



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

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Pasay City, Philippines 1300

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DEC 27 2024

ATTY. MARIUS P. CORPUS

Chairperson
Governance Commission for GOCCs
3/F BDO Towers Paseo,
8741 Paseo de Roxas Avenue,
Makati City

RE: Submission of Performance Evaluation System (PES) Documents

Dear **Atty. Corpus**:

This refers to the GCG Memorandum Circular No. 2024-01 dated 28 June 2024, particularly item no. 5, which mandates GOCCs to submit the following documents:

- PES Form 1 Charter Statement and Strategy Map;
- PES Form 2 Board Approved Proposed Performance Scorecard;
- PES Form 2a Measure Profile
- PES Form 3 Strategic Initiative Profile (If any)
- Briefer on the Rationale of CY 2025 targets; and
- Approved Corporate Operating Budget (COB) for CY 2025

The Authority has revisited its performance in the previous years and deliberated upon our agency's direction to come up with our targets and commitments for the coming year. Hence, we respectfully submit the required documents, for your perusal and evaluation.

We hope you find the documents in order.

Thank you.

Very truly yours,

ma. Lourdes S.J. Reyes 12/27/24
MA. LOURDES S.J. REYES
OIC-MIAA

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MANILA INTERNATIONAL AIRPORT AUTHORITY

Component					Baseline Data			Proposed Target	
	Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	2022	2023	2024 Target	2025
SOCIAL IMPACT	SO 1. Ensure the pursuit of international and domestic market share and dominance in tourism and commercial trade								
	SM 1	Flight Volume	International + Domestic + Gen. Aviation Flights	0.0%	Actual / Target	246,724	295,036	308,601	317,663 (NNIC forecast)
	SM 2	Passenger Volume	International + Domestic + Gen. Aviation Passenger	0.0%		31,165,355	45,330,977	48,480,815	53,358,438 (NNIC forecast)
	SM 3	Cargo Volume (in Metric Tons)	International + Domestic Cargo	0.0%		583,343	544,782	533,793	699,689 (NNIC forecast)
		Sub-total			0.0%				
CUSTOMERS AND STAKEHOLDERS	SO 2. Enhance Passenger Comfort and Convenience								
	SM 4	Improvement of Terminal Facilities & Equipment (initiated and funded by MIAA in coordination with NNIC):							
	1	Proposed Installation of Heat Rejection at SW and NW Pre-Departure Area, Terminal 2	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	2	Proposed Re-waterproofing of NAIA Terminal 2 Roofdeck	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	3	Proposed Annex of Immigration Counters at former KISS N FLY Departure Level, NAIA Terminal 3	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	4	Supply of Labor and Materials for the Replacement of 20Kva, 40Kva and 60Kva UPS at Substation 1, 2, 3 and 4 at NAIA Terminal 2	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	5	Construction of Additional Comfort Room at Terminals 1, 2, and 3	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	70% Completion
	6	Rehabilitation and Upgrading of Sewage Treatment Plant No. 1 and 2	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion

Component					Baseline Data			Proposed Target	
	Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	2022	2023	2024 Target	2025
CUSTOMERS AND STAKEHOLDERS	SO 3	Enhance Customer Experience							
	SM 5	MIAA Harmonized Client Satisfaction Measurement (HCSM) Note: The 2025 CSM shall cover only the internal and external clients of MIAA which includes the following: A. Internal clients pertains to MIAA employees (permanent, outsourced, job order, etc.). B. External clients pertains to concessionaires and other stakeholders.	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	6%	Actual / Target 0% = If less than 80%	N/A	Continuous facilitation of the 2023 Harmonized Client Measurement For submission to ARTA pursuant to Joint Circular No. 1 – Series of 2023 between GCG and ARTA	90%	90%
	Sub-total			24.0%					
FINANCIAL	SO 4	Sustainability and Financial Performance							
	SM 6	Gross Revenues <i>(in Billion Pesos)</i>	Business and Service Income + Shares, Donations and Grants + Gains + Other Non-Operating Income	10.0%	Actual / Target	9.260 B	14.988 B	15.063 B	24.735 B
	SM 7	EBITDA <i>(in Billion Pesos)</i>	Net Income + Interest Expense + Income Taxes + Depreciation + Amortization	10.0%	Actual / Target	3.697 B	7.371 B	7.053 B	22.022 B
	SM 8	Budget Utilization Rate (BUR)							
		A. MOOE and Capital Outlay (CO) – Corporate Budget	Actual Disbursement / Planned	5.0%	Actual / Target	93%	55% (4,485,597,526)	90%	90%
		B. GAD Budget Utilization	Actual Disbursement / Planned Disbursement	1.0%	All or Nothing	N/A	N/A	N/A	5% of allotted CAPEX budget
	Sub-total			26.0%					
INTERNAL PROCESSES	SO5. Ensure Passenger Safety and Security								
	SM 9	Percentage of Incidents Responded to within the Required Time per ICAO Standard time for the following emergencies:							
		A. Aircraft – 3 mins.	Actual Accomplishment	0.0%	All or Nothing	100%	100%	100%	100%
		B. Security Related – 8 mins	Actual Accomplishment	3.0%	All or Nothing	100%	100%	100%	100%
		C. Medical – 8 mins.	Actual Accomplishment	0.0%	All or Nothing	100%	100%	100%	100%

Component					Baseline Data			Proposed Target	
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2022	2023	2024 Target	2025	
INTERNAL PROCESSES	SM 10	Enhancement of Safety and Security Facilities and Equipment (initiated and funded by MIAA in coordination with NNIC):							
		Re-blocking of Pavements at Fire and Rescue Building	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards								
	SM 11	MIAA ISO Certifications:							
	A.	ISO 9001:2015 - Quality Management System (QMS) Note: The scope for 2025 shall cover all the processes of MIAA. It excludes the processes of NNIC.	Actual Accomplishment	5.0%	All or Nothing	Pass Surveillance Audit	<ul style="list-style-type: none">Management Review conducted on October 19, 2023.2nd External Surveillance Audit was conducted last November 28, 2023.Awaiting for the Official Audit, MIAA was recommended for continued Certification as announced during the closing meeting.	PASS the Re-Certification Audits for continued ISO 9001:2015 certification	Revised Integrated Management System (IMS) Policy and Manual to Include QMS, EMS, and OH&S standards.
	B.	ISO 14001:2015 - Environmental Management System (EMS) Note: The scope for 2025 shall cover all the processes of MIAA. It excludes the processes of NNIC.	Actual Accomplishment	1.0%	All or Nothing	Pass Surveillance Audit	PASS the Re-Certification Audits for continued ISO 14001:2015 certification		
	C.	ISO 45001:2018 - Occupational Health and Safety (OH&S) Note: The scope for 2025 shall cover all the processes of MIAA. It excludes the processes of NNIC.	Actual Accomplishment	3.0%	All or Nothing	N/A	N/A	ISO 45001:2018 Certified	
	SM 12	Improvement of Airside Facilities (initiated and funded by MIAA in coordination with NNIC):							
	1	Concreting of Taxiway November, including Hiring of Independent Laboratory, Testing and Surveying Firm for the concreting of Taxiway November	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	2	Rehabilitation and Upgrading of Airfield Lightings at Taxiway November and Delta	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	3	Upgrading of Existing Signages to new LED Signages with additional Signages at Runway/Taxiway (Phase 2)	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	80% Completion
	4	Thermoplastic Repainting of Pavement Markings at Portion of Terminal 1, Taxiway Charlie 1 (C-1) to Taxiway Charlie 6 (C-6), Taxiway Juliet, Taxiway Papa and Portion of Taxiway Lima	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	100% Completion
	5	Supply, Installation, Testing and Commissioning of Approach Lights and Sequence Flashing Lights at Runway 06-24	Actual Accomplishment	3.0%	Actual / Target	N/A	N/A	N/A	80% Completion
		Sub-total		30.0%					

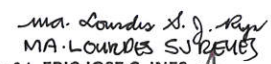
Component					Baseline Data			Proposed Target		
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2022	2023	2024 Target	2025		
LEARNING AND GROWTH	SO7. Strengthen Workforce Competencies									
	SM 13	Percentage of Employees Meeting the Required Competencies	Actual Accomplishment	5.0%	Actual / Target	82.62% or 1,065 of 1,289 Employees with Competency Gaps have been Addressed	100% or 1,251 of 1,251 Employees with Competency Gaps have been Addressed	100% of MIAA's Employees Meeting the Required Competencies	Revision of MIAA Competency Framework	
	SM 14	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan for MIAA Note: The scope of the DRRM Plan of MIAA includes the NAIA lands outside of the NAIA PPP Project land.	Actual Accomplishment	5.0%	All or Nothing	N/A	N/A	N/A	Board-approved DRRM Plan	
	SM 15	PRIME-HRM Level 3 Initiatives:								
		A.	MIAA Organizational Restructuring	Actual Accomplishment	5.0%	Actual / Target	N/A	N/A	N/A	Approval by the GCG of the new MIAA Organizational Structure
		B.	Human Resource Information System (HRIS)	Actual Accomplishment	5.0%	Actual / Target	N/A	N/A	N/A	Award of contract to the winning bidder
		Sub-total		20.0%						
TOTAL			100.0%							

Submitted by:

for: 
RAUL V. AUSTRIA
 AGM for Airport Development and Corporate Affairs
 27/Dec/2024

27 Dec 2024
 Date

Approved by:


 MA. Lourdes S. Reyes
 For: **ERIC JOSE C. INES**
 General Manager
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12/27/24
 Date