

# CORPORATE SOCIAL RESPONSIBILITY

## Customers' welfare

### **Policies:**

- Continuing Commitment (No Noon Break Policy)

### **Activities:**

The PCA has set protocols & standards that are related to environment conservation, regulation in cutting coconut trees, as well as testing and analysis of coconut-based products to ensure compliance to health standards. PCA has also strengthened its Integrated Pest Management to mitigate & prevent infestations and support an ecologically-balanced system.

## Interaction with the communities

### **Policies:**

- Community-Based Approach in Implementing Its Projects
- Strategically Downloading of Services thru Organized Groups
- Capacitating the Small Coconut Farmer's Organization

### **Activities:**

#### Trainings & Seminars

The Philippine Coconut Authority conducts trainings & seminars to boost the knowledge and skills of the coconut farmers. These activities are implemented by gathering the members of the coconut farmers' associations, cooperatives, & organizations in a specific venue with at least 50 members & participants. Depending on the topic, a resource person is invited to act as a speaker or facilitator. Each participant is given the privilege to ask questions related to the topic. Thus, it is a must that the resource person be well knowledgeable about the topic. The PCA further discloses through articles & news releases its efforts in the recovery & rehabilitation of areas affected by CSI and typhoon Yolanda & Nona.

#### Farmers' Meetings & Conferences

With regards to farmers' meetings & conferences, coconut farmer-officials of associations, cooperatives, & organizations are gathered to present their ideas for a particular issue that they encounter in coconut production, processing or marketing. In these events, everyone is entitled to present their ideas. These ideas are consolidated and refined to come up with agreements for the solution to the issues.

### Field Visits

In field visits, PCA personnel visits the coconut farms of farmers to experience personally the issues associated in PCA's project implementation. In this way, the farmers are personally advised with information and knowledge particularly for the farmers' situation. This activity is either planned or unplanned activities of the field personnel.

### Techno Demonstration

Part of technology dissemination is the technology demonstration or techno demo. This can be done either through part of the training activities or one on one with farmer during field visit. This is to impart new skills like coconut processing or farming activities like coconut production techniques.

### Project Assessment/Evaluation

This is the work done by the regional field personnel, the central office and the audit committee. This is required as a means to monitor and evaluate the result of project implementation. At the regional office, it is indispensably required to assess the project implementation in the field-level. At the central office, this activity will result to fix any loopholes especially in revising, if required, the policies & guidelines being followed in implementing the project. The audit committee, on the other hand, look into how the implementation of the project follow the approved guidelines and other issuances related especially the financial aspect.

## **Environmentally-friendly Value Chains**

### **Policies:**

- Strict Implementation of Schedule of Air conditioning in the Office
- Use of Solar Energy for the Central Office
- Participation in the Recovery & Rehabilitation of Typhoon and CSI-afflicted Areas
- Implementation of Documents Tracking System to Reduce Paper Use
- Lights Off Policy For Non-front Services During Lunch Break

### **Activities:**

#### Practice Conservation

With the awareness of climate change, every employee has been encouraged to practice conservation. Habits as simple as turning off the lights, pulling off electrical switches while leaving the room and during rest hour are being taught to PCA employees. Water needs also to be conserved. In the office, everyone is required to conserve water. Taking short showers, fixing leaking pipes, closing the faucet while brushing teeth, recycling water, & using water saving appliances are some of the steps that PCA are taking to preserve water.

#### Travel Habits

Driving and flying are two areas where PCA applies environmentally friendly practices. PCA personnel are required to choose fuel-efficient travel options, travel less, and pick more direct routes to save on fuel. Those employees near the office are encouraged to walk. This is not only to save fare but also serves as an exercise.

#### Reduce Use of Harmful Chemicals

Hazardous Chemicals like paint oil, ammonia and other chemical solutions when disposed openly, can cause pollution in the air and water as these chemical can seep into the groundwater. PCA is promoting the use of agricultural grade salt fertilizer for coconut to reduce the use of these chemicals. The polluted air and water can have serious consequences on human health. Proper disposal of the chemical remnants is a priority of our field personnel as well as imparting this practice to our coconut farmers.

#### Composting

PCA promotes composting. Composting is an easy process that takes the remains of plants and kitchen waste and converts it into rich nutrient food for the plants that

helps them grow. It reduces the amount of garbage that goes to the landfills which pollutes the air and soil. It also provides an organic fertilizer for the plants.

### Recycling

PCA advocates recycling. PCA personnel are required to reuse papers, clips, fasteners, paper bags, plastic bags, bottles, and other recyclable materials to save on government funds and minimize the generation of waste.

### **Contact details for complaints of other stakeholders**

The Philippine Coconut Authority upholds the highest quality of service for our stakeholders and if by any means we fail to meet your standards, kindly let us know by doing any of the following:

#### Method 1:

Accomplish our Feedback Form available in all of the PCA offices and put in the box at the Public Assistance and Complaints Desk;

#### Method 2:

Send your feedback thru these avenues:

- Phone call at (02) 928 4500 to 09 local 404 or 405
- Letter addressed to:

Marcel C. Cuaresma  
OIC-Human Resource Division  
Philippines Coconut Authority  
5F PCA Building, Elliptical Road  
Diliman, Quezon City

- E-mail at [pcahrd2016@gmail.com](mailto:pcahrd2016@gmail.com)
- Talk to our Front Desk Officer (FDO)/Officer of the Day

## **Employees' welfare and development**

### Welfare (policies, programs and relevant data)

As a major GOCC, PCA is aware of its responsibility to its employees. We recognise that our employees are our single most valuable asset and we strive to be an employer of choice.

### Empowering People

We promote career development and PCA provides its employees with access to relevant training and development schemes through in-house training, educational assistance, participation in external seminars and encouraging professional memberships. Our aim is to ensure that we have a highly trained and motivated workforce, capable of meeting the highest standards required by our stakeholders.

### Equal Opportunities

PCA is committed to equal opportunities in all areas, with people gaining promotion on merit. PCA recruits, trains, promotes, and retains skilled and motivated people irrespective of sex, age, marital status, disability, sexual orientation, race, religion, ethnic, or national origin.

### Whistleblowing

In line with PCA's commitment to promote a culture of transparency and responsibility, we welcome the reporting of genuine and serious grievances, or alleged breached of Company policy. No employee will suffer as a consequence of notifying such alleged breaches in accordance with PCA's Whistleblowing Policy.