



## Corporate Social Responsibility Policies

### ***Customer's Welfare Policy***

The PITC Code of Conduct requires all PITC officers and staff to observe the highest standards of business and personal ethics in the conduct of their duties and responsibilities. It is the policy of PITC to ensure that employees practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. PITC employees strive to adhere to the Core Values of the Corporation: *Professionalism, Integrity, Teamwork, Creativity, and Service Orientation*.

In addition, the PITC Code of Conduct spells out the policies and procedures that govern employee behavior including conflicts of interest, confidential information, anti-bribery and related matters. PITC has also put in place the details of whistleblowing and complaints handling policy, which encourages clients and stakeholders to report witnessed malpractices of PITC employees without the fear of reprisal. Likewise, they are free to file any feedback pertinent to the enhancement of PITC's performance.

PITC advocates gender responsiveness and embraces a culture of fair and responsible dealing with its customers.

### **Programs and Activities**

#### Building and Sustaining Relationship with SMEs

In full support of the Department of Trade and Industry's (DTI) SME Development Program, PITC helps empower the SMEs through meaningful client interactions and open conversations by mentoring and coaching its SME suppliers in their concerned areas of business.

#### Levelling Up Customer Satisfaction

As an ISO-certified organization, PITC prioritizes customer satisfaction thereby improving customer-client relationship and increasing customer retention. PITC is determined to satisfy its customer's needs and expectations through a customer satisfaction survey wherein improvement actions and positive evaluations may be derived. Notably, under its Confidentiality Policy, PITC treats all communications and reports from its customers in a confidential manner. The Corporation strives for balance between public accountability and respect for customer confidentiality.

#### Streamlining Business Processes

To ease doing business for higher global competitiveness and inclusive growth, PITC moves to automate its business system and streamline its processes. It has instituted a feedback and reporting management system that is beneficial for both PITC and its clients, resulting in a more efficient and expedient way of doing business.