

**FOOD TERMINAL INCORPORATED (FTI)
Recalibrated 2020 Performance Scorecard**

Component					Baseline Data			Target	
Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020		
STAKEHOLDERS	SO 1	Operationalize RFTs at Strategic Locations in the Philippines that will Support Local Farmers/Cooperatives							
	SM 1	Number of Regional Food Terminals Operationalized	Absolute Number	20%	Actual over Target	N/A	N/A	-	Construction of 1 RFT
	SO 2	Quality Services Provided, Continually Improved, and Sustained							
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	Actual over Target 0% = if less than 80%	90%	Non-Compliant with GCG-standardized CSS Questionnaire	No CSS was conducted.	90%
	<i>Subtotal</i>		<i>25%</i>						
FINANCE	SO 3	Financial Resources Ensured and Organizational Financial Value Sustained							
	SM 3	Return on Assets (ROA)	Net Income / Total Assets Employed	10%	Actual over Target	₱1.93 B / ₱8.74 B 22.08%	₱130.8 M / ₱7,820 M 1.66%%	₱142.918 M / ₱65,714.929 M 0.22%	₱ 85.776 M / ₱65,965.502 M 0.1%
	SM 4	Total Income	Absolute Amount	10%	Actual over Target	₱2,896 M	₱276.521 M	N/A	₱267.222 M

Component					Baseline Data			Target	
Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020	
INTERNAL PROCESS	SM 5	Collection Efficiency	Total Collection / Total Receivable	10%	Actual over Target	81.38% ₱2,383.871 M / ₱2,929.256 M	33.66% ₱277.004 M / ₱822.907 M	N/A	29% ₱176.696 M / ₱604.631 M
	<i>Subtotal</i>			30%					
INTERNAL PROCESS	SO 4	Organizational Assets Utilized and Managed Optimally							
	SM 6	Occupancy Rate	Total leased / Total leasable area	20%	Actual over Target	82%	75%	74.85%	72%
	SM 7	Percentage of Modular Cold Chain Equipment Operational	Total number of equipment operational / Total number of equipment	15%	Actual over Target	-	-	Complete Installation	100%
	SO 5	Establish Optimal Impact on Provincial Economy of Potential RFTs							
	<i>Subtotal</i>			35%					
LEARNING AND GROWTH	SO 6	Business Operations are Standards-Compliant							
	SM 8	ISO 9001:2015 Certification	Milestone	5%	-	-	-	-	ISO Certified (Contract Management)

Component					Baseline Data			Target	
Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020	
	SO 7	Organizational Capacity, Capability, and Competency Improved							
LEARNING AND GROWTH	SM 9	Percentage of Employees Meeting Required Competencies	Milestone	5%	All or Nothing	-	-	-	Establish Baseline
	Subtotal			10%					
	TOTAL			100%					