

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 3rd 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 7th Special Meeting of the Board held on May 26, 2021 via videoconference (Zoom Meeting with ID No. 3726631056) during which a quorum was present and acted throughout, Board Resolution No. 2021-67 was unanimously approved and adopted, as follows:

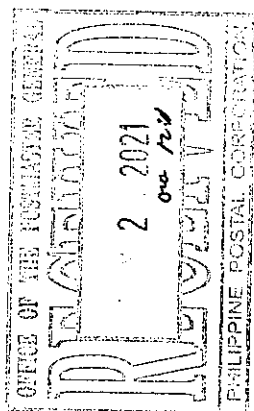
Board Resolution No. 2021 - 67

“APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG) OF THE PERFORMANCE TARGETS MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 1ST QUARTER OF CALENDAR YEAR (CY) 2021.”

WHEREAS, Item 5 of GCG Memorandum Circular No. 2013-02 (Re-Issued) dated 23 June 2014, requires Government-Owned and Controlled Corporations (GOCCs) to submit and upload in its official websites their Quarterly Performance Targets Monitoring Reports based on their GCG-approved performance scorecards;

WHEREAS, in its letter dated April 16, 2021, GCG approved the Performance Scorecard of PHLPost for CY 2021;

WHEREAS, in its Resolution No. 2021-40 dated May 20, 2021, the Management Executive Committee recommended for approval of the Board of Directors the submission to GCG of the




Performance Targets Monitoring Report of
PHLPost for the first quarter of CY 2021;

WHEREFORE, foregoing premises
considered, **BE IT RESOLVED**, as it is hereby
RESOLVED, to approve the submission to GCG
of the Performance Targets Monitoring Report of
PHLPost for the first quarter of CY 2021;

RESOLVED FINALLY, that Management is
hereby directed to upload in PHLPost's official
website the Performance Targets Monitoring
Report of PHLPost for the first quarter of CY
2021 and to do such acts as may be
required/necessary to implement this resolution.

Issued this 27th day of May 2021 at the City of Manila, Philippines.


ATTY. LINDEZA R. ROMERO-GAVINO
Corporate Secretary

**PHILIPPINE POSTAL CORPORATION (PHLPost)
1st Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks
					Target	Actual	Rating	
SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments								
SOCIAL IMPACT								
SM 1 - Postal Traffic								
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%	42.27	10.96	10.21	7.45%	
Sub-Total > Social Impact			8.0%				7.45%	
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 without postal access	Actual / Target	5.0%	68 additional cities and municipalities	NA	1 additional municipality	5.00%	Castilla, Sorsogon
SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	10	NA	7	5.00%	
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 atleast a Satisfactory rating / Total number of respondents	Actual / Target 0% - if less than 80%	3.0%	Using the GCG Enhanced Guidelines for the conduct of the CSS	NA	Terms of Reference and other documents for the procurement of Third Party research provider was submitted to BAC on February 2021	Excluded	
a. Individual Customers				90%				
b. Corporate Clients				90%				
Sub-Total > Customers & Stakeholders			15.0%				12.00%	

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PHILIPPINE POSTAL CORPORATION (PHLPost)
1st Quarter CY2021 Monitoring Report of Performance Targets

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks	
					Target	Actual	Rating		
SO 4 - Ensure financial growth and efficiency through market sustainability and cost management									
FINANCIAL	SM 5 - Revenues (in Billion PhP)	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	Actual / Target	6.0%	3.273	0.818	0.650	4.77%	
	SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	6.0%	92.782	23.196	13.790	3.57%	
	Sub-Total > Financial			12.0%				8.34%	
SO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures									
INTERNAL PROCESSES	SM 7 - Express Post Delivery Performance								
	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	85.44% of items delivered within 2 days after posting	6.65%	
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Metro Manila		Actual / Target	6.0%	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	65% of items delivered within 7 days in Luzon and 17% of items delivered within 10 days in Vis/Min after posting	2.73%	
	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	7.0%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	96% of items delivered within 2 days after Customs clearance	7.00%	

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**PHILIPPINE POSTAL CORPORATION (PHLPost)
1st Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks	
					Target	Actual	Rating		
INTERNAL PROCESSES	7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	89.47% of items delivered within 7 days in Luzon and 96% of items delivered within 10 days in Vis/Min after Customs clearance	6.83%	
	SM 8 - International Parcel Post Delivery Performance		Actual / Target	5.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	90.52% of items delivered within 10 days in Luzon and 93.93% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%	
	SM 9 - Letter Post Delivery Performance								
INTERNAL PROCESSES	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 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	62.63% of items delivered within 10 days in Luzon and 87.20% of items delivered within 15 days in Vis/Min after posting	6.17%	
	9.2. Domestic Registered Letter Post Delivery Performance		Actual / Target	5.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	76.80% of items delivered within 10 days in Luzon and 88.43% of items delivered within 15 days in Vis/Min after posting	4.86%	
	9.3. International Letter Post Delivery Performance		Actual / Target	6.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	93.91% of items delivered within 10 days in Luzon and 92.24% of items delivered within 15 days in Vis/Min after posting	6.00%	

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**PHILIPPINE POSTAL CORPORATION (PHLPost)
1st Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks
					Target	Actual	Rating	
SO 6 - Uphold postal service integrity by implementing QMS in the postal processes								
INTERNAL PROCESSES SM 10 - ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange	NA	<ol style="list-style-type: none"> 1. Review on the final draft of the Document Control Manual; 2. Implementation of all (91) Revised QMS Procedures; 3. Continuous monitoring on the implementation of the QMS procedures and the ISO requirements; 4. On-going repairs, arrangement, procurement and installation of equipment at the Post Offices, CMEC and SMED; 5. On-going 5S Program in concerned Offices and trainings to personnel; and, 6. Designation of New Quality Management Representative. 	5.0%	

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**PHILIPPINE POSTAL CORPORATION (PHLPost)
1st Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks
					Target	Actual	Rating	
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%	65%	NA	56%	4.28%	
Sub-Total > Internal Processes			60.0%				54.52%	
SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
LEARNING & GROWTH SM 12. Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.5%	80% of Frontline Personnel Meeting Required Technical Competencies	NA	A total of 2,049 (69.91%) Frontline Personnel Meeting Required Technical Competencies	2.5%	On-going collection of data
	Actual Accomplishment		1.5%	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	NA	A total of 1,489 (50.80%) Frontline Personnel Meeting Required Organizational and Leadership Competencies	1.5%	*605 (20.64%) frontline personnel trained with other competency intervention as of 1st Quarter 2021 *884 (30.16%) of frontline personnel fully met the competency through Competency Assessment Form (CAF) as of 2019

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1st Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks
					Target	Actual	Rating	
LEARNING & GROWTH: SM 12. Percentage of Employees Meeting Required Competencies	NA	Actual / Target	1.0%	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Competencies	NA	A total of 111 (51.63%) Operations Personnel meeting the Required Organizational and Leadership Competencies	1.0%	* A total of 55 (25.58%) operations personnel were subjected with other various development/ intervention to meet the required competency * A total of 56 (26.05%) of the operations personnel fully met the assessment on organizational and/or leadership competency through Competency assessment Form (CAF) as of 2020
TOTAL RATING			100.0%				87.31%	
EXCLUDED WEIGHTS							(3%)	

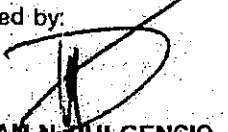
Certified Correct:


MARIA LOURDES L. RIFAREAL
Manager, Corporate Planning Department

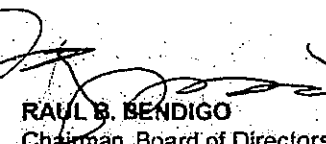
Date:


MAURA M. BAGHARI-REGIS
APMG for Administration and Finance

Date:

Approved by:

NORMAN N. FULGENCIO
Postmaster General & CEO

Date:


RAUL B. BENDIGO
Chairman, Board of Directors

Date: