



CLARK WATER

A MANILA WATER
PHILIPPINE VENTURES COMPANY

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CLARK WATER TAKES FLIGHT

15 YEARS OF ACCELERATING GROWTH AND DEVELOPMENT IN CLARK, PAMPANGA

MESSAGE FROM CLARK WATER

To our valued stakeholders,

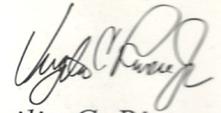
It has been an exciting 15-year journey for Clark Water Corporation. Over the years, we have been seen as a major player in driving economic growth for the Clark Freeport and Special Economic Zone, staying true to our commitment in providing world-class water and used water services within our concession area.

Our success would not have been possible without you, our partners, who continue to share and champion our advocacies. As we continue on this path of sustaining progress, we remain focused in moving forward with all determination. Obstacles will rise before us, and while we have these wonderful stories to share with you today, we know that this ride is not yet complete. Stimulated by a culture of excellence and innovation, we are confident that we will surpass the hurdles that will come our way, hitting our set goals and overtaking our previous accomplishments.

Rest assured that we will carry on in strengthening this collaboration through programs that redound to economic, environmental, and social impacts. We will continue to embrace sustainable solutions that will meet present needs, as well as future challenges, through consistent quality service.

An equally fascinating journey now lies ahead of us. As we work closely together in reaching our shared vision of sustainable development, we will as one team grow stronger than ever to lead to positive transformation in the areas we serve.

In this time of thanksgiving, on behalf of Clark Water, let me extend my warmest greetings to you, your families and your communities. May you all have a happy and meaningful holiday season!



Virgilio C. Rivera, Jr.
President and CEO,
Manila Water Philippine Ventures



ABOUT THE COVER

Cover shows an aircraft at the Clark International Airport poised to takeoff while another plane soars in the skies.

Special thanks to the Clark International Airport Authority (CIAC).



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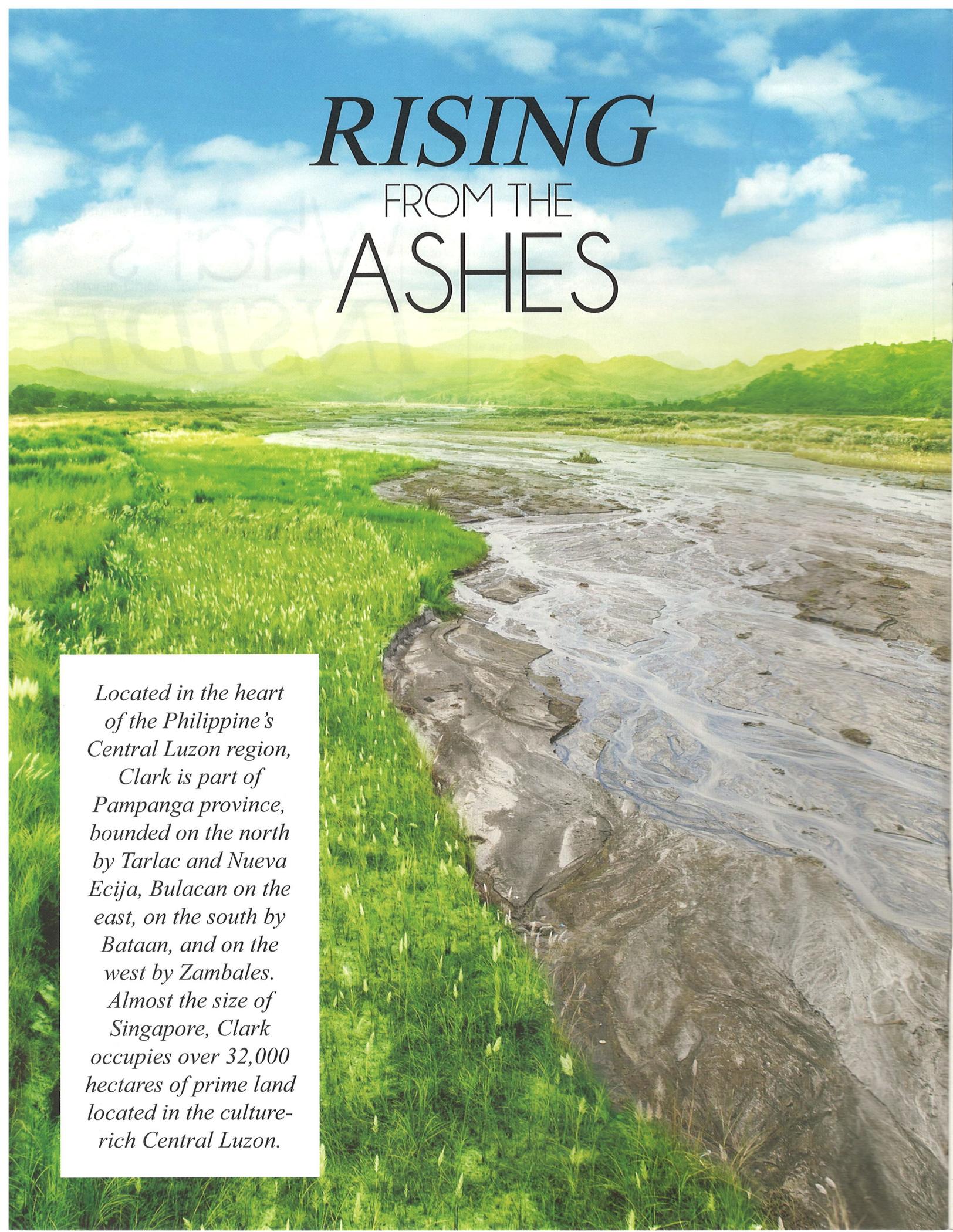
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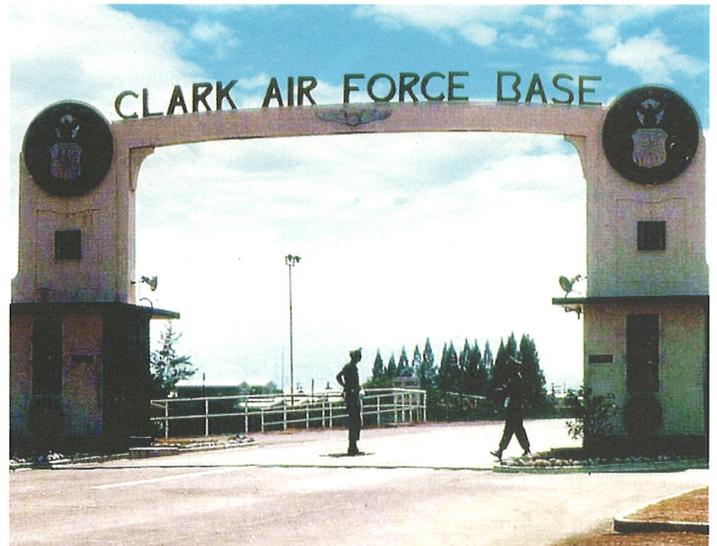


RISING FROM THE ASHES

Located in the heart of the Philippine's Central Luzon region, Clark is part of Pampanga province, bounded on the north by Tarlac and Nueva Ecija, Bulacan on the east, on the south by Bataan, and on the west by Zambales. Almost the size of Singapore, Clark occupies over 32,000 hectares of prime land located in the culture-rich Central Luzon.

History tells us that the country once saw Clark as the largest US military base outside America. Originally established as Fort Stotsenburg through an executive order signed by President Theodore Roosevelt in 1903, it was developed to become what is known today as Clark Air Base, which served as a stronghold of combined Filipino and American forces during the end of World War II. It has remained so until 1966 when the duration of the Bases Agreement was reduced from 99 to 25 years, and finally in 1991 when the Philippine government terminated the Treaty of Friendship, Cooperation and Security entirely. But what further triggered the US to withdraw all American forces from the Philippines was the eruption of Mount Pinatubo in 1991, which is considered to be the 20th century's second largest volcanic eruption. It was then that they had agreed to turn Clark over in 1992 and set in motion the closure of Subic the following year, ending a century of US military presence in the Philippines.

Clark belongs to a region shaped by a long geological process of sedimentary and volcanic formation, providing conditions for fertile vegetation and adaptive settlement.



From the top: In 1947, the Philippines and the U.S. signed the Military Bases Agreement, which guaranteed American possession of U.S. bases in the Philippines for 99 years; Clark Air Base served as a staging point for Vietnamese refugees; The eruption of Mount Pinatubo not only caused significant damage to the infrastructure and economy of surrounding cities, it also brought about damaging effects to the ozone layer.



Clark International Airport is a convenient choice for travellers who want to avoid the hustle and bustle of Manila's congested airport.



CLARK TODAY

Now, more than two decades later, Clark has evolved from being a place that was once engulfed in lahar to a bustling tourist destination that is popular especially among families who want to have a quick getaway from the rush of city life. To the uninitiated, Clark offers more than just duty-free shops. In fact, it is occupied by a diverse set of attractions that cater to different people. It is also home to one of the biggest aviation complexes in Asia, which boasts of runways that can accommodate new generation wide-bodied aircrafts.



How to get to Clark

From Manila, take the North Luzon Expressway (NLEX) and exit at Dau, Mabalacat City, Pampanga. Make a left turn towards Angeles City and then a right turn toward Clark. It may also be reached via the new Subic-Clark-Tarlac Expressway (SCTEX).

The map illustrates the road network connecting Manila to Clark International Airport. Key locations and roads shown include:

- Manila:** The starting point, with roads like EDSA and NLEX.
- NLEX (North Luzon Expressway):** The main route north from Manila.
- Exits:** Dau, Mabalacat City, and Angeles City.
- Clark Area:** Clark International Airport, Clark Cemetery, Korean Town, and various local roads like Friendship Gate, Balibago, and Abadan Bridge.
- SCTEX (Subic-Clark-Tarlac Expressway):** An alternative route from the south.
- Other Landmarks:** The Medical City, SM City Clark, Shell, and Metro Supermarket.

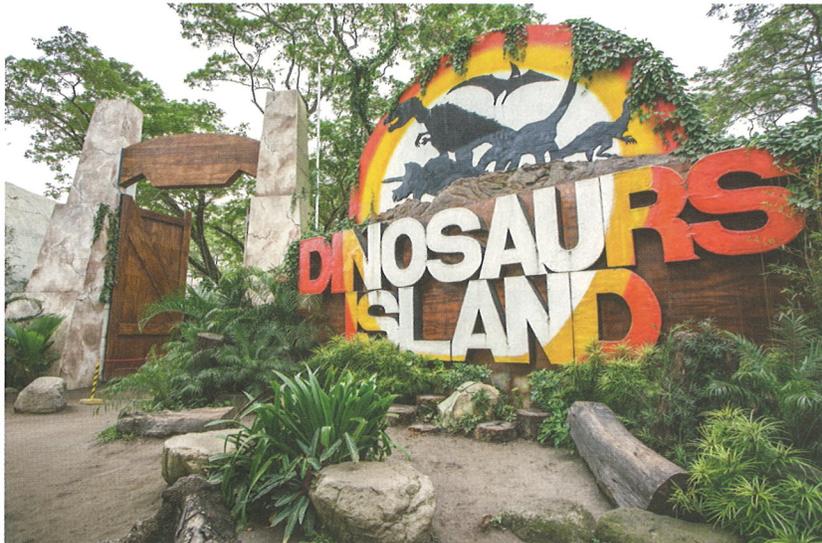
Enrich your cultural experience at the newly-renovated **Clark Museum** that houses an expanded collection of artifacts and interactive displays. It also features a 4D Theater that plays a short film narrating the history of Clark and its surrounding areas.

Address: Henry Ave.,
Clark, Pampanga
Hours: Mon to Sun,
9:00 AM to 5:00 PM



Go back in time at **Dinosaurs Island** and get a firsthand experience of life during the Jurassic period.

Address: Clark Picnic Grounds, Gil Puyat Ave.,
Mabalacat City,
Pampanga
Hours: Mon to Sun,
9:00 AM to 5:00 PM



Satisfy your need for speed at the **Clark International Speedway**, an international-standard racing facility located at the very heart of Clark.

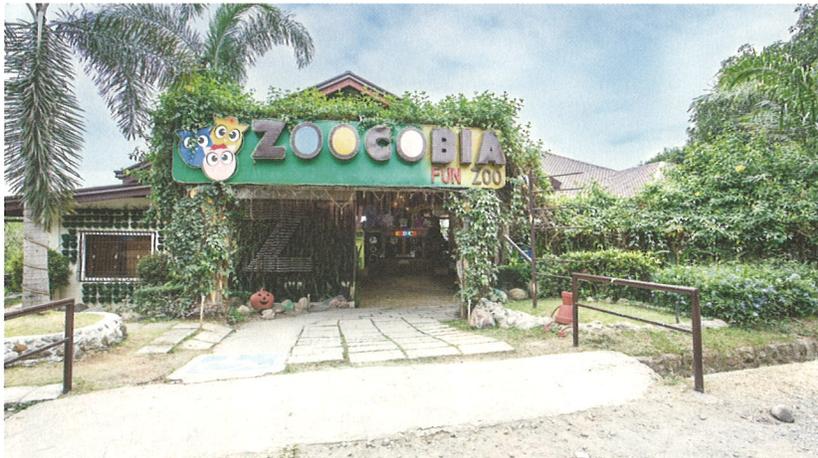
Address: Panday Pira Street,
Clark Freeport Zone, Pampanga
Hours: Mon to Sun,
9:00 AM to 5:00 PM





Experience the entire Philippines without leaving Clark by exploring the **Nayong Pilipino** park, a miniature version of the diverse Philippine islands representing the cultural richness of the various regions in the country.

Address: Centennial Road, Clark Freeport Zone, Pampanga
Hours: Mon to Sun, 9:00 AM to 6:00 PM



Located inside the Paradise Ranch grounds, **Zoocobia Fun Zoo** is one of the most interactive zoos in the country as it allows visitors to interact with various animals.

Address: Calumpang, Mabalacat City, Pampanga
Hours: Mon to Sun, 9:00 AM to 5:00 PM



For a more relaxing vibe, head on to the **Clark Parade Grounds** which is conducive for family picnics what with the trees standing around to provide shade to visitors. It is also a popular place among joggers.



Take your family on a relaxing outing at **Paradise Ranch**, a nature and conservation park nestled at the hills of Clark Sacobia Valley. It provides a scenic view of Clark Freeport Zone, Mt. Arayat and Mt. Pinatubo.

Address: Calumpang, Mabalacat City, Pampanga
Hours: Mon to Sun, 9:00 AM to 5:00 PM

Clark is a haven of hotels and resorts and offers various recreational possibilities perfect for travellers!



Just half an hour away from Clark is San Fernando, Pampanga, where the highly-anticipated Giant Lantern Festival—known to the locals as Ligligan Parul—is held annually in December. San Fernando is also known as the “Christmas capital of the Philippines.”

THE *CLARK WATER* STORY BEGINS



Clark Development Corporation (CDC) manages the Clark Special Economic Zone and enables locators to generate productive economic activity, including employment, export and investment. For many years, Clark Water has been a consistent partner of CDC in its mandate to develop, manage and operate the Clark Zone into an international gateway and major business hub for many companies worldwide.

Historical Milestones in Clark's Water Supply and Sewerage System

1900s

The Americans built and operated the original water and sewerage systems in Clark Air Base. During this period, Clark had the most urbanized military facilities and basic services infrastructure.

1991

The Americans ended their century-long military presence in the region. Coupled with the harsh series of volcanic eruptions by Mount Pinatubo, Clark Air Base, already drenched in a sea of ash, sustained major damages. Clark Development Corporation (CDC) took over operations as soon as the American bases left.

1996

CDC entered into a joint venture with a Malaysian-led firm (KT-1) for the operations of Clark's water and sewerage systems.

CDC took over Clark Water's operations. Water supply service had become poor and insufficient given a very high system losses of 54 percent. Similarly, the sewerage system was non-operational. Such circumstances prompted CDC to seek intervention from the private sector.

2000

After a bidding process, a 25-year concession contract between Vivendi Water Philippines and CDC was formed, paving the way for Clark Water Corporation, which serves Clark Freeport and Special Economic Zones.

Clark Water was mandated to finance, rehabilitate, expand, operate, maintain and manage the existing and new water and sewerage facilities to service the customer base in the Clark Freeport Zone and Special Economic Zone.

2011

Manila Water acquired 100 percent of Clark Water Corporation by signing a sale and purchase agreement with Veolia Water Philippines, Philippine Water Holdings Company Inc., and Veolia Eau-Compagnie Generale Des Eaux, making the wholly-owned subsidiary a part of the Ayala conglomerate.

2014

Clark Water's 25-year concession contract with CDC was extended by another 15 years up to year 2040.

2015

Clark Water celebrates 15 years of service.

CLARK WATER:

GIVING WORLD-CLASS SERVICE

COVERAGE

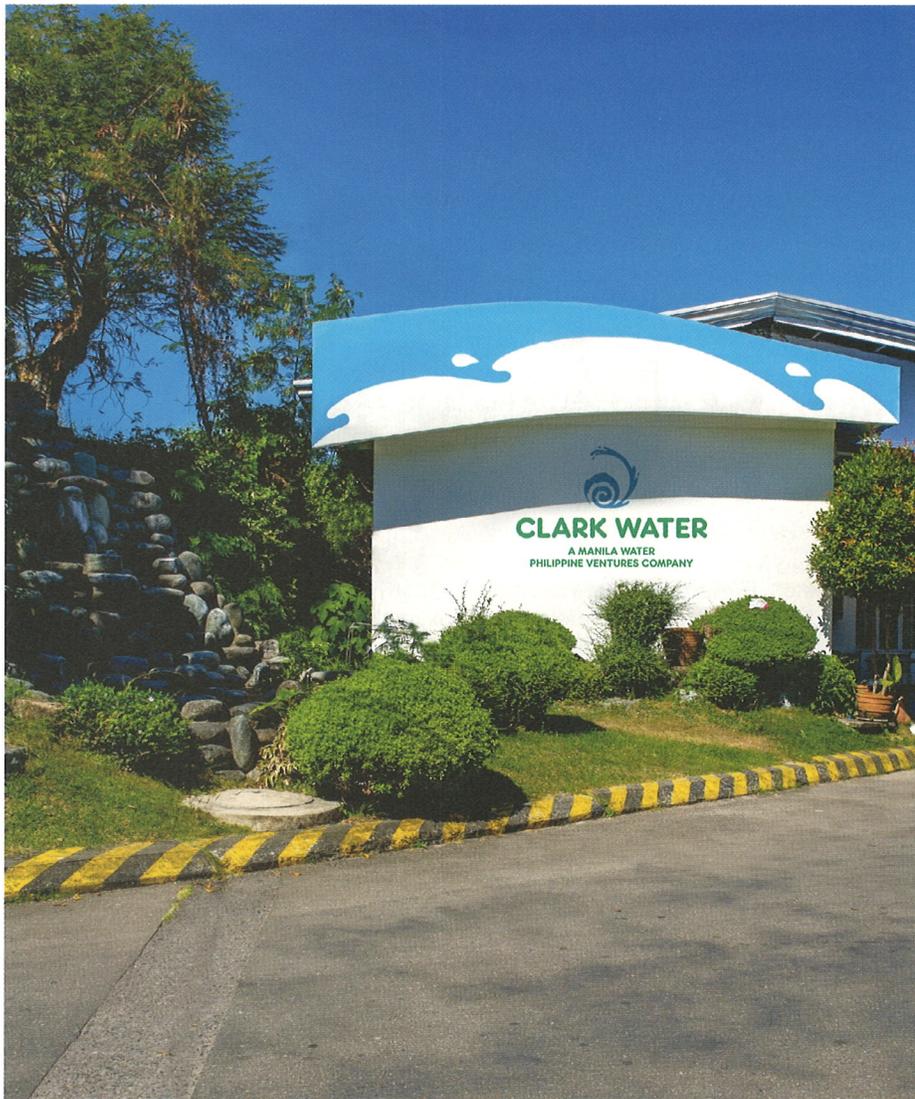
Clark Special
Economic Zone
in the Province
of Pampanga

SERVICES

Sole provider
of water and used water services
(sourcing, treating and distributing
clean water, and collection
and treatment of
used water)

CUSTOMER BASE

> 1,900
industrial/commercial locators
and residential
customers in Clark



Clark Water has infused massive capital investments to address the water and sewer problems in the area. Existing infrastructure have been rehabilitated, and additional water supply and used water treatment facilities have been constructed to boost system efficiency.

As Clark Water continues its pursuit of becoming a premier water, used water, and environmental services provider, it remains steadfast in its commitment to excellence.

Currently, Clark Water operates 31 deepwells and 5 reservoirs that supply 45 million liters per day of potable water. Deepwells are designed and operated in compliance with the water extraction volume set by the National Water Resources Board to ensure sustainable use of groundwater reserves.



Aside from regular disinfection with chlorine, deepwell sources also undergo specialized treatment such as De-manganese Iron-65 (DMI-65) for iron and manganese removal and other water filtration processes to improve overall water quality.



Various tools and processes have been implemented by Clark Water to improve business operations and processes. These include the Water Utility Management System (WUMS), which has enabled faster turnaround time in resolving customer concerns, SAP integration of financial and business transactions, Supervisory Control and Data Acquisition (SCADA) automation system for facilities, Geographic Information System (GIS) of water and used water assets, and Computerized Maintenance Management System (CMMS) for asset management.



To guarantee water potability, regular water quality sampling and testing are conducted to achieve compliance with the Philippine National Standards for Drinking Water (PNSDW).



Clark boasts of an excellent sewerage system, which includes a piped sewer network, sewage lift stations and centralized sewage treatment plants. Used water treatment capacity currently stands at approximately 27 million liters per day. Keeping up with the projected increase in used water generated within Clark in the future, the company has lined up upgrades and other enhancements that will increase treatment capacity.



OPERATIONAL ENHANCEMENTS

A *REMARKABLE* TRACK RECORD

Over the past 15 years, Clark Water has seen significant improvements in the water and used water conditions in its service area.

WATER SUPPLY

Potable water at adequate pressure is delivered to almost 2,000 connections, 6.8 percent of which are industrial customers. Supply capacity has increased by more than three-fold from 12 million liters per day in 2000 to around 45 million liters per day to date.

WATER QUALITY

Potability is assured through consistent compliance with the Philippine National Standards for Drinking Water (PNSDW).

CUSTOMER SATISFACTION

91 percent of customers have reported satisfaction with Clark Water's overall service in 2014, an increase of 5 percent from the last survey conducted in 2011.

USED WATER CAPACITY AND EFFLUENT QUALITY

Used water collection and treatment capacity is now approximately at 27 million liters per day compared to zero during pre-concession period. Effluent consistently complies with stringent quality standards.

SYSTEM EFFICIENCY

Non-revenue water or system losses have successfully been reduced from 54 percent in 2000 to a single-digit four percent, an impressive feat by industry standards.

*Various awards and citations validate
Clark Water's outstanding dedication to provide excellent service
while fulfilling the triple bottom-line.*



TRIPLE ISO CERTIFICATION

For the past 10 years, Clark Water was able to secure three ISO certifications from TÜV Rheinland for its Integrated Management System (IMS) – ISO 14001:2004 Environmental Management System, ISO 9001:2008 Quality Management System, and OHSAS 18001:2007 Occupational Safety and Health Management System – a milestone that demonstrates commitment to achieving total customer satisfaction while caring for the environment and ensuring safety and health of its workforce.

ENVIRONMENTAL RECOGNITIONS

Clark Water has been recognized by CDC, DENR-EMB and the Environmental Practitioners Association for its outstanding record of compliance with national environmental standards and for its continuous support and contribution to various environmental initiatives. The company has also been accorded with an Eco-Switch Award by the Green Philippines Island of Sustainability (GPIoS) project, funded by the European Union's SWITCHAsia program, for successfully implementing environmental measures that yield both financial and ecological benefits.

CLARK WATER *CARES*

Clark Water takes after its parent company Manila Water's firm commitment to sustainability.

Beyond the delivery of world-class services, Clark Water upholds a holistic triple bottom-line approach of preserving natural resources, transforming communities and contributing to nation-building through the OPLAN C.A.R.E. umbrella program.



Oplan C.A.R.E. (Clean-up, Aid-giving, Rehabilitation and Education) encapsulates all corporate social responsibility initiatives of Clark Water and serves as its flagship sustainability program.

CLEAN-UP



These are both internally conducted and externally supported activities in relation to environmental protection and solid waste management.

A yearly initiative of clean-up activities was designed to clear the waterways in adjacent coasts, from the Subic shoreline all the way to Bataan.

AID-GIVING



Clark Water provides assistance to disaster-stricken communities within and beyond its concession area in the form of hydration support or distribution of relief goods.

REHABILITATION

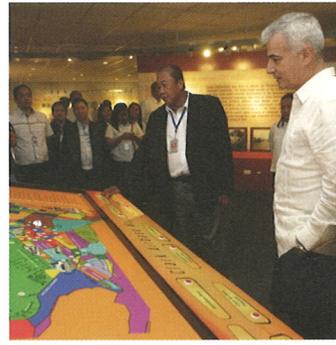


Community assistance is given through repair of water systems, improvement in sanitation, or promotion of self-development through educational advancement or work opportunities. Indigenous communities populating the mountainous sub-zone area of Clark are some of the beneficiaries.

EDUCATION



Information, education and communication programs aiming to increase awareness on various water and other environmental topics are given to institutions like the Air Force City Elementary school, the sole public elementary school located inside Clark Freeport Zone. Clark Water also joins the annual Global Handwashing Day celebration.



ONE COMPANY, ONE TEAM: THE DRIVING FORCE BEHIND CLARK WATER



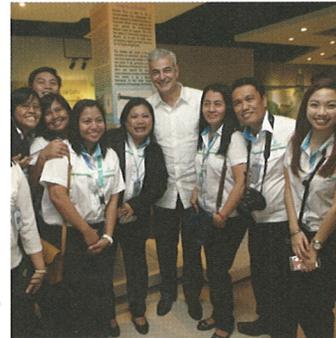
At the heart of all sustainability efforts are the people of Clark Water. The company regards its lean workforce of almost 70 employees as its most important asset and key to the continued growth of the business. The team of Clark Water has successfully worked together in propelling the organization to where it is now — a world-class water and used water service provider, and reliable partner in the country's economic development.



Clark Water's brand of care begins at home through various employee engagement programs promoting camaraderie and teamwork while boosting individual excellence, which collectively lead to attaining company goals and sustaining growth for the organization.



Clark Water is headed by President Virgilio C. Rivera, Jr. and General Manager Maily Lynne B. Quinto. Working hand in hand with the GM is a Leadership Team heading various corporate functions such as Finance, Project Management and Technical Services, Human Resources, Regulatory and External Affairs, Business Operations, Operations, and New Business Development.





CELEBRATING 15 YEARS OF *EXCELLENT CUSTOMER SERVICE*

This 2015, Clark Water celebrates 15 years of providing locators and residents of Clark Freeport and Clark Special Economic Zone with world-class water and used water services.

A major highlight of the 15th year celebration is honoring the hardworking men and women of the company through the selection of the first Huwarang Manggagawa (Model Employee) and President's Pride due to

Performance (P3) employee recognition programs, which were adapted from Manila Water.

In his message during the awarding ceremony, Manila Water Philippine Ventures and Clark Water President Virgilio C. Rivera, Jr. proudly shared that Clark Water's accomplishments were due to the company's employees who have grown and seamlessly transitioned to new management.

President's Pride due to Performance (P3) Awardees:

DAISY LACAP
Accounting Manager

LAILANI BAUTISTA
Admin. Officer

PRECIUS DAVID
HR Manager

NOEL VILLALUNA
IT Manager

GIOVANNI OCAMPO
Laboratory Services Manager

MARCO AÑASCO
Water and Used Water Operations Manager

Huwarang Manggagawa (HM) Awardees:

ALVIN DIZON
Heavy Equipment Mechanic

FERNANDO DATU
Warehouse Custodian

JOSELITO TEOPACO
HR Assistant

RECTO GONZAGA, JR.
Meter Technician

WALTER ROMERO
Meter Reader

WHAT OUR *PARTNERS* AND



DAISY LACAP
*Accounting Manager
Clark Water*

The greatest resource of any organization is its human resource. To keep them motivated means ensuring a two-way process of growth. Employees realize their potential and efficiency through favorable employee engagements. In return, the company performs very well in attaining their specific targets. Clark Water implements programs that encourage us to harness and enhance our capabilities. Given these positive impacts on professional growth, it spawns corporate commitment that helps attain corporate goals. To accomplish these commitments, we are provided with proper training and exposure to improve specific competencies in doing the task at hand. Recognition of exemplary performance spurs motivation to greater heights. These create a cycle that benefits both employee and employer.



ARCH. TARCITIUS TIOTUYCO
*Manager, Construction and Utilities Permits
Clark Development Corporation*

Clark Water Corporation has ISO certifications in three different fields — quality, environment and health. They have managed properly what was left by the Americans. It is only Clark Water that has an active STP or Sewage Treatment Plant basically in the whole of Pampanga or even the whole of Region 3. On top of that, the standards are comparable to international standards. We're very, very happy to partner with Clark Water Corporation.



BONIFACIO ESTANISLAO
*Barangay Captain
Brgy. Marcos Village*

Ang tubig ay buhay sa mga tao ng Marcos Village (Water means life to Marcos Village). Since 2002, I have seen how water provision in my village has improved. We have always counted on Clark Water to supply clean and potable water to Marcos Village. Now we are in a situation that the demand for water has grown because of the increasing population of the Barangay. When we referred this to Clark Water, the company has set forth a program for water supply to reach even the houses in the farther areas. The option that they gave us to have individual meters will also promote responsible water use among the people. With this, I am truly grateful for the support of Clark Water to the development and improving livelihood of Marcos Village.



COL. DIONISIO ROBLES
*Chief of Command Staff, Air Logistics Command
Philippine Air Force / PAF resident*

I have been a resident of Clark for the past years and I am proud to say that the relationship of PAF City residents with Clark Water has significantly progressed to a point of trust and openness between the two. I remember there was a low pressure problem in one of our barracks. Despite our efforts, we were not able to resolve it. We sought Clark Water's assistance though we knew it was no longer part of their scope but Clark Water willingly extended their support. And immediately, they were able to trace the problem and restored normal water supply.



STAKEHOLDERS SAY



CARMENCITA DOBLES

Health and Safety Manager
Clark Development Corporation

Clark Water has been a valuable partner in providing safe water to the Clark Freeport Zone. Its commitment to ensure adequate and sustainable water supply has been proven through the years utilizing appropriate and ecologically sound technologies. CWC is fully cooperating with the government monitoring bodies and its compliance with the standards signifies its determination in attaining goals on water safety. Hence, the Clark Development Corporation is committed to support the objectives of Clark Water in providing safest water to the zone.

BERNARD YUMUL

Boiler Supervisor
Yokohama Tires Phils. Inc.



It is a big help that Clark Water is here. We use water here for our boiler, for our cooling towers, without water we cannot produce tires. Investors check on the water volume and quality being supplied to the plant, Clark Water Corporation is able to provide that to their locators.

We are very satisfied with the quality of service that Clark Water has provided to consistently meet our water requirements, from reliable availability to stable pressure. Communicating with Clark Water has become easy and trouble-free even at night and during weekends. Dedicated Clark Water officers are always standing by to answer our calls and queries. This is comforting to us knowing that we can always rely on them to quickly respond if we do encounter any problem. Clark Water truly understands how important water is to our operation.

AILEEN YABUT

Teacher
Air Force Elementary School, Clark



They went to our school to conduct an activity on biodiversity. The second time they came to the school, they offered another activity. They brought speakers who talked about Global Handwashing Day. They shared its significance and how it started. They taught the children the proper way to wash our hands and why it is important. What I can say to Clark Water is thank you very much.

ENGR. ELISA DIMALIWAT

Chief of Planning, Programming, MIS and Statistical Division
DENR - Environmental Management Bureau (Region III)



Clark Water has been supportive to DENR-EMB's programs and projects. Its compliance with the DENR-EMB regulations can be manifested by the entire operation and participation of their members in regular meetings. We look forward to Clark Water's continued improvement in its operation and implementation of projects that would redound to the greater benefits of its clientele especially in Clark Freeport Zone.

BEYOND THE HORIZON

By year 2020, Clark is envisioned as a leading industrial estate and premier service and logistics hub with facilities for tourism and leisure. The master plan for the vast land in the 4,400-hectare main zone and 27,600-hectare sub-zone reveals a transformation of Clark

into an airport-driven urban center with mixed-use developments for high-end IT enabled industries, aviation and logistics related enterprises, manufacturing firms, commercial centers, hotels and restaurants and other recreational purposes.

Hailed as an economic corridor in the Asia-Pacific, Clark positions itself as a fast-growing prime location for investment. Clark hosts a number of industrial and business firms, both foreign and local, and these locators benefit from the various amenities offered in Clark.

- **WORLD-CLASS WATER AND SEWERAGE INFRASTRUCTURE**
- Modern facilities on telecommunications, power, road network and other utility services
- Access to a 2,500-hectare modern aviation complex designated as the country's future premier gateway site
- Generous fiscal and non-fiscal incentives such as waiver of local and national taxes, provision for 100 percent foreign equity on most industries and duty-free status
- Access to a pool of highly trainable and English proficient skilled labor

Source: Clark Development Corp.





Clark Water recognizes its vital role in realizing Clark Development Corporation's vision of transforming the Freeport and Economic Zone into a world-class site for various industries. With all the planned developments about to unfold, Clark Water is geared up and ready to take on the future.

Clark Water' sustainability journey reaches new heights with a drive to optimize the core business and expand service to benefit more customers.

MORE CUSTOMERS

Clark Water is committed to providing sufficient and potable water not just to all existing and new locators but also to more communities in need of this basic service.

EXPANDED SERVICES

Plans are underway to offer customer-specific type of water for certain businesses and industries based on their special requirements.

NEW WATER SOURCE

Recognizing the adverse environmental impact of groundwater extraction, Clark Water is exploring to tap surface water as a renewable sustainable source. Studies on Sacobia, Marimla and other rivers in Pampanga are being conducted to lessen dependence on deepwells.



CLARK WATER CORPORATION

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