

Question	Source	Reference
I. Stakeholder Relationships		
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>http://shfcph.com/Mandate.html</p> <p>http://shfcph.com/Citizen%20Charter.pdf</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"> 1. Providing Flexible, Affordable, Innovative, and Responsive (FAIR) shelter solutions; 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; 3. Supporting the underprivileged communities' housing initiatives. <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 delivery of needed assistance and services to our customers/clientele and partners</p>

<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>http://shfcph.com/CorporateCirculars.html</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 development?</p>	<p>CSR Statement as declared in its Revised Manual on Corporate Governance (p. 28)</p> <p>http://shfcph.com/Revised%20Manual%20of%20Corporate%20Governance%202015.pdf</p> <p>http://shfcph.com/CSR_Statement.html</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> <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>
<p>2. Does SHFC disclose the activities that it has undertaken to implement the abovementioned policies?</p>		
<p>a. customer health and safety</p>	<p>Corporate Circular Nos. 11-017 (2011), 11-018 (2011), 13-022 (2013) and 14-001 (2013)</p>	<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"> - Minimum standards for land development and basic services under the CMP

		<ul style="list-style-type: none"> - Preliminary Approval and Locational Clearance (PALC) from LGU, Road Right of Way, etc. <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>
b. interaction with communities	http://shfcph.com/Latest News.html	<p>Multi-sectoral collaboration played a key role in the attainment of permanent housing for 104 informal settler families belonging to Goldmine Interior Homeowners Association Inc. (GIHAI) who used to live in shanties located along the Tullahan River in Novaliches, Quezon City. “This housing project would not have been possible if not for the help of the local leaders in Novaliches, Quezon City local government unit, Department of Interior and Local Government (DILG), our Civil Society Organization (CSO) partner, land developer, land owners who agreed to sell their property to us and to SHFC which provided us the funding,” GIHAI President Raoul Acedera noted.</p> <p>http://shfcph.com/PARTNERSHIP_KEY_TO_INFORMAL_SETTLERS%20%99 PERMANENT HOUSING.html</p>

		<p>Pawa HOA is currently in the process of acquiring their land through SHFC's Community Mortgage Program (CMP) - a financing system, which supports the community-driven approach and People's Plan, and enables legally-organized Informal Settler Families (ISFs) to own the land they occupy or the land where they chose to be relocated. http://shfcph.com/FINDING THE GOOD OUT OF YOLANDA.html</p> <p>Gearing towards their continued rehabilitation and relocation after the wrath of super typhoon Yolanda, Tacloban communities under the Social Housing Finance Corporation's (SHFC) Community Mortgage Program (CMP), participated in a two-day learning exchange activity in various SHFC model sites in Metro Manila and Visayas held last July 10 and 11. Sixteen community leaders were given hands-on and first account testimonials on the people-initiated recovery by the members of Pawa and Belle Village III Homeowners Associations (HOA) in Capiz. Pawa and Belle Village III were two of the 28 community partners of the Post Yolanda Support for Safer Homes and Settlements Project of the UN Habitat and SHFC. The project promoted the People's Plan wherein the community leads and manages the project with technical assistance from the implementer. http://shfcph.com/SHFC HOLDS LEARNING EXCHANGE ACTIVITIES FOR YOLANDA SURVIVORS IN TACLOBAN.html</p>
c. environmentally-friendly value chain	http://shfcph.com/Latest News.html	<p>True to its commitment in building disaster-resilient communities, SHFC has conducted a comprehensive, three-day workshop on Disaster Risk Reduction and Preparedness Training for the beneficiaries of the Community Mortgage Program (CMP) in Roxas City, Capiz. http://shfcph.com/STEP IN BUILDING DISASTER-RESILIENT COMMUNITIES.html</p>

		<p>Flood-free and earthquake-proof housing units are also set to house thousands of informal settlers in Quezon City with high quality houses that can withstand strong winds up to 300 km/h.</p> <p>http://shfcph.com/RESILIENT, LOW-COST HOUSES AWAIT QC INFORMAL SETTLER FAMILIES.html</p>
<p>3. Does SHFC have a separate corporate social responsibility (CSR) report/section or sustainability report/section?</p> <p>Yes. http://shfcph.com/CSR Statement.html</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 http://shfcph.com/Feedback Form.html</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 explicitly mention the health, safety and welfare policy for its employees?</p>	<p>Office Order No. 08-0146 Office Order No. 08-0148 Officer Order No. 13-0335</p>	<p>Pursuant to Rule 1040 of the Occupational Safety and Health 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>

		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
b. does SHFC publish data relating to health, safety and welfare of its employees	Yes.	Office Orders are routed through IP Messenger or sent via office email
c. does SHFC have training and development programmes for its employees?	<p>Special Order No. 14-399 (Gender Sensitivity Training)</p> <p>Special Order No. 14-397 (Construction Supervision Seminar)</p> <p>Special Order No. 14-394 (Small Claims Court Training)</p> <p>Special Order No. 14-392 (Transformational Leadership Seminar)</p> <p>Special Order No. 14-391 (Advance Monitoring and Evaluation Seminar)</p> <p>Special Order No. 14-389 (HR Development Training Program)</p> <p>Special Order No. 14-381 (Signature Verification and Fraud Identificaton Training)</p>	

	<p>Special Order No. 14-384 (5th Asia Pacific Ministerial Conference on Housing and Urban Development)</p> <p>Special Order No. 14-382 (Training on Government Procurement Reform Act)</p> <p>Special Order No. 14-378 (Bookkeeping and Accounting for Non-Accountants)</p> <p>Special Order No. 14-372 (Participatory Monitoring and Evaluation of Development Project)</p> <p>Special Order No. 14-362 (Land Titling, Updates and Detecting Fake Titles Training)</p> <p>Special Order No. 14-359 (Continuing Professional Development Program)</p> <p>Special Order No. 14-341 (Basic Occupational Safety and Health)</p> <p>Special Order No. 14-340 (PhilGEPS Buyers Training Program)</p>	
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	<p>Special Order No. 14-333 (Effective Media Skills Training)</p> <p>Special Order No. 14-319 (Best Practices for Financial Controllers)</p>	
d. does SHFC publish data on training and development programs for its employees?	Yes.	Office Orders are routed through IP Messenger or sent via office email
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		
a. does SHFC have procedures for complaints by employees concerning illegal (including corruption) and unethical behavior?	http://www.shfcph.com/Complainsgrievance.pdf	<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"> a) contrary to law or regulations b) unreasonable, unfair, oppressive or discriminating c) otherwise irregular, immoral or devoid of justification d) such other grounds provided for under other applicable laws