BALIWAG WATER DISTRICT
Baliwag City, Bulacan

INTEGRATED MANAGEMENT SYSTEM POLICY

Baliwag Water District (BWD) is committed to providing safe, adequate, reliable, and sustainable water supply and septage management services through the effective implementation of an Integrated Management System (IMS) that promotes quality service, environmental protection, and the health and safety of its employees, customers, stakeholders, and the community.

In pursuit of this commitment, Baliwag Water District shall:

QUALITY SERVICE AND CUSTOMER SATISFACTION

Provide quality, safe, adequate, and reliable water supply and septage management services that consistently meet customer requirements, applicable standards such as Philippine National Standard for Drinking Water (PNSDW), and regulatory obligations, while enhancing customer satisfaction through responsive and efficient service delivery.

ENVIRONMENTAL PROTECTION AND SUSTAINABILITY

Protect the environment through the prevention of pollution, sustainable use of natural resources; especially the water resources, responsible waste and wastewater management, conservation of water and energy, and mitigation of environmental impacts arising from our operations, including consideration of climate-related risks and opportunities.

OCCUPATIONAL HEALTH AND SAFETY

Provide safe and healthy working conditions for the prevention of work-related injuries and illnesses by eliminating hazards, reducing occupational health and safety risks, promoting employee well-being, and fostering a proactive safety culture for physical and mental health.

COMPLIANCE AND GOVERNANCE

Fulfil applicable legal, regulatory, and other requirements, including relevant obligations and commitments to customers, employees, government agencies, and other interested parties.

EMPLOYEE ENGAGEMENT AND PARTICIPATION

Promote the consultation, participation, competence, and accountability of employees at all levels in achieving the objectives and effective implementation of the Integrated Management System.

RISK-BASED THINKING AND CONTINUAL IMPROVEMENT

Identify and address organizational risks and opportunities (Quality, Environmental and Safety), strengthen operational controls, enhance institutional capabilities, and continually improve the suitability, adequacy, and effectiveness of the Integrated Management System and its overall performance.

SUSTAINABLE DEVELOPMENT AND COMMUNITY COMMITMENT

Support sustainable development and community well-being by ensuring responsible water resource management, equitable access to essential services, delivery of environmentally sound and socially responsible public utility services, and ensuring learning and development of its employees.

ELOISA E. RAMOS
IMS Management Representative

ENGR. MA. VICTORIA E. SIGNO
General Manager