

2021 PERFORMANCE SCORECARD (ANNEX B)

UNITED COCONUT PLANTERS BANK (UCPB)

Component						Target	
	Objective/Measure		Formula	Weight	Rating System	2020	2021
STAKEHOLDERS	SO 1	Support the National Government's Development Agenda					
	SM 1	Number of Coconut Farmers with UCPB Coco Card	Actual Accomplishment	5%	All or Nothing		3,000 Coco cards
	SM 2	Increase Agricultural Loans	Actual Accomplishment	5%	(Actual / Target) x Weight		₱15.5 Billion
	SM 3	Expand and reach Touchpoints through POS facility and additional ATMs	Actual Accomplishment	5%	(Actual / Target) x Weight		3a. 10 Merchant-Agents
				5%			3b. 15 ATMs installed
		Sub-total		20%			
	FINANCIAL	SO 2	Pursue Institutional Viability				
SM 4a		Generate Deposits	Actual Accomplishment	10%	(Actual / Target) x Weight		Total Deposit of ₱287 Billion
SM 4b		Generate Loans	Actual Accomplishment	10%	(Actual / Target) x Weight		Total Loans of ₱189 Billion
SM 4c		Improve Net Income	Actual Accomplishment	10%	(Actual / Target) x Weight		NIAT of ₱1.407 Billion
SM 5		Improve Portfolio Quality: Non-Performing Loans Ratio	Outstanding NPL - specific Allowance for Impairment Loss / Outstanding Gross Loan Portfolio	5%	(Actual / Target) x Weight		Not exceeding the average NPL Ratio of the Philippine Banking System as 31 December 2021
		Sub-total		35%			

8

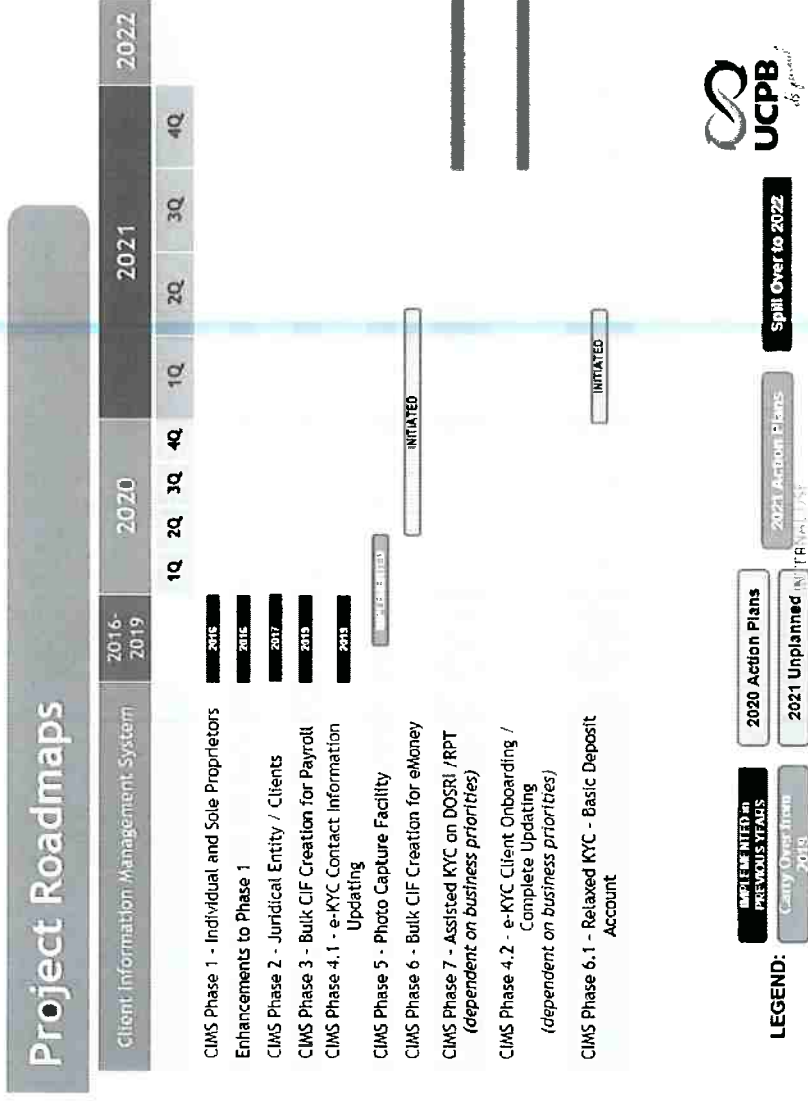
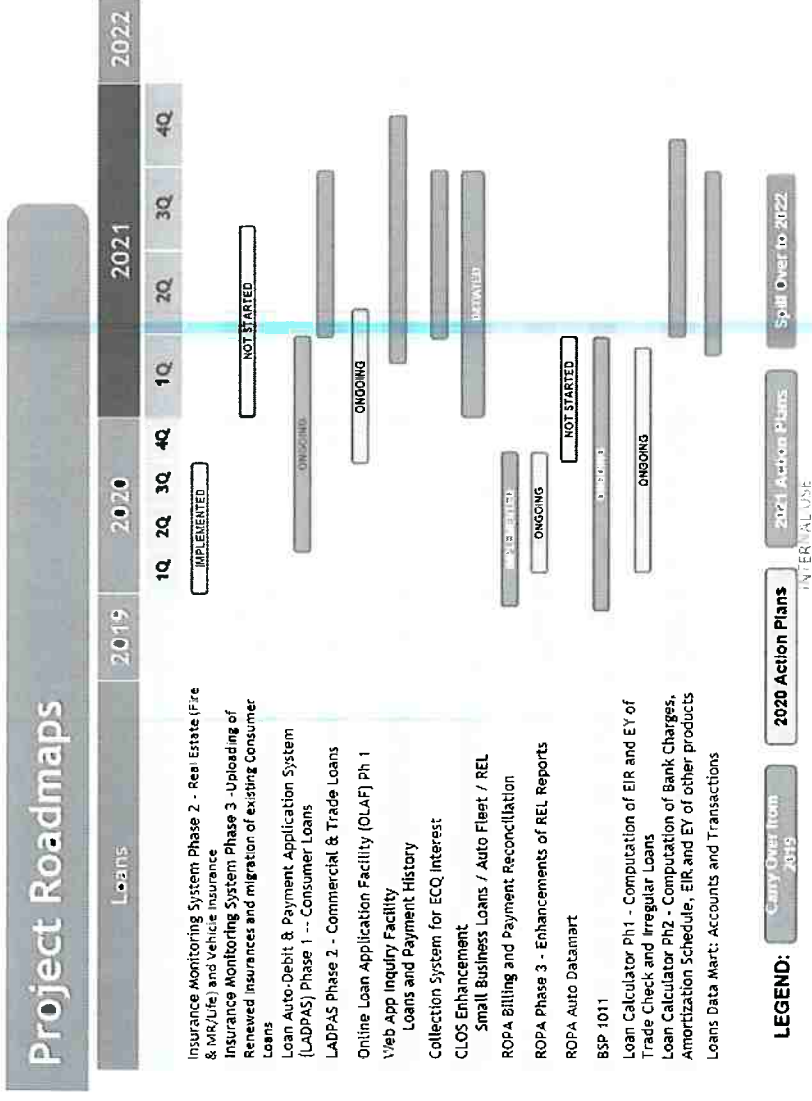
	Component				Target	
	Objective/Measure	Formula	Weight	Rating System	2020	2021
INTERNAL PROCESS	SO 3	Speed-up Recoveries from Non-Performing Assets and Converts it to Earning Assets				
	SM 6	Achieve sales target on ROPA	Actual Accomplishment	5%	(Actual / Target) x Weight	₱4.7 Billion
	SO 4	Strengthen IT and Information Security System				
	SM 7	Percentage of New IT Projects Implemented	Actual Accomplishment	10%	(Actual / Target) x Weight	Full Implementation and roll out of the following IT Projects: 1. Upgrading/Enhancement of the following: (a) Replacement and upgrading project of computers and software due to end of support of Windows7 OS; (b) Upgrade of storage servers and OS; 2. Full implementation of Phases 4 & 5 of the Document Management System (DMS) 100% Completion of target deliverables based on UCPB's IT Roadmap ¹
	SO 5	Implement Business Process Improvements and Operational Efficiency				
	SM 8	Develop Quality Management System	Actual Accomplishment	10%	All or Nothing	Attain ISO 9001:2015 Certification
		Sub-total		25%		

¹ UCPB ICT Plan (Appendix A)

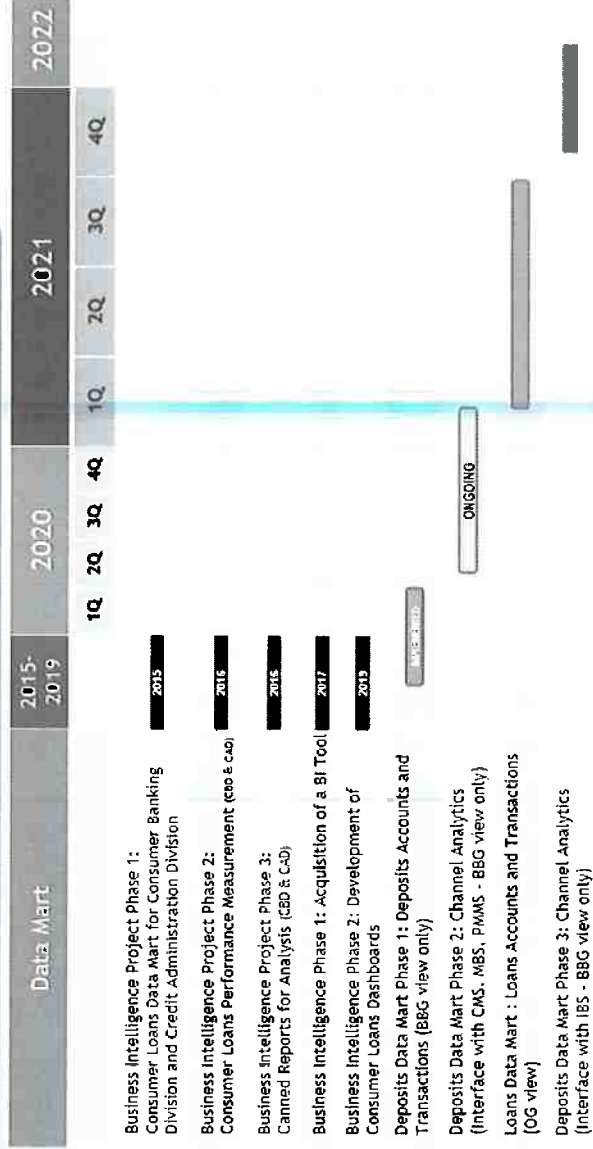
Component						Target	
	Objective/Measure	Formula	Weight	Rating System		2020	2021
	SO 6	Improve Customer Satisfaction by Providing Excellent Service to Client					
	SM 9	Percentage of Satisfied Customers	No. of Respondents who rated UCPB at least Satisfactory/ Total No. of Respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	90%	90%
ORGANIZATION	SO 7	Established High Performance Culture Across the Bank					
	SM 10	Improve Competency Level of the Organization	Actual Accomplishment	10%	(Actual / Target) x Weight	Board-approved Competency Model with the following: a. Competency Catalogue b. Competency Framework c. Competency Tables d. Competency Matrix e. Position Profiles f. Competency-Based Job Description	Completion of Board-approved Competency Model which includes: 1. Competency Matrix; 2. Position Profiles; and 3. Competency-Based Job Description
		Sub-total		20%			
		TOTAL		100%			

2

Annex F – IT Roadmap (2018-2020)



Project Roadmaps



Single Customer View Analytics will require data marts for Treasury and Trust or basic interface of account data files which will not serve analytics needs of Treasury Banking or Trust Banking

LEGEND:

- IMPLEMENTED IN PREVIOUS YEARS
- Carry Over from 2019

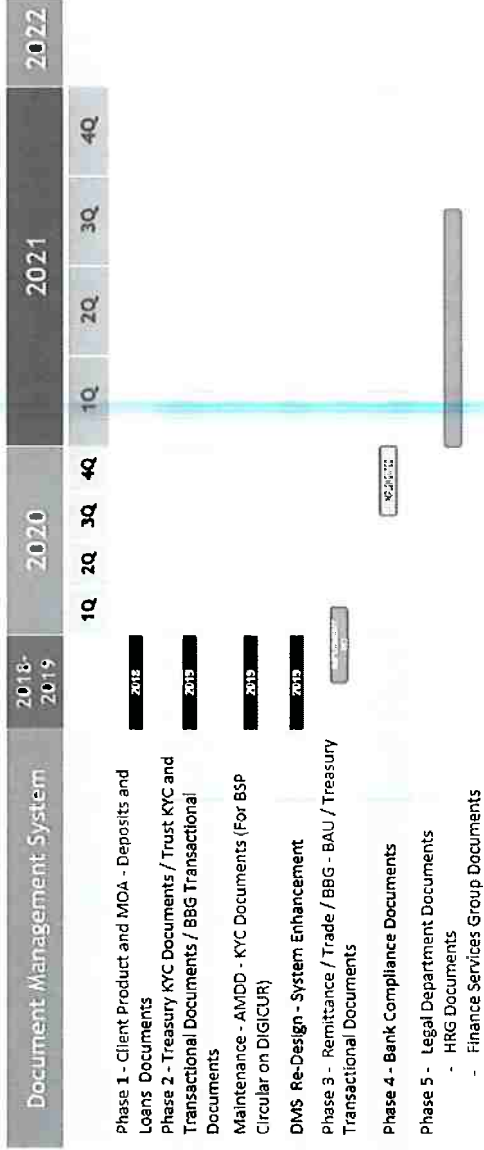
Spill Over to 2022

2021 Action Plans

2020 Action Plans

INTERNAL USE

Project Roadmaps



LEGEND:

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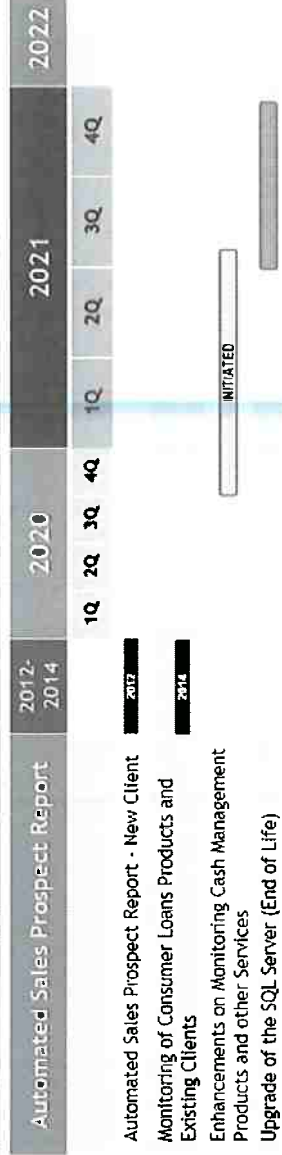
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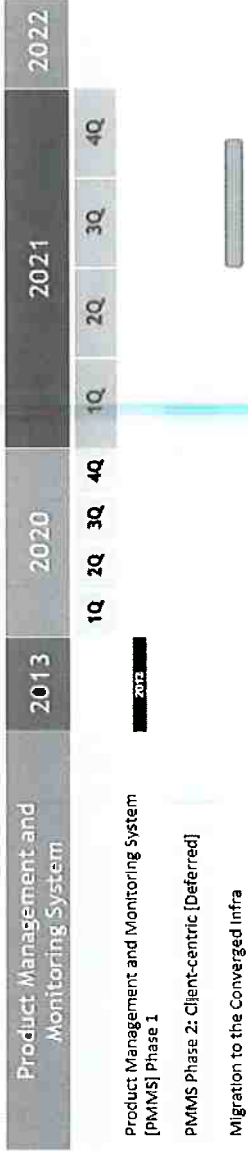
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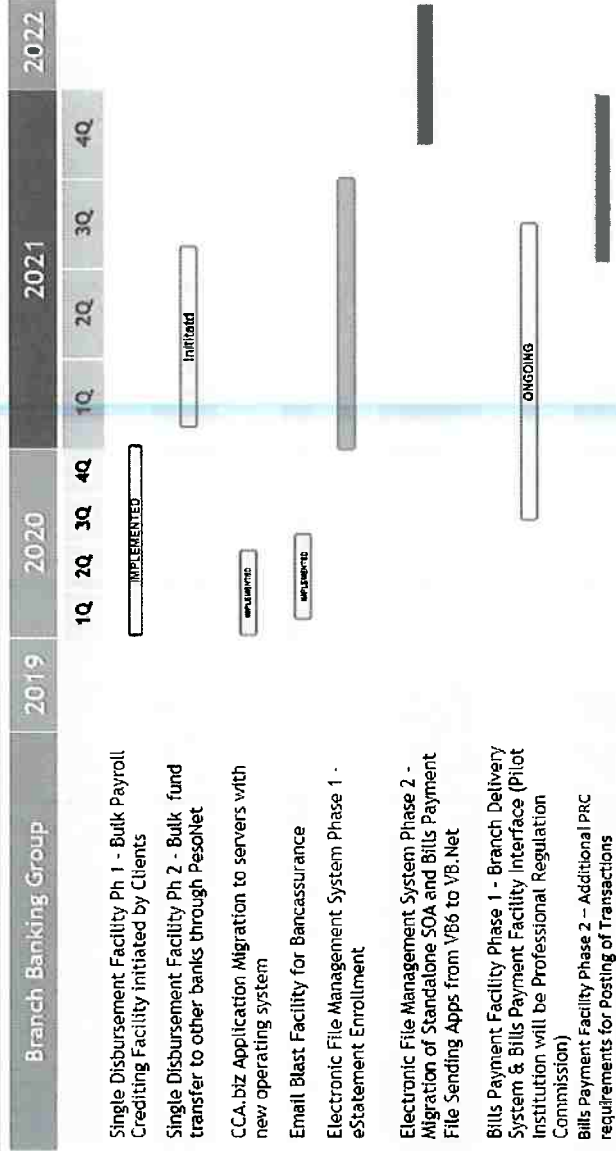
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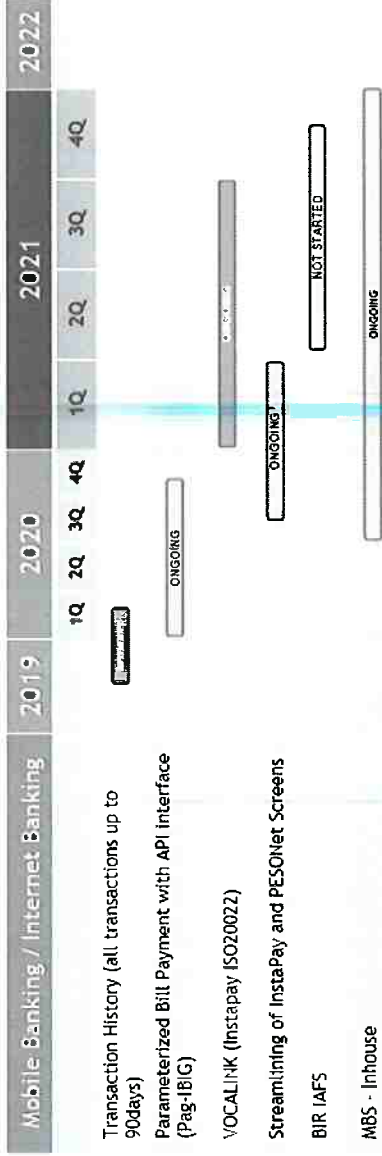
2020 Action Plans

2021 Action Plans

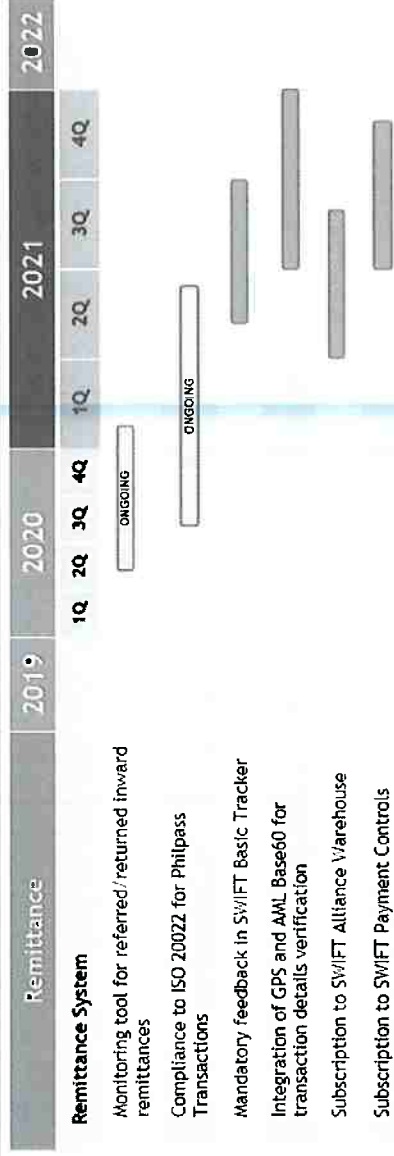
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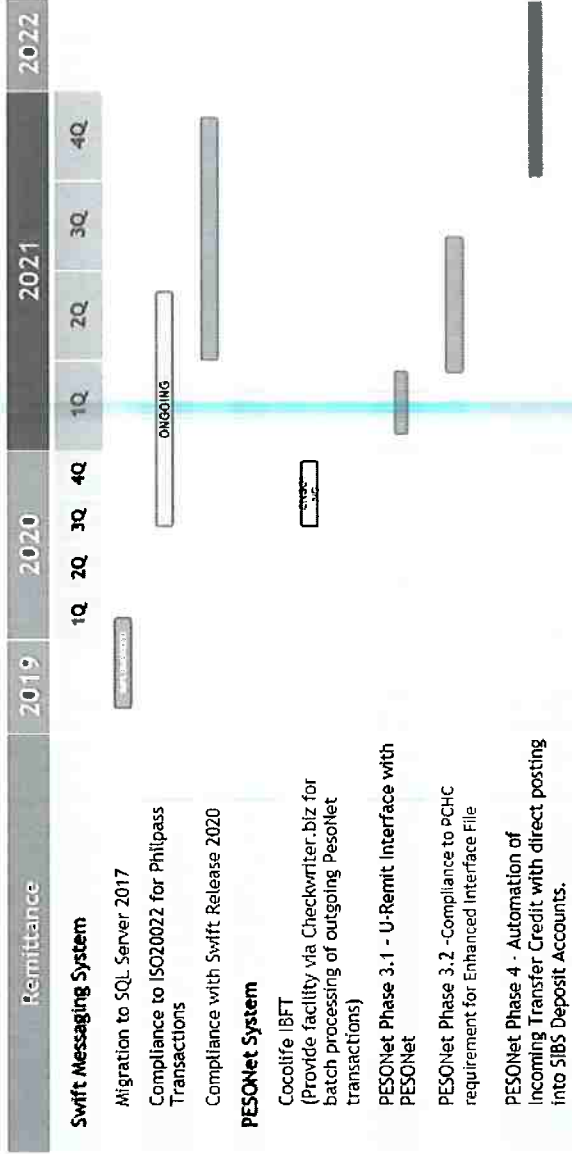
Project Roadmaps



Project Roadmaps



Project Roadmaps



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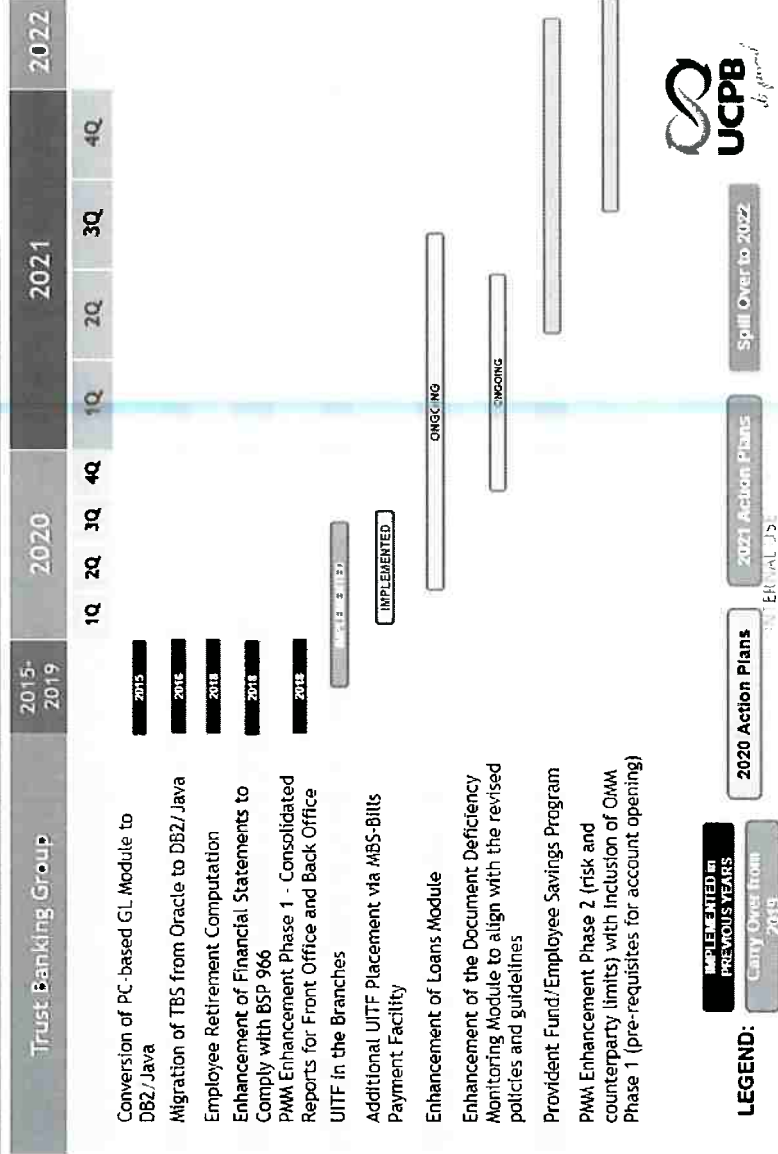
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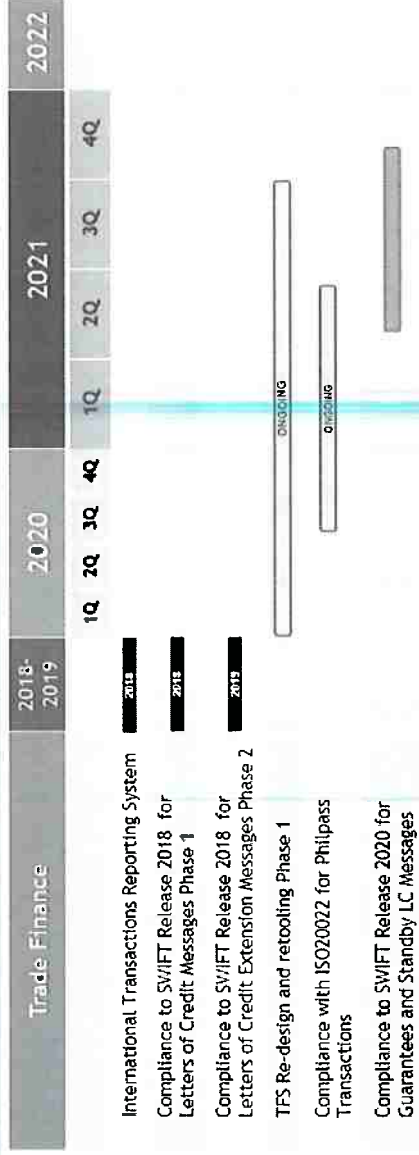
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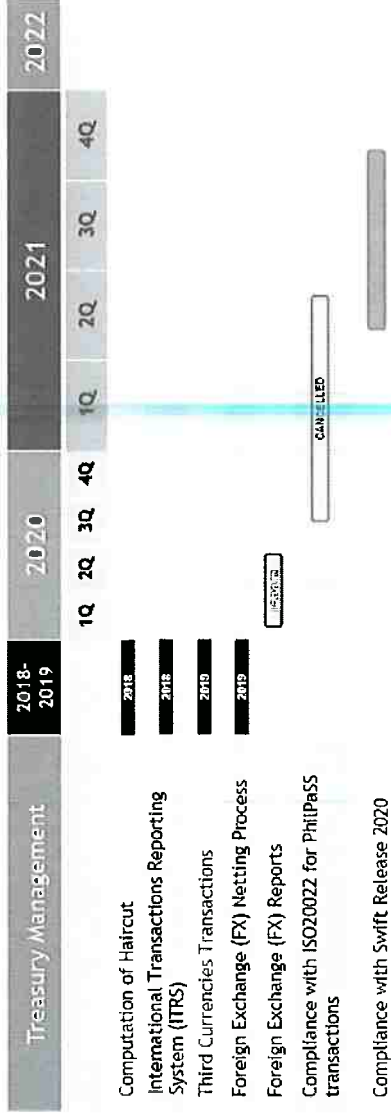
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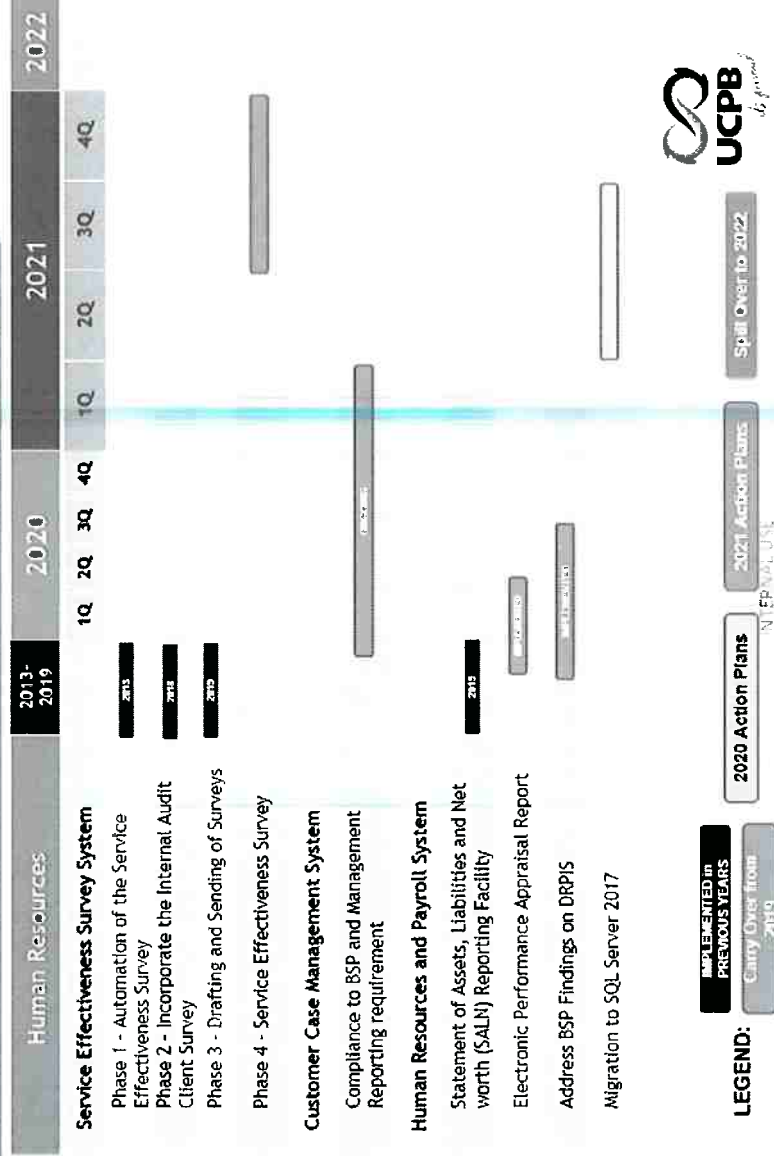
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INTERMEDIATE

Project Roadmaps



Project Roadmaps

