

**JOHN HAY MANAGEMENT CORPORATION  
CY 2019 Performance Evaluation Scorecard**

	Objective/ Measure	Formula	Weight	Rating System	Baseline					Target (2019)	Jan 01, 2019 -Sept. 30, 2019		
					2013	2014	2016	2017	2018		Actual	Weight (in %)	
CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT	<b>SO1 Develop Camp John Hay as a Premier Tourist and Investment Destination</b>												
	SM 1	Number of new locators or development projects signed	Absolute number	10%	(Actual/Target) x Weight	-	-	3	3	4	4	5	10
	SM 2	Number of jobs generated in the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	3,473	4,176	5,523	5,830	6,106	6,300	5,730	9
	SM 3	Gross sales of business enterprises within the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	No Baseline Data Available	P150M	P 875.57 M	P 967 M	P 1.083 B	P 1.152 B	672,289,791.81	5.84
	<b>SO 2 Ensure Sustainable Multiple Use of Forest Watershed</b>												
SM4	Compliance of JHMC to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ	Number of tests which resulted in Good Air Quality (0-54µg/ncm)/Total number of tests	10%	All or Nothing	11 µg/ m <sup>3</sup> PM 10	22.95 µg/ m <sup>3</sup> PM 10	(8/8) of the tests resulted in Good Quality Category	100% (8/8) of the tests resulted in Good Quality	8 out of 8 of the tests resulted in Good Air Quality	.	6/8 readings resulted to "Good" Air Quality	7.50	
<b>SO 3 Enforce Efficient and Effective Regulation in the JHSEZ and JHRA</b>													
SM 5	Percentage of Satisfied Customers	Number of respondents who rated atleast Satisfactory (upper 2-boxes of a 5-point rating scale)/ Total number of respondents	10.00%	(Actual/Target) x Weight 0% = if less than 80%	80% (SEZAD)	90% (SEZAD)	90.9% (Overall)	92% (Overall)	SLC submitted its report on 24 January 2019 stating that the customer satisfaction rating of JHMC for CY 2018 is 92.54%.	90% (3rd Party Validation)	The conduct of the survey will be last quarter of the year.	0	
<i>Sub-total</i>			<b>50%</b>										

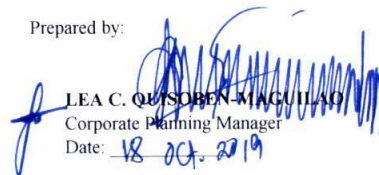
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FINANCIAL	<b>SO 4 Increase JHMC Revenues to Attain Financial Viability</b>												
	SM 6	Increase internally generated revenue of JHMC	Actual amount	10%	(Actual / Target) x Weight 0% - if less than P6.43 Million		5,945,315.81	P 7.96 M	P 9 M	P 10.35 M	11.90 M	8,122,307.32	6.83
	SM 7	Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue due for collection	10%	(Actual / Target) x Weight 0% - if less than 85%	61%	84%	100%	100%	100%	100%	78%	7.80
	<i>Sub-total</i>			<b>20%</b>									
INTERNAL PROCESS	<b>SO 5 Improve Efficiency and Effectiveness</b>												
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	No Baseline Data Available	No Baseline Data Available	a. Established the Solid Waste Management and Hazardous Waste Management Manuals b. On-going Assessment of the Environmental Impacts of JHMC processes and activities for submission to EMB-CAR. c. Regulatory and Permitting Review of Projects within the JHSEZ; and d. Updating of a Comprehensive Information for Direct Environmental and Indirect Environmental Impacts of Projects in the JHSEZ.	Board-Approved Environmental Management System (EMS)	Certification under ISO 14001:2015 Standards	Pass Surveillance Audit	Surveillance Audit will be conducted on 13 <del>November</del> <sup>December</sup> 2019.	0
	SM 9	Percentage of Regulatory Permits for Business Enterprises issued within Applicable Processing Time	Number of requests processed within applicable processing time/ Total number of requests received	10%	(Actual/Target) x Weight 0% = if less than 95%	20 mins. for renewal	30 mins. for renewal	-	-	-	100%	Total: 260/260 Regulatory Permits for Business Enterprises were issued within applicable processing time. 67/67 CECs were issued and processed within 15 working days 60 out of 60 Certificate of Mechanical Inspection and 41 out of 41 Certificate of Annual Inspection were issued and processed within 92 out of 92 PTOs were processed within 15 minutes for renewal.	10.00
								Average of 36 working days	Average of 15 working days	Average of 15 working days			
								No Available Data	Average of five (5) working days upon payment of annual fees	Average of five (5) working days upon payment of annual fees			
							8.04 mins. for renewal	15 mins. for renewal	15 mins. for renewal				
<i>Sub-total</i>			<b>15%</b>										

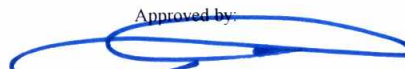
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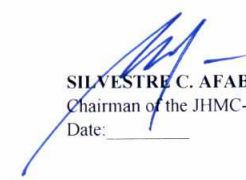
	Objective/ Measure	Formula	Weight	Rating System	Baseline					Target (2019)	Jan 01, 2019 -Sept. 30, 2019	
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					LEARNING AND GROWTH							
	<b>SO 6 Establish and Maintain the Quality Management System</b>											
SM 10	ISO Certification for all processes	Actual accomplishment	5%	All or Nothing	4 processes documented	6 out of 6 documented	Passed Surveillance Audit	Passed Surveillance Audit	Certification under ISO 9001:2015 Standards	Pass Surveillance Audit	Surveillance Audit will be conducted on 12 November 2019	0
	<b>SO 7 Improve Technology and Infrastructure Support</b>											
SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	1 (Document Management System)	1 (Special Economic Zone Information System)	SEZAD Information System (Phase 2)	Development of a Board-Approved ICT Road Map	2 (Roll out/ implementation of Board-approved ICT Disaster Recovery Plan, and Full Roll out/implementation of a Help Desk Information System)	Roll-out/ implementation of Board-approved Tracking System	The roll out/implementation of the system will be in November 2019 to December 2019.	0
	<b>SO 8 Improve Knowledge and Skills, Professionalism and Career Development</b>											
SM 12	Percentage of Employees Meeting Required Competencies	Actual Number of Employees meet the set required competencies /Total number of employees competencies	5%	(Actual/Target) x Weight		No Baseline Data Available	Established Competency Model	Assess and Establish Competency Baseline of the Organization	Improve Competency Baseline	90 % of gaps for competencies on Quality and Environmental Management System identified in the 2018 assessment addressed	Continuous implementation of the amended HRDP to address identified competency gaps related to QMS and EMS.	0
	<b>Sub-total</b>		<b>15%</b>									
	<b>TOTAL</b>		<b>100%</b>									<b>57.06</b>

Prepared by:

  
LEA C. QUISOBEN MACULAO  
Corporate Planning Manager  
Date: 18 Oct. 2019

Approved by:

  
ALLAN R. GARCIA  
President and CEO  
Date: \_\_\_\_\_

  
SILVESTRE C. AFABLE  
Chairman of the JHMC-BOD  
Date: \_\_\_\_\_



## SECRETARY'S CERTIFICATE

REPUBLIC OF THE PHILIPPINES) Sc.  
\_\_\_\_\_ )

I, **TEDDY ESTEBAN F. RIGOROSO**, of legal age, married, with office address at the Rigoroso Galindez and Rabino Law Offices, 901 Fil Garcia Tower, 140 Kalayaan Avenue, Diliman, Quezon City, Metro Manila, Philippines, being the Corporate Secretary of JHMC, after having been duly sworn in accordance with law, hereby CERTIFY, that during the 238<sup>th</sup> Special Meeting of the JHMC Board of Directors held on October 21, 2019 in Function Room, Hotel Celeste, 02 San Lorenzo Drive corner A. Arnaiz Avenue, San Lorenzo Village, Makati City, where a quorum was present, upon motion made and duly seconded, the Board passed and approved the following resolution:

*John Hay Management Corporation  
Board Resolution No. 2019-1021-233*

Resolve, as it is hereby **resolved**, that the **John Hay Management Corporation (“JHMC”) Board of Directors** hereby **approves** the JHMC Performance Scorecard (PES Form 4) for the Third Quarter of CY 2019; and

Resolved, finally, that this Resolution shall take effect immediately on October 21, 2019 and shall supersede all prior JHMC resolutions, instructions, memoranda, circulars, or instruments inconsistent herewith.

This certification is subject to the final approval of the Minutes of the October 21, 2019 JHMC Board meeting.

IN WITNESS WHEREOF, I have set my hand this 29<sup>th</sup> day of Oct 2019 in Quezon City.

  
**ATTY. TEDDY ESTEBAN F. RIGOROSO**  
Corporate Secretary

**SUBSCRIBED AND SWORN TO** before me this \_\_\_ day of \_\_\_\_\_ 2019 in \_\_\_\_\_, affiant exhibiting to me his IBP Identification Card No. 42240.

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Page No.: \_\_\_\_\_  
Book No.: \_\_\_\_\_  
Series of 2019