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The John Hay Management Corporation (JHMC), a government-owned and controlled corporation, is a member of the Bases Conversion and Development Authority (BCDA) Group and its implementing arm in the Camp John Hay Reservation.

The mandate of JHMC is to manage and develop Camp John Hay as a premiere tourist destination of Northern Philippines. It commits itself to create an investor-friendly climate for business development with fiscal incentives in its Special Economic Zone, while preserving an ecologically balanced environment and respecting the rich and diverse culture of its people with the promotion of eco-cultural tourism.

| MISSION |
|--|
| <p>As the steward of Camp John Hay, John Hay Management Corporation develops the estate into a premier tourist and investment destination, that enforces efficient and effective regulation, ensures sustainable multiple use of the forest watershed, and contributes to national economic growth and job generation.</p> |
| VISION |
| <p>By 2018, the JHMC shall have transformed Camp John Hay into the primary catalyst for the tourism development within the Cordillera Region and the leader of environment and forest stewardship in the Philippines.</p> |
| CORE VALUES |
| <p>Stewardship Passion for the Environment Integrity Commitment Excellence</p> |



Integrity Pledge

A commitment to ethical business practices and good corporate governance

We believe that corruption has been one of the biggest impediments to economic growth and prosperity in the Philippines and has been eroding the moral fiber of this society.

As chief executives of established companies in the Philippines, we acknowledge our companies' responsibility to lead by example in the fight against corruption and to operate our businesses ethically and with integrity.

While the government has its own initiatives for reducing corruption, we realize that those initiatives cannot succeed without individual and collective commitment from businesses to level the playing field and to build integrity in the business environment.

In view of the foregoing, we pledge the following:

- We will prohibit bribery in any form in all activities under our control and ensure that our charitable and political contributions, business gifts, and sponsorships are transparent and will not be for the purpose of attempting to influence the recipient, whether government or private, into an improper exercise of functions, duties, or judgment.
- We will maintain a Code of Conduct to guide our employees towards ethical and accountable behaviour at all times, and will apply appropriate sanctions for violations of the code.
- We will conduct training programs for our employees to promote integrity, honesty, and accountability in the exercise of their duties and responsibilities and to convey with resolve our company's commitment to ethical business practices.
- We will implement appropriate internal systems and controls to prevent unethical conduct by our employees, ensure good governance, and institutionalize the values of integrity and accountability in our business.
- We will maintain appropriate financial reporting mechanisms that are accurate and transparent.
- We will maintain channels by which employees and other stakeholders can raise ethical concerns and report suspicious circumstances in confidence without risk of reprisal, and a designated officer will be tasked with investigating all reports received.
- We will enter into integrity pacts with other businesses and with government agencies when dealing with procedures related to the bidding and procurement of supplies, materials, equipment, and construction.
- We will refrain from engaging in business with parties who have demonstrated unethical business practices.

To ensure collective action among business enterprises to foster ethical, clean, and transparent business transactions in the Philippines, we commit to:

- support a nationwide initiative intended to create fair market conditions, transparency in business transactions, and ensure good corporate governance;
- participate in roundtable discussions, meetings, and forum to identify the key concerns and current problems affecting the private sectors related to integrity and transparency in business transactions;
- share "best practice", tools and concepts which are intended to be used by all participating entities to achieve the goals of the nationwide initiative;
- assist and contribute ideas to develop a unified "Business Code of Conduct" acceptable to all participating entities;
- participate in the creation of key measures and control activities intended to ensure transparency, integrity and ethical business practice.
- support the development of an audit and certification program (including a training program for advisers and auditors) that will offer a toolbox for enterprises to introduce and implement ethical practices in their business processes; and institutionalize the whole process to promote sustainability of the Integrity Initiative.

Integrity Initiative is a multisectoral campaign towards the re-establishment of acceptable integrity standards among various sectors of society. It aims to fully eradicate graft and corruption in the Government.

The Makati Business Club (MBC) and the European Chamber of Commerce of the Philippines (ECCP) started the initiative in late 2009. They were later joined by the Asian Institute of Management (AIM), American Chamber of Commerce of the Philippines (AmCham) and Management Association of the Philippines (MAP).

The Integrity Pledge was signed by John Hay Management Corporation and John Hay Special Economic Zone Locators on August 17, 2012 at the Bell House, Camp John Hay, Baguio City, Philippines.

CUSTOMER FEEDBACK MECHANISM

CUSTOMER SATISFACTION FEEDBACK (CSF) (Compliments, Complaint and Recommendation)

Your feedback is important. John Hay Management Corporation welcomes any feedback or complaints in its delivery of services to the Public or Citizens through the Public Assistance and Complaints Officer/Desk at the Cottage 624, JHMC Office Complex for Management immediate action, or;

Please accomplish the Customer's Satisfaction Feedback (CSF) Form and drop it to the suggestion or complaints boxes available in the respective JHMC offices.

PUBLIC ASSISTANCE AND COMPLAINTS DESK

John Hay Management Corporation Office Complex (Cottage 624)

ZYRELLE A. DEL PRADO
Community Relations Officer
Cottage 624, JHMC Office Complex
Tel. (074) 444-5823
E-mail Address: mgmt@jhmc.com.ph

MARK JASON B. ADVIENTO
Records Management Specialist
Cottage 624, JHMC Office Complex
Tel. (074) 444-5823
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Special Economic Zone Administration Department (SEZAD) Customs Clearance Area (CCA)/ One-Stop Action Center (OSAC)

ZALDY A. BELLO
SEZAD Manager
(074) 423-5403
E-mail: zaldy.bello@jhmc.com.ph

JHMC DIRECTORY

Office of the President and Chief Executive Officer

JAMIE ELOISE M. AGBAYANI, M.D.
John Hay Special Economic Zone
Loakan Road, Baguio City
Philippines 2600
www.jhmc.com.ph
(074) 444-5823

Special Economic Zone Administration Department (SEZAD) Customs Clearance Area (CCA)/ One-Stop Action Center (OSAC)

ZALDY A. BELLO
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Environment and Asset Management Department

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EAMD Manager
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Office of the Building Official

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JHMC Building Official
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E-mail: bobby.akia@jhmc.com.ph

Finance Services Department

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Finance Manager
(074) 444-8980
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JHMC DIRECTORY

Administrative Services Department

EDSEL U. COLCOL
ASD Manager
(074) 444-8981
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Business Development Department

Officer-In-Charge, ZALDY A. BELLO
BDD Manager
(074) 423-5402
E-mail: victor.largia@jhmc.com.ph

JHMC FRONTLINE SERVICES AND PROCESS FLOW

The John Hay Management Corporation, as the administrator and implementing arm of the Bases Conversion and Development Authority (BCDA) in Camp John Hay, has provided the general public a comprehensive guide on its frontline services and process flows when obtaining regulatory permits from the Special Economic Zone Administration Department, the Office of the Building Official, the Environment and Asset Management Department, and for booking events at the Historical Core, including the appropriate fees and charges.

The duration to accomplish each activity in the process flow is the ideal time to complete every step and will be used as the metrics to further provide efficiency in the performance of the regulatory functions of JHMC.

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|--|---|---|----------------------|---|------------|--|
| PERMIT TO BRING OUT UNDER TEMPORARY TRANSFER | | | | | | |
| S T E P | Process | SEZAD | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 1 | Submit application and documents | Check and evaluate applications and permits | 1 minute | Applicant; OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | 360 | For articles temporarily brought out of the JHSEZ. |
| 2 | Submit completely filled out application form/ permits together with attached documentary requirements. | Receive, log and process applications/ permits/ requires payment of processing fee and accountable form | 1 minute | OSAC Processor | | Documentary Requirements in five (5) sets: a. Letter of Intent; b. List of items to be brought out of the JHSEZ; and c. Certification from the locator/ |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|--|-----------------------------|--|----------------------|---|------------|--|
| PERMIT TO BRING OUT UNDER TEMPORARY TRANSFER | | | | | | |
| S T E P | Process | SEZAD | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 3 | Check applications/ permits | Check Documents, Articles (shipment, cargo) based on attached documents (eg. Purchase Order, Delivery Receipt etc.) before Issuance of Permits | 2 minutes | Custom Compliance Officer/ Customs Compliance Assistant | | developer, or previous permits used, as applicable |
| 4 | Release/ Issuance of Permit | Issue permit to applicant | 1 minute | Custom Compliance Officer/ Customs Compliance Assistant | | |

Note: The time allotted for each process starts upon the submission of complete and valid documents.

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|--|---|---|----------------------|--|------------|---|
| PERMIT TO BRING OUT LOCAL ARTICLES | | | | | | |
| S T E P | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 1 | Submit application and required documents | Check and Evaluate Applications and Permits | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ | 360 | For permanent transfer/ pull out of articles from JHSEZ |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|---|---|---|----------------------|---|------------|---|
| PERMIT TO BRING OUT LOCAL ARTICLES | | | | | | |
| STEP | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 2 | Submit completely filled out Application Form/ Permit with the attached documentary requirements. | Receive, log and process applications/ permits Require payment of processing fee and accountable form | 1 minute | OSAC Processor | | Documentary Requirements in five (5) sets: a. Letter of Intent; b. Original copy of the Permit to Bring-in Articles (PBI); and c. In the absence of the PBI, Certification from the locator/ developer, gate pass, or previous permits used. |
| | Check applications/ permits | Check documents, articles (shipment/cargo) based on the attached documents (eg. Purchase Order, Delivery Receipt etc.) before Issuance of Permits | 2 minutes | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|---|-----------------------------|---------------------------------|----------------------|---|------------|--------------------|
| PERMIT TO BRING OUT LOCAL ARTICLES | | | | | | |
| STEP | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 4 | Release/ Issuance of Permit | Issuance of permit to applicant | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | None |

Note: The time allotted for each process starts upon the submission of complete and valid documents.

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|---|--|--|----------------------|---|------------|--|
| GATE PASS- (Zone to Zone transfers, articles for re-sale) | | | | | | |
| STEP | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 1 | Submit application and documents | Check and evaluate applications and permits | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | 180 | Gate Passes are for short term activities like weddings, trade fairs, and articles for long term and temporary use inside the JHSEZ. |
| 2 | Submit completely filled out application form/ permits with the attached | Receive, log and process applications/ permits Requires payment of processing fee | 1 minute | Applicant, OSAC Processor | | Documentary Requirements in five (5) sets: a. Duly accomplished accountable forms; and |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|--|-----------------------------|---|----------------------|---|------------|--|
| GATE PASS- (Zone to Zone transfers, articles for re-sale) | | | | | | |
| STEP | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| | documentary requirements. | and accountable form | | | | b. List of items to be brought inside the JHSEZ. |
| 3 | Check applications/ permits | Check Documents, Articles (shipment/ cargo) based on attached documents (eg. Purchase Order, Delivery Receipt etc.) Before Issuance of Permits. | 2 minutes | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | |
| 4 | Release/ Issuance of Permit | Issues permit to applicant for accomplishment | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | None |
| Note: The time allotted for each process starts upon the submission of complete and valid documents. | | | | | | |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|---|--|--|----------------------|---|------------|---|
| LOCAL PURCHASE FORM (LPF) | | | | | | |
| STEP | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 1 | Submits application and documents | Check and evaluate applications and permits | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | LPF is used for construction materials and consumable goods for the restaurants. |
| 2 | Submits completely filled out application form/ permits together with the attached documentary requirements. | Received, log and process applications/ permits Require payment of processing fee and accountable form | 1 minute | Applicant, OSAC Processor | 30.00 | Documentary Requirements in five (5) sets: a. Duly accomplished LPF form issued by SEZAD; and b. Photocopy of receipt for the payment made. |
| 3 | Check Applications/ Permits | Check Documents, Articles (shipment/ cargo) based on attached documents (eg. Purchase Order, Delivery Receipt etc.) before issuance of permits | 2 minutes | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|--|-----------------------------|---------------------------------|----------------------|---|------------|--------------------|
| LOCAL PURCHASE FORM (LPF) | | | | | | |
| STEP | Process | SEZ/ OSAC | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 4 | Release/ Issuance of Permit | Issuance of permit to applicant | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | None |
| Note: The time allotted for each process starts upon the submission of complete and valid documents. | | | | | | |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|---|---|---|----------------------|---|------------|---|
| PERMIT TO BRING IN LOCAL ARTICLES | | | | | | |
| STEP | Process | SEZAD | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| 1 | Submit application and documentary requirements. | Check and evaluate applications and permits | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | 300 | PBI are issued for the: a. Equipment/ tools b. Furniture and fixtures c. Commercial goods for the commissary |
| 2 | Submit completely filled out application form/ permits together with the attached documentary requirements. | Receive, log and process applications/ permits Require payment of processing fee and | 1 minute | Applicant, OSAC Processor | | Documentary Requirements in five (5) sets: a. Duly accomplished accountable forms issued by SEZAD; b. Photocopy of receipt; |

| Special Economic Zone Administration Department (SEZAD) | | | | | | |
|--|-----------------------------|--|----------------------|---|------------|---|
| PERMIT TO BRING IN LOCAL ARTICLES | | | | | | |
| STEP | Process | SEZAD | Duration of Activity | Person In Charge | Fees (PhP) | Required Documents |
| | | accountable form | | | | c. Commercial Invoice; d. Certificate of Ownership |
| 3 | Check applications/ permits | Check documents, articles (shipment/ cargo) based on attached documents (eg. Purchase Order, Delivery Receipt etc.) before Issuance of Permits | 2 minutes | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | |
| 4 | Release/ Issuance of Permit | Issuance of Permit to applicant | 1 minute | Applicant, OSAC Processor/ Customs Compliance Officer/ Customs Compliance Assistant | | None |
| Note: The time allotted for each process starts upon the submission of complete and valid documents. | | | | | | |

| Special Economic Zone Administration Department (SEZAD) | | | | |
|--|--|--|--|---------------------------|
| Type of Frontline Service | Processing Fees (Memorandum Circular No. 2012-02-02) | Forms | Processing Time | Person In Charge |
| A.One Stop Action Center(OSAC) / Special Economic Zone(SEZ) | | | | |
| A.1 Enterprise Registration Division Processing of Application for: TYPE A. | | | | |
| <ul style="list-style-type: none"> Permit To Operate <ul style="list-style-type: none"> - Renewal USD 60.00 - New USD 60.00 Temporary permit To Operate PhP 600.00 Accreditation Certification <ul style="list-style-type: none"> - Renewal and Processing Fee USD 42.00 - New and Processing Fee USD 72.00 | | PTO PTO TPTO ACC CERT. | 9 minutes 3 days 9 minutes 9 minutes 9 minutes | Business Center Assistant |
| TYPE B. | | | | |
| <ul style="list-style-type: none"> Permit to Bring in Local Articles PhP 300.00 Local Purchase Form PhP 30.00 Gate Pass PhP 180.00 Permit to Bring Out Local Articles PhP 360.00 Permit to Bring Out under Temporary Transfer PhP 360.00 | | PBI Form LPF Form GP Form PBO-LA Form PBO-TT | 5 minutes 5 minutes 5 minutes 5 minutes 5 minutes | OSAC Processor |

| Special Economic Zone Administration Department (SEZAD) | | | | |
|--|--|--|--|------------------|
| Type of Frontline Service | Processing Fees (Memorandum Circular No. 2012-02-02) | Forms | Processing Time | Person In Charge |
| <ul style="list-style-type: none"> Application for Import Permit <ul style="list-style-type: none"> - USD 1,000 to USD 10,000 PhP 720.00 - USD 10,001 to USD 50,000 PhP 1,200.00 - USD 50,001 to USD 100,000 PhP 2,400.00 - USD 100,001 to USD 500,000 PhP 6,000.00 - Above USD 500,000 PhP 12,000.00 Permit to Bring Out Imported Articles PhP 360.00 | | AIP Form PBO-IA | 15 minutes 15 minutes | OSAC Processor |
| <i>Note: The time allotted for each process starts upon the submission of complete and valid documents.</i> | | | | |

| Office of the Building Official (OBO) | | | | | |
|---------------------------------------|---|-----------------|----------------------|------------------|--|
| BUILDING PERMIT APPLICATION | | | | | |
| STEP | Applicant/Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| 1. | Request for Building Permit Application checklist of requirements | Issue checklist | 5 minutes | OBO Secretary | <p>Documentary Requirements in five (5) sets, duly signed and sealed by licensed professionals and/or the owner or his representative, as applicable:</p> <p>a. Request Letter for application of building permit addressed to the JHSEZ-Building Official;</p> <p>b. Application Form for building and ancillary permits;</p> <p>c. Photo copy of PEZA Certificate of Registration, as applicable;</p> <p>d. Plans in standard size as required by the National Building Code;</p> <p>e. Structural computations;</p> <p>f. Detailed Cost and Material Estimate;</p> <p>g. Specifications and Scope of Works;</p> <p>h. Lists of Materials and Equipment to be imported (if any);</p> <p>i. Layout of Temporary Facilities;</p> <p>j. List of Designers and Project Engineers for the different works;</p> <p>k. Photo copy for Designers and Project</p> |

| Office of the Building Official (OBO) | | | | | |
|---------------------------------------|---|--|-------------------------------|-------------------------|---|
| BUILDING PERMIT APPLICATION | | | | | |
| STEP | Applicant/Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| | | | | | <p>Engineer's valid PRC license and latest PTR with three (3) specimen signatures;</p> <p>1. Name and phone number of Architect/Civil Engineer, In-charge of construction, in the site project; and</p> <p>m. Contract of Lease and endorsement letter of lessor to JHMC as applicable.</p> |
| 2. | Submit five (5) sets of the application with complete requirements. | Check completeness of submitted documents and endorse one (1) set of the application to the Bureau of Fire Protection (BFP)- City Fire Marshall. | 1 hour | OBO Secretary | Applicant shall submit one (1) set of documents to the BFP-City Fire Marshall, and shall return to JHSEZ-OBO the signed layout plans. |
| 3. | Compliance to documentary requirements | Evaluate and submit findings, if any. | 3 days | Architect and Engineers | Applications with incomplete documentary requirements shall be returned. |
| 4. | Compliance to deficiencies noted made by the OBO personnel | Evaluate and process application if found compliant. | 2 days | Architect and Engineers | Processing of permit will commence upon submission of complete documentary requirements. |
| 5. | Endorse Building Permit Application to BCDA for the | | Within 5 days upon receipt of | OBO Secretary | The OBO awaits the approval of the application |

| Office of the Building Official (OBO) | | | | | |
|---------------------------------------|---------------------------------------|--|-------------------------|------------------------------|---|
| BUILDING PERMIT APPLICATION | | | | | |
| STEP | Applicant/ Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| | approval of the consent of lot owner. | | complete documents | | from the BCDA for the required consent. |
| 6. | Payment of prescribed fees | Assess the fees required per permit components and prepare the order of payment. | 5 minutes | OBO Personnel/ Cashier | |
| 7. | | Release of Building permit | 5 minutes | OBO Secretary | |

NOTE: Fees and charges as provided by the National Building Code of the Philippines

| Office of the Building Officials (OBO) | | | | | |
|--|--|-----------------|-------------------------|---------------------|--|
| CERTIFICATE OF OCCUPANCY APPLICATION (COA) | | | | | |
| STEP | Applicant/ Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| 1. | Request for Certificate of Occupancy checklist of requirements | Issue checklist | 5 minutes | OBO Secretary | Documentary Requirements in three (3) sets, duly signed and sealed by licensed professionals and/or the owner or his representative, as applicable: a. Request Letter for application of building permit addressed to the JHSEZ-Building Official in company stationary; b. Standard size As-Built Plans; c. Photocopy of floor plan indicating (highlighted) |

| Office of the Building Officials (OBO) | | | | | |
|--|-----------------------|-----|-------------------------|---------------------|--|
| CERTIFICATE OF OCCUPANCY APPLICATION (COA) | | | | | |
| STEP | Applicant/ Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| | | | | | the area for occupancy, for partial OP only; d. Photocopy of the approved building permits (CE, ME and EE) assessments of fees and its official receipts; e. Photos of areas for inspection to ensure substantial completion; f. Certificate of Completion for Civil, Sanitary, Electrical, and Mechanical Works; g. Construction Logbook signed by the Building Official. Labor Data of the workers employed during construction; h. Tally Sheet and Certificate of Actual Usage for Construction Materials and Equipment imported through a LETTER of AUTHORITY issued by PEZA; i. Photo copy of ECC (Environmental Compliance Certificate) as applicable; j. Project Safety Report to include details of any accident that occurred in the duration of the project; k. As-built cost; and |

| Office of the Building Officials (OBO) | | | | | |
|--|---|--|------------------------------------|-------------------------|---|
| CERTIFICATE OF OCCUPANCY APPLICATION (COA) | | | | | |
| S T E P | Applicant/ Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| | | | | | 1. Duly accomplished checklist of requirements issued by JHMC. |
| 2. | Submit three (3) sets of application with the complete documentary requirements | Check completeness of submitted documents. | 1 hour | OBO Secretary | Applications with incomplete documentary requirements shall be returned. |
| 3. | Compliance to documentary requirements | Evaluate and submit findings, if any. | 2 days | Architect and Engineer | |
| 4. | | Conduct inspection of structure based on the approved building permit plans. | 1-3 hours | Architect and Engineer | |
| 5. | Compliance to deficiencies noted by the OBO personnel | Evaluate and process application if found compliant. | 1 day | Architect and Engineer | In case of deficiencies, processing of permit will be done upon completion of requirements. |
| 6. | Payment of prescribed fees | Assess the fees required per permit components and prepare the order of payment. | 5 minutes | OBO Secretary / Cashier | |
| 7. | | Release/ Issue Certificate of Occupancy. | 3 days upon receipt of correct and | OBO Secretary | |

| Office of the Building Officials (OBO) | | | | | |
|--|-----------------------|-----|-------------------------|---------------------|--------------------|
| CERTIFICATE OF OCCUPANCY APPLICATION (COA) | | | | | |
| S T E P | Applicant/ Locator | OBO | Duration of Activity | Person in Charge | Required Documents |
| | | | complete documents | | |
| NOTE: Fees and charges as provided by the National Building Code of the Philippines | | | | | |

| Project Management Division (PMD) | | | | | |
|--|--|-----------------|-------------------------|---------------------|---|
| ISSUANCE OF HOUSE REPAIR PERMITS in the JHRA | | | | | |
| S T E P | Applicant/ Locator | PMD | Duration of Activity | Person in Charge | Required Documents |
| 1 | Request House Repair checklist of requirements | Issue checklist | 5 minutes | PMD Personnel | Documentary Requirements in three (3) sets, duly signed and sealed by licensed professional and/or the owner or his duly authorized representative, as applicable : a. Letter of Intent to conduct repair/ renovation/ alteration; b. In case of minor repair/ renovation/ alteration works: <input type="checkbox"/> Cost Estimate, Bill of Materials and repair/ renovation/ alteration plans. c. In case of works affecting structural members: <input type="checkbox"/> Cost Estimate, Bill of Materials and repair/ renovation/ alteration plans. |

| Project Management Division (PMD) | | | | | |
|--|---|--|--|---------------------|---|
| ISSUANCE OF HOUSE REPAIR PERMITS in the JHRA | | | | | |
| STEP | Applicant/ Locator | PMD | Duration of Activity | Person in Charge | Required Documents |
| | | | | | d. Duly notarized Undertaking and Waiver |
| 2 | Submit three (3) sets of application with the complete documentary requirements | Check completeness of submitted documents. | 30 minutes | PMD Personnel | Applications with incomplete documentary requirements shall be returned. |
| 3 | Compliance to documentary requirements | Evaluate and submit findings, if any. | 2 days | PMD Personnel | |
| 4 | | Conduct inspection of structure based on submitted application | 1-3 hours | PMD Personnel | |
| 5 | Compliance to deficiencies noted by the PMD Personnel | Evaluate and process application if found compliant. | 1 day | PMD Personnel | In case of deficiencies, processing of permit will be done upon completion of requirements. |
| 6 | Payment of prescribed fees | Assessment of fees per permit component and preparation the Order of Payment | 5 minutes | PMO/ Cashier | |
| 7 | | Release/ Issue Conditional Permit | Three (3) days upon receipt of correct and | PMO | |

| Project Management Division (PMD) | | | | | |
|--|-----------------------|-----|-------------------------|---------------------|--------------------|
| ISSUANCE OF HOUSE REPAIR PERMITS in the JHRA | | | | | |
| STEP | Applicant/ Locator | PMD | Duration of Activity | Person in Charge | Required Documents |
| | | | complete documents | | |

| OFFICE OF THE BUILDING OFFICIAL AND PROJECT MANAGEMENT DIVISION FEES AND CHARGES | | | |
|---|--------------|--|--------------|
| John Hay Special Economic Zone - Office of the Building Official (JHSEZ-OBO) | | John Hay Reservation Area (JHRA)- House Repair Permits | |
| Description | Amount (PhP) | Description | Amount (PhP) |
| Processing fee | 200.00 | Processing fee | 200.00 |
| Filing Fee | 480.00 | Filing Fee | 480.00 |
| Building Permit Board | 350.00 | Conditional Permit | 5.00/sq mt |
| Notice of Violation (per National Building Code of the Philippines) | | N/A | N/A |
| a. Light Violation | 5,000.00 | | |
| b. Less grave | 8,000.00 | | |
| c. Grave | 10,000.00 | | |
| *NOTE: To include other Applicable Fees as provided for in the National Building Code of the Philippines (P.D. 1096) | | | |

| Business Development Department (BDD) | | | | | |
|--|--|--|---|-------------------------------|--|
| ECO-WALK BOOKING AND HISTORICAL CORE TOURS | | | | | |
| STEP | Client | BDD | Duration of Activity | Person in Charge | Required Documents |
| 1. | Submit written request for eco-walk, Historical Core activities and venue rental, whichever is applicable. | Evaluate and prepare recommendation or contract, whichever is applicable. | 5 minutes | BDM Officer/ BDM Assistant | Documentary Requirements: a. Letter of Intent; and/or b. Duly accomplished "Request for the Use of Facility at the Historical Core". |
| 2. | Pays the appropriate amount | Log official receipt number and coordinate with personnel involved for its implementation. | 5 minutes | BDM Officer/ BDM Assistant | |
| 3. | | Booking of events, eco-walk or tour | 20 minutes for events 5 minutes for eco-walk or tour | BDM Officer/ BDM Assistant | |
| 4. | | Conduct tour or oversee the implementation of activities | | Tour Guide | Duration of the activity depends on the approved schedule and itinerary per booking. |

| HISTORICAL CORE RATES (in PhP) | |
|--|-------------|
| PEAK SEASON RATES (Nov-Apr) | |
| I. STANDARD (6 Hours + 1 hour free-of-charge) | |
| The Bell Amphitheater | 24,000.00 |
| The Bell House Veranda | 20,250.00 |
| II. MINIMUM (4 Hours + 1 hour free) | |
| The Bell Amphitheater | 16,000.00 |
| The Bell House Veranda | 13,500.00 |
| OFF-PEAK RATES (May-Oct) | |
| I. STANDARD (4 Hours + 1 hour free-of-charge) | |
| The Bell Amphitheater | 16,000.00 |
| The Bell House Veranda | 13,500.00 |
| II. MINIMUM (3 Hours) | |
| The Bell Amphitheater | 12,000.00 |
| The Bell House Veranda | 10,125.00 |
| Secret Garden - per hour | 2,500.00 |
| Picnic Groove (History Trail) - per hour | 2,500.00 |
| Amphitheater Gazebo - per 4 hours | 1,000.00 |
| Secret Garden Gazebo - per 4 hours | 500.00 |
| Mini Gazebo - per 4 hours | 100.00 |
| Medium Picnic Table - per 4 hours | 70.00 |
| Small Picnic Table - per 4 hours | 50.00 |
| Monobloc Chair - per chair/day | 15.00 |
| HISTORICAL CORE ENTRANCE | |
| Outside Tourists - per head | 60.00 |
| Baguio & BLISTT Tourists - per head | 40.00 |
| Students/Senior Citizens - per head | 30.00 |
| Children - per head | 30.00 |
| ECO-WALK ROUTES | |
| Non-Students - per head | 60.00 |
| Students - per head | 50.00 |
| Faculty Members - per head | <i>Free</i> |
| ECO-TALK SEMINARS | |
| Non-Students - per head | 100.00 |
| Students - per head | 80.00 |
| Faculty Members - per head | 80.00 |
| ECO-WORK WORKSHOPS | |
| Non-Students - per head | 100.00 |
| Students - per head | 80.00 |
| Faculty Members - per head | 80.00 |

| HISTORICAL CORE RATES (in PhP) | |
|--|-------------|
| BUSINESS CENTER SERVICES | |
| Fax - per page | |
| *within Baguio | 15.00 |
| *to Manila | 25.00 |
| *to US | 75.00 |
| Photocopy - per page | |
| *Short Size(B & W) | 5.00 |
| *Long Size (B & W) | 7.00 |
| *A3 Size (B & W) | 50.00 |
| *Short Size (colored) | 30.00 |
| Internet - per hour | 75.00 |
| Wi-fi | <i>Free</i> |
| Encoding - per hour | 100.00 |
| Printing - per page | |
| *Short Size (B & W) | 15.00 |
| *Short Size (colored) | 20.00 |
| Scanning - per scan | 30.00 |
| LIBRARY - per day | 100.00 |
| CAMPING - per head/day | 150.00 |
| PHOTOGRAPHY SHOOT - per 4 hours | |
| *Daytime (8am-5pm) | 1,000.00 |
| *Evening (6pm-up) | 2,000.00 |
| OTHER RENTALS | |
| Tarpaulin/Other Signage - per sqm./ side/month | 298.84 |
| Parking Space - per day | 100.00 |
| Trade Fair Space - per sqm./day | 62.50 |
| NOTE: Fees and charges as approved on 27 February 2012 per JHMC- Board Resolution No. 2012-0227-042 and 2014-0505-069 | |

| Environment Management Division (EMD) | | | | | |
|---|--|------------------------|--|--|-------------------|
| Endorsement of Tree Cutting / Pruning/ Earth-balling Permit Applications to DENR-CAR (For Locators within the JHSEZ) | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel In charge | Required Documents | Fees (PhP) |
| 1 | Application for Endorsement of Tree cutting/ pruning/earth-balling permit by the JHMC Environment Division to DENR-CAR | | Locator/ Applicant | a. Letter/ Request b. Tree Inventory (indicating details of affected trees such as diameter, height, standing volume, location, potential use, etc.) c. Photograph s of affected trees d. Building Permit/ Site Developme nt Plan showing affected trees. e. Sketch map showing location of trees | 180.00 |
| 2 | Check completeness and accuracy of submitted documents If inaccurate and/or incomplete, return to the applicant for | 10 minutes | Environment Manager/ Records Management Specialist | | |

| Environment Management Division (EMD) | | | | | |
|--|---|---|--|---|------------|
| Endorsement of Tree Cutting / Pruning/ Earth-balling Permit Applications to DENR-CAR (For Locators within the JHSEZ) | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel In charge | Required Documents | Fees (PhP) |
| | completion of requirements. If complete and accurate, instructs the applicant to have the application be stamped and received by the Records Section. | | | | |
| 3 | JHMC refers the subject application to DENR along with a request for a site inspection/ validation to be conducted by the members of the duly constituted Sectoral Monitoring Team-Forest & Watershed Monitoring Team (SMT-FWMT) or an equivalent Inspectorate Team headed by DENR. | 2-3 working days | Environment Manager/ Forester | Endorsement for Tree Cutting / Earthballing / Pruning | |
| 4 | JHMC and the SMT-FWMT / Inspectorate Team conduct a site inspection/validation of subject trees. | 1-3 working day (Depending on the number subject trees) | Environment Manager SMT-FWMT / Inspectorate Team | | |
| 5 | The SMT-FWMT/ Inspectorate Team submits its Inspection / Validation Report with recommendations to the DENR. | 5-7 working days (Signing of Report by all members of the team) | SMT-FWMT Team Leader in coordination with JHMC Environment Manager | Inspection / Validation Report | |

| Environment Management Division (EMD) | | | | | |
|--|--|-----------------|---|---|---|
| Endorsement of Tree Cutting / Pruning/ Earth-balling Permit Applications to DENR-CAR (For Locators within the JHSEZ) | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel In charge | Required Documents | Fees (PhP) |
| | Simultaneously, JHMC issues Endorsement for the Tree cutting/ pruning/ earth-balling permit application to DENR consistent with the SMT-FWMT/ Inspectorate Team report, after the applicant has paid the corresponding fees. | 2 days | Environment Manager Finance Dept. | Authority to Accept Payment EAMD Invoice Endorsement for the Tree cutting/ pruning/ earth-balling | * Live Trees: as unavoidably affected by development : PhP 2,000.00 per cu. M .* Dead trees: PhP 150.00 per tree Pruning: PHP200/ branch Earth-balling: PhP 250/ tree of pole-size |
| 6 | DENR prepares and issues Tree cutting/pruning/ Earth-balling permit to the Applicant/Locator | | DENR | Tree cutting, or Pruning, or Earth-balling Permit | |
| 7 | Applicant furnishes a copy of the Permit to JHMC-EAMD. | | Applicant | | |
| 8 | JHMC issues a Notice to Proceed (NTP) to the applicant | | Environment Manager | | |
| 9 | Implementation of DENR Permit for tree cutting/pruning/earth-balling, to be | | Applicant under the supervision by the SMT- | | |

| Environment Management Division (EMD) | | | | | |
|--|---|-----------------|---------------------------------------|--------------------|------------|
| Endorsement of Tree Cutting / Pruning/ Earth-balling Permit Applications to DENR-CAR (For Locators within the JHSEZ) | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel In charge | Required Documents | Fees (PhP) |
| | supervised and monitored by the SMT-FWMT / Inspectorate Team. | | FWMT / Inspectorate Team. | | |
| 10 | SMT-FWMT submits a Post Activity Report with recommendations to the DENR, copy furnished all members of the Monitoring Team | | JHMC EMD, SMT-FWMT /Inspectorate Team | | |

| Environment Management Division (EMD) | | | | | |
|--|--|-----------------|---------------------|---|------------|
| Endorsement for Dead/pest-infested tree/s cutting/ pruning permit application to DENR-CAR For Applicants Situated Within The John Hay Reservation Area | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees (PhP) |
| 1 | Application for endorsement to DENR of Tree cutting/pruning/earth-balling permit | 30 minutes | Applicant | a. Letter/ Request for endorsement; b. Tree Inventory (indicating details of affected trees such as diameter, height, standing volume, location, potential use, etc.); | 180.00 |

| Environment Management Division (EMD) | | | | | |
|--|--|------------------|---|--|------------|
| Endorsement for Dead/pest-infested tree/s cutting/ pruning permit application to DENR-CAR For Applicants Situated Within The John Hay Reservation Area | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees (PhP) |
| | | | | c. Photographs of affected trees; and d. Sketch map showing location of trees | |
| 2 | Evaluation of completeness and accuracy of the documents. If inaccurate and/or incomplete, return to the applicant for completion of requirements. If complete and accurate, instructs the applicant to have the application be stamped and received by the Records Section. | 10 minutes | Environment Manager; Records Management Specialist | | |
| 3 | Endorsement of the permit application to the DENR, requesting for a joint inspection to be conducted by EMD, DENR, representatives of the City Environment, Parks and Management Office (CEPMO) and the City Mayor's Office (CMO) of the trees subject of the application. | 2-3 working days | Environment Manager | | |

| Environment Management Division (EMD) | | | | | |
|---|---|---|-------------------------------|---------------------------|---|
| Endorsement for Dead/pest-infested tree/s cutting/ pruning permit application to DENR-CAR For Applicants Situated Within The John Hay Reservation Area | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees (PhP) |
| 4 | The Inspection Team conducts the site inspection/validation for subject trees. | 1-3 working days (Depending on the number of subject trees) | Inspection Team | | |
| 5 | Inspection Team drafts and submits Inspection/Validation Report to the Community Environment and Natural Resources Officer (DENR - CENRO). The report is to be by all members of the Inspection Team. | 1-4 working days | Inspection Team | | |
| | Simultaneously, JHMC issues an Endorsement to DENR consistent with the Inspection/ Validation Report, and after the applicant has paid the corresponding fees. | 1 day | Environment Manager/ Forester | | Permit fee for cutting dead/ pest infested trees : PhP150 per tree •Permit fee for cutting live trees posing imminent danger: PhP 2,000.00 per cu.m. |
| 6 | DENR transmits permit application with the | | DENR | | |

| Environment Management Division (EMD) | | | | | |
|---|---|------------------------|--------------------------------|---------------------------|-------------------|
| Endorsement for Dead/pest-infested tree/s cutting/ pruning permit application to DENR-CAR For Applicants Situated Within The John Hay Reservation Area | | | | | |
| S T E P | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees (PhP) |
| | Inspection Report and JHMC Endorsement to the Office of the City Mayor as basis to issue Clearance before the Permit is issued by DENR. | | | | |
| 7 | City Mayor's Office issues Clearance to DENR | | CEPMO and CMO | | |
| 8 | Issuance of Permit | | DENR | | |
| 9 | Applicant furnishes JHMC a copy of the Permit | | Applicant | | |
| 10 | JHMC issues a Notice to Proceed (NTP) to Applicant | | Environment Manager/ Forester | | |
| 11 | Applicant undertakes the activity as stated in the DENR permit under the supervision/ monitoring of EPSD, DENR , CEPMO, CMO representatives | | Applicant | | |
| 12 | Monitoring Team submits a Post-Cutting Report with recommendations to the CENR Officer | | Monitoring Team headed by DENR | | |

| Environment Management Division (EMD) | | | | | |
|--|--|-----------------|--|--|-------------------------|
| PERMIT TO BRING OUT FOREST PRODUCTS FROM CAMP JOHN HAY RESERVATION AREA (JHRA) | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| 1 | Application to bring out forest products from CJH Reservation | | Applicant | Letter of Intent Request for Seedling (when applicable) Request for Fuelwood (when applicable) | |
| 2 | Evaluation of completeness and/or accuracy of the document | 5 minutes | Environment Manager/ Forester | | |
| | If incomplete and/or inaccurate, returns the documents for completion of all requirements. | | | | |
| | If complete and accurate, EMD instructs the applicant to have it received by the RMS. | | | | |
| 3 | Conduct a joint inspection/ validation of the forest products to be brought out. | 30- 45 minutes | Environment Manager/ Forester & Applicant | | |
| 4 | Preparation and PBO approval | 30- 45 minutes | Environment Manager | Duly approved PBO form | |
| 5 | Applicant pays corresponding fees | 5 minutes | Finance | Authority to accept payment; EAMD Invoice | P180.00 per cubic meter |
| 6 | JHMC issues the duly signed/approved PBO | 2 minutes | Environment Manager | | |
| 7 | Applicant brings out the forest products | | | | |

| Environment Management Division (EMD) | | | | | |
|--|---|------------------|--|---|---|
| CERTIFICATE OF ENVIRONMENTAL COMPLIANCE (CEC) ISSUANCE FOR NEW APPLICATION | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| 1 | Completion and filing of application for CEC issuance. | 5 minutes | Locator/ Representative | 1. CEC Application Form 2. Valid Health Certificates (For food handlers and massage / spa therapists) 3. Applicable DENR Permits 4. Other pertinent documents related to the enterprise's operations | CEC Application and Processing Fee = PHP 2,000.00 |
| 2 | Review of application with complete required documents and / or attachments. Receiving by the Records Division when found complete | 10 minutes | Environment Officer Records Management Specialist | None | |
| 3 | Scheduling and conduct of an Environment, Health and Sanitation Audit and Inspection. | 1-2 hours | Environment Officer | Environment and Sanitation Inspection Checklist | Inspection Fee: PHP 500.00 |
| 4 | Preparation of a comprehensive report based on the results of | 2-5 working days | Environment Officer | Certificate of Environmental Compliance | |

| Environment Management Division (EMD) | | | | | |
|--|---|--|---|---|---|
| CERTIFICATE OF ENVIRONMENTAL COMPLIANCE (CEC) ISSUANCE FOR NEW APPLICATION | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| | the environment, health and sanitation audit. | | | Inspection Narrative Certification EAMD CEC Invoice | |
| | CASES OF VIOLATION: Issuance of a Notice of Violation stating recommendations. Locator is required to submit a notarized Statement of Undertaking to conform to and make appropriate remedies for whatever environmental guideline and policy the locator has violated. | Maximum of 30 days, depending on the violation and remedial measures to be undertaken. | Recommendation from Environment Officer Recommendation for Approval: Environment Manager Approval: VP and COO | Notice bearing violations Statement of Undertaking duly notarized. | Penalties depend on the type of violation committed |
| 5 | Review of report, signing and approval to grant CEC | 1 hour | Recommendation for Approval: Environment Manager Approval by the VP and COO | CEC Inspection Narrative CEC EAMD Invoice Certification based on applicable environment and sanitation standards Certificate of Environmental Compliance | |

| Environment Management Division (EMD) | | | | | |
|--|--|-----------------|--------------------------|-----------------------------|---|
| CERTIFICATE OF ENVIRONMENTAL COMPLIANCE (CEC) ISSUANCE FOR NEW APPLICATION | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| 6 | Inform Locator of the approval of the CEC | 5 minutes | Environment Officer | | |
| 7 | Payment of fees, applicable charges and penalties in the Finance Department. | 15 minutes | Locator / Representative | Authority to Accept Payment | As reflected in Steps 1 and 3 plus penalties, if any. |
| 8 | Issuance of CEC | 5 minutes | Environment Officer | | |

| Environment Management Division (EMD) | | | | | |
|---|---|-----------------|--------------------------|--------------------|--|
| CERTIFICATE OF ENVIRONMENTAL COMPLIANCE RENEWAL | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| 1 | Completion and filing of application documents and requirements. | 5 minutes | Locator / Representative | | CEC Renewal Fee = PHP 500.00 NOTE: Payment upon issuance of CEC |
| 2 | Review of application with complete required documents and / or attachments. Receiving by the Records Division when found complete | 5 minutes | Environment Officer | | |

| Environment Management Division (EMD) | | | | | |
|---|---|---|---|--|---|
| CERTIFICATE OF ENVIRONMENTAL COMPLIANCE RENEWAL | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| 3 | Conduct an Environment, Health and Sanitation Audit and Inspection | 1-2 hours | Environment Officer | Environment and Sanitation Inspection Checklist | Inspection Fee: PHP 500.00 NOTE: To be paid upon issuance of CEC |
| 4 | Preparation of a comprehensive report based on findings of environment, health and sanitation audit | 2-5 working days | Environment Officer | <ul style="list-style-type: none"> • Certificate of Environmental Compliance • Inspection Narrative • Certification • EAMD CEC Invoice | |
| | IN CASES OF VIOLATIONS: Issuance of a Notice of Violation stating recommendations. Locator is required to submit a notarized Statement of Undertaking to conform to and make appropriate remedies for whatever environmental guideline and policy the locator has violated. | Maximum of 30 days, depending on the violation and remedial measures to be undertaken; Locator may write a request for an extension in case the deadline may not be met | Recommendation from Environment Officer Recommending Approval by Environment Manager Approval by the VP and COO | Notice bearing violations Statement of Undertaking duly notarized. | Penalties applied are dependent on the type of violation incurred. |
| 5 | Review of report, signing and approval of the granting of CEC. | 1 hour | Recommending Approval by Environment Manager | <ul style="list-style-type: none"> • CEC Inspection Narrative | |

| Environment Management Division (EMD) | | | | | |
|---|--|-----------------|------------------------------------|---|---|
| CERTIFICATE OF ENVIRONMENTAL COMPLIANCE RENEWAL | | | | | |
| STEP | Type of Frontline Service | Processing Time | Personnel in charge | Required Documents | Fees |
| | | | Approval by the VP and COO | <ul style="list-style-type: none"> • CEC EAMD Invoice • Certification based on applicable environment and sanitation standards • Certificate of Environmental Compliance | |
| 6 | Informing the locator of the approval of the CEC | 5 minutes | Environment Officer | | |
| 7 | Payment of prescribed fees, applicable charges and penalties in the Finance Department | 15 minutes | Locator / Locator's representative | Authority to Accept Payment | As reflected from Steps 1 and 3 plus penalties, if any. |
| 8 | Issuance of the renewal of the Certificate of Environmental Compliance. | 5 minutes | Environment Officer | Certificate of Environmental Compliance | |