

2020 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



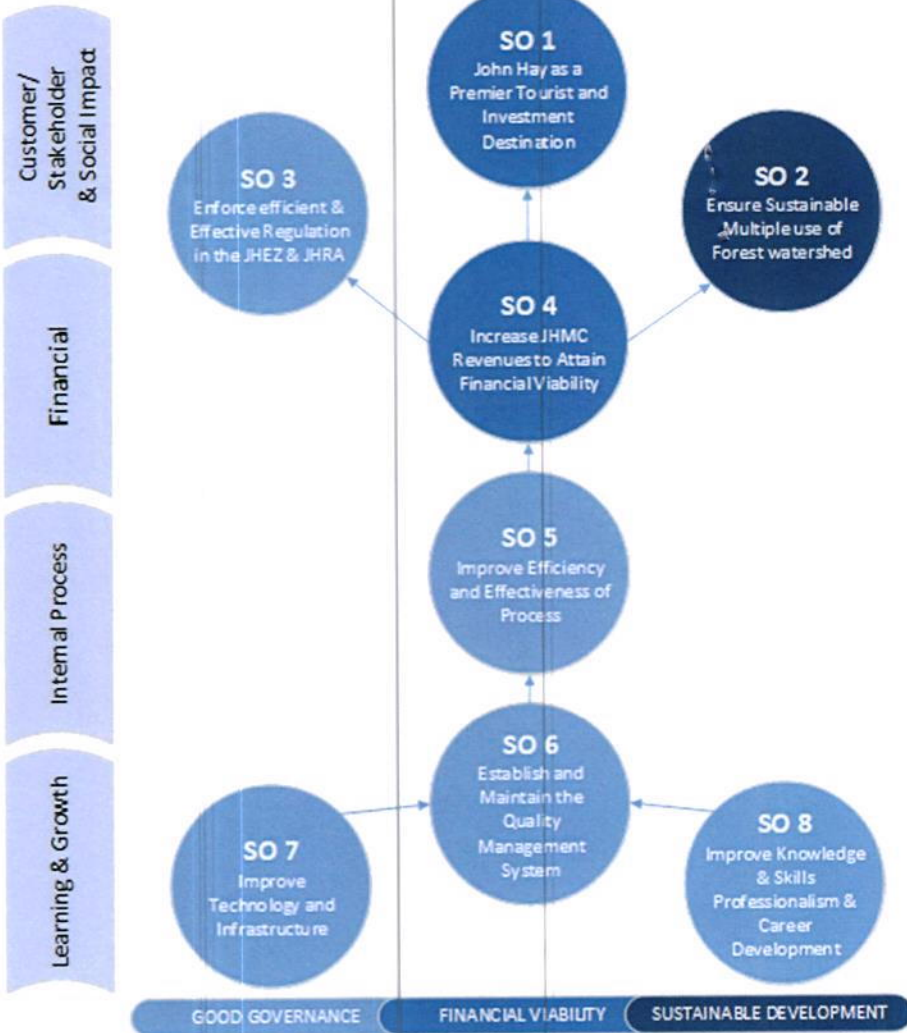
VISION: By 2030, JHMC shall have transformed Camp John Hay into a sustainable tourism destination in the North with innovative approaches to promote investments, improved employment opportunities and quality services while preserving the environment

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
CY 2020 Further Recalibrated Performance Evaluation Scorecard

Component					Further Recalibrated Target (2020)	Jan 01, 2020 - December 31, 2020		
Objective/ Measure	Formula	Weight	Rating System	Actual		Weight		
MERS/STAKEHOLDERS & SOCIAL IMPACT	SO1	John Hay as a Premier Tourist and Investment Destination						
	SM 1	Number of New Locators or Developmental Projects Signed	Absolute number	10%	(Actual/Target) x Weight	4	7	10%
	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	Establish Baseline	4,583	10%
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Actual amount	10%	(Actual/Target) x Weight	₱ 344.2 Million	₱608,246,575.36	10%
	SO 2	Ensure Sustainable Multiple Use of Forest Watershed						
	SM4	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% tests resulted in Good Quality	Actual sampling and monitoring tests were conducted by the 3rd party provided on November 29, 2020 and December 15, 2020 at the Mile Hi Center and Ayala Technohub areas	10%

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	Objective/ Measure	Formula	Weight	Rating System		Actual	Weight	
CUSTOM	SO 3	Enforce Efficient and Effective Regulation in the JHSEZ and JHRA						
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated atleast Satisfactory/ Total number of respondents	10%	(Actual/Target) x Weight 0% = if less than 80%	92%	Report was submitted and discussed to JHMC representatives via an online meeting on 17 December 2020.	9.24%
	Sub-total			50%				49.24%
FINANCIAL	SO 4	Increase JHMC Revenues to Attain Financial Viability						
	SM 6	Increase Internally Generated Revenue of JHMC (includes collection for CUSA fees)	Actual amount	10%	All or Nothing	Establish baseline	₱8,463,767.42	10%
	SM 7	Zone Revenue Collection Efficiency	Actual Zone Revenue Collection Efficiency x Weight	10%	All or Nothing	Establish baseline	63.30%	10%
Sub-total			20%				20.00%	

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INTERNAL PROCESS	SO 5 Improve Efficiency and Effectiveness							
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	Pass Surveillance Audit	Passed the Surveillance Audit conducted last 24 November 2020. 199/199	5%
	SM 9	Percentage of Regulatory Permits for Business Enterprises issued within Applicable Processing Time	Number of requests processed within applicable processing time/ Total number of requests received	10%	(Actual/Target) x Weight 0% = if less than 95%	100%	Total: 202/202 ²⁰² Regulatory Permits for Business Enterprises were issued within applicable processing time. 56 out of 56 CECs were issued and processed within 15 working days & 20 minutes based on the approved Citizen's Charter. 39 ³⁹ 42 ⁴² Annual Mechanical Certificates of Operation and; 31 out of 31 Certificates of Annual Electrical Inspection were issued and processed within 20 working days from receipt of complete requirements up to issuance of Certificates based on the approved Citizen's Charter.	10%

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Objective/ Measure	Formula	Weight	Rating System	Actual		Weight	
						3 out of 3 new applications for PTO; and, 70 out of 70 applications for renewal of PTOs were processed within 3 working days from receipt of complete requirements until notification of concerned locator of the availability of duly signed PTO.	
Sub-total			15%				15.00%
SO 6	Establish and Maintain the Quality Management System						
SM 10	ISO Certification for all Processes	Actual accomplishment	5%	All or Nothing	Pass Surveillance Audit	Passed the Surveillance Audit conducted last 25 November 2020.	5%


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Objective/ Measure	Formula	Weight	Rating System	Actual		Weight		
LEARNING AND GROWTH	SO 7	Improve Technology and Infrastructure Support						
	SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	Preliminary design, construction and presentation of the prototype of the Environment and Forest Management Information System (EFMIS)	Preliminary design, construction and presentation of the prototype of the EFMS has been presented to JHMC-ICTD in December 2020.	5%
	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	Improve Competency Baseline of the Organization	Improved Competency Baseline of the Organization	5%
		Sub-total		15%			15%	
		TOTAL		100%			99.24%	

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Objective/ Measure	Formula	Weight	Rating System		Actual	Weight

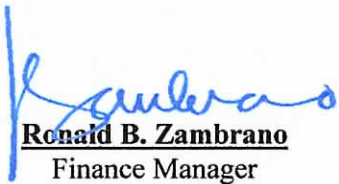
Prepared by:


Lea C. Quisoben-Maguilao
Corporate Planning Manager


Beverlee Q. Gunaden
Corporate Planning Assistant/Clerk

Reviewed by:


Jane Theresa G. Tabalingcos
Vice-President and COO
OVPCOO-202101-CPU-201


Ronald B. Zambrano
Finance Manager

Approved by:


SILVESTRE C. AFABLE
Chairman, Board of Directors


ALLAN R. GARCIA
President and Chief Executive Officer
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