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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

RE : TRANSMITTAL OF 2020 PERFORMANCE SCORECARD

Dear Chairperson Afable and PCEO Garcia,

This is to formally transmit the 2020 Charter Statement and Strategy Map (**Annex A**) and 2020 Performance Scorecard (**Annex B**) of JHMC.

The JHMC proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through its letter dated 27 August 2019¹ were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 27 November 2019 and evaluation of post-TPM submissions on 23 December 2019².

We take this opportunity to **REMIND** JHMC that Item 5 of GCG Memorandum Circular No. 2017-02³ 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. JHMC is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the 1st Quarter Monitoring Report for 2020.

FOR YOUR COMPLIANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.

Chairman

MICHAEL P. CLORIBEL

Commissioner

MARITES C. DORAL

Commissioner

¹ Officially received by the Governance Commission on 03 September 2019.

² Officially received by the Governance Commission on 23 December 2019.

³ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

2020 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



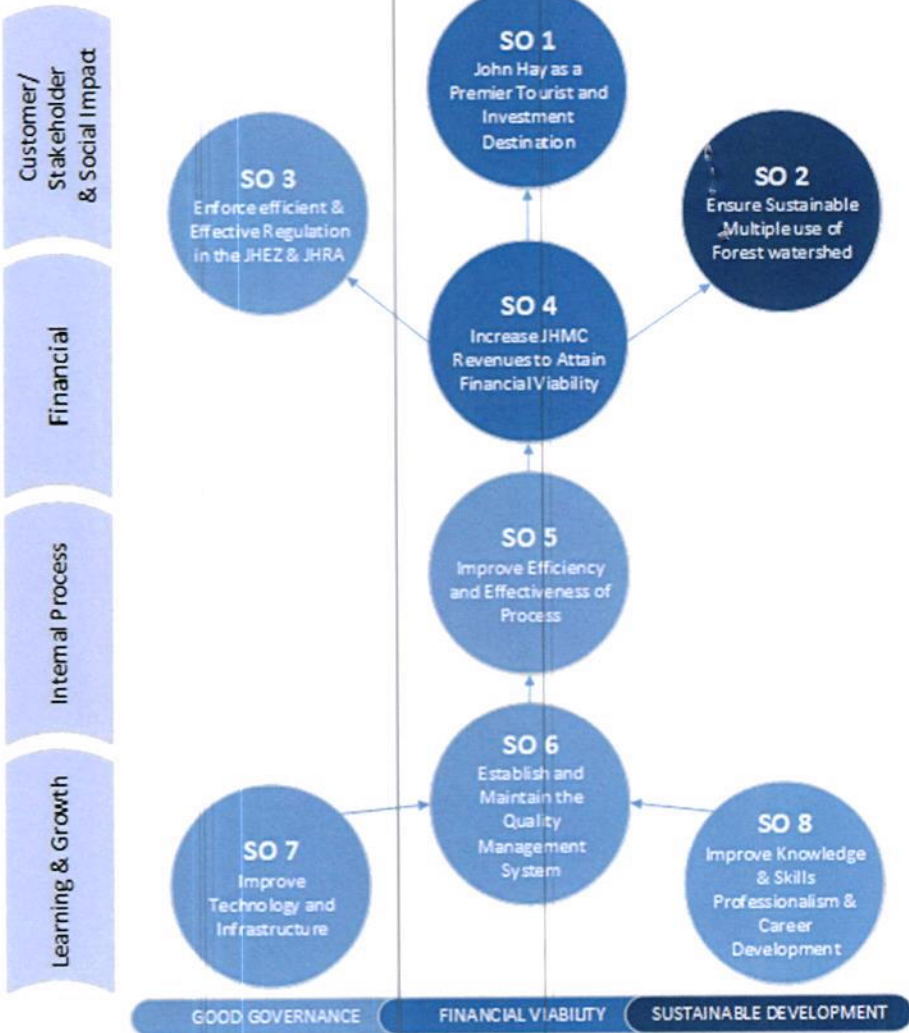
VISION: By 2030, JHMC shall have transformed Camp John Hay into a sustainable tourism destination in the North with innovative approaches to promote investments, improved employment opportunities and quality services while preserving the environment

MISSION

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

CORE VALUES

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



JOHN HAY MANAGEMENT CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
CUSTOMERS/STAKEHOLDERS & SOCIAL IMPACT	SO 1	John Hay as a Premier Tourist and Investment Destination							
	SM 1	Number of New Locators or Developmental Projects ¹ Signed	Absolute number	10%	(Actual / Target) x Weight	2	6	4	4
	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	N/A	N/A	N/A	Establish Baseline
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Actual amount	10%	(Actual / Target) x Weight	₱ 967.48 Million	₱ 1.084 Billion	₱ 1.152 Billion	₱ 1.152 Billion
	SO 2	Ensure Sustainable Multiple Use of Forest Watershed							
SM 4	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% of tests resulted in Good Air Quality	100% (8 out of 8 tests resulted in Good Air Quality)	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	

¹ Pertains to projects which are designed to generate infrastructure and economic benefits to the JHSEZ.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
	SO 3	Enforce Efficient and Effective Regulation in JHSEZ and JHRA							
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	92.76%	Report not acceptable	90%	92%
		Sub-total		50%					
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 ₱9 Million	₱9.02 Million	₱10.63 Million	₱11.90 Million	₱12.56 Million ²
	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%	103.20%	103.78%	100%	100%
		Sub-total		20%					

² Target represents a 12% increase from JHMC's reported 2019 actual accomplishment (for GCG-validation). The 4-year (2016 to 2019) average annual growth rate is at 12.21%.

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Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
INTERNAL PROCESS	SO 5	Improve Efficiency and Effectiveness of Process							
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	None	Certification under ISO 14001:2015 Standards	Pass Surveillance Audit	Pass 2nd Year Surveillance Audit
	SM 9	Percentage of Regulatory Permits for Business Enterprises Issued within Applicable Processing Time ³	Number of requests processed within applicable processing time / Total number of requests received	10%	(Actual / Target) x Weight 0% = If less than 95%	100% of requests processed within applicable time	97.39% (261 out of 268)	100%	100%
		Sub-total		15%					
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	Passed Surveillance Audit (Re-certification of ISO 9001:2008)	Certification under ISO 9001:2015 Standards	Pass Surveillance Audit	Pass 2nd Year Surveillance Audit

³ The applicable processing time for JHMC's services, including, but not limited to, the issuance of Certificate of Environmental Compliance, Annual Mechanical Engineer Permit, Electrical Engineer Permit, and Permit to Operate (New and Renewal), will depend on JHMC's compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Processing time begins from the receipt of complete requirements and ends upon the issuance of the permit/certification.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 7	Improve Technology and Infrastructure							
SM 11	Number of Processes Automated	Absolute number	5%	All or Nothing	Board-Approved ICT Roadmap	2 (Roll out / Implementation of Board-approved ICT Disaster Recovery Plan, and Full roll out / Implementation of a Help Desk Information System)	Roll out / Implementation of the Board-approved Voice Over Internet Protocol (VOIP) Communication System	1 (Roll out / Implementation of the Environment and Forest Management Information System (EFMIS))
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	Assess and Establish Competency Baseline of the Organization, approved by the Board	Five (5) or 10% of the fifty (50) employees with competency gaps identified in 2017 meets required competencies	90% of gaps for competencies on Quality and Environmental Management System identified in the 2018 assessment are addressed	Improve Competency Baseline of the Organization ⁴
	Sub-total		15%					
	TOTAL		100%					

⁴ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})_a}{A} \right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled