

LANDBANK 2018 – 2ND QUARTER PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018
SOCIO-ECONOMIC	SO 1	Expand Financial and Other Services In All Provinces, Cities And Municipalities			
	SM 1	Grow Amount of outstanding loans in the 20 poorest provinces as identified by the PSA	10%	P40.0 B	P 39.21 B
	Increase Amount of Outstanding Loans to Mandated and Priority Sector				
	SM 2a	Small Farmers and Fisherfolk (Mandated Sector)	10%	P47.34 B	P 39.96 B
	SM 2b	Agriculture and Fisheries Sector	10%	P155.0 B	P 151.78 B
	SO 2	Support National Development Programs (micro, small and medium enterprises, communications, transportation, housing (socialized, low cost and medium cost), education, health care, environment-related projects, tourism, utilities and livelihood/salary loans)			
	SM 3	Amount of loans supporting other government programs	10%	P460.0 B	P 463.35 B

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FINANCE	SO 3	Maintain Financial Sustainability			
	SM 4	Increase Net Income	10%	P 15.125 B	P 7.788 B

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018
STAKEHOLDERS	SO 4	Provide the Funding & Assistance in a Timely Manner			
	SM 5	Percentage of Loan Application Processed within the Applicable Turnaround Time (TAT)	5%	95% of loan applications processed within the applicable time	<p>99% of loan proposals are processed within the 15 banking days period</p> <p>98% of loan proposals are processed within the 45 banking days period</p>

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018
STAKEHOLDERS	SO 5	Anticipate The Needs & Provide New/Enhanced Products & Services In A Timely Manner			
	SM 6	Percentage of Satisfied Customers	10%	95% of respondents giving "Satisfactory rating"	<ul style="list-style-type: none"> Preparation of the Procurement Request Form (PRF) – submitted to the Administrative Accounting Department (AAD) on 17 May 2018 (project is already funded). Per AAD, documents were forwarded to Procurement Department (ProcD) on 18 May 2018 Creation of the NCSS Technical Working Group – completed the composition of the members of the team and issued Special Order 758 s. 2018 on 30 May 2018 Terms of Reference – all the members signed off the TOR of the NCSS on 27 June 2018 Request procurement and presentation of the NCSS to HOBAC – CSPDD requested procurement of services for the survey from the HOBAC secretariat/ ProcD on 28 June 2018

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018
STAKEHOLDERS	SO 6	Process CARP Land Transfer In A Timely Manner			
	SM 7	Percentage of CARP claim folders processed within the average turnaround time (30 working days) from receipt of complete documents	5%	100%	

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018							
INTERNAL PROCESS	SO 7	Enhance Banking Operations Through Technological Solutions										
	SM 8	Percentage of Service Availability of Automated Teller Machines and Internet Banking Services	10%	90%	<p>92.15% average ATM availability</p> <p>Internet Banking:</p> <table border="1"> <thead> <tr> <th>System</th> <th>Availability</th> </tr> </thead> <tbody> <tr> <td>Retail Internet Banking System (iAccess)</td> <td>99.88%</td> </tr> <tr> <td>Institutional Internet Banking Facility (WeAccess)</td> <td>99.97%</td> </tr> <tr> <td>LANDBANK Mobile Banking Application (MBA)</td> <td>99.99%</td> </tr> </tbody> </table>	System	Availability	Retail Internet Banking System (iAccess)	99.88%	Institutional Internet Banking Facility (WeAccess)	99.97%	LANDBANK Mobile Banking Application (MBA)
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INTERNAL PROCESS	SO 8	Enhance And Accelerate New Product Development & New Channel Development			
	SM 9	Number of new products and channels developed	5%	<p>Three (3) new products to be developed:</p> <ol style="list-style-type: none"> 1. Farmers Corporative Inclusive Financing Program 2. LBP-DAR-DA Accessible and Sustainable Lending Program for SFF 3. Lending Program for the Locators/Enterprises of Ecozones and for Ecozone Site Developers 	

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018
INTERNAL PROCESS	SO 9	Establish A Robust Risk Management System			
	SM 10	Number of internal models developed to quantify risk	5%	Credit rating model for Countryside Financial Institution (CFI)	<ul style="list-style-type: none"> • Collected data from the LOS • Performed encoding/ consolidation of data from the LOS and Lending Units • Met with Financial Institution Department (FID) last 28 May 2018 to discuss and understand their requirements and to brainstorm the variables/ parameters considered in their credit assessment. The information will be incorporated in the credit model development process.

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018
LEARNING AND GROWTH	SO 10	Establish High Performance Culture			
	SM 11	Percentage of Employees Meeting Required Competency	5%	Forty percent (40%) of employees with competency gaps addressed	<ul style="list-style-type: none"> Competency gaps of 22 employees (whose assessment results are below 80%) were already addressed, while 622 or 96% of the remaining 645 employees were provided with at least one learning and development intervention. On the other hand, competency assessment results of 12 personnel are no longer valid due to reassignment to another unit, and separation. This reduces the number the number of employees with competency gaps to 633.

Component Objective/Measure		Weight	2018 Targets	Jan. to June 2018 Targets	Performance/ Accomplishments January to June 2018	
SO 11		Develop World-Class Operations				
LEARNING AND GROWTH	SM 12	Implement Quality Management System	5%	<p>Preparation and conduct of certification audit of the Bank's Integrated Management System for a one-cycle/three-year period covering the following:</p> <p>ISO 9001: 2015 QMS - all core banking and support processes</p> <p>ISO 14001:2015 EMS - LANDBANK Plaza and 39 sites</p> <p>2018 Deliverables:</p> <ol style="list-style-type: none"> 1. Procurement of a Certification Body 2. Documentation Audit – Stage 1 <p><i>(For GCG consideration)</i></p>		<ul style="list-style-type: none"> • On-going simulation Audit of key processes and briefing of members of the IMS Core Team • On-going review of all QMS and EMS system procedures and work instructions • Discussed and finalized Aspect and Impact including risk assessment requirements for ISO 14001 EMS • Finalized revised documentation for the procurement of a Third Party Certifying Body • Facilitated documentation and briefing activities spearheaded by various teams under the IMS Working Committee
	TOTAL WEIGHT		100%			