2026 CHARTER STATEMENT AND STRATEGY MAP *(Annex A)*

MISSION:

Customers
We continue to strengthen our partnership with our customers by innovating products that suit their needs and providing **effective** and efficient personalized services that exceed expectations.

Employees
We nurture a culture of integrity, professional discipline, excellence, leadership, and foster social responsibility among our associates.

Shareholders
We exercise prudence in managing the Bank's resources and deliver proper financial returns to our shareholders.

CORE VALUES (ILLEAPP):

- I - **Integrity**
- L - Leadership
- L - **Loyalty**
- E - Esprit de Corps
- A - Altruism
- P - Professional Discipline
- P - Passion for Excellence

PES Form 1
2026 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)

UCPB SAVINGS BANK

VISION: To be the Bank of choice in the communities we serve and be a catalyst for financial inclusion by increasing provincial presence by at least one (1) **per year**.

Stakeholder	Expand provincial presence to better serve LGUs and their constituents	Provide Quality Customer Experience
Finance	To meet financial targets under the Bank's approved Business Plan	
Internal Process	Speed-up recoveries from Non - Performing Assets and convert it to Earning Assets	Enhance Operations, Processes, and IT Solutions
Organization	**Establish high performance culture across the Bank**	

UCPB – SAVINGS BANK (UCPB-SB)

	Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2023	2024	2025	2026
STAKEHOLDERS	**SO 1**	**Expand Provincial Presence to Better Serve LGUs and their Constituents**							
	SM 1	Increase Provincial Presence	Total No. of UCPB-SB branch network in provinces	10.00%	All or Nothing	48.78%	Failed to reach 52% (Presence in 43 out of 82 provinces)	52% (Presence in 43 out of 82 provinces)	One (1) new branch opened in a Province/municipality without UCPB-SB presence (44 out of the 82 provinces)
	SO 2	**Provide Quality Customer Experience**							
	SM 2	Customer Satisfaction Survey[1]	Number of respondents who gave a rating of at least Satisfactory / Total Number of Respondents	5.00%	(Actual / Target) x Weight If less than 80% = 0%	99.61%	Non-Compliant	90%	90%
	SM 3	Service Availability of ATMs	Total Number of ATMs with at least 90% availability/Total Number of Onsite ATMs	5.00%	(Actual / Target) x Weight	80.85%	64 out of 68 ATMs (94%) met the minimum 90% service availability	95% of ATMs have 90% service availability	95% of ATMs have 90% service availability
		Sub-total		**20.00%**					

[1] For External Customers only.

			Component			Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2023	2024	2025	2026
FINANCE	**SO 3**	**To meet the Financial Targets Under the Bank's Approved Business Plan**							
	SM 4	Increase Total Current Loan Portfolio	Absolute amount of outstanding loans	10.00%	(Actual/Target) x Weight	₱ 8.289 Billion	₱ 8.923 Billion	₱ 11.007 Billion	₱ 12.445 Billion
	SM 5	Increase Total CASA Deposits	Absolute Amount	10.00%	(Actual / Target) x Weight	₱ 9.139 Billion	₱ 8.948 Billion	₱ 10.786 Billion	₱ 8.6 Billion
	SM 6	Improve Net Income after Tax	Total Revenues less Total Expenses	20.00%	(Actual / Target) x Weight	₱ 34.183 Million	₱ 63.35 Million	₱ 62.14 Million	₱ 120.30 Million
	SM 7	Budget Utilization Rate	Total Disbursement / Board approved Corporate Operating Budget (both net of PS Cost)	5.00%	(Actual / Target) x Weight	43.53%	43.34%	90%	90%

	Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2023	2024	2025	2026
INTERNAL PROCESS	**SO 4**	**Speed Up Recoveries from Non-Performing Assets and Convert it to Earning Assets**							
	SM 8	Improve Portfolio Quality: Non-Performing Loans Ratio	Outstanding NPL - Specific Allowance for Impairment Loss / Outstanding Gross Loan Portfolio	5.00%	(Actual / Target) x Weight	14.63%	UCPB-SB Net NPL Ratio – 17.90% PBS Net NPL Ratio – 1.44%	Not exceeding the average NPL Ratio of the Philippine Banking System as of 31 December 2024	15% Reduction in NPL Outstanding Balance amount
		Sub-total		**50.00%**					
	SO 5	**Enhance Operations, Processes, and IT Solutions**							
	SM 9	Number of New IT Projects Implemented	Total number of IT projects completed / Total IT projects for Completion based on the ISSP	7.50%	(Actual / Target) x Weight	40% or 2 out of 5 ICT projects were completed	Completed 2 out of 6 or 33.33% Completion rate of the ICT projects based on approved ISSP	100% completion of 2024 IT Projects based on the submitted ISSP to the DICT	100% completion of 2026 IT Projects based on the approved ISSP[2]

[2] Excluding maintenance, renewals, and subscription.

	Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2023	2024	2025	2026
ORGANIZATION	SM 10	Percentage of Loan Applications Processed within Turnaround Time	Total Number of Loan Applications Processed within Applicable Processing Time	7.50%	(Actual / Target) x Weight	Unverifiable	62.48%	100%	100% of loan proposals processed within the prescribed TAT
		Sub-total		**15.00%**					
	SO 6	**Establish High Performance Culture Across the Bank**							
	SM 11	Percentage of Employees with Required Competencies Met	Actual Accomplishment	5.00%	All or Nothing	Unverifiable	No reported accomplishment	Improvement in the Competency Level of the Organization from 2023 baseline	100% of employees meeting the required competency
	SM 12	Implementation of the Public Sector Continuity Plan (PSCP)	Actual Accomplishment	5.00%	(Actual / Target) x Weight	*n.d.*	*n.d.*	Board-Approved Public Service Continuity Plan	Completion of project and activities determined under the PSCP
	SM 13	ISO Internal Readiness	Actual Accomplishment	5.00%	All or Nothing	Surveillance Audit (move towards ISO Certification after CBS conversion)	No reported accomplishment	Maintain QMS ISO 9001:2015 Certification (Pass Surveillance Audit)	Issuance of the 2026 Internal Annual Audit Report
		Sub-total		**15.00%**					
		TOTAL		**100.00%**					

	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026
	BONUS STRATEGIC MEASURE:							
	GAD Budget Utilization		1%	All or Nothing	*n.d.*	*n.d.*	5% of Total Budget	5% of Total Budget
	ISO Certification on any of the following standards: a. Environment Management System Certification b. Business Continuity Management System		1%	All or Nothing	*n.d.*	*n.d.*	ISO 14001:2015 Certification ISO 22301:2019 Certification	ISO 14001:2015 Certification ISO 22301:2019 Certification