

 <p>LBP RESOURCES AND DEVELOPMENT CORPORATION 24TH Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<p>QUALITY MANAGEMENT SYSTEM QUALITY MANUAL</p>	<p>Class Code: D</p>
	<p>Chapter 5: Planning</p>	<p>Reference Code: QM-QMR-5.0</p>
<p>Revision Number: 03</p>		
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5.1 Actions To Address Risks And Opportunities

LBRDC takes a proactive stance in dealing with possible or probable scenarios that would affect its operations, including those that might require rapid adjustments in its performance measurement system. To address vulnerabilities in its business, LBRDC has embarked on the Enterprise Risk Management of Land Bank, which helps cushion LBRDC against the impact of sudden organizational or external changes.

5.2 General

Risk Management (RM) is strongly embedded in LBRDC's business strategy. It is an integrative component of good governance wherein LBRDC Board of Directors through the Governance and Risk Committee and LBRDC Management ensures the adequacy of framework, policies, internal controls, RM systems and procedures to manage risks considering the issues, requirements from and compliance obligations to interested parties.

LBRDC ensures that existing and potential hazards are identified within its current and future operations, including new services, and its impact on the employees, customers, society and the environment. LBRDC also ensures effective implementation of controls to manage the risks identifies in accordance with the established procedures.

The process of determining risks and opportunities are also identified to enable LBRDC to maximize the benefits arising from risk controls.

5.3 Planning

LBRDC Management actively steer the strategic planning process to establish attainable targets for LBRDC. Key factors are identified and challenges for each of the targets and inputs are solicited from the concerned departments and units. With the active participation of the officers of LBRDC, all inputs are discussed and analyzed. During the process, steps are laid down to aid in the accomplishment of the set targets.

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Key performance indicators are established per identified target to ensure consistent monitoring. In instances of shortfall, units are required to formulate catch-up plans to assure achievement of their goals and objectives.

LBRDC’s strategic and operational plans are the results of the annual corporate planning process. This is the venue where the strategic thrusts of LBRDC are defined, commitments are obtained, and resource requirements are determined.

Prior to the conduct of corporate planning activities, the various operating units conduct pre-planning activities to assess performance, gather information on stakeholder requirements, expectations, review and align future directions. The outputs of the planning process include, among others, strategies for business and operational improvement, pursuit of the LBRDC’s mandates, product or service innovation and for enhancing customer/client and citizen-focused services.

5.4 Management of Change

In managing significant changes, LBRDC considers:

- the purpose of the changes and their potential consequences;
- the integrity of the quality management system;
- the availability of resources; and
- the allocation or reallocation of responsibilities and authorities.