,333	310,957
Build a Culture of Trust and Care	Building infrastructure sufficient to satisfy service commitments and improvements[2]	PHP Billion	21.7	20.2
	Zero Lost Time injury rate (LTIR)	rate	0.38	0.46

Notes:

1. Target scope is MWC East Zone business
2. Target considers concession business units (East Zone, Laguna Water, Boracay Water, Clark Water)

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Governance Data

KPI	2021	2022	2023
ESG Ratings[1]			
CDP - Water Security	(B) Management Level	(B) Management Level	(A-) Leadership Level
CDP - Climate Change	(C) Awareness Level	(B) Management Level	(B) Management Level
Sustainalytics	34 - High Risk	27.1 - Medium Risk	22.1 - Medium Risk
MSCI	B	B	BB
Refinitv	A -	A -	A -
ASEAN Corporate Governance Score Card	3-golden arrow	3-golden arrow	4-golden arrow

KPI	2021	2022	2023
Whistleblower Reports Reported whistleblowing cases through various reporting channels		3	6

Notes:

No data for the reporting year. Reporting for this topic began in 2022.

1. The ESG rating score corresponds to the time of its release by the rating agency.

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