



28 July 2017

MR. SILVESTER C. AFABLE JR.
 Chairperson

MR. ALLAN R. GARCIA
 President and CEO (PCEO)

JOHN HAY MANAGEMENT CORPORATION (JHMC)
 John Hay Special Economic Zone,
 Camp John Hay, Baguio City



RE : TRANSMITTAL OF CY 2017 PERFORMANCE SCORECARD

Dear Chairperson Afable and PCEO Garcia,

This is to formally transmit the CY 2017 Charter Statement and Strategy Map (**Annex A**) and CY 2017 Performance Scorecard (**Annex B**) of JHMC.

The JHMC proposed Charter Statement, Strategy Map, and Performance Scorecard submitted last 27 February and 07 April 2017 were **MODIFIED** based on the discussions made during the technical working group meeting and the on-site validation last 20 March 2017 and 09-10 May 2017, respectively. JHMC submitted the requested to submit documents supporting the proposed performance measures and targets on 09 June 2017.

The Governance Commission takes this opportunity to remind that the CY 2017 Charter Statement, Strategy Map and Performance Scorecard shall take effect **IMMEDIATELY**. JHMC is reminded to submit the applicable quarterly monitoring reports and upload the same in the GOCC website.

FOR YOUR COMPLIANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.

Chairman

Michael P. Cloribel
MICHAEL P. CLORIBEL

Commissioner

Marites Cruz-Doral
MARITES CRUZ-DORAL

Commissioner

REGISTRY RECEIPT

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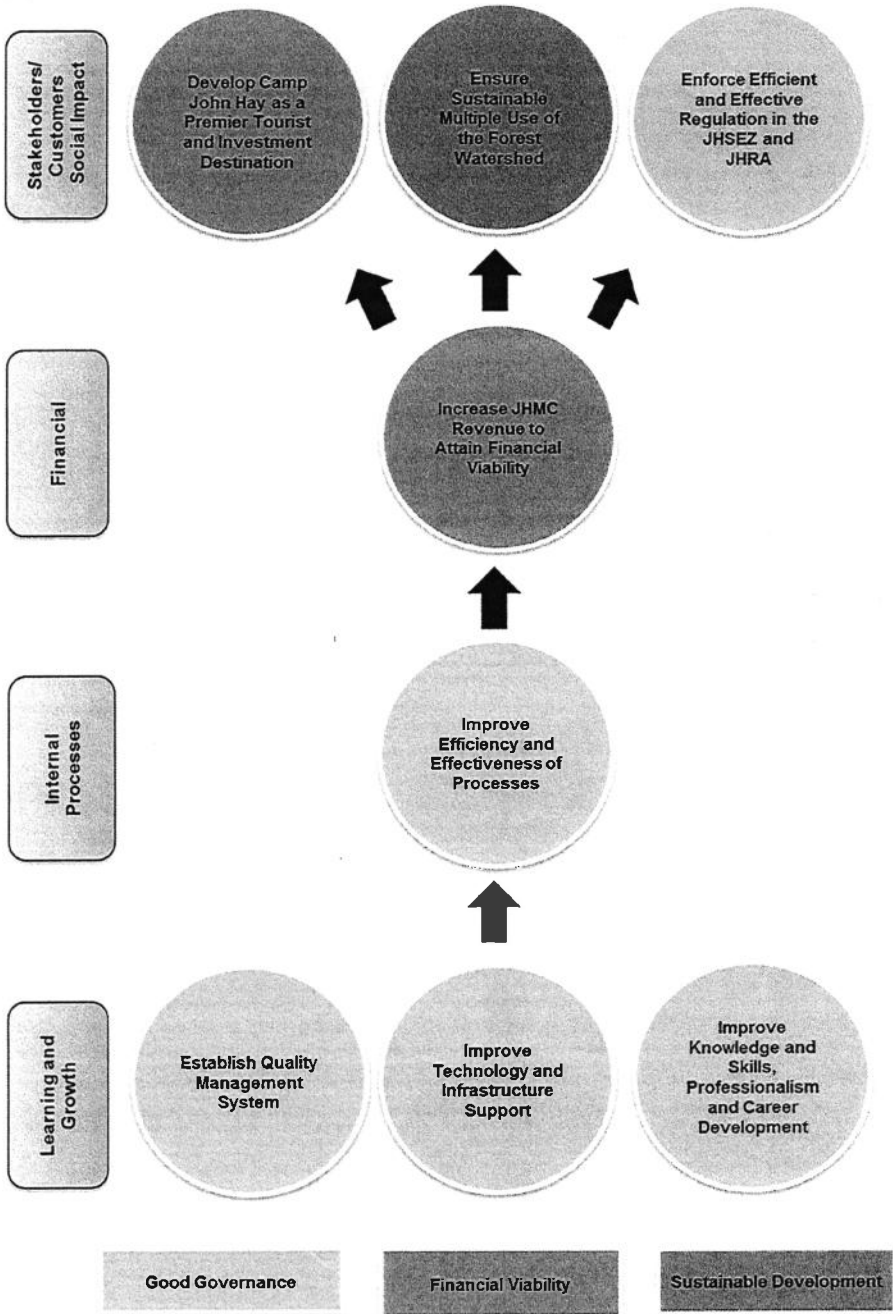


**JOHN HAY MANAGEMENT CORPORATION
CHARTER STATEMENT AND STRATEGY MAP**

Vision: 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.

Mission: As the steward of Camp John Hay, John Hay Management Corporation develops the estate into a premier tourist and investment destination, that contributes to economic growth and job generation; ensures sustainable multiple use of the forest watershed; and enforces efficient and effective regulation in the Special Economic Zone.

Core Values:
Stewardship
Passion for the Environment
integrity
Commitment
Excellence



JOHN HAY MANAGEMENT CORPORATION

	Objective/Measure	Component		Rating System	Baseline Data		Target	
		Formula	Weight		2015	2016	2017	
SOCIAL IMPACT	SO 1	Develop Camp John Hay as a Premier Tourist and Investment Destination						
	SM 1	Number of new locators or projects signed	Number of new locators of projects	10.00%	Actual / Target x Weight	-	2	3 New Projects
	SM 2	Number of jobs generated in the JHSEZ	Absolute number	10.00%	Actual / Target x Weight	5,090	5,523	5,800
	SM 3	Gross sales of business enterprises within the JHSEZ	Absolute number	5.00%	Actual / Target x Weight	₱769 Million	₱876 Million	₱950 Million
	SO 2	Ensure Sustainable Multiple Use of the Forest Watershed						
	SM 4	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 (0-54 µg/ncm) / Total number of tests	5.00%	5 or More Tests with a Result of Good Air Quality: Actual / Target x Weight 3 Tests with a Result of Bad Air Quality: 0.00%	22.67 µg/ncm	100% (8/8) of the tests resulted in Good Quality	100% (8/8) of the tests resulted in Good Quality
	<i>Sub-total</i>			30.00%				
STAKEHOLDERS	SO 3	Enforce Efficient and Effective Regulation in the JHSEZ and JHRA						
	SM 5	Stakeholder's Satisfaction Survey	Number of stakeholders who rated Excellent or Very Satisfactory / Total number of stakeholders surveyed	10.00%	All or nothing	96.43%	90.90%	92% of the Respondents rated JHMC as Excellent and/or Very Satisfactory
		<i>Sub-total</i>			10.00%			

	Component	Objective/Measure	Formula	Weight	Rating System	Baseline Data		Target
						2015	2016	2017
FINANCIAL	SO 4	Increase JHMC Revenue to Attain Financial Viability						
	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount in Million Pesos	10.00%	Higher than or Equal to 2016 Actual Revenue: Actual / Target x Weight Lower than 2016 Actual Revenue: 0.00%	-	₱7.9 Million	₱9 Million
	SM 7	Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue for the year	10.00%	All or nothing	-	101.30%	100%
		Sub-total		20.00%				
INTERNAL PROCESS	SO 5	Improve Efficiency and Effectiveness of Processes						
	SM 8	Issuance of ISO 14001 Environmental Management System	Board-Approved Environmental Management System	10.00%	All or nothing	Research and thorough study on ISO 14001 Compliance, Processes, Procedures, and Standards	<ul style="list-style-type: none"> a. Established the Solid Waste Management and Hazardous Waste Management Program; 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 	Board-Approved Environmental Management System (Attain ISO 14001:2015 Certification by 2018)

	Objective/Measure	Component			Baseline Data		Target	
		Formula	Weight	Rating System	2015	2016	2017	
						Environmental and Indirect Environmental Impacts of Projects in the JHSEZ		
	SM 9	Percentage of Permits to Operate (PTO) for Business Enterprises in the JHSEZ from the date of receipt of complete requirements within the applicable processing period	Total number of requests processed within TAT ¹ / Total requests made	10.00%	Actual / Target x Weight	23.60 minutes for renewal 2 calendar days for start-up	8.04 minutes for renewal 1 calendar day for start-up	100% of requests processed within the applicable time
		Sub-total		20.00%				
LEARNING AND GROWTH	SO 6	Establish Quality Management System						
	SM 10	ISO Certification for all processes	ISO 9001:2008 Certification	7.50%	All or nothing	ISO Certification 9001:2008 of all services	Recommended for continuing certification pending compliance with two (2) minor conformities	Passed Surveillance Audit (Re-certification of ISO 9001:2008)
	SO 7	Improve Technology and Infrastructure Support						
	SM 11	Number of processes automated	Board-Approved ICT Road Map	5.00%	All or nothing	1 Human Resource Information System	SEZAD Information System (Phase 2)	Development of a Board-Approved ICT Road Map
	SO 8	Improve Knowledge and Skills, Professionalism and Career Development						
	SM 12	Alignment of HR Policies with the Established Competency Model	Board-Approved Competency Baseline	7.50%	All or nothing	-	Establishment of Competency Model	Assess and Establish Competency Baseline of the Organization
		Sub-total		20.00%				
		TOTAL		100.00%				

¹ Application for new business/start-up – 7 calendar days; Renewal of existing business – 15 minutes