

## A.5 Freedom of Information

On **28 July 2023**, JHMC received its Certificate of Compliance (COC) from the Freedom of Information – Project Management Office (FOI-PMO) under the Presidential Communications Operations Office (PCOO) for being **FULLY COMPLIANT** with the enhanced FOI requirements for 2022.

JHMC has been a consistent recipient of the COC since 2017.



## A.6 Prioritization of Stakeholders

### A.6.1 Customer Welfare

#### a. JHMC 2024-2028 Strategic Plan

On **07 July 2023**, the BOD approved the 2024-2028 JHMC Strategic Plan which serves as the comprehensive and integrated long-range plans to ensure that JHMC meets its Vision and Mission and Strategic Objectives.

The Strategic Plan is aligned with the United Nation’s Sustainable Development Goals (SDGs), the Philippine Government’s “*Ambisyon Natin 2024*”, the Marcos Administration’s Philippine Development Plan 2023-2028, the BCDA’s Strategic Directives, and is anchored on the Amended Charter Statement of JHMC.

## b. New and/or Amended Policies

### ✓ *Amended Freedom of Information (FOI) Manual*

Effective **31 March 2023**, the amended FOI Manual applies to all JHMC clients/ customers/ stakeholders and the general public in requesting for information and the procedures undertaken by JHMC in processing the said request in accordance with Executive Order (E.O.) No. 2, series of 2016, on “Operationalizing in the Executive Branch the People’s Constitutional Rights to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefore.”

This sets the provisions under which every Filipino may have access to information.

### ✓ *Risk Management (RM) Manual*

The JHMC is committed to incorporate the Risk-Based Thinking (RBT) into the formulation of plans and programs to reduce uncertainties in achieving organizational targets, to mitigate losses, and to create action plans to prevent risks.

RBT improves Stakeholders’ satisfaction and confidence, assures the consistency of the services rendered, and establishes a culture of prevention and improvement. The RM Manual was approved **on 31 July 2023**.

### ✓ *Amended Environment Management System (EMS) Manual*

As part of the existing Certification with the ISO 14001:2015 International Standards, the amended EMS Manual is a manifestation of the continual improvement on focusing resources on environmental objectives realization which could include reducing or eliminating the negative environmental impacts and/or increasing positive effects within JHMC’s operations. This was approved on **07 November 2023**.

### ✓ *Amended Quality Manual*

Aligned with the provisions of the ISO 9001:2015 International Standards for Quality Management System (QMS), the amended Quality Manual is a testament of the continual improvement intended to institutionalize best practices and quality services in the JHMC operations.

The amended Quality Manual, integrating the enhanced JHMC Risk Management System (RMS), was approved on **15 December 2023**.

✓ ***Revised Whistleblowing Policy***

The Policy aims to provide an enabling mechanism that allows any concerned individual to report and provide information, anonymously if the person wishes, and even testify on matters involving the actions or omissions of the JHMC Board of Directors (BODs), Officers and Employees, that are considered illegal, unethical, violates good governance principles, against public policy and morals, promote unsound and unhealthy business practices and grossly disadvantageous to the JHMC and/or the Government.

The Revised Policy provides a detailed procedure of how an individual will file a report or provide information, including the expected processing time. This was approved on **15 December 2023**.

✓ ***Customer Feedback and Redress Mechanisms***

JHMC is one with the National Government in taking appropriate measures to promote transparency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in the government.

In compliance with Section 4 of the Executive Order No. 6, series of 2016 re Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center, JHMC issued **Special Order No. 10, series of 2023 designating its Focal and Technical Officers** who shall compose the **JHMC's 8888 Focal Team** that serves as a mechanism where Citizens may report their complaints and grievances on acts of red tape, as defined under RA No. 9485 and other relevant laws, and/or corruption within JHMC operations.

In addition, the JHMC's **Updated Citizen's Charter** and the JHMC's **Official Website** provides the complete contact details and procedures where Stakeholders may express their complaints, comments, or suggestions, aside from the **Customer Feedback Forms** that are available on-site. The feedbacks are being gathered, discussed, acted upon, monitored and reported by the Management.

c. **Asset Disposition: Barangay Segregation Program (BSP)**

✓ **BARANGAY HILLSIDE**



*Consultative Meeting with Barangay Hillside Structure Owners at the Bell House, Camp John Hay on 17 November 2023.*

i. ***Subdivision and Individual Lot Survey of Lot 1-A-10, Psd-CAR-015158, portion of Barangay Hillside***

The complete documentary requirements for the approval of the related Subdivision and Individual Survey Plan was submitted by the JHMC and its Project Consultation on **22 December 2023** to the Land Registration Authority (LRA). Once approved, the individual lots will be issued with the corresponding Transfer Certificates of Title (TCTs).

Out of the **55 individual lots** in Barangay Hillside, 39 are classified as residential lots which will be awarded to the bonafide residents/ Structure Owners.

ii. ***Awarding of Certificates of Recognition to Hillside Pre-Qualified Beneficiaries (some excerpts from the BCDA website)***

As I have underscored during the ceremony held on **12 December 2023**, “We are dedicated to the progress of Barangay Hillside, ensuring that its residents are empowered through land ownership. This initiative reflects our commitment to uphold the law and prioritize the welfare of the community.”

BCDA-JHMC issued the Certificates of Recognition to the **39 bonafide Occupants in Barangay Hillside** who are pre-qualified

to purchase parcels of land where they have been residing as early as 1991. This activity commenced the process to exclude portions of Barangay Hillside from the jurisdiction of BCDA-JHMC to qualified recipients based on set criteria.

The Certificate of Recognition states that the structure owner is pre-qualified to purchase a parcel of land as may be allowed under applicable laws, rules and regulations promulgated by the duly constituted authorities or as may be approved by the proper Authorities.

BCDA PCEO Bingcang said, “This is the first crucial step to jumpstart the process of excluding portions of Barangay Hillside from Camp John Hay. We hope this development gives the public and the residents of Baguio the assurance that BCDA and JHMC are committed to deliver our obligations insofar as they are consistent with Republic Act 7227 or the BCDA Law.”



*BCDA Photo: BCDA PCEO Joshua M. Bingcang and JHMC PCEO Allan R. Garcia award the Certificate of Recognition to 97-year old Eduardino Damatac, the oldest Resident to be recognized as a bonafide Occupant of Barangay Hillside, Baguio City.*



*Photo caption: (From left to right) BCDA Officer-in-Charge for Conversion and Development Richard Brian M. Cepe; representative of Baguio City Congressman Marquez O. Go, his wife Soledad Go; JHMC Chairman Rufino G. Ibay Jr.; Baguio City Mayor Benjamin B. Magalong; BCDA President and CEO Joshua M. Bingcang; JHMC President and CEO Allan Garcia; and JHMC Vice President and Chief Operating Officer Jane Theresa Tabalingcos with the recognized bonafide occupants of Barangay Hillside, Baguio City.*

### ***iii. Related Policies: BSP – Portion of Barangay Hillside***

Through Board Resolution No. 2023-1204-225, the following were approved on **04 December 2023**:

- Disposition Policies and Guidelines for the BSP and Guidelines for Beneficiary Selection Criteria, with revision;
- Master Development Plan (MDP);
- Revised Road Map;
- Revised Subdivision Scheme of Lot 1-A, PSD-E2014002254 including six (6) Residential Clusters and Summary Matrix of the structures affected by proposed development per the MDP for the BSP – Portion of Barangay Hillside; and,
- List of Bonafide Occupants.

### ***✓ REMAINING BARANGAYS FOR BSP PHASE 1***

#### ***i. Related Policies: Remaining Barangays for BSP Phase 1***

There is an ongoing review to ensure that the provisions of E.O. No. 112, “Prescribing the width of city and barangay roads, pathway, alleys

within the City of Baguio” issued in September 2022 is incorporated in the revised Survey Returns for the Subdivision and Individual lot survey for the following:

- a. Lot 2, Psd-131102-002639, a portion of Barangay Greenwater Village;
- b. Lot 7, Psd-131102-002639, the portion of Barangay Country Club Village; and,
- c. Lot 13, Psd-131102-002639, portion of Barangay Upper Dagsian.

Through Board Resolution No. 2023-1204-226, the Revised Road Map for the BSP was approved on **04 December 2023**:

<b>Year</b>	<b>Barangay</b>
2023 – 2024	<i>Portion of Barangay Hillside</i>
2024	<i>Portion of Barangay Greenwater Village</i>
2025 – 2026	<i>Portion of Barangay Country Club Village</i>
2027	<i>Portion of Barangay Upper Dagsian</i>
2028	<i>Portions of other Barangay/s, dependent on the approval of the Special Patent Application</i>

***ii. BSP Phase I (Titled Properties) Data Gathering, Validation and Verification***

<b>Barangay</b>	<b>Validated No. of Structure-Owner</b>	<b>No. of In Order per Submission/Gathering</b>	<b>Percentage</b>
Portion of Hillside	39	22	56.41%
Portion of Greenwater Village	35	20	55.55 %
Portion of Country Club Villag	52	25	48.07 %
Portion of Upper Dagsian	28	20	71.42 %
	<b>154</b>	<b>87</b>	<b>56.12%</b>

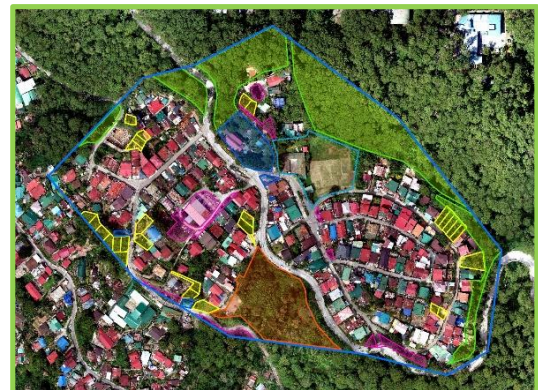
*iii. BSP Phase II (Untitled Properties) Data Gathering, Validation and Verification*

Barangay	Validated No. of Structure-Owner	No. of In Order per Submission/Gathering	Percentage
Portion of Greenwater Village	244	38	15.57%
Portion of Sta. Escolastica	29	4	13.79%
Portion of Upper Dagsian	69	9	13.04%
Portion of Outlook Drive	24	7	29.17%
Portion of Lucnab	58	2	3.45%
Portion of Country Club	334	78	23.35%
	<b>758</b>	<b>138</b>	<b>18.21%</b>

**d. Asset Disposition: Scout Barrio Housing Project (SBHP)**

The SBHP is **91.41%** complete in terms of the release of Transfer Certificate of Title (TCT) to Beneficiaries.

Status	Quantity	Percentage
Awardees with released TCTs	149	<b>91.41%</b>
Fully paid Awardees with pending documentary requirements:		
<i>a. Due for submission to JHMC</i>	5	<b>8.59%</b>
<i>b. With duly signed Deed of Absolute Sale (DOAS)</i>	3	
<i>c. With unresolved issues pending DOAS preparation</i>	4	
<i>d. With incomplete DOAS attachments</i>	2	
<b>TOTALS</b>	<b>163</b>	<b>100%</b>





## e. Land Asset Management

### ✓ *Special Patent Application (SPA) for the BCDA Land*

The SPA of the BCDA with the DENR for lands within the Camp John Hay (CJH) covered by a Presidential Proclamation has been pending for the past 25 years (since 1997). The SPA covers **476 hectares of the JHSEZ and JHRA** which is divided into two (2) phases: Phase I covers 258.76 hectares without ancestral land claims; and, Phase II covers the areas with ancestral land claims.

To date, the Special Patents for Phase I are pending review and/or endorsement by the DENR Secretary to the Office of the President for approval.

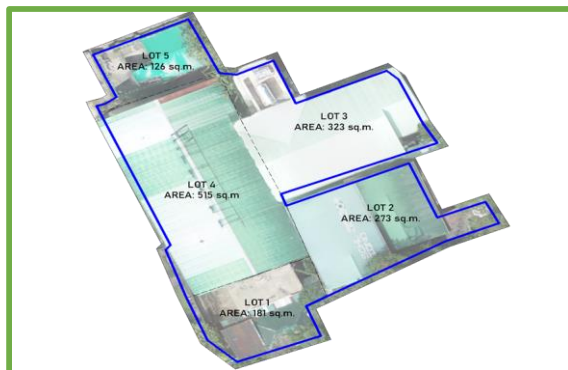
### ✓ *Ancestral Land Claim within Camp John Hay*

Per monitoring and inventory, about **237.67 hectares or 38.03%** of the BCDA land in CJH were issued with Certificates of Ancestral Land/ Domain Title (CALT/ CADT).

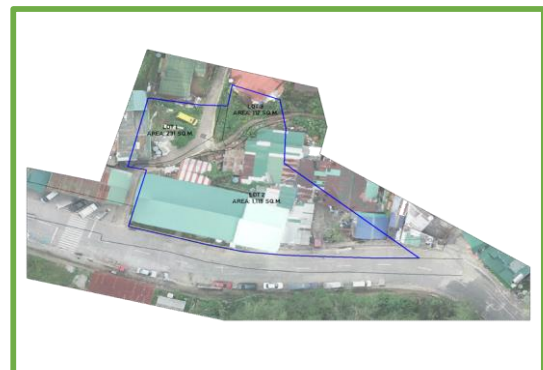
The **first eighteen (18)** CALT/CADT complaints for reversion and cancellation are still pending resolution before the Supreme Court. **Nineteen (19)** remains for filing of complaints for reversion/ cancellation against all claimants who have been issued with titles over real properties located within the bound of CJH through the Office of the Solicitor General (OSG).

### ✓ *Deed of Usufruct (DOU) over BCDA Properties in Camp John Hay*

A Compliance Review of the conditions set forth in the DOU with the Department of Education was conducted in **October and November 2023**.



*Baguio City National High School (BCNHS)  
Annex now Hillside National High School*



*Baguio Country Club Village Elementary  
School*

✓ **Proposed Government Center**

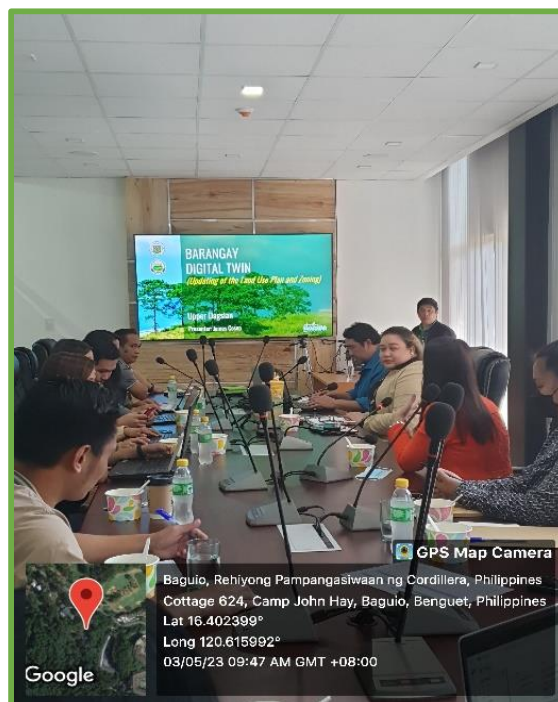
The Updated Site Development Plan for the Government Center was presented to the JHMC BOD on **09 October 2023**.



✓ **Coordination Meetings: Baguio City Land Use Plan (CLUP)**

On **04 April and 03 May 2023**, the CLUP and issues of the affected Barangays within the John Hay Reservation Area (JHRA) were discussed with the City Planning, Development, and Sustainability Office (CPDSO) led by Arch. Donna Tabangin, together with the personnel of the City Building and Architecture Office (CBAO).

*04 April 2023 and 03 May 2023 Coordination Meetings with Representatives from JHMC, CPDSO, CBAO, and affected Barangays within JHRA at the JHMC Office, Camp John Hay, Baguio City.*





*Follow-up Meeting with the Representatives from JHMC and CPDSO on 30 November 2023 at the JHMC Office, Camp John Hay, Baguio City.*

## **A.6.2 Customer Health and Safety**

### **a. Biodiversity Maintenance: Sanitation Tree Cutting and Pruning Operations**

In a natural, living ecosystem, tree mortalities and senescence is an integral part of the dynamics within the ecosystem. Such mortalities, however, has to be

managed to ensure public safety within CJH, as well as to maintain the health and beauty of this Urban Park.

In 2023, a total of **45 dead Benguet Pine Trees** that posed danger to public safety and/or pest-infested Trees were cut and **one (1) live Agoho Tree** was pruned to ensure public safety and/or prevent the spread of the infestation/infection to the healthy trees, all covered by a Tree Cutting Permit issued by the Department of Natural Resources (DENR) – Cordillera Administrative Region (CAR).

Related policies and procedures are included in the 2023 Updated Citizen’s Charter.



*Closely monitored Tree Cutting and Pruning activities within Camp John Hay, all covered with the necessary Permit.*

**b. Endorsement of Tree Cutting and Pruning Permit Applications for Sanitation Tree Cutting Activities Within the JHRA and the JHSEZ**

As part of Policy, within the JHRA and the John Hay Special Economic Zone (JHSEZ), the cutting of trees that pose a danger to lives and properties is permitted to ensure the safety and well-being of both the JHRA and JHSEZ Residents, upon the endorsement of JHMC and issuance of the DENR or the Office of the City Mayor of the Tree Cutting Permit or Pruning Permit.

For 2023, a total of **12 Tree Cutting Permit Applications** covering a total of 38 trees (24 dead, 14 live) that pose danger to lives and properties were endorsed by JHMC to the appropriate Permitting Authority for the issuance of

Tree Cutting Permit. Additionally, **four (4) Pruning Permit Applications** were endorsed for the issuance of the Pruning Permit covering nine (9) trees.

Related policies and procedures are included in the Updated Citizen’s Charter.

**c. Conduct of Environment and Sanitation Audits to JHSEZ Locators**

A total of 56 Certificates of Environmental Compliance (CECs) of JHSEZ Locators were processed for the year as part of the regulatory function of JHMC. This serves as evidence that JHSEZ Locators passed the environment and sanitation inspections and audits as a measure to check compliance to existing environment and sanitation standards.



*Environment and Sanitation Inspection and Audit conducted to JHSEZ Locators on 25 April 2023 for IHG and on 08 August 2023 for Le Chef Inc., as a condition prior to the issuance of the Certificate of Environmental Compliance (CEC).*

**d. Hazardous Management**

It is the Policy of the State to regulate, restrict or prohibit the importation, manufacture, processing, sale, distribution, use and disposal of chemical substances and mixtures that present unreasonable risk and/or injury to health or the environment; to prohibit the entry, even in transit, of hazardous and nuclear wastes and their disposal in the Philippine territorial limits for whatever purpose; and to provide advancement and facilitate research and studies on

toxic chemicals and hazardous and nuclear wastes. (*Section I, DENR Administrative Order No. 2013-22 otherwise known as the Revised Procedures and Standards for the Management of Hazardous Wastes*).

In 2023, the Dismantling, Treatment and Disposal of Hazardous Wastes (Asbestos wastes from Cottage 625-628, BCDA Cottage 663 and other Hazardous Wastes on Stock) was successfully implemented from **26 September 2023 to 24 November 2023**.



*Airborne dust (Asbestos) monitoring at Cottage 627-628 on 26 September 2023.*



*Hauling of Waste Electrical and Electronic Equipment (WEEE M506), Lead Compound (D406), Used Industrial Oil (I101), and Solvent-based (F602) conducted on 10 October 2023 and 24 November 2023.*

### A.6.3 Community Interaction

#### a. Corporate Social Responsibility Projects

The BOD-approved Corporate Social Responsibility (CSR) Framework on 10 September 2019 was established to outline the guiding principles and key structural elements of future CSR projects of JHMC. It shall serve as a guide in the formulation, development, and conceptualization of CSR plans and programs and a tool in identifying and assessing strategic plans, decision-making and dispensing JHMC's operations in a transparent and accountable manner.

The CSR activities are conducted in CJH including adjacent areas outside the reservation, without prejudice to requests from other individuals/ groups/ organizations that require a different venue/ location, subject to assessment and recommendation for approval of the PCEO.

✓ ***Barangayan Activity: “Ang Barangay na Handa at Ligtas sa Sakuna”***

As an offshoot of the forest fire incident that happened in the JHRA, the JHMC initiated a three-day training and workshop from **12-15 April 2023** on Community-Based Disaster Risk Reduction Management (CBRRM) with the Representatives from the Barangays within the JHRA.



*Representatives from the Barangays Within JHRA attended the 3-day Training and Workshop held on 12-15 April 2023, initiated by the JHMC.*

✓ *Youth and/or Sports Development: “Brigada Eskwela” Involvement to Various Schools*

JHMC responded to the call for shared responsibility to at least **seven (7) schools** for the year from **28 August to 08 September 2023**: Camp 7 Elementary School, Camp 6 Elementary School, Happy Hallow Elementary School, Country Club Village Elementary School, Baguio City High School, Jose P. Laurel Elementary School, and Irisan National High School.

JHMC Volunteers from its employees and service providers significantly contributed their services in cleaning, repairing, and painting classrooms, landscaping, gardening, and beautifying school grounds, and augmenting educational supplies.

“Brigada Eskwela” is a way of fostering collaboration, solidarity, and goodwill among JHMC Stakeholders.



*Some of the JHMC Volunteers in action for the 2023 Brigada Eskwela conducted to various Schools.*



✓ ***Community Health Development: “Healthy and Productive Aging: The Role of Senior Citizens in Nation Building”***

Proclamation No. 470, issued by Former President Fidel V. Ramos in 1994, mandates the Government to implement a social welfare program that supports the well-being of Senior Citizens.

Hence, in celebration of the Elderly Week, the JHMC, together with the Baguio City Health Services Office and Engineers Hill Health Center Primary Care Facility, held a series of activities at San Vicente Elementary School, Camp 8, Baguio City on **06 October 2023**.

A discussion was made about oral health care, nutrition tips, and mental health, all of which sought to counter and address the risks and vulnerabilities that come with aging. A general medical check-up and flu vaccinations were also conducted.



*Elderly Week Celebration as part of the Community Health Development Program held on 06 October 2023 at San Vicente Elementary School, Camp 8, Baguio City.*



*Elderly Week Celebration as part of the Community Health Development Program held on 06 October 2023 at San Vicente Elementary School, Camp 8, Baguio City.*

## **b. Relief Response Operations**

The BOD-approved Relief Response Operations Guidelines effective 17 September 2019 was established for the relief operation responses mechanism for JHMC related to preparedness for humanitarian assistance and support, early recovery and rehabilitation, if possible; strengthen and enhance the institutional and operational mechanisms, structure and strategies for relief operation; and, define procedure for providing augmentation support to disaster-affected areas.

### **✓ Rice Assistance Provided to Barangay Greenwater, Baguio City**

The distribution of 30 bags of 5-kgs rice took place on **15 September 2023** in response to the request of the Barangay for rice assistance to its 30 Constituents that were affected by the ravages of Super Typhoon “Egay”.



*Actual distribution conducted on 15 September 2023 to identified Greenwater Constituents based on the List provided by the Barangay.*

**c. Donation to Partner Groups and Other Agencies**

✓ *Seedling Donations to Various Requesting Stakeholders*

A total of **3,240** seedlings that supported reforestation of various areas of the JHSEZ and Municipalities of Benguet (Tublay, Bokod and Tuba) were donated in support of a common goal of forest protection, as tabulated below:

Date	Agency	No. of seedlings	Planting site
June 07, 2023	Municipality of Bokod	500 Benguet pine donated and planted on July 16, 2023 in support of the NGP initiative	Bobok-Bisal, Bokod, Benguet
June 16, 2023	Municipality of Tuba	1,500 (500 Coffee and 1,000 Benguet pine) and planted on June 22 and 23, 2023	Liwliw, Camp 4, Tuba Benguet
June 22, 2023	Baguio Country Club Elementary School	110 seedlings(40 Benguet pine & 70 Coffee)	Baguio Country Club Village
	DPWH- Baguio City District Engineering Office	130 Benguet Pine were donated and planted as part of DPWH's 125th Anniversary Celebration	Voice of America (VoA) Log Homes area
June 30, 2023	Becday Chasoras Lamsis Elementary School	1,000 Coffee	Tublay Forest Areas (Damaged by Forest Fires)
<b>TOTAL</b>		<b>3, 240 seedlings supported reforestation efforts</b>	

**d. National Greening Program Assistance to Other Communities**

✓ *Validation and Assessment of Survival of Reforestation Site in Tublay, Benguet*

On **27 June 2023**, a year after the Tree Planting Activity held at the Communal Forest of Barangay Daclan, Tublay, Benguet, the JHMC Foresters carried out an assessment and monitoring of the Benguet Pine Trees to determine the survival rate of the planted saplings.