

JOHN HAY MANAGEMENT CORPORATION
CY 2020 Recalibrated Performance Scorecard
4th Quarter Monitoring Report

	Component				GCG-Approved Recalibrated Target (2020)	Jan 01, 2020 - December 31, 2020	
	Objective/ Measure	Formula	Weight	Rating System		Actual	Weight
OMERS/STAKEHOLDERS & SOCIAL IMPACT	SO1 John Hay as a Premier Tourist and Investment Destination						
	SM 1 Number of New Locators or Developmental Projects Signed	Absolute number	10%	(Actual/Target) x Weight	4	7	10.00%
	SM 2 Number of Jobs Generated in the JHSEZ	Total Number of Jobs Generated by Locators for the Year/ 12 months	10%	All or Nothing	Establish Baseline	4,583	10.00%
	SM 3 Gross Sales of Business Enterprises within the JHSEZ	Actual amount	10%	(Actual/Target) x Weight	₱ 344.20 Million	₱608,246,575.36	10.00%
	SO 2 Ensure Sustainable Multiple Use of Forest Watershed						
	SM4 Compliance 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	100% tests resulted in Good Quality	100% Tests resulted in Good Quality from actual sampling and monitoring tests conducted by the 3rd party provider on 29 November 2020 and 15 December 2020 at the Mile-Hi Center and Ayala Technohub areas	10.00%

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CUST	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/ Total number of respondents	10% (Actual/Target) x Weight 0% = if less than 80%	92%	85%	9.24%
	<i>Sub-total</i>		<i>50%</i>				
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 P2.22 Million	P 3.098 M	P 1.036 Million 48% f	0.00%
	SM 7	Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue due for collection (both to exclude advance payments and penalties collected)	10% (Actual / Target) x Weight 0%=if less than 95%	100%	63.30% 51.61% f	0.00%
<i>Sub-total</i>			<i>20%</i>				

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CESS	SO 5	Improve Efficiency and Effectiveness						
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	Pass 2nd Year Surveillance Audit	Passed the 2nd Year Surveillance Audit conducted last 24 November 2020.	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%	65.35%	0.00%
							Total: <u>132/202</u> Regulatory Permits for Business Enterprises were issued within applicable processing time (based on the JHMC Citizens Charter approved by BOD in July 2020).	
						<u>59 out of 59</u> CECs were issued and processed within 14 working days		

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INTERNAL PRO						<p><u>31 out of 31</u> Annual Mechanical Certificates of Operation and; <u>39 out 39</u> Certificate of Annual Electrical Inspection were issued and processed within ten (10) working days from receipt of complete requirements up to issuance of certification.</p>	
						<p><u>3 out of 3</u> new applications for PTO were processed within turnaround time from receipt of complete requirements up to issuance of official receipt; and <u>0 out of 70</u> PTOs were processed within 40 minutes for renewal from receipt of complete requirements up to issuance of official receipt.</p>	
	<i>Sub-total</i>		<i>15%</i>				

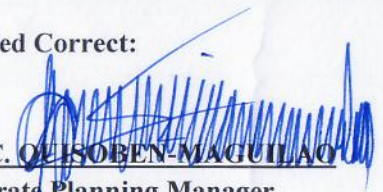
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LEARNING AND GROWTH	SO 6	Establish and Maintain the Quality Management System						
	SM 10	ISO Certification for all Processes	Actual accomplishment	5%	All or Nothing	Pass 2nd Year Surveillance Audit	Passed the 2nd Year Surveillance Audit conducted last 25 November 2020.	5.00%
	SO 7	Improve Technology and Infrastructure Support						
	SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	Preliminary design, construction and presentation of the prototype of the Environment and Forest Management Information System (EFMIS)	Preliminary design and construction of the prototype of the EFMIS has been presented to JHMC-ICTD in December 2020	5.00%

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1	SO 8	Improve Knowledge and Skills, Professionalism and Career Development						
	SM 12	Percentage of Employees Meeting Required Competencies	Total number of employees meeting required competencies/ Total number of employees	5%	All or Nothing	Improve Competency Baseline of the Organization	Improved Competency Baseline of the Organization	5.00%
	Sub-total			15%				
	TOTAL			100%				69.24%

Certified Correct:


LEA C. OLISO BEN-MAGUIAO
Corporate Planning Manager

MAR 08 2021
Date


JANE THERESA G. TABALINGCOS
Vice President and Chief Operations Officer

MAR 08 2021
Date

Approved by:


ALLAN R. GARCIA
President and Chief Executive Officer

MAR 08 2021
Date


SILVESTRE C. AFABLE JR.
Chairman, Board of Directors

MAR 08 2021
Date