



Office of the President of the Philippines
GOVERNANCE COMMISSION
 FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
 3/F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226



20 JUN 2019

Date: _____
 Time: _____ am/pm
 No.: EX-9

11 June 2019

MR. RAMON M. LOPEZ
DTI Secretary and CITEM Chairman
MS. PAULINA SUACO-JUAN
Executive Director
CENTER FOR INTERNATIONAL TRADE
EXPOSITIONS AND MISSIONS (CITEM)
 Golden Shell Pavilion, Roxas Boulevard cor.
 Sen. Gil J. Puyat Avenue, Pasay City

RE : VALIDATION RESULT OF 2018
PERFORMANCE SCORECARD OF CITEM

Dear Secretary Lopez and Executive Director Suaco-Juan,

This is to formally transmit the validation result of CITEM's 2018 Performance Scorecard. Based on the validation of documentary submissions, CITEM gained an over-all score of **58.08%** (See *Annex A*). The same is to be posted in CITEM's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07¹.

In line with Item 2 of GCG Memorandum Circular (M.C.) No. 2017-01² particularly the achievement of a weighted-average score of at least 90% in its 2018 Performance Scorecard, CITEM is ineligible to grant the Performance Based Bonus (PBB) to its officers and employees. In this regard, the Board is reminded that any unilateral action to release the PBB will be considered as a violation of the Board's fiduciary duty to protect the assets of the GOCC as provided under Section 19 of Republic Act No. 10149³.

Consequently, pursuant to GCG M.C. No. 2016-01⁴, failure to qualify for PBB means that the Appointive Members of the Governing Board of CITEM shall not be qualified to receive the Performance-Based Incentive (PBI).

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.
Chairman

MICHAEL P. CLORIBEL
Commissioner

MARITES C. DORAL
Commissioner

cc: COA Resident Auditor - CITEM

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

² Interim Performance-Based Bonus, dated 09 June 2017.

³ GOCC Governance Act of 2011.

⁴ Compensation Framework for Members of the GOCC Governing Boards, dated 10 May 2016.

CENTER FOR INTERNATIONAL TRADE EXPOSITIONS AND MISSIONS (CITEM)
Validation Result of the 2018 Performance Scorecard

| | Objective Measure | Component | | | CITEM Submission ¹ | | GCG Validation | | Supporting Documents | GCG Remarks | |
|-------------|-------------------|---|--|--------------|---|--------|----------------|------------|----------------------|-------------|---|
| | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | | | Rating |
| FINANCIAL | SO 1 | Ensure Financial Sustainability | | | | | | | | | |
| | SM 1 | Cost Recovery Ratio | Total Revenue from Promotional Events / Total Project Cost | 20% | (Actual / Target) x Weight 0% = If less than 40% | 45% | 50.17% | 20% | 51.32% | 20% | COA Annual Audit Report Breakdown of Income and MOOE Validated accomplishment was computed based on the submitted supporting documents; Total Income = ₱83,317,377.50 Total Cost = ₱162,348,686.00 |
| | | Sub-total | | 20% | | | | 20% | | 20% | |
| STAKEHOLDER | SO 2 | Improve Stakeholder Satisfaction | | | | | | | | | |
| | SM 2 | Percentage of Returning SMEs (Exhibitors) in Signature Events | Returning Exhibitors / Total Exhibitors | 10% | (Actual / Target) x Weight 0% = If less than 46% | 50% | 55.07% | 10% | 61.35% | 10% | Summary Report on the Percentage of Returning SMEs (Exhibitors) in Signature Events Master List of Exhibitors for Manila FAME and IFEX CITEM exceeded the target. Validated accomplishment was based on the supporting documents submitted. |

¹ Based on the reported Performance Scorecard submitted on 02 April 2019.

| Objective Measure | Component | | | | CITEM Submission ¹ | | GCG Validation | | Supporting Documents | GCG Remarks | |
|-------------------|--|--|--------------|---|---|--------|----------------|-----------------------|---|--|--|
| | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | | |
| | | | | | | | | | 2018 Exhibitors List for Manila FAME 2018 and IFEX 2018 | | |
| SM 3 | Percentage of Satisfied Customers | Number of Respondents who gave a Rating of at least Satisfactory / Total Number of Respondents | 10% | (Actual / Target) x Weight 0% = If less than 80% | 95% of Respondents gave a Rating of at least Satisfactory | 83.74% | 8.81% | Result not acceptable | 0% | Customer Satisfaction Survey Terminal Report from Third Party Provider Sample Accomplished Survey Forms | Reported accomplishment is not acceptable due to non-adherence to the standard methodology of the GCG. The survey only covered three events of CITEM which is not in accordance with the random sampling of primary sampling units as prescribed by the GCG. Back-checking or spot-checking was not implemented. |
| SO 3 | Increase Stakeholder Awareness | | | | | | | | | | |
| SM 4 | Number of Trade Buyers Attending Export Promotion Events | Number of Actual Trade Buyers Attended | 10% | (Actual / Target) x Weight | 17,181 | 17,536 | 10% | 5,294 | 3.08% | List of Trade Buyers in Signature Events (Manila FAME and IFEX Philippines) | Validated accomplishment pertains to trade buyers from CITEM signature events which were verifiable using the |

| Objective Measure | Component | | | | CITEM Submission ¹ | | GCG Validation | | Supporting Documents | GCG Remarks | |
|---|--|-----------------------|--------------|----------------|---|---|----------------|---|-------------------------|---|---|
| | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | | |
| | | | | | | | | | Copies of Event Reports | reports submitted. Reports for the overseas promotional events do not indicate the actual number of trade buyers, but rather the number of inquiries generated. | |
| | | Sub-total | 30% | | | 28.81% | | 13.08% | | | |
| INTERNAL PROCESS | | | | | | | | | | | |
| SO 4 Institutionalize CITEM Program to Enable a Strong & Empowered SME Sector | | | | | | | | | | | |
| SM 5 | Implementation of the Subsidy Graduation Policy | Actual Accomplishment | 20% | All or Nothing | Roll-out Guidelines on the Subsidy Graduation Policy | Guidelines were rolled-out to Manila FAME and IFEX Philippines' Business Support Organizations (BSOs) | 20% | Subsidy Graduation Policy not yet implemented | 0% | Invitation Letter to Business Support Organizations (BSOs) for a Consultative Meeting Copy of the Presentation to the BSOs Attendance Sheets | The submitted supporting documents prove the conduct of consultation with stakeholders but not of the implementation of the policy. |
| SM 6 | Enhanced Integrated Approach to Export Promotion | Actual Accomplishment | 20% | All or Nothing | Board approved Medium-Term Exhibitors' Development Plan | The MTEDP was approved by the CITEM Board of Governors with comments | 20% | Board-approved Medium-Term Exhibitors' Development Plan (MTEDP) | 20% | Copy of the Board-approved Medium-Term Exhibitors' Development Plan (MTEDP) 2019-2022 | Acceptable. |

| | Objective Measure | Component | | | | CITEM Submission ¹ | | GCG Validation | | Supporting Documents | GCG Remarks | |
|------------------------------|-------------------|---|--|--------------|----------------|--|---|---------------------|---|--|--|---|
| | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | | |
| | | | | | | | | 2019-2022 submitted | | Corporate Secretary's Certificate on Board-approval of MTEDP Copy of the Minutes of the Board Meeting | | |
| | | Sub-total | 40% | | | | 40% | | 20% | | | |
| LEARNING & GROWTH | SO 5 | | Improve Organizational Efficiency | | | | | | | | | |
| | SM 7 | Improve Processes to Quality Management System | Actual Accomplishment | 5% | All or Nothing | Pass Surveillance Audit for ISO 9001:2015 Standards | Surveillance audit by the Third Party Auditor, AJA, was conducted last 28 December 2018 | 5% | Continued certification under the ISO 9001:2015 Standards was recommended by the AJA Registrars after conduct of the Surveillance Audit | 5% | Copy of the Surveillance Audit Report of the AJA Registrars | Acceptable. |
| | SO 6 | | Enhance the Competencies of the CITEM Workforce | | | | | | | | | |
| | SM 8 | Percentage of Employees Meeting Required Competencies | Actual Accomplishment | 5% | All or Nothing | Address Competency Gap of Employees assessed in 2017 And | Completed assessment of 100% of MANCOM Members; and targeted | 5% | Competency Assessment Result not acceptable | 0% | Competency Assessment Report crafted In-House 2017 Competency | Based on the competency model developed by CITEM, assessment should be conducted both by |

Validation Result 2018 Performance Scorecard (Annex A)

| Component | | | | | CITEM Submission ¹ | | GCG Validation | | Supporting Documents | GCG Remarks |
|-------------------|---------|------------------|--------------|---------------------------------------|-------------------------------|--------|--|--------|--|--|
| Objective/Measure | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | Complete 100% Assessment of Employees | technical staff | | Competency Gaps of employees not addressed | | Assessment Results Copies of Competency Assessment Forms (Self-Rating and Supervisors Assessment) List of Employees as of 31 December 2018 | the employee and supervisors. Twelve (12) of the submitted assessment forms were lacking with supervisor's assessment while seven (7) only showed the supervisor's assessment and not of the self-assessment of the employee. CITEM was also unable to address the Competency Gaps of employees assessed in 2017. |
| | | Sub-total | | | | 10% | | 5% | | |
| | | TOTAL | | | | 98.81% | | 58.08% | | |

A