

**PHILIPPINE GUARANTEE CORPORATION (PHILGUARANTEE)  
Recalibrated 2020 Performance Scorecard**

		Component			Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2018	2019	2020
<b>SOCIO-ECONOMIC IMPACT</b>	<b>SO 1</b>	<b>Contribute to Inclusive Growth and Spur Regional Development</b>						
	SM 1	Increase Total Value of Loans Guaranteed to the following Sectors:						
		a. Housing	Value of Outstanding Guaranty for the year	15%	(Actual / Target) x Weight	N.A.	N.A.	<u>₱160.11 Billion</u>
		b. Priority Sector/MSME		10%				<u>₱3.6 Billion</u>
		c. Agriculture		5%				<u>₱3.5 Billion</u>
<b>Sub-Total</b>			<b>30%</b>					
<b>STAKEHOLDERS</b>	<b>SO 2</b>	<b>Develop or Implement Programs as a Reliable Key Partner</b>						
	SM 2a	Percentage Implementation of the MSME Credit Guarantee Program	Actual Accomplishment	5%	(Actual / Target) x Weight	N.A.	N.A.	Implemented to 2,000 MSMEs <sup>1</sup>
	SM 2b	Increase No. of Beneficiaries in the Key Sectors	Actual Accomplishment	0%	(Actual / Target) x Weight	N.A.	N.A.	Housing Sector: <u>4,121 New Housing Loan Borrowers</u> Priority Sector/MSME: <u>2,000 Businesses</u> Agri: 39,000 Agri-based workers (For Monitoring Only)

<sup>1</sup> The MSME Credit Guarantee Program implementation on the part of PhilGuarantee is ₱60 Billion, representing 50% guarantee cover out of the ₱120 Billion of loan portfolio by the participating/accredited banks.

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<b>FINANCE</b>	<b>SO 3</b>	<b>Enhance Public Image or Reputation as a Reliable Partner of Progress</b>						
	SM 3	Percentage of satisfied customers	Number of respondents who gave a rating of at least Satisfactory over Total Number of respondents	5%	(Actual / Target) x Weight If less than 80% = 0%	N.A.	N.A.	90% Satisfactory Rating
	<b>SO 4</b>	<b>Implement Regulatory and Supervisory Functions over BLAs</b>						
	SM 4	Conduct Operations Audit in Building and Loan Associations	Number of operations audits conducted	5%	(Actual / Target) x Weight	N.A.	N.A.	Conducted Operations Audit to all BLAs under the supervision and regulation of PhilGuarantee
		<b>Sub-total</b>		<b>15%</b>				
	<b>SO 5</b>	<b>Achieve Sound Financial Results</b>						
	SM 5	Increase Total Comprehensive Income	Total Revenue less total expenses	10%	(Actual / Target) x Weight	N.A.	N.A.	<u>₱221.79 Million</u>
	SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset / Target sales value	5%	(Actual / Target) x Weight	N.A.	N.A.	<u>₱6 Million</u>
	SM 7	Improve Collection Efficiency Rate		10%	(Actual / Target) x Weight	N.A.	N.A.	<u>At least 60% Collection Efficiency (Amortization Payments of Housing Loans from Disposed Acquired Assets)</u>
		<b>Sub total</b>		<b>25%</b>				

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<b>INTERNAL PROCESS</b>	<b>SO 6</b>	<b>Enhance Operational Reliability</b>						
	SM 8	Implement Quality Management	Actual Accomplishment	5%	All or Nothing	N.A.	N.A.	ISO 9001:2015 Certification
	SM 9	Development of Internal Policies Focused on Operational Efficiency	Actual Accomplishment	5%	All or Nothing	N.A.	N.A.	<u>Board Approved Business Continuity Plan (BCP)</u>
	SM 10	Implementation of Information Systems Strategic Plans	Actual Accomplishment	5%	All or Nothing	N/A	N/A	<u>ISSP (Phase 1-2020 ICT Resource Acquisition Clearance from the Department of Information and Communications Technology)</u>
	<b>SO 7</b>	<b>Digital Transformation</b>						
	SM 11	Automation of Key Process/es	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Automation of one (1) Key Process (preferably establishment of Digital Payment Platforms)
		<b>Sub-total</b>		<b>20%</b>				
<b>LEARNING AND GROWTH</b>	<b>SO 8</b>	<b>Improve Competencies</b>						
	SM 12	Improve Competency Level	Actual Accomplishment	10%	All or Nothing	N/A	N/A	Board Approved Competency Framework with 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description
		<b>Sub-total</b>		<b>10%</b>				
		<b>Total</b>		<b>100%</b>				