

HOME GUARANTY CORPORATION

	Component				Baseline Data					Target	
	Objective/Measure	Formula	Weight	Rating System	2012	2013	2014	2015	2016	2017	
SOCIAL IMPACT	SO 1	Housing and Urban Development Beyond Infrastructure: Mobilized and Sustained Private Funds for Housing Through a Viable System of Guarantees									
	SM 1	Total value of loans guaranteed	Value of Outstanding Guaranty for the Year	15%	(Actual/Target) x Weight	₱82.40 Billion	₱63.51 Billion	₱97.25 Billion	₱119.996 Billion	₱149.17 Billion	₱160.00 Billion
	SO 2	Guaranty Portfolio in Favor of the Low-Income Groups									
	SM 2	Percentage of value of outstanding guaranty allocated for socialized and low-cost housing (excluding HDMF accounts)	Number of Housing Units Covered by Outstanding Guaranty Allocated for Socialized and Low Cost Housing (excluding HDMF accounts) / Total Number of Housing Units Covered by Outstanding Guaranty	10%	Anything lower than 70% = 0% 70% to 80% = 5% 81% and above = 10%	90.07%	91.21%	at least 70%	82.73%	80.21%	70%
	SM 3	Total value of new enrollment covering socialized housing units	Value of Outstanding Guaranty Allocated for Socialized and Low-Cost Housing (excluding HDMF accounts) / Total Value of Outstanding Guaranty	5%	(Actual/Target) x Weight	N/A	N/A	N/A	N/A	N/A	₱400.00 Million
			Sub-total	30%							

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	SO 3	To Increase Number of New Partner Banks, Developers and Other Financial Institutions Lending in the Regions									
STAKEHOLDERS	SM 4	Number of active partner banks, developers and other financial institutions (FIs) lending in the regions	Actual Number of Active Partner Banks, Developers, and Other FIs in the regions	5%	(Actual/Target) x Weight	30	27 (out of 55)	27	47 (out of 110 partners)	60 (out of 115 partners)	80 (out of total number of partners by end of 2017)
	SO4	Develop Public Image/Reputation as a Dependable/Strong, Efficient and Professional Corporation									
	SM 5	Satisfaction rating based on a survey conducted by a third party		5%	All or Nothing	N/A	N/A	N/A	Achieved rating of 4/5 or "Very Satisfactory"	Achieved rating of (a) 3.65 or "Very Satisfied" on HGC's services in the disposition of retail assets and (b) 3.81/5 or "Very Satisfied" Collection of Amortization Payments	90% of the respondents gave a rating of Very Satisfactory to Excellent

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	SO 5	Enhance Regulatory and Supervisory Functions over Building and Loan Associations (BLAs)									
	SM 6	Operations audit conducted on BLAs	No. of BLAs Conducted Operations Audit / Total Number of BLAs	5%	(Actual/Target) x Weight	N/A	N/A	N/A	N/A	N/A	3 Operations audit conducted ³
			Sub-total	15%							
FINANCE	SO 6	Improve Financial Viability/ Sustainability of Guaranty Operations									
	SM 7	Net Operating Income	Operating Revenues - Operating Expenses	10%	(Actual/Target) x Weight	P450.41 Million	P471.04 Million	P540.56 Million	P801.00 Million	P1.379 Billion	P1.221 Billion
	SO 7	Speed up Asset Disposition									
	SM 8	Sales value of assets	Sales Value of Acquired Assets Sold for the Year	10%	(Actual/Target) x Weight	N/A	N/A	P129.74 Million	P67.79 Million	P2.172 Billion	P687.20 Million
	SO 8	Enhance Collection Efficiency to Improve Liquidity									
	SM 9	Collection Efficiency	Value of Actual Collections During the Year / Total Collectibles for the Year	10%	(Actual/Target) x Weight	92%	88%	88.50%	91.61%	91.29%	95%
				Sub-total	30%						

³ (1) Tahanan Mutal Building and Loan Association, (2) Home Credit Mutual Building and Loan Association; and (3) Cebu Mutual Building and Loan Association

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INTERNAL PROCESS	SO 9	Enhance Operational Efficiency									
	SM 10	Delivery of Service within prescribed processing period	$\Sigma \left[\frac{\text{Target}}{\text{Ave. no of days processed}} \right]$ 3 processes	5%	(Actual/Target) x Weight	N/A	N/A	N/A	N/A	N/A	100% of requests processed within the prescribed period ⁴
			Sub-total	5%							
LEARNING & GROWTH	SO 10	Implement Government Quality Management System (GQMS)									
	SM 11	Quality Management System		5%	All or nothing	N/A	3 Core Business Processes Certified under ISO 9001:2008	3 Core Business Processes Certified under ISO 9001:2008	3 Core Business Processes Re-Certified under ISO 9001:2008	Quality Management System ISO 9001:2015 Certified	Quality Management System ISO 9001:2015 Re-Certification
	SO 11	Improvement of Information Security Management									
	SM 12	Information Security Management System		5%	All or nothing	N/A	N/A	N/A	N/A	Information Security Management System ISO 27001:2013 Certified	Information Security Management System ISO 27001:2013 re-certification

⁴ Guaranty Call - 20 calendar days; Title Consolidation- 7 working days; Sales Documentation – 25 working days

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SO 12	Automate System Processes									
SM 13	Automation of system processes		5%	All or nothing	N/A	95% of System Processes Automated	HGC 2015-2017 ISSP Formulated	Awaiting GPPB Legal Opinion on AX Enhancement TOR and Contract Award Request Submitted last 15 May 2015	AX System Enhancement Project will start in CY 2017	Roll -out and implementation of AX System Enhancement Project
SO 13	Improve Competencies									
SM 14	Competency gaps given intervention		5%	(Actual/Target) x Weight	N/A	N/A	N/A	Developed Competency Framework	Baseline Competency Levels Established	Address Gap on the following Competencies ⁵ : • Risk Management and Compliance • Technical Documentation • Written Communication • Oral Communication • Critical Thinking
		Sub-total	20%							
		TOTAL	100%							

⁵ Based on the list provided by HGC attached as Appendix 1.