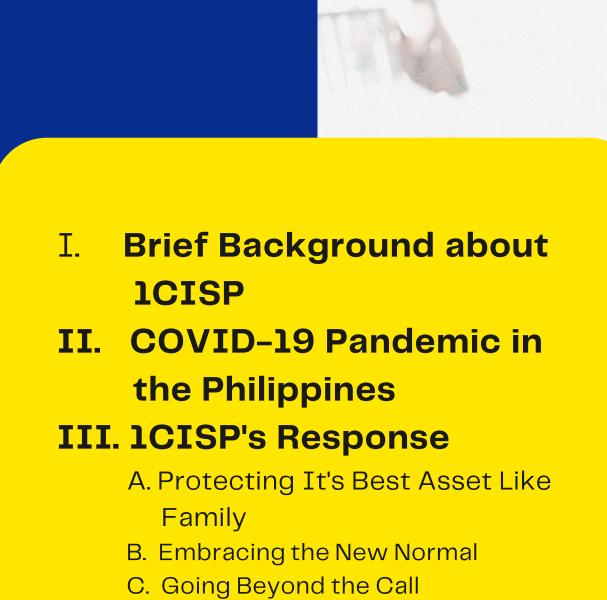
## People First: The Way to Succeed

Learn how 1CISP dealth with the COVID-19 Pandemic and is navigating the NEW Normal



## AGENDA





## An Introduction

 $\longrightarrow$ 

- 1CISP is the FIRST duly licensed insurance cooperative operating nationwide
- It became a composite insurance delivering life and non-life products in 2018.
- Subsequently, 1CISP amended its name, CISP, to 1 COOPERATIVE INSURANCE SYSTEM OF THE PHILIPPINES LIFE AND GENERAL INSURANCE

As of December 31, 2020, 1CISP has 2962 member-cooperatives







www.cisp.coop





















### **OUR DIRECTION**



To insure three million Filipinos by 2025



A viable and socialized cooperative insurance service that protects and empowers Filipinos, especially those who have less in life



Commitment to Reliability
Under-promise, Over-Deliver
Mutual Prosperity
Excellent Service



## COVID-19 in the Philippines



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631,320 03/13/2020 560,736 12,848 (88.8%)

(2.04%)

57,736 (9.1%)

96.6%

5 million

3.5%

## COVID-19 in the Philippines



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New Normal

Hand Sanitation

Social Distancing

Work from Home

Virtual Meetings

Mask

Online **Transactions**  Mental Health



## 1CISP's Response

## A. Protecting it's Best Asset like Family

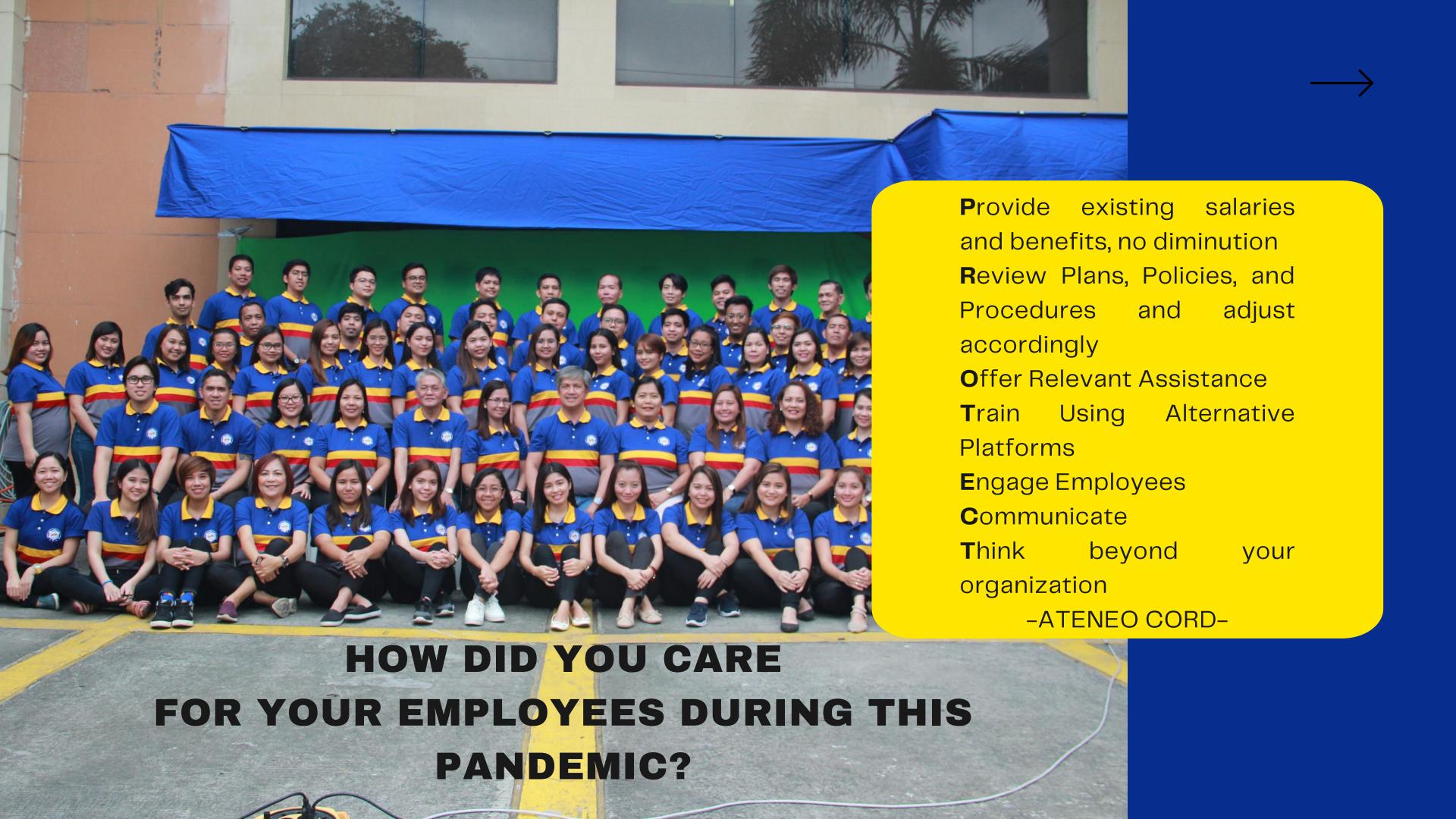
- Implementation of Work from Home Arrangement
- Strict Implementation of Safety Protocols
- Employee Engagement in the Digital Workplace
- Talent Development

### **B.** Embracing the New Normal

New Policies and Procedures Implemented

### C. Going Beyond the Call

- 1CISP Initiatives
- 1CISP Partnerships



## Implementation Work from Home Arrangement

Crafting Work Home  $\rightarrow$ from Guidelines

- Discuss impact of Work from Home arrangement (WFH)
- Determine positions feasible for WFH arrangement
- Determine means monitor productivity.

**Provision of Internet Allowance** 



- Survey range of internet expense of employees brought about by the WFH arrangement.
- Crafted recommendation guidelines of provision of Internet Allowance

**Distribution of Desktops/Laptops** 



When the community quarantine was relaxed a bit, desktops and laptops were distributed.

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## Strict Implementation of SAFETY PROTOCOLS

### **BEFORE ENTRY**

- Fill out Health Declaration Form
- Temperature Check
- Face Mask and Face Shield are required to be able to enter work premises.

### **INSIDE THE WORK PREMISES**

- Hand Sanitizers/Alcohol are strategically located all over the workplace.
- Sanitize own work area before starting to work and before leaving for work.
- Wash hands often.
- Employees are expected to practice Social Distancing.
- Employees must eat on their work area but ensuring it is properly cleaned after.
- Virtual Meetings are encourage over face to face meetings.
- Gatherings are not allowed.
- Receiving of customers and/or guests inside work premises are limited to a certain number.



### **Talent Development**

In 2020, despite the pandemic, employees of 1CISP were continuously developed through various trainings utilizing virtual platform.



water.org\*

JUNE 23, 2020, TUESDAY 09:00 AM

For queries and zoom link, please get in touch with you

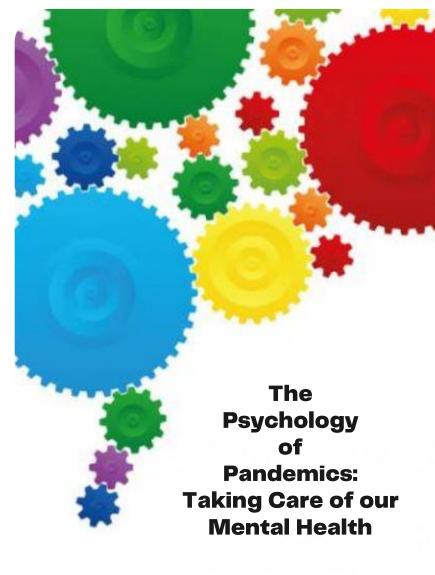


LOMA Examination









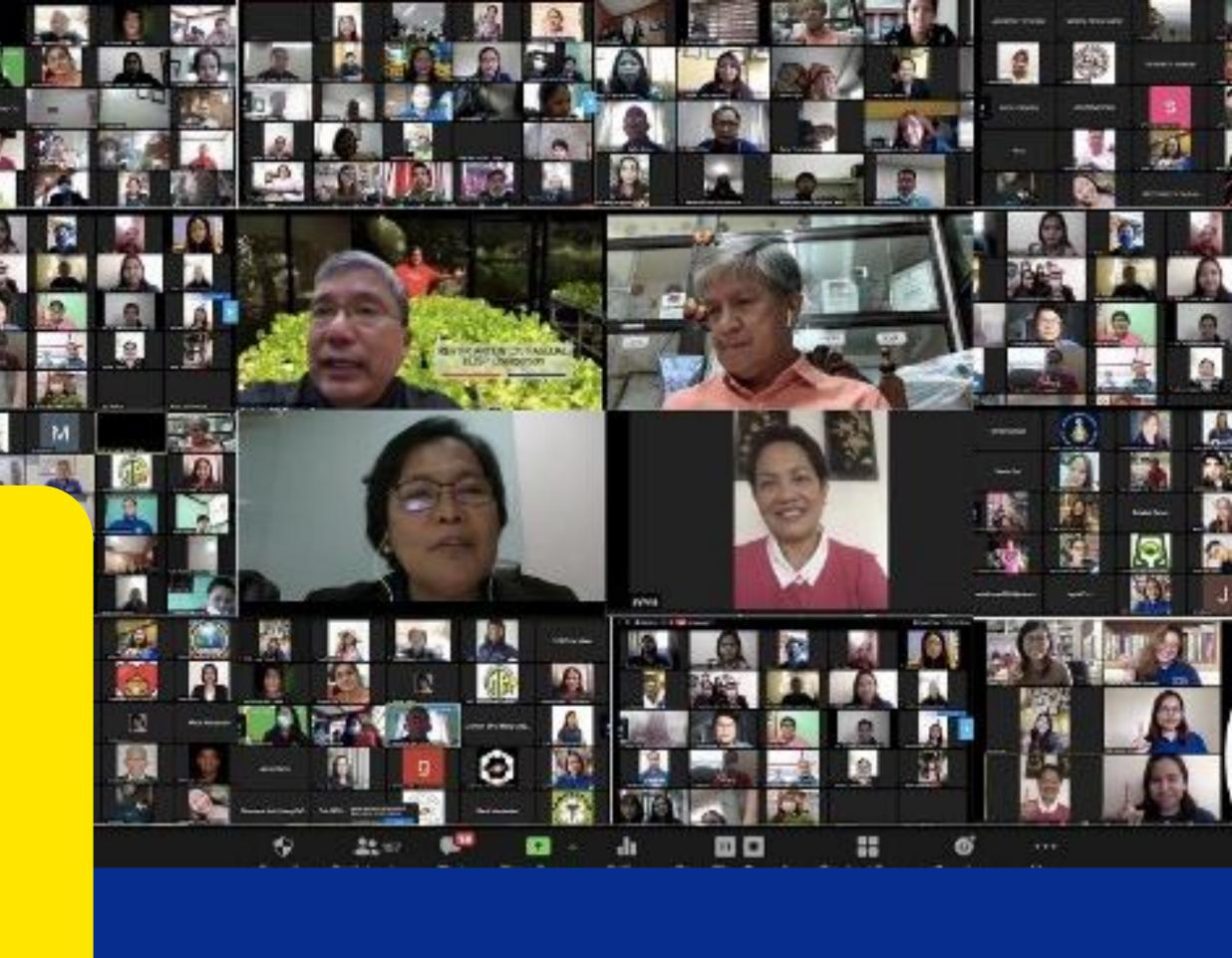
### **Talent Development**

1CISP Sales Team completed the 3-month Basic Entrepreneurial Sales Training (BEST) which started in May 2020. This training aims to help them to easily cope and fit their job in the new normal.



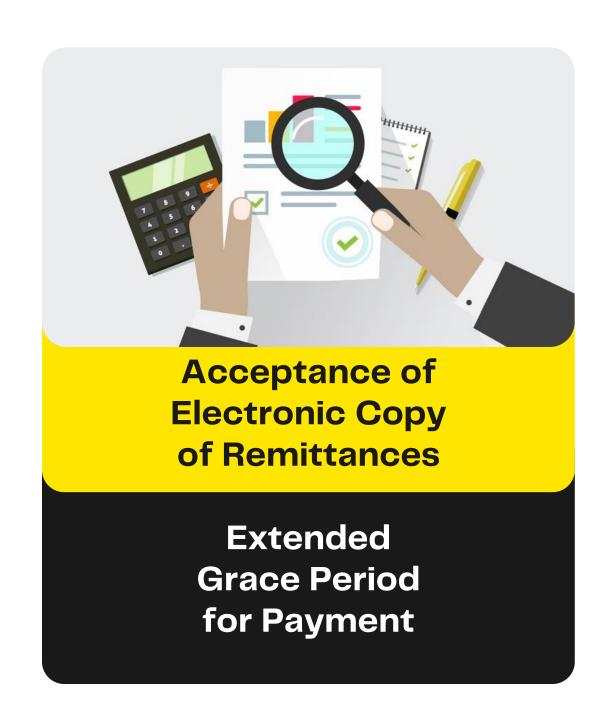


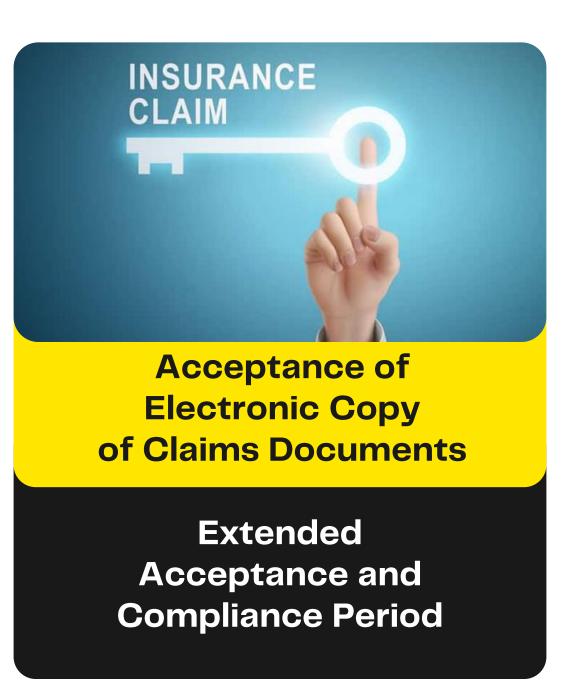
# Embracing the New Normal



## New Policies and Procedures Implemented





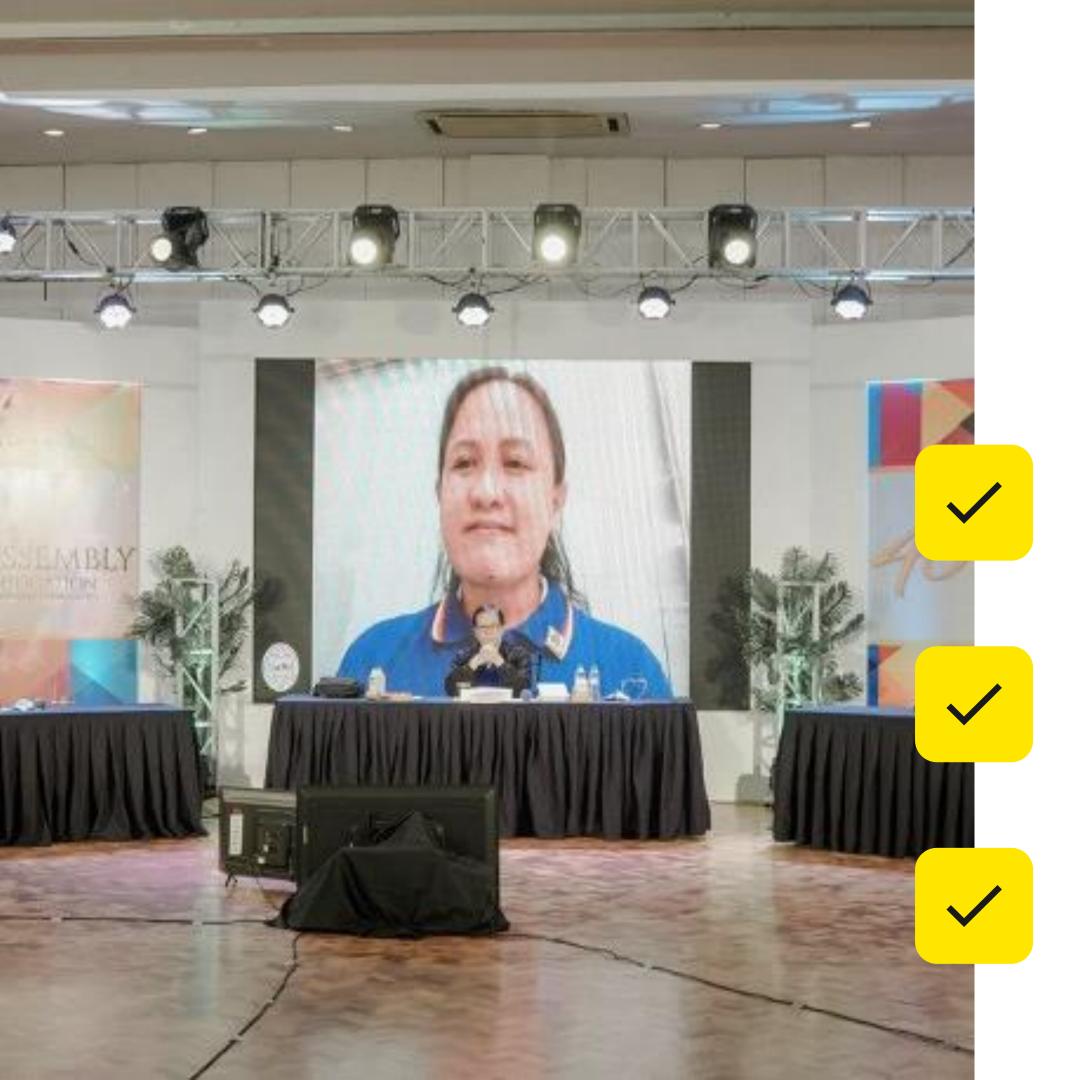






### **Others:**

- Deaths due to COVID-19 were declared to be payable
- Hospital Income Benefit is doubled for the first
   15 days of confinement if set criteria is met.
- Additional benefit is given if death is due to COVID-19 if set criteria is met.
- All policies expiring April 2020 (Fire, Motor, Miscellaneous Casualty and Surety) shall be renewed automatically pending issuance of corresponding renewal policies and that any "loss or damage" to the insured property occurring within the duration of policy is covered.
- Extension of loan payments of cooperatives to 1CISP in compliance of Bayanihan Act 1 and 2
- Extension of insurance coverages for 2 months for those insured under 1CISP LPPI Plan
- Distribution of Interest on Capital, Patronage Refund, and Experience Rfund



## ICISP ANNUAL GENERAL ASSEMBLY

### **ONLINE REGISTRATION**

Participants for the Annual General Assembly registered online.

## ANNUAL GENERAL ASSEMBLY (AGA) CONDUCTED VIRTUALLY

The AGA was conducted virtually using zoom application as platform.

## ONLINE ELECTION OF BOARD OF DIRECTORS AND COMMITTEE MEMBERS

The election was held online alongside the AGA using the application developed by Traxion Tech.



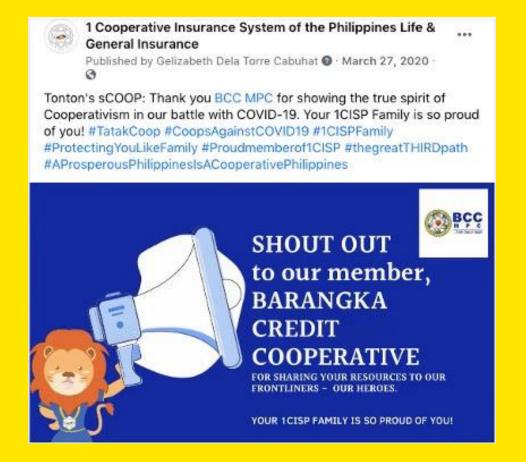
"THE SPIRIT OF CHARITY SHOULD DOMINATE OVER FEAR IN TIMES OF UNCERTAINTIES."



## Going Beyond the Call

1CISP Initiatives

## Appreciation Post to Members





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## Engagement with Members



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With the aid of a survey, we gathered some information on how we can further help our members.



Conduct of virtual Owners Forum in each island group



Launch of new products held virtually



Underwriting and Claims Orientation held virtually



Member-coops were provided various webinars that will help them in navigating the New Normal.

# Engagement with Nembers (Staying Relevant in Social Media)



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## Advocacy Campaigns



Launch of #KwentoKo Campaign to gather stories of employees working in the cooperative sector.



Launch of Go Green Campaign.

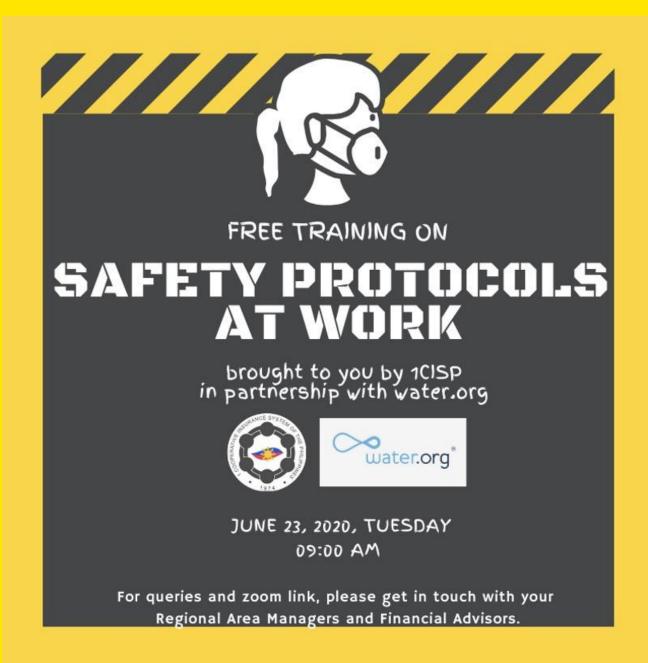


Launch of #KwentongKoop Campaign to gather success stories depicting the value of cooperatives to their members.













invite you to attend

People + Technology (PeepTech) Webinar Series April 17, Friday. 3PM to 4PM

Working from Home is the New Normal Through Enhanced **Employee Engagement and Customer Experience** 

### Discussion Points:

As the coronavirus outbreak forges on, businesses around the globe are closing their doors, almost everyone is working remotely and the fear of a recession is increasingly becoming a reality. The onslaught of COVID-19 news can be quite disheartening and stressful - both from a personal and professional standpoint.

How are business and people leaders keeping their team motivated during this uncertain

What have been measures to keep business as usual despite Work From Home?

What leadership lessons have this crisis tought us? Are there new lesdership style that emerged as a result of this crisis?

### Interact with our Resource Speakers:

Alpha Aquino Chief HR Officer Home Credit (Philippines) 1CISP

President and CEO

Tonichi Achurra Parekh Moderated by: Board Trustee, CCAP Board of Directors CEO - HRTX

Gilbert Camasura, FPM

Co-presenters:



4 UMWELT.A!

Register now: Email salesandmktg@cisp.coop





**DURING COVID19** 

THURSDAY, MAY 21,2020

10:30 AM - 12 NOON

moderated by GILBERT CAMASURA

with speakers PROF. DANIEL MARTIN, BRAD GEISER







- · Selling the Product During Pandemic
- · Making Pivot on e-Commerce Marketing
- · Adopting Existing Marketing Strategies
- · Continuing to Operate During Pandemic

### Expected Participants · Managers

- · Marketing Officers
- P2,400 · Branch Relation Officers
- · Marketing Staff

### Speaker

Ms. Donna Vida Abrina owns DVAbrina events Organizing Group. The same group that organized Miss Silka, Kids Academy Kiddie Workshop, NAITAS Tourism and Davao City. She is currently teaching Events Management and Global Marketing at Ateneo de Davao University



In partnership with

P2,000.

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**GET TO KNOW** YOUR **BORROWERS BETTER** 

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in the caption or use the

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confidently and f

who are your low

borrowers by join

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Know Your Borro

This webinar is

FREE.





Finance Managers' Forum

### CREDIT AND LIQUIDITY STRESS TESTING

Expand your loar loan loan/investment portfolios against possible financial situations. This training will say "YES" to mo

- · Deepen participants' knowledge of stress testing:

### COURSE OUTLINE

### July 3, 2020 (1:30 PM - 4:00 PM)

- · Background on Stress Testing
- · Relevance of Stress Testing to Coop Operation
- · Develop An Understanding of Stress Testing Methodologies
- · Use and Define Assumptions, **External Conditions and Scenarios**
- How to Conduct Credit Stress Testing

### July 4, 2020 (9:00 AM - 11:00 AM)

· How to Conduct Liquidity Stress Testing



- Give a practical view of stress testing methodologies through examples;
- . Enable to develop stress testing process and to understand its use t resiliency of the Cooperative and its financial system; and
- Help participants understand the importance of monitoring macro financial

### **EXPECTED PARTICIPANTS**

- Managers · Finance Managers
- Accountants
- Credit Officers

### SPEAKER

Ms. Angelita D. Dungog is currently the Compliance Officer of Consolidated Cooperative Bank.

above email.













...and at the same time, in growing your business, growing patronage of members, and recruiting younger generations to our Cooperative.

ROY S. MICLAT President, 1CISP

Cooperative Governance in the n normal







## Takeaways

 $\longrightarrow$ 

Take care of your people and they will take care of the business

Focus on top priorities. Digital Transformation is a MUST!

Develop
Partnerships.
Cooperation is
critical at this point.

Be flexible and act fast. Reinvent yourself.

Engage your customers.
Communication is Key!

**Stay Relevant**