

## 2021 PERFORMANCE SCORECARD (ANNEX B)

## LBP INSURANCE BROKERAGE INC. (LIBI)

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2018	2019	2020	2021
FINANCIAL	SO 1	Ensure Sustainable Financial Growth							
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Les Income Tax	20%	0% if Lower than ₱95.0 Million; 5% if ₱95.0 Million to ₱100.0 Million; 10% if ₱101.0 Million to ₱105.0 Million; 15% if ₱106.0 Million to ₱110.32 Million; and 20% if More than ₱110.32 Million	₱93.57 Million	₱122.409 Million	₱103.79 Million	₱110.32 Million
	SM 2	Improve Return on Equity	Net Income / Shareholder's Equity	10%	(Actual / Target) x Weight	-	-	- <sup>1</sup>	8.37%
		Sub-total		30%					
STAKEHOLDERS / CUSTOMER	SO 2	Improve Service Delivery							
	SM 3	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	83.59%	89.00%	90%	90%

<sup>1</sup> New measure for 2021.

Component					Baseline Data		Target		
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	SO 3	Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development							
	SM 4	Number of Clients covered by Microinsurance	Absolute Figure	5%	(Actual / Target) x Weight	-	129 farmers under Accessible and Sustainable Lending (ASL) program covered by microinsurance	150 farmers under the ACEF Program covered by Microinsurance	200 Farmers and Fisherfolks under the ACEF Program covered by Microinsurance
				5%			2,208 farmers outside the ASL program covered by microinsurance	1,500 farmers outside the ACEF Program covered by Microinsurance	500 Farmers and Fisherfolks outside the ACEF Program covered by Microinsurance
	SO 4	Provide Wider Market Reach for Bancassurance Products for Financial Viability							
	SM 5	Increase Premium Volume	Absolute Amount	30%	(Actual / Target) x Weight	₱714.82 Million	₱834.957 Million	₱826.53 Million <sup>2</sup>	₱900.00 Million
		Sub-total			45%				
	INTERNAL PROCESS	SO 5	Improve Efficiency and Quality Insurance Process						
SM 6		Percentage of Notification of Coverage Issued within the Applicable Processing Time	Number of Notification of Coverage issued within applicable TAT/ Number of received application for Issuance of Notification of Coverage	5%	(Actual / Target) x Weight	-	47.15%	100% of Notification of Coverage Issued within the Applicable Processing Time	100% of Notification of Coverage Issued within the Applicable Processing Time <sup>3</sup>

<sup>2</sup> Based on LIBI's Corporate Operating Budget projections submitted to LandBank.

<sup>3</sup> Applicable processing time will be based on LIBI's compliance with Republic Act No. 11032.

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LEARNING & GROWTH	SO 6	Enhance Existing Processes Comparable with the Industry						
	SM 7	Improve Processes to Quality Management System	Actual Accomplishment	10%	All or Nothing	-	Maintained ISO 9001: 2015 Certification	Recertification of ISO 9001:2015 Certification
		<b>Sub-total</b>		<b>15%</b>				
	SO 7	Develop Strategic Skills & Competence of Officers and Staff						
	SM 8	Improve Competency Level of the Organization	Competency Baseline <sup>4</sup> 2010 – Competency Baseline 2020	5%	All or Nothing	100% of employees have met the required competency level for Core Competencies	Development of Competency Model with the submission of the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools  Improvement on the Competency Level of the Organization based on the 2019 year-end assessment	Improvement on the Competency Level of the Organization based on the 2020 year-end assessment

<sup>4</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{Actual Competency Level})}{A} \right]}{B} \text{ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled}$$

Component					Baseline Data		Target	
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SO 8	Enhance IT Infrastructure							
SM 9	Implementation of IT Projects	Actual Accomplishment	5%	(Actual / Target) x Weight	100% Implementation of Structure Re-cabling of Data Center, and Network Security	Full Implementation of the 2019 Infrastructure Roadmap as follows: 1. Network Services: Upgrade from Conventional Internet Data to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible Power Supply (UPS) for Server and Client's PCs, Surveillance Closed-Circuit Television; Data Switches, Routers and Access Points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity, Data Backup and Protection Services; and 4. End User Devices and Platform: Replacement of Unserviceable or	100% implementation of 2020 infrastructure based on the Board-approved IT Infrastructure Roadmap, as follows: a. Operating System: Upgrade to latest version of operating system (OS); b. Application Delivery: Secure Application Delivery & Load Balancing	100% implementation of the ISSP as submitted to the DICT

Component						Baseline Data		Target	
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							outdated desktops and workstations (based on a three-year plan from 2018-2020)		
		Sub-total		10%					
		TOTAL		100%					