



11 June 2018



**MR. SILVESTRE 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

**John Hay Management Corporation**  
 a member of the BCDA Group  
 OPCEO-IN-2018-0771

**RE : TRANSMITTAL OF 2018 PERFORMANCE SCORECARD**

Dear Chairperson Afable and PCEO Garcia,

This is to formally transmit the 2018 Charter Statement and Strategy Map (**Annex A**) and 2018 Performance Scorecard (**Annex B**) of JHMC.

The JHMC proposed Performance Scorecard was **MODIFIED** based on the GCG's evaluation of the documents submitted by JHMC. The modified 2018 Performance Scorecard, as attached, shall take effect **IMMEDIATELY**.

We take this opportunity to inform JHMC that Item 5 of GCG Memorandum Circular No. 2017-02 mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

In view of the foregoing, JHMC is hereby **DIRECTED** to upload the 1<sup>st</sup> Quarterly Monitoring Report in its website and submit the same together with validating documents necessary for the review and evaluation of the reported accomplishment. JHMC is given **thirty (30) calendar days** from receipt of this letter comply with the said directive.

**FOR YOUR COMPLIANCE.**

Very truly yours,

**SAMUEL G. DAGPIN, JR.**  
 Chairman

**MICHAEL P. CLORIBEL**  
 Commissioner

**MARITES C. DORAL**  
 Commissioner

2018 PERFORMANCE SCORECARD (ANNEX B)

JOHN HAY MANAGEMENT CORPORATION

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018	
CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT	<b>SO 1</b>	<b>Develop Camp John Hay as a Premier Tourist and Investment Destination</b>							
	SM 1	Number of New Locators or Developmental Projects <sup>1</sup> Signed	Absolute number	10%	(Actual / Target) x Weight	1	1	3	4
	SM 2	Number of Jobs Generated in the JHSEZ	Absolute number	10%	(Actual / Target) x Weight	5,090	5,523	5,800	6,300
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Absolute number	10%	(Actual / Target) x Weight	₱835.69 Million	₱870.93 Million	₱950.00 Million	₱1.048 Billion
	<b>SO 2</b>	<b>Ensure Sustainable Multiple Use of Forest Watershed</b>							
	SM 4	Compliance to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ	Number of tests which resulted to Good Air Quality (0-54µg/NCM) / Total number of tests	10%	All or nothing	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality
	<b>SO 3</b>	<b>Enforce Efficient and Effective Regulation in JHSEZ and JHRA</b>							
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory (upper 2-boxes of a 5-point rating scale) / Total number of respondents	10%	(Actual / Target) x Weight  0% = If less than 80%	-	-	92.79% of respondents rated JHMC as Excellent and/or Very Satisfactory (upper two-boxes in a 5-point rating scale)	92% of respondents rated JHMC as Excellent and/or Very Satisfactory (upper two-boxes in a 5-point rating scale)
		<b>Sub-total</b>		<b>50%</b>					

<sup>1</sup> Those which are designed to generate infrastructure and economic benefits to the JHSEZ

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018	
FINANCIAL	<b>SO 4</b>	<b>Increase JHMC Revenues to Attain Financial Viability</b>							
	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount	10%	(Actual / Target) x Weight  0% = If less than ₱6.43 Million	₱6.43 Million	₱7.96 Million	₱9.00 Million	₱10.35 Million
	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%
		<b>Sub-total</b>		<b>20%</b>					
INTERNAL PROCESS	<b>SO 5</b>	<b>Improve Efficiency and Effectiveness of Processes</b>							
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or nothing	A. Research and thorough study on ISO Compliance, Processes, procedures and standards (in-house) B. Establishment of 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	Board-Approved Environmental Management System (EMS)	Certification under ISO 14001:2015 Standards

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Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018	
						C. Regulatory and Permitting Review of projects within JHSEZ D. Updating of a Comprehensive Information for Direct Environmental Impacts of projects in JHSEZ			
	SM 9	Percentage of Regulatory Permits for Business Enterprises Issued within Applicable Processing Time <sup>2</sup>	Number of requests processed within applicable processing time / Total number of requests received	10%	(Actual / Target) x Weight  0% = If less than 95%	-	-	100%	100%
		<b>Sub-total</b>		<b>15%</b>					
LEARNING AND GROWTH	<b>SO 6</b>	<b>Establish and Maintain the Quality Management System</b>							
	SM 10	Improve Processes to Quality Management System	Actual accomplishment	5%	All or nothing	Certification under ISO 9001:2008 standards	Maintain ISO Certification	Maintain ISO Certification	Certification under ISO 9001:2015 Standards

<sup>2</sup> The applicable processing time are 15 working days for CEC, 5 working days for ME and EE and 15 minutes for PTO renewal. Processing time begins from the receipt of complete requirements and end on the issuance of corresponding permit.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
<b>SO 7</b>	<b>Improve Technology and Infrastructure Support</b>							
SM 11	Number of Processes Automated	Absolute number	5%	All or nothing	2 (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 Information System)
<b>SO 8</b>	<b>Improve Knowledge and Skills, Professionalism and Career Development</b>							
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
	<b>Sub-total</b>		<b>15%</b>					
	<b>TOTAL</b>		<b>100%</b>					

# 2018 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



## 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.

