



CIIF OIL MILLS GROUP

Legaspi Oil Company, Inc.

San Pablo Manufacturing Corporation

Granexport Manufacturing Corporation

Cagayan De Oro Oil Company, Inc.

Southern Luzon Coconut Oil Mill, Inc.

Iligan Bay Express Corporation

CITIZEN'S CHARTER

I. MANDATE

To support the coconut industry and coconut farmers through a sound business platform.

II. BRIEF BACKGROUND

Republic Act ("RA") 6260

In June 1971, RA 6260 created the Coconut Investment Act ("CIA"), which instituted a Coconut Investment Fund ("CIF") and established a Coconut Investment Company ("CIC") to be its administrator. The CIA imposed on the coconut farmer a Php 0.55 levy on the first domestic sale of every 100 kilos of copra, or its equivalent in terms of other coconut products. The levy collection started in August 1972 until December 1981.

Presidential Decree ("PD") 276

In August 1973, a crisis in the coconut industry resulted in the volatility of supply and price in the domestic market for coconut-based consumer goods. The Coconut Consumers Stabilization Fund ("CCSF") was established by PD 276 to implement an industry-financed stabilization scheme that will permit socialized pricing of coconut-based commodities. Initially, a levy of Php 15.00 per 100 kilos of copra or its equivalent in other coconut products was imposed. The levy was to terminate after a year or earlier, provided the crisis for which the CCSF was created no longer existed as determined by the Philippine Coconut Administration ("PHILCOA"). In this case, any balance remaining was to form part of the CIF.

Presidential Decree 582

The Coconut Industry Development Fund ("CIDF") was created in November 1974 by virtue of PD 582 to allow the country to pursue a vigorous program of replanting superior hybrid coconut trees and enable it to compete in the international market. PHILCOA was directed to pay to CIDF Php 100 M out of its existing collections from the CCSF and Php 0.20 per kilo of copra from succeeding collections. The law also provided that a permanent levy of Php 0.20 was to be imposed on the first sale of every kilo of copra or its equivalent in other coconut products to be remitted to the CIDF.

Presidential Decree 961

PD 961 codified the laws dealing with the development of the coconut and palm oil industry in July 1976 and was known as the Coconut Industry Code. It abolished the Coconut Coordinating Council (CCC), the PHILCOA and the Philippine Coconut Research Institute (PHILCORIN) and transferred their powers and functions to the newly created Philippine Coconut Authority ("PCA") which was empowered to impose and collect the CCSF levy. The

Code also created the Coconut Industry Investment Fund (“CIIF”) to be administered by the United Coconut Planters Bank (“UCPB”) which was acquired in July 1975 for the benefit of the coconut farmers under PD 755. The bank was given full power and authority to make investments in shares of corporations organized for the purpose of engaging in the establishment and operation of the industries and commercial activities relating to the coconut and palm oil industry.

The CCSF collected a total of Php 9.695 B in levies from August 1973 to 1983, excluding the Php100M initial capitalization for the CIC. Of this total collected amount, Php0.653B or about 7%, was utilized to acquire 5 oil mills which were to become the CIIF Oil Mills Group.

In accordance with PD 961 or the Coconut Industry Code established in July 1976, the CCSF and the CIDF appropriated the balance of their collections, around Php 2.572 billion to the CIIF (the “Fund”) to finance the investments in various private companies to benefit coconut farmers.

Of the Php 2.572B appropriated to the Fund, Php1.919B was used to fund an insurance company to serve the needs of the coconut farmers. From 1977 to 1979, various oil mills were acquired from the remaining balance of Php0.633B. These companies became collectively known as the CIIF Oil Mills Group (the “CIIF OMG”).

In 1986, the government through the Presidential Commission on Good Government (“PCGG”, for brevity) sequestered the CIIF OMG Companies.

Consequently, the government instituted a suit with the *Sandiganbayan* asserting ownership over the CIIF OMG Companies.

In a Decision rendered by the Supreme Court on 24 January 2012, in the case of *PHILIPPINE COCONUT PRODUCERS FEDERATION, INC. (COCOFED) vs. REPUBLIC* (G.R. Nos. 177857-58), the Court declared the CIIF OMG as owned by the government to be used only for the exclusive benefit of all coconut farmers and for the development of the coconut industry.

In a letter dated 23 February 2016, the Governance Commission for GOCCs declared the CIIF OMG companies under its regulatory supervision pursuant to Republic Act No. 10149 otherwise known as the GOCC Governance Act of 2011.

III. VISION

To establish and maintain a sound business platform that will contribute to the development of the coconut industry in the Philippines by providing quality products and services to local and international customers, and to provide a sustainable and recurring source of revenue for the support of coconut farmers nationwide.

To aim for global leadership in the production of coconut oil and other coconut-based products by the year 2030.

IV. MISSION

To practice sound and ethical business principles so that CIIF Oil Mills Group could positively contribute in the development of the coconut industry as well as support the country's coconut farmers, and at the same time generate consistent profits and maximize the enterprise value of the organization.

V. VALUES

Accountability

- *We do the right thing*
- *We take responsibility for our actions*

Professionalism

- *We do things right*
- *We practice disciplined execution*

Integrity

- *We are honest and forthright in our dealings*
- *We do business fairly and openly*

VI. SERVICE PLEDGE

We commit:

- *To continuously provide premium goods and services to customers and help advance the interest of our coconut farmers*
- *To implement clear and ethical management*
- *To maximize/improve the interest of all the six companies comprising the CIIF while being mindful of the role of the CIIF Oil Mills Group in social development*

LIST OF SERVICES

HEAD OFFICE AND PLANTS

I.	Request for Clearance and/or Employment Related Documents	6
II.	Whistleblower Policy	7
III.	Sales Order Preparation and Processing for Retail Customers	9
IV.	Preparation of Sales Invoice and Delivery of Orders	10
V.	Copra Buying: Protocol for Buying and Payment of Copra	11
VI.	Feedback and Complaint Procedure	13

Request for Clearance and/or Employment Related Documents				
Office or Division:	Admin/Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Current or former employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Letter Request/ Accomplished Application Form • Authorization Letter/ SPA (if the former employee cannot appear personally) • Company ID or any Government Issued ID 			Admin/ Human Resource Management	
STEP	ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill up Application Form and/or File a letter request with a copy of the employee's ID	None	1 day	Requesting Individual/ Employee
2	Human Resource Manager/Personnel receives the forms and/or Letter Request	None	1 day	HR Manager/Personnel
3	HR Officer looks for the records and evaluates/review the completeness and the accuracy of the data in the requested document(s).	None	1 day	HR Officer
4	Prepare the requested documents and/or Clearances	None	N/A	Requesting Individual/ Employee
5	Signs the requested documents and/or Clearances	None	1 day after submission of all the required documents and settlement of accountabilities, if any.	HR Manager/Requesting Individual
6	HR Manager/Personnel records the Documents to be released	None	1 day	HR Manager/Personnel
7	Employee receives requested documents			

Whistleblower Policy				
Office or Division:		All concerned units		
Classification:		Highly technical		
Type of Transaction:		G2C		
Who may avail:		Any reporting individual		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Any report made through electronic mail (email) or via telephone call Documentary/ Supporting Evidence (if available) 			To be prepared by any reporting individual	
STEP	ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Report any suspected impropriety/ malpractice (via letter, e-mail and/or telephone) to a person in authority.</p> <p>Person in authority refers to the ff.</p> <ul style="list-style-type: none"> Immediate superior, division/department head, resident plant manager or HR manager Internal Audit President/CEO or Vice Presidents <p><i>If the report is about the President/CEO or Internal Audit Head, then the reporting individual may report directly to the Chairman of the Board Audit and Legal Oversight Committee.</i></p>	None	N/A	<p>Reporting individual</p> <p><i>Note: Reporting individual may or may not disclose himself</i></p>
2	Acknowledge receipt of the complaint/ report.	None	Within 3 days	Person in Authority
3	Submit a copy of the report immediately to the immediate superior who may conduct proper investigation.	None	1 day	Person in Authority
4	Furnish Internal Audit a copy of the report.	None	1 day	Person in Authority

5	<p>If the alleged impropriety or malpractice is meritorious it shall proceed with the investigation</p> <p>If the allegation is not supported by evidence, the same shall not be given due course. However, it will be filed for recording purposes.</p>	None	Depending on the complexity of the issues raised	Internal Audit
6	<p>The person under investigation shall be given a NTE if there is violation of company policies.</p> <p><i>If an employee's continued employment poses a serious and imminent threat to the Company's property or to the life or properties of its employees, the company may place an employee under preventive suspension.</i></p>	None	5 days	If the violation is dismissible offense the Committee on Employee Discipline (CED) shall be constituted, otherwise it shall be issued by the immediate superior
7	Submit written explanation	None	5 days	Person Reported/ Respondent
8	Conduct administrative hearing if necessary		Depending on the complexity of the issues	CED or immediate superior
8	Decision	None	Depending on the complexity of the issues	CED or immediate superior
9	Copy furnish HR for recording purposes in the employees' 201 file	None	1 day	Appropriate body/ Committee
10	Furnish the Person Reported/ Respondent and the Internal Audit a copy of the Resolution/Decision	None	1 day	Appropriate body/ Committee

Sales Order Preparation and Processing for Retail¹ Customers				
Office or Division:	Sales & Marketing			
Classification:	Simple			
Type of Transaction:	G2B, G2G			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Suggested Purchase Order • Inventory Report • Appointment Schedule 			Sales & Marketing Office Logistics Unit	
STEP	ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Conduct Business Consultations with customer including negotiation for payment of listing fees	None	1-2 weeks	Field Mktg. Sup Key Accounts Sup
2	Submission of suggested Purchase Orders (PO) and inventory report	none	1-2 days	Field Mktg. Sup Key Accounts Sup
3	Retrieve PO from Customer <i>For Manual and On-Line</i>	none	1 day	Field Mktg Sup Key Accounts Sup
4	Verify customers' POs as to Pricing, discounts, deals, & other delivery instructions	none	1 day	Field Mktg Sup Key Accounts Sup
5	Endorse to Logistics	none	1 day	Field Mktg Sup Key Accounts Sup

Preparation of Sales Invoice and Delivery of Orders

¹ Retail is the process of marketing manufactured products and/or services via various distribution networks to make a profit.

Office or Division:	Sales and Marketing			
Classification:	Simple			
Type of Transaction:	G2B, G2G			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Purchase Orders (PO) • Emails (Systems On-line) • Delivery Receipts • Invoices • Packing List • Transmittal Slips 			Salesmen Trade Portal (System On-line) San Pablo Manufacturing Corp. (SPMC)	
STEP	ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Forward copies of Purchased Orders to distributors with delivery access to trade outlets	none	1 day	Field Mktg Sup Sales Data Processor
2	Tag and forward all Purchased Orders to determine warehouse sites in routing delivery assignments and schedules	none	1 day	Sales Data Processors Sales Order Processor Sales & Mktg Office Sup
3	Fax/Email Purchased Orders to respective warehouse sites.	none	1 day	Warehouse Dispatchers Sales Data Processors
4	On time Delivery to the National Key Accounts to avoid penalty and cancellation.	none	2 days	Warehouse Dispatchers Logistics Manager
5	Routing of delivery schedules fully utilizing load capacity for every trucks.	none	1 day	Warehouse Dispatchers Logistics Manager
6	Forward Sales Order to dispatcher for picklist processing and preparation of stocks for loading.	none	1 day	Warehouse Dispatchers
7	Print Delivery Receipts and Sales Invoices.	none	1 day	Warehouse Dispatchers

Copra Buying: Protocol on Copra Buying and Copra Payment				
Office or Division:	Copra Trading			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	Copra Traders, Farmers and Cooperatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Purchase Contract • Physical Copra • Weighing Scale Ticket • Copra Purchase Invoice • Copra Voucher and Cheque 			Plant or Copra Buying Stations Copra Buyers	
STEP	ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquire and agree on the current price set by the Head Office	None	10 minutes	Copra Buyer
2	Three types of copra delivery: a. Spot Buying - On the spot buying with actual delivery and purchase of Copra	None	30 minutes	Copra Buyer Copra Buying Aide
	b. Copra Purchase Contract - Secure <i>Purchase Contract</i> signed by the seller and buyer indicating the price, volume, term and mode of delivery.	None	Within the day	Copra Buyer Copra Buying Aide
	c. Copra Deposit - Secure <i>Copra Deposit Slip</i> and <i>Special Contract</i> indicating the volume and term of deposit, signed by the copra buyer and copra depositor.	None	Within the day	Copra Buying Aide CBS Cashier
3	Determine the volume of copra delivery by weighing	None	At least 1 hour depending on the volume of copra	Plant or CBS Weigher
4	Collect copra sample and determine the moisture of copra delivery	None	1 hour	Laboratory Analyst
5	Consolidation of weight and moisture of copra and determination of net <i>resicada</i> .	none	30 minutes	Copra Buying Aide/Cashier

	Generate <i>Copra Purchase Voucher</i>			
6	<p>Modes of Payment:</p> <ul style="list-style-type: none"> a. Cash for transactions not exceeding Php100,000.00 (<i>applicable for spot buying only</i>) b. Check payments for Copra purchase contracts or spot buying exceeding Php100,000.00 c. For Copra Deposit: Copra depositor shall inform the copra buyer of his/her intention to liquidate the copra deposit. Current price for the day set by the head office shall be used. Copra Purchase Voucher will be generated. <p>Generate Check Voucher and preparation of cheque for check payment; or generate Copra Petty Cash Voucher for cash payment.</p>	none	1 hour	Plant or CBS cashier
7	Releasing of payment, whether in check or cash, to copra supplier and affixing signature of conformity	none	30 minutes	Plant or CBS cashier

FEEDBACK AND COMPLAINT MECHANISM

<p>How to send Feedbacks?</p>	<p>For feedbacks, comments and/or suggestions, you may send a letter to our Head Office address at 16th Floor, UCPB Building, Makati Avenue, Makati City and/or send an e-mail to customerservice@ciif.ph</p> <p>For inquiries and follow- ups, you may contact us at our Trunk line No. (02) 8892-7961 between 9AM to 4PM from Mondays to Fridays except holidays.</p>
<p>How to file a complaint?</p>	<p>If you are unsatisfied with our products and/or services, a complaint may be initiated by submitting a written complaint to our Head Office address at 16th Floor, UCPB Building, Makati Avenue, Makati City and/or by sending an e-mail to customerservice@ciif.ph</p> <p>All complaints shall have the following information:</p> <ul style="list-style-type: none"> a. Name and contact number of the Complainant b. Nature of the complaint/Incident c. Evidence <p>Note: Provide at least two (2) copies of the written complaint. One (1) filing copy and one (1) receiving copy. Receiving copy shall have the name and signature of the receiving officer indicating the date and time when it was received.</p> <p>For inquiries and follow- ups, you may contact us at our Trunk line No. (02) 8892-7961 between 9AM to 4PM from Mondays to Fridays except holidays.</p>
<p>How feedbacks/complaints are processed?</p>	<p>Feedback/Complaint is forwarded to the concerned department/office and they are required to answer within three (3) working days upon receipt thereof.</p> <p>Note: The date of receipt of the feedback/complaint will be the date on which it is physically filed with the provided office address, or the date when the e-mail was sent to the provided e-mail address.</p>

Contact Information:	Address: 16 th Floor UCPB Building, Makati Avenue, Makati City E-mail: customerservice@ciif.ph Trunk Line: (02) 8892- 7961

HEAD AND PLANT OFFICES	
Head Office	<p>Address: 16th Floor UCPB Building, Makati Avenue, Makati City</p> <p>Contact No: (02) 8892- 7961 to 66 Telefax No. (632) 8892-2986</p>
Legaspi Oil Company, Inc.	<p>Address: <i>Davao Plant</i> KM 9.5 Barangay Sasa, Davao</p> <p>Contact No: (082) 233-0662 Telefax No. (082) 235-2482</p> <p><i>Arimbay Plant</i> Arimbay, Legazpi City</p> <p>Contact No: (02) 8892- 7961 to 66 Telefax No. (632) 8892-2986</p>
San Pablo Manufacturing Corporation	<p>Address: CAIP SEZ Brgy. San Antonio, San Pascual Batangas</p> <p>Contact No: (043) 727-1656 Telefax No. (0433) 727-1656</p>
Granexport Manufacturing Corporation	<p>Address: CIIF Agro- Industrial Park- Special Economic Zone, Barangay Kiwalan, Iligan City</p> <p>Contact No: (063) 225-1376 Telefax No. (063) 225-1378</p>
Cagayan De Oro Oil Company, Inc.	<p>Address: Tablon, Cagayan De Oro City</p> <p>Contact No: (088) 855-3346 Telefax No. (088) 855-3209</p>
Southern Luzon Coconut Oil Mill, Inc.	<p>Address: Mulanay, Quezon</p> <p>Contact No: (042) 319-7172 Telefax No. (042) 319-7172</p>
Iligan Bay Express Corporation	<p>Address: Barangay Kiwalan, Iligan City</p> <p>Contact No: (02) 8892- 7961 to 66</p>

	Telefax No. (632) 8892-2986
--	-----------------------------

COPRA BUYING STATIONS	
Palawan	Barangay Poblacion, District II, Brooke's Point, Palawan
Surigao	200 Borromeo Street, Surigao City
Dapa	Kilometer 1, Barangay Tres, Dapa, Siargao Isla
Masbate	Barangay Kinamaligan, Masbate City
Malita	Barangay Tingolo, Malita, Davao Occidental
Maco	Purok 2, Anislagan, Maco, Davao Occidental
Pagadian	186 North Diversion Road, Tiguma, Pagadian City, Zamboanga del Sur