

Name	KERRY B. UY		Department : CASH	BAYBAY BRANCH				
PG	5		Details on Promotions/Re-assignments, if any:					
PY	2022							
Position Title	Bank Teller							
PERFORMANCE CONTRACT								
I hereby agree to assist the employee in the attainment of the targets and monitor work progress within the performance period.			I hereby agree to accomplish the targets indicated and be monitored on work progress within the performance period.					
Rater: <i>[Signature]</i> DIVINA B. VILLAR Rater/Date: 5/10/22		Ratee: <i>[Signature]</i> KERRY B. UY Ratee/Date: 5/10/22						
I hereby note the agreement between the rater and ratee in attaining the work targets within the performance period.								
Department/Group Head CORRINE OBTANG				Date 05.10.2022				
Performance Commitment			Performance Rating					
%	KRAs	Success Indicator/s (Quality, Efficiency, Timeliness)	% of Accomplishment	Q	E	T	A	Weighted Average Score
I. Performance Evaluation System								
30%	A.	Branch Performance (PES Points) - Financial Please see attached computation.	Success Indicator: Quality Actual PES Points attained by the Branch for financial related KRAs (Deposits, e-Banking, Loans and Profitability) vs Target PES Points					4.28
	Weight	Key Result Areas DIGITAL BANKING TRANS (NON-/OTC) IACCESS/MBA ENROLLMENT ATM ATM AVAILABILITY RATE POS TERMINALS/AGENT MASTERCARD- APPROVED CREDIT CARD COST OF DEPOSITS TOTAL DEPOSITS-ADB TOTAL DEPOSITS-OS PRIVATE-ADB INDIVIDUAL DEPOSITS-ADB INDIVIDUAL DEPOSITS - NO. OF ACCTS. FMS BOOKED INCOME COST TO INCOME RATIO PAST DUE RATE SALARY LOANS-OS LAHOD-OS SALARY LOANS-ALB LAHOD-ALB RISK BASED AUDIT TIMELINESS BSP/AML COMPLIANCE	Performance Measures: 5 100% and above target achievement 4 90% - 99% target achievement 3 80% - 89% target achievement 2 70% - 79% target achievement 1 Below 70% of the target	132.79% 217.59% 100.00% 102.80% 0.00% 533.33% 136.51% 103.23% 101.13% 108.04% 89.14% 102.50% 221.29% 36.91% 185.69% 82.18% 76.97% 87.88% 57.41% 0.00% 100.00% 100.00%				0.20 0.15 0.10 0.25 0.02 0.10 0.75 0.40 0.40 0.25 0.12 0.10 0.20 0.04 0.25 0.21 0.02 0.01 0.20 0.00 0.15 0.15
				Total Weighted Score				
				TWS/98%				
				30%(TWS/98%)				1.13
				Sub Total - (PES Branch)				1.13
20%	B.	Individual Contributions to Branch Accomplishment	Success Indicator: Quality % attainment of target on Private Deposit Generation					4.00
	7%	Deposit OS	Performance Measures: 5 100% and above target achievement 4 90% - 99% target achievement 3 80% - 89% target achievement 2 70% - 79% target achievement 1 Below 70% of the target					0.00
	7%	Loans OS						0.00
	3%	Timely Submission of Reports						0.00
	3%	Mastercard - Approved Credit Card						0.00
				Total Weighted Score				4.00
				Sub Total - (PES Individual)				0.80
II. Customer Service								
15%	A.	Complaints Management Management of Complaints and Request for Assistance (RFA) as Recipient/Accommodating Unit	Success Indicator: Quality Able to submit and refer accurately all the fraud-related complaint documents to responsible unit and/or supporting unit copy furnished CAD					0.25
			Performance Measures: 5 100% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD 4 90-99% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD 3 80-89% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD 2 70-79% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD 1 Below 70% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD					

SW G/A

[Signature]

	5%		<p><i>Note: The responsible unit and/or supporting unit shall submit to CAD a proof/certification that all documents referred by the recipient unit are accurate and complete</i></p> <p>Success Indicator: Efficiency Able to submit all the complaints and request for assistance (RFA) to responsible unit with proper documentation submitted to CAD</p> <p>100% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>90 - 99% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>80 - 89% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>70 - 79% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>Below 70% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p><i>Note: Proper documentation refers to submission of completely filled-out 'Portion E' for CSIR; and memo reply for RFA</i></p> <p>Success Indicator: Timeliness Able to ensure referral of every complaints</p> <p>100% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>90 - 99% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>80 - 89% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>70 - 79% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>Below 70% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p>				
B.	2%	<p>1. Customer Relationship Self readiness and availability before 8:30AM</p>	<p>Success Indicator: Quality Projecting good image by reporting to work properly groomed, in proper uniform/ID at all times</p> <p>Properly groomed, wearing proper uniform/ID at all times</p> <p>1 to 4 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>5 to 8 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>9 to 12 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>More than 12 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>Success Indicator: Timeliness Readiness and availability of services before 8:30 AM :</p> <p>100% readiness and availability before start of banking hours</p> <p>1 to 4 noted instances of delay/non-availability before the start of banking hours</p> <p>5 to 8 noted instances of delay/non-availability before the start of banking hours</p> <p>9 to 12 noted instances of delay/non-availability before the start of banking hours</p> <p>More than 12 noted instances of delay/non-availability before the start of banking hours</p>	5	5.00	0.10	
		<p>2. Positive Client Relationship 2.1. External Clients 2.2. Internal Clients</p>	<p>Success Indicator: Quality Satisfaction of clients on services provided</p> <p>no valid complaint</p> <p>1-2 valid complaints</p> <p>3-4 valid complaints</p> <p>4-5 valid complaints</p> <p>with 6 or more valid complaint/s</p> <p>Success Indicator: Timeliness</p>	5	4	4.50	0.23

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	3%		Response/resolution of complaints within set deadline Performance Measures: 5 Complaints resolved within five (5) days 3 Complaints resolved within seven (7) days 2 Complaints resolved within 10 days 1 Complaints resolved in more than 10 days						
	3%	3. Delivery of fast customer service	Success Indicator: Efficiency (% of transactions within the target average Turn-Around Time (TAT) per Bank Teller's Transaction) (% of Transactions within target average TAT vs Total Transactions based on CQS Branch Queue Report) Performance Measures: 5 equal to or over 100% 4 equal to or over 90%, but less than 100% 3 equal to or over 80%, but less than 90% 2 equal to or over 71%, but less than 80% 1 less than 71%			4		4	0.12

III. Internal Process

8%	A.	1. Audit and Compliance Compliance to the set internal policies and guidelines of the Bank (Unit Rating)	Success Indicator: Quality Audit rating of the unit Performance Measures: 5 Exemplary 4 Acceptable 2 Below Acceptable 1 Unsatisfactory			5		5	0.25
5%		2. Compliance to the set internal policies and guidelines of the Bank (Individual Rating - contribution to Unit's rating)	Success Indicator: Quality No. of audit finding/s incurred during the audit period attributable to the ratee Performance Measures: 5 No major, moderate or minor findings 4 with only 1-4 minor findings 3 with 5-or more minor findings or 1 moderate findings 2 with 5-or more minor findings or 2 moderate findings 1 with 3 or more moderate findings or 1 or more major finding			5		5	0.10
2%		3. IMS Audit/Implement best practices in the branches compliance on QMS best practices	Success Indicator: Quality Passed the latest IMS audit/compliance on QMS best practices Performance Measures: 5 90 % and above 4 over 80% but less than or equal to 70% 3 over 70%, but less than or equal to 60% 2 over 60%, but less than or equal to 50% 1 less than 50%			5		5	0.05
2%	B.	1. Data Quality Attainment of target on Data Quality	Success Indicator: Quality % attainment of target on Data Quality on certain cut off date Performance Measures: 5 100% of the target 4 over 90%, but less than or equal to 99% 3 over 80%, but less than or equal to 90% 2 over 70%, but less than or equal to 80% 1 equal or less than 70%			5		5	0.10
15%	C.1	1. Operational Functions Acceptance of deposits, payments and 1.1. Servicing of cash received and disbursed	Success Indicator: Quality Validity, completeness and accuracy of all Performance Measures 5 100% valid /complete/accurate 95% to 99% valid 4 /complete/accurate; no financial loss 90% to 94% valid /complete/accurate; no financial loss 3 71% to 89% valid /complete/accurate; no financial loss 2 equal or below 70% valid /complete/accurate and/or with financial loss due to negligence or integrity issued 1			4		4.00	0.20
5%		1.2. Overage and Shortage (Handling of cash received and disbursed)	Success Indicator: Quality No. of overages/shortages incurred for the Performance Measures: 5 No instance of cash overage / shortaoe 4 1-4 instances of overages / shortaoes 3 5-6 instances of overages / shortaoes 2 7-8 instances of overages / shortaoes 1 more than 8 instances of cash overages / shortages or 1 or more instances of shortages with material loss			4		4.00	0.12
3%		1.3. Verification of Signature	Success Indicator: Quality			5		5.00	0.10

Signature *Signature*

2%			Non-occurrence of claims / financial loss on Performance Measures: 5 100% valid and authentic with error and financial loss due to negligence or integrity issue 1						
3%		1.4. Posting of transactions in the CT terminal	Success Indicator: Quality Actual number of reversal/s made for the equal or less than 0.50% of total OTC transactions without financial loss 5 more than 0.50% but less than 1% of total OTC transactions without financial loss 4 more than 1% but less than 1.50% of total OTC transactions without financial loss 3 more than 1.50% but less than 2% of total OTC transactions without financial loss 2 more than 2% of total OTC transactions or 1 or more reversals with financial loss due to negligence or integrity issue 1	4			4.00	0.12	
2%		1.5. Conduct of sight verification a. Own posted transaction b. Transactions of peer teller	Success Indicator: Quality No. of misvalidations/mispostings found on own / peer teller transactions beyond the Performance Measures: 5 No instance of misvalidation/misposting 4 1-2 instances of misvalidation/misposting/no financial loss 3 3-4 instances of misvalidation/misposting/ no financial loss 2 5-6 instances of misvalidation/misposting/ no financial loss 1 more than 6 instances of misvalidation/ misposting or 1 or more instances of misvalidation/misposting with financial loss	4			4.00	0.08	
10%		2. Perform other functions such as but not limited a. Bookkeeper b. ATM Teller c. ATM Bookkeeper d. Reconciliation of BJR matters e. Others	Success Indicator : Quality Effective performance of other functions Performance Measures 5 100% effective in performing other functions 4 90% to 99% effective in performing other functions 3 80% to 89% effective in performing other functions 2 70% to 79% effective in performing other function 1 below 70% effective in performing other functions	5			5.00	0.25	
	C.2	Performance Management Self Management	Success Indicator: Quality Ability to maintain a harmonious relationship with no valid complaints and respond Performance Measures: 5 no valid complaints from co-workers/internal clients with one (1) to three (3) valid complaints from co-workers/internal clients with four (4) to five (5) valid complaints from co-workers/internal clients with six (6) to ten (10) valid complaints from co-workers/internal clients 4 3 2 1 more than 10 valid complaints/internal clients	5			5.00	0.25	

100%		Additional Comments/Remarks on Performance i.e., additional workload, adjusted KRAs, etc.			
PART I. PERFORMANCE RATING FOR PY					
Discussed with:				Total Point Score (TPS)	
The assessment of my performance has been discussed and shown by my immediate supervisor				4.25	
KERRY B. UY Date: 05.10.2022				Equivalent Adj. Rating	
				VS	
Rater's Signature (Above Printed Name)				Rating Scale	
Recommending Approval:				5.00 Outstanding	
DIVINA B. VILLAR Date: 05.10.2022				4.00 to 4.99 Very Satisfactory	
				3.00 to 3.99 Satisfactory	
				2.00 to 2.99 Unsatisfactory	
				1.00 to 1.99 Poor	
CORRINE C. TANG Date: 05.10.2022				Please send a scanned copy to Personnel Administration Department	
Department/Group Head				BBS/TIBS: ADLS/OS/CSS/EXEC	
				PAD-PRMU@mail.landbank.com PAD-PMO@mail.landbank.com	



PART II. PERFORMANCE MONITORING AND FEEDBACK FORM				
Rater's Comments/Observations			Ratee's Response	Conforme (Initials)
Date:	Indicate the Area/s of the job	Remarks/Comments		
4/4/2022	ATM/Branch Telling functions	Verbal instructions & guidance given and shared from time to time are accepted positively. She is a fast learner. Her performance of the job & other tasks assigned has also improved.	I will continue to do my job the best I can and to consistently find ways to improve them while adhering to the bank's policies and procedures.	Rater: <i>J Vill</i> Ratee: <i>Kerry B. Uy</i>
Date:				Rater: Ratee:
Date:				Rater: Ratee:
Date:				Rater: Ratee:

Additional Comments (if necessary):

Branch

Please place a check mark for no noted comments/observations within the performance year

Performance for PY ____ - ____ was monitored regularly and was rated based on actual accomplishments.

J Vill
DIVINA B. VILLAR
Rater's Signature Date
(Above Name) 4/4/2022

I acknowledge the monitoring and observations done within the performance period without notable observations/comments towards the tasks given to me. I will continue to meet the work standards and performance for the next performance year.

Kerry B. Uy
KERRY B. UY
Ratee's Signature Date
(Above Name) 4/4/2022

PART III. DEVELOPMENT PLAN FORM

Kindly check recommended/suggested trainings/seminars/programs for the ratee:

- Business Writing
- Communication Skills
- Project Management
- Coaching and Mentoring
- Supervisory
- Time & Stress Management
- Leadership Training
- Personality Development
- Technical (Microsoft Applications)
- Organization

Others:

No Training recommendation
Please state the reason why:

Target Timeline:

We have accomplished completely the IPCR and discussed all necessary information regarding the performance prior to submission to PAD.

J Vill
DIVINA B. VILLAR
Rater



We acknowledge that we have submitted an incomplete IPCR for PAD's reference due to an ongoing discussion and resolution regarding the final performance rating including other forms.
Target date of submission _____ (date)

Kerry B. Uy
KERRY B. UY
Ratee

Scanned copy of this page will be submitted to Personnel Administration Department together with Part 1 of the IPCR. No signature of this form will not be recorded in the SAP-HRIS and shall be returned to the rater indicating an incomplete submission of the IPCR.

Hard copies will be retained within the Department, Rater and Ratee: for future reference



PART IV. RATER'S ASSESSMENT/OBSERVATIONS ON RATEE'S BEHAVIOR		
<p>This form shall be submitted to the appropriate HRMG Department as reference for any personnel action or movement, i.e., training, promotion, reassignment, etc. The behavioral factors stated below including the scope of its description shall be used to assess how well the ratee manifests the Bank's Core Values and corporate culture in accomplishing his work targets. The supervisor is encouraged to cite specific instances and documented performance monitoring observations to support the observations thereof. The result of this assessment shall not form part of the ratee's Final Numerical and Adjectival Rating. Please use the drop down list in choosing the desired rating per factors</p>		
Factors:	Rater's observations/comments	Rating
Core factors 1-5 for all employees :		
1. CUSTOMER AND INTERPERSONAL RELATIONS – The competency to work well with others by establishing and maintaining harmonious relationships with supervisors and clients		4
2. INITIATIVE AND DEPENDABILITY – The ability to complete and carry out required tasks with minimum supervision; to adopt a 'self-starting' rather than 'passively accepting' behavior; extent to which ratee can be counted upon to perform the job competently		4
3. HONESTY AND INTEGRITY – The capacity to sustain uprightness and loyalty in the conduct of company business; the ability to act professionally and to project a positive image of the Bank	Her honesty is always reflected in the way she handles or carries out her duties/responsibilities for the entire probationary period	5
4. COMPLIANCE – The observed behavior of demonstrating adherence to external regulatory requirements (BSP, AMLC, PDIC, BIR, GCG, CSC, COA) and internal LBP policies and procedures applicable to the performance of the ratee's duties.		4
5. ATTENDANCE AND PUNCTUALITY – The observed behavior of coming to office promptly and/or refers to the amount of time spent at work to complete assigned responsibilities	She has no record of tardiness and does not leave from office until assigned tasks are accomplished	5
Additional factors 6-8 for technical personnel and supervisors :		
6. STRESS TOLERANCE – The facility to manage stress easily and readiness to adapt to changing situations		
7. PLANNING AND ORGANIZATION – The effectiveness to determine what should be done, to anticipate needs and to schedule work properly in order to achieve results and meet deadlines		
8. JUDGMENT AND DECISION-MAKING – The ability to develop alternative courses of action and making decisions which are largely based on logical assumptions		
Additional factors 9-10 for supervisors :		
9. LEADERSHIP – The manner of guiding, influencing, motivating and developing confidence of subordinates to work as a team and accomplish assigned task		
10. COACHING AND STAFF DEVELOPMENT – The competence to assist subordinates in maximizing their potential, achieve job mastery and foster career development		
OPTIONAL BONUS FACTORS For all levels : Please rate the employee on either or both factors only with an absolute rating of 5.		
11. INNOVATIVENESS AND CREATIVITY – The ability to introduce new, practical and applicable ideas and methods that redound to operational effectiveness and efficiency		4
12. SELF-DEVELOPMENT AND SELF-DIRECTED LEARNING – The ability to take the initiative to develop and hone own skills and competencies for purposes of career development		4
		Date of submission: 06.07.2022
 KERRY B. UY	 DIVINA B. VILLAR	
Ratee's Signature (Above Printed Name)		Rater's Signature (Above Printed Name)
Scanned copy of this page will be submitted to Personnel Administration Department together with Part 1 of the IPCR. No signature of this form will not be recorded in the SAP-HRIS and shall be returned to the rater indicating an incomplete submission of the IPCR.		

Hard copies will be retained within the Department, Rater and Ratee: for future reference