

Malate Manila

# QUALITY MANAGEMENT SYSTEM QUALITY MANUAL

Reference Code:

QM-QMR-3.0

Class Code: D

Revision Number:

**00**Date: Effective

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**Section 3: Organizational Profile** 

### 3.1 ORGANIZATIONAL DESCRIPTION

LBP Resources and Development Corporation (LBRDC) formerly LANDBANK Realty Development Corporation is a wholly-owned subsidiary of the Land Bank of the Philippines. LBRDC was incorporated in May 1975 as Lumang Bayan Realty Development Corporation. It was initially created as an investment diversification vehicle for landowners whose properties have been covered by the agrarian reform program. LBRDC has expanded its business lines which include property management and maintenance services, brokering and offers various manpower services such as contract and project staffing, housekeeping, janitorial, messengerial and chauffeuring. LBRDC has ventured also into airconditioning unit (ACU) preventive maintenance services of Land Bank Branches in the National Capital Region (NCR).

### **SERVICES**

## I. CONSTRUCTION AND RENOVATION / PROJECT MANAGEMENT

- Accredited by the Philippine Contractor's Accreditation Board (PCAB) as a General Building A contractor
- License limit of P200 million
- Handles the construction and renovation of Land Bank branches, Extension Offices, and other facilities as well as construction of automated teller machine (ATM) booths and LANDBANK Easy-Access Facilities (LEAF)
- Implements the construction/renovation of LBP Subsidiaries LANDBANK Insurance Brokerage, Inc., LBP Leasing Corp., Masaganang Sakahan, Inc., LANDBANK Countryside Foundation, Inc.
- Implements the construction/renovation of other government agencies and private clients DOF, BOC, BIR, NLDC, NLSF, Bayan Delinquent, etc.
- Construction and maintenance of subdivision and townhouses.

# II. PROPERTY MANAGEMENT & MAINTENANCE SERVICES AND BROKERING

 Property management covering property security, upkeep, lease, and caretakership of foreclosed properties/ROPA's such as provision of



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security guard and /or caretaker, repairs and maintenance, and payment of real property taxes.

Brokering of real and other properties or acquired assets through lease, rental, or sale for a fee or commission.

### MANPOWER, HOUSEKEEPING, JANITORIAL, MESSENGERIAL & III. **CHAUFFEURING SERVICES**

- Authorized Job Contractor of the Department of Labor and Employment (DOLE) under D.O. No. 174, Series of 2017
- Recruitment and selection process that assures our client company that individuals hired are physically and mentally fit, have sound moral character, and equipped with appropriate and proper competencies to meet, if not surpass, our client's qualification specifications and standards
- Administer battery of IQ tests i.e. verbal and non-verbal reasoning, quantitative reasoning, math application, and reading comprehension) Work Place Personality Profile, and Applicant Risk Profiler
- Continuous pooling of applicants for various positions to ensure timely deployment of manpower requirements through participation in job fairs, networking with universities, LGU's PESO, and religious sector, and job posting in newspapers and online career portals, among others
- Strict compliance with the provisions of the labor laws, tax laws, and other codes, ordinances, rules, and regulations in any matter affecting the manpower services operations which are promulgated by the government of the Republic of the Philippines, the Department of Labor and Employment, or any pertinent government agency.

### IV. **OTHER ALLIED SERVICES**

- Provides preventive maintenance and repair services of air-conditioning units (ACU).
- Lease of real estate properties

#### 3.2 ORGANIZATIONAL STRUCTURE

LBRDC is directly under the CSS (Corporate Services Sector) of the LANDBANK. It is headed by a President and CEO and is composed of four (4) departments:



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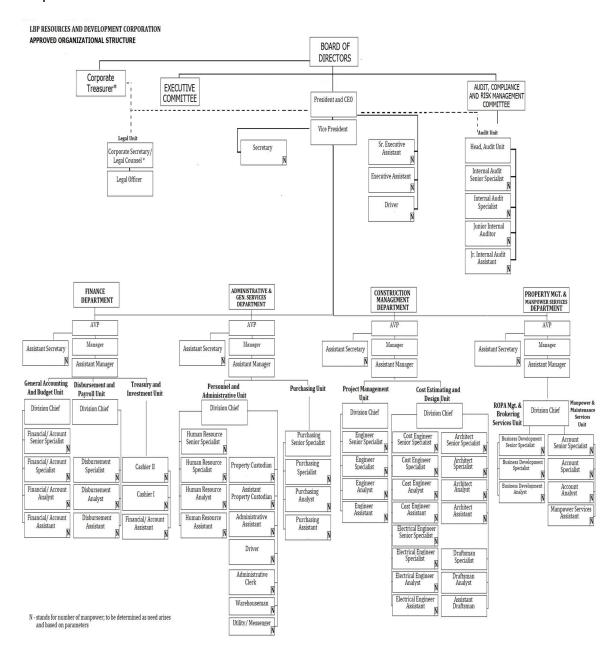
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Finance Department, Administrative and General Services Department, Construction Department and Property Management & Manpower Services Department.



### 3.3 FINANCE DEPARTMENT

To increase profitability by 10% and optimize resources within the year.



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# Section

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The activities expected from a Finance Department cover a wide range from basic bookkeeping to providing information to assisting management in making strategic decisions. What to expect from your Finance Department will depend largely on factors such as how much involvement the management has in the organization.

### 3.3.1 GENERAL ACCOUNTING AND BUDGET UNIT

General Accounting unit main function is reviewing, analyzing and recording the financial data for the corporation. They are responsible for monthly and year-end closing of accounting records and preparing this information for reporting to the management and board of directors/stakeholders.

### 3.3.2 DISBURSEMENT AND PAYROLL UNIT

To simplify the accounting system of disbursement, budget and payroll operations, the corporation institutes a simplified disbursement scheme, prescribed budgetary and payroll system.

## 3.3.3 TREASURY AND INVESTMENT UNIT

- Manage the funds of the corporation and recommends placement of excess funds.
- Manages the revolving fund transactions and replenish the same regularly.
- Receives cash/check collection.
- Releases payments to all suppliers
- Facilities various bank transaction
- Maintains and updates recording of check and cash collection.
- Maintains documents such as vouchers, disbursements orders and supporting documents.



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### 3.3.4 **GUIDELINES AND PROCEDURE PLEASE REFER TO ACCOUNTING MANUAL**

### 3.4 **ADMINISTRATIVE & GENERAL SERVICES DEPARTMENT**

To enhance HR and Development program and assess the competency of all the employees within the year.

### PERSONNEL AND ADMINISTRATIVE UNIT 3.4.1

- Provides general management and control over the administrative services such as communication, and systems development and logistics such as supplies, property/ equipment, and motor pool.
- Prepares/ processes payroll of employees.
- Handles all human resources aspects of the company such as recruitment, personnel action/ movement, capability development and performance evaluation.
- Handles the procurement of construction materials and other supplies/ inventory maintenance.
- Ensure that all transactions are in accordance with Department of Labor and Employment (DOLE), Civil Service Commission (CSC) and other regulating requirements.

#### 3.4.2 **PURCHASING UNIT**

Its primary objective is to provide expertise and services in procurement, storage and supply of materials, tools and equipment and services for the Corporation.

### 3.4.3 Guidelines and procedure please refer to Procurement Manual



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#### 3.5 CONSTRUCTION MANAGEMENT DEPARTMENT

To provide quality service and to reduce punch list in the completion of project by 50%.

### 3.5.1 PROJECT MANAGEMENT UNIT

- Monitors the implementation of construction/ renovation projects.
- Prepares Project Inspection/ Update Report for validation by the client's technical representative for billing purposes.
- Implement change orders additional works, punchlist and other specialty works required by clients.
- Processes building permit, clearances, Office of the Building Official requirements and other documents required prior to mobilization and demobilization.
- Facilitates proper Turn- over and Acceptance and Certificate of Completion to the end- user upon completion of project.
- Deploys skilled/ non- skilled workers and technical workers in accordance with the schedule of activities/ scope of works (PERT CPM)

### 3.5.2 **COST ESTIMATING AND DESIGN UNIT**

- Prepares details quantity and cost estimates, schedules and programs of works, manpower and equipment deployment schedules of various projects.
- Provides support in the procurement of goods and services related to construction operations such as preparation of plans & drawings, evaluations of plans and drawings, evaluations of technical bids, quotations and proposals.
- Validates project cost estimates and program of works with client's representative



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Confers with engineers, architects, owners, contractors and sub-contractors on changes and adjustments in cost estimates.

### 3.6 PROPERTY MANAGEMENT & MANPOWER SERVICES DEPARTMENT

To improve quality of service and retain all manpower services client for two (2) years.

### **BROKERING SERVICES UNIT** 3.6.1

- Prepares/computes broker's commission upon receipt of complete documents.
- Recommends payment of referror's fee upon receipt of Disbursement Order and Bank credit advice.

### 3.6.2 **MANPOWER & MAINTENANCE SERVICES UNIT**

- Deploys janitors, technical personnel, drivers, clerks, etc. for assignment to clients.
- Monitors janitorial supplies issuances, deliveries to clients.
- Conducts periodic inspection of the performance and activities of personnel/janitor deployed to various clients.
- Prepares documents for processing of payroll of manpower services employees.
- Prepares billing statements of the accounts and monitors collection.

### 3.6.3 PROPERTY MGT. & MAINTENANCE

- Conducts monthly inspection of LBP ROPAs covered by Property Mgt. Agreement (PMA) with LBP SPAD and Lending Centers.
- Prepares monthly Inspection Report for billing purposes to Land Bank.



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- Processes payment of real property tax, association dues, insurance, utilities, etc. related to LBP ROPA and reimburse the amount advance from LBP.
- Monitors collection of the account.
- Recommends payment of caretaker's fee/Security
- Maintenance of LBRDC Buildings and other real properties for lease.

### 3.6.4 **ACU MAINTENANCE SERVICES**

- Conducts the monthly, quarterly, semi-annually and annually ACU preventive maintenance works.
- Implements ACU repair works upon conforme of Clients.
- Prepares service report upon completion of ACU services.
- Prepares statement of account and monthly billing.
- Monitors collection of accounts.

# 3.7 CORPORATE SOCIAL RESPONSIBILITY (CSR) AND RELATIONS WITH STAKEHOLDERS

CSR Principles as an integral part of the National Government, LBRDC is inherently mandated to be socially responsible, to act and operate as good corporate citizens. The Governing Board shall recognize and perform the obligations LBRDC has towards the National Government, its majority stockholder, as well as the minority stockholders when existing, together with the employees, suppliers, customers and other Stakeholders, and the communities in which it operates. The Directors, Officers and all its employees are required to abide by ethical policies as mandated by the GCG. The protection of the reputation and goodwill of LBRDC is of aware fundamental importance, and Directors, Officers and employees should be aware of the disciplinary implications of breaches of policy. Every officer and employee of LBRDC is encouraged to promptly report any potentially illegal, improper and/or unethical conduct that they become aware of at their workplace or in connection with their work. Every GOCC should have an environment that enables its people to raise genuine and legitimate concerns internally. However, in the event that the



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people of LBRDC, and/or the stockholders believe their reporting to management may result in harassment, or undue distress, they may contact the GCG support to report such matters. The GCG provides for an opportunity for concerns to be investigated and ensures appropriate action is taken to resolve the matter effectively.

### Formal Recognition of Stakeholders LBRDC's major and other 3.8 Stakeholders; Land Bank of the Philippines and its clients

- LBRDC believes that professional trustworthiness and integrity is a prerequisite for a successful and sustained business relationship.
- LBRDC shall deal with its clients with credibility, transparency and sound knowledge in all aspects of its operations.

### 3.9 **Employee**

- LBRDC practices the principle of equality as LBRDC endeavors to uphold an environment of equal work opportunity and a safe and healthy workplace.
- LBRDC considers its employees as its most valuable asset, treats them with dignity regardless of background and personal characteristics and prevent discrimination on account of race, origin, religious and traditional beliefs, age, sexual orientation, ethnicity or physical ability.
- Provide LBRDC employees with reasonable and competitive compensation.

# 3.10 Community

LBRDC strictly abide by the law, rules and regulations, policies and directives as mandated by the governing bodies to promote transparency, widen its clientele, enhance trustworthiness and confidence in the fulfillment of its mandate for the entire citizenry.



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- LBRDC supports legitimate activities and programs of NGO's that safeguards and improves the state of the environment for future generations.
- LBRDC practices employee volunteerism by participating in Land Bank of the Philippines's eco-friendly drive, fighting global climate change and ecological awareness for sustainable environment.

# 3.11 Every employee in LBRDC is encouraged to -

- Remember that the biggest stakeholder is the Government;
- Share the vision of LBRDC;
- Be accountable to the public;
- Listen and learn from his/her co-employees;
- Think and act as a team;
- Focus on the customers and strive for customer satisfaction;
- Respect others;
- Communicate with stockholders and customers.