

**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 5<sup>th</sup> Regular Meeting of the Board held on May 11, 2021 via videoconference (Zoom Meeting with ID No. 3726631056) during which a quorum was present and acted throughout, Board Resolution No. 2021-51-A was unanimously approved and adopted, as follows:

**Board Resolution No. 2021 - 51-A**

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

**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, PHLPPost submitted to GCG a Recalibrated Performance Targets for CY 2020 and the same was approved by GCG through its letter dated January 25, 2021;

**WHEREAS**, PHLPPost requested extension for submission of the 4<sup>th</sup> Quarter Monitoring Report and the Annual Monitoring Report for CY 2020 from March 31, 2021 to April 30, 2021;

**WHEREAS**, in its Resolution No. 2021-30 dated 22 April 2021, the Management Executive Committee recommended for approval of the Board of Directors the submission to GCG of the Performance Targets Monitoring Report of PHLPPost for the 4<sup>th</sup> Quarter of CY 2020 and the Annual Performance Monitoring Report, based on the reports and/or documents provided by accountable and/or responsible offices for the Strategic Measures;

**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 PHLPPost for the 4<sup>th</sup> Quarter of CY 2020 and the CY 2020 Annual Performance Monitoring Report;

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

Issued this 12<sup>th</sup> day of May 2021 at the City of Manila, Philippines.

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



**PHILIPPINE POSTAL CORPORATION (PHLPost)**  
**Annual Actual Accomplishments**

Measures by Perspective and Objective		Formula	Weight	Rating Scale	2020 Annual Recalibrated Target	Annual Actual Accomplishments	Rating	Rating for Renegotiation/ Exclusion	Remarks
TOTAL RATING							77.06%	82.74%	
TOTAL RATING TO BE ELIGIBLE FOR PBB							85.05%	85.05%	
SOCIAL IMPACT	SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments								
	SM 1 - Postal Traffic								
	SM 1 - Postal Mail Traffic (Transactions Handled in Millions)	Actual Figure	8.0%	Actual / Target	31.57	38.48	8.00%	8.00%	
	Sub-Total > Social Impact						8.00%	8.00%	
CUSTOMERS & STAKEHOLDERS	SO 2 - Continue postal service in the community through sustainable partnership with public and private entities								
	SM 2 - Number of Municipalities and Cities with Postal Access (out of a total of 1,628)	Number of Municipalities with PHLPst-operated, Local Government Unit (LGU)-operated or Private-operated postal outlet/s	5.0%	Actual / Target	9 additional cities and municipalities	2 Postal Outlets	1.11%	1.11%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Partners	5.0%	Actual / Target	6	6 partners	5.00%	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 Customers Who Rated Satisfactory or Very Satisfactory / Total Number of Customers Sampled		Actual / Target		1. Failure of bidding for the procurement of 3rd party Customer Satisfaction Survey 2. Deferment of Alternative Procurement of 3rd party Customer Satisfaction Survey due to time constraint in the implementation of the project			
	a. Individual Customers		(3.0%)		Excluded		Excluded		
	b. Corporate Clients		2.0%		90%		0.00%	2.00%	Will request for renegotiation
	Sub-Total > Customers & Stakeholders							6.11%	8.11%

8

2021-04-30-0044

**PHILIPPINE POSTAL CORPORATION (PHLPost)**  
Annual Actual Accomplishments

Measures by Perspective and Objective		Formula	Weight	Rating Scale	2020 Annual Recalibrated Target	Annual Actual Accomplishments	Rating	Rating for Renegotiation/ Exclusion	Remarks
FINANCIAL	<b>SO 4 - Ensure financial growth and efficiency through market sustainability and cost management</b>								
	SM 5 - Revenues	Total Revenues	6.0%	Actual / Target	PhP 3.179 B	2.189.69	4.13%	4.13%	
	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	PhP 80.308 M	-670.9	0.00%	0.00%	
	<b>Sub-Total &gt; Financial</b>						<b>4.13%</b>	<b>4.13%</b>	
INTERNAL PROCESSES	<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>								
	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 3 days after posting	100% of items delivered within 3 days after posting	7.00%	7.00%	
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		7.0%	Actual / Target	90% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	92.85 % of items delivered within 10 days in Luzon and 90% of items delivered within 15 days in VisMin after posting	7.00%	7.00%	
	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		7.0%	Actual / Target	95% of items delivered within 3 days after Customs clearance	95.12% of items delivered within 3 days after Customs clearance	7.00%	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 10 days in Luzon and 15 days in VisMin after Customs clearance	100% of items delivered within 10 days in Luzon and 95.83% of items delivered within 15 days in VisMin after Customs clearance	7.00%	7.00%	

8



**PHILIPPINE POSTAL CORPORATION (PHLPost)**  
**Annual Actual Accomplishments**

Measures by Perspective and Objective		Formula	Weight	Rating Scale	2020 Annual Recalibrated Target	Annual Actual Accomplishments	Rating	Rating for Renegotiation/ Exclusion	Remarks
INTERNAL PROCESSES	SM 8 - International Parcel Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	4.0%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	100% of items delivered within 15 days in Luzon and 92.12% of items delivered within 30 days in VisMin after Customs clearance	4.00%	4.00%	
	SM 9 - Letter Post Delivery Performance								
	9.1. Domestic Ordinary Letter Post Delivery Performance		7.0%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	91.37% of items delivered within 15 days in Luzon and 90.32% of items delivered within 30 days in VisMin after posting	7.00%	7.00%	
	9.2.Domestic Registered Letter Post Delivery Performance		7.0%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	90.95% of items delivered within 15 days in Luzon and 92.47% of items delivered within 30 days in VisMin after posting	7.00%	7.00%	
	9.3. International Letter Post Delivery Performance		4.0%	Actual / Target	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	97.02% of items delivered within 15 days in Luzon and 96.68% of items delivered within 30 days in VisMin after Customs clearance	4.00%	4.00%	

8

**PHILIPPINE POSTAL CORPORATION (PHLPost)**  
Annual Actual Accomplishments

Measures by Perspective and Objective		Formula	Weight	Rating Scale	2020 Annual Recalibrated Target	Annual Actual Accomplishments	Rating	Rating for Renegotiation/ Exclusion	Remarks
<b>INTERNAL PROCESSES</b>	<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	1. Approval of Quality Manual & Final Draft of 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 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. Preparation of updated TOR and Purchase Request for the procurement of ISO Certifying Body	0.00%	5.00%	Will request for renegotiation
	<b>SO 7 - Improve efficiencies in the Postal Service through innovation and ICT</b>								
	SM 11. Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of PHLPost-operated Postal Outlets with Internet Connectivity Enabling Track and Trace / Total Number of PHLPost-Operated Postal Outlets	5.0%	Actual / Target	60%	55% / 742 Postal Outlets with Enabled Track and Trace	4.61%	5.00%	Will request for renegotiation
<b>Sub-Total &gt; Internal Processes</b>							<b>54.61%</b>	<b>60.00%</b>	

8



**PHILIPPINE POSTAL CORPORATION (PHLPost)**  
**Annual Actual Accomplishments**

Measures by Perspective and Objective		Formula	Weight	Rating Scale	2020 Annual Recalibrated Target	Annual Actual Accomplishments	Rating	Rating for Renegotiation/ Exclusion	Remarks
LEARNING & GROWTH	SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
	SM 12. Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	2.5%	Actual / Target	100% of Frontline Personnel Meeting Required Technical Competencies	A total of 2,005 (68.41%) frontline personnel trained on technical competency	1.71%	0.00%	Will request for exclusion
			1.5%		35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	A total of 1,338 (45.65%) of frontline personnel meeting the required organizational and leadership competencies.	1.50%	1.50%	
			1.0%		Establish Easeline on Competency of Supervisors in the Operations Group	A total of 215 of the operations personnel and supervisors with baseline data on competency assessment	1.00%	1.00%	
	Sub-Total > Learning & Growth						4.21%	2.50%	
	TOTAL RATING EXCLUDED WEIGHTS RECALIBRATED ROTAL						77.06% (3%)	82.74% (5.5%)	

Certified Correct:

  
**MARIA LOURDES L. RIFAREAL**  
 Manager, Corporate Planning Department

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

  
**MAURAM 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: \_\_\_\_\_