



Republic of the Philippines
Office of the President

JHMC

JOHN HAY MANAGEMENT CORPORATION

A member of The **BCDA** Group
Bases Conversion and
Development Authority

PRESIDENT'S REPORT
CY 2023

HIGHLIGHTS OF ACCOMPLISHMENTS

CALENDAR YEAR 2023

Our Amended Vision Statement:

“By 2040, JHMC shall have transformed and developed Camp John Hay into a premier, sustainable, safe, and enjoyable tourism destination in the North with preserved historical and cultural sites, promoting investments through innovative approaches, with improved economic opportunities and gender-responsive quality services while protecting the environment.”

Our Amended Mission Statement:

“As the Steward of Camp John Hay, JHMC develops the estate into a premier tourist destination, continuously contributing to the economic growth and sustainable use and protection of the forest watershed, with efficient and effective regulations.”

Our Update Core Values (S-P-I-C-E-S):

✦ Stewardship ✦ Passion for the Environment ✦ Integrity ✦ Commitment
✦ Excellence ✦ Spirituality

Our Updated Strategic Priorities:

- Environmental Protection;
- Revenue Generation through Traditional and Eco-Tourism Development;
- Human Resource Development (Internal and External);
- Building and Enhancing Relationships with Internal and External Stakeholders;
- Safe and Secure Environment; and,
- Responsible Use of Resources.

“Alone we can do so little; together we can do so much.”

-Helen Keller

With the collective effort of the John Hay Management Corporation (JHMC) Board of Directors, Management and the General Staff, I am humbled to present the details of the **noteworthy achievements** of JHMC for CY 2023 which were anchored on the above stated amended and updated Charter Statement, as follows:

A. ON CUSTOMER/ STAKEHOLDER & SOCIAL IMPACT PERSPECTIVE

As an Organization, the JHMC’s identified Stakeholders include the Office of the President/ National Government, Congress, National Government Agencies (NGAs),

Bases Conversion and Development Authority (BCDA), BCDA Group and Subsidiaries, Local Government Units (LGUs), Regulatory Bodies, Partner Agencies/ Organizations, John Hay Special Economic Zone (JHSEZ) and John Hay Reservation Area (JHRA) Residents and Structure Owners, Investors/ Joint Venture (JV) Partners/ Lessees, Locators, External Providers/ Suppliers, Media, Socio-Civic Organizations, Employees, Tourists, Event Organizers, and the General Public.

A.1 Customer Satisfaction Measurement

The JHMC garnered a remarkable overall rating of **94.50%** in its 2023 Customer Satisfaction Measurement (CSM) which was conducted to various JHMC Clients by an Independent 3rd Party Provider who administered, generated and interpreted the result in accordance with the standard methodology, procedures, and modalities prescribed by the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government Owned or Controlled Corporations (GCG).



This year's rating is almost **2% higher** than the average CSM ratings for the past eight (8) years. A testimony that JHMC is a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability, and safety in exchange for the price paid for the same.

A.2 Corporate Governance Scorecard (CGS)

JHMC ranked **6th** among all GOCCs in the 2022 CGS Result for GOCCs, having attained an **impressive overall CGS rating of 98%**.

Since CY 2020, JHMC has been consistently validated and rated **“OUTSTANDING”** by the GCG for its CGS, demonstrating the organization's **continual drive towards excellence in public service and in corporate governance**.

The Award was given during the Exit Conference on CY 2022 CGS and GOCC Governance Awards Ceremony held at the Philippine International Convention Center (PICC), Pasay City on **20 November 2023**.



Receiving the Award on behalf of JHMC is Director-Compliance Officer Christian Paul L. Ulpindo, together with Board Secretary Anna Maria G. Lopez and Corporate Planning Clerk Beverlee Q. Gunaden. With them are the GCG Commissioners Atty. Brian Keith F. Hosaka, Atty. Geraldine Berberabe-Martinez, GCG Chairperson Atty. Marius P. Corpus and the Keynote Speaker Executive Secretary Lucas P. Bersamin.

A.3 Performance Scorecard

A.3.1 2022 Performance Scorecard

Received on **08 August 2023**, the GCG released the result of its validation of the JHMC 2022 Performance Scorecard with an overall score of **90.94%**. Having satisfactorily complied with all the requirements for the Performance-Based Bonus (PBB) set by the GCG and the AO25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (IATF), JHMC was granted the authority to release the 2022 PBB to all its qualified Officers and Staffs.

A.3.2 2023 Performance Scorecard

The 2023 GCG-JHMC Performance Scorecard was discussed, approved and signed during the Performance Target Conference held at the GCG Office in Makati City on **07 March 2023**.



Above Photo (courtesy of GCG): The signing of the GCG-JHMC Performance Scorecard 2023 by the GCG Chairperson Quiroz, JHMC BOD Vice-Chairperson Atty. Jularbal, and JHMC PCEO Garcia.

Below Photo (courtesy of GCG): The GCG and JHMC Representatives with the GCG Commissioners and JHMC Top Management.



Subject to the actual validation of the GCG, JHMC's initial assessment of its 2023 Performance Scorecard is at **an astounding rate of 98.43%**.

The 2023 GCG-JHMC Performance Scorecard is comprised of 13 Strategic Measures (SMs) from the nine (9) Strategic Objectives in the Updated JHMC Charter Statement.

The two (2) **Financial SMs** include the following:

1. Gross Sales of Business Enterprises Within the JHSEZ; and,
2. Increase Internally-Generated Revenue of JHMC.

Meanwhile, the rest are **Non-Financial SMs** as follows:

3. Number of New Locators or Development Projects Signed;
4. Number of Jobs Generated in the JHSEZ;
5. Compliance to National Ambient Air Quality Standards on Particulate Matter (PM) 10 Within the JHSEZ;
6. Percentage of Satisfied Customers;
7. Zone Revenue Collection Efficiency;
8. Disbursement Budget Utilization;
9. Percentage of Regulatory Permits for Business Enterprises Issued Within Applicable Processing Time;
10. Maintenance of ISO 9001:2015 Certification;
11. Maintenance of ISO 14001:2015 Certification;
12. Implementation of the Information System Strategic Plan (ISSP); and,
13. Percentage of Employees Meeting Required Competencies.

A.4 International Organization for Standardization or ISO Certifications

A.4.1 ISO 9001: 2015 (Quality Management System)

A.4.2 ISO 14001: 2015 (Environmental Management System)

In its 3rd cycle for the Quality Management System (QMS) and 2nd cycle in its Environmental Management System (EMS), JHMC was immediately recommended for continued Certification to both ISO 9001:2015 (QMS) and ISO 14001:2015 (EMS) after the Surveillance Audit conducted on **09-10 November 2023** by the 3rd Party Certifying Body (SOCOTEC Certification Philippines, Inc.).

Consistent with the result of the CSM earlier, this is a validation that JHMC is consistently operating policies of continuous improvement to ensure integrity and honesty in dealings with customers through its QMS and EMS.



The QMS Certificate which is valid until 20 March 2025 and the EMS Certificate which is valid until 13 February 2025.



The “victory pose” of the JHMC Family with the 3rd Party Certifying Body, SOCOTEC Philippines, Inc., after a favorable result of the 2nd Surveillance Audit on 10 November 2023.

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**:

Year	Barangay
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

Barangay	Validated No. of Structure-Owner	No. of In Order per Submission/Gathering	Percentage
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 %
	154	87	56.12%

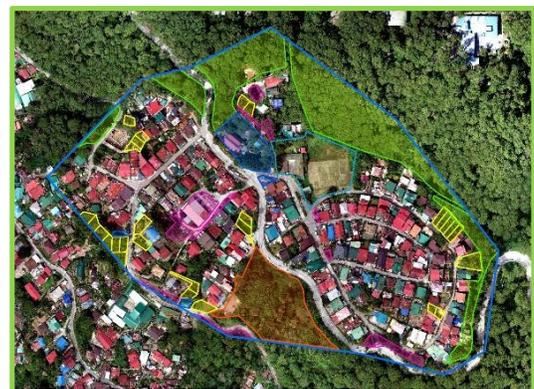
iii. BSP Phase II (Untitled Properties) Data Gathering, Validation and Verification

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%
	758	138	18.21%

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



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.

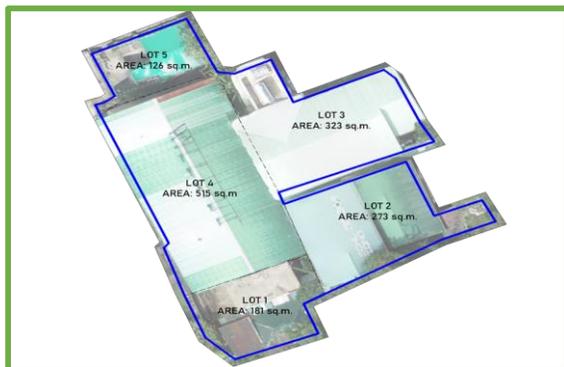
✓ *Ancestral Land Claim within Camp John Hay*

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*



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)
TOTAL		3, 240 seedlings supported reforestation efforts	

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.

As a result, it was determined that **51%** of the saplings survived the environmental conditions. This information is useful in assessing the project's environmental, social, and economic impacts, such as biodiversity protection and soil erosion prevention, among others. This proves that JHMC is well informed and aided in arriving at a better judgment on the effectiveness and sustainability of its reforestation initiatives, including Stakeholder Communities.



JHMC Foresters, together with the Barangay Representative, during the validation and assessment conducted on 27 June 2023 at the Communal Forest of Barangay Daclan, Tublay, Benguet.

A.6.4 Sustainable Development and Environmentally-Friendly Value Chain

a. Forest Protection and Management

JHMC has been the steward of this precious home of a dense Pine Forest and watershed cradle of Baguio City. Camp John Hay, being the 53% remaining forest cover of the City needs to continually ensured of its environmental stability and nurtured of the richness of its forest in many ways possible.

✓ *Forest Enrichment: Annual Tree Planting Activity*

In support to the National Greening Program of the DENR and the JHMC mandate towards sustaining/ maintaining the forest watershed, an active participation of all JHMC Employees with their children, including On-The-Job Trainees (OJTs), and Volunteers from JHSEZ Locators such as Filinvest Development Corporation and its Service Providers (security, ground and forest care, gardeners, and janitorial) had successfully planted 1,025 pots of

Benguet Pine Seedlings last **23 June 2023** at the Voice of America (VOA), Camp John Hay, Baguio City.



The two (2) Youngest Participants of the Tree Planting Activity held in celebration of the 2023 Arbor Day on 23 June 2023 at the VOA, Camp John Hay, Baguio City.

✓ **Collaboration with Stakeholders for Better Forest Protection**

Camp John Hay is a Partner-Recipient of a PhP 2 Million funding for the *Assessment of Bioinvasion and Proliferation of Exotic Plant Species: A Basis for Policy Input on the Management of Exotic Plants and Promotion and Restoration of Native Plants in CJH.*

Related activities for the year are provided in the table below:

Date	Activity	Site
11 May 2023	Work Plan Finalization with UPB, BSU, DENR, WWRRDEC, PENRO and DMMMSU	UP Baguio
17 October 2023	Vegetation Survey	Eco Trail, CJH
14 November 2023		Yellow Trail, CJH
07 December 2023		Blue Trail, CJH
18-20 October 2023	Bird Survey	Eco Trail, CJH
16-17 November 2023		Yellow Trail, CJH
8-9 December 2023		Blue Trail, CJH
17 November 2023	Physico-Chemical Sampling and Tests	Yellow Trail, CJH
8-9 December 2023		Blue Trail, CJH

6 December 2023	Presentation of Project Status and Accomplishment to DENR FASPS, PENRO and DENR-CAR.	DENR-CAR Office
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Some actual photo documentation.

b. Natural Resource Management

- ✓ **Capacity-Building: Forest Stewardship and Natural Resource Management**

As part of biodiversity management, the JHMC collaborated with the DENR and the Academe for workshops intended in crafting Forest Stewardship and Natural Resource Management Programs for the JHRA, as presented below:

Date	NRM Activity	Remarks
July 3, 2023	<p>Seminar of Native and Exotic Plants</p> <p>Resource Person: Dr. Lizel Magtoto and Dr, Kenneth Laruan</p> <p>Participated by JHMC, UP Baguio, BSU, DENR-CAR, PENRO,CEPMO</p> 	
November 15, 2023	<p>Workshop on the Propagation of Native Plants</p> <p>Resource Person: Dr. Kenneth P. Laruan</p> <p>with JHMC, UP Baguio, BSU, DENR</p>	

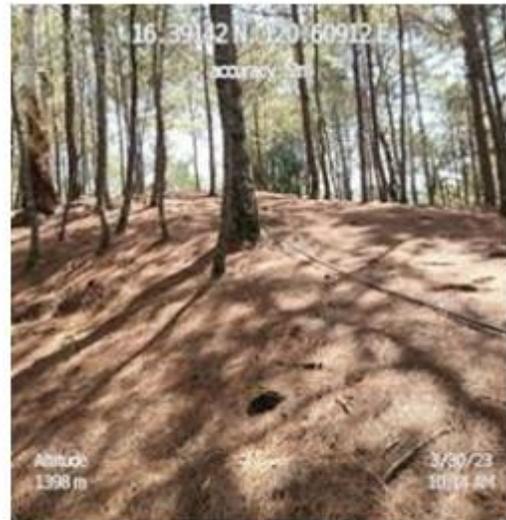
c. General Forest Care Activities

General forest care activities consisting of ornamental plants and tree seedlings propagation, thinning operations, removal of DENR-proclaimed invasive alien species, composting, assisted natural regeneration (ANR), lumber inventory and retrieval, and maintenance of established fire lines were conducted within portions of the JHSEZ and JHRA.

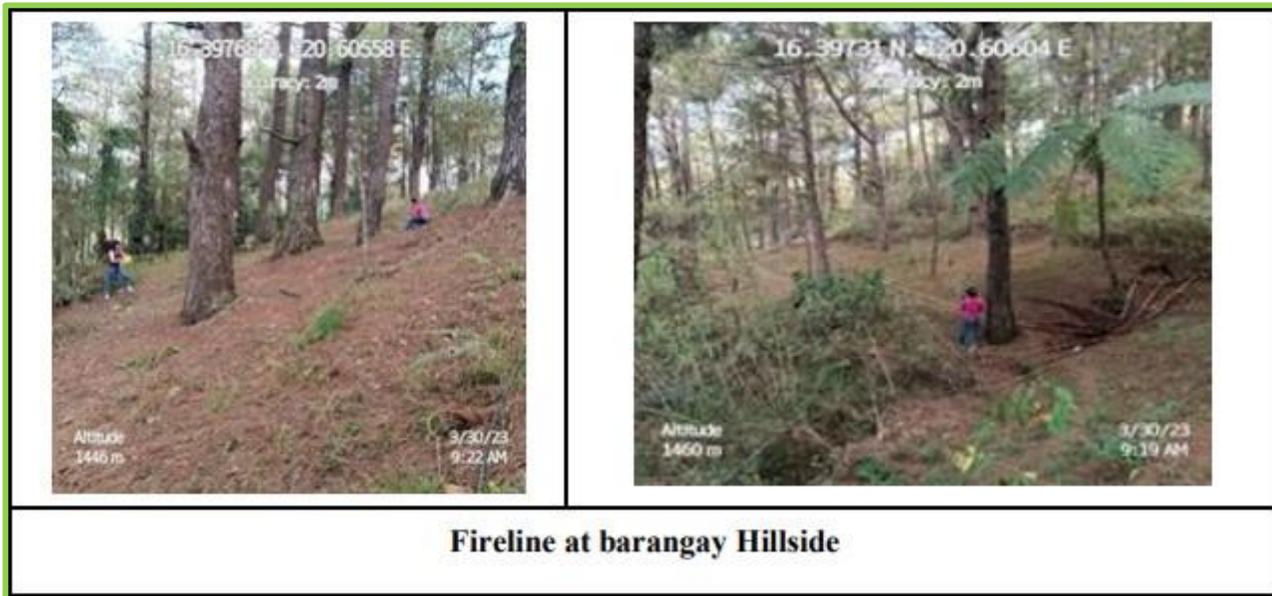
✓ ***Fire Lines Maintenance***

As a regular activity and as part of the Fire Prevention Measures, fire lines were maintained within CJH Trails and the Reservation Area.

Fireline Maintenance at Kadaclan



Fireline at Lower Dagsian



✓ *Forest Fire Prevention Measures*

Following the fire incident at the Voice of America (VOA) on 15 February 2023, the JHMC Emergency Preparedness Response Team (EPRT) conducted its quarterly inspection on fire hydrants and standpipes installed in different areas of the CJH Trails on **15 March 2023**.



Aligned with the Fire Prevention Month, the JHMC EPRT checked and evaluated fire hydrants and standpipes at the CJH Trails on 15 March 2023.

The JHMC and the Camp John Hay Development Corporation (CJHDevCo) undertook on **15 June 2023** a joint inspection and evaluation of the existing fire hydrants and standpipes in order to improve, rehabilitate, and alleviate the forest protection and preservation initiatives of the Camp John Hay Forest.



The Joint Inspection and Evaluation of Fire Hydrants and Standpipes of the JHMC and CJHDevCo at the Camp John Hay Forest.

On **07 June 2023**, manual sirens were installed in two (2) strategic locations in Barangay Happy Hollow. The manual siren aims to improve the fire safety of the Camp’s forested areas by expediting response. The siren is hand-operated and is activated by just making a circular motion of its handle to produce a sound. The sound is heard within a 1.5-kilometre radius, which is enough to send warnings to nearby houses in the area.



d. Nursery Management and Landscape Maintenance

✓ *Production of Tree Seedlings*

The Nursery is home to around **13,879** forest tree seedlings of Benguet Pine and Coffee Arabica that were propagated, maintained and subsequently disposed in support of JHMC's tree planting and seedling donations to various partner agencies and institutions.

Production of Tree seedlings



✓ *Landscape Maintenance and Enhancement*

Additionally, ornamental plants were continually propagated and maintained to support landscapes maintenance and beautification of the Historical Core and JHMC Office premises and areas.





e. Waste and Resources Management

✓ *Solid Waste Management*

A clean-up drive within the JHSEZ on **30 June 2023** was held to encourage Tourists and Guests to practice responsible solid waste disposal. The activity was participated by 40 Volunteers from the JHMC personnel, OJTs and Service Providers which resulted to the collection of 71 kilograms of mixed wastes.



✓ *“Kalakalikahan” Event*

As a way of promoting solid waste management, JHMC launched its week-long recycling event **on 20-24 November 2023**. Employees were encouraged to bring the following: **(a) papers**, preferably flattened, dried and tied up; **(b) plastics**, preferably emptied, dried and cleaned; **(c) precious metals**, preferably wiped dry and emptied; and, **(4) glass bottles**, preferably emptied and dried.



✓ *Composting*

The composting facility near the Nursery is operational. The natural process of recycling organic matter such as dried pine needles, into a valuable fertilizer for the landscapes within JHMC premises and the Historical Core.



f. Water Quality Management



In its efforts to advocate for water sustainability in commemoration of World Water Day, JHMC conducted a clean-up drive on **22 March 2023**, participated by 38 Volunteers, including OJTs from Saint Louis University and the University of Baguio. The activity yielded to the collection of 35.9 kilograms of mixed wastes that were prevented to accumulate and enter the waterways and inland waters.

g. Air Quality Management

✓ *Ambient Air Quality Monitoring on Particulate Matter 10 (PM¹⁰)*

For the previous years, data show that the JHMC has maintained its **good air quality** through the years.

Sampling Month	Particulate Matter 10, ug/m3	Air Quality Index
January to March	16	Good
April to June	22	Good
July to September	10	Good
October to December	11	Good
Average	15	Good

**Target is <55 ug/m3 of PM10*

✓ Pollution Control and Related Compliances

JHMC has its Pollution Control Officer (PCO) who inspects and investigates sources of pollution to protect the public and environment in compliance with the Philippine Clean Air Act of 1999 (RA 8749) and the Philippine Clean Water Act of 2004 (RA 9275).

Requisite PCO Self-Monitoring Reports and Project Description Reports were timely submitted to the Environment Management Bureau (EMB) – CAR while Pollution Sources needing Permits were duly applied for the year.

h. Raising Ecological Awareness

Eco-awareness talks and other related activities towards ecological responsibility is a way of encouraging Participants to actively take part in the conservation of natural resources.

Date	Participants	Event / Policy / Program Highlighted
March 22, 2023	JHMC Employee volunteers, Job Trainees, Fixed-term personnel	World Water Day Eco-Awareness Drive (Clean-up of John Hay Special Economic Zone Roadsides, canals and Waterways)
April 20, 2023	Baguio City National High School	Eco Awareness Talk, Clean Up Drive and Forest Trekking
June 30, 2023	JHMC Employees and Interns	Philippine Environment Month and World Environment Day Eco-Awareness Talk and Clean Up Drive Activity
September 23, 2023	JHMC Employees, Interns, North Com Security Personnel, and Mckleene Personnel	National Clean-Up Month and International Coastal Clean Up Eco-Awareness and Clean Up Drive Activity
September 29, 2023	Hillside National High School students and teachers	Proper Tree Care
October 12, 2023	Hillside National High School students and teachers	Forest management in general

i. Attendance to Related Fora for Sustainable Development and/or Environmentally-Friendly Value Chain

JHMC is in full participation to the following:

Date	Forum
09 February 2023	Climate Change Summit by the Office of the City Mayor
10 February 2023	DANUM Focus Group Discussion by Project Danum and University of the Cordilleras (UC)
13-14 April 2023	Greentech Summit 2023 “Build Back Better – Build Green” by the Office of the City Mayor

j. Environmental Management Bureau (EMB) Inspection and Audit

No negative findings and/or violations were noted during the surprise inspections conducted for the year from **April to September 2023**.

Date of Inspection	Remarks
April 14, 2023	Inspected Mile Hi Center to check Asbestos Roofing material used in the facility
May 17, 2023	Audited JHMC Permits and Compliance. Inspected generator sets, septic tanks and ongoing parking lot project
	Inspected Sheridan Drive project by Filinvest and audited compliance as per ECC Conditions
June 16, 2023	Inspected Air Pollution Source Installation (APSI) specifically Generator Set located in the Carport Area and Septic Tank of Bellhouse/Amphitheatre
September 27, 2023	Inspected the JHMC Wastewater Treatment Facility for the ECC Application



k. Deputy Environment and Natural Resource Officers (DENROs)

A number of DENROs consisting JHMC employees and security providers authorized by DENR to enforce environment and forest protection laws, rules and regulations within CJH were continually being capacitated in relation to their duties and responsibilities.

l. Environmental Impact Statement System

In accordance with P.D. 1586 “Establishing an Environmental Impact Statement System, Including Other Environmental Management Related Measures and for Other Purposes”, the requisite Certificate of Non-Coverage (CNC) was secured from the DENR-EMB on **26 June 2023**.

Further, the requisite Environmental Compliance Certificate (ECC) was secured on **17 October 2023** for the construction and operation of the Wastewater Treatment Facility.

m. Related Policy: Amendment of the Procedures and Guidelines in the Abatement of Illegal Structure, Illegal Construction and Encroachment Within the JHRA

This amended policy is effective **23 October 2023**.

A.7 Business Development and Promotions

A.7.1 New Businesses and Lease Agreements/ Contracts

a. Long-Term Lease Contract with the Department of Information and Communications Technology (DICT) and BCDA-JHMC

To facilitate the full digitalization of the country's bureaucracy, the DICT has forged a partnership with the BCDA and the JHMC for the establishment of the North Luzon Data Center on **18 September 2023**.

The planned North Luzon Data Center will mainly cater to government entities situated in the area of the country, promoting the utilization of e-governance systems and facilitating public transactions.



Photo caption: Department of Information and Communications Technology (DICT) Secretary Ivan John E. Uy, Bases Conversion and Development Authority (BCDA) President and Chief Executive Officer (CEO) Joshua M. Bingcang, and John Hay Management Corp. President and CEO Allan R. Garcia sign an agreement on the establishment of the North Luzon Data Center. DICT Assistant Secretary for Infrastructure Management and Development Edwin S. Ligot, DICT Assistant Secretary for Legal Affairs Atty. Renato A. Paraiso, BCDA Executive Vice President and Chief Operating Officer (COO) Atty. Gisela Z. Kalalo, JHMC Chairman PMGen Rufino G. Ibay, Jr. (Ret), and JHMC Vice President and COO Jane Theresa G. Tabalingcos serve as witnesses. BCDA photo

b. Long-Term Lease Contract with the Aggregates, Incorporated

After a successful bidding, BCDA-JHMC signed the Long-Term Lease Contract with Aggregates, Inc. for one of the units up for disposition for the year at the Voice of America (VOA).

A.7.2 Revenue from Short-Term Lease Contracts (STLSCs)/ Trade Fairs

A substantial amount of about **PhP 1.6 million** was contributed through various STLSCs and/or Trade Fairs organized for the year.

Name of Concessionaire/Event	Period of Lease	Total of Rental Payment	Total of the 5% of Gross Sales	Total
1. Panagbenga Fair	January 1, 2023 - April 24, 2024	311,301.68	114,712.40	426,014.08
2. Liberty Loop Concessionaires	January - December 2023	450,000	135,803.30	585,803.30
3. Avos Coffee Station	September 2022- December 2022	27,000	15,923.90	42,923.90
4. Export Overruns	July 7- 2023 - December 31, 2023	476,280	44,046.45	520,326.45
5. Sharlon Delos Reyes	December 15, 2023 - January 15, 2023	4,500	630.00	5,130.00

6. BRENSCAPES EVENTS MANAGEMENT SERVICES	December 18, 2023 - January 18, 2024	16,800	6,500.00	23,300.00
Total		1,285,881.68	317,616.05	1,603,497.73

A.7.3 Direct Marketing

a. North Luzon Travel Expo



b. 2023 Bridal Expo

The JHMC showcased the grandeur of CJH as one of the most ideal places to host weddings and other occasions during the 2023 Bridal Expo at the Newtown Convention Center, Leonard Wood Road, Baguio City held on **04-06 August 2023**.

During the event, JHMC boosted Camp John Hay as a prime location for weddings and other festive gatherings, especially highlighting the Historical Core as a premier destination that offers more than just an intimate and romantic atmosphere. With its historical background and remarkable outdoor venue, hosting events at the Historical Core will yield more unique and memorable experiences.



A.7.4 Other Events and Activities

a. Holy Week Activities: Easter Sunday

Held on **09 April 2023**, the Easter Sunday was celebrated with amazing kids at the Bell Amphitheater, Historical Core, Camp John Hay.



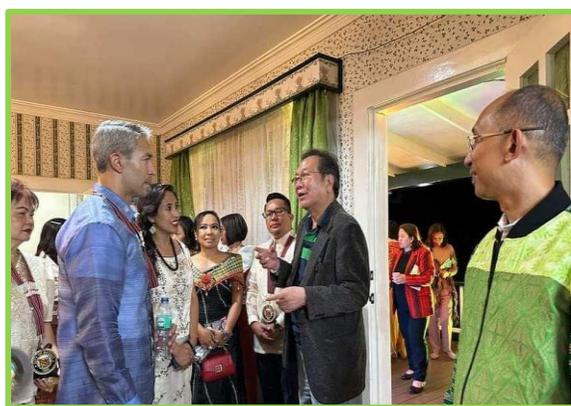
b. Filipino-American Friendship Day

The JHMC joined the City Government of Baguio as it marked the 77th Filipino-American Friendship Day at Malcom Square on **04 July 2023**.



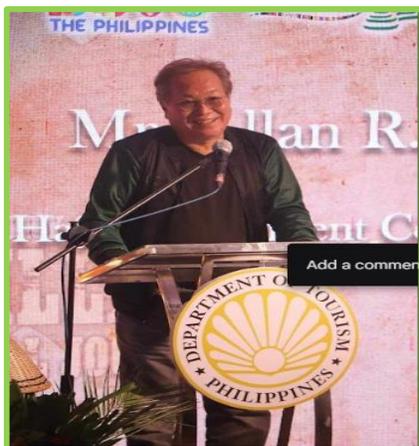
c. Signing of the Sister Cities Agreement between the City of San Antonio, Texas and the City of Baguio

On **13 July 2023**, the Bell House hosted the signing of the Sister Cities Agreement between the cities of San Antonio, Texas and Baguio, represented by Mayor Ronald Adrian Nirenberg and Mayor Benjamin Magalong.



d. World War II Historical Journey

The Bell House at the Historical Core, Camp John Hay hosted the Welcome Dinner of the three-day caravan in Baguio City as part of the continuing product development and heritage advocacy of the Department of Tourism (DoT) – CAR. It is a test run of its World War 2 Historical Journey which retraces the crucial events at the Pacific War.



e. Camp John Hay Sports Festival

With the theme “Unleashing the Spirit of a Champion”, the CJH Sports Fest returned to action after more than three (3) years through a kickoff program at the CAP **on 21 September 2023**.

The Sports Fest aims to strengthen the JHMC’s working relationship with the JHSEZ Locators by instilling teamwork and a sense of accomplishment among competitors.





f. Camp John Hay Anniversary Celebration: “A Journey Through Time”

The 120th founding anniversary of Camp John Hay was celebrated on 25 October 2023, showcasing its legacy and attractions, which include art exhibits, cultural performances, and the culmination of the CJH Sports Fest.

The visual art competition organized in conjunction with the Pasa-Kalye Group of Artists was also exhibited, adorning the walls of the Bell House, which was displayed until December 2023.



Another significant highlight of the celebration is the ribbon-cutting ceremony that took place to mark the Liberty Park's reopening after its closure for renovation from 20 April 2023.



On the same day, the Historical Marker for the Bell House and Bell Amphitheater. It was turned over by the National Historical Commission of the Philippines (NHCP) to the JHMC as the steward of CJH.



g. Camp-Wide Thanksgiving Celebration

The 120th founding anniversary of Camp John Hay was celebrated on 25 October 2023, showcasing its legacy and attractions, which include art exhibits, cultural performances, and the culmination of the CJH Sports Fest.



A.7.5 Number of Historical Core Events and Activities

The data indicates that a total of **138** events took place from January to December 2023.

The majority of these events were **photoshoots**, accounting for 104 or **75%** of the total events held. The peak of events occurred during the 3rd quarter.

Type of Event	Number of Events per Quarter				Total
	1 st	2 nd	3 rd	4 th	
Event (Collaboration with other Stakeholders)	-	-	1	1	2
Photoshoot	27	13	26	38	104
Trade Fair/Bazaar	1		-	1	2
Wedding Ceremony		1	1	3	5
Wedding Ceremony and Reception	2	2	-	3	7
Events Reception	11	3	1	3	18
Grand Total	41	19	29	49	138

A.7.6 Tourist Arrival at the Historical Core, Camp John Hay

An **8% increase** in Tourist arrival was recorded for 2023 from the 2022 data.

The tourist count data was obtained from the POS. However, individuals granted Free of Charge admission (those children below 4 feet in height and guests from events held within the Historical Core) were not considered in the data.

Month	Regular	BLISTT	Students/ Senior Citizen/ PWD	Total
January	4,084	4,682	3,566	12,332
February	3,814	5,444	3,117	12,375
March	3,469	3,347	2,180	8,996
April	5,875	2,563	2,870	11,308
May	3,179	995	2,035	6,209
June	5,731	459	2,454	8,644
July	5,809	890	2,878	9,577
August	5,976	349	2,687	9,012
September	3,118	736	1,092	4,946
October	5,513	1,437	2,552	9,502
November	7,670	1,000	8,465	17,135
December	10,225	654	4,333	15,212
Grand Total	64,463	22,556	38,229	125,248

A.7.7 Historical Core Revenue on Admission of Tickets (in PhP)

The application of a 12% Value-Added Tax (VAT) to the rates of the Historical Core commenced in May 2023.

The table below shows the data of ticket sales for January to December 2023. **December** marked the highest of sales while **September** recorded the lowest, attributable to the rainy season.

Month	Standard	BLISTT	STUDENT/ SENIOR CITIZEN/ PWD	Total Ticket Sales
January	306,300.00	224,208.00	158,260.00	688,768.00

February	285,420.00	245,676.00	112,140.00	643,236.00
March	259,975.00	155,596.00	102,660.00	518,231.00
April	440,625.00	123,024.00	103,320.00	666,969.00
May	315,606.00	51,351.00	79,222.00	446,179.00
June	471,750.00	25,245.00	98,080.00	595,075.00
July	488,515.00	44,000.00	114,960.00	647,475.00
August	507,960.00	19,119.00	107,480.00	634,559.00
September	254,290.00	38,845.00	44,760.00	337,895.00
October	468,875.00	79,035.00	100,980.00	648,890.00
November	635,960.00	55,495.00	119,920.00	811,375.00
December	869,065.00	35,970.00	173,320.00	1,078,355.00
Grand Total	5,304,341.00	1,097,564.00	1,315,102.00	7,717,007.00

A.8 Special Economic Zone Administration

A.8.1 JHSEZ Locators

An exceptional **30 New Locators** or an equivalent of a **27% substantial increase** in the number of enterprises doing business within the JHSEZ. This brings the total **number of JHSEZ Locators to 113** from last year's 89.

A.8.2 Labor Center and Job Generation

It is the commitment of the John Hay Business Community to provide much-needed jobs to residents of the BLIST Area, the direct beneficiaries of all available jobs inside the JHSEZ.

Based on the record, as of **31 December 2023**, JHSEZ has a total of **6,242 employees**, with **96% sourced from the BLIST** area. This marks a **5%** increase from the validated number of jobs generated in 2022.

A.8.3 Quarterly Locator's Meeting

Quarterly Locator's Meetings are being held to discuss business and related matters with JHSEZ Locators.

During the 2nd Quarter Locator's Meeting held at the Bell House on **05 July 2023**, the PCEO assured Locators the JHMC is looking out for their best interests, briefly explaining the Corporation's development goals, which aims to improve CJH and increase the number of tourists that visit the Camp.



A.9 Regulatory Services

A.9.1 Implementation of Rules and Regulations

Continued services for the strict implementation of rules and regulations governing the operations and doing business inside the JHSEZ by the Office of the Building Official (OBO), Environment and Asset Management Department (EAMD), and the Special Economic Zone Administration Department (SEZAD)/ Once-Stop-Action Center (OSAC)/ Customs Clearance Area (CCA).

A.9.2 Issuance of Regulatory Permits

A high percentage of **96.93%** of the total 6,841 regulatory permits and certifications applications were issued within the committed turnaround time from the Environment and Asset Management Department (EAMD), Office of the Building Official (OBO), and the Special Economic Zone Administration Department (SEZAD).

A.10 Project Management

Various priority projects on rehabilitation works aimed to maintain BCDA and JHMC assets in their pristine conditions were implemented in 2023.

A.10.1 Completed Infrastructure Projects

There were **four (4)** projects completed for the year with a total contract amounting to ***Fourteen Million Seven Hundred Fifteen Thousand Three Hundred Thirty-One & 20/100 (PhP 14,715,331.20)***, as follows:

✓ ***Construction of Open Parking Area with Slope Protection***

The contract with a duration of 60 calendar days was awarded to Norbano Builders and was completed on **30 June 2023**.



✓ *Construction of Open Parking Area and Improvement of Guardhouse at the JHMC Office Building*

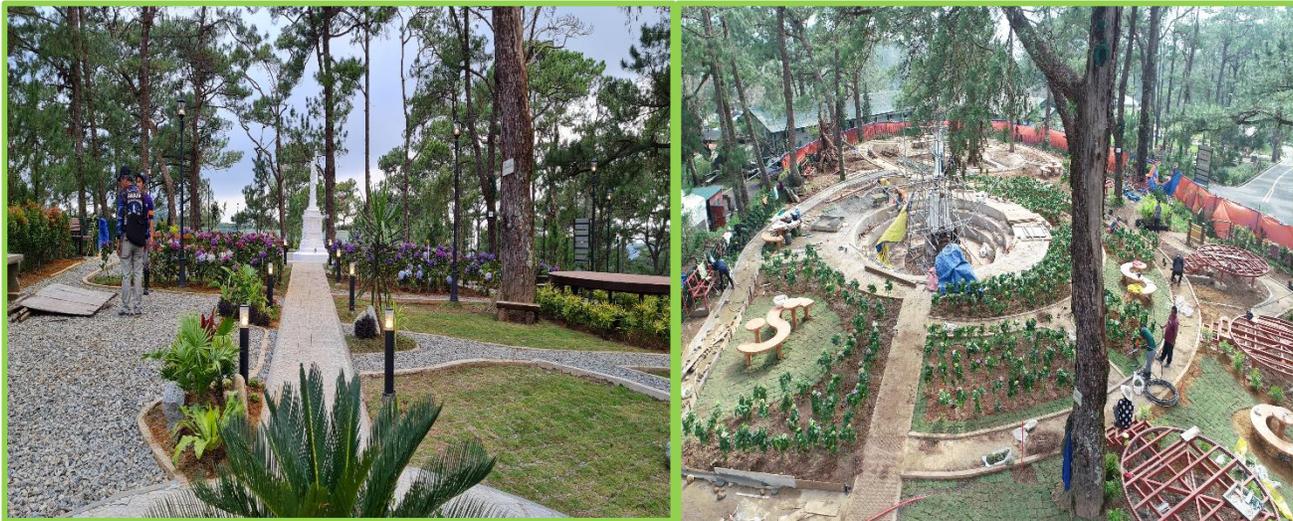
The project was completed on **29 September 2023** by the contractor, ARJ Civil Engineering.



✓ *Enhancement of Historical Core Phase I*

The project was awarded to Sagandoy Construction which was finally completed on **30 September 2023**.





✓ *Renovation of BCDA Cottages 663 and 664*

The Cottages were rehabilitated due to wear and tear and upgrade of the interior and exterior of the facilities. This was completed by SM Severino Construction on **30 September 2023**.





A.10.2 Ongoing Infrastructure Projects

At **87.5%** completion rate as of the end of the year, one project is ongoing with a contract amounting to **Four Hundred Ninety-One Thousand Nine Hundred Forty-Eight (PhP 491,948.00)**:

- ✓ *COA File Storage and Office and JHMC File Storage*



A.10.3 Awarded Infrastructure Projects for Implementation

There were **three (3)** newly awarded projects completed for the year with a total approved budget of *Nine Million Three Hundred Thousand (PhP 9,300,000.00)*, as follows:

- ✓ *Consulting Services for the Street Lighting in the JHSEZ*
- ✓ *Fabrication and Installation of Signages within JHSEZ*
- ✓ *Road Safety Installation in the JHSEZ*

B. FINANCIAL PERSPECTIVES

Adherence to R.A. 7656 or “An Act Requiring Government-Owned or Controlled Corporations to Declare Dividends Under Certain Conditions to the National Government, and for Other Purposes”

JHMC declared and remitted cash dividends to the National Government for the year 2022 in the amount of **PhP3,923,559.67** as a direct result of the sustained positive results of operating income by the Corporation beginning year 2010.

This brings the total dividends declared to **PhP61,203,452.70** since its first declaration in year 2016.

C. INTERNAL PROCESS PERSPECTIVES

In alignment with the government’s socio-economic agenda on the ease of doing business, several processes of JHMC are being reviewed, streamlined, and digitized to ensure more effective and efficient delivery of public service.

C.1 Review of the JHMC Charter Statement and Strategy Map

The output of the 1st part of the Strategy Formulation Phase conducted in 09 December 2022 resulted to the **amendment of the JHMC Charter Statement and Strategy Map** which was approved by the BOD on **22 May 2023** BOD Meeting.

C.2 Welfare of Internal Stakeholders

At least **nine (9) Policies** were introduced and amended to prioritize the welfare of JHMC Employees for the year.

C.2.1 New Policies

- a. Policy on Program on Awards and Incentives for Excellence (PRAISE) with Equal Opportunity Principle (Effectivity: 04-24-23)*
- b. Policy on Leave Credits and Monetization of Leave Credits (Effectivity: 04-24-23)*

- c. *Risk Management Manual (Effectivity: 07-31-23)*

C.2.2 Amended Policies

- a. *Code of Ethics and Conduct for the JHMC Board of Directors (Effectivity: 03-27-23)*
- b. *Policy on Overtime Services and Overtime Pay (Effectivity: 04-24-23)*
- c. *Environment Management System (EMS Manual) (Effectivity: 11-07-23)*
- d. *Strategic Performance Management System (SPMS) (Effectivity: 11-20-23)*
- e. *Quality Manual (Effectivity: 12-15-23)*
- f. *Request for the Issuance of Secretary's Certificate (Effectivity: 07-31-23)*

C.3 Risk Assessment and Management

The JHMC implements its **enhanced** Risk Management System (RMS) to ensure the breakthrough realization of the Organization's goals and objectives.

C.3.1 Management and Performance Reviews

✓ 19-20 January 2023: CY 2022 Annual Performance Review

Aimed to check on the result of the progress of implementation of the approved plans and programs of the organization, the challenges encountered and ways to move forward to mitigate risks and achieve continual improvement within JHMC



operations, the Performance Review for CY 2022 result of projects, activities, and programs implementations at the Plaza de Castiel Hotel & Spa, Urbiztondo, San Juan, La Union.

The Participants from the Management of the CY 2022 Annual Performance Review at Plaza de Castiel Hotel and Spa on 19-20 January 2023.

✓ **23 May 2023: Strategic Planning**

The 2nd part of the Strategy Formulation Phase was successfully conducted with the JHMC BOD and Management at the Norfolk Hall, Newtown Plaza Hotel, corner Claro M. Recto St., Baguio City on **23 May 2023**.

Guided by the Risk-Based Thinking (RBT), the JHMC BOD and Management are brought together to brainstorm and seek information in order to identify information and various signs of change that **positively disrupts** the Organization. The BCDA representatives from the Planning Services Department (PSD) were well represented, headed by Ms. Jocelyn Caniones, the Vice-President for Planning Services.



BCDA PSD VP Caniones cascading the BCDA Strategic Directives to its Subsidiaries to JHMC BOD and Management and the JHMC Corporate Planning Manager facilitating the JHMC BOD and Management Strategic Planning.



The Participants with the JHMC BODs and BCDA Planning Services Department.

✓ **15-16 June 2023: Operations Planning**

From the Strategic Planning, the Operations Planning was successfully conducted with the JHMC Management at the El Cielito Hotel, #50 North Drive, Engineers' Hill, Baguio City. It is at this level of planning that the measures, targets, and risks are identified and risk treatment plans are integrated into the Corporate Plans.

This activity completed the Strategy Formulation Phase and as a result, the JHMC Strategic Plan 2024-2028 was approved by the BOD during the **07 July 2023** Meeting.



The President and CEO and Vice-President and COO physically joining the Operations Planning Activity.



The physical Attendees of the Operations Planning Activity on the 2nd day.

✓ **13-14 July 2023: Departmental and Budget Planning**

Departmental Planning is important because it is at this level that action plans are identified for proper risk management. The Departmental and Budget Planning was successfully conducted with the JHMC Management and selected Officers and Staffs at the El Cielito Hotel, #50 North Drive, Engineers' Hill, Baguio City.

This activity paved the way for the start of the realization of the JHMC Strategic Plan 2024-2028 and the formulation of the proposed Corporate Operating Budget (COB) for CY 2024.



The Departmental and Budget Planning Participants posed with the President and CEO Garcia and Vice-President and COO Tabalingcos.

✓ **CY 2023 Performance Review**

As part of the Plan-Do-Check-Act (PDCA) Cycle, the Quarterly Performance Review sessions are undertaken for purposes of **proper risk and opportunity management** for a more effective and efficient implementation of the 2023 programs, activities, and projects.

For the year, the Q1 to Q3 Performance Review sessions were held at the Lafaayette Luxury Suites, corner #1 Loakan Rd, Baguio City.



The Participants of the Q1 Performance Review held on 27 April 2023.



Despite the work suspension due to the effects of the inclement weather named Typhoon Egay (Doksuri), 81% of the Participants attended the Q2 Performance Review held on 28 July 2023.



The Participants of the Q3 Performance Review held on 19 October 2023.

C.3.2 JHMC as a Beneficiary Agency of the 2023 Government Quality Management Program (GQMP)

In its Strategic Initiative Profile (SIP) towards Philippine Quality Award (PQA), the JHMC is one of the lucky few Beneficiary Agencies of the GQMP for the year, particularly on the program on ***Technical Assistance on Strengthening Risk***

Management Capability (SRMC), through the Development Academy of the Philippines (DAP).

Date	Technical Assistance/ Related Activity
21 February 2023	Management Briefing re the Technical Assistance on SRMC with the DAP Project Team Signing of the Pledge of Commitment for JHMC.
03 May 2023	Meeting with the DAP Project Team in preparation of the Process Walkthrough activity.
08 May 2023	Process Walkthrough with the DAP Project Team.
13-14 June 2023	Workshop on Enhancing the Risk Manual with the DAP Project Team.
22-23 June 2023	Presentation of the Risk and Opportunity Assessment Register (ROAR) with the DAP Project Team.
03-04 July 2023	Technical Guidance on Risk Management Implementation as to Documentation, Communication, Monitoring, and Reporting with the DAP Project Team.
21 July 2023	Presentation of the JHMC Risk Manual to the Top Management.
02 August 2023	Presentation of the JHMC Risk Manual to the JHMC Employees by the DAP, and the virtual conduct of the Pledge of Commitment by the JHMC Employees, graced by the PCEO.
08 August 2023	Technical Guidance on Status Reporting as to RM Implementation.
05 September 2023	Presentation meeting for the RM Implementation Assessment.
07 September 2023	Presentation of the supporting documents for the RM Implementation per the ISO 31000 Clauses.
08 September 2023	Presentation of the findings of the DAP Resource Person, Engr. Charlie A. Marquez, where JHMC garnered a remarkable 94.89% rating.
28 September 2023	Debriefing for the culmination for the SRMC undertaking by Ms. Angela Vargas and Ms. Meryl Vocalos, with Engr. Charlie A. Marquez.

Conferred on **08 September 2023**, JHMC received an impressive rating of **94.89%** as a result of the assessment of the effectiveness of the implementation of the RMS in the Organization, after months of workshop and learnings for the enhancement of its existing risk management.

Result of the Assessment of Effectiveness

Commendable Findings	Partial	Non-Conformity (Zero)
2	5	2
Percentage of Fulfillment Status		94.89%



The JHMC received a **remarkable 94.89% rating** on 08 September 2023 based on the assessment of the DAP Resource Person, Engr. Charlie A. Marquez.



The JHMC Team during the QMS Management Review and Debriefing for the Technical Assistance on SRMC with the DAP Project Team at Plaza de Castiel Hotel, San Juan, La Union held on 28-29 September 2023.

C.3.3 2023 Legal Risk Assessment Survey (LRAS)

To ensure that legal risks are anticipated and managed, the Annual LRAS was conducted to assess possible legal risks confronted by all JHMC Offices. This is in addition to the risk assessment and management procedures embodied in the updated JHMC Quality Manual and the JHMC Internal Audit Manual.

For 2023, the LRAS was administered from **18-19 December 2023** which was participated by **87.5%** of the JHMC employees. As a result, a “Quick Guide” to all employees on the basic features of the GOCC such as JHMC in order to instill legal awareness among JHMC employees as to the concept of a non-chartered GOCC for employees to have a better understanding of JHMC’s mandate as a GOCC which knowledge could prove valuable to further enhance JHMC employees’ capacity to perform their respective functions toward achieving JHMC’s plans and programs.

C.4 Good Governance Conditions

For 2023, the JHMC has **fully complied** with the Good Governance Conditions (GGCs) and Other Conditions and Requirements (OCRs) as provided in Sections 11 and 12 of the GCG MC No. 2023-01 “Performance Evaluation System (PES) for the GOCC Sector” dated 19 January 2023, including that of the GGCs as provided by the AO25 IATF Memorandum Circulars.

C.5 Participation to House Bill Deliberations

- ✓ **House Bill 9428: “An Act Declaring Portions of the Land Transferred to the Bases Conversion and Development Authority in Camp John Hay Reservation Area Under Republic Act No. 7227”**

The Technical and Legal Team of the BCDA and JHMC, in collaboration with the Technical Working Group (TWG) for the review and inputs to this House Bill and contributed to the BCDA Position Paper submitted on 05 December 2023 to the Chairperson of the House Committee on Natural Resources, Cong. Elpidio F. Barzaga.

C.6 Process Review and Streamlining Efforts

Compliance to EODB Law and OP-ARTA directives on streamlining and process improvement and in compliance to the ISO 9001:2015 standards on continual improvement, **a total of sixteen (16) meetings** for the updating of the Citizen’s Charter and operational processes based on recent issuances from the applicable regulatory agencies and the guidance from the ISO 9001:2015, with the evaluation and recommendation for revisions by the OPCEO-CPU, as follows:

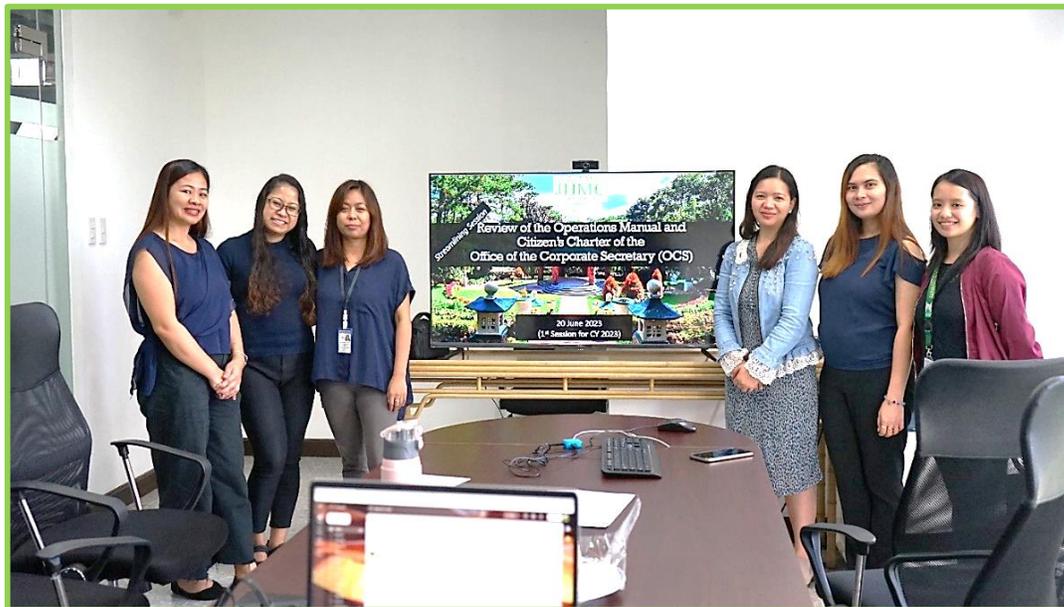
- **09 March 2023** – process review and updating of the existing Citizen’s Charter of the Legal Department (LD) at the Conference Room, Bell House, Camp John Hay, Baguio City;



- **02 June 2023** - process review and establishment of the Citizen’s Charter of the Environment and Asset Management Department – Land and Asset Management Division (EAMD-LAMD) at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **20 June 2023** - process review and establishment of the Citizen's Charter of the Office of the Corporate Secretary (OCS) at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **27 June 2023** - process review and establishment of the Citizen's Charter of the Office of the Corporate Secretary (OCS) at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City.



- **06 July 2023** - process review and establishment of the Citizen's Charter of the Office of the Building Official (OBO) at the Board Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **04 August 2023** - process review and establishment of the Citizen's Charter of the Administrative Services Department (ASD) – General Services Division (GSD) at the Board Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **11 August 2023** - process review and establishment of the Citizen's Charter of the OBO at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **25 August 2023** - process review and establishment of the Citizen's Charter of the Environment and Asset Management Department (EAMD) – Environment Management Division (EMD) at the 3rd Floor, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **05 September 2023** - process review and establishment of the Citizen’s Charter of the EAMD – Land and Asset Management Division (LAMD) at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **18 September 2023** - process review and establishment of the Citizen’s Charter of Office of the President and Chief Executive Officer (OPCEO) – Community Relations Office (CRO) at the 2nd Floor Lobby and Office of the PCEO, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **20 October 2023** - process review and establishment of the Citizen's Charter of ASD – GSD at the Board Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **16 November 2023** - process review and establishment of the Citizen's Charter of the BDD at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **17 November 2023** - process review and establishment of the Citizen's Charter of the BDD at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **21 November 2023** - process review and establishment of the Citizen's Charter of the EAMD – Project Management Division (PMD) at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **24 November 2023** - process review and establishment of the Citizen’s Charter of the ASD – GSD at the Board Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City;



- **02 December 2023 (Saturday)** - process review and establishment of the Citizen’s Charter of the BDD at the Conference Room, JHMC Office Building, JHSEZ, Camp John Hay, Baguio City.



C.7 2023 Updated Citizen's Charter

As a result of the streamlining efforts, the systems and procedures affecting the external services, internal services, and internal processes of at **least two (2) Offices**: (1) the Office of the President – Corporate Planning Unit; and, (2) the Office of the Corporate Secretary (OCS) have already been approved by the BOD in CY 2023 as most are in their finalization.

C.8 Digitization Efforts in 2023

At **least two (2) systems** were automated and or updated for the year:

C.6.1 Development and Implementation of the Procurement, Assets and Supplies Management Information System (PASMIS)

Rolled out on **22 December 2023**, this project was initiated to analyze and develop an Information System to automate the processing system of the Internal Support Services of JHMC.

C.6.2 Updating of the Helpdesk Information System (HIS)

The enhancement of the existing HIS to comply with the updated approved policies, citizen's charter, guidelines, required reports and government rules and regulations. Further, this will respond to the suggestions and issues encountered during the implementation of the information systems. This was rolled out on **22 December 2023**.

C.6.3 Updating of the Information and Communications Technology Disaster Recovery Plan

Due to the transfer of all offices to the new JHMC Office Building in 2023, changes in the Team's composition and the ongoing review of processes, the ICT Disaster Recovery Plan was updated.

C.9 Disposition of Records

For the **very first time** since its coordination with the National Archives of the Philippines (NAP), the actual disposal of records was approved and conducted on **24 October 2023**, witnessed by the Representatives from the Commission on Audit (COA).

The disposed records are similar in description dated from 1995 to 2021 and having exceeded its retention period of six (6) months which includes the

following: Gate Pass, Permit to Bring-In, Permit to Bring-Out for Local Articles, Permit to Bring-Out for Temporary Transfer, BOC Boat Note, PEZA Documents, Local Purchase Forms, and Logsheets/Logbooks.



C.10 ICT Infrastructure

Installation and configuration of the planned ICT infrastructure for the new JHMC building.

To complete the ICT infrastructure required for the Office Building, the Voice over Internet Protocol (VoIP) and cooling system of the Server Room were procured, installed, configured and implemented for the year.

C.11 Implementation of the Approved Amended Strategic Performance Management System (SPMS) Manual of JHMC

In its 2nd year, the SPMS Manual of the JHMC was fully implemented in compliance with the provisions of the Governance Commission on Government-Controlled or Owned Corporations (GCG) Memorandum Circular No. 2021-01 for the establishment and implementation of an SPMS of the Civil Service Commission (CSC) or its equivalent.

- ✓ At least **seven (7) meetings** were facilitated for the year by the Performance Management Team (PMT) for the following:

a. *Performance Review Conference*

The result of the PMT Secretariat's (OPCEO-CPU) validation of the initial assessment of each Office Heads were discussed, with recommendations for the corresponding OPCR rating, for the consideration and endorsement of the PMT Members for the approval of the PCEO as the Presiding Officer of the Conference.

25 January 2023: Part I of the Performance Review Conference as presided by the PCEO at the Bell House, Historical Core, Camp John Hay. The Offices

tackled were
FSD,
SEZAD and
LD.



09 February 2023: Part II of the Performance Review Conference as presided by the PCEO at the Bell House, Historical Core, Camp John Hay. The Offices tackled were the finalized FSD and SEZAD for the additional documents presented for validation. The IAO also made a presentation of their OPER which was noted by the PMT and the PCEO.



22 February 2023: Part III of the Performance Review Conference as presided by the PCEO at the Bell House, Historical Core, Camp John Hay. The Offices tackled were OPCEO and SSD.

21 March 2023: Part IV of the Performance Review Conference as presided by the PCEO at the Board Room, JHMC Office Complex, Camp John Hay. The Offices tackled were BDD, OCS, and EAMD.

b. *Deliberation of the Proposed Office Performance and Commitment Review (OPCR) Forms*

The PMT Secretariat (OPCEO-CPU) provided its recommendations/ observations on the Success Indicators and weight distribution based on the alignment of the concerned Office to the Organizational goals and objectives and various Agency Accountabilities, for the PMT’s consideration and approval on the following sessions:

19 December 2023: With the submission of the proposed targets for the ensuing year, the deliberation of the proposed OPCR 2024 of each Office commenced.



21 December 2023: The 2nd part of the deliberation of the proposed OPCR 2024 of each Office was concluded.



D. LEARNING AND GROWTH PERSPECTIVES

D.1 Human Resource Development Program

The HRDP comprises the various interventions to address competency gaps of employees and/or developmental activities, which may be for a specific employee, group of employees or for the whole organization.

D.1.1 Strategic Measure: Increase the Organizational Competency

The JHMC committed to provide each employee at least a 16 hours training and/or development programs. Thus, out of the 57 regular employees, **a total of 57 employees or 100%** were provided with at least 16 hours of training and/or development programs as of 31 December 2023, the summary of which is hereunder provided:

OBJECTIVES	SUCCESS INDICATOR	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
To provide continuous learning and growth opportunities for all JHMC personnel which includes, but not limited to training, seminar, forums, conferences, coaching, mentoring, focused group discussion, and short courses.	Provision of 16 hours relevant training and/or development program per JHMC personnel based on the approved Human Resource Development Program (HRDP).	3 employees	April- 14 May- 45 June- 51	July- 1 Aug.- 13 Sept.- 14	Oct.- 38 Nov.- 17 Dec.- 0

D.1.2 Organizational Development Programs

Some of the organizational development programs provided were the following:

- ✓ ***18-19 April 2023: Training on the Filipino Brand of Service Excellence by the Department of Tourism (DOT) – CAR.***



- ✓ ***10-12 May 2023 – Basic Incident Command System Training Course.***



✓ **29-31 May 2023 – Training on Risk Management, through the DAP Project Team.**



-  Bids and Awards
-  Career Opportunities
-  Performance Based Incentive System

JHMC OFFICIALS AND STAFF COMPLETE RISK MANAGEMENT COURSE

Posted on July 13, 2023



Some 25 officers, staff, and process owners from the John Hay Management Corporation (JHMC) completed a three-day course on risk management capability enhancement conducted by the Development Academy of the Philippines – Productivity and Development Center (DAP-PDC).



ATTY. ENGELBERT C. CARONAN, JR., MNSA
President and CEO

development academy of the philippines

ANNOUNCEMENT

The Board of Trustees of the Development Academy of the Philippines, through Board Resolution No. 2018-019, has elected

Atty. Engelbert "Jojo" C. Caronan Jr.

as the new DAP president effective June 27, 2018.

Article from <https://dap.edu.ph/jhmc-officials-and-staff-complete-risk-management-course/>

✓ **21-22 September 2023 – Training on Republic Act No. 9184: Procurement Law.**

GUIDELINES ON THE USE OF FRAMEWORK AGREEMENT



MARK LOUIE MARTIN

DIR. MARK LOUIE C. MARTIN, CPA, CESO III

GPPB-Recognized Trainer
Regional Director, DBM Regional Office IX

LATEST ISSUANCES AND UPDATES ON GOVERNMENT PROCUREMENT



Raymond Cruzado



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✓ *11 October 2023 – Environment Management System Awareness.*



✓ *Continuous Awareness on Environment Management System, Quality Management System, Human Resource Policies, and Other Related Laws and Regulations.*

The continuous awareness on EMS, QMS, HR Policies and other related laws and regulations of all employees during flag ceremony, flag retreat. The same were also provided to employees through emails. Also, newly hired employees, including OJTs were provided orientation on these, in collaboration with the OPCEO-CPU and EAMD-EMD.





✓ *Information, Education and Communication Through the Various Platforms*



D.3 Health and Wellness Program

Physical Work Outs

The JHMC continuously promotes the well-being of its employees regardless of position, age, sex, civil status, religion, belief, and culture through the conduct of various activities such as physical, financial, environmental, emotional, and spiritual. Thus, the JHMC, through its HRD, developed and implemented a Program to address the Health and Wellness issues of both male and female employees, which includes, but not limited to the following: (a) Psychological; (b) Physical; (c) Behavioral; and, (d) Environmental.

Both male and female employees were provided equal opportunities to participate in the Program. The Program was designed as non-discriminatory. Male employees were not prioritized over women employees.

For CY 2023, the following activities were conducted:

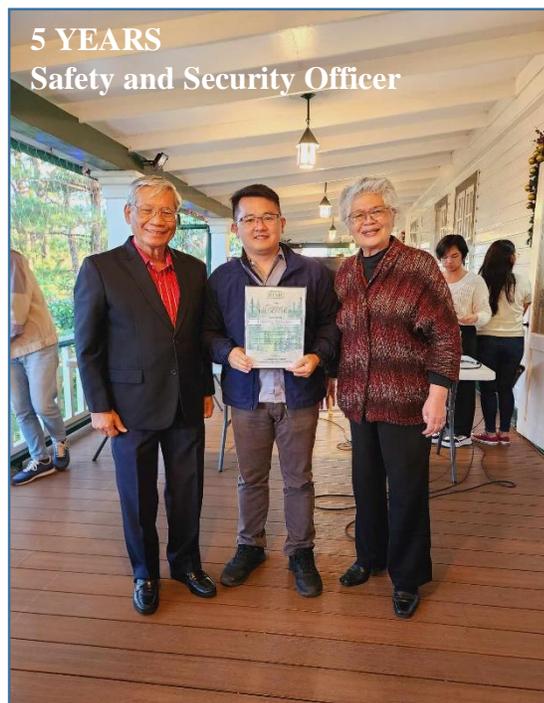
DATE	ACTIVITIES
January 2023	Development of the Health and Wellness Program for CY 2023
24 February 2023	Approval of the Health and Wellness Program
17 March 2023	Start of Implementation of the Health and Wellness Program
24 March 2023	Physical Games
May 2023	Physical Games
30 June 2023	Clean up Drive in coordination with EMD
23 June 2023	Annual Tree Planting and Forest Enrichment Activities
19 July 2023	Annual Tree Planting and Forest Enrichment Activities
August 2023	Physical Games
23 September 2023	Clean-up Drive in coordination with EMD
06 October 2023	Closing Program
22 December 2023	Promotion of a JHMC Drug Free Workplace through the conduct of a mandatory drug testing of employees.



D.3 Rewards and Recognition

JHMC conducted a Recognition Program to the **Loyalty Awardees for CY 2023**, to wit:

Employee	Years of Service
Customs Compliance Officer Noel Crisanto T. Pascua	25 years
Environment and Asset Management Manager Bobby V. Akia	15 years
Property Custodian Renegade C. Bayog	10 years
Administrative Services Manager Edsel U. Colcol	10 years
Customs Compliance Assistant Daniel Novencido III	10 years
One-Stop Action Center Processor Jun Caesar S. Ramirez	10 years
Internal Audit Manager Rodel P. Villanueva	10 years
Safety and Security Officer Jerry G. Ibayan	5 years
Finance Analyst Geraldine M. Bolawin	5 years





D.3 Gender and Development (GAD) Program

The following were GAD-Related activities implemented for the year, in coordination with the valued Philippine Commission on Women (PCW) - accredited Partner, **Reina P. Olivar Development Consultancy and Services**:

Date	GAD-Related Activity
09 October 2023	Formulation of Attribution – Harmonized Gender and Development Guidelines (HGDG) and Deepening Sessions in GAD
16 October 2023	Capacity Building and Update for the Newly Installed TWG and GFPS Members for 2023: Completion of GAD Agenda and Orientation on the Roles of GFPS
27 October 2023	Annual GAD Planning and Budgeting by Reina P. Olivar Development Consultancy and Services
22 November 2023	Gender Sensitivity Training

*“Practice the philosophy of continuous improvement.
Get a little bit better every single day.”
– Brian Tracy*

CLOSING STATEMENT

As we draw the curtains on the year 2023, I am delighted to share with you the highlights of John Hay Management Corporation's (JHMC) journey towards excellence and impact.

Throughout the year, we have remained steadfast in our commitment to delivering exceptional service, fostering meaningful relationships, and upholding the highest standards of corporate governance. From our outstanding performance in customer satisfaction to our consistent recognition for excellence in public service and corporate governance, each milestone achieved reflects the collective dedication and hard work of our team and the unwavering support of our valued stakeholders.

Our success in attaining a remarkable 94.50% rating in customer satisfaction, coupled with our impressive 98% Corporate Governance Scorecard rating, underscores our commitment to meeting and exceeding the expectations of our customers and stakeholders alike. These achievements are a testament to our relentless pursuit of excellence and our unwavering focus on delivering value with integrity and transparency.

Furthermore, our proactive approach to stakeholder prioritization, evidenced by the implementation of strategic policies and initiatives aimed at customer welfare, safety, and community interaction, reflects our deep-rooted commitment to making a positive impact on society and fostering sustainable growth and development.

Financially, our adherence to regulatory standards and consistent declaration and remittance of dividends to the National Government underscore our financial stability and accountability, ensuring the long-term sustainability of our operations and our ability to continue delivering value to our stakeholders.

Internally, our focus on the welfare of our employees through the introduction of new policies and organizational development programs highlights our commitment to nurturing a supportive and conducive work environment where every member of our team can thrive and contribute meaningfully towards our collective success.

As we look towards the future, guided by the principles of continuous improvement and excellence, we remain steadfast in our commitment to driving positive change, fostering innovation, and making a meaningful difference in the lives of those we serve.

To my dearest JHMC family, I extend my heartfelt gratitude to each and every one for your unwavering support, dedication, and collaboration throughout the year. Together, we have achieved remarkable milestones, and together, we will continue to chart new paths, overcome challenges, and build a brighter future for generations to come.

With grateful heart,



OPCEO-2024-0723
ALLAN RAZON GARCIA
President and Chief Executive Officer

John Hay Management Corporation