

Corplan

SECRETARY'S CERTIFICATE

This is to certify that during the 7th Special Board Meeting of the Philippine Postal Corporation held on July 28, 2016, the Board of Directors adopted the following resolution, to wit:

Board Resolution No. 2016 - 93

**"APPROVING THE BASIC RISK
MANAGEMENT FRAMEWORK OF
THE PHILIPPINE POSTAL
CORPORATION (PHLPOST)."**

RESOLVED, as it hereby
resolves to approve the Basic Risk
Management Framework of the
Philippine Postal Corporation
(PHLPost).

Issued this 19th day of August 2016 at the City of Manila,
Philippines.

Florante C. Cruz
FLORANTE C. CRUZ
Corporate Secretary

Filename: PHLPostBasicRiskManagementFramework
Digital records: PHLPost - Risk management
Physical records:

1 PHLPost - Risk Management
1 PHLPost - BOD Resolutions

RISK MANAGEMENT FRAMEWORK



**Board of Directors
12 November 2015**

Corporate Planning Department

RISK MANAGEMENT FRAMEWORK

Mandate and commitment

Design of framework

- Organisation and its context
- Risk management policy
- Embedding risk management

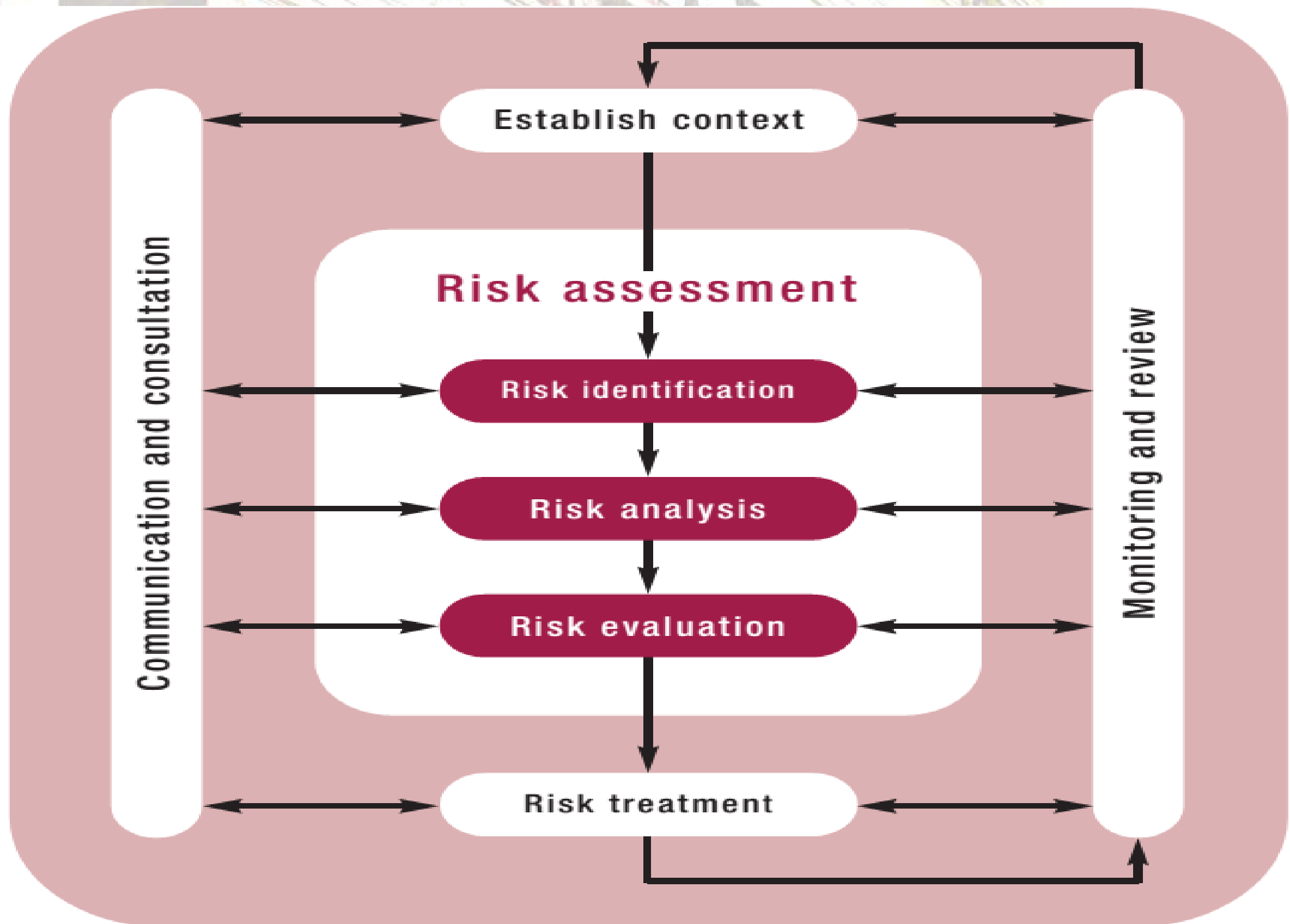
Implement risk management

- Implement framework
- Implement RM process

Monitor and review framework

Improve framework





PHLPOST RISK MANAGEMENT FRAMEWORK

PHLPost shall manage the risks in providing an efficient, competitive and on time delivery of communications, goods and postal payment services

PHLPost develops, implements and monitors a standard risk management process all aspect of management , operations, administration and financial activities

Risk Management Office

Risk management is embedded in all aspect of management, operations, administration and financial activities

Risk Management Guidelines

Implementation of risk management

Enhancement

Monitoring and review



RISK STRATEGY MAP



VISION:





BY 2020, Philippine Postal Corporation (PHLPOST)
is the PREFERRED UNIVERSAL DELIVERY SERVICE PROVIDER of COMMUNICATIONS,
GOODS AND PAYMENT in EVERY FILIPINO COMMUNITY

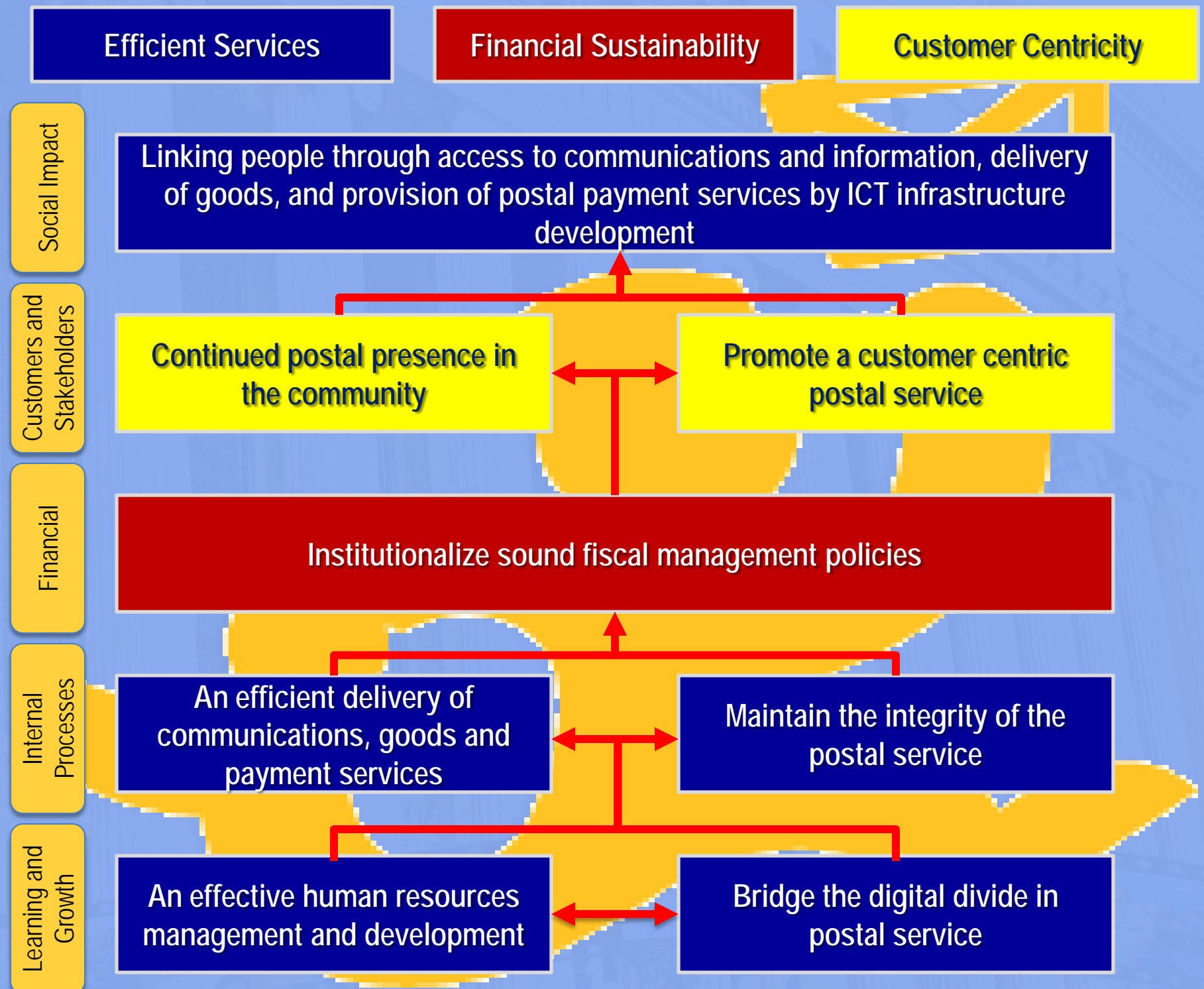
MISSION:

The PHILIPPINE POSTAL CORPORATION (PHLPost) provides EFFICIENT, COMPETITIVE AND ON-TIME DELIVERY of COMMUNICATIONS, GOODS AND PAYMENT SERVICES in ANY FILIPINO COMMUNITY

PHLPost's WORK ETHICS

is founded by:

-  **INTEGRITY** demonstrated through adherence to honesty in work for a decent life;
-  **LOYALTY** shown in the faithfulness to the company kindled by love for work;
-  **COMPETENCE** that encourages confidence in the capability to be productive through teamwork and guided by wisdom; and,
-  **COMMITMENT** driven by passion to do good for family and country for a life well-lived.



RISK MANAGEMENT PROCESS

RISK ORGANIZATION

Specifies the:

- Roles
- Responsibilities
- Communication
- Risk reporting structure

RISK STRATEGY

- Risk appetite, attitudes and philosophy
- Defined in the Risk Management Policy

RISK PROTOCOLS

- Presented in the form of risk guidelines to the organization
- Include the rules and procedures
- Specifies the risk management methodologies, tools and techniques that should be used

STEPS:

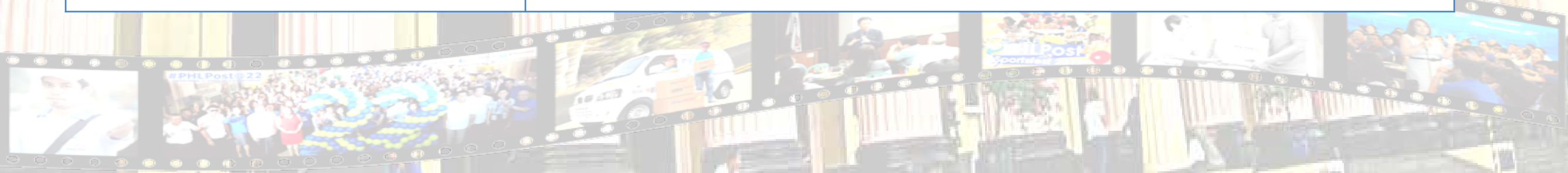
1. Recognition or identification of risks
2. Ranking or evaluation of risks
3. Responding to significant risks
 - Tolerate
 - Treat
 - Transfer
 - Terminate

4. Resourcing controls
5. Reaction planning
6. Reporting and monitoring risk performance
7. Reviewing the risk management framework



RISK DESCRIPTION

NAME OR TITLE OF RISK	<ul style="list-style-type: none"> • Unique identifier • Risk index
SCOPE OF RISK	<ul style="list-style-type: none"> • Scope of risk • Details of possible events • Includes description of the events, size, type and number
NATURE OF RISK	<ul style="list-style-type: none"> • Classification of risk • Timescale of potential impact • Description as hazard, opportunity or uncertainty
STAKEHOLDERS	<ul style="list-style-type: none"> • Both internal and external • Their expectations

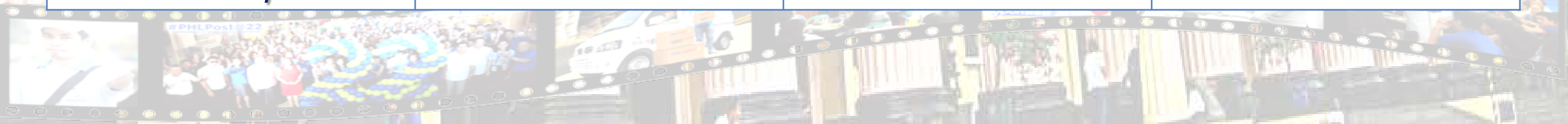


RISK DESCRIPTION MARKETING

NAME OR TITLE OF RISK	SCOPE OF RISK	NATURE OF RISK	STAKEHOLDERS
Revenue generation			
Accounts receivable management			
Competitors			
Customer satisfaction			
Customer acquisition			
Customer retention			
Market share			
Product/service substitution			
Pricing			
Location			

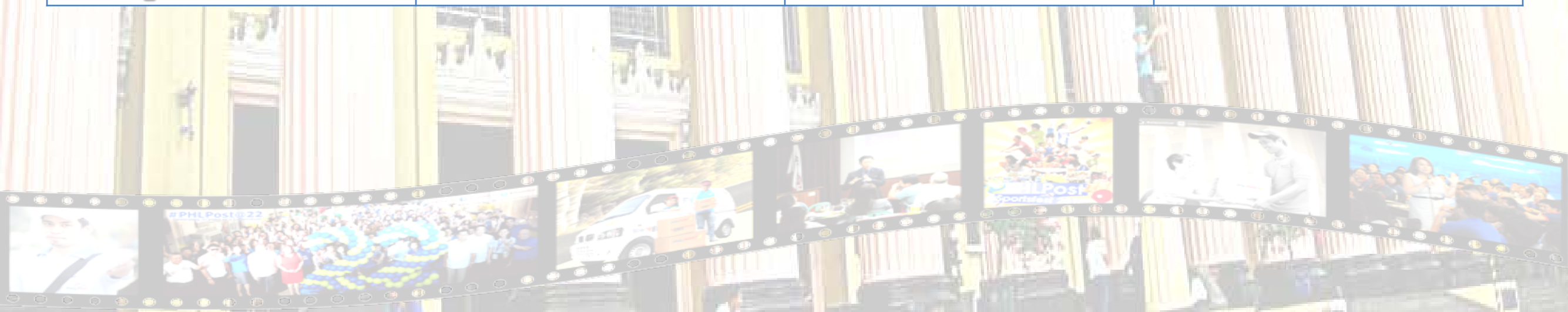
RISK DESCRIPTION OPERATIONS

NAME OR TITLE OF RISK	SCOPE OF RISK	NATURE OF RISK	STAKEHOLDERS
Delivery performance			
Network performance			
Business continuity			
Processing center capacity and efficiency			
HR competence			
Supplies and materials availability			
Equipment capacity and availability			

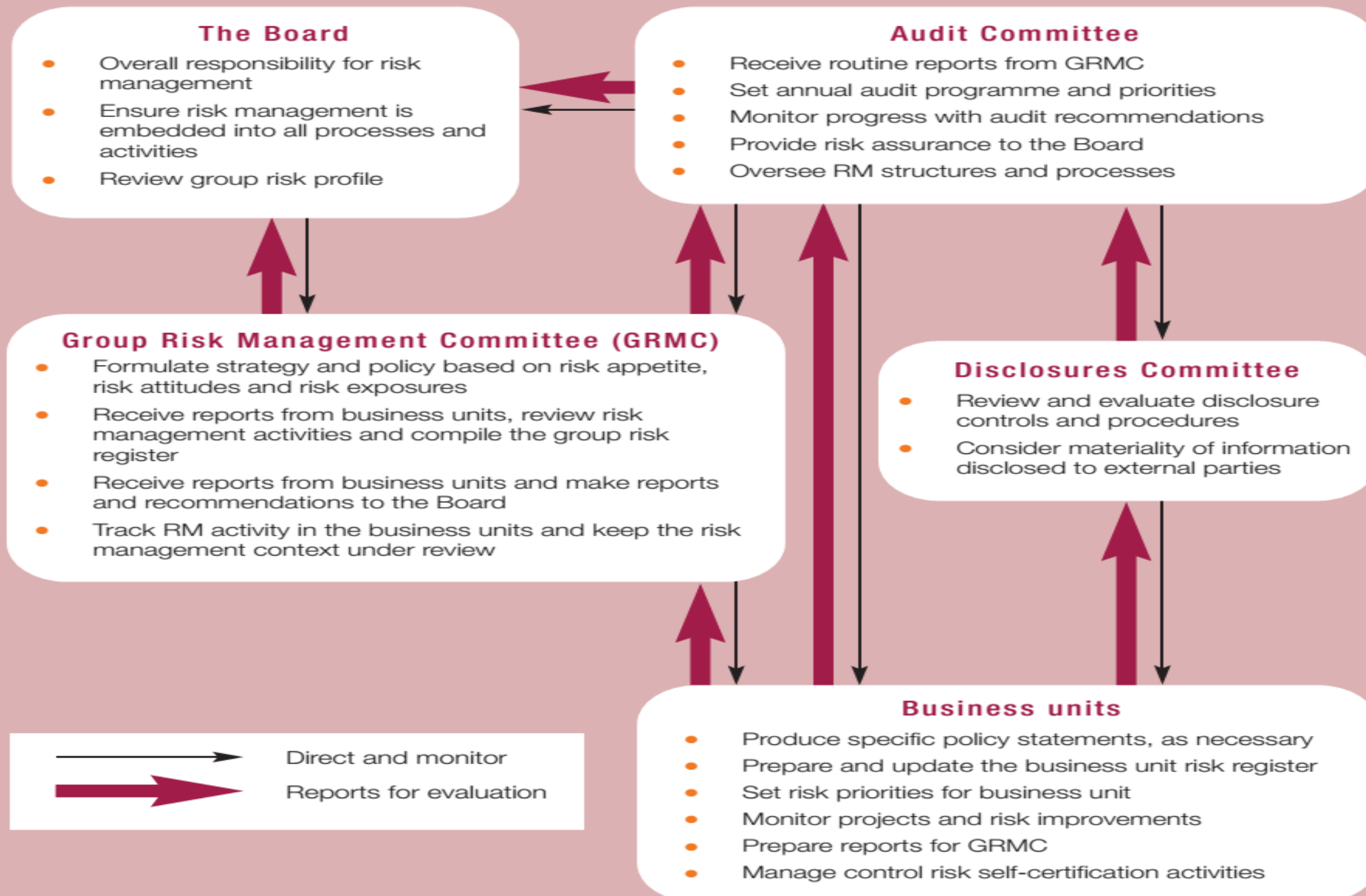


RISK DESCRIPTION FINANCIAL

NAME OR TITLE OF RISK	SCOPE OF RISK	NATURE OF RISK	STAKEHOLDERS
Expense management			
Cash flow management			
Accounts payable management			
Funds sourcing			
Investment management			



RISK MANAGEMENT ORGANIZATION



RISK MANAGEMENT ORGANIZATION

BOARD CEO	<ul style="list-style-type: none"> • Determine strategic approach to risk and set risk appetite • Establish the structure for risk management • Understand the most significant risks • Manage the organization in a crisis
BUSINESS UNIT MANAGER	<ul style="list-style-type: none"> • Build risk aware culture within the unit • Agree risk management performance targets • Ensure implementation of risk improvement recommendations • Identify and report changed circumstances/risks
INDIVIDUAL EMPLOYEES	<ul style="list-style-type: none"> • Understand, accept and implement risk management processes • Report inefficient, unnecessary or unworkable controls • Report loss events and near miss incidents • Cooperate with management on incident investigations

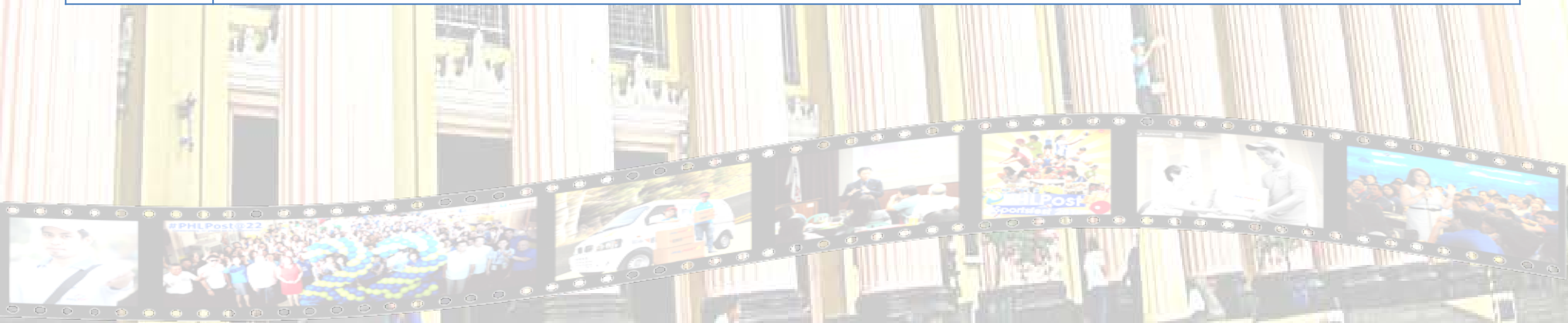
RISK MANAGEMENT ORGANIZATION

RISK MANAGER	<ul style="list-style-type: none"> • Develop the risk management policy and keep it up to date • Document the internal risk policies and structures • Coordinate the risk management and internal control activities • Compile risk information and prepare reports to the Board
SPECIALIST RISK MANAGEMENT FUNCTIONS	<ul style="list-style-type: none"> • Assist the company in establishing specialist risk policies • Develop specialist contingency and recovery plans • Keep up to date with developments in the specialist area • Support investigations of incidents and near misses
INTERNAL AUDIT MANAGER	<ul style="list-style-type: none"> • Develop a risk-based internal audit programme • Audit the risk processes across the organization • Receive and provide assurance on the management of risk • Report on the efficiency and effectiveness of internal controls

RISK MANAGEMENT CHECKLIST

A. RISK ORGANIZATION

	Statement produced that sets out risk responsibilities and lists the risk-based matters reserved for the Board
	Risk management responsibilities allocated to an appropriate management committee
	Arrangements are in place to ensure the availability of appropriate competent advice on risks and controls
	Risk aware culture exists within the organization and actions are in hand to enhance the level of risk maturity
	Sources of risk assurance for the Board have been identified and validated



Dala nami'y magandang serbisyo

#PHLPost@22
Celebrating 22 years as a Corporation



Email:

corplan@philpost.gov.ph

corplan.phlpost@gmail.com

