

# Corporate Social Responsibility





## **CORPORATE SOCIAL RESPONSIBILITY OF LIBI**

LIBI remains committed to its Corporate Social Responsibility (CSR) despite of the aftermath of the pandemic. In pursuit of its mandate, LIBI supports legitimate activities and programs to address social and environmental issues to safeguard and improve the quality of life of various individuals and state of the environment for future generations. It also conducted various activities focused on education, environmental protection, promotion of gender equality, and disaster preparedness – all creating more opportunities for LIBI to give back to the society.

### **A. ENVIRONMENT**

LIBI adopted the Implementation of Energy Efficiency and Conservation Program (EECP) in compliance with Government Energy Management Program (GEMP) under IAECC Resolution No. 1, s. 2020, and IAECC Advisory No. 2 re: Mandatory Implementation of Energy Efficiency and Conservation Programs & the Strict Observance of the GEMP Guidelines as part of its energy conservation program.

On top of this, LIBI also implemented the directives from its central office by practicing the LBP Administrative Order (AO) 128, s. 2018, re: Implementing Guidelines on Environmental Management System (EMS) which promotes proper and practical mechanism that can address actual, current, and potential environmental issues and concerns resulting from its operations, in a proficient and cost-effective manner.

### **B. SOCIAL AND COMMUNITY**

#### **SOCIAL PROTECTION ORIENTATION PROGRAM**

LIBI provided free Social Protection Orientation to various LBP Lending Centers across the country. The orientation focuses on providing the low-income earners and marginalized sector, such as famers and fisherfolks, including the general public, sufficient knowledge and access to microinsurance products for them to prevent, manage, or transfer their respective risks and vulnerabilities.







## **B. SOCIAL AND COMMUNITY (CONT.)**

### **SMILES OF HOPE: A VISIT TO HOSPICIO DE SAN JOSE**

In the spirit of Christmas, LIBI organized a program entitled "SMILES OF HOPE: A Visit to Hospicio De San Jose" on December 16, 2022 to extend help and bring smiles of joy to the abandoned, neglected and surrendered children of Hospicio de San Jose. This drive was launched by President & CEO Cherry May T. Frederick and Sr. Maria Socorro Pilar G. Evidente, DC, Hospicio de San Jose Administrator/President.

The charity shelter received a magnanimous collection of clothes, blankets, food, groceries, stationery supplies, and toiletries, etc.



## **C. CUSTOMERS' HEALTH & SAFETY**

LIBI aims to ensure a safe and healthy working environment for all its stakeholders, especially their clients and visitors. Accordingly, it complies with all relevant local legislation or regulations, and best practice guidelines recommended by national health and safety authorities. All staff are informed regarding the policies and practices of LIBI to maintain a healthy, safe, and enjoyable environment.

LIBI continued and intensified what it had initiated in CY 2016 regarding improving its efficiency and quality of insurance process through shortening the turn-around time of every transaction with the end view of continuous quality improvement in its operations and delivery of service. Likewise, it implemented and followed the IATF for the Management of Infectious Disease, DOH, and all issuances from the regulators with relevance to both organizational and Customer Health and Safety which include the latest IATF Omnibus Guidelines for Corona Virus Disease 2019 (Covid-19).

Further, the SyCipLaw Administration likewise issued guidelines on the standard protocols for accepting walk-in clients and visitors which are strictly followed. Furthermore, in compliance with the Gender and Development Program, LIBI provides a well maintained and regularly sanitized lactation area for its clients and visitors.

## **D. ANNUAL CUSTOMER SATISFACTION SURVEY**

As part of the initiative for continual improvement, LIBI conducts a Customer Satisfaction Survey annually. In 2022, LIBI obtained a Satisfaction Rate of 83%.





## **GENDER AND DEVELOPMENT (GAD) CORNER**

### **MAJOR STEP IN GENDER MAINSTREAMING**

On March 31, 2022, LIBI created its GAD Focal Point System (GFPS) through Board Resolution No. 2022-005-027 pursuant to PCW Memorandum Circular No. 2011-01 entitled GUIDELINES FOR THE CREATION, STRENGTHENING, AND INSTITUTIONALIZATION OF THE GENDER AND DEVELOPMENT (GAD) FOCAL POINT SYSTEM which is composed of the President & CEO, Members of the Executive Committee (ExCom), and a Technical Working Group (TWG) represented by all units. The primary function of the GFPS is to lead in mainstreaming gender perspective in LIBI's policies, plans and programs as well as to ensure the assessment of the gender-responsiveness of systems, structures, policies, programs, processes, and procedures of LIBI based on the priority needs and concerns of constituencies and employees and the formulation of recommendations including their implementation.

### **GAD PROGRAMS, ACTIVITIES, AND PROJECTS**



LIBI conducted set of GAD Programs, Activities, and Projects (PAPs) based on its Plans and Budget for CY 2022 such as the conduct of free Social Protection Orientation to various LBP Lending Centers, capacity development programs which support continuing gender education, updating, and enhancement of skills customized according to the functions of the GFPS, as well as capacity building on GAD related mandates and topics to its employees.

Further, LIBI conducted various advocacy activities such as the Annual Celebration of the National Women's Month with the theme "WE Make CHANGE Work for Women" and led the agency in the observance of the "18-Day Campaign to End Violence Against Women" with the theme : "UNiTEd for a VAW-free Philippines" by producing and distributing advocacy materials, supporting the online advocacy of official hashtag #VAWfreePH, and conducting a film showing activity entitled "Cine Juana Film-screening and Forum on VAW".

