

**LBP LEASING AND FINANCE CORPORATION (LLFC)**  
**CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES**  
**CY 2022**

Social Responsibility Statement	Activities in 2022
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>➤ 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"> <li>○ Monthly clean-up 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 in said estero;</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> <li>○ Participation in the Annual Manila Bay Clean-Up/Long</li> </ul> </li> </ul>

Social Responsibility Statement	Activities in 2021
	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"> <li>➤ 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;</li> </ul>
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"> <li>➤ Enforces the Code of Conduct and Employee Discipline as provided in the Administrative Systems and Procedures Manual of LLFC;</li> <li>➤ Enforces the Civil Service Commission policies on No Noon Break and Public Assistance Desk;</li> <li>➤ Enforces the Anti-Red Tape Act (ARTA);</li> <li>➤ Annually gathers feedback on the performance of the Corporation and its personnel through a Customer Satisfaction Survey conducted by a Third Party.</li> </ul>
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"> <li>➤ Encourages the reporting of reportable conditions with the institution of the Whistleblowing Policy which allows alternative means of reporting;</li> <li>➤ Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from the public.</li> </ul>
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"> <li>➤ Each operations and support group regularly conducts staff meetings for updates on corporate concerns and for suggestions from employees;</li> <li>➤ Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from employees.</li> </ul>