

**SECRETARY'S CERTIFICATE**


1. I am presently the Corporate Secretary of the Philippine Postal Corporation;
2. The Office of the Corporate Secretary holds office at the 3<sup>rd</sup> Floor, Manila Central Post Office Building, Magallanes Drive, Liwasang Bonifacio, Barangay 659-A, Ermita, Manila;
3. I am the custodian of the records of the Corporation, including the Minutes of Meetings and Resolutions;
4. In the 6<sup>th</sup> Special Meeting of the Board held on July 29, 2020 via videoconference (Zoom Meeting with ID No. 8105306176) during which a quorum was present and acted throughout, Board Resolution No. 2020-44 was unanimously approved and adopted, as follows:

**Board Resolution No. 2020 - 44**

**“APPROVING THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 1<sup>ST</sup> QUARTER OF CALENDAR YEAR 2020 THAT WILL BE SUBMITTED TO THE GOVERNANCE 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 1<sup>st</sup> Quarter of Calendar Year 2020 that will be submitted to the Governance Commission on GOCCS (GCG) and its subsequent uploading in the corporate website, a copy of the Execom Resolution No. 2020-25 dated 27 July 2020 being hereto attached and made an integral part of this resolution as Annex “A”.

Issued this 20<sup>th</sup> day of August 2020 at the City of Manila, Philippines.

  
**ATTY. LINDEZA R. ROGERO-GAVINO**  
Corporate Secretary

PHILIPPINE POSTAL CORPORATION (PHLPost)

	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating Scale	2020 Annual Target	1st Quarter		Rating	Remarks
						Target	Actual		
SOCIAL IMPACT	<b>SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments</b>								
	SM 1 - Postal Mail Traffic (Transactions Handled in Millions)	Actual Figure	8.0%	Actual / Target	69.49	17.37	10.80	4.97%	
	<b>Sub-Total &gt; Social Impact</b>			8.0%				4.97%	
STAKEHOLDERS	<b>SO 2 - Continue postal service in the community through sustainable partnership with public and private entities</b>								
	SM 2 - Number of Municipalities and Cities with Postal Access (out of a total of 1,628)	Number of Municipalities with PHLPost-operated, Local Government Unit (LGU)-operated or Private-operated postal outlet/s	5.0%	Actual / Target	18 additional cities and municipalities	NA	None	5.00%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Partners	5.0%	Actual / Target	10	NA	6	5.0%	
	<b>SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management</b>								
	SM 4 - Percentage of Satisfied Customers	Number of Customers Who Rated Satisfactory or Very Satisfactory / Total Number of Customers Sampled	5.0%	Actual / Target 0% - If less than 80% a. Individual Customers = 3% b. Corporate Clients = 2%	90% (Using the GCG Enhanced Guidelines for the Conduct of the CSS)	NA	Results of the Customer Satisfaction Survey (2nd Wave)	5.00%	
<b>Sub-Total &gt; Customers &amp; Stakeholders</b>			15.0%				15.00%		

Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating Scale	2021 Annual Target	1st Quarter		Rating	Remarks
						Target	Actual		
<b>SO 4 - Ensure financial growth and efficiency through market sustainability and cost management</b>									
FINANCIAL	SM 5 - Revenues	Total Revenues	6.0%	Actual / Target	PhP4.076 B	1,019.00	666.92	3.93%	
	SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6.0%	Actual / Target	PhP97.03 M	24.26	116.45	6.00%	
	<b>Sub-Total &gt; Financial</b>			<b>12.0%</b>					<b>9.93%</b>
<b>SO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures</b>									
INTERNAL PROCESSES	SM 7 - Express Post Delivery Performance								
	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	7.0%	Actual / Target	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	88% of items delivered within 1 day after posting	6.84%	
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		7.0%	Actual / Target	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	85% of items delivered within 3 days after posting	6.61%	
	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		7.0%	Actual / Target	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	7.00%	
	7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		7.0%	Actual / Target	95% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	87% of items delivered within 3 days after Customs clearance	6.41%	
	SM 8 - International Parcel Post Delivery Performance		4.0%	Actual / Target	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	86% of items delivered within 7 days after Customs clearance	4.00%	

Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating Scale	2020 Annual Target	1st Quarter		Rating	Remarks
					Target	Actual		
<b>SM 9 - Letter Post Delivery Performance</b>								
9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	7.0%	Actual / Target	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	75% of items delivered within 7 days after posting	6.18%	
9.2. Domestic Registered Letter Post Delivery Performance		7.0%	Actual / Target	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	77% of items delivered within 7 days after posting	6.34%	
9.3. International Letter Post Delivery Performance		4.0%	Actual / Target	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	4.00%	
<b>SO 6 - Uphold postal service integrity by implementing QMS in the postal processes</b>								
SM 10 - ISO Certification	ISO Certification of Frontline Services	5.0%	All or Nothing	ISO 9001:2015 Certification of Post Offices within the City of Manila and in the Offices of Exchange	NA	Implementation of Quality Management System (QMS)	5.00%	
<b>SO 7 - Improve efficiencies in the Postal Service through innovation and ICT</b>								
SM 11. Percentage of PHLPst-Operated Postal Outlets with Enabled Track and Trace	Number of PHLPst-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace / Total Number of PHLPst-Operated Postal Outlets	5.0%	Actual / Target	70%	NA	69%	5.00%	778 Postal Outlets
<b>Sub-Total &gt; Internal Processes</b>		<b>60.0%</b>					<b>57.38%</b>	

INTERNAL PROCESSES

Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating Scale	2020 Annual Target	1st Quarter		Rating	Remarks
					Target	Actual		
<b>SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems</b>								
LEARNING & GROWTH  SM 12. Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	5.0%	Actual / Target a. 2.5% b. 1.5% c. 1.0%	a. 100% of Frontline Personnel Meeting Required Technical Competencies	NA	Implementation was discontinued due to Covid 19 pandemic, however, ongoing plans using online skills training being considered.	2.5%	
				b. 35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	NA	Implementation was discontinued due to Covid 19 pandemic, however, ongoing plans using online skills training being considered.	1.5%	
				c. Establish Baseline on Competency of Supervisors in the Operations Group	NA	Continuous gathering of data in the areas. Forms were already submitted to the areas for distribution to operation groups.	1.0%	
<b>Sub-Total &gt; Learning &amp; Growth</b>		<b>5.0%</b>					<b>5.00%</b>	
<b>TOTAL RATING</b>		<b>100.0%</b>					<b>92.28%</b>	

Certified Correct:


  
DONABEL A. ASUNCION  
Manager, Corporate Planning Department

Date: \_\_\_\_\_

  
MAURA M. BAGHARI-REGIS  
APMG for Administration and Finance

Date: \_\_\_\_\_

Approved by:

  
JOEL L. OTARRA  
Postmaster General & CEO

Date: \_\_\_\_\_

  
NORMAN N. FULGENCIO  
Chairman, Board of Directors

Date: \_\_\_\_\_