

**SECRETARY'S CERTIFICATE**

This is to certify that during the 8th Regular Board Meeting of the Philippine Postal Corporation held on 15 August 2019 at the Board of Directors adopted the following resolution, to wit:

**Board Resolution No. 2019 - 108**

**“APPROVING THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 2<sup>ND</sup> QUARTER OF CALENDAR YEAR 2019 THAT WILL BE SUBMITTED TO THE GOVERNMENT COMMISSION ON GOCCs (GCG) AND ITS SUBSEQUENT UPLOADING IN THE CORPORATE WEBSITE.”**

**RESOLVED**, as it hereby resolves, to approve the Performance Monitoring Report of the Philippine Postal Corporation (PHLPost) for the 2<sup>nd</sup> Quarter of Calendar Year 2019 that will be submitted to the Government Commission on GOCCS (GCG) and its subsequent uploading in the corporate website.

Issued this 29<sup>th</sup> day of August 2019 at the City of Manila, Philippines.



**GUZMAN B. MELGAREJO, JR.**  
Assistant Corporate Secretary

## PHILIPPINE POSTAL CORPORATION (PHLPost)

		Component			2nd Quarter		
		Objective	Formula	Weight	2019 Annual Target	Actual	Rating
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments					
		Postal Traffic (in Million pieces)					
	SM 1	1.1. Volume of Postal Transactions Handled	Actual Figure	8.00%	61.86	28.17	7.28%
		1.2. Volume of Postal Items Delivered	Actual Figure	5.00%	8.86	1.81	2.04%
		<i>Subtotal</i>		13%			9.33%
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities					
	SM 2	Expansion of Postal Outlets	Number of Postal Outlets: PHLPost-operated, LGU-operated and private-operated	5.00%	Additional 63 (from 2018 baseline)	2	5.00%
	SM 3	Maintain NGAs/NGOs Partners for Payout Services	Actual Number of Payout Partners	5.00%	5	6	5.00%
	SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management					
	SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	10.00%	90%	Results of Qualitative and Quantitative Phase	10.00%
		<i>Subtotal</i>		20.00%			20.00%
FINANCIAL	SO 4	Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management					
	SM 5	Revenues	Total Revenues	6.00%	PhP3,535 M	1,930.16	6.00%
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6.00%	PhP30 M	343.63	6.00%
			<i>Subtotal</i>		12.00%		
AL PROCESS	SO 5	Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures					
	SM 7	Express Post Delivery Performance 7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered	6.00%	90% of items delivered within 1 day after posting	85% of items delivered within 1 day after posting	5.67%

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		Component			2nd Quarter		
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INTERN		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	within the Standard Turnaround Time	6.00%	90% of items delivered within 3 days after posting	80% of items delivered within 3 days after posting	5.33%
	SM 7	7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	Percentage of Postal Items Delivered within the Standard Turnaround Time	6.00%	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	6.00%
		7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department		6.00%	95% of items delivered within 3 days after Customs clearance	80% of items delivered within 3 days after Customs clearance	5.05%
	SM 8	International Parcel Post Delivery Performance		4.00%	85% of items delivered within 7 days after Customs clearance	81% of items delivered within 7 days after Customs clearance	3.81%
INTERNAL PROCESS	Letter Post Delivery Performance						
	SM 9	9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	4.00%	85% of items delivered within 7 days after posting	80% of items delivered within 7 days after posting	3.76%
		9.2. Domestic Registered Letter Post Delivery Performance		4.00%	85% of items delivered within 7 days after posting	81% of items delivered within 7 days after posting	3.81%
		9.3. International Letter Post Delivery Performance		4.00%	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	4.00%
SO 6	<b>Uphold Postal Service Integrity by Strengthening Security in Postal Processes</b>						
SM 10	ISO Certification	ISO Certification of Frontline Services	5.00%	ISO 9001:2015 Certification of Manila Central Post Office	Preparation of Quality Management System (QMS)	5.00%	


PHILIPPINE POSTAL CORPORATION (PHLPost)

Component		2nd Quarter					
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<b>SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT</b>							
SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Internet Connectivity / Total Number of Post Offices with Internet Connectivity as of end of previous year	5.00%	60% of Postal Outlets with Internet Connectivity	203%	5.00%	
<i>Subtotal</i>			50.00%			47.44%	
<b>SO 8 Manage Organizational Competencies by Developing Effectual and Competent Human Resources</b>							
LEARNING AND GROWTH	SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of personel	3.00%	50% of frontline Personnel Meeting Required Technical competencies	253 Frontline Personnel	3.00%
			Actual Accomplishment	2.00%	Establish baseline data on Non-Technical Competencies of frontline Personnel (Postmasters, Tellers and Letter Carriers)	996 Frontline Personnel	2.00%
	<i>Subtotal</i>			5.0%			5.0%
<b>TOTAL</b>			100%			93.77%	

Certified Correct:

  
**ZENaida V. MATAVERDE**  
 Acting Manager, Corporate Planning Department

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 Date:

  
**MAURA M. BAGHAR-REGIS**  
 APMG for Administration and

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 Date:

Approved by:

  
**JOEL L. OTARRA**  
 Postmaster General & CEO

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 Date:

  
**NORMAN N. FULGENCIO**  
 Chairman, Board of Directors

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 Date: