

PHILIPPINE POSTAL CORPORATION (PHLPost)

| Component | | | | | Baseline Data | | Targets | | |
|--------------------------|---------|--|---|-----------|-----------------|---|--|---|---|
| Objective/Measure | Formula | Weight | Rating Scale ^{a/} | 2020 | 2021 | 2022 | 2023 | | |
| SOCIAL IMPACT | SO 1 | Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments | | | | | | | |
| | SM 1 | Volume of Postal Transactions Handled (in million pcs) | Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal ID + Postal Money Order received | 0% | Actual / Target | 38.48 | 42.74 | 54.22 | 36.25 |
| | | Subtotal | | 0% | | | | | |
| CUSTOMERS & STAKEHOLDERS | SO 2 | Continue Postal Service in the Community Through Sustainable Partnerships with Public and Private Entities | | | | | | | |
| | SM 2 | Number of Cities and Municipalities with Postal Access | Actual Number of cities and municipalities | 5% | Actual / Target | 2 additional cities and municipalities (Reported baseline: 1,134 cities and municipalities with postal access) | <i>Measure Excluded</i> (Reported baseline: 1,041 cities and municipalities with postal access) | 18 additional cities and municipalities | 2022 yearend cumulative total + 18 additional cities and municipalities |
| | SM 3 | Number of NGAs/NGOs Partners for Services | Actual Number of Payout Partners | 5% | Actual / Target | 6 | 7 | 7 | 8 |

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| SO 3 | Enhance Postal Service Experience of Customers and Partners Through Proactive Customer Service Management | | | | | | | | |
| SM 4 | Percentage of Satisfied Customers | | | | | | | | |
| | (a) Individual Customers | Number of respondents who gave at least a Satisfactory rating / Total number of respondents | 2.5% | Actual / Target 0% = If less than 80% | No 2020 CSS Conducted | - | 90% | 90% | |
| | (b) Corporate Clients | | 2.5% | | | 69.42% | 90% | 90% | |
| | | Subtotal | 15% | | | | | | |
| SO 4 | Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management | | | | | | | | |
| FINANCIAL | SM 5 | Revenues | Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount) | 10% | Actual / Target | 2.158 Billion | 2.872 Billion | 5.384 Billion | 5.202 Billion |
| | SM 6 | Earnings before Interest, Taxes, Depreciation, and Amortization | EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders) | 10% | Actual / Target | (670.90) Million | (342.859) Million | 92.179 Million | 90.795 Million |

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| SM 7 | Budget Utilization Rate (BUR) | | | | | | | |
| | (a) GAA Subsidies - amounts obligated | Amount Obligated / Total GAA Subsidy (Net of PS Cost) | 1% | Actual / Target | N/A | N/A | 90% | 90% |
| | (b) GAA Subsidies - amounts disbursed | Amount Disbursed / Total Obligated (Net of PS Cost) | 1% | Actual / Target | N/A | N/A | 90% | 90% |
| | (c) Corporate Funds - CO & MOOE | Actual Disbursement / Scheduled Disbursement (Net of PS Cost) | 3% | Actual / Target | N/A | N/A | 90% | 90% |
| Subtotal | | 25% | | | | | | |
| SO 5 | Sustain the Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures | | | | | | | |
| INTERNAL PROCESS SM 8 | Express Post Delivery Performance | | | | | | | |
| | (8.1) Domestic Express Post Delivery Performance, Committed Areas in Metro Manila | Percentage of Postal Items Delivered within the Standard Turnaround Time | 5% | Actual / Target | 100% of items delivered within 3 days after posting | 86.72% of items delivered within 2 days after posting | 90% of items delivered within 2 days after posting | 90% of items delivered within 2 days after posting |
| | (8.2) Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila | Percentage of Postal Items Delivered within the Standard Turnaround Time | 5% | Actual / Target | 95.80% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 80.90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting | 90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting | 90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting |


| Component | | | | | Baseline Data | | Targets | |
|-------------------|---|--|--------|----------------------------|--|--|---|---|
| Objective/Measure | | Formula | Weight | Rating Scale ^{a/} | 2020 | 2021 | 2022 | 2023 |
| | (8.3) International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department | | 5% | Actual / Target | 96.88% of items delivered within 3 days after Customs clearance | 96.46% of items delivered within 2 days after Customs clearance | 95% of items delivered within 2 days after Customs clearance | 95% of items delivered within 2 days after Customs clearance |
| | (8.4) International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department | | 5% | Actual / Target | 98.86% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance | 96.51% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance | 95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance | 95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance |
| SM 9 | International Parcel Post Delivery Performance | Percentage of Postal Items Delivered within the Standard Turnaround Time | 5% | Actual / Target | 97.12% of items delivered within 15 days in Luzon and 30 days in Vis/Min after Customs clearance | 91.46% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance |
| SM 10 | Letter Post Delivery Performance | | | | | | | |
| | (10.1) Domestic Ordinary Letter Post Delivery Performance | Percentage of Postal Items Delivered within the Standard Turnaround Time | 5% | Actual / Target | 98.47% of items delivered within 15 days in Luzon and 30 days in Vis/Min after posting | 82.14% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting |
| | (10.2) Domestic Registered Letter Post Delivery Performance | | 5% | Actual / Target | 95.95% of items delivered within 15 days in Luzon and 30 days in Vis/Min after posting | 85.84% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting |

| Component | | | | | Baseline Data | | Targets | |
|---|--|--|----------------------------|--|--|---|---|---|
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| (10.3) International Letter Post Delivery Performance | | 5% | Actual / Target | 98.13% of items delivered within 15 days in Luzon and 30 days in Vis/Min after Customs clearance | 94.21% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting | 85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance | |
| SO 6 Improve Efficiencies in the Postal Service Through Innovation and ICT | | | | | | | | |
| SM 11 | ISO Certifications | | | | | | | |
| | a. Manila Central Post Office | Actual Accomplishment | 5% | All or Nothing | Preparatory Activities for ISO Certification | No Accomplishment | ISO 9001:2015 Certification | Pass 1 st Surveillance Audit |
| | b. Express Mail Exchange Department (EMED) | Actual Accomplishment | 5% | All or Nothing | N/A | N/A | N/A | ISO 9001:2015 Certification |
| SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT | | | | | | | | |
| SM 12 | Percentage of PHLPost-Operated Postal Outlets with Enabled Track and Trace | Number of Post Offices with Enabled Track and Trace / Total Number of Post Offices as of the end of the year | 5% | Actual / Target | 55% | 58.31% | 70% | 75% |
| | | Subtotal | 55% | | | | | |

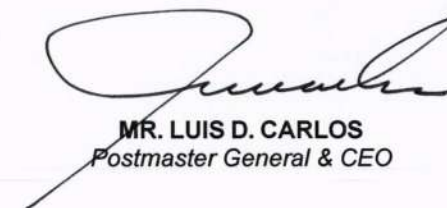
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|--------------------------------|--|---|----------------------------|-----------------|---|---|---|---|
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| SO 8 | Manage Organizational Competencies Through the Implementation of Competency-Based Human Resource Management Systems | | | | | | | |
| LEARNING & GROWTH SM 13 | Percentage of Employees Meeting Required Competencies | Personnel meeting Required Competencies / Total Number of Personnel | 5% | Actual / Target | 68.41% of Frontline Personnel Met Required Technical Competencies | 85.61% of Frontline Personnel Met Required Technical Competencies | 95% of Frontline Personnel Meeting Required Technical Competencies | 33.33% of all PHLPost plantilla employees meeting required competencies |
| | | | | | 45.65% of Frontline Personnel Met Required Non-Technical Competencies | 62.51% of Frontline Personnel Met Required Organizational and Leadership Competencies | 80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies - Non-technical | |
| | | | | | 26.05% of Supervisors in the Operations Group Meeting the Required Competencies | 60.93% increase from the 2020 baseline of Supervisors in the Operations Group Meeting the Required Competencies | 50% of Supervisors in the Central Office (Administrative Support Service and Offices of Exchange) meeting Required Technical and Non-technical Competencies | |
| | Subtotal | 5% | | | | | | |
| | TOTAL | 100% | | | | | | |

a/ But not to exceed the assigned weight per indicator.

For GCG:


JUSTICE ALEX L. QUIROZ (RET.)
Chairperson

For PHLPost:


MR. LUIS D. CARLOS
Postmaster General & CEO