

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 18th Special Meeting of the Board held on December 14, 2020 via videoconference (Zoom Meeting with ID No. 9127791341) during which a quorum was present and acted throughout, Board Resolution No. 2020-97 was unanimously approved and adopted, as follows:

Board Resolution No. 2020 - 97

"APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG) OF THE PERFORMANCE TARGETS MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE THIRD QUARTER OF CALENDAR YEAR (CY) 2020."

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 09 January 2020, GCG approved the Performance Scorecard of PHLPost for CY 2020;

WHEREAS, in compliance with the directive from GCG requiring GOCCs to recalibrate its performance targets for CY 2020 to take into account the impact of the COVID-19 pandemic in their operations, PHLPost submitted to GCG a Recalibrated Performance Targets for CY 2020;

WHEREAS, in its Resolution No. 2020-42 dated 27 October 2020, 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 third quarter of CY 2020 based on the Recalibrated Targets for CY 2020;

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 third quarter of CY 2020 based on the Recalibrated Targets for CY 2020;

RESOLVED FINALLY, that Management is hereby directed to upload in PHLPost's official website the Performance Targets Monitoring Report of PHLPost for the third quarter of CY 2020 and to do such acts as may be required/necessary to implement this resolution.

Issued this 15th day of December 2020 at the City of Manila, Philippines.



ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

PHILIPPINE POSTAL CORPORATION (PHLPost)

Measures by Perspective and Objective	Formula	Rating Scale	Weight	2020 Approved Target		2020 Recalibrated Target		Actual	Rating	Remarks	
				Annual	3rd Quarter	Annual	3rd Quarter	3rd Quarter			
SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments											
SM 1 - Postal Traffic											
SOCIAL IMPACT	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) x Weight	8.0%	69.49	52.12	31.57	23.68	27.18 (Increase of 12.81 million)	8.00%	
	Sub-Total > Social Impact			8.0%						8.00%	
SO 2 - Continue postal service in the community through sustainable partnership with public and private entities											
CUSTOMERS & STAKEHOLDERS	SM 2 - Expansion of Postal Outlets	Actual Number of Postal Outlets in Municipalities without postal access	(Actual / Target) x Weight	5.0%	18 additional cities and municipalities	NA	9 additional cities and municipalities	NA	1 Postal Outlet (No additional Postal Outlets for the quarter)	5.00%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	(Actual / Target) x Weight	5.0%	10	NA	6	NA	6 partners (No additional partners for the quarter)	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 x Weight) 0% - if less than 80%	5.0%	90% (Using the GCG Enhanced Guidelines for the Conduct of the CSS)	NA	90% Using the GCG Enhanced Guidelines for the Conduct of the CSS with 5% weight on Corporate Clients	NA	On-going procurement of 3rd party Customer Satisfaction Survey (No target for the quarter)	5.00%	
Sub-Total > Customers & Stakeholders			15.0%						15.00%		

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SO 4 - Ensure financial growth and efficiency through market sustainability and cost management											
FINANCIAL	SM 5 - Revenues	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	(Actual / Target) x Weight	6.0%	PhP4.076 B	3.057	PhP 3.179 B	2.384	1.49 (Increase of PhP570.22 million)	3.74%	
	SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	(Actual / Target) x Weight	6.0%	PhP97.03 M	72.773	PhP 80.308 M	60.231	-272.18 (Decrease of PhP 44.42 million against 2Q)	0.00%	
<i>Sub-Total > Financial</i>				12.0%					3.74%		
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											
INTERNAL PROCESSES	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	(Actual / Target) x Weight	7.0%	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	88% of items delivered within 1 day after posting (Monitoring activities suspended since Mar 2020 due to the pandemic)	7.00%	Force Majeure
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		(Actual / Target) x Weight	6.0%	90% of items delivered within 3 days after posting	90% 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 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 3 days after posting (Monitoring activities suspended since Mar 2020 due to the pandemic)	6.00%	

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				Annual	3rd Quarter	Annual	3rd Quarter	3rd Quarter		
INTERNAL PROCESSES	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department	(Actual / Target) x Weight	7.0%	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 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	95% of items delivered within 1 day after Customs clearance (Monitoring activities suspended since Mar 2020 due to the pandemic)	7.00%	Force Majeure
	7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department			95% of items delivered within 3 days after Customs clearance	95% 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 10 days in Luzon and 15 days in VisMin after Customs clearance	87% of items delivered within 3 days after Customs clearance (Monitoring activities suspended since Mar 2020 due to the pandemic)		
	SM 8 - International Parcel Post Delivery Performance			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 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	86% of items delivered within 7 days after Customs clearance (Monitoring activities suspended since Mar 2020 due to the pandemic)		
	SM 9 - Letter Post Delivery Performance									
	9.1. Domestic Ordinary Letter Post Delivery Performance			85% of items delivered within 7 days after posting	85% 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 15 days in Luzon and 30 days in VisMin after posting	75% of items delivered within 7 days after posting (Monitoring activities suspended since Mar 2020 due to the pandemic)		

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				Annual	3rd Quarter	Annual	3rd Quarter	3rd Quarter			
9.2.Domestic Registered Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	(Actual / Target) x Weight	5.0%	85% of items delivered within 3 days after posting	85% of items delivered within 3 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	77% of items delivered within 7 days after posting (Monitoring activities suspended since Mar 2020 due to the pandemic)	5.00%	Force Majeure	
9.3. International Letter Post Delivery Performance		(Actual / Target) x Weight	6.0%	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 15 days in Luzon and 30 days in VisMin 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 7 days after Customs clearance (Monitoring activities suspended since Mar 2020 due to the pandemic)	6.00%		
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 and in the Offices of Exchange	NA	Recommended to be deferred to CY2021 due to strict implementation of IATF guidelines	Recommended to be deferred to CY2021 due to strict implementation of IATF guidelines	a. Revised Operating Procedures Implementation b. Facelifing of Post Offices completed c. On-going procurement of services for repair / renovation of Post Offices d. Procurement for the ISO Certifying Body is deferred	5.00%	
	SO 7 - Improve efficiencies in the Postal Service through innovation and ICT										
	SM 11. Percentage of PHLPost-Operated Postal Outlets with Enabled 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) x Weight	5.0%	70%	NA	60%	NA	58% / 765 Postal Outlets with Enabled Track and Trace (Increase of 38 Postal Outlets)	5.00%	
Sub-Total > Internal Processes				60.0%						60.00%	

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SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems										
LEARNING & GROWTH	Personnel meeting Required Competencies / Total Number of Personnel	(Actual / Target) x Weight	2.5%	100% of Frontline Personnel Meeting Required Technical Competencies	NA	70% of Frontline Personnel Meeting Required Technical Competencies	NA	68.41% / 2,005 of frontline personnel trained on technical competencies	2.50%	
	Actual Accomplishment		1.5%	35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	NA	10% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	NA	39.51% / 1,158 of frontline personnel meeting the required organizational and leadership competencies	1.50%	274 frontline personnel trained with other competency intervention as of 3rd Quarter 884 of frontline personnel fully met the competency through Competency Assessment Form (CAF) as of 2019
			1.0%	Establish Baseline on Competency of Supervisors in the Operations Group	NA	Establish Baseline on Competency of Supervisors in the Operations Group	NA	Online competency Assessment form (using Google forms) sent to 150 Supervisors in the Operations Group (As of 30 Sep2020)	1.00%	
	Sub-Total > Learning & Growth			5.0%					5.00%	
TOTAL RATING			100.0%						91.74%	

Certified Correct:


MARIA LOURDES L. RIFAREAL
 Manager, Corporate Planning Department

Date:


MAURA M. BAGHARI-REGIS
 APMG for Administration and Finance

Date:

Approved by:

JOELL L. ZAMUDIO
 Corporate Officer-in-Charge

Date:


NORMAN N. FULGENCIO
 Chairman, Board of Directors

Date: