

The logo for 'ripples' features a stylized 'M' in a blue circle above the word 'ripples' in a blue, lowercase, sans-serif font. The background of the logo area has a subtle pattern of white ripples.

ripples

VOLUME 2 · JULY 2011

The official company newsletter of
Maynilad Water Services, Inc.



Special Edition
MVP @ 65



● **Getting to know MVP**

The story behind the legend

● **MVP: Changing lives as
a social entrepreneur**

His advocacies and philanthropic works

Much Valued Person

Success stories always serve to inspire. They remind us that through hard work and perseverance, God-given abilities can be maximized so that we create something bigger than ourselves.

Such has definitely been the case for our Chairman Manuel V. Pangilinan, whose contributions to the fields of business and philanthropy have become the stuff of legends. His accomplishments also inspire millions of Filipinos to rise above their humble beginnings and give back to the country.

So on his 65th birthday, we dedicate this issue of *Ripples* to our Chairman. Flip through these pages and get to know the personal side of this man we reverently call MVP.

We hope that you'll also be inspired by MVP, his life, and his passion for excellence.

Cheers!

Bim



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Getting to know MVP

By Jen Casipit-Rufo

Manuel V. Pangilinan—also "MVP" to many people and "Bossing" to thousands of employees.

Many people know him as the man who chairs giant corporations such as PLDT, Smart Communications, and Metro Pacific Investments Corporation, and also serves as president and CEO of Manila Electric Company. A fearless businessman, he has aggressively pursued opportunities for business expansion at a time when the uncertain financial climate left most other investors jittery and overly cautious.

Reading about his savvy acquisitions in the business papers, one can't help seeing him as the unreachable tycoon. But what many people don't see is the strong work ethic that drove him to success in the first place, not to mention the fact that this man—ranked 39th richest in the Philippines in 2008 with a net worth of US\$39 million—was born poor.

In his speech before Ateneo graduates in 2006, MVP shared his inspiring rags-to-riches story—how, during his elementary years, he "had ten centavos to buy a bottle of Coke, five centavos for crackers, another ten centavos to take the bus home from San Beda" which he hurried to catch or he would have to walk home; how he had to enter a national competition to win a scholarship to the University of Pennsylvania's Wharton School because his parents couldn't afford an education abroad; and how he worked as an overseas contract worker in Hong Kong.

Not surprisingly, MVP belongs to a family whose members achieved career success from their own efforts. His grandfather rose from public school teacher to secretary of education. His father started working as a messenger at the Philippine National Bank, left PNB as its senior vice president, and later retired as president of Traders Royal Bank. MVP shares, "For three generations of my family, life meant coping with challenges despite modest means, relying on God-given talent, hard work, and a passionate determination to succeed."

When MVP first built a trading business in the '80s, he had a small capital, a modest office, a mere handful of employees, and a big vision. This firm is now the conglomerate we all know as First Pacific, whose business interests include Telecommunications, Infrastructure, Consumer Food Products and Natural Resources.

His humble beginnings and struggle to achieve big goals are, perhaps, the reasons why MVP is passionate



MVP taking it easy at the balcony outside his office in PLDT.

about giving other people a better chance at life. His involvements in various charities and sports activities have given way to programs that motivate the country's poor to capitalize on their talents to improve their lives.

Through his entire 65 years, MVP has achieved more in life than anyone can ever hope. But he stays grounded, stressing the need to stay honest in all dealings—indeed, a rare trait for someone who has found success in the cutthroat world of business.

That's one "Bossing" anyone would love to emulate.




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10 Things you may not know about MVP

Compiled by Jen Casipit-Rufo and Mikoy Arcaina

Astute businessman, sports patron, philanthropist—we all know these of Manny Pangilinan. But there is more to this famous executive than many of us realize. Here are just some of the many not-so-known things about our company chairman.



- 1 MVP is the second child in a brood of three.
- 2 The “V” middle initial of Manuel Pangilinan stands for “Velez.”
- 3 While a college student at Ateneo, MVP said that he subsisted on a weekly allowance of 10 pesos, which included his jeepney fare.
- 4 Among his first jobs was as sales trainee. He would travel to remote areas of Mindanao and sell products.
- 5 An avid sportsman, MVP plays badminton to stay fit. This he does about two to three times a week after work, sometimes keeping at it until midnight.
- 6 If he became a professional athlete instead of a businessman, MVP said he would want to be a tennis player.
- 7 During lunch breaks, MVP likes to watch variety shows on local television.
- 8 “Of the many soft drinks out there, MVP prefers *Pepsi Max*. In fact, whenever he is in Hong Kong, he even imports it from the Philippines. MVP says that the *Pepsi Max* from the Philippines tastes better than the *Pepsi Max* anywhere else in the world.”—*Shared by Diane Eustaquio, Executive Assistant of Maynilad Board member Edward Tortorici*
- 9 “MVP enjoys a bit of shopping in Hong Kong but all bills are settled by Gary (his driver), as he carries no money with him or only such a small sum that is not even enough to buy himself a drink. Sometimes, he has no credit card in his pocket too.”—*Shared by Maisie Lam, EVP Group Human Resources of FPIC.*
- 10 “One of the top items in MVP’s to-do list is to go skiing. He has tried skiing before and wants to do it again hopefully in the slopes of Japan. Also, MVP is a chocoholic. He loves to eat chocolates, which probably gives him a boost of energy needed for the demands of his long working hours. He doesn’t drink or rarely drinks alcohol. When he is offered a glass of wine, he hardly finishes it. Lastly, if you’re going to meet MVP and don’t know how to break the ice, study the latest showbiz *chika*. MVP loves to hear about the latest in the showbiz world. Though chances are, he may be more up to date than you.”—*Shared by Butch Jimenez, SVP for PLDT HR and Head of Business Transformation*

What I learned from MVP

By Reggie Indon

During the recent First Pacific Human Resource Congress, I was struck by the candor and courage of Manny Pangilinan when he talked about growing the First Pacific business. The man is a visionary—one who is not afraid to venture into uncharted territories, be it in commercial or social enterprise. I believe it is not careless optimism or self-absorbed confidence which drives MVP to succeed. Rather, as he explained, he is driven by a strong desire to find one’s meaning, purpose and place in this universe.

It is not uncommon to find people, especially within the First Pacific group, whose lives have been touched by MVP in one form or another. Here in Maynilad, there are many who find inspiration in the words and works of our Chairman.

“MVP is one of the ‘greats’ in business who I would like to emulate,” shares Customer Care supervisor Edward Banzon. “I think we can be MVPs in our small way by being proactive and aggressive in reaching our goal.”

MVP stands as a reminder that through commitment and determination, one can rise from obscurity to eminence. Samantha Del Rosario, a supervisor assigned to CHCOD, finds MVP’s life story compelling. “I truly admire his strong-willed determination to succeed, and this has inspired me to strive for excellence in everything that I do.”

For Water Network manager Greg Antonio, MVP serves as a model for young professionals who want to make it big. “MVP likes to make history out of everything he does, and that serves as an inspiration for employees to dream that one day, he or she can be ‘someone’ in



Maynilad.” But he qualifies his statement by quoting MVP: “You may not always be popular, but you’ll be part of something larger and greater than yourself.”

Greg explains that being somebody is not simply to stand out in a crowd but to be part of a community that makes a difference in people’s lives. Maynilad employees, therefore, should not see themselves as ordinary workers but as major players of a grand and noble endeavor: to bring life-sustaining water to the public, especially the poor.

For the fortunate few who have the opportunity to interact with MVP, the experience can be overwhelming. Arlene Pesito, Head of Construction Management and self-confessed MVP fan, can only marvel at his genius. “In my brief encounters with MVP, I am always overwhelmed by his mere presence. He has such a great vision for the Filipino and the country. For me, MVP is more than just a business genius. He is a patriot.”

I guess the lesson we can all learn from MVP is that anyone—regardless of social status or background—can succeed in making a difference in this world.

Employee reflections on MVP’s example

- 1 We can be MVPs in our small way by being proactive and aggressive in reaching our goal.
- 2 His strong-willed determination to succeed has inspired me to strive for excellence in everything that I do.
- 3 He has such a great vision for the Filipino and the country.

The one and only MVP

By Joaquin M. Henson

This article is a reprinted excerpt from the "Sporting Chance" column of Joaquin Henson in The Philippine Star, July 14, 2006

In sports, MVPs come and go. Athletes can't be stars and champions forever. Muhammad Ali reached his peak then began to fade. So did Michael Jordan who retired and unretired twice before finally hanging up his sneakers. In time, the likes of David Beckham and Ronaldinho will walk away from soccer, just as Pele, Bobby Charlton and Franz Beckenbauer did many years ago, because no one can turn back the clock.

But there's one MVP who's destined to stay on top of his game for years and years. That's because he competes in an arena where the premium is on brains, inner strength and the size of one's heart.

PLDT chairman Manuel Velez Pangilinan is one of a kind and the only MVP with the smarts, mental toughness and heart to survive wars in the boardroom and the politics of doing business in a world that will never be perfect.



Participants in the annual MVP Olympics.

What makes MVP special is not only is he an astute businessman and chief executive but he's also an ardent sports enthusiast who plays competitive badminton, owns a pro basketball team and heads an organization, the LEAD (Learn, Excel, Achieve and Dream) Institute of Sport, that's focused on developing a holistic and comprehensive program for the training and development of the Filipino athlete aimed at improving the state of Philippine sports.

As a world-class achiever, MVP believes the Filipino can become a global leader—in the field of his choice—if he puts his mind and heart to it. Clearly, he leads by example because his exemplary accomplishments as a Filipino banker, chief executive and consummate professional overseas are a testament to what a Filipino can do beyond his home shores.



The avid sports lover in MVP finds an outlet in the PBA games.

Because of his faith in the Filipino, MVP is hosting the MVP Cup for the second straight year, pitting the best of Europe against the best of Asia in badminton. It's his way of delivering a strong message to the world that the Philippines is a sports haven, an excellent staging area for top athletes to showcase their talents before an appreciative and knowledgeable audience and a rousing call for Filipinos to take the sport more seriously because badminton is where the Philippines has a solid chance to excel globally.



MVP as he lights the torch signaling the start of the first MVPO.

MVPisms

What makes Manuel V. Pangilinan tick? We may get an idea through these "quotable quotes" drawn from interviews and speeches he has delivered in the past.

Read on and enjoy these tiny nuggets of wisdom from MVP.

1 "You have a body and you must take care of it as you age. It is not fun to be sick."

"Sports is a strong metaphor for life. We win and we lose based on how we play the game."

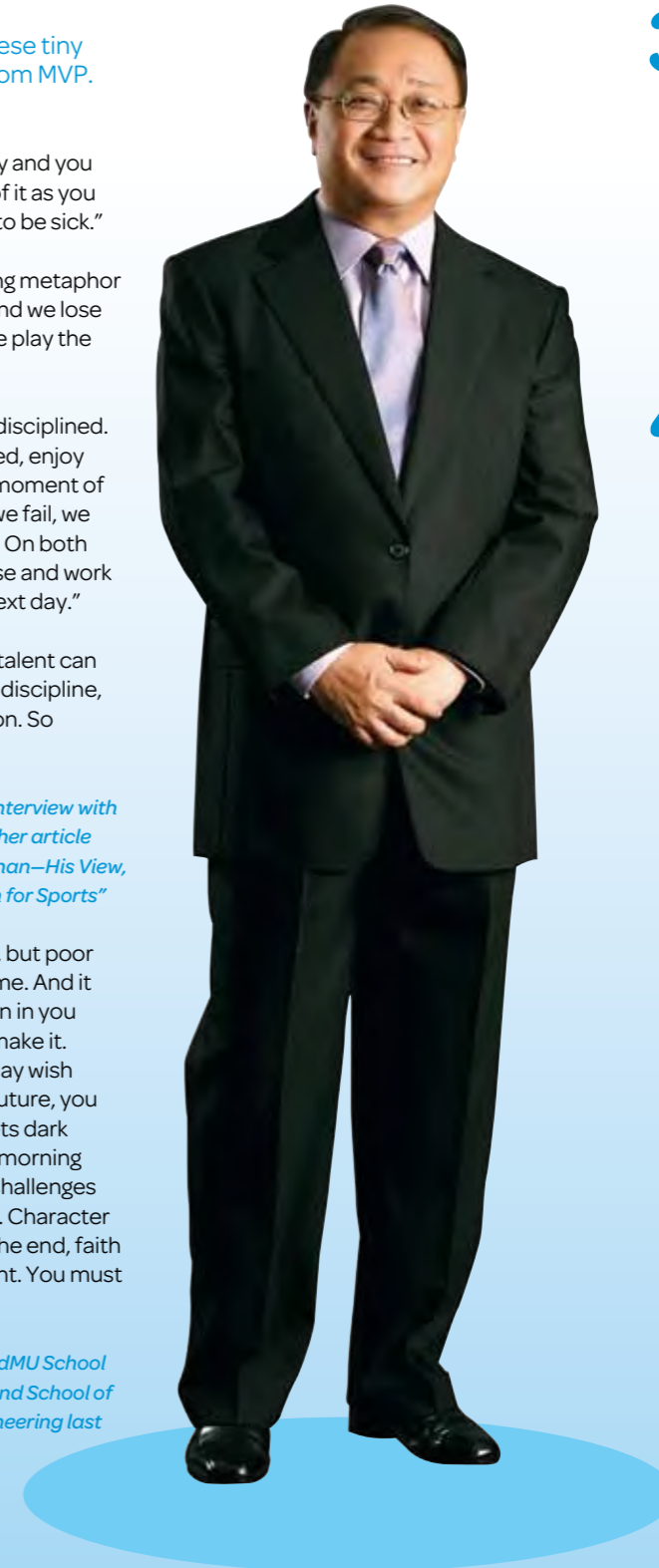
"We need to be disciplined. When we succeed, enjoy and relax in the moment of triumph. When we fail, we need to recover. On both occasions, we rise and work hard again the next day."

"Any God-given talent can be awakened by discipline, focus and passion. So awaken it."

— Lifted from an interview with Jenny Carvajal in her article "Manny V. Pangilinan—His View, Take, and Passion for Sports"

2 "I was born poor, but poor was not born in me. And it shouldn't be born in you either. You can make it. Whatever you may wish to do with your future, you can make it. It gets dark sometimes, but morning comes always. Challenges breed character. Character breeds faith. In the end, faith will not disappoint. You must not disappoint."

— Speech at the AdMU School of Management and School of Science and Engineering last March 24, 2006



3 "People respond to the fact that they share in the effort and success of the company. The old model, where the CEO is like Jesus Christ—exists but rarely seen—does not work anymore. Now, people like open-style, flat structures."

— Told before a Wharton Global Alumni Forum audience in Singapore in 2005

4 "I have always believed in the strenuous life, in the life of labor and effort. The highest form of success comes not to the man who desires easy wealth, but to the man who does not shrink from risks, from hardship, or from bitter toil."

— Speech during Xavier University-Ateneo de Cagayan's 68th commencement exercise last March 23, 2007 when MVP was conferred a doctorate in the humanities, honoris causa, by the university

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MVP: Changing lives as a social entrepreneur

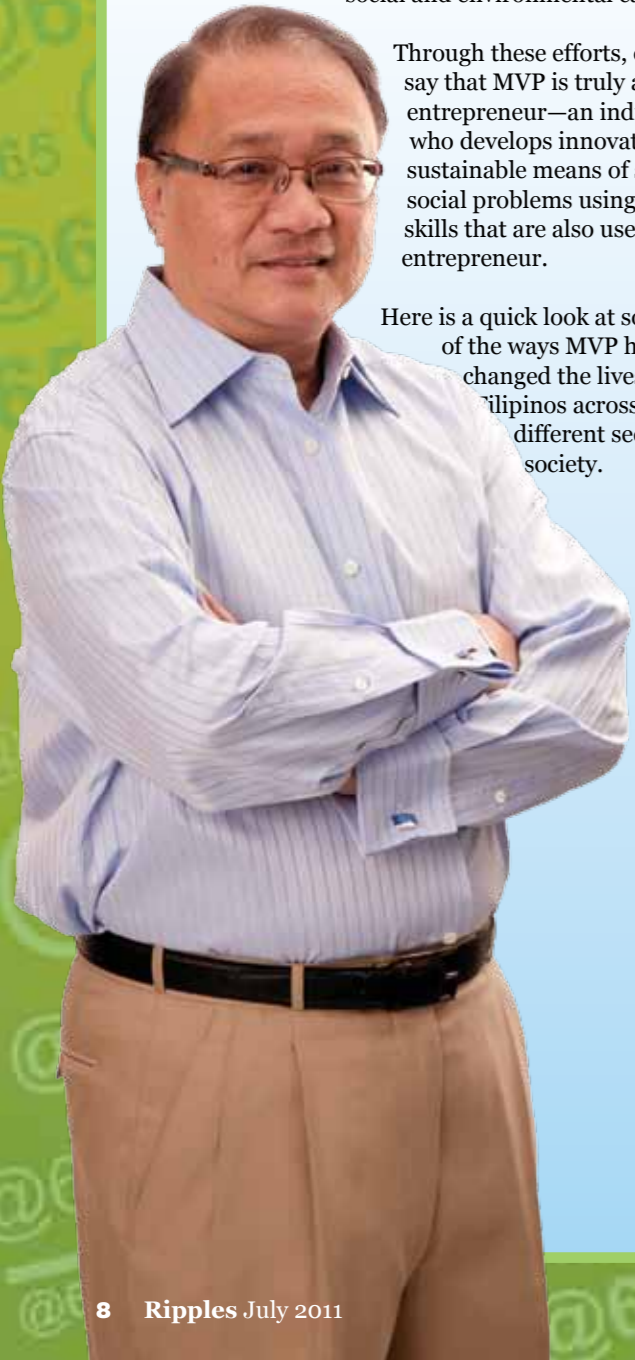
By Karmina Alejandro

While he chairs companies that improve our lives and supply our most basic requirements (water, electricity, transportation, communications and health care), Manuel V. Pangilinan, popularly known as MVP, is a change-maker even outside of work.

In 2009, MVP was chosen as one of Forbes' 48 Heroes of Philanthropy in recognition of his efforts to promote sports, his involvement in skills upgrading and cultural development of Filipino workers in Hong Kong, and his membership to a number of organizations with social and environmental causes.

Through these efforts, one can say that MVP is truly a social entrepreneur—an individual who develops innovative and sustainable means of solving social problems using the skills that are also used by an entrepreneur.

Here is a quick look at some of the ways MVP has changed the lives of many Filipinos across the different sectors of society.



Changing the future of sports

In launching the MVP Sports Foundation, MVP said he wants to share with everyone “the feeling of winning.” With the mission of providing assistance to grassroots development and elite programs of eight national sports associations, the foundation will provide monetary and logistical support to football, basketball, boxing, cycling, taekwondo, badminton, tennis, and running.

The foundation, also known as “GOAL! Pilipinas,” will initiate, encourage, promote and undertake projects and enterprises for sports, athletic, educational, livelihood and other socio-civic objectives geared towards the uplift of individuals, groups and communities.

Aside from “GOAL! Pilipinas,” MVP also shows his passion for sports as president of the Samahang Basketbol ng Pilipinas (SBP), chairman of the Amateur Boxing Association of the Philippines (ABAP), and owner of two Philippine Basketball Association (PBA) teams *Meralco Bolts* and back-to-back winner *Talk 'N Text Tropang Texters*. He also actively supports the college basketball teams of Ateneo and San Beda.



MVP celebrating a win with the TnT mascots, along with (L-R) Rafael Bejar, Pato Gregorio, Ricky Vargas, and Al Panlilio.

Helping others help themselves

As the man who worked his way up to become one of the richest men in the country, MVP is committed to doing and promoting businesses that give back, and in developing the capacities of people to enable them to uplift their own lives.

He currently chairs the Philippine Business for Social Progress (PBSP), the “largest corporate-led social development foundation” in the Philippines. The PBSP aims to address poverty while promoting self-reliance, and encourage the business sector’s involvement in improving the lives of poor Filipinos.

In recognizing the prevalence of micro, small and medium enterprises (MSME) in the country, MVP did not just focus on the PBSP and large corporations. He also served as the inspiration for the promotion and recognition of excellent small and medium entrepreneurs through the “MVP Bossing Awards.” This award seeks to identify entrepreneurs who operate businesses with a conscience and those that have had some contribution to nation building.

Previously, MVP also chaired the Hong Kong Bayanihan Trust, a foundation which provides vocational, social and cultural activities for foreign domestic helpers based in the said country.



(L-R) Maynilad president and CEO Victorico Vargas and Maynilad chairman Manuel Pangilinan present a P1-Million donation to Bacoor mayor Strike Revilla, Mamamayan Para sa Lambat at Dagat Cooperative chairman Allan Chua, and Cavite 2nd District representative Lani Mercado-Revilla.

Private initiatives for public causes

In the course of doing his work and many socio-civic involvements, MVP shows that private citizens and businesses share the responsibility of working towards the betterment of the nation.

MVP’s other titles include being the vice chairman of the Foundation for Crime Prevention (FCP) and a former commissioner of the Pasig River Rehabilitation Commission (PRRC). The FCP serves as the private sector arm and partner of the Department of Interior and Local Government (DILG) in the implementation of a crime prevention program named “Street Watch” and the other crime prevention efforts. The PRRC, on the other hand, supervises and monitors plans and programs aimed toward the rehabilitation of the Pasig River.

He is also the chairman of the Philippine Disaster Recovery Foundation, Inc. (PDRF), an organization established last year after the country was hit by typhoons *Ondoy*, *Pepeng* and *Santi*. PDRF aims to undertake and encourage participation in short and long-term solutions to the issues of severe flooding in Metro Manila.

MVP’s involvement in these advocacies is a testament to how one man can change a nation for the better. His ability to balance his time between his hectic business schedule and his socio-civic duties serves as an inspiration to all of us.

MVP sets goals before retirement

By Mary Ann Ll Reyes

This article, written by Mary Ann Ll Reyes, is reprinted from The Philippine Star, May 24, 2011

HONG KONG – First Pacific Co. managing director and CEO Manuel V. Pangilinan is turning 65 in July and, although the mandatory retirement age does not apply to him, he sees himself working just a few more years before he calls it quits.

But before he finally retires—and he doesn't know when yet—Pangilinan has set three main goals for himself and for First Pacific, the Hong Kong-based industrial conglomerate owned by the Salim family of Indonesia.

First Pacific has its two most profitable investments in the Philippines—the Philippine Long Distance Telephone Co. (PLDT) and Metro Pacific Investments Corp. (MPIC). One other company, Indofood, is based in Indonesia.

In an interview, Pangilinan said his first goal is to look for his successor, to identify talents within the group and develop them into future leaders of the group and the various operating companies, be it PLDT or Meralco.

“It's time to find talents and develop them in accordance with the First Pacific culture, one who is Filipino. I'm not holding on to my job forever. It's my job, my duty, to look for my successor. Not only for me but the various operating companies in time. I am not saying that they are doing badly but it's time to identify the talents,” he said.

His second goal is for First Pacific to diversify out of its main turfs—the Philippines and Indonesia.

“We could invest in Thailand or Vietnam or anywhere else in the Asia Pacific. But if Maynilad (a subsidiary of MPIC) wants to invest in a water system in Vietnam why not,” Pangilinan explained.

He emphasized that they have nothing against the Philippines. “We just want to diversify the risk so if First Pacific could do that in five to 10 years. Thailand is my favorite. It's a nice country,” he said.

And his third goal? To do his bucket list, which Pangilinan spelled out as “b-a-k-i-t.”

On top of his list would be to personally invest in acquiring a majority stake in the Sacramento Kings, a team in the National Basketball Association (NBA).

“Well it is infectious I must say, when you get into a deal mode it's like a slippery slope,” he said.

Pangilinan revealed that he was invited to visit the California city as part of a group organized by former stalwart Chris Webber possibly to make an investment in the NBA team.

“We were told they committed to stay one more year. If we were to proceed, we would be seeking majority ownership. Everything is quite tentative. I don't know the process and we have to learn a lot,” he said.

Pangilinan said he hopes he could invite some other Filipino investors in the equation. “Chris said a number of American investors are also interested but we don't know who they are.”

“Whether we do it and when we do it, I think it's a great idea for a Filipino investors group to own part or most of an NBA team. Filipino coaches or even players could be part of an NBA team,” he added.

He said Webber has suggested a meeting sometime next month. “But of course we have to do our due diligence.”

He also said they have heard about other NBA teams looking for investors.

All these goals he wants to accomplish before he retires. And come retirement day, he said First Pacific might give him a watch.

With First Pacific, of which he was part from day one as a prime mover, celebrating its 30th anniversary, Pangilinan, in jest, said he hates anniversaries.

“First they ask you to make speeches and I might be accused of plagiarism again. Second, anniversaries make me feel old. Because I'm the oldest living employee of First Pacific,” he said.

Pangilinan said he once jokingly told Foreign Affairs Secretary Albert del Rosario, a long-time friend of his and a former member of the PLDT board, while on the topic of successors, that the reason why he invested into hospitals is to keep him “immortal.”

But what he regrets though is not being with his father and brother to celebrate all these.

“What do I regret? My father was an avid sportsman, an avid golfer, and so was my brother. If they were alive today they would be with me rooting for Talk 'N Text, Ateneo, San Beda (basketball teams) but if they are there, they'll be happy. Family blood, I suppose,” he said.

As to rumors about his plans of running for public office, Pangilinan stressed there is no politics in his blood.



MVP and Me

Not many know MVP up close and personal. Through the following anecdotes, we hope to provide our readers with a rare glimpse of the man we all call Bossing.

Ricky Vargas, Maynilad President and CEO

He works hard: *Immediately after arriving in Bangkok, we started working and got back to the hotel at about 4 a.m. to catch a flight at about 7 a.m.*

“Whenever we travel, MVP wants to stay in the best hotels, but we never get to see our room because we work the whole time. That happened in Bangkok. We got the best hotel but immediately after arriving in Bangkok, we started working and got back to the hotel at about 4 a.m. to catch a flight at about 7 a.m. That’s how hard-working MVP is.”



Playing to the tune of 6B during Maynilad’s Customer Service Rally early this year.

Abet Dungo, Executive Assistant to the Chairman

He’s pretty quick: *Until this moment, it remains a mystery to me how MVP was able to go down from the 29th floor to the ground floor unassisted and in such a short time!”*

“Working for MVP for more than 12 years, I can say that I have lots of anecdotes about him, funny or sad. But the incident that stands out happened just recently—during the great Japan earthquake last March 11.

“I was at the 28th floor of the Capitol Tokyu Hotel and MVP was at the 29th when the tremor occurred. I had no way of getting to him because the elevator was shut off and the P/A system announced that we remain inside the room. When it was finally announced that it was okay to use the stairs, I went one floor up to check on MVP but was told that all people already went down using the stairwell. I was pretty sure that MVP didn’t go down; he would find it hard because of his knee condition. I thought that he was just inside one of the rooms so I went down again to my room, hoping that he called me on my room phone (cell phones were dead that instance!).

“After waiting for almost an hour and receiving no calls, I thought to myself MVP must have really gone down. So I decided to go from the 28th floor down to the ground floor—step by step, floor by floor.

“When I finally reached the ground floor, my legs were really tight and sore. I was praying that I made the right decision in leaving the 28th floor without MVP because I knew it would be a lot harder to go up if he was left behind! However, when I got to the Coffee Shop, I saw MVP together with the other officers from PLDT and Meralco and having snacks already. I tell you, what a relief I felt at that very moment!

“Until this moment, it remains a mystery to me how MVP was able to go down from the 29th floor to the ground floor unassisted and in such a short time!”

Randy Estrellado, Maynilad CFO

Food he likes: *He would have food brought in from his house, as in lutong bahay talaga. Tipong piniritong isda at Spam. It was really a marked contrast to the organization I worked in immediately before MPIC, which even had its own chef.*

“Like most everyone, I was aware of the ‘legend’ that is MVP long before I ever met him, so when I joined MPIC in 2006, I was just as ‘star-struck’ as everyone else. However, MPIC was a much smaller organization then than it is today, perhaps no more than 20 people including the guard at the door, so it was fairly ordinary to see him every day, even if just across the corridor. Because it was a small office, it was also not uncommon for him to call us for a meeting over lunch in his conference room if he did not have any meetings set that day.

“The first time I was called in, I was excited to find out what lunch the chairman of the most profitable company in the Philippines would serve. Then I saw that my companions were not as enthusiastic. As it turns out, he would have food brought in from his house, as in *lutong bahay talaga*. *Tipong piniritong isda at Spam*. It was really a marked contrast to the organization I worked in immediately before MPIC, which even had its own chef.

“Pretty soon I began to see MVP as a regular guy, which is why I sometimes get surprised when bankers would sheepishly ask me if I can help them ask him if they can have a photo taken with him. Having seen him as a regular guy, I sometimes forget that to rest of the world, he is the legend known as MVP.”

Patrick Gregorio, Maynilad SVP of Commercial & Marketing

His view of success and failure: *From him, I learned that whether in business or in sports, success and failure should only be temporary. It’s great to celebrate a championship but one must always realize that tomorrow is another day.*

“More than a boss, I consider MVP a life teacher, a cool preacher and one-of-a-kind friend.

“From him, I learned that whether in business or in sports, success and failure should only be temporary. It’s great to celebrate a championship but one must always realize that tomorrow is another day. One must continuously plan and practice hard.

“When our basketball team loses, *bawal tumayo sa silya sa Araneta Coliseum. Kailangan i-analyze muna ang pagkatalo habang naghihintay ang mga guardiya ng Araneta. Patay na ang ilaw pero meeting pa muna ang tropa. Kung minsan madaming lamok; buti na lang may dala akong OFF Lotion!*

“If our team wins, he invites us for a hearty meal in a five-star hotel—again to analyze the win.

“On MVP’s 65th birthday, I reinforce my commitment to work hard, to strive to excel, to win in life, and to be happy always—because this is the best gift I can give him.”



Sharing a toast are MVP and Sid Consunji.

MVP and Me

continued from page 13

Roy Evalle, Maynilad SVP of CHCOD

Memorable experience: *One thing our Chairman had me do which I have never ever done before? Do something for Ateneo!!!*

“During dinner at the Peninsula Manila Lobby Lounge with some officers from First Pacific, PLDT and MERALCO, a question from the Chairman was thrown on the table, ‘So what do we do for Father Ben’s *despedida*?’ I didn’t know who Fr. Ben was, but the next thing I knew was that I was volunteering to produce an Opera. I thought it was going to be a small show for a few priests and our Chairman involving one or two entertainers. But it turned out to be a full-blown opera production at the Meralco Theatre with a formal cocktail. We had little time to prepare and rehearse.

“I got several calls from Ricky about the preparations. I held meetings with personal friends to seek advice and draw options. I summoned concert pianist Rudolf Pelaez Golez to fly to Manila to join the meeting. We drew options (literally made drawings in huge sketch pads), talked to opera singers and made a pre-selection.

“Our Chairman is meticulous to a ‘T’. But there is a flavor of gentility in him. He is always courteous and kind to people. While we had to draw options on the programme, performers, stage sets and designs, lights, food, decor, he was such an appreciative chap. If Mum were alive, she would have said, ‘*Ang pagkakahusay ng pagpapalaki sa batang iyan, ano ha? Que bien. Sino nga ang magulang niyang batang iyan?*’ (In Mum’s own original Batangas accent).’ And one thing our Chairman had me do which I have never ever done before? Do something for Ateneo!!! Great experience. Really great. Good Karma!!!”



David Consunji and MVP during their walk-the-line activity of Maynilad facilities back in 2008.

HAPPY BIRTHDAY MVP!



Boss,

It has been a privilege being partners with you and the MPIC Group for the past five years. We have had the unique opportunity to change millions of Filipino lives together with our Maynilad partnership. I just want to take the time to wish my good friend a very happy birthday and continued success together!

ISIDRO CONSUNJI
Maynilad Board Vice Chairman



Boss,

Wishing you good health, happiness always, and the best of everything.

Happy Birthday!

JORGE CONSUNJI
Maynilad Board Member

Maynilad to begin pipe laying in BF Resort; 10,000 families to benefit

Maynilad recently held a groundbreaking ceremony at BF Resort Subdivision in Las Piñas to signal the start of its pipe-laying project in the area.

To facilitate the completion of the said project, the construction work was spread among seven contractors, who will lay pipes simultaneously in different areas. Maynilad expects the pipe laying to be completed in approximately four months.

Once completed, Maynilad will be able to provide the 10,000 households in BF Resort with potable water 24 hours a day, 7 days a week at 16 psi (pounds per square inch) pressure. It is also expected to cease the operations of illegal deep wells in the area, which would support the policy of the National Water Resources Board.


Currently, the residents source their water from deep wells—which can pose threats to the environment and to health—or from expensive water deliveries, which charge an average of P30/drum and can cost as much as P1,800 per month.

Even more arduous is the unreliability of BF Resort water supply. Residents only have an average 12-hour water supply window.

“We are committed to bringing safe and affordable water to our customers in the south. And we thank the local government of Las Piñas and the BF Resort homeowners association for making this project possible,” said Maynilad President and CEO Ricky Vargas.



(L-R) Congressman Mark Villar, Las Piñas Mayor Nene Aguilar and Maynilad President and CEO Ricky Vargas led the groundbreaking ceremony at BF Homes Las Piñas last July 1.


in partnership with


and FPIC companies

MVP BIRTHDAY RUN


AN EXTRAORDINARY DAY

JULY 16, 2011

SM MALL OF ASIA GROUNDS



GET A CHANCE TO WIN A BRAND NEW CAR and other raffle prizes



Assembly at 5 a.m.
3 km. Pet Run
5 km. Mardi Gras Run
10 km. Run

Assembly at 7 a.m.
1.65 km. Walk with MVP

First Pacific holds 3rd HR Congress

By Mikoy Arcaina

Over 200 Human Resources executives and professionals from the First Pacific (FP) Group gathered at the Meralco Development Center in Antipolo, Rizal, from June 17 to 18 for the 3rd Annual First Pacific HR Congress themed “Convergence of First Pacific and the National Human Resource Agenda.”

The congress served as an avenue to discuss priority HR issues within the group that aspire to strengthen the national HR agenda—a master plan for national reform and development that brings together various sectors and disciplines toward one vision and one voice for people development.

Metro Pacific Investments Corporation (MPIC) HR head and event lead organizer Robin Velasco highlighted the importance of HR synergy within the group. “The National HR Agenda aims to uplift the lives of every Filipino by increasing the quality of the Philippines’ People Resources. This can be achieved by partnering with academic institutions to increase the quality of education, influencing government to create policies that will strengthen and professionalize our workforce and by being a good example to other organizations in pushing for a better country. We are one of the biggest conglomerates in the Philippines so it is incumbent upon us to help build our country and make the lives of our Filipino brethren better.”

A staunch advocate of national development, FP Managing Director and CEO Manuel V. Pangilinan said in his opening speech, “You have to stand for something larger than yourself, to use your life in service to someone else’s. Beyond your immediate concern about jobs and career, there is the broader imperative of nation building.”

A highlight of the congress, the CEO Forum had five FP Group CEOs talk on issues confronting HR today. These CEOs include Meralco Senior Executive VP and COO Oscar S. Reyes, MPIC President and CEO Jose Ma. K. Lim, Maynilad President and CEO Victorico P. Vargas, MPIC Executive Director and MPIC Hospital Group CEO Augusto Palisoc Jr., and MPTC and Tollways Management Corporation President and CEO Ramon S. Fernandez.

When asked how the FP group can enhance the leadership brand, Vargas stressed the importance of building a winning culture. He urged leaders to accept



(L-R) Ramon Fernandez, Oscar Reyes, Joey Lim, and Ricky Vargas were among the officials who shared their views during the HR Congress.

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the challenge of succession planning not as a painful and threatening exercise but as an opportunity for development.

“If you start a succession plan, you should be ready to bring people outside of their culture and bring them into your culture—the culture of winning. I believe that as leaders, you ought to be net exporter of talent and not a keeper of talent,” Vargas said.

He also dismissed prevailing perceptions that Maynilad is a monopoly, stressing that this belief dampens the culture of winning. “One has to be a good benchmark in the business and to keep in mind that competition lies outside one’s concession area, and most especially the general public that the company serves,” he added.

Other speakers who shed light on the HR National Agenda were PLDT SVP for HR and Head of Business Transformation Butch Jimenez, former PMAP President Rick Abadesco, and Founder/Chairman of Ancilla Enterprise Development Consulting and *Philippine Daily Inquirer* columnist Tita Puangco.

DOC RIC SAYS

By Ricardo Jose Miranda, M.D.

Got some health and wellness concerns? Our resident medical expert, Doc Ric, will help you address these concerns to keep you in excellent shape.

Tips on staying young

Everyone wants to stay young—including me. But while we cannot stop the aging process, we can certainly do something to delay it.

The good news is that it doesn’t take much to do so. All we need is to have some understanding about our own body, its physiology, and how it works on a day-to-day basis. Staying young, after all, is not just about looking young on the outside but also on the inside. You can only achieve this by making the right choices for a healthy lifestyle. So keep these in mind:

- 1 Eating a healthy and well-balanced diet provides optimum nutrition for a fit and active body.
- 2 A regular and moderate exercise promotes longevity, builds and maintains strength and flexibility, and most importantly, makes you feel alive.
- 3 Eliminate bad habits such as smoking, taking drugs, or ingesting too much alcohol, caffeine and junk foods.
- 4 Meditation reduces stress levels, keeps the mind positive and free from worries, and soothes anxieties. This will help you attain a youthful mental state.



Healthy stretches and moderate exercise routines make for a fitter, healthier, and younger you.

Below are additional tips for staying young that I have read and would like to share with you:

- ▶ Throw out nonessential numbers. This includes age, weight and height. Let the doctors worry about them—that is why you pay them.
- ▶ Keep only cheerful friends. Pessimists pull you down. Be creative. Whether through music, painting, dancing, writing. Getting in touch with your own unique creativity positions you in that sacred and childlike spontaneity of the NOW moment.
- ▶ Keep learning. Learn more about the computer, crafts, gardening, whatever. Never let the brain idle. “An idle mind is the devil’s workshop.” And the devil’s name is Alzheimer’s.
- ▶ Enjoy the simple things. Laugh often, long and loud. Laugh until you gasp for breath. Laughter is an expression of inner happiness and is a tonic for the soul.
- ▶ The tears happen. Endure, grieve, and move on. The only person who is with us our entire life is ourselves. Be ALIVE while you are alive.
- ▶ Surround yourself with what you love, whether it’s family, pets, keepsakes, music, plants, hobbies, whatever. Your home is your refuge.
- ▶ Cherish your health: If it is good, preserve it. If it is unstable, improve it. If it is beyond what you can improve, get help.
- ▶ Don’t take guilt trips. Take a trip to the mall, even to the next county. Travel to a foreign country, but NOT to where the guilt is.
- ▶ Give joy to others. You never lose what you give. In fact by offering your own joy, happiness and oneness to others, you nurture your own treasure chest of good qualities.
- ▶ Tell the people you love that you love them, at every opportunity.

Do you have commendable co-workers who deserve recognition? Submit to us their stories of excellence. Ripples will publish the best employee profiles that demonstrate remarkable work attitude, leadership ability and customer service skills.

Rolixto V. Jodieres Jr.: Three in one

By Brian Mart Lloren

It has always been a challenge for people to perform multiple tasks and roles simultaneously. There comes a point when we have to sacrifice something.

Surprisingly, there are some people who manage to juggle many roles and come out looking good. I know of one, and I happen to be working with him.

Rolixto Jodieres Jr. is the head of our Leak Detection Group. A man of authority, Rolix knows how to bring out the best in his team. He is knowledgeable in the field of leak detection—both in the theoretical and practical aspects—and employs his leadership skills toward ensuring that we reach our targets.

In so doing, he delegates work and makes sure that every team member plays a significant role, putting complete trust in our capabilities. But he provides guidance whenever we need some technical and even personal advice. He would say, “Individual differences of co-workers may conflict. But the challenge is to show respect for these differences and find ways to work with them to achieve good chemistry.”

For this engineer, life is a continuous learning process. His thirst for knowledge and experience keeps him going and puts him closer to achieving excellence. Operating the Sahara Leak Detection equipment may require much time and effort, but he is still able to manage it well.

He handles it so well, in fact, that responsibilities in the office don’t keep him away from home. This devoted father and husband finds a way to keep in touch with his family despite his busy schedule. His wife, Rica Joy, is full-time mom to their lovely daughters: six-year-old Rikku Mairim and one-year-old Rozzarria. “She balances everything in my life,” he says of his wife.

Saturday is “Family Day” for them. They would go to the mall, eat out, and play at Tom’s World. When at home, Rolix plays with his kids the not-so-high-tech games he enjoyed as a kid. “This way, they feel loved. And they don’t mind my working a lot because they know I do it to give them a good future.”

Last December 2010, the CNRW-LDM recognized Rolix’s contribution in the reduction of Non-Revenue Water when he became one of the *Dakilang*



Rolix with Karen Davila after the TV personality featured Maynilad’s leak detection efforts in her program.

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Manggagawa Awardees for the Manager Category. He also became a nominee for this year’s Golden Meter Award. He may not have won, but being a nominee is already a victory.

This accomplished man—engineer, husband and father—is indeed worthy of admiration.

Lourdes Hospital Goes Green; Discontinues Deep Well

By Mark Isaiah David

As part of its commitment to protect the environment, Our Lady of Lourdes Hospital (OLLH) voluntarily closed its deep well and agreed to source all of its water supply requirements from Maynilad.

By discontinuing its deep well operations and shifting to surface water, the hospital is now in full support of the National Water Resources Board (NWRB) resolution that prohibits the withdrawal of water from deep wells because of the critical condition of groundwater in Metro Manila. Various studies have shown that groundwater over-extraction can lead to land sinking, increased flooding, and water contamination.

“We commend Our Lady of Lourdes Hospital for discontinuing their use of deep wells, and hope that other establishments will follow their example,” said Engr. Hegino Mangosing, Unit Head of the Monitoring and Enforcement Division of the NWRB.

According to Ma. Victoria Jacinto Lualhati, President and CEO of OLLH, their decision was an integral part of their advocacy as a member of the health sector. “Notwithstanding that it should be every private company’s Corporate Social Responsibility, the decision to partner with Maynilad in closing our deep well system was a milestone in the Hospital’s goal of becoming an environment-friendly institution,” she added.

Maynilad is advocating measures to push the use of surface water over groundwater. According to Maynilad president and CEO Ricky Vargas, “It is the responsibility of every organization to make sustainable and environment-friendly decisions, especially when it comes to its daily operations. We are extremely thankful to Our Lady of Lourdes Hospital for making a stand against deep wells.”

Pursuant to Resolution No. 001-0904 it issued in 2004, the NWRB no longer processes applications on the drilling of wells and groundwater extraction in Metro Manila due to the critical groundwater situation in the area, including parts of Marilao and Meycauyan in Bulacan and Dasmariñas in Cavite. Accordingly, the



(L-R) NWRB’s Engr. Dalmacio Satore (Monitoring and Enforcement Division), OLLH’s Engr. Baldomero Ello (Physical Plant), Josefina G. Cordis (Director – Administration), Ma. Victoria Lualhati (President & CEO) and NWRB’s Engr. Hegino Mangosing (Monitoring and Enforcement Division) work together to make Our Lady of Lourdes a “greener” hospital by closing down the hospital’s deep well.

Notwithstanding that it should be every private company’s Corporate Social Responsibility, the decision to partner with Maynilad in closing our deep well system was a milestone in the Hospital’s goal of becoming an environment-friendly institution

agency is intensifying its activities on the closure and sealing of deep wells without permits in areas where the concessionaires of the Metropolitan Waterworks and Sewerage System (MWSS), such as Maynilad, are already available.

For the West Zone, the NWRB has already closed numerous illegally operating deep wells, in coordination with LGUs and Maynilad. The NWRB conducts inspection and verification of deep wells without permits through the information given by concerned citizens, Local Government Units (LGUs) and other concerned parties. The drive to close unregistered wells continues in view of the availability of Maynilad’s surface water supply and to prevent further degradation of groundwater resource in Metro Manila and nearby municipalities.

Men & Women of Maynilad



Business Area Operations

BA Operations head Chris Lichauco (right) with the rest of the division's support group based at the Head Office.

By Jen Casipit-Rufo

The largest division of Maynilad, Business Area Operations is composed of over 1,000 employees spread out in offices located throughout the West Zone. The division serves as the main frontliners of the company, owing to their day-to-day personal interactions with customers.

This year, Business Area Operations was given a substantial revenue target. But its head, Chris Lichauco, stresses that the quality of service to customers should not be sacrificed over meeting business targets. "While in the past we just gave billed volume reports, now we really have to highlight customer service."

Being in charge of a huge division is no walk in the park so Lichauco makes sure that he monitors all developments down to the grassroots.

"I do a lot of visits to the Business Areas and get in touch with the people, not just my direct reports. I don't want them to think I'm just an



Employees based in the BA offices are Maynilad's main frontliners.

armchair general so I try to motivate by being closely in touch with them," he said. "The challenge is really to inspire, to lead, to make sure people hit their targets."

Lichauco may run a tight ship, but he gives his people some freedom to determine how best to do their respective tasks. "This is what I've always been espousing: empowering the people to do their job. So I allow them a lot of room to decide because we cannot always work by the book

here. One type of problem is different from another so we have to come up with creative solutions. I'll even allow my people to make mistakes, as long as they learn from their mistakes."

Ultimately, Lichauco drives his people to excellence by infusing them with his love for Maynilad. "This is corny but it's true: Maynilad is my life. I feel fortunate because, at the end of the day, this is a job where I can honestly tell myself that I made a difference in people's lives."