

SECURITIES AND EXCHANGE COMMISSION

SEC FORM 17-C

CURRENT REPORT UNDER SECTION 17 OF THE SECURITIES REGULATION CODE AND SRC RULE 17.2(c) THEREUNDER

1. Date of Report (Date of earliest event reported)
Mar 16, 2020
2. SEC Identification Number
ASO93-005277
3. BIR Tax Identification No.
002-648-099-000
4. Exact name of issuer as specified in its charter
LBC EXPRESS HOLDINGS, INC. (formerly FEDERAL RESOURCES INVESTMENT GROUP INC.)
5. Province, country or other jurisdiction of incorporation
Philippines
6. Industry Classification Code(SEC Use Only)
7. Address of principal office
LBC Hangar, General Aviation Center, Domestic Airport Road, Pasay City
Postal Code
1300
8. Issuer's telephone number, including area code
(632) 856 8510
9. Former name or former address, if changed since last report
Federal Resources Investment Group Inc. / No. 35 San Antonio Street, San Francisco del Monte, Quezon City
10. Securities registered pursuant to Sections 8 and 12 of the SRC or Sections 4 and 8 of the RSA

Title of Each Class	Number of Shares of Common Stock Outstanding and Amount of Debt Outstanding
Common Shares	1,425,865,471
11. Indicate the item numbers reported herein
9

The Exchange does not warrant and holds no responsibility for the veracity of the facts and representations contained in all corporate disclosures, including financial reports. All data contained herein are prepared and submitted by the disclosing party to the Exchange, and are disseminated solely for purposes of information. Any questions on the data contained herein should be addressed directly to the Corporate Information Officer of the disclosing party.

LBC Express Holdings, Inc.

LBC

PSE Disclosure Form 4-30 - Material Information/Transactions
References: SRC Rule 17 (SEC Form 17-C) and
Sections 4.1 and 4.4 of the Revised Disclosure Rules

Subject of the Disclosure

Filing of Current Report Under Section 17 of the Securities Regulation Code Amid COVID-19 Pandemic

Background/Description of the Disclosure

In response to the SEC Notice to the Publicly Listed Companies issued on March 12, 2020, please refer to the attached report of the Company.

Other Relevant Information

None

Filed on behalf by:

Name	Ernesto III Naval
Designation	Alternate Corporate Information Officer



DATE: 16 March 2020

TO: Securities and Exchange Commission
Disclosure Department

FROM: LBC Express Holdings, Inc.

RE: COVID-19 Risk Management

The Board of Directors and Management of LBC Express Holdings, Inc., and its operating company LBC Express, Inc., is cognizant of the risks for exposure to public health & safety of COVID-19, and enjoins the nation in its efforts to mitigate these risks within its operations.

The Management aims to continuously **PROTECT its employees** and **SERVE its customers**, and has taken immediate measures to ensure these endeavors for definitive reassurance of all stakeholders.

The management of LBC will exercise all efforts to provide business continuity across the enterprise; extraordinary measures and contingencies are in effect to ensure this.

The management, however, is aware of and is anticipating disruptions in air travel /airline operations, and has sought out alternatives. Adjustments in service level agreements with customers pertinent to these alternatives will be properly communicated to all concerned. Likewise, the management will regularly re-assess its measures to ensure continuous service.

The management will continue to abide by government directives, and re-assess the impacts of these on a daily basis. Commensurate adjustments to internal protocols and directives to employees will likewise be effected, as well as to customer-facing procedures.

We reassure all our employees and customers that we exercising all efforts to ensure public health and safety, and we are united the nation during these trying times.

LBC Express Holdings, Inc. Management

ANNEXES:

All available internal and external communications channels are utilized for proper dissemination of news and updates, including but not limited to: online (e-mail, social media, internal bulletins), mobile (SMS messages). Publicly-distributed information (from government channels) are continuously shared across the LBC community of stakeholders.

Disseminated through multiple communications channels, LBC employees have been informed of the following guidelines:

ALL EMPLOYEES	<ul style="list-style-type: none">● All international travel are discouraged until further notice. Use of teleconferencing facilities for meetings.● On-site and off-site meetings with local partners, suppliers, vendors, are also discouraged unless face-to-face meetings are critical. Practice social distancing.● Mass gatherings such as Townhall meetings, Friday Masses, awarding ceremonies, and other LBC-related group activities shall be postponed.● Employees returning from International travel, regardless of origin should undergo a 14-day self- quarantine or work from home.● Employees exhibiting flu-like symptoms are advised to stay at home and undergo a 14-day quarantine. Employees will also be sent home if these symptoms are detected while at the workplace.● All employees returning from self-quarantine should seek medical clearance from our medical team before returning to work. Fit-to-work clearance from other medical professional are also acceptable.● Any employee needing medical consultation can contact Ka-LBC Telemedicine at any time, to speak with our healthcare professionals● Employee with travel history or with schedule of travel outside the country should: Immediately notify their respective HR Generalist, Company Nurse, and immediate head of the following information of travel history (visited country, duration of travel, return to work date).<ul style="list-style-type: none">● Upon return from travel the employee is instructed to observe home quarantine for 14 days.● After 14 days without signs and symptoms, employee must secure a fit-to-work clearance from a Physician before returning to work.● If any employee is experiencing or has been detected with flu-like symptoms while in the workplace:<ul style="list-style-type: none">● Inform immediate head, guard and nurse should immediately log employee details and require employee to go home.● Employee should observe home quarantine based on number of days prescribed by the doctor.● Employee may return to work after he/she has completed the home quarantine and must secure a fit-to-work clearance from a Physician before returning to work.● If any employee with flu-like symptoms while at home should not report to work or can secure work from home arrangement from their immediate head:<ul style="list-style-type: none">● Inform immediate head● Employee should observe home quarantine based on number of days prescribed by the doctor.● Employee may return to work after he/she has completed the home quarantine and must secure a fit-to-work clearance from a Physician before returning to work.● Face masks, disinfectants and other pertinent materials have been provided, and will continue to be provided
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Customer-Facing Employees	<ul style="list-style-type: none"> ● Regularly disinfect ALL areas: <ul style="list-style-type: none"> ● At LEAST 3 times a day (start of operation / noon-time / before closing). Customers requested to vacate premises during disinfection. ● “High touch” surfaces: counters, writing tables, door handles/ knobs, packaging counter, and customer chairs disinfected EVERY 30 MINUTES ● All employees should disinfect their hands before and after each transaction. ● Use surgical gloves when processing transaction but do not touch your face and any part of your body while wearing gloves. ● Provide and ensure availability of disinfectant for customer’s use, as well. Advise customers to disinfect their hands before and after their transactions.
Cargo	<ul style="list-style-type: none"> ● After acceptance: all accepted shipments shall be disinfected before turnover to shuttlers. ● Disinfection of cargo shipments coming in and out of all warehouses, hubs and facilities will be implemented.
Facilities	<ul style="list-style-type: none"> ● OFFICES: Regular disinfection of all offices and common areas will be done. Alcohol/Disinfectants and other materials are provided in workstations for employees to wipe down their respective areas after each shift. ● FACILITIES: Restricted zoning will be strictly implemented in Central Exchange, delivery hubs and warehouses, to limit close physical interaction among employees. Redundant and random screening for flu-like symptoms will be implemented. ● All Facilities will undergo fumigation.

As of 16 March 2020:

LGU ordinances have required closures of various malls and areas. As such, LBC has implemented branch closures and service interruptions in the following areas:

Provincial	NCR
Mindoro: Calapan, Puerto Galera, Pinamalayan, Roxas, San Jose	Manila City: JT Centrale
Romblon: Ordiongan	Caloocan: Araneta Square, Biglang Ata
Pampanga: Bgy Nabuclod, Mawacat, Floridablanca	San Juan City: V Mall, O Square 2, Shoppesville, Santolan Town Plaza
	Pasig City: ADB Ortigas

LBC Pick-Up services remain available to all customers, with booking available through <https://www.lbcexpress.com/pick-up>

As of 16 March 2020:

In view of changes with airline operations, LBC has released new Service Level Agreements with customers, with revised turnaround times for cargo deliveries, as follows:

Origin	Destination	Updated SLA (number of days)
NATIONAL CAPITAL REGION	NATIONAL CAPITAL REGION	2-3
	SOUTH LUZON	3-4
	NORTH LUZON	3-4
	VISAYAS	5-12
	MINDANAO	7-14
	PUERTO PRINCESA	3-14
	BATANES	5-7
	CORON	3-5

Origin	Destination	Updated SLA (number of days)
NORTH LUZON/ SOUTH LUZON	NATIONAL CAPITAL REGION	2-3
	SOUTH LUZON	3-4
	NORTH LUZON	3-4
	VISAYAS	5-12
	MINDANAO	7-14
	PUERTO PRINCESA	4-14
	BATANES	6-8
	CORON	4-6

Origin	Destination	Updated SLA (number of days)
VISAYAS	NATIONAL CAPITAL REGION	5-12
	NORTH LUZON	7-15
	SOUTH LUZON	7-15
	VISAYAS	2-4
	MINDANAO	2-4
	PUERTO PRINCESA	3-7
	BATANES	6-13
	CORON	4-7

Origin	Destination	Updated SLA (number of days)
MINDANAO	NATIONAL CAPITAL REGION	7-14
	NORTH LUZON	9-17
	SOUTH LUZON	9-17
	VISAYAS	2-4
	MINDANAO	2-4
	PUERTO PRINCESA	4-7
	BATANES	6-17
	CORON	6-8

Samples of various communications disseminated:

[1] Facebook page

LBC Statement on Coronavirus

Dito sa LBC, napakahalaga ang kalusugan at kaligtasan ng aming mga empleyado, cliente, suppliers, at ibang mga stakeholders.

Bilang pagsang-ayon sa declaration ng Philippine government ng isang State of Public Health Emergency dahil sa COVID 19, ang LBC ay sumusunod sa lahat ng mga regulations tungkol sa protection and safety, travel restrictions, quarantine, at precautionary actions na may kaugnayan sa pagpipigil ng COVID-19.

Mayroon man mga travel restrictions na makaka-apekto sa inyong mga shipments, tuloy pa rin ang mga operasyon namin sa pinakamataas na quality at ang LBC ay business-as-usual.

Ang LBC ay nasa 20 bansa at tinitiyak namin na ginagawa namin ang lahat ng mga mandated precautionary actions sa pagpadala namin ng inyong mga cross-country packages galing at papunta sa mga impacted areas habang pinapa-halagahan namin ang kalusugan ng aming mga empleyado at customer.

Ipinapahayag ng management team at ng buong komunidad ng LBC ang aming supporta sa mga initiatives ng pamahalaan para protektahan ang kalusugan ng mga mamamayan. As we promise to the public, mayroong mga set-in-place protocols kaming inilagay para siguraduhing ligtas ang pakikipag-ugnayan ng mga empleyado namin at ang aming mga cliente.



ADVISORY

We are business as usual!

- Branches are open and ready to serve
- Employees are practicing safety procedures
- Offices, vehicles, and warehouses are frequently sanitized

Your goods will arrive! Please bear with us as some delays are expected due to the situation.

Stay tuned for more updates.

#WeAreStillMovingIt



ADVISORY

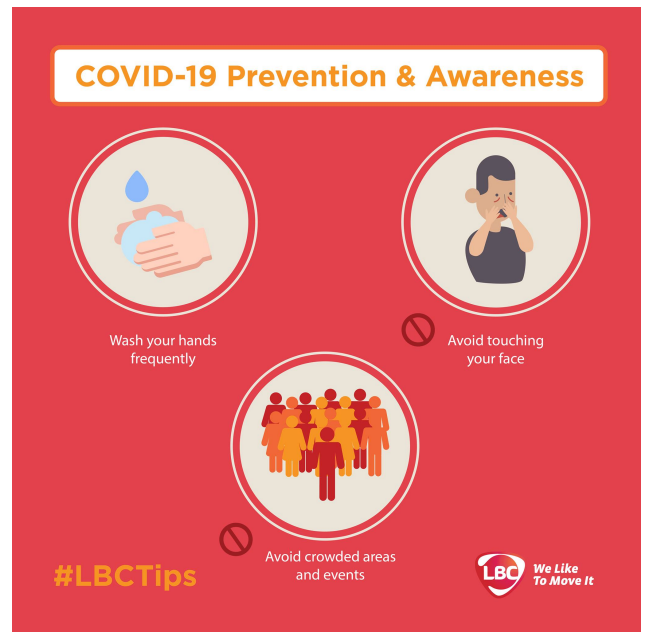
We at LBC, take full priority for the health and safety of our employees, clients, suppliers and other stakeholders.

With the announcement of community quarantine in Metro Manila due to the recent COVID 19 outbreak, we assure the public that we are doing everything we can to keep our operations business as usual with heightened measures for handling of your goods. LBC branches, offices, vehicles, and warehouses are frequently disinfected while our personnel practice proper sanitation to ensure safe engagements.

There may be some delays in the coming days due to security restrictions implemented but rest assured that contingencies are in place for acceptance and fulfillment of services. We thank you for your patience and understanding.

Please stay safe!





[2] Ka-LBC TeleMed for employees

No time to visit a doctor?

Not sure what to take?

Don't Self-medicate!

#CallKaLBCTelemed
Call Doc. Anywhere. Anytime

**This is for non-emergency cases only.
 Applicable to all Philippine-based Intellicare-covered employees and dependents

Call us!

Manila: (02) 88705 - 0700	Globe: 0917 - 536 - 2156
Cebu: 032 265 - 5111	Smart: 0998 - 990 - 7540
Davao: 082 285 - 5111	Sun: 0925 - 714 - 7794
Dumaguete: 035 522 - 5111	