

**PHILIPPINE POSTAL CORPORATION
Validated 2021 Performance Scorecard**

		Component			GOCC Submission		GCG Validation		Supporting Documents	Remarks														
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating																
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	8%	Actual / Target	42.27	42.47	8%	42.74	8.00%	- Report on Monthly and Quarterly Volume of Transactions Accepted CY 2021	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Volume</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>10.21</td> </tr> <tr> <td>2nd</td> <td>12.27</td> </tr> <tr> <td>3rd</td> <td>10.20</td> </tr> <tr> <td>4th</td> <td>10.07</td> </tr> <tr> <td>Total</td> <td>42.74</td> </tr> </tbody> </table>	Quarter	Volume	1st	10.21	2nd	12.27	3rd	10.20	4th	10.07	Total	42.74
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Total	42.74																							
Sub-total		8%						8.00%																
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities																						
	SM 2	Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities with postal access	5%	Actual / Target	68 additional cities and municipalities	4 additional cities and municipalities	0.29%	Measure excluded	-	<p>PHLPost exhausted all its efforts to communicate with the LGUs in 2021 for the opening new postal outlets during the year. However, the LGUs did not respond accordingly due to the constraints brought about by the pandemic.</p> <p>Only four (4) out of the 68 targeted LGUs proceeded with the opening of postal outlets in 2021.</p> <p><i>This measure is excluded.</i></p>													

"Upholding a Transparent and Responsive GOCC Sector for the Filipino People"

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SM 3	Number of NGAs/NGOs Partners for Services	Actual Number of Payout Partners	5%	Actual / Target	10	7	3.50%	7	3.50%	- List of Contracts as of 31 December 2021 and the Report on 2021 Cash Pay-out Services Payout partners in 2021 are: 1. Save the Children Philippines 2. International Committee of the Red Cross 3. Philippine Red Cross 4. DSWD – Social Pension for Indigent Senior Citizens 5. OXFAM 6. Citizens' Disaster Response Center, Inc. 7. Philippine Deposit Insurance Corporation (PDIC)
SO 3 Enhance Postal Service Experience for Customers and Partners Through Proactive Customer Service Management										
SM 4	Percentage of Satisfied Customers			Actual / Target 0% = If less than 80%	Using the GCG Enhanced Guidelines for the Conduct of the CSS				- Executive Summary on Customer Satisfaction Survey for PHLPost Services - Letter of PHLPost to GCG dated 29 March 2022	PHLPost failed to request from GCG the exclusion of Individual Customers from the conduct of its CSS for 2021.
	a. Individual Customers		3%		90%	Excluded	Not conducted	0%		
	b. Corporate Clients	Number of respondents giving at least a Satisfactory rating / Total number of respondents	2%		90%	78%	0%	69.42%		
	Sub-total		15%				3.79%		3.50%	

Satisfaction Level	Corporate Clients
Very Satisfied & Satisfied	69.42%
Neither	26.45%
Dissatisfied	3.31%
Very Dissatisfied	0.83%

PHLPost failed to reach the target and is rated zero for this measure since the actual accomplishment for the year is below 80%. Moreover, the CSS report did not comply with the Enhanced Standard Guidelines of the GCG in terms of sample size.

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Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating															
SO 4 Ensured Financial Efficiency and Growth																							
FINANCIAL	SM 5	Revenues <i>(in Billion Php)</i>	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income <i>(Net of VAT & Discount)</i>	6%	Actual / Target	3.273	3.395	6%	2.872	5.26%	- PHLPost's 2021 Financial Statements (FS) from the Commission on Audit (COA)	<table border="1"> <thead> <tr> <th>Income</th> <th>Amount <i>(in '000s)</i></th> </tr> </thead> <tbody> <tr> <td>Service</td> <td>2,403,992</td> </tr> <tr> <td>Business</td> <td>458,468</td> </tr> <tr> <td>Other</td> <td>9,612</td> </tr> <tr> <td>TOTAL</td> <td>2,872,071</td> </tr> </tbody> </table>	Income	Amount <i>(in '000s)</i>	Service	2,403,992	Business	458,468	Other	9,612	TOTAL	2,872,071	
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SM 6	Earnings before Interest, Taxes, Depreciation, and Amortization <i>(in Million Php)</i>	EBITDA Excluding Subsidies <i>(Franking Privilege reimbursed from National Government and from non-shareholders)</i>	6%	Actual / Target	92.782	177.396	6%	(342.859)	0.00%	- PHLPost's 2021 Financial Statements (FS) from the Commission on Audit (COA)Notes to FS - Notes to FS - 2021 FS submitted by PHLPost	<table border="1"> <thead> <tr> <th>Items</th> <th>In '000s</th> </tr> </thead> <tbody> <tr> <td>Net Income before Tax</td> <td>(407,657)</td> </tr> <tr> <td>Add:</td> <td></td> </tr> <tr> <td>Dep'n.</td> <td>62,545</td> </tr> <tr> <td>Interest</td> <td>2,552</td> </tr> <tr> <td>EBITDA</td> <td>(342,859)</td> </tr> </tbody> </table> <p>PHLPost is rated zero for this measure since the validated EBITDA for 2021 was still at a deficit.</p>	Items	In '000s	Net Income before Tax	(407,657)	Add:		Dep'n.	62,545	Interest	2,552	EBITDA	(342,859)
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Sub-total			12%				12%		5.26%														

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Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating				
SO 5		Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures										
INTERNAL PROCESS	SM 7	<i>Express Post Delivery Performance</i>										
		7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	7%	Actual / Target	90% of items delivered within 2 days after posting	86.72% of items delivered within 2 days after posting	6.74%	86.72% of items delivered within 2 days after posting	6.74%	- 2021 Live Mail Sampling Results generated by Service Regulations Department - 2021 Consolidated Report from the Service Regulations Department under the Office of the APMG for Operations	Samples Within Standard Turnaround Time (TAT): 843 Total Sample: 972 Actual Delivery Rate = 86.72%
		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		6%	Actual / Target	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	80.20% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	5.39%	80.90% average for Luzon and VisMin	5.39%		Samples Within Standard TAT (Luzon): 81 Total Sample: 101 Actual = 80.20% Samples Within Standard TAT (VisMin): 204 Total Sample: 250 Actual= 81.60% Actual Average Delivery Rate = 80.90%
		7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Dept.		7%	Actual / Target	95% of items delivered within 2 days after Customs clearance	96.46% of items delivered within 2 days after Customs clearance	7%	96.46% of items delivered within 2 days after Customs clearance	7.00%		Samples Within Standard TAT: 4,634 Total Sample: 4,804 Actual Delivery Rate = 96.46%

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Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating		
	7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Dept.		7%	Actual / Target	95% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	96.43% of items delivered within 7 days in Luzon and 96.57% of items delivered within 10 days in VisMin after Customs clearance	7%	96.51% average for Luzon and VisMin	7.00%	<p>Samples Within Standard TAT (Luzon): 325 Total Sample: 337 Actual = 96.44%</p> <p>Samples Within Standard TAT (VisMin): 282 Total Sample: 292 Actual= 96.58 %</p> <p>Actual Average Delivery Rate = 96.51%</p>
SM 8	International Parcel post delivery performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	5%	Actual / Target	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	91.55% of items delivered within 10 days in Luzon and 91.37% of items delivered within 15 days in VisMin after Customs clearance	5%	91.46% average for Luzon and VisMin	5.00%	<p>- 2021 Live Mail Sampling Results generated by Service Regulations Department</p> <p>Samples Within Standard TAT (Luzon): 271 Total Sample: 296 Actual = 91.55%</p> <p>Samples Within Standard TAT (VisMin): 339 Total Sample: 371 Actual= 91.37%</p> <p>Actual Average Delivery Rate = 91.46%</p>
<i>Letter Post Delivery Performance</i>										
SM 9	9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	7%	Actual / Target	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	78.54% of items delivered within 10 days in Luzon and 85.73% of items delivered within 15 days in VisMin after posting	6.74%	82.14% average for Luzon and VisMin	6.76%	<p>- 2021 Live Mail Sampling Results generated by Service Regulations Department</p> <p>Samples Within Standard TAT (Luzon): 21,241 Total Sample: 27,045 Actual = 78.54%</p> <p>Samples Within Standard TAT (VisMin): 13,454 Total Sample: 15,694 Actual= 85.73%</p> <p>Actual Average Delivery Rate = 82.14%</p>

Component					GOCC Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating			
9.2. Domestic Registered Letter Post Delivery Performance		5%	Actual / Target	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	84.77% of items delivered within 10 days in Luzon and 86.90% of items delivered within 15 days in VisMin after posting	5%	85.84% average for Luzon and VisMin	5.00%	- 2021 Consolidated Report from the Service Regulations Department under the Office of the APMG for Operations	<p>Samples Within Standard TAT (Luzon): 26,886 Total Sample: 31,717 Actual = 84.77%</p> <p>Samples Within Standard TAT (VisMin): 11,712 Total Sample: 13,478 Actual= 86.90%</p> <p>Actual Average Delivery Rate = 85.84%</p>	
				85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	94.67% of items delivered within 10 days in Luzon and 93.75% of items delivered within 15 days in VisMin after posting	6%	94.21% average for Luzon and VisMin	6.00%		<p>Samples Within Standard TAT (Luzon): 1,405 Total Sample: 1,484 Actual = 94.67%</p> <p>Samples Within Standard TAT (VisMin): 735 Total Sample: 784 Actual= 93.75%</p> <p>Actual Average Delivery Rate = 94.21%</p>	
SO 6 Uphold Postal Service Integrity by Implementing QMS in the Postal Processes											
SM 10	ISO Certification	ISO Certification of Frontline Services	5%	All or Nothing	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO, and the Offices of Exchange	Internal Quality Audit Team already conducted their audit and submitted their audit findings to the QMR	0%	No Accomplishment	0%	- Updates on ISO-Related Activities of the Post Office as of 4 th Quarter of 2021	PHLPost's accomplishments in 2021 were only up to the preparatory steps towards obtaining the actual ISO certification. Thus, PHLPost still failed to achieve its target on this measure for 2021.

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Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating					
SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT													
SM 11	Percentage of PHLPost-operated Postal Outlets with Internet Connectivity Enabling 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	65%	58.39%	4.49%	58.31%	4.49%	- Memorandum from PHLPost's Management Information Systems Department (MISD)	Total Post Offices	1,269	
											Total Post Offices with Enabled Track and Trace	740	
		Sub-total	60%				53.37%		53.38%				
SO 8 Developed and Managed Competencies of Effectual and Competent Human Resources													
LEARNING & GROWTH	SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies/ Total Number of Personnel	2.5%	Actual / Target	80% of Frontline Personnel Meeting Required Technical Competencies	A total of 2,412 or 84.42% of Frontline Personnel met the required technical competencies	2.5%	85.61%	2.50%	- Summary Report: Technical and Non-Technical Competency Intervention 2021	Frontline personnel meeting required technical competencies as of Dec. 2021	2,446
			Total Frontline Personnel	2,857	% of Frontline Personnel Meeting Required Technical Competencies	85.61%							
		Actual Accomplishment	1.5%	Actual / Target	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	A total of 1,786 or 62.51% of Frontline Personnel met the required Organizational and Leadership Competencies	1.5%	62.51%	1.50%	- Summary Report on the Percentage of Employees Meeting Required Competencies	Frontline personnel meeting required Organizational and Leadership competencies as of Dec. 2021	1,786	
		Total Frontline Personnel	2,857	% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	62.51%								

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Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating								
	N/A	1.0%	Actual / Target	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies	A total of 187 (86.98%) Operations personnel met the required organizational and leadership competencies	1%	60.93% increase from the 2020 baseline	1.00%	- Listing/Profile of Operations Supervisor with Competency Assessment	<table border="1"> <tr> <td>Total Number of Supervisors in the Operations Group</td> <td>215</td> </tr> <tr> <td>Supervisors in the Operations Group meeting non-Technical competencies as of Dec. 2021</td> <td>187</td> </tr> <tr> <td>% of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies</td> <td>86.98%</td> </tr> </table> <p>2020 Baseline: 26.05% 2021 Accomplishment: 86.98% Increase from Baseline: 60.93%</p>	Total Number of Supervisors in the Operations Group	215	Supervisors in the Operations Group meeting non-Technical competencies as of Dec. 2021	187	% of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies	86.98%
Total Number of Supervisors in the Operations Group	215															
Supervisors in the Operations Group meeting non-Technical competencies as of Dec. 2021	187															
% of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies	86.98%															
Sub-total		5%				5.0%		5.00%								
TOTAL		100%				82.17%		75.14%								
Less: EXCLUDED WEIGHT		(5%)														
VALIDATED TOTAL		95%				82.17%	75.14% / 95% = 79.09%									

a/ But not to exceed the weight assigned per indicator