# 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 Metropolitan Manila area. It is an agent and contractor of the Metropolitan Waterworks and Sewerage System (MWSS).

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, Parañaque, 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 January 24, 2007, a consortium formed by DMCI Holdings, Inc. (DMCI) and Metro Pacific Investments Corporation (MPIC) took over the management of Maynilad. The new management was able to secure an approval to extend the concession agreement by another fifteen years, up to 2037, after Maynilad was required by the Philippine Government to increase and accelerate its wastewater investments. The term extension was reviewed and approved by the MWSS and Department of Finance.

In 2013, Marubeni Corporation of Japan acquired a 20% stake in DMCI-MPIC Water Company and became a strategic partner of the Metro Pacific-DMCI consortium.

**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 ACCREDITATION

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

Each contractor must undergo the accreditation process which requires the contractor to accomplish the Contractor Accreditation Questionnaire and undergo a scheduled audit. The Contractor Accreditation Questionnaire is intended to collect information from prospective and accredited contractors 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 contractor is true and correct.

The contractor is eventually categorized into a suitable project type based on the contractor’s qualifications, taken from the evaluated results of the questionnaire and audit. Contractors 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 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 hopeful 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.

CONTRACTOR

MAYNILAD EVALUATOR

# COMPANY STANDARDS FOR MAYNILAD CONTRACTORS

As per Maynilad’s policy, each applicant must be evaluated according to the company standards for Maynilad contractors. The Contractor Accreditation Questionnaire does not only require submission of basic legal documents, but as well as documents and supporting declarations that prove the contractor 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 must be obtained using the defined formula as shown below.

Working Capital = Current Assets – Current Liabilities

**Technically Capable**

Maynilad upholds its commitment to excellence by ensuring the satisfactory completion of, and partnering only with contractors having technical expertise and experience in handling works like, Maynilad projects. A contractor 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 must comply with the minimum requirements for manpower and equipment indicated in the questionnaire appendices. Moreover, a contractor’s on-going and completed projects for the last five (5) years must reflect similar experience in relation to Maynilad projects.

**Has An Established 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. (See Attachment D for samples of documents.)

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.