



16 April 2021

MR. RAUL B. BENDIGO

Chairman

MR. NORMAN N. FULGENCIO

Postmaster General

PHILIPPINE POSTAL CORPORATION (PHLPost)

3rd Floor Central Office Building

Liwasang Bonifacio, Manila

RE: TRANSMITTAL OF 2021 PERFORMANCE SCORECARD

Dear Chairman Bendigo and Postmaster General Fulgencio,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2021 Performance Scorecard (**Annex B**) of PHLPost. The same is to be posted in PHLPost's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PHLPost-proposed Performance Scorecard submitted through its letter dated 14 October 2020² was **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 29 October 2020 and evaluation of additional documents submitted via email on 20 November 2020,³ 16 December 2020,⁴ and 26 March 2021.⁵

We take this opportunity to remind PHLPost that Item 5 of GCG Memorandum Circular No. 2017-02⁶ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. PHLPost is thus requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the 1st Quarter Monitoring Report for 2021.

FOR PHLPOST'S COMPLIANCE.

Very truly yours,

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 15 October 2020.

³ Officially received by the Governance Commission on 20 November 2020.

⁴ Officially received by the Governance Commission on 16 December 2020.

⁵ Officially received by the Governance Commission on 26 March 2021.

⁶ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.



OUR VISION

By 2022, PHLPost is the **PREFERRED UNIVERSAL DELIVERY SERVICE PROVIDER** of communications, goods and merchandise, and payment services in **EVERY FILIPINO COMMUNITY**

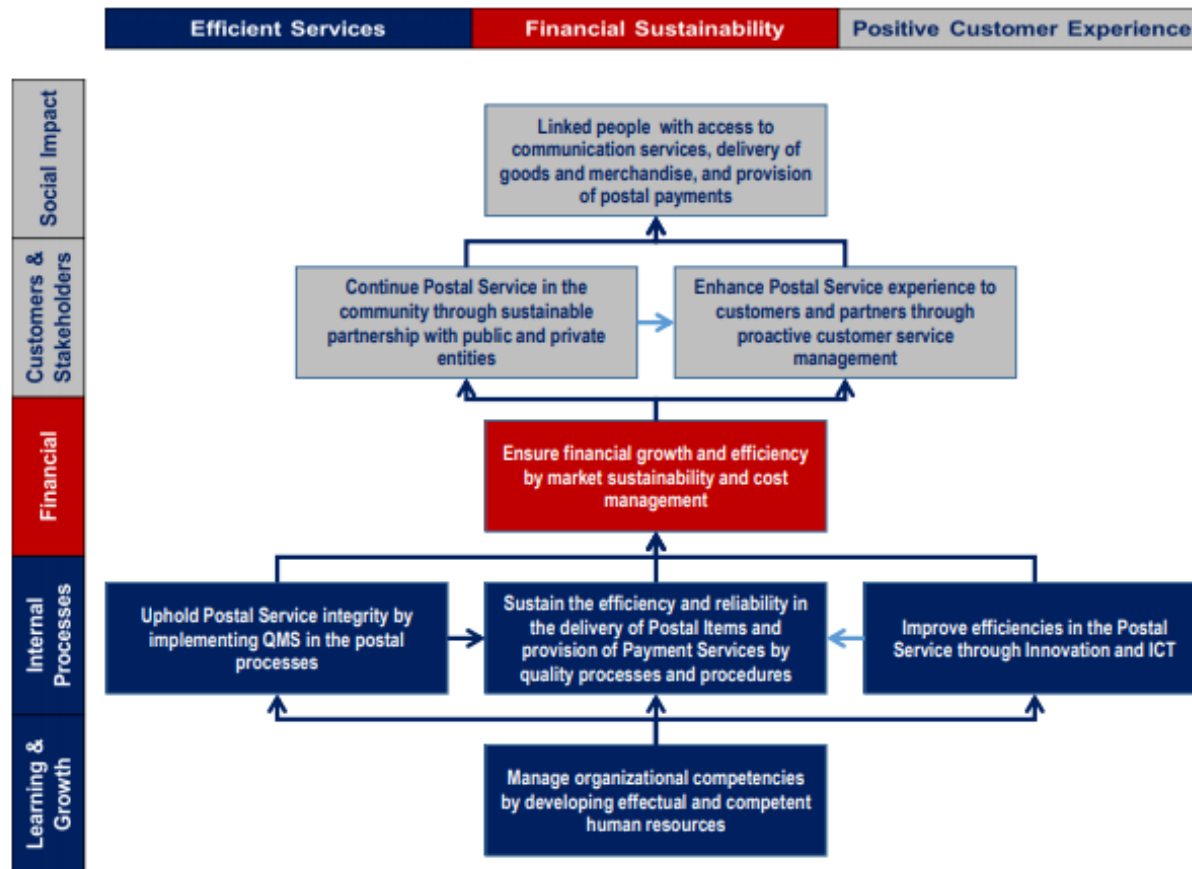
OUR MISSION

The Philippine Postal Corporation provides **EFFICIENT , COMPETITIVE and ON-TIME DELIVERY** of communications, goods and merchandise, and payment services in **ANY FILIPINO COMMUNITY**

CORE VALUES

PHLPost's work ethics are founded by:

- **Commitment**
- **Innovation**
- **Teamwork**
- **Entrepreneurial Spirit**
- **Patriotism**
- **Integrity**
- **Excellence**
- **Spirituality**



PHILIPPINE POSTAL CORPORATION (PHLPost)

Component					Baseline Data		Recalibrated	Target	
	Objective/Measure	Formula	Rating Scale ^{a/}	Weight	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Volume of Postal Transactions Handled (in million pcs)	Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal ID + Postal Money Order received	Actual / Target	8.0%	51.97	100.27	31.57	42.27
	Sub-total				8%				
	SO 2	Continue Postal Service in the Community Through Sustainable Partnership with Public and Private Entities							
CUSTOMERS & STAKEHOLDERS	SM 2	Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities with postal access	Actual / Target	5.0%	–	–	9 additional cities and municipalities	68 additional cities and municipalities
	SM 3	Number of NGAs/NGOs Partners for Services	Actual Number of Payout Partners	Actual / Target	5.0%	6	6	6	10
	SO 3	Enhance Postal Service Experience of 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	Actual / Target <i>0% - if less than 80%</i>	3.0%	No CSS Conducted	91.10%	<i>Using the GCG Enhanced Guidelines for the Conduct of the CSS</i>	
		a. Individual Customers						<i>Excluded</i>	90%
b. Corporate Clients		90%						90%	
Sub-total				15%					

Component					Baseline Data		Recalibrated	Target	
	Objective/Measure	Formula	Rating Scale ^{al}	Weight	2018	2019	2020	2021	
FINANCIAL	SO 4	Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management							
	SM 5	Revenues (<i>in Billion Php</i>)	"Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)"	Actual / Target	6.0%	3.675	4.181	3.179	3.273
	SM 6	Earnings before Interest, Taxes, Depreciation and Amortization (<i>in Millions</i>)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	6.0%	28.889	69.63	80.308	92.782
	Sub-total				12%				
INTERNAL PROCESSES	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 within the Standard Turnaround Time	Actual / Target	7.0%	90.19% of items delivered within 1 day after posting	86.97% of items delivered within 1 day after posting	90% of items delivered within 3 days after posting	90% of items delivered within 2 days after posting
7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	Actual / Target	6.0%		90.05% of items delivered within 3 days after posting	85.32% of items delivered within 3 days after posting	90% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting		

Component					Baseline Data		Recalibrated	Target	
	Objective/Measure	Formula	Rating Scale ^{al}	Weight	2018	2019	2020	2021	
	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	7.0%	100% of items delivered within 1 day after Customs clearance	96.07% of items delivered within 1 day after Customs clearance	95% of items delivered within 3 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	
	7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		Actual / Target	7.0%	96.10% of items delivered within 3 days after Customs clearance	87.06% of items delivered within 3 days after Customs clearance	95% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	
	SM 8	International Parcel Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	5.0%	94.75% of items delivered within 7 days after Customs clearance	83.56% of items delivered within 7 days after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance
	SM 9	Letter Post Delivery Performance							
9.1. Domestic Ordinary Letter Post Delivery Performance		Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	85% of items delivered within 7 days after posting	82.40% of items delivered within 7 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	

Component					Baseline Data		Recalibrated	Target
	Objective/Measure	Formula	Rating Scale ^{al}	Weight	2018	2019	2020	2021
	9.2. Domestic Registered Letter Post Delivery Performance		Actual / Target	5.0%		83.84% of items delivered within 7 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
	9.3. International Letter Post Delivery Performance		Actual / Target	6.0%	94.93% of items delivered within 7 days after Customs clearance	86.38% of items delivered within 7 days after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
SO 6	Uphold Postal Service Integrity by Implementing QMS in the Postal Processes							
SM 10	ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO-aligned Documentation of its QMS for Post Office Operations	Preparatory Activities for ISO Certification	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange
SO 7	Improve Efficiencies in the Postal Service Through Innovation and ICT							
SM 11	Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	Actual / Target	5.0%	386 Postal Outlets with Internet Connectivity (as reported by PHLPost)	60.68%	60%	65%
				Sub-total	60%			

Component					Baseline Data		Recalibrated	Target	
	Objective/Measure	Formula	Rating Scale ^{a/}	Weight	2018	2019	2020	2021	
LEARNING & GROWTH	SO 8	Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
	SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.5%	Completed Competency Assessment of 19.48% (631 out of 3,240 Front Line Positions) Out of the 631, only 4.91% meet the required competencies	60.76% Frontline Personnel Meeting Required Technical Competencies	70% of Frontline Personnel Meeting Required Technical Competencies	80% of Frontline Personnel Meeting Required Technical Competencies
			Actual Accomplishment		1.5%		28.41% Frontline Personnel Meeting Required Non-technical Competencies	35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies
			N/A		1.0%		N/A	Establish Baseline on Competency of Supervisors in the Operations Group	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies
	Sub-total				5%				
TOTAL WEIGHT				100%					

a/ But not to exceed the weight assigned per indicator.