



LANDBANK PERFORMANCE SCORECARD

AS OF DECEMBER 2020

GCG-Recalibrated 2020 LANDBANK Performance Scorecard						
Component Objective/Measure		Wt.	Rating	Target	Performance/Accomplishments January to December 2020	Rating
S O C I O - E C O N O M I C	SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country					
	SM1 Amount of Outstanding Loans under the following sectors/programs:					
	a. 20 Poorest Provinces* identified by the PSA	10%	(Actual/Target) x Weight	P 38.00 B	P 40.455B 106.46% accomplishment vs. P38.00 B target	10%
	*2018 PSA Data					
	b. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	10%	(Actual/Target) x Weight	P245.00 B	P 237.661 B** 97% accomplishment vs. P245.00 B target	9.7%

**Year-end accomplishment on loans lower than the target is the result of the adverse impact of COVID-19 pandemic to most clients. The high liquidity position of our conduit-FIs and Agri cooperatives have stalled their availments from the Bank. In addition, clients' focus on recovery rather than business expansion.

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S O C I O - E C O N O M I C	SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country																			
	S M 2	Loan releases to small farmers and fishers under the programs administered by LANDBANK in partnership with DA, DAR, and other government agencies*	5%	(Actual/Target) x Weight	<div>100% Release of the Funds Downloaded to LANDBANK from January to June 2020</div> <div>- excluding LBP & SRA's Socialized Credit Program-Sugarcane Industry Development Act (SCP-SIDA) Funds</div> <table><thead><tr><th>PROGRAM</th><th>Funds received in 2020 (in Million Pesos)</th><th>Releases for 2020 (in Million Pesos)</th></tr></thead><tbody><tr><td>ACEF</td><td>2,880.00</td><td>3,579.48</td></tr><tr><td>ERCA-RCEF</td><td>500.00</td><td>662.72</td></tr><tr><td>SURE Aid</td><td>27.35</td><td>444.11</td></tr><tr><td>TOTAL</td><td>3,407.35</td><td>4,686.31</td></tr></tbody></table> <div><ul style="list-style-type: none">Total downloaded funds for January to June 2020 – P3.407B (ACEF, SUREAid, and ERCA-RCEF)Total Releases from January to December 2020 – P4.686 BUtilization rate is at 137.54% as of Dec 2020ACEF – principal collections are plowed for relendingSIDA – principal and interest are plowed back for relendingRCEF – collections on principal & interest net of management fee are remitted to the Bureau of the Treasury</div>	PROGRAM	Funds received in 2020 (in Million Pesos)	Releases for 2020 (in Million Pesos)	ACEF	2,880.00	3,579.48	ERCA-RCEF	500.00	662.72	SURE Aid	27.35	444.11	TOTAL	3,407.35	4,686.31
PROGRAM	Funds received in 2020 (in Million Pesos)	Releases for 2020 (in Million Pesos)																		
ACEF	2,880.00	3,579.48																		
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S O C I O - E C O N O M I C	SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country					
	S M 3	Increase in Number of Farmers and Fishers Assisted*	5%	(Actual/Target) x Weight	<p>2,670,849*</p> <p>farmers and fishers assisted broken down as follows:</p> <ul style="list-style-type: none"> 1,840,384 – loans 244,776 – cash grants through RFFA 474,099 – cash assistance through FSRF (net of SUREAID beneficiaries) 111,590 – trainings through LCDFI <p>131.38% over the target of additional 1M farmers & fishers from year-end 2019</p> <p>*total number of farmers assisted in the unbanked and underserved areas</p> <p>Year-end 2019 SFF assisted – 1,032,982</p>	5%*

* Consistent with the request for consideration to GCG for this measure, Inclusion of this measure was based on the commitment to PRRD of assisting 2M farmers and fishers by 2020, 2.5M for 2021, and 3M for 2022. While this is a new measure, we deem to request that this target should not be an increment of the past year's number and stick with the Bank's commitment to the President. Assistance to farmers and fishers should not be limited to unbanked and underserved areas only since per BSP list of unbanked municipalities and the list of farmers per the Department of Agriculture's database, there are only a total of 1.8M farmers or about 18% out of around 9M farmers.



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S O C I O - E C O N O M I C	SO2 Support National Development Programs including CFIs, LGUs, and MSMEs in Support of Countryside Development - MSMEs, Communications, Transportation, Housing, Education, Health Care, Environment-related projects, Tourism, Utilities, and Others					
	S M 4	Amount of Outstanding Loans Supporting Other Government Programs	10%	(Actual/Target) x Weight	P551.48B P540.88 B 98.08% accomplishment vs. P551.48 B target	9.81%



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F I N A N C I A L	SO 3 Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements					
	S M 5	Increase Net Income	10%	(Actual/Target) x Weight	P17.08 B* P 17.138 B 100.43% accomplishment vs. P17.08 B target	10%

*Target is based on the revised 2020 Corporate Operating Budget (COB)



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S T A K E H O L D E R S	SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints						
	S M 6	Percentage of Loan Application Processed within the Applicable Turnaround Time (TAT)	5%	(Actual/Target) x Weight	100% (based on the TAT submitted to ARTA)	99.96% of loan applications processed within the applicable turnaround time	4.99%
	S M 7 a	Percentage of Service Availability of Internet Banking Services*	2.5%	(Actual / Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	99.78% service availability of internet banking services	2.5%



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STAKEHOLDERS	SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints						
	SM 7b	Percentage of Service Availability of Automated Telling Machines*	1.25%	Actual / Target) x Weight	80% service availability of ALL onsite ATMs *with pending request for AVERAGE service availability computation	90.70% Ave. Service Availability of onsite ATMs for the month of December Total Onsite ATMs - 925 Total ATMs as of Dec- 2,320 91.23% Ave Service Availability of all onsite ATMs for the year 2020	1.25%*
	SM 7c		1.25%	Actual / Target) x Weight	75% service availability of ALL offsite ATMs *with pending request for AVERAGE service availability computation	81.07% Ave. availability of offsite ATMs for the month of December Total Offsite ATMs – 1,395 Total ATMs as of Dec – 2,320 84.45% Ave Service Availability of all offsite ATMs for the year 2020	1.25%*
						<i>* with pending request for reconsideration to GCG on the computation of service availability</i>	

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STAKEHOLDERS	SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints					
	SM 8	Percentage of Satisfied Customers	5%	(Actual/Target) x Weight Below 80% = 0%	95% <ul style="list-style-type: none"> • LANDBANK obtained an overall satisfaction rating of 90% for CY 2020. The survey was carried out by a third-party service provider, The Nielsen Company (Philippines). • The full report is to be submitted by Nielsen by 2nd week of February 2021. 	4.73% <i>based on the initial topline score of 90%;</i> <i>Target is 95%; (score below 80% is 0)</i>



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INTERNAL PROCESSES	SO 5 Process Land Transfer Claims in a Timely Manner					
	SM 9	Percentage of Claim Folders processed within the Applicable turn-around time	5%	(Actual/Target) x Weight	100% Applicable processing time based on the TAT submitted to ARTA 100% claim folders processed within the turn around time	5%
	SO 6 Streamline Banking Operations through Digital Platforms to Support Inclusive Banking					
	SM 10	Number of Additional POS Cash-out Machines installed	10%	(Actual/Target) x Weight	300 additional POS Cash- out Machines Installed 307 additional POS Cash out Machines 102.33%	10%
	SO 7 Synergize Marketing Efforts to Effectively and Efficiently deliver Banking Services					
	SM 11	Number of Agent Banking Partners/Sites in the Unbanked and Underserved Areas	10%	(Actual/Target) x Weight	24 new sites On-boarded additional Agent Banking Partner in 90 new sites (out of 90, 18 were unbanked; 37 no LANDBANK presence) - 375 %	10%

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L E A R N I N G & G R O W T H	SO 8 Establish a High Performance "One Bank" Culture					
	SM 12a		2.5%	All or Nothing	<ul style="list-style-type: none"> Board-approved Competency Model LANDBANK Board of Directors approved on June 10, 2020 the enhanced Position Competency Profiles of all Bank units for positions up to Group Head, which shall be incorporated in LANDBANK's Competency Framework/Model 	2.5%
	SM 12b	Improvement on the Competency Level of the Organization	2.5%	(Actual/Target) x Weight	<ul style="list-style-type: none"> 100% Competency Assessment of all LANDBANK employees as of June 1, 2020 100% (7,400) of eligible ratees (as of June 1, 2020) were assessed by their respective supervisors as scheduled. 9% (690) of the total eligible ratees shall be provided with learning & development interventions, in coordination with their raters. These ratees were assessed by their raters at less than 80%, which is the Management's approved range for developmental interventions. 	2.5%



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L E A R N I N G & G R O W T H	SO 8 Establish a High Performance "One Bank" Culture					
	SM 13	Implement Quality Management System	5%	All or Nothing	<ul style="list-style-type: none"> Maintain Certification through Surveillance Audit Passed surveillance audit without new non-conformities Received the confirmation of the Continued Certification and Surveillance Audit report from the Certification International Philippines Inc. (CIP) Posted the CIP letter of Continued Certification with copy of ISO Certificates (9001 & 14001) with appendices/annexes in the LBP website transparency seal as proof of qualification and compliance with IATF MC No. 2020-1, GQMC MC No. 2020-1, and GQMC Advisory No. 2020-1 guidelines 	5%
	TOTAL WEIGHT		100%			99.22%



Certified Correct :



ELCID C. PANGILINAN
FVP, Strategy and Knowledge
Management Group

4 February 2021
Date



ALAN V. BORNAS
EVP, Operations Sector

4 February 2021
Date

Approved by :



CECILIA C. BORROMEO
President and CEO

4 February 2021
Date



CARLOS G. DOMINGUEZ III
Chairman, Board of Directors

9 Feb. 2021
Date

