

ESG Performance Data

This document is Manila Water's Environment, Social, and Governance (ESG) Data Book, which reflects the company's performance and impact for the period January 1- December 31, 2024. The indicators for which data has been collected are in reference to the Global Reporting Initiative (GRI) 2021 and Sustainability Accounting Standards Board (SASB) 2023.

This is intended to be examined alongside the Manila Water 2024 Integrated Report, which can be found here:

[Manila Water 2024 Integrated Report](#)



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Progress on ESG Commitments to 2025

Agenda	ESG Commitments to 2025	Unit of Measurement	2022	2023	2024
Help Communities Thrive	At least 15% Raw Water Supply Buffer	%	27.70%	24.07%	23.19%
	< 15% NRW level ¹	%	12.15%	13.51%	13.84%
	100% compliance to national drinking water standards	%	99.87%	99.94%	99.59%
Protect the Environment	60% Reduction and avoidance through renewable energy and wastewater treatment	%	36.28%	42.08%	44.38%
	1000 hectares of Watershed areas reforested from 2022 – 2025	cummulative hectares	430	680	975
	580,000 trees planted and nurtured between 2022-2025	cummulative number of trees	207,333	310,957	442,008
Build a Culture of Trust and Care	Building infrastructure sufficient to satisfy service commitments and improvements ²	PHP Billion	21.71	20.18	25.57
	Zero Lost Time Injury Rate (LTIR)	LTI rate	0.38	0.46	0

Notes:

1. Target scope is MWC East Zone business

2. Target considers concession business units only.

2024 data excludes figures from the divested Bulakan Water and Obando Water assets.

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Economic Contribution

KPI	Unit of Measurement	Reference Standard	2022	2023	2024	% Change
Economic value generated¹	Billion PHP	GRI 2016:201-1	22.92	31.00	37.02	19.4%
Revenue	Billion PHP	GRI 2016:201-1	22.92	31.00	37.02	19.4%
Economic value distributed	Billion PHP	GRI 2016:201-1	17.40	21.15	24.93	17.9%
Operating cost ²	Billion PHP	GRI 2016:201-1	8.05	7.90	8.47	7.3%
Employee wages and benefits	Billion PHP	GRI 2016:201-1	2.47	2.48	2.82	13.9%
Payments to providers of capital	Billion PHP	GRI 2016:201-1	4.10	7.12	9.12	28.1%
Payments to government	Billion PHP	GRI 2016:201-1	2.72	3.61	4.46	23.6%
Community investments	Billion PHP	GRI 2016:201-1	0.05	0.05	0.07	38.0%
Economic value retained	Billion PHP	GRI 2016:201-1	5.53	9.85	12.09	22.7%
Capital expenditure^{3,4}	Billion PHP	GRI 2016:201-1	22.40	21.60	26.30	21.8%

Notes:

1. Consistent growth driven by increased billed volume and tariff adjustments.
2. Increase in operating cost was driven by expanding capacity through new facilities (e.g., Calawis Phase 1, East Bay Phase 1).
3. CAPEX includes both cash flow and accrued expenses.
4. Key projects contributing to increased CAPEX include East Bay Phase 2, Wawa-Calawis Phase 2, the Ilagan Water Treatment Plant, and BNR Upgrades.

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Supply Chain

KPI	Unit of Measurement	Reference Standard	2022	2023	2024	'24 vs '23 % Change
Total Procurement Spend ¹	Billion PHP		15.59	25.58	18.1	-29.1%
Total number of vendors engaged ²	count		708	775	877	13.2%

Notes:

1,2. Procurement spend and vendor count include only spending associated with purchase or job orders marked for release.

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Materials

KPI	Unit of Measurement	Reference	2022	2023	2024	% Change
Total Chemical Consumption¹	metric tons	GRI:2016 301-1	20,104.43	18,170.14	18,698.13	2.9%
Chemical consumption, water supply ¹	metric tons	GRI:2016 301-1	15,029.31	15,294.34	16,152.42	5.6%
Chemical consumption, wastewater	metric tons	GRI:2016 301-1	5,075.12	2,875.80	2,545.71	-11.5%

KPI	Unit of Measurement	Reference	2022	2023	2024	% Change
Chemical intensity						
Chemical intensity, water supply ¹	metric tons/MCM withdrawn	GRI:2016 301-1	20.39	19.86	20.77	4.6%
Chemical intensity, wastewater	metric tons/MCM WW received	GRI:2016 301-1	66.44	37.46	38.35	2.4%

KPI	Unit of Measurement	Reference	2022	2023	2024	% Change
Renewable Materials Consumption²	metric tons	GRI:2016 301-1	107.82	72.52	26.39	-63.6%
Water Supply	metric tons	GRI:2016 301-1	-	-	-	
Wastewater	metric tons	GRI:2016 301-1	107.82	72.52	26.39	-63.6%
Non-Renewable Materials Consumption¹	metric tons	GRI:2016 301-1	19,996.63	18,097.65	18,667.44	3.1%
Water Supply ¹	metric tons	GRI:2016 301-1	15,029.31	15,294.34	16,148.11	5.6%
Wastewater	metric tons	GRI:2016 301-1	4,967.30	2,803.28	2,519.33	-10.1%
% Renewable materials consumption¹	%	GRI:2016 301-2	0.4%	0.3%	0.1%	-0.2%
Water Supply ¹	%	GRI:2016 301-2	-	-	-	
Wastewater	%	GRI:2016 301-2	2.1%	2.5%	1.0%	-1.5%

Notes:

1. The data for 2022 and 2023 data has been updated to align with the revised reporting boundary for environmental indicators, now only focusing on business units under our operational control
2. Renewable materials include glycerine and molasses used for wastewater treatment.

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Water Supply²

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total water withdrawal^{1,4}	MCM	GRI:2018 303-3	737.27	770.27	777.64	1.0%
Groundwater	MCM	GRI:2018 303-3	112.74	123.26	119.39	-3.1%
Third-party Groundwater	MCM	GRI:2018 303-3	0.35	0.65	0.51	-21.1%
Surface water	MCM	GRI:2018 303-3	619.09	641.44	653.84	1.9%
Third-party Surface water	MCM	GRI:2018 303-3	5.09	4.93	3.90	-20.9%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total water withdrawal¹	% of Water By Source	GRI:2018 303-3	100%	100%	100%	
Groundwater	% of Water By Source	GRI:2018 303-3	15.29%	16.00%	15.35%	-0.6%
Third-party Groundwater	% of Water By Source	GRI:2018 303-3	0.05%	0.08%	0.07%	0.0%
Surface water	% of Water By Source	GRI:2018 303-3	83.97%	83.27%	84.08%	0.8%
Third-party Surface water	% of Water By Source	GRI:2018 303-3	0.69%	0.64%	0.50%	-0.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total water production^{3,4}	MCM	GRI:2018 303-3	720.19	740.04	748.02	1.1%
Groundwater	MCM	GRI:2018 303-3	111.88	114.77	113.68	-1.0%
Third-party Groundwater	MCM	GRI:2018 303-3	0.35	0.65	0.51	-21.1%
Surface water	MCM	GRI:2018 303-3	602.86	619.69	629.94	1.7%
Third-party Surface water	MCM	GRI:2018 303-3	5.09	4.93	3.90	-21.0%

Notes:

1. All water withdrawn is classified as freshwater ($\leq 1,000$ mg/L Total Dissolved Solids).
2. The data for 2022 and 2023 data has been updated to align with the revised reporting boundary for environmental indicators, now only focusing on business units under our operational control.
3. Total water production is defined as (Water Withdrawal) - (Discharge) as prescribed in GRI 303-5: Water Consumption.
4. The decline in water withdrawal and production is primarily attributable to the divestment of two assets - Bulakan Water and Obando Water.
5. Increase in backwash recovered is a deliberate effort to ensure water security through resource efficiency and maximizing available water in facilities
6. Restated the 2022 and 2023 non-revenue real water loss volumes following a review of our calculation methodology.

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Water Supply²

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total water production	% of Water By Source	GRI:2018 303-3	100%	100%	100%	
Groundwater	% of Water By Source	GRI:2018 303-3	15.54%	15.51%	15.20%	-0.31%
Third-party Groundwater	% of Water By Source	GRI:2018 303-3	0.05%	0.09%	0.07%	-0.02%
Surface water	% of Water By Source	GRI:2018 303-3	83.71%	83.74%	84.21%	0.48%
Third-party Surface water	% of Water By Source	GRI:2018 303-3	0.71%	0.67%	0.52%	-0.15%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Backwash recovered⁵	MCM	GRI:2018 303-3	3.81	6.45	7.57	17.3%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Non-revenue water %, end-of-period	%	GRI:2018 303-3	14.07%	15.07%	14.61%	-3.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Non-revenue real water losses⁶	MCM	SASB IF-WU-140a.2	103.21	117.56	107.77	-8.3%

Notes:

1. All water withdrawn is classified as freshwater ($\leq 1,000$ mg/L Total Dissolved Solids).
2. The data for 2022 and 2023 data has been updated to align with the revised reporting boundary for environmental indicators, now only focusing on business units under our operational control.
3. Total water production is defined as (Water Withdrawal) - (Discharge) as prescribed in GRI 303-5: Water Consumption.
4. The decline in water withdrawal and production is primarily attributable to the divestment of two assets - Bulakan Water and Obando Water.
5. Increase in backwash recovered is a deliberate effort to ensure water security through resource efficiency and maximizing available water in facilities
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Wastewater¹

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total wastewater treated²	MCM	GRI:2018 303-4	76.38	76.76	66.39	-13.5%
Disposed to seawater	MCM	GRI:2018 303-4	1.93	2.24	2.42	8.4%
Disposed to surface water	MCM	GRI:2018 303-4	74.45	74.53	63.96	-14.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Organic pollution load removed through wastewater treatment	metric tons BOD		7,995.10	8,079.46	8,363.11	3.5%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
CO₂ avoided due to wastewater treatment^{3,4}	metric tons CO ₂ e		55,906.72	63,391.11	65,708.61	3.7%

Notes:

1. Wastewater data is collected from monthly monitoring records at facilities within the East Zone, Boracay Water, Clark Water, Estate Water, and Laguna Water. These records include continuous monitoring logs detailing parameters such as flow and Biochemical Oxygen Demand (BOD).
2. Reduced wastewater treatment is primarily due to: (1) lower flows due to El Niño's and pumping equipment rehabilitation; and (2) lower domestic wastewater flow in Laguna Water due to tariff adjustments.
3. 2022 data used AR4 guidance (Methane = 25 GWP), while 2023 and 2024 data used AR5 guidance (Methane = 28 GWP).
4. The computation of CO₂ avoided due to wastewater treatment was based on the updated 2019 Intergovernmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories.

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Biodiversity

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Trees planted ¹	count, cumulative		1,462,945	1,566,569	1,697,620	8.4%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Reforested area ¹	hectares, cumulative		2,889	3,139	3,434	9.4%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Protected area	hectares		195,586	195,586	195,727	0.1%

Notes:

1. Covers trees planted and area reforested since 2006

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Wastes⁸

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total Wastes Generated¹	Metric Tons	GRI 2020:306-3	32,792.88	20,229.88	19,698.21	-2.6%
Non-hazardous Waste ¹	Metric Tons	GRI 2020:306-3	32,650.77	19,761.57	19,181.94	-2.9%
Hazardous Waste ^{1,2}	Metric Tons	GRI 2020:306-3	142.10	468.31	516.27	10.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Waste Diverted from Disposal¹	Metric Tons	GRI 2020:306-4	31,219.29	18,337.08	17,320.08	-5.5%
Non-hazardous Waste	Metric Tons	GRI 2020:306-4	31,215.06	17,907.27	16,813.14	-6.1%
Recycled Offsite ³	Metric Tons	GRI 2020:306-4	31,215.06	17,907.27	16,813.14	-6.1%
Hazardous Waste^{1,2}	Metric Tons	GRI 2020:306-4	4.23	429.81	506.95	17.9%
Recycled Offsite ^{1,2,4}	Metric Tons	GRI 2020:306-4	4.23	429.81	506.95	17.9%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Waste Directed to Disposal¹	metric tons	GRI 2020:306-5	1,523.27	1,991.97	2,372.13	19.1%
Non-hazardous Waste	metric tons	GRI 2020:306-5	1,435.71	1,937.79	2,368.80	22.2%
Landfilling ⁵	metric tons	GRI 2020:306-5	1,435.71	1,937.79	2,368.80	22.2%
Hazardous Waste¹	metric tons	GRI 2020:306-5	87.56	54.18	3.32	-93.9%
Landfilling ^{1,6}	metric tons	GRI 2020:306-5	87.56	54.18	3.31	-93.9%
Other Disposal Operations ^{1,7}	metric tons	GRI 2020:306-5	-	-	0.01	

Notes:

1. Prior year data has been restated to conform to the 2024 definition of scope and boundary. This definition encompasses only business units under operational control.
2. Hazardous waste generation increased due to increase in maintenance activities and wastewater quality concerns in Estate Water.
3. Includes biosolids from all wastewater treatment operations except Clark Water
4. Composed of Waste Oil (WO-I101), Fats, Oil, and Grease (H802), Waste Electrical and Electronic Equipment (M506), and Used Lead Acid batteries (ULAB-D406)
5. 2024 waste data now includes East Zone office waste, in addition to grits and screenings and recyclables.
6. Includes Contaminated Materials (J201), Busted fluorescent lamps (BFL-D407), and Oil-contaminated materials(I104)
7. Includes Pathological wastes (M501) with thermal decomposition as its disposal method.
8. Wastes data was derived from monitoring records which capture specific waste stream data including types, quantities, and disposal methods, and periodic self-monitoring reports of business units under operational control.

Energy

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Energy Consumption within the Organization	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	1,012,298.29	962,302.10	1,028,747.20	6.9%
Fuel Consumption from Non-Renewable Sources ^{1,2,8}	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	174,281.91	72,114.99	92,540.88	28.3%
Diesel	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	169,361.40	67,182.43	88,302.40	31.4%
Gasoline	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	4,920.51	4,932.55	4,238.49	-14.1%
Fuel Consumption from Renewable Sources ^{1,2,8}	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	4,003.08	1,939.65	2,273.03	17.2%
Diesel	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	3,456.36	1,371.07	1,802.09	31.4%
Gasoline	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	546.72	568.58	470.94	-17.2%
Electricity Consumption ³	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	834,013.30	888,247.46	933,933.29	5.1%
Non-renewable Sources	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	742,438.34	870,412.53	929,245.55	6.8%
Renewable Sources	GJ	GRI 2016:302-1, SASB 2023:IF-WU-130a.1	91,574.96	17,834.93	4,687.74	-73.7%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Electricity Consumption outside the Organization³	GJ	GRI 2016:302-2		165,846.83	280,356.21	69.0%
Downstream Transportation ⁴	GJ	GRI 2016:302-2	24,028.81	23,029.39	23,345.19	1.4%
Investments	GJ	GRI 2016:302-2		138,401.03	252,373.43	82.3%
Upstream Leased Assets	GJ	GRI 2016:302-2		4,416.40	4,637.59	5.0%

Notes:

■ No data for the reporting year. Reporting for this topic began in 2023.

1. Fuel blend considered for Philippine business units was 2% Biofuel for Diesel and 10% Biofuel for Gasoline.
2. The observed increase in energy consumption is primarily driven by increased electricity demand associated with higher production.
3. The increase in energy accounted for outside the organization is due to the reclassification of Kenh Dong and Thu Duc (previously included in internal energy accounting) following a change in the reporting boundary.
4. Refers to energy consumed from desludging operations of service provider for East Zone and Laguna Water.
5. Based on energy consumption within the organization only
6. Decrease in enterprise energy intensity is due higher revenue performance.
7. Renewable energy consists of energy sourced from biogas and biodiesel component in fuels, renewable energy generated onsite, and purchased renewable energy from open access and power purchase agreements (PPA).
8. Fuel consumption data demonstrates variability due to differing data collection methodologies across business units. Specifically, data is derived from fuel level measurements, run-time estimates, and technical specifications. Standardization efforts are in progress to enhance data reliability.
9. Energy Equivalents: To standardize energy consumption data, the following conversion factors were used to translate fuel and electricity usage into gigajoules (GJ):

Diesel: 0.0387 GJ/L

Gasoline: 0.0348 GJ/L

Electricity: 0.0036 GJ/kWh

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Energy

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Enterprise Energy Intensity^{5,6}	GJ/ PHP Revenue	GRI 2016:302-3	44,401.03	31,334.61	27,834.07	-11.2%
Energy Intensity for Water Supply⁵	GJ/MCM Billed Volume	GRI 2016:302-3	1,385.74	1,250.67	1,378.09	10.2%
Energy Intensity for Wastewater⁵	GJ/MCM WW received	GRI 2016:302-3	1,742.42	1,705.68	1,739.18	2.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Percent Grid Electricity	%	SASB 2023:IF-WU-130a.1	73.3%	90.5%	90.3%	-0.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Percent Renewable Energy⁷	%	SASB 2023:IF-WU-130a.1	9.4%	2.1%	0.7%	-1.4%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Percent Fuel (Non-renewable)	%	SASB 2023:IF-WU-130a.1	17.2%	7.5%	9.0%	1.5%

Notes:

1. Fuel blend considered for Philippine business units was 2% Biofuel for Diesel and 10% Biofuel for Gasoline.
2. The observed increase in energy consumption is primarily driven by increased electricity demand associated with higher production.
3. The increase in energy accounted for outside the organization is due to the reclassification of Kenh Dong and Thu Duc (previously included in internal energy accounting) following a change in the reporting boundary.
4. Refers to energy consumed from desludging operations of service provider for East Zone and Laguna Water.
5. Based on energy consumption within the organization only
6. Decrease in enterprise energy intensity is due higher revenue performance.
7. Renewable energy consists of energy sourced from biogas and biodiesel component in fuels, renewable energy generated onsite, and purchased renewable energy from open access and power purchase agreements (PPA).
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9. Energy Equivalents: To standardize energy consumption data, the following conversion factors were used to translate fuel and electricity usage into gigajoules (GJ):

Diesel: 0.0387 GJ/L
 Gasoline: 0.0348 GJ/L
 Electricity: 0.0036 GJ/kWh

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GHG Emissions

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total GHG Emissions^{1,2}	Metric Tons CO ₂ e	GRI 2016:305-1	189,805.63	738,585.70	678,301.88	-8.2%
Scope 1 ^{2,3,4,13}	Metric Tons CO ₂ e	GRI 2016:305-1	42,457.45	31,608.14	31,872.46	0.8%
Scope 2 (Location-based) ^{2,5,6}	Metric Tons CO ₂ e	GRI 2016:305-1	161,504.48	171,467.96	179,943.91	4.9%
Scope 2 (Market-based) ^{2,5,6}	metric tons CO ₂ e	GRI 2016:305-1	145,672.50	168,475.41	179,943.91	6.8%
Scope 3 ^{2,7,8,9,10,11}	Metric Tons CO ₂ e	GRI 2016:305-1	1,675.68	538,502.14	466,485.51	-13.4%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Enterprise GHG Intensity^{2,12}	metric tons CO ₂ e/ PHP Revenue	GRI 2016:302-3	10,199.47	6,455.90	5,730.96	-11.2%
GHG Intensity for Water Supply^{2,12}	metric tons CO ₂ e/ MCM Billed Volume	GRI 2016:302-3	221.85	228.76	252.22	10.3%
GHG Intensity for Wastewater^{2,12}	metric tons CO ₂ e/ MCM WW received	GRI 2016:302-3	687.84	637.53	682.57	7.1%

Notes:

- Scope 1, 2 and 3 GHG emissions computations were based on the methodologies of the GHG Protocol and the 2006 IPCC Guidelines on National Greenhouse Gas Inventory - Wastewater. Total GHG Emissions is based on Scope 1, and Market-based Scope 2 and Scope 3.
- Prior year data has been restated to conform to the 2024 definition of scope and boundary.
This definition encompasses only business units under operational control.
- Scope 1 emission factors are based on UK Business Energy and Industrial Strategy (BEIS) 2023 and the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories.
- Increase in Scope 1 emissions is due to higher fuel and refrigerants consumption as well as higher wastewater fugitive emissions.
- Scope 2 emission factors are based on the National Grid Emission Factors (NGEFs) 2019 - 2021.
- Increase in Scope 2 emissions is due to increased electricity consumption. In addition to this, renewable energy consumption decreased after the end of Open Access contracts in 2023.
- Where available, the Scope 3 emission factors used are based on UK BEIs 2021 and 2023, latest available NGEFs, 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories, Sustainability Reports, and various studies. Scope 3 emission factors that are not publicly available are based on the emission factors used by MWC's 2021 full greenhouse gas accounting consultant.
- In 2022, Scope 3 emissions reporting was limited to Downstream Transportation. In 2023, it was expanded to include eight major categories: Purchased goods and services, Capital Goods, Fuel- and Energy-related activities, Waste Generated in Operations, Upstream Leased Assets, Downstream Transportation and Distribution, Use of Sold Products, and End-of-Life Treatment of Sold Products, and Investments.
- All Scope 3 data is based on primary activity data except for Purchased Goods and Services and Capital Goods, which is based on spend data.
- For Scope 3 accounting from Investments, the following fuel compositions were assumed for each location:
Thailand: Gasoline at 10% bioethanol, Diesel at 7% biofuel
Vietnam: Gasoline at 5% bioethanol, Diesel at 5% biofuel
Indonesia: Gasoline at 0% bioethanol, Diesel at 30% biofuel
Emission factors for each were computed based on these assumptions, with reference to the 2023 UK BEIs.
- For Scope 3 accounting on Use of Sold Products, 1.1 kWh electricity consumption was assumed for a mobile phone per visit to the MWC app.
- GHG intensity includes Scope 1 and Scope 2 emissions only. Decrease is due to higher revenues for the reporting period.
- Scope 1 Emissions includes direct emissions of CO₂, CH₄, N₂O, and refrigerants R134a (vehicle AC), R22, and R32 (facility AC).

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Customer Satisfaction Score

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Customer Satisfaction Score ¹	%		90%	89%	87%	-2.0%

Notes:

1. Survey was conducted by an external service provider and covers East Zone only

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Customer Concerns

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total customer concerns received ^{1,2}	count		175,992	161,146	167,603	4.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total customer concerns resolved within SLA ^{1,2}	count		174,277	160,519	165,981	4.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Customer concern resolution rate within SLA	%		99.03%	100%	99.03%	-0.6%

Notes:

SLA - Service Level Agreement

1. Customer concerns received and resolved include billing/collection and service-related issues.

2. 2023 customer concern data has been restated to exclude field findings (Boracay, Calbayog, Estate).

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Water Access

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Households served¹	count		1,820,688	1,842,887	1,872,558	1.6%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total Population served	count		9,048,899	9,332,863	9,327,986	-0.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total water service connections	count	SASB 2023: IF-WU-000.A	1,293,446	1,321,714	1,324,737	0.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Potable water delivered²	MCM	SASB 2023: IF-WU-000.A	1,254.40	1,267.23	1,287.39	1.6%

Notes:

1. The 2023 household served data for two business units was restated to correct the use of population data instead of household data (Calbayog and Estate Water).
2. Potable water delivery data now includes Laguna Aquatech Water, Metro Ilagan Water, and Affiliates, aligning with the company's financial reporting.

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Water Quality

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Compliance to drinking water standards ^{1,2}	%	GRI 2016:416-2	99.87%	99.94%	99.59%	-0.3%

Notes:

- 1. Excludes business units with different key performance indicator for water quality
- 2. Data for 2022 and 2023 have been restated with the addition of decimal places to provide greater data granularity and accuracy.

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Wastewater Services

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total sewer connections¹	count		292,729	303,724	318,385	4.8%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total desludged septic tanks	count		117,267	121,001	133,435	10.3%

Notes:

1. The increase in sewer connections is primarily due to:

East Zone: New service connections, expansion of service area coverage, and the inclusion of previously uncounted private wastewater treatment facilities.

Boracay Water: The Regain program, offering free sewer connections within a 100-meter radius, coupled with stricter enforcement of the municipal council's sewer sanitation ordinance.

Estate Water: Increased new water service applications in development with sewer networks.

Laguna Water: Additional move-in customers in a major residential subdivision and additional sewer connections at nearby industrial parks.

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Incidents of Non-Compliance

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total incidents of drinking water violations	count	SASB 2023: IF-WU-250a.1	0	0	0	

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total incidents of effluent quality violations	count	SASB 2023: IF-WU-140b.1	0	0	0	

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Service Disruptions

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Number of unplanned service disruptions¹	count	SASB 2023: IF-WU-450a.3		1,375	1,519	10.5%
Less than 4 hours	count	SASB 2023: IF-WU-450a.3		866	871	0.6%
Between 4 to 12 hours	count	SASB 2023: IF-WU-450a.3		472	588	24.6%
More than 12 hours	count	SASB 2023: IF-WU-450a.3		37	60	62.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Number of customers affected^{2,3}	count	SASB 2023: IF-WU-450a.3		2,682,992	2,947,695	9.9%
Less than 4 hours	count	SASB 2023: IF-WU-450a.3		1,435,668	1,216,499	-15.3%
Between 4 to 12 hours	count	SASB 2023: IF-WU-450a.3		1,041,622	1,541,162	48.0%
More than 12 hours	count	SASB 2023: IF-WU-450a.3		205,701	190,034	-7.6%

Notes:

 No data for the reporting year. Reporting for this topic began in 2023.

1. The increase in unplanned disruptions is due to a combination of factors, damage to pipelines (often caused by third-party activities), equipment malfunctions, and issues related to water supply infrastructure, such as low tank levels or intake clogging.
2. Customer pertains to number of water service connections that were affected by the unplanned service disruptions.
3. Augmentation plans implemented during disruptions include water delivery via tankers, supply diversions to minimize affected areas, expedited repair activities, and coordination with customers and local governments. Additional measures may include increased monitoring of critical issues, standby tanker deployment, operational adjustments to alternative supply sources, and utilizing backup water sources.

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Distribution Network Efficiency

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total length of water mains distribution system¹	kilometers, cumulative	SASB 2023: IF-WU-000.E		8,246.84	8,229.48	-0.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total length of water mains replacements, rehabilitations or renewal^{2,3}	kilometers	SASB 2023: IF-WU-000.E		38.33	32.51	-15.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Water Main Replacement Rate	%	SASB 2023: IF-WU-140a.1		0.46%	0.40%	-0.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total length of sewer lines⁴	kilometers, cumulative	SASB 2023: IF-WU-000.E	628.04	648.36	1,044.33	61.1%

Notes:

 No data for the reporting year. Reporting for this material topic began in 2023.

1. Includes primary and network lines

2. Excludes pipe repairs

3. Pipe replacements were undertaken for infrastructure improvements, system interconnections, and upgrades.

4. Increased sewer line installations were related to service expansion.

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Reconnection Rate

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total no. of disconnections due to non-payment¹	count	SASB 2021: IF-WU-240a.3		231,961	309,547	33.45%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total no. of reconnections¹	count	SASB 2021: IF-WU-240a.3		66,673	203,941	205.88%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Reconnection Rate¹	%	SASB 2021: IF-WU-240a.3		29%	66%	129.21%

Notes:

■ No data for the reporting year. Reporting for this topic began in 2023.

1. 2024 data includes additional business units beyond the East Zone, which was the only available data in the 2023 report.

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Indirect Jobs Created

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total workers who are not employees ^{1,2,3}	count	GRI 2021:2-8		6,028	634	
Service Providers	count	GRI 2021:2-8		2,945	634	
Contractors	count	GRI 2021:2-8		3,083		

Notes:

- No data for the reporting year.
1. Reflects estimated numbers only as of November 2023.
2. 2024 data reflects the actual service provider from East Zone only.
3. Manila Water is building the capability to generate enterprise data.

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Employee Demographics¹

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employees by gender³	count	GRI 2021:2-7	2,616	2,663	2,495	-6.3%
Male	count	GRI 2021:2-7	1,723	1,764	1,645	-6.7%
Permanent	count	GRI 2021:2-7		1,676	1,568	-6.4%
Temporary ²	count	GRI 2021:2-7		88	77	-12.5%
Female	count	GRI 2021:2-7	893	899	850	-5.5%
Permanent	count	GRI 2021:2-7		848	813	-4.1%
Temporary ²	count	GRI 2021:2-7		51	37	-27.5%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employees by age	count	GRI 2021:2-7	2,616	2,663	2,495	-6.3%
Under 30 years old	count	GRI 2021:2-7	679	677	562	-17.0%
Permanent	count	GRI 2021:2-7		612	519	-15.2%
Temporary ²	count	GRI 2021:2-7		65	43	-33.8%
30-50 years old	count	GRI 2021:2-7	1,592	1,679	1,667	-0.7%
Permanent	count	GRI 2021:2-7		1,630	1,623	-0.4%
Temporary ²	count	GRI 2021:2-7		49	44	-10.2%
Over 50 years old	count	GRI 2021:2-7	345	307	266	-13.4%
Permanent	count	GRI 2021:2-7		282	239	-15.2%
Temporary ²	count	GRI 2021:2-7		25	27	8.0%

Notes:

■ No data for the reporting year. Reporting for this topic began in 2023.

- Employee demographics pertain solely to individuals directly employed by Manila Water.
Our talent pool is largely centralized in the Philippines, where our headquarters and primary operations are located. While we maintain a limited presence in other regions, it does not materially affect our workforce or operations.
- Temporary employees refer to those hired on a fixed-term basis.
- The decrease in headcount resulted from the divestiture of two assets and voluntary retirements, with no job losses.

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Employee Demographics¹

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employees by region	count	GRI 2021 2-7	2,616	2,663	2,495	-6.3%
NCR	count	GRI 2021 2-7		1,931	1,838	-4.8%
Permanent	count	GRI 2021 2-7		1,796	1,734	-3.5%
Temporary ²	count	GRI 2021 2-7		135	104	-23.0%
Luzon	count	GRI 2021 2-7		513	438	-14.6%
Permanent	count	GRI 2021 2-7		509	431	-15.3%
Temporary ²	count	GRI 2021 2-7		4	7	75.0%
Visayas	count	GRI 2021 2-7		199	191	-4.0%
Permanent	count	GRI 2021 2-7		199	191	-4.0%
Temporary ²	count	GRI 2021 2-7		-	-	
Mindanao	count	GRI 2021 2-7		16	21	31.3%
Permanent	count	GRI 2021 2-7		16	21	31.3%
Temporary ²	count	GRI 2021 2-7		-	-	
Outside Philippines	count	GRI 2021 2-7		4	7	75.0%
Permanent	count	GRI 2021 2-7		4	4	0.0%
Temporary ²	count	GRI 2021 2-7		-	3	

Notes:

■ No data for the reporting year. Reporting for this topic began in 2023.

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Employee Demographics¹

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Employees by Type of Contract	count	GRI 2021:2-7	2,616	2,663	2,495	-6.3%
Permanent	count	GRI 2021:2-7	2,455	2,524	2,381	-5.7%
Temporary ²	count	GRI 2021:2-7	161	139	114	-18.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Permanent employees by rank and gender	count	GRI 2021:2-7		2,524	2,381	-5.67%
Senior Management	count	GRI 2021:2-7		207	217	4.83%
Male	count	GRI 2021:2-7		107	110	2.80%
Female	count	GRI 2021:2-7		100	107	7.00%
Middle Management	count	GRI 2021:2-7		1,690	1,583	-6.33%
Male	count	GRI 2021:2-7		1,001	934	-6.69%
Female	count	GRI 2021:2-7		689	649	-5.81%
Rank and File	count	GRI 2021:2-7		627	581	-7.34%
Male	count	GRI 2021:2-7		564	524	-7.09%
Female	count	GRI 2021:2-7		63	57	-9.52%

Notes:

■ No data for the reporting year. Reporting for this topic began in 2023.

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Employee Demographics¹

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Permanent employees by rank and age	count	GRI 2021:2-7		2,524	2,381	-5.67%
Senior Management	count	GRI 2021:2-7		207	217	4.83%
Under 30 years old	count	GRI 2021:2-7		4	1	-75.00%
30-50 years old	count	GRI 2021:2-7		179	191	6.70%
Over 50 years old	count	GRI 2021:2-7		24	25	4.17%
Middle Management	count	GRI 2021:2-7		1,690	1,583	-6.33%
Under 30 years old	count	GRI 2021:2-7		524	444	-15.27%
30-50 years old	count	GRI 2021:2-7		1,025	1,020	-0.49%
Over 50 years old	count	GRI 2021:2-7		141	119	-15.60%
Rank and File	count	GRI 2021:2-7		627	581	-7.34%
Under 30 years old	count	GRI 2021:2-7		84	74	-11.90%
30-50 years old	count	GRI 2021:2-7		426	412	-3.29%
Over 50 years old	count	GRI 2021:2-7		117	95	-18.80%

Notes:

■ No data for the reporting year. Reporting for this topic began in 2023.

- Employee demographics pertain solely to individuals directly employed by Manila Water.
Our talent pool is largely centralized in the Philippines, where our headquarters and primary operations are located. While we maintain a limited presence in other regions, it does not materially affect our workforce or operations.
- Temporary employees refer to those hired on a fixed-term basis.
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Board of Directors Demographics

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Board of Directors by gender	count	GRI 2016:405-1	10	11	9	-18.2%
Male	count	GRI 2016:405-1	9	9	7	-22.2%
Female	count	GRI 2016:405-1	1	2	2	0.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Board of Directors by age	count	GRI 2016:405-1	10	11	9	-18.2%
Under 30 years old	count	GRI 2016:405-1	-	-	-	
30-50 years old	count	GRI 2016:405-1	-	1	1	0.0%
Over 50 years old	count	GRI 2016:405-1	10	10	8	-20.0%

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New Employee Hires

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total new employee hires by gender¹	count	GRI 2016:401-1	486	494	271	-45.1%
Male	count	GRI 2016:401-1	309	316	175	-44.6%
Female	count	GRI 2016:401-1	177	178	96	-46.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total new employee hires by age¹	count	GRI 2016:401-1	486	494	271	-45.1%
Under 30 years old	count	GRI 2016:401-1	242	269	130	-51.7%
30-50 years old	count	GRI 2016:401-1	233	213	132	-38.0%
Over 50 years old	count	GRI 2016:401-1	11	12	9	-25.0%

Notes:

1. Include only external recruits across different business units.

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Employee Turnover

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employee turnover by gender¹	count	GRI 2016:401-1	339	431	441	2.3%
Male	count	GRI 2016:401-1	197	263	295	12.2%
Female	count	GRI 2016:401-1	142	168	146	-13.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employee turnover by age¹	count	GRI 2016:405-1	339	431	441	2.3%
Under 30 years old	count	GRI 2016:405-1	101	133	118	-11.3%
30-50 years old	count	GRI 2016:405-1	151	232	247	6.5%
Over 50 years old	count	GRI 2016:405-1	87	66	76	15.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total turnover rate by gender³	count	GRI 2016:401-1	13%	16%	17%	0.8%
Male	count	GRI 2016:401-1	12%	15%	17%	2.2%
Female	count	GRI 2016:401-1	16%	19%	17%	-2.1%

Note:

1. Includes internal transfers and covers both permanent and temporary employees
2. Turnover Rate = Total turnover of the current year / Average workforce of the previous and current year
3. One-third of total turnover was due to retirement.

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Employee Turnover

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total turnover rate by age⁴	count	GRI 2016:405-1	13%	16%	17%	0.8%
Under 30 years old	count	GRI 2016:405-1	14%	20%	19%	-0.6%
30-50 years old	count	GRI 2016:405-1	10%	14%	15%	0.6%
Over 50 years old	count	GRI 2016:405-1	24%	20%	27%	6.3%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total turnover rate⁵	count	GRI 2016:405-1	13%	16%	17%	0.8%

Note:

1. Includes internal transfers and covers both permanent and temporary employees

2. Turnover Rate = Total turnover of the current year / Average workforce of the previous and current year

3. One-third of total turnover was due to retirement.

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Training and Education

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total training hours by gender¹	number of hours	GRI 2016:401-1	65,892	73,178	72,555	-0.9%
Male	number of hours	GRI 2016:401-1	41,476	48,023	46,784	-2.6%
Female	number of hours	GRI 2016:401-1	24,416	25,155	25,771	2.4%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total training hours by rank¹	number of hours	GRI 2016:404-1	65,892	73,178	72,555	-0.9%
Senior Management	number of hours	GRI 2016:404-1	6,268	6,707	8,389	25.1%
Middle Management	number of hours	GRI 2016:404-1	50,540	51,598	56,613	9.7%
Rank and File	number of hours	GRI 2016:404-1	9,084	14,873	7,553	-49.2%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Count of trained employees by gender¹	count	GRI 2016:404-1	2,635	2,896	2,819	-2.7%
Male	count	GRI 2016:404-1	1,668	1,900	1,849	-2.7%
Female	count	GRI 2016:404-1	967	996	970	-2.6%

Note:

1. Training data also include records of separated employees.
2. Starting 2023, average training hours = total training hours of permanent employees/total permanent employees

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Training and Education

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Count of trained employees by rank¹	count	GRI 2016:404-1	2,635	2,896	2,819	-2.7%
Senior Management	count	GRI 2016:404-1	185	280	244	-12.9%
Middle Management	count	GRI 2016:404-1	2,027	1,956	1,955	-0.1%
Rank and File	count	GRI 2016:404-1	423	660	620	-6.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Average training hours per employee²	Average hours	GRI 2016:404-1	25	29	30	5.1%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Average training hours by gender²						
Male	Average hours	GRI 2016:404-1	25	29	30	4.1%
Female	Average hours	GRI 2016:404-1	25	30	32	6.9%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Count of trained employees by rank²						
Senior Management	Average hours	GRI 2016:404-1	34	32	39	19.3%
Middle Management	Average hours	GRI 2016:404-1	25	31	36	17.1%
Rank and File	Average hours	GRI 2016:404-1	21	24	13	-45.2%

Note:

1. Training data also include records of separated employees.
2. Starting 2023, average training hours = total training hours of permanent employees/total permanent employees

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Benefits to Full-Time Employees

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total Employees entitled to parental leave	count	GRI 2016:401-2		1,915	2,006	4.8%
Number of employees entitled to maternity leave	count	GRI 2016:401-2		900	846	-6.0%
Number of employees entitled to paternity leave	count	GRI 2016:401-2		980	1,136	15.9%
Number of employees entitled to solo parent leave	count	GRI 2016:401-2		35	24	-31.4%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employees who took parental leave	count	GRI 2016:401-2		203	189	-6.9%
Maternity leave	count	GRI 2016:401-2		67	57	-14.9%
Paternity Leave	count	GRI 2016:401-2		80	57	-28.8%
Solo Parent Leave	count	GRI 2016:401-2		56	75	33.9%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total employees who returned to work in the reporting period after parental leave ended	count	GRI 2016:401-2		191	145	-24.1%
Maternity leave	count	GRI 2016:401-2		50	34	-32.0%
Paternity Leave	count	GRI 2016:401-2		85	57	-32.9%
Solo Parent Leave	count	GRI 2016:401-2		56	54	-3.6%

Note:

 No data for the reporting year. Reporting for this topic began in 2023.

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Occupational Health and Safety - Employees

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Fatality as a result of a work-related injury	count	GRI 2018:403-9	1	1	-	-100.0%
Disabling or high-consequence work-related injury, excluding fatality	count	GRI 2018:403-9	-	-	-	
Recordable work-related injury¹	count	GRI 2018:403-9	3	6	27	350.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total number of hours worked	number of hours	GRI 2018:403-9		5,710,001	5,548,265	-2.8%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total Lost Time Injury Rate²	rate		0.38	0.46	0.00	-100.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total rate of fatalities as a result of work-related injury³	rate	GRI 2018:403-9		0.23	0.00	-100.0%

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total rate of high-consequence work-related injuries (excluding fatalities)⁴	rate	GRI 2018:403-9		0	0	-

KPI	Unit of measure	Reference Standard	2022	2023	2024	% Change
Total rate of recordable work-related injuries⁵	rate	GRI 2018:403-9		1.37	4.87	254.4%

Note:

 No data for the reporting year. Reporting for this topic began in 2023.

1. Previously reported as a non-disabling injury, this covers incidents that have resulted in consequences for an employee's safety.
2. Lost-time injury rate = (No. of Lost Time Incidents/Safe Manhours)*1,000,000
3. Rate of fatalities as a result of work-related injury = (No. of Fatality/Safe Manhours)*1,000,000
4. Rate of high-consequence work-related injuries (excluding fatalities) = (No. of high-consequence work-related injuries/Safe Manhours)*1,000,000
5. Rate of recordable work-related injuries = (Number of recordable work-related injuries/Safe Manhours)*1,000,000

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Governance Data

KPI	2022	2023	2024
ESG Ratings¹			
CDP - Water Security	(B) Management Level	(A-) Leadership Level	(A) Leadership Level
CDP - Climate Change	(B) Management Level	(B) Management Level	(B) Management Level
Sustainalytics ²	27.1 - Medium Risk	22.1 - Medium Risk	22.6 - Medium Risk
MSCI	B	BB	BB
Whistleblower			
Reported whistleblowing cases through various reporting channels	3	6	5

Note:

1. The ESG rating score corresponds to the time of its release by the rating agency.
2. Last update is as of May 23, 2024

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