



REAPING THE FRUITS OF FIFTY YEARS

2013 SUSTAINABILITY REPORT

50
years



LANDBANK

CONTENT

About the Report	1
Vision and Mission	4
Message from the President of the Philippines	5
Message from the Chairman and the President	6
About Land Bank of the Philippines	8
Corporate Governance and Risk Management	16
Sustainability at LANDBANK	26
Disclosure on Management Approach	28
Stakeholders' Engagement	34
Enterprise Development	38
Community Development	48
Environmental Protection and Management	62
Customer Service	76
Employee Development	86
CSR Steering Committee	102
GRI Index	108



The cover of LANDBANK 2013 Sustainability Report is printed on 9lives Offset 100% Recycled 300gsm.
The main report and loose leaf are printed on 9lives Offset 100% Recycled 100gsm.

9lives Offset paper, certified by the Forest Stewardship Council (FSC), has a carbon-neutral quality and is made from 100% post-consumer waste.

ABOUT THE REPORT



The Land Bank of the Philippines (LANDBANK) is proud to present its 2013 Sustainability Report (SR) entitled **“Reaping the Fruits of Fifty Years”**. This is LANDBANK’s fourth Sustainability Report covering the Bank’s triple bottom-line performance from January to December 2013. This publication was prepared voluntarily and it conforms to the prescribed guidelines of the Global Reporting Initiative (GRI) G3.1 and the Financial Services Sector Supplement (FSSS) at the self-declared A Level Application.

The Bank started its sustainability reporting initiative upon the launch of its 2009-2010 SR entitled **“To a Future that Endures.”** This maiden issue of the report signified how the Bank envisioned a sustainable and developed countryside and its commitment towards achieving this. It was then followed by the Bank’s 2011 SR entitled **“Creating Positive Handprints for the Future Today,”** which depicted LANDBANK’s accomplishments for that year, and how the Bank measured them in terms of ecological handprints instead of carbon footprints.

LANDBANK’s most recent report is the 2012 SR entitled **“Sowing the Seeds of Progress,”** which portrayed the Bank’s unwavering dedication to fulfil its social mandate for countryside development through sustainability programs and initiatives.

The year 2013 is a milestone for the Bank as it celebrates its 50th founding anniversary. It is likewise the year when the Bank secured an extension of its corporate life for another fifty years through the enactment of Republic Act No. 10374, “An Act Extending the Life of the Land Bank of the Philippines, Further Amending Republic Act No. 3844, otherwise known as the ‘Agricultural Land Reform Code.’”

ABOUT THE REPORT

LANDBANK's anniversary theme **"Empowering the countryside, nurturing progress countrywide"** highlights the role that the Bank has played through the years as a catalyst of countryside development. The theme also reflects the Bank's continuing goal to serve as a vital partner in promoting growth for the entire country.

As LANDBANK celebrates its 50th corporate year, it remains committed as ever in reporting on its economic, environmental, and social impacts in accordance with the Bank's five (5) Sustainability Cornerstones. These are Enterprise Development, Community Development, Environmental Protection and Management, Customer Service, and Employee Development.

Preparation and Production

This report was prepared and produced with the guidance and support of the LANDBANK Board of Directors and Management Team. Reflective of its dedication towards sustainable development, the Bank has its own Corporate Social Responsibility (CSR) Steering Committee, composed of the Management Committee; and CSR Technical Working Group (CSR TWG) composed of various heads of groups and Bank units. The CSR Steering Committee and CSR TWG have been created to further ensure the Bank's optimal performance and service in the area of social responsibility.

For the 2012 SR, the Bank engaged the services of the Center for Social Responsibility of the University of Asia and the Pacific (CSR-UA&P) to train the CSR TWG in the use of the GRI principles in order to refine the Bank's sustainability reporting process. The team from CSR-UA&P is led by its Vice Director Prof. Colin Legarde Hubo, who is also a former elected Stakeholder Council Member of the GRI in The Netherlands.

The CSR TWG continues to align its sustainability reporting process with the requirements of the GRI, as provided by the technology transfer from CSR-UA&P. With assistance from other Bank units, the CSR TWG gathered relevant data and information commensurate to the requirements of GRI, based on the FSSS.

For this issue of the SR, the Bank also continues to advance its sustainability reporting initiatives by reporting on a more expanded list of 92 key performance indicators, from reporting only 78 in the 2012 SR. The CSR TWG remains dedicated in keeping track of the Bank's sustainability performance and laying the groundwork for seeking external assurance for future SRs.

Boundary Setting and Materiality

This report discloses LANDBANK's sustainability activities that are material to its stakeholders which consist of Bank clients, regular employees, service company workers deployed in the Bank, government agencies, communities, business partners, industry organizations, and service firms. These stakeholders have been determined throughout the meetings of the CSR TWG, and plotted by means of a GRI-prescribed Stakeholders Identification and Prioritization Template.

This report likewise discloses information that represents the areas where LANDBANK has operational control and social involvement. For the year 2013, the Bank reports on 92 key performance indicators covering data from the sustainability programs that are being implemented at the LANDBANK Head Office, as well as its Branches, Extension Offices, Lending Centers, Teller Booths, Foreign Exchange Booths, and Agrarian Operations Centers. This report also covers the programs of the LANDBANK Countryside Development Foundation, Inc. (LCDFI), the Bank's corporate foundation.

This 2013 Sustainability Report is a consolidation of data from all Bank units nationwide, except those relating to the Environmental Management System (EMS), which covers the LANDBANK Head Office and 18 branches, and the Quality Management System (QMS) which covers 77 Bank units. Details will be discussed in their respective sections since these two systems cover specific processes. The economic, social and environmental data in this SR include the branches and exclude other subsidiaries apart from LCDFI.

Reporting Period	2013	2012	2011	2009-2010
GRI Application Level	Level A (self-declared)	Level A (self-declared)	Level B (self-declared)	Level C (self-declared)
Original GRI Indicators	77	63	30	17
FSSS Indicators	15	15	9	0
Total GRI Indicators	92	78	39	17

For the reports, LANDBANK provides year-on-year data for comparability and improved performance assessment. Information on our joint ventures, subsidiaries, leasing facilities, and other similar involvements with external organizations do not affect the comparability of the data.

One significant change from the previous reporting periods would be the addition of five (5) Bank units in the CSR TWG, namely the Facilities and Procurement Services Group (FPSG), Internal Audit Group (IAG), Technology Management Group (TMG), Compliance Management Office (CMO), and Physical Security Office (PSO). This depicts the Bank's commitment to continuously enhance its sustainability reporting capabilities by involving more Bank units in the GRI process.

Economic data were based on the financial records from January to December 2013, while environmental data were culled from billing, monitoring, and management systems. In computing the equivalent GHG emissions of the Bank's fuel and power consumption, the CSR TWG used the GHG Protocol Standards developed by the World Resources

Institute (WRI) and World Business Council on Sustainable Development (WBCSD). All social data in this report come from records of Bank units involved in work pertaining to labor practices and decent work, human rights, society, and product responsibility.

Because most of the programs of the Bank are still on-going, there are a number of restatements of information disclosed in the previous reports. All data relevant to such programs are being continuously updated on a regular basis. In order to minimize restatement of information, LANDBANK will be producing its SR every two years beginning 2016, when it produces its 2014-2015 SR.

For questions and/or concerns about this Sustainability Report, please contact the Corporate Social Responsibility Relations Unit (CSR RU) of the Corporate Affairs Department (CAD), located at the 32/F LANDBANK Plaza, 1598 M. H. del Pilar corner Dr. J. Quintos Streets, Malate, Manila. They may be reached through contact number (+632) 551-2200 / 522-0000 / 450-7001, local 7374 or 405-7374.

VISION

By 2018, LANDBANK will be the top universal bank promoting inclusive growth and improving the quality of life especially in the countryside through the delivery of innovative financial and other services in all provinces, cities and municipalities.

MISSION

To Our Clients and Publics:

We will use best technology solutions to deliver responsive financial and support services to our clients, while promoting sustainable development and environmental protection.

To Our Employees:

We will develop and nurture talents that will exemplify the highest standards of ethics and excellence consistent with the best in the world.



MESSAGE FROM THE PRESIDENT OF THE PHILIPPINES

Financial institutions are an integral part of the Philippine economy, providing the system which pumps the lifeblood of our nation. The Land Bank of the Philippines counts itself a forward-mover in this arena, promoting countryside development while remaining one of the top five banks in the Philippines.

Your agri- and environment-related loans and projects have helped farmers, fisherfolk, and medium and microenterprises, facilitating the construction of socialized housing, schools, and hospitals in rural areas. I commend, your performance in 2013, which has exceeded almost all targets, expanding opportunities, for province-based agricultural workers and businesses which redounds to greater progress for our citizens.

The Philippines surges forward along the straight and righteous path as its citizens proudly bear the banners of integrity and inclusiveness in every endeavor. I urge you to keep your mission of supplying your clients with the means to further expand their livelihood, while persevering to deliver excellent financial services to the private sector. Together, let us work towards building a Philippines that offers every Filipino a successful, dignified way of life.



President Benigno S. Aquino III
Republic of the Philippines

MANILA
November 2014



I commend, your performance in 2013, which has exceeded almost all targets, expanding opportunities, for province-based agricultural workers and businesses which redounds to greater progress for our citizens.

MESSAGE FROM THE CHAIRMAN & THE PRESIDENT



...LANDBANK early on committed to do its part in the achievement of the National Government's goals towards sustainable and inclusive growth.

The year 2013 was a season of golden harvest for LANDBANK as it completed its first half century of service and welcomed the beginning of a new life for the institution.

For the Philippines, the year was marked by economic strides, foremost among which is the investment grade status conferred by major international credit rating agencies. While it was President Benigno S. Aquino III who jump-started momentum for the country's economic resurgence, it is the unified action of all sectors of the Philippine economy which will keep the gears of the growth engine running at a sustained pace.

This is why LANDBANK early on committed to do its part in the achievement of the National Government's goals towards sustainable and inclusive growth. This year we set out to be at the forefront of "Empowering the Countryside, Nurturing Progress Countrywide", in line with the Bank's continuing goal to serve as a major enabler of growth for the countryside and the country as a whole.

In this Sustainability Report, we present the highlights of the year in terms of LANDBANK's economic, environmental, and social impacts based on the five cornerstones upon which we build and align our sustainability efforts: Enterprise Development, Community Development, Environmental Protection and Management, Customer Service, and Employee Development.

In the enterprise development front, we directed our efforts towards intensified rural engagement through programs that enhance agricultural productivity, promote food security, and increase farm household income, such as through the SIKAT-SAKA Program and the Food Supply Chain Program. We continued to improve our economic performance and market presence by providing financial and technical assistance for projects, large and small, that support the sustainability of the rural economy.

Loans to our mandated clients and priority sectors accounted for a record-high 80.5 percent of the sum of the Bank's loans to all sectors amounting to P303.9 billion. LANDBANK thus remains the single largest lender to small farmers and fishers and the leading provider of financial assistance to micro, small, and medium enterprises (MSMEs) among GOCCs and government financial institutions.

The Bank's outstanding loans to MSMEs amounted to P37.5 billion as of end-December 2013. This helped more small entrepreneurs establish and grow their enterprises, making them viable economic producers and contributors to sustainable employment, production, and livelihood generation in their communities.

We also introduced new loan programs geared towards the development of the local agricultural sector. Our programs on credit extension for rural electrification, carbon footprint reduction, and loans for production of specialized crops have all gained traction this year.

In the area of community development, we introduced new programs that provide necessary funding and skills to help our stakeholders develop their full potential and effect change in their own communities. For instance, in response to the steady decline of enrolment in agriculture, forestry, and fisheries courses in colleges and universities, LANDBANK revamped its scholarship program to cater to college students. Meanwhile, to aid cooperatives in identifying trainings and capacity-building programs tailor-fit to their needs, the Bank conducted operations review of more than 400 cooperatives.

In light of calamities that successively struck the country, LANDBANK enhanced its disaster response programs and extended assistance to people affected by typhoons Pablo, Sendong and Yolanda, and floods caused by monsoon rains. We also launched the LANDBANK Calamity REhabilitation

Support (CARES), an umbrella assistance program in support of the government's rehabilitation efforts in calamity-affected areas. The Bank earmarked P30 billion under the program to help restore economic and social accessibility and empower survivors to recover and rebuild their lives.

Environmental protection and management likewise remained a priority for us this year. Through our 50k@50th project, established alongside LANDBANK's 50th anniversary celebration, the Bank's employees along with their families and friends planted more than 50,000 seedlings in selected watersheds all over the country from January 1 to August 10, 2013. We have also been incorporating environmental management practices in all our operations, services, and decisions, all the while promoting social responsibility and environmental awareness among our employees and stakeholders.

As much as we take the lead in helping promote inclusive growth across the nation, we continue to be aggressive in driving commercial banking innovations in order to stay competitive amid the rapidly-changing business landscape.

In 2013, we continued to make our services more accessible to sectors that have otherwise limited access to financial services. As of December 31, 2013, LANDBANK has had 341 branches and 34 lending centers in 79 provinces, and 1,213 ATMs located in areas most prime banks are hesitant to penetrate.

We escalated lending to sectors that cater to marginalized members as we work towards being the bank of choice for sustainable development. In 2013, we partnered with 1,500 cooperatives and 292 countryside financial institutions all over the country as conduits and partners to expand its reach to the marginalized sector.

LANDBANK has always believed in the importance of investing on its most important resource – its people. This is why it continues to develop and enhance its talent management programs in order to attract, retain, and develop competent people fit to serve as its partners for development. The Bank also strives to nurture a culture of excellence and professionalism among employees, the driving force behind its success. In 2013, all 7,230 regular employees of the Bank took part in the wide array of activities organized by LANDBANK, be it a training program, a wellness activity, or a competitive event.

Alongside this, the Bank remained aggressive in sustaining profitable banking operations, which is equally important in the fulfilment of our social mandate. In 2013, LANDBANK registered a net income of P11.8 billion which is 8 percent higher than the P11 billion income in 2012. This allowed the Bank to remit P6 billion in dividends to the national government, representing 51 percent of the Bank's total earnings, the highest among GOCCs. We also continued to fortify our financial pillars, with assets reaching P849.3 billion, capital of P82.1 billion and deposits amounting to P703.8 billion as of end-2013.

Moving forward, LANDBANK sets its eyes on doing greater and being better. More than celebrating our accomplishments, we pledge anew to make a bigger mark as the nation strides towards a dawning era of economic growth that is broad-based, inclusive, and sustainable.

Onward and forward we shall march, bigger, bolder and stronger. Farther and deeper we sow new seeds of progress for the nation to harvest in the years ahead.


Sec. Cesar V. Purisima
Chairman


Gilda E. Pico
President and CEO



We escalated lending to sectors that cater to marginalized members as we work towards being the bank of choice for sustainable development.

ABOUT THE LAND BANK OF THE PHILIPPINES

The Land Bank of the Philippines or **LANDBANK** is a universal bank wholly owned by the Philippine government with a social mandate to spur countryside development and serve the needs of farmers and fishers. **LANDBANK** is the official depository of government funds, and is officially classified as a “specialized government bank” with a universal banking license, thus providing the services of a universal bank.

The Bank was created on August 8, 1963 by virtue of Republic Act No. 3844 or the Agricultural Land Reform Code of the Philippines. Its primary responsibility was to finance the acquisition of agricultural estates for distribution to small landholders.

It was on July 21, 1973 when **LANDBANK** was transformed into the country’s first universal bank by charter under Presidential Decree 251. This decree expanded banking reach of the Bank to include lending to agricultural, industrial, and home-building projects, among others.

Upon the signing of Republic Act No. 6657 or the Comprehensive Agrarian Reform Law (CARL) on June 10, 1988, **LANDBANK** became the financial intermediary of the Comprehensive Agrarian Reform Program (CARP) as it facilitated the payment to landowners in the form of cash and agrarian reform bonds.

In its five decades of being in service, **LANDBANK** has become the largest government-owned bank and the fourth largest and best performing bank in the Philippines in terms of assets, loans and deposits. Unlike most Philippine banks, **LANDBANK** has an extensive rural branch network with **341** branches, servicing many rural sector clients in areas where banking is either limited to rural banks or is non-existent.

LANDBANK is also one of the biggest government-owned and controlled corporations (GOCC) in the Philippines, holding its center of operations at its head office in **LANDBANK Plaza**, 1598 M. H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila.

No. of LANDBANK Field Units and ATMs



341

No. of Branches
and Extension Offices



34

Provincial Lending
Centers (LCs)



1,213

ATMs



12

Agrarian Operations
Center (AOCs)

LANDBANK's institutional thrust for 2013 was **"Enhancing countryside banking by pursuing inclusive growth."** Part of the major economic agenda of the government is to promote inclusive growth. It is a pro-poor, shared and broad-based growth, and by its definition, implies equitable allocation of resources, so that every section of society may be reached. Thus, LANDBANK programs in 2013 were mostly geared towards expanding the reach of its products and services.

As a partner of the Philippine government towards countryside development, LANDBANK is an implementing agency of CARP involved in land valuation, compensation to owners of private agricultural lands, and collection of amortizations from CARP farmer-beneficiaries.

LANDBANK is also the single largest lender to small farmers and fishers, which is among the priority sectors in the government's development agenda. This is in response to the government's call to support priority investment projects as defined in the Philippine Development Plan 2011-2016.

As the Bank continues to live up to its commitment to expand credit outreach to the unbanked and underserved areas, it focuses its credit support to its priority sectors that include small farmers and fishers (SFF), and Agrarian Reform Beneficiaries (ARBs).

LANDBANK is also the biggest credit provider to the local government unit (LGU) sector which is the recognized prime mover in the delivery of basic services. The Bank finances LGU projects in agri-infrastructure, agribusiness, schools and hospitals, farm-to-market roads, housing and livelihood, and other development projects.

ABOUT THE LAND BANK OF THE PHILIPPINES

Apart from these, LANDBANK also extends financial assistance to National Government Priority Programs, including Public-Private Partnership projects. Such projects include credit support to micro, small and medium enterprises (MSMEs), and assistance to finance communications, transportation, housing (socialized, low-cost, and medium-cost), education, health care, environment-related projects (including clean and renewable energy) and tourism.

LANDBANK is further enhancing its remittance services for Overseas Filipino Workers (OFWs) through partnerships with remittance companies in Japan, Singapore,

Hong Kong, Australia, United Arab Emirates, and the United States of America. This is to provide assistance to the country's "Bagong Bayani" and their dependents, and also to increase the Bank's remittance performance.

As a universal bank with a social mandate, LANDBANK provides its retail and institutional clients with a wide variety of banking and financial products, services and programs such as:



Deposit
Products



E-Banking
Products



Credit
Facilities



Fund
Transfer



Investment
Banking



International
Banking



Specialized
Lending



Trust
Products
and Services



Enterprise
Development
Programs



Institutional
Development
Programs



Programs for
Countryside
Financial
Institutions



Programs for
Cooperatives



Assistance
Programs for
Landowners

(in P millions)	2012 Audited	2013 Audited
Gross Revenues	37,683	42,031
Operating Costs	11,817	12,083
Employee Compensation & Fringe Benefits	6,478	7,429
Donations & Charitable Contributions	85	102
Income Tax	806	3,047
Net Income	10,725	11,530
Dividends Paid to National Government	6,308	6,000
Retained Earnings	34,405	40,016



In 2013, LANDBANK's loans to its priority sectors accounted for 80.5 percent or P244.6 billion of its regular loan portfolio of P303.9 billion. The loans to the priority sectors of P244.6 billion increased from P205.3 billion in 2012, up by 19 percent or P39.3 billion. Total regular loan portfolio as of end-2013 reached P303.9 billion from P273.4 billion as of end-2012, an increase of 11 percent or P30.5 billion.

In addition to this, loan releases to small farmers and fishers amounted to P51.6 billion. These loan releases benefited 881,356 small farmers and fishers. LANDBANK's 2013 net income of P11.5 billion was 7.5 percent higher than its P10.7 billion net income in 2012.

LANDBANK sustains its profitable banking operations while fulfilling its social mandate. In 2013, the Bank remitted P6 billion dividends to the national government. This amount represents 51 percent of the Bank's total earnings, the highest among GOCCs. As a self-sustaining government financial institution, LANDBANK does not receive any financial assistance from the government.

For a more in-depth discussion of LANDBANK's 2013 financial highlights and subsidiaries, you are invited to access the LANDBANK 2013 Annual Report, **Celebrating our Journey to Gold**, at www.landbank.com.

ABOUT THE LAND BANK OF THE PHILIPPINES

Organizational Structure

LANDBANK envisions being the dominant financial institution in countryside development, committed to the highest standards of ethics and excellence in the service of the Filipino people.

The Bank aims to achieve this through the continuous provision of timely financial and technical support for farmers, fishers and other priority sectors, as well as the delivery of innovative products and services that are consonant with ecological enhancement. LANDBANK seeks to effectively address clients' needs, embodying professionalism and integrity, and providing its employees with a work environment that encourages growth and rewards excellence.

As it continues on its journey to achieve its vision, LANDBANK will always remain committed to be a catalyst in improving the lives of all its stakeholders and working with them to lead the country to economic prosperity.

This commitment is continuously being carried out by the Board of Directors, Management Team, and all employees of LANDBANK. The Bank implemented an organization-wide realignment in 2012. There were no significant changes that took place regarding the structure and ownership of the Bank.

The Bank's Special Order No. 653 Series of 2012 defines the principal functions of the major Bank units as such:



Office of the President and CEO (OP)

Oversees the overall direction and management of all the Bank's administrative and operational functions; and performs oversight functions over the LANDBANK Countryside Development Foundation, Inc. (LCDFI).



Agricultural and Development Lending Sector (ADLS)

Manages the loan portfolio of the Bank; handles the disposition of acquired assets; and performs oversight functions over the LBP Insurance Brokerage, Inc. (LIBI), LBP Leasing Corporation (LBP Lease), and Masaganang Sakahan, Inc. (MSI).



Branch Banking Sector (BBS)

Provides direction on branch banking operations and implementation of e-banking products; and ensures the efficient administration of the remittance services and ATM system, including the Conditional Cash Transfer (CCT) Program.



Corporate Services Sector (CSS)

Supervises the delivery of human resource support services, administration of the Bank's facilities, properties and supplies, management of the Bank's Provident Fund, and management and administration of the Bank's media and external relations programs; and performs oversight functions over the LBP Resources and Development Corporation (LBRDC).



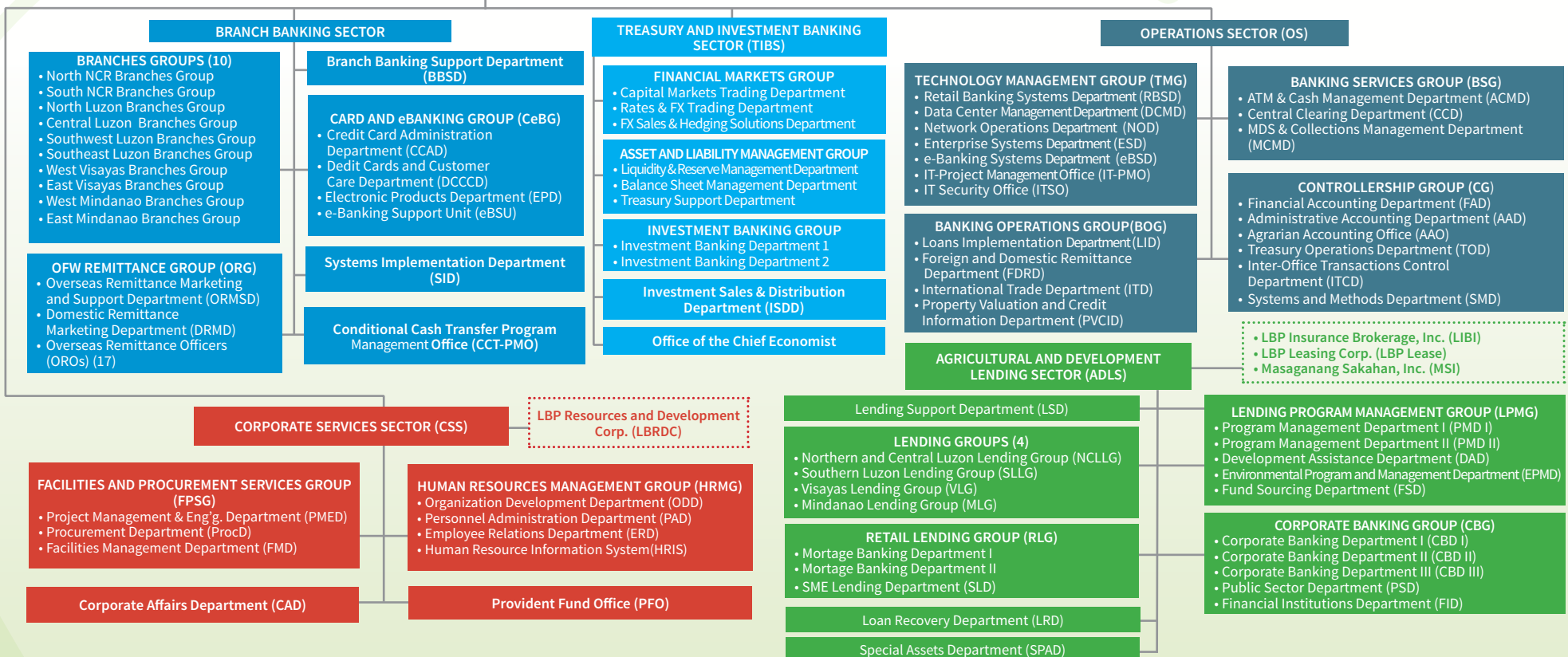
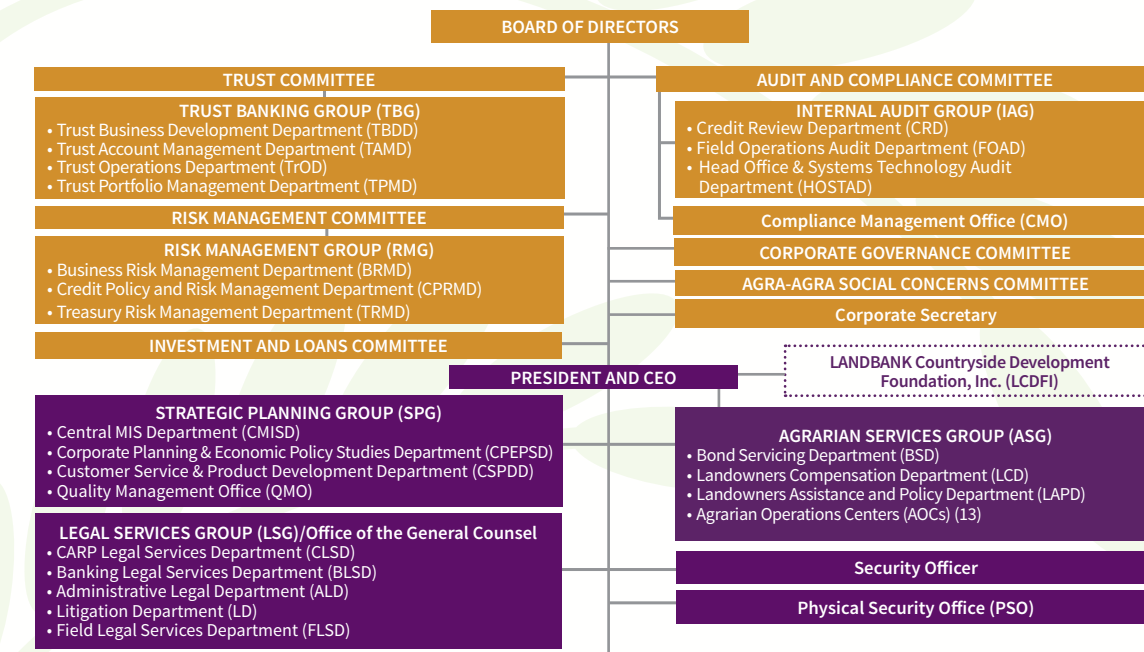
Operations Sector (OS)

Provides bank-wide operational support including accounting services and the development and implementation of information technology systems-related infrastructures.



Treasury and Investment Banking Sector (TIBS)

Handles treasury operations and financial resource management, investment banking, sourcing of foreign and domestic funds, and monitoring and assessment of the country's economic development and trends.



ABOUT THE LAND BANK OF THE PHILIPPINES

AWARDS RECEIVED

Best Performing Government Securities Eligible Dealer for 2013

Bureau of Treasury



Anvil Award of Merit – LANDBANK 2011 Sustainability Report

Public Relations Society of the Philippines



Excellence in Economy and Ecology Award

LANDBANK's Environmental Programs and Practices
Philippine Chamber of Commerce and Industry



ADFIAP award for LANDBANK's Carbon Finance Support Facility

Program of Activities for Piggery Farm and Sanitary Landfill Projects



Karlsruhe Merit Award for Outstanding Sustainable Project Financing

Loan facility extended to the Municipal Government of Sitangkai, Tawi-Tawi, through the KfW-funded Local Government Unit Investment Program Supplemental II
Conferred by the Bangko Sentral ng Pilipinas



"Tatak Batang Malaya" Award

In recognition of the Bank's support to help eliminate child labor in the Philippines
International Labour Organization (ILO)



Green Bank Champion for Environmental Due Diligence

Bankers Institute of the Philippines, Inc.



Citation from Caritas Manila

LANDBANK's continuous support to Caritas' various projects for the poor and marginalized members of society



Top Customer for 2013 Award

Philippine Postal Corporation

LANDBANK IS A MEMBER OF THE FOLLOWING NATIONAL AND INTERNATIONAL ASSOCIATIONS



Asia-Pacific Rural
and Agricultural
Credit Association



Bankers Association
of the Philippines



Association of
Government
Accountants of
the Philippines



Association
of Government
Internal Auditors



PUBLIC
RELATIONS
SOCIETY OF THE
PHILIPPINES

IABC INTERNATIONAL ASSOCIATION
OF BUSINESS COMMUNICATORS



Government
Corporations
Athletic
Association



Philippine
Association
of National
Advertisers



People
Management
Association of
the Philippines



UNEP
Finance
Initiative



Trust Officers
Association of
the Philippines



IT Interaction Philippines



PHILIPPINE SOCIETY FOR
TRAINING & DEVELOPMENT
Inspired. Equipped. Empowered.



Bank Marketing
Association of
the Philippines



PHILIPPINE MARKETING
ASSOCIATION Since 1954



CORPORATE GOVERNANCE & RISK MANAGEMENT



LANDBANK recognizes the importance of having a formally-structured governance framework as it strives to achieve all its sustainable business objectives. As a competitive player in the industry, the Bank sees to it that operations in all fronts are aligned with the highest ideals of ethical standards and customer service, professionalism, and regulatory compliance as the fundamental principles of its governance framework.

Seeing corporate governance as a crucial factor in achieving its vision and mission, the Bank aims to adopt best practices and standards on good governance and integrate them whenever possible into the mainstream of LANDBANK culture and convention.

The Bank maintains a governance structure that is built on applicable and relevant policies, systems and mechanisms that are in line with the current corporate governance rules and regulations, applicable laws of the country, and consistent with globally accepted standards and principles of good governance.

LANDBANK's governance hierarchy is led from the top by the Board of Directors and the President and CEO, filtering down to Board-level committees, sectors and Bank units.

CORPORATE GOVERNANCE & RISK MANAGEMENT

LANDBANK's Board of Directors (Board) is primarily responsible for drawing up the Bank's governance policies, guidelines and processes, and establishing the lines of accountability and responsibility across the institution. The ex-officio Chairman of the Board is the Secretary of the Department of Finance (DOF).

The Board of Directors are appointed by the President of the Philippines based on attained education and proficiency, expertise and recognized competence in relevant fields, and attendance to the special seminar on corporate governance. These are the requirements in addition to those required under other applicable laws and regulations.

LANDBANK has a unitary board structure with nine (9) members, five (5) of whom are ex-officio members, namely: the Secretary of Finance as Chairman, LANDBANK President as the Vice Chairman, and the Secretaries of Agriculture, Agrarian Reform, and Labor and

Employment as members. Of the nine (9) members, two (2) are females. Included in the nine-member board are two (2) Independent Directors. The Bank follows the definition of Independent Directors as defined by the Bangko Sentral ng Pilipinas (BSP) in its Manual of Regulations for Banks (MORB) and in its Circulars.

The Institute of Corporate Directors and the Governance Commission for GOCCs (GCG) disseminate performance rating sheets on a yearly basis to evaluate the performance of the Board. It evaluates its performance as a group and as individual members based on an annual performance self-rating system that facilitates the identification of strengths and areas of improvement to optimize performance. These reports are then submitted to the Office of the President of the Philippines.



Five LANDBANK units were recognized for attaining Exemplary audit ratings in the Risk-based internal Audit conducted by the Internal Audit Group (IAG). LANDBANK President and CEO Gilda Pico and the Audit Committee conferred the Certificates of Recognition and cash prizes of P50,000.00 to the branch/unit heads with their respective group and sector heads.



Boac
Accounting
Center

Makati Business
Center Branch



Makati City
Hall Branch

MDS &
Collections
Management
Department
(MCMD)



Puerto Princesa
Accounting Center

CORPORATE GOVERNANCE & RISK MANAGEMENT

LANDBANK Board of Directors and Management team attending the Anti-Money Laundering (AML) compliance seminar.



Over the years, the Bank has undergone significant industry developments, more notably in the macroeconomic and regulatory environment, and technological landscape. For this, the Bank has continuously conducted planning sessions to assess its sustainability performance. Planning is one of the essential roles of management as it sets the organization's vision, mission, strategic goals and directions. LANDBANK conducts a Strategic Planning or medium-term planning every five (5) years and an annual operational planning. Both planning sessions utilize the participatory approach where members of the LANDBANK Board, management, and various officers contribute in the planning process.

An institution's good governance practices can also be reflected through its coverage and frequency of audits that assess the implementation of environmental and social policies, as well as its risk assessment procedures. LANDBANK's Internal Audit Group (IAG) provides assurance services through the conduct of the risk-based internal audit approach. IAG follows a three-year audit cycle except for those areas mandated by the BSP to be audited on an annual basis.

The Bank's operations are periodically being audited by the BSP and the Commission on Audit (COA). Likewise, the Bank engages the services of third party auditors to undertake the IAG's External Quality Assurance Review and the Bank's certification under the ISO 14001:2004 Environmental Management System (EMS) and ISO 9001:2008 Quality Management System (QMS).

The IAG's purpose, authority and responsibility are consistent with the Philippine Government Internal Auditing Manual, BSP Circulars, Mandatory Guidance of the International Professional Practices Framework promulgated by the Institute of Internal Auditors and the professional standards issued by the Standards Board of the Information Systems Audit and Control Association. Further, audits of the EMS and QMS are in accordance with ISO 14001:2004 Environmental Management Systems Standard, ISO 9001:2008 Quality Management Systems Standard and ISO 19011:2011 Guidelines for Auditing Management Systems.

Compliance matters regarding the Bank's economic, social, and environmental performance are being overseen by the Bank's Compliance Management Office (CMO), a Board-reporting unit that oversees the overall implementation and coordination of the LANDBANK's compliance system.

CMO implements the compliance program through the Risk-based Compliance Methodology Manual and implements the Anti-Money Laundering (AML) compliance framework through the Money Laundering and Terrorist Financing Prevention Program. It further establishes constructive working relationship with regulatory bodies, provides communication and training on compliance matters, institutes monitoring and assessment of business risks and provides reporting system to the Senior Management and the Board.

In terms of compensation policy, LANDBANK recognizes the performance of both the company and the individual officer or employee, and is guided by a compensation, position classification system and qualification standards approved by the Board based on a comprehensive job analysis and audit of actual duties and responsibilities. LANDBANK's compensation consists of both remuneration and rewards schemes that are developed to motivate and maintain its performance-driven and competitive workforce.

As a financial institution built on the trust of all its stakeholders, LANDBANK has come up with measures on maintaining good relationships that are free from issues of conflict of interest. In 2010, the Bank has formulated the Guidelines on Conflict of Interest, which cover the LANDBANK workforce from the members of the Board of Directors up to its rank-and-file employees. The issuance of the said guidelines is in line with the Code of Conduct for LANDBANK Employees, upholding the principle that a public office is a public trust.

A big part of LANDBANK's commitment to integrity and transparency is maintaining an open dialogue between its management and shareholders. The Bank maintains different channels to encourage its shareholders to seek guidance and air out their concerns. Clients, depositors, investors and all other shareholders are encouraged to contact LANDBANK through a variety of formal channels that include the Bank's Customer Care Hotline, the "Contact Us" tab in the LANDBANK website, the Bank's Ethics Hotline, as well as the Bank's official social media accounts.

Landbankers are likewise considered as important shareholders of the Bank. The Bank's Employee Relations Department (ERD) under the Human Resources Management Group (HRMG) handles all employee concerns, and raises such concerns to the relevant officers. All Bank officials have the responsibility of maintaining a working environment that encourages employees to raise and discuss issues in a safe manner, in order to prevent untoward incidents from occurring and immediately address issues when they arise. Because it is a government institution, the Bank maintains a formal Grievance Procedure that is in line with the Grievance Machinery of the Civil Service Commission.

	<i>Customer Care Hotline</i>	(632) 405-7000 Domestic Toll-Free Hotline: 1-800-10-405-7000
	<i>LANDBANK website</i>	https://www.landbank.com/contact-form
	<i>Ethics Hotline</i>	405-7660 or local 7660
	<i>Facebook</i>	www.facebook.com/landbankofficial
	<i>Twitter</i>	www.twitter.com/LBP_Official

CORPORATE GOVERNANCE & RISK MANAGEMENT

Board-level Committees

As a government financial institution, good corporate governance plays a central role at LANDBANK. Good governance is grounded on transparency, accountability, responsiveness and control, all of which are vital to the operations of LANDBANK.

In order to aid in complying with the principles of corporate governance, the Bank constituted six (6) Board-level committees – the Audit and Compliance Committee (Audit Com), Risk Management Committee (Risk Com), Trust Committee (Trust Com), Corporate Governance Committee (CG Com), Investment and Loan Committee (ILC), and the Agri-Agra Social Concerns Committee.



The **Audit and Compliance Committee** assists the Board of Directors in fulfilling its oversight responsibilities over the Bank's financial reporting policies, practices and control, internal and external audit functions, and compliance functions.



The **Risk Management Committee** fulfils statutory, fiduciary, and regulatory services of the Bank. It assists the Board in identifying, defining, and assessing risks at all levels of the Bank, and ensures the alignment of risk objectives with overall business strategies and performance goals. RiskCom is also in charge of developing a continuing education program to enhance its members' understanding of relevant issues pertaining to the banking industry.



The **Trust Committee** serves as the oversight committee on the fiduciary activities of the trust business, and ensures that these are conducted in accordance with applicable laws, rules and regulations, internal policies and procedures, with the required skill, care, prudence and diligence in the management and administration of fiduciary assets.



The **Corporate Governance Committee** oversees matters pertaining to the organizational structure of the Bank, its selection and promotion of officers, periodic performance evaluation of the Board, its committees and the executive management, and annual self-evaluation of its performance. Apart from these, CG Com also studies and recommends policies to ensure appropriate and effective management through organizational and procedural controls and independent audit mechanisms. It also acts as the oversight committee for the Bank's implementation of the Internal Capital Adequacy Assessment Process (ICAAP).



The **Investment and Loan Committee** evaluates and recommends to the Board for consideration and approval investments and loans; and recommends investment and credit policies and guidelines that define the structure, eligible investments and management of investment portfolios.



The **Agri-Agra Social Concerns Committee** formulates non-credit policies to improve the delivery of services on CARP and other agri-agra matters; serves as clearing house for CARP-related non-credit programs of the Bank; and monitors the status of implementation of the Bank's various non-credit agri-agra and social concerns programs.

The Philippine Government Electronic Procurement System (PhilGEPS), in partnership with LANDBANK, launched its new electronic payment facility that allows agencies to complete online purchases for supplies procured through the PhilGEPS Virtual Store. Gracing the event is Budget and Management Secretary Florencio B. Abad.



Risk Management, Anti-Corruption and Procurement

In LANDBANK, risk management is considered as one of the solid and most crucial components of its strategic goals and operational thrusts as the Bank strives to embody the principle of good governance as a corporate way of life. The Bank continuously undertakes major initiatives that aim to strengthen its risk management system that covers good governance practices, as well as its operations.

In any setting, banks are susceptible and vulnerable to corrupt practices, which pose great risks to the institution. To discourage LANDBANK employees from engaging in corrupt practices, officers and employees involved in any corrupt or unethical behaviour are subjected to administrative disciplinary processes. In 2013, three (3) employees were dismissed from the service for corruption-related offenses. Likewise, out of the total 618 Bank units, 71 units or 11.49 percent have been analyzed for risks related to corruption.

For this purpose, the Bank has formulated the Revised Rules on Administrative Disciplinary Cases, which applies to all complaints and reports against LANDBANK officers and employees such as but not limited to violations of Republic Act No. 3019, Executive Order No. 292, acts punishable under the Revised Penal Code, violations of Republic Act No. 6713, among others.

LANDBANK also has institutionalized preventive measures to discourage officers and employees from engaging in corrupt practices by issuing various internal guidelines including the rules on conflict of interest, solicitation and acceptance of gifts, crimes and losses, conduct of background investigations, performance of duties, internal whistleblowing and reporting, and confidentiality of information.

Part of these preventive measures is the conduct of trainings on anti-corruption policies and procedures. A total of 7,230 officers and employees, or 100 percent of the Bank's population have received trainings that reflect LANDBANK's zero tolerance for corruption in the institution.

CORPORATE GOVERNANCE & RISK MANAGEMENT

The Bank has also created the Accountability Assessment Committee (AAC) which looks into the accountability of officers and employees. The AAC evaluates the procedural requirements and circumstances surrounding the act or omission subject of the Incident Report on the basis of the complaints/reports and all other testimonies, documents and evidences submitted to determine the degree of culpability/financial responsibility of the officers and employees cited in the reports. Reminders and admonitions are to be given to the officers and employees found negligent and accountable. Accordingly, the officers and employees have become more conscious in implementing the internal controls of the Bank.

LANDBANK is cognizant of the role public policy plays in the attainment of its mandates. For this, the Bank actively monitors and formulates position papers on legislative bills and proposals from the House of Representatives and Senate, especially those that have impact on the Bank's operations. Further, LANDBANK representatives attend the congressional hearings to reiterate and articulate the Bank's position on such bills and provide other information that may be requested during the hearings.

The Bank takes a precautionary approach in its operations, as well as the innovation and development of new products and technologies. It strictly follows a step-by-step approach of engaging in peer review, and considering the benefits and risks of innovation in a systematic and transparent manner. This way, the Bank prevents any risk of causing any form of harm or negative impacts to the public.

LANDBANK also takes an expanded but sharper view of risk management by also managing risks that its subsidiaries are exposed to, as it acknowledges the fact that their operations likewise bear impact on the Bank as a parent company.

Procurement is another important area of operation which is also exposed to risks of corruption. To address this issue, the Bank strictly adheres to the procedures and requirements under Republic Act No. 9184 or the Government Procurement Reform Act.

As a general rule, LANDBANK procures only from local suppliers. 'Local' is defined as Filipino citizens/sole proprietorships and partnerships, corporations or cooperatives duly organized under the laws of the Philippines.

In some cases, procurements from foreign bidders may be allowed: (1) when provided for under any Treaty or International or Executive Agreement, (2) when the foreign supplier's country has reciprocity agreement with the Philippines, (3) when the goods sought to be procured are not available from local suppliers, or (4) when there is a need to prevent situations that defeat competition or restrain trade.

In addition to supplier's geographic location, the factors that primarily influence supplier selection are: (1) cost, (2) compliance of offered goods/services with LANDBANK's technical specifications, (3) availability of the goods/services within the prescribed delivery period, (4) track record of supplier, and (5) supplier's compliance with government regulations. Total procurement from local suppliers amounted to P4.89 billion or 99.70 percent of the P4.90 billion total cost of goods/services procured in 2013.

The Bank does not currently subject its suppliers, contractors and consultants to undergo human rights screening; however, certain requirements related to human rights screening may be imposed in the future.

Corporate Identity and Image

LANDBANK recognizes the competitive nature of the business environment, and the need to always protect the Bank's corporate identity. The Bank makes sure that all information released through media or marketing collaterals are able to accurately describe LANDBANK's products, services, and programs.

The Bank takes a precautionary approach in its operations, as well as the innovation and development of new products and technologies. It strictly follows a step-by-step approach of engaging in peer review, and considering the benefits and risks of innovation in a systematic and transparent manner. This way, the Bank prevents any risk of causing any form of harm or negative impacts to the public.



The Bank abides by all laws, standards, and voluntary codes related to marketing communications. LANDBANK has issued its own Corporate Identity Manual that ensures the uniform application of the Bank's corporate trademark in printed communication, marketing strategies, and publicity drives. To date, the Bank has not experienced any incident of non-compliance with regulations and voluntary codes concerning products and services information and labelling.

LANDBANK also endeavors to maintain a good image among its various stakeholders and partners by adhering to its social responsibilities as a good corporate citizen. For this, the Bank constituted the Corporate Donations and Sponsorships Policy (CDSP).

The Bank provides donations that will create the appropriate environment to stimulate capacity-building measures in key priority areas, and sponsorships that entitle the Bank media mileage or brand exposure in the promotional and publicity materials, provide an opportunity for the Bank to maintain or improve client and community relations, and promote the Bank's strategic objectives, programs and services to specific target markets.

The funding for all donations and sponsorships are based on the approved annual budget. The Bank allocates an annual budget for donations and sponsorships that do not exceed one (1) per cent of the previous year's net income.

LANDBANK complies with Section 95 (a) of Batas Pambansa Blg. 881, otherwise known as the Omnibus Election Code of the Philippines by not giving contributions for purposes of partisan political activities. The Bank also complies with Article VI Section 29 (2) of the 1987 Constitution of the Philippines, which prohibits the act of giving contributions in support of any religious group.

As a government financial institution, LANDBANK's unique role of contributing to economic sustainability and pursuing its countryside development mandate exposes the Bank to all kinds of risks. Because of this, the Bank remains focused on the continuous development of its risk management system, adopting best practices, and consistently strengthening the systems already in place, as the Bank endeavors to remain worthy of the trust of its clients, stakeholders, and the public.

SUSTAINABILITY AT LANDBANK

COMMUNITY DEVELOPMENT

Focuses on the Bank's activities or initiatives that directly and indirectly provide social value to the stakeholders and community.



ENTERPRISE DEVELOPMENT

Highlights the Bank's significant programs and projects which contribute and/or improve the economic conditions with direct impact and market presence to the various priority sectors and stakeholders of the Bank.



ENVIRONMENTAL PROTECTION & MANAGEMENT

Highlights the environmental management practices that are incorporated in the Bank's agrarian and banking operations, services, and decisions. This is also comprised of activities that contribute to the proper management of materials and natural resources, pollution prevention, and climate change mitigation and adaptation.



CUSTOMER SERVICE

Emphasizes the programs, projects, and activities that enhance the Bank's products and services, as well as systems that interface with its internal and external customers, and other stakeholders.



EMPLOYEE DEVELOPMENT

Concentrates on activities and programs that promote good labor practices, conducive work environment, professionalism and volunteerism.



LANDBANK reports on its economic, environmental, and social impacts in accordance with its five (5) Sustainability Cornerstones. These Sustainability Cornerstones are the foundations upon which LANDBANK builds on its efforts to promote sustainable development within the organization, trickling down to the communities and individuals the Bank serve. These are Enterprise Development, Community Development, Environmental Protection and Management, Customer Service, and Employee Development.

SUSTAINABILITY AT LANDBANK

Disclosure on Management Approaches

The Disclosure on Management Approach forms part of the GRI-aligned sustainability reporting process, which is intended to address the next level of detail of LANDBANK's approach to managing the sustainability topics associated with risks and opportunities.

This is disclosed in accordance with the seven (7) GRI Performance Indicators, namely, (a) Product and Service Impact, (b) Economic Performance, (c) Environmental Performance, (d) Labor Practices and Decent Work, (e) Human Rights, (f) Social Performance, and (g) Product Responsibility. These GRI Performance Indicators are all rooted within LANDBANK's five (5) Sustainability Cornerstones.

Product and Service Impact

Among the Bank's commitments is to provide products and services that fulfil the needs of all its stakeholders, while still upholding LANDBANK's sustainability goals in business lines. The Bank stands for this commitment by engaging and enjoining its valuable stakeholders in this quest towards sustainable development.

Bank clients are enjoined to exercise environmental responsibility through the Environmental Policy on Credit Delivery, which ensures that all LANDBANK-financed projects are environmentally sound and compliant with existing environmental laws and policies. The Bank's Environmental Due Diligence (EDD) facilitates assessment and screening of environmental and social risks in the implementation of LANDBANK-assisted projects.



The Bank is guided by its Corporate Environmental Policy which reiterates the Bank's pledge to adhere and actively promote environmental protection and sustainable development by incorporating effective environmental management practices in all its agrarian and banking operations, services and decisions. The Bank's Corporate Environmental Policy also capacitates its employees in carrying out the Bank's environmental responsibility. As such, LANDBANK has given opportunity to all Landbankers to be properly educated on environmental laws and regulations, and other environment-related issues through continuous trainings.

These approaches are necessary to ensure that all the Bank's stakeholders are provided with stellar products and services, and at the same time, they are also included and integrated in the Bank's drive towards eliminating any form of harm towards the environment and the nation as a whole.

Economic Performance

LANDBANK continues to advance its operations to new levels through the creation of new and innovative programs and expanding existing ones. Through this, new business values are created, thus substantially contributing to the Bank's sustainability efforts.

The Bank remains committed to improve its economic performance and market presence through programs that provide funding to the priority sectors, and lending initiatives to cooperatives, microfinance institutions, and countryside financial institutions. Apart from strengthening its existing programs, the Bank has also developed new loan programs in support of the country's agricultural capabilities, as well as the government's development thrusts.

Photo courtesy of IRRI

SUSTAINABILITY AT LANDBANK

The Bank retains its position as a sound institution by remaining aggressive in channelling financial and technical support to its mandated and priority sectors, and its continuing support to development assistance programs. Apart from the Bank's mandated sectors, LANDBANK also continues to support agri-business, aqua-business, and agri-aqua-related projects of LGUs and GOCCs, as well as National Government Priority Programs.

Environmental Performance

It is in the DNA of every Landbanker to have the initiative to act towards protecting the environment. LANDBANK is one with the nation in saving the environment for the future generation, and the Bank does this by institutionalizing its Environment Management

System (EMS), implementing EDD in credit delivery, and financing and managing climate change and environmental projects.

The Bank's Corporate Environmental Policy actively promotes environmental protection and sustainable development by incorporating effective environmental management practices in all operations, services, and decisions. LANDBANK makes sure that environmental sustainability is carried in its energy and water saving measures, and emissions and waste reduction initiatives.

The Bank also maintains its two (2) Corporate Social Responsibility (CSR) programs that are aimed towards environmental sustainability: the Adopt-a-Watershed Program II and Manila Bay SUNSET Partnership Program. The Adopt-a-Watershed Program aims to rehabilitate 40 hectares of denuded watershed and forests nationwide, while the SUNSET Program focuses on clean-up and environmental awareness activities at the Manila Bay.

Labor Practices and Decent Work

LANDBANK sees its human capital as its primary asset. Because of this, the Bank continuously nurtures its employees through programs aimed towards every Landbanker's professional and personal growth.





The Bank provides for the professional development and care of its human capital through capability development and trainings. The Bank embraces diversity and gives equal chance to candidates regardless of gender, age, regional background, religious beliefs, and seniority in tenure.

The Bank is cognizant of the right of employees to self-organize. As such, LANDBANK forged with the LBP Employees' Association (LBPEA) the Collective Negotiation Agreement (CNA), which outlines the Bank's responsibilities in employee job security, benefits and rights, awards and incentives, leave benefits, special privileges for pregnant and nursing women, and legal assistance for employees.

Occupational health and safety and employee well-being are also prioritized through disease prevention and risk-control programs, employee education/learning sessions on relevant topics, compliance with relevant occupational safety and health standards, and provision of facilities that support employees' holistic wellness.

Despite the competitive nature of the industry, the Bank still endeavors to strike a delicate balance between its employees' career needs and the Bank's need for exemplary work, thus ensuring that a support system is in place for the sustainability of its operations and development efforts.

Human Rights

As an institution that cares for the welfare of all its stakeholders, LANDBANK values human rights in all aspects. The Bank enjoins all employees to perform their responsibilities with full courtesy and respect, without prejudice to race, religion, regional or ethnic origin, gender or political affiliation. LANDBANK protects its employees through the administration of adequate security coverage for the Bank, officers, and clientele against unlawful acts, harm, damage, loss, and compromise.

SUSTAINABILITY AT LANDBANK



The Bank practices non-discrimination in hiring and granting professional advancement opportunities and supports the rights of Landbankers to participate in a public sector union. The Bank conducts learning programs on human rights-related topics such as social conflicts, sexual harassment, gender and development, and the grievance machinery.

Organizational development, interventions and concerns regarding human rights are handled by the Organization Development Department (ODD), while management takes charge of the development, implementation, and periodic evaluation of the Security and Safety Program to protect personnel as well as prevention and remediation in the event of emergencies, disasters, and calamities.

Social Performance

LANDBANK believes that empowering its stakeholders by providing them with the necessary skills to develop their full potentials is a form of sustainable development in the business setting; as they become catalysts that effect change in their own communities.



The Bank strives to achieve positive social change through projects and programs such as institutional development and upgrading of cooperatives and microfinance institutions, scholarship programs, and others.

The Bank also shows its initiatives towards community development through its various CSR programs that are aimed towards areas such as agriculture education, livelihood opportunities, and disaster response.

As a government-owned institution, LANDBANK strictly adheres to Civil Service rules and addresses and mitigates incidences of corruption through the implementation of the revised Rules on Administrative Cases in the Civil Service, a strict implementation of the Code of Conduct for Public Officials and Employees, and adherence to the provisions of anti-corruption laws, more importantly the Anti-Red Tape Act (ARTA) of 2007.

All LANDBANK employees are expected to comply strictly with the Bank's Code of Conduct and to follow all rules and regulations, internal policies, and procedures pertinent to their

functions and positions. The Bank also routinely conducts employee seminars on core values, corporate ethics, social responsibility, and anti-money laundering, depicting LANDBANK's position as an institution with a strong moral fiber.

Product Responsibility

Product responsibility is embedded in LANDBANK's customer service. The Bank considers customer service as an extremely important part of maintaining and preserving relationships with clients, which is a key to continuing revenue generation.

LANDBANK is committed to provide value-added services to external and internal customers as part of its overall approach to systematic improvement of services.

Thus, the Bank's programs and activities geared to enhance the Bank's products and services include enhancing core banking processes through quality management systems, improving delivery channels for customers, upgrading information technology and automation, and recognizing outstanding partners. Timely financial and technical support to the Bank's mandated clients are easily available through posters, brochures and websites.

The Bank's marketing tools and activities are truthful, legally compliant, socially responsible, and environment-friendly as guaranteed through its compliance with the Corporate Identity Manual and Manual of Procedures. The Bank also strictly complies with all laws and regulations of the Bangko Sentral ng Pilipinas (BSP) and the National Government in the fair design and sale of financial products and services.



STAKEHOLDERS ENGAGEMENT

With every loans, deposits, and bank transactions, LANDBANK makes actions and decisions that directly and indirectly affect all its stakeholders. As the country's dominant financial institution in countryside development, it is the Bank's inherent responsibility to assure its stakeholders that its actions and decisions make a positive impact in their lives.

It is integral for a company that seeks to establish a sustainable performance to consider the varying interests and demands of its various stakeholders. LANDBANK has always considered the active engagement of stakeholders as an important component to the Bank's operations. The Bank's social mandate, as well as the roles it plays in the society, requires the Bank to engage and work with these sectors.

LANDBANK partnered with CSR-UA&P in engaging the Bank's various stakeholders, which are composed of clients, government employees, communities, business partners, as well as LANDBANK officers and employees – all of which are giving direct and indirect vital contributions towards the success of the Bank's operations. CSR-UA&P assisted LANDBANK in conducting the consultations to avoid biases and barriers that may hinder the openness between the Bank and its stakeholders.

The consultations were done using international standards such as the AA1000 Stakeholders Guidelines and the GRI in order to provide a holistic view of the expectations and issues faced by the stakeholders of the Bank. Both quantitative and qualitative data gathering techniques have been used to gather data among the stakeholders. Three (3) Stakeholders Consultations were conducted in Cagayan de Oro City, Tacloban City, and Bulacan.

For the quantitative data, the participants have been asked to complete a survey questionnaire which was customized based on the guidelines of the GRI. The same respondents were also interviewed and engaged in focus group discussions as the basis for qualitative data. A total of 95 respondents participated in the survey and discussions, and detailed below are the results of the consultations.





Bank Clients

Among the Bank's clients are cooperatives and farmers associations, small and medium enterprises, and countryside financial institutions. What makes LANDBANK unique among other commercial banks is its commitment to expand credit outreach to small farmers and fishers, and to provide banking services to unbanked and underserved areas.

The participants from LANDBANK-supported cooperatives are appreciative of the Bank's support to such sectors through continuous trainings and information dissemination, which are important for starting and established businesses alike. Individual Bank clients are also requesting for the provision of special loan or microfinance packages for clients who are interested to start their own entrepreneurship plans. Clients from rural banks supported by LANDBANK requested for assistance to provide a more enhanced screening of cooperatives and individuals for loans.



Agriculture-based LANDBANK clients are pushing for the Bank to lead change towards new, innovative and sustainable farming to eventually lead to more long-term profits. In addition to this, the Bank's agri-based clients are also venturing into organic farming, and they are requesting for the Bank to continue supporting efforts and investments towards such.

Government Representatives and LANDBANK Officers and Employees

LANDBANK is the biggest credit provider to the local government unit (LGU) sector, and likewise extends financial assistance to National Government Priority Programs. A number of disasters struck the country in 2013, and the participants from the government sector expressed their appreciation for the Bank's immediate assistance after the disasters, especially during the aftermath of Typhoon Yolanda.

STAKEHOLDERS ENGAGEMENT



Fully aware of how the Bank pushes for financial literacy across all sectors, the participants from the government sector are requesting for the provision of seminars and trainings on financial management in order to empower government employees to be more control of their personal finances. They are also keen on learning more about LANDBANK's modern banking tools, as they are interested to be oriented on the use and navigation of the online banking system.

The consultations have also served as an avenue for some of the Bank's manpower from across the country to be able to air out their concerns with regards to their employment in LANDBANK. Participants from Bank units are asking for their benefits to be reviewed and updated according to present economic conditions, and for the profiling system to be further reviewed for its effectiveness as basis for promotion and employee development. The participants from the Bank units also expressed their satisfaction on how LANDBANK continues to give sufficient trainings for its employees.



Communities

With community development as one of the Bank's sustainability cornerstones, LANDBANK strives to provide communities with support that will ultimately lead to the betterment of the lives of every Filipino community.

With two (2) of the consultations held in areas that have been hit by typhoons, among the invited stakeholders are the beneficiaries of the Bank's livelihood programs. They expressed their appreciation for the livelihood project that helped them rebuild their lives. In addition to the Bank's continuous support for their livelihood, the community members also aired out that they wish to receive financial literacy seminars as their business continues to grow.

The community also expressed their concern about how many small businesses become unsustainable especially after experiencing typhoon onslaughts, and so they are requesting for the Bank's assistance in providing them with Disaster Risk Management trainings that will help them manage their businesses amidst such disaster-related scenarios.

Material Indicators

In the quantitative aspect of the consultations, the participants were given a survey questionnaire which explains every Indicator in the GRI in order to determine which are the most material among all stakeholder groups. Materiality is a concept used in sustainability reporting that determines which among the GRI Indicators are applicable to all facets of the Bank's operations.

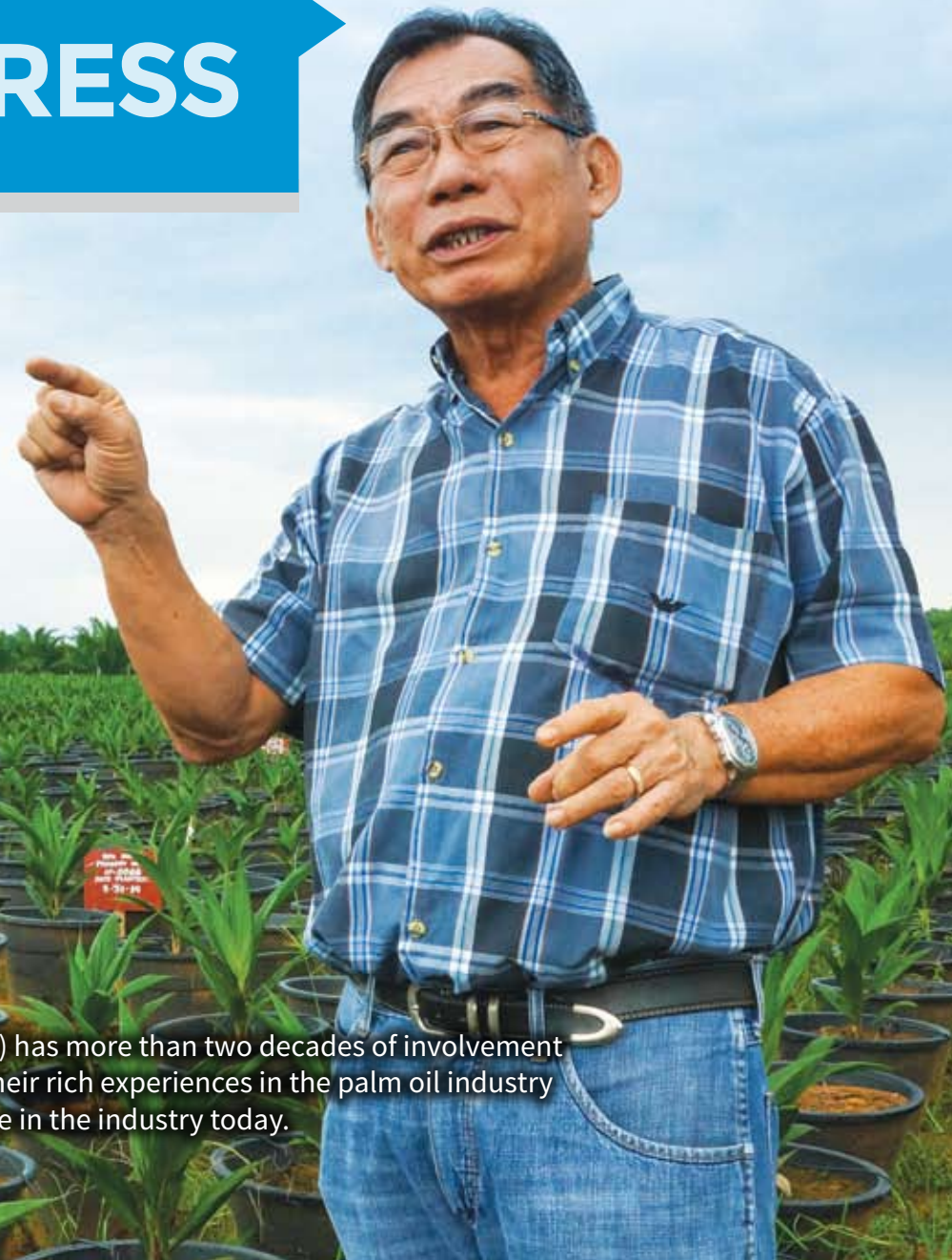
The survey showed that PR3 (*Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements*) has been considered as the most material indicator across all respondents among all the indicators considered in the questionnaire. In particular, this indicator was chosen by 75 out of the 95 respondents or 79% of the total respondents.

On the other hand, FS12 (*Voting policies applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting*) came in last with 28 respondents (29%) choosing it as material.

For this Report, the Bank discloses 92 key performance indicators covering data from LANDBANK's different sustainability programs. The Bank has been continuously expanding the number of the GRI Indicators that are being reported as part of its commitment towards being transparent to all its stakeholders.



ENTERPRISE DEVELOPMENT SPURRING GROWTH AND IGNITING PROGRESS



Agumil Philippines, Inc. Chief Operating Officer, Mr. Chang Chee Kong (in the photo) has more than two decades of involvement in oil palm plantation and operation. Along with the Chairman Mr. Lim Chan Lok, their rich experiences in the palm oil industry have been handy in leading Agumil and its employees towards the company's place in the industry today.



Enterprise development plays a major role in doing business with LANDBANK. The Bank strives to maintain a healthy and long-term relationship with its clientele by providing timely financial and technical support that they need in order to help boost their business, which in turn provides livelihood opportunities for more Filipinos.

In 2013, LANDBANK's corporate life was extended by another 50 years with the signing of Republic Act No. 10374. The Bank resolves anew to promote countryside development through programs that will increase agricultural productivity, promote food security, and increase farm household income, which will eventually lead to inclusive growth.



ENTERPRISE DEVELOPMENT



In the same year, LANDBANK started recognizing its exemplary corporate clients that have sprung opportunities for growth and models of success through the Gawad Korporasyon na Kaagapay sa Ating Ganap na Tagumpay, or Gawad KAAGAPAY.

One of the nominees to the first-ever Gawad KAAGAPAY Awards was Agumil Philippines, Inc. (Agumil), a subsidiary of Agusan Plantations, Inc. (API), an integrated oil palm production and processing corporation with an estimated 28,000 hectares of plantation nationwide

API was established in 1982 by a Singaporean company that identified 2,000 hectares as a possible plantation site for palm oil production in Trento, Agusan del Sur. API set up another plantation in Matin-ao, Carmen in Bohol in 2000, where they also built an oil mill six years later. The company's reach has then expanded to include a palm oil mill in Buluan in Maguindanao and Maasin in Brooke's Point, Palawan.

API's history with LANDBANK began in 1998 when they started the Outgrowers Program, which envisioned the company as an active participant in the outgrowers' oil palm development funded by a bank. The company explored the possibility of getting a loan from LANDBANK; however, oil palm has a five-year gestation period, and government financing institutions offered only a three-year grace period for oil palm growers.

To remedy the situation, it was decided that Agumil would provide loans to cooperatives for the first two years. On the third year, LANDBANK bought out the loan and provided further financing for the next three years up to the maturity of the oil palm. To support its Outgrowers Program, Agumil availed of a P35-million loan from LANDBANK, of which the amount was used to help 114 farmers with 388 hectares of oil palm plantation.

Agumil has also invested in the use of sophisticated equipment backed by quality controllers and research groups to maintain its product quality. The company is equipped with computerized systems in almost all aspects of operations, including the management of inventories.

Apart from its Outgrowers Program, Agumil also conducts various corporate social responsibility projects. Among its initiatives were the construction of school buildings and classrooms for the Manat Elementary and High Schools in Agusan del Sur and Maasin Elementary School in Palawan. It also financed the construction of a public market in Agusan del Sur and spearheaded tree planting activities in Brooke's Point, Palawan.

The company's financing scheme and sustainable operations helped boost palm oil production, and eventually made Agumil the premier local palm oil producer since 2005. Agumil's story of success has landed it 1st Place in the Large Agri-based Category of Gawad KAAGAPAY, besting all other nominees for the category.

Currently, API is looking forward to developing a 500-hectare plantation in Leyte and another mill construction in the area in the near future. With a credit line of P940 million from LANDBANK, this means more employment in the countryside and a much-needed boost for the local economy.

Loans to Priority Sectors

LANDBANK remains aggressive in channelling financial and technical support to its mandated and priority sectors which include small farmers and fishers (SFF) and their associations, agri- and aqua-business, agri-aqua-related projects of local government units (LGUs) and government-owned and controlled corporations (GOCCs), micro, small and medium enterprises (MSMEs), communications, transportation, housing, education, health care, environment-related projects, tourism, and utilities.

LANDBANK is the single largest lender to small farmers and fishers nationwide. For 2013, loan releases reached P 51.6 billion or 29 percent higher than last year's P 39.9 billion, which benefited 881,356 SFF nationwide. These loans were channelled through 903 accredited farmers and fishers cooperatives and 264 countryside financial institutions (rural banks, cooperative banks and development banks) and 211 irrigators' associations. As of 31 December 2013, outstanding loans to small farmers and fishers amounted to P34.7 billion.

LANDBANK also supports the agri- and aqua-businesses of private entrepreneurs. As of 31 December 2013, outstanding loans amounted to P22.1 billion and P0.6 billion, respectively. Projects financed for agribusiness include logistics and transport and other value-adding activities such as processing, packaging and marketing.



ENTERPRISE DEVELOPMENT

LANDBANK'S ANNUAL RECOGNITION PROGRAMS FOR CLIENTS



GAWAD PITAK

Gawad PITAK (Pinakatatanging Kooperatiba) is a search for the finest among LANDBANK partner cooperatives who are one with the Bank in pursuing its mandate of spurring countryside development.



GAWAD KAAGAPAY

Gawad Korporasyon na KAagapay sa Ating GAnap na tagumPAY (Gawad KAAGAPAY) recognizes Bank-assisted corporations for their outstanding performance, continuing good relationship with LANDBANK and service to communities.



GAWAD ENTREPRENEUR

Gawad Entrepreneur (Gawad sa Pinakatatanging Entrepreneur) is the Bank's annual search among its SME clients who have exhibited excellence in management and played a crucial role in empowering people and catalyzing change in their respective communities.



Recognition of Most Outstanding CFI Partners

This annual award is conferred to countryside financial institutions that serve as the Bank's allies in extending credit assistance to clients and priority sectors in the countryside.



50th Anniversary Client Appreciation Night

LANDBANK treated its valued clients and partners to a night of culture and entertainment as the Bank's way of expressing gratitude for their support to the institution and for being part of LANDBANK's 50 years.

As part of the Bank's golden anniversary celebration and dubbed "Kaagapay sa Tagumpay" (Partners in Progress), the cultural show was staged at the PICC Reception Hall last August 12. Performers included Lea Salonga, Jed Madela, Cris Villonco, Joey Ayala at ang Bagong Lumad, Ervin Lumaug, Ballet Philippines, Ramon Ubusan Folkloric Group, Philippine Madrigal Singers, LANDBANK Musical Ensemble, Madz et al., Philippine Philharmonic Orchestra and the Banda 5 Cardona, Rizal.

The occasion was graced by LANDBANK clients and partners from both the corporate and government sectors. Former LANDBANK Presidents Gary Teves, Florido Casuela, and Jesli Lapus also attended the event.

The Bank is also the biggest credit provider to the LGU sector, financing projects in agri-infrastructure, schools and hospitals, farm-to-market roads, housing, livelihood and other developmental projects. Outstanding loans to LGUs and GOCCs reached P45.4 billion as of 31 December 2013.

LANDBANK remains the leading provider of assistance to MSMEs which constitute 99.7 percent of the total number of establishments in the country. Outstanding loans to MSMEs reached P37.5 billion as of 31 December 2013.

As of 31 December 2013 outstanding loans to other priority programs of the government are as follows: communications (P4.2 billion), transportation (P15.1 billion), socialized, low-cost and medium-cost housing projects (P27.1 billion), education (P5.7 billion), healthcare (P3.9 billion), environment-related projects including clean and renewable energy (P4.4 billion), tourism (P1.8 billion), and utilities (P42.1 billion).

The Bank also extends loans to finance other developmental projects such as manufacturing, mining, oil manufacturing and refinery, real estate, financial intermediation, and other non-agricultural and developmental projects of LGUs and GOCCs. Outstanding loans funding to these types of projects amounted to P59.3 billion as of 31 December 2013.

ENTERPRISE DEVELOPMENT

Gross Loan Portfolio As of 31 December 2013 (In P millions)

SECTORS	LUZON	VISAYAS	MINDANAO	Head Office Based Loans	TOTAL
PRIORITY SECTORS					
I. Mandated Sector					
1. Small farmers including agrarian reform beneficiaries and their associations	16,481.87	7,276.26	10,693.95	8.12	34,460.20
2. Small fisherfolk and their associations	153.48	49.73	61.88	-	265.09
Sub-Total	16,635.35	7,325.99	10,755.83	8.12	34,725.29
II. Support for Agriculture & Fisheries					
3. Agri-business	3,392.31	3,336.38	2,009.24	13,322.39	22,060.32
4. Aqua-business	-	10.00	-	581.25	591.25
5. Agri-aqua Related Projects of Local Government Units (LGUs) and Government-Owned and Controlled Corporations (GOCCs)	6,232.33	4,356.66	5,335.01	29,474.52	45,398.52
Sub-Total					
- LGUs	6,223.04	4,356.66	5,335.01	1,057.28	16,971.99
- GOCCs	9.29	-	-	28,417.24	28,426.53
Sub-total	9,624.64	7,703.04	7,344.25	43,378.16	68,050.09
III. Support for National Government Priority					
<i>Programs (including PPP projects)</i>					
6. Micro, small and medium enterprises	14,765.48	3,159.02	5,596.73	14,018.51	37,539.74
7. Communications	49.94	-	-	4,147.50	4,197.44
8. Transportation	2,502.03	1,072.62	1,550.81	9,975.36	15,100.82
9. Housing (Socialized, Low Cost and Medium Cost)	721.71	1,915.70	121.48	24,295.68	27,054.57
10. Education	2,224.60	46.57	153.69	3,269.20	5,694.06
11. Health Care	1,405.56	525.07	175.63	1,784.38	3,890.64
12. Environment-related projects	560.71	92.41	251.19	3,510.95	4,415.26
13. Tourism	53.41	1,157.18	120.93	431.16	1,762.68
14. Utilities	1,135.68	1,580.97	1,108.59	38,319.99	42,145.25
Sub-Total	23,419.12	9,549.54	9,079.05	99,752.73	141,800.44
Total Priority Sector Loans	49,679.11	24,578.57	27,179.13	143,139.01	244,575.82
Others					
15. Other LGU Loans	3,782.47	2,796.06	1,271.32	2,717.87	10,567.72
16. Other GOCC Loans	-	-	-	15,661.86	15,661.86
17. Others	1,858.02	6,578.58	2,828.80	21,798.38	33,063.78
Total Other Sector Loans	5,640.49	9,374.64	4,100.12	40,178.11	59,293.36
GROSS LOAN PORTFOLIO (REGULAR)*	<u>55,319.60</u>	<u>33,953.21</u>	<u>31,279.25</u>	<u>183,317.12</u>	<u>303,869.18</u>

* Excludes Interbank Term Loans Receivable (Foreign Regular & FCDU/EFCDU), Loans and Receivables Arising from Resale Agreements/Certificates of Assignment/Participation with Recourse/Securities Lending and Borrowing Transaction, and Domestic Bills Purchased Line; Includes Unsecured Subordinated Debt Facility on Rural Banks.

LANDBANK partners with other national government agencies to support various programs through credit and capacity-building support and market linkages establishment.

Food Supply Chain Program

The FSCP, jointly implemented by LANDBANK, Department of Agriculture (DA) and the Department of Finance (DOF), aims to provide financial assistance to all key players in the food system to assure that each link in the value chain is sturdy enough to benefit the participants in the cycle. The employment of efficient production methods in the food system redounds to lower cost of operation, improvement in income, and lower consumer prices.

Under the FSCP, the Bank extends financial assistance to agricultural producers, service providers such as transport and logistics, processors such as millers and agro-business entities, and other market players.

In 2013, a total of P8.2 billion was released to fund 96 projects involving 235 conduits (farmer cooperatives and associations, NGOs) and 96 anchor firms.

The cumulative total releases from October 2010 to December 2013 reached P26.5 billion. Through the LBP-Development Assistance Department (DAD) and LANDBANK Countryside Development Foundation, Inc. (LCDFI), 71 trainings were conducted to LANDBANK-assisted cooperatives under the program, benefitting 2,785 farmer leaders.

SIKAT-SAKA Program

In 2012, LANDBANK and DA forged a partnership to create the SIKAT-SAKA Program that addresses the financing needs for palay production of small farmers that tills 0.5 hectare to five hectares and who are not members of the accredited cooperatives of the Bank.

The program recognizes the importance of individual palay farmers as a major player in supporting the government's thrust on food sufficiency through the rice production program.

Photo courtesy of IRRI



ENTERPRISE DEVELOPMENT



The Bank provides financial assistance and manpower to complement, manage and monitor the program implementation. Aside from credit, the program also offers an integrated support package through the attached agencies of the DA, such as extension services, marketing and irrigation services. The beneficiaries were handed SIKAT-SAKA ATM cards for the crediting of loan proceeds, savings mobilization and debiting of their loan payments.

In 2013, the Bank released a total of P357.7 million of loans under the program. Loans outstanding amounted to P151.6 million which benefitted 3,544 farmer-beneficiaries and 12 irrigator's associations. The program covers 25 provinces nationwide: 13 in Luzon, 6 in Visayas and 6 in Mindanao.

OFW Reintegration Program

The OFW Reintegration Program is a tie-up program between LANDBANK and the Overseas Workers Welfare Administration (OWWA) to provide sustainable economic opportunities for returning Overseas Filipino Workers (OFWs).



In 2013, LANDBANK released P248.8 million benefiting 355 OFW-borrowers. For the same period, loans outstanding amounted to P447.9 million and generated 3,909 jobs.

Agrarian Production Credit Program (APCP)

The Agrarian Production Credit Program (APCP) was developed pursuant to Republic Act No. 9700 otherwise known as the CARPER Law which is jointly implemented by the DA, Department of Agrarian Reform (DAR), and LANDBANK to provide credit, technical assistance and other support services to Agrarian Reform Beneficiaries (ARBs) through their organizations. It is a transition program which prepares the organizations to become credit conduits under the regular credit window of the Bank within two (2) years.

For the period of January-December 2013, loans of P204.5 million were released that benefitted 5,526 beneficiaries through 131 agrarian reform beneficiary organizations (ARBOs). As of 31 December 2013, loans outstanding amounted to P188.6 million.

New Loan Programs for 2013

Masustansyang Inumin Para Sa Likas Na Kalusugan (MILK)

LANDBANK and the National Dairy Authority (NDA) jointly created the MILK program on December 13, 2013 to provide credit assistance to qualified dairy small farmers, cooperatives, and federations to support their dairy production, processing, marketing, and other dairy-based economic activities. Likewise, the program aims to increase domestic milk production, improve farm productivity, generate employment, and increase household income. Under the MILK program, a total of P3.5 million has been approved.

Kalikasang Kabuhayan sa Wastong Pamayanan (KAWAYAN)

The KAWAYAN Program was launched on December 13, 2013 to provide credit assistance to qualified borrowers like small farmers, cooperatives, federations, SMEs, agri-business enterprises, countryside financial institutions (CFIs) and LGUs to support bamboo production, processing, marketing, e-bamboo and other bamboo-based products.

The KAWAYAN Program will also position LANDBANK as the top-notch Green Bank in the 21st century and capture part of the USD 12 billion trade of bamboo worldwide. Through this program, the Bank hopes to contribute to the government's thrust to position the Philippines as the world's second largest bamboo producer, next to China, by 2020.

BRinging Inclusive Growth in Every Household Through National Electrification Support Services (BRIGHTNESS)

LANDBANK also assists the government in its efforts to improve the nationwide electrification services. This is through BRIGHTNESS, which has been launched to help strengthen reforms in the rural power sector and establish the Bank's business position in the restructuring of the power industry. This program targets Electric Cooperatives (ECs), joint venture/consortium of ECs and/or players in the electric power generation, transmission, distribution and supply sectors.

Integrated Support for Development of Aquaculture (ISDA)

The ISDA Program was introduced in September 2013 as a growership program for the fisheries sector anchored on the institutional buyers or processors linked with small fisherfolk, individuals, and small and medium enterprise growers. ISDA promotes market-focus and value-adding activities, adopts demand-driven financing, and increases growers' competitiveness. As of 31 December 2013, total releases under the ISDA program amounted to P32 million.

LANDBANK continues to actively promote and implement programs that will contribute to the improvement of the country's economic performance, as it remains on the lookout for more opportunities to pursue the growth and development of the country's agricultural sector.





COMMUNITY DEVELOPMENT
**EMPOWERING COMMUNITIES
AND STRENGTHENING
RELATIONSHIPS**



It was in December 2011 when severe tropical storm *Washi*, locally known as *Sendong*, hit Mindanao. Knowing that typhoons do not frequently visit the South, residents living near the rivers did not heed the warnings from the local weather bureau.

Typhoon *Sendong* left behind around 1,268 dead, and over half of this number was from Cagayan de Oro City. The storm caused flash floods that entirely wiped out riverside villages, causing more than one-third of the city's population to waddle on what then became a muddy landscape.

After the rains and floods, an outpour of relief aids and support came for the city. CDO received widespread attention nationwide, and with help from different sectors of the society, misplaced families were given new homes located in areas more suitable for human settlement.



COMMUNITY DEVELOPMENT

Through the Gawad Kabuhayan Program, Sendong victims are given livelihood trainings that aim to equip them with skills that will help them earn extra income to augment their families' source of income. One of the trainings is on hollow-block making.



However, LANDBANK came to realize that the problem does not end upon the relocation of displaced families. The Bank noted the trend where relocated families usually end up leaving or going back to their previous areas of residence because of lack of livelihood opportunities. Because of this, the Bank spearheaded the **Gawad Kabuhayan Program**, a 'recovery through livelihood' program specifically targeted for families affected by Typhoon *Sendong* in Cagayan de Oro City.

On February 8, 2013, LANDBANK signed a Deed of Donation with Habitat for Humanity-Philippines (HFHP), and launched a partnership that aims to provide the victims of Typhoon *Sendong* with skills training that will eventually help them set up their sources of livelihood. The skills training program is the first of its kind which integrates a livelihood component in HFHP's disaster recovery efforts.

Gawad Kabuhayan Program aims to promote self-reliance among an estimated 3,355 families affected in six (6) relocation sites in Cagayan de Oro, namely, Calaanan II, Calaanan III, Indahag I, Indahag II, Xavier Ecoville, and Taguanao.

Through the Program, the beneficiaries received livelihood trainings on hollow-block making, food processing and preparation, sari-sari or grocery store operation, and transport operation. Upon completion of the livelihood programs in the pilot area Calaanan Phase III site, the team will move on to replicate the programs in the rest of the five (5) relocation sites in CDO.

Through this Corporate Social Responsibility (CSR) Program of LANDBANK, the affected families have been equipped with skills vital to accessing and developing opportunities for livelihood to aid in their recovery. In 2013, a total of 40 unemployed victims of Typhoon *Sendong*, or 40 families, were trained in hollow-block making.

Each training recipient earned an extra income estimated at P4,000.00 to P5,000.00 per month, augmenting their families' source of income. The hollow-blocks produced are then used to construct housing units in several relocation sites established by HFHP in the city. Apart from livelihood opportunities, the Program also fostered a social cohesion that helped in the emotional healing of the communities that survived the calamity.

According to HFHP, this is the first Habitat site all over the world that integrates skills training program in Habitat's disaster recovery efforts.

LANDBANK extended assistance to victims of several calamities which struck the country. For 2013, relief and rehabilitation programs were offered to victims of typhoons *Pablo*, *Sendong* and *Yolanda*, and to victims of floods caused by monsoon rains as well.

Bangon Mini-Farms Project

Recognizing the need to teach self-sufficiency to the survivors of Typhoon *Yolanda* in Leyte, LANDBANK developed the **Bangon Mini-Farms Project**. This project features an intensive farming scheme consisting of a natural (odourless) piggery, free-ranging chicken coop, a fish pond, vegetable production, a kitchen/medicinal garden, and a small farmer's house-all contained in a 1,000 square meter lot area.

The mini-farm concept is an innovative livelihood program that seeks to provide both a source of steady income and daily sustenance for a small farmer family to address the advocacy "Ending Hunger and Poverty, One Farmer-Family at a time."

The BANGON Mini-Farm Project is a livelihood system developed by the Bank, through the LCDFI in cooperation and assistance of Mr. Gil Carandang as the Resource Person/Speaker who is widely recognized as the "Father of Organic Farming" in the Philippines.



COMMUNITY DEVELOPMENT



LANDBANK is one of the partners in the HelpPH campaign established by the Philippine Disaster Recovery Foundation (PDRF) to support the recovery and rebuilding programs for the victims of super typhoon Yolanda.

LANDBANK CARES Program

When Super Typhoon *Haiyan*, locally known as *Yolanda*, made its landfall on November 8, 2013, the quiet little city of Tacloban suddenly became the subject of major headlines all over the world.

According to the National Disaster Risk Reduction and Management Council (NDRRMC), Super Typhoon *Yolanda* left Tacloban City with 6,300 dead, 28,689 injured, and over P89 billion worth of damages. Of this amount, over P20 billion is attributed to agriculture production damage, with the coconut subsector sustaining the greatest loss.

As a partner of LGUs, LANDBANK has come up with a program that aids rehabilitation efforts towards calamity-stricken areas, such as Tacloban City. LANDBANK has earmarked P30 billion under the **LANDBANK Calamity Rehabilitation Support (CARES) Program** to help victims recover from devastation and destruction brought about by natural calamities. This is in support of the government's continuing effort to restore economic and social accessibility in calamity-affected areas.

Both existing and new customers may avail of rehabilitation credit programs. Eligible borrowers include LGUs, home buyers, SMEs, cooperatives and NGOs, and CFLs.

For LGUs, loans are available for the repair of existing facilities or equipment and construction or acquisition of new facilities or equipment. Loanable amounts depend on the actual need of the project or up to 85 percent of the project cost, whichever is lower, but should be within the LGU's net borrowing capacity. Interest rate is fixed at six percent (6%) per annum for 10 years and six and a half percent (6.5%) for 15 years.

Home buyers, on the other hand, may avail of loans under the LANDBANK CARES – Lingkod para sa Pabahay (LINGAP) Program for repair of existing housing units or construction or purchase of new ones at a fixed interest rate of five percent (5%) per annum for the first year and six percent (6%) per annum, fixed for the second to fifth year. Thereafter, the interest rate shall either be fixed or variable based on less than one percent (1%) of the regular rate, but such rate shall not fall below six percent (6%) per annum.



MTP and ODP graduates volunteering in the relief operations at the MICT, along with trainees from the Philippine Navy.

Also at a fixed six percent (6%) per year are loans under the “LANDBANK CARES Program-Kaagapay sa Negosyo (KaNegosyo)”, which is ideal for affected SMEs in need of additional working capital or financial assistance for repair of existing facilities and purchase or acquisition of new ones.

Interested cooperatives and NGOs may take advantage of either Livelihood Financing to augment their credit fund for on-lending to SFFs or MSME members and sub-borrowers, or Home Lending to provide them with additional credit fund for the housing loan requirements of their members/borrowers. And fixed at an interest rate of four and a half percent (4.5%) annually, short-term or term loans are convenient options for CFIs in need of additional working capital for on-lending and rediscounting to SFFs and MSMEs, and other types of borrowers.

HelpPH Campaign

Testament to its firm commitment towards the recovery of disaster-stricken areas, LANDBANK is also a partner institution in the HelpPH campaign initiated by the Philippine Disaster Recovery Foundation (PDRF). This campaign is a global and multi-channel fund drive

aimed at rebuilding communities affected by *Yolanda* by collecting donations channelled through mobile phone load. Other channels for donation are money transfer facilities of Western Union and i-Remit, including over-the-counter transactions in all 340 LANDBANK branches nationwide.

The partnership also taps into the Bank’s ability to help create sustainable livelihood that would give affected families the opportunity to a fresh start. December 23, 2013 marked the official launch of the United Nations Development Programme’s (UNDP) Cash for-Work Program at Tacloban Main Branch. Attended by partner institutions from the public and private sectors, the program aims to provide income for the many Filipinos rendered jobless by the disaster.

Relief Operations

Graduates of the Bank’s Management Training Program (MTP) and Officers Development Program (ODP), together with other LANDBANK volunteers forewent the comforts of an air conditioned office and braved the heat and exhaustion at the Manila International Container Terminal (MICT) at the Port of Manila, as they joined the relief operations spearheaded by the DSWD and the DOF.

COMMUNITY DEVELOPMENT

The Gawad Patnubay Scholars with the LANDBANK Board of Directors and Management.



LANDBANK was tapped to assist in relief goods repacking and loading activities. A total of 547,070 family packs of relief goods were prepared at the MICT relief hub. Of these, 445,270 family packs were loaded in containers and shipped to Tacloban City for distribution. Almost 300 trainees of the Philippine Army, Navy, Marines and Air Force also assist in the repacking and loading of the relief goods per shift. First aid assistance and meals were provided by LANDBANK for all volunteers.

It is inevitable for the calamity-stricken communities to take years to fully recover from the damages brought about by these disasters. But as they rebuild their homes and lives brick by brick and step by step, LANDBANK will be there with them in every step of the way.

Initiatives for Agriculture Education

As of 2013, LANDBANK has two CSR Programs that push forward the importance of educating the youth and encouraging them to strive to become part of the professionals helping to uplift the Philippine economy through agriculture: the **Gawad Patnubay Scholarship Program** and **Gawad e-Dukasyon Program**.

Gawad Patnubay Scholarship Program started in 2003 with forty (40) scholars, which was one of the highlights of LANDBANK's 40th Anniversary. Back then, the Bank supported the scholars from Grade 1 to 4th year High School.

However, according to the Commission on Higher Education (CHED), there has been a steady decline in the enrolment in agriculture, forestry, and fisheries courses in colleges and universities in the country for the past 10 years. From 94,900 enrollees in 2001, it has lowered down to 49,823 in 2011, which translates to an almost 50 percent decrease.

As a response, LANDBANK closed-off its last remaining high school scholars in 2013 and started its first batch of college scholars who will take up BS Agriculture and its related disciplines (Agricultural Economics, Agribusiness Management, Agriculture Chemistry, Agriculture Biotechnology, Crop Science, Animal Science, etc.). Priority has been given to children/dependents of farmers and fisherfolk in agrarian reform communities.

The scholarship was divided into FORMAL and INFORMAL education, and covers 100 percent subsidy for tuition fee, including monthly stipend, book allowance, and uniform costs.

For the **Formal Education** facet of the Program, LANDBANK signed a Deed of Donation and partnership with the International Rice Research Institute (IRRI) on April 23, 2013 for the establishment of the LANDBANK Gawad Patnubay Scholarship Program (Formal).

Selected students pursuing a Bachelor of Science degree in Agriculture or agriculture-related disciplines were screened by LANDBANK and IRRI. These students accepted as LANDBANK scholars during the Second Semester of SY 2013 are from the University of the Philippines Los Baños (UPLB), Central Luzon State University (CLSU), Visayas State University (VSU), Central Mindanao University (CMU) and University of Southern Mindanao (USM).

On August 2013, LANDBANK partnered with CFC-ANCOP (Couples for Christ-Answering the Cry of the Poor) Foundation for an additional fifty (50) scholars who will also take up BS Agriculture and related courses. An annual golf tournament was established beginning in 2013 to raise funds for the new scholars, supported by 50 LANDBANK partners. Previously, ANCOP scholars did not pursue BS Agriculture courses.

For the **Informal Education**, a Deed of Donation and partnership was signed between LANDBANK and the Philippine Federation of Family Farm and Rural Schools (PHILFEFFARS) on June 21, 2013 for the establishment of the LANDBANK Gawad Patnubay Scholarship Program (Informal).

Beginning in June 2013, 22 scholars have benefited from the Informal Program and are now enrolled at the MFI Business Farm School in Jala-Jala, Rizal. They are pursuing a TESDA-certified Diploma in Farm Business Management, a two-year hands-on ladderized program on Horticulture and Animal Production, with the option of moving up to a Bachelor's Degree in Entrepreneurship or Agribusiness.

Apart from this, the Bank is also financing the start-up capital of small business projects which have high market potential, and expanding existing family enterprise projects (FEPs) of students from different farm schools.

LANDBANK Gawad Patnubay Scholars from the Visayas State University (VSU) in Baybay, Leyte



COMMUNITY DEVELOPMENT

Recognizing the importance of education, and of promoting agriculture and entrepreneurship, as well as the value of saving among children, LANDBANK partnered with the Knowledge Channel Foundation Inc. (KCFI) for the LANDBANK Gawad e-dukasyon Program.



To date, the Bank is financing FEPs such as cattle fattening, turkey raising, and organic farming in Roxas, Oriental Mindoro; poultry raising in Dingle, Iloilo, and; native chicken raising and tablea-making in Pinamungahan, Cebu, respectively.

Apart from seeking to provide a solid base of education for the next generation of agri-scientists and farmers, Gawad Patnubay Scholarship Program also aims to provide educational assistance to poor but deserving dependents of agrarian reform beneficiaries (ARBs), cooperatives, and municipalities where LANDBANK operates, particularly in the field of agriculture. It also seeks to renew interest in the agriculture sector by developing students' skills in modern agriculture, with the objective of beefing up the sector with young blood.

The Program also aims to establish an "e2e" (education-to-employment) system wherein the scholars' internship and practicum will be done at any LANDBANK field unit or any of its partner institutions (e.g. LGUs, cooperatives, etc.). If after graduation they meet the Bank's employment standards, they will be recommended for employment and hiring, either in LANDBANK or its partners.

Another unique feature of the Program is that it fosters volunteerism among our employees through their salary contributions, which help fund the program. Apart from the Bank's donation, the 7,230-strong employees of LANDBANK nationwide also voluntarily donate a minimum of one hour's worth of their salary during the last working day of each year. This gives them a sense of pride and commitment in the development of the students.

Another CSR Program of the Bank that shows its proactive support for public education in the Philippines is the **Gawad e-Dukasyon Program**, in partnership with the Knowledge Channel Foundation, Inc. (KCFI), and in cooperation with the Department of Education (DepEd).

Gawad e-Dukasyon Program is named so because of its new media component; instead of utilizing traditional medium for educating students, the Program makes use of modern and innovative forms of media – such as videos and internet modules – to send across the Bank's message of promoting agriculture and agriculture studies among the youth.

The Program's primary objective is to produce three (3) videos on Crop Production and Harvest, Poultry Raising, and Aquaculture and Fisheries, which will be aired over Knowledge Channel,

Galing Pook awards held on March 2013, with guest Interior Local Government Secretary Manuel Roxas II



and e-modules that will be made available on the internet. Through this, LANDBANK hopes to address and bridge the gap between inevitable modernity and life-sustaining agriculture.

DepEd plays a major role in this program by incorporating the videos in the curriculum of public schools that have cable and/or satellite dish connections to Knowledge Channel.

The videos will also be used as learning materials for DepEd's Alternative Learning System (ALS), Informal Education (INFED) Program, and for Technology and Livelihood Education (TLE). It is also based on the training modules of TESDA as required under DepEd's K-12 program.

The Educational Video Series, entitled "**AgriCOOLture**," will hopefully make students realize that agriculture is "cool," as it could be a profitable venture, and that a promising career as an agriculturist or as an agripreneur awaits them.

This complements the Bank's Gawad Patnubay Scholarship Program, as the two Programs bring forward the message that agriculture is a good career path and a possible source of income and business for our rural folks.

Recognizing Model LGUs

LANDBANK partners with Galing Pook Foundation, Inc. (GPFI) by providing funds for the conduct of the Galing Pook Awards, a prestigious annual search and recognition for innovative practices by LGU on local governance programs.

The Galing Pook Awards is a pioneering program that recognizes innovation and excellence in local governance that started in October 21, 1993 under the joint initiative of the Local Government Academy-Department of the Interior and Local Government (LGA-DILG), the Ford Foundation, and other individual advocates of good governance from the academe, civil society and the government.

Part of LANDBANK's role in the partnership is to promote winning programs as models of good governance for adoption by other LGUs/communities thru publication of adoption kits/case books and conduct of roadshows to showcase best practices.

COMMUNITY DEVELOPMENT



The winning programs are selected based on positive results and impact, promotion of people's participation and empowerment, innovation, transferability and sustainability, and efficiency of program service delivery.

Support for Cooperatives and Communities

LANDBANK continues to strengthen its commitment to the country as embodied in its 50th anniversary theme – “Empowering the countryside, nurturing progress countrywide.” In doing so, LANDBANK looks to the contributions of one of its most significant partners in countryside development – the cooperatives.

Regardless of their size, these rural organizations provide LANDBANK with a wide network that allows for the open flow of information vital to addressing the needs of small farmers and fishers. The Bank continues to conduct operations review for LANDBANK-assisted



cooperatives to determine their operational strengths and weaknesses, and how they manage risks that arise. This then serves as the basis for credit and the identification of trainings and capacity-building measures that the cooperative needs for it to serve its full potential.

The process makes use of an instrument called the Cooperative Operations Review Instrument (CORI). This is risk-based and is used to assess the overall effectiveness of the co-op's internal control system. Specifically, CORI aims to check the reliability and integrity of financial and operation information, if the assets are safeguarded, and in compliance with existing laws, regulations, policies, and contracts.

CORI covers various points of focus including control environment; risk assessment; control activities that include cashiering, bookkeeping, lending, consumers and trading activities, and other bank products and services; information and communication, and monitoring.



In 2013, 433 cooperatives were subjected to operations review. Of these, 80 percent or 345 were able to obtain a passing rate. Those less strong cooperatives with below acceptable ratings are being provided with the necessary training intervention by the Bank through LCDFI.

Apart from trainings, LCDFI also provides financial counterpart for community development projects. These include infrastructure projects such as water system facilities, school improvements, and community production facilities, and other service-oriented projects such as livelihood training, reforestation program, and relief operations, among others.

For 2013, LCDFI co-sponsored 74 community-based projects in 59 far-flung communities with 21 cooperative/microfinance institution (MFI) partners, benefiting 65,042 grassroots beneficiaries. The total cost of these projects is P1,753,848.87.



These community-based projects aim to produce increased positive outcomes in impoverished communities along the following dimensions:

- Health (improved hygiene, access to water and sanitation)
- Education (improvements in school facilities, access to educational materials and supplies)
- Livelihood (improved technical skills, access to production equipment/facilities)
- Environment (improved waste management, reforestation)

In addition, the projects also seek to address the basic needs of calamity-struck communities through disaster response/relief.

COMMUNITY DEVELOPMENT



The beneficiaries of the projects assess the needs of the communities of which they are members and propose to LCDFI the needed community development projects. Community participation in the project is an important consideration in approval of these projects. Likewise, implemented projects are closely monitored by proponents/beneficiaries as their counterpart/equity. In addition, projects are also monitored and evaluated by LCDFI to ensure projects are implemented properly and are sustainable.

Training and Capability Programs

Capability-building services of LCDFI cover cooperatives, farmers' organizations and associations, countryside financial institutions, non-government organizations (NGOs), and foundations nationwide. The training modules by LCDFI are focused on various management and operations of the cooperatives and other CFIs. Further, LCDFI offers entrepreneurship seminars for OFWs and their beneficiaries as well as values/leadership orientation for client members.

LCDFI trains bank-assisted cooperatives towards achieving the objective of promoting national food security by increasing agricultural productivity, and increasing farmers' income by improving efficiency in the food systems. Furthermore, LCDFI provides training interventions to LANDBANK-assisted cooperatives to address their weaknesses as identified in the operations review.

The DAD and LCDFI also provide capacity building services to strengthen farmers' organizations and cooperatives in areas where it is most needed. They also conduct technical capability enhancement trainings to sustain product marketing requirements. Seventy-one (71) trainings were conducted to LANDBANK-assisted cooperatives, benefiting 2,785 farmer leaders for the year 2013.

The Bank, through LCDFI, also implemented a "big brother" training program for selected Key Cooperatives (KCs) with a provision of technical training on a one-on-one basis for coop board,

management and personnel. These selected KCs are committed to map out and target small farmers and fishers for membership to the coop of defunct coops. They will also participate in poverty interventions, projects/activities in their assigned coverage of province/s and/or regions. For year 2013, LCDFI conducted 65 trainings nationwide benefiting 2,488 participants.

Given the inherent vulnerabilities and challenges ARBs face, LCDFI provides capacity-building trainings with special focus to ARBs as its target. These trainings aim to strengthen ARBOs and equip ARBs with needed technical skills. In 2013, LCDFI conducted 20 trainings benefiting 786 ARBs.

This program covers rural banks, thrift banks and NGOs geared towards enhancing and sustaining their organization, operational and financial capabilities through regular and customized trainings to assist them to expand their outreach to small farmers and fishers. There are two types of initiatives under this program: (1) upgrading of technical capacity of the CFIs/MFIs, and (2) financial literacy trainings for CFI/MFI end clients.

For 2013, the first initiative offered (1) Financial Inclusion trainings that widen insights into potential financial products that can be extended to grassroots clients: hard-to-reach

and unserved or underserved by formal financial institutions, as well as potential areas of expansion, and (2) Online Business Processes and Financial Solutions that presented online platforms and products to aid the CFI/MFI. LCDFI conducted eight (8) trainings that were participated in by 184 CFIs and MFIs nationwide.

LCDFI also supported financial literacy trainings for the CFI/MFI end clients. These trainings equip the participants in setting financial goals, budgeting, and making spending decisions. In 2013, LCDFI supported 26 trainings with 814 total participants.

LANDBANK also recognizes the significant contributions of OFWs to the Philippine economy. The Bank, through LCDFI, conducts trainings concerning OFWs and their dependents by providing them orientation on business start-up, savings, and investment options. In 2013, 11 entrepreneurship training seminars were conducted nationwide, benefiting 469 OFWs.

Through these programs and projects, LANDBANK is able to add social value to communities; therefore contributing to their growth and realization of their full potential in leading the entire nation towards progress and prosperity.





ENVIRONMENTAL PROTECTION AND MANAGEMENT
SUSTAINING EFFORTS
TOWARDS A CLEAN
AND GREEN FUTURE



LANDBANK has always been committed to support and actively promote environmental protection and sustainability development. As proof of this, the Bank incorporated its active position in pushing for environmental sustainability as it celebrated its 50th anniversary last August 8, 2013. As part of the Bank's anniversary celebration, LANDBANK employees along with their families and friends planted more than 50,000 seedlings in selected watersheds all over the country from January 1 to August 10, 2013.



ENVIRONMENTAL PROTECTION AND MANAGEMENT

Dubbed as “50K@50th,” this activity was conducted in partnership with the DENR and complements the objectives of the Adopt-A-Watershed Program of LANDBANK, which aims to reforest and protect denuded watersheds in different sites nationwide to help mitigate the impact of global warming and climate change, while fostering volunteerism among our employees at the same time. The DENR provided all seedlings free of charge, together with the preparation of the planting sites under the National Greening Program (NGP).

“50k@50th” or 50,000 trees for the 50th anniversary, was capped by the planting of the ceremonial 50,000th tree by LANDBANK President and CEO Gilda E. Pico, Board Directors and senior Bank officers on August 3, 2013 in Tagaytay City. Environment Undersecretary Demetrio Ignacio and Tagaytay City Vice Mayor Celso De Castro joined the event.

DATES	AREAS	NO. OF SEEDLINGS	NO. OF VOLUNTEERS
January 17	Polomolok, South Cotabato	2,500	100
February 23	Davao City	2,500	100
May 18	Bugallon, Pangasinan	5,000	150
June 29	Cebu City	5,000	208
July 6	Maragondon, Cavite	3,000	150
	San Mateo, Rizal	3,000	200
July 13	Palayan City, Nueva Ecija	5,000	200
	General Santos City	3,000	150
July 20	Legaspi City	3,000	150
	Kalayaan, Laguna	5,000	200
	Davao City	3,000	150
July 27	Malasag, Cagayan de Oro	3,000	150
August 3	Tagaytay City (culminating event / ceremonial)	100	75
August 6	Cebu City	5,000	200
August 10	Don Salvador Benedicto, Negros Occidental	2,500	100
TOTAL		50,600	2,283





Adopt-A-Watershed Program Phase II

The Adopt-A-Watershed Program II is a three-year tri-partite partnership with the DENR and local community groups (indigenous people and peoples' organizations) from 2012 to 2015.

The program aims to reforest and protect 40 hectares of denuded watersheds in six (6) sites nationwide covering 2 sites each in Luzon, Visayas and Mindanao. This undertaking serves as LANDBANK's contribution to the NGP of the Aquino administration.

Adopt-A-Watershed Program Phase 2 is an improvement from Phase 1 since it is now a tripartite partnership. During Phase 1 of the Program (2005-2010), hardwood tree species were planted in the watersheds. For Phase 2, fruit-bearing trees were introduced so that the upland dwellers/communities may benefit from the fruits of the trees.

Apart from protecting the forest and the biodiversity that thrive in it, this Program also seeks to provide upland dwellers with additional source of livelihood from the fruit-bearing trees, as well as a minimal token for regularly nurturing (thru weeding and fertilizer application) and protecting the program sites from poachers. Involving the POs in the area ensures that the seedlings are taken care of in the planted sites, ensuring a higher rate of survival.

ENVIRONMENTAL PROTECTION AND MANAGEMENT

In 2013, the planting period was completed in all sites. A total of 22,500 seedlings of different varieties of trees were planted by some 900 employee-volunteers. In some areas, families and friends of Landbankers have joined the tree planting activities, fostering volunteerism and camaraderie.

AREAS	NO. OF SEEDLINGS	HECTARES PLANTED	NO. OF VOLUNTEERS
San Jose del Monte City, Bulacan	5,000	10	250
Polomolok, South Cotabato	2,500	5	100
Davao City	2,500	5	100
Bugallon, Pangasinan	5,000	10	150
Cebu City	5,000	5	200
Don Salvador Benedicto, Negros Occidental	2,500	5	100
TOTAL	22,500	40 has.	900

Manila Bay SUNSET Partnership Program

The Manila Bay SUNSET Partnership Program is the flagship CSR program of LANDBANK that started in 2003 to increase public awareness on the need to protect Manila Bay. This is a public-private collaboration of 15 institutions to implement programs to help clean and protect the marine and coastal resources of Manila Bay.

For 2013, three (3) clean-up activities were conducted wherein a total of 3,800 volunteers collected 30 dump trucks or 7,500 sacks of garbage from the Bay.

The number of volunteers exceeded last year's 1,318 volunteers by 288 percent, while the trash collected this year was 142 percent higher than the 21 dump trucks or 5,250 sacks collected in 2012.

SUNSET Partners as of 2013



City of Manila



Metro Manila Development Authority



DENR-National Capital Region



DENR-Manila Bay Coordinating Office



Cooperative Development Authority



Manila Yacht Club



Manila Ocean Park



Diamond Hotel



Manila Broadcasting Corporation



LANDBANKOOP



University of the Philippines-Manila



Pamantasan ng Lungsod ng Maynila



Polytechnic University of the Philippines



Polystyrene Packaging Council of the Philippines

CLEAN-UP ACTIVITY	DATE	NO. OF VOLUNTEERS	GARBAGE COLLECTED
1 st Quarter	January 12, 2013	300	4 dump trucks
2 nd Quarter	June 29, 2013	500	3 dump trucks
Annual/3 rd Quarter	October 5, 2013	3,000	23 dump trucks

The Polystyrene Packaging Council of the Philippines (PPCP) signed on as a new partner for 2013. PPCP is a non-stock, non-profit corporation which serves as a forum for issues of importance to the polystyrene industry and has 11 private companies as its members. Its goal is to eradicate the negative perception of the public on polystyrene as a main contributor to the degradation of the environment.

The Manila Broadcasting Company (MBC) turned-over a total of P179,694.64 to the SUNSET Program as part of the proceeds of the Manila Bay Clean-Up Run last July 2013. Meanwhile, the Cooperative Development Authority (CDA) donated around P165,000.00 from the proceeds of the registration of attendees for the Cooperative Month Celebration which was simultaneously held with the Annual Manila Bay Clean Up Event last October 5, 2013 at Roxas Boulevard.

Also through the CDA, the Global Skills Providers Multi-Purpose Cooperative or Global Pro donated one (1) unit of Patrol and Rescue Boat to the SUNSET Program that will be utilized as an additional garbage boat of MBSPPPI.

- **On-the-spot Recycling** – To educate the public on proper waste recovery, PPCP brought a mobile recycling/melting equipment during the annual clean-up event for demonstration purposes, which can produce plastic ingots from discarded polystyrene wastes at the rate of 20 kilos per hour.



ENVIRONMENTAL PROTECTION AND MANAGEMENT

- **SUNSET Recovery Day** – The partners scheduled a recovery day every last Saturday of the month wherein PPCP's truck will go around to pick-up polystyrene trash collected/accumulated by partner-institutions.
- **Donation to Public Schools** – The SUNSET Program will partner with producers of plastic tables and chairs. The recycled plastic ingots to be produced by PPCP will be used as raw materials for the production of plastic school items such as armchairs and rulers. This in turn will be donated by the Partnership to public schools.

Environmental Sustainability

Incorporating environmental management practices in its banking operations has made a big difference at LANDBANK. This resulted to a sustained development of environment-related projects, managed potential environmental risks in loan portfolio, improved relationships with stakeholders and minimized environmental impacts in its operations. The Bank also continued its compliance with environmental laws and regulations and has a more informed and involved employees and community on environmental protection and sustainable development.

LANDBANK also maintained the ISO 14001:2004 Certification of its Environmental Management System (EMS) covering its Head Office and 18 branches nationwide. The Bank passed the annual surveillance audit conducted by its Certifying Body, TUV SUD PSB Philippines, Inc. in July 2013. LANDBANK is also in the process of further expanding the coverage of its Certification to include additional four (4) provincial branches.

LANDBANK's branches and other offices are located in commercial areas and business districts in their respective provinces or municipalities; and therefore do not affect protected areas, areas of high biodiversity, or habitats of species at the risk of extinction. There are also no data on the use of industrial materials because the Bank's main operations do not include manufacturing of goods and products. As such, the Bank has no significant emissions of ozone-depleting substances, as well as environmentally-degrading oil or chemical spills.



LANDBANK President and CEO Gilda Pico and World Bank Country Director Motoo Konishi solidifying their support for projects that mitigate climate change during the launch of the Bank's Clean Development Mechanism Programs of Activities (CDM PoA) for Pig Farms and Sanitary Landfills.



Sustained Development of Environment-related Projects

In 2013, LANDBANK has extended P4.4 billion loans to environment-related projects as part of its continuing efforts to promote cleaner production and environment-friendly business practices. Projects such as mini-hydro power plants, sanitary landfills, wastewater treatment projects, among others are financed through the Support for Strategic and Local Development and Investment Project (S2LDIP) and Renewable Energy for Wiser and Accelerated Resources Development (REWARD) programs of the Bank.

Through its Carbon Finance Support Facility (CFSF), LANDBANK also provides opportunities to its clients that implement climate change mitigating projects to earn additional income based on the sales of carbon credits by joining the Clean Development Mechanism (CDM) program of the United Nations Framework Convention on Climate Change (UNFCCC).

The CFSF was implemented per Executive Order No. 002, series of 2013, composed of three (3) CDM Program of Activities (PoAs) which are registered with the UNFCCC, namely: 1) PoA for Methane Recovery and Combustion with Renewable Energy from Anaerobic Animal Manure Management Systems; 2) PoA for Landfill Gas Recovery and Combustion with Renewable Energy Generation from Sanitary Landfill Sites; and 3) Philippine Mini-Hydro PoA. These PoAs are considered as the first of their kind in the Philippines and in Southeast Asia.

The PoAs for Pig Farms and Sanitary Landfills were formally launched on January 25, 2013 which coincided with the signing of the sub-project agreements for the purchase and sale of carbon credits with Marcela Farms in Bohol and Biotech Farms in South Cotabato, being the first two clients of the PoA for Pig Farms.

ENVIRONMENTAL PROTECTION AND MANAGEMENT

As of December 2013, LANDBANK has facilitated the validation / inclusion of two (2) piggery projects and one (1) sanitary landfill project with estimated certified emission reduction (CER) of 719,417 tCO₂e up to 2020. The Bank has also signed agreements with 13 pig farms, two (2) landfill gas facilities and one (1) mini-hydro project with aggregated / estimated CERs of 100,895 tCO₂e per year.

LANDBANK also signed a Carbon Seller Participation Agreement (SPA) with the World Bank during the 2013 Annual Meeting of World Bank's Carbon Partnership Facility (CPF) held in Barcelona, Spain on June 2-4, 2013. The signed SPA, which serves as an intent towards negotiation of post-2013 carbon credits sale under the CPF, covers LANDBANK's CDM PoAs on piggery biogas projects and landfill gas projects. The CPF is one of World Bank's major carbon finance instruments for post-2012 carbon credits, which aims to scale up clean technology investments through programmatic and sector-based approaches. CPF is composed of the Carbon Fund which purchases carbon credits, and the Carbon Asset Development Fund that finances project preparation and implementation of CPF program.

Managed Potential Environmental Risks in Loan Portfolio

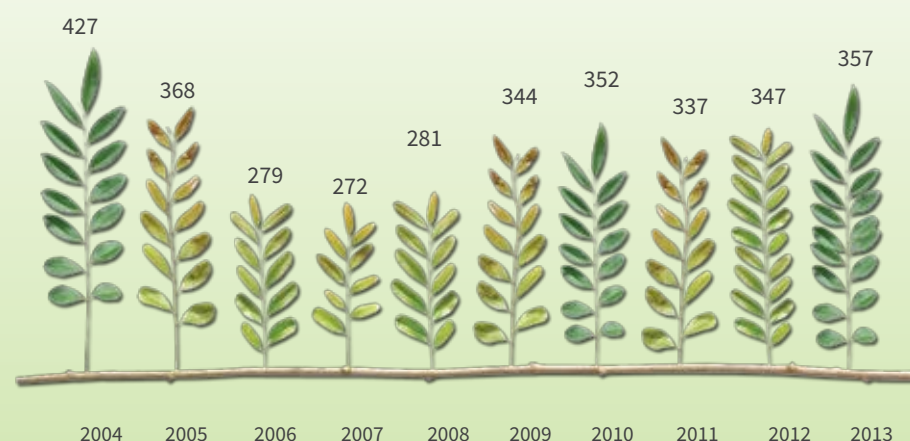
LANDBANK's credit delivery system incorporated environmental risk assessment and management to influence its partners and clients to be environmentally-sound and compliant with environmental laws and regulations. An Environmental Due Diligence (EDD) system was established by LANDBANK per Credit Policy Issuance (CPI) 2004-002 and amended through CPI 2009-002 covering projects under the purview of the Philippine Environmental Impact Statement (EIS) System starting from loan packaging until its full payment. Since its implementation in 2004, LANDBANK has conducted environmental due diligence on 3,360 financed projects located in various provinces in the country with an average of 336 assessments per year.

LANDBANK has influenced its loan clients to comply with applicable environmental permits / clearances and implement environmental programs and initiatives. Out of the 370 accounts / projects evaluated in 2011 to 2013 (excluding non-covered projects), 94 percent or 347 projects have implemented at least one environmental program / initiative.



From Left, Ms. Josefina Ramos, Agricultural and Development Lending Sector Head EVP Cecilia C. Borromeo, CPF Coordinator Richard Zechter, Carbon Finance Unit Manager Joëlle Chassard and Senior Counsel Flavia Rosembuj during the signing of the Carbon Seller Participation Agreement (SPA) in Barcelona, Spain.

No. of Assessments for EDD per Year



Environment-related Projects under the Support for Strategic and Local Development and Investment Project

Project	As of Dec 2013	
	No. of Projects	Loan Amount (in P Millions)
Water Supply	23	1,071.70
Power Generation	1	39.10
Sanitary Landfill	2	246.00
Drainage and Flood Control	1	65.08
Shoreline Protection / Sanitation / Site Development	1	19.00
TOTAL	28	1,440.88

Renewable Energy for Wiser and Accelerated Resources Development

Project	Existing Projects		Pipeline Projects	
	No. of Projects	Loan Amount (in P Millions)	No. of Projects	Indicative Loan Amount (in P Millions)
Hydro Power	2	120.00	8	8,657.50
Biomass	1	750.00	7	6,904.24
Solar	---	---	1	728.26
TOTAL	3	870.00	16	16,290.00

Environmental Initiatives of LANDBANK Clients



4%
ISO 14001-certified



67%
With designated
Pollution-
control Officer /
Environmental
Officer



41%
Electricity
Conservation



41%
Water
Conservation



67%
Waste Segregation
/ Recycling



31%
Activities / Program
for the Communities

An Environmental and Social Safeguards Framework was also established by LANDBANK for projects implemented in partnership with World Bank particularly the Support for Strategic Local Development and Investment Project (S2LDIP) and Metro Manila Wastewater Management Project (MWMP). The framework was developed to prevent and mitigate undue harm to people and their environment in the project development process. It will also provide guidelines for the Bank and project proponents in the identification, preparation, and implementation of programs and projects.



Resource Use

Environmental Indicators	2013 Status / Results	Standard / 2012 Data	Notes
a. Bankwide Energy Efficiency (kwh / m ²)	191.39	200	Industry standard for commercial establishments based on the ASEAN Energy Awards
b. Electricity Consumption of LBP Head Office (kwh)	10,349,500	10,276,000	Increase in consumption is attributed to the increase in business transactions of the Bank
c. Electricity Consumption of LBP Field Units (kwh)	18,119,638	17,527,792	- do -
d. Diesel Consumption of Head Office-based Service Vehicles (liters)	117,396.69	91,186.88	- do -
e. Gasoline Consumption Head Office-based Service Vehicles (liters)	29,846.68	30,955.39	
f. Water Consumption of LBP Head Office (m ³)	63,278	60,997	LANDBANK Plaza sources its water from the Angat Dam through Maynilad Water Services, Inc. Angat Dam is classified as Protected Watershed Forest Reserve by PAWB-DENR.
g. Volume of recycled water for LBP Head Office (m ³)	1,026.48	1,026.48	Storage tanks to recover / recycle water from the four operational cooling towers at the LBP Plaza were installed and translates to an estimated 1,026.48 m3 savings per year or 2 percent of the total water consumption
h. Paper Consumption of Head Office-based Units			
• A4 Bond Paper (reams)	15,450.22	32,167.54	
• Legal-sized Bond Paper (reams)	2,811.57	2,872.17	
• Continuous Forms (boxes)	6,462.32	3,022.10	



Air Quality

Environmental Indicators	2013 Status / Results		Standard / 2012 Data		Notes	
a. Equivalent Greenhouse Gas Emission						
• Scope 1: Direct Emissions (metric tons CO ₂)	384.46		316.82		Based on the LBP Head Office fuel consumption	
• Scope 2: Indirect Emissions (metric tons CO ₂)	13,010.40		12,706.33		Based on Bankwide electricity consumption	
• Scope 3: Other Indirect Emissions (metric tons CO ₂)	434.50		184.84		<ul style="list-style-type: none"> Emissions are based on the business travels of LANDBANK employees based at the Head Increase in emissions is attributed to the increase in business activities of the Bank. The 2013 data also included international travels of Head Office-based employees 	
b. Emission from Generator Sets of LBP Head Office	Genset 1	Genset 2	Genset 3	Genset 4	Genset 5	DENR Standard
• Particulate Matter (mg/Ncm)	24.38	21.57	12.20	29.66	28.17	150 (max)
• Sulfur Dioxide (mg/Ncm)	3.34	5.44	3.30	3.98	2.85	1,500 (max)
• Nitrogen Oxide (mg/Ncm)	372.50	317.05	574.20	628.58	585.70	2,000 (max)
• Carbon Monoxide (mg/Ncm)	51.14	41.81	45.65	241.38	53.70	500 (max)



Water Quality

Environmental Indicators	2013 Status / Results	Standard / 2012 Data	Notes
a. Total volume of wastewater discharged at LBP Head Office (m ³)	31,957.86	31,875.66	
b. Wastewater Discharge at LBP Head Office			
• pH level	7.23	w/in 6.0 - 9.0	DENR Standard for Class SC Waters
• Total Suspended Solid (mg/L)	44.00	150 (max)	- do -
• Oil and Grease (mg/L)	1.49	10 (max)	- do -
• Bio-chemical Oxygen Demand (mg/L)	24.00	100 (max)	- do -
• Chemical Oxygen Demand (mg/L)	51.33	200 (max)	- do -



Waste Management

Environmental Indicators	2013 Status / Results	Standard / 2012 Data	Notes
a. Volume of solid wastes disposed at LBP Head Office			
• Recyclable (kgs.)	19,097	13,040	
• Bio-degradable (kgs)	8,602	7,372	
• Residual / non-recyclable (kgs)	65,984	64,311	
• Contracted hazardous waste transporter and treater duly accredited by DENR (kgs)	11,877	none	The Bank had no significant oil or chemical spills in 2013.
• Bantay Baterya Project of ABS-CBN Foundation, Inc. / AFI (tons)	1.010	none	An equivalent amount of P28,280 was donated to AFI by LBP

ENVIRONMENTAL PROTECTION AND MANAGEMENT



Minimized Environmental Impacts in Operations

While existing environmental initiatives have been in place, LANDBANK continuously find ways to be more efficient in its day-to-day operations.

The Bank has adopted the concept of employing a “Green Data Center.” The Bank’s Data Center houses the mainframe computer, servers, storage and network devices where its automated banking systems run.

LANDBANK continuously upgrades its machines with more efficient models that are compact and have greater processing capability. These machines occupy less space, consume minimum electrical power on a per processor basis and enable the Bank to consolidate several old machines into fewer machines. The Bank has also outsourced its



printing of statement of accounts which eliminated the need to upgrade and maintain heavy-duty laser printers, ensured availability of printing resources and provided flexibility for future printing requirements.

These initiatives resulted into optimized use of space and resources, significantly reducing carbon footprint, weight-load, heat dissipation and energy consumption in the data center.

Existing environmental programs and initiatives are continuously implemented at LANDBANK such as electricity, water, paper, and fuel conservation, as well as waste management programs; of which all Bank officers and employees are enjoined to actively participate in. Environmental indicators and parameters for each program have been established to monitor effective implementation of the programs and comply with environmental standards set by the DENR and other regulatory agencies. These indicators also serve as a tool to continually improve the operations of the Bank.



Promotion of Environmental Awareness

The Bank participated in the global observance of Earth Hour on March 2013 by switching off lights at the LANDBANK Plaza and encouraged all its employees nationwide to support the activity at home. The Bank also supported the “World Water Day” activity by coming up with a series of tips on water conservation on four (4) issues of Newsgram, the weekly newsletter of the Bank.

To encourage continued support of all employees to the implementation of the Bank’s EMS, reminders on energy conservation tips and good practices are aired through the Public Address system of the LANDBANK Plaza at least once a week.

Further, the Bank launched its “Most Environment-Friendly Floors and Departments Contest” to encourage employee participation in conserving water and paper resources thru cash incentives to winners.

In its first year of implementation in 2013, the contest was piloted in the Bank’s head office. The E-Banking Services Department was adjudged as the Most Paper-Efficient Department, while the ATM and Cash Management Department placed second. Occupants of the 18th Floor of the LANDBANK Plaza bagged the first prize as the “Most Water-Efficient Floor,” while the 30th floor occupants were awarded the second place. For 2014, the contest will be expanded to include field units.

As LANDBANK ushers in a new decade of operations, the Bank strives to be more energized than ever to aim higher in pursuit of its thrust towards empowering the countryside and nurturing progress countrywide, complemented with its vision of having a developed and sustainable environment for the Philippines.



LANDBANK

TACLOBAN

CUSTOMER SERVICE

**COMMITTING RESPONSIVE
AND RESPONSIBLE SERVICE**



Super Typhoon Haiyan, locally known as Yolanda, is considered the strongest typhoon to make landfall anywhere in the world to date. It struck central Philippines on November 8, 2013 with sustained winds of 315 km/hour, sending strong storm surges that rampaged Tacloban City.



CUSTOMER SERVICE

This dreadful calamity left more than P89 billion worth of damages, where over P9 billion accounts to infrastructure damages. With six (6) branches that suffered damages to infrastructure, LANDBANK was not spared from the destructive forces of Typhoon *Yolanda*. These branches, namely: Naval in Biliran, Bogo in Cebu, and Baybay, Ormoc, Tacloban Main, and Tacloban Real in Leyte, ended up with shattered branch signages, glass panels, windows, doors and damaged other office equipment. Tacloban Main Branch was inaugurated on April 2013 – only seven months before *Yolanda* struck.

In spite of the damages to its own facilities, LANDBANK worked relentlessly in order for its operations in Tacloban to resume immediately after *Yolanda* struck. The establishment of a quick response team in the form of the Cebu Command Center allowed the Bank to address the needs of affected employees and facilitate the resumption of business processes.

With an unwavering spirit, LANDBANK became the first bank to re-open for business to the public in Tacloban, with ATM transactions and branch operations up by November 19 and 20, respectively. Upon the resumption of its operations, LANDBANK served 239 transactions, including Conditional Cash Transfer (CCT) beneficiaries with P11.549 million withdrawals.

Prior deployment of four (4) mobile ATMs at key sites greatly eased the burden for many clients and residents with urgent monetary needs. The mobile ATMs, powered by PLDT and Smart, were deployed in Tacloban to assist the families affected by the typhoon. LANDBANK's technological and financial assistance helped to hasten the relief and recovery efforts of the government in the devastated region.

To further aid rehabilitation efforts, LANDBANK has earmarked P30 billion under the LANDBANK Calamity Rehabilitation Support (CARES) program to help victims recover from destruction brought about by natural calamities. This is in support of the government's

Officers and staff of the LANDBANK Tacloban Main Branch and Leyte Lending Center.



continuing effort to restore economic and social activities and accessibility in calamity-affected areas. The Bank also automatically extended the repayment of maturing amortizations of its various clients—small farmers, cooperatives, microenterprises and SMEs, rural banks, homebuyers, and local government units—in areas severely affected by the typhoon in order to help them recover from the adversity.

Customer service is the lifeblood of businesses upon which institutions invest heavily. LANDBANK defines a brand of customer service that is responsive to the needs of clients even in the worst of situations, as evident in its efforts towards making sure that clients from calamity-stricken areas are provided with banking services when no other bank can.

Technological Leverage

Bank customers today are always “on-the-go,” which highlights the need to do flexible financial transactions via the ubiquitous technological platforms available. Institutions have to cope with the fast-paced environment to further attract additional customers while keeping the current ones.

With the increasing demand on technological transactions, the Bank intensifies platforms of doing business outside of traditional banking service leveraging on available technologies. One of these is the **LANDBANK iAccess**, an alternative banking channel designed to provide individual customers a convenient, reliable and secure delivery of banking transactions via the internet. For institutional private and government clients, the **weAccess** facility allows the entity to perform banking transactions and avail of other banking services by logging on to www.lbpweaccess.com. Both platforms are available 24/7 using the internet that gratifies its users anytime of the week with easy navigation and real time transactions.



CUSTOMER SERVICE



In addition to this, Bank customers may make use of the **Express Payment System (EPS)** which allows the card holder a more flexible means of purchasing items and services from over 20,000 establishments nationwide without the need of ATM to withdraw for funds.

In 2013, the Bank launched the **LANDBANK Visa Debit Card** in partnership with Visa worldwide, the global leader in card payment system. The new card allows the holder to shop online, pay bills, and purchase over the phone and via email. The card can be used in millions of retail outlets and in more than 1.9 million ATMs worldwide.

Also in 2013, the Bank launched the **Interbank Fund Transfer (IBTF)** facility which allows real-time interbank transfer of funds among LANDBANK accounts or BancNet member bank's accounts using LANDBANK ATMs or BancNet member bank's ATMs.

IBFT transactions are allowed up to three times per day per source account. The aggregate amount limit per day per source account is P50,000 on top of existing limits on ATM withdrawal, point of sales (POS), and LANDBANK Phone Access and iAccess fund transfers. As of year-end 2013, a total of 20,116 IBFT transactions amounting to P245.81 million were processed by the Bank.

The **LANDBANK Remittance System (LBRS)** is a web-based remittance system launched in March 2013. This new remittance system processes transactions real-time 24/7. Aside from the fast and safe processing of remittance transactions, other notable features of the system are online account balance inquiry, SMS notification, and real-time feedback.

The remittance services available in the LBRS include credit to LANDBANK or other bank's peso and US dollar accounts, cash pickup at any LANDBANK branch or partner outlet, account opening through LBRS, and bills payment facility.



Deposit Products

Timely during the 2013 Chinese New Year, LANDBANK launched its **Chinese Yuan (CNY) passbook savings and time deposit products**, initially offered at the Binondo Branch. This is LANDBANK's first Yuan offering for its depositors and clients. The initial deposit requirement and minimum monthly average daily balance (ADB) requirement for the CNY Passbook Savings Account is CNY 2,500. Meanwhile, the CNY Time Deposit Account requires an initial deposit of CNY 5,000 with a minimum 30 day-term and a maximum term of 364 days.

It was also in 2013 when LANDBANK launched **USD 3TD (High-Yield US Dollar 3-Year Time Deposit)**, which offers a high interest rate of 2.5 percent per annum for US dollar time deposit accounts. This product's target market is composed of private individuals and private institutions.

In order to assist payroll accountees with LANDBANK accounts in their efforts to save-up, the Bank also launched the **LANDBANK Auto-Save Account**, a deposit account for income-earning individuals wherein a portion of their monthly income is automatically transferred from their payroll to their Auto-save accounts twice a month.

Retail and institutional clients may also avail of the **Long Term Negotiable Certificates of Deposit (LTNCD)**, a deposit product similar to time deposit account. LTNCD is negotiable and has relatively higher interest rate than regular savings account and/or short-term time deposit. Planned issuance is up to P20 billion, which will be offered in tranches.

LANDBANK's financial products and services are designed to be compliant with the Monetary Board guidelines, BSP rules and regulations, and relevant laws of the Philippine Government, and there has been no incident of non-compliance with these regulations. These products and services do not directly affect the health and safety of the Bank's customers and stakeholders.

CUSTOMER SERVICE

Presence of LBP in top 15 Poorest Provinces in the country			
Province	% of poverty incidences	No. of LBP Branch(es)	No. of LBP Lending Center(s)
Lanao Del Sur	68.9 %	2	2
Apayao	59.8 %	1	1
Eastern Samar	59.4 %	1	1
Maguindanao	57.8 %	3	1
Zamboanga del Norte	50.3 %	2	1
Davao Oriental	48.0 %	1	1
Ifugao	47.5 %	1	1
Sarangani	46.5 %	1	1
Negros Oriental	45.3 %	6	1
Masbate	44.2 %	3	1
North Cotabato	43.9 %	3	1
Northern Samar	43.7 %	4	1
Bukidnon	43.3 %	5	1
Lanao Del Norte	42.5 %	2	1
Sultan Kudarat	41.6 %	3	1

Market Reach

As of December 31, 2013, LANDBANK has the most extensive network with presence in the country by operating 341 branches in strategically located 80 provinces out of 81 and 34 provincial Lending Centers and 8 Head office-based lending units. ATMs numbering 1,213 are reaching out to unserved and underserved customers that most prime banks are hesitant to penetrate. The Bank is also a member of Bancnet, enabling its customers access to over 9000 ATMs nationwide.

In 2013, the Bank partnered with 1,500 cooperatives and 292 countryside financial institutions all over the country as conduits and partners to expand its reach to the marginalized sector. The partner banks are composed of rural banks, cooperative banks, and thrift/developmental banks.

To further enhance customer service and expand client reach, LANDBANK relocated and opened new branches and extension offices in the following areas: Binondo (Manila), España (Manila), Nasugbu (Batangas), Naga Rotunda (Camarines Sur), Tuguegarao Capitol (Cagayan), Ortigas Center EO, West San Fernando (Pampanga), NAIA Terminal 3 EO (Pasay City), Baguio (Benguet), Gapan (Nueva Ecija), Angeles (Pampanga), Mariveles (Bataan), Lucena (Quezon), Bais (Negros Oriental), Basilan, Malaybalay (Bukidnon), Bansalan (Davao del Sur), Marikina, and Catarman (Northern Samar).



CCT Beneficiaries			
Mode of Payment	No. of Households CY 2012 (in millions)	No. of Households CY 2013 (in millions)	% of Growth
LANDBANK Cash Card (CC)	1.587	1.985	25.08%
LANDBANK Over-the-Counter	0.214		-100.00%
Cooperative	0.017	0.013	-23.53%
Globe Remit (GCash)	0.515	0.796	54.56%
PHILPOST	0.289	0.409	41.52%
Rural Bank (Offsite)	0.478	0.635	32.85%
GRAND TOTAL	3.100	3.838	23.81%

Government Project Assistance

The Bank, as a government financial institution, assists the government in its various programs that need financial services intervention. Since 2008, the Bank continues to be an active partner of the national government by serving as the disbursement arm of the DSWD's **Conditional Cash Transfer (CCT) Program**.

LANDBANK issues cash cards where cash grants are credited to identified beneficiaries of the program who are extremely poor households with mandatory adherence to health and education requirements for the family members. As an additional support, mobile ATMs are deployed to reach out beneficiaries in remote areas of the country where there are no ATMs.

To further support the Program, the Institutional Top-Up Facility for LANDBANK Cash Card thru Batch-process was developed and implemented in August 2013. For the period of August to December 2013, LANDBANK's Electronic Banking Support Unit (EBSU) processed 15 CCT payrolls amounting to P15.6 billion credited to the LANDBANK Cash Card of DSWD-CCT beneficiaries.

In an effort to continuously improve the delivery of cash grants, LANDBANK engaged the service providers such as MLhuillier, Globe G-Cash, Philippine Postal Corporation (PHILPOST), Rural Banks and Cooperatives aside from LANDBANK Cash Cards. From January to December 2013, a total of P41.7 billion cash grants were released and paid to over 3.8 million households.

For CY 2013, EBSU also processed 1,018 CCT payrolls amounting to P28.7 billion for pay-out by accredited conduits (Globe Exchange, Inc., PHILPOST, M. Lhuillier, First Consolidated Bank and various CFIs/RBs) to DSWD-CCT beneficiaries.

CUSTOMER SERVICE

Customer Satisfaction and Privacy

The Bank's Field Operations Audit Department (FOAD) conducts quarterly customer satisfaction surveys randomly to clients of LANDBANK branches as part of their audit. The surveys are consolidated by the Bank's Customer Service and Product Development Department (CSPDD), and then reported to the Branch Banking Support Department (BBSD) for evaluation.

CSPDD also randomly conducts surveys to clients of branches applying for certification of ISO 9001:2008 Quality Management System, as part of the requirements to measure customer satisfaction.

The Bank strictly adheres to Republic Act No. 1405, otherwise known as the Bank Secrecy Law, prohibiting the disclosure of, or inquiry into, deposits with any banking institution and providing sanction therefor. The law encourages all customers to deposit their money in banking institutions and discourages private hoarding so that the money will be properly utilized for the development of the country through loans and investments.

Anti-Red Tape Act

Pursuant to Republic Act No. 9485, otherwise known as the Anti-Red Tape Act (ARTA) of 2007, LANDBANK's Citizen's Charter for Lending Operation and Branch Banking Products and Services underwent review and revision in 2013.

As a result of its consistent and intensified compliance with the ARTA, two (2) LANDBANK Branches, namely, La Trinidad and Bangued, were among the recipients of Acceptable rating in the 2012 ARTA Report Card Survey (RCS) conducted by the Civil Service Commission (CSC) to 599 government offices, the result of which was published in the April 16, 2013 issue of the Philippine Star.

Further, LANDBANK obtained 99 percent passing rate in the 2013 ARTA-RCS. The result, published in the Philippine Star showed that 99 of the 100 Branches passed the survey. Of the surveyed LANDBANK Branches, 38 were rated "Excellent" which automatically qualifies them to the Citizen's Satisfaction Center Seal of Excellence Award conferred by the



CSC after a two-phase validation process. Following closely are three LANDBANK branches which received an “Outstanding” rating, while 53 branches were rated “Good”, and five were “Acceptable”.

The Citizen’s Charter is one of the Good Governance Conditions on the grant of the Performance-Based Bonus (PBB) for employees, pursuant to Memorandum Circular No. 2013-02 (*Performance Evaluation System for the GOCC Sector*) issued by the Governance Commission for Government Owned and Controlled Corporations on April 29, 2013. The ARTA-RCS aims to rate the performance and client satisfaction in relation to frontline services of government entities. It also intends to obtain feedback on how agencies follow provisions in their Citizen’s Charter.

The survey was conducted by CSC researchers through interviews with 30 clients who have availed of any frontline service at the LANDBANK Branch, using an interviewer-administered survey questionnaire and accomplishment of an inspection checklist. A total of 3,000 LANDBANK clients (30 clients for each of the 100 branches) were respondents.

Customer service is one of LANDBANK’s business goals, sharing an equal piece of significance with the other two business goals of the Bank, which are the pursuit of mandate and institutional viability. The Bank’s mission addresses its continuing efforts to provide clients and the public innovative products and services that are consonant with ecological enhancement and effectively addresses their needs.



A photograph of four young professionals, two men and two women, standing in a row and smiling. They are wearing matching grey short-sleeved shirts with green vertical accents. The background is a bright, modern office interior with large windows and glass partitions.

EMPLOYEE DEVELOPMENT
NURTURING AND
CELEBRATING EXCELLENCE



The success of an organization's operations is anchored on a happy and productive workforce. Mindful of this, LANDBANK strives to provide a healthy and safe working environment that encourages the productivity and excellent performance of every Landbanker.



EMPLOYEE DEVELOPMENT



First implemented in 2006, LANDBANK's Employee Wellness Program – **iLiveWellness** – started out as an avenue for Landbankers to showcase their skills in sports through competitive events that were conducted to promote camaraderie and fitness. Over the years, the program has expanded to include other wellness activities such as learning sessions ranging from visual and performing arts, to skills training that will help employees generate income apart from the remuneration they receive from the Bank.

In 2013, the Bank opened new opportunities for Landbankers to participate in different wellness activities. LANDBANK does its part as a financial institution by instilling in its employees the importance of financial literacy, not only applying it in their key responsibilities in the workplace, but also in their lives outside the office. As such, the Bank conducted wellness learning activities

on basic baking lessons, meat processing, reflexology and massage, car maintenance, and hair styling and make-up – all of which encourage Landbankers to set up their own additional sources of income.

To further its efforts towards teaching the importance of financial literacy to Landbankers, the Bank also invited Citisec On-Line (COL) Financial Group, Inc. to conduct a learning session on simple stock market investing. Through this, Landbankers gained knowledge on how to make their money grow by investing a portion of their hard-earned salary in the stock market.

Landbankers are also known to have a flair for the performing arts, and to enhance such remarkable talents of its employees, the Bank also conducted activities such as drums, classical guitar, and musical theatre learning sessions. This shatters the image of a bank employee that is stereotyped to be a rigid and serious individual, to one that is productive, dynamic, fun-loving, and adept in the performing arts.



Even in the fast-paced and competitive environment of a reputable financial institution, work-life balance must not be compromised. Landbankers are provided a work environment that encourages their growth not only as employees, but also as unique individuals. The Bank invited a resource speaker from the Center for Family Ministries from the Ateneo de Manila University to teach some strategies to Landbankers on how to bring peace and harmony to their everyday life.

To encourage employees to gain control of their lives by achieving discipline and self-control, the Bank conducted a big group learning session led by One Core Success Center. The Bank also invited the Lighthouse Leadership Institute to talk on ways to build individual resiliency and transform challenges to success.

The Bank's iLiveWellness 2013 culminated with an art and photo exhibit, wherein part of the proceeds for the sale of the artworks were donated to the relief operations of LANDBANK for victims of Typhoon *Yolanda*. Winners for the iLiveWellness 2013 Team Events (badminton, billiards, bowling, chess, darts, table tennis, and volleyball) were also awarded during the event.

Employee productivity rests on human resource that is in a positive state of health and well-being. LANDBANK offers its employees opportunities to achieve optimum health and provides an environment conducive to the pursuit of wellness.

One of the employee clubs that promotes wellness and development is the LANDBANK Camera Club. Here are some of the photos shot by selected members of the club.

"Bahay Kubo" by Joel Balolong, ACMD



"BFF Strawberries" by Gene David, PMD2



"Cabadbaran City Plaza" by Jonnie Sacote, Agusan del Norte LC



"Mother and Child" by Winnie Carreon, LID



EMPLOYEE DEVELOPMENT



The LANDBANK Workforce

LANDBANK considers its employees the heart and soul of the institution. Landbankers are the solid whole that makes up the Bank's core, with each one of them as an enabler of growth and agents of development. Landbankers are continuously honed by a culture of excellence and professionalism, as they are the driving force behind LANDBANK's success and source of pride for the institution. As of end-2013, LANDBANK is composed of 7,230 regular employees.



7,230

Total Number of
LANDBANK Employees

4,682

Total Number
Female Employees



34.09%

Belongs in the
36-45 Age Group

2,548

Total Number
Male Employees

Total number of employees by rank

RANK	Female	Male	Grand Total	%
Rank and File	3,601	1,862	5,463	75.56 %
Supervisory	520	248	768	10.62 %
Middle Management	541	409	950	13.14 %
Senior Management	20	29	49	0.68 %
Grand Total	4,682	2,548	7,230	100.00 %

Total number of employees by age group

AGE GROUP	Female	Male	Total	%
20-25	262	135	397	5.49 %
26-35	1175	524	1,699	23.50 %
36-45	1711	754	2,465	34.09 %
46-49	823	450	1,273	17.61 %
50-55	551	534	1,085	15.01 %
56-59	118	120	238	3.29 %
60 above	42	31	73	1.01 %
Grand Total	4,682	2,548	7,230	100.00 %

Total number of employees by location

LOCATION	Female	Male	Grand Total	%
Head Office	1,170	950	2,120	29.32 %
Field Units	3,512	1,598	5,110	70.68 %
Grand Total	4,682	2,548	7,230	100.00 %

Being a financial institution wholly owned by the Philippine Government, it is the Bank's policy to hire only Filipino citizens. All employment applications received by the Bank go through a careful screening and evaluation process pursuant to the LANDBANK Charter, relevant policies, and rules and regulations set by the Civil Service Commission (CSC).

Applicants for permanent positions in the Bank pass through further screening processes by passing the pre-employment examination, interviews, medical examination, and background check. This meticulous screening process is necessary so as to make sure that the Bank hires only the best people in the industry. Of LANDBANK's 7,230 regular employees, 346 were hired in 2013 to further strengthen the Bank's workforce nationwide.

Rate of new employee hires in 2013 by age group

AGE GROUP	Female	Male	Total	%
20-25	128	63	191	55.20 %
26-35	96	53	149	43.06 %
36-45	*-	5	5	1.45 %
46-49	*-	1	1	0.29 %
Grand Total	224	122	346	100.00 %

Distribution of new-hires by sector

Sector	Female	Male	Grand Total
ADLS	20	10	30
BBS	130	60	190
CSS	15	7	22
EXEC	15	15	30
OS	38	27	65
TIBS	6	3	9
Grand Total	224	122	346

LANDBANK strives to ensure that its gains and success are reflected in the lives of its valued employees. As such, the Bank provides them with competitive compensation and mandated benefits. Landbankers are compensated based on the Bank's approved pay structure, with an entry-level salary rate which is higher compared to industry practice.

Full-time LANDBANK employees are entitled with the benefits of receiving rice subsidy, leave credits and privileges, annual merit increases, children's allowance, longevity pay, loyalty award, length of service award, travelling allowance, terminal and debilitating illness benefit, life and disability benefit, anniversary cash gift, 13th and 14th month pay, Christmas gift package, and medical allowance.

EMPLOYEE DEVELOPMENT

Thirty-five service awardees Eulalie Fausto and Ma. Lorena Flores receive their plaques of recognition from LANDBANK President and CEO Gilda Pico, Directors Crispino Aguelo, Victor Gerardo Bulatao, Tomas de Leon, Jr., and Domingo Diaz, ADLS Head/ EVP Cecilia Borromeo and TIBS Head/EVP Rabonni Francis Arjonillo.



As an institution with a woman serving as its President and CEO, LANDBANK is testament that gender discrimination has no place in the Bank's working environment. Of the 7,230 regular employees, 4,682 or 67.76 percent are female, while 2,548 or 35.24 percent are male. Gender and sexual orientation do not affect compensation, as employees' advancements are based on merit and fitness.

All qualified regular employees are also entitled to parental leave as provided for under the Omnibus Rule on Leave by the CSC. In 2013, 69 employees from the Head Office availed of the maternity leave. In addition to this, a total of 27 female and one (1) male availed of the solo parent leave.

Regular officers of the Bank who have rendered loyal and dedicated service to LANDBANK are awarded the prestigious **Gawad Punla Length of Service Award**. A total of 378 employees were honored in the 32nd Gawad Punla Awarding Ceremony held in 2013. Of the total number, 294 employees are 25-year service awardees, 81 are 30-year service

awardees and three are 35-year service awardees. They received plaques of recognition and tokens corresponding to their years of service.

Given these programs and initiatives, LANDBANK achieved a low turnover rate for the year 2013, which is a reflection of the Bank as an institution that nurtures its human resource.

Rate of employees leaving employment in 2013 by age group

AGE GROUP	Female	Male	Grand Total	%
20-25	5	4	9	4.48 %
26-35	25	9	34	16.92 %
35-45	25	12	37	18.41 %
46-49	14	11	25	12.44 %
50-55	15	22	37	18.41 %
56-59	6	11	17	8.46 %
60 above	21	21	42	20.90 %
Grand Total	111	90	201	100.00 %

Training and Education

LANDBANK believes in the importance of investing on its most importance resource – its people. The Bank continues to be strategic in its talent management programs and systems, developing and enhancing these in order to attract, retain and develop competent people fit to serve as its partners for development.

In 2013, all 7,230 regular employees of the Bank attended training programs, generating an average of 53 training hours per employee. For the employee category, rank-and-file personnel obtained an average of 45 training hours while junior officers obtained 105 training hours. Senior officers were trained for 53 hours on the average.

Performance appraisal for Landbankers is measured through the Performance Target Worksheet & Appraisal Report (PTWAR) for rank-and-file employees and Officer's Performance Contract & Appraisal Report (OPAR) for officers. These instruments are used as bases for personnel actions and career development. For 2013, there were 680 rank-and-file personnel and 133 officers who were promoted to higher level positions.

The Bank provides opportunities for employees to upgrade their skills through internal and external trainings. The Bank offers scholarship grants for employees who intend to pursue graduate or post-graduate studies from any educational institution, through the **Graduate Education Program (GEP)**. Under this Program, the Bank shoulders 100 percent of the tuition and other school fees, and provides allowance for textbooks and reading materials. LANDBANK granted support to 257 GEP scholars for the year 2013.

LANDBANK also has an in-house Master's Degree in Business Administration (MBA) Program by the Concordia International College-Philippines and the College of the Holy Spirit-Manila. Through this, the Bank provides graduate business education through innovative and responsive approach utilizing a Canadian-recognized curriculum. The program prepares students to become excellent and globally competitive managers in the changing marketplace of business. To date, the Bank has already produced 37 MBA graduates.



EMPLOYEE DEVELOPMENT



The Bank has also continued its existing programs for talent management and development that groom its personnel with performance and capability potential to assume higher and more critical responsibilities in LANDBANK. These are the Management Training Program (MTP), Officers Development Program (ODP), Leadership Development Program (LDP), and Executive Development Program (EDP).

Management Training Program (MTP) is an in-house, 6-month program aimed at broadening participants' understanding of the Bank's functions, operations, policies, systems, and procedures necessary for the handling of technical and supervisory functions. It is open to Bank employees (PGs 4 to 6) and external participants.

Officers Development Program (ODP) is an in-house, 8-month program aimed at developing technical knowledge and enhancing managerial and leadership competencies of managing change, planning and organizing, interpersonal skills, results-orientation, and leadership. Curriculum covers classroom training, on-the-job training, and integrating project. It is open to Bank personnel (at least first line supervisors) and external participants.



Leadership Development Program (LDP) is aimed at strengthening leadership and management skills, and reinforcing awareness of functional or business areas, thus, contributing to cross-functional processes for sustainability of operations. Conducted by the Ateneo Center for Continuing Education (CCE), it is open for incumbent Department and Group Heads.

Executive Development Program (EDP) is a development program for Senior Officers (SVPs up to EVP) aimed at expanding their business acumen and allowing them to engage in strategy simulations that illustrate the connection between management decisions and business results. EDP includes trainings abroad, executive coaching, and mentoring, among other development interventions.

In LANDBANK, professional development is not only reflected through promotions and appraisals, as it is also reflected on how Landbankers address issues such as environment, human rights and corruption in the course of their regular work.

The newly elected officers of the Land Bank of the Philippines Employees Association National Executive Board (LBPEA NEB) with LANDBANK Officers and Directors.



Renewable energy trainings, updates on environmental laws and regulations, and other environment-related trainings, seminars and conferences are regularly attended by employees for continuous upgrading of skills and knowledge.

In 2013, the Bank has generated 9,620 hours of training on policies and procedures on human rights that are relevant to its functions. The bulk of this came from the Annual Re-orientation on the Bank's Code of Conduct during the Code of Conduct Month, held in January of each year.

Also in 2013, LANDBANK generated a total of 9,308 hours of training on anti-corruption policies and procedures which were delivered through the Code of Conduct Re-orientation Seminar, LANDBANK in Perspective Seminar, and Public Service, Ethics and Accountability Seminar.

The Code of Conduct for LANDBANK employees applies to all employees of the Bank, regardless of rank. The Code covers significant provisions of existing internal policies and procedures, relevant Civil Service rules and regulations, and other applicable laws.

Annually, all employees are required to be reoriented with the provisions of the Code, recommit to the Code and sign the Code of Conduct Compliance Certificate.

Human Rights

LANDBANK is an institution that values the civil and political human rights of all its stakeholders. The Bank makes sure that its operations do not affect or threaten the rights of its human resource, while also ensuring that its employees are aware of the impact of the Bank's operations to the human rights of its external stakeholders.

Freedom of association is a human right, as defined by the International Labor Organization (ILO). The Bank has been supportive of the programs and initiatives of the LBP Employees Association (LBPEA) and the LBP Middle Management Officers Association, Inc. (LBPMMAOI). They also represent their members in Bank committees whose mandates impact on the rights and welfare of the employees. LBPEA and LBPMMAOI act as agents of change in bringing about a more efficient and effective delivery of banking and public services, and are LANDBANK's constant partners in policy implementation and monitoring.

EMPLOYEE DEVELOPMENT

LANDBANK Facilities

LANDBANK Day Care Center

Assists employees in caring for their children aged 3 to less than 5 years (for regular program participants) and up to 12 years (for walk-in availers) while attending to work requirements



Chapel

To promote spiritual wellness in the workplace, the LANDBANK Chapel is made available to employees seeking a venue for prayer and enlightenment



Health Gym and Fitness Center

Operates to give employees the chance to do their work-out sessions before or after office hours using gym equipment and guided by certified fitness experts (e.g. fitness instructor, group exercise instructors, and nutritionist)



Recreation Room

Teamwork is harnessed and camaraderie is reinforced among peers in the competitive team events (darts, billiards, and table tennis)



Lactation Station

Promotes LANDBANK's image as a mother-friendly and gender sensitive workplace through the promotion of exclusive breastfeeding, which is known to boost the infant's immune system and prevent illness among infants



Medical Clinic

The LANDBANK Medical Clinic, manned by physicians and nurses, provides health services and promotes health and wellness awareness to all Landbankers



Music Room

With the various musical instruments and facilities provided, employees can unwind and have a creative outlet outside work



Other 2013 LANDBANK Activities for Employees

Enchanted Halloween

Children of Landbankers were given the chance to dress up as their favorite fairy tale character during LANDBANK's Enchanted Halloween party. Participants enjoyed a day of fun activities and entertainment while showcasing their respective fairy tale costumes.



Dekada Pops Extravaganza

Part of the Bank's anniversary activities is to celebrate the contributions of every employee through the Landbankers' Day. For its 50th anniversary, LANDBANK organized the Landbankers' Night: Dekada Pops Extravaganza, where all sectors competed in a musical showdown.



LANDBANK Fun Run and Fun Olympics

To usher in the Bank's 50th celebration, Landbankers in the head office, NCR branches and their families participated in the Fun Run and Fun Olympics at the Roxas Boulevard and Ninoy Aquino Stadium, respectively.



Grant-a-Wish Project

Landbankers became "Secret Santas" to students of Can-Adieng Elementary School in Ormoc City, who were beneficiaries of LANDBANK's Grant-a-Wish Project. The students received gifts corresponding to their personal wishes in Christmas cards which were hung on the "Puno ng Pangarap" Christmas tree at the LANDBANK Plaza. Landbankers then picked the cards of their chosen beneficiaries and fulfilled the wishes from their own pockets. The gifts ranged from food, toiletries, and school items.

LANDBANK Director Domingo Diaz led Landbankers in personally handing-over the gifts to the children.



EMPLOYEE DEVELOPMENT



As an institution with a woman serving as its President and CEO, LANDBANK is testament that gender discrimination has no place in the Bank's working environment.

LANDBANK fully supports the right of Landbankers to self-organize through the Collective Negotiation Agreement (CNA) entered into by and between LANDBANK and the LBPEA. The CNA is the public sector's equivalent of the Collective Bargaining Agreement (CBA) in the private sector. A total of 6,231 or 100 percent of total rank-and-file employees are covered by CNA. The CNA also states that any significant organizational or operational change requires at least a 60-day notice.

Safety and security in the workplace is another important human right that LANDBANK as a financial institution recognizes. As a precaution, a total of 95 percent of the employees of the Bank's Physical Security Office (PSO) attended the seminar on Security Education which discussed human rights. PSO conducts monthly briefing attended by agency guards assigned at NCR branches and Head Office every first Saturday of the month. The Bank conducts annual briefing for premise and escort guards deployed at the provincial branches.

The Bank's Revised Rules on Administrative Disciplinary Cases which was issued in August 2013 classified the following as administrative offenses with corresponding penalties: nepotism, oppression, unfair discrimination in rendering public service due to party affiliation or preference, and engaging directly or indirectly in partisan political activities by one holding a non-political office. Corrective actions include continuing attendance of all Bank officers and employees to seminars on values and Code of Conduct, dialogues on moral renewal, and the strict implementation of Civil Service rules on administrative disciplinary cases.

In 2013, HRMG addressed and resolved 11 complaints related to human rights from internal stakeholders. All complaints and grievances related to human rights are handled with due process and deliberated upon within reasonable time by various committees such as the Employee Management Committee (on grievances between employees) and Committee on Decorum and Investigation (on sexual harassment cases). The Bank resolved a sexual harassment case where the respondent was found guilty of less grave and light offenses of sexual harassment and meted the penalty of thirty (30) days suspension and fine.

The Bank observes a fair and just hiring process and employee's advancements as guaranteed in the Magna Carta for Disabled Persons (Republic Act No. 7277), and the Magna Carta for Women (Republic Act No. 9710) which encourages government agencies to hire people with disabilities and to uphold equal rights for women, respectively.

LANDBANK is a government entity, and therefore adheres to CSC policies on labor. However, child labor is an issue that is not applicable to any of the operations of the Bank.



Despite this, the Bank is still a staunch partner of the ILO in its drive to end child labor. In 2013, LANDBANK received the “Tatak Batang Malaya” Award, in recognition of the Bank’s support to help eliminate child labor in the Philippines, particularly the Bank’s support to the sports rehabilitation program for children of marginal sugarcane farmers in Batangas. The award was conferred by the ILO in Manila.

Health and safety of its employees is a top priority of the Bank, and incidents of compulsory labor are always within reason. The Bank has implemented a Business Continuity Plan (BCP) which aims to ensure minimal disruption of the Bank’s basic services, minimize financial losses, ascertain resumption of normal operations in the shortest feasible time, and also to preserve corporate security. For this purpose, the Bank has created a Crisis Management Committee (CMC) that serves as the policy and final decision-maker for the implementation of the BCP.

The Code of Conduct for LANDBANK Employees specifically decrees Landbankers to treat clients and colleagues with respect and to always be mindful of their rights as human



beings. LANDBANK employees are expected to carry out their responsibilities as public servants in a courteous and respectful manner without regard to race, religion, national or ethnic origin, and gender or political affiliation.

Providing Employees with a Healthy Work Environment

LANDBANK ensures that its work environment is free from health and safety hazards. One of the measures adopted by the Bank is to have its newly-hired employees undergo a briefing on occupational health and safety as part of their orientation. In 2013, 18 sessions on occupational health and safety were conducted to ensure their smooth transition and integration into the workplace, and to make them aware of the health and safety protocols that are to be observed at all times.

The Bank’s Health and Safety Committee (HSC) was reorganized by virtue of a Special Order signed by LANDBANK President Gilda E. Pico. Among its members are three (3) officers of the LBP Employees Association representing all (100 percent) rank-and-file employees.

EMPLOYEE DEVELOPMENT

To reduce health and safety risks, control measures have been adopted. Health education is a primary strategy made possible through learning sessions. These health education sessions, aptly called “Wellness Forum” were conducted at the LANDBANK Plaza where employees are provided information on diseases by experts in their respective fields. Topics for 2013 included heart disease prevention, women’s health, food safety, skin care, first aid, smoking cessation, diabetes management, eye care, breast/cervical cancer, liver infection, musculoskeletal disorders, bird flu, HIV AIDS, health concerns of the elderly and mental health/positive thinking.

Showing great concern for the physical well-being of its employees, the Bank also conducted health screening activities such as the worksite Annual Physical Examination (APE), sugar and cholesterol check, body mass index and blood pressure determination during the Health and Wellness Fair held at the LANDBANK Diosdado Macapagal Hall. The Bank also has a registered nutritionist-dietician who conducts one-on-one nutritional counselling sessions for employees at the LANDBANK Gym and Fitness Center twice a month.

The Bank also holds office exercises, such as the “3PM Banat Buto” that are promoted within the workplace to prevent musculoskeletal conditions. Socio-emotional health promotion activities such as learning sessions on meditation, self-discipline and self-control, and work family life balance were also conducted as part of the Employee Wellness Program.

Employees and their enrolled family members have access to healthcare professionals who provide advice on health concerns and treatment of diseases through a healthcare benefits package administered by a health maintenance organization (HMO).

Vaccination programs for flu, hepatitis B, and cervical cancer were also implemented in 2013 for employees and their family members. The Bank conducted two (2) learning sessions on breastfeeding in 2013, which complements the provision of a workplace Lactation Station that promotes breastfeeding.

Data on illnesses and injuries are maintained at the LANDBANK Medical Clinic, as well as data on claims for work-related benefits. For 2013, two (2) employees with work-related injuries were granted Rehabilitation Privilege (i.e., special leave privileges per Joint Circular No. 1 series of 2006 of the DBM and CSC) with no work-related fatality recorded.



LANDBANK employees participating in the bloodletting activity of Philippine Red Cross

Calamity/Disaster	Date Occurred	No of Recipients	Amount of Financial Assistance
Davao City Flash Flood	Jan. 20, 2013	8	Php 130,000
Typhoon <i>Maring</i>	Aug. 17-20	909	5,213,750
Zamboanga Crisis	Sept. 9-28	28	100,000
Typhoon <i>Odette</i>	Sept. 20-21	33	177,500
Typhoon <i>Ramil</i>	Oct. 8-9	4	40,000
Typhoon <i>Santi</i>	Oct. 12-13	21	147,500
Bohol Earthquake	Oct. 15	91	1,520,000
Super Typhoon <i>Yolanda</i>	Nov. 8	404	7,854,896
Fire Victims	Various dates	3	60,000
Total		1,501	Php15,243,646.00



LANDBANK volunteers participating in various relief operation in response to different calamities that struck the country.

In view of the rainy/flood season, high-risk employees underwent medical screening at the LBP Medical Clinic at the head office, and were provided limited supply of antibiotics in order to prevent leptospirosis.

In 2013, a medical mission was conducted in Tacloban for victims (i.e., employees and their family members) of Typhoon *Yolanda* during which medical consultation services, treatment and medications were provided.

The CNA forged between LANDBANK and the LBPEA (2011-2014) covers the aspect of employee health and safety such as membership in the HSC, assurance on the implementation of the special leave benefits for women who undergo surgery caused by gynecological disorders, and the rehabilitation privilege for work-related injuries, provision of assistance for employees availing of benefits under the Employees' Compensation Program for occupational diseases/work-related injuries, grant of special privilege for pregnant and nursing women, and participation in the implementation of the Employee Wellness Program.

Employees are also given more opportunities for volunteerism through bloodletting activities and voluntary monetary contribution generating Php2.8 million for chosen Corporate Social

Responsibility (CSR) projects of the Bank. Employees likewise extended their voluntary support to the victims of the Bohol earthquake and super Typhoon *Yolanda* last October 15 and November 8, 2013, respectively, by way of donating at least an hour's worth of their salary which totaled to 18,208 work hours equivalent to Php3.8 million.

LANDBANK, through the Relief and Disaster Assistance Fund (RDAF), provides financial assistance to Bank employees and other workers deployed in the Bank who are victims of calamities. In 2013, a total of Php15,243,646.00 financial assistance was granted to 1,501 employee-victims of various calamities which hit the country in the said year.

Through the years, the Bank has been enhancing the holistic processes of talent acquisition, employee training and development, performance and rewards management, and succession planning, among others, in order to attract, hire, and retain the most qualified and valuable people to serve as partners in fulfilling its vision and mission.

LANDBANK constantly strives to be a fostering institution as much as it is committed to its mandated goals. As such, the Bank continues to foster and rear the Landbanker identity that is synonymous to quality, excellence, and a model of good public governance.

CSR STEERING COMMITTEE



Ms. Gilda E. Pico
President and CEO



EVP Cecilia C. Borromeo
Agricultural and
Development Lending Sector



EVP Jocelyn DG. Cabreza
Branch Banking Sector



EVP Andres C. Sarmiento
Operations Sector



EVP Rabboni Francis B. Arjonillo
Treasury and Investment
Banking Sector



SVP Julio D. Climaco, Jr.
Corporate Services Sector



SVP Yolanda D. Velasco
Controllership Group



SVP Edward John T. Reyes
Corporate Banking Group



SVP Alan V. Bornas
Technology
Management Group

CSR TECHNICAL WORKING GROUP



VP Catherine Rowena B. Villanueva
Corporate Affairs
Department
Chairperson



DM Prudencio E. Calado III
Environmental
Program and
Management
Department
Vice Chairperson



SVP Alan V. Bornas
Technology
Management Group
Member



SVP Liduvino S. Geron
Strategic Planning
Group
Member



SVP Reynauld R. Villafuerte
Legal Services Group
Member



FVP Teresita E. Cheng
Risk Management
Group
Member



FVP Noemi P. Dela Paz
Internal Audit Group
Member



FVP Romeo C. Castro
Facilities and
Procurement Services
Group
Member



VP Leila C. Martin
Lending Program
Management Group
Member



**VP Annalene M.
Bautista**
Compliance
Management Office
Member



**AVP Marilou L.
Villafranca**
Branch Banking
Support Department
Member



**AVP Voltaire Pablo P.
Pablo III**
Human Resources
Management Group/
Employee Relations,
Member



AVP Efren S. Tedor
Physical Security Office
Member



**Peter Andrew S.
Gutierrez**
Executive Director
LANDBANK Countryside
Development
Foundation, Inc
Member

CSR TWG ALTERNATE MEMBERS



From L-R: Ms. Mina Salamat, Dr. Michaela Ramos, Ms. Lourdes Agustin, Mr. Joshua Agner, Ms. Melanie Franco, Ms. Maricor Prudente, Ms. Hazel Elizes, AVP Sheila Marie Encabo, Atty. Chrisa Sheila Pimentel, Ms. Haydee Bellosillo, Mr. Gaudioso Carlos Garcia VI, Ms. Shirley Meera, Atty. Cherry Martinez-Romano, Mr. Froilan Valmocena

Ms. Shirley Meera
Branch Banking Support Department

Atty. Chrisa Sheila Pimentel
Compliance Management Office

Mr. Gaudioso Carlos Garcia VI
Corporate Affairs Department

Ms. Lolita S. Huerto
Development Assistance Department

Dr. Michaela Ramos
Ms. Mina Salamat
Employee Relations Department

Mr. Erick de Torres
Environmental Program
and Management Department

DM Alwin Reyes
Facilities and Procurement Services Group

Ms. Lourdes Agustin
Internal Audit Group

Ms. Haydee Bellosillo
LANDBANK Countryside Development
Foundation, Inc.

Atty. Cherry Martinez-Romano
Legal Services Group

Mr. Edgardo Flores
Physical Security Office

Mr. Froilan Valmocena
Risk Management Group

AVP Sheila Marie Encabo
Ms. Ma. Socorro Prudente
Mr. Joshua Agner
Strategic Planning Group

Ms. Melanie Franco
Technology Management Group

Ms. Hazel Elizes
CSR TWG Secretariat

GRI CONTENT INDEX

STANDARD DISCLOSURES PART I: Profile Disclosures			
Profile Disclosure	Disclosure	Level of reporting	Location of disclosure
1. Strategy and Analysis			
1.1	Statement from the most senior decision-maker of the organization.	Fully	6, 7
1.2	Description of key impacts, risks, and opportunities.	Fully	6, 7
2. Organizational Profile			
2.1	Name of the organization.	Fully	8
2.2	Primary brands, products, and/or services.	Fully	10
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	12, 13
2.4	Location of organization's headquarters.	Fully	8
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	10
2.6	Nature of ownership and legal form.	Fully	8
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	9
2.8	Scale of the reporting organization.	Fully	9
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	12
2.10	Awards received in the reporting period.	Fully	14
3. Report Parameters			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	1
3.2	Date of most recent previous report (if any).	Fully	1
3.3	Reporting cycle (annual, biennial, etc.)	Fully	1, 3
3.4	Contact point for questions regarding the report or its contents.	Fully	3
3.5	Process for defining report content.	Fully	2
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	2
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	2
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	2, 24

3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	3
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	3
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	3
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	108-113
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	2
4. Governance, Commitments, and Engagement			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	22
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	18
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	18
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	21
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	21
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	20
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	18
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	12
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	20, 21, 95

4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	18
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	24
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	3, 69
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	15
4.14	List of stakeholder groups engaged by the organization.	Fully	34-37
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	34-37
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	34-37
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	34-37
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure
DMA PS	Disclosure on Management Approach PS		
Aspects	Product Portfolio		
FS1	Policies with specific environmental and social components applied to business lines.	Fully	28, 29, 70, 71
FS2	Procedures for assessing and screening environmental and social risks in business lines.	Fully	28, 29, 70, 71
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	Fully	28, 29, 70, 71, 75
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	Fully	28, 29, 95
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	Fully	28, 29, 70, 71
DMA EC	Disclosure on Management Approach EC	Fully	29, 30
DMA EN	Disclosure on Management Approach EN	Fully	30
DMA LA	Disclosure on Management Approach LA	Fully	30, 31
DMA HR	Disclosure on Management Approach HR	Fully	31, 32

DMA SO	Disclosure on Management Approach SO	Fully	32, 33
DMA PR	Disclosure on Management Approach PR	Fully	33t
FS15	Policies for the fair design and sale of financial products and services.	Fully	81
DMA EN	Disclosure on Management Approach EN		
Aspects	Materials	Fully	30
	Energy	Fully	30
	Water	Fully	30
	Biodiversity	Fully	30
	Emissions, effluents and waste	Fully	30
	Products and services	Fully	30
	Compliance	Fully	30
	Transport	Fully	30
	Overall	Fully	30
DMA LA	Disclosure on Management Approach LA		
Aspects	Employment	Fully	31
	Labor/management relations	Fully	31
	Occupational health and safety _{COMM}	Fully	31
	Training and education	Fully	31
	Diversity and equal opportunity	Fully	31
	Equal remuneration for women and men	Fully	31
DMA HR	Disclosure on Management Approach HR		
Aspects	Investment and procurement practices	Fully	32
	Non-discrimination	Fully	32
	Freedom of association and collective bargaining	Fully	32
	Child labor	Fully	32
	Prevention of forced and compulsory labor	Fully	32
	Security practices	Fully	32
	Indigenous rights	Fully	32
	Assessment	Fully	32
	Remediation	Fully	32
DMA SO	Disclosure on Management Approach SO		
Aspects	Local communities	Fully	32, 33
	Corruption	Fully	32, 33
	Public policy	Fully	32, 33
	Anti-competitive behavior	Fully	32, 33
	Compliance	Fully	32, 33
DMA PR	Disclosure on Management Approach PR		
Aspects	Customer health and safety	Fully	33
	Product and service labelling	Fully	33
FS15	Policies for the fair design and sale of financial products and services.	Fully	79

GRI CONTENT INDEX

	Marketing communications	Fully	33
	Customer privacy	Fully	33
	Compliance	Fully	33
Product and Service Impact			
Indicator	Disclosure	Level of reporting	Location of disclosure
Product portfolio			
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	Fully	44
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Fully	44
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Fully	69
Audit			
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	Fully	20
Active ownership			
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.	Fully	70, 71
FS11	Percentage of assets subject to positive and negative environmental or social screening.	Fully	70, 71
FS12	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.	Not	LANDBANK currently has no voting policies, principles, or guidelines relating to environmental or social issues.
Economic			
Indicator	Disclosure	Level of reporting	Location of disclosure
Economic performance			
EC1_{COMM}	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	11
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	69
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	91
EC4	Significant financial assistance received from government.	Fully	11

Market presence			
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Fully	91
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	24
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	91
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	41, 43, 45, 58
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	45, 46, 60, 61
Environmental			
Indicator	Disclosure	Level of reporting	Location of disclosure
Materials			
EN1	Materials used by weight or volume.	Fully	68
EN2	Percentage of materials used that are recycled input materials.	Fully	68
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	72
EN4	Indirect energy consumption by primary source.	Fully	72
EN5	Energy saved due to conservation and efficiency improvements.	Fully	72
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	66, 70
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	71, 74
Water			
EN8	Total water withdrawal by source.	Fully	72
EN9	Water sources significantly affected by withdrawal of water.	Fully	72
EN10	Percentage and total volume of water recycled and reused.	Fully	71

Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	66, 67
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	68, 69
EN13	Habitats protected or restored.	Fully	62, 68
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	62, 68
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	68
Emissions, effluents and waste			
EN16 _{COMM}	Total direct and indirect greenhouse gas emissions by weight.	Fully	72
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	72
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	72, 74
EN19	Emissions of ozone-depleting substances by weight.	Fully	68
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	72
EN21	Total water discharge by quality and destination.	Fully	73
EN22 _{COMM}	Total weight of waste by type and disposal method.	Fully	73
3EN23	Total number and volume of significant spills.	Fully	68, 73
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	73
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Fully	6 v8
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	70, 71
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	68
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not	Not reported

Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	71
Overall			
EN30	Total environmental protection expenditures and investments by type.	Fully	67
Social: Labor Practices and Decent Work			
Indicator	Disclosure	Level of reporting	Location of disclosure
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	90, 91, 92
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	90, 92, 93
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	91
LA15	Return to work and retention rates after parental leave, by gender.	Fully	92
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	98
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	98
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	99
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	99, 100
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	100, 101
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	101

GRI CONTENT INDEX

Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	93
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	88, 89, 93, 94
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	93
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	92
Equal remuneration for women and men			
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	92
Social: Human Rights			
Indicator	Disclosure	Level of reporting	Location of disclosure
Investment and procurement practices			
HR1 _{COMM}	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	Data is not available
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	24
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	95
Non-discrimination			
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	92, 98
Freedom of association and collective bargaining			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	98
Child labor			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	99

Prevention of forced and compulsory labor			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	99
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	98
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	Data is not available
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	Data is not available
Remediation			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	98
Social: Society			
Indicator	Disclosure	Level of reporting	Location of disclosure
Local communities			
SO1 (FSSS)	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Fully	50-58
SO1 (G3.1)	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	50-58
FS13	Access points in low-populated or economically disadvantaged areas by type.	Fully	78, 79, 83
FS14	Initiatives to improve access to financial services for disadvantaged people.	Fully	78, 79
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	24
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	24

Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	23
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	92
SO4	Actions taken in response to incidents of corruption.	Fully	24
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	24
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	25
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	Data is not available
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	Not reported
Social: Product Responsibility			
Indicator	Disclosure	Level of reporting	Location of disclosure
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	81
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	81

Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	81
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	81
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	84
FS16	Initiatives to enhance financial literacy by type of beneficiary.	Fully	60, 61
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	25
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	25
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	Data is not available
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	Not reported



LANDBANK

LANDBANK Plaza
1598 M. H. del Pilar Cor. Dr. J. Quintos Streets,
Malate, Manila, Philippines
Tel. Nos.: 522-0000, 551-2200 and 450-7001

www.landbank.com