
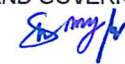
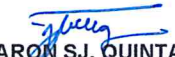



INTERNAL PROCESS	SO 6	Improve Products, Services, and Operational Efficiency												
	SM 8	Attain ISO 9001:2015 Certification	Actual Accomplishment	4%	All of Nothing	Recertification of ISO 9001:2015		Conduct of IQA commenced on March 10, 2025		As of June 30, 2025, IQA of eleven (11) Casino Filipino Sites and twenty-six (26) departments were completed		As of September 30, 2025, IQA of eleven (11) Casino Filipino Sites and twenty-six (26) departments were completed	Recertification of ISO 9001:2015	
	SM 9	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period / Number of Transactions Received during the year	6%	(Actual/Target) x Weight	100% of Transactions Processed Within the Prescribed Period		100% of Transactions Processed Within the Prescribed Period		100% of Transactions Processed Within the Prescribed Period		100% of Transactions Processed Within the Prescribed Period	100% of Transactions Processed Within the Prescribed Period	
	SM 10	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2025 Attained / Total Number of Deliverables Due for 2025	5%	(Actual/Target) x Weight	100% Attainment of 2025 Deliverables (Based on ISSP 2025-2027 as submitted to/endorsed by the DICT)		73.25%		73.25%		73.25%	100% Attainment of 2025 Deliverables	
		Sub-Total			15%									
LEARNING & GROWTH	SO 7	Enhance Sustainability and Disaster Resilience												
	SM 11	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	Board-Approved Public Service Continuity Plan (PSCP)		Preparation/ coordination with concerned government agency for the development of PAGCOR PSCP		Sent memorandum to all PAGCOR Departments to submit Mission Essential Functions (MEF) of the department to be incorporated in the draft PSCP		Commenced collating submitted MEFs of the departments	Board-Approved Public Service Continuity Plan (PSCP)	
												Conducted capacity building lecture/seminars and parallel drill regarding DRRM		
	SO 8	Enhance Employee Competency and Motivation												
	SM 12	Percentage of Employees with Required Competencies	Competency Level 2025 – Competency Level 2024 (where Competency Level = Total Number of Employees with Required Competencies Met/Total Number of Employees)	2.5%	All or Nothing	Increase from the 2024 Competency Level		Completed (Result Presentation from February 5 to 12, 2025) Ongoing finalization of Individual Learning & Development Plan (MyLDJ)		The Learning and Development Department (LDD) conducted 89 batches of various in-house training programs, with a total of 2,242 employee graduates. As for external learning event (ELE) requests, out of 148 submitted, only 74 have been completed with the required post-training documents.		The LDD conducted 108 batches of various in-house training programs, resulting in a total of 2,891 employee graduates. As for ELE requests, out of 133 submitted, 19 programs completed with the required post-training documents. Conduct of Online Competency Assessment Orientation and provision of video tutorial-October 13, 2025	Increase from the 2024 Competency Level	

							Meeting held on February 19, 2025 with GCG for the needed documentation on the approval of the existing OS where PAGCOR was instructed to submit the Annexes required under the GCG Guidebook on Reorganization. Relative to this, the following annexes were initially submitted to GCG on the Following dates: March 5, 2025 Annex 1: Board Resolution Directing the Commencement of the Reorganization and Providing its Governance Structure Annex 2: Official List of Change Management Team Members Annex 3: Documentation of Participatory Process Annex 4: Current State Assessment Annex 10: Existing OS Annex 12: Functional Description of All Organizational Units Annex 13: Job Description of Proposed (Retained and New) Position Titles Annex 14: Branch Model Annex 15: Strategic Actiuon Plan including Communication Plan March 11, 2025 Annex 6: Cost Benefits Analysis Annex 7: Design Framework	Board-Approved Reorganization / Restructuring Plan Submitted to GCG by June 2025	The PAGCOR Board of Directors approved the Current Organizational Structure and Staffing Pattern of PAGCOR on April 24, 2025 . Subsequently, on April 25, 2025 , PAGCOR transmitted to the GCG the copy of the Board approved Annexes 1-18. 1st Technical Working Group (TWG) meeting with the GCG was held on June 10, 2025 .	2nd TWG meeting with the GCG was held on July 2, 2025 3rd TWG meeting with the GCG was held on August 6, 2025 4th TWG meeting with the GCG was held on September 3, 2025 5th TWG meeting with the GCG was held on September 24, 2025		
SM 13	Submission of a Reorganization Plan / Restructuring Plan	Actual Accomplishment	5%	All or Nothing	Board-Approved Reorganization/ Restructuring Plan Submitted to GCG by June 2025							
	Sub-Total		10%									
	TOTAL		100%									

Certified Correct:


ATTY. LEONCIO JOEL M. BARRAMEDA III
CORPORATE SECRETARY AND COMPLIANCE OFFICER
VICE PRESIDENT, COMPLIANCE AND GOVERNANCE GROUP
Date: _____ 


SHARON S.J. QUINTANILLA
VICE PRESIDENT, FINANCE GROUP
Date: _____ 

Approved by:


ALEJANDRO H. TENGCO
CHAIRMAN AND CHIEF EXECUTIVE OFFICER
Date: _____