

MANILA INTERNATIONAL AIRPORT AUTHORITY (MIAA)

		Component			Baseline Data				Targets		
		Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024
SOCIAL IMPACT	SO 1	Maximize International and Domestic Market Share and Dominance in Tourism and Commercial Trade									
	SM 1	Flight Volume	International + Domestic + General Aviation (Gen Av) Flights	Actual / Target	10%	305,622	111,953	121,095	246,724	289,397	308,601
	SM 2	Passenger Volume	International + Domestic + Gen. Av. Passengers	Actual / Target	10%	48,101,474	11,274,353	8,015,385	31,165,355	39,870,117	48,480,815
	SM 3	Cargo Volume (in metric tons)	International + Domestic Cargo	Actual / Target	10%	721,708	533,956	588,459	583,343	635,123	533,793
		Subtotal				30%					
CUSTOMERS & STAKEHOLDERS	SO 2	Enhance Passenger Comfort and Convenience									
	SM 4	Number of Completed Projects for Improvement of Terminal Facilities and Equipment	Actual Number of Projects with 100% Completion as of yearend	Actual / Target	4%	N/A	N/A	N/A	One (1) Project Completed a. Replacement of Elevators PE1, PE2 and SE4 at NAIA Terminal 1	Two (2) Projects a. Renovation of Twelve (12) Units of Comfort Rooms at NAIA Terminal3 (T3) b. Installation of Primary Air Unit (PAU) and Air Handling Units (AHUs) at NAIA T3	Two (2) Projects a. Supply and Delivery of 6,000 Luggage Carts b. Supply and Delivery of 2,700 units Four (4) Seater Airport Seating for NAIA Terminals 1, 2 and 3

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SO 3	Enhance Customer Experience										
SM 5	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	Actual / Target 0% = if less than 80%	5%	84.42%	Passengers: Excluded Airlines 88% Concessionaires: 93%	Passengers: Excluded Airlines 89% Concessionaires: 83%	Passengers: 72.56% Airlines 88% Concessionaires: 67.74%	90%	90%	
	Subtotal			9%							
SO 4	Sustainability and Financial Performance										
FINANCIAL	SM 6	Gross Revenues (In Billion Pesos) ^a	Business and Service Income + Shares, Donations and Grants + Gains + Other Non-Operating Income	Actual / Target	10%	₱15.961	₱5.548	₱4.465	₱10.37	₱11.650	₱15.063
	SM 7	EBITDA (In Billion Pesos) ^a	Net Income After Tax but before Subsidy and NG Share in MIAA Income + Interest Expense + Income Taxes + Depreciation + Amortization		10%	₱9.567	₱1.156	(₱0.236)	₱5.226	₱3.873	₱7.053

Note: a. The baseline figures from 2019-2022 differ from the GCG-validated figures for Gross Revenues and EBITDA in previous years due to: (1) changes made in the 2024 performance scorecard concerning the formula used and (2) the restatements of the figures MIAA's Statement of Comprehensive Income based on the Commission on Audit (COA)'s Annual Audit Report (AAR).

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SM 8	Budget Utilization Rate (BUR)									
	a. Corporate Operating Budget (Total Uses excluding Personnel Services)	Actual Disbursement / Planned Disbursement	Actual / Target	5%	N/A	N/A	N/A	75.81%	90%	90%
	b. DOTr-downloaded funds	Actual Disbursement / Planned Disbursement	Actual / Target	5%	N/A	N/A	N/A	N/A	90%	90%
	Subtotal		30%							
SO 5	Ensure Passenger Safety and Security									
INTERNAL PROCESS SM 9	Percentage of Incidents Responded to within ICAO Prescribed Response Time									
	a. Aircraft - 3 mins.	Incidents Responded to Within Prescribed Response Time / Total Incidents During the year	All or Nothing	2%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
	b. Security Related - 8 mins.			2%	100.00%	100.00%	100.00%	100.00%	100.00%	100%
	c. Medical - 8 mins.			2%	100.00%	100.00%	100.00%	100.00%	100.00%	100%

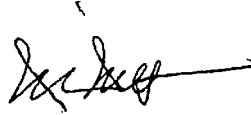
Component				Baseline Data				Targets		
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
SO 6	Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards									
	<i>ISO Certification:</i>									
SM 10	a. ISO 9001:2015 (QMS)	Actual Accomplishment	All or Nothing	5%	Passed Surveillance Audit	Passed 2nd Surveillance Audit	ISO 9001:2015 Recertification	Passed Surveillance Audit	Pass 2nd Surveillance Audit	Pass Re-Certification Audit
	b. ISO 14001:2015 (EMS)			5%	N/A	N/A	ISO 14001:2015 Certification	Passed Surveillance Audit	Pass 2nd Surveillance Audit	Pass Re-Certification Audits
	c. ISO 45001:2018 (Occupational Health and Safety)		All or Nothing	5%	N/A	N/A	N/A	N/A	N/A	ISO 45001:2018 Certified
SM 11	Enhanced Responsiveness to Emergencies	All or Nothing	Actual / Target	5%	Entered into a MOA with a Royal Cargo, Inc. on the Use/Provision of Equipment Required in Cases of Plane Overshooting in Runway	Accomplished Renewing the Contract with the Third Party on the Use/Provision of Equipment Required in Case of Emergency	Accomplished Renewing the Contract with the Third Party on the Use/Provision of Equipment Required in Case of Emergency	Accomplished Renewing the Contract with the Third Party on the Use/Provision of Equipment Required in Case of Emergency	Renewed Contract or Agreement with a Third Party on the Use/Provision of Equipment Required in Case of Emergency	Renewed Contract or Agreement with a Third Party on the Use/Provision of Equipment Required in Case of Emergency
	Subtotal			26%						

Component				Baseline Data				Targets			
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LEARNING & GROWTH	SO 7	Strengthen Workforce Competencies									
	SM 12	Percentage of Employees Meeting the Required Competencies	Plantilla Employees Meeting Required Competencies / Total Filled Plantilla as of Yearend	Actual / Target	5%	30.28% (340 out of 1,123)	32.02% (341 out of 1,065)	60.07% (814 out of 1,355)	79.52% (1,025 of 1,289)	100%	100%
		Subtotal			5%						
		TOTAL			100%						

For GCG:


ATTY. MARIUS P. CORPUS
Chairperson

For MIAA:


HON. ERIC JOSE C. INES
General Manager