



**PHILIPPINE POSTAL CORPORATION**

# **2022 ANNUAL REPORT**

**July 2023**



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## I. EXECUTIVE SUMMARY

The Annual Report for CY 2022 of the Philippine Postal Corporation highlights the accomplishments of the strategic programs of the corporation for CY2022 and the resources used to realize its mandate to provide quality Postal Service in the Philippines.

The document includes the Plans, Activities, and Projects (PAPs) that were undertaken by the Operating units, the corresponding outputs generated from those activities and the allocation of resources in order to achieve the expected Corporate Outcomes for CY 2022.

For CY 2022, the Corporate Profile, Corporate Social Responsibility and 2022 Performance Highlights of PHLPost are summarized below:

PARTICULARS	DETAILS
Organizational Structure	The organizational structure of the Corporation is based on the GCG approved structure however, the Legal Department and Inspectorate Department was transferred to the Office of the Postmaster General in compliance to [Reso]
Personnel Complement	Of the 7,047 authorized plantilla positions 3,923 or 55.66% positions are filled as of 31 December 2021.  Total workforce is 6,796. 58% of which holds plantilla positions while 2,873 personnel are hired under Contractual and Contract of Service (COS)
Postal Network	Total number of Cities/Municipalities with Postal Access is 1,219, of which 17 are Private Postal Stations and 38 are LGU Operated Postal Stations.
Postal Connectivity	69.73% of the total number of post offices are connected nationwide as of December 2022.

Table 1 Corporate Profile, CY2022

### Corporate Social Responsibility, CY 2022

PHLPost continues to give importance to history, heritage, and arts through programs and activities that promote its commemoration and preservation like issuance of stamps featuring historical moments and people of the Philippines.

The Corporation has been a conduit of government, non-government organizations in the delivery of services to disaster-afflicted beneficiaries, disadvantaged, and low-income segments of society through its core businesses, to include its logistics and warehousing and financial services.

In consonance with the policy, PHLPost continues to give importance to customer's health and safety as well as the Corporation's impact on the environment through programs and activities that support the achievement of these goals. Some of the activities done are the repair and rehabilitation of Post Office Infrastructure and Public Service Warning.

PARTICULARS	DETAILS
Marketing Initiatives	In its efforts to greatly improve image and customer awareness, the Business Lines Department conducted numerous marketing and research projects to gather information to enhance its products and services, making it adaptable to changing customer expectations. <ul style="list-style-type: none"> <li>- Intensified After Sales Service for Philsys ID Project</li> <li>- Acquired, Maintained, and Recovered Clients</li> </ul>

	<ul style="list-style-type: none"> <li>- Implementation of the Integrated Product Plan (IPP)</li> <li>- The conduct of Customer Satisfaction Survey for 2022</li> <li>- Conduct of pay-out services to areas in need of support</li> </ul>
Delivery Performance	PHLPost was able to meet its target in the delivery performance for International Express Post, International Parcel Post, and International Letter Post while the rest of the delivery services were below the approved performance targets.
Operations Improvement Projects	<p>Mail Transportation Enhancement Program</p> <p>Delivery Enhancement Program</p> <p>Service Obligation Expansion</p> <p>Service Quality Improvement Program</p>
Postal Traffic	<p>The total mail volume posted for CY2022 is 38.5 Million pcs., which is 9.12% lower than the previous year. The bulk volume is from Domestic Ordinary and Registered Letter Post with a combined share of 78.76% of the over-all total mail volume posted.</p> <p>Bulk of the mail volume posted is from Mega Manila Area with 67.30%, followed by Northwest Luzon Area with 8.16% share.</p> <p>Mail volume delivered shows an overall increase of 14.44% from CY2021. Largest share is from Domestic Letter Post with 90.15%, followed by International Letter Post with 4.84%, and Franked Mail with 3.93%.</p>
Corporate Financial Performance	CY2022 results show that PHLPost has increased its revenue of Service and Business Income, <i>including Other Income and excluding Reimbursement of Franking Privileges</i> by 5.46% or Php160.858M compared to the previous year. The revenue reflects the <i>decrease in Express Mail Services and increase in the other business lines</i> .
HR Matters	<p>The Corporation is continuously upgrading the skills and capabilities of PHLPost employees by conducting, outsourced and foreign/international trainings for all employees.</p> <p>Coordinated with agencies for the conduct of vaccination drives. There is also continuous monitoring and testing for COVID19</p>
2022 Performance Scorecard	<p>The Corporation's performance scorecard is weighted through the following strategic objectives: Social Impact (8%), Customers and Stakeholders (15%), Financial (16%), Internal Processes (56%), and Learning and Growth (5%). For 2022, PHLPost achieved a self-assessed rating of 91.05%, subject to GCG validation.</p> <p>The Manila Central Post Office received their ISO 9001:2015 Quality Management System Certification on 24 October 2022</p>

Table 2 Performance Highlights, CY2022

## II. CORPORATE DIRECTIONS

By virtue of Republic Act No. 7354, known as the Postal Service Act of 1992, the Philippine Postal Corporation (PHLPost) was created as a government-owned and controlled corporation (GOCC)

Presently, PHLPost is directly under the Office of the President under Executive Order No. 47 s.2011.

### A. Mandate, Vision and Mission



## Mandate

As a Government-Owned and Controlled Corporation, Philippine Postal Corporation is mandated to:

- Plan, develop, promote and operate a nationwide postal system with a network that extends or makes available at least ordinary mail service to any settlements in the country;
- Provide for the collection, handling, transportation, delivery, forwarding, returning and holding of mails, parcels and like materials throughout the Philippines and pursuant to agreements entered into, to and from foreign countries; and,
- Determine and dispose of, in a manner it deems most advantageous, with law and settled jurisprudence, confiscated or non-mailable mail matters prohibited articles, dead letters, and undelivered mails, except the sale of prohibited drugs, dangerous materials, and other banned articles as defined by law.

## Vision and Mission

**VISION.** By 2025, PHLPost is the preferred universal delivery service provider of communication, goods, and payment in services in every Filipino community.

**MISSION.** PHLPost provides efficient, competitive and on-time delivery of communications, goods and payment services in any Filipino community.

## Values.

PHLPost's work ethics is founded by Public Service and Corporate Values operationally defined as follows:

CITE		PIES	
Corporate Values		Public Service Values	
<b>Commitment</b>	The state or quality of being dedicated to a goal, job, cause, activity, thereby contributing to attain organizational effectiveness.	<b>Patriotism</b>	Taking pride in being a Filipino
<b>Innovation</b>	Creating/developing a new method, idea, product, and the like, results to work improvement, cost efficiency and seamless processes.	<b>Integrity</b>	Quality of being honest and having strong moral principles; moral uprightness and ethical decision making in day to day work life
<b>Teamwork</b>	Collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way.	<b>Excellence</b>	Being outstanding or extremely good in the performance of duties applying exemplary behaviour or attitude.
<b>Entrepreneurial Spirit</b>	Creating value by way of knowing and understanding PHLPost products and services and effective resources management	<b>Spirituality</b>	Putting God in the center of life by being concerned with the human spirit or soul as opposed to material or physical things.

In Board Resolution No. 2019-28 dated 21 March 2019, the Board of Directors approved the New Corporate Values with Behavioural Descriptor (CITE+PIES) of the Philippine Postal Corporation as recommended in PHLPost EXECOM Resolution No. 2019-11 dated 12 March 2019.

## B. Corporate Goals and Objectives

The Philippine Postal Corporation is committed to achieving full compliance with the code of corporate governance as it is perceived to be equally important as per financial and non-financial performance. The Board ensures that proper framework and best practices are sustained in the Corporation for it to accomplish its short and long-term goals.

To attain its vision and effectively fulfil its mission, PHLPost shall pursue the following goals and objectives:

<b>Sustainability of the Organization</b>	To foster sustainable partnership with postal partners
<b>Relevance of the Postal Service</b>	To remain a relevant component of the value chain
<b>Adoption of Information Technology</b>	Towards an ICT-enabled postal services
<b>Market Push Products and Services</b>	By expanding Express post service, providing government services at postal outlets, venturing to e-Commerce fulfilment services, and trade facilitation using the postal network

## C. Strategies and Thrusts

In realizing the vision as well as achievement of goals and objectives, strategies are adopted by PHLPost focusing on efficient services, positive customer experience and financial sustainability

## STRATEGIC MAP

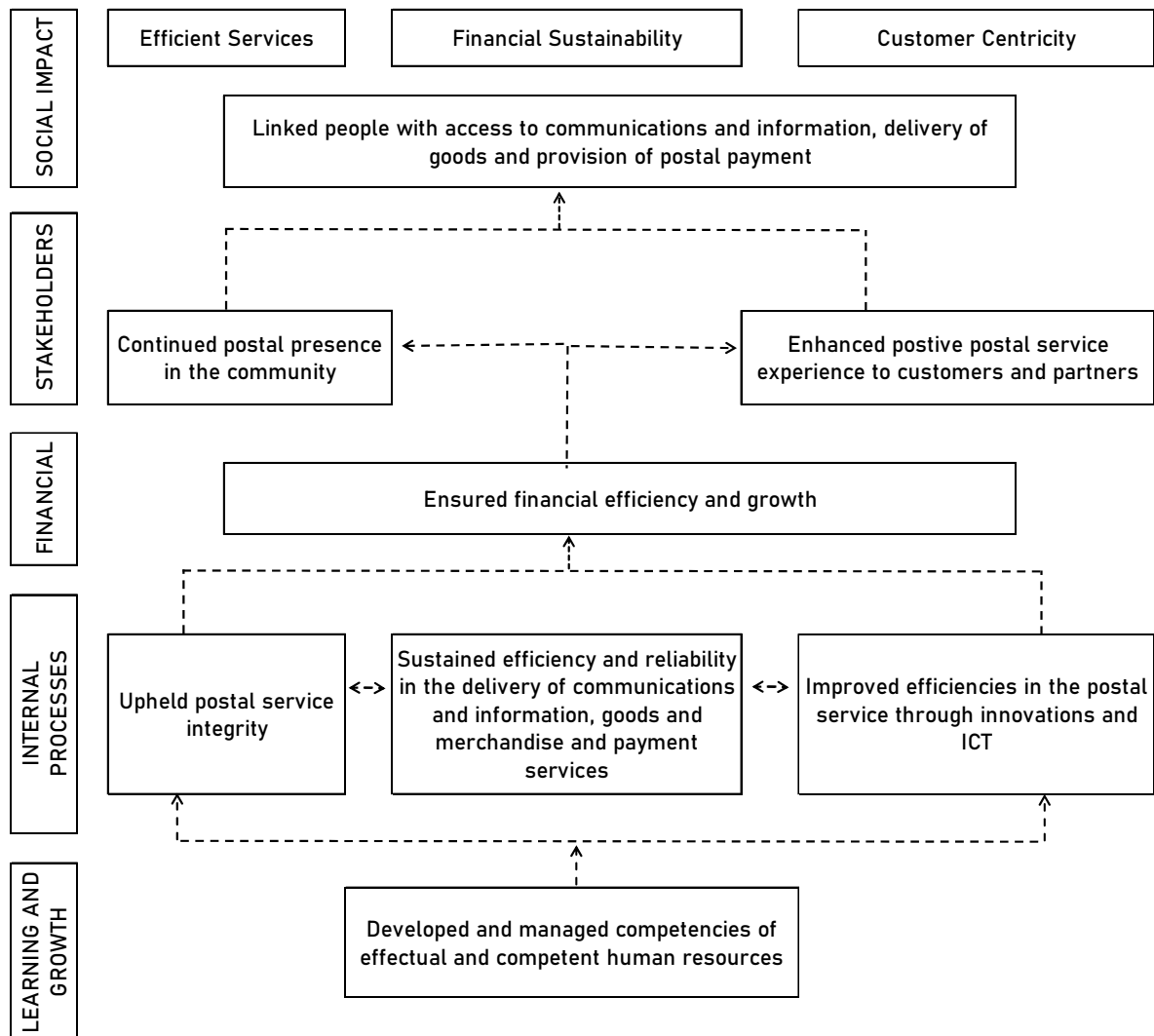


Figure 1 PHLPost Strategy Map, CY 2022

### III. CORPORATE PROFILE

#### A. Organizational Structure

The organizational structure of PHLPost evolved since the implementation of Rationalization Plan in January 2013 pursuant to Board Resolution No. 2012-65 adopted on 20 October 2012.

The nine (9) Postal Areas are strategically located nationwide and maintain standard organizational structure in the exercise of their functions in Operations, Marketing and Administration and Finance.



## Existing Organizational structure, Philippine Postal Corporation

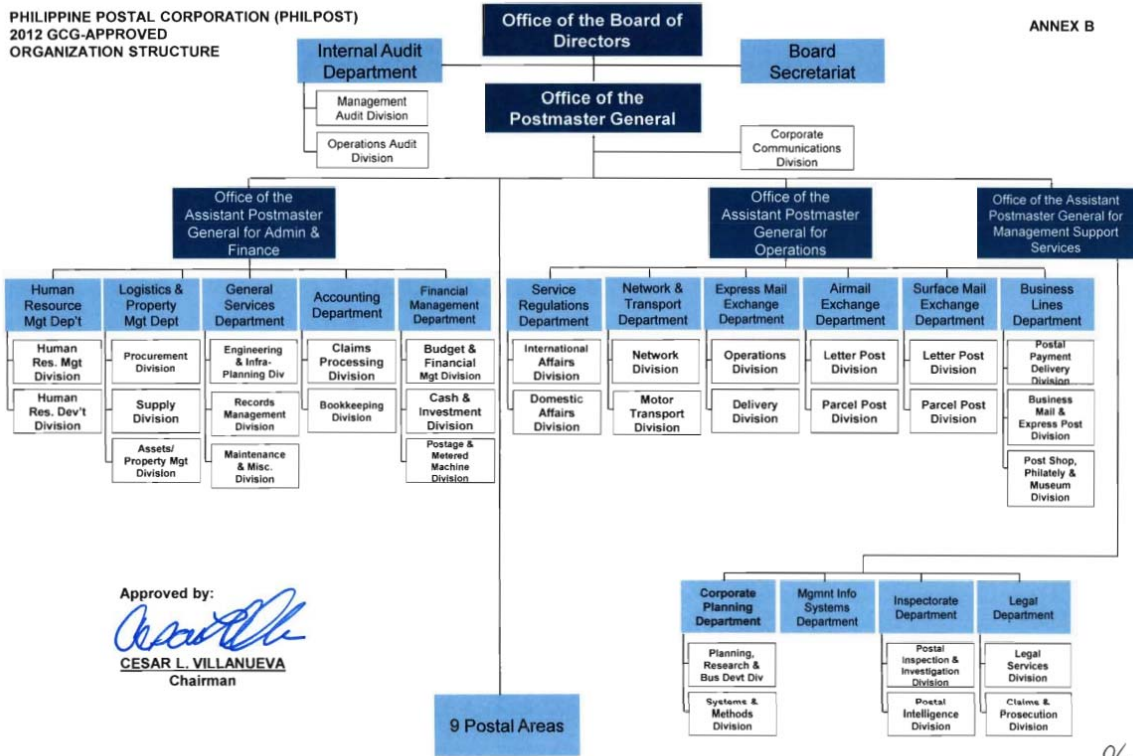


Figure 2 Organizational Structure, PHLPost

### B. Personnel Complement

As of 31 December 2022, there is 7,043 authorized plantilla positions. At the end of 2022, 7,098 positions are filled, where 3,591 or 50.59% are plantilla, 59 or .83% are contractual, 3,448 or 48.58% are contract of service workers (COSW).

Of the total personnel complement, 1,879 personnel or 26.47% are assigned in Mega Manila Area, 930 or 13.10% in the Central Office and 840 or 11.83% in Northwest Luzon Area. Moreover, under Contract of Service, 815 or 23.64% are from Mega Manila Area, 451 or 13.08% are assigned in Southern Luzon Area, and 424 or 12.30% are in Northwest Luzon Area.

Operating Units	Authorized Plantilla Positions	Number of Personnel Personnel Complement (As of December 2022)				Vacant Plantilla Positions
		Total Personnel Complement	Filled Plantilla Positions	Contractual	Contract of Service	
1. Central Office	844	930	487	27	416	357
2. Northeast Luzon	332	389	176	2	211	156
3. Northwest Luzon	878	840	413	3	424	465
4. Mega Manila	1,967	1,879	1,056	8	815	911
5. Southern Luzon	760	831	377	3	451	383
6. Central & Eastern Visayas	716	665	327	3	335	389

7. Western Visayas	473	549	255	5	289	218
8. Eastern Mindanao	430	429	243	2	184	187
9. Central Mindanao	336	366	152	3	211	184
10. Western Mindanao	307	220	105	3	112	202
<b>Total</b>	<b>7,043</b>	<b>7,098</b>	<b>3,591</b>	<b>59</b>	<b>3,448</b>	<b>3,452</b>

Table 3 Personnel Complement by Operating Units, CY2022, HRMD

Personnel Holding Plantilla Positions											
BY FUNCTIONS	CO	NELA	NWLA	MMA	SLA	CEVA	WVA	EMA	CMA	WMA	TOTAL
<b>ADMINISTRATIVE</b>											
A. Executives	2										2
B. Managers	4	1	2	1		2	1				11
C. Supervisory	55	10	8	9	11	8	13	10	8	4	136
D. Non-Supervisory	77	7	4	4	11	5	3	6	4		121
<b>Total</b>	138	18	14	14	22	15	17	16	12	4	270
<b>OPERATIONS</b>											
A. Executives	1										
B. Managers	4										4
C. Supervisory	77	8	21	58	15	18	10	15	4	11	237
D. Non-Supervisory	155	13	33	93	35	30	18	22	8	16	423
<b>Total</b>	237	21	54	151	50	48	28	37	12	27	665
<b>FRONTLINE POSITIONS</b>											
A. Postmasters		39	83	14	59	73	48	35	21	14	386
B. Postal Tellers		10	44	59	38	23	19	30	11	4	238
C. Letter Carriers / Senior LCs / Driver Courier	112	88	218	818	208	168	143	125	96	56	2032
<b>Total</b>	112	137	345	891	305	264	210	190	128	74	2,656
<b>GRAND TOTAL</b>	<b>487</b>	<b>176</b>	<b>413</b>	<b>1,056</b>	<b>377</b>	<b>327</b>	<b>255</b>	<b>243</b>	<b>152</b>	<b>105</b>	<b>3,591</b>

Table 4 Regular Personnel by Function and Operating Units, CY2022, HRMD

## C. Postal Access

### Cities and Municipalities

AREA	No. of Cities / Municipalities	No. of Cities / Municipalities WITH Postal Access	No. of Cities / Municipalities WITHOUT Postal Access	No. of Post Offices	No. of Postal Stations	
					Private	LGU
NELA	154	81	73	84	0	3
NWLA	242	180	62	208	0	3
MMA	108	86	22	162	12	0
SLA	269	169	100	170	2	16
CEVA	244	175	69	200	2	2
WVA	164	157	7	171	1	3
EMA	154	62	92	72	0	2
CMA	172	83	89	91	0	2
WMA	131	59	72	61	0	7

<b>TOTAL</b>	<b>1638</b>	<b>1052</b>	<b>586</b>	<b>1219</b>	<b>17</b>	<b>38</b>
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Table 5 Postal Access by City / Municipality, CY2022, SRD

## Outbound Postal Partners

Presented below is the list of countries wherein the PHLPost has an active IEMS Agreement. Said list is in reference with Post Office Circular No. 23-27, dated 10 May 2027.

International Express Post Service					
1	Australia	21	India	41	Norway
2	Austria	22	Indonesia	42	Oman
3	Bahrain	23	Iran	43	Pakistan
4	Bangladesh	24	Ireland	44	Papua New Guinea
5	Bhutan	25	Israel	45	Qatar
6	Brazil	26	Italy	46	Saudi Arabia
7	Brunei	27	Japan	47	Singapore
8	Bulgaria	28	Korea	48	South Africa
9	Canada	29	Kuwait	49	Spain
10	China	30	Laos	50	Sri Lanka
11	Colombia	31	Macau	51	Sweden
12	Cyprus	32	Malaysia	52	Switzerland
13	Denmark	33	Maldives	53	Taiwan
14	Egypt	34	Morocco	54	Thailand
15	Finland	35	Myanmar	55	UAE
16	France	36	Nauru	56	USA
17	Germany	37	Nepal	57	Vietnam
18	Great Britain	38	Netherlands	58	Yemen
19	Greece	39	New Zealand		
20	Hongkong	40	Nigeria		

Table 6 PHLPost Outbound Postal Partners, CY2022, SRD

## D. Post Office Connectivity

Of the 1,143 regular post offices, 797 or 70% are connected nationwide as of December 2022.

AREA	Total No. of Post Offices	Total No. of Post Office Connected	Total No. of Post Offices Not Connected	Percentage of Connectivity
NELA	74	64	10	86%
NWLA	210	150	60	71%
MMA	163	163	0	100%
SLA	167	126	41	75%
CEVA	199	76	123	38%
WVA	90	73	17	81%
EMA	77	57	20	74%
CMA	91	36	55	40%
WMA	72	52	20	72%
<b>TOTAL</b>	<b>1143</b>	<b>797</b>	<b>346</b>	<b>70%</b>

Table 7 Internet-Connected Post Offices Per Area, CY2022, MISD

## IV. CORPORATE SOCIAL RESPONSIBILITY REPORT

PHLPost, through its Philatelic Division under the Business Lines Department, continues to give importance to history, heritage and arts through programs and activities that promote the commemoration and preservation of such.

	Stamp Issuance	Date of Issuance	Type	Deno	Quantity
1	Year of the Tiger 2022 (Chinese New Year)	31 Jan	Special	Php 12.00 Php 45.00	12,500 12,500
	Year of the Tiger 2022 (Chinese New Year) Souvenir Sheet			Php 200.00	4,000
	Year of the Tiger 2022 (Chinese New Year) OFDCE			Php 18.00	800
2	Valentine's Day 2022	10 Feb	Special	Php 12.00	40,000
	Valentine's Day 2022 – OFDCE (small)			Php 55.00	400
	Valentine's Day 2022 – OFDCE (big)			Php 55.00	400
3	Yuka Saso (se-tenant block of 4)	22 Feb	Special	Php 12.00 Php 14.00 Php 15.00 Php 17.00	3,750 3,750 3,750 3,750
	Yuka Saso - OFDCE			Php 18.00	400
4	UDENNA Corporation 20 <sup>th</sup> Anniversary	19 Mar	Commemorative	Php 150.00	1,200
	UDENNA Corporation 20 <sup>th</sup> Anniversary – Commemorative Cover			Php 18.00	2,400
5	Araw ng Kagitingan (Day of Valor) – Fall of Bataan	09 Apr	Special	Php12.00	40,000
	Araw ng Kagitingan (Day of Valor) – Fall of Bataan - OFDCE			Php 18.00	5,400
6	The Philippine Rise – 10 <sup>th</sup> Anniversary	25 Apr	Commemorative	Php 12.00	45,000
	The Philippine Rise – 10 <sup>th</sup> Anniversary - OFDCE			Php 18.00	5,400
7	Asia-Pacific Postal Union 60 <sup>th</sup> Anniversary	28 Apr	Commemorative	Php 12.00	40,000
	Asia-Pacific Postal Union 60 <sup>th</sup> Anniversary			Php 18.00	400
8	National Heritage Month 2022: Slice of Life by Larry Alcala	20 May	Special	Php 12.00	40,000
	National Heritage Month 2022: Slice of Life by Larry Alcala S/S			Php 68.00	2,000
	National Heritage Month 2022: Slice of Life by Larry Alcala - OFDCE			Php 18.00	800
9	Independence Day 2022 – Gomburza Martyrdom 150 <sup>th</sup> Anniversary	12 Jun	Special	Php 96.00	2,000
	Independence Day 2022 – Gomburza Martyrdom 150 <sup>th</sup> Anniversary - OFDCE			Php 40.00	400
10	Department of Finance 125 <sup>th</sup> Anniversary	28 Jun	Commemorative	Php 12.00	40,000
	Department of Finance 125 <sup>th</sup> Anniversary			Php 18.00	2,400
11	Inauguration, President Ferdinand R. Marcos, Jr. Commemorative Cover	30 Jun	Commemorative Cover	Php 18.00	2,000

12	Inauguration, Vice President Sara Z. Duterte Commemorative Cover	30 Jun	Commemorative Cover	Php 18.00	2,000
13	City of Kidapawan, 75 <sup>th</sup> Founding Anniversary	18 Aug	Commemorative	Php 12.00	50,000
	City of Kidapawan, 75 <sup>th</sup> Founding Anniversary - OFDCE			Php 18.00	1,400
	City of Kidapawan, 75 <sup>th</sup> Founding Anniversary - Personalized			Php 150.00	1,000
14	St. Mary's Academy Centenary	20 Sep	Commemorative	Php 12.00	55,000
	St. Mary's Academy Centenary			Php 18.00	5,400
15	National Food Authority, 50 <sup>th</sup> Anniversary	26 Sep	Commemorative	Php 150.00	1,000
16	National Teachers' Month	05 Oct	Special	Php 12.00	40,000
	National Teachers' Month - OFDCE			Php 18.00	400
17	Ormoc City, Leyte 75 <sup>th</sup> Charter Day	05 Oct	Commemorative	Php 12.00	81,000
	Ormoc City, Leyte 75 <sup>th</sup> Charter Day - OFDCE			Php 18.00	10,400
18	Holy Name University (HNU), 75 <sup>th</sup> Anniversary	01 Nov	Commemorative	Php 16.00 Php 18.00 Php 21.00	20,000 20,000 20,000
	Holy Name University (HNU), 75 <sup>th</sup> Anniversary S/S			Php 55.00	1,600
	Holy Name University (HNU), 75 <sup>th</sup> Anniversary - OFDCE			Php 18.00	800
	Holy Name University (HNU), 75 <sup>th</sup> Anniversary - Personalized			Php 150.00	1,000
19	Vice President Sara Z. Duterte Oath taking	17 Nov	Special	Php 12.00	40,000
	Vice President Sara Z. Duterte Oath taking (Her Excellency) S/S			Php 55.00	2,000
	Vice President Sara Z. Duterte Oath taking (Honorable) S/S			Php 55.00	2,000
	Vice President Sara Z. Duterte Oath taking - OFDCE			Php 18.00	800
20	President Ferdinand Romualdez Marcos, Jr. Oath taking	17 Nov	Special	Php 12.00	40,000
	President Ferdinand Romualdez Marcos, Jr. Oath taking S/S			Php 55.00	2,000
	President Ferdinand Romualdez Marcos, Jr. Oath taking - OFDCE			Php 18.00	800
21	National Stamp Collecting Month (NSCM): Pres. Fidel V. Ramos	25 Nov	Special	Php 12.00	50,000
	National Stamp Collecting Month (NSCM): Pres. Fidel V. Ramos S/S			Php 55.00	2,000
	National Stamp Collecting Month (NSCM): Pres. Fidel V. Ramos - OFDCE			Php 18.00	1,000
22	Christmas 2022: Unity, Faith & Prosperity	07 Dec	Special	Php 12.00	40,000
	Christmas 2022: Unity, Faith & Prosperity			Php 18.00	400
23	United Nations Convention on the Law of the Sea (UNCLOS) 40 <sup>th</sup> Anniversary	10 Dec	Commemorative	Php 12.00	40,000

	United Nations Convention on the Law of the Sea (UNCLOS) 40 <sup>th</sup> Anniversary - OFDCE			Php 18.00	400
24	University of Santo Tomas Faculty of Medicine & Surgery (UST MED) 150 <sup>th</sup> Anniversary - Personalized	17 Dec	Commemorative	Php 150.00	2,000
	University of Santo Tomas Faculty of Medicine & Surgery (UST MED) 150 <sup>th</sup> Anniversary – Commemorative Cover			Php 18.00	1,000
25	First Circumnavigation of the World 500 <sup>th</sup> Anniversary	26 Dec	Commemorative	Php 144.00	2,000
	First Circumnavigation of the World 500 <sup>th</sup> Anniversary - OFDCE			Php 18.00	400
26	Personalized 24 <sup>th</sup> Founding Anniversary (Calapan City)	21 Mar	Commemorative	Php 150.00	1,011
27	Personalized Yamang Dagat Festival (Mabini, Batangas)	18 Aug	Commemorative	Php 150.00	1,011
28	Personalized Eggstravaganza Festival (San Jose, Batangas)	24 Aug	Commemorative	Php 150.00	1,011
29	Personalized 3 <sup>rd</sup> Cityhood (Sto. Tomas, Batangas)	07 Sept	Commemorative	Php 150.00	1,011
30	Personalized 60 <sup>th</sup> Founding Anniversary (Sta. Teresita, Batangas)	09 Sept	Commemorative	Php 150.00	1,011
31	Personalized Niyogyugan Festival (Infanta, Quezon)	16 Sept	Commemorative	Php 150.00	1,011
32	Personalized Frontliners (San Pablo City)	22 Sept	Commemorative	Php 150.00	1,011
33	Personalized Quadricentennial Founding Anniversary (Boac, Marinduque)	03 Oct	Commemorative	Php 150.00	1,011
34	Personalized Pag-Alad Festival (Talisay, Batangas)		Commemorative	Php 150.00	1,011

Table 8 List of Stamp Issuances CY2022, Philatelic Division

Exhibits and Stamp launches, as follows:

	Event	Location	Date
1	Year of the Tiger Stamp Launch	Seascape, Pasay City	31 January
2	Valentine's Day Stamp Exhibit	PHLPost	10 February
3	Valentine's Day Stamp Launch "Titibok Pa Rin"	Burnham Park, Baguio City	10 February
4	Yuka Saso Stamp Launch	PHLPost	02 February
5	Living Legends: Outstanding Filipinos Stamp Launch	PHLPost	26 February
6	National Women's Month Stamp Exhibit	PHLPost	18 March
7	Windows to our Past, Present and Future Stamp Exhibit	PHLPost	May 2022
8	National Heroes Day Stamp Exhibit (Table Display)	PHLPost	August 2022
9	World Post Day and Museum and Galleries Month: Pilipinas Philately Stamp Exhibition with the theme "Embracing Uncertainty: showcasing Solidarity, Hope, Recovery" and Awarding of the winners of the 51 <sup>st</sup> International Letter Writing Competition	PHLPost	October 2022

10	Pasko 2022 and Lighting of the Post Office Building	PHLPost	07 December
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Table 9 List of Philatelic Exhibits and Stamp Launches CY2022, Philatelic Division

Lastly, participation in various local exhibits:

	Event	Venue	Date
1	80 <sup>th</sup> Anniversary of the Araw ng Kagitingan	Bataan	09 April
2	National Heritage Month Stamp Exhibit	PHLPost	Month of May
3	Tiny Time Machines: Phil. History in Postage	Lucky Chinatown Museum	14 May
4	Philatelic Stamp Exhibit: Architectural Building	Lucky Chinatown Museum	Month of June
5	National Teacher's Month: iTeach Better Future	PHLPost	Month of September
6	75 <sup>th</sup> Ormoc City Charter Day Stamp Launch	Ormoc City	Month of October
7	NSCM: Stamp Bazaar	PHLPost	12 November

Table 10 List of Local Exhibits participated CY2022, Philatelic Division

## V. PERFORMANCE HIGHLIGHTS

### A. Marketing Initiatives

In its efforts to greatly improve image and customer awareness, the Business Lines Department conducted numerous marketing and research projects to gather information to enhance its products and services, making it adaptable to changing customer expectations.

1. Intensified After Sales Service for Philsys ID Project to maintain the Multi-Year Contract with Philippine Statistics Authority which will end on December 31, 2023 with an Approved Budget for the Contract (ABC) of Php4.2B
  - 1.1. Monitored Delivery Performance. During its two year run, as of date December 31, 2022, PHLPost has received a total of 28,371,574 pcs of PhilIDs wherein it delivered 21,542,657 pcs at 76% delivery efficiency. Strategies to improve the delivery efficiency were being undertaken by the Operations Team.
  - 1.2. Coordinated and assisted the Adhoc Committee for Philsys ID Billing and Collection in increasing the percentage of collection and payment
  - 1.3. Coordinated with Offices concerned the migration from Mail Management System to PhilID Domestic Postal System to facilitate the preparation and submission of billing documents as basis for payment
2. As a result of the marketing and sales activities conducted by all Area Offices, the following were achieved:
  - 2.1. Acquired a total of fifteen (15) new clients for mail services wherein twelve (12) of which are from the government sector while three(3) are private companies. Only one (1) new client for Logistics Services was acquired.
  - 2.2. Six (6) existing clients for mails and one (1) for Logistics have upgraded their services, some with additional business and volume
  - 2.3. Regained a total of fifteen (15) lost clients for mails and seven (7) lost clients for logistics

3. Issued PHLPost Circular on the implementation of the Integrated Product Plan (IPP) which simplified the domestic mail delivery services and developed new products that will cater to e-commerce sector.
4. Increased percentage of awareness on postal products and services by developing designs and layout for information materials for posting to all post offices nationwide
5. The conduct of Customer Satisfaction Survey for 2022 - as one of the performance indicators under the GCG Performance Evaluation System (PES), administered by a third party service provider, People Dynamics Inc.;
6. Conduct of pay-out services to areas in need of support;
7. Issuance of philatelic stamps giving importance to history, heritage, Olympics sports and arts through programs and activities that promote commemoration and preservation; and,
8. Media exposures/engagement through online, print, TV, and radio at no cost to PHLPost and increased interest of subscribers to social media (FB, twitter, instagram, and Youtube).

## B. Delivery Performance

As shown in the table below, PHLPost was able to exceed its target in the delivery performance for International Express Post, International Parcel Post, and International Letter Post while the rest of the delivery services were below the approved performance targets.

Category of Post Items	2022		2021
	Annual Target	Actual Performance (As Submitted to GCG)	Actual Performance (As validated by GCG)
<b>● Express Post</b>			
1. Domestic Express Post Delivery Performance, Committed Areas within Metro Manila	90 % of items delivered within 2 days after posting	87.22% of items delivered within 2 days after posting	86.72 % of item 2 delivered within 3 days after posting
2. Domestic Express Post Delivery Performance, Committed Areas outside Metro Manila	90 % of items delivered within 7 days in Luzon and 10 days in VizMin after posting	91.20% of items delivered within 7 days in Luzon after posting	80.20% of items delivered within 7 days in Luzon after posting
		91.16% of items delivered within 10 days in VizMin after posting	81.60 % of items delivered within 10 days in VizMin after posting
3. International Express Post Delivery Performance, Committed Areas handled by EMED	95 % of items delivered within 2 days after Customs clearance	96.99% of items delivered within 2 days after Customs clearance	96.46 % of items delivered within 2 days after Customs clearance



4. International Express Post Delivery Performance, Committed Areas Outside of those handled by EMED	95 % of items delivered within 7 days in Luzon and 10 days in VizMin after Customs clearance	99.21% of items delivered within 7 days in Luzon after Customs clearance	96.44 % of items delivered within 7 days in Luzon after Customs clearance
		98.81 % of items delivered within 10 days in VizMin after Customs clearance	96.58% of items delivered within 10 days in VizMin after Customs clearance
<b>● Letter Post</b>			
5. Domestic Ordinary Letter Post Delivery Performance	85 % of items delivered within 10 days in Luzon and 15 days in VizMin after posting	85.91% of items delivered within 10 days in Luzon after posting	78.54% of items delivered within 10 days in Luzon after posting
		86.28% of items delivered within 15 days in VizMin after posting	85.73% of items delivered within 15 days in VizMin after posting
6. Domestic Registered Letter Post Delivery Performance	85 % of items delivered within 10 days in Luzon and 15 days in VizMin after posting	87.08% of items delivered within 10 days in Luzon after posting	84.77% of items delivered within 10 days in Luzon after posting
		87.25% of items delivered within 15 days in VizMin after posting	86.90% of items delivered within 15 days in VizMin after posting
7. International Letter Post Delivery Performance	85 % of items delivered within 10 days in Luzon and 15 days in VizMin Customs clearance	93.65% of items delivered within 10 days in Luzon after Customs clearance	94.67% of items delivered within 10 days in Luzon after Customs clearance
		91.27 % of items delivered within 15 days in VizMin after Customs clearance	93.75% of items delivered within 15 days in VizMin after Customs clearance
<b>● Parcel Post</b>			
8. International Parcel Post Delivery Performance	85 % of items delivered within 10 days in Luzon and 15 days in VizMin after Customs clearance	95.41 % of items delivered within 10 days in Luzon after Customs clearance	91.55% of items delivered within 10 days in Luzon after Customs clearance
		91.73 % of items delivered within 15 days in VizMin after Customs clearance	91.37% of items delivered within 15 days in VizMin after Customs clearance

Table 11 Delivery Performance, CY2022, SRD

## C. Operations Improvement Projects and Activities 2022

One of the priorities of PHLPost for 2022 is the Operations Improvement Programs which directly impacts the fulfilment of its mandate of providing efficient delivery of goods and services to every Filipino community.

The following major operational improvement and activities were implemented in CY2022:

1. Mail Transportation Enhancement Program
  - a. Procurement of 46 small mail van vehicles under the PHLPost refueling program
  - b. Procurement of mail international and domestic mail conveyances
  - c. Proper management and distribution of Petroleum, Oil, and Lubricants
2. Delivery Enhancement Program
  - a. Implementation of SMS Notification
3. Service Obligation Expansion
  - a. Improve contact list and increase closed bilateral agreements for mail exchanges
  - b. Attendance to international postal and business events
  - c. Participation to international trainings, seminars and workshops
  - d. Signing of additional bilateral agreements for EMS and Direct Entry
  - e. Expansion of Post Offices / Postal Stations through partnership with Local Government Units
4. Service Quality Improvement Program
  - a. Strengthening of the PHLPost Customer Service Management
  - b. Procurement of the Flat Sorting Machine
  - c. Discussion on the establishment of the Cebu Office of Exchange

## D. Postal Traffic

**Mail Volume Posted.** The total mail volume posted for CY2022 is 38.5 Million pcs., which is 9.12% lower than the previous year. The bulk volume is from Domestic Ordinary and Registered Letter Post with a combined share of 78.76% of the over-all total mail volume posted. Franked Mails share is 16.63% of the total mail volume posted.

TYPE OF MAIL	P O S T E D (in pieces)			
	2022	2021	Percentage Share	% of Increase / (Decrease)
<b>A. Domestic Express</b>	<b>530,123</b>	<b>116,433</b>	<b>1.43%</b>	78.04%
Express Documents	89,835	86,521	16.95%	3.69%
Express Merchandise	440,288	29,912	83.05%	93.21%
<b>B. DOMESTIC LETTER POST</b>	<b>30,259,121</b>	<b>34,517,399</b>	78.76%	-14.07%
Registered Letter	6,692,964	6,550,553	18.26%	2.13%
Ordinary Letter	23,566,157	27,966,846	64.30%	-18.67%
<b>C. DOMESTIC PARCEL POST</b>	<b>1,163.00</b>	<b>2,872.00</b>	<b>0.00%</b>	146.95%
Ordinary Parcel	3,066	2,790	100.00%	9.00%

COD Parcel	0	82	0.00%	0
<b>D. INTERNATIONAL EXPRESS POST</b>	<b>126,466</b>	<b>221,436</b>	<b>10.25%</b>	<b>-75.10%</b>
IEMS - Documents	40,525	41,821	32.04%	-3.20%
IEMS - Merchandise	85,941	179,615	67.96%	-109.00%
<b>E. INTERNATIONAL LETTER POST</b>	<b>1,081,089</b>	<b>957,474</b>	<b>87.59%</b>	<b>11.43%</b>
Registered Letter	225,702	221,698	20.88%	1.77%
Ordinary Letter	818,106	710,794	75.67%	13.12%
Small Packet	16,821	19,618	1.56%	-16.63%
Printed Matter	20,460	5,364	1.89%	73.78%
<b>F. INTERNATIONAL PARCEL POST</b>	<b>26,751</b>	<b>16,730</b>	<b>2.17%</b>	<b>37.46%</b>
<b>G. FRANKED MAIL</b>	<b>6,390,428</b>	<b>6,088,108</b>	<b>16.63%</b>	<b>4.73%</b>
<b>TOTAL</b>	<b>38,417,044</b>	<b>41,920,452</b>	<b>100.00%</b>	<b>-9.12%</b>

Table 12 Postal Traffic CY2022, CorPlan

**Mail Volume Posted Per Area.** Bulk of the mail volume posted is from Mega Manila Area with 67.30%, followed by Northwest Luzon Area with 8.16% share.

Category of Postal Items	Volume Posted 2022 (In Pieces)											
	Period Total		NELA	NWLA	MMA	SLA	CEVA	WVA	EMA	CMA	WMA	CO
	Volume	% to Total										
<b>Total</b>	<b>38,417,044</b>	<b>100.00</b>	<b>958,968</b>	<b>3,133,170</b>	<b>25,853,782</b>	<b>2,019,108</b>	<b>1,748,252</b>	<b>1,390,105</b>	<b>1,464,688</b>	<b>887,513</b>	<b>397,198</b>	<b>564,260</b>
<b>A. DOMESTIC ITEMS POSTED</b>	<b>37,182,738</b>	<b>96.79%</b>	<b>945,502</b>	<b>2,961,557</b>	<b>25,494,085</b>	<b>1,982,041</b>	<b>1,715,600</b>	<b>1,347,301</b>	<b>1,441,248</b>	<b>881,696</b>	<b>393,859</b>	<b>19,849</b>
<b>a. Domestic Express-post Items Posted</b>	<b>530,123</b>	<b>1.43%</b>	<b>2,965</b>	<b>8,482</b>	<b>470,279</b>	<b>3,604</b>	<b>9,627</b>	<b>10,407</b>	<b>6,908</b>	<b>1,168</b>	<b>16,683</b>	
1. Domestic Express Documents Posted	89,835	16.95%	2,667	5,777	43,746	3,039	9,024	9,858	6,235	993	8,496	
2. Domestic Express Merchandise Posted	440,288	83.05%	298	2,705	426,533	565	603	549	673	175	8,187	
<b>b. Domestic Letter-post Items Posted</b>	<b>36,649,549</b>	<b>98.57%</b>	<b>942,449</b>	<b>2,952,588</b>	<b>25,023,523</b>	<b>1,978,393</b>	<b>1,705,578</b>	<b>1,336,863</b>	<b>1,432,623</b>	<b>880,511</b>	<b>377,172</b>	<b>19,849</b>
3. Domestic Registered Letters Posted	6,692,964	18.26%	255,588	623,168	3,839,221	524,547	526,352	336,731	298,327	207,808	81,222	
4. Domestic Ordinary Letters Posted	23,566,157	64.30%	393,021	1,439,813	18,168,114	721,139	639,336	675,628	914,488	401,107	193,662	19,849
5. Domestic Registered Frank Letters Posted	6,127,255	16.72%	290,043	868,879	2,842,024	697,752	526,643	320,744	218,840	261,419	100,911	
6. Domestic Ordinary Frank Letters Posted	263,173	0.72%	3,797	20,728	174,164	34,955	13,247	3,760	968	10,177	1,377	
<b>c. Domestic Parcel-post Items Posted</b>	<b>3,066</b>	<b>0.01%</b>	<b>88</b>	<b>487</b>	<b>283</b>	<b>44</b>	<b>395</b>	<b>31</b>	<b>1,717</b>	<b>17</b>	<b>4</b>	
7. Domestic Ordinary Parcels Posted	3,066	100.00%	88	487	283	44	395	31	1,717	17	4	
8. Domestic COD Parcels Posted	0	0.00%	0	0	0	0	0	0	0	0	0	
<b>B. INTERNATIONAL ITEMS POSTED/OUTBOUND</b>	<b>1,234,306</b>	<b>3.21%</b>	<b>13,466</b>	<b>171,613</b>	<b>359,697</b>	<b>37,067</b>	<b>32,652</b>	<b>42,804</b>	<b>23,440</b>	<b>5,817</b>	<b>3,339</b>	<b>544,411</b>
<b>d. Outbound International Express-post Items</b>	<b>126,466</b>	<b>10.25%</b>	<b>5,816</b>	<b>30,460</b>	<b>56,462</b>	<b>10,134</b>	<b>6,738</b>	<b>5,249</b>	<b>8,384</b>	<b>1,868</b>	<b>1,355</b>	
9. Outbound International Express Documents	40,525	32.04%	1,781	8,561	20,146	2,742	1,907	1,705	2,833	483	367	
10. Outbound International Express Merchandise	85,941	67.96%	4,035	21,899	36,316	7,392	4,831	3,544	5,551	1,385	988	
<b>e. Outbound International Letter-post Items</b>	<b>1,081,089</b>	<b>87.59%</b>	<b>7,079</b>	<b>129,806</b>	<b>292,970</b>	<b>25,358</b>	<b>24,462</b>	<b>37,185</b>	<b>14,139</b>	<b>3,704</b>	<b>1,975</b>	<b>544,411</b>
11. Outbound International Registered Letters	225,702	20.88%	2,142	90,496	83,347	10,471	7,316	24,053	3,948	1,675	874	1,380
12. Outbound International Ordinary Letters	818,106	75.67%	4,060	35,699	184,756	14,013	12,170	12,343	9,122	1,920	992	543,031
13. Outbound International Small Packets	16,821	1.56%	177	2,138	6,994	869	4,790	788	847	109	109	
14. Outbound International Printed Matters	20,460	1.89%	700	1,473	17,873	5	186	1	222	0	0	
15. International Outbound Registered Frank Letters	0	0.00%	0	0	0	0	0	0	0	0	0	
16. Outbound International Ordinary Frank Letters	0	0.00%	0	0	0	0	0	0	0	0	0	
<b>f. Outbound International Parcel-post Items</b>	<b>26,751</b>	<b>2.17%</b>	<b>571</b>	<b>11,347</b>	<b>10,265</b>	<b>1,575</b>	<b>1,452</b>	<b>370</b>	<b>917</b>	<b>245</b>	<b>9</b>	<b>0</b>
17. Outbound International Parcels	26,751	100.00%	571	11,347	10,265	1,575	1,452	370	917	245	9	

Table 13 Postal Traffic – Posted Per Area/Office, CY2022, CorPlan

**Mail Volume Delivered.** Mail volume delivered shows an overall increase of 14.44% from CY2021. Largest share is from Domestic Letter Post with 90.15%, followed by International Letter Post with 4.84%, and Franked Mail with 3.93%.

TYPE OF MAIL	DELIVERED (in pieces)			
	2022	2021	Percentage Share	% of Increase / (Decrease)
<b>A. DOMESTIC EXPRESS</b>	<b>637,652</b>	<b>397,805</b>	<b>0.50%</b>	37.61%
DEMS	483,907	341,325	75.89%	29.46%
EXPRESS POUCH	153,745	56,480	24.11%	63.26%
<b>B. DOMESTIC LETTER POST</b>	<b>115,199,074</b>	<b>99,366,021</b>	<b>90.15%</b>	13.74%
DOM. REG. LETTER	39,379,999	27,830,996	34.18%	29.33%
DOM. ORD. LETTER	75,819,075	71,535,025	65.82%	5.65%
<b>C. DOMESTIC PARCEL POST</b>	<b>72,160</b>	<b>74,706</b>	<b>0.00%</b>	-3.53%
PARCEL - DOMESTIC	71,960	73,547	99.72%	-2.21%
COD	200	1,159	0.28%	-479.50%
<b>D. INTERNATIONAL EXPRESS POST</b>	<b>509,402</b>	407,627.00	<b>0.40%</b>	19.98%
IEMS - LETTER	202,466	225,263	39.75%	-11.26%
IEMS - PARCEL	306,936	182,364	60.25%	40.59%
<b>E. INTERNATIONAL LETTER POST</b>	<b>6,184,017</b>	<b>5,147,391</b>	<b>4.84%</b>	16.76%
INT'L. REG. LETTER	624,559	538,256	10.10%	13.82%
INT'L. ORD. LETTER	4,381,253	3,453,885	70.85%	21.17%
INT'L. SMALL PACKET	333,479	305,754	5.39%	8.31%
INT'L. PRINTED MATTER	844,726	849,496	13.66%	-0.56%

<b>F. INTERNATIONAL PARCEL POST</b>	<b>158,386</b>	<b>153,381</b>	<b>0.12%</b>	3.16%
<b>G. FRANKED MAIL</b>	<b>5,020,281</b>	<b>3,787,636</b>	<b>3.93%</b>	24.55%
<b>TOTAL</b>	<b>127,780,972</b>	<b>109,334,567</b>	<b>100.00%</b>	14.44%

Table 14 Mail Volume Delivered CY2022, CorPlan

## E. Corporate Financial Performance

CY2022 results show that PHLPost has increased its revenue of Service and Business Income, including Other Income and excluding Reimbursement of Franking Privileges by 5.63% or Php165.831M compared to the previous year. The revenue reflects the decrease in Express Mail Services and increase in the other business lines.

- Mail Services is Php1.542B which is an increase of 9.94% or Php139.405M as compared against 2021
- Express Mail Service is Php625.350M, compared to 2021, it decreased by Php343.109M or -35.43%.
- Logistics and Warehousing is Php27.406M, compared to 2021, revenue increased by 44.60%.
- Retail & Payment Services is Php569.770M, compared to 2021, it increased by Php162.908M or 40.04%
- Revenue from Other Income increased by 131.98% from 150.154M to 348.328M.

<b>Business Line</b>	<b>2022</b>	<b>2021</b>	<b>Inc / (Dec)</b>	<b>% Change</b>
Mail Services	<b>1,541,937,872</b>	1,402,533,077	<b>139,404,795</b>	<b>9.94%</b>
Express Mail Services	625,349,920	968,458,944	(343,109,024)	-35.43%
Logistics & Warehousing	27,405,844	18,952,453	8,453,391	44.60%
Payment & Retail Services	569,770,245	406,862,532	162,907,713	40.04%
Other Income (includes Gains and Losses)	348,328,451	150,154,245	198,174,205	131.98%
<b>Revenue Net of Discount and VAT</b>	<b>3,112,792,332</b>	<b>2,946,961,251</b>	<b>165,831,080</b>	<b>5.63%</b>

Table 15 Comparative Revenue per Business Line, FMD

The Financial Statement of PHLPost for CY2022 is as follows:

**PHILIPPINE POSTAL CORPORATION**  
**CONDENSED STATEMENT OF FINANCIAL PERFORMANCE**  
**AS AT DECEMBER 31, 2022**  
(In Philippine Peso)

	2022	2021
<b>Revenue</b>		
Service and Business Income	2,853,916,761	2,872,071,612
Assistance/Subsidy	515,256,000	520,256,000
Shares, Grants and Donations	575,000	2,595,000
<b>Total Revenue</b>	<b>3,369,747,761</b>	<b>3,394,922,612</b>
<b>Current Operating Expenses</b>		
Personnel Services	(1,845,432,280)	(1,807,628,425)
Maintenance and Other Operating Expenses	(1,574,574,661)	(1,478,727,254)
Financial Expenses	(23,603,843)	(2,661,494)
Direct Costs	(2,848,096)	(1,948,639)
Non-Cash Expenses	(98,651,564)	(63,652,927)
<b>Total Current Operating Expenses</b>	<b>(3,545,110,444)</b>	<b>(3,354,618,739)</b>
<b>Deficit from Current Operation</b>	<b>(175,362,683)</b>	<b>40,303,873</b>
Other Non-Operating Income	8,630,482	8,774,565
Gains	437,230,180	113,261,507
Losses	(174,245,023)	(49,741,433)
<b>Surplus before Tax</b>	<b>96,252,956</b>	<b>112,598,512</b>
<b>Income Tax Expense</b>	<b>-</b>	<b>(6,158,226)</b>
<b>Net Income</b>	<b>96,252,956</b>	<b>106,440,287</b>


  
**GELARINO B. PEDRO**  
Acting Manager, Accounting Department

  
**NORMAN N. FULGENCIO**  
Postmaster General and CEO

Table 16 Condensed Statement of Financial Performance, Accounting Department

**PHILIPPINE POSTAL CORPORATION**  
**STATEMENT OF EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION AND AMORTIZATION**  
**FOR THE YEAR ENDED DECEMBER 31, 2022**  
(In Philippine Peso)

<b>Net Income After tax</b>	96,252,956
<b>Add:</b>	
Income Tax Expense	-
Depreciation	59,747,947
Interest Expense	8,023,810
Amortization	317,118
<b>EBITDA</b>	<b>164,024,713</b>


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**GELARINO B. PEDRO**  
Acting Manager, Accounting Department

Table 17 Statement of EBITDA, Accounting Department

## F. HR Matters

**Capacity Building and Enhancement.** PHLPost is consistently upgrading the skills and capabilities of PHLPost employees (Attached is the list of trainings conducted for CY2022 as Annex A)

Category of Trainings	Numbers of Training Conducted	Total Number of Participants
I. External Learning and Development Trainings	25	74
II. Foreign Scholarship/Fellowship Trainings	11	13
III. In House Trainings	15	803
<b>Total</b>	<b>51</b>	<b>890</b>

Table 18 List of Trainings conducted, HRMD

- Local External Training Programs – send-off participants to trainings / seminars / workshops (online or face to face) that will enhance employee competencies and update their respective field of work. This is in coordination with the Civil Service Commission (CSC), government and other affiliated agencies and private training providers accredited by CSC.

2. Foreign Scholarship / Fellowship Trainings – send-off participants for training (online or face to face) to the Asian-Pacific Postal College (APPC) and Universal Postal Union (UPU) / China Interactive Online Training Program (IOTP). This Supervisory / Managerial Training Courses comprised of the following:
  - d. Advance Business Management / Postal Business Development;
  - e. Postal Technology / E-Commere Solutions;
  - f. Human Resource Management;
  - g. Digital Financial Service;
  - h. Postal Operations / Setting Service Standards; and
  - i. International Mail Accounting

Participants are required to submit a comprehensive training report and action plan. The action plan will be forwarded to concerned office/s for evaluation and implementation.

3. In-House Learning and Development Interventions – conduct of foundation, technical and enhancement trainings to strengthen. The core competencies of employees assigned in different work group. The ISO-QMS education, training and communication is part of the responsibility of the HRDD. The training team conducts foundation and follow-up trainings to all employees at the Manila Central Post Office on the standard processes of Mail acceptance, processing, door-to-door delivery, dispatching, and other operational aspect of work.

**Employee Welfare, Employee Engagement, Health Services, and other Programs.** To ensure the concern of the Corporation to its employees, various activities were carried out:

1. Health Services – facilitated the booster dose vaccination to a total of 187 persons composed of employees, their relatives and walk-in. Rapid antigen-test was also conducted to two (2) employees.
2. Postal Employees Union Election – conducted a Collective Negotiation Agreement (CAN) – Union Leaders Meeting on 16 May 2022 and conducted Run-Off Election among the Rank-and-File employees on 26 May 2022.
3. KWF Selyo ng Dangal sa Serbisyo Publiko was awarded to the Philippine Postal Corporation the first Hall of Fame by the Komisyon ng Wikang Filipino
4. Grievance Committee held meetings to resolve complaints of concerned employees from the Central Mail Exchange Center.

### **Gender and Development**

1. Celebrated the National Women’s Month and conducted the following programs:
  - a. Purple Lighting of the PHLPost façade and awarded selected female Letter Carriers from three (3) big Post Offices (Manila, Makati and Quezon City Central Post Offices)
  - b. Lecture on Revised Rules and Regulations of RA 7877 (Anti-Harassment and Sexual Act of 1995) and RA 11313 (Safe Spaces Act) simultaneously
  - c. Conduct of Breast Examination
  - d. Lecture of Reproductive Health (Andropause / Menopause)
2. Committee on Decorum and Investigation (CODI) meetings were conducted and resolved one (1) of the two (2) indorsed sexual harassment cases from the Inspectorate Department
3. Conducted Gender and Development (GAD) Planning and Budgeting Training, Workshop and Writeshop of the PHLPost GAD Plans and Budget FY 2022 and 2023 to aid the Corporation to meet the mandated 5% of the agency’s total budget appropriation cost of implementing GAD programs, activities, and projects and in compliance to the requirements of the Philippine Commission on Women (PCW) and Commission on Audit (COA);



- Conducted orientation and Wellness – overcoming challenges during menopause and andropause to the Management Committee of the Office of the APMG for Administration and Finance

## G. 2022 Scorecard

Presented below is the self-assessed results for the 2022 GCG Scorecard. Results and rating gathered is subject to the validation of the Governance Commission for Government Owned and Controlled Corporations (GCG).

PES Form 4

### PHILIPPINE POSTAL CORPORATION (Post Office) Annual CY2022 Monitoring Report of Performance Targets

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			Remarks		
					Target	Actual	Rating			
<b>TOTAL RATING</b>								91.05%		
<b>RATING TO BE ELIGIBLE FOR PBB</b>								87.75%		
<b>SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments</b>										
<b>SOCIAL IMPACT</b>	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%	54.22	54.22	39.42	5.82%		
	<b>Sub-Total &gt; Social Impact</b>			<b>8.0%</b>				<b>5.82%</b>		
	<b>SO 2 - Continue postal service in the community through sustainable partnership with public and private entities</b>									
<b>CUSTOMERS &amp; STAKEHOLDERS</b>	SM 2 - Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.0%	18 additional cities and municipalities	18 additional cities and municipalities	-	5.00%	Still waiting for the final report from concerned offices	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	7	7	7	5.00%		
	<b>SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management</b>									
	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%			Using the GCG Enhanced Guidelines for the conduct of the CSS	Using the GCG Enhanced Guidelines for the conduct of the CSS			
	a. Individual Customers			2.5%	90%	90.00%	Excluded	Excluded		
b. Corporate Clients	2.5%			90%	90.00%	82.80%	2.30%			
<b>Sub-Total &gt; Customers &amp; Stakeholders</b>			<b>15.0%</b>					<b>12.30%</b>		

**PHILIPPINE POSTAL CORPORATION (Post Office)**  
**Annual CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			Remarks	
					Target	Actual	Rating		
<b>SO 4 - Ensure financial growth and efficiency through market sustainability and cost management</b>									
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%	PhP 5,384 B	PhP 5,384 B	3,370	3.76%		
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%	PhP 92,179 M	PhP 92,179 M	164,025	6.00%		
<b>SM 7 Budget Utilization Rate (BUR)</b>									
<b>FINANCIAL</b>	a. GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy	(Actual / Target) x Weight	1.0%	90%	90%	100.00%	1.00%	515,256,000/ 515,256,000
	b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	(Actual / Target) x Weight	1.0%	90%	90%	100.00%	1.00%	515,256,000/ 515,256,000
	c. Corporate Funds - CO & MOOE	Amount Disbursed / Total Approved COB (both Net of PS Cost)	(Actual / Target) x Weight	2.0%	90%	90%	32.08%	0.71%	729,171,568/ 2,273,221,000
	<b>Sub-Total &gt; Financial</b>			<b>16.0%</b>				<b>12.47%</b>	

# Annex A HR Trainings