

1ST QUARTER 2019 PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

Component Objective/Measure		Weight	2019 Targets	Jan. to Mar. 2019 Targets	Performance/ Accomplishments Jan. to Mar. 2019	
SOCIO-ECONOMIC	SO 1	Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country				
		Amount of Outstanding Loans under the following sectors/ programs:				
	SM 1	a. 20 poorest provinces identified by the PSA	10%	P 44.50 B		P 43.782 B
		b. HARVEST Program	10%	P 0.75 B		P 6.28 M P100 M is now for review by JICA
		c. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	15%	P 231.25 B		P 217.02 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 2	Amount of loans supporting other government programs (including CFIs, LGUs, and MSMEs in support of countryside development)	10%	P 508.87 B		P 504.05 B	

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FINANCE	SO 3	Increase Retail and Private Deposit Base			
	SM 3	Growth in stable deposits (personal individual, and single proprietorship)	5%	14%	-7.78%
	SO 4	Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements			
	SM 4	Increase Net Income	10%	P 16.638 B	P 4.748 B 28.5% accomplishment vs. P 16.638 B target

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STAKEHOLDERS	SO 5	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints										
	SM 5	Percentage of Loan Applications Processed within the Applicable Turnaround Time (TAT)	5%	100%	99.79% of loan applications processed within the applicable time							
	SM 6	Percentage of Service Availability of Automated Telling Machines and Internet Banking Services	5%	90%	Average ATM Availability: 93.81% Internet Banking:							
					<table border="1"> <thead> <tr> <th>System</th> <th>Average Availability</th> </tr> </thead> <tbody> <tr> <td>Retail Internet Banking System (iAccess)</td> <td>100%</td> </tr> <tr> <td>Institutional Internet Banking Facility (WeAccess)</td> <td>99.99%</td> </tr> <tr> <td>LANDBANK Mobile Banking Application (MBA)</td> <td>99.95%</td> </tr> </tbody> </table>	System	Average Availability	Retail Internet Banking System (iAccess)	100%	Institutional Internet Banking Facility (WeAccess)	99.99%	LANDBANK Mobile Banking Application (MBA)
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STAKEHOLDERS	SO 5	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints			
	SM 7	Percentage of Satisfied Customers	5%	95%	<p>In 2018, LANDBANK got an overall Customer Satisfaction Rating of 99%.</p> <p>Full details of the survey results were presented to ManCom by Nielsen on 18 March 2019.</p> <p>As requested during the GCG On-site validation last 29 March 2019, the full report on the LANDBANK Customer Satisfaction Survey was provided to GCG on 05 April 2019.</p>
	SM 8	Number of new products and channels developed	5%	<p>Introduce and Implement the following programs:</p> <ol style="list-style-type: none"> 1. Rice Competitiveness Enhancement Lending Program 2. Greenhouse Financing Program 	<p>The RCEF and Greenhouse Financing Program are targeted to be approved by the LANDBANK Board by 30 June 2019</p>

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INTERNAL PROCESS	SO 6	Process Land Transfer Claims In A Timely Manner				
	SM 9	Percentage of Claim Folders processed within the Applicable Turnaround Time	5%	100%	100%	100%
	SO 7	Streamline Banking Operations through Digital Platforms to Support Inclusive Banking				
	SM 10	Number of Agent Banks in Unbanked Areas	5%	1. Approval of Model 2. Award to Partner 3. Roadmap		1. Model and Roadmap already approved by LANDBANK Management; 2. A pilot in one site is already being undertaken; 3. Program will be further enhanced based on the result of the pilot.

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LEARNING AND GROWTH	SO 8	Establish A High Performance “One Bank Culture”			
	SM 11	Percentage of Employees Meeting Required Competency	5%	100% of the employees with competency gaps (based on 2016 competency assessment)	As of end-March 2019, competency gaps of 82% of the targeted 1,592 personnel (based on the 2016 competency assessment) were addressed.
	SM 12	Implement Quality Management System	5%	Integrated Management System Certification (Integration of Quality Management System and Environmental Management System)	<p>The Integrated Management System framework of LANDBANK is comprised of Quality Management System and Environmental Management System. Certification will be both for QMS and EMS</p> <p>Conducted IMS Assessment to various units in LBP Plaza</p> <p>Completed the conduct of Stage 1 certification audit which covered 14 LBP field unit sites and the Head Office from January 14 to March 12, 2019</p> <p>Completed IMS readiness cascade to all Sectors of the Bank</p> <p>Presented the initial audit results and corresponding action plans to the IMS Working Committee on February 13, February 27, and March 26, 2019, BBS Sectoral Committee on January 31, 2019 and Management Committee on January 28, 2019</p>