

## INTRODUCTION

### ABOUT MAYNILAD

#### Who We Are

Maynilad Water Services, Inc. (Maynilad) is the water and wastewater services provider for the 17 cities and municipalities that comprise the West Zone of the Greater Metro Manila area. It is the private concessionaire of the Metropolitan Waterworks and Sewerage System (MWSS) for the West Zone service area.

In 1997, the Philippine government granted a 25-year exclusive concession to Maynilad to operate, maintain and invest in the water and sewerage systems in the cities of Manila (all but portions of San Andres and Sta. Ana), Quezon City (west of San Juan River, West Avenue, EDSA, Congressional, Mindanao Avenue, the northern part starting from the Districts of Holy Spirit and Batasan Hills), Makati (west of South Super Highway), Caloocan, Pasay, Paranaque, Las Pinas, Muntinlupa, Valenzuela, Navotas and Malabon, all in Metro Manila; the cities of Cavite, Bacoor and Imus, and the towns of Kawit, Noveleta and Rosario, all in the Province of Cavite.

On September 10, 2009, the MWSS Board of Trustees approved the extension of the expiry of its Concession Agreement with Maynilad by an additional 15 years, or up to May 2037. A Revised Concession Agreement, executed on May 18, 2021, confirmed the continuation of the concession until July 31, 2037.

Republic Act (RA) No. 11160—which grants Maynilad a 25-year franchise to establish, operate and maintain a waterworks system and sewerage and sanitation services in the West Zone service area of Metro Manila and the province of Cavite—was signed into law on December 10, 2021.

#### Our Vision

We are the leading water solutions company in the Philippines with a strong presence across Asia.

#### Our Mission

We provide safe, affordable, and sustainable water solutions that enable those we serve to lead healthier, more comfortable lives.

#### Our Core Values

##### Honesty and Integrity

We deal with our stakeholders with honesty and integrity. We will always do what is right and fair for the sake of our customers, shareholders and the environment.

##### Customer Service

We consider our customers as our growth partners. Only by providing them with affordable, high-quality water solutions can we continue generating value for our company and shareholders.

##### Entrepreneurship

We encourage creative thinking and deliberate execution. We expect our people to manage our company's resources with a strong sense of initiative, ownership and accountability in order to balance the needs of our customers with those of our other stakeholders.

##### Commitment to Excellence

We view excellence as a means and not an end. To maintain our operational efficiency and industry leadership, we push our people to excel by being diligent and innovative in their work.

##### Teamwork

We value our people and consider their success as our own. This is why we provide them with the support, responsibilities and opportunities that will allow them to develop individually and with the company.

##### Love for Country

We actively partner with the public sector so that we can provide even more Filipinos with water solutions that will spur national development and secure the environment.

## ABOUT CONTRACTOR AND CONSULTANT ACCREDITATION

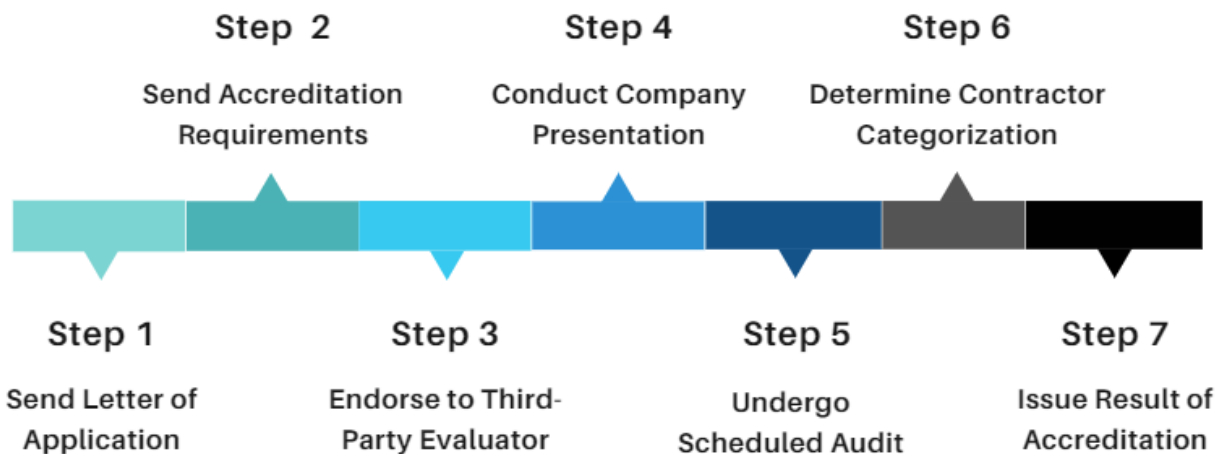
Maynilad seeks to accredit highly qualified vendors into its pool of partners to successfully attain Maynilad's target service level and coverage in the West Zone of Metro Manila. The Contractor and Consultant Accreditation Process screens all applicants to ensure that each business partner meets the expectations and standards of Maynilad.

All contractors and consultants must undergo the accreditation process which requires the contractor to accomplish the Contractor and Consultants Accreditation Questionnaire and undergo a scheduled audit. The Contractor and Consultants Accreditation Questionnaire is intended to collect information from prospective and accredited vendors of one of the country's leading private utility firms. The financial capacity, technical capabilities, and management system capabilities of each contractor are rigorously evaluated to determine if the capabilities of the contractor are qualified to handle Maynilad infrastructure projects in the future. The scheduled audit is Maynilad's way of verifying that all the information imparted by the vendor is true and correct.

The vendor is eventually categorized into a suitable project type based on the contractor and consultant's qualifications, taken from the evaluated results of the questionnaire and audit. Vendors that pass the accreditation process are tagged eligible for selection for execution of Maynilad infrastructure projects.

Alongside meeting the established targets, Maynilad aims to create a positive atmosphere among its partners in business. Thus, the accreditation process convinces the contractor and consultant to implement quality work and performance, verifies contractor abidance to the regulations of Maynilad and the Philippine government, and investigates any risks that could jeopardize Maynilad and/or the contractor, to build a good relationship with each contractor prior to execution of any Maynilad project.

Maynilad is confident that all applicants pass the accreditation process to have more partners who can help us provide quality service to our customers and build a better nation.



## COMPANY STANDARDS FOR MAYNILAD CONTRACTORS AND CONSULTANTS

As per Maynilad's policy, each applicant must be evaluated according to the company standards for Maynilad vendors. The Contractor and Consultant Accreditation Questionnaire does not only require submission of basic legal documents, but as well as documents and supporting declarations that prove the contractor and consultant is financially capable, is technically capable, and has an established management system with regard to Maynilad's standards.

## **Financially Capable**

The value of the working capital must be at least Two Million, Five Hundred Thousand Pesos (Php 2,500,000.00) per year for the last three years in order for Maynilad to consider the contractor financially capable of carrying out Maynilad projects. The working capital of the contractor and consultant must be obtained using the defined formula as shown below.

$$\text{Working Capital} = \text{Current Assets} - \text{Current Liabilities}$$

## **Technically Capable**

Maynilad upholds its commitment to excellence by ensuring the satisfactory completion of, and partnering only with contractors and consultants having technical expertise and experience in handling works like, Maynilad projects. A contractor and consultant must have a project management system, inclusive of work instructions and procedures followed during planning and execution of projects, and a logistics and procurement plan. A contractor and consultant must comply with the minimum requirements for manpower and equipment indicated in the questionnaire appendices. Moreover, the contractor and consultant's on-going and completed projects for the last five (5) years must reflect similar experience in relation to Maynilad projects.

## **Established a Management System**

Maynilad warrants contractors, who are financially and technically capable, as well as, with an established management system. Aside from having the financial capacity and a project management system, the contractor must have a Safety Policy and Procedure, Quality Manual and Quality Assurance Program, Project Controls Policy Manual, and Risk Management Plan to comply with Maynilad's minimum standards of having an established management system. The contractor shall be able to prove their compliance to their own policies and procedures during the scheduled audit. Moreover, the contractor must also have labor relations management and subcontractor management systems.

Maynilad instills strict compliance with the Company Safety Standards during execution of projects. To ensure that contractors perform safety measures prior to working with Maynilad, contractors must be able to provide an existing Safety Policy and Procedure followed in the workplace. These documents, and supporting claims, must validate that the contractor ensures safe and healthful working conditions at all times, implements safety rules for employees, has personal protective equipment and devices provisions, and performs environmental control procedures. The Safety Policy and Procedure must also comply with the Occupational Safety and Health Standards mandated by the Department of Labor and Employment.

Maynilad aims to continuously provide quality service to all customers; as a result, Maynilad highly values quality work and performance of its contractors. The contractor's Quality Manual and its corresponding Quality Assurance Program shall demonstrate how the contractor ensures quality work and performance within its organization and with its projects. A Quality Manual is a documentation of the contractor's quality management system and how it works. In addition, a Quality Assurance Program is necessary to ensure that the quality standards stated herein are fervently implemented and monitored by the contractor. The quality of work and performance of the contractor shall be reflected in this program.

A contractor is not only considered based on their similar project experiences, but as well as their general project controls competencies in cost estimating, project scheduling, project planning, and report generation. The set of techniques and tools used to implement these four core competencies must be specified in the Project Controls Policy Manual. Contractors are expected that the projects they execute are on time and are within budget, prior to having Maynilad projects.

A contractor must be able to oversee not only the entirety of the project, but as well as risks and unwanted circumstances. There is always a probability of risks occurring at any given circumstance and this could affect the contractor's quality of work and performance. Thus, a Risk Management Plan must contain, but must not be limited to, techniques for risk identification, risk assessment, risk response, and risk mitigation. It must also explicate a risk contingency plan for common and unforeseen risks to avoid major damages to the project, the contractor, and/or Maynilad.