

QUESTION	Source	Reference
<b>I. Stakeholder Relationships</b>		
1. Does SHFC have a policy that		
<p>a. stipulates the existence and scope of its effort to address customer's welfare?</p>	<p>SHFC's Vision/Mission and Citizen's Charter</p> <p><a href="#">SHFC Vision Mission 2016.pdf</a></p>	<p>Under E.O. 272, the SHFC shall be the lead government agency to undertake social housing programs that will cater to the formal and informal sectors in the low-income bracket and shall take charge of developing and administering social housing program schemes, particularly the CMP and the AKPF Program (amortization support program and development financing program)</p> <p>In view of such mandate, SHFC aims that by 2022, it has provided 530,000 organized, homeless, and low income families with Flexible, Affordable, Innovative, and Responsive (FAIR) shelter solutions to their housing needs.</p> <p>Our mission is to empower and uplift the living conditions of underprivileged communities by:</p> <ol style="list-style-type: none"> <li>1. Providing Flexible, Affordable, Innovative, and Responsive (FAIR) shelter solutions;</li> <li>2. Building strong partnerships with the national and local government, as well as the civil society organizations and the private sector for the attainment of affordable housing;</li> <li>3. Supporting the underprivileged communities' housing initiatives.</li> </ol> <p>Also, in compliance to RA 6713, it established its Citizen's Charter which makes available information pertaining to the procedures in obtaining particular services, the persons responsible for the services and the requirements to be presented by the customer, among others.</p> <p>It reflects SHFC's commitment to do the extra work to hasten</p>

		delivery of needed assistance and services to our customers/clientele and partners.
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<p>b. elaborates its efforts to interact with the communities in which they operate?</p>	<p>Corporate Circular No. 12-021 (Guidelines for the Accreditation of CMP-Ms) and Corporate Circular No. 14-004 (Implementing Rules and Regulations for the Accreditation of CSO Partners for HDH program)</p> <p><a href="http://shfcph.com/Corporate_Circulars.html">http://shfcph.com/Corporate_Circulars.html</a></p>	<p>Under the Section 31 of RA 7279 (UDHA), the CMP, wherein SHFC is the implementer thereof, requires that its beneficiaries be legally organized associations of underprivileged and homeless citizens or community associations (CAs). The same set-up also applies to its recently developed socialized housing program, the High Density Housing Program, which also recognizes cooperatives to be its program beneficiaries.</p> <p>In assisting CAs/Cooperatives, SHFC under Corporate Circular No. 12-021 (Guidelines for the Accreditation of CMP-Ms) and Corporate Circular No. 14-004 (Implementing Rules and Regulations for the Accreditation of CSO Partners for HDH program) strengthened its accreditation guidelines for CMP Mobilizers/HDH CSO partners. These CMP Mobilizers/HDH CSO Partners (which also includes LGUs and NGAs, aside from NGOs and CSOs) are organizations working with informal settler community associations, or SHFC's program beneficiaries, whose principal roles is to assist, organize and prepare communities for participation in SHFC's socialized housing programs.</p> <p>The guidelines ensure that SHFC's beneficiaries/clientele are effectively assisted by competent and efficient program partners</p>
<p>c. ensure that its value chain is environmentally friendly or is consistent with promoting sustainable</p>	<p>CSR Statement as declared in its Revised Manual on Corporate Governance (p. 28)</p> <p><a href="http://shfcph.com/Revised%20Manual%20of%20Corporate%20Governance%202015.pdf">http://shfcph.com/Revised%20Manual%20of%20Corporate%20Governance%202015.pdf</a></p>	<p>Corporate Social Responsibility Statement</p> <p>SHFC recognizes the detrimental effects of climate change and the dire need to protect and preserve our environment.</p> <p>In response thereto, and in line with the State policy to protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature, SHFC shall:</p>

development?	<a href="http://shfcph.com/CSR_Statement.html">http://shfcph.com/CSR_Statement.html</a>	<p>1) take into consideration the concept of climate change in various phases of our corporate decisions, policy formulations, development plans and corporate strategies</p> <p>2) support sound environmental policies and encourage private groups, local governments, and community based organizations to prevent and reduce the adverse impacts of climate change</p> <p>3) Endeavor to create a positive impact in addressing climate change and cooperate with the global community in the resolution of climate change issues, including disaster risk reduction.</p>
2. Does SHFC disclose the activities that it has undertaken to implement the abovementioned policies?		
a. customer health and safety	Corporate Circular Nos. 11-017 (2011), 11-018 (2011), 13-022 (2013) and 14-001 (2013)	<p>SHFC is mandated to be the lead government agency to undertake social housing programs that will cater to the formal and informal sectors in the low-income bracket and shall take charge of developing and administering social housing program schemes, particularly the CMP and the AKPF Program (amortization support program and developmental financing program).</p> <p>In view of its mandate, SHFC's project applications for CMP, in securing the program's requirements, basically addresses the program beneficiaries' welfare or quality of life improvement.</p> <p>Corporate Circular No. 11-017 (2011)</p> <p>Annex 1 - Checklist of Requirements:</p> <p>Lot Plan with technical descriptions of the proposed CMP site; vicinity map showing the roads leading to the site and the landmarks (i.e., schools, private and government offices, etc.); and a schematic subdivision plan duly signed by a licensed Geodetic Engineer</p> <p>Corporate Circular No. 11-018 (2011)</p>

		<p>Section 7 (Project Site Requirement)</p> <ul style="list-style-type: none"> <li>- Minimum standards for land development and basic services under the CMP</li> <li>- Preliminary Approval and Locational Clearance (PALC) from LGU, Road Right of Way, etc.</li> </ul> <p>Corporate Circular 13-022 (2013)</p> <p>This circular provides the policy for mandated SHFC program beneficiaries, the informal settler families, in expediting CMP financing assistance in times of evictions, demolition and disasters.</p> <p>Corporate Circular 14-001 (2013)</p> <p>This circular provides the policy and implementing guidelines for a new financing assistance window for mandated SHFC program beneficiaries, the informal settler families, who are residing in danger areas in Metro Manila.</p>
<p>b. interaction with communities</p>	<p><a href="http://shfcph.com/Latest_News.html">http://shfcph.com/Latest_News.html</a></p>	<p>Social Housing Finance Corporation (SHFC) and Ateneo de Zamboanga University (ADZU) recently forged a Memorandum of Understanding (MOU) to actively respond to the challenge of promoting culturally-sensitive and community-driven housing programs for the Muslims and other ethnical groups in Mindanao.</p> <p>Based on data from the Zamboanga City local government, the estimated housing backlog is at 28,000. Some of this number can be attributed to the effects of Zamboanga siege in 2013, which displaced almost 14,300 families.</p> <p>SHFC is committed to expand its community-driven programs such as Community Mortgage Program (CMP), in order to reach more homeless Filipinos in the country, no matter what religion, or group they belong to.</p>

		<p>ADZU has committed to tweak SHFC's CMP in order to become responsive to the customs and beliefs of the Muslim community. ADZU will also provide technical assistance and implement capability building activities for 111 informal settler families (ISFs) who belong to Multi-tribal Homeowner's Association (HOA), a community organization under SHFC's CMP.</p> <p>Prior to the MOU signing, ADZU has facilitated Multi-tribal HOA's community planning session. SHFC, on the other hand, invited ADZU personnel and other Zamboanga stakeholders for a learning exchange activity in various SHFC program sites in Metro Manila to showcase the community-driven approach in housing.</p>
c. environmentally-friendly value chain	<a href="http://shfcph.com/Latest_News.html">http://shfcph.com/Latest_News.html</a>	<p>Land developers can now participate in building disaster-resilient communities through Social Housing Finance Corporation's (SHFC) Community Mortgage Program (CMP) based on the recently approved Board resolution of Housing and Land Use Regulatory Board (HLURB).</p> <p>HLURB Board Resolution No. 932 expanded land developers' participation to socialized housing from providing parcels of land to undertaking site development and house construction and/or repair projects for informal settler communities, which are under CMP.</p>
		<p>Flood-free and earthquake-proof housing units are set to house thousands of informal settlers in Quezon City.</p> <p>994 members of Pascualer Ville ISF Homeowners Association on Tuesday led the ground breaking ceremony of their housing project site located in Brgy. San Bartolome, Novaliches, Quezon City. Pascualer HOA, HDH projects program.</p> <p>SHFC-partner developer Marcon's Builder Inc. assured the community association with high quality houses that can withstand strong winds up to 300 km/h. Marcon's Chief Executive Officer</p>

		<p>Engr. Marciano Garcia added that the housing units are also earthquake-proof.</p> <p>“Instead of the usual hollow blocks, we will be using shear walls to ensure that the houses can last a lifetime. The price of these shear walls is three times higher than the normal construction materials. We want only the best for our beneficiaries,” Garcia stated.</p> <p>In structural engineering, a shear wall is a structural system that is made up of braced panels, designed to carry wind and earthquake loads.</p>
<p>3. Does SHFC have a separate corporate social responsibility (CSR) report/section or sustainability report/section?</p> <p>Yes. <a href="http://shfcph.com/CSR_Statement.html">http://shfcph.com/CSR_Statement.html</a></p>		
<p>4. Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</p>		
<p>Does SHFC provide contact details via the company’s website or Annual Report which stakeholders (e.g. customers, suppliers, general public, etc.) can use to voice their concerns and/or complaints for possible violation of their rights?</p>	<p>Feedback Form</p> <p><a href="http://shfcph.com/Feedback_Form.html">http://shfcph.com/Feedback_Form.html</a></p>	<p>The feedback form in SHFC’s website is a mechanism which allows SHFC’s stakeholders to provide their comments, suggestions and even complaints.</p>
<p>5. Performance-enhancing mechanisms for employee participation should be permitted to develop</p>		
<p>a. does SHFC</p>	<p>Office Order No. 08-0146</p>	<p>Pursuant to Rule 1040 of the Occupational Safety and Health</p>

<p>explicitly mention the health, safety and welfare policy for its employees?</p>	<p>Office Order No. 08-0148 Officer Order No. 13-0335</p>	<p>Standards (OSHS), SHFC created the Health and Safety Committee, which is also in compliance with DOLE D.O. Order No. 53-03 RE: Guidelines for the Implementation of a Drug Free Workplace Policies and Programs.</p> <p>The objective is to protect every employee against the dangers of injury, sickness or death, through safe and healthful working conditions which in turn assures the conservation of valuable manpower resources and the prevention of loss or damage to lives and properties, consistent with national development goals and with the State's commitment for the total development of every worker as a complete human being</p> <p>Under Office Order NO. 1335, the aforementioned Committee was given the additional function of implementing the Guidelines on the Grant of the Additional Medical Allowance/Occupational Health Program</p>
<p>b. does SHFC publish data relating to health, safety and welfare of its employees</p>	<p>Yes.</p>	<p>Office Orders are routed through IP Messenger or sent via office email</p>

<p>c. does SHFC have training and development programmes for its employees?</p> <p>d. does SHFC publish data on training and development programs for its employees?</p>	<p>Yes.  <u><a href="#">2016 Training Summary.pdf</a></u></p>	<p>Office Orders are routed through IP Messenger or sent via office email</p>
<p>6. Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the Board and their rights should not be compromised for doing this</p>		
<p>a. does SHFC have procedures for complaints by employees concerning illegal (including corruption) and unethical behavior?</p>	<p>Yes</p>	<p>Rule II, Section 1. Grievance or request for assistance; nature of - A grievance or request may consist of a complaint or request seeking redress or relief concerning an act or omission of an officer or employee, alleged to be unreasonable, unfair, oppressive, discriminatory, improper, or inefficient and which does not necessarily amount to an administrative, civil or criminal offense.</p> <p>Rule III, Section 1. Grounds for Administrative Complaint - An administrative complaint may be filed for acts or omissions which are:</p> <ul style="list-style-type: none"> <li>a) contrary to law or regulations</li> <li>b) unreasonable, unfair, oppressive or discriminating</li> <li>c) otherwise irregular, immoral or devoid of justification</li> <li>d) such other grounds provided for under other applicable laws</li> </ul>