

**LBP LEASING AND FINANCE CORPORATION**  
**CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES**  
**CY 2019**

Social Responsibility Statement	Activities in 2019
1. We shall deal fairly with all employees, customers/clients, suppliers/contractors and other stakeholders of LBP Leasing and Finance Corporation;	<ul style="list-style-type: none"> <li>➤ Provides the procedures and processing time of transactions with the Corporation in its Citizens' Charter;</li> <li>➤ Makes freely available to the public the printed copies of the Corporation's Citizens' Charter which is also found in the Corporation's website.</li> </ul>
2. We shall <b>not</b> take unfair advantage of employees, customers/clients, suppliers/contractors and other Stakeholders through manipulation, concealment, abuse of confidential or privileged information, misrepresentation of material facts, or any other unfair-dealing practice;	<ul style="list-style-type: none"> <li>➤ Disclosing or misusing confidential or classified information, as well as other norms in dealing with clients, are included in the Code of Conduct as an offense with corresponding penalty;</li> <li>➤ Enforces the No Gift Policy.</li> </ul>
3. We shall be socially and environmentally responsible and act and operate as good corporate citizens;	<ul style="list-style-type: none"> <li>➤ Release of Php50,000.00 annual donation per Memorandum of Agreement with Manila Bay Sunset Partnership Program, Inc. (MBSPPI) to sustain the following programs: <ul style="list-style-type: none"> <li>○ Monthly clean-up activities of Manila Bay and its tributaries;</li> <li>○ Adopt an Estero Program through the use of Effective Microorganisms (EM) Mabuhay Balls to improve water quality;</li> <li>○ Implementation of Binion School Tours to promote the MBSPPI Information, Education and Communication Campaign (IEC) on proper solid and liquid waste management; and</li> <li>○ Other fund-raising and awareness campaign activities.</li> </ul> </li> <li>➤ Participated in the Annual Manila Bay Clean-Up on August 31, 2019 held at the Long Island, Las Pinas-Paranaque Wetland Park</li> </ul>

Social Responsibility Statement	Activities in 2019
	(LPPCHEA), Las Pinas City; ➤ Participation in the 2019 Manila Bay Clean-Up Run on July 7, 2019.
4. We shall recognize and perform the obligations of the Corporation towards the National Government and Land Bank of the Philippines, as our majority stockholder, our employees, customers/clients, suppliers/contractors and other stakeholders, and the communities in which the Corporation operates;	➤ Ensures the inclusion of the National Government Agenda and Priority Programs and Projects in the vision and mission of the Corporation and in its performance targets;
5. We shall protect the reputation and goodwill of the Corporation and abide by the ethical policies as mandated by the Governance Commission for Government-Owned and Controlled Corporations (GCG) with full awareness of the disciplinary implications of breaches of policy;	➤ Enforces the Code of Conduct and Employee Discipline as provided in the Administrative Systems and Procedures Manual of the Corporation; ➤ Enforces the Civil Service Commission policies on No Noon Break and Public Assistance Desk; ➤ Enforces the Anti-Red Tape Act (ARTA); ➤ Annually gathers feedback on the performance of the Corporation and its personnel through a Customer Satisfaction Survey conducted by a Third Party.
6. We shall promptly report to the appropriate authorities any potentially illegal, improper and/or unethical conduct that we may become aware of at our workplace or in connection with our work;	➤ Encourages the reporting of reportable conditions with the institution of the Whistleblowing Policy which allows alternative means of reporting; ➤ Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from the public.
7. We endeavor to create a corporate environment that enables its people to raise genuine and legitimate concerns internally.	➤ Each operations and support group regularly conducts staff meetings for updates on corporate concerns and for suggestions from employees; ➤ Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from employees.