

**CEBU PORT AUTHORITY (CPA)  
Validated 2021 Performance Scorecard**

Component					CPA Submission		GCG Validation		Supporting Documents	Remarks														
Objective/Measure	Formula	Weight	Rating Scale <sup>a/</sup>	Target	Actual	Rating	Score	Rating																
<b>SOCIAL IMPACT</b>	<b>SO 1</b>	<b>Accelerated Trade and Commerce</b>																						
	SM 1	Cargo Throughput (in Million Metric Tons [MMT])	Absolute Figure	7.5%	Actual / Target	62.45	62.00	7.45%	61.99	7.44%	- Summary Cargo Traffic as of December 2021 - CPA 2021 Annual Report (Updated)	<table border="1"> <thead> <tr> <th>Period</th> <th>Throughput</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>14,869,430</td> </tr> <tr> <td>Quarter 2</td> <td>16,196,584</td> </tr> <tr> <td>Quarter 3</td> <td>16,057,765</td> </tr> <tr> <td>Quarter 4</td> <td>14,865,466</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>61,989,245</b></td> </tr> </tbody> </table> Although the pandemic had a lesser impact on cargo transport, the target was not achieved due to the lingering effects of the COVID-19 and typhoon Odette that hit the entire region in 2021.	Period	Throughput	Quarter 1	14,869,430	Quarter 2	16,196,584	Quarter 3	16,057,765	Quarter 4	14,865,466	<b>TOTAL</b>	<b>61,989,245</b>
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SM 2	Passenger Traffic (in Million Passengers)	Absolute Figure	7.5%	Actual / Target	11.54	5.00	3.25%	5.00	3.25%	- Summary Passenger Traffic as of December 2021 - CPA 2021 Annual Report (Updated)	<table border="1"> <thead> <tr> <th>Period</th> <th>Passengers</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>932,986</td> </tr> <tr> <td>Quarter 2</td> <td>1,523,607</td> </tr> <tr> <td>Quarter 3</td> <td>927,407</td> </tr> <tr> <td>Quarter 4</td> <td>1,616,237</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>5,000,237</b></td> </tr> </tbody> </table> The lingering effects of the pandemic in 2021 was still widely felt and manifested in CPA's key port performance indicator on Passenger Volume, resulting to the non-achievement of the target.	Period	Passengers	Quarter 1	932,986	Quarter 2	1,523,607	Quarter 3	927,407	Quarter 4	1,616,237	<b>TOTAL</b>	<b>5,000,237</b>	
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<b>TOTAL</b>	<b>5,000,237</b>																							
	<b>Sub-total</b>			<b>15%</b>			<b>10.70%</b>		<b>10.69%</b>															

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Objective/Measure	Formula	Weight	Rating Scale <sup>al</sup>	Target	Actual	Rating	Score	Rating																	
CUSTOMERS/ STAKEHOLDERS	SO 2	Improved Delivery of Services																							
		Percentage of Satisfied Customers																							
		a. Passengers		3%		90%	90%	3.00%	89.81%	2.99%	<table border="1"> <thead> <tr> <th>Rating</th> <th>%Satisfied</th> </tr> </thead> <tbody> <tr> <td>VS</td> <td>33.15%</td> </tr> <tr> <td>S</td> <td>56.65%</td> </tr> <tr> <td>N</td> <td>7.16%</td> </tr> <tr> <td>D</td> <td>1.48%</td> </tr> <tr> <td>VD</td> <td>1.56%</td> </tr> <tr> <td><b>Total</b></td> <td><b>100.00%</b></td> </tr> </tbody> </table> <p>A total of 1,154 out of 1,285 or 89.81% of Passengers were at least satisfied with CPA's services in 2021.</p>	Rating	%Satisfied	VS	33.15%	S	56.65%	N	7.16%	D	1.48%	VD	1.56%	<b>Total</b>	<b>100.00%</b>
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SM 3	b. Shipping Lines	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	1%	Actual / Target 0% = If less than 80%	90%	97%	1.00%	97.00%%	1.00%	<p>- 2021 Customer Satisfaction Survey (CSS) Report by CTU</p> <p>- Sample actual accomplished 2021 CSS Questionnaires</p> <p>- CSS Report Clarifications</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>%Satisfied</th> </tr> </thead> <tbody> <tr> <td>VS</td> <td>49.00%</td> </tr> <tr> <td>S</td> <td>48.00%</td> </tr> <tr> <td>N</td> <td>2.00%</td> </tr> <tr> <td>D</td> <td>1.00%</td> </tr> <tr> <td>VD</td> <td>-</td> </tr> <tr> <td><b>Total</b></td> <td><b>100.00%</b></td> </tr> </tbody> </table> <p>A total of 97 out of 100 or 97.00% of Shipping Lines were at least satisfied with CPA's services in 2021.</p>	Rating	%Satisfied	VS	49.00%	S	48.00%	N	2.00%	D	1.00%	VD	-	<b>Total</b>	<b>100.00%</b>	
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	c. Concessionaires		1%		90%	0%	1.00%	100.00%	1.00%	<table border="1"> <thead> <tr> <th>Rating</th> <th>%Satisfied</th> </tr> </thead> <tbody> <tr> <td>VS</td> <td>60.00%</td> </tr> <tr> <td>S</td> <td>40.00%</td> </tr> <tr> <td>N</td> <td>0.00%</td> </tr> <tr> <td>D</td> <td>0</td> </tr> <tr> <td>VD</td> <td>0</td> </tr> <tr> <td><b>Total</b></td> <td><b>100.00%</b></td> </tr> </tbody> </table> <p>A total of 15 out of 15 or 100.00% of Concessionaires were at least satisfied with CPA's services in 2021.</p>	Rating	%Satisfied	VS	60.00%	S	40.00%	N	0.00%	D	0	VD	0	<b>Total</b>	<b>100.00%</b>	
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Objective/Measure	Formula	Weight	Rating Scale <sup>a/</sup>	Target	Actual	Rating	Score	Rating				
CUSTOMERS/ STAKEHOLDERS	SO 3	Improved Passenger Facilitation and Convenience										
		Construction of Port Facilities										
	SM 4	a. R.C. Deck Expansion	Actual Accomplishment	13%	Actual / Target	Expansion of R.C. Deck with Back-up Area & Gantry Crane Rails (Phase 2) at Berths 8-10, Cebu Baseport	100%	13.00%	Completed Expansion of R.C. Deck with Back-up Area & Gantry Crane Rails (Phase 2) at Berths 8-10, Cebu Baseport	13.00%	- Certificate of Final Acceptance - Memorandum from ESD Manager - Photo documentations	Based on the Certificate of Final Acceptance, the project was fully completed as of 30 September 2021 by the UKC Builders, Inc., and was finally accepted as of 04 October 2021.
		b. Passenger Terminals	Actual Accomplishment	1%	Actual / Target	Repair & Upgrading of Passenger Terminal 1, Pier 1, Cebu Baseport	100%	1.00%	Completed Repair & Upgrading of Passenger Terminal 1, Pier 1, Cebu Baseport	1.00%	- Certificate of Final Acceptance - Statement of Time Elapsed and Work Accomplished as of 08 April 2021 - Photo documentations	Based on the Certificate of Final Acceptance, the project was fully completed on 08 April 2021 by the Gonzalodo Enterprises and was finally accepted as of 09 April 2021.
		c. Rehabilitation of Existing Pier	Actual Accomplishment	2%	Actual / Target	Rehabilitation and Underdeck Repair of Pier 2, Cebu Baseport	100%	2.00%	Completed Rehabilitation and Underdeck Repair of Pier 2, Cebu Baseport	2.00%	- Certificate of Final Acceptance - Statement of Time Elapsed and Work Accomplished as of 29 Sep. 2021 - Photo documentations	Based on the Certificate of Final Acceptance, the project was fully completed on 29 September 2021 by the Gonzalodo Enterprises and was finally accepted as of 02 December 2021.
		<b>Sub-total</b>	<b>21%</b>				<b>21.00%</b>		<b>20.99%</b>			

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FINANCE	SO 4	Maximized Financial Growth																																								
	SM 5	Revenues (in Billion Pesos)	Absolute Amount	15%	Actual / Target	1.765	1.802	15.00%	1.802	15.00%	- 2021 COA-audited Financial Statements (FS) of CPA - Notes to 2021 FS	<table border="1"> <thead> <tr> <th>Revenue Items</th> <th>Amount (in '000)</th> </tr> </thead> <tbody> <tr><td>Share on Cargo Handling</td><td>683,151</td></tr> <tr><td>Wharfage fees</td><td>490,066</td></tr> <tr><td>Berthing and Anchorage</td><td>171,211</td></tr> <tr><td>Terminal Fees</td><td>16,361</td></tr> <tr><td>Harbor Fees</td><td>65,886</td></tr> <tr><td>Share on Pilotage</td><td>6,070</td></tr> <tr><td>Storage fees</td><td>279,495</td></tr> <tr><td>Rental</td><td>17,721</td></tr> <tr><td>Fines and Penalties</td><td>3,224</td></tr> <tr><td>Other Bus. Income</td><td>66,334</td></tr> <tr><td>Interest Income</td><td>2,023</td></tr> <tr><td>Permit Fees</td><td>44</td></tr> <tr><td>Misc. Income</td><td>365</td></tr> <tr><td><b>TOTAL</b></td><td><b>1,801,952</b></td></tr> </tbody> </table>	Revenue Items	Amount (in '000)	Share on Cargo Handling	683,151	Wharfage fees	490,066	Berthing and Anchorage	171,211	Terminal Fees	16,361	Harbor Fees	65,886	Share on Pilotage	6,070	Storage fees	279,495	Rental	17,721	Fines and Penalties	3,224	Other Bus. Income	66,334	Interest Income	2,023	Permit Fees	44	Misc. Income	365	<b>TOTAL</b>	<b>1,801,952</b>
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SM 6	Earnings Before Interest, Taxes, Depreciation, and Amortization (in Billion Pesos)	Absolute Amount	15%	Actual / Target	0.791	1.244	15.00%	1.239	15.00%	- 2021 COA-audited Financial Statements (FS) of CPA - Notes to 2021 FS	<table border="1"> <thead> <tr> <th>Items</th> <th>Amount</th> </tr> </thead> <tbody> <tr><td>Net Income</td><td>815,849,156</td></tr> <tr><td>Taxes</td><td>273,016,998</td></tr> <tr><td>Depreciation</td><td>149,826,832</td></tr> <tr><td>Amortization</td><td>104,387</td></tr> <tr><td><b>EBITDA</b></td><td><b>1,238,797,373</b></td></tr> </tbody> </table>	Items	Amount	Net Income	815,849,156	Taxes	273,016,998	Depreciation	149,826,832	Amortization	104,387	<b>EBITDA</b>	<b>1,238,797,373</b>																			
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INTERNAL PROCESS	SO 5 Provided and Maintained Port Facilities																												
	SM 7	Budget Utilization for Port Projects	Budget Utilized / Allocated Budget	15%	Actual / Target x Weight	100%	94.00%	14.10%	94.87%	14.23%	- Budget Utilization as of Dec. 31, 2021 - Notices of Award, Notices to Proceed, Disbursement Vouchers, and Certificates of Final Acceptance - Listing of Awarded Projects for CY 2021	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">2021 Projects</th> <th colspan="2">Amount (in ₱ millions)</th> </tr> <tr> <th>Budget</th> <th>Utilized</th> </tr> </thead> <tbody> <tr> <td>R&amp;M</td> <td>436.00</td> <td>433.00</td> </tr> <tr> <td>Capital Outlay</td> <td>278.50</td> <td>244.85</td> </tr> <tr> <td><b>Total</b></td> <td><b>714.50</b></td> <td><b>677.85</b></td> </tr> <tr> <td><b>BUR</b></td> <td colspan="2" style="text-align: center;"><b>94.87%</b></td> </tr> </tbody> </table>	2021 Projects	Amount (in ₱ millions)		Budget	Utilized	R&M	436.00	433.00	Capital Outlay	278.50	244.85	<b>Total</b>	<b>714.50</b>	<b>677.85</b>	<b>BUR</b>	<b>94.87%</b>	
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	SO 6 Economical and Coordinated System of Movement of Goods and Persons																												
	Percentage of Business Permits Released Within the Prescribed Processing Time																												
SM 8	a. Cargo Handling Service Providers Permits (CSHP)	No. of permits processed within prescribed period/ total permits received	2%	Actual / Target	100%	100%	2.00%	100%	2.00%	- Summary of Processed Permits for CY 2021 for CHSP and Application for Leases - Evaluation Logs (Monitoring Sheets) for CHSP and Lease Applications	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Quarter</th> <th>No. of Applications</th> <th>Processed Within Prescribed Time</th> </tr> </thead> <tbody> <tr> <td>1<sup>st</sup></td> <td>6</td> <td>6</td> </tr> <tr> <td>2<sup>nd</sup></td> <td>6</td> <td>6</td> </tr> <tr> <td>3<sup>rd</sup></td> <td>4</td> <td>4</td> </tr> <tr> <td>4<sup>th</sup></td> <td>7</td> <td>7</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>23</b></td> <td><b>23</b></td> </tr> </tbody> </table>	Quarter	No. of Applications	Processed Within Prescribed Time	1 <sup>st</sup>	6	6	2 <sup>nd</sup>	6	6	3 <sup>rd</sup>	4	4	4 <sup>th</sup>	7	7	<b>TOTAL</b>	<b>23</b>	<b>23</b>
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INTERNAL PROCESS	SM 9	Online Facility for Application, Assessment and Payment of Port Charges for Import/ Export Cargoes at the Cebu International Port	Actual Accomplishment	5%	All or Nothing	100%	100%	5.00%	100% Implemented	5.00%	- Narrative from MIS Development Chief - Link to online system URL - Screenshots of system with transactions in 2021	As of 31 Dec. 2021, CPA has one accredited service provider, Cargo Data Exchange Center, Inc. Its accreditation is specific for application, processing of computation, assessment, and payment of port charges for import/export cargoes at the Cebu International Port.
	SO 7	Implemented Quality Management System										
		ISO Certifications										
	SM 10	a. 9001:2015 (QMS)	Actual Implementation	2.5%	All or Nothing	Passed Re-Certification Audit	100%	2.50%	Passed Combined Re-Certification Audit	2.50%	- Audit Report from SOCOTEC Certification Philippines, Inc.	CPA passed the combined surveillance audit for its ISO 9001:2015 (QMS) and ISO 14001:2015 (EMS) conducted on 24-25 November 2021 by the SOCOTEC Certification Philippines, Inc.  CPA was recommended for continued re-certification with zero (0) major and minor non-conformities noted during the audit.
	b. 14001:2004 (EMS)		2.5%		Passed Re-Certification Audit	100%	2.50%	Passed Combined Re-Certification Audit	2.50%			
		<b>Sub-total</b>	<b>29%</b>				<b>28.10%</b>		<b>28.23%</b>			

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LEARNING & GROWTH	SO 8	Developed Technical and Port Operations Expertise through Training, Experience, Exposure and QMS/EMS										
	SM 11	Percentage of Employees Meeting Required Competencies	Incumbents meeting required competency / filled plantilla	5%	Actual / Target	90% of Employees Meeting Required Competencies	91%	5.00%	90.23% (157 out of 174)	5.00%	<ul style="list-style-type: none"> <li>- Report on CPA's Competency Baseline as of 31 December 2021</li> <li>- List of Learning Interventions Implemented in 2021</li> <li>- CPA Personnel Movement in 2021</li> </ul>	In 2021, CPA continued to address the competency gaps of employees who were previously assessed in 2020. Moreover, despite the overall net increase (personnel movements) in its total employees during the year, CPA was able to lessen the number of employees with noted competency gaps, translating to a slight improvement of its [recomputed] competency rating from 2020 of 87.97% to 90.23% in 2021.
			<b>Sub-total</b>	<b>5%</b>				<b>5.00%</b>		<b>5.00%</b>		
		<b>VALIDATED TOTAL</b>	<b>100%</b>				<b>94.80%</b>		<b>94.91%</b>			

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