

2022 PERFORMANCE SCORECARD (Annex B)

DEVELOPMENT BANK OF THE PHILIPPINES (DBP)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
SOCIO-ECONOMIC IMPACT	SO 1	Support the National Government in its efforts toward building a stronger and more resilient Philippine Economy, particularly through broader financial inclusion and sustainable infrastructure development							
	SM 1	Increase Loan Portfolio for the following Sectors:							
		a. Infrastructure Sector	Outstanding Loan Amount	10%	(Actual / Target) x Weight	₱208.55 Billion	₱225.89 Billion	₱181.81 Billion	10% increase from end 2021 Outstanding Portfolio Balance
		b. Social Infrastructure Sector	Outstanding Loan Amount	5%	(Actual / Target) x Weight	₱27.51 Billion	₱78.90 Billion	₱84.79 Billion	10% increase from end 2021 Outstanding Portfolio Balance
		c. MSMEs Sector	Outstanding Loan Amount	5%	(Actual / Target) x Weight	₱27.75 Billion	₱32.85 Billion	₱32.57 Billion	10% increase from end 2021 Outstanding Portfolio Balance
d. Environment Sector	Outstanding Loan Amount	5%	(Actual / Target) x Weight	N/A	N/A	₱47.95 Billion	10% increase from end 2021 Outstanding Portfolio Balance		

		Component			Baseline Data		Target		
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FINANCE	SM 2	Percentage of Countryside Reached	Number of municipalities or cities in the countryside with DBP branches, branch lite units, ATMs and/or loans / Total Number of municipalities or cities in the Countryside ⁹	5%	(Actual / Target) x Weight	N/A	N/A	65%	65%
			Sub-total	30%					
	SO 2	Build Robust Asset Base through Quality Investments, Low-Cost Fund Sources, and Improve Asset Quality							
	SM 3	Increase Total Assets	Total Asset	5%	(Actual / Target) x Weight	N/A	N/A	₱1.109 Trillion	₱1.154 Trillion
	SM 4	Increase Total CASA Deposits	Sum of all Demand Deposit (CA) and Regular Savings Deposits (SA) Ledger Balances	5%	(Actual / Target) x Weight	₱250.23 Billion	₱273.91 Billion	₱ 293.45 Billion	10% increase from end 2021 level

⁹ Countryside shall refer to municipality/city with an urbanization level below 50%. The urbanization level, as defined by the PSA, is the proportion of the urban population to the total population for a specific period. It is calculated by dividing the urban population by the total population and multiplying the quotient by 100. Urban population shall be based on the latest data available in the PSA website.

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SM 5	Improve Portfolio Quality - NPL Ratio (Net)	Outstanding NPL - specific Allowance for Impairment Loss / Outstanding Gross Loan Portfolio	5%	{1-[(Actual - Target) / Target]} x Weight	1.17%	1.07%	Not exceeding the Philippine bank standard as of 31 December 2021	Not exceeding the Philippine bank standard as of 31 December 2022
SM 6	Disbursement Budget Utilization Rate	Total Disbursement / Total DBM-Approved Corporate Operating Budget (both net of PS Cost)	5%	All or Nothing	N/A	N/A	N/A	90%
SO 3	Strengthen the Bank's Capital Structure to Support its Growth and Countryside Expansion Mission							
SM 7	Increase Net Income	Total Revenues less Total Expenses	5%	(Actual / Target) x Weight	₱5.604 Billion	₱3.542 Billion	₱3.732 Billion	₱3.85 Billion
		Sub-total	25%					

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CONSTITUENCY	SO 4	Provide Quality Customer Experience throughout all Bank channels							
	SM 8	Percentage of Satisfied Customers	No. of Respondents who gave a rating of at least Satisfactory/ Total No. of Respondents	10%	(Actual / Target) x Weight <i>If less than 80% = 0%</i>	93%	90.91%	90%	90%
	SM 9	Increase Number of Customer Touchpoints	Actual No. of customer touchpoints ¹⁰ (as of end of year	5%	Actual / Target x Weight	N/A	2,538	2,665 touchpoints as of December 2021	Increase of 5% from end 2021 accomplishment
			Sub-total	15%					
	SO 5	Integrate sustainability measures into the Bank's Operations and Processes							
	SM 10	Institutionalization of Sustainability Principles per BSP Cir. No. 1085, s. 2020-Sustainable Finance Framework	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Completion of the following milestones/targets per approved transition plan: a. Stakeholder Engagement Strategy Plan Completed; and b. One Stakeholder Engagement Conducted	Completion of end-2022 milestones/targets per Board-approved transition plan
			Sub-total	5%					

¹⁰ Touchpoints refer to branches, branch lite units, ATMs, POS Terminals, Cash@POS, DBP2 and Internet Payment Gateway

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	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
INTERNAL PROCESS	SO 6	Improve Bank-Wide Data Management, Operational Synchronicity and Process Efficiency							
	SM 11	Percentage of Loan Applications Processed within Turnaround Time (TAT)	No. of loan applications processed within TAT ¹¹ / Total no. of loan application received	5%	(Actual / Target) x Weight	76% (TAT of 45 working days)	94% (TAT of 65 working days)	100% loans processed within the applicable TAT	100%
	SM 12	Percentage of Service Availability of ATMs	Total Number of ATMs with at least 90% availability / Total number of ATMs	5%	(Actual / Target) x Weight	No baseline data	91.46%	90% of ATMs with at least 90% service availability	90% of ATMs with at least 90% service availability
			Sub-total	10%					
ORGANIZATION	SO 7	Develop motivated, competent, values-oriented development Bankers							
	SM 13	Integration of Competency Standards	Competency Baseline 2022 ¹² - Competency Baseline 2021	5%	All or Nothing	Established the competency baseline of 100% of employees under LAD (80/80) and FDSOD	Competency Baseline of 2,588 established	Improvement on the competency level of the organization from the 2020 competency baseline	Improvement on the competency level of the organization from the 2021 baseline

¹¹ Applicable processing time will be based on DBP's compliance with Republic Act No. 11032 and as provided in DBP's Citizen's Charter.

¹² Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^A \left(\frac{\text{Actual Competency Level}_a}{\text{Required Competency Level}_a} \right)}{A} \times \frac{b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

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					(29/29) Out of 207 AOs, 75% (156 AOs are meeting required competencies) Out of the 37 personnel under the Treasury and Corporate Finance Sector, 70% (26 personnel) are meeting required competencies			
SO 8	Build the Foundations for a Digitally Competitive DBP							
SM 14	Implementation of ICT Projects	No. of Projects Completed / Total Number of Projects	5%	(Actual / Target) x Weight	Full implementation and roll out of the following: 1. Audit Management System (AMS)	Full implementation and roll out of the following: 1. Data Erasure System	100% implementation of the ISSP Projects planned for 2021	100% implementation of the Projects planned for 2022 as provided in the ISSP

Objective/Measure		Component			Baseline Data		Target	
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					2. DNS-DHCP IP Address 3. Sharepoint for the Knowledge Management Portal 4. Security Operations Center 5. Enhanced HO Network – Proxy Server	2. Integrated Central Disbursement System or iCDS (for local currency transaction) to two branches 3. Technical Upgrade for Purchase Order transactions at the Head Office of the Electronic Requisition, Procurement Inventory Control and Accounting System (eRPICAS) Phase 1		
SO 9	Deepen the DBP quality and sustainability culture							
SM 15	Integrated Management System (IMS) Certification	Actual Certificate from certifying body (third-party)	5%	All or Nothing	ISO 9001:2015 (QMS) and ISO 14001: 2015 (EMS) Certified	IMS: ISO 9001: 2015 (QMS) and ISO 14001: 2015 (EMS) Maintained	Recertification of ISO 9001:2015 and ISO 14001: 2015 Certification	Pass First Surveillance Audit
		Sub-total	15%					
		Total	100%					