

## SECRETARY'S CERTIFICATE

This certifies that during the 3<sup>rd</sup> Special Meeting of the Board held on 16 April 2024, at BOD Conference Room, DAPO, CMEC Compound, Domestic Road, Pasay City, and via zoom videoconference (meeting ID: 644 838 1447), wherein a quorum was present and acted throughout, the following Resolution was adopted:

### Board Resolution No. 2024 – 42

**“APPROVING THE SUBMISSION OF THE FOURTH QUARTER PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPOST) FOR CALENDAR YEAR (CY) 2023 AND THE CY 2023 ANNUAL PERFORMANCE MONITORING REPORT TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG)”**

**WHEREAS**, Republic Act No. 10149 mandates the Governance Commission for Government Owned and Controlled Corporations (GCG) to actively exercise the State's ownership rights through the institutionalization of a Performance Evaluation System (PES);

**WHEREAS**, GCG issued GCG Memorandum Circular No. 2023-01 dated 19 January 2023 which provides guidelines on PES for the Government-Owned and Controlled Corporations (GOCC) Sector;

**WHEREAS**, Item 8 of GCG Memorandum Circular No. 2023-01 dated 19 January 2024, requires GOCCs to submit to GCG the fully accomplished Monitoring Report and its supporting documents not later than the last working day of April of the immediately succeeding calendar year;

**WHEREAS**, in its Resolution No. 2024-17 dated 15 April 2024, the Management Executive Committee recommended for approval of the Board of Directors the submission of the Performance Monitoring Report of PHLPost for the 4th Quarter of CY 2023 and the Annual Performance Monitoring Report for CY 2023, 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 of the Fourth Quarter Performance Monitoring Report of the Philippine Postal Corporation (PHLPost) for



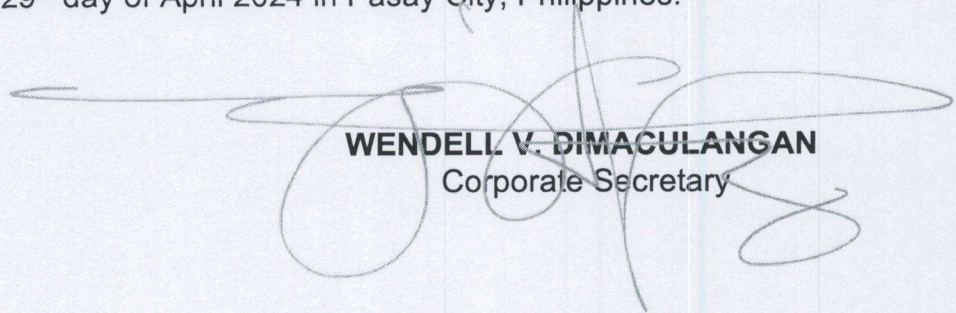
Subject : Secretary's Certificate containing Board Resolution No. 2024-42 entitled, "Approving the submission of the Fourth Quarter Performance Monitoring Report of the Philippine Postal Corporation (PHLPost) for Calendar Year (CY) 2023 and the CY 2023 Annual Performance Monitoring Report to the Governance Commission for GOCCS (GCG)" adopted on 16 April 2024

Date : 29 April 2024

Calendar Year (CY) 2023 and the CY 2023 Annual Performance Monitoring Report to the Governance Commission for GOCCS (GCG).

**RESOLVED FINALLY**, that Management is hereby directed to upload in PHLPost's official website the Performance Monitoring Reports of the Corporation for the Fourth Quarter of CY 2023 and the CY 2023 Annual Performance Monitoring Report and to do such acts as may be required/necessary to implement this resolution.

Issued this 29<sup>th</sup> day of April 2024 in Pasay City, Philippines.



**WENDELL V. DIMACULANGAN**  
Corporate Secretary

PHILIPPINE POSTAL CORPORATION (PHLPost)  
4TH QUARTER CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter		Rating	Remarks		
					Target	Actual Accomplishments				
<b>TOTAL RATING</b>										
<b>TOTAL RATING TO BE ELIGIBLE FOR PBB</b>							<b>68.65%</b>			
<b>TOTAL RATING TO BE ELIGIBLE FOR PBB</b>							<b>90.00%</b>			
<b>SOCIAL IMPACT</b>	<b>SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments</b>									
	<b>SM 1 - Postal Traffic</b>									
	SM 1 - Volume of Postal Transactions Handled (in million pcs)	Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal Money Order received	Actual / Target	0.00%	36.25	36.25	35.91	0.00%		
	<b>Sub-Total &gt; Social Impact</b>			<b>0.00%</b>						
<b>SO 2 - Continue postal service in the community through sustainable partnership with public and private entities</b>								<b>0.00%</b>		
<b>CUSTOMERS &amp; STAKEHOLDERS</b>	SM 2 - Expansion of Postal Outlets	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.00%	2022 yearend cumulative total + 18 additional cities and municipalities	2022 yearend cumulative total + 18 additional cities and municipalities	15	4.17%		
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.00%	8	8	8	5.00%		
	<b>SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management</b>									
	<b>SM 4 - Percentage of Satisfied Customers</b>									
(a) Individual Customers	Number of respondents which gave atleast a Satisfactory rating / Total number of respondents	Actual / Target 0% - if less than 80%	2.50%	90.00%	90.00%	84.02%	4.67%			
(b) Corporate Clients			2.50%	90.00%	90.00%					
<b>Sub-Total &gt; Customers &amp; Stakeholders</b>			<b>15.00%</b>				<b>13.83%</b>			

PHILIPPINE POSTAL CORPORATION (PHLPost)  
4TH QUARTER CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter		Rating	Remarks
					Target	Actual Accomplishments		
<b>SO 4 - Ensure financial growth and efficiency through market sustainability and cost management</b>								
SM 5 - Revenues	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	Actual / Target	10.00%	PhP 5.202 B	PhP 5.202 B	PhP 2.670 B	5.13%	
SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	10.00%	PhP 90.795 M	PhP 90.795 M	(PhP 430.966 M)	0.00%	
<b>SM 7 - Budget Utilization Rate (BUR)</b>								
a GAA Subsidies - amounts obligated	<i>Amount Obligated / Total GAA Subsidy</i>	Actual / Target	1.00%	90%	90%	80.25%	0.89%	
b GAA Subsidies - amounts disbursed	<i>Amount Disbursed / Total Obligated</i>	Actual / Target	1.00%	90%	90%	100.00%	1.00%	
c. Corporate Funds - CO & MOOE	<i>Amount Disbursed / Total Approved COB (both Net of PS Cost)</i>	Actual / Target	3.00%	90%	90%	84.32%	2.81%	
<b>Sub-Total &gt; Financial</b>			<b>25.00%</b>				<b>9.83%</b>	

FINANCIAL

**PHILIPPINE POSTAL CORPORATION (PHLPost)  
4TH QUARTER CY2023 PERFORMANCE TARGETS**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter		Rating	Remarks
					Target	Actual Accomplishments		
<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>								
<b>SM 8 - Express Post Delivery Performance</b>								
8.1 Domestic Express Post Delivery Performance, Committed Areas in Metro Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	5.00%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	87.25% of items delivered within 2 days after posting	4.36%	
8.2 Domestic Express Post Delivery Performance, Committed Areas outside of Metro Metro Manila		Actual / Target	5.00%	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	95.93% of items delivered within 7 days in Luzon and 91.39% of items delivered within 10 days in Vis/Min after posting	5.00%	
8.3 International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	5.00%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	92.83% of items delivered within 2 days after Customs clearance	4.64%	
8.4 International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		Actual / Target	5.00%	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	99.03% of items delivered within 7 days in Luzon and 94.56% of items delivered within 10 days in Vis/Min after Customs clearance	5.00%	
SM 9 - International Parcel Post Delivery Performance		Actual / Target	5.00%	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	88.86% of items delivered within 10 days in Luzon and 86.71% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%	


PHILIPPINE POSTAL CORPORATION (PHLPost)  
4TH QUARTER CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter		Rating	Remarks
					Target	Actual Accomplishments		
<b>LEARNING &amp; GROWTH</b>								
<b>SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems</b>								
SM 13 - Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	5.00%	33.33% of all PHLPost plantilla employees meeting required competencies	33.33% of all PHLPost plantilla employees meeting required competencies	17.39% 925 out of 5,320 employees	2.61%	
<b>Sub-Total &gt; Learning &amp; Growth</b>			<b>5.00%</b>				<b>2.61%</b>	
<b>TOTAL RATING</b>			<b>100.00%</b>				<b>68.65%</b>	

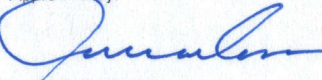
Certified Correct:

  
**MARA BEATRICE M. GERVACIO**  
 Acting Manager, Corporate Planning Department

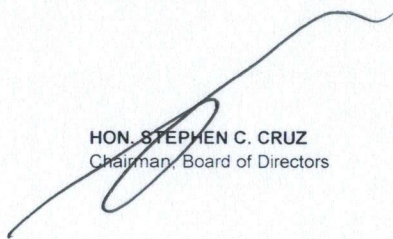
Date:

  
**ATTY. LORDANN D. ATAL**  
 APMG for Administration and Finance

Date:

Approved by:  
  
**LUIS D. CARLOS**  
 Acting Postmaster General & CEO

Date:

  
**HON. STEPHEN C. CRUZ**  
 Chairman, Board of Directors

Date:

PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 ANNUAL PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Actual Accomplishments	Rating	Remarks
<b>TOTAL RATING</b>						68.54%	
<b>TOTAL RATING TO BE ELIGIBLE FOR PBB</b>						90.00%	
<b>SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments</b>							
<b>SM 1 - Postal Traffic</b>							
SOCIAL IMPACT	SM 1 - Volume of Postal Transactions Handled (in million pcs)	Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal Money Order received	Actual / Target	0.00%	36.25	35.91	0.00%
	<b>Sub-Total &gt; Social Impact</b>			0.00%			0.00%
<b>SO 2 - Continue postal service in the community through sustainable partnership with public and private entities</b>							
CUSTOMERS & STAKEHOLDERS	SM 2 - Expansion of Postal Outlets	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.00%	2022 yearend cumulative total + 18 additional cities and municipalities	15	4.17%
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.00%	8	8	5.00%
	<b>SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management</b>						
<b>SM 4 - Percentage of Satisfied Customers</b>							
	(a) Individual Customers	Number of respondents which gave atleast a Satisfactory rating / Total number of respondents	Actual / Target 0% - if less than 80%	2.50%	90.00%	84.02%	4.67%
	(b) Corporate Clients			2.50%	90.00%		
<b>Sub-Total &gt; Customers &amp; Stakeholders</b>				15.00%		13.83%	

PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 ANNUAL PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Actual Accomplishments	Rating	Remarks
<b>SO 4 - Ensure financial growth and efficiency through market sustainability and cost management</b>							
SM 5 - Revenues	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	Actual / Target	10.00%	PhP 5.202 B	PhP 2.670 B	5.13%	
SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	10.00%	PhP 90.795 M	(PhP 430.966 M)	0.00%	
<i>SM 7 - Budget Utilization Rate (BUR)</i>							
a. GAA Subsidies - amounts obligated	<i>Amount Obligated / Total GAA Subsidy</i>	Actual / Target	1.00%	90%	80.25%	0.89%	
b. GAA Subsidies - amounts disbursed	<i>Amount Disbursed / Total Obligated</i>	Actual / Target	1.00%	90%	100.00%	1.00%	
c. Corporate Funds - CO & MOOE	<i>Amount Disbursed / Total Approved COB (both Net of PS Cost)</i>	Actual / Target	3.00%	90%	84.06%	2.80%	
<b>Sub-Total &gt; Financial</b>			<b>25.00%</b>			<b>9.83%</b>	

FINANCIAL



PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 ANNUAL PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Actual Accomplishments	Rating	Remarks
<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>							
<b>SM 8 - Express Post Delivery Performance</b>							
<b>INTERNAL PROCESSES</b>	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	5.00%	90% of items delivered within 2 days after posting	84.36% of items delivered within 2 days after posting	4.22%	
		Actual / Target	5.00%	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	93.24% of items delivered within 7 days in Luzon and 89.76% of items delivered within 10 days in Vis/Min after posting	5.00%	
		Actual / Target	5.00%	95% of items delivered within 2 days after Customs clearance	93.81% of items delivered within 2 days after Customs clearance	4.69%	
		Actual / Target	5.00%	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	93.82% of items delivered within 7 days in Luzon and 96.22% of items delivered within 10 days in Vis/Min after Customs clearance	5.00%	
		Actual / Target	5.00%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	90.62% of items delivered within 10 days in Luzon and 90.93% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%	
SM 9 - International Parcel Post Delivery Performance							


PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 ANNUAL PERFORMANCE TARGETS

Measures by Perspective and Objective		Formula	Rating Scale	Weight	Annual Target	Actual Accomplishments	Rating	Remarks
INTERNAL PROCESSES	SM 10 - Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time						
	10.1. Domestic Ordinary Letter Post Delivery Performance		Actual / Target	5.00%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85.77% of items delivered within 10 days in Luzon and 85.86% of items delivered within 15 days in Vis/Min after posting	5.00%	
	10.2. Domestic Registered Letter Post Delivery Performance		Actual / Target	5.00%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	87.21% of items delivered within 10 days in Luzon and 85.83% of items delivered within 15 days in Vis/Min after posting	5.00%	
	10.3. International Letter Post Delivery Performance		Actual / Target	5.00%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	92.97% of items delivered within 10 days in Luzon and 92.53% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%	
<b>SO 6 - Uphold postal service integrity by implementing QMS in the postal processes</b>								
SM 11 - ISO Certification								
(a) Manila Central Post Office	ISO Certification of Frontline Services	All or Nothing	5.00%	Pass 1st Surveillance Audit	Readiness for the re-application for UPU Quality Service Certification; and, Request for the suspension of the Surveillance Audit of Manila Central Post Office.	0.00%		
(b) Express mail Exchange Department (EMED)			5.00%	ISO 9001:2015 Certification		0.00%		
<b>SO 7 - Improve efficiencies in the Postal Service through innovation and ICT</b>								
SM 12 - 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	5.00%	75%	67.33% 818 out of 1,215 Postal Outlets	3.37%		
<b>Sub-Total &gt; Internal Processes</b>			<b>55.0%</b>			<b>42.27%</b>		

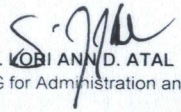
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CY2023 ANNUAL PERFORMANCE TARGETS

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<b>TOTAL RATING</b>			<b>100.00%</b>			<b>68.54%</b>	

Certified Correct

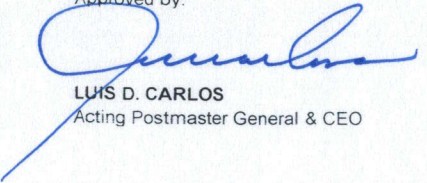
  
MARA BEATRICE M. SERVACIO  
Acting Manager, Corporate Planning Department

Date:

  
ATTY. KOBI ANN D. ATAL  
APMG for Administration and Finance

Date:

Approved by:

  
LUIS D. CARLOS  
Acting Postmaster General & CEO

Date:

  
HON. STEPHEN C. CRUZ  
Chairman, Board of Directors

Date: