

CODE OF CONDUCT FOR LANDBANK DIRECTORS

I. STATEMENT OF PRINCIPLES

The Constitution declares that a public office is a public trust. The Land Bank of the Philippines, being a government-owned corporation, is a public office. Our ability to secure and maintain our strong position in the banking industry depends – to a great extent – on the trust and confidence of our clients, business partners, other stakeholders and the general public.

We recognize that this kind of relationship that is founded on trust entails responsibilities from the people guiding and leading for our organization. As such, we expect our Directors to strive to consciously adhere to the following principles consistent with our organization's vision and mission as well as our core values:

- As civil servants, we are **accountable to the people** we serve by committing to respond to their needs with efficiency, genuine concern and professionalism.
- We **put value on honesty and integrity** in our day-to-day business dealings in the same way that we uphold these principles in our personal lives.
- We **uphold truth and justice** by playing an active role in stamping out corruption and unfair business practices that taint the image of the institution and the whole bureaucracy.
- We **treat our clients and colleagues with respect**, always mindful of their rights as human beings.
- We **lead simple and modest lifestyles** even as we continue to take pride to work in the service of the nation.

II. PURPOSE

The Code of Conduct for LANDBANK Directors (the "Code") is written:

1. to provide guidance for all Directors to enable them to conduct themselves in a manner that will merit and inspire public trust and confidence consistent with LANDBANK's core values of social responsibility, trust, excellence and professionalism; and at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency, act with patriotism and justice, and lead modest lives;

2. to comply with Section 3(3) of the Bangko Sentral ng Pilipinas (BSP) Circular No. 283, series of 2001 which states in part:

"x x x To conduct the affairs of the institution with high degree of integrity x x x the Board of Directors should prescribe corporate values, codes of conduct and other standards of appropriate behavior for itself, the senior management and other employees x x x"

3. to comply with the requirements of the Governance Commission for GOCCs (GCG) requiring the implementation of a Code of Conduct for Directors.

III. SCOPE OF THE CODE

This Code applies to all Directors of the Land Bank of the Philippines (LBP). The Code covers significant provisions of existing internal policies and procedures, relevant laws, rules and regulations.

SECTION 1: PERFORMANCE OF DUTIES¹

A. THE LANDBANK DIRECTORS SHALL:

1. Act with utmost and undivided loyalty to the Bank;
2. Act with due care, extraordinary diligence, skill and good faith in the conduct of the business and in dealing with the properties of the Bank;
3. Act within the scope of their authority;
4. Avoid conflicts of interest and declare an interest they may have in any particular matter before the Board;
5. Apply sound business principles to ensure the financial soundness of the Bank; and
6. Employ only officers who are fit and proper to hold such office with due regard to qualifications, competence, experience and integrity.

B. POWERS/RESPONSIBILITIES AND DUTIES OF DIRECTORS²

1. *Powers of the board of directors.* The corporate powers of the Bank shall be exercised, its business conducted and all its property controlled and held, by its Board of Directors. The powers of the Board of Directors as conferred by law are original and cannot be revoked by the stockholders. The directors hold their office charged with the duty to exercise sound and objective judgment for the best interest of the Bank.
2. *General responsibility of the board of directors.* The position of a bank director is a position of trust. A director assumes certain responsibilities to different constituencies or stakeholders, i.e., the Bank itself, its stockholders, its depositors and other creditors, its management and employees, the regulators, deposit insurer and the public at large. These constituencies or stakeholders have the right to expect that the institution is being run in a prudent and sound manner. The board of directors is primarily responsible for

¹ Sec. 19, R.A. 10149; Sec. X141.3 MORB

² BSP Circular No. 749, S. 2012, as amended by BSP Circular No. 757, S.2012

approving and overseeing the implementation of the Bank's strategic objectives, risk strategy, corporate governance and corporate values. Further, the board of directors is also responsible for monitoring and overseeing the performance of senior management as the latter manages the day to day affairs of the institution.

C. OTHER RESPONSIBILITIES OF THE BOARD

Each Director shall:

1. Study the powers, duties and responsibilities of the Board;
2. Certify that he fully understands the same as required by BSP;
3. Faithfully perform the powers, duties and responsibilities of the Board;
4. Submit yearly a notarized Statement of Assets, Liabilities and Net Worth (SALN);
5. Submit a notarized "Panunumpa" (Oath of Office) to the Office of the Corporate Secretary pursuant to the appointment letter issued by the Office of the President of the Philippines;
6. Attach a copy of the formal Charter of Expectations, which each Director shall sign, to the copy of the "Oath of Office"; (See Annex 1) and
7. Submit a List of Disclosures. (See Annex 2)

SECTION 2: CONFIDENTIALITY OF INFORMATION

LANDBANK Directors shall maintain the confidentiality of all information acquired by them or entrusted to them by the Bank, its customers or business partners and are prohibited from making unauthorized disclosure of the same.

SECTION 3: CONFLICT OF INTEREST

LANDBANK Directors shall conduct their own financial affairs in a prudent manner and shall avoid financial situations that could reflect unfavorably on themselves, the Bank or its clients. In so doing, they are enjoined to avoid conflict of interest in performing their official duties.

A conflict of interest exists when:

- the Director's objective ability or independence of judgment in performing official duties is impaired or may reasonably appear to be impaired by the personal concerns of a Director or his/her family and relatives which run counter to the objectives of the Bank; or when the official act results to unwarranted personal benefit on his/her part or of his/her family and relatives;
- the Director's private interest interferes in any way with the interests of the Bank as a whole;

- the Director, his/her family and relatives, or his/her business or other financial interests would derive undue financial gain or advantage because of his/her official act.
- the Director is a member of a board, an officer or a substantial stockholder of a private corporation or owner or has a substantial interest in a business, and the interest of such corporation or business, or his rights or duties therein, may be opposed to or affected by the faithful performance of official duty.
- there is incompatibility of one's official/professional duties and personal/private interests;
- a Director has a personal interest in a decision which he/she has the power to make; or
- an individual is in a position to exploit a Director in his/her professional or official capacity for private benefit

The term "family" shall refer to the spouse and children of a Director.

The term "relatives" shall refer to any and all persons related to a Director within the fourth civil degree of consanguinity or affinity, including "bilas", "inso" and "bala".

In cases where new information surfaces on the potential conflict of interest, the same should be declared in the Sworn Statement of Assets, Liabilities and Net worth, Disclosure of Business Interests and Financial Connections, and Identification of Relatives in the Government Service, by the concerned Director.

Upon knowledge of potential conflict of interest, the concerned Director should inhibit himself/herself on the discussion/action on the transaction declaring the reason for the same.

If a Director becomes aware of the conflict of interest after the transaction has been made or concluded with his/her participation, he/she must immediately make a formal disclosure to the Board of Directors, and submit the same to the Office of the Corporate Secretary, which will then attach the same to the pertinent documents of the concluded transaction, for information and appropriate action.

SECTION 4: SEXUAL HARASSMENT OR MISCONDUCT

LANDBANK Directors shall strictly comply with the existing laws, rules and regulations on sexual harassment as defined below and other inappropriate or improper acts against fellow directors and the employees regardless of rank and consistently exercise prudence, respect and care in their interaction with one another and the general public.

Sexual harassment as defined under CSC Administrative Disciplinary Rules on Sexual Harassment Cases (CSC Resolution No. 01-0940) is an "act, or a series of acts, involving any unwelcome sexual advance, request or demand for a sexual favor, or other verbal or physical behavior of a sexual nature committed by a government employee or official in a work-related, training or education-related environment".

SEC. 5: INTERNAL WHISTLEBLOWING AND REPORTING

The Directors who witness or become aware of any attempted, ongoing or consummated act of graft and corruption involving any Bank employee or Director, must report the same at the earliest possible time, as follows:

- For acts involving Bank employees with the rank of Senior Vice President (SVP) and above, including another Director- to the Chairman, LBP Corporate Governance Committee; and
- For act involving Bank employees below SVP level- to the Bank's General Counsel.

Any Director who violates the protection of confidentiality of a protected disclosure shall be subject to disciplinary and/or criminal action as may be provided under existing pertinent, relevant laws, rules and regulations of the Bank, CSC and other regulatory bodies.

Any Director who does, causes, or encourages retaliatory actions against a whistleblower and/or bank employees supporting him/her or any of his/her relatives shall be subjected to administrative, civil and/or criminal proceedings.

False, misleading and malicious reports of disclosures shall be sufficient ground for the termination of the protection or assistance to whistleblowers, including the termination of their immunity from administrative cases, civil and/or criminal actions as may be appropriate. Any Director who, with malice or in bad faith, reports said information against any employee/director shall be subject to administrative, civil and/or criminal action.

SEC. 6: NO GIFT POLICY

As a general rule, solicitation and acceptance of gifts and donations is strictly prohibited. The following acts or omissions shall constitute the prohibited acts on solicitation and acceptance of gifts and donations:

- Directly or indirectly soliciting or accepting, any gift, gratuity, favor, entertainment, commodatum or anything of monetary value in the course of the Director's official duties or in connection with any operation being regulated by or any transaction which may be affected by the functions of his/her office.
- Directly or indirectly requesting or receiving any gift, present, share, percentage, or benefit, for himself/herself or for any other person, in connection with any contract or transaction between the Bank and any other party, wherein the Director in his/her official capacity has to intervene under the law or existing policies of the Bank.
- Directly or indirectly requesting or receiving any gift, present or other pecuniary or material benefit, for himself/herself or any other party, from any person for whom the Director, in any manner or capacity, has secured or obtained, or will secure or obtain, any Bank product or service, in consideration for the help given or to be given.

The following shall be excluded in the prohibition on solicitation and acceptance of gifts/donations:

- Unsolicited gifts or presents of small/nominal or insignificant value offered or given as a mere ordinary token of gratitude or friendship according to local customs or usage, not given in anticipation of, or in exchange for, a favor from a Director or given after the transaction is completed, or service is rendered;
- A gift from a member of the family, relative or friends on the occasion of a family celebration, and without any expectation of pecuniary gain or benefit;
- Gifts offered in a public forum where refusal would cause embarrassment;
- Nominal gifts or grants from persons with no regular, pending, or expected transactions with the Bank with which the Director is connected, and without any expectation of pecuniary gain or benefit; and
- Gifts or grants coming from government entities or private organizations whether local or foreign, which are considered and accepted as humanitarian and altruistic in purpose and mission.

The determination of the propriety or impropriety of soliciting or accepting gifts shall consider the value of the gift, kinship or relationship between the giver and the receiver, the frequency or infrequency of the giving, and the motivation of the parties or the expectation of benefits.

Any offer of gift or entertainment which is considered excessive, or will put the recipient under an obligation, or influence a decision, or be in doubtful taste or be liable to bring the Bank's name into disrepute should be declined or returned to the giver.

The Directors are required to professionally inform any individual or organization with any actual or potential business with the Bank of this "No Gift Policy", the reasons the bank has adopted this policy, and request that such individual or organization respect such policy. Notices informing walk-in clients and visitors of the Policy shall likewise be posted in conspicuous areas within the bank premises.

In cases where it is considered inappropriate or impractical to decline or return a gift, the Director concerned shall immediately turn over the gift to the Employee Relations Department (ERD) for its proper disposition. The ERD or the Director concerned shall formally acknowledge the gift and inform the giver of the intended disposition.

SECTION 7: ACCESS AND USAGE OF OFFICIAL AND PERSONAL AND SOCIAL NETWORKING SITE (SNS) ACCOUNTS

The existing internal policy on the access and usage of official and personal and social networking site (SNS) accounts for LANDBANK employees also applies to LANDBANK Directors. (See Annex 3)

SECTION 8: COMPLAINTS AND GRIEVANCES

LANDBANK Directors shall handle complaints and grievances in accordance with the Bank's formal Grievance Procedure in line with the Grievance Machinery of the Civil Service Commission.

SECTION 9: DISCIPLINE AND ACCOUNTABILITY

LANDBANK Directors shall have a duty to adhere to this Code and to report violations. The Bank shall impose strict implementation of policies to ensure discipline and accountability.

Any violation of this Code shall be acted upon in accordance with the pertinent provisions of the law, rules and regulations.

IV. INCORPORATION OF OTHER RULES

All pertinent laws, rules and regulations of the CSC, BSP, COA, GCG, and other government regulatory agencies and the internal issuances of the Bank governing or regulating the conduct of public officers and Directors are deemed incorporated into this Code.

V. EFFECTIVITY

This Code shall take effect upon approval by the Bank's Board of Directors.

VI. DISTRIBUTION OF THE CODE

The Code shall be distributed to all Directors of the Bank.

Each Director shall sign and submit a Code of Conduct Compliance Certificate to the Office of the Corporate Secretary. Incumbent Directors shall submit the Code of Conduct Compliance Certificate within thirty (30) calendar days from receipt of the Code, and thereafter, within the month of January of each year.

Approved by the Board of Directors of Land Bank of the Philippines under Board Resolution No. _____ adopted/approved on _____.

Director's Charter of Expectations

Role Requirements

1. Sufficient Time to Discharge Duties

The Director is expected to commit sufficient time to fulfil his duties as a Board member and as a Board-level Committee member.

2. Knowledge of Bank and Commitment Issues

He must have a good working and applied knowledge of various Bank issues relevant to discharge his duties and obligations. He must make every effort to be updated with domestic and international best practice developments in the banking industry.

3. Experience

He must have the necessary experience in the banking industry. Ideally, he must have the relevant experience/specialization with respect to Committees to which he is designated.

4. Independent Decision-Making

He must be independent and objective when making his decisions.

5. Working Relationship

He must establish and maintain an effective working relationship with management.

6. Relationship with Stakeholders

He must maintain an open and effective communication line with stakeholders, and ensure that he understands the views of management and other relevant issues.

Acknowledged to have been received by:

Name & Signature of Director

List of Disclosures for Directors

1. As provided in BSP Biographical Data Sheet

- a. Past experience in relevant positions
- b. Present positions
- c. Family Relatives

2. As stated in the Annual Sworn Statement of Assets and Liabilities (SALN)

a. Business Interests and Financial Connections

- Of Declarant/Declarant's Spouse/Unmarried Children Below Eighteen (18) Years of Age Living in Declarant's Household.

b. Relatives in the Government Service

- Within the Fourth Degree Consanguinity or Affinity.

**LAND BANK OF THE PHILIPPINES**

ISO 14001 CERTIFIED

Official Depository of the Republic of the Philippines

EXECUTIVE ORDER NO. 102*Series of 2015*

Annex 3

GUIDELINES ON ACCESS AND USAGE OF OFFICIAL AND PERSONAL SOCIAL NETWORKING SITE (SNS) ACCOUNTS**A. RATIONALE**

LANDBANK recognizes the need to have policies and procedures which ensure that employees' access and usage of social media, either on official or in a personal capacity, are properly guided towards the advancement of the institution as a whole.

B. OBJECTIVES

The Guidelines on the Use of Social Networking Sites (SNS) pursuant to Executive Order No. 066, series of 2012, are hereby amended to:

1. Establish appropriate and acceptable rules, policies and procedures on SNS accounts access and usage, and ensure strict implementation of the same;
2. Uphold the interest and image of the Bank, as well as the privacy and confidentiality of its information assets;
3. Protect the interest of Bank employees in the performance of their official functions;
4. Define the duties and responsibilities of Bank Units and employees in the access and usage of the official SNS accounts; and,
5. Educate Bank employees on their roles, duties and responsibilities when accessing and using their personal SNS accounts.

C. COVERAGE

These guidelines shall cover all Bank employees as defined under item D.2 of these guidelines, and shall apply to all forms of social media accessed/used through the LBP IT facilities or personal handheld devices, whether such access or use is made during or after working hours.

Service company workers deployed in the Bank shall be covered by a separate policy on the subject as provided for in their service agreement with the Bank.

D. DEFINITION OF TERMS

Term	Definition
1. Administrator	Assigned person to manage and post on official SNS accounts of the Bank
2. Bank Employees	Refer to the members of the LBP Board of Directors, and Bank officers/rank-and-file employees, whether permanent, temporary, co-terminus or directly hired contractual
3. Handheld Devices	Mobile/smart phones, tablets and other devices that can access various social media applications
4. LANDBANK HR Advisory Group Page	A closed/private Facebook group account created exclusively for LANDBANK employees, which is intended to inform and update them about various HR issues including compensation, benefits, job levelling and other initiatives affecting them
5. Official SNS Accounts	Official SNS accounts of the Bank, which include: <ul style="list-style-type: none"> a. SNS accounts managed by the Corporate Affairs Department (CAD); b. LANDBANK HR Advisory Group Page managed by the Employee Relations Department (ERD); and, c. any and all official SNS accounts duly approved/authorized by the Bank
6. Personal SNS Account/s	Any account not falling under the official SNS accounts
7. Social Media	Includes web and mobile based technologies which are used to turn interactive dialogue among organizations, communities and individuals; a group of Internet-based applications that build on the ideological and technological foundations of Web, and that allow the creation and exchange of user-generated content
8. Social Networking Site (SNS)	According to Webopedia.com, it is a phrase used to describe any website that enables users to create public profiles within that website and form relationships with other users who access their profile; social networking sites can be used to describe community- based websites, online discussion forums, chat rooms and other social spaces online (i.e., Facebook, Twitter, LinkedIn, Tumblr, Pinterest, Instagram, etc.)

E. GENERAL GUIDELINES

1. Requests by Bank Units for the creation of other SNS accounts referred to under item D.5.c hereof shall be endorsed by the Group Head concerned and CAD Head for approval by the Sector Head concerned. Administrator(s) of other SNS accounts by Bank Units shall be nominated by the Sector Head concerned and documented through a Sector Order.
2. Bank employees shall not join/register in the LANDBANK HR Advisory Group Page using alias or pseudonym.
3. Access to and usage of official SNS accounts shall be in accordance with the pertinent provisions of the following guidelines:
 - a. Special Order No. 177, s. 2005, *Guidelines on the Use of Computers, Printers, IDs and Passwords*;
 - b. Executive Order No. 66, s. 2005, *General Policy on the Use of Email and Internet Facilities*;
 - c. EO No. 051, s. 2011, *Implementing Guidelines on the Use of the Lotus Notes Facility*;
 - d. EO No. 002, s. 2012, as amended by EO No. 080, s. 2015, *Guidelines on the Implementation of Virtual Private Network (VPN)*;
 - e. EO No. 031, s. 2013, *Guidelines on the Use of USB Ports, CD/DVD Drives and Mobile Devices*;
 - f. EO No. 027, s. 2015, *LANDBANK's Acceptable Use Policy (AUP) for Information Resources*; and,
 - g. EO No. 075, s. 2015, *Guidelines on Security and Access Controls on Information Technology Systems*.
4. Access to and usage of official SNS accounts by Bank employees using the Bank's IT facilities during working days shall be limited as follows:
 - a. 12:00 to 1:00 p.m.; and,
 - b. 5:00 to 7:00 p.m.

Official SNS Administrators and their alternates shall be exempted from the access limitation.
5. Access to and usage of SNS applications such as games, quizzes and the likes using the Bank's IT facilities are strictly prohibited.
6. Official LANDBANK Lotus Notes e-mail address of Bank employees shall not be used to create or register any SNS account.

CLASS D

7. When using social media for official or personal purposes, Bank employees are prohibited from:
 - a. Issuing statements for or in behalf of the Bank, whether it be constructive or damaging to its image, if they are not authorized to issue such statement for the Bank;
 - b. Posting defamatory statements against the Bank, its employees in relation to the performance of their official functions, and its partners, clients and customers pertaining to their official Bank transactions;
 - c. Divulging any confidential information about the Bank in reference to EO No. 011, s. 2012, *Information Security Policy Manual*, and EO No. 062, s. 2011, *Guidelines on Classification, Handling, Access and Disclosure of Information Assets*;
 - d. Citing/"tagging" Bank clients, customers or partners without obtaining their permission;
 - e. Discussing or referring private and/or confidential information on such sites, even on private messages between site members who have authorized access to that information;
 - f. Posting photos, videos or audio recordings taken within restricted areas of the Bank without approval from proper authorities;
 - g. Posting comments, materials, photos or videos that might be construed to be discriminatory, racist, sexual harassment, offensive, malicious, obscene, profane, violent, disparaging, bullying or those that could jeopardize the safety or reputation of the Bank, its employees in relation to the performance of their official functions, and its partners, clients and customers pertaining to their official Bank transactions; and,
 - h. Posting comments, materials, photos or videos on workplace issues and concerns, which can be properly escalated and addressed in accordance with existing policies, laws, rules and regulations of the Bank and the Civil Service Commission (CSC).
8. The SNS Administrators shall immediately delete, remove or block any post in the Bank's official SNS accounts that violate the Bank's rules and regulations as well as relevant laws and regulations of the Republic of the Philippines.
9. No individual, organization or identity is allowed to use the LANDBANK brand in any form or material, for any purpose not related to LANDBANK, and for material gain or personal use.
10. Employees shall not use a LANDBANK logo, device, color, typeface, emblem or mark that has not been approved by the CAD as published in the LANDBANK Brand Identity Manual.

F. DUTIES AND RESPONSIBILITIES

1. Bank employees shall:
 - a. Take the responsibility for representing the Bank in a professional manner when accessing and using SNS accounts, in accordance with the *Code of Conduct for LANDBANK Employees* and Republic Act No. 6713, *Code of Conduct and Ethical Standards for Public Officials and Employees* and its implementing rules;
 - b. Ensure that personal blogs, posts or comments concerning the Bank contain disclaimers that make it clear that opinions expressed are those of the author and do not represent the views of the Bank, if they identify themselves directly or indirectly as Landbankers;
 - c. Responsible for reading, knowing and complying with the Terms of Service of the SNS account used;
 - d. Comply, at all times, with laws regarding copyright/plagiarism and relevant laws including those related to cybercrime and pornography; and,
 - e. Ensure that social networking activities do not interfere with one's primary job responsibilities.
2. CAD shall:
 - a. Approve the creation of other official SNS accounts;
 - b. Respond to queries, complaints, feedbacks received from the official SNS accounts it manages;
 - c. Monitor the official and other authorized SNS accounts; and,
 - d. Post all official Bank articles, invites, reply to queries, photographs, speeches and other information.
3. ERD shall:
 - a. Monitor the LANDBANK HR Advisory Group page; and,
 - b. Post all HR articles/updates, photographs and response to queries, complaints, feedbacks received from the said account in coordination with other Bank Units.
4. SNS Administrators shall:
 - a. Create Like Page and Group Page and manage the same;
 - b. Monitor daily activities/postings in the SNS accounts it manages; and,

CLASS D

- c. Delete, remove or block any post that violates rules and regulations of the Bank as well as relevant laws and regulations of the Republic of the Philippines.

In addition to the above duties and responsibilities, the LANDBANK HR Advisory Group Page Administrator shall ensure that only those allowed to join the group shall be given access to the account and determine whether or not the SNS users are LANDBANK employees.

- 5. TMG-NOD shall:
 - a. As the Network Administrator, implement the allowable time for access to SNS;
 - b. Exempt SNS Administrators from the access time limits based on approved User Request/Certification of Access Rights Form (UR/CARF) supported by a Sector Order;
 - c. Provide the official SNS Administrators an exemption to the prescribed window time for employees to access the SNS; and,
 - d. Restrict the use of applications in the SNS, e.g., games, quizzes, video uploads and streaming and the likes.

G. PENALTIES/SANCTIONS

Any violation of these guidelines may:

- 1. result to revocation of access privilege to the official SNS accounts upon approval by the Sector Head concerned; and,
- 2. be a ground for filing administrative, civil and/or criminal cases in accordance with the existing laws, rules and regulations of the Bank, the CSC and other regulatory bodies.

The procedures in handling violation of these guidelines is attached as *Annex A*.

H. REPEALING CLAUSE

All previous issuances inconsistent herewith are deemed superseded/amended.

I. EFFECTIVITY

This Order shall take effect upon approval.


GILDA E. PICO
 President and CEO

Date: 11-16-2015
 /ERD-SBS

PROCEDURES IN HANDLING VIOLATION OF THE GUIDELINES ON ACCESS AND USAGE OF OFFICIAL AND PERSONAL SOCIAL NETWORKING SITE (SNS) ACCOUNTS

Person/Unit Responsible	Action to be taken	Time Frame (in working days)
Department/Unit Head concerned	<p>1. Upon knowledge or receipt of complaint/report that an employee committed any of the prohibited acts/statements provided in the guidelines, evaluate whether such act/statement falls within the purview of the Bank's grievance machinery and/or the <i>Revised Rules on Administrative Disciplinary Cases</i> (Executive Order No. 064, s. 2013)</p> <p>2. If within the scope of the grievance machinery:</p> <p>a. Call on the aggrieved employee and the party complained of, if any, to a mediation conference</p> <p>The mediation will only proceed if the involved principal parties freely and voluntarily agree to submit their dispute to a mediation.</p> <p>b. Otherwise, resolve the matter expeditiously starting at the lowest level possible in the Bank; call for a hearing, decide on the grievance, and inform the aggrieved party of its action/decision thereon</p> <p>If the disputants reached an agreement during the mediation or the aggrieved party is satisfied with the Department/Unit Head's decision, as the case may be, the grievance is settled.</p> <p>c. Notify the Employee Relations Department (ERD) of the action taken on the grievance, recommend necessary assistance for the employee/s concerned and furnish ERD with a copy of the mediation agreement or the decision on the grievance</p>	<p>Immediately upon knowledge/receipt of complaint/report</p> <p>Within ten (10) days</p> <p>Within five (5) days</p>
Employee concerned	<p>If the aggrieved employee is not satisfied with the decision of the Department/Unit Head, he may submit his grievance in writing, step by step following the hierarchy of positions, to the Group Head up to the Sector Head, copy furnished ERD.</p>	<p>Within five (5) days</p>
Group or Sector Head concerned	<p>d. Endeavor to resolve the grievance through the process of mediation</p>	<p>Within ten (10) days</p>

Person/Unit Responsible	Action to be taken	Time Frame (in working days)
	<p>e. If the mediation fails, call for a grievance hearing and render its decision thereon Before a decision could be rendered, ERD may be requested to assist the parties in the resolution of the grievance.</p>	
<p>Department/Unit Head concerned</p>	<p>3. If within the scope of EO No. 064, s. 2013:</p> <p>a. Issue a written notice (<i>Exhibit 1</i>) to the employee concerned to explain in writing why he should not be held liable for the possible violation discovered or reported</p>	<p>Within five (5) days</p>
	<p>b. Prepare an Incident Report</p>	<p>Immediately upon knowledge/receipt of complaint/report</p>
	<p>c. Submit the Incident Report to the Group Head concerned and Legal Services Group (LSG) Head, copy furnished the Sector Head and the Head, Human Resources Management Group (HRMG)</p>	<p>Within five (5) days</p>
<p>Employee concerned</p>	<p>d. In case he denies that he made such act/ statement or that he was not the same person whose account is appearing in the SNS, make such written denial under oath</p>	<p>Immediately upon denial</p>
<p>Corporate Affairs Dept. (CAD)</p>	<p>e. Inform the public through the official LBP SNS account that the statement is not made by a Bank employee</p>	
<p>Department/Unit Head concerned</p>	<p>f. In case of employee's voluntary admission of the violation discovered or reported, or if it was proven through other means that he is the same person whose name is appearing on the SNS account, endeavor to document or reduce the same in writing and under oath, and, together with the Incident Report, refer the matter to the LSG Head, copy furnished the Group and Sector Heads concerned, HRMG Head, Compliance Management Group Head and the Office of the President</p>	<p>Immediately upon admission/discovery</p>
<p>LSG Head</p>	<p>g. Determine the necessary appropriate action and refer the matter to Administrative Legal Department, Litigation Department and/or Field Legal Services Department</p>	<p>Within five (5) days from receipt of the Incident Report</p>

MEMORANDUM

FOR : MR./MS. _____

SUBJECT : **NOTICE RE: ALLEGED PROHIBITED ACT OR
STATEMENT POSTED IN SNS ACCOUNT**

DATE :

We received a complaint/report on the alleged prohibited act or statement posted in the LANDBANK HR Advisory Group Page/your SNS account on (date) , which states as follows: " _____."

Pursuant to Executive Order No. , series of 2015, *Guidelines on Access and Usage of Official and Personal Social Networking Site (SNS) Accounts*, you are hereby requested to explain in writing within five (5) days from receipt hereof why you should not be held liable for the said alleged prohibited act or statement.

Please be informed that any derogatory remark or statement posted by a Bank employee in social media concerning the Bank, its employees in relation to the performance of their official functions, and its partners, clients and customers pertaining to their official Bank transaction, would potentially bring bad publicity to the Bank.

In view of the foregoing, you are hereby advised to refrain from posting remarks or statements that could potentially damage or tarnish the image and reputation of the Bank.

Please be guided accordingly.

Department/Unit Head's Signature over Printed Name