LBP INSURANCE BROKERAGE INC. (LIBI)

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
FINANCIAL	**SO 1**	**Ensure Sustainable Financial Growth**							
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Les Income Tax	30%	0% if Lower than P94.0 Million; 10% if P94.0 to P96.99 Million; 20% if P97.0 to P99.99 Million; 25% if P100.0 to P103.78 Million; and 30% if P103.79 Million and above	77.02M	93.57M	82.79M	103.79M
		Sub-total		30%					
STAKEHOLDERS/CUSTOMER	**SO 2**	**Improve Service Delivery**							
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	78.95%	83.59%	90%	90%
	SO 3	**Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development**							
	SM 3	Number of Clients covered by Microinsurance	Absolute Figure	5%	(Actual / Target) x Weight	-	-	-	150 farmers under the ACEF Program covered by Microinsurance
				5%					1,500 farmers outside the ACEF Program covered by Microinsurance

		Component				Baseline Data		Target	
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INTERNAL PROCESS	SO 4	**Provide Wider Market Reach for Financial Viability**							
	SM 4	Increase Premium Volume	Absolute Amount	25%	(Actual / Target) x Weight Below Php 714.82M = 0%	Php 611.50M	Php 714.82M	Php 734.70M	Php 826.53M[1]
		Sub-total		**40%**					
	SO 5	**Improve Efficiency and Quality Insurance Process**							
	SM 5	Percentage of Notification of Coverage Issued within the Applicable Processing Time	Total Processing Time of All Issuance of Notification of Coverage / Total Number Issuance of Notification of Coverage[2]	10%	(Actual / Target) x Weight Below 80% = 0%	-	-	90% of Insurance Policies Issued within Applicable Processing Time	100% of Notification of Coverage Issued within the Applicable Processing Time
	SO 6	**Enhance Existing Processes Comparable with the Industry**							
	SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	-	-	ISO Certification	Maintain ISO 9001:2015 Certification (Pass surveillance audit)
		Sub-total		**15%**					
LEARNING & GROWTH	SO 7	**Develop Strategic Skills & Competence of Officers and Staff**							
	SM 7	Improve Competency Level of the Organization	Competency Baseline[3] 2020 – Competency Baseline 2019	10%	All or Nothing	0%	100% of employees have met the required	Development of Competency Model	Improvement on the Competency Level of the Organization

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[1] Based on LIBI's Corporate Operating Budget projections submitted to LandBank.

[2] Start time: Upon acknowledgment and receipt of complete documents; End time: Issuance of Notice of Coverage

[3] The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{Actual\ Competency\ Level}{Required\ Competency\ Level}\right)_a}{A}\right]_b}{B}$$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

| Component | | | | | Baseline Data | | Target | |
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
						competency level for Core Competencies		based on the 2019 year-end assessment
SO 8	**Enhance IT Infrastructure**							
SM 8	Implementation of IT Infrastructure Roadmap.	Actual Accomplishment	5%	All or Nothing	0%	100% Implementation of Structure Re-cabling of Data Center, and Network Security	100% Implementation of 2019 infrastructure based on the Board approved IT Infrastructure Roadmap	100% implementation of 2020 infrastructure based on the Board-approved IT Infrastructure Roadmap, as follows: a. Operating System: Upgrade to latest version of operating system (OS); b. Application Delivery: Secure Application Delivery & Load Balancing.
	Sub-total		*15%*					
	TOTAL		**100%**					