	TRAINING POLICY	
	Policy No.: PS-HR-001-2025	Effective Date: January 16, 2025 Revision No.: 0

I. PURPOSE AND SCOPE


The policy shall guide Maynilad (“the Company”) in developing its human resources through training and continuous learning. Aside from fostering personal growth and a learning culture within the organization, the Company shall consistently support its employees in enhancing their knowledge and competencies, thereby ensuring quality performance and effective response to change. This policy shall also guide the Company in ensuring that human resource strategies and initiatives are aligned with business objectives and provide key support to overall organizational goals.

II. DEFINITION OF TERMS

1. **Continuing Professional Development** – Republic Act No. 10912, otherwise known as the “Continuing Professional Development (CPD) Act of 2016” defines this as “the inculcation of advanced knowledge, skills and ethical values in a post-licensure specialization or in an inter- or multidisciplinary field of study, for assimilation into professional practice, self-directed research and/or lifelong learning.”
2. **Internal training** – refers to trainings designed, developed, and carried out by internal resource persons. This may be delivered through various channels, including the use of digital platforms.
3. **External training** – refers to trainings designed, developed, and carried out by external resource persons such as third-party services providers and consultants. This may be delivered through various channels, including the use of digital platforms.
 - (i) **Local external trainings** – conducted outside Maynilad premises but within the country.
 - (ii) **International external trainings** – conducted outside Maynilad premises and outside the country
4. **Training** – a learning process that involves the acquisition of knowledge, sharpening of skills, or changing of behaviors to enhance the performance of employees. Includes the use of various modalities and channels such as structured classroom activities, individualized electronic, virtual or online classes, field visits and exposure, and other interventions to address business needs and competency gaps.
5. **Training Budget** – includes but is not limited to expenses for registration fees, meals, accommodations, travel, materials, per diem, etc.
6. **Training Events Calendar** – specifies the training titles, schedules, venues, and targeted participants based on the Training Plan.
7. **Training Needs Analysis** – refers to the process of assessing competency gaps of employees to effectively perform their roles, and determining the appropriate training and development interventions to address the competency gaps.
8. **Training Plans** – detail the training requirements of divisions and their employees. It maps out the training programs, targeted participants, and targeted schedule for implementation.

III. GENERAL POLICY STATEMENT

The Company recognizes that its human resources are its most valuable assets. Therefore, employees shall be given opportunities to update their knowledge and skills through various learning and development programs conducted by internal trainers and subject-matter-experts within Maynilad, or by other training institutions and experts within or outside the country.

	TRAINING POLICY	
	Policy No.: PS-HR-001-2025	Effective Date: January 16, 2025 Revision No.: 0

Training is a key component of talent management, designed to align with the Company's business objectives and competency needs. It aims to improve employees' performance in their current roles and prepare them for potential future opportunities within the Company.

The Training Department, in collaboration with line managers, division heads and the employees, will assess the learning needs of employees. These identified learning needs shall be the basis for the design of the Training Plan.

IV. DISTRIBUTION

This policy shall apply to all employees of the Company who may attend training as participants, trainers, facilitators, speakers, observers or visitors.


V. IMPLEMENTING GUIDELINES

A. ROLES AND RESPONSIBILITIES

1. Human Resources ("HR") division thru Training Department shall be responsible for planning, analyzing, developing, initiating, organizing, monitoring, and evaluating training strategies and programs for employees of the Company.
2. Line Managers are responsible for identifying trainings necessary for each employee's personal and professional development. Aside from identifying relevant trainings, line managers are expected to give their full support during the whole training cycle.
3. Division Heads shall be consulted about training needs proposed by line managers for strategy, prioritization of resources, and alignment to business imperatives, and shall provide high-level directions on strategic training priorities for the division.
4. Employees are expected to proactively pursue learning and development opportunities whenever possible. This includes attending and actively participating in elective and required training activities. Employees are also expected to share the knowledge they acquire with other employees.

B. GENERAL GUIDELINES


1. The Company shall provide training programs designed to support the foundational, leadership and technical development of employees.
 - (i) Foundational trainings focus on developing knowledge and skills that all Maynilad employees must possess.
 - (ii) Leadership trainings aim to develop the knowledge and skills required for employees holding or preparing for leadership and management roles.
 - (iii) Technical trainings are designed to equip employees with specialized knowledge and skills, enabling them to effectively perform their current and specific functions or roles within the different divisions.
2. Trainings also cover the following areas:
 - (i) New employee orientation and onboarding.

	TRAINING POLICY	
	Policy No.: PS-HR-001-2025	Effective Date: January 16, 2025 Revision No.: 0

- (ii) Compliance with the Company's sustainability, environmental, safety and health, and management standards.
 - (iii) Software and systems-related trainings that support IT Projects new applications or system enhancements.
 - (iv) Conferences and conventions.
3. Training Department shall conduct the Training Needs Analysis (TNA) annually using a variety of appropriate tools (e.g., competency assessments, standard training curriculums, individualized development plans) and methods.
 4. Training Plans shall be prepared annually by the Training Department together with senior leaders from the various business units, and shall be the basis for determining the annual Training Budget.
 5. The Training Events Calendar shall be communicated to employees at the beginning of each quarter, prior to the training delivery.
 6. The Company will allocate a budget for employee trainings based on organizational needs and priorities. All budgets related to training activities shall be centralized to HR. The Training Department is responsible for determining the annual Training Budget.
 7. The Training Department shall monitor employee attendance in all training programs. Employees who fail to attend identified mandatory training without a valid reason will be required to reimburse the full cost of the training to the Company. In addition, disciplinary actions may be taken against the employee and/or their immediate superior in accordance with the Company's Standards of Discipline.
 8. With the exception of internal trainings involving only costs for meals, employees who undergo trainings that costs Php100,000.00 or more per individual will be required to sign a Service Contract which obligates him/her to render a specified number of months of service to the Company, referred to as a Training Bond. The duration of the Training Bond will depend on the training cost, as outlined below:

TRAINING COST (IN PESOS)	SERVICE REQUIREMENT
100,000 – 149,999	6 months
150,000 – 199,999	9 months
200,000 – 249,999	12 months
250,000 – 299,999	15 months
300,000 – 349,999	18 months
350,000 – 399,999	21 months
400,000 and above	24 months

If the employee resigns before completing his/her Training Bond, the total amount spent for his/her training shall be paid by the employee on a prorated basis, based on the remaining service requirement.

	TRAINING POLICY	
	Policy No.: PS-HR-001-2025	Effective Date: January 16, 2025 Revision No.: 0

9. Employees are expected to complete their required training and fulfill related requirements. These requirements may include, but are not limited to, examinations, presentations, project proposals, etc. If an employee fails to meet these requirements without a valid reason, the Training Department shall require the employee to return the full cost of the training.

For certification trainings, if an employee fails to pass the certification examination, the employee will shoulder the cost of the retake.


10. The maintenance of professional licenses, in accordance with the guidelines set by the Professional Regulation Commission (PRC), remains the sole and personal responsibility of concerned employees. While employees may earn Continuing Professional Development (CPD) credits from PRC-accredited training activities sponsored by the Company, such trainings are not provided primarily or exclusively for the purpose of securing CPD credits.

C. INTERNAL TRAINING

1. The Training Department shall lead the organization, scheduling, implementation and evaluation of internal trainings based on approved Training Plans.
2. Identified training participants shall be notified at least seven (7) working days prior to the start of the training.
3. Employees will receive a certificate of completion (if applicable) and have the training recorded in their records only if they attend the full session, pass any required tests (with a retake required if they fail), and submit any necessary project proposals or action plans.
4. Meals, if and when provided during internal training activities, will be based on the approved rates as outlined on the Policy on Business Expense set by Finance Division. Employees are also encouraged to bring their own utensils and containers to reduce wastes, minimize use of plastics, and promote environmental sustainability.

D. LOCAL EXTERNAL TRAININGS

1. Local external training shall be allowed when a particular training program is not available internally. Employees being developed as internal trainers may attend external training for upskilling and to develop training modules customized to the needs of the Company.
2. Training Department shall proactively source training programs offered externally.
3. Nomination for external training shall be made using the Official Business Request Form (OBRF). This shall be accomplished by the employee's Line Manager and approved by the concerned Division Head at least five (5) working days before the training date. Training Department shall only process the local external training request of employees with approved OBRF.
4. Training Department shall refer to the TNA results, Training Plans, and Training Budget to determine whether or not to push through with requested local external trainings.
5. If the training will involve local travel and accommodations, the accomplished and approved OBRF shall be submitted to Training Department for processing in accordance to the guidelines set in the Company's Policy on Employee Travel.

	TRAINING POLICY	
	Policy No.: PS-HR-001-2025	Effective Date: January 16, 2025 Revision No.: 0

E. INTERNATIONAL EXTERNAL TRAININGS

1. Employees may be sent to international training for highly-technical or specialized courses and/or when competencies required for a certain job cannot be gained from internal or local external training opportunities.
2. Nomination for international external training shall be made using the OBRF. This shall be done by the employee's Line Manager and approved by the Division Head following the guidelines set in the company's Policy on Employee Travel.
3. Training Department shall refer to the TNA results, Training Plans and Training Budget to determine whether or not to endorse the request for final approval as set in the Company's Policy on Employee Travel.
4. Training Department shall only process the international external training request of employees with approved OBRF.

F. CONFERENCES AND CONVENTIONS

Maynilad recognizes the importance of attendance and participation of employees in conferences/conventions where they may gain knowledge on updates, latest trends and developments. Sending of employees to conferences will be based on results of the TNA, Training Plans, approved Training Budget and guidelines drafted by Training Department

G. TRAINING EVALUATION

Training Department will conduct training evaluations to measure effectiveness of training activities. Further, this is to provide insights on how prospective training activities can be improved.

H. TRAINING RECORDS

Training Department will maintain a record of all training activities. Training records shall be used to document and track employee training history, and to monitor and evaluate training delivery. Employees may secure a copy of their personal training records from Training Department.

VI. MONITORING AND REVIEW

- A. Training Department shall regularly review the implementation of this policy, and initiate its revisions/updating, as may be necessary under the circumstances.
- B. Periodically, the Enterprise Risk Management and Internal Audit Division (ERMIA) shall review the implementation of this Policy, and make the appropriate recommendations for its continual improvement, amendment, or revocation.

VII. VIOLATION OF THIS POLICY

Any violation of this Policy will merit the imposition of appropriate disciplinary action, in accordance with the Maynilad Employee Handbook and the Standards of Discipline.