



LBP LEASING AND FINANCE CORPORATION
(A LANDBANK SUBSIDIARY)

**CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES
CY 2023**

Social Responsibility Statement	Activities in 2023
<p>1. We shall deal fairly with all employees, customers/clients, suppliers/contractors and other stakeholders of LBP Leasing and Finance Corporation;</p>	<ul style="list-style-type: none"> • Updated the procedures and processing time of transactions in the Corporation's Citizens' Charter; (Citizen's Charter 2023, 2nd Edition) • Makes freely available to the public the printed copies of the Corporation's Citizens' Charter which can also be downloaded in the Corporation's website. (www.lbpleasing.com)
<p>2. We shall not 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;</p>	<ul style="list-style-type: none"> • Re-orientation of the Code of Conduct to employees and signing of recommitment form held in January 2023 • Amended the Guidelines on Classification, Handling, Access, and Disclosure of Information Assets approved by the Board on November 29, 2023 • Continues enforcement of No Gift Policy.
<p>3. We shall be socially and environmentally responsible and act and operate as good corporate citizens:</p>	<ul style="list-style-type: none"> • In compliance with DOE DO No. 2023-02-008 - Guidelines on Strengthening the Energy Efficiency and Conservation Professionals under the Government Energy Management Program (GEMP), the corporation established its Annual Conservation Plan in June 2023. • Community Outreach in support with Violence Against Women advocacy, which was held on November 29, 2023, in Poblacion Makati Multi-Purpose Hall.
<p>4. We shall recognize and perform the obligations of LLFC towards the National Government and Land Bank of the Philippines, as our majority stockholders, employees, customers/</p>	<ul style="list-style-type: none"> • Ensures the inclusion of the National Government Agenda and Priority Programs and Projects in the vision and mission of LLFC and in its performance targets;



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<p>clients, suppliers/contractors and other stakeholders, and the communities in which LLFC operates;</p>	<ul style="list-style-type: none"> • Conducted Operational Planning CY2023 on November 3, 2022. • Revised on November 21, 2023, the List of Relevant Interested Parties to update their needs and expectation
<p>5. We shall protect the reputation and goodwill of LBP Leasing and Finance 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;</p>	<ul style="list-style-type: none"> • Enforces the Code of Conduct and Employee Discipline as provided in the HR Policies and Procedures Manual of LLFC; • Enforces the Civil Service Commission policies on No Noon Break and Public Assistance Desk; • Enforces the issuances of Anti-Red Tape Act (ARTA); • Implemented Guidelines on the Harmonized Client Satisfaction Measurement Survey in accordance with ARTA MC No. 2023-05, effective August 14, 2023. • Updated the Whistleblowing Policy to incorporate the requirements of GCG MC No.2023-03 – Amending GCG MC No. 2016-02 or the Revised Whistleblowing Policy for the GOCC Sector (<i>Office Circular No. 23-018 – Revised Whistleblowing Policy and Procedures approved on November 29, 2023</i>)
<p>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;</p>	<ul style="list-style-type: none"> • Encourages the reporting of reportable conditions with the institution of the Whistleblowing Policy which allows alternative means of reporting; • Continues enforcement of guidelines on customer complaints management • Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from the public.
<p>7. We endeavor to create a corporate environment that enables its people to raise genuine and legitimate concerns</p>	<ul style="list-style-type: none"> • Each operations and support group regularly conducts staff meetings for updates on corporate concerns and for



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internally.	suggestions from employees; <ul style="list-style-type: none">• Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from employees.