

LBP INSURANCE BROKERAGE, INC.

	Objective/Measure	Component		Rating System	Baseline Data		Target		
		Formula	Weight		2016	2017	2018	2019	
FINANCIAL	SO 1	Ensure Sustainable Financial Growth							
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	30%	Actual/Target) x Weight Below ₱72.21 Million = 0%	₱71.80 Million	₱77.02 Million	₱80.67 Million	₱82.79 Million
		Sub-total		30%					
STAKEHOLDER / CUSTOMERS	SO 2	Improve Service Delivery							
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	10%	(Actual / Target) x Weight Below 80% = 0%	90.70%	78.95%	90% of respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale)	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	No data	No data	No data	100 farmers under Accessible and Sustainable Lending (ASL) program covered by microinsurance
				5%	(Actual/Target) x Weight	No data	No data	No data	500 Farmers outside the ASL program covered by Microinsurance

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	SO 4	Provide Wider Market Reach for Financial Viability							
	SM 4	Increase Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight Lower than ₱506.26 Million = 0%	₱577.15 Million	₱611.50 Million	₱699.15 Million	₱734.70 Million
		Sub-total		40%					
	SO 5	Improve Efficiency and Quality of Insurance Process							
	SM 5	Percentage of Insurance Policies Issued Within Applicable Time	Number of Policies Issued within TAT / Total Number Policy Issuance	10%	(Actual / Target) x Weight	No data	No data	19 working days from request for quotation by Lending Unit	90% ¹
	SO 6	Enhance Existing Processes Comparable with the Industry							
	SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	LIBI was not able to conduct IQA based on manuals	Certificate of Preparedness of ISO 9001:2015 Certification	Attain ISO 9001:2015 Certification for the following processes: 1. Marketing 2. Accounting 3. Administration	Maintain ISO 9001:2015 Certification
		Sub-total		15%					

¹ Applicable processing time based on LIBI's compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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LEARNING & GROWTH	SO 7	Develop Strategic Skills & Competence of Officers and Staff							
	SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Approved Competency Framework	No competency assessment conducted	100% of employees have met the required competency level for Core Competencies	Development of Competency Model with the submission of the following documents ² : <ol style="list-style-type: none"> 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools
	SO 8	Enhance IT Infrastructure							
	SM 8	Implementation of IT Infrastructure Roadmap	Actual Accomplishment	5%	All or Nothing	Upgrading from Version 3.3 to Version 4.0	Implementation of Phase 3: Document Management System and Imaging Desktop	100% Implementation of Structured Re-cabling of Data Center, and Network Security	100% implementation of 2019 infrastructure based on the Board-approved IT Infrastructure Roadmap, as follows: <ol style="list-style-type: none"> 1. Network Services: Upgrade from

² Conduct of Competency Assessment of 100% of employees by end of May 2020 to determine competency baseline of the organization.

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							Conventional Internet Data Cable to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible power supply (UPS), for server and Client PCs; Surveillance: Closed-Circuit Television (CCT); Data Switches, routers and access points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity; Data Backup and Protection Services; 4. End User Devices and Platform: Replacement of Unserviceable or Outdated Desktops and Workstations (based on three-year plan from 2018-2020)
		Sub-total					
		Total					