



President's Report

C.Y. 2020



VISION:

By 2030, JHMC shall have transformed Camp John Hay into a sustainable tourism destination in the North with “innovative approaches” to promote investments, improved employment opportunities and quality services while preserving the environment.

MISSION:

As the steward of Camp John Hay, JHMC develops the estate into a premier tourist and investment destination that enforces efficient and effective regulation, ensures sustainable multiple use of forest watershed and contributes to national economic growth and job generation.

CORE VALUES:

- *Stewardship*
- *Passion for Environment*
- *Integrity*
- *Commitment*
- *Excellence*

THE JHMC BOARD OF DIRECTORS

The current composition of the JHMC Governing Board is as follows:

Names	Positions
1. Mr. Silvestre C. Afable Jr.	Chairperson
2. Atty. Ceasar G. Oracion	Vice-Chairperson
3. Mr. Allan R. Garcia	President and CEO
4. BGen. Eduardo B. Davalan (Ret.)	Director-Corporate Treasurer
5. Ms. Charito R. Dulay	Director
6. Dr. Alejandro F. Fernandez	Director
7. P/Director Rufino G. Ibay Jr. (Ret.)	Director
8. Atty. Rudolph Steve E. Jularbal	Director
9. Ms. Gloria F. Peralta, CPA	Director
10. Mr. Monico A. Puentevella Jr.	Director
11. Atty. Christian Paul L. Ulpindo	Director

THE PRESIDENT'S REPORT CALENDAR YEAR 2020

Over the years, the John Hay Management Corporation (JHMC) as a steward of the Camp John Hay, continues to develop the estate into a premier tourist and investment destination and center for human resource development. It continues to be a strong catalyst for economic growth and job generation, manages its forest watershed areas with a goal of sustainable multiple use and administers effective and efficient regulation in the John Hay Special Economic Zone (JHSEZ) and the John Hay Reservation Area (JHRA) and have been building partnership with various stakeholders for a lasting and positive impact in the City of Baguio and the country.

Aligned to its Vision-Mission-Core Values Statement, the Governing Board of the JHMC set the five (5) focus areas for the Calendar Years (CYs) 2019 to 2023 as follows: Environment Preservation; Tourism Development/ Revenue Generation; Human Resource Development; Enhancing Relationship Lines and Relationship Building Collaboration; and, Safety and Security Issues.

In addition, a general direction was laid for the management of the Bounce Back Better (BBB Plan) for the Bases Conversion and Development Authority (BCDA) Group in view of the Corona Virus Disease – 19 (COVID-19) pandemic. Four (4) strategic areas for focus to operationalize and implement priority projects for CYs 2020 – 2022 were identified as follows:

Rapidly Recover Revenue; Rebuild Operations; Rethink the Organization; and, Accelerate the Digital Adoption to Enable Re-imagination.

This President's Report was prepared in accordance with the strategic directions and policies set by the Governing Board of the JHMC, the Performance Agreement with the Governance Commission for Government-Owned or Controlled Corporations (GCG), and the Revised Performance Agreement with the Bases Conversion and Development Authority (BCDA).

It is a privilege and an honor to report the major accomplishments of the JHMC for CY 2020.

A. On Customers/Stakeholders/Social Impact Perspectives

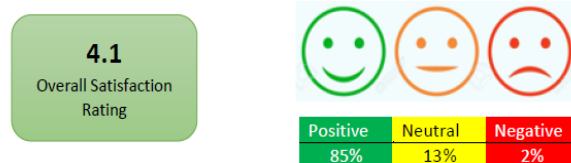
CUSTOMER SATISFACTION RATING

Obtaining a good customers' satisfaction rating is an indicator of providing a high-level delivery of public services.

Below is the result of the annual Customer Satisfaction Survey (CSS) conducted in accordance with the standard methodology, procedures, and modalities prescribed by the Governance Commission for Government Owned or Controlled Corporations (GCG) by the third party consultant, Premier Value Provider, Inc.

A. Overall Customer Satisfaction Score Zoom in (Ctrl+Plus)

- Using a Likert scale of 1 to 5, JHMC's overall average customer satisfaction rating is 4.1 which is Satisfactory.
- The level of overall customer satisfaction rating is excellent with an 85% overall positive ratings which means that 85% of the respondents gave a positive rating (a score of 4 or 5) to JHMC.



Technical Note:

% positive pertains to the percentage of respondents who gave an overall rating of 4 or 5 (on a scale of 1 to 5). Similarly, % neutral is the percentage of respondents who gave an overall rating of 3 while % negative is the percentage of respondents who gave a rating of 1 or 2.

Interpretation of Scores:

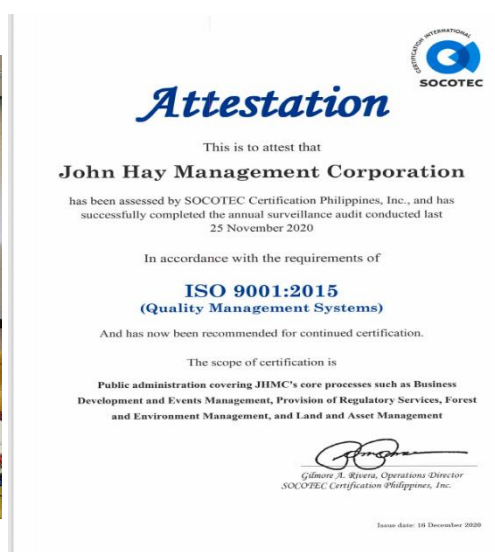
For the Average Rating: 1 to 1.80 (Very Dissatisfied), 1.81 to 2.60 (Dissatisfied), 2.61 to 3.40 (Neither Satisfied nor Dissatisfied), 3.41 to 4.20 (Satisfied), 4.21 to 5.0 (Very Satisfied)

For the Percentage Rating: Below 50% (Areas for Improvement/Poor), 50%-74% (Flag-up/Satisfactory, 75% and above (Strength/Excellent)

This is a proof that JHMC goes beyond compliance and operates policies of continuous improvement in order to ensure integrity and honesty in dealings with customers and operate highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same.

ISO 9001:2015 CERTIFICATION

True to its policy to continually improve its Management System, JHMC was again recommended for a Certification Maintenance of its ISO 9001: 2015 – Quality Management System (QMS) of JHMC’s core processes covering Business Development and Events Management, Provision of Regulatory Services, Forest and Environment Management, and Land and Asset Management, on 25 November 2020 by the **SOCOTEC Certification Philippines, Inc.**



In photo: JHMC President Allan R. Garcia, Vice-President Jane Theresa G. Tabalingcos and Quality Management Representative Lea C. Quisoben-Maguilao is joined by representatives from the Management and Staff with the External Auditors from the SOCOTEC Certification Philippines Inc. during the 2nd Surveillance Audit on 25 November 2020 for the Certification Maintenance of JHMC’s ISO 9001:2015.

On 31 December 2018, JHMC has been assessed and recommended for the certification of the ISO 9001:2015 by the **AJA REGISTRARS INC.**, valid until **20 March 2022**.

ISO 14001:2015 CERTIFICATION

JHMC has proven itself to be an environmentally responsible entity, proof of which is the Certification from **SOCOTEC Certification Philippines, Inc**, a reputable third party certifying body, that JHMC is ISO 14001:2015 – certified.

As we closed the year 2020, JHMC has been recommended for its continuing certification to the ISO 14001:2015, via hurdling the first EMS Second Surveillance audit in November 24, 2020. This solidifies our mandate on being stewards of the environment and we monitor and control our environmental impacts and aspects in a “holistic” manner. As an organization JHMC has, in the process, considered all environmental issues relevant to its operations, such as air pollution, water and sewage issues, waste management, soil contamination, climate change mitigation and adaptation, and resource use and efficiency.



On 31 December 2018, JHMC has been assessed and recommended for the certification of the ISO 14001:2015 by the **AJA REGISTRARS INC.**, valid until **13 February 2022**.

FREEDOM OF INFORMATION

President Rodrigo Roa Duterte issued Executive Order (E.O.) No. 2, series of 2016, on "Operationalizing in the Executive Branch the People's Constitutional Rights to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefore." It sets the provisions under which every Filipino may have access to information.

On its 4th year, JHMC received its Certificate of Compliance for being fully-compliant with the enhanced Freedom of Information (FOI) requirements, as validated by the Presidential Communications Operations Office (PCOO), pursuant to Section 5.7.b of Memorandum Circular No. 2020-1, issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems (Task Force Administrative Order 25, s. 2011).



FOREST MANAGEMENT

The forest watershed of Camp John Hay (the Camp) is considered as the "last frontier" of vast forested area within Baguio City, reason why it has been dubbed as the "Lungs of the City". In fact, according to DENR-CAR statistics this Benguet Pine-dominated forest within the Camp accounts for roughly 53% of the remaining forest cover of Baguio City, reason why the *Ambient Air Quality Index* within this tourist haven in Baguio City has consistently been rated as

“GOOD” by the DENR –Environmental Management Bureau, which is so far the best index in the entire Baguio, La Trinidad, Itogon and Tuba (BLIST) District.

For the year 2020, the following are the accomplishments relative to the management of the Forest Watershed and Biodiversity:

Reforestation/ Enrichment Planting Program/ Support to the National Greening Program

JHMC has consistently complied with Executive Order No. 26 otherwise known as the National Greening Program (NGP) of the government. A total of 2,375 seedlings of Benguet Pine, Coffea Arabica and Tibig were planted within Camp John Hay as a measure to mitigate the environmental impacts brought about by the removal of dead and/or pest-infested trees that posed danger to public safety and forest ecosystem health. The table below shows the details:

Date (CY 2020)	Participants	No. of seedlings	Planting site/Location
August	Forest care personnel	875 Ipil-ipil	Yellow Trail
September 28 & 30	JHMC employees, and its service providers	1,050 Benguet pine, 350 coffee and 100 tibig seedlings	Hillside
Total		2,375 seedlings	



Some members of the JHMC Management Committee joining the Tree Planting Activity inside the John Hay Reservation Area (JHRA).

General Forest Care Activities

General forest care activities consisting of **fire line and green belt maintenance, gathering of abandoned forest wood wastes, assisted natural regeneration (ANR), and thinning of pine stands** are being conducted within portions of the JHSEZ and JHRA. These are undertaken to protect and enhance forest quality. The table below shows the accomplishments:

SITE	Area covered,m ²
Upper Dagsian	2,200.00 m ²
Scout Barrio	2,050.00 m ²
Hillside	6,000.00 m ²
Lower Dagsian	6,440.00 m ²
Yellow Trail	9,500 m ²
TOTAL	23,990 m²



Cleared fire lines at Hillside.



Cleared fire lines at Yellow Trail.



Cleared fire lines at Lower Dagsian.



Cleared fire lines at Scout Barrio.

JHMC-Initiated Tree Cutting and Pruning Operations

In a natural, dynamic ecosystem, tree mortalities and senescence is an integral part of ecosystem functions/processes. These tree mortalities particularly due to pest infestation, however, has to be managed through sanitation cutting operations to maintain forest ecosystem health and the general aesthetics of the environment, as well as to ensure public safety and well-being within the Camp.

For the year 2020, a total of 175 dead Benguet Pine trees that posed danger to public safety and/or pest-infested were cut and 239 Benguet pine trees were pruned to ensure public safety as well as to prevent the spread of the infestation/infection to the healthy trees. These tree cutting events were all covered by a Tree Cutting Permit issued by the DENR-CAR.



Photo documentations of cutting operations to dead and/or pest-infested Benguet Pine trees posing danger to public safety.

Nursery Management and Landscape Maintenance Services at the Historical Core

The Historical Core area is by far the most visited botanical, cultural and heritage park in Camp John Hay. As such, to maintain its beauty to the visiting public, an array of maintenance and enhancement activities is continuously undertaken among which are grass and weed control, replacement of plant mortalities within the pocket gardens and surrounding landscape, trimming and pruning of hedges and other ornamentals, plant cultivation and fertilization, watering, pest and diseases control activities, and continuous propagation and maintenance of quality ornamental plants and forest tree seedlings at the JHMC nursery.

For the year 2020, a total of 3,811 ornamental plants were propagated, maintained and planted within the Historical Core, while for the forest tree seedlings a total of 16,840 of Benguet Pine and Coffea Arabica was propagated, maintained, and subsequently disposed in support of JHMC's tree planting program and as seedling donations to environment-friendly agencies and institutions, also in support of their tree planting endeavors.



Photo of the JHMC Nursery at the Historical Core where ornamental plants and forest tree seedlings are being propagated and maintained.

Eco-Awareness Talks

On November 27, 2020, JHMC-EMD, Gardening Services and Forest Care services personnel were empowered through skills enhancement Eco-Awareness talk imparted by DENR-WWRRDEC. The topic tackled on Tree Health Assessment and Nursery Management. This is JHMC's way of encouraging them to actively participate in the conservation of the forest resources, at their work assignment and even in their daily living.



ENVIRONMENT MANAGEMENT

Environmental Compliance of JHSEZ locators

As part of the regulatory services, 59 out of 59 Certificate of Environmental Compliance (CEC) applications of JHSEZ locators were processed, inspected, their environmental management measures audited and approved.

The issuance is an evidence of the JHSEZ locators pass the environment and sanitation inspections and audits as a measure to check their compliance to existing environment and sanitation standards.



EAMD-Environment Management Division checks on Environment Compliance of locators: photo of the Solid Waste Management and STP control center of IHG.

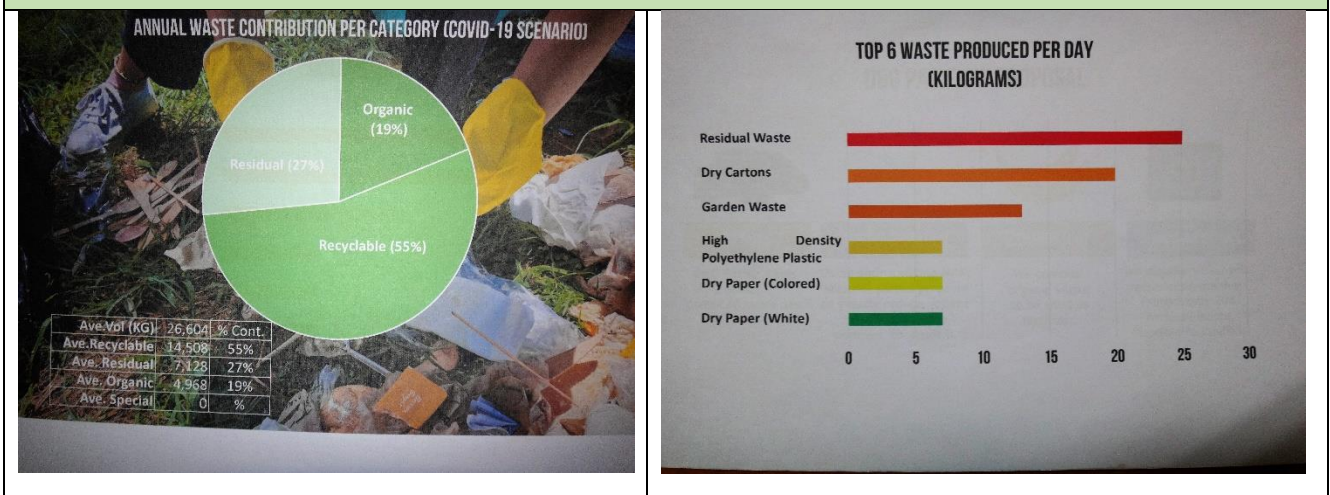
Solid Waste Management

One of the main areas of concern on environment management is JHSEZ's compliance to Republic Act 9003 or the Ecological Solid Waste Management Act of 2000. Through regular inspections of locators operating within the zone, we find that managing solid wastes is a major challenge.

Conduct of Waste Analysis and Characterization Study DURING the Pandemic

JHMC has cooperated and coordinated with D & G Pacific, to come up with a **Waste Analysis and Characterization Study (WACS)** DURING the pandemic, knowing that its solid waste profile would be different. as well as integrate various solid waste management plans and strategies within the zone. Fundamental to this plan is the conduct of a Waste Analysis Characterization Study (WACS) that becomes the basis of specific programs, with emphasis on waste diversion targets.

WACS Results gathered through D & G Pacific



This result became the basis for JHMC to inform JHSEZ locators through the quarterly locators' meeting, on the solid wastes that have been generated and changed the waste profile of JHSEZ.

Beginning the year 2020, JHMC has started and is informing, through the locators' meeting, environment audits and inspections to properly manage COVID-19- related wastes (e.g face masks and tissue).

Responsible Waste Management Campaign in its Operations

JHMC procured materials towards encouraging responsibility in managing wastes in its operation placed in ages in strategic areas.



Photo of the e-waste bin placed in a strategic location to encourage proper disposal of electronic discards

Water Quality Management

All septage facilities under JHMC operations have valid Discharge Permits, and their status reported on a quarterly basis to the EMB-CAR.

All Discharge Permits are valid

1. **DP-CAR-20- 00548 (CCA)** December 21, 2019 up to January 29, 2021
2. **DP-CAR-20- 00574 (Cottage 629)** December 21, 2019 up to January 29, 2021
3. **2017-DP-B-141114-201 (Bell House)** February 20, 2017 up to February 19, 2022
4. **DP-CAR-20- 00682 (Carport)** January 03, 2020 up to February 04, 2021
5. **DP-CAR-20-00683 (Office Complex)** January 03, 2020 up to February 04, 2021

Rainwater Harvesting Units Installed as a Water Conservation Measure in Maintaining the JHMC Nursery Operations.

Collecting rain and storing it will ensure that there is water stored for various uses instead of being wasted down the drains.

Based on the need of JHMC operations, it will reduce utility expense on water consumption, to augment the water supply for the maintenance, cleaning and gardening of landscapes, and other non-potable uses such as for toilet flushing. The environmental implications of the project on water efficiency scheme is the main reason for investing in this rainwater harvesting system.



The newly-installed rainwater harvesting facility at the Historical Core.

Air Quality Management

Ambient Air Quality Monitoring on Particulate Matter 10 (PM¹⁰) concentrations for the year 2020 were conducted and yielded results that are within permissible limits.



Air sampling at the Mile-Hi Center and at the Ayala Technohub areas.

Air Pollution Sources in the JHSEZ are regulated and inspected by EAMD-EMD for the validity of EMB Permit to Operate, compliance to permit conditions, and integrity of these facilities. No Notices of Violations were issued after the inspection.



Photo of one of the inspected source of air pollution in the JHSEZ, located at the Treetop Adventure Philippines Inc. (TAPI) – Baguio.

Hazardous Waste Management

For the year 2020, EAMD-EMD together with an EMB-Accredited Hazardous Waste Transport, Storage and Disposal entity, the EnviroCare Management Precision Incorporated as its service provider, has disposed hazardous wastes in an environmentally responsible manner. It responsibly disposed 1.448 Tons waste electronics, 137 kilograms of busted lamps and lead acid batteries.



Hauling out and loading into truck/ vehicle covered by the Permit to Transport from EMB- Region III going to Metro Clark Waste Management Facility in Capas, Tarlac. (February 17, 2020)

On Compliance to Chemical Control Order for Asbestos

DENR-EMB issues **Chemical Control Orders (CCOs)** that prohibit, limit, or regulate the use, manufacture, import, transport, processing, storage, possession, and wholesale of those priority chemicals that it determined to be regulated, phase-out, or banned because of the serious risks they pose to public health, workplace, and environment. These are steps taken towards the greater task of gradually phasing out / removing the remaining ACM within the JHSEZ, or as the BOD Chairman termed it, to be “**Asbestos-Free JHMC**”.



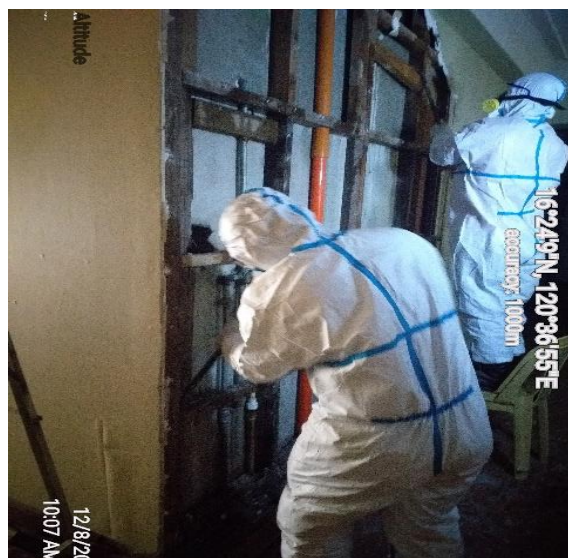
Dismantling Works of Asbestos Materials following DAO 2000 – 02 / Chemical Control Order for Asbestos: Safety and Work Methodology Review, toolbox meeting, and final assessment prior to commencing main works.



i-Advance Philippines conducting a continuous asbestos ambient air sampling before and during the dismantling and demolition activities.



Inspection of final layout of H- Frame scaffolds, air monitoring device, PE liners and signage prior to commencement of demolition works.



Left: Chemical handling Safety Orientation and Meeting with JHMC personnel following confirmation that there are asbestos materials at the Igorot Lodge toilets' walls and ceiling.
Right: Initial dismantling of some asbestos at Igorot Lodge.

Adopt –An – Estero / Water Body Program

This is a collaborative undertaking between and among communities along creeks and water ways with EMB as the lead agency. The objective is mobilizing the local communities and individuals to be more aware and ecologically responsible on managing solid wastes that end up in bodies of water.

Participation to the National Clean Up Month Activities



Clean Up Activity of Loakan Road (waterways, estero and canals) participated by JHMC employee volunteers yielded around 520 kilograms of mixed solid wastes. This wastes are diverted and prevented to flow and pollute water ways and networks. (September 29, 2020)

ASSET MANAGEMENT

Business Development and Jobs Generation

JHSEZ Locators and Job Generation

Despite the ongoing health crisis, JHMC has maintained its role as the primary catalyst for economic development and job generation in the Cordillera Region.

Three (3) new locators added to the list of business enterprises namely: Jo's Food Services, ZCY La Cantina Catering and Pneumatikos Auto Rental. The new locators brought the total number of business enterprises to **109** in the JHSEZ which is a minimal decrease equivalent to 6.84% from CY 2019 of 117. While the total number of business enterprises almost remained, the ongoing health crisis deeply affected the gross sales within the Zone as part of the tourism industry by around 67%, resulting to a total of **PhP 363.36 million** for the year from the PhP 1.095 billion in CY 2019.

The impact of the pandemic has undeniably affected the employment within JHSEZ. Since the declaration of Enhanced Community Quarantine (ECQ) in mid-March 2020, not all establishments within the zone are operating even after quarantine was relaxed. As a consequence, thereof, employment has significantly decreased as compared to CY 2019 data.

Nevertheless, as part of its contribution to the nation, job generation within the Zone yielded an average of 4,583 for the year. The major employment contributors were from the Business Processing Outsourcing (BPO) – Concentrix and the Intercontinental Hotel Group (IHG) contributing an average equivalent of 68% and 22% of the average job generation for the year. Lastly, **ninety-eight percent (98%)** of the jobs in the JHSEZ is sourced from the BLISTT-Baguio City, La Trinidad, Itogon, Sablan, Tuba, Tublay and the Cordillera.

New Businesses and Lease Contracts

Disposition of the Sheridan Drive Property

The Filinvest Consortium led by Filinvest Hospitality Corporation (FHC), a wholly owned subsidiary of Filinvest Development Corporation (FDC), was awarded a 25-year term lease agreement by the Bases Conversion and Development Authority (BCDA) and the John Hay Management Corporation (JHMC) over a 5,700-square meter property at the heart of Camp John Hay (CJH) in Baguio City. The lease agreement will allow Filinvest to develop a new 200+ room hotel and strengthen its hospitality presence in Northern Luzon. The new build property will be the first dual brand property under the Grafik and Quest brands and will be managed by Chroma Hospitality Inc. (CHI).



The agreement was signed by BCDA President and CEO Vince Dizon, JHMC President and CEO Allan Garcia and FHC Senior Vice President Francis Gotianun during a simple ceremony in Taguig City. (December 9, 2020)



At least **two (2) short term lease contracts** were entered into by JHMC for the year with ARS Souvenirs; and, Spouses Simplicio M. Reyes and Vilma P. Reyes.

ASSET DISPOSITION PROGRAM

For CY 2020, four (4) beneficiaries received their Transfer Certificate of Title (TCT).

<p>DUMPIT, ALEJANDRO G.,Heirs of represented by Fely D. Imson <i>Block No.: 7</i> <i>Lot No.: 6</i> <i>TCT No.: 83421</i> <i>Date of Released: 14 February 2020</i></p>	<p>RONDEZ, PERFECTO A represented by Myrna Gonzales <i>Block No.: 10</i> <i>Lot No.: 14</i> <i>TCT No.: 83490</i> <i>Date of Released: 18 February 2020</i></p>
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**STA. MARIA, ATANACIO V., Heirs of
represented by Myrna R. Sta. Maria**

Block No.: 10

Lot No.: 15

TCT No.: 83491

Date of Released: 30 September 2020



**TORCEDO, MARY F., Heirs of
represented by Maria Barbara F. Torcedo**

Block No.: 8

Lot No.: 1

TCT No.: 83442

Date of Released: 30 September 2020



LAND ASSET MANAGEMENT

BCDA Special Patent Application (SPA)

Letter was sent on 02 December 2020 to the Office of the DENR Secretary to respond on the concerns or issues raised with reference to the electronic mail by the DENR -Cordillera Administrative Region (CAR) to the BCDA on 27 August 2020 relative to the request for the issuance of Special Patents covering certain parcels of land located within the Camp John Hay Reservation, Baguio City.

The Patents are still pending review at the Office of the President – Proper under Office of the Deputy Executive Secretary for Legal Affairs (ODESLA), Secretary Acosta.

Ancestral Land Claim Within Camp John Hay

The JHMC-LAMD in coordination with the Legal Department extended assistance to the BCDA by conducting research with the Baguio City Assessor's Office (CAO), LRA-Registry of Deeds-Baguio City, DENR-CAR and NCIP-CAR. Necessary documents were provided to BCDA for the filing of complaints for reversion/cancellation of CALTs against all claimants who have been issued with titles over real properties located within the bound of CJH.

As of this date, per monitoring and inventory, 218.41 hectares or 34.88% of the BCDA land in Camp John Hay were issued with Certificates of Ancestral Land/Domain Title (CALT/ CADT).

On 13 February 2020, the JHMC transmits an advance electronic file copy of letter through electronic mail to the City Assessor's Office (CAO) requesting certified true copies of the tax declarations of land of the Thirty-Four (34) Certificate of Ancestral Land Titles (CALTs) within the Camp John Hay Reservation. The CAO initially issued ten (10) certified true copies of tax declaration of CALTs on 18 February 2020 and the same was transmitted through courier service to the BCDA. Further, on 27 October 2020 twenty-nine (29) certified true copies of tax declarations were issued and immediately endorsed to the JHMC Legal Department for appropriate action.

A total of Thirty-Nine (39) issued tax declarations or 26 out of 34 CALTs has been transmitted to the BCDA.

Coordination with the CAO is ongoing with regard to the other request of the BCDA.

Monitoring of the compliance to the Deed of Usufruct Over BCDA Property in The Camp John Hay

- a. Conducted series of coordination meeting/s and on ground joint validation with the following:
 - Special Committee for the Deed of Usufruct (DOU) entered into by and between the BCDA and the Department of Environment and Natural Resources – Watershed & Water

Resources Research, Development and Extension Center (DENR-WWRRDEC). Validation of all structures within the DOU of WWRRDEC was conducted during the first quarter and the committee was able to generate Masterlist of Structures in the said area.



- Department of National Defense (DND) and Armed Forces of the Philippines - Coordination meeting was conducted on 06 March 2020 relative to the proposals of the DND on the area covered by the DOU. Ocular inspections were conducted later on and said proposal was forwarded to the BCDA.
- BCNHS – Hillside Annex - Awaiting schedule of the conduct of survey to determine the metes and bound of the school perimeter. Cost of said survey will be handled by the DepEd-Baguio.

b. Technical assistance on the request of the Office of the Civil Defense (OCD CAR), Bureau of Fire Protection (BFP Baguio and Region), Baguio City Emergency Medical Services (BCEMS) and Department of Justice (DOJ) to enter into a **Deed of Usufruct**.

The identified area for the above purpose is a portion of **Lot 8 Ccs – 131102 – 000030** located along **Loakan Road Greenwater Village**, John Hay Reservation Area.



Technical Joint Meeting last June 17, 2020



Second site inspection last 30 October 2020



Presentation of the proposed Justice Hall building last 04 December 2020

Certificate of Coverage (COC)

Inspection/validation, preparation and issuance of Certificate of Coverage (COC) pertinent to the various requests of Project Management Division (PMD), Safety and Security Department (SSD), Legal Department, Barangay Residents and other Government Agencies undertaking development and/or projects within the John Hay Special Economic Zone (JHSEZ) and John Hay Reservation Area (JHRA).

A total of One Hundred Three (103) COC's were issued. Below is the summary

	Number of COC's	Percentage
COC released within 5 working days upon approval	100	97.09%
COC released beyond 5 working days	3	2.91%
<i>Total</i>	<i>103</i>	<i>100.00%</i>

	Number of COC's	Percentage
Internal requests for COC	65	63.11%
External requests for COC	38	36.89%
<i>Total</i>	<i>103</i>	<i>100%</i>

Inventory and Monitoring of Encroachments

Inventory, preparation of notices and/or correspondences, and monitoring with regard to the encroachments to Generated Lots and Road Lot 7 at Scout Barrio within Camp John Hay: five (5) recorded encroachments over Road Lot 7 and ten (10) recorded encroachments over the generated lots.

Structure-owners with encroachments in the generated lots at Barangay Scout Barrio didn't comply with the notices issued for voluntary demolition. Hence, legal intervention is necessary.

PROJECT MANAGEMENT SERVICES

While this pandemic has caused a major setback to most aspects of the operations, it somehow allowed JHMC, on a brighter note, to proceed with its priority projects on rehabilitation works to maintain BCDA and JHMC assets in their pristine conditions and prepare the facilities for the new normal.

There were **seven (7)** projects which were completed or are being implemented within the calendar year with a total contract amounting to **forty-nine million, one hundred forty-four thousand, seven hundred twenty-four & 56/100 pesos (PhP 49,144,724.56)**, as follows:

Rehabilitation of the Former AIM Conference / Caserom

The former AIM Conference and Office space was repaired, rehabilitated, with utilities restored to serve as a temporary office for the JHMC departments located at the former Cottage 624, which include the Executive Offices, Legal Department, Corporate Planning Unit, Records Unit, and Safety and Security Department, pending the construction of the new office building.

Rehabilitation works costing PhP841,790.94 was completed last 18 January 2020, to accommodate the Executive Office



Above: Before photos of the Former AIM Conference Room/ Caserom
Below: After photos of the Former AIM Conference Room/ Caserom



Rehabilitation of Baguio Country Club Control Point

The rehabilitation works are for the upgrading of the control point at the Baguio Country Club Village, Camp John Hay, Baguio City. This project costing PhP198,069.27 was completed on 17 February 2020.



Photo of the Baguio Country Club Control Point, Country Club Village, Camp John Hay, Baguio City.

Rehabilitation of Bell House Phase 2 at the Historical Core

This is a continuation of the series of rehabilitation works for the Bell House (interior and exterior) which included the major scope of works such as removal of the existing deteriorated wooden flooring system at the left side wing towards the rear and replaced with concrete slab and wood plastic composite flooring, and correction of the leaning and deteriorated wooden posts of the porch and replacing with concrete post, to ensure safety and increase the value of the structure. This project costing PhP 5,349,557.06 was completed on 17 February 2020.



Photos taken during and after the rehabilitation works.

Installation of Rainwater Harvesting Facility

The facility will allow rain collection system to be used for gardening and minor clearing. The project was completed in 13 March 2020 at a cost amounting to PhP 97,803.56.

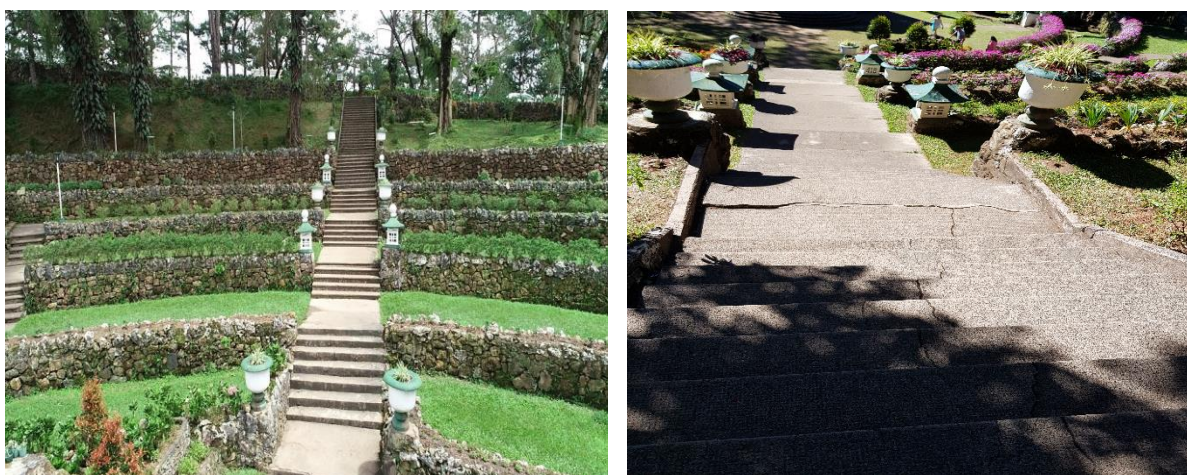


The installed rainwater harvesting tanks has concrete pedestal.

Rehabilitation of Damaged Stairways Leading to the Amphitheater

The rehabilitation of dilapidated and unsafe stairs leading to the Bell Amphitheater is necessary to ensure safety of tourists and employees. The project was completed in 20 October 2020 at a cost amounting to PhP 420,569.81.

Series of Work Suspension/Resumption Orders were issued to the Contractor, relative to the COVID-19 Public Health Crisis; hence, the revised project completion date.



Misaligned and unsafe stairs to the Main Gazebo.



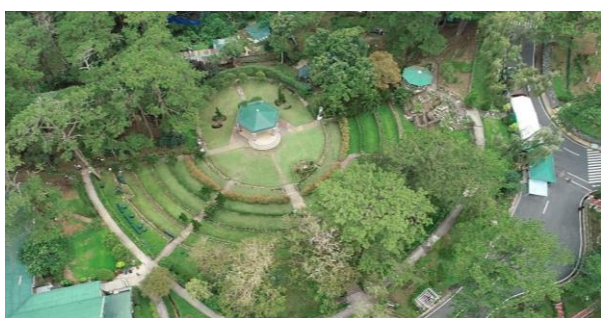
Restored stairs leading to the Main Gazebo.

Rehabilitation of the Bell Amphitheatre

The Bell Amphitheater which dates from the U.S. Air Force (USAF) time is a popular tourist destination and venue for weddings, birthdays, and other occasions. There is a need to upgrade and rehabilitate the area, repainting of structures, access for the persons with disability, senior citizens, access to the Bell Amphitheater gazebo.

Series of Work Suspension/Resumption Orders were issued to the Contractor, relative to the COVID-19 Public Health Crisis; hence, the revised project completion date.

The project costs PhP 4,236,933.92 which was completed in 17 December 2020.



Photos of the rehabilitated facility at the Historical Core.



JHMC Office Building (Design and Build)

The JHMC Office building will house all JHMC departments/divisions/units/offices in one structure to ensure efficiency and effective operations. The main floor will accommodate Board offices, and Board conference, SEZAD, and frontline services. The second floor will house the executive offices, administrative offices, legal department, business development department, corporate planning unit, and finance department. The mezzanine will house the EAMD offices, multi-purpose area and wellness area. The basement shall be used as storage spaces, safety and security office, and parking spaces.

Series of Work Suspension/Resumption Orders were issued to the Contractor, relative to the COVID-19 Public Health Crisis; hence, the revised project completion date on December 2021. The projects costs Php 38 million and is at 45.59% completion as of end of CY 2020.



Photos taken during the ongoing rehabilitation works.

REGULATORY SERVICES

JHMC-Office of the Building Official (OBO)

The JHMC-OBO ensures compliance of all locators with the National Building Code and the Comprehensive Fire Code of the Philippines.

Processing and issuance of building, ancillary, and occupancy permits in the JHSEZ in accordance to the National Building Code of the Philippines, P.D. 1096

This involves evaluation, processing, validation and inspection of permit applications for building and ancillary, demolition, repair/renovation, occupancy, annual electrical and annual mechanical permits in the JHSEZ in conformity with the approved Comprehensive Integrated Master Development Plan (CIMDP) for the JHSEZ, and the provisions of the IRR of the National Building Code of the Philippines, P.D. 1096, Architecture law, National Structural

Code of the Philippines, Philippine Electrical Code, Philippine Mechanical Code, Sanitary Code of the Philippines, Fire Code of the Philippines, and other pertinent laws.

Permits processed, evaluated, inspected and issued for the year are the following: Building permits: Nine (9); Sign permit: Three (3); Scaffolding permit: Two (2); Annual Permits - Annual Mechanical permits: Twenty-Five (25); and, Annual Electrical permits: Twenty-Eight (28).

Processing and Issuance of House Repair permits to bonafide residents in the outlying barangays located in the CJH reservation according to the Construction Policies and Guidelines

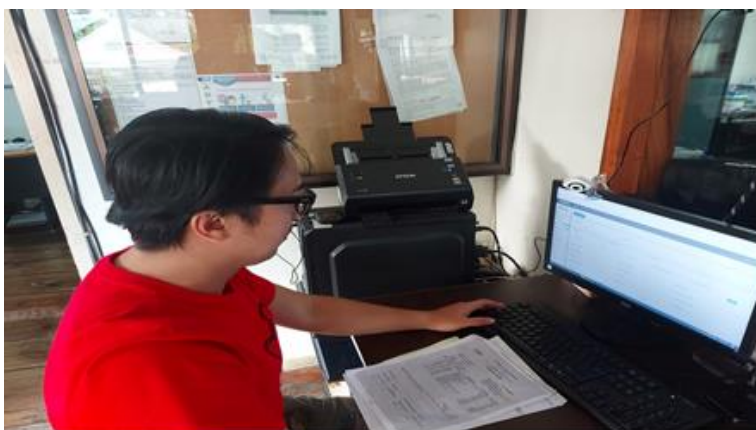
The OBO personnel evaluated, processed, inspected, and issued Conditional permits for house repair to censused residents (1991 and 2001) residing in the JHRA, and Permits to Bring-In (PBI) for government projects.

Permits processed, evaluated, inspected and issued for the year are the following: House repair permits: Eighteen (18); and, PBI for barangay and government/non-government projects: Eight (8).

Special Economic Zone Administration Department/One-Stop-Action Center/Customs Clearance Area

Accreditation Center

The Accreditation Center continues to process Certificates of Accreditation and Permits to Operate within committed turn-around time. For the year 2020, we processed and issued 79 Permits to Operate to 79 applications.



OSAC Processor, validating applications thru the SEZSIS

We also played a significant role before and after the declaration of the ECQ by the President of the Republic of the Philippines. The Accreditation Center, through Memorandum Circulars, has consistently reminded all its locators and employees within JHSEZ to observe basic health protocols.

After the declaration of the ECQ, all establishments ceased operations except for locators who were allowed under the declaration. When the quarantine was gradually relaxed, the Accreditation Center, with the assistance of the Department of Health (DOH), DOLE and Department of Trade and Industry (DTI), conducted inspection for the reopening of establishments within the zone. This is to ensure compliance to all protocols required by JHMC and the different government agencies. Inspections has been undertaken by the SEZAD-Accreditation Center until management transferred it to the SSD on December 16, 2020.

Representatives from JHMC, SEZAD Manager Zaldy Bello, Business Center Assistant Ajhay Costales and Corporate Planning Manager Lea C. Quisoben-Maguilao, had a consultation meeting with the JHSEZ Locators in light of the ongoing pandemic. This served as an avenue to assure stakeholders that JHMC is a partner to “heal as one” and be able to bounce back better amid the crisis.



Ayala Cluster



Filling Station Cluster

The pandemic has not prevented the Accreditation Center to conduct its regular locators' meeting. Through virtual meetings, locators' meeting still ensued to monitor the conditions of each locator and to listen to their concerns the pandemic has brought them. We invited speakers from DOLE, DTI and PhilHealth including our JHMC-EMD to guide them on how they will conduct their businesses within the zone while complying and adhering to health protocols.



Mile-Hi/ Batirol Cluster

**Ideal set-up for the New Normal,
with complete health protocols
(Log Sheet, foot bath and
scanner)**



**Paper bag for the facemask while
eating inside any JHSEZ
establishment. Mandated by the
issued Memorandum Circular of
JHMC.**

**Noted as one of the best practices
of Locators inside the JHSEZ by
the Department of Trade and
Industry, DTI during the Second
Locators Meeting for CY 2020**

Implementation of Customs Rules and Regulations Intensified

As of December 2020, a total of **21,240** inspections were conducted at the Customs Clearance Area (CCA) with all goods and articles entering and exiting the JHSEZ being properly

documented and appropriate fees collected. The JHSEZ is among the economic zones in the country with no recorded smuggling activities to date.

As part of our regulatory function as mandated by Customs Administrative Order 2-98 as amended by 11-2019, on May 2020 we confiscated several undocumented articles and subsequently released upon completion of the required documents and with proper clearance from our partner Government agencies, the *Bureau of Customs (BOC) and Philippine Economic Zone Administration (PEZA)*.



Photo taken in July 2020 during the inspection of IT equipment of Concentrix.

Issuance of JHSEZ Permits

At the height of the pandemic or during the total lockdown of entire Luzon Island, where basically majority of the departments shut down, the SEZAD was able to find ways to accommodate and processed permits as well as inspected all deliveries of our stakeholders inside the JHSEZ. The Department took advantage of the technology available through online processing of permits by utilizing the Special Economic Zone Regulatory Information System (SEZRIS).

The SEZAD has issued a total of **2,042** permits for CY 2020 with issuance of Gate Pass comprising **20.71 %**, followed by Local Purchase Form at **54.31 %**, Permit to Bring-In at **20.08 %**, Permit to Bring Out **4.26%**, and the remaining **0.64 %** consisted of other permits.

Table 1. Permits Issued

	J	F	M	A	M	J	J	A	S	O	N	D	TOTAL
GP	91	82	54	3	22	25	25	13	16	24	27	41	423
LPF	171	206	146	20	53	99	68	49	54	98	61	84	1,109
PBI	80	67	40	18	14	22	27	27	29	27	23	36	410
PBO-LA	5	2	4	0	6	10	7	4	4	3	3	6	54
PBO-TT	7	6	5	1	1	3	2	3	1	1	1	2	33

PBO-IA	0	0	0	0	0	0	0	0	0	0	0	0	0
DAA	2	2	0	0	0	0	0	2	3	1	3	0	13
TOTAL NUMBER OF PERMITS ISSUED													2,042

Table 2. Percentage Breakdown

SEZAD Permits	TOTAL	PERCENTAGE
GP	423	20.71%
LPF	1,109	54.31%
PBI	410	20.08%
PBO-LA	54	2.64%
PBO-TT	33	1.62%
PBO-IA	0	0%
DAA	13	0.64%
TOTAL	2,042	100%

LEGAL/ RISK MANAGEMENT

The JHMC Legal Department (LD) is committed towards providing quality legal support services through a proactive approach to legal risk management that will ensure the accomplishment of JHMC plans and programs in compliance with all relevant laws, rules and regulations.

Legal Risk Assessment/Management

On 10 December to 15 December 2020, the Legal Department conducted the Legal Risk Assessment and Management Survey for the 2020 calendar year. The survey was distributed to all JHMC regular employees wherein from a total of seventy-nine (79) expected respondents, fifty-five (55) employees answered the survey or 70% of the total population.

The survey revealed that more than majority of the JHMC personnel know the following information:

- JHMC is a government owned and controlled corporation (GOCC) without an original charter.

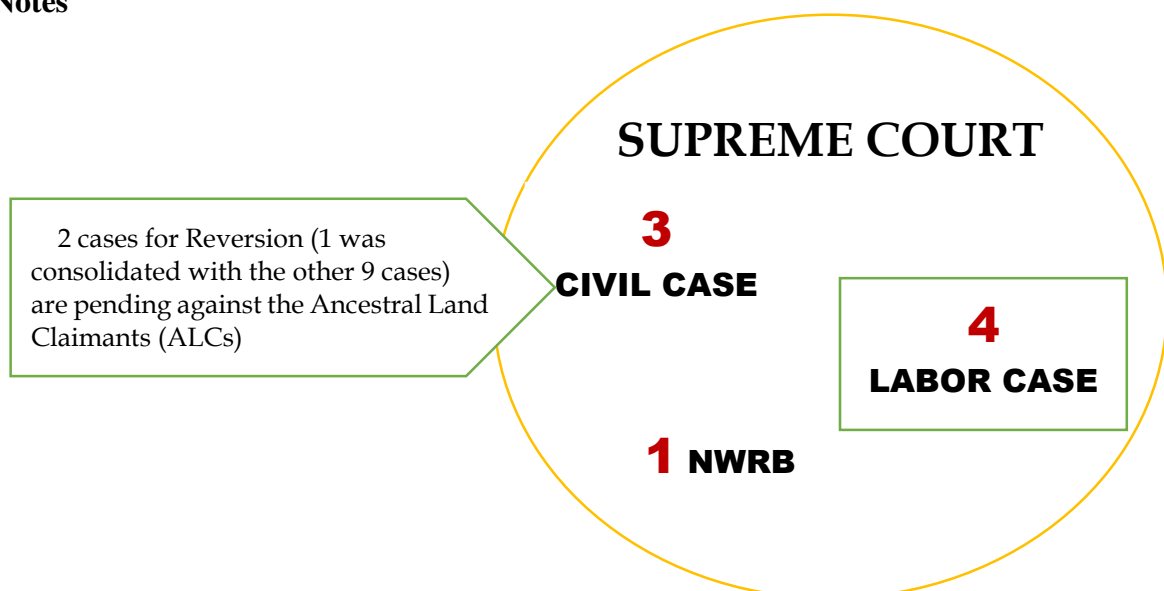
- b. JHMC is a GOCC incorporated as a stock corporation pursuant to the Corporation Code.
- c. Camp John Hay is divided into the John Hay Special Economic Zone (JHSEZ) and John Hay Reservation Area (JHRA).
- d. The JHRA comprises fourteen (14) barangays situated in Baguio City and one (1) barangay in Tuba municipality.
- e. One of JHMC's mandate is to protect the forest watershed and thus, it has a role in the enforcement of P.D. 705 otherwise known as the Revised Forestry Code.

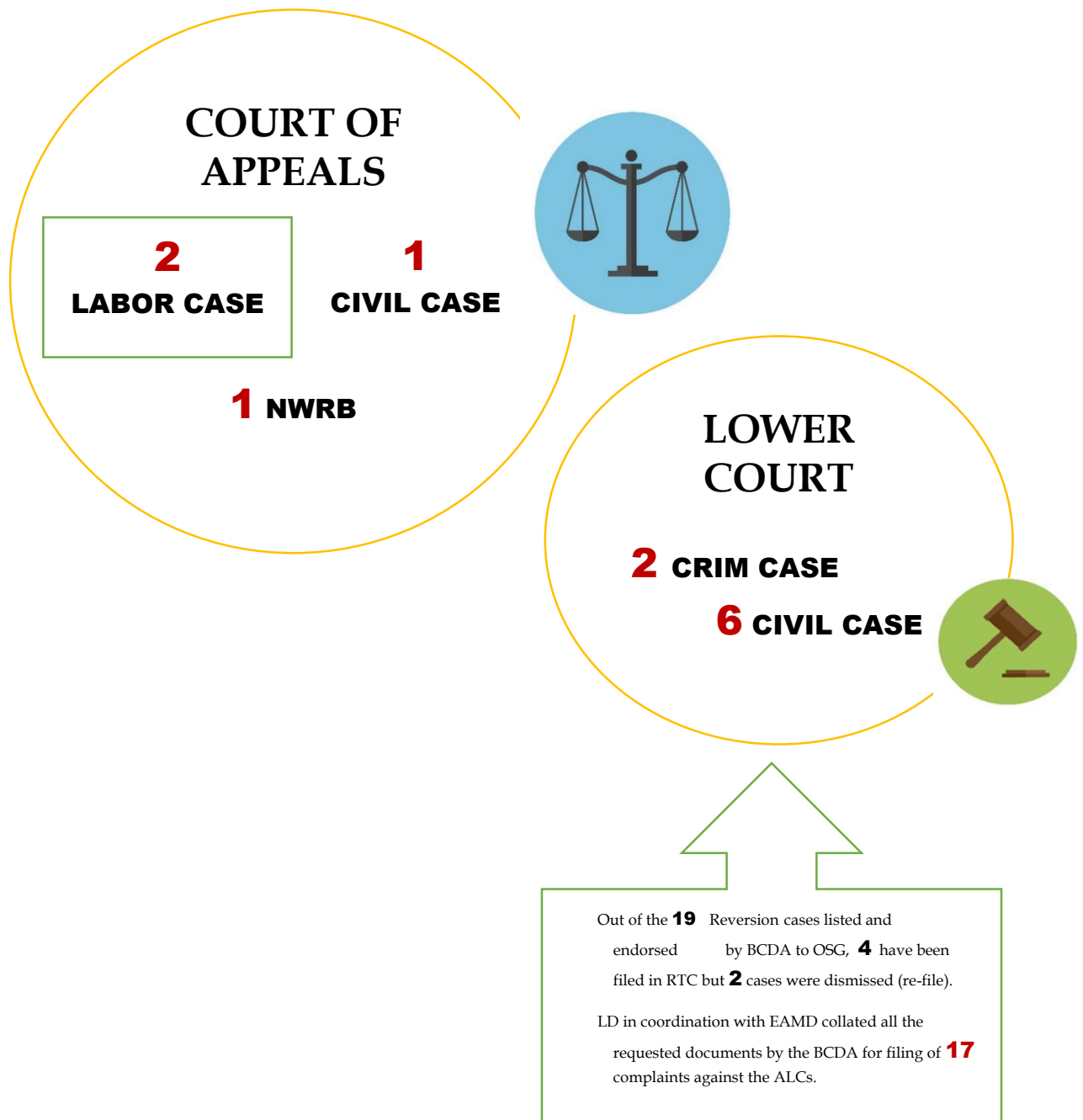
The survey also revealed that majority of JHMC personnel know ***SATISFACTORY OR MODERATELY*** about the following laws:

- a. **R.A. No. 7227** – Bases Conversion and Development Act of 1992.
- b. **R.A. No. 10149** - GOCC Governance Act of 2011: An Act to promote financial viability and fiscal discipline in GOCCs and to strengthen the role of the state in its governance and management to make them responsive to the needs of public interest and for other purposes.
- c. **RA 7916** - The Special Economic Zone Act of 1995: An act providing for legal framework and mechanisms for the creation, operation, administration, and coordination of Special Economic Zones in the Philippines, creating for this purpose, the Philippine Economic Zone Authority (PEZA) and for other purposes.

Case Management

* Notes





Legal Services



The following are the various legal services provided by the LD:

30	Contracts/Agreements
25	<i>Legal Opinion/Advise</i>
87	<i>Draft/Review of Letters</i>
4	<i>Policy/Procedures/Guidelines</i>
25	<i>Various Legal Requests/Documents</i>

SAFETY AND SECURITY SERVICES

The JHMC - SSD is responsible in the management of security and safety concerns of the JHSEZ and JHRA and ensures that there is sufficient compliance with the environmental, security, and safety laws, rules and regulations within the area.

Squatting remains a major threat to the land assets of BCDA/JHMC. Continuous coordination with the city anti – squatting unit (Anti – Squatting committee & CBAO) was undertaken to mitigate the unabated incidence of squatting. Documented cases of squatting were already forwarded to the City Building & Architecture Office Enforcement for validation while at least two (2) consultative conferences were conducted and presided by CBAO who directly warned all violators of the National Building Code or P.D. 1096 and the imposition of penalties.

The COVID – 19 pandemic somehow altered the landscape of the threat situation in the fields of Security & Safety.

1.1. Supervise the conduct 24/7 Security & Safety Operations in the (JHFR)		
Anti – Squatting operations	Activity	Remarks
	Demolition of illegal Structures	11
	Documented illegal construction activities (without JHMC/CBAO) permits	39
	Denied entry of construction materials	41
	Response to Fire incidents	6
Enforcement of P.D. 705		
	Illegal cutting of pine and other trees/prunning	12
	Girdling of pine trees	2
	Excavation	7
	Kaingin	0
1.2. Supervise the conduct 24/7 Security & Safety Operations in the JHSEZ		
CAO-2-98	Denied entry of unregistered articles (No PBI,PBO, Gate pass, etc.)	1,088
COVID-19 Response	Enforcement of Basic Health protocols (TRIAGE, Face Mask, Face Shield)	Denied 2, 212 unauthorized/unofficial entries; Installation of COVID-19 related advisories
Enforcement of PD 705	Conduct of Patrolling in the trails and other forested area	Daily
1.3. Special Operations		
	Investigation of unusual incidents	As necessary
	Retrieval of pine logs	7
	Road clearing	2
	Traffic Management	Daily
	VIP/Security Assistance	20
	Response to Vehicular Accidents	7
1.4. Supervision & Monitoring of Compliance to security contract		Quarterly evaluation of the Security Services provider
1.5. Meetings & Coordination of CJH Security & Safety units		Daily coordination for monitoring and updates of the COVID-19 situation and other safety and security related incidents/plans.

CORPORATE SOCIAL RESPONSIBILITY PROJECTS

These corporate responsibility projects (CSR) projects and public relations activities are being implemented yearly to reaffirm and ensure good working relationship with the stakeholders. CSR projects are for the less privileged sectors in society especially in the communities within the John Hay reservation area. It is through this way that goodwill is built and maintained while making a concrete difference in the lives of the communities it serves.

Karunungan Project in support of the blended learning program of the Department of Education.

For CY 2020, six (6) schools within JHMC Area of Responsibility (AOR) were distributed school supplies, namely: Baguio Country Club Village Elementary School, Happy Hollow Elementary School, Baguio City High School-Hillside Annex, JP Laurel Elementary School, Loakan Proper Day Care Center, and at Camp 7 Elementary School.



Relief Response Operations

Aligned with the BOD-approved CSR Framework, JHMC donated¹ 596 sacks of 25 kg rice to the following: City Government of Baguio; Security and Service Providers; and, the Barangay Health Emergency Response Team (BHERT) of the 14 barangays surrounding the Camp John Hay Reservation Area including Camp 4 of Tuba. This activity provided avenue for JHMC to showcase camaraderie and compassion, and has forged solidarity and unity between and among its employees, service providers and stakeholders.



Community Health Development

In collaboration with Soroptimist International, JHMC distributed hygiene kits to the prisoners at the Bureau of Jail Management and Penology (BJMP).

¹ Breakdown:

- 400 - City Government of Baguio
- 121 - security and service providers
- 75 - Barangay Health Emergency Response Team (BHERT) of the 14 barangays surrounding the Camp John Hay Reservation Area including Camp 4 of Tuba,



PUBLIC RELATIONS ACTIVITIES

Generation of news monitoring reports for the information of the board on every board meeting including the real time emails sent to JHMC employees relative to JHMC / BCDA press releases.

Press conference re: mega swabbing activity was conducted on 18 September 2020 spearheaded by the BCDA in collaboration with JHMC for the pooling of the local media and dissemination of press briefing.



GENDER AND DEVELOPMENT (GAD) PROGRAM

BCDA Group GAD

On 28 January 2020, the BCDA conducted the One Common Consciousness (OCC) Gender and Development (GAD) Activity Phase 1 held at the Magellan Function Room, Quest Plus Conference Center, Quest Hotel, Clark Freeport Zone, Pampanga. The OCC activity is aimed to set the strategic direction and policy in building and nurturing BCDA's gender sensitive organizational culture of excellence.



Members of the JHMC Management Committee and GFPS & its TWG join the other participants to the BCDA Group OCC activity at the Magellan Function Room, Quest Plus Conference Center, Quest Hotel, Clark Freeport Zone, Pampanga. (January 28, 2020)



JHMC representatives, together with other participants to the OCC Phase 2 held in Quest Hotel, Clark Freeport Zone, Pampanga. (March 12, 2020)

LINKAGING RELATIONS ACTIVITIES

Philippine Investment Promotions Plan (PIPP)

JHMC is one of the Investment Promotion Agencies (IPAs) and a member of the Philippine Investment Promotion Plan (PIPP) organized by the Board of Investments (BOI), an attached agency of Department of Trade and Industry (DTI). The PIPP is a support system to other organization and serves as the avenue to discuss ideas among other IPAs efficient and effective investment schemes.

Further, it also conducts investment relations' activities (out- bound) missions to assist its members in coordination with DTI, Department of Tourism, Department of Foreign Affairs (DFA), among others.



VOLUNTEERISM/ COVID-19 EFFORTS

A Team of Volunteers from JHMC headed to Philippine Arena Mega Swabbing Center (hereafter referred to as the “Center”) for the xx. The following government agencies and private companies have worked together in the Center: BCDA as the lead coordinator to link the Administrator to Providers; BFP as the Administrator in charge of the general operations of the Center; Office of the Civil Defense (OCD); Department of Health (DOH); Department of Tourism (DOT); Department of Transportation (DOTr); Philippine Red Cross (PRC); Overseas Workers Welfare Administration (OWWA); Philippine Arena Management; and, the partner private companies that helped set up the facility: (i) Century Properties, (ii) Stage Craft International, (iii) Metro Pacific Investments Corporations, and (iv) Ayala Group.



Orientation of the 1st Batch of JHMC Team of Volunteers: Mary Ellen S. Cabuhat, Jerry G. Ibayán, Ana Malou B. Lomboy, Noel Crisanto T. Pascua, Benjamin P. Quiño Jr., Lea C. Quisoben-Maguilao, Norberto M. Marañon, Jane Theresa G. Tabalingcos and Anne Bernadette E. Tan



Inspection of the Philippine Arena for the operationalization as a Mega Swabbing Center



B. On Financial Perspectives

ADMINISTRATIVE SERVICES

COVID-19 Health Crisis Initiatives: General Services – Sanitation and Disinfection of Offices and Facilities

With the recent directive of the national government with regard to the gradual opening of government offices at a certain percentage of its workforce, JHMC offices should be workforce ready for COVID-19.

With the minimum requirements of promoting regular and thorough handwashing, putting sanitizing hand rub in prominent places around the workplace, and providing access to places where employees clients, other stakeholders can wash their hands with soap and water, there is still a need for JHMC to reinforce these minimum protocols and conduct a deeper cleaning of all its workstations and areas, hence:

- JHMC workstations should be COVID-19 ready for its reporting employees, transacting clients and its other stakeholders.
- Conduct of disinfection to all its workstations and premises to be COVID-free.



Actual disinfection and sanitation by a third party service provider.

General Services – Facilitation of procurement of various equipment/properties



35 KVA Generator Set for VOA Log Home 3 & 5



Three (3) units official motor vehicles for the daily operations.

FINANCE SERVICES

Result of Financial Operations: Sustained Realization of Income

While there is a decrease in the income realized for the year which could be attributed to the forgone receipts from the Historical Core on the entrance fees for tourist arrivals and venue rentals for various events due to the ongoing COVID-19 pandemic, it is noteworthy that it is the 11th year that JHMC sustained its positive results of operations.

Adherence to R.A. No. 7656 or “An Act Requiring Government-Owned or Controlled Corporations to Declare Dividends Under Certain Conditions to the National Government, and for Other Purposes”

The JHMC declared and remitted cash dividends to the NG totaling **₱41,022,890.00**, broken down as follows:

Year	Amount
2016	₱6,799,714.00
2017	₱6,945,085.50
2018	₱8,753,491.00
2019	₱18,524,599.50
Total	₱41,022,890.00

The declaration of cash dividends is a direct result of sustained positive result of operating income by the Corporation beginning CY 2010 up to CY 2019 and is an unprecedented event which gained more significance as the National Government is in need of resources to address the COVID-19 pandemic situation.

Creation of Emergency Fund

The Finance Department also spearheaded the creation of emergency fund amounting to PhP3,000,000.00 to defray the costs of any emergency that would emanate within the Camp.

B. On Internal Process Perspectives

CORPORATE VISION-MISSION-STRATEGIES REVIEW AND EVALUATION

Due to the ongoing crisis, the JHMC BOD reviewed the corporate mission-vision-strategies twice for the year, in May 2020 and in August 2020, including the review of existing controls and risk management systems. As a result, and integrating with the results of the BCDA’s review of its corporate strategies which affects its Subsidiaries, the JHMC Bounce Back Better (BBB) Plan for CY 2020-2022 was approved.

CORPORATE PERFORMANCE REVIEWS AND EVALUATION

As part of the ISO 9001:2015 standards and in compliance to the BCDA Planning Guidelines applicable to the BCDA Group, JHMC is committed to incorporate risk-based thinking into the formulation of plans and programs to reduce uncertainties in achieving organizational targets, to mitigate losses and to create action plans to prevent risks. This risk-based thinking has been

part of the management system to minimize operational losses and company's resources, thereby achieving organizational overall objectives.

Pursuant to the Plan-Do-Check-Act (PDCA) Cycle specified in ISO 9001:2015, the strategic directions and objectives were established during the corporate planning sessions. During the implementation of plans, the core processes were duly supported by the support processes. Throughout the year, the progress on implementation of plans, programs and activities were measured against the policies, objectives, requirements and planned activities by conducting the quarterly performance reviews, monitoring and assessment, among others. The members of the JHMC BOD are informed of the results as part of their monitoring of the implementation of Corporate Strategies.

As a result, JHMC is implementing proactive and reactive measures that include preventive actions, correction and corrective actions to improve personnel and organizational performance.



4th Quarter Performance Review held at the Le Monet Hotel, Camp John Hay, Baguio City. (December 12, 2020)



Planning Sessions actively participated by Department/Division/Unit/Office Heads at the JHMC Conference Room, Camp John Hay, Baguio City. (August 3, 2020)

C. On Learning and Growth Perspectives

HUMAN RESOURCE DEVELOPMENT

In 2017, the JHMC developed its Competency Model. The Competency Model is a framework for identifying, defining and developing the skills and knowledge requirements of a particular job. It is a collection of competencies that jointly define a successful job performance. Likewise, the JHMC established the Competency Baseline of all positions.

Using the said baseline, the JHMC conducted a competency assessment on 52 incumbents to determine whether or not they meet the required competencies of their positions. As a result of such, only 2 incumbents met the required competencies of their positions. In this regard, the JHMC developed a three-year Human Resource Development Program (HRDP) to address and/or close the identified competency gaps. The said HRDP was implemented from 2018 to 2020.

At the end of each year, the JHMC conducted a validation to determine improvements on the identified competency gaps, the result of which is hereunder provided:

BASIS	BASELINE (2017)	CONDUCT OF COMPETENCY ASSESSMENT			REMARKS
		2018	2019	2020	
Total number of employees	52	50	53	54	In the conduct of competency assessment every end of each year, newly hired and promoted employees were included.
Competency Profile of JHMC	77.36%	88.17%	96.71%	100%	
Percentage of competency gap improvement (those addressed and/or closed)	N/A	10.81%	8.54%	3.29%	

As reflected in the above-stated data, there is an improvement of the addressed and/or closed competency gaps from 2018 to 2020. Also, as reflected in the same data, the competency gaps of employees were totally closed in 2020. With the improvements of the competency gaps addressed and/or closed through the different interventions under the three-year HRDP, it only means that the said HRDP was effective.

For CY 2020, the JHMC implemented individual and organizational interventions such as, but not limited to, teambuilding activity, updates on R.A. 9184, QMS and EMS trainings, safety and security trainings, gender and development trainings, health and wellness program; and coaching and mentoring.

The COVID-19 pandemic was not a hindrance in implementing the above-mentioned interventions because the JHMC made use of available platforms such as online trainings, etc. Also, for the interventions conducted physically, the required protocols were observed.

BCDA Group: One Common Language

The aim is to enhance personal and team development, passion towards work, and strong relationship within the BCDA Group by understanding “one common language” in an organization and performance with purpose.



The “champions” of the BCDA Group’s “One Common Language” is no other than the BCDA BOD Chairman Gregorio “Tito Greg” Garcia III and our very own, JHMC BOD Chairman Silvestre “Yong” Afable Jr. The duo explained the importance of the activity during the OCL Track 1: Adventure Therapy (Build Self) at the Marriot Hotel, Clark Freeport Zone, Pampanga.



Left: Fellow participants from the BCDA Subsidiaries with the BCDA Chairman “Tito Greg” Garcia III and JHMC President Allan R. Garcia during the OCL Track 2: Building Strength at Forest Lodge, Camp John Hay, Baguio City.

Right: JHMC participants with BCDA Chairman Garcia III and facilitators from the NXT Level Experience during the Track 3: Transformation and Core Values at Dusit Thani Manila Hotel, Makati City.

Teambuilding Activity

For CY 2020, the Teambuilding Activity was aimed to:

1. Promote engagement, commitment, respect and dignity for all regardless of status, influence and advocacy;
2. Encourage engagement, commitment and collaborative efforts within teams, promote alignment with organizational goals, support democratic processes; and,
3. Create a climate of trust and lifting people up.





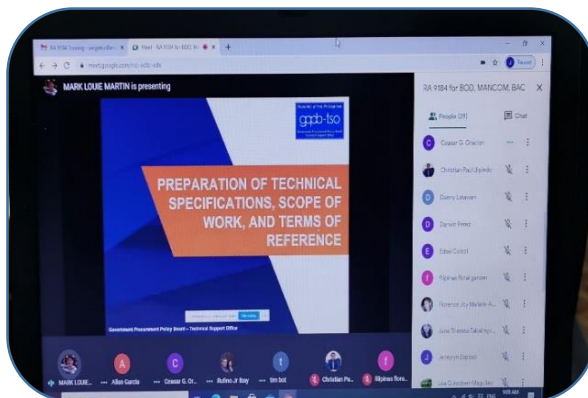
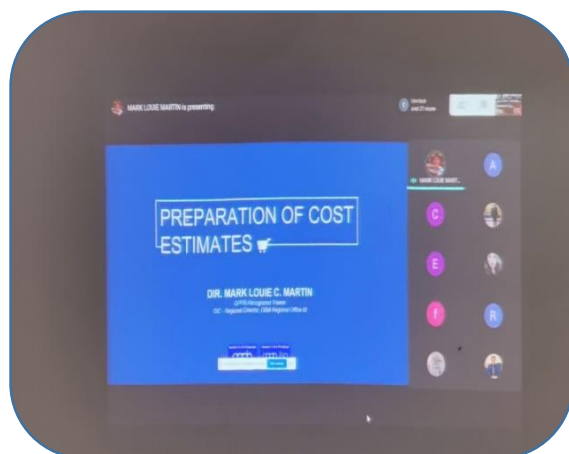
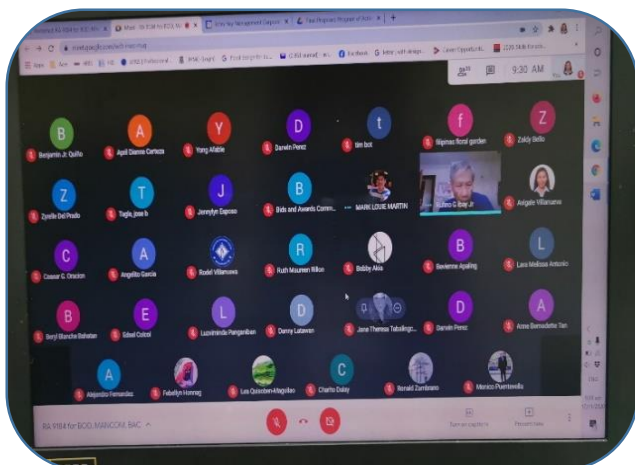
Various Trainings

Updates on R.A. No. 9184, attended by all the Members of the JHMC Board of Directors

The training is aimed to:

1. Enable not only the Bids and Awards Committee (BAC) Members, BAC-Technical Working Group (TWG), BAC Secretariat, the Head of Procuring Entity (HOPE) which in our case are the Members of the BOD but also all End-users/ Implementing Unit to know how to determine Project Costing and Determination of the Approved Budget of the Contract and Specifications Writing for Goods, Infrastructure Projects and Consulting Services;
2. Ensure compliance with laws, rules and regulations on procurement; and,
3. Ensure effective, efficient, economical and ethical operations in their respective areas of responsibility.





Safety and Security related trainings

The training is aimed to:

1. Promote safety awareness in the workplace;
2. Provide knowledge on the approved implementing rules and regulations as compliance with the Department Order of the Department of Labor and Employment;
3. Infuse the culture of safety in the workplace as part of the employer and employees' responsibility;
4. Encourage employees to be an active advocate of safety;
5. Provide guidance as to the composition and functions of the members of the Emergency Response Team; and,
6. Enhance knowledge on Basic Life Support and First Aid.



Left: President Allan R. Garcia intently listening to the lecture of the Bureau of Fire Protection (BFP) on Basic Life Support Training.

Right and below: Willing and active participation of JHMC personnel.







Health and Wellness Program

The Health and Wellness program was aimed to:

1. Ensure organizational productivity towards the efficient and effective regulation of Camp John Hay which can be measured through the efficiency rate of JHMC employees (Standard Number of Working Hours/Actual Hours Worked).
2. Empower women employees of JHMC
 - At least 80% attendance of women employees in the activities covered by the CY 2020 Health and Wellness Program.

Physical and Medical Exam (part of the Health and Wellness Program)

The program is aimed to:

1. Promote a drug free workplace;
2. Safeguard its employees from the harmful effects of dangerous drugs on their physical and mental well-being, and to defend the same against acts or omissions detrimental to their development and preservation;
3. Pursue an intensive campaign against the use of dangerous drugs and other similar substance; and,
4. Provide Physical and Medical Programs to employees through the conduct examinations.

As a result of the annual physical and medical exam for the year, eight per cent (8%) of the employees are found to be essentially healthy.



Rewards and Recognition

Thanksgiving Activity (As Part of Rewards and Recognition)

Every year, the JHMC conducts this activity to:

1. Encourage engagement and commitment from new appointed employees;
2. Appreciate and recognize the employee's loyalty and service; and,
3. Boost employee morale through awards and recognition.

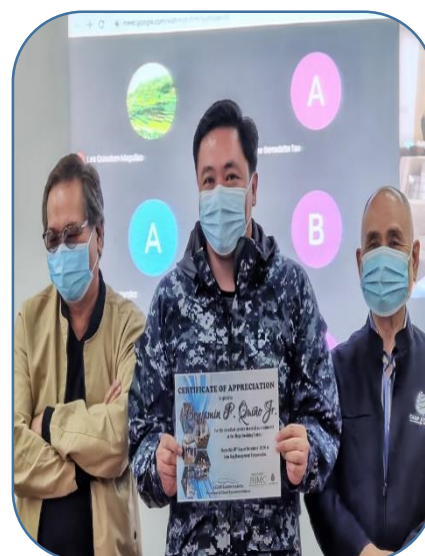
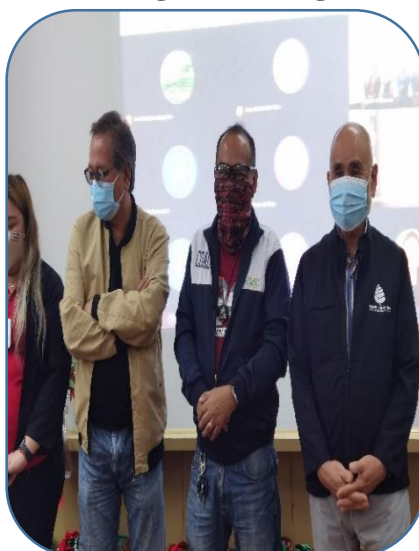
For CY 2020, the JHMC conducted the said activity in December 2020.

Thanksgiving Mass & Blessing of Motor Vehicles





Philippine Arena Mega Swabbing Center Volunteers



Volunteers not in photo: Atty. Mary Ellen S. Cabuhat, Ms. Ana Malou B. Lomboy, Ms. Lea C. Quisoben-Maguilao, Ms. Anne Bernadette E. Tan, Mr. Jerry G. Ibayán, Mr. Norberto M. Marañon and Mr. Ronaldo Z. Meraña Jr.

Model Employee Awards Special Awardees and Tribute to a Retiree



Anniversary Program (As Part of Rewards and Recognition)

Being conducted on an annual basis as part of the rewards and recognition program, this is aimed to:

1. Provide recognition to the milestones of JHMC personnel with the corporation; and,
2. Promote loyalty and dedication to other employees as they would look forward to staying with the corporation.

5-Year Service Awardees



Ms. Beryl Blanche S. Bahatan



**Ms. Juvy R. Belino (received
by Ms. Johana B. Belinan)**



**Atty. Mary Ellen S. Cabuhat
(received by Atty. Ruth Maureen C. Rillon)**



Ms. Chisamay B. Kedweng

10-Year Service Awardees



Ms. Julie-ann S. Dawagui



Ms. Editha M. Mejia



Mr. Benjamin P. Quiño Jr.



Ms. Josephine Q. Tecan

25-Year Service Awardees



Mr. Ponciano E. Delos Reyes



Ms. Evangeline T. Domingo



Arch. Luzviminda N. Panganiban

CLOSING STATEMENT

JHMC has struggled keeping up with its performance standards and commitments for this year due to the ongoing health crisis affecting the whole world. However, as with the four (4) years, we the JHMC Board of Directors, Management and employees have all continually worked with genuine commitment to accomplish the tasks at hand and to achieve the various undertakings outlined in this report.

While we continue to face unrelenting uncertainties and constraints that affect our operations and timelines during this pandemic, we are with high hopes that JHMC will emerge better after this crisis. With CJH situated in the North, its unique weather and now being re-branded as a safe destination for tourists, with the preserved environment and our luscious forest which is considered as one of the cleanest air in the nation perhaps, are just a few of the competitive advantages that JHMC has that is suited for the talents of hospitality and stewardship.

The many milestones of JHMC over the length of our service to the corporation are proof that an administration with competency, persistence, and most of all compassion, can overcome challenges to realize vital planned development goals.

With this, I would like to take this opportunity to thank all the relevant stakeholders, both from the government and non-government sector, who have continually supported and assisted us for the challenging year. More importantly, I would like to give my profound gratitude to the BCDA for its invaluable and unwavering support to all of JHMC's endeavors, allowing JHMC to be able to hasten its way to bounce back better amid this ongoing crisis.

Likewise, allow me to thank the Members of the JHMC Board of Directors, and the committed JHMC employees whose great effort made it possible for us to achieve these remarkable accomplishments.

Finally, we thank the Lord Almighty for his wisdom and provision for all those involved, for what we have accomplished and continue to accomplish.



ALLAN RAZON GARCIA
President and Chief Executive Officer
John Hay Management Corporation