

JHMC

JOHN HAY MANAGEMENT CORPORATION

Jamie Eloise M. Agbayani, M.D.
President and Chief Executive Officer

05 February 2016

HONORABLE CESAR L. VILLANUEVA
Chairman
Governance Commission for GOCCs (GCG)
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Cor. Villar St., Makati City

Attention: **Ralph Owen V. de Castro**
Corporate Governance Officer IV

Subject: **Submission of the CY 2015 4th Quarter Performance Monitoring Report (PES Form 3) of the John Hay Management Corporation (JHMC)**

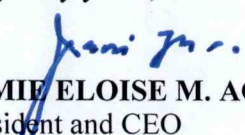
Dear **Chairman Villanueva**:

May we respectfully submit the CY 2015 Performance Monitoring Report (PES Form 3) relative to the JHMC- GCG Performance Agreement with the supporting documents attached herewith.

For **SM 10: ISO Certification for all frontline services**, JHMC will be forwarding the result/ recommendation of the 3rd Party Certifying Body after the Stage 2 Audit on 20 February 2016.

Thank you very much.

Very truly yours,


JAMIE ELOISE M. AGBAYANI, M.D.
President and CEO

John Hay Management Corporation

a member of the **BCDA** Group



OPCEO-OUT-2016-0049

**JOHN HAY MANAGEMENT CORPORATION
PERFORMANCE EVALUATION SYSTEM
Performance Monitoring Report**

Strategic Measure	Formula	Weight	Rating System	Baseline		2015				2015			
						1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
				2013	2014	Target	Actual	Target	Actual	Target	Actual	Target	Actual
SO 1: Develop Camp John Hay as a Premier Tourist and Investment Destination													
SM 1: Number of jobs generated in the JHSEZ	Absolute Number	12.5%	Actual Increase / Target Increase x Weight	3,473	4,060	1,025	-	1,025	4,554 (as of 30 June 2015)	1,025	4,554 (as of 30 September 2015)	1,025	5,090 (as of 31 December 2015)
SM 2: Gross sales of business enterprises within the JHSEZ	Absolute Number	12.5%	Actual / Target x Weight	No Baseline Data Available	150M	50M	-	50M	₱450.4 M	50M	₱51 M	50M	P 723.92 M
SO 2: Ensure Sustainable Multiple Use of the Forest Watershed													
SM 3: Issuance of ISO 14001 Environmental Management System	Absolute Number	10.0%	All or Nothing	No Baseline Data Available	No Baseline Data Available	Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house).	Preparation of the Terms of Reference for the formulation of the "Sustainable Forest Management Plan"	Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house).	The Terms of Reference (TOR) for a Forest Management Program funding for the JHMC BOD. To date, letters were sent to KOICA, JICA, ADB, USAID, AUSAID and Israel Embassy, for possible funding. Further, the JHMC-Benguet State University (BSU)-Commission on Higher Education (CHED) on long term partnership for the "Sustainable Forest Management Plan for Camp John Hay has been approved by the JHMC-BOD.	- Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house)	On-going activities for the following milestone towards ISO 14001: a. Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house); and b. Establishment of the JHMC-QMS	- Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house)	a. Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house); and b. Establishment of the JHMC-QMS Stage 2 Certification February 19-20, 2016).
SM 4: Compliance of JHMC to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ.	Non-exceedance in the JHMC set for Particulate Matter 10 (PM10): less than 80 µg/m ³	10.0%	Actual / Target x Weight	11 µg/ m ³ (PM 10)	22.95 µg/ Ncm	No scheduled DENR-EMB reading for the quarter	1st Quarter Ambient Air Quality Readings were conducted on the following dates and place with corresponding results: a. Date: 03-04 Feb. 2015 Mile Hi Center- 22 µg/ Ncm; and b. Feb. 4-5, 2015 Baguio Ayala Techno Hub- 38 µg/ Ncm.	less than 80 µg/ Ncm	2nd Quarter Readings were conducted on the following dates and place with which the reading were not yet released by the City Environment Parks and Management Office (CEPMO): a. 01-07 June 2015- Mile Hi Center; and b. 08-14 June 2015- Baguio Ayala Technohub.	less than 80 µg/ Ncm	The ambient air sampling equipment of the DENR-EMB-CAR for PM 10 "BGI PQ100" high Volume Sampler equipment broke down during its installation at Mile-Hi Center on 24 June 2015. Based on the consultation with EMB personnel, the damaged part was not yet repaired and has to be procured overseas.	less than 80 µg/ Ncm	a. 16- 21 November 2015 Reading: Average of 8 µg/ Ncm b. 30 Nov. - 05 Dec. 2015 Reading: Average Average of 10 µg/ Ncm

SOCIAL IMPACT / STAKEHOLDERS


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JOHN HAY MANAGEMENT CORPORATION
PERFORMANCE EVALUATION SYSTEM
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				2013	2014	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
						Target	Actual	Target	Actual	Target	Actual	Target	Actual
SO 3: Enforce Efficient and Effective Regulation in the Special Economic Zone													
SM 5: Stakeholders' Satisfaction Survey	95% or better rating	10.0%	Actual / Target x Weight	No Baseline Data Available	87%	95%	Overall Rating is "Excellent" based on adjectival rating. The percentage guide will be finalized with the Development of the JHMC-Quality Management System (QMS).	95%	Overall Rating is "Excellent" based on adjectival rating. The percentage guide will be finalized with the on-going Development of the JHMC-Quality Management System (QMS).	95%	Overall Rating is "Very Satisfactory" to "Excellent" based on adjectival rating.	95%	Overall Rating is "Very Satisfactory" to "Excellent" based on adjectival rating.
SO 4: Increase JHMC Revenues to Attain Financial Viability													
SM 6: Remittance of Collection from Lease rentals of BCDA Assets	Absolute Number	10.0%	Actual / Target x Weight	25.8 M	16.4 M	6.83 M	9.29 M	6.83 M	7.56 M	6.83 M	8.914 M	6.83 M	8,893.80 M
SO 5: Strengthen Compliance Monitoring of All Business Enterprises to the Rules and Regulations of the JHSEZ													
SM 7: Frequency of Spot inspections per Business Enterprise	Average of 20 inspections per week	7.5%	Actual / Target x Weight	No Baseline Data Available	No Baseline Data Available	Average of 20 inspections per week	280 (average of 23.33 inspections per week)	Average of 20 inspections per week	242 (average of 20.17 inspections per week)	Average of 20 inspections per week	298 (average of 20.17 inspections per week)	Average of 20 inspections per week	Average of 20.5 inspections per week
SM 8: Frequency of Certificate of Environmental Compliance (CEC) Monitoring	Average of 85 inspections every two (2) months	7.5%	Actual / Target x Weight	No Baseline Data Available	No Baseline Data Available	35 inspections per quarter (as negotiated)	32 inspections/ environment audits	35 inspections per quarter (as negotiated)	31 inspections/ environment audits	35 inspections per quarter (as negotiated)	- 88 locator inspections/ environment audits - A justification for the reduction on the frequency of CEC Monitoring was forwarded to GCG on 21 September 2015.	35 inspections per quarter (as negotiated)	Total of 142 locator inspections / environment audits conducted as of 31 Dec. 2015.
SO 6: Improve Efficiency and Effectiveness of Processes													
SM 9: Issuance of Permit to Operate (PTO) for Business Enterprises in the JHSEZ upon receipt of complete requirements	For renewals: 30 minutes; For new/start-up business: 10 calendar days	5.0%	Actual / Target x Weight	20 mins. for renewal and 30 days new application	30 mins. for renewal 10 calendar days for start-up	30 mins. for renewal 5 calendar days for start-up	10 mins. renewal 5 calendar days start-up application	30 mins. for renewal 5 calendar days for start-up	10 mins. renewal 5 calendar days start-up application	30 mins. for renewal 5 calendar days for start-up	No PTO (new and renewal) processed within the 3rd Quarter.	30 mins. for renewal 5 calendar days for start-up	- No PTO issued for for startup business in CY 2015 Renewal: 22.78 minutes (for the year).
SO 7: Establish Quality Management System													
SM 10: ISO Certification for all frontline services	Absolute Number	5.0%	All or Nothing	No Baseline Data Available	6/6 process manualized	-	Procurement of Consultancy Services for the "Development of JHMC-Quality Management System Certifiable to ISO 9001:2008".	-	On-going conduct of the "Development of JHMC-Quality Management System Certifiable to ISO 9001:2008" with the Development Academy of the Philippines (DAP).	-	On-going Development of the JHMC-QMS Manual - Status: IQA Stage	1	- On-going Development of the JHMC-QMS Manual - Status: Stage 1 3rd Part y Audit (February 5, 2016), and Stage 2 (Feb. 19-20, 2016)

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				2013	2014	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
						Target	Actual	Target	Actual	Target	Actual	Target	Actual
SO 8: Improve Technology and Infrastructure Support													
SM 11: No. of processes automated	Absolute Number	5.0%	Actual / Target x Weight	1	1	-	Start of the procurement process for the HRIS	2 (FIS and HRIS)	a. Human Resource Information System- on going procurement process; and b. Finance Information System- for procurement of the Base Conversion and Development Authority (BCDA) to have a parallel FIS for all the subsidiaries.	-	- Human Resource Information System was in place and undergoing testing and validation	-	(HRIS- Finger ID System, Attendance Management System)
SO 9: Improve Knowledge and Skills, Professionalism and Career Development													
SM 12: Overall Training Spread Index	95% of total annual target	5.0%	Actual / Target x Weight	No Baseline Data Available	Average: 14.2 hour/employee per year	16	37 employees trained during the quarter	16	a. 43 employees attended various trainings as of the report date b. The average training hours for the 2nd Quarter is 28.21 hours per employee.	14	a. 50 employees attended various trainings as of 30 September 2015 b. The average training hours for the 1st-3rd Quarter is 39.72 hours per employee.	13	98% of the employees attended at least 16 hours of training a. 51 employees attended various trainings as of 31 December 2015 b. The average training hours per employee for the CY 2015 is 54.41 hours .

Prepared by

BEVIENE G. MALATEO-APALING
Corporate Planning Manager

Approved by:

JAMIE ELOISE M. AGBAYANI, M.D.
President and CEO

JAN 29 2016

