

2021 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



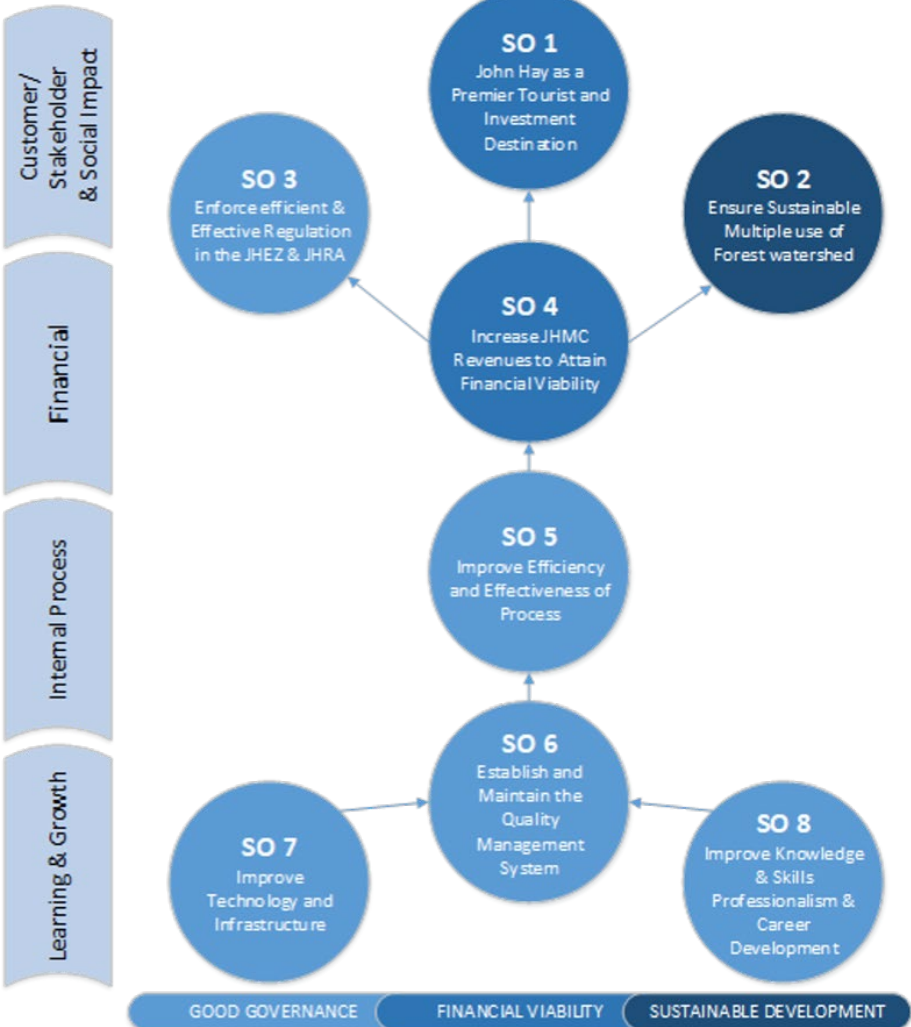
VISION: By 2030, JHMC shall have transformed Camp John Hay into a sustainable tourism destination in the North with innovative approaches to promote investments, improved employment opportunities and quality services while preserving the environment

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

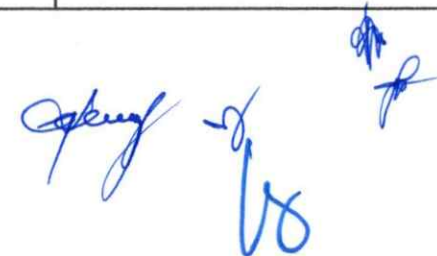
- Stewardship
- Passion for Environment
- Integrity
- Commitment
- Excellence



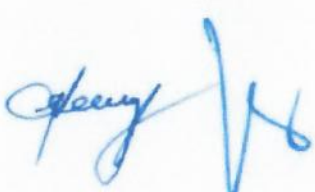


JOHN HAY MANAGEMENT CORPORATION
CY 2021 Performance Scorecard

PES Form 3
 Performance Scorecard 2021

Component					Target	January 01, 2021 to December 31, 2021		
Objective/ Measure	Formula	Weight	Rating System	Actual Accomplishment		Weight (%)		
CUSTOMERS/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	5	3	6
	SM 2	Number of Jobs Generated in the JHSEZ	Total Number of Jobs Generated by Locators for the Year/ 12 months	10%	(Actual/Target) x Weight	4,720	5484	10
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Actual amount	10%	(Actual/Target) x Weight	₱ 626 Million	₱661,601,033.42	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/nm)/Total number of tests	10%	All or Nothing	100% tests resulted in Good Air Quality	100% tests resulted in Good Air Quality (Nine (9) Ambient Air Monitoring was conducted that resulted to Good Air Quality: July 12 to 13, 2021; August 12 -13, 2021; December 22 - 23, 2021; December 23 - 24, 2021; December 24 - 25, 2021; December 25 - 26, 2021; December 26 - 27; December 27 - 28; and December 28 - 29, 2021.)	10	

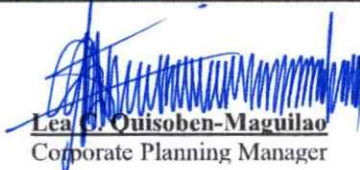



SO 3 Enforce Efficient and Effective Regulation in the JHSEZ and JHRA								
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated atleast Satisfactory/ Total number of respondents	10%	(Actual/Target) x Weight 0% = if less than 80%	85%	92.67%	10
			Sub-total	50%				
SO 4 Increase JHMC Revenues to Attain Financial Viability								
FINANCIAL	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount of revenue collections	10%	(Actual / Target) x Weight 0%=if less than 50% of the Target Amount	₱ 8.718 M	₱11,290,716.00	10
	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 50%	65%	93.63%	10
				Sub-total	20%			
SO 5 Improve Efficiency and Effectiveness								
INTERNAL PROCESS	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	Re-Certification under ISO 14001:2015 Standards	Passed the Re-certification Audit conducted on 28 December 2021	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 90%	100%	97.30% <i>(3,095 out of 3,182)</i> Regulatory Permits for Business Enterprises were issued within applicable processing time	9.73

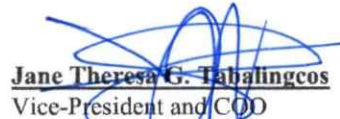
		Sub-total		15%				
LEARNING AND GROWTH	SO 6 Establish and Maintain the Quality Management System							
	SM 10	ISO Certification for all Processes	Actual accomplishment	5%	All or Nothing	Re-Certification under ISO 9001:2015 Standards	Passed the Re-certification Audit conducted on 03 November 2021	5
	SO 7 Improve Technology and Infrastructure Support							
	SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	Roll-out/ implementation of the Environment and Forest Management Information System (EFMIS)	Orientation and roll-out of the system to the end-user was conducted on November 18, 2021	5
	SO 8 Improve Knowledge and Skills, Professionalism and Career Development							
SM 12	Improvement on the Competency Baseline of the Organization	Actual accomplishment	5%	All or Nothing	Improve Competency Baseline of the Organization	Improved Competency Baseline of the Organization	5	
		Sub-total		15%				
		TOTAL		100%				95.73

Prepared by:


Lea C. Quisoben-Maguilao
 Corporate Planning Manager


Beverlee O. Gunaden
 Corporate Planning Clerk

Reviewed by:


Jane Theresa G. Tabalingcos
 Vice-President and COO


Ronald B. Zambrano
 Finance Manager

Approved by:


P/DIRECTOR RUFINO G. IBAY JR.
 Chairman, Board of Directors


ALLAN R. GARCIA
 President and Chief Executive Officer