

Allan R. Garcia

President and CEO

30 January 2019

SAMUEL G. DAGPIN, JR.

Chairman

Governance Commission for GOCCs (GCG)

3/F Citibank Centre, Citibank Plaza

Paseo de Roxas Cor. Villar St., Makati City

Subject: **Submission of the PES Form 4 for 4th Quarter Monitoring Report for CY 2018**

Dear **Chairman Dagpin**:

This is to respectfully submit the above subject of the John Hay Management Corporation (JHMC) to your office pursuant to **GCG Memorandum Circular (M.C.) NO. 2017-02**, each GOCC is required to *“accomplish the requisite Quarterly Monitoring Reports for the calendar year detailing its progress in accomplishing its performance targets. The updated monitoring report should be submitted to the GCG and uploaded in the GOCC's website within thirty (30) calendar days from the close of each quarter.”*

Please consider this submission as JHMC's full compliance with the above requirement. JHMC will be submitting its annual performance scorecard report, among other requirements enumerated in Annex “A” of GCG Memorandum Circular No. 2017-01, on or before the last working day of April 2019.

Should there be concerns on the aforementioned, the GCG may coordinate with Atty. Beviene G. Malateo-Apaling, OIC, Corporate Planning Manager or Mr. Ian Moises S. Laranjo, Corporate Planning Assistant at telephone number (074) 444-5823.

Thank you.

Truly yours,



ALLAN R. GARCIA

**PERFORMANCE EVALUATION SYSTEM
JOHN HAY MANAGEMENT CORPORATION**

	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)			2018	4th Quarter		
					2015	2016	2017	Target	Actual	Weight	
CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT	SO1 Develop Camp John Hay as a Premier Tourist and Investment Destination										
	SM 1	Number of new locators or development projects signed	Absolute number	10%	(Actual/Target) x Weight	1	3	3	4	4	10.00%
	SM 2	Number of jobs generated in the JHSEZ	Absolute number	10%	(Actual/Target) x Weight	5,090	5,523	5,830	6,300	6,106	9.69%
	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	1,063,468,525.70	10.00%
SO 2 Ensure Sustainable Multiple Use of Forest Watershed											
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 ³ 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	8 out of 8 of the tests resulted in Good Air Quality Q1 - Mile Hi = 22 ug/m3 and Ayala = 25 ug/m3 Q2 - Mile Hi = 32 ug/m3 and Ayala = 33 ug/m3 Q3 - Mile Hi = 24 ug/m3 and Ayala = 5 ug/m3 Q4- Mile- Hi= 18 ug/m3 and Ayala Technohub= 1 ug/m3	10.00%	

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	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)			2018	4th Quarter		
					2015	2016	2017	Target	Actual	Weight	
C	SO 3	Enforce Efficient and Effective Regulation in the JHSEZ and JHRA									
	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%	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)	SLC submitted its report on 24 January 2019 stating that the customer satisfaction rating of JHMC for CY 2018 is 92.54%.	10.00%
		Sub-total		50%							49.69%
FINANCIAL	SO 4	Increase JHMC Revenues to Attain Financial Viability									
	SM 6	Increase internally generated revenue of JHMC	Actual amount	10%	(Actual / Target) x Weight 0%=if less than P6.43 Million	₱ 6.43 M	₱ 7.96 M	₱ 9 M	₱ 10.35 M	11,823,324.21	10.00%
	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%	85%	100%	100%	100%	100%	10.00%
		Sub-total		20%							20.00%

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	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)			2018	4th Quarter		
					2015	2016	2017	Target	Actual	Weight	
INTERNAL PROCESS	SO 5 Improve Efficiency and Effectiveness										
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	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	JHMC was recommended for re-certification for ISO 14001: 2015 Standards on 28 December 2018	5.00%
	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%	(Actual/Target) x Weight 0% = if less than 95%				100%	Total: <u>267/268</u> Regulatory Permits for Business Enterprises were issued within applicable processing time	9.96%
						Average of 36 working days	Average of 36 working days	Average of 15 working days			
	No Available Data					No Available Data	Average of five (5) working days upon payment of annual fees	57 out of 57 MEs, and 38 out of 38 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		94 out of 94 PTOs were processed within 15 minutes for renewal		
	Sub-total			15%						14.96%	

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	Objective/ Measure	Formula	Weight	Rating System	Baseline Data (Actual)			2018	4th Quarter		
					2015	2016	2017	Target	Actual	Weight	
LEARNING AND GROWTH	SO 6 Establish and Maintain the Quality Management System										
	SM 10	ISO Certification for all processes	Actual accomplishment	5%	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	JHMC was recommended for re-certification for ISO 9001: 2015 Standards on 11 December 2018	5.00%
	SO 7 Improve Technology and Infrastructure Support										
	SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	1 (HRIS and NMS)	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	1) The Disaster Recovery Plan was approved by the JHMC-BOD on 26 October 2018. 2) Rolled-out to JHMC employees as of 19 November 2018.	5.00%
SO 8 Improve Knowledge and Skills, Professionalism and Career Development											
SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	5%	All or Nothing	Attained GCG-approval for JHMC Reorganization	Established Competency Model	Assess and Establish Competency Baseline of the Organization	Improve Competency Baseline	The submitted report by the HRSD indicated that 51.24% of the competency gaps identified in 2017 were improved in 2018.	5.00%	
<i>Sub-total</i>			15%							15.00%	
TOTAL			100%							99.65%	

Prepared by:

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Corporate Planning Assistant
Date: _____

Certified by:

BEVIENNE G. MALATEO-APALING
OIC, Corporate Planning Manager
Date: _____

Approved by:

JANE THERESA G. TABALINGCOS
Vice President and COO
Date: _____

ALLAN R. GARCIA
President and CEO
Date: _____

RONALD B. ZAMBRANO
Finance Manager
Date: _____

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