

DEVELOPMENT BANK OF THE PHILIPPINES

| Performance Measures | | | | | Baseline Data (if available) | | | Targets | | |
|--|-----------------|--------|------|------------------------|---------------------------------|------------|------------|------------|------------|------------|
| Description | Formula | Weight | | Rating System | Data Provider if applicable | 2010 | 2011 | 2012 | 2013 | 2014 |
| | | 2013 | 2014 | | | | | | | |
| MFO 1 : Loan and Investment Products and Services | | | | | | | | | | |
| Total Loan Portfolio (Borrowers & UDSC of CBS) | Absolute Amount | 0% | 0% | Actual/Target x Weight | | P113,755 M | P134,872 M | P132,986 M | P154,214 M | P169,063 M |
| Financial 1a: Priority Areas - Total Loan Portfolio (Infrastructure & Logistics, Social Services, MSMEs, Environmental Protection) | Absolute Amount | 20% | 20% | Actual/Target x Weight | | P66,616 M | P79,546 M | P80,868 M | P84,912 M | P91,280 M |
| Financial 1b: Other Priority Areas - Total Loan Portfolio (Manufacturing, Construction, Real Estate Renting, Wholesale & Retail Trade, Agri-Business, Financial Intermediation) | Absolute Amount | 15% | 15% | Actual/Target x Weight | | P28,605 M | P38,400 M | P41,769 M | P44,341 M | P 47,667 M |

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|---|--|------------|------------|---------------------------------|--------------------------------|-------------------------|-------------------------|-------------------------|---------------------------------|------------|
| Description | Formula | Weight | | Rating System | Data Provider if applicable | 2010 | 2011 | 2012 | 2013 | 2014 |
| | | 2013 | 2014 | | | | | | | |
| Total of Financial 1a and Financial 1b: | | | | | | P95,221 M | P117,946 M | P122,638 M | P129,253 M | P138,947 M |
| Financial 2: Income | Absolute Amount | 10% | 10% | Actual/Target x Weight | | P3.677 B | P4.005 B | P4.133 B | P4.500 B | P4.800 B |
| Quantity: Percentage of Satisfactory Customer Rating | No. of Satisfactory Ratings over Total Population Surveyed | n/a | 2.50% | Actual/Target x Weight | | No exact data available | No exact data available | No exact data available | No specific % target in 2013_1/ | 100% |
| Timeliness: Percentage of loan released within TAT for consumer loans | Loans released to individuals within the drawdown schedule over the total no. of loans released to individuals | 5% | 2.5% | Actual/Target x Weight | | No exact data available | No exact data available | 100% | 100% | 100% |
| Subtotal of Weights: | | 50% | 50% | | | | | | | |

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|--|---|--------|------|------------------------|---------------------------------|----------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Description | Formula | Weight | | Rating System | Data Provider if applicable | 2010 | 2011 | 2012 | 2013 | 2014 |
| | | 2013 | 2014 | | | | | | | |
| MFO 2 : Deposit Products and Services | | | | | | | | | | |
| Financial 1: Amount of Total CASA Deposits | Ending balance less beginning balance | 25% | 20% | Actual/Target x Weight | | ₱42,478 (as submitted by BBS) | ₱48,132 M (as submitted by BBS) | ₱54,896 M (as submitted by BBS) | ₱63,130 M (as submitted by BBS) | ₱72,600 M (as submitted by BBS) |
| Financial 2: Amount of Total Deposits from the countryside | Absolute Amount | 15% | 10% | Actual/Target x Weight | | ₱47,794 M | ₱56,136 M | ₱63,465 M | ₱69,811 M | ₱76,792 M |
| Quality: Percentage of Satisfactory Customer Rating | Satisfactory customer rating over Total population surveyed | 0% | 5% | Actual/Target x Weight | | No exact data available | No exact data available | No exact data available | No specific % target in 2013_1/ | 100% |

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|--|---|------------|------------|------------------------|---------------------------------|--|--|---|---|---|
| Description | Formula | Weight | | Rating System | Data Provider if applicable | 2010 | 2011 | 2012 | 2013 | 2014 |
| | | 2013 | 2014 | | | | | | | |
| Timeliness: Percentage of deposit liability transactions processed within the TAT | Total number of deposit transactions processed within TAT over the total number of deposit transactions | 0% | 5% | Actual/Target x Weight | | No exact data available | No exact data available | 90% | 100% | 100% |
| Subtotal of Weights: | | 40% | 40% | | | | | | | |
| Organizational Effectiveness and Financial Viability (i.e. General Administrative Services) | | | | | | | | | | |
| Quality: No. of Bank Processes under the QMS Certification (Quality Management System) | Absolute Number | 5% | 5% | Actual/Target x Weight | | Total: Three (3) Bank Processes Description: Three (3) new ISO-certified processes covering Cash Mgmt., ATM Mgt. Retail | Total: Seven (7) Bank Processes Description: Three (3) ISO-certified Head Office (HO) processes and expansion to cover four (4) | Total: Thirteen (13) Bank Processes Description: Seven (7) ISO-certified Head Office (HO) processes and expansion to | Total: Thirteen (13) Bank Processes/ five (5) RMCs /host branches Description: Thirteen (13) ISO-certified Head Office (HO) processes and expansion to cover five (5) RMCs and respective host | Total: Fourteen (14) Head Office Bank Processes/ ten (10) RMCs / ward branches Description: Thirteen (13) ISO-certified Head Office (HO) processes, five (5) ISO-certified RMCs / host branch and expansion to |

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|---|------------|--------|------|---------------------------------|--------------------------------|---|--|--|---|--|
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| | | 2013 | 2014 | | | | | | | |
| | | | | | | Lending Operations (Corporate Banking I & II) | new Processes: Thrust Services, Investment Banking, Capital Markets Dev't., Development Banking (WB MSME, FI, CB I & II) | cover six (6) new HO Processes: Asset Mgt., Remedial Mgt., Electronic Banking Treasury, Branch Banking (BBS-HO) Accounting | branches | cover one (1) additional HO process (covering Board/ CORSEC process) and five (5) additional RMCs and respective ward branches. |
| Quantity: Percentage of Completion of Integration of DBP Core Systems | Percentage | 5% | 5% | Actual/Target x Weight | | 100% (9 new projects completed) | 100% (11 new projects completed) | 100% (7 new projects completed) | 100% (4 new major projects completed covering deposits, loans, investments and off-book transactions, and customer information/central liability system) | 100% completion of six (6) identified projects (Integrated Credit Risk Rating System (ICRRS), Integrated Liability System (ILS), Upgrade of Routers (NW), Cash |

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|-----------------------------|---------|-------------|-------------|---------------------------------|--------------------------------|------|------|---------|------|---|
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| | | 2013 | 2014 | | | | | | | |
| | | | | | | | | | | Management, Card Management, and LEAD Generation) |
| Subtotal of Weights: | | 10% | 10% | | | | | | | |
| TOTAL OF WEIGHTS: | | 100% | 100% | | | | | | | |

* Rating of an indicator should not exceed its corresponding weight.

_1/ The Bank's Corporate Affairs and Process Management, together with the incoming senior officer in charge of Marketing (in Branch Banking Sector), will be responsible for reviewing and revising if necessary, the existing Customer Satisfaction Survey system. Specific targets will be set for both loan and deposit customers according to categories of clients as may be defined. Turn-around time targets will be part of the customer feedback system.