

**JOHN HAY MANAGEMENT CORPORATION  
CY 2018 PERFORMANCE SCORECARD**

	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)			As of March 31, 2018			
					2015	2016	2017*	2018	Target	Weight	
<b>CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT</b>	<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	1	3	3	4	1	2.50%
	SM 2	Number of jobs generated in the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	5,090	5,523	5,830	6,300	5,602	8.89%
	SM 3	Gross sales of business enterprises within the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	₱ 835.69 M	₱ 875.57 M	₱ 967 M	₱ 1.048 B	257,523,394.81	2.46%
	<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	Average of 22.67 µg/ m <sup>3</sup> PM 10 for the year	(8/8) of the tests resulted in Good Quality Category	100% (8/8) of the tests resulted in Good Quality	100% of tests resulted in Good Air Quality	2 out of 2 of the tests resulted in Good Air Quality	2.50%
	<b>SO 3 Enforce Efficient and Effective Regulation in the JHSEZ and JHRA</b>										
	SM 5	Percentage of Satisfied Customes	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%	96.43% (As validated by the GCG)	90.9% (Overall)	92% (Overall)	92% respondents rated JHMC as Excellent and/or Very Satisfactory (upper 2-boxes of a 5-point rating scale)	93.02% (External Customers' Satisfaction Rating)*	0.00%
		<b>Sub-total</b>		<b>50.0%</b>							<b>16.3%</b>
	<b>FINANCIAL</b>	<b>SO 4 Increase JHMC Revenues to Attain Financial Viability</b>									
SM 6		Increase internally generated revenue of JHMC	Actual amount	10.00%	(Actual / Target) x Weight  0% = if less than P6.43 Million	₱ 6.43 M	₱ 7.96 M	₱ 9 M	₱ 10.35 M	3,824,294.97	3.69%
SM 7		Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue due for collection	10.00%	(Actual / Target) x Weight  0% = if less than 85%	85%	100%	100%	100%	100%	1.25%
		<b>Sub-total</b>		<b>20.0%</b>							<b>4.9%</b>

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	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)				As of March 31, 2018		
					2015	2016	2017*	2018	Target	Weight	
INTERNAL PROCESS	SO 5	Improve Efficiency and Effectiveness									
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5.0%	All or nothing	a. Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house); and b. Establishment of the JHMC-QMS.	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	- The development of the EMS commenced in March 2018 with the assistance of a consultant (GAIA South, Inc.).  - The awareness training, workshop and planning, and environmental policy was completed on March 13-14, 2018.	0.00%
	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	10.0%	(Actual/Target) x Weight  0% = if less than 95%				100%	107/108 Regulatory Permits for Business Enterprises issued within Applicable Processing Time	9.91%
						Average of 36 working days	Average of 36 working days	Average of 36 working days		49 out of 50 CECs were issued and processed within 15 working days	
						No Available Data	No Available Data	Average of five (5) working days upon payment of annual fees		4 out of 4 MEs, and 3 out of 3 EEs were issued and processed within five (5) working days upon payment of annual fees	
					15.2 mins. For renewal	8.04 mins. for renewal	15 mins. for renewal		51 out of 51 PTOs were processed within 15 minutes for renewal		
		<i>Sub-total</i>									9.9%

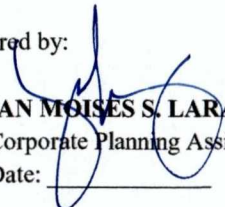
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	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)				As of March 31, 2018		
					2015	2016	2017*	2018	Target	Weight	
LEARNING AND GROWTH	<b>SO 6 Establish and Maintain the Quality Management System</b>										
	SM 10	ISO Certification for all processes	Actual accomplishment	5.0%	All or nothing	ISO Certification 9001:2008 of all services and process of JHMC	Passed Surveillance Audit	Passed Surveillance Audit	Certification under ISO 9001:2015 Standards	- On-going preparation of the documentation requirements for the transition process.	0.00%
	<b>SO 7 Improve Technology and Infrastructure Support</b>										
	SM 11	Number of processes automated	Absolute Number	5.0%	All or nothing	1 (HRIS and NMS)	SEZAD Information System (Phase 2)	Development of a Board- Approved ICT Road Map	<b>2</b> (Roll out/implementation of Board-approved ICT Disaster Recovery Plan; and Full Roll out/implementation of a Help Desk Information System	- On-going formulation of ICT Disaster Recovery Plan; and - As of March 23, 2018, the consultant submitted the Inception Report and Preliminary Design for the Development of a Help Desk Information System.	0.00%
<b>SO 8 Improve Knowledge and Skills, Professionalism and Career Development</b>											
SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	5.0%	All or nothing	Attained GCG-approval for JHMC Reorganization	Established Competency Model	Assess and Establish Competency Baseline of the Organization	Improve Competency Baseline	On-going implementation of competencies enhancing strategies.	0.00%	
	<i>Sub-total</i>		<b>15.00%</b>							<b>0.00%</b>	
	<b>TOTAL</b>		<b>100%</b>							<b>31.20%</b>	

\* Subject to revision in the succeeding quarters due to the issuance of "Standard Guideline on the Conduct and Administration of the Customer Satisfaction Survey of the GOCCs" was issued on 30 April 2018. To date, GCG has yet to conduct the orientation for GOCCs on the matter.

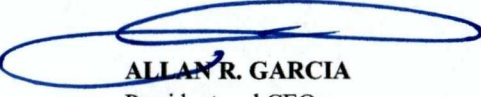
\*\* Readjusted as of 28 June 2018 due to the modification of the objectives/ measure by the GCG.

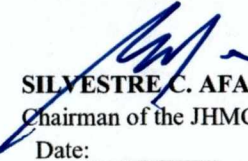
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