

LBP LEASING AND FINANCE CORPORATION (LLFC)
CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES
CY 2021

Social Responsibility Statement	Activities in 2021
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"> ➤ Provides the procedures and processing time of transactions with the Corporation in its Citizens' Charter; ➤ Makes freely available to the public the printed copies of the Corporation's Citizens' Charter which is also found in the Corporation's website.
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;	<ul style="list-style-type: none"> ➤ 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; ➤ Enforces the No Gift Policy.
3. We shall be socially and environmentally responsible and act and operate as good corporate citizens:	<ul style="list-style-type: none"> ➤ LLFC is committed to support the activities of the Manila Bay Sunset Partnership Program, Inc. (MBSPPI) which are put on hold due to the presence of COVID-19 pandemic. The activities are: <ul style="list-style-type: none"> ○ Monthly clean-up of Manila Bay and its tributaries; ○ Adopt an Estero Program through the use of Effective Microorganisms (EM) Mabuhay Balls to improve water quality in said estero; ○ Implementation of Binion School Tours to promote the MBSPPI Information, Education and Communication Campaign (IEC) on proper solid and liquid waste management; and ○ Other fund-raising and awareness campaign activities. ○ Participation in the Annual Manila Bay Clean-Up/Long

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	Island, Las Pinas-Paranaque Wetland Park (LPPCHEA), Las Pinas City;
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/clients, suppliers/contractors and other stakeholders, and the communities in which LLFC operates;	<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;
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;	<ul style="list-style-type: none"> ➤ Enforces the Code of Conduct and Employee Discipline as provided in the Administrative Systems and Procedures Manual of LLFC; ➤ 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;	<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; ➤ 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.	<ul style="list-style-type: none"> ➤ 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.