

LANDBANK 2018 PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
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	P43.932 B	10%
	Increase Amount of Outstanding Loans to Mandated and Priority Sector				
SM 2a	Small Farmers and Fisherfolk (Mandated Sector)	10%	P47.34 B	P49.346 B	10%
SM 2b	Agriculture and Fisheries Sector	10%	P155.0 B	P172.706 B	10%
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%	P395.0 B	P512.205 B	10%

SOCIO-ECONOMIC

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
FINANCE		SO 3 Maintain Financial Sustainability			
SM 4	Increase Net Income	10%	P 15.125 B	P15.478B	10%

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
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	100% of loan proposals are processed within the 15 banking days period 99% of loan proposals are processed within the 45 banking days period	5%

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
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"	LANDBANK has obtained an overall "Satisfactory Rating" of 99% for CY 2018 carried out by a third-party service provider, The Nielsen Company (Phils.)	10%

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
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%	100%	5%
STAKEHOLDERS					

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating								
SO 7		Enhance Banking Operations Through Technological Solutions											
SM 8	Percentage of Service Availability of Automated Teller Machines and Internet Banking Services	10%	90%	Average ATM availability: 91.57% Internet Banking: <table><thead><tr><th>System</th><th>Availability</th></tr></thead><tbody><tr><td>Retail Internet Banking System (iAccess)</td><td>99.29%</td></tr><tr><td>Institutional Internet Banking Facility (WeAccess)</td><td>99.32%</td></tr><tr><td>LANDBANK Mobile Banking Application (MBA)</td><td>99.32%</td></tr></tbody></table>	System	Availability	Retail Internet Banking System (iAccess)	99.29%	Institutional Internet Banking Facility (WeAccess)	99.32%	LANDBANK Mobile Banking Application (MBA)	99.32%	10%
System	Availability												
Retail Internet Banking System (iAccess)	99.29%												
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LANDBANK Mobile Banking Application (MBA)	99.32%												
INTERNAL PROCESS													

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
SO 8		Enhance And Accelerate New Product Development & New Channel Development			
SM 9	Number of new products and channels developed	5%	Three (3) new products to be developed: 1. Farmers Corporate 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	<p>Farmers Corporate Inclusive Financing Program</p> <ul style="list-style-type: none"> Approved by the LANDBANK Board: <ul style="list-style-type: none"> ✓ Administrative Order No. 77 – 24 April 2018 ✓ Administrative Order No. 105 – 23 October 2018 ✓ Administrative Order No. 151 – 11 December 2018 <p>LBP-DAR-DA Accessible and Sustainable Lending Program for SFF</p> <ul style="list-style-type: none"> Approved by the LANDBANK Board: <ul style="list-style-type: none"> ✓ Administrative Order No. 73 – 13 June 2018 ✓ Administrative Order No. 134 – 09 October 2018 <p>Lending Program for the Economic Zone Developers</p> <ul style="list-style-type: none"> Approved by the LANDBANK Board: <ul style="list-style-type: none"> ✓ Administrative Order No. 136 – 25 September 2018 	5%
INTERNAL PROCESS					

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
SO 9		Establish A Robust Risk Management System			
SM 10	No. of internal models developed to quantify risk	5%	Credit rating model for Countryside Financial Institution (CFI)	The LANDBANK Board of Directors (BOD) deliberated and approved the parameters to be used in the statistically-based Credit rating model for CFI per Board Resolution No. 18-1020 dated 18 December 2018.	5%
INTERNAL PROCESS					

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating												
SO 10 Establish High Performance Culture																	
SM 11	Percentage of Employees Meeting Required Competency	5%	Forty percent (40%) of employees with competency gaps addressed	<p>Competency gaps of 445 employees (whose assessment results are below 80%) were addressed. On the other hand, competency assessment results of 191 personnel were invalidated due to reassignment to another unit, or separation. This brings to a total of 636 employees or 40% of 1,592 target employees.</p> <p>To date, a total of 1,289 employees (or 81% of 1,592 target employees) with competency gaps were already addressed or closed. This reduces the number of employees to be closed in 2019 to 303 or 19% of total number of target employees. Breakdown is as follows:</p> <table><tr><th>YEAR</th><th>TARGET</th><th>ACCOMPLISHMENT</th></tr><tr><td>2017</td><td>30% (478)</td><td>41% (653)</td></tr><tr><td>2018</td><td>40% (636)</td><td>40% (636)</td></tr><tr><td>2019</td><td>30% (478)</td><td>19% (303)</td></tr></table>	YEAR	TARGET	ACCOMPLISHMENT	2017	30% (478)	41% (653)	2018	40% (636)	40% (636)	2019	30% (478)	19% (303)	5%
YEAR	TARGET	ACCOMPLISHMENT															
2017	30% (478)	41% (653)															
2018	40% (636)	40% (636)															
2019	30% (478)	19% (303)															
LEARNING AND GROWTH																	

Component Objective/Measure		Weight	2018 Targets	Performance/ Accomplishments January to December 2018	Rating
SO 11 Develop World-Class Operations					
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"> • Conducted Bankwide IMS LEAP Examination • Finalized the Objectives, Targets and Plans as requirements for ISO 14001 EMS • Disseminated Masterlist of Information Assets template to BLUs • Completed the conduct of IMS Assessment in 70 multi-field unit sites subject to the IMS (QMS & EMS) Certification • Approval of the Implementing Guidelines on EMS Good Practices (AO 128 s of 2018) • Cascaded IMS to various HO Support Groups (ODD, RMG, FLSD, AC) • Approval of the Direct Contracting Mode of Procurement for Certifying Body – PO No. 20181003-1570 dated 03 October 2018 • Kicked off the Stage 1 3rd Party Certification Audit thru the Opening Meeting with the Management Committee dated 03 December 2018 	5%
LEARNING AND GROWTH					
TOTAL WEIGHT		100%			100%

Certified Correct:

 **ELCID C. PANGILINAN** 18 Feb 2019 **ALAN V. BORNAS** 18 Feb 2019
FVP, Strategic Planning Group Date EVP, Operations Sector Date

Approved by:

 **ALEX V. BUENAVENTURA** 18 Feb 2019 **CARLOS G. DOMINGUEZ III** 27 Mar 2019
President and CEO Date Chairman, Board of Directors Date