



Republic of the Philippines  
**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM**

**CORPORATE SOCIAL RESPONSIBILITY**  
**SOURCE (MWSS MANUAL OF CORPORATE GOVERNANCE)**

***CSR Principles***

As an integral part of the National Government, MWSS is inherently mandated to be socially responsible, to act and operate as a good corporate entity. The Board of Trustees shall recognize and perform the obligations of the MWSS towards the National Government, its majority stockholder, as well as other shareholders, together with the employees<sup>1</sup>, suppliers<sup>2</sup>, customers<sup>3</sup> and other Stakeholders, and the communities in which it operates.

The Trustees, Officers and employees are required to abide by ethical policies as mandated by the GCG. The protection of the reputation and goodwill of MWSS is of fundamental importance, and Trustees, Officers and employees should be aware of the disciplinary implications of breaches of policy.

Every member of the MWSS is encouraged to promptly report any potentially illegal, improper and/or unethical conduct that they become aware of at their workplace or in connection with their work. MWSS should have an environment that enables its people to raise genuine and legitimate concerns internally. However, in the event that the people of the MWSS, and/or the shareholders believe their reporting to management may result in harassment, or undue distress, they may contact the GCG support to report such matters. The GCG provides for an opportunity for concerns to be investigated and ensures appropriate action is taken to resolve the matter effectively.

***Employees***

Every MWSS employee is encouraged to –

- (a) Remember that the biggest stakeholder is the Government;
- (b) Share the vision of the MWSS;
- (c) Be accountable to the public;
- (d) Listen and learn from his/her co-employees;
- (e) Think and act as a team;
- (f) Focus on the customers and strive for customer satisfaction;
- (g) Respect others;
- (h) Communicate with shareholders and customers;
- (i) Deliver results and celebrate success; and
- (j) Protect the reputation of the MWSS.

There should be employee development discussions and structured training programs for the continuing personal and professional development of employees.

<sup>1</sup>Sec. 39, MWSS Manual of Corporate Governance

<sup>2</sup>Sec. 41, MWSS Manual of Corporate Governance

<sup>3</sup>Sec. 40, MWSS Manual of Corporate Governance

## ***Customers<sup>4</sup>***

In dealing with customers, all employees shall espouse integrity and honesty which are necessary for a successful and sustained business relationship. MWSS should operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services that give fair value and consistent quality, reliability and safety in return for the price paid for the same. MWSS should implement policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' legitimate interests.

MWSS should have clear and strong lines of communication which allow them to respond quickly and efficiently to customer and market requirements, as well as the public needs, and for the customers to receive consistent service in order to successfully and consistently deliver what the MWSS is mandated to do.

In its core, the customers of MWSS are the MWSS's water consuming and wastewater-generating constituents in its existing and future service areas.

However, parties and sectors (e.g., GCG, Office of the President, other government agencies) that may use data and information coming from MWSS to complete an activity or process can also be considered as MWSS' customers.

## ***Suppliers***

As with relationships with the primary Stakeholders, MWSS should aim to develop relationships and improve networking with business partners and suppliers based on mutual trust. MWSS should aim to offer, through partnership with its suppliers, the best combination of state-of-the-art technology and world-class service, strong customer relations and deep industry knowledge and experience, together with the capacity to implement and deliver value-added solutions on time and within budget. All dealings with suppliers as far as goods and services are concerned should be compliant with the provisions of RA 9184 (Government Procurement Reform Act) and other pertinent procurement laws, rules and regulations.

On a different light, all parties, which provide information and inputs to MWSS for the latter's consumption, also act as MWSS' suppliers e.g. NWRB, PPP, etc.

The supplier can be a customer and vice-versa depending on the situation.

## ***Health and Safety in the Workplace***

MWSS should aim to ensure a safe and healthy working environment for all its employees, outside contractors and visitors. MWSS should comply with all relevant local legislation or regulations, and best practice guidelines recommended by national health and safety authorities. The staff should be informed regarding the policies and practices of the MWSS in order to maintain a healthy, safe and enjoyable environment.

## ***Environment***

MWSS should consider that there are inevitable environmental impacts associated with daily operations as well as the development of long-term water and sewerage infrastructure. It shall be the goal of MWSS to minimize harmful effects by ensuring

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<sup>4</sup>Sec 37, GCG MC No. 2012-07 – Code of Corporate Governance

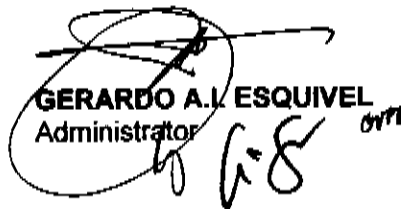
compliance with as well as working for the improvement of various Philippine environmental laws, rules, standards, and regulations. MWSS should strongly encourage 3 R's: "Reduce", "Re-use", and "Recycle". It should identify opportunities to reduce consumption of energy, water and other natural resources and re-use and recycle where possible and dispose of non-recyclable items responsibly, thereby minimizing our impact on the environment. In doing so, the MWSS shall raise awareness among the members of the communities it affects.

### ***Social Awareness Programs***

MWSS should not limit its services only within the confines of its jurisdiction. It has social relevance everywhere specially where the issues are water service, potability and quality of water, sewerage and sanitation. It is in this regard that MWSS has actively served during calamities in the other parts of the country.

To name a few-

1. Supply of potable drinking water through deployment and operation of the MWS Mobile Treatment Plant to the areas affected by Typhoon Yolanda;
2. MWSS deployment and operations of Mobile Treatment Plant in the earthquake ravaged Bohol and other areas;
3. Financial Assistance to some areas in Quezon, where MWSS derive its water sources; and
4. Educating students from various schools regarding MWSS operational profile.

  
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