

LANDBANK 2018 – 1ST QUARTER PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018
SOCIO-ECONOMIC	SO 1	Expand Financial and Other Services In All Provinces, Cities And Municipalities			
	SM 1	Grow Amount of outstanding loans in the 20 poorest provinces as identified by the PSA	10%	P40.00 B	P 36.846 B
	Increase Amount of Outstanding Loans to Mandated and Priority Sector				
	SM 2a	Small Farmers and Fisherfolk (Mandated Sector)	10%	P47.34 B	P 40.41 B
	SM 2b	Agriculture and Fisheries Sector	10%	P155.00 B	P 144.02 B
	SO 2	Support National Development Programs (micro, small and medium enterprises, communications, transportation, housing (socialized, low cost and medium cost), education, health care, environment-related projects, tourism, utilities and livelihood/salary loans)			
	SM 3	Amount of loans supporting other government programs	10%	P460.00 B	P 415.64 B

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018
FINANCE	SO 3	Maintain Financial Sustainability			
	SM 4	Increase Net Income	10%	P 15.125 B	P 4.25 B

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

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018
STAKEHOLDERS	SO 5	Anticipate The Needs & Provide New/Enhanced Products & Services In A Timely Manner			
	SM 6	Percentage of Satisfied Customers	10%	95% of respondents giving "Satisfactory rating"	<ul style="list-style-type: none"> • Results of the 3rd wave Nationwide Customer Satisfaction Survey (NCSS) conducted in 2017 reflect that 96% of the respondents gave a "Satisfactory Rating". • NCSS for 2017 is the 3rd and last year of contract with the third-party research firm (TPRF). • On 19 Feb 2018, the TPRF presented the results of the 2017 NCSS to the Management Committee (ManCom). The ManCom Chair instructed Nielsen to provide drilled-down details of the NCSS result which will be used as reference by the Branch Banking and Lending sectors in addressing the NCSS results to be presented in the next ManCom meeting.

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

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018							
INTERNAL PROCESS	SO 7	Enhance Banking Operations Through Technological Solutions										
	SM 8	Percentage of Service Availability of Automated Teller Machines and Internet Banking Services	10%	90%	<p>93.25% average ATM availability</p> <p>Internet Banking:</p> <table border="1"> <thead> <tr> <th>System</th> <th>Availability</th> </tr> </thead> <tbody> <tr> <td>Retail Internet Banking System (iAccess)</td> <td>99.96%</td> </tr> <tr> <td>Institutional Internet Banking Facility (WeAccess)</td> <td>99.99%</td> </tr> <tr> <td>LANDBANK Mobile Banking Application (MBA)</td> <td>99.99%</td> </tr> </tbody> </table>	System	Availability	Retail Internet Banking System (iAccess)	99.96%	Institutional Internet Banking Facility (WeAccess)	99.99%	LANDBANK Mobile Banking Application (MBA)
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INTERNAL PROCESS	SO 8	Enhance And Accelerate New Product Development & New Channel Development			
	SM 9	Number of new products and channels developed	5%	<p>Three (3) new products to be developed:</p> <ol style="list-style-type: none"> 1. Farmers Corporative Inclusive Financing Program 2. LBP-DAR-DA Accessible and Sustainable Lending Program for SFF 3. Lending Program for the Locators/ Enterprises of Ecozones and for Ecozone Site Developers 	

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018
INTERNAL PROCESS	SO 9	Establish A Robust Risk Management System			
	SM 10	Number of internal models developed to quantify risk	5%	Credit rating model for Countryside Financial Institution (CFI)	<ul style="list-style-type: none"> • Completed. Conducted research and incorporated suggestions from the Credit Committee (CreCom) • Completed. Identified the model objective, scope and limitations of the CFI credit rating model • On-going. <ul style="list-style-type: none"> ✓ Collected data from the Loan Origination System (LOS) ✓ On-going encoding/consolidation of data from the LOS and Lending Units ✓ Set a meeting with FID to discuss their requirements and to identify the variables/ parameters to be considered in their credit assessment. This information shall be processed and incorporated in the development of the credit model.

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018
LEARNING AND GROWTH	SO 10	Establish High Performance Culture			
	SM 11	Percentage of Employees meeting Required Competency	5%	Forty percent (40%) of employees with competency gaps addressed	<ul style="list-style-type: none"> Competency gaps of 229 employees (whose assessment results are below 80%) were already addressed, while 658 or 93% of the remaining 710 employees were provided with at least one learning and development intervention. On the other hand, competency assessment results of 43 personnel are no longer valid due to reassignment to another unit, and separation. This reduces the number of employees with competency gaps to 667.

Component Objective/Measure		Weight	2018 Targets	Jan. to Mar. 2018 Targets	Performance/ Accomplishments January to March 2018	
SO 11		Develop World-Class Operations				
LEARNING AND GROWTH	SM 12	Implement Quality Management System	5%	<p>Preparation and conduct of certification audit of the Bank's Integrated Management System for a one-cycle/three-year period covering the following:</p> <p>ISO 9001: 2015 QMS - all core banking and support processes</p> <p>ISO 14001:2015 EMS - LANDBANK Plaza and 39 sites</p> <p>2018 Deliverables:</p> <ol style="list-style-type: none"> 1. Procurement of a Certification Body 2. Documentation Audit – Stage 1 <p><i>(For GCG consideration)</i></p>		<ul style="list-style-type: none"> • Submitted Procurement Request; Completed Pre-bid; Awaiting awarding of winning bidder • Completed. Created an IMS Working Committee to facilitate and coordinate all activities related to the establishment of an IMS Bankwide • On-going simulation Audit of key processes and briefing of members of the IMS Core Team
	TOTAL WEIGHT		100%			