



22 February 2021

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 RECALIBRATED
2020 PERFORMANCE SCORECARD**

Dear Chairperson Afable and PCEO Garcia,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (**Annex A**) of JHMC. The same is to be posted in JHMC's website, in accordance with Section 43 of GCG Memorandum Circular No. 2012-07¹.

The JHMC Recalibrated Performance Scorecard submitted through a letter dated 28 September 2020² was reviewed and evaluated in view of the circumstances brought about by the COVID-19 pandemic, and in accordance with the residual authority of the Governance Commission as stated in GCG M.C. No. 2017-02³. Note that in the Notice to all GCG Stakeholders dated 04 September 2020, the targets, weights, and rating scales pertaining to Customer Satisfaction shall be retained.

In its proposed recalibration, JHMC requested to exclude Individual (Paying Tourist) Customers in the conduct of 2020 PES. As represented, JHMC's Historical Core is undergoing rehabilitation even before the community quarantine. The Historical Core is the income-generating function of JHMC which is visited by tourists, hence, given its temporary closure, no customer is expected to be interviewed.

Additionally, in an e-mail communication on 05 February 2021, JHMC submitted a "*Board Resolution for the approval of the further recalibration of affected targets re JHMC PES 2020, as a result of the COVID-19 pandemic*". Please be informed that additional requests for further modifications in the previously submitted proposed recalibration of 2020 Performance Scorecard may be presented and discussed during the validation of the annual accomplishment of JHMC.

In view of the foregoing, the request to exclude the Individual (Paying Tourist) Customers in the conduct of 2020 CSS is hereby **APPROVED**. JHMC is directed to submit its 4th Quarter Monitoring Report, based on the attached Recalibrated 2020 Performance Scorecard, **within thirty (30) days** from receipt of this letter.

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

² Officially received by the Governance Commission on 02 October 2020.

³ INTERIM PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 30 June 2017.

FOR JHMC'S INFORMATION AND GUIDANCE.

Very truly yours,

cc: **Resident COA Auditor - JHMC**

JOHN HAY MANAGEMENT CORPORATION (JHMC)
Recalibrated 2020 Performance Scorecard

Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating Scale	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	<u>₱344.20 Million</u>
	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 Scale	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%	<i>Report not acceptable</i>	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 <u>₱2.22 Million</u>	₱9.02 Million	₱10.63 Million	₱11.90 Million	<u>₱3.098 Million</u>
	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%					
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

Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating Scale	2017	2018	2019	2020	
SM 9	Percentage of Regulatory Permits for Business Enterprises Issued within Applicable Processing Time ²	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
	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	<u>Preliminary design, construction, and presentation of the prototype</u>

² 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 Scale	2017	2018	2019	2020	
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 ³
Sub-total			15%					
TOTAL			100%					

³ 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:

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

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