

DEVELOPMENT BANK OF THE PHILIPPINES (DBP)
Validated 2024 Performance Scorecard

Component					DBP Submission		GCG Validation		Supporting Documents	Remarks										
	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual			Rating									
DEVELOPMENT IMPACT	SO 1	Support the National Government in its effort towards building a stronger and more resilient Philippine economy, particularly through broader financial inclusion and sustainable infrastructure development																		
	SM 1	Increase in Total Loan Portfolio ¹	Outstanding Loan Amount	15%	(Actual / Target) x Weight	₱547 Billion	₱536.79 Billion	14.72%	₱536.79 Billion	14.72%	<ul style="list-style-type: none">Database for Total Loan Portfolio with Priority SectorReport on the Priority SectorsCommission on Audit (COA) Annual Audit Report (AAR)	Target not met. Accomplishment is validated using the COA AAR.								
	SM 2	Percentage of Countryside Reach	% of municipalities/ cities in the countryside with DBP branches, branch lite units, ATMs, loans, and/or NBFi-partners	15%	(Actual / Target) x Weight	90% ²	88.02%	14.67%	88.01%	14.67%	<ul style="list-style-type: none">Excel Database on Countryside ReachProof of Transactions for Sampled Municipalities dated 2024Philippines Statistics Authority (PSA) data from the 2020 Census of	Target not met. <table><tr><td>With Presence</td><td>1,175</td><td>88.01%</td></tr><tr><td>Without Presence</td><td>160</td><td>11.99%</td></tr><tr><td>Total</td><td>1,335</td><td></td></tr></table>	With Presence	1,175	88.01%	Without Presence	160	11.99%	Total	1,335
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Without Presence	160	11.99%																		
Total	1,335																			

¹ For Monitoring only: (a) Total Loan Portfolio for Infrastructure and Logistics; (b) TLP for Social Infrastructure; (c) TLP for MSMEs, and (d) TLP for Environment Loans. Breakdown of Loans Portfolio is Loans-to-borrowers is ₱524B, Salary Loans is ₱8.0B and SAG ₱15.0B.

² Urbanization Level Report based on the 2020 Census of Population and Housing (CPH) published by Philippine Statistics Authority (PSA). Per new definition of countryside reach: Municipalities and Cities in the countryside with DBP branches, branch-lite units, ATMs, loans, and/or NBFi-partners.



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	Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating			Actual	Rating						
											Population and Housing <ul style="list-style-type: none">List Branch and Branch Lite Units (BLUs)Memorandum of Agreements of partnership with NBFIs							
		Sub-total		30%				29.39%		29.39%								
FINANCE	SO 2	Strengthen the Bank’s financial structure to support its growth and countryside expansion mission																
	SM 3	Increase in Total CASA Deposit	Sum of all Demand Deposits (CA) and Regular Savings Deposit (SA)	15%	(Actual / Target) x Weight	₱375.96 Billion	₱379.64 Billion	15%	₱379.347 Billion	15%	<ul style="list-style-type: none">Total CASA deposit as of 31 December 2024Branch Ledger and Monthly CASA reportCOA AAR	Target exceeded. Accomplishment is validated using the COA AAR. <table><tr><td>Demand Deposit</td><td>₱299.670</td></tr><tr><td>Savings Deposit</td><td>79.677</td></tr><tr><td>Total</td><td>₱379.347</td></tr></table>	Demand Deposit	₱299.670	Savings Deposit	79.677	Total	₱379.347
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SM 4	Efficient Utilization of Corporate Budget	Total Disbursement / Total Obligations Where: Total Obligation = COB less cancelled project, less multi-year, less milestones, less savings, less retention.	5%	Actual-Target) x Weight	90%	74.08%	4.12%	69.56%	3.86%	<ul style="list-style-type: none">2024 Corporate Operating BudgetCOA AARDBP Actual Expenses for 2024List of items for Exclusion	Target not met. Accomplishment is validated using the COA AAR. Total Disbursements - ₱9.054 Total Budget - ₱13.017 BUR – 69.56%							

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			less unbilled contracts									
	SM 5	Increase Net Income After Tax (NIAT)	Net Income after taxes and provisions	10%	(Actual / Target) x Weight	₱5.51 Billion	₱7.11 Billion	10%	₱7.267 Billion	10%	• COA AAR	Target exceeded. Accomplishment is validated using the COA AAR.
		Sub-total		30%				29.12%		28.86%		
CONSTITUENCY	SO 3	Provide quality customer experience throughout all bank channels										
	SM 6	Percentage of Satisfied Customers (external)	No. of respondents who rated DBP at least "Satisfactory"/ Total no. of respondents	5%	(Actual / Target) x Weight If less than 80% =0%	90%	99.40%	5%	Compliant with a 99.40% SQD rating	5%	• Result of ARTA Harmonized Client Satisfaction Measurement (CSM) of GOCCs covered by RA 10149	Acceptable. Based on the Anti-Red Tape Authority (ARTA) CSM results.
		Sub-total		5%				5%		5%		
	SO 4	Integrate sustainability measures into the Bank's operations and processes										
INTERNAL PROCESS	SM 7	Implementation of Sustainability Roadmap Milestones	Actual Accomplishment	10%	(Actual / Target) x Weight	Completion of 2024 milestones per Sustainability Roadmap	19 out 19 milestones completed or 100%	10%	Completed 19 out of 19 milestones per Sustainability Roadmap	10%	• Report on Net Zero Emissions on DBP's Energy Portfolio based on existing accounts • Status Report on Sustainability Roadmap as of 2024 4 th Quarter • ManCom approval for the target setting	Acceptable.

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	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating									
										and changes to the target								
	SO 5	Improved Bank-wide data management, operational synchronicity and process efficiency																
	SM 8	Percentage of Loan Applications Processed within Turnaround Time (TAT)	Number of loans processed within TAT per Citizen's Charter / Total number of loans processed	5%	(Actual / Target) x Weight	100% loans processed within the applicable TAT	97.88%	4.89%	76.56%	3.83%	<ul style="list-style-type: none">Loan TAT DatabaseSample accounts2022 and 2024 DBP Citizens' Charter	<div>Target not met.</div> <table><tr><td>Within TAT</td><td>686</td></tr><tr><td>Beyond TAT</td><td>210</td></tr><tr><td>Total %</td><td><u>896</u> 76.56%</td></tr></table>	Within TAT	686	Beyond TAT	210	Total %	<u>896</u> 76.56%
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SM 9a	Percentage of Service Availability of ATMs	Total No. of ATMs with at least 90% availability / Total No. of ATMs	2.5%	(Actual / Target) x Weight	90% Onsite ATMs with at least 80% availability	93.27%	2.5%	93.27%	2.5%	<ul style="list-style-type: none">ATM Availability for 2024Monthly Availability for Onsite and Offsite NCR and Countryside areas	Target exceeded.							
SM 9b			2.5%		80% of NCR and 70% of Countryside Offsite ATMs with at least 75% availability	NCR - 79.39% Countryside - 83.75%	2.5%	NCR - 79.39% Countryside - 83.75%	2.5%	<ul style="list-style-type: none">Monthly Availability for Onsite and Offsite NCR and Countryside areasSampled ATMs	Target exceeded.							

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		Sub-total	20%				19.93%		18.83%			
LEARNING AND GROWTH	SO 6	Develop motivated, competent and values-oriented development bankers										
	SM 10	Improvement in the Organizational Competency	Competency Baseline 2024 – Competency Baseline 2023	5%	(Actual / Target) x Weight	Improvement on the competency level of the organization from the 2023 baseline	Sustained improvement on the overall competency level by 0.06%	5%	Sustained improvement on the overall competency level by 0.06%	5%	<ul style="list-style-type: none">• 2023 Competency Results• 2024 Competency Results• Sample Accomplished Assessment Forms	Acceptable.
	SM 11	Implementation of ICT Projects	ICT Projects Completed / Total No. of ICT Projects	5%	(Actual / Target) x Weight	100% implementation of the Projects planned for 2024 as provided in the ISSP	58 out of 65 ICT Projects	4.46%	40 out of 65 ICT Projects	3.08%	<ul style="list-style-type: none">• User Acceptance Reports/Deployment Proof• Sample Reports• User Manual• Contracts/Agreements	Target not met.
	SM 12	Integrated Management System (IMS) Certification	Actual Certification from certifying body (third-party)	5%	All or Nothing	Continuing Certification of the Bank's IMS covering core bank processes	IMS Recertification ISO 9001:2015 and ISO 14001:2015	5%	IMS Recertification ISO 9001:2015 and ISO 14001:2015	5%	<ul style="list-style-type: none">• Recertification and ISO Certificates for ISO 9001:2015 and ISO 14001:2015	Acceptable.
		Sub-total	15%				14.46%		13.08%			

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
	TOTAL	100%				97.89%		95.16%		
BONUS STRATEGIC MEASURE:										
GAD Budget Utilization		1%	All or Nothing	5% Utilization Rate	21.94% Utilization Rate	-	21.94% Utilization Rate	1%	<ul style="list-style-type: none"> Corporate Operating Budget (COB) COA AAR 	Accomplishment is validated using the COA AAR.
ISO Certification on Business Continuity Management System		1%	All or Nothing	ISO 14001:2015 Certification / Recertification	ISO 14001:2015 Recertification	-	ISO 14001:2015 Recertification	1%	<ul style="list-style-type: none"> Surveillance Audit of DBP's IMS 	Acceptable.
	GRAND TOTAL	100%				97.89%		97.16%		

Annex A Reviewed and Certified Correct by:


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