

**CORPORATE SOCIAL RESPONSIBILITY: Customers and Employees' Welfare**

Programs/Activities	Data
<b>PMERD</b>	
Implemented the Employee Care Reach-out Program assisting employees to overcome life's challenges and extend management care or sympathy, debriefing session, coaching session and bereavement assistance.	377 employees given assistance
Conducted Union – HR Quarterly Meetings promoting regular interaction of employees with management.	Conducted 4 Union – HR Quarterly Meetings
Established Grievance Machinery Mechanism (GM) which provides a proper forum where employees' non-performance-related grievances are resolved.	Approval of the Revised SSS Grievance Machinery Guidelines
Implemented the Gender and Development seminars and trainings to ensure gender equality in the workplace.	1,552 participants
<p>Conducted volunteer works aimed to build more cohesive SSS community through helping others in need and in support of the Corporate Social Responsibility programs of SSS.</p> <p>a. Volunteer Donation Drive</p> <p>b. Conducted Blood Donation Activity in partnership with Philippine Red Cross (PRC)</p> <p>c. Request for Blood Assistance</p> <p>d. PRC Membership</p>	<ul style="list-style-type: none"> <li>• 8 outreach activities conducted</li> <li>• 114 employee volunteers</li> </ul> <p>126 participants</p> <p>12 employees</p> <p>764 employees/family members of employees</p>
Sending of e-card messages to recognize employees milestone and important events of the employees (e.g. birthday, anniversary)	9,192 e-card messages sent
Conduct of Workplace Huddle aimed to provide an engagement program to encourage employees to elevate communication and culture to ensure delivery of efficient quality service.	6,712 employees
Conducted Employee Mental Health Survey to provide Management with a general feedback on the mental health status and level of job	6,518 respondents or 93.21 % of total workforce

satisfaction of the employees on various areas relative to their work, coworkers, management, and others	
Continuing conduct of Positive Feedback Mechanism (PFM) where sharing of positive comments, suggestions, and commendations is done to promote positive workplace and reinforce excellence in public service delivery.	122 feedback
As an enhancement to PFM, launched the Kudos Board to sustain and encourage more employees to contribute "Positivities" in SSS enhancing the Corporate Culture.	10 employees commended
Launched as a new feature of (PFM), the Sharing PositivieSSS to gather feedback (positive views, comments and experiences of employees) on a specific theme/subject .	138 responses
Implemented Employee Incentives and Rewards	Search for Best Employees program = 322 awardees <ul style="list-style-type: none"> <li>• CSC – Honor Awards Program Regional Winners = 2 awardees</li> <li>• On-the-Spot Recognition and Commendation Program = 52 awardees</li> <li>• Special Recognition Award during the Height of the COVID-19 Pandemic = 995 awardees; 65 units</li> </ul>
SSS organized the following : a) Sports Executive Committee b) Wellness Clubs c) Cultural Clubs	-8 members -3 clubs -6 SSS Cultural Clubs
Implemented various wellness programs <ul style="list-style-type: none"> <li>- Wellness Summit</li> <li>- Bayanihan 2020</li> <li>- Virtual Cycling Activities</li> <li>- Health and Wellness Webinars</li> <li>- Virtual Zumba Classes</li> <li>- Virtual Fitness Activities</li> </ul>	- 1,716 participants - 88 employee-volunteers; 238 recipients - 78 Cycling club members - 1,822 participants - 1,102 participants - 194 participants
Implemented various Cultural and Special Events programs: <ul style="list-style-type: none"> <li>- Essay Writing</li> <li>- Battle of the Bands Contest</li> <li>- Dance Contest</li> <li>- Online livelihood programs</li> </ul>	- 50 participants - 4 bands - 25 participants - 1,000 FB account followers

<ul style="list-style-type: none"> <li>- External activities: <ul style="list-style-type: none"> <li>➤ Independence Day Celebration</li> <li>➤ CSC Online Photo Contest</li> </ul> </li> <li>- Christmas Programs</li> </ul>	<ul style="list-style-type: none"> <li>- 240 participants</li> <li>- 2 participants</li> <li>- All SSS employees</li> </ul>
<p>Continued to conduct Cultural and Arts Appreciation Programs enhancing better appreciation and development of the socio-cultural talents of employees. Employees with special talents and interests join various cultural clubs like Choral Society, Dance troupe, Art Club, Photography Club, Writer's Guild, Music Club, including performances during special programs and events. Likewise, livelihood programs are continually posted to SSS Cultural Clubs FB account to enhance employees' entrepreneurial skills</p>	<p>Cultural Clubs: 240 member-employees – Online Livelihood Programs: 1,000 FB account followers</p>
<p>Continued to manage Physical Fitness and Gym Facility to sustain fitness and work-life balance.</p>	<p>Average number of gym users per month: 200 employees</p>
<p>Conducted online/blended learning program for employees' children.</p> <p>Day Care Center Programs:</p> <ul style="list-style-type: none"> <li>- Parenting Webinar</li> <li>- United Nations Day Virtual Program</li> <li>- Character Program</li> <li>- National Children's Month Program</li> <li>- Christmas and Thanksgiving Program</li> <li>- Various Day Care Center Cooking Demos/Activities</li> <li>- Valentines Program</li> <li>- Virtual Moving Up</li> <li>- DCC Homeschool Activities</li> </ul>	<p>-42 children/ 5 unit lessons</p>
<p>Reviewed and enhanced employee wellness programs based on survey</p>	<p>-1 survey</p>
<p>Posted at the EE Hub/FB account the ff.</p> <ul style="list-style-type: none"> <li>a) wellness programs</li> <li>b) online livelihood programs</li> </ul>	<p>-5 programs posted -100 programs posted</p>
<p>Participated to the following external programs/activities :</p> <ul style="list-style-type: none"> <li>a) Independence Day Celebration</li> <li>b) National Teacher's Month Celebration</li> </ul>	<p>6 SSS Cultural Clubs 6 SSS-DCC teachers</p>

